



FRANCOPHONE IMMIGRANT WOMEN IN ONTARIO

WELCOME BOOKLET



ALLIANCE DES FEMMES DE LA
FRANCOPHONIE CANADIENNE

MESSAGE FROM THE PRESIDENT AND EXECUTIVE DIRECTOR

Dear readers,

Francophone immigrant women make an invaluable contribution to the vitality and diversity of Canada's Francophone and Acadian minority communities. Their resilience and commitment, whether to their families or to society, enrich our social fabric and strengthen Francophone identity across the country. Yet their path to integration can be marked by specific obstacles, including challenges related to language, access to appropriate services and adaptation to new cultural realities.

This booklet, designed to support these women in their integration, is also intended to extend its usefulness. Presented here in English, it aims to equip English-speaking immigration service providers to effectively refer their French-speaking clients to French-language resources and services essential to their integration into Francophone communities.

This document is the result of in-depth consultations with French-speaking immigrant women, and has been designed to respond concretely to their needs. It contains key information on services offered, resources available and opportunities for community involvement in a Francophone context. Adapted versions for other regions such as Manitoba, Yukon and British Columbia have also been developed to reflect local particularities

We would like to express our deepest gratitude to the partners who contributed to this project, notably the **Mouvement ontarien des femmes immigrantes francophones (MOFIF)**, **Leadership féminin Prescott-Russell (LFPR)** and the **Union Culturelle des franco-ontariennes (UCFO)**. Thanks to their expertise and collaboration, this booklet is a valuable tool for strengthening inclusion and promoting access to adapted services,

We hope this guide will be a useful resource, both for French-speaking immigrant women and for the professionals who support them in their integration. Together, let's make this welcoming experience a success and a springboard to successful integration.

With all our admiration and best wishes for a successful intégration,

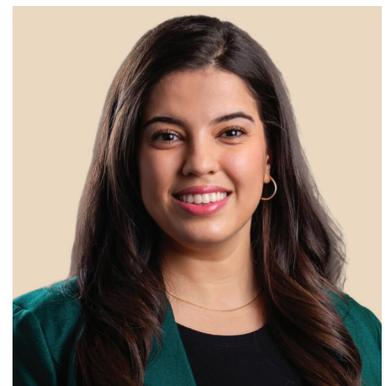
Happy reading,

NOUR ENAYEH,
Presidente

SOUKAINA BOUTIYEB,
Executive Director



Nour Enayeh, President



Soukaina Boutiyeb,
Executive Director

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ABOUT THIS BOOKLET

This welcome booklet was produced by the Alliance des femmes de la francophonie canadienne (AFFC). It is intended for all French-speaking immigrant women living in Ontario, and for anyone involved in providing services to immigrants. The practical information it contains is presented as follows:

- Services for women offered by AFFC member organizations and other organizations
- Services for French-speaking immigrants
- Services offered to all Francophones in Ontario in the following areas:
 - Employment
 - Education and early childhood
 - Housing
 - Health and social services
 - Transport
 - Culture and community activities
 - Human rights and legal services

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Welcome booklet for French-speaking immigrant women
in Ontario

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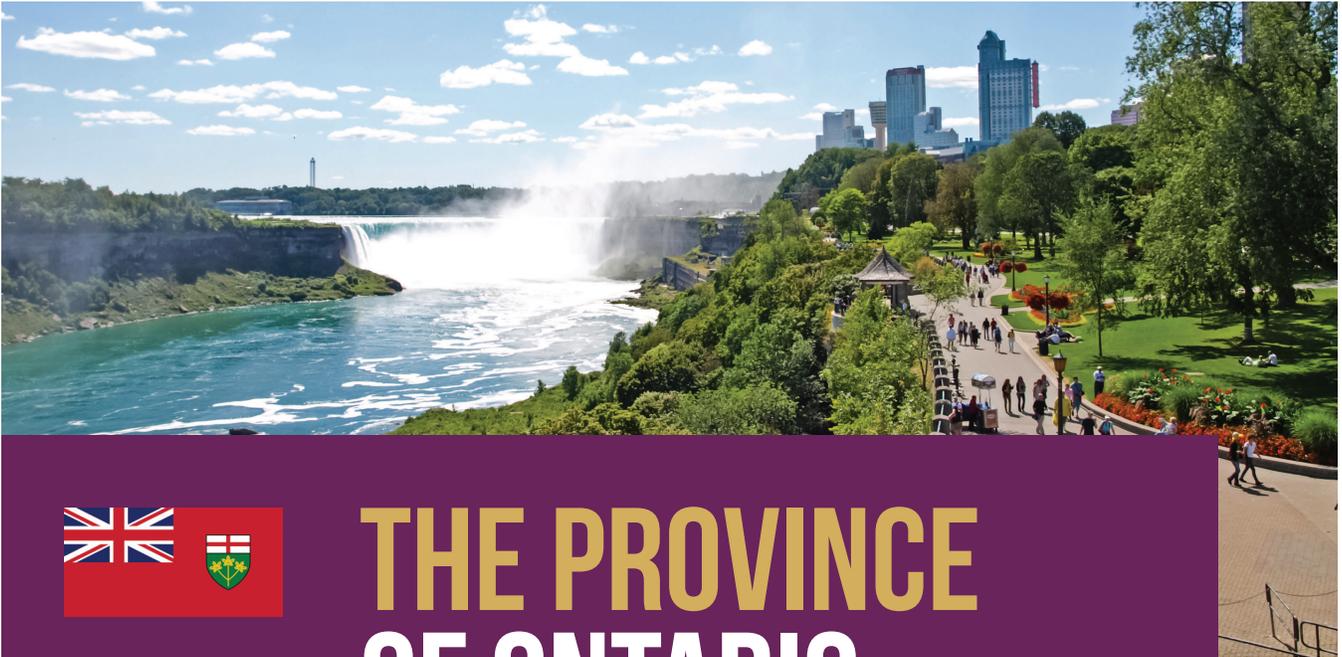
HOW TO USE THIS BOOKLET

The presentation of services is accompanied by hyperlinks enabling you to access the resources presented by 

Note that the hyperlinks in this version of the booklet bring you to French (not English) webpages.

