

FACILITATION GUIDE

Across the Chasm

A Better Understanding of French Language Services in Ontario

Across the Chasm | Faire le pont

La vidéo et le guide d'animation sont disponibles en français sous le titre *Faire le pont*.
For a copy of the video or the facilitation guide, please contact:



288, rue Dalhousie, pièce E
Ottawa (Ontario) K1N 7E6
Tél. : 613.241.8433
Télééc. : 613.241.8435
aocvf@francofemmes.org
www.aocvf.ca
www.formationviolence.ca

Thank you to the women who participated on the Project Steering Committee and in the video.

Julie Béchard
Lucie Brunet
Leighann Burns
Linda Cardinal
Pamela Cross
Bonnie Diamond
Marie-Luce Garceau
Josée Guindon

Jenny-Wolff Jean-François
Michèle A. Kérisit
Wendy Komiotis
Nathalie Lafrenière
Nancy Langlois
Élisabeth Larsen
Jeanne Françoise Mouè
Sonia Ouellet

Céline Pelletier
Jackie Pelletier
Kathryn Penwill
Gaëtane Pharand
Erin Reznick
Ghislaine Sirois

Funding from MSSC under the Canada-Ontario agreement



Graphic Design — Anne Lizotte Communications
Project Director — Louise Allaire

Action ontarienne contre la violence faite aux femmes © 2008
ISBN : 978-0-9867692-5-2
Legal deposit - Library and Archives Canada, 2013
Reprinted in 2014

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Introduction



Ghislaine Sirois – Executive Director
Action ontarienne contre la violence faite aux femmes

“

If you ask service providers what they do well, they can easily give you a list... We are very welcoming, provide great information, offer solid counselling, make good referrals, offer court support and so on... And then if you ask them, if a person doesn't speak the language in which you offer those good services, do they still measure up?... Do services still rate well if a person has no access to them because of language? ”

For twenty years the *French Language Services Act* has defined the language rights of Ontario Francophones. Despite this law, many French speaking women in Ontario who suffer violence still have no access to quality French language services.

Why? Often French language services are not well known. People ignore their existence. Dominant thinking is that all francophone women are bilingual. In dealing with matters of violence people do not consider language a priority. Often there is no understanding

of how important mother tongue and cultural affinity are in the healing process. People almost never think to ask a non-English-speaking immigrant woman if she happens to speak French. In certain cases it just might be that we are witnessing resistance to the French fact.

The concept of French Language Services is sometimes hard to fully understand and harder still to grasp what it means in practice. Beyond the legal rights, quality French language services are also a matter of human rights and social justice.

How to Use the Guide

Across the Chasm aims to foster a better understanding of the defining elements of quality French Language Services, to situate these services in their historical and legal contexts and, above all else, to make clear why Francophone women who are victims of violence need to undertake and to continue their healing process in the French Language.

We have produced the video and the guide for Anglophones as well as for Francophones. We have examined this subject from many angles. In a context such as this, obviously the interests and obligations of each group are not necessarily the same. That is why we have separated out various aspects of French Language Services. When presenting a workshop it is possible to deal with either a single theme or to combine two or three, whichever best suits the needs of your group.

- > Legal Framework
- > Bilingual Services
- > Emotional Language and Healing
- > Immigrant and Refugee Women
- > Quality French Language Services
- > Translation and Interpretation
- > Participation in Bilingual Committees

You will note that the DVD contains markers that allow you to skip from one section to another by pressing the skip button of your remote control.

In Appendix A you will find the broad outline of each of the laws that touch on French Language Services. Appendix B provides a general picture of French in the World, Appendix C presents a statistical profile of Francophone women in Ontario and Appendix D outlines the guiding principles used to develop French Language Services in the area of violence against women.

If you want to explore a particular theme in more detail, we suggest that you consult the Web links and the references found in footnotes throughout the text.

We have provided a plan of action for your organization with regards to French Language Services. This can serve as a guide to evaluate the French Services that you offer and also can be used to help your organization set short, medium and long term goals.



French Language Services in Ontario

Legal Framework



//

When you get into large urban areas, and I'll pick Toronto, just because it is the biggest city in Ontario, where there are so many language groups, I think there is a real blurring of the line between what is a legally sanctioned right, i.e. the French language rights in Ontario, and what we would more commonly think of as multiculturalism.

//



//

From a cultural perspective, we talk a lot about the founding nations, the Aboriginal peoples who were here before us, about the French and the English. But I don't really think that we internalize what this really means. There are language rights in Canada. There are language rights in Ontario and there is a specific set of protections for people to allow them to use French and English. But we are not very aware of these rights and we have to gain awareness if everybody is to be able to realize their rights.

//

Discussion points

- > Why offer services in French and not in Chinese?
- > Apart from English, is there any difference between French and all other languages spoken in Toronto or Ottawa, for example?

Several laws define language rights in Canada and in Ontario.

Discussion points

- > Can you name some of them?
- > What are some of the broad features of these laws?
- > How do these laws protect the rights of Francophones in Ontario?

*Canadian Constitution
French Language Services Act
Official Languages Act
Courts of Justice Act
Human Rights Code*

For more information on these laws,
consult Appendix A

Myths and Realities¹ of French Language Services

True or False?

1. According to the Ontario *Human Rights Code*, language is an enumerated ground for discrimination.
2. Providing an interpreter does not satisfy the Ontario Government's obligation to offer services in French.
3. According to the *French Language Services Act*, if a Francophone has to wait hours for service in French while that same service is provided within five minutes in English, it is a sufficient reason for making a complaint under the law.
4. One of the advantages of being a designated organization under the terms of the *French Language Service Act* is that your French services cannot be eliminated.
5. According to the *French Language Services Act*, French services must be reliable and of equal quality with services offered in English.

answers

1. FALSE — In the *Ontario Human Rights Code*, language is not specifically named as a basis for discrimination. On the other hand, ethnic origin, ancestry and place of origin are all listed as grounds. Hence, if a government employee responds in a rude or unacceptable way to a Francophone who is asking for services in French, this behaviour might qualify as discrimination based on ancestry or ethnic origin.
2. TRUE — Since French has an official status in Ontario, the *French Language Services Act* grants the right to communicate directly with the person offering the service.
3. TRUE — The *French Language Services Act* has as goals and objectives the protection of the Francophone minority in Ontario, advancement of the French Language and the achieving of equality between the French and English languages in Ontario. Waiting a long time for service in French has the effect of discouraging the use of the language, fostering regression of French in relation to English, failing to protect the French minority in Ontario, and instead, encouraging the assimilation of Francophones.
4. TRUE — The organization itself cannot eliminate services in French unless it does so within the framework of *French Languages Service Act*. The government cannot get rid of French services offered by a designated organization without first taking all reasonable measures to assure that French language services continue to be available.
5. TRUE — Equality between French and English in Ontario is one of the objectives of the *French Language Services Act*.

¹ Guilbeault, Mélodie. *Les services en français (SEF) en Ontario. Atelier d'information juridique*. AOCVF. Page consulted on line on October 28, 2008. URL : http://ressources-violence.org/index.cfm?Vair=sections_detail&Id=3804&M=1658&Sequence_No=3796&Parent=3764&niveau=3&Repertoire_No=2137985079.

Bilingual Services



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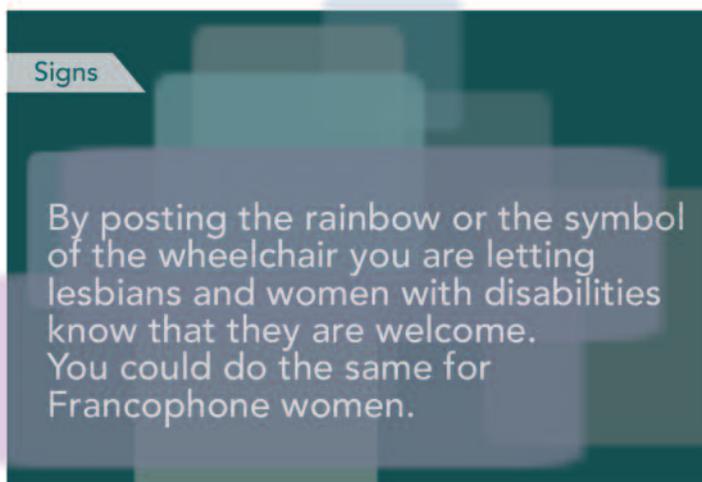
When a woman has just faced violence from a partner and she approaches a service for help, language is not her top priority. Assistance is. She is in crisis, her emotions are raw. When you ask her: “Would you like us to find a translator for you or send you to French services?”, if she understands English at all she will probably say no.

//

We offer services in French.

Questions to ask yourself:

- > Are our French services as **well developed** as our English services?
- > Do we offer **all** our services in both languages?
- > Are we able to supply services in French **at all times**?
- > Are we able to supply services in French without making people **wait**?
- > Do we greet people in **both languages** (on the telephone and in the office)?
- > Are our workers Francophone or fluent enough in French to speak, read and write in the language?
- > Are we able to **evaluate** the quality of French spoken and written by our staff?
- > Could you consider our French services to be as **high quality** as our English services?
- > To offer French services do we sometimes have to **resort to interpretation**?
- > Do we prominently display **French documentation**?
- > Do we have the means to **evaluate** the quality of our French documentation?
- > Are there Francophones on our **Board of Directors** or women who speak fluent French and understand the needs and realities of the Francophone community?



