



Providing French Language Registration Practices to Applicants

A Survey of the Regulated Professions and Compulsory Trades

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FAIRNESS COMMISSIONER

COMMISSAIRE À L'ÉQUITÉ

**OFFICE OF THE FAIRNESS COMMISSIONER
BUREAU DU COMMISSAIRE À L'ÉQUITÉ**

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Background

The province of Ontario has long recognized the important contribution of Franco-Ontarians to the cultural heritage and economy of the province and has honoured the historical importance of the French language. There are approximately 622,415 Francophones living in Ontario, the largest French-speaking minority community in Canada. The province also recognizes the contribution made by Francophone newcomers and wants to help ensure fair access to the registration of Francophone newcomers in their professions and trades.

There are currently 40 regulators in the province overseeing the regulated professions and compulsory trades. Many of them are required to provide services in French either completely or at some reasonable level (see Appendix A for a full list of legislation mandating French language services).

The Office of the Fairness Commissioner (OFC) was interested in understanding how and if regulators in Ontario are offering and providing French language registration practices to applicants for professional registration. To this end, the OFC sent a 17 question survey to all the regulators of regulated professions and compulsory trades in February 2018 (see Appendix B for a copy of the survey).

The survey was designed to determine the availability of French language registration practices. This was not an investigative exercise designed to assess or evaluate the quality of the French language registration practice being provided. The survey's results were based on regulators' responses to the survey. Where possible the OFC confirmed the evidence provided for the provision of each French language registration practice; however, the survey did not address the adequacy of the current registration practice.

This report provides a summary of the survey responses received from the regulators.

Survey Structure

A survey with 17 questions covering six broad areas of registration practices was sent to the regulators:

- General Services (Questions 1-4) address whether regulators provide French language registration practices in their interaction with an applicant whether by phone, email and/or through their website.

- Registration Application (Questions 5-8) address whether the information about the registration practice and the communication of registration decisions to applicants are provided in French.
- Internal Reviews/Appeals Access (Questions 9-10) address whether the information and the communication of decisions/results are provided in French.
- Documentation (Questions 11-12) address whether the information about what documents are needed as part of the registration process are available in French and if the regulators will accept documents in French.
- Assessment of Qualifications (Questions 13-15) address whether information about the assessment of qualification process, the communication of assessment results and the conducting of the qualifications assessments are conducted in French.
- Exams (Questions 16-17) relevant to some regulated professions/compulsory trades which require a competency examination for registration and whether that examination is offered in French.

The survey was sent to all 40 regulators of the province's regulated professions and compulsory trades. The response rate was 100%.

Results

Key Findings

- Under the broad categories of the survey, only 8 of the 40 regulators reported offering all aspects of their registration practices in French.
- The survey categories with the highest reported provision of French language registration practices were Documentation and Exams.
- Significant differences in French language availability rates were seen between the health and non-health regulators in the categories of access to internal review/appeals documentation and exams.

