French Language features on SouthWesthealthline.ca

SouthWesthealthline.ca introduced features that make it easy to find French Language services information and other resources. A number of data and site navigation enhancements were launched in spring 2013 through a LHIN-funded initiative that brings together:

- Health and social services provided in French
- Detailed listings of what they offer and how to access
- Resource library
- Career opportunities seeking candidates with French Language skills
- Tips on accessing services and a video on how to navigate the site
- Searching in French by visiting **www.lignesantesud-ouest.ca**, and
- A French Language Services toolkit produced by the South West and Erie-St. Clair LHINs.

Getting Started

A bilingual welcome page provides a menu of all the French Language features as well as instructions for navigating the site.

Expanded Service Information

Details about French Language service offerings are provided within service profiles. Organizations are asked to provide information on the level and type of French Language services they offer, such as:

- Reception including referral to other services and resources
- Programs delivered in French
- Interpretation
- Websites and publications
- Further details under Language Notes

Finding French Services

Users of SouthWesthealthline.ca can find and identify French services at a glance via the following features:

A **special icon** `Fr` indicates the programs that are offered in the French Language, providing a simple visual cue when browsing or searching the site for services.

The **site free-text search** is fully bilingual and offers suggested key matches based on the search query entered.

A live **service directory** of organizations and programs that offer service in French is available at the push of a button. The directory is grouped topically by categories such as Francophone community, settlement, translation and interpretation, information services, etc.

A **Service by Language View** presents a list of services that offer French with the language details displayed. This feature is accessible from any subcategory where French service is available, and is helpful when looking for language information in addition to French. Simply click the "View French Services" link found above the service listings.

French Language Resources is a library of resources with links to Francophone service directories and health, seniors, settlement, education and employment websites.

How to Update your Service Listing or Suggest Resources

Ensuring that accurate information about your services is available to the public and other service providers is important. It's easy for service providers to update or add a new listing through our online submission process. Click the 'Submit Content' link in the upper right hand corner of the site or use the 'Update Your Profile' link on your service profile page. Tips for completing the language information are provided.

If you have a suggestion about a French Language resource or service you'd like to see included on the site, please email us at **editor@thehealthline.ca**.

About SouthWesthealthline.ca

SouthWesthealthline.ca is an innovative website that puts accurate and up-to-date information about health and social services at the fingertips of consumers, health care professionals and service providers across the South West region of Ontario (LHIN 2).

With over 1.5 million visits every year, SouthWesthealthline.ca is a very popular resource. 5,000 service listings describe organizations and programs serving people who live in London and Middlesex, Oxford, Elgin, Huron, Perth, Norfolk, Grey and Bruce Counties.

thehealthline.ca was launched in 2002 by four founding partner organizations in London, Ontario: the Community Care Access Centre, the London hospitals and the Health Unit. With the launch of 14 regional sites across the province in early 2013, one for every LHIN, thehealthline.ca is now an Ontario-wide service.