Active Offer of Services in French

1. The receptionist is fully bilingual
2. All reception functions are done in both languages (on the phone and on site).
3. The voice mail messages are bilingual.
4. The organization also has a French name.
5. Signs in the office are bilingual (notices and directions).
6. Bilingual documentation is in plain view.
7. Programme names are in both official languages.
8. There is a genuine offer of services in French.

There is no demand for French Services

Questions to ask yourself:

- > Are we really offering Francophone women a **genuine option to choose** French services?
- > Are we making an **active offer** of services in French?
- > When a woman first contacts us, **do we ask her** if she is French speaking and if she prefers to have service in French?
- > Do we have a **mechanism** for determining in which language a woman would want to receive services?
- > In the range of programmes that we offer, do we show **genuine support** for French programming or do we pay lip service to it hoping that the French option will not be chosen.
- > Are we offering a support group in French **in one or two years** while offering a group in English next week?
- > Have you thought about **why** Francophone women don't request services in French?
 - Fear of not getting services
 - Fear of having to wait for services
 - A reflex to integrate with the majority
 - Internalized oppression.



Internalized oppression

External oppression is the unjust exercise of authority and power by one group over another. It includes imposing one group's belief system, values and life ways over another group. External oppression becomes internalized oppression when we come to believe and act as if the oppressor's beliefs system, values, and life way is reality. "Self-hate" and "internalized racism" are other ways of saying internalized oppression. The result of internalized oppression is shame and the disowning of our individual and cultural reality. ²

External Expression of Internalized Oppression³



Pardon
my French...

- > Uncomfortable being Francophone
- > Desire to no longer be part of the French community
- > Not drawing attention to your difference
- > Fear of making others angry
- > Fear of not being able to get services
- > Fear of losing your assets and your credibility
- > Fear of appearing to be a "cry-baby"
- > Fear that no one will listen to you if you speak French
- > Passive acceptance of being assimilated
- > Trying to pass as a member of the majority in order to gain privilege
- > Believing that the services in English are better than the services in French

² Women's Rural Advocacy Programs. *Internalized Oppression*. Page consulted on November 18th, 2008. URL: <http://www.letswrap.com/nadvinfo/internal.htm>

³ For more information on internalized oppression consult: Sirois, Ghislaine. 1999. *Does Oppression of Francophone Women Exist?* Ottawa. Action ontarienne contre la violence faite aux femmes.



Pamela Cross
Lawyer and Feminist

//

There is never enough money and so you sort of think: "Let's keep everybody safe!" We've got them in here. Everybody's got a bed. Every couple of days, somebody comes in who can talk to the woman. It's not ideal, but at least, she is away from her abuser and she is safe. You lose a lot when you do that because when women are lonely it makes it very difficult for them to make choices that are safe.

//

We can't always find Francophone or bilingual personnel to meet the needs and when we do find them we have difficulty keeping them.

Questions to ask yourself:

- > Have we developed **recruitment strategies** that really reach Francophones who could fill the jobs?
- > Have we built **support mechanisms** in French for our Francophone personnel?
- > Do our French-speaking workers regularly have to **work in English**?
- > Do we provide sufficient time for our French workers to establish **links** with the Francophone community?
- > Have we thought of providing **training offered in French** for our French staff?
- > Is bilingualism attached to a **job** rather than to a staff person?
- > Do we have **supervisors** and **managers** who are Francophone or who are fluent in French which allows, for example, our workers to write their reports in French?
- > Have we taken steps to **evaluate** the French language expression capabilities of our staff, including supervisors and managers?

Emotional Language and Healing



“

Healing comes with expressing yourself, putting your suffering into words, externalizing the hurt, recounting the abuse aloud. You lose some of the real heart and emotion when you have to translate into a language that is not really yours, regardless of how bilingual you are.

”

**I speak English
but I French better!**

In certain situations, words only come in our mother tongue, that's what we call emotional language.

Most of us have learned a second language in school or elsewhere.

- > In groups of two, in that second language, try to describe the emotions that you felt at one time in your life when you were particularly vulnerable.
 - at the emergency department when your child was very ill
 - after a car accident
 - passing through Customs in a foreign country
 - when you had to deal with police
- > Now try to repeat that same account of emotions in your mother tongue.

When not operating in our mother tongue, it is easy to make mistakes and say something silly. That has undoubtedly happened to you already.

The time when I meant to say... and instead I said...

Some women have undertaken therapy, either counselling or support group work, in English, without achieving good results. By contrast, when they repeated the process in French, they made progress towards healing.



“

You find yourself in a group of women where the majority are Anglophones. You speak not a word. The group rolls along. Of course, you smile at everyone but you understand nothing — not a word. Yet you want to talk. You want to share your experiences. You want to be part of the group. But you just don't have the language. And when you do finally say something... no one understands you! You know that in reality you are speaking to yourself and you feel yourself slip into isolation right in the midst of a group. What can you do to become part of the group? What can others do to help you belong?

”

Immigrant and Refugee Women

//

Most often it is other Francophone services that refer people to French language services. Which reminds me of another common myth — that immigrant women are not Francophones. What I mean by this is, when an immigrant woman goes to a primarily English service, she will not be referred to French language services because she is not considered to be Francophone, she is considered to be an immigrant.

//



Jenny-Wolff Jean-François
Maison d'Amitié

Many immigrant and refugee women who originate from Africa, the Middle-East, Haïti, Europe and even Asia, speak French, understand it, and above all identify very strongly with the Francophone culture.

In recent years many African women have settled in Ontario. Since Africa was partly colonized by France and Belgium, thirty African countries are now members of the Organization internationale de la francophonie and the greatest number of French speaking people in the world are found in Africa. Since gaining their independence, many African states have adopted French as an official language, while others have kept French alongside their national languages. In all the countries where French was the language of colonization, people still speak French or at least understand it.



Jeanne Françoise Mouè – Executive Director
Centre Novas, CALACS francophone de Prescott-Russell

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You can spend weeks without speaking at all, because you cannot express yourself in English! As an immigrant woman who speaks French, it's natural for you to reach out to the Francophone Community.

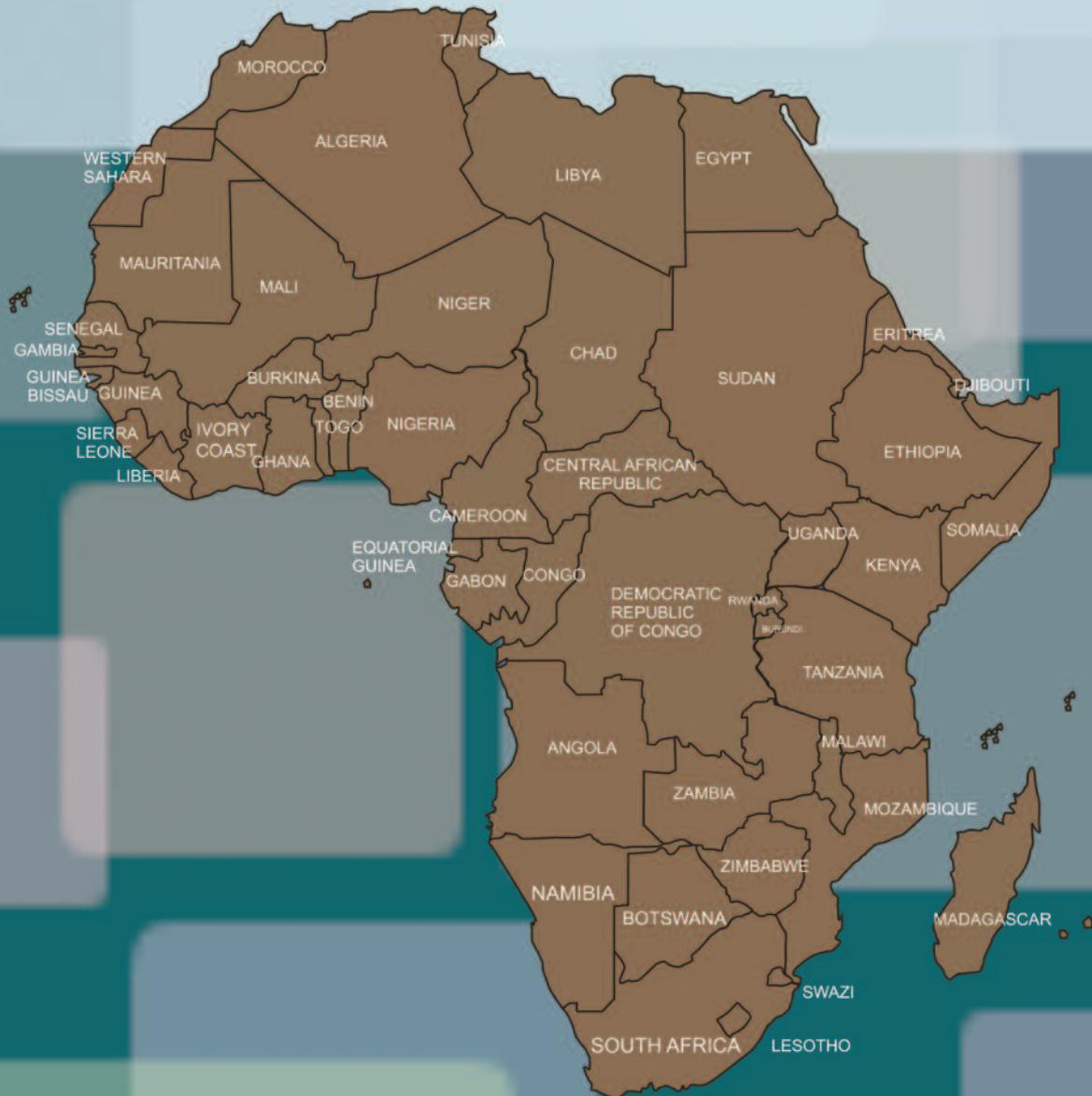
//



Here is a map of Africa⁴

Can you find countries where French is still spoken, where it is the official language, a second language or a language used in some regions?