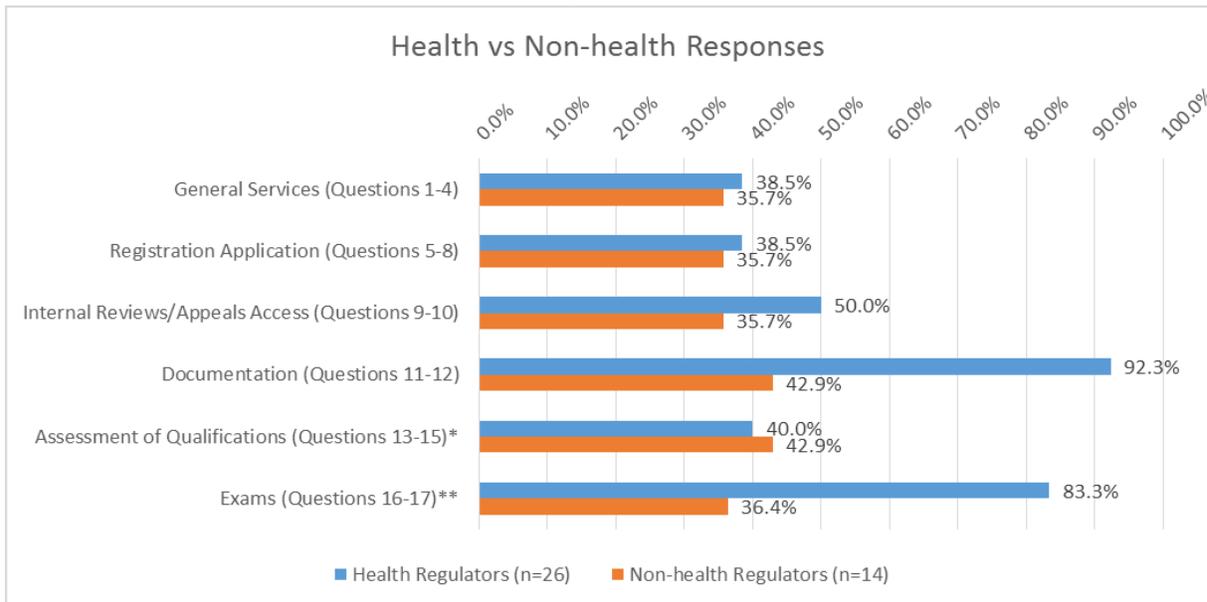
Regulators who reported providing 100% French language registration practices

- College of Registered Psychotherapists of Ontario
- College of Dental Hygienists of Ontario
- College of Kinesiologists of Ontario
- Law Society of Ontario
- Ontario College of Teachers
- College of Early Childhood Educators

- Ontario College of Trades
- Ontario College of Social Workers and Social Service Workers

Survey Responses¹

Figure 1



* Questions 13-15 & 17 not applicable to the regulator for dentists as they indicated in their survey that these questions do not apply to the profession and did not provide a response.

**Questions 16 & 17 not applicable to audiologists/speech language pathologists, early childhood educator, teachers and social workers/social service workers.

Health vs Non-health Regulators

Twenty-six of the regulators surveyed relate to health professions. They are governed by the *Regulated Health Professions Act, 1991* (RHPA). The RHPA legislatively mandates all health regulators to provide French language registration practices. In comparison only

¹ For the purpose of this analysis providing all registration practices in French and English refers to the regulators responding 'yes' to all questions within the six broad categories of the survey.

four non-health professions are subject to specific legislative mandates requiring the provision of French language registration practices.²

Based on the survey responses, health regulators reported on average providing more French language registration practices than the non-health regulators.

When comparing professions with legislative mandates requiring registration practices in French, the non-health regulators reported providing more comprehensive French language registration practices than their health counterparts.

Of the non-health regulated professions not required by legislation to provide registration practices in French, only the Law Society of Ontario has committed to providing French language registration practices adopting a French Language Services Policy in 2015.

Provision of French language services reported by regulators with and without legislative mandate

Table 1

	HEALTH	NON-HEALTH
With Legislative Mandate	74.8%	100.0% ³
Without Legislative Mandate	N/A	27.4%
TOTAL	74.8%	47.5%

- One registration practice where all health regulators unanimously reported providing French language capacity was the accepting documents in French from applicants.

² The *Chartered Professional Accountants of Ontario Act, 2017* requires the regulator to provide French language services for its Discipline and Appeals Committee Proceedings only and therefore is not included in the count for the number of non-health professions with a legislative requirement to provide French language registration practices in its registration process.

³ Excludes accountants

- The two registration practices where most health regulators reported the lowest offering of French language registration practices were:
 - Providing information regarding the applicant’s right to an internal review and/or appeal from an adverse registration decision (53.8%)
 - Having an easily identifiable icon on their website to identify a French language component of the website (14 of the 26 colleges (53.8%) provide this)
- All other health regulators reported providing varying levels of registration practices in French. Table 2 summarizes the health regulators’ response to the survey and ranks their reported provision of French language services. Full details on how individual regulators responded to their provision of registration practices in French can be found in Appendix C.

