



French Language Services

# Improving services in French

**Everyone has the right to receive services in French from the Ontario government and its agencies.**

Ombudsman Ontario's French Language Services Unit ensures respect for French language rights set out in the *French Language Services Act*.

## Our achievements



Simultaneous broadcast of *Amber Alerts* in English and French



Bilingual public signage and road signs



Improved services online and over the phone



Hiring of bilingual staff, more bilingual hearings at Tribunals Ontario



Inclusion of accents on Ontario driver's licences and health cards



Ontario's *Fire Code* now available in French



Better planning and delivery of French services at polling stations



Posting of Ontario government job offers in French



OSAP applications in French accepted by all post-secondary institutions

## Reports

Since 2019 :

**6** Annual Reports  
**2** investigation reports, one ongoing  
**44** recommendations

## Contact

If you have trouble getting services in French, we are here to take your complaints.



[www.ombudsman.on.ca](http://www.ombudsman.on.ca)  
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**416-847-1515**  
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