



# Understanding the ***French Language Services Act*** in the Ontario Health Sector

## What is the ***French Language Services Act***?

The *French Language Services Act* guarantees an individual's right to receive services in French from Government of Ontario ministries and agencies in **27** designated areas. The Act was modernized in 2021, thus facilitating the designation and identification process, as well as the active offer of French language services.

## Are Health service providers Subject to this Act?

Although every healthcare organizations is encouraged to offer quality services in French, only designated agencies must comply with the *French Language Services Act*. Designated organizations must complete an evaluation every three years to ensure they remain in compliance with the designation requirements.

## What can I do if I don't receive health care services in French?



Communicate with the health service provider to advise them that you are not satisfied with the French language services you received. You may also complete a satisfaction questionnaire and include your contact informations.



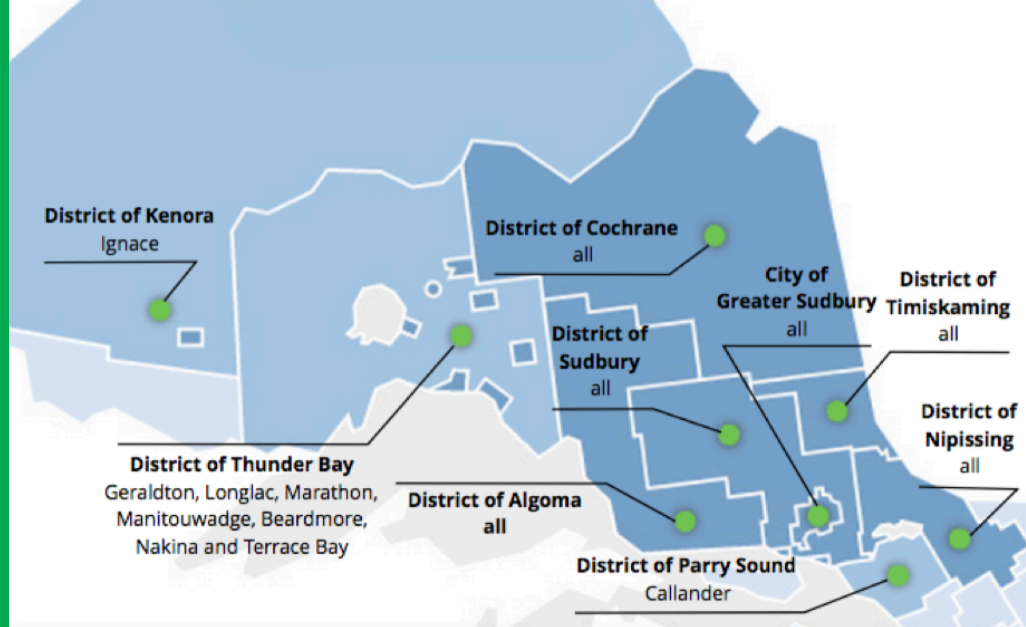
If you are not satisfied with the steps taken by the designated organization to improve access to French language health services, you may file a complaint with the Francophone services unit at the [Ombudsman's Office](#).



You may also share your experience with us. This will assist us in better planning for French language health services.

1 866 489-7484 | [info@rmefno.ca](mailto:info@rmefno.ca)

# Health Service Providers in Northern Ontario that are Designated under the ***French Language Services Act***



## Regional

- Accueil francophone de Thunder Bay | North West
- Réseau du mieux-être francophone du Nord de l'Ontario

## Algoma

- Lady Dunn Health Centre | Dubreuilville Nursing Clinic\* | Dubreuilville

## Cochrane Region

- Foyer des Pionniers Nursing Home | Hearst
- Maison Renaissance | Hearst
- Notre-Dame Hospital | Hearst
- Centre de santé communautaire de Kapuskasing et région | Kapuskasing
- Extencicare Kapuskasing | Kapuskasing
- North Cochrane Addictions Services Inc. | Kapuskasing
- Reflexion - Wellness Services | Kapuskasing
- Sensenbrenner Hospital | Kapuskasing
- Smooth Rock Falls Hospital | Smooth Rock Falls
- MICs Group of Health Services | Villa Minto\* | Cochrane
- Canadian Mental Health Association, Cochrane-Timiskaming | Timmins
- Centre de santé communautaire de Timmins | Timmins
- Extencicare Timmins | Timmins
- Horizon - Timmins Palliative Care | Timmins
- Jubilee Centre | Several programs and services\* | Timmins
- Timmins and District Hospital | Timmins
- Timmins Family Counselling Centre | Timmins
- Chapleau Health Services | Chapleau

## Nipissing and Temiskaming Region

- Canadian Mental Health Association, Cochrane-Timiskaming | Temiskaming Shores
- Centre de santé communautaire du Temiskaming | Temiskaming Shores
- Extencicare Tri-Town | Temiskaming Shores
- Pavilion Centre | Temiskaming Shores
- Temiskaming Home Support | Temiskaming Shores
- Alzheimer Society Sudbury-Manitoulin North Bay & Districts | North Bay
- Canadian Mental Health Association North Bay and District | North Bay
- North Bay Regional Health Centre | Several programs and services\* | North Bay
- PHARA Community Services | North Bay
- West Nipissing Community Health Centre | Nipissing Ouest
- West Nipissing General Hospital | Nipissing Ouest
- Mattawa Hospital | Mattawa
- Algonquin Nursing Home | Mattawa

## Sudbury Region

- Alzheimer Society Sudbury-Manitoulin North Bay & Districts | Greater Sudbury
- Canadian Mental Health Association, Sudbury-Manitoulin | Greater Sudbury
- Centre de santé communautaire du Grand Sudbury | Greater Sudbury
- Health Science North | Greater Sudbury
- ICAN Independence Centre and Network | Greater Sudbury
- Maison McCulloch Hospice | Greater Sudbury
- Monarch Recovery Services | Women's Treatment Centre\* | Greater Sudbury
- St-Gabriel Villa | Greater Sudbury
- Sudbury-East Senior's Support | Noéville
- Univi Health Care | Noéville

\*This organization has a partial designation.

Please refer to : <https://www.ontario.ca/laws/regulation/930398> for a list of the designated programs and services.

For additional information on designated health service providers and other organizations that offer French-language health services in Northern Ontario or elsewhere in the province, contact us.

**1 866 489-7484 | [info@rmefno.ca](mailto:info@rmefno.ca)**



**LE RÉSEAU DU MIEUX-ÊTRE  
FRANCOPHONE  
DU NORD DE L'ONTARIO**

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