Level of French language registration practices provided by health regulators

Table 2

100% 17 Questions with “Yes” Reply	
100.0%	College of Registered Psychotherapists of Ontario
100.0%	College of Dental Hygienists of Ontario
100.0%	College of Kinesiologists of Ontario
80% to <100% 14 to 16 Questions with “Yes” Reply	
94.1%	College of Chiropractors of Ontario
94.1%	College of Dietitians of Ontario
94.1%	College of Respiratory Therapists of Ontario
88.2%	College of Dental Technologists of Ontario
88.2%	College of Massage Therapists of Ontario
88.2%	College of Nurses of Ontario
88.2%	College of Occupational Therapists of Ontario
88.2%	College of Physiotherapists of Ontario
88.2%	Ontario College of Pharmacists
82.4%	College of Denturists of Ontario
82.4%	College of Medical Laboratory Technologists of Ontario
60% < 80% 11 to 13 Questions with “Yes” Reply	
76.5%	College of Opticians of Ontario

70.6%	College of Optometrists of Ontario
69.2%	Royal College of Dental Surgeons of Ontario ⁴
64.7%	College of Physicians and Surgeons of Ontario

40% to < 60% || 7 to 10 Questions with “Yes” Reply

58.8%	College of Psychologists of Ontario
58.8%	College of Homeopaths of Ontario
58.8%	College of Medical Radiation Technologists of Ontario
52.9%	College of Midwives of Ontario
52.9%	College of Naturopaths of Ontario
47.1%	College of Traditional Chinese Medicine Practitioners & Acupuncturists of Ontario
40.0%	College of Audiologists & Speech-Language Pathologists of Ontario ⁵

0 < 40% || 0 to 6 Questions with “Yes” Reply

17.6%	College of Chiropractors of Ontario
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Variations in the Level of French Language Registration Practices

There are wide variations in how regulators provided French language registration practices.

Level of Services

Regulators of Teachers, Early Childhood Educators, Lawyers, Dental Hygienists and Kinesiologists provide **full English and French websites**, forms and information on various aspects of the registration process.

Others like the Registered Psychotherapists provide comprehensive French language resources for **select aspects** of their website and about their registration process.

Still others such as Physiotherapists, Denturists, Audiologists and Speech language pathologists, Dietitians, Psychologists, Opticians and Optometrists provide a statement in French inviting individuals to **contact the office for further assistance**.

⁴ For dentists only 13 out of the 17 questions were relevant to the regulator’s registration practices.

⁵ Only 15 out of the 17 questions were relevant to this regulator’s registration practices

Public Website Information

- On average most health regulators responded to providing 74.8% of their registration practices in French. However, many of these responses also indicate these French language registration practices are provided only if requested. A review of these regulators’ public websites reveal that the availability of registration practices in French is not consistently communicated in a manner that is obvious to the public.
- 46.2% (12 out of 26) health regulators had French language website content or contained a message in French directing the user to contact the regulator for further access to French language registration practices.
- Another 30.8% (8 out of 26) regulators had specific content in French but this information was not always obvious to the user.
- 23.1% (6 out of 26) health regulators reviewed did not have any information or statements in French to inform Francophone applicants that French language service is available.

Results were more evenly split for the non-health regulators. Table 3 provides a summary of public messages reviewed in April 2018.

French messages on websites

Table 3

	YES	LIMITED	NO
HEALTH	46.2%	30.8%	23.1%
NON-HEALTH	42.9%	0%	57.1%

Third Party Services

The survey also found that many regulators indirectly fulfill their requirement to provide French language registration practices through a third party or examination service provider.

A number of regulated professions reported some aspects of their registration process are handled by a third party service providers. For example, many of the regulated health professions and several of the non-health professions rely on national organizational bodies to conduct the profession’s competency examinations and/or qualification assessments. These national service providers typically provide their information in

English and French. However, regulators can do more on their own websites to clearly guide Francophone applicants to these third party websites.

Next Steps

Based on this survey of the availability of French language registration practices by the professions there are large variations in how registration practices are being offered to the Francophone community.

More can be done to ensure greater accessibility for the Francophone community to French language registration practices.

Regulators with the legislative requirement to provide French language registration practices should all, at a minimum, provide information in French on their website home page advising that French language registration practices are available upon request, with clear information on how to access and/or who to contact to receive French language registration practices. Furthermore, these regulators should have concrete plans in place to address French language service requests to bring themselves into full statutory compliance.

