

# Understanding the French Language Service Act in the Ontario Health Sector

## Are Health Care Agencies Subject to This Law?

Although every agency is encouraged to offer quality services in French, only designated agencies must comply with the [French Language Service Act](#). Designated agencies undergo an evaluation every three years to ensure the designation criteria are met.



## What is the French Language Services Act?

The [French Language Service Act](#) guarantees an individual's right to receive services in French from Government of Ontario ministries and agencies in [26 designated areas](#).

## What can I Do If I Don't Receive Health Care Services in French?

[Communicate in writing](#) with the agency 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 coordinates.



If you are not satisfied with the steps taken by the agency to improve access to French language health services, you may [file a complaint](#) with :

**Office of the Ombudsman of Ontario**

1 866 246-5262 | [www.ombudsman.on.ca](http://www.ombudsman.on.ca)



You may also [share your experience](#) with us. This will assist us in better planning for French language health services:  
1 866 489-7484 | [rmefno.ca](http://rmefno.ca)



## 9 Designated Areas in Northern Ontario

District of Kenora  
Ignace

District of Cochrane  
all

City of  
Greater Sudbury  
all

District of  
Timiskaming  
all

District of  
Sudbury  
all

District of  
Nipissing  
all

District of Thunder Bay  
Geraldton, Longlac, Marathon,  
Manitouwadge, Beardmore,  
Nakina and Terrace Bay

District of Algoma  
all

District of Parry Sound  
Callander



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**FRANCOPHONE**  
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# Health Services Agencies in Northern Ontario that are Designated Pursuant to the **French Language Service Act**

## Regional

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

## Algoma Region

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

## Cochrane Region

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

## Nipissing and Temiskaming Region

Algonquin Nursing Home | Mattawa  
Mattawa General Hospital | Mattawa  
Alzheimer Society Sudbury-Manitoulin North Bay & Districts | North Bay  
Community Counselling Centre of Nipissing | North Bay  
Nipissing Mental Health Housing and Support Services | North Bay  
North Bay Regional Health Centre | Several programs and services\* | North Bay  
Physically Handicapped Adults' Rehabilitation Association | North Bay  
West Nipissing Community Health Centre | West Nipissing  
West Nipissing General Hospital | West Nipissing  
Canadian Mental Health Association, Cochrane-Timiskaming | Temiskaming Shores  
Centre de santé communautaire du Temiskaming | Temiskaming Shores  
Extendicare Tri-Town | Temiskaming Shores  
Pavilion Family Resource Centre | Support services for sexual assault victims\* | Temiskaming Shores

## Sudbury Region

Sudbury-East Senior's Support | Noëlville  
Sudbury East Community Health Centre | Noëlville  
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 Sciences 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  
Réseau ACCESS Network – HIV/Hepatitis Health and Social Services | Greater Sudbury

\*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 agencies and other organizations that offer French health care services in Northern Ontario or elsewhere in the province, contact us at :

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1 866 489-7484 | rmefno.ca



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