Answers on page 22.



⁴ Leclerc, Jacques. *L'aménagement linguistique dans le monde*. Page consulted on line on Octobre 16, 2008.
URL : <http://www.tlfq.ulaval.ca/axl/afrique/AFRIQUE-MAP-clic.htm>

Quality French Language Services

Portrait of an ideal quality French-language service: an ideal to be achieved⁵

This portrait of an ideal quality French Language Anti-Violence Service (FLAVS) was developed in 1998 in the context of a study of French-language anti-violence services in Ontario (Brunet 1998). The study presented the defining elements of quality French-language anti-violence services. This portrait sets out an ideal to be achieved in order to ensure accessible, high quality french language services, and serves as a check-list for organizations and government ministries considering the degree to which French language services are accessible and of quality.

1. The staff are French-speaking and competent:
 - > the service is managed by Francophone women who have the power to make decisions affecting services;
 - > the quality of the services offered in French is equal or superior to that of services offered to the Anglophone community;
 - > all staff members speak and write French fluently;
 - > Francophone staff are found at all levels of the services offered by the organization;
 - > staff are sensitive to the reality and the oppression of Francophones living in a minority environment and to their diversity;
2. The human and financial resources are adequate:
 - > the human and financial resources are adequate to meet the demand and to do the necessary community development work;
 - > continuity of service is assured;
 - > Francophone volunteers contribute to the activities of the organization, but the service is not wholly dependent upon them to operate.



//

What we seek to do in quality French services is first to ensure that there is a continuum of service. A woman who is in distress can call for help and be greeted in French on the phone. Her situation will be evaluated in French. She will be referred to French counsellors... Whether in support groups or in individual counselling, interaction is going to be in French.

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5 Excerpts from Brunet, Lucie. 1998. *Les services en français en matière de violence faite aux femmes : le défrichage d'un chemin tortueux*. Ottawa, Action ontarienne contre la violence faite aux femmes. in Brunet, Lucie and Garceau, Marie-Luce. 2004. *Doing so much with so little*. Ottawa. Action ontarienne contre la violence faite aux femmes. pp. 33 - 34

Quality French Language Services

3. All services are accessible at all times:
 - > users may be served entirely in French from beginning to end;
 - > the full range of services offered is available in French;
 - > the service is permanent;
 - > Francophone staff are available 24 hours a day, seven days a week for emergency services;
 - > the material in French is easily understood and used by all women.

4. There is a feminist and holistic approach to services that respects the diversity of women:
 - > services offered have a feminist orientation founded on respect, choices offered to women, prevention, and social change;
 - > a range of options is presented to women;
 - > services are holistic and geared to the needs of users;
 - > services are accessible to women in all their diversity and can meet the needs of women from racial and cultural minorities, women with a disability, and other women with special needs;
 - > empowerment and individual and collective responsibility are encouraged.



Gaëtane Pharand – Executive Director
Centre Victoria pour femmes

//

The solution that we have found is to establish autonomous French services and we have demonstrated that this works. It works well and when you are autonomous and work very closely with organizations that do similar work... the autonomy allows you to hold on to and to respect those characteristics that make you who you are.

//

Quality French Language Services

Francophone advocates favour the development of autonomous French Language Services in order to assure their sustainability. Such services must have the following characteristics.

- > the structure is homogenous Francophone and autonomous;
- > the organization takes seriously its mandate to serve Francophone women;
- > the organization actively offers services in French;
- > publicity materials and dealings with the media are in French;
- > Francophones and Anglophones are well informed of the existence of the service;
- > management and staff create a climate in which users are encouraged to express themselves in French;
- > employees are supported by other French-speaking colleagues in the same field;
- > the board of directors and committees are made up of women who speak French and are representative of the community;
- > management and those responsible for the various services and programmes are French-speaking and are sensitive to the reality of Francophone women living in a minority environment;
- > training for staff and volunteers is available in French and meets clients' needs;
- > networking and referral to related resources is done in French whenever possible;
- > the service is accountable to the Francophone community and reflects its values.

To learn more about the guiding principles of the development of French language services, see **Appendix D**.



Marie-Luce Garceau – Professor
School of Social Services – Laurentian University

//

In French Ontario, we developed fundamental principles, a key one being that organizations must be by and for Francophone women, and must be managed around the clock by women who speak French.

//

//

This approach was adopted to allow the services to become a place where Francophones could also regain some control of the situation.

//



Linda Cardinal – Professor
School of Political Studies – University of Ottawa

Translation and Interpretation



//

Particularly when it comes to the language around oppression and feminism, you have to be working with interpreters and translators who share the political analysis or you are getting some very confusing language and that creates more of a chasm between the different language groups.

//

A few examples⁶

ORIGINAL TEXT

...when survivors were helping to start women's shelters and rape crisis centres.

TRANSLATION

...quand les survivantes aidaient à ouvrir des asiles pour femmes et des centres de crise pour viole.

WHAT IS UNDERSTOOD

...when survivors helped to open lunatic asylums for women and crisis centres for violins.

ORIGINAL TEXT

Today! You say, "NO MORE"!

TRANSLATION

Aujourd'hui, tu ne dis plus rien...

WHAT IS UNDERSTOOD

From now on, shut up!

WHAT IS SAID

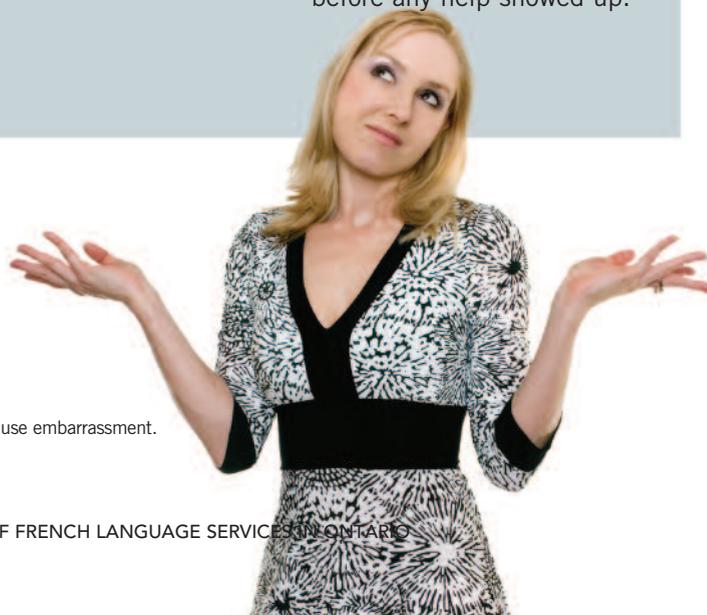
A Call to 911 — " Dépêchez-vous, mon mari vient de prendre le bois." Idiomatic expression which means: my husband is in crisis and has taken off into the bush!

INTERPRÉTATION

" My husband has stolen a cord of wood! "

CONSEQUENCE

This was not considered an emergency. It took hours before any help showed up.



⁶ In these cases, the sources are not given in order not to cause embarrassment.

Translation and Interpretation

TIP: Try to avoid translation software. It sometimes yields some pretty surprising results. What is meant by the following sentences translated by popular translation software?

You can go weeks without talking, because they happen to speak English. So we will, naturally, like speaking French immigrant, to the Francophone community.

Do you give up trying to make sense of it? We understand! Here is what is really meant.

“You can spend weeks without speaking at all, because you cannot express yourself in English! As an immigrant woman who speaks French, it’s natural for you to reach out to the Francophone Community.”

*Jeanne Françoise Mouè — Executive Director
Centre Novas, CALACS francophone de Prescott-Russell*

Check list for quality translation.

