



**CENTRE FRANCOPHONE
DU GRAND TORONTO**

SERVICES AIDE JURIDIQUE

Guide des ressources juridiques françaises

LEGAL AID SERVICES

A guide for French legal resources



LEGAL AID ONTARIO
AIDE JURIDIQUE ONTARIO

**TROUSSE PRÉPARÉE PAR LE
CFGT POUR LA RÉGION DU
GRAND TORONTO**

CENTREFRANCO.ORG | 416-922-2672

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Purpose and Scope :

This Toolkit is part of the project to strengthen the Active Offer of Services in French (SEF) led by the Centre francophone du Grand Toronto (CFGT). It is designed to support legal clinics and partner organizations in the structured and practical implementation of the active offer, in accordance with Ontario Regulation 544/22 and the commitments made to Legal Aid Ontario (LAO).

More than a compliance document, this Toolkit serves as a practical resource to help integrate the active offer into organizational practices, improve referrals to French-language services, and strengthen meaningful access to justice for Francophone communities.





Nos services :

- Représentation gratuite devant les tribunaux pour les clients francophones à faible revenu
- Conseils juridiques sommaires
- Services de notariat
- Ateliers communautaires
- Accompagnement des survivantes et survivants d'agression sexuelle ou de violence entre partenaires intimes

Domaines d'expertise

- Droit de l'immigration et des réfugiés
- Droit et responsabilités des locataires
- Soutien au revenu (aide sociale, ODSP, assurance emploi, Pension du Canada)
- Droit de l'emploi
- Droits de la personne
- Droit de la famille (représentation juridique)
- Conseils en droit pénal et représentation de certains cas
- Conseils sommaires
- Nos services sont offerts en français pour assurer un accès équitable à la justice.

Our services:

- Free representation in court for low-income Francophone clients
- Summary legal advice
- Notary / affidavit services
- Community workshops
- Support for survivors of sexual assault or intimate partner violence

Areas of Expertise:

- Immigration and refugee law
- Tenant rights
- Income support (social assistance, ODSP, employment insurance, Canada Pension Plan)
- Employment law
- Human rights law
- Family law (legal representation)
- Criminal law advice

Our services are offered in French to ensure fair access to justice.

Phonetics Tip Sheet/Guide de prononciation — Front Desk

This script is designed to help you confidently direct French-speaking clients to free legal services using the methods outlined below.

Reception / Intake	ENG: Bonjour / Hello. We provide services in French. Would you like to continue in French or English?"	Pronounced: Bon-jhour. Nooz off-ron day sehr-veess on frahn-say. Soo-ay-tay voo ruh-suh-vwar lay sehr-veess on frahn-say or on ang-glaiy?
	FR: Bonjour. Nous offrons des services en français. Souhaitez-vous recevoir les services en français ou en anglais ?	
Phone/ Live	ENG: Bonjour, you've reached [Clinic]. French-language service is available through our bilingual staff or partner clinics."	Pronounced: Bon-zhour, voo zah-vay jwant [clinic]. Lay sehr-veess on frahn-say are dee-spoh-nee-bl grahs ah notr pair-so-nell bee-ling or par layn-ter-may-dee-air duh no klee-neek part-naire.
	FR: Bonjour, vous avez joint [Clinic Name]. Les services en français sont disponibles grâce à notre personnel bilingue ou par l'intermédiaire de nos cliniques partenaires.	
Voicemail	ENG: Bonjour / Hello. You've reached [Clinic Name]. We offer services in French. Please leave your message; we return calls within 48 hours. / Nous vous rappellerons sous 48 heures.	Pronounced: Bon-zhour. Voo zah-vay jwant [clinic]. Day sehr-veess on frahn-say are dee-spoh-nee-bl. Vuh-yay lay-say votr meh-sazh, and noo voo rahp-luh-ron in ah duh-lay duh kah-ron-tweet ohr.
	FR: Bonjour. Vous avez joint [Clinic]. Des services en français sont disponibles. Veuillez laisser votre message, et nous vous rappellerons dans un délai de 48 hours.	
Warm referral	ENG: I'll connect you with our French-language partner so you won't have to repeat your story.	Pronounced: Zhuh vay voo met-truh on kon-tact ah-vek notr or-gah-neezm part-naire frahn-ko-fon ah-fan duh ah-soor-ay lah kon-tee-new-ee-tay day sehr-veess, sahn kuh voo ay-yay ah ray-pay-tay votr see-too-ah-syon.
	FR: Je vais vous mettre en contact avec notre organisme partenaire francophone afin d'assurer la continuité des services, sans que vous ayez à répéter votre situation.	
When greeting a client	ENG: One moment, please	Pronounced: Un mo-mah seel-voo-play
	FR: Un moment s'il vous plaît	
If a French-speaking colleague is available	ENG: One moment please. Someone who speaks French will be with you shortly.	Pronounced: Un mo-mah seel-voo-play. Kel-kun s'ra avek voo soo peu.
	FR: Un moment s'il vous plaît. Quelqu'un sera avec vous sous peu.	