This booklet is available in digital format. You can access it by clicking on the image of the QR code or by scanning it with your device.





THE PROVINCE OF ONTARIO

Ontario is the country's southernmost province. It is Canada's second-largest province after Quebec. It is home to the country's capital, Ottawa, as well as Canada's largest city, Toronto, which is the provincial capital.

Ontario borders the province of Manitoba to the west, Hudson and James Bays to the north, and Quebec to the east and northeast. It also shares a long border with the United States, stretching 2,700 km along inland waterways.

The province of Ontario has a French Language Services Act, under which you can obtain services in French from all provincial government ministries. To obtain services or information in French, simply go to a government office located in or near an area where Francophones make up at least 10% of the population, or in a city with at least 5,000 Francophone residents. These areas and cities are called designated regions, and there are 26 of them across the province.



LIST OF REGIONS 

According to the Canadian 2021 census, it is the most populous province in Canada: home to 14 million inhabitants, that is 38.45% of the country's total population.

In 2021, 594,735 residents of this province (4.2% of the population) spoke French at home at least on a regular basis.



SERVICES FOR WOMEN

OFFERED BY AFFC MEMBER ORGANIZATIONS

MOUVEMENT ONTARIEN DES FEMMES IMMIGRANTES FRANCOPHONES (MOFIF)

MOFIF is the only provincial organization dedicated to French-speaking immigrant women, and the only provincial advocacy organization specifically for women. Its areas of intervention are: consensus building, training and networking; intervention and integration; women's entrepreneurship; representation; awareness-raising and research.

A feminist-inspired organization at the crossroads of academia and the community sector, MOFIF is unique in Ontario. Over the past few years, MOFIF has also become involved in popular education to further its mission of promoting the active participation of immigrant women in all spheres of society.

The organization fulfills its mission by offering programs and services in the following areas:

- Improving living conditions for women and their dependents;
- Promote the full integration and participation of immigrant women in Canadian society through education and the dissemination of information;
- Working to achieve the equality rights of immigrant women, for them and by them, in their social and economic integration;
- To create a framework for dialogue and exchange with a view to ensuring the full achievement of the social, economic and cultural potential of immigrant women from an intersectional perspective, i.e. one that recognizes that women are not a homogeneous group and, as such, have different immigration stories;
- Strive for equality and equity between women and men, and between women themselves, through research and advocacy;
- Strengthen the francophonie among French-speaking immigrant girls and women by ensuring that services are offered in French to avoid assimilation and combat language insecurity, especially among girls and young women;
- Organize cultural activities to facilitate the integration and rapprochement of our communities.



**TO BECOME A MOFIF
MEMBER**



TO FIND OUT MORE



SERVICES FOR WOMEN

LEADERSHIP FÉMININ PRESCOTT-RUSSEL (LFPR)

Leadership féminin Prescott-Russell (LFPR) is a non-partisan organization initiated and led by Francophone and francophile women in the Prescott-Russell region of Eastern Ontario.

LFPR's mission is to support the leadership development of a diversity of women's voices through the implementation of capacity-building initiatives. As an agent of lasting fundamental change, LFPR breaks down systemic barriers in favor of gender equality. LFPR offers:

- Tools to support women wishing to enter politics;
- Training courses on governance that enable participants to acquire new skills to sit on boards of directors; to develop their confidence and leadership; and, to build a solid network of committed women like themselves;
- Training for young women who want to take on leadership positions in their Prescott-Russell communities;
- LFPR convenes and animates the Concerté.e.s pour l'égalité round table, whose mandate is to contribute to the resilience and fulfillment of potential of rural women and girls by eliminating systemic barriers, thus creating an environment conducive to gender equality. LFPR conducts campaigns to raise awareness of gender inequalities and stimulate action to improve the status of women;
- In addition, LFPR holds an annual regional symposium aimed at mobilizing, inspiring and stimulating collective action to find solutions for changing the current systems that create and perpetuate gender inequalities in the fields of economics, health and social equity, justice and public authorities.



**TO BECOME AN LFPR
MEMBER**



SERVICES FOR WOMEN

UNION CULTURELLE DES FRANCO-ONTARIENNES

The **Union culturelle des Franco-Ontariennes (UCFO)** is dedicated to improving the conditions and social realities of francophone women in Ontario, with the aim of fostering the fulfillment of their potential and their autonomy.



Recent projects include:

- Production of resources and organization of meetings to improve the financial literacy of Franco-Ontarian senior women living in minority situations;
- Production and distribution of videos on Franco-Ontarian art, culture and heritage;
- Support to caregivers: a series of meetings designed to help caregivers take care of their health while maintaining their role as caregivers;
- Collaborations with partners to carry out projects on issues such as gender-based violence, promoting francophone musical culture and supporting women who want to improve their financial independence;
- Maintaining a directory of their entrepreneurial members;
- A page with useful links to resources and information.

