



United Way
serving Kingston, Frontenac
Lennox and Addington

News Release

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The easiest way to find social services is through 211 *United Way helps Kingston, Frontenac, Lennox & Addington residents dial in*

Kingston, Ontario – On June 25, 211 services launched in Kingston, Frontenac, Lennox & Addington. Serving 184,407 citizens, 211's easy to remember phone number will help residents access thousands of programs and services with one call. When residents do not know where to turn in a situation, speaking to a live/trained person helps them understand possible options and can prevent a worse crisis from occurring.

211 services include a three-digit phone helpline (2-1-1) and website (www.211ontario.ca). Both the phone number and website connect people to over 56,000 social and health organizations in the community to help with a multitude of challenges, from finding employment, language classes and settlement services to accessing food programs. The information and referral specialists provide free, confidential and anonymous help to callers every day of the year.

"This Ontario 211 Services Corporation's expansion into Kingston, Frontenac and Lennox & Addington will greatly improve access to local services for eastern Ontarians. Whether it is a family in crisis, a young person just starting out, a new Canadian family or a parent searching for local children's services, the 211 service will make it easier and quicker to find the right services and the supports," said Minister of Community and Social Services Madeleine Meilleur.

With help from community partners such as the United Way, the Ontario government has committed more than \$13 million over four years for the Ontario 211 Services Corporation to expand the 211 hotline province-wide by 2011-2012. From 2012 onward, as announced in the December 2008 Poverty Reduction Strategy Report, the government will provide \$4 million annually to maintain the 211 service.

211 KFL&A is supported by the Provincial Ministry of Community and Social Services, United Way serving Kingston, Frontenac, Lennox & Addington, Citizenship and Immigration Canada, City of Kingston, County of Lennox & Addington and Frontenac County. 211 services are now available to over 10 million people in Canada. Last year, over 92 per cent of callers to 211 were very satisfied with their experience, and 85 per cent were able to find the help they needed from the referral. 211 can provide help to callers in over 150 languages.

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