If no one available speaks French	ENG: I'm sorry, I don't speak French. I can refer you to our French language partner.	Pronounced: Day-zo-lay, zhuh nuh para pah frahn-seh. less-ay mwah voo ray-fay-ray ah noh-truh klee-neek par-tuh-nair frahn-ko-fohn.
	FR: Désolé, je ne parle pas français. Laissez-moi vous référer à notre clinique partenaire francophone	
If you need to transfer the call to voicemail	ENG: May I have your name, please? Could you repeat slowly?	Pronounced: Un mo-mah seel-voo-play. Kel-kun s'ra avek voo soo peu.
	FR: Quel est votre nom ? S'il vous plaît, répétez lentement.	
If you need their phone number	ENG: Can you give me your phone number, please? Speak slowly.	Pronounced: Kel eh votr noo-may-ro duh tay-lay-fon? Seel-voo-play par-lay lont-mah.
	FR: Quel est votre numéro de téléphone ? S'il vous plaît, parlez lentement.	

Numbers & Symbols

Élément	FR	Phonetic (English)
0	Zero	zay-roh
1	Un	uhn
2	Deux	duh
3	Trois	trwah
4	Quatre	Quatre
5	Cinq	sank
6	Six	seess
7	Sept	set
8	Huit	weet
.	Point	pwahn
@	Arobase	ah-roh-bahss
-	Tiret	Tee-ray

Liste des ressources francophones / List of french language reSSources

Ressource	Service offered	Geographic Area	Contact Information
Legal Aid Ontario (LAO) – Regional French Summary Legal Advice Lines	French-language summary legal advice (by region; subject-matter limits apply)	Ontario (selon régions AJO)	416-922-2672 poste 300 Sans frais: 1-800-268-1697
Centre francophone du Grand Toronto (CFGT) – Legal Aid Services	Legal aid services (e.g. housing, income support) and client accompaniment	Grand Toronto	416-922-2672 poste 300 Sans frais: 1-800-268-1697
CFGT – Summary Legal Advice Line (Peel / York / Durham)	French-language summary legal advice (regional access as indicated)	Peel / York / Durham	1-877-966-7345
CFGT – Summary Legal Advice Line (Peel / York / Durham)	French-language summary legal advice (regional access as indicated)	Peel / York / Durham	1-877-966-7345
Clinique juridique francophone d'Ottawa (CSC Vanier)	French-language community legal clinic serving low-income clients	Ottawa	613-744-4508 Formulaire a remplir: Faites une demande
Windsor-Essex Bilingual Legal Clinic	Housing, OW/ODSP, employment, Small Claims Court	Windsor-Essex	519-253-3526 Sans frais: 1-855-650-9716
Sudbury Community Legal Clinic – French Legal Advice Line	French-language legal advice (subject to covered districts)	Nord/Centre (selon AJO)	1-877-687-2847
AJEFO (Association des juristes d'expression française de l'Ontario)	Access to justice in French; legal information, orientation, tools	Ontario	613-842-7462 info@ajefo.ca
CIJO (Centre d'information juridique de l'Ontario / Ontario Legal Information Centre)	Free meeting (~30 minutes) with a lawyer; referrals	Ontario	1-844-343-7462