The OFC plans to share its findings with all relevant Ministers and ministry officials overseeing the regulated professions and compulsory trades as well as with the French Language Services Commissioner.

The Office will in the future follow-up with those regulators with a legislative requirement to provide French language registration practices. Where appropriate the OFC will consider evaluating the sufficiency of French language registration practices of those regulators for the registration of regulated professions and compulsory trades.

Appendix A: Legislative Requirement to Provide French Language Registration Practices

Health Professions

By way of background to the obligation of the Regulated Health Professions to offer registration processes in French, the *Regulated Health Professions Act, 1991* (the “RHPA”) established the Health Professions Procedural Code (the “Code”). Under section 4 the RHPA provides that the Code shall be deemed to be part of each health profession Act governing the 26 self-governing health professions set out under Schedule 1 to the RHPA (from Audiology and Speech-Language Pathology to Traditional Chinese Medicine).

Under the RHPA, each self-governing health profession has (i) a college constituted as body corporate without share capital that is responsible for the oversight of the profession in accordance with the RHPA (“College”); and (ii) a council responsible for the management and administration of the affairs of one or more of the Colleges of each self-governing health profession (“Council”).

Each College has an obligation under section 86 of Schedule 2 to the RHPA, to ensure that each member of the public who has dealings with the College has the right to use French in all dealings with the College. In implementing a College’s obligation to deal with a person in French, the Council of that College must take all reasonable measures and make all reasonable plans to ensure that a person is able to use French in all dealings that person has with the College. However, once the Council of a College has taken all reasonable measures and implemented all reasonable plans, under subsection 86(4), a person may be denied the right to deal with a College in French in situations which go beyond the scope of such reasonable measures and plans if such limitation on French language rights is reasonable in the circumstances.

Section 86 of the Code says:

Right to use French

86 (1) A person has the right to use French in all dealings with the College. 1991, c. 18, Sched. 2, s. 86 (1).

Language preferences

(1.1) The College shall identify and record the language preference of each College member and identify the language preference of each member of the public who has dealings with the College. 2007, c. 10, Sched. M, s. 68.

Council to ensure right

(2) The Council shall take all reasonable measures and make all reasonable plans to ensure that persons may use French in all dealings with the College. 1991, c. 18, Sched. 2, s. 86 (2).

Definition

(3) In this section, “dealings” means any service or procedure available to the public or to members and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews. 1991, c. 18, Sched. 2, s. 86 (3).

Limitation

(4) A person’s right under subsection (1) is subject to the limits that are reasonable in the circumstances. 1991, c. 18, Sched. 2, s. 86 (4).

In determining the extent of a Council’s positive obligation under Subsection 86(2) to take all reasonable measures and make all reasonable plans to ensure that persons may use French in all dealings with the College it is necessary to know what “to take all reasonable measures and make all reasonable plans” means. In this regard, the decision of the Court of Appeal of Ontario in the leading judicial decision on this matter in the Province of Ontario, the case of Lalonde v. Ontario (Commission de restructuration des services de santé) 56 O.R. (3d) 505 [2001] is applicable.

The Court of Appeal decision in the Lalonde case is based on a similar French language service right set out in the French Language Services Act, R.S.O. 1990, c. F.32 (“FLSA”).

In the Lalonde case, the province attempted to limit the French language services offered by The Montfort Hospital in Ottawa. The Court of Appeal found that before limiting the hospital’s services, the province must have taken “all reasonable measures” to comply with the applicable law. With respect to the meaning of “all reasonable measures”, the Court stated, at paragraph 166 of its decision:

Although it is impossible to specify precisely what is encompassed by the words “reasonable and necessary” and “all reasonable measures”, at a minimum they require some justification or explanation for the directions limiting the rights of Francophones to benefit from Montfort as a community hospital.