[CONSULT USEFUL LINKS](#)



[TO BECOME A UCFO MEMBER](#)



[TO FIND OUT MORE](#)



SERVICES OFFERED BY OTHER ORGANIZATIONS

HEALTH

There are women's health care centers in several regions of Ontario. To find out about services in your city or region:

- Toronto 
- Champlain Region 
- Northeastern Ontario 
- Southeastern Ontario 
- Niagara Region 
- Southern Ontario Region 

SERVICES FOR WOMEN

PREGNANCY AND CHILDBIRTH FOLLOW-UP

There are many organizations in Ontario communities that offer services to pregnant women. They are available from newcomer service agencies, non-profit community organizations, local or regional government health offices, community centers and hospitals.

TO FIND OUT MORE



GENDER-BASED VIOLENCE

Francophone organizations across the province help women and children who are victims of domestic violence. There are shelters for women and children in distress. They offer help, information and/or referrals. Staff can take calls just to listen to women who are victims of violence. They are available 24 hours a day, 7 days a week. They offer safe, confidential locations. They are set up to welcome, free of charge, for no more than one month, abused women and their children fleeing domestic violence.

Feeling in immediate danger? Call 9-1-1. You can also contact the Fem'aide line, which will direct you to the appropriate services in your community, 24 hours a day, 7 days a week, by calling 1-877-336-2433, or visit the Fem'aide site for resources. French-language or bilingual services for women or girls struggling with a situation of violence.



TO FIND OUT MORE



The **Carrefour des femmes du Sud-Ouest de l'Ontario** offers support to French-speaking women who have experienced any form of violence, including sexual assault. It lists support and shelter resources for each region of Ontario.

CARREFOUR DES
FEMMES DU SUD-OUEST
DE L'ONTARIO



The **Réseau Femmes du Sud-Ouest de l'Ontario** works to prevent violence and improve the status of francophone women. It offers services to all women in Ontario, as well as a program for newcomers.

RÉSEAU FEMMES DU
SUD-OUEST DE L'ONTARIO



Action ontarienne contre la violence faite aux femmes (AOcVF) provides information on services available in various regions of Ontario.

ACTION ONTARIENNE
CONTRE LA VIOLENCE
FAITE AUX FEMMES



There are many shelters for abused women in Ontario, including **La Maison d'hébergement pour femmes francophones de Toronto**.

LA MAISON D'HÉBERGE-
MENT POUR FEMMES
FRANCOPHONES DE TORONTO



TO FIND OUT MORE



SERVICES FOR WOMEN

SOCIAL AND COMMUNITY ACTIVITIES

Solidarité des Femmes Immigrantes Francophones du Niagara (SOFIFRAN) is a non-profit community organization created by French-speaking immigrant women - living in the Niagara region and originating from various parts of the world. Its goal is to support women and their families in their integration process in the Niagara region by offering social, economic, educational and cultural services.

The **Réseau des femmes immigrantes francophones de Prescott-Russell (RéFIF-PR)** was born of the commitment of French-speaking immigrant women, mainly from African countries.

A non-profit organization, RéFIF-PR's mission is to promote the involvement, health and well-being, and the achievement of socio-economic, cultural and athletic potential of French-speaking immigrant women and girls in the Prescott-Russell region.

To achieve this, RéFIF-PR is active in several areas:

- Representation and leadership of immigrant women and girls in the Prescott-Russell region;
- Equity, diversity and inclusion: supporting newcomers in their integration process and helping them to feel fully included in Canadian society;
- Sorority: cultivating a spirit of support and solidarity among French-speaking immigrant women;
- Information, awareness-raising and training: organize conferences and workshops on current issues and the priority needs of French-speaking immigrant women and girls;
- Participatory action research and publication: collect empirical data on, for and with immigrant women and girls in the Prescott-Russell region in order to identify their needs and challenges and share their experiences.

TO FIND OUT MORE



TO FIND OUT MORE AND
BECOME A MEMBER



RECEPTION SERVICES FOR FRENCH-SPEAKING IMMIGRANTS

A number of government and non-government organizations offer services to French-speaking immigrants, helping them find their way through the early stages of their inclusion in this province.

PROVINCE-WIDE

- The **Ontario Council for Agencies Serving Immigrants (OCASI)** offers information in French on services for French-speaking immigrants in Ontario, although its website is only available in English.
- **Collège Boréal** offers needs assessment and referral services for newcomers: settlement, integration, language courses, professional integration. These services are offered online or in person in several Ontario cities.
- **Collège La Cité** offers a variety of programs to help newcomers integrate into the job market: language training, return to school, integration into the job market and bridging programs designed to facilitate integration into certain fields of employment.
- The **Société Économique de l'Ontario (SÉO)** supports immigrants by helping them, among other things, to assess their skills, write their curriculum vitae and cover letter according to the Canadian model, and prepare for job interviews. It also offers the Carrielles program for racialized women who are experiencing particular difficulties in finding employment. It also supports employers in their efforts to recruit immigrants.

