

OVER ONE HUNDRED COMPLAINTS WITH RESPECT TO HEALTH CARE ABOUT TO BE RESOLVED

NEWS

Toronto, January 15, 2010 – The Office of the French Language Services Commissioner is about to resolve over one hundred complaints that were received in Fall 2008 following the publication of a proposed regulation on the Francophone community's engagement in the area of health services in Ontario.

Today's announcement by the government on the adoption of this regulation allowing for the creation of French language health planning entities represents the resolution of one of the longest series of complaints received by the Office to date.

It also represents a positive and tangible response to one of the recommendations made by Commissioner François Boileau in May 2009. In his Special Report on Health, the Commissioner recommended that the government "provide for true French language health planning entities for each LHIN or group of LHINs".

According to the Commissioner, the health planning entities will improve access to French language health services across the province. Moreover, they will improve the quality of these services, while ensuring that they meet the specific needs of the Francophone population.

QUOTES

"I am very pleased with today's announcement. This is excellent news for the Francophone community, because it is in the best position to understand its own needs and priorities in the area of French health services. The French language planning entities will meet these needs and close a gap that has existed for far too long in relation to the planning of French language health services in Ontario," stated François Boileau.

"We can only hope that the necessary resources will now be made available to the health planning entities so that they can accomplish their mission. Rigorous follow-up will also be required to ensure that a French language services planner-coordinator position is created at a senior management level within each LHIN or group of LHINs. I plan to monitor this very closely," added Mr. Boileau.

QUICK FACTS

- The Office of the French Language Services Commissioner received over one hundred complaints in Fall 2008 regarding the publication of a proposed regulation on health services.
- The French Language Services Commissioner published a *Special Report on French Language Health Services Planning in Ontario*, with eight recommendations, in May 2009.

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LEARN MORE

Consult the Commissioner's *Special Report on French Language Health Services Planning in Ontario, 2009* at http://www.flsc.gov.on.ca/files/Special_Report.pdf.

Consult the Regulation with Respect to Engagement with the Francophone Community at http://www.e-laws.gov.on.ca/html/source/regs/english/2009/elaws_src_regs_r09515_e.htm.

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