	YES	NO
> The translator knows feminist and anti-oppression vocabulary.		
> The translator was recommended by a reliable source who has the capacity to evaluate the quality of the translation.		
> The translator is experienced in translation. As in all other languages, just because a supervisor or a worker speaks French doesn't mean that she would be a good translator.		
> A qualified person will check the quality of the translation and the use of language.		
> We have someone who will check to ensure that the language used conforms to our values.		

Translation and Interpretation



Kathryn Penwill
Centre ontarien de prévention des agressions

//

We don't have interpretation just so that Francophones can understand what Anglophones are saying, it is also to allow Anglophones to understand Francophones when they are speaking their own language. And we should also be thinking about having speakers presenting in French."

//



Bonnie Diamond
Feminist Activist

//

We talk, in the feminist community, all the time, about breaking the silence, to make sure that every woman's voice is heard and yet, we effectively, as Anglophone women, often silence Francophone women. We do this by not wearing our translation equipment, by not wearing the *écouteur*, hence not being able to hear what a Francophone woman is trying to tell us through an interpreter.

//

I say !!!
You understand ???



Gaétane Pharand – Executive Director
Centre Victoria pour femmes

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Recently I attended a conference subsidized by government. It should have been automatically in the two official languages. The written materials were bilingual but almost none of the content of presentations was in French. There was simultaneous translation, but nobody announced it at the beginning. So you could not speak French and be understood — none of the Anglophones in the room had picked up their translation devices.

//

Participation in Bilingual Committees

Full Participation in Meetings

Check List

- > From the very beginning of the process integrate Francophones and respect the political structures that the Francophone women have built for themselves. For example, invite someone from the AOCVF network to participate rather than a francophone woman who is not part of a network and for whom the distribution of information means more work and does not provide adequate accountability back to the Francophone women's community.
- > You have to engage the Francophone community right at the start of the process, otherwise the initiative is going to fail. For example, if there is a consultation, make sure that there are French consultation sessions and not only bilingual sessions, and that all related documentation is available in French.



Gaëtane Pharand – Executive Director
Centre Victoria pour femmes

//

I sit on a lot of committees and if I insist that they provide French services at an event, I have to spend time to find French conference speakers, to promote and publicize events, sometimes even do translation or writing. Otherwise, it's not going to be done. I will have to help to find money. I will have to seek out Francophone women to participate.

//



Participation in Bilingual Committees



Pamela Cross
Lawyer and Feminist

//

Despite the fact that I work in a field where we really struggle to understand oppression and racism, I often forget that for Francophone women, the English that they speak so well is a second language. So that creates a number of problems. Number one, I forget that their first language is French and I think of them as Anglophones. Number two, I'm not bearing in mind how exhausting it is for them to be operating in English as they do, so cooperatively, again and again, because most of us are English speaking. Number three, I don't think about some of the more subtle points of communication and that this Francophone woman, because I'm forgetting that she is Francophone, may be struggling.

//

Full Participation in Meetings

Check List (cont'd)

- > Make sure that throughout the process the committee members are not sending the messages "it costs a lot more and creates a lot more work to operate in two languages".
- > Support Francophone participants in their demands so that you don't make them feel like they are tokens. If, for example, they want to consult within their networks, translate the documentation to facilitate that consultation. Don't wait for the final document before doing translation.
- > Ensure that the co-ordinator of any project understands the issues inherent in working in more than one language and respects the needs of the minority language group just as one would expect understanding and accommodation of issues related to racism or disability. Ensure that communications take place in the two languages as often as possible, for example, meetings, notices and emails, etc. Make sure that any literature search includes the research and documentation available in French.
- > Adapt communication strategies to the Francophone reality; for example, include media used by Francophones, reflect Francophone culture in all the messages, etc. Be aware that reaching the French community requires different strategies.
- > Understand that the Francophone population includes immigrant women, women with disabilities, women of colour, lesbians, and Aboriginal women. Reaching these smaller communities requires additional diversified strategies, although on a smaller scale than those used within the larger Francophone community.

Cultural Differences

It is important to remember that words are culturally “weighted” and when used in one language they can have a very different impact than when used in another language. In French Canadian culture, curse words are usually religious in nature and speaking about bodily functions is quite acceptable in polite society which is not the case in English Canada. For example, to say *merde* (shit) in French is not really refined but is not considered to be impolite. *Merde* is used on the radio or television in French Canada without eliciting any public reaction.

The use of the imperative such as in « pass me the butter », as long as spoken in a soft tone of voice, is perfectly acceptable for Francophones to use but is considered impolite by Anglophones who soften the imperative by saying “please pass the butter” or even “would you be kind enough to pass the butter”



French in Africa

If you go to the following website you can find much information on each African country that is a member of the Francophonie —

L'aménagement linguistique dans le monde

<http://www.tlfg.ulaval.ca/axl/afrique/AFRIQUE-MAP-clic.htm>

This site is in French only.

answers



Conclusion

//

If I can use an analogy. A woman is coming to the shelter who left an abusive partner and she does not know that it's her legal right to get child support, let's say. It's not her job to know that child support is her legal right. It's not the worker's job to be her lawyer and take her to court, but I would argue that it's the worker's job to know that she has a legal right to child support, it's the worker's job to know how that woman can exercise that right. So, can she apply for legal aid, is there a list of lawyers who understand VAW and so on, and so forth. Why should it be any different when it comes to women's legal rights to have access to services in French? And yet, this is different.

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Pamela Cross
Lawyer and Feminist

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To some extent, Francophone women have been practicing for years, to take back their power, collectively; when they go to seek their own French services it is reclaiming their power. For example, to claim the right to have shelters in Timmins or in Toronto... that is a recovery of power and a means of undoing oppression. And who is better to serve a woman who has lost her power than someone who has taken it back, individually or collectively.

//



Ghislaine Sirois – Executive Director
Action ontarienne contre la violence faite aux femmes



Action Plan for Our Organization

What can we do in the short, medium and long term to improve the quality of our services in French?

- Establish a mechanism to determine if a woman is a Francophone at the first point of contact within our service.
- If we do not have the means to offer services in French and are not aware of services in the area, refer the woman to the French support line for women facing violence. 1-877-femaide (336-2433) — ATS: 1-866-860-7082 <http://www.briserlesilence.ca/>
- Create linkages with Francophone organizations working in the area of violence against women to increase our knowledge of services and refer women who speak French to these services. You might like to establish protocols for working together with French Language Service organizations, but be careful! This is not for translation purposes but rather to make sure that a Francophone woman is supported and accompanied by a Francophone worker.
- Make an active offer of French services
 - Answer the telephone in French
 - Include French on the Voice Messaging System
 - Greet people in French
 - Have bilingual signage
 - Prominently display French documentation
- Provide French documentation for all programmes offered in French.
- Suggest French services to all Francophone women who come to us.
- Don't take for granted that an immigrant woman is not a Francophone. Ask her.
- Make every possible effort for Francophone women to have access to support groups in French.
 - Organize a smaller group than usual.
 - Cooperate with another organization to co-organize a group.
 - Refer women to a Francophone group that offers support in French.
- Do not isolate Francophone workers.
 - Have supervisors and managers who speak French well.
 - Provide access to training conducted in French.
- Adopt recruitment strategies that allow for successful recruitment of Francophones or personnel capable of fluent expression in French.
- Develop a mechanism for evaluating the quality of translation.
- Bring Francophone workers into a project at the very beginning.

APPENDIX A

Laws

1. The *Canadian Constitution*⁷

The *Canadian Constitution* has certain unwritten underlying principles which provide its backdrop. These are very important since they can engender very substantive legal obligations. One of these very important principles is “*the respect and the protection of the linguistic minorities in Canada*”.⁸ Thus, according to the *Canadian Constitution*, the government of Ontario has the obligation to act in a manner that respects and protects the French-speaking minority of Ontario.

When it makes a decision, the government of Ontario must adhere to the basic principle of the *Canadian Constitution* to respect and protect the French-speaking minority of Ontario.

For example, the Montfort Hospital in Ottawa is the only hospital in Ontario in which the working language is French and where the French language services are available around the clock seven days a week. In the *Montfort Case*⁹, a Commission formed by the government of

Ontario had made the decision to significantly reduce the health services offered by the Montfort Hospital. The court overturned this decision in part because the Commission had not respected its constitutional obligation to protect and to respect the French-speaking minority of Ontario.

2. The *French Language Services Act of Ontario*¹⁰

The *French Language Services Act*¹¹ guarantees each individual the right to receive provincial government services in French in 25 designated areas.¹²

Why this Act?

The Francophone presence in Ontario dates back more than 350 years. The province's Francophone population, which numbers 548,940, is the largest French-speaking Canadian community outside Quebec.

The Ontario Government recognizes the contribution that the French-speaking population has made to the province's historical, cultural

and linguistic heritage, and wishes to preserve it for future generations.

What services are available in French?

Any service that is provided to the public by a ministry or an agency of the Government of Ontario is available. e.g. Obtaining a driver's licence, birth or marriage certificates, etc.

Do ministries and government agencies have to offer all their services in French at all times?

All ministries and government agencies must offer services in French. These services must be available in at least one of the offices of any ministry or agency that is located in or serves a designated area. All the offices must have signs in French indicating the locations where services offered by them are available in French.

