

SEPTEMBER 2024

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SPECIAL REPORT

Accessibility, reconciliation, and inclusion
at BC's Office of the Information and
Privacy Commissioner and Office of the
Registrar of Lobbyists

TERRITORIAL ACKNOWLEDGEMENT



The Office of the Information and Privacy Commissioner for BC and Office of the Registrar of Lobbyists respectfully acknowledges that its offices are located on the traditional territories of the Lək̓ʷəŋən people of the Songhees and Esquimalt Nations. As an Officer of the Legislature, the work of the Commissioner spans across British Columbia, and the OIPC/ORL acknowledges the territories of First Nations around BC and is grateful to carry out our work on these lands.

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Commissioner's Message

It is my honour to present this Special Report on accessibility, reconciliation and inclusion at BC's Office of the Information and Privacy Commissioner (OIPC) and Office of the Registrar of Lobbyists (ORL).

The OIPC/ORL has a longstanding commitment to these values. To assist with this work and to provide a clear path forward, we created our READI+ (Reconciliation, Equity, Accessibility, Diversity, and Inclusion +) group, which was tasked in 2019 to identify gaps and provide recommended actions to address them in a structured way. As part of that process, we have listened, learned and made some important changes. This report documents some of the progress we've made to date, identifies where more work needs to be done, and invites your feedback. It is intended as a living document, that we will update based on feedback and consultations.

The *Accessible BC Act* requires public bodies to "develop a plan to identify, remove and prevent barriers to individuals in or interacting with the organization." Our plan is included here (p.11). We have also taken this opportunity to share our work to ensure that along with being more accessible, our offices and the services we provide advance reconciliation with Indigenous peoples in this province, and reflect our support for diversity, equity and inclusion.

While this report includes the details of the work we've done and what we plan to do, it also asks questions. How can we make our services more accessible? How can the work we do better reflect and speak to the



incredible diversity of this province? How are we contributing to reconciliation with Indigenous peoples, on whose lands we are fortunate to live and work? How can we ensure that every staff member feels included, seen, and appreciated? What are we doing right in these areas, and how can we improve? As this is a living document –we pose these questions in earnest and welcome feedback from all people living in British Columbia.

I would like to thank my staff, who prepared this report and led the efforts it details. This is the work of many hands – dedicated public servants who strive for excellence in the services they provide to the public, and who, as this report illustrates, recognize and respond to the many dimensions of what that involves. And I thank, in advance, those who provide feedback as we continue this important journey.

September 2024

ORIGINAL SIGNED BY

Michael Harvey

Information and Privacy Commissioner for British Columbia/Registrar of Lobbyists

About the OIPC

Established in 1993, the Office of the Information and Privacy Commissioner (OIPC) provides independent oversight and enforcement of BC's access and privacy laws:

- The *Freedom of Information and Protection of Privacy Act* (FIPPA), which applies to over 2,900 public bodies, including ministries, local governments, schools, crown corporations, hospitals, municipal police forces, and more.
- The *Personal Information Protection Act* (PIPA), which applies to any private sector organization (including businesses, charities, non-profits, and political parties) that collects, uses, and discloses the personal information of individuals in BC. PIPA also applies to any organization located within BC that collects, uses, or discloses personal information of any individual inside or outside of BC.

Among other statutory authorities, the Commissioner has the power to:

- investigate, mediate and resolve requests for review and complaints concerning access to information disputes, including issuing binding orders;
- investigate and resolve privacy complaints;
- conduct audits and investigations of public bodies or organizations, to ensure compliance with any provision of the Acts or their regulations;
- comment on the access and privacy implications of proposed legislation, programs or policies;
- comment on the privacy implications of new technologies and data matching schemes;
- conduct research into anything affecting access and privacy rights; and
- educate and inform the public about their access and privacy rights and the relevant laws.

About the ORL

The Office of the Registrar of Lobbyists is an independent office of the Legislature. The Information and Privacy Commissioner is designated the Registrar of Lobbyists under the *Lobbyists Transparency Act (LTA)*.

