



News Release

First health care agency in Renfrew County designated under the *French Language Services Act*

For immediate release

Renfrew / Ottawa, November 25, 2021 – The **French Language Health Services Network of Eastern Ontario** (“the *Réseau*”) and the **Renfrew Victoria Hospital** (RVH) are pleased to announce a major step forward for French language health services in Renfrew County: RVH was recently partially designated under Ontario’s *French Language Services Act*.

This means that the following programs will henceforth be offered in French at RVH’s Pembroke satellite site:

- Hemodialysis and Nephrology
- Addictions Services

The designation of RVH is an important milestone: this is the first time a health care agency has been designated in Renfrew County.

Becoming designated under the *French Language Services Act* is a long-term endeavour as designated health service providers must carefully and fully develop and structure their French language services.

Currently, designated health care agencies must comply with 34 requirements that ensure they have the capacity to provide French language services that are available at all times, offered in an equitable fashion, and equivalent to the quality of services offered in English. Designated agencies must also submit a statement of compliance every three years to demonstrate that they still meet designation requirements. As legal recognition, designation is rather like a seal of quality for French language health services.



Quotations:

“As a newly designated agency, we are proud to actively offer French language services on a permanent basis, especially as this is a first for Renfrew County. As a partner of the *Réseau*, we are also committed to continuing our work of providing quality care to our Francophone clients in the area.” – **Julia Boudreau, President and Chief Executive Officer, Renfrew Victoria Hospital**

“The *Réseau* would like to congratulate the Renfrew Victoria Hospital on the scope of the work accomplished. This excellent news for the local community, which will henceforth be able to count on receiving health care services in French! Access to care in French is a fundamental issue for us: when we are sick, we are not bilingual. And as we all know, miscommunication can lead to complications. French language services are therefore a factor in the quality and safety of care for Francophone patients.” – **Jacinthe Desaulniers, Chief Executive Officer, French Language Health Services Network of Eastern Ontario**

To learn more about designation and the benefits it offers the Francophone community, please consult the *Réseau*'s [FAQs on designation under the *French Language Services Act*](#).

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