



UNTANGLE LIFE'S CHALLENGES DIAL 211

If you don't know where to go for the information you need, call 211.

211 connects you to a full range of non-emergency community, social, government and health services in over 150 languages.

Emotional Health
Family Recreation Programs
Coping with Disabilities
Stress & Bereavement
Employment Skills
Parenting and Child Care

Citizenship
Financial Issues
Support for Seniors
Sexuality
Education and more

FREE • CONFIDENTIAL • MULTILINGUAL • 7 DAYS/WEEK

WWW.211ONTARIO.CA

TTY: 1-866-540-0565



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. It is complemented by an on-line directory. 211 is free, confidential and multilingual (150 languages).



Why call 211?

Sometimes it is hard to know where to start looking for the help you need, or even what resources are available. Talking to a trained specialist makes it easier to find information, discover options and deal with the challenges life hands you.

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

How is 211 different from 411 and 911?

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.

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 operator will assess your situation and help you find the best services and programs to provide assistance.



Where else is 211 available?

Across Canada, 211 is operational in Calgary, Edmonton, Toronto, Ottawa, the Niagara Region, Windsor-Essex, Peel, Halton, Simcoe County, Quebec City, Thunder Bay and many more communities. Many other cities and regions are planning 211 services. The goal is to make 211 available throughout North America.