- The Registrar has a mandate to provide education, oversight, and enforcement of the LTA. The LTA requires individuals and organizations who lobby public office holders and meet specific criteria to register their lobbying activities in an online public registry.
- The goal of the LTA is to promote transparency in lobbying and government decision-making by allowing citizens to know who is attempting to influence public office holders' decisions.

The Registrar of Lobbyists is generally responsible for monitoring, promoting, and enforcing compliance with the LTA. The Registrar or their delegate has specific responsibility for:

- Managing the online registry of lobbyists;
- Overseeing the registration of lobbyists;
- Investigating to determine whether a person has complied with the LTA or the regulations;
- Giving the person notice of the allegations, the reasons why it is believed there has been a contravention, and how the person may exercise an opportunity to be heard;
- Giving a person the opportunity to be heard if, after an investigation, it is believed the person has not complied with a provision of the LTA or the regulations;
- Issuing administrative penalties;
- Submitting reports of non-compliance to the Legislative Assembly;
- Ensuring public accessibility to information in the Lobbyists Registry; and
- Promoting compliance through public education.

Our approach to accessibility, reconciliation, and inclusion

Purpose and Objectives

In 2019, the OIPC/ORL formed an internal working group to promote and advance diversity, inclusion and accessibility both within the office and in the services we provide to the public. The group, READI+ (Reconciliation, Equity, Accessibility, Diversity, and Inclusion plus), identifies, proposes, and implements actions on behalf of the OIPC/ORL to meet the following objectives:

- Promote accessibility, identify barriers to individuals in or interacting with the organization, and advise the organization on how to remove and prevent barriers to individuals in or interacting with the organization.
- Raise staff awareness about the history of Indigenous peoples, colonization, and its ongoing effects; adjust office policies and processes to be inclusive and equitable; and actively work to build a positive relationship with Indigenous peoples.
- Foster an inclusive, equitable, and diverse environment in the OIPC/ORL workplace, and in policies, procedures, and services to public.
- Promote a healthy workplace where each staff member feels included and supported in doing their work to the best of their abilities.

Operating principles and values

READI+ operates from a standpoint of listening and learning first. Respect is a core value of the OIPC/ORL which means our READI+ work is guided by the principles of inclusivity, collaboration, self-determination, and diversity of knowledge and experience.

Key umbrellas

The OIPC/ORL's READI+ work is organized under three key umbrellas. Detailed plans for this work going forward are outlined in subsequent sections of this report.

1

Accessibility

The OIPC/ORL is committed to accessibility, focusing on three main priorities: making our physical space accessible for current and future employees, digitizing accessibility and making our content more available, and supporting mental health and neurodivergence.

2

Truth and Reconciliation

The OIPC/ORL is committed to taking action to ensure the services and oversight carried out under the Commissioner's mandates are accessible to everyone in BC and recognizes that this means learning about, and being responsive to, the historic and ongoing experiences of Indigenous peoples in BC.

3

Diversity, Equity & Inclusion

The OIPC/ORL is committed to respecting and supporting difference, and prioritizes cultural safety through our processes, work culture, and continual education.

Work Plan/Strategies

READI+ will continue to prepare, propose, and implement actions to address our objectives by:

- Ongoing review and development of action plans for each umbrella strategy.
- Holding regular meetings with READI+ and the umbrella sub-groups.
- Consulting and advising on office policies, procedures, and projects with a lens of listening and learning and practicing inclusion and respect.
- Working to implement the action items.
- Tracking implementation of actions.
- Discussing relevant actions at senior leadership and staff meetings, as appropriate.
- Reporting to, and working with, the Commissioner and senior leadership team.