OTTAWA AND EASTERN ONTARIO

- The **Conseil économique et social d'Ottawa-Carleton (CÉSOC)** is a non-profit corporate organization dedicated to promoting the diversity of the francophone community in Eastern Ontario, and more specifically in the Ottawa region. CESOC offers a wide range of services to immigrants, including referrals to francophone services, job search assistance, support for immigrant seniors and the reception of refugees.
- The **Centre des services communautaires Vanier**, located in Ottawa's east end, offers many practical resources to help immigrant families: community and family activities, a francophone legal clinic, employment and professional integration services for francophones in Ottawa, and settlement workers in schools.

ONTARIO COUNCIL FOR
AGENCIES SERVING
IMMIGRANTS



 **Boréal**

LA CITÉ 

 **SÉO**
SOCIÉTÉ ÉCONOMIQUE
DE L'ONTARIO

CARRIELLES PROGRAM



CONSEIL ÉCONOMIQUE
ET SOCIAL D'OTTAWA-
CARLETON (CÉSOC)



CENTRE DES SERVICES
COMMUNAUTAIRES
VANIER



RECEPTION SERVICES FOR FRENCH-SPEAKING IMMIGRANTS

- The Ottawa YMCA's **Newcomer Information Centre (NIC)** offers orientation and referral to services, help with administrative procedures, a computer-equipped resource center, information on employment opportunities and language courses.
- The **Centre de services à l'emploi de Prescott-Russell (CSEPR)** offers a range of job search support services for newcomers.
- The **Association canadienne-française de l'Ontario, conseil régional des Mille-Îles (ACFOMI)**, in Kingston, has set up the Carrefour d'accueil et d'établissement francophone for French-speaking immigrants in the Mille-Îles region.

TORONTO AND CENTRAL-SOUTHWESTERN ONTARIO

- Toronto: the **Centre francophone du Grand Toronto** offers integration and settlement services, the Connexions communautaires program, integration programs in French-language schools, and job search support services.
- Toronto: **La Passerelle-I.D.É.** (Toronto) offers integration services for Black and racialized Francophone immigrants.
- Durham: the **Conseil des organismes francophones de la région de Durham (Oshawa)** offers settlement and employment services as well as training.
- London: the **Carrefour communautaire francophone de London (CCFL)** has a settlement program and an in-school settlement program. It also has an ethno-cultural hub to facilitate community connections between newcomers.
- Simcoe: **La Clé** is an organization offering multiple services to francophones and francophiles in Simcoe County, including immigration, employment and training.
- Windsor-Essex-Kent: the **Centre communautaire francophone Windsor-Essex-Kent (CCFWEK)** offers the School Settlement Worker (SSW) program to welcome families.

THE NEWCOMER
INFORMATION CENTRE



CENTRE DE SERVICES À
L'EMPLOI DE PRESCOTT-
RUSSELL (CSEPR)



ASSOCIATION
CANADIENNE-FRANÇAISE
DE L'ONTARIO



CENTRE FRANCOPHONE
DU GRAND TORONTO



LA PASSERELLE-I.D.É.



CONSEIL DES ORGANISMES
FRANCOPHONES DE LA
RÉGION DE DURHAM



CARREFOUR
COMMUNAUTAIRE
FRANCOPHONE DE LONDON



LA CLÉ



CENTRE COMMUNAUTAIRE
FRANCOPHONE
WINDSOR-ESSEX-KENT



RECEPTION SERVICES FOR FRENCH-SPEAKING IMMIGRANTS

NORTHERN ONTARIO

- Hearst and Kapuskasing: **Northeastern Ontario Settlement Services** offer services in both cities.
- The **Association des francophones du Nord-Ouest de l'Ontario** offers reception and settlement services.

FRANCOPHONE IMMIGRATION SUPPORT NETWORKS (RIF)

- Ontario's RIFs bring together partner organizations and institutions that offer front-line services to French-speaking newcomers. These networks do not offer services directly. Rather, their members offer these services to immigrants.
- Ontario has three RIFs:
 - **Eastern Ontario network,**
 - **Northern Ontario Network,**
 - **Central-Southwestern Ontario Network.**

SERVICES
D'ÉTABLISSEMENT DU
NORD-EST DE L'ONTARIO



ASSOCIATION DES
FRANCOPHONES DU
NORD-OUEST DE L'ONTARIO



RSIFEO
RÉSEAU DE SOUTIEN
À L'IMMIGRATION FRANCOPHONE
DE L'EST DE L'ONTARIO



**RÉSEAU
du NORD** | Soutien à l'immigration
FRANCOPHONE



**RÉSEAU EN
IMMIGRATION
FRANCOPHONE**
Centre-Sud-Ouest | Ontario

EMPLOYMENT

Most of the immigrant reception services mentioned in preceding pages offer job search assistance.

SOCIAL INSURANCE NUMBER

- To work in Canada or access government programs and benefits, you need a 9-digit number called the **Social Insurance Number (SIN)**. Your SIN is private, and it's illegal for anyone else to use it. It's your responsibility to protect it.
- A **permanent resident card** is not required for employment in Canada (a work permit is sufficient). But it is the official proof that you are a permanent resident of Canada. If you leave the country, you'll need this card to re-enter. You can use your permanent resident card as an identity document in a number of situations, for example to apply for other government documents (health insurance card or social insurance number), to access government services or to open a bank account.

APPLY FOR A SOCIAL INSURANCE NUMBER



TO FIND OUT MORE



TRADE EQUIVALENCY ASSESSMENT

- In Ontario, the government sets rules and laws for more than a hundred professions and trades in the province. This helps protect the health and safety of workers and the public.