Ministries and agencies with offices located outside of a designated area, but serving a designated area, must ensure that services in French are provided to clients living in the designated area.

7 Guilbeault, Mélodie. 2005. *Les services en français — Document de base*. AOcVF. p. 4. Document consulté en ligne le 16 octobre 2008. URL : http://ressources.violence.org/index.cfm?Repertoire_No=2137985079&Voir=menu_liste3&M=1658.

8 Reference re Secession of Quebec, [1998] 2 S.C.R. 217, para 79.

9 *Lalonde v. Commission de restructuration des services de santé* (2002) 56 O.R. (3^e) 505 (C.A.) paragraph 184. <http://www.canlii.org/en/on/onca/doc/2001/2001canlii21164/2001canlii21164.html>

10 Office of Francophone Affairs. *The French Language Services Act*. Page consulted on line on October 16, 2008. URL: <http://www.ofa.gov.on.ca/english/FLSA.html>.

11 For the complete text of *The French Language Services Act*. URL: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f32_e.htm.

12 For the list and map of the designated areas. URL: <http://www.ofa.gov.on.ca/english/FLSA-map.html> of the province.

APPENDIX A

If you do not live in a designated region:

- > you can have access to French language services available in a designated area near you;
- > you may contact the central offices of the various ministries;
- > you may consult the Web sites of the Ontario Government.

Does the Act require public agencies to provide French-language services?

The Act does not cover all public agencies such as hospitals, Children's Aid Societies, and long-term facilities. These agencies may ask to be officially designated to provide some or all of their services in French once they meet the criteria for designation (for example, they have a French language services plan and policies).

Ministries are responsible for identifying which agencies in the designated areas should implement some or all of their services in French.

Do municipalities have to provide services in French?

Municipalities do not have to provide French-language services, even in the designated regions. They are responsible for deciding whether or not to provide their services in French.

What happens when the services are transferred to municipalities?

Within the framework of local services realignment, when a programme or service of provincial jurisdiction is transferred to a municipality, an agreement is undertaken to ensure that the provision of services in French is maintained at the same level.

Who is responsible for this Act?

The Minister Responsible for Francophone Affairs administers the *French Language Services Act*. The Minister is assisted in this task by the Office of Francophone Affairs.

For the complete text of the *French Language Services Act*.
URL : http://www.elaws.gov.on.ca/html/statutes/english/elaws_statutes_90f32_e.htm

Office of Francophone Affairs

Numéro sans frais :
Toll free: 1 800 268-7507
In Toronto: 416 325-4949
TDD: 416 325-0017
Fax: 416 325-4980
E-mail: ofa@ontario.ca

3. The Official Languages Act of Canada¹³

In its preamble, the *Official Languages Act* stipulates that French and English have equality of status and equal rights and privileges as to their use in all institutions of the Parliament and government of Canada.

According to the *Official Languages Act*¹⁴ any member of the public has the right to communicate with, and to receive available services from, any institution of the Parliament or government of Canada in either official language.

13 Guilbeault, Mélodie. 2005. *Les services en français — Document de base*. A0cVF. p. 6. Page consulted on line October 16th, 2008. URL: http://ressources.violence.org/index.cfm?Repertoire_No=2137985079&Voir=menu_liste3&M=1658.

14 Complete text of the Official Languages Act of Canada. URL: <http://lois.justice.gc.ca/en/O-3.01/>

4. The Courts of Justice Act of Ontario¹⁵

The *Courts of Justice Act*¹⁶ of Ontario defines the obligation of Ontario courts to offer services in French. In Criminal law, victims of violence are not a party to the procedure and do not have the right to choose the language in which the case will be tried.

The *Courts of Justice Act* of Ontario states that the official language of the courts is French and English.

The term Courts in the Act refers to the following courts: Superior Court of Justice, the Divisional Court, The Family Court, The Small Claims Court, and the Ontario Court of Justice.

Before these courts, any Ontarian who is a party to a proceeding who speaks French has the right to require that it be conducted as a bilingual proceeding. The hearings that the party specifies shall be presided over by a judge or officer who speaks French. The documents can be presented in

French only when the proceedings take place in an area named in Appendix II of the Courts of Justice Act or when the other parties consent to it.

Articles 25 and 26 of the *Courts of Justice Act* in Ontario set out the language rights.

5. Responsibilities by lawyers in matters of French Language Services¹⁷

To better understand the obligations of lawyers of Ontario regarding services in French consult *French Language Rights*, an initiative of the Law Society of Upper Canada and the Association des juristes d'expression française de l'Ontario (AJEFO).

This leaflet is meant to help jurists in Ontario better understand their responsibility to inform their clients of their right to use French. You can download this bilingual publication by going to the Website of the AJEFO at http://ajefo.ca/documents/Depliant_droits_ling_final.pdf

6. The Human Rights Code of Ontario¹⁸

The goal of the *Human Rights Code*¹⁹ is to protect Ontarians from harassment and discrimination. It applies to all whose employment falls within provincial jurisdiction in Ontario. The *Human Rights Code* applies to most provincial government organizations where victims of violence go to seek services.

According to Article 1 of the *Human Rights Code* every person has a right to equal treatment with respect to services. This Article also names specific grounds for discrimination, for example sex, race, ethnic origin, ancestry, place of origin...

“Language spoken” is not a named ground for discrimination in the Ontario *Human Rights Code*. Therefore it is not forbidden to discriminate against someone simply because this person speaks French. For example, the fact that a government employee refuses service to someone because this person

15 Guilbeault. *Ibid.*

16 For the complete text on the Courts of Justice Act. URL: <http://www.canlii.org/on/laws/sta/c-43/20071015/whole.html>

17 Association des juristes d'expression française. *Connaître ses responsabilités*. Page consulted on line on October 28, 2008. URL: <http://ajefo.ca/>.

18 Guilbeault. *Ibid.* p. 8.

19 For complete English text of the *Human Rights Code*. URL http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

APPENDIX A

asks to be served in French does not in and of itself constitute discrimination according to the Ontario *Human Rights Code*.

Fortunately, among the listed grounds for discrimination in the Ontario *Human Rights Code* are ethnic origin, ancestry and place of origin. Language may well constitute an element within these enumerated grounds of discrimination.

“The first language we learn is frequently the language spoken by our parents or guardians and others who take care of us as children. There is almost inevitably a link between the language we speak or the accent with which we speak a particular language on the one hand, and our ancestry, ethnic origin or place of origin on the other.”²⁰

7. Complaints on French Language Services

If you are not satisfied with French language services, you can file a complaint with the French Language Services Commissioner Office. You will find all the information you need on the Commissioner's website, under “Complaints”. URL: <http://www.flsc.gov.on.ca/en/node/5>

Office of the French Language Services Commissioner

700 Bay Street, Suite 2401
Toronto ON M7A 2H8
Phone: 1 866 246.5262 or
416 314.8013
TTY (teletypewriter):
416 314.0760
Fax: 416 314.8331
Email: flsc-csf@ontario.ca

20 *Espinoza v Coldmatic Refrigeration of Canada Inc. et al.*, (March 31, 1995), not published, Hartman, R. (Commission d'enquête de l'Ontario). (As presented in *Politique concernant la discrimination et la langue* de la Commission ontarienne des droits de la personne. URL : www.ohrc.on.ca. In Guilbeault. *Ibid.*

APPENDIX B

French in the World²¹

A Few Numbers:

- > There are approximately 200 million French-speaking people in the world.
- > French is an official language, alone or alongside other languages, in 32 State and Government Members of the Organization internationale de la Francophonie
- > French and English are the only two languages spoken on all five continents.
- > Approximately 83 million people are in the process of learning French. It is the second most taught language after English.

Pays de la francophonie

L'Organization internationale de la Francophonie has 55 State and Government Members and 13 Observers.

Central Africa | Burundi | Cameroon | Central African Republic | Chad | Congo | Democratic Republic of the Congo | Equatorial Guinea | Gabon | Rwanda | Sao Tomé and Principe

East Africa and Indian Ocean | Comoros | Djibouti | Madagascar | Mauritius | Mozambique** | Seychelles

West Africa | Benin | Burkina Faso | Cap-Vert | Ghana* | Guinea | Guinea Bissau | Ivory Coast | Mali | Niger | Senegal | Togo

North Africa and Middle East | Egypt | Lebanon | Morocco | Mauritania | Tunisia

Americas and West Indies | Canada | Canada — New Brunswick | Canada — Quebec | Dominica | Haïti | Santa Lucia

Asian Pacific | Armenia** | Cambodia | Georgia** | Laos | Vanuatu | Vietnam

Europe | Albania | Andorra | Austria** | Belgium | Bulgaria | Cyprus* | French Community of Belgium | Croatia** | Former Yugoslav Republic of Macedonia | France | Greece | Hungary** | Lithuania** | Luxembourg | Moldova | Monaco | Poland** | Czech Republic** | Romania | Serbia** | Slovakia** | Slovenia** | Switzerland | Ukraine**

* Associate Members

** Observers

21 *Le XXIV^e sommet de la francophonie*. Page consulted on line on October 20 2008. URL: <http://www.francophoniequebec 2008.qc.ca/fr/explorer/organization.php>. In French only.

