



Untangle Life's Challenges...

What is 211?

211 is an easy-to-remember, three-digit, non-emergency telephone number that connects callers to a full range of community, social, government and health service information. Bilingual and certified information and referral specialists answer 211 calls seven days a week, from 8:00 a.m. to 6:00 p.m. 211 is free, confidential and multilingual (150 languages). The information is also available online at www.211ontario.ca

Who benefits from 211?

Everyone benefits — from individuals, families and professionals to community agencies and people facing barriers due to languages, poverty or personal difficulty. Here are just a few examples:

- A son seeking transportation for his aging parents
- A senior seeking home-care support
- A laid-off employee wanting to find out about employment insurance
- A teenager trying to deal with school or social issues
- A family searching for child care service in the community
- A mother wondering where she can enroll her daughter in soccer
- A recent immigrant looking for help getting settled in the region

In addition to the benefit to residents, 211 also provides a very convenient and efficient resource for **disaster management**.

211 helps funders and municipalities in **planning** through their annual (or more frequent) report. By analyzing the information provided, planners can identify gaps, demand, services and areas that may be underserved.

How is 211 different from 411 and 911?

If your situation is not an emergency, and you don't know where to go for the information you need, **dial 211**. A trained 211 staff member will assess your situation and help you find the best services and programs to provide assistance.

211 – Information and referral service that connects people to the full range of community, social, government and health services programs.

411 – Telephone directory listings

911 – Emergency number for medical, fire and police assistance