TO FIND OUT MORE



EDUCATION AND EARLY CHILDHOOD

The education of children is the responsibility of the Ontario government. Public schools are funded with taxpayers' money, and education is offered free of charge to all school-age children. The Ministry of Education is responsible for curriculum content and regulations that all schools must follow.

EARLY CHILDHOOD

- A wide variety of French-language early childhood services and programs are available in most regions. The **Association francophone à l'éducation des services à l'enfance de l'Ontario** offers a registry of these services.

ELEMENTARY AND SECONDARY EDUCATION

- To enroll your child in a public school, you can contact your local school or consult the list of the twelve school boards that group together French-language elementary and secondary schools.

FIND OUT MORE ABOUT ONTARIO'S EDUCATION SYSTEM



GUIDE OF ONTARIO'S ELEMENTARY SCHOOLS FOR NEWCOMERS



EARLY CHILDHOOD SERVICES REGISTRY



LIST OF SCHOOL BOARDS



EDUCATION AND EARLY CHILDHOOD

COLLEGES

- **Collège La Cité** offers college programs in French at its campuses in Ottawa, Orleans, Hawkesbury (at École secondaire catholique régionale de Hawkesbury) and Toronto and surrounding areas.
- **Collège Boréal**, whose main campus is in Sudbury, also offers college programs in French at seven campuses: Hearst, Kapuskasing, Nipissing, Ottawa, Timmins, Toronto and Windsor.

FRENCH-SPEAKING UNIVERSITIES

- There are three French-language universities for and by Francophones: **Université de l'Ontario français**, **Université de Hearst** and **Université de Sudbury**.

BILINGUAL UNIVERSITIES AND COLLEGES

- **University of Ottawa**, **Laurentian University**, **Saint Paul University**, **Dominican University College** which is bilingual and affiliated with **Carleton University**, and **York University's Glendon College**.

LA CITÉ



COLLÈGE BORÉAL



UNIVERSITÉ DE L'ONTARIO FRANÇAIS



UNIVERSITÉ DE HEARST



UNIVERSITÉ DE SUDBURY



UNIVERSITÉ OF OTTAWA



LAURENTIAN UNIVERSITY



SAINT-PAUL UNIVERSITY



DOMINICAN UNIVERSITY COLLEGE



GLENDON COLLEGE OF YORK UNIVERSITY



HOUSING

The Ontario Council of Agencies Serving Immigrants (OCASI) offers information in French on different types of housing. Settlement agencies generally provide information and assistance in finding housing.

ONTARIO COUNCIL OF
AGENCIES SERVING
IMMIGRANTS



The Housing Help Association of Ontario helps you find a home. They also help you avoid eviction and seek financial assistance.

HOUSING HELP
ASSOCIATION OF ONTARIO



RENTAL HOUSING

- Managed by private owners. A lease is usually for 12 months. A landlord has the right to check your bank statement and credit rating, and to ask for a guarantor and references. Housing cannot be refused on the basis of race, gender, age, sexual orientation, disability, religion or ethnic orientation.
- The Landlord and Tenant Board (LTB) provides information on the rights and responsibilities of landlords and tenants, and resolves disputes between the two.

THE LANDLORD AND
TENANT BOARD



SUBSIDIZED HOUSING

- These are units where the tenant pays only 30% of gross income, according to regulations. This may include housing in a cooperative or a public housing office.

BUYING YOUR OWN HOME

- You have the means to buy your home. To find out what you need to check, click on To find out more.

TO FIND OUT MORE



HOUSING SERVICE MANAGERS

- Some cities or regions have housing managers who can help you find housing options in your area. Consult the list for contact information of service managers in your municipality or district.

LIST OF LOCAL SERVICE
MANAGERS



HEALTH AND SOCIAL SERVICES

Health and social services are provided by various government institutions or non-profit organizations.

HEALTH

- OHIP is **Ontario's health insurance plan**. Through OHIP, the province pays for any health care you may need. You must register, and once approved, you'll receive an Ontario Health Card. Your health card is proof that you're covered by OHIP - you need to show it every time you see your doctor, go to an emergency room, have a medical test done or undergo surgery.

REGISTER WITH ONTARIO HEALTH INSURANCE



INTERIM FEDERAL HEALTH PROGRAM

- The **Interim Federal Health Program (IFHP)** offers limited, temporary health care coverage to certain groups of people in Canada who are not covered by a provincial, territorial or private health insurance plan.

INTERIM FEDERAL HEALTH PROGRAM



CANADIAN DENTAL CARE PLAN

- The **Canadian Dental Care Plan** makes dental care more affordable for eligible Canadian residents. Health Canada's website lets you find out if you can access the program, how to apply and what dental care is covered.

TO FIND OUT MORE



UNIVERSITY HEALTH INSURANCE PLAN

- The **University Health Insurance Plan (UHIP)** provides services to international students who are not covered by the Ontario Health Insurance Plan, and it is mandatory for these students to enroll.

UNIVERSITY HEALTH INSURANCE PLAN



HEALTH CARE PROVIDERS

- A family doctor, or a nurse practitioner is your health care provider. Register with **Health Care Connect** to find a French-speaking doctor or nurse practitioner.

HEALTH CARE CONNECT



HEALTH AND SOCIAL SERVICES

COMMUNITY HEALTH CENTERS

- **Community Health Centers (CHCs)** are non-profit organizations whose main aim is to improve the health and well-being of people who often have difficulty accessing health services. They provide primary health care and health information. They are present in several regions of Ontario.