Section 86 of the Code is written in plain language. That, along with the Court of Appeal’s analysis, leads us to the following conclusions about the considerations to be taken in to account when a Council is considering its obligation to use all reasonable measures and

make all reasonable plans to ensure that persons may use French in all dealings with the College, namely:

A College must:

- identify and record the language preference of each College member and identify the language preference of each member of the public who has dealings with the College;

A College should:

- examine the recorded language preference of each College member and member of the public who has dealings with the College in order to assess the potential/expected demand for French language services;

A College must:

- make “all reasonable” plans;
- take “all reasonable” actions;

to ensure that persons may use French in all dealings with the College.

On this basis a College should be able to produce a document evidencing what plans it has and what actions it takes to serve its members and the public in French. The onus is on the College to demonstrate that it has objectively complied with these obligations. A College should be able to demonstrate that provision of a particular registration service in the French language is not a matter that can be instituted by the College because it would be a measure or a plan that was not reasonable in the circumstances.

In doing so, the College should be able to justify that position by demonstrating that it would cause serious operational difficulties or conflict with the College’s ability to fulfill its obligations to members of the public (if any) or its statutory mandate. This is a high threshold as the provision of subsection 86(2) of the Code is intended to operationalize a French language right, as noted above.

Other Health Professions Related Legislations

Audiology and Speech-Language Pathology Act, 1991, S.O. 1991, c. 19

None

Chiropractic Act, 1991, S.O. 1991, c. 20

O. Reg. 203/94

33. (1) The Registrar shall ensure that notice of every Council meeting that is required to be open to the public under the Act is given in accordance with this Part. O. Reg. 183/99, s. 1.

(3) The notice shall be in English and French. O. Reg. 183/99, s. 1.

34. (1) The Registrar shall ensure that information concerning every hearing into allegations of professional misconduct or incompetence held by a panel of the Discipline Committee is given to every person who requests it. O. Reg. 183/99, s. 1.

(5) The information provided must be in English or, upon request, in French. O. Reg. 183/99, s. 1.

Chiropractic Act, 1991, S.O. 1991, c. 21

None

Dental Hygiene Act, 1991, S.O. 1991, c. 22

O. Reg. 218/94

13. (1) The Registrar shall ensure that notice is given in accordance with this Part with respect to each of the following that is required to be open to the public under the Act:

1. A meeting of the Council.
2. A hearing of the Discipline Committee respecting allegations of a member's professional misconduct or incompetence. O. Reg. 13/08, s. 1.

(3) The notice must be published in English and in French. O. Reg. 13/08, s. 1.

Dental Technology Act, 1991, S.O. 1991, c. 23

O. Reg. 604/98

12. (1) The Registrar shall ensure that notice is given in accordance with this Part with respect to each of the following that is required to be open to the public under the Act:

1. A meeting of the Council.
2. A hearing of the Discipline Committee respecting allegations of a member's professional misconduct or incompetence. O. Reg. 18/09, s. 1.

(3) The notice must be published in English and, upon request, in French. O. Reg. 18/09, s. 1.

Dentistry Act, 1991, S.O. 1991, c. 24

None

Denturism Act, 1991, S.O. 1991, c. 25

O. Reg. 206/94

18. (1) The Registrar shall ensure that notice of every Council meeting that is required to be open to the public under the Act is given in accordance with this Part. O. Reg. 188/99, s. 1.

(3) The notice shall be in English and French. O. Reg. 188/99, s. 1.

19. (1) The Registrar shall ensure that information concerning every hearing into allegations of professional misconduct or incompetence held by a panel of the Discipline Committee is given to every person who requests it. O. Reg. 188/99, s. 1.

(5) The information provided must be in English or upon request, in French. O. Reg. 188/99, s. 1.

Dietetics Act, 1991, S.O. 1991, c. 26

None

Homeopathy Act, 2007, S.O. 2007, c. 10, Sched. Q

None

Kinesiology Act, 2007, S.O. 2007, c. 10, Sched. O

None

Massage Therapy Act, 1991, S.O. 1991, c. 27

O. Reg. 544/94

24. (1) The Registrar shall ensure that notice of every Council meeting that is required under the Act to be open to the public is given in accordance with this Part.

(3) The notice must be in English and French.

25. (1) The Registrar shall ensure that information concerning every hearing of a panel of the Discipline Committee respecting allegations of a member's professional misconduct or incompetence is given to every person who requests it in writing,

(3) The information must be available in English and French.