Our Work to Date

Since the READI+ team was established in April 2019, the OIPC/ORL has completed several actions, including:

- **Developed policies to promote respectful behaviour:** The OIPC/ORL implemented an internal *Bullying, Discrimination and Harassment Policy* in 2020 and an external [*Unreasonable Behaviour Policy*](#) in 2022. Both policies aim to help ensure that boundaries, courtesy and respect are central to all OIPC processes.
- **Improved physical accessibility of office:** A physical accessibility audit completed in 2023 provided valuable insights into areas for growth and improvement at the OIPC's office in Victoria. These changes are ongoing. Improvements made to date include:
 - establishing a washroom that is inclusive of all genders;
 - making washrooms and the building more accessible to those with mobility limitations; and
 - moving microwaves and other appliances, such as the AED machine, to lower heights for broader physical accessibility.
- **Launched digital and spoken language interpretation services:** The OIPC recognizes the diverse backgrounds of the people the office serves and strives to ensure that language is not a barrier to accessing OIPC services. The OIPC website integrated translation of live webpages in eight languages, and continues work to translate documents and reports available on the site. The office launched a pilot project to offer spoken language interpretation services in 2023. Applicants and complainants who require verbal translation to access OIPC services can call our office at 250-387-5629 or fill out

the form here: <https://www.oipc.bc.ca/forms/individuals/request-spoken-language-interpretation/>

- **Commitment to Reconciliation:** The OIPC/ORL is committed to Reconciliation with Canada's Indigenous peoples. Recognizing the need for ongoing work and learning in this area, the office requires all staff to engage in continuous learning in this space. For example, all staff are required to complete the [San'yas Indigenous Cultural Safety Training Program](#), which provides training on trauma informed principles and dispute resolution. The OIPC/ORL has also incorporated Indigenous relations behavioral competencies (IRBC) into job competitions.
- **Incorporated gender inclusive language into forms, guidance materials, and external communications:** The OIPC/ORL brought in training for staff through a Gender in Writing Workshop, and updated key forms to include fields for gender pronouns. Staff also received training on gender diversity, microaggressions, and intersectionality.



Accessibility

The Accessible British Columbia Act

The [Accessible British Columbia Act](#) aims to remove barriers to people with disabilities in accessing services and employment. Accessibility is a fundamental aspect of the equity and inclusion of persons with disabilities. It requires prescribed public bodies to do the following:

- **Create an Accessibility Committee.**
 - The Committee should include people with lived experience of diverse disabilities and have Indigenous representation. It should also reflect the diversity of the population of British Columbia.
- **Provide a feedback mechanism** to receive reports of accessibility barriers experienced by people within or interacting with the organization.
- **Publish an accessibility plan** describing how the organization will identify, remove, and prevent accessibility barriers going forward.

The OIPC is a prescribed public body under that Act. This document explains our approach to the first two obligations and meets the requirement under the third obligation.

Key definitions

The OIPC acknowledges that individuals may use different language to describe their abilities and lived experiences. The language used in this document aligns with that of the *Accessible British Columbia Act*¹:

- **Barrier:** Anything that hinders the full and equal participation in society of a person with an impairment. Barriers can be caused by environments, attitudes, practices, policies, information, communications, or technologies. Barriers can also be made worse by intersecting forms of discrimination.
- **Disability:** Means an inability to participate fully and equally in society due to the interaction between an impairment and a barrier.
- **Impairment:** A physical, sensory, mental, intellectual, or cognitive impairment, whether permanent, temporary, or episodic.

¹ <https://www.bclaws.gov.bc.ca/civix/document/id/complete/statreg/21019>

Our Accessibility Committee

The OIPC has signed a [Memorandum of Understanding](#) (MOU) to form a Joint Accessibility Committee (the Committee) with the Offices of the Ombudsperson, Auditor General, Representative for Children and Youth, Police Complaint Commissioner, Merit Commissioner, and Human Rights Commissioner. The Committee was established to advise the Offices in their efforts to identify, remove, and prevent accessibility barriers to any individuals in or interacting with the Offices, and to assist the Offices with meeting their obligations under the Act. The MOU is intended to set out the agreement between the Offices on how the Committee will carry out its roles and responsibilities.

Feedback on the Accessibility, Reconciliation, and Diversity, Equity & Inclusion Plans are essential to meeting the various needs of people living in BC. The OIPC encourages everyone who interacts with the office to let us if there are any gaps in how we provide accessible services. More information on how to do so is included in the [Feedback & Evaluation](#) section of this report.