COMMUNITY HEALTH
CENTRES



FRANCOPHONE UNIVERSITY HOSPITAL

- The province has one French-language teaching hospital, **Hôpital Monfort** in Ottawa.

HÔPITAL MONFORT



CHILD WELFARE

- Ontario's **Children's Aid Societies (CASs)** help protect infants, children and youth who are experiencing or at risk of physical, sexual or emotional abuse, neglect or abandonment.

TO FIND OUT MORE



GOVERNMENT OF ONTARIO

- The Ontario government offers various support measures for children with special needs.

TO FIND OUT MORE



TRANSPORT

Here's some basic information about means of transport.

GETTING A DRIVER'S LICENSE

- If you live in Ontario and wish to drive a vehicle, you must obtain a licence from the Ministry of Transportation of Ontario (MTO), which is responsible for licensing and registering vehicles in the province. The **Official Driver's Handbook** contains all the information you need to obtain a driver's licence.

[OFFICIAL DRIVER'S GUIDE](#) 

PERMIT EXCHANGE

- When you move to Ontario, you can use a driver's licence issued by another province, state or country for 60 days. After 60 days, you need to switch to an Ontario driver's licence.

[TO FIND OUT MORE](#) 

PUBLIC TRANSPORT

- Most municipalities with sizeable populations offer public transportation. If you don't have a car, or prefer not to drive, public transit is a convenient and economical way to get from one place to another. To learn more about how public transit works in Ontario, and to find out if there are public transit services in your city or region, please click on the link to your right.

[TO FIND OUT MORE](#) 

PARATRANSIT

- If you are a person with a disability or mobility problems, some municipalities offer a paratransit service. Eligibility criteria for this service, and the transportation options available, vary from city to city. Paratransit can serve, for example, people in wheelchairs who can't easily take public transit. Paratransit vehicles can pick you up at home and take you directly where you need to go.

ALTERNATIVE MEANS OF TRANSPORT

- Carpooling and other alternative transport options are available. Information on these services is available on social networks and from community organizations.

CULTURE AND COMMUNITY ACTIVITIES

Ontario is home to the largest French-speaking minority community in Canada. Many organizations and associations are dedicated to promoting francophone culture in the province.

- The **Réseau du patrimoine franco-ontarien (RPF0)** is a non-profit organization whose mandate is to bring together players in the Francophone heritage field in Ontario, and to support efforts to preserve and promote the heritage of Ontario's Francophonie.
- **Théâtre du Nouvel-Ontario (TNO)** is a Franco-Ontarian creative theater company whose mission is to promote local culture through predominantly Canadian works.
- **Théâtre français de Toronto** is a professional French language theater company with a French repertoire and producing French language creations. It is based in Toronto.
- **Théâtre du Trillium** is a research and creation center located in Ottawa. The company produces, presents and supports the practice of French-language performing arts in Canada.
- **Télévision française de l'Ontario (TFO)** is a French-language educational and cultural television channel in Ontario, broadcasting mainly children's programs, documentaries and repertoire films.

RÉSEAU DU PATRIMOINE
FRANCO-ONTARIEN



THÉÂTRE DU
NOUVEL-ONTARIO



THÉÂTRE FRANÇAIS
DE TORONTO



THÉÂTRE DU TRILLIUM



TÉLÉVISION FRANÇAISE
DE L'ONTARIO



CULTURE AND COMMUNITY ACTIVITIES

COMMUNITY ORGANIZATIONS

- Throughout Ontario, community organizations offer a variety of services to the French-speaking population. By participating in their activities, you can meet members of the Francophone community and benefit from a multitude of services. Here are a few examples:
 - **Mouvement d'implication francophone d'Orléans (MIFO)** is a multidisciplinary center offering a variety of programs and services in French in the artistic, cultural and community fields.
 - The **Centre communautaire francophone Sarnia-Lambton (CCFS)** offers cultural activities, summer camps for children, language courses and a library.
 - The **Centre régional de loisirs culturels de Kapuskasing** offers sports activities, courses for adults and children, and shows featuring French-speaking artists.
 - The **Centre francophone d'Hamilton** is an inclusive, multidisciplinary center that promotes the French language and fosters a sense of belonging to the Francophonie through social, cultural and artistic experiences. It offers family services, courses on various themes, and services for the dissemination of francophone arts and culture.
- The Franco-Ontarian community is very dynamic: new organizations and services are added regularly. It's a good idea to check with your local Francophone center to find out about new services.

**MOUVEMENT
D'IMPLICATION
FRANCOPHONE D'ORLÉANS**



**CENTRE COMMUNAUTAIRE
FRANCOPHONE
SARNIA-LAMBTON**



**CENTRE RÉGIONAL DE
LOISIRS CULTURELS
DE KAPUSKASING**



**CENTRE FRANCOPHONE
D'HAMILTON**



HUMAN RIGHTS AND LEGAL SERVICES

Ontario has passed a number of laws designed to ensure that your rights are respected. There are also organizations that can help you with your legal affairs.