Medical Laboratory Technology Act, 1991, S.O. 1991, C. 28

O. Reg. 207/94

23. (1) The Registrar shall ensure that notice is given in accordance with this Part with respect to each of the following that is required to be open to the public under the Act:

1. A meeting of the Council.

2. A hearing of the Discipline Committee respecting allegations of a member's professional misconduct or incompetence. O. Reg. 387/09, s. 1.

(3) The notice must be published in English and in French. O.Reg. 387/09, s.1.

Medical Radiation Technology Act, 1991, S.O. 1991, c. 29

None

Medicine Act, 1991, S.O. 1991, c. 30

None

Midwifery Act, 1991, S.O. 1991, C. 31

O. Reg. 335/12

14. (1) The Registrar shall ensure that notice of every council meeting that is required to be open to the public under the Act is given in accordance with this section. O. Reg. 335/12, s. 14 (1).

(3) The notice shall be in English and French. O. Reg. 335/12, s. 14 (3).

15. (1) The Registrar shall ensure that information concerning a hearing by a panel of the Discipline Committee respecting allegations of professional misconduct or incompetence by a member is given to every person who requests it,

(2) The information shall be available in English and French. O. Reg. 335/12, s. 15

(2).

Naturopathy Act, 2007, S.O. 2007, c. 10, Sched. P

None

Nursing Act, 1991, S.O. 1991, c.32

None

Opticianry Act, 1991, S.O. 1991, c. 34

None

Optometry Act, 1991, S.O. 1991, c. 35

O. Reg. 119/94

35. (1) The Registrar shall ensure that notice is given in accordance with this Part with respect to each of the following that is required to be open to the public under the Act:

1. A meeting of the Council.

2. A hearing of the Discipline Committee respecting allegations of a member's professional misconduct or incompetence. O. Reg. 7/08, s. 1.

(3) The notice must be published in English and in French. O. Reg. 7/08, s. 1.

Pharmacy Act, 1991, S.O. 1991, c. 36

O. Reg. 202/94

26. (1) The Registrar shall ensure that notice of every Council meeting that is required to be open to the public under the Act is given in accordance with this section. O. Reg. 451/10, s. 5.

(3) The notice must be in English and French. O. Reg. 451/10, s. 5.

27. (1) The Registrar shall ensure that the information concerning an impending hearing by a panel of the Discipline Committee to deal with allegations of professional misconduct or incompetence made against a member is given, in accordance with this section, to a person who requests the information. O. Reg. 451/10, s. 5.

(4) The Registrar shall provide the information in French to a person who requests that the information be provided in French, wherever reasonably possible. O. Reg. 451/10, s. 5.

Physiotherapy Act, 1991, S.O. 1991, c. 37

None

Psychology Act, 1991, S.O. 1991, c. 38

None

Psychotherapy Act, 2007, S.O. 2007, c. 10, Sched. R

None

Respiratory Therapy Act, 1991, S.O. 1991, c. 39

O. Reg. 596/94

30. (1) The Registrar shall ensure that notice is given in accordance with this Part with respect to each of the following that is required to be open to the public under the Act:

1. A meeting of the Council.
2. A hearing of the Discipline Committee respecting allegations of a member's professional misconduct or incompetence. O. Reg. 6/08, s. 1.

(3) The notice must be published in English and in French. O. Reg. 6/08, s. 1.

Traditional Chinese Medicine Act, 2006, S.O. 2006, c. 27

None

Non-Health Professions

A number of non-health professions also have similar legislative obligation to offer registration processes in French:

Architects Act, R.S.O. 1990, c. A.26

None

Chartered Professional Accountants of Ontario Act, 2017, s.35(6), s37 (6)

Discipline Committee Proceedings in French

35 (6) If a member who speaks French is the subject of a proceeding before the discipline committee, he or she may require that the proceeding or any part of it be heard in French.

Appeals Committee Proceedings in French

37 (6) If a member who speaks French is the subject of an appeal before the appeal committee, he or she may require that the appeal or any part of it be heard in French.

Early Childhood Educators Act, 2007, s. 48 (1-2)

48 (1) A person has the right to use French in all dealings with the College. 2007, c. 7, Sched. 8, s. 48 (1).