Accessibility

Accessibility plan at a glance

Ongoing actions under this umbrella are designed to improve the access to and accessibility of OIPC/ORL services. This includes, for example, maintaining an OIPC/ORL accessibility plan and responding to feedback from staff and public on the plan. Specifically, actions include enhancing the accessibility of physical space at the office, ensuring digital content is accessible on the OIPC/ORL webpages, and exploring ways we can support those with barriers due to mental health and those who are neurodivergent.

Priorities and Actions

| Reviewing and updating an accessibility plan | |
|---|--|
| 1 | Develop an accessibility plan to identify, remove and prevent barriers to individuals in or interacting with the OIPC/ORL. |
| 2 | Consult with OIPC/ORL staff, Joint Accessibility Committee, members of the public, and interested parties on the contents of the plan. |
| 3 | Review and update the plan at least annually, considering comments received from the public and the joint accessibility committee. |
| Making the physical OIPC/ORL office more accessible | |
| 4 | Review and update lighting and signage throughout the office to ensure it is clear. |
| 5 | Proceed with updating the washrooms on the second and fourth floors of the building to enhance accessibility. |
| Improving digital accessibility | |
| 6 | Add alt text and image descriptions to the OIPC/ORL websites to ensure screen readers can access visual content. |
| 7 | Improve colour contrast options on the OIPC/ORL websites and on other digital content. |
| 8 | Provide content from key published materials in a variety of mediums (infographics, video, summaries, etc). |
| 9 | Integrate accurate closed captions on published videos. |

Accessibility

10

Provide language translation options for OIPC/ORL website content and documents.

11

Integrate plain-language writing for public-facing documents.

Supporting mental health and neurodivergence

12

Offer staff training to encourage education on mental health and neurodivergence.

13

Offer staff resources through the Canadian Mental Health Association to support workplace and personal mental health.





Reconciliation

Reconciliation

Reconciliation plan at a glance

The work undertaken by the office in this umbrella is intended to improve our relationships with Indigenous people and to help our office (people and processes) work toward truth and reconciliation. We approach this work by listening and learning first. We listen and learn by inviting Indigenous speakers to talk to the office about, for example, the historical and recent experiences of Indigenous peoples, the ongoing impact of residential schools, bringing trauma-informed practices into our work, and First Nations data governance.

We also learn through educational programs, such as on Indigenous Cultural Safety. As we move forward with a stronger foundation of knowledge, we intend to explore ways to deepen our relationship with the Indigenous peoples and communities we serve, to adjust our processes to better align with what we learn, and to hold ourselves to account by maintaining an active OIPC/ORL truth and reconciliation plan.

The priority areas and actions in this plan have been informed with consideration to the following documents and courses:

- [Truth and Reconciliation Commission of Canada: Calls to Action](#) (2015) (TRC Calls to Action)
- [United Nations Declaration on the Rights of Indigenous Peoples](#) (2007) (the Declaration)
- Draft Principles that Guide the Province of British Columbia's Relationship with Indigenous Peoples (2018)
- The BC [Declaration on the Rights of Indigenous Peoples Act](#) (Declaration Act)
- The [San'yas Anti-Racism Indigenous Cultural Safety Training Program](#), provided to the Commissioner and staff in 2023 and 2024, and in the case of staff lawyers, [Indigenous intercultural course](#) required by the Law Society of BC by January 2024.