PERSONAL RIGHTS

- The **Ontario Human Rights Code**, the first in Canada, was adopted in 1962. It prohibits actions that discriminate against certain people on the basis of one of the grounds protecting them in a protected social sector.
- The **Human Rights Legal Support Centre (HRLSC)** provides legal support and assistance to people in Ontario communities who have experienced discrimination. The center strives to provide adaptation measures, including for language, disability and cultural needs. It provides services in over one hundred and forty (140) languages, including ASL.
- Community Legal Education Ontario (CLEO) offers its **Steps to Justice** program, which provides detailed, practical information on legal issues.
- **Fédération des aînés et des retraités francophones de l'Ontario (FARFO)** protects the rights and interests of Francophones aged 50 and over.
- The mandate of the **Assemblée de la francophonie de l'Ontario (AFO)** is to bring together the province's Francophone community and to act as a spokesperson, among other things, to advocate for the rights of Franco-Ontarians.
- The **Fédération de la jeunesse franco-ontarienne (FESFO)** is a political advocacy organization that represents the interests of young francophones in Ontario from grades 9 to 12.

FAMILY LAW

- The **Ministry of the Attorney General** provides a variety of services and resources to help families understand the family justice system and resolve their disputes. To learn more about your rights, visit this Ontario government site.

ONTARIO HUMAN RIGHTS
CODE



HUMAN RIGHTS LEGAL
SUPPORT CENTRE



TO FIND OUT MORE



FÉDÉRATION DES AÎNÉS ET
DES RETRAITÉS FRANCO-
PHONES DE L'ONTARIO



ASSEMBLÉE DE LA
FRANCOPHONIE DE
L'ONTARIO



FÉDÉRATION DE LA
JEUNESSE FRANCO-
ONTARIENNE



TO FIND OUT ABOUT
YOUR RIGHTS



HUMAN RIGHTS AND LEGAL SERVICES

CONSUMER LAW

- Learn more about your rights under Ontario's Consumer Protection Act.
- The **Financial Consumer Agency of Canada (FCAC)** provides information on many aspects of banking in Canada. You can learn about: the different types of bank accounts available; the documents required to open a bank account; savings and investment options; credit cards, loans, mortgages and other forms of credit; insurance; and financial planning.

LEGAL SERVICES IN FRENCH

- In Ontario, you have the right to receive legal services in French. This provincial government site explains how to access justice services in French.
- **Legal Aid Ontario (LAO)** can provide you with services tailored to your legal problem. Our services are available in English and French.
- The **Association des juristes d'expression française de l'Ontario (AJEFO)** seeks to ensure equal access to justice in French for all Ontarians by informing the public of the right to the services of a French-speaking lawyer and by equipping French-speaking lawyers with the necessary skills to provide services in French.

PROTECTION OF
ONTARIO CONSUMER



TO FIND OUT MORE



HOW TO ACCESS JUSTICE
SERVICES IN FRENCH



LEGAL AID ONTARIO



ASSOCIATION DES
JURISTES D'EXPRESSION
FRANÇAISE DE L'ONTARIO





MY DIRECTORY OF IMMIGRATION SERVICES

SERVICES FOR WOMEN

MOUVEMENT ONTARIEN DES FEMMES IMMIGRANTES FRANCOPHONES

21 College St., Suite 610, Toronto, ON M5G 2B3
 ☎ 647-390-4194
 ✉ contact@mofif.ca

LEADERSHIP FÉMININ PRESCOTT-RUSSELL

✉ leadeshipfeminin@gmail.com

UNION CULTURELLE DES FRANCO-ONTARIENNES

☎ 613-679-1334
 ✉ ucfo@franco-ontariennes.ca

CARRIELLES PROGRAM, SOCIÉTÉ ÉCONOMIQUE DE L'ONTARIO

☎ 705-921-7179
 ✉ skante@seo-ont.ca

HELP FOR WOMEN VICTIMS OF VIOLENCE

FEM'AIDE HELP LINE

☎ Toll-free, 24h/7: 1-877-336-2433

CARREFOUR DES FEMMES DU SUD-OUEST DE L'ONTARIO

London-Middlesex
 285 King St., Suite 200, London, ON N6B 3M6
 ☎ 519-858-0954
 ☎ 226-448-6729 (Cell) | 226-559-3138 (Cell)

Sarnia-Lambton

1285 Michigan Ave., Suite 2, Sarnia, ON N7S 4M6
 ☎ 226-926-4529 | Toll-free: 1-888-858-0954

Kent, Huron, Perth, Oxford, Bruce, Grey, Elgin counties

☎ Toll-free: 1-888-858-0954

For all three regions

☎ 226-448-6729 (By text/Whatsapp)
 ☎ 226-559-3138 (By text/Whatsapp)
 ☎ 226-926-4529 (By text/Whatsapp)
 ✉ info@carrefourfemmes.on.ca
 ✉ reception@carrefourfemmes.on.ca

SOLIDARITÉ DES FEMMES IMMIGRANTES FRANCOPHONES DU NIAGARA

103-76 Division St., Welland, ON L3B 3Z7
 ☎ 905-714-7333 | 905-226-5282
 ✉ info@sofrifran.org | support@sofrifran.com