APPENDIX C

The Francophone Community in Ontario

History²²

The French presence in Ontario dates back more than 350 years, with the establishment of the Mission of Sainte-Marie-Among-the-Hurons (Simcoe County) in 1639.

L'Assomption Catholic Mission was founded in Windsor around 1742.

After 1850, Francophone immigration spread to the following regions: Ottawa, Prescott-Russell, Glengarry-Stormont, Midland-Penetanguishene, Essex-Kent.

Francophones settled in the midnorthern areas of the province around 1880 (Nipissing) and in the more northern regions (Timiskaming, Cochrane ...) at the beginning of the 20th century.

For several years, Ontario's Francophone community has been welcoming Francophones from around the world, including Europe, the West Indies, Asia and Africa.

Ontario's Francophone community numbers 548,940 (Statistics Canada — 2001 census) and represents 5% of the province's population. It is the largest French-speaking population outside of Quebec.

The Ontario francophonie, a statistical profile²³

Francophones represent 4.7% of the total population of Ontario: there being 249,863 men and 277,845 women out of 11,285,555 Ontarians. Francophones live mainly in the Eastern Region where they account for 41.7% of the total French-speaking population, followed by the Central Region (26.3%), the North-Eastern Region (24.7%), the South-Western Region (5.7%) and the North-Western Region (1.5%).

DISTRIBUTION OF FRANCOPHONES BY REGIONS

REGION	TOTAL POPULATION	TOTAL FRANCOPHONE POPULATION	%	REGIONAL DISTRIBUTION OF FRANCOPHONE POPULATION (%)
East	1,518,375	220,005	14.5	41.7
Centre	7,528,455	138,905	1.8	26.3
South-West	1,406,935	30,111	2.1	5.7
North-East	545,325	130,548	23.9	24.7
North-West	232,485	8,130	3.5	1.5
Ontario	11,285,555	527,708	4.7	100

Source: Statistics Canada, 2001.

22 Office of Francophone Affairs. *The Francophone Community in Ontario*. Page consulted on November 26, 2008. URL: <http://www.ofa.gov.on.ca/english/commun.html>

23 Data extracted from Cardinal, Linda. Lang, Stéphane. Plante, Nathalie. Sauvé, Anik. Terrien, Chantal. 2005. *La francophonie ontarienne, un portrait statistique — Caractéristiques générales et régionales*. Ottawa. Chaire de recherche sur la francophonie et les politiques publiques. Université d'Ottawa

Age and Identity

Age

As in other studies on this subject, the findings on age reveal that Ontario Francophones are an aging population. The following table shows that in 2001, young people, aged 14 years old and

less, constitute 14.2% of the French-speaking population of the province. For their parts, those aged from 15 to 29 years account for 17.7% and those aged from 30 to 64 years account for 54.2%.

Starting at 60 years of age, Francophone women outnumber men. The category

65 years and older constitutes 15.1% of Francophone women as compared to 13.8% for the entire Francophone population in the province. Women are under represented in the age category 0 to 24 years.

DISTRIBUTION OF FRANCOPHONES AND FRANCOPHONE WOMEN BY AGE, ONTARIO

AGE	FRANCOPHONES	%	FRANCOPHONE WOMEN	%
Total population	527,706		277,855	
0-4 years	19,143	3.6	9,480	3.4
5-9 years	25,548	4.8	12,855	4.6
10-14 years	30,410	5.8	15,245	5.5
15-19 years	30,285	5.7	15,618	5.6
20-24 years	30,395	5.8	15,858	5.7
25-29 years	32,620	6.2	17,483	6.3
30-34 years	36,865	7.0	19,573	7.0
35-39 years	48,743	9.2	25,303	9.1
40-44 years	50,223	9.5	25,883	9.3
45-49 years	44,988	8.5	23,423	8.4
50-54 years	42,008	8.0	21,913	7.9
55-59 years	35,390	6.7	18,350	6.6
60-64 years	28,145	5.3	14,978	5.4
65-69 years	24,315	4.6	13,055	4.7
70-74 years	20,605	3.9	11,320	4.1
75-79 years	15,505	2.9	9,098	3.3
80-84 years	8,198	1.6	5,395	1.9
85 years and over	4,320	0.8	3,025	1.1

Source: Statistics Canada, 2001.

APPENDIX C

The Francophone Community in Ontario (cont'd)

There are differences according to regions. The following table shows that the Francophone populations of the Eastern and North-Eastern Regions have proportionally more young people, aged 14 years or younger, than do other regions, that proportion being 16.2% and 15.2% respectively, compared to 11.8% in the Central Region, 9.5% in South-Western Region and 9.0% in the North-Western Region.

Young Francophones from age 15 to 29 years are found in proportionally higher numbers

in the Central Region and in the Eastern Region where they account for 18.5% and 18.4% respectively of the Francophone population.

The proportion of Francophones from age 30 to 64 years is highest in the North-Western Region. There, they account for 59.2% of the regional Francophone population as compared to 57.2% in the Central Region, to 55.4% in South-Western Region, to 53.2% in the North-Eastern Region and to 52.9% in the Eastern Region.

For their part, Francophones aged 65 years and older account for 21.2% of the Francophone population in the South-Western Region compared to 16% in the North-Western Region, 15% in the North-Eastern Region, 12.9% in the Eastern Region and 12.6% in the Central Region.

DISTRIBUTION OF FRANCOPHONES BY AGE AND REGIONS, ONTARIO

AGE	NUMBER	EAST		CENTRE		SOUTH-WEST		NORTH-EAST		NORTH-WEST	
		NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%
Francophone population	220,063			138,898		30,108		130,583		8,121	
0-4 years	9,608	4.4		3,410	2.5	618	2.1	5,317	4.1	190	2.3
5-9 years	12,359	5.6		5,206	3.7	1,015	3.4	6,728	5.2	263	3.2
10-14 years	13,543	6.2		7,725	5.6	1,193	4.0	7,684	5.9	281	3.5
15-19 years	13,022	5.9		7,437	5.4	1,206	4.0	8,252	6.3	380	4.7
20-24 years	13,634	6.2		8,202	5.9	1,448	4.8	6,706	5.1	405	5.0
25-29 years	13,821	6.3		9,936	7.2	1,548	5.1	6,853	5.2	443	5.5
30-34 years	15,297	7.0		11,463	8.3	1,833	6.1	7,798	6.0	485	6.0
35-39 years	20,363	9.3		14,141	10.2	2,400	8.0	11,091	8.5	760	9.4
40-44 years	20,672	9.4		13,677	9.8	2,779	9.2	12,181	9.3	930	11.5
45-49 years	18,166	8.3		12,278	8.8	2,491	8.3	11,211	8.6	820	10.1
50-54 years	16,958	7.7		11,353	8.2	2,731	9.1	10,260	7.9	728	9.0
55-59 years	13,778	6.3		9,499	6.8	2,474	8.2	9,044	6.9	588	7.2
60-64 years	10,787	4.9		7,130	5.1	1,961	6.5	7,783	6.0	488	6.0
65-69 years	8,918	4.1		5,799	4.2	1,879	6.2	7,230	5.5	465	5.7
70-74 years	7,822	3.6		4,870	3.5	1,808	6.0	5,665	4.3	435	5.4
75-79 years	6,154	2.8		3,900	2.8	1,304	4.3	3,880	3.0	275	3.4
80-84 years	3,433	1.6		1,894	1.4	885	2.9	1,885	1.4	125	1.5
85 years and over	1,728	0.8		978	0.7	535	1.8	1,015	0.8	60	0.7

Source: Statistics Canada, 2001.

Identity

The identity of Francophones within the province is diverse. The following table shows that a part of this population thinks of themselves as Aboriginal, or belonging to a visible minority or as children of immigrants.

Let us point out that 2.5% of the Francophones of the Province, or 13,282 people, self identify as Aboriginal and generally define themselves as Métis and North America Indians. Francophones identifying as Aboriginal live mainly in the North-Eastern region of the province (6,407 or 48.2%), the Eastern Region (2,915 or 21.9%) and the Central Region (2,720 or 20.4%).

The Métis are located particularly in the North-Eastern (56.1%) and the Central (20.2%) Regions, whereas the North American Indians are

located mainly in the Eastern (38.8%) and the North-Eastern (31.5%) Regions.

For their part, Francophones belonging to a visible minority community account for 7.8% of the total Francophone population. They are mainly located in the Central, Eastern and South-Western Regions of the province.

In the Central Region, the largest visible minority Francophone group is the Black Community (5,871 people or 25.3%) followed by the Chinese (4,516 people or 19.5%), the South-Asians (3,799 people or 16.4%) and the Arabs (2,999 people or 12.9%).

In the Eastern Region one finds the second largest number of visible minority Francophones after the Central Region. The Black minority is the largest

group with 8,773 people comprising 54.9% of the Francophone visible minority population of the Eastern Region of Ontario. The second largest group is the Arab minority with 3,164 people or 19.8%. In the South-Western Region, Francophone Arabs are the largest minority group (33.7%) followed by the Black minority (29.6%).