Liste des ressources francophones / List of french language resources

Ressource	Service offered	Geographic Area	Contact Information
FrancoQueer	Community and psychosocial support for francophone LGBTQIA+ people; peer groups; referrals (legal, health, immigration, housing)	Ontario (présence marquée à Toronto)	francoqueer.cainfo@francoqueer.ca
Action Positive VIH/Sida	HIV/STI prevention; support for people living with HIV; health navigation; newcomer support	Toronto / GTA	actionpositive.ca
Oasis Centre des Femmes	Support for francophone immigrant and refugee women; violence prevention; social accompaniment	Toronto	oasistoronto.ca
La Maison d'Hébergement Francophone de Toronto	Emergency shelter and support for francophone women and children experiencing domestic violence	Toronto	maisonfrancophone.org
Centre de santé communautaire du Grand Toronto	Primary health care in French; mental health services; support for vulnerable populations	Toronto	csct.org
Centre médico-social communautaire de Toronto	Community health services in French; social work support; referrals	Toronto	cmsctoronto.ca
Maison de la francophonie de Toronto	Francophone community hub; information, orientation and referrals	Toronto	francophoniecentre.org
Accueil francophone	Francophone settlement services; orientation, employment support, integration	Ontario	accueilfrancophone.ca

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Ressource	Service offered	Geographic Area	Contact Information
Réseau en immigration francophone de l'Ontario	Coordination of francophone immigration services; referrals; information tools	Ontario	rifo.ca
OCASI	Advocacy and coordination for immigrant-serving agencies; anti-racism and equity initiatives; referrals	Ontario	416-322-4950 ocasi.org
AFNOO	Support and empowerment of francophone Black women; settlement, social and advocacy services	Ontario	416-922-0022 info@afnoo.org
CESOC	Francophone settlement and integration services; employment support; community referrals	Ottawa	613-235-9633 cesoc.ca
Centre francophone de Hamilton	Settlement, employment and social integration services	Hamilton	centrefrancophonehamilton.ca
Centre francophone de Sudbury	Community and settlement services; newcomer orientation	Sudbury / Nord de l'Ontario	centresudbury.ca
Centre francophone de Windsor-Essex-Kent	Settlement, employment and social services for newcomers	Windsor-Essex-Kent	cfwek.ca



**CENTRE FRANCOPHONE
DU GRAND TORONTO**

***VOUS RECHERCHEZ
DES SERVICES EN FRANÇAIS ?***

ARE YOU LOOKING FOR SERVICES IN FRENCH?

Scannez-moi



Scan-Me



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Nous contacter/ Contact us :

Contactez-nous au 416-922-2672, poste 300 ou au 1-844-966-7345 pour des conseils sommaires ou par courriel juridique@centrefranco.org

Visitez nous au 555, rue Richmond Ouest, bureau 303H.

Nos bureaux de Peel et Scarborough vous accueillent sur rendez-vous.

Heures d'ouverture :

Du lundi au vendredi : de 9 h à 17 h.

Pause quotidienne : de 12 h à 13 h.

Contact us at 416-922-2672, ext. 300 or toll-free at 1-844-966-7345 for summary advice.

Walk-ins accepted at 555 Richmond Street West, Suite 303H.

Business hours:

Monday to Friday: 9 a.m. to 5 p.m.

Our offices are closed daily from 12 p.m. to 1 p.m

Vous recherchez des services en français ?

Scannez-moi



Scan-Me

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