RÉSEAU FEMMES DU SUD-OUEST DE L'ONTARIO

Windsor

447 Wyandotte St. East, Windsor, ON N9A 3H8

London

201 King St., London, ON N6A 1C9

Sarnia

901 Rapids Dr., Sarnia, ON N7S 6K2

For the three regions

☎ Toll-free: 1-888-946-3029

ACTION ONTARIENNE CONTRE LA VIOLENCE FAITE AUX FEMMES

✉ communications@actionontarienne.ca

LA MAISON D'HÉBERGEMENT POUR FEMMES FRANCOPHONES DE TORONTO

☎ 647-777-6433
 ✉ hebergement@lamaison-toronto.org

RECEPTION SERVICES FOR FRENCH-SPEAKING IMMIGRANTS

COLLÈGE BORÉAL

21 Lasalle Blvd., Sudbury, ON P3A 6B1
 ☎ 705-560-6673 | Toll-free: 1-800-361-6673
 ✉ liaison@collegeboreal.ca

CONSEIL ÉCONOMIQUE ET SOCIAL D'OTTAWA-CARLETON

815 Saint-Laurent Blvd., Ottawa, ON K1K 3A7
 ☎ 613-248-1343

CENTRE DE SERVICES COMMUNAUTAIRES VANIER (OTTAWA)

☎ 613-744-2892
 ✉ cscv@cscvanier.com

YMCA OTTAWA - NEWCOMER INFORMATION CENTRE

Downtown Ottawa
 150 Isabella St., Suite 201, Ottawa, ON K1S 1V7
 ☎ 613-695-2440
 ✉ nic@ymcaywca.ca

Ottawa West

1642 Merivale St. (Merivale Mall), 2nd floor
 Ottawa, ON K2G 4A1
 ☎ 613-688-2150
 ✉ nic@ymcaottawa.ca

ASSOCIATION CANADIENNE-FRANÇAISE DE L'ONTARIO

760 Hwy 15, Unit 11, Kingston, ON K7L 0C3
 ☎ 613-546-7863 | Toll-free: 1-800-561-4695
 ✉ info@acfomi.ca

CENTRE FRANCOPHONE DU GRAND TORONTO

555 Richmond St. West, Suite 303
 Toronto, ON M5V 3B1
 ☎ 416-962-4600 (Employment Services)
 ☎ 416-922-2672 (all other services)
 ✉ infos@centrefranco.org

LA PASSERELLE-I.D.É.

2 Carlton St., Toronto, ON M5B 1J3
 ☎ 416-934-0588
 ✉ info@passerelle-ide.com

CONSEIL DES ORGANISMES FRANCOPHONES DE LA RÉGION DE DURHAM

57 Simcoe St. South, Oshawa, ON L1H 4G4
 ☎ 905-434-7676
 ✉ dg@cofrd.org | etablissement@cofrd.org

CARREFOUR COMMUNAUTAIRE FRANCOPHONE DE LONDON

920 Huron St., London, ON N5Y 4K4
 ☎ 519-673-1977
 ✉ info@ccflondon.ca

LA CLÉ

63 Main St., P.O. Box 5099
 Penetanguishene ON L9M 2G3
 ☎ 705-549-3116
 ✉ info@lacle.ca

CENTRE COMMUNAUTAIRE FRANCOPHONE WINDSOR-ESSEX-KENT

720 Ouellette Ave., Windsor, ON N9A 1C2
 ☎ 519-948-5545
 ✉ info@ccfwek.org

NORTHEASTERN ONTARIO SETTLEMENT SERVICES

Hearst office

60 9th St., Hearst ON P0L 1N0
 ☎ 705-372-1781, ext. 112

Kapuskasing office

75 Queen St., Kapuskasing, ON P5N 1H5
 ☎ 705-372-1781, ext. 214

ASSOCIATION DES FRANCOPHONES DU NORD-OUEST DE L'ONTARIO

234 Van Norman St., Thunder Bay, ON P7A 4B8

EMPLOYMENT

SOCIÉTÉ ÉCONOMIQUE DE L'ONTARIO

Head Office - Ottawa

745 Montreal Rd., Suite 210B, Ottawa, ON K1K 0T1
 ☎ 613-590-2493 | Toll-free: 1-844-668-7333

Toronto office

273 Richmond St. West, Suite 100
 Toronto, ON M5V 1X1
 ☎ 416-596-0220 | Toll-free: 1-844-668-7333

Sudbury office

19 Froot Rd., Sudbury, ON P3C 4Y9
 ☎ 705-479-0116 | Toll-free: 1-844-668-7333

COLLÈGE LA CITÉ

801 Aviation Pkwy, Ottawa, ON K1K 4R3
 ☎ 613-742-2483, ext. 2475
 ✉ lca@collegelacite.ca

MOUVEMENT D'IMPLICATION FRANCOPHONE D'ORLÉANS

6600 Carrière St., Orléans, ON K1C 1J4
 ☎ 613-830-6436
 ✉ info@mifo.ca

EMPLOYMENT SERVICES CENTRE OF PRESCOTT-RUSSELL

134 Main St., Suite 201, Hawkesbury, ON K1K 0T2
 ☎ 613-632-0179 | Toll-free: 1-800-668-5950
 ✉ info@csepr.ca

HUMAN RIGHTS AND SERVICES

HUMAN RIGHTS LEGAL SUPPORT CENTRE

☎ 416-597-4900 | Toll-free: 1-866-625-5179
 TTY: 416-597-4903 | Toll-free: 1-866-612-8627

LEGAL AID ONTARIO - FRENCH-LANGUAGE SERVICES

Northern Ontario

(including Barrie, Parry Sound and Kawartha Lakes)
 ☎ 1-877-687-2847

Eastern Ontario

1-877-500-4508

Greater Toronto Area (GTA)

1-877-966-7345

Southwestern Ontario

1-855-650-9716



ALLIANCE DES FEMMES DE LA
FRANCOPHONIE CANADIENNE

 450, rue Rideau, bureau 302, Ottawa ON K1N 5Z4

 affc.ca

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