



**FIREFLY
POLICY ADMIN #32**

Section: ADMINISTRATION
Policy Name: French Language Services
Approved by: Chief Executive Officer
Effective Date: August 30, 2023
Next Review Date: August 30, 2026

RATIONALE:

The *French Language Services Act (FLSA)* was enacted in 1986. The Act required government and specific third party providers or agencies located in, or providing services to, designated areas to actively offer services in French to all members of the public.

In 2011, *Ontario Regulation 284/11* was enacted requiring all third party providers in designated areas that provide services on behalf of a Ministry to actively offer services in French in accordance with the FLSA.

The FLSA Regulation requires that Ministries report on the ability/status of programs/organization to provide actively offered French services that are of substantive equality to those provided in English.

POLICY

FIREFLY provides services to a designated area under the FLSA and therefore is required by law to provide an active offer of FLS to all children and families receiving service now and in the future.

Services provided in French will be substantively equal to those provided in English.

FIREFLY provides services at multiple sites in multiple communities and will respond to requests for services in French in all locations.

PROCEDURE

A substantively equal active offer of French services is facilitated through:

- Bilingual telephone/in person greetings;
- Bilingual program signage;
- Bilingual staff and volunteers
- English and French versions of forms including consents, brochures, etc.

Clients are actively made aware of FLS at the point of contact through signage and the Agency website.

Clients are requested to declare their language preference and may change their request at any time.

Date Created:	August 28, 2014
Date Revised:	April 9, 2021

Date Reconfirmed:	August 30, 2023
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