OIPC/ORL staff are grateful for having learned from the following speakers:

- Gwen Phillip, "Data for sovereignty," January 2024.
- Halie Kwanxwa'loga Bruce, "Putting Trauma-Informed Principles into Place," December 2022.
- Karen Snowshoe and Camille Dumond, "Introduction to Trauma-Informed Dispute Resolution," February 2022.
- Eddy Charlie and Kristin Spray, "Truth-telling about residential schools: Why Orange Shirt Day matters and why it is more than just one day," October 2021

Reconciliation

Priorities and Actions

| Building relationships with Indigenous peoples in BC | |
|---|---|
| 14 | Identify and build relationships with the Indigenous peoples on whose territory the office carries out its operations. |
| 15 | Identify and build relationships with Indigenous groups and peoples in BC that know about Indigenous legal orders, whether traditional, modern or emerging, particularly as those legal orders relate to the areas of access, privacy, lobbying and dispute resolution. |
| 16 | The Commissioner and delegates will include a territorial acknowledgement when engaged in presentations, in email signature blocks, on the websites, and in reports such as the Annual Report. |
| Listening and learning about historic and ongoing experiences from Indigenous people in BC | |
| 17 | Learn about Indigenous initiatives relating to data governance and data sovereignty. |
| 18 | Learn about Indigenous legal orders in BC, and in particular as they relate to dispute resolution, or access, privacy, and lobbying. |
| 19 | Require all staff and new staff as they are hired to complete Anti-Racism Indigenous Cultural Safety Training Program, if a similar or equivalent training has not already been completed. |
| 20 | Continue to develop cultural competency in working with Indigenous peoples to support the OIPC/ORL as a safe place for Indigenous peoples to access resolution of their disputes. |

Reconciliation

Reviewing processes to provide safe space for Indigenous peoples

21

Learn from what others have done to support reconciliation, including counterparts across the country, and other administrative tribunals in BC.

22

Address barriers identified by Indigenous people when accessing OIPC/ORL services or engaging in OIPC/ORL procedures.

23

Review feedback and provide options to accommodate Indigenous means of resolving disputes with the consent of the parties, if possible.

24

Continue to learn and apply trauma-informed practices in OIPC/ORL procedures.

25

Include Indigenous cultural competencies in all job postings.

26

Expand the reach of job postings to places that are accessible to Indigenous candidates.

27

Plan for and develop a rewarding work experience for an Indigenous co-op placement through the BC Government's [Indigenous Youth Internship Program](#).

28

Review and update the plan on an ongoing basis, and at least annually, with a view to feedback from Indigenous peoples and advisors, learnings from Indigenous peoples, and reflections from staff.



Diversity, Equity & Inclusion

Diversity, equity, and inclusion

Diversity, equity & inclusion plan at a glance

This umbrella focuses on our efforts to make our workplace and the services we provide to the public reflect our belief in the value of diversity, inclusion and equity.

The table below details our priorities and actions in this space. They include internal planning and processes aimed at providing supports for staff, along with learning and educational opportunities to help our teams recognize and manage challenging situations. By offering and expanding on translation services and using inclusive language, we plan to improve our ability to offer services that respect and reflect the diversity of the populations we serve.

Priorities and Actions

| Developing, implementing and reviewing processes | |
|--|---|
| 29 | Develop an internal READI+ process guide that explains the decision-making process and identifies roles, and how decisions are made. |
| 30 | Prioritize gender inclusive language in external communications, including reports, guidance documents, and forms. |
| 31 | Expand and promote online and verbal translation service projects to serve diverse communities. |
| 32 | Review the Diversity, Equity, and Inclusion plan and priorities annually. |
| Creating and promoting an inclusive work culture | |
| 33 | Maintain detailed onboarding processes and forms to promote wellbeing of staff working remotely or in the office. |
| 34 | Develop and implement a guide for inclusive meetings that includes templates for accessible PowerPoint presentations, a checklist for presenters, and considerations for alternative ways to participate. |

Diversity, equity, and inclusion

35

Provide flexible work arrangements, with a continued focus on employee wellbeing and work-life balance.

36

Safeguard employees' mental wellbeing through anti-bullying and anti-harassment policies.

37

Encourage employees to advance ideas related to accessibility, reconciliation, diversity, equity, and inclusion through the READI+ committee and/or senior staff.

Encouraging education

38

Provide consistent training through webinars and all-staff meetings to support diversity, equity, and inclusion in both internal and external OIPC/ORL processes, including on reconciliation, mental health and neurodivergence, and other topics.