Definition

(2) In this section, “dealings” means any practice or procedure available to the public or to members of the College and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews. 2007, c. 7, Sched. 8, s. 48 (2).

Law Society Act, R.S.O. 1990, c. L.8

French-speaking panelists

49.24(1) A person who speaks French who is a party to a proceeding before the Hearing Division may require that any hearing in the proceeding be heard by panelists who speak French. 1998, c. 21, s. 21; 2013, c. 17, s. 26.

Ontario Association of Certified Engineering Technicians and Technologists Act, 1998

None

Ontario College of Teachers Act, 1996, s.9 (4), s. 44 (1-4)

9 (4) The Council shall ensure that either the Registrar or a deputy registrar is fluent in English and French. 2016, c. 24, Sched. 2, s. 2.

44 (1) A person has the right to use French in all dealings with the College.

Council to ensure

(2) The Council shall take all reasonable measures and make all reasonable plans to ensure that persons may use French in all dealings with the College.

Limitation

(3) The right to use French given by this section is subject to the limits that are reasonable in the circumstances.

Definition

(4) In this section, “dealings” means any service or procedure available to the public or to members of the College and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews. 1996, c. 12, s. 44.

Professional Engineers Act, R.S.O. 1990, c. P.28

None

Professional Foresters Act, 2000, S.O. 2000, c. 18

None

Professional Geoscientists Act, 2000, S.O. 2000, c. 13

None

Registered Human Resources Professionals Act, 2013

None

Social Work and Social Service Work Act, 1998, s. 48 (1-4)

48 (1) A person has the right to use French in all dealings with the College. 1998, c. 31, s. 48 (1).

Same

(2) The Council shall take all reasonable measures and make all reasonable plans to ensure that persons may use French in all dealings with the College. 1998, c. 31, s. 48 (2).

Limitation

(3) The right to use French given by this section is subject to the limits that are reasonable in the circumstances. 1998, c. 31, s. 48 (3).

Definition

(4) In this section, "dealings" means any practice or procedure available to the public or to members of the College and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews. 1998, c. 31, s. 48 (4).

Surveyors Act, R.S.O. 1990, c. S.29

None

Veterinarians Act, R.S.O. 1990, c. V.3

None

Ontario College of Trades and Apprenticeship Act, 2009, s. 77 (1-2)

77 (1) Everyone has the right to use French in all dealings with the College.
2009, c. 22, s. 77 (1).

Definition

(2) In this section, “dealings” means any practice or procedure available to the public or to members of the College and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews. 2009, c. 22, s. 77 (2).

Appendix B: OFC's French Language Registration Practices Survey

French Language Services Survey

Purpose of this Survey:

The Office of the Fairness Commissioner (OFC) is interested in understanding how and if regulators in Ontario are offering and providing French language services to applicants for professional registration. Please complete the following survey by **March 1, 2018** and submit your relevant evidence to support your responses directly to Susanna Tam, Senior Program Advisor at the OFC at susanna.tam@ontario.ca. Thank you for your cooperation. If you have any questions about the survey please contact Susanna directly at (416) 314-2977.

Background:

Since 2012, the government of Ontario has set a five per cent target for Francophone immigration to Ontario. As well, there are approximately 622,415 Francophones living in the province, which highlights the importance of making French services available. While not all professional regulatory bodies are required to provide services in French, under the *French Language Services Act* or otherwise, regulators should consider the greater public interest that is served when they provide services in both official languages.

For health professional regulatory colleges, the *Regulated Health Professions Act, 1991* Schedule 2, Section 86(1) enshrines the right for an individual to use French in all dealings with the health colleges. This includes any service or procedure available to the public or to members and includes giving or receiving communications, information or notices, making applications, taking examinations or tests and participating in programs or in hearings or reviews. RHPA, 1991, Sched. 2, s. 86(3).