Ontario includes 61,021 immigrants (11.6%). For the province as a whole, the majority of immigrants originate from Europe (41.4%). In Central Ontario the largest group comes from Asia (25.5%) and in the Eastern Region from Africa (25.1%). Finally, in the Central and Eastern Regions one finds a population of persons born in the Caribbean and Bermuda as well as in Central America and South America.

DISTRIBUTION OF FRANCOPHONES BY REGIONS AND IDENTITY, ONTARIO

REGION	TOTAL FRANCOPHONE POPULATION	ABORIGINAL IDENTITY	VISIBLE MINORITY	IMMIGRANT POPULATION
East	220,005	2,915	15,978	17,785
Centre	138,905	2,720	23,165	38,668
South-West	30,111	750	1,862	3,516
North-East	130,548	6,407	616	931
North-West	8,130	490	60	251
French Ontario	527,708	13,282	41,681	61,151

Source: Statistics Canada, 2001.

APPENDIX C

The Francophone Community in Ontario (cont'd)

DISTRIBUTION OF FRANCOPHONES OF VISIBLE MINORITY BY REGIONS, ONTARIO

AGE	EAST		CENTRE		SOUTH-WEST		NORTH-EAST		NORTH-WEST	
	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%
Francophone population	220,038		138,957		30,100		130,562		8,143	
Visible minorities	15,978	7.3	23,165	16.7	1,862	6.2	616	0.5	60	0.7
Chinese	893	5.6	4,516	19.5	153	8.2	55	8.9	5	8.3
South Asian	705	4.4	3,799	16.4	105	5.6	50	8.1	10	16.7
Black	8,773	54.9	5,871	25.3	551	29.6	423	68.7	30	50.0
Filipino	48	0.3	496	2.1	10	0.5	10	1.6	0	0.0
Latin American	724	4.5	1,638	7.1	196	10.5	30	4.9	5	8.3
South-East Asian	915	5.7	1,231	5.3	113	6.1	0	0.0	0	0.0
Arabic	3,164	19.8	2,999	12.9	628	33.7	10	1.6	10	16.7
Western Asian	203	1.3	1,238	5.3	30	1.6	0	0.0	0	0.0
Korean	50	0.3	457	2.0	8	0.4	23	3.7	0	0.0
Japanese	70	0.4	75	0.3	0	0.0	10	1.6	0	0.0
Visible minority, not included elsewhere	243	1.5	479	2.1	68	3.7	0	0.0	0	0.0
Multiple visible minorities	185	1.2	366	1.6	0	0.0	5	0.8	0	0.0

Source: Statistics Canada, 2001.

DISTRIBUTION OF FRANCOPHONES BY IMMIGRATION STATUS, PLACE OF BIRTH AND REGIONS, ONTARIO

AGE	EAST		CENTRE		SOUTH-WEST		NORTH-EAST		NORTH-WEST	
	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%	NUMBER	%
Francophone population	220,064		138,971		30,087		130,588		8,157	
Immigrant population	17,785	8.1	38,668	27.8	3,511	11.7	921	0.7	251	3.1
United States	538	3.0	500	1.3	143	4.1	150	16.3	0	0.0
Central America and South America	681	3.8	1,613	4.2	218	6.2	35	3.8	5	2.0
Caribbean and Bermuda	2,588	14.6	914	2.4	10	0.3	25	2.7	10	4.0
Europe	5,748	32.3	16,975	43.9	1,792	51.0	521	56.6	206	82.1
Africa	4,468	25.1	8,694	22.5	575	16.4	140	15.2	20	8.0
Asia	3,737	21.0	9,864	25.5	753	21.4	50	5.4	10	4.0
Oceania and other	25	0.1	108	0.3	20	0.6	0	0.0	0	0.0

Source: Statistics Canada, 2001.

Eastern Ontario

DISTRIBUTION OF FRANCOPHONES IN EASTERN ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	TOTAL POPULATION	FRANCOPHONES	DISTRIBUTION OF FRANCOPHONES IN	
			%	EASTERN ONTARIO (%)
Ottawa Division	763,795	128,508	16.8	58.4
United Counties of Prescott and Russell	74,980	50,945	67.9	23.2
United Counties of Stormont, Dundas and Glengarry	107,545	24,388	22.7	11.1
Frontenac County	135,410	4,350	3.2	2.0
Renfrew County	93,760	4,225	4.5	1.9
Hastings County	124,415	2,611	2.1	1.2
United Counties of Leeds and Grenville	95,180	2,318	2.4	1.0
Lanark County	60,960	1,760	2.9	0.8
County of Lennox and Addington	37,965	605	1.6	0.3
Prince Edward Division	24,365	295	1.2	0.1
Eastern Ontario	1,518,375	220,005	14.5	100.0

Source: Statistics Canada, 2001.

DISTRIBUTION OF VISIBLE MINORITY FRANCOPHONES IN EASTERN ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	FRANCOPHONES	VISIBLE MINORITY	%
Ottawa Division	128,511	15,208	11.8
United Counties of Prescott and Russell	50,956	258	0.5
United Counties of Stormont, Dundas and Glengarry	24,381	193	0.8
Frontenac County	4,357	179	4.1
Renfrew County	4,225	30	0.7
Hastings County	2,625	50	1.9
United Counties of Leeds and Grenville	2,328	35	1.5
Lanark County	1,770	5	0.3
Lennox and Addington County	595	20	3.4
Prince Edward Division	295	0	0
Eastern Ontario	220,038	15,978	7.3

Source: Statistics Canada, 2001.

The immigrant Francophone population living in Eastern Ontario is comprised of 17,785 people and is a little larger than the visible minority community.

This representation is more significant in Ottawa than in the rest of the region. According to place of birth, the majority were born in Europe (4,534), in

Africa (4,260), in Asia (3,533) and in the Caribbean and Bermuda (2,553).

APPENDIX C

The Francophone Community in Ontario (cont'd)

Central Ontario

DISTRIBUTION OF FRANCOPHONES IN CENTRAL ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	TOTAL POPULATION	FRANCOPHONES	DISTRIBUTION OF FRANCOPHONES IN	
			%	CENTRAL ONTARIO (%)
Toronto Division	2,456,805	47,448	1.9	34.2
Regional Municipality of Peel	985,570	16,698	1.7	12.0
Regional Municipality of Niagara	404,590	14,218	3.5	10.2
Regional Municipality of York	725,665	10,578	1.5	7.6
Simcoe County	372,330	9,641	2.6	6.9
Regional Municipality of Durham	502,900	9,118	1.8	6.6
Regional Municipality of Halton	372,410	7,813	2.1	5.6
Hamilton Division	484,390	7,623	1.6	5.5
Regional Municipality of Waterloo	433,880	6,785	1.6	4.9
Wellington County	184,840	2,365	1.3	1.7
Brant County	116,750	1,400	1.2	1.0
Peterborough County	123,600	1,336	1.1	1.0
Regional Municipality of Haldimand-Norfolk	103,330	981	0.9	0.7
Northumberland County	75,935	845	1.1	0.6
Kawartha Lakes Division	68,460	690	1.0	0.5
District Municipality of Muskoka	51,705	680	1.3	0.5
Dufferin County	50,360	573	1.1	0.4
Haliburton County	14,930	113	0.8	0.08
Central Ontario	7,528,450	138,905	1.8	100.0

Source: Statistics Canada, 2001.

DISTRIBUTION OF VISIBLE MINORITY FRANCOPHONES IN CENTRAL ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	FRANCOPHONES	VISIBLE MINORITY	%
Toronto Division	47,459	13,604	28.7
Regional Municipality of Peel	16,695	3,960	23.7
Regional Municipality of Niagara	14,226	446	3.1
Regional Municipality of York	10,585	2,150	20.3
County of Simcoe	9,659	191	2.0
Regional Municipality of Durham	9,127	572	6.3
Regional Municipality of Halton	7,817	552	7.1
Hamilton Division	7,627	932	12.2
Regional Municipality of Waterloo	6,789	544	8.0
Wellington County	2,364	96	4.1
Brant County	1,398	30	2.1
Peterborough County	1,333	23	1.7
Regional Municipality of Haldimand-Norfolk	983	5	0.5
Northumberland County	845	30	3.6
Kawartha Lakes Division	690	25	3.6
District Municipality of Muskoka	-	0	0.0
Dufferin County	570	5	0.9
Haliburton County	-	0	0.0
Central Ontario	138,957	23,165	16.7

Source: Statistics Canada, 2001.

The Francophone immigrant population lives mainly in Toronto where it represents 21,853 people or 46.0% of the Francophones in the city. Listed in descending order of percentage, Francophone immigrants also reside in the

regional municipalities of York (4,131 or 39.1%) and of Peel (5,223 or 31.3%), the Hamilton Division (1,622 or 21.2%) and the regional municipalities of Waterloo (1,407 or 20.8%) and of Halton (1,487 or 19.0%).

The place of birth listed by Francophone immigrants living in Central Ontario is Europe (43.9%), followed by Asia (25.5%) and Africa (22.5%).