Accountability

Accountability

The OIPC/ORL recognizes that completing the priorities and actions in this plan will take an ongoing commitment to resources, both staff and monetary, and may shift based on feedback received. As part of first review period, the OIPC/ORL will finalize the actions and timelines identified in the table below based on feedback and consultations.

| Priorities and Actions | Status |
|---|-----------------|
| Accessibility | |
| Reviewing and updating plan (Actions 1-3) | |
| 1. Develop an accessibility plan to identify, remove and prevent barriers to individuals in or interacting with the OIPC/ORL. | Ongoing |
| 2. Consult with OIPC/ORL staff, joint accessibility committee, members of the public, and interested parties on the contents of the plan. | Ongoing |
| 3. Review and update the plan at least annually, considering comments received from the public and the joint accessibility committee. | 2025 |
| Making the OIPC office more accessible (Actions 4-5) | |
| 4. Review and update lighting and signage throughout the office to ensure it is clear. | Ongoing |
| 5. Proceed with updating the washrooms on the second and fourth floors of the building to enhance accessibility. | Ongoing |
| Improving digital accessibility (Actions 6-11) | |
| 6. Add alt text and image descriptions to the OIPC/ORL websites to ensure screen readers can access visual content. | 9 months |
| 7. Improve colour contrast options on the OIPC/ORL websites and on other digital content. | 3 months |
| 8. Provide content from key published materials in a variety of mediums (infographics, video, summaries, etc). | Ongoing |
| 9. Integrate accurate closed captions on published videos. | Ongoing |
| 10. Provide language translation options for OIPC/ORL website content and documents. | Ongoing |
| 11. Integrate plain-language writing for public-facing documents. | Ongoing |
| Supporting mental health and neurodivergence (Actions 12-13) | |
| 12. Offer staff training to encourage education on mental health and neurodivergence. | Ongoing |
| 13. Offer staff resources through the Canadian Mental Health Association to support workplace and personal mental health. | Ongoing |

Accountability

| Reconciliation | |
|---|---------------------|
| Building relationships with Indigenous peoples in BC (Actions 14-16) | |
| 14. Identify and build relationships with the Indigenous peoples on whose territory the office carries out its operations. | Ongoing |
| 15. Identify and build relationships with Indigenous groups and peoples in BC that know about Indigenous legal orders, whether traditional, modern or emerging, particularly as those legal orders relate to the areas of access, privacy, lobbying and dispute resolution. | Ongoing |
| 16. The Commissioner and delegates will include a territorial acknowledgement when engaged in presentations, in email signature blocks, on the websites, and in reports such as the Annual Report. | Ongoing |
| Listening and learning about historic and ongoing experiences from Indigenous peoples in BC (Actions 17-20) | |
| 17. Learn about Indigenous legal orders in BC, and in particular as they relate to dispute resolution, or access, privacy, and lobbying. | Ongoing |
| 18. Learn about Indigenous initiatives relating to data governance and data sovereignty. | Ongoing |
| 19. Require all staff and new staff as they are hired to complete Anti-Racism Indigenous Cultural Safety Training Program, if a similar or equivalent training has not already been completed. | Ongoing |
| 20. Continue to develop cultural competency in working with Indigenous peoples to support OIPC/ORL as a safe place for Indigenous peoples to access resolution of their disputes. | Ongoing |
| Reviewing processes to provide safe space for Indigenous peoples (Actions 21-28) | |
| 21. Learn from what others have done to support reconciliation, including counterparts across the country, and other administrative tribunals in BC. | 0-24 months |
| 22. Address barriers identified by Indigenous people when accessing OIPC/ORL services or engaging in OIPC/ORL procedures. | Ongoing |
| 23. Review feedback and provide options to accommodate Indigenous means of resolving disputes with the consent of the parties, if possible. | 12-36 months |
| 24. Continue to learn and apply trauma-informed practices in OIPC/ORL procedures. | Ongoing |
| 25. Include Indigenous cultural competencies in all job postings. | Ongoing |
| 26. Expand the reach of job postings to places that are accessible to Indigenous candidates. | 6-24 months |

