



Annual Report of the French Language Services Commissioner of Ontario *Highlights 2024-2025*

Cases received

315 cases (complaints and inquiries) received between October 1, 2024, and September 30, 2025.

Top organizations subject to the *French Language Services Act (FLSA)*, by case volume

Ministry of Public and Business Service Delivery and Procurement (14.6%)

Elections Ontario (9.6%)

Ministry of Transportation (9.2%)

Top case topics

In-person services 40.0%

Written communications 18.8%

Online services 10.8%

Signage 9.2 %

Telephone services 7.7%

Social media 3.8%

For more case statistics, see pages 20-21, 57 and 60-61.

Results achieved in individual cases

- The Office of the Chief Coroner ensured that a grieving mother who lost her son received all future communications about his death in French and reviewed its bilingual service capacity provincewide (p. 6).
- Elections Ontario committed to improving its planning, strengthening bilingual staffing and ensuring an “active offer” of French services at polling stations (p. 22-23).
- The revised version of Ontario’s Fire Code is now available in French (p. 23).
- A provincial courthouse located in a designated area hired additional French-speaking staff and reminded all employees of their responsibility to ensure services are always available in French (p. 27).
- The Ministry of the Attorney General created a bilingual email address for jury screening forms and confirmed that all messages received in French at this address will be answered in French (p. 28).
- The Human Rights Tribunal of Ontario assigned a French-speaking staff member to assist a Francophone man who complained about receiving inconsistent service in French. It also reminded all staff of its procedures for providing service in French (p. 28-29).

Aussi disponible en français

- The Ministry of Transportation took action to replace several English-only road signs in areas designated to provide services in French (pages 29 and 30) and corrected an error in French in another (p. 30).
- Metrolinx replaced English-only construction signs in Scarborough with bilingual signage and added more bilingual signs at the site (p. 31).
- The Ministry of Health determined that information about the Practice Ready Ontario program should be available in French on its current Web page without delay (p. 32).
- Metrolinx committed to updating all French and English forms throughout its website, redesigning its “Lost and Found” page to improve its compliance with the *FLSA*, and to offering telephone assistance with the forms to Francophones while this work is ongoing (p. 33).
- ServiceOntario updated its systems so personalized licence plates with slogans and graphics in French can now be ordered online, just like English ones (p. 33-34).
- Broken links on the French version of the Health Professions Appeal and Review Board website were fixed to ensure equivalent access to information (p. 34).
- Ontario Parks corrected inconsistencies on its French website and committed to regular quality reviews of its content (p. 34).
- ServiceOntario corrected missing French accents in health cards for a baby and another child without requiring an in-person visit from the parents, and reminded staff to pay close attention to accents on names during data entry (pages 36 and 37).
- ServiceOntario issued a new driver’s licence to a man who flagged a printing issue related to French accents in the microtext security feature on driver’s licences, corrected the issue, and enhanced its quality control (p. 37).
- The Ontario Disability Support Program (ODSP) updated its phone system so Francophone callers do not have to listen to a long message in English before they can choose service in French (p. 41).
- Ontario Parks committed to installing bilingual signage throughout Komoka Provincial Park which is partially located in a designated area under the *FLSA* (p. 41-42).
- The Ontario Provincial Police replaced unilingual signage at its Central Region Headquarters and committed to putting up more bilingual signs (p. 43).
- The Ministry of Education replaced unilingual “Building Ontario” banners at schools in a designated area with bilingual ones and revised the protocol it distributes to all school boards (p. 44).

- The Ontario Labour Relations Board updated its lobby screen to display hearing information in English and French (p. 45).
- The Ministry of Labour committed to improving its services in French through better planning, including ensuring French-speaking personnel and resources are available at events (p. 46).
- The Ministry of Long-Term Care reinforced its protocols and training for providing service in French to prevent recurrence of an issue involving an inspection report (p. 46-47).
- The Ministry of Transportation corrected an administrative error and reminded staff of requirements that service in French must be consistently delivered once it's requested (p. 47-48).

Case trends, updates on investigations and past reports

- Tribunals Ontario informed the Commissioner that it handled 1,029 proceedings in French in 2024-2025 – 282 more than the previous year, as a result of training and recruiting French-speaking adjudicators (p. 26-27).
- In December 2024, the Ministry of Francophone Affairs sought feedback on amendments to the list of designated areas under the *FLSA* to enhance French-language services in Ontario. Commissioner Bouchard's submission acknowledged the Ministry's efforts but highlighted necessary updates and made four proposals for improvements. The Ministry aims to finalize work related to this list by March 2026 (p. 38-39).
- The Ministry of Francophone Affairs has made updates to Ontario Regulation 398/93, which designates agencies required to provide services in French, amending information for 132 of the 256 designated agencies between January 2023 and June 2025 (p. 39-40).
- Since 2023, the "active offer" regulation under the *FLSA* (Regulation 544/22) has mandated that French language services be provided without requiring individuals to request them. Multiple cases handled by the French Language Services Unit demonstrate how some organizations made changes to provide a real active offer via their phone systems, signage and various communications (p. 40-41).
- Regulation 671/92 allows certain publications to be exempt from translation under the *FLSA*, but this exemption has been inconsistently applied, leading to gaps in French language services. No guidelines exist for applying these exemptions, leaving agencies to assess them independently (p. 48-49).

- Two of the seven recommendations in the Commissioner's July 2024 investigation report on government out-of-home advertising remain "under review" – meanwhile the French Language Services Unit noted exemplary practices of two public agencies with regard to such advertising (p. 51-52).
- Five of the 19 recommendations from in the Commissioner's 2022 investigation report regarding cuts to French-language programs at Laurentian University have been adequately implemented (p. 53).
- The Commissioner's investigation of ServiceOntario's frontline services in French is in progress (p. 50-51).
- The French Language Services Unit continues to monitor the progress toward the University of Sudbury's compliance with the *FLSA*, and the compliance of the ministries of Francophone Affairs and Colleges, Universities, Research Excellence and Security with their obligations related to the University's designation, in light of complaints received in 2023 (p. 55).
- The French Language Services Unit continues to follow up on the Commissioner's 2024 recommendation that the Ministry of Francophone Affairs compile a complete digital directory of services in French (p. 54).

Commissioner's recommendation

- 1. That the Ministry of Francophone Affairs establish a framework with clear parameters to support all organizations subject to the *French Language Services Act* in the interpretation of Regulation 671/92 in promoting a very limited application of exemptions, and that it provide us with a copy of it (p. 50).**

List of all recommendations made since 2020: Appendix, pages 58-59