APPENDIX C

The Francophone Community in Ontario (cont'd)

South-Western Ontario

DISTRIBUTION OF FRANCOPHONES IN SOUTH-WESTERN ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	TOTAL			DISTRIBUTION OF FRANCOPHONES IN SOUTH-WESTERN ONTARIO (%)
	POPULATION	FRANCOPHONES	%	
Essex County	371,085	14,866	4.0	49.4
Middlesex County	398,560	5,770	1.4	19.2
Chatham-Kent Division	105,855	3,248	3.1	10.8
Lambton County	125,560	2,511	2.0	8.3
Oxford County	97,965	911	0.9	3.0
Grey County	87,670	718	0.8	2.4
Elgin County	80,150	711	0.9	2.4
Bruce County	62,940	603	1.0	2.0
Huron County	58,695	415	0.7	1.4
Perth County	72,455	358	0.5	1.2
South-Western Ontario	1,460,935	30,111	2.1	100.0

Source: Statistics Canada, 2001.

DISTRIBUTION OF VISIBLE MINORITY FRANCOPHONES IN SOUTH-WESTERN ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	FRANCOPHONES	VISIBLE MINORITY	%
Essex County	14,869	1,046	7.0
Middlesex County	5,773	633	11.0
Chatham-Kent Division	3,243	45	1.4
Lambton County	2,513	65	2.6
Oxford County	915	20	2.2
Grey County		0	0.0
Elgin County	713	15	2.1
Bruce County	603	25	4.1
Huron County	418	8	1.9
Perth County	340	5	1.5
South-Western Ontario	30,100	1,862	6.2

Source: Statistics Canada, 2001.

The immigrant population is found principally in Windsor (1,401) and in London (1,083). In both cities the majority is of European

origin, being 539 and 534 respectively. Windsor has a sizeable number of Francophones born in Asia (449).

North-Eastern Ontario

DISTRIBUTION OF FRANCOPHONES IN NORTH-EASTERN ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	TOTAL			DISTRIBUTION OF FRANCOPHONES IN NORTH-EASTERN ONTARIO (%)
	POPULATION	FRANCOPHONES	%	
Greater Sudbury Division	153,565	43,238	28.2	33.1
Cochrane District	84,295	40,116	47.6	30.7
Nipissing District	81,590	21,095	25.9	16.2
Algoma District	117,200	9,130	7.8	7.0
Timiskaming District	34,000	8,563	25.2	6.6
Sudbury District	22,825	7,206	31.6	5.5
Parry Sound District	39,330	945	2.4	0.7
Manitoulin District	12,520	255	2.0	0.2
North-Eastern Ontario	545,325	130,548	23.9	100.0

Source: Statistics Canada, 2001.

DISTRIBUTION OF FRANCOPHONES IN NORTH-EASTERN ONTARIO BY CENSUS DIVISION AND ABORIGINAL IDENTITY

CENSUS DIVISION	FRANCOPHONE	ABORIGINAL	%
Greater Sudbury Division	43,240	2,130	4.9
Cochrane District	40,121	1,156	2.9
Nipissing District	21,096	1,603	7.6
Algoma District	9,151	723	7.9
Timiskaming District	8,570	250	2.9
Sudbury District	7,183	470	6.5
Parry Sound District	948	50	5.3
Manitoulin District	255	25	9.8
North-Eastern Ontario	130,564	6,407	4.9

Source: Statistics Canada, 2001.

APPENDIX C

The Francophone Community in Ontario (cont'd)

North-Western Ontario

DISTRIBUTION OF FRANCOPHONES IN NORTH-WESTERN ONTARIO BY CENSUS DIVISION

CENSUS DIVISION	TOTAL POPULATION	FRANCOPHONES	%	DISTRIBUTION OF FRANCOPHONES IN NORTH-WESTERN ONTARIO (%)
Thunder Bay District	149,150	6,461	4.3	79.5
Kenora District	61,460	1,303	2.1	16.0
Rainy River District	21,875	366	1.7	4.5
North-Western Ontario	232,485	8,130	3.5	100.0

Source: Statistics Canada, 2001.

DISTRIBUTION OF FRANCOPHONES IN NORTH-WESTERN ONTARIO BY CENSUS DIVISION AND ABORIGINAL IDENTITY

CENSUS DIVISION	FRANCOPHONE	ABORIGINAL	%
Thunder Bay District	6,468	340	5.3
Kenora District	1,300	135	10.4
Rainy River District	363	15	4.1
North-Western Ontario	8,131	490	6.0

Source: Statistics Canada, 2001.

APPENDIX D

Guiding principles: cornerstone of the development of French-language services²⁴

These 13 principles were developed by the steering committee established by AOcVF to guide the preparation of the *Plan stratégique de développement des services en français en matière de violence*, 1997-2001. These principles have since constituted the cornerstone upon which rests the vision for the development of French Language Anti-Violence Services (FLAVS).

1. Francophone women in Ontario have a right to French-language violence against women services, regardless of where they live.
2. Women have a right to accessible services free of charge throughout the province.
3. French language services for women victims of violence must be autonomous, free to act and to be in French, and run **by** and **for** Francophone women.
4. French language violence against women services must be developed and managed within the framework of a feminist analysis of violence against women.
5. French language services must reflect and serve women in all their diversity.
6. French-language violence against women services must remain community-based and, in order to preserve their freedom to act and in order to demonstrate that violence against women is not a problem of individual health but rather a social problem, they must not be absorbed into healthcare institutions or services.
7. The ongoing survival of French-language violence against women services must be guaranteed by the government.
8. The strategic plan prepared by AOcVF and its members must be addressed provincially and not by opposing the interests of the various regions.
9. French-language violence against women services alone cannot eliminate violence against women. The strategic plan must recognize the complexity of the issue, and must intervene globally against the system upon which violence against women rests.
10. Prevention is at the heart of our intervention, and includes all measures to prevent violence against women, on a societal, not individual, scale.
11. The government and those who provide French-language violence against women services must acknowledge their accountability to the Francophone community and commit themselves to it.
12. French-language violence against women services must receive appropriate funding to enable them to meet the needs of Francophone women throughout the province.
13. All service delivery must be considered in the context of each woman's right to equality, security, and freedom, rights guaranteed in the *Canadian Charter of Rights and Freedoms*.

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Resources

Legal Aspect

Association des juristes d'expression française.

URL: <http://ajefo.ca/>

Courts of Justice Act.

In extenso.

URL: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90c43_e.htm

French Language Services Act.

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URL: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90f32_e.htm

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URL: http://ressources.violence.org/index.cfm?Voiir=sections_detail&Id=3804&M=1658&Sequence_No=3796&Parent=3764&niveau=3&Repertoire_No=2137985079

Human Rights Code.

In extenso.

URL: http://www.e-laws.gov.on.ca/html/statutes/english/elaws_statutes_90h19_e.htm

Office of Francophone Affairs.

Map of Designated Areas.

URL: <http://www.ofa.gov.on.ca/en/flsa-mapdesig.html>

Office of Francophone Affairs.

French Language Services Act.

URL : <http://www.ofa.gov.on.ca/en/flsa.html>

Official Languages Act.

In extenso.

URL : http://lois.justice.gc.ca/en/showdoc/cs/0-3.01/bo-ga:s_1::bo-ga:s_2//en?page=1

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Women's Rural Advocacy Programs.
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URL: <http://www.francophoniequebec2008.qc.ca/fr/explorer/organisation.php>

Leclerc, Jacques. *L'aménagement linguistique dans le monde.*

URL: <http://www.tlq.ulaval.ca/axl/afrique/AFRIQUE-MAP-clic.htm>

Office of Francophone Affairs.

Francophones in Ontario.

URL: <http://www.ofa.gov.on.ca/en/franco.html>

French Language Services

Action ontarienne contre la violence faite aux femmes. 1998.

Plan stratégique de développement des services en français en matière de violence, 1997-2001. Ottawa.

AOcVF

Brunet, Lucie. 1998. *Les services en français en matière de violence faite aux femmes : le défrichage d'un chemin tortueux.* Ottawa,

Action ontarienne contre la violence faite aux femmes

Brunet, Lucie and Garceau, Marie-Luce. 2004. *Doing so much with so little.* Ottawa. Action ontarienne contre la violence faite aux femmes

La vidéo et le guide d'animation sont disponibles en français sous le titre *Faire le pont.*



Ligne de soutien
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www.femaide.ca
ats 1 866 860-7082

Living without violence... is a right!

Every woman has the right

- to her dignity
- to physical and moral respect
- to choose, to think and to act
- to live in safety
- to break the silence
- to get help in French

Fem'aide the Francophone helpline, is there for you!

... and for those affected by violence against women.

For services in English,
call the Assaulted Women's Helpline
1-866-863-0511
TTY 1-866-863-7868



288, rue Dalhousie, pièce E
Ottawa (Ontario) K1N 7E6
Tél.: 613.241.8433
Télec.: 613.241.8435
aocvf@francofemmes.org
www.aocvf.ca
www.formationviolence.ca



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