Accountability

| | |
|---|---------------------|
| 27. Plan for and develop a rewarding work experience for an Indigenous co-op placement through the BC Government's Indigenous Youth Internship Program . | 12-24 months |
| 28. Review and update the plan on an ongoing basis, and at least annually, with a view to feedback from Indigenous peoples and advisors, learnings from Indigenous peoples, and reflections from staff. | 12 months |
| Diversity, equity, and inclusion | |
| Developing, implementing and reviewing processes (Actions 29-32) | |
| 29. Develop an internal READI+ process guide that explains the decision-making process and identifies roles, and how decisions are made. | 3 months |
| 30. Prioritize gender inclusive language in external communications, including reports, guidance documents, and forms. | Ongoing |
| 31. Expand and promote online and verbal translation service projects to serve diverse communities. | 12 months |
| 32. Review the Diversity, Equity, and Inclusion plan and priorities annually. | 12 months |
| Creating and promoting an inclusive work culture (Actions 33-37) | |
| 33. Maintain detailed onboarding processes and forms to promote wellbeing of staff working remotely or in the office. | Ongoing |
| 34. Develop and implement a guide for inclusive meetings that includes templates for accessible PowerPoint presentations, a checklist for presenters, and considerations for alternative ways to participate. | 12 months |
| 35. Provide flexible work arrangements, with a continued focus on employee wellbeing and work-life balance. | Ongoing |
| 36. Safeguard employees' mental wellbeing through anti-bullying and anti-harassment policies. | Ongoing |
| 37. Encourage employees to advance ideas related to accessibility, reconciliation, diversity, equity, and inclusion through the READI+ committee and/or senior staff. | Ongoing |
| Encouraging education (Action 38) | |
| 38. Provide consistent training through webinars and all-staff meetings to support diversity, equity, and inclusion in both internal and external OIPC/ORL processes, including on reconciliation, mental health and neurodivergence, and other topics. | Ongoing |

A network diagram is shown on a dark blue, textured background. It consists of several nodes, represented by small, cylindrical, metallic-looking objects with a dark top. These nodes are connected by thin, glowing red lines. The connections form a complex web, with some nodes having multiple links. One prominent path starts from a node in the lower-left, goes up to a node in the middle-left, then right to a node in the middle-right, and finally up to a node in the upper-right. Another path starts from a node in the lower-left, goes down to a node in the lower-middle, then up to a node in the middle-right, and finally up to a node in the upper-right. The overall structure is a mix of interconnected nodes and paths, suggesting a network or a system of relationships.

Evaluation

Feedback & Evaluation

The OIPC/ORL will report publicly, through the Annual Report and Service Plan on our progress in meeting the priorities and actions outlined in the plans contained in this document. Feedback received will be evaluated, actioned, and considered for future plans.

How to provide feedback

Feedback on the Accessibility, Reconciliation, and Diversity, Equity & Inclusion Plans are essential to meeting the various needs of people living in BC. The OIPC/ORL encourages everyone who interacts with the office to let us if there are any gaps in how we provide accessible services.

Individuals can provide feedback through one of four methods:

1. Complete the online [Accessibility, Reconciliation, Diversity, Equity and Inclusion Feedback Form](#)² on the OIPC website;
2. Email info@oipc.bc.ca;
3. Call 250-387-5629 (or contact us toll-free by calling Service BC and requesting a transfer to 250-387-5629); or
4. Provide feedback in person, during a scheduled appointment.

What happens after you provide feedback?

Once received, a member of the intake team will direct the feedback to the appropriate individual for consideration.

Please note that the details of the feedback will be recorded in a manner that does not identify the person who provided it, unless an individual has voluntarily provided their personal information after being provided a notice of collection as required by FIPPA.

Anyone requiring spoken language interpretation services to provide feedback can use the following form on the website to request those services:

<https://www.oipc.bc.ca/forms/individuals/request-spoken-language-interpretation/>

² <https://www.oipc.bc.ca/forms/accessibility-reconciliation-and-inclusion-feedback-form/>

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