

The Retirement Homes Regulatory Authority (the “RHRA”) recognizes the importance of facilitating access to French-language services for members of Francophone communities across the Province of Ontario.

The RHRA French Language Services Delivery Policy (the “Policy”) was developed to facilitate the interpretation of and compliance with the provisions in the *Retirement Homes Act, 2010* (the “Act”). The Policy was also developed to help plan for the provision of quality services to meet the needs of the Francophone communities that the RHRA serves.

I. Purpose

The Policy is intended to enhance the quality of the RHRA’s services to Ontario’s French speaking population.

II. Legislative Framework

The RHRA must comply with the French language service provisions set out in the Act.

In particular, the Act specifies that everyone has the right to use French in all prescribed dealings (meaning those dealings that are set out in regulation) with the RHRA and further requires that all communications, information and notices with respect to dealings with licensees, residents or members of the public be made available in French.

III. Service Goals

The following service goals take into consideration the RHRA’s obligations and delivery requirements under the Act.

Using French in Dealings with the RHRA

The RHRA will make the following available in French:

1. All written communications, information and notices that the RHRA makes available to the public, including its website.
2. Anything that the RHRA is required to make available to the public under the Act, including:
 - a. by-laws;
 - b. forms that the RHRA develops;
 - c. code of ethics;
 - d. annual reports;
 - e. public register; and

- f. statistical information about retirement homes.

The RHRA will endeavor to make the above services and communications available in French as soon as it is reasonably practical to do so.

Communicating in French

If a person requests that the RHRA makes a communication, information or notice available in French, the RHRA will use best efforts to promptly fulfill the request.

IV. Complaints

If you have any questions about the Policy or you do not think that the RHRA is abiding by the terms of the Policy, please contact us by email at info@rhra.ca.

The RHRA will explain complaint procedures to its staff and to individuals who make inquiries or complaints. The RHRA will take measures to investigate all complaints and will take appropriate action, including amending this Policy, as necessary.

v. Application

This Policy will apply to the RHRA after the first election of its directors under the Act.

Chair

DATE, 2012

Date

Minister

DATE, 2012

Date