French Language Services Survey Questions**Organization Name:****Profession/Trade:****Name of Contact Person Completing the Survey:****Title/Position of Contact Person Completing the Survey:****Email of Contact Person Completing the Survey:****Please select one answer for each question.*****General Services:***

1. Does the college/association provide written correspondence in French when an applicant corresponds with the college or association in French?
 - Yes – please provide evidence (e.g. website link, policy document etc...)
 - No
 - Previously provided French language services; currently unavailable. Please explain:

2. Does the college/association have French speaking staff to interact with a French speaking applicant on the phone or in person?
 - Yes– please provide evidence (e.g. website link, policy document etc...)
 - No
 - Previously provided French language services; currently unavailable. Please explain:

3. General navigation of the college/association's website, is there a French component to your website?
- Yes- please provide evidence (e.g. website link, policy document etc...)

 - No
 - Previously provided French language services; currently unavailable. Please explain:
4. Is there an easily identifiable icon for the French component on your website's homepage?
- Yes- please provide evidence (e.g. website link, policy document etc...)

 - No
 - Previously provided French language services; currently unavailable. Please explain:

Registration Application:

5. Are the instructions for the registration process, application and requirements provided in French?
- Yes- please provide evidence (e.g. website link, policy document etc...)

 - No
 - Previously provided French language services; currently unavailable. Please explain:

6. Are the forms and documentations required to apply for registration available online in French or upon request?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

7. Does the college/association accept documents from applicants in French?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

8. Are the results from a registration application communicated (written/oral) to the applicant in French?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

Internal Reviews/Appeals Access:

9. Is the information regarding the internal review and/or appeal process available in French?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

10. Is the decision from an internal review and/or appeal communicated in French to the applicant?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

Documentation:

11. Is the information on what documents an applicant needs to submit for the registration process and/or the assessment of credentials available online in French or upon request?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

12. Does the college/association accept French documents submitted by an applicant for registration/assessment of credentials?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

Assessment of Qualifications:

13. Is the information regarding the process for the assessment of credentials/ qualifications provided in French?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

14. Is the communication of assessment results provided in French to the applicant?

Yes– please provide evidence (i.e. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

15. Is the assessment of credentials conducted in French if the application is made in French?

Yes– please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

Exams:

16. Are the written and/or oral registration exams to demonstrate competency provided in French?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

17. Are the results from the written and/or oral registration exams communicated (written/oral) to the applicant in French?

Yes- please provide evidence (e.g. website link, policy document etc...)

No

Previously provided French language services; currently unavailable. Please explain:

Organization Name	% General Services (n=4)	% Registration Application (n=4)	% Internal Reviews/Appeals (n=2)	% Documentation (n=2)	% Assessment of Qualification (n=3)	% Exam (n=2)	% of TOTAL "Yes" Responses by Regulator (n=17 with exceptions)
College of Respiratory Therapists of Ontario	75.0%	100.0%	100.0%	100.0%	100.0%	100.0%	94.1%
College of Traditional Chinese Medicine Practitioners & Acupuncturists of Ontario	25.0%	75.0%	0.0%	100.0%	33.3%	50.0%	47.1%
College of Veterinarians of Ontario	25.0%	25.0%	0.0%	50.0%	0.0%	0.0%	17.6%
Human Resources Professionals Association	50.0%	25.0%	0.0%	50.0%	0.0%	50.0%	29.4%
Law Society of Ontario	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Ontario Association of Architects	25.0%	25.0%	0.0%	100.0%	100.0%	100.0%	52.9%
Ontario Association of Certified Engineering Technicians and Technologists	25.0%	25.0%	0.0%	50.0%	0.0%	0.0%	17.6%
Ontario College of Pharmacists	100.0%	75.0%	50.0%	100.0%	100.0%	100.0%	88.2%
Ontario College of Social Workers and Social Service Workers	100.0%	100.0%	100.0%	100.0%	100.0%	NA	100.0%
Ontario College of Teachers	100.0%	100.0%	100.0%	100.0%	100.0%	NA	100.0%
Ontario College of Trades	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%
Ontario Professional Foresters Association	0.0%	25.0%	0.0%	0.0%	33.3%	0.0%	11.8%
Royal College of Dental Surgeons of Ontario	50.0%	75.0%	100.0%	100.0%	NA	NA	69.2%



FAIRNESS COMMISSIONER

COMMISSAIRE À L'ÉQUITÉ

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