

211 in Peterborough

2020



Ontario

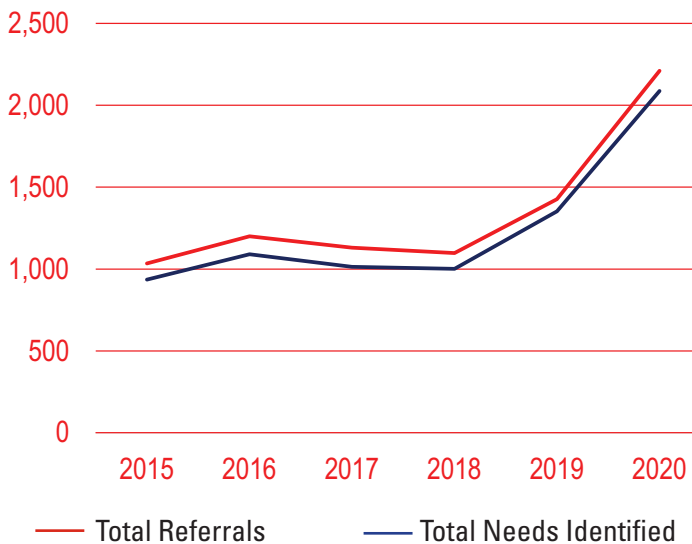
What is 211

211 is a free, confidential information and referral service that connects people to government, and community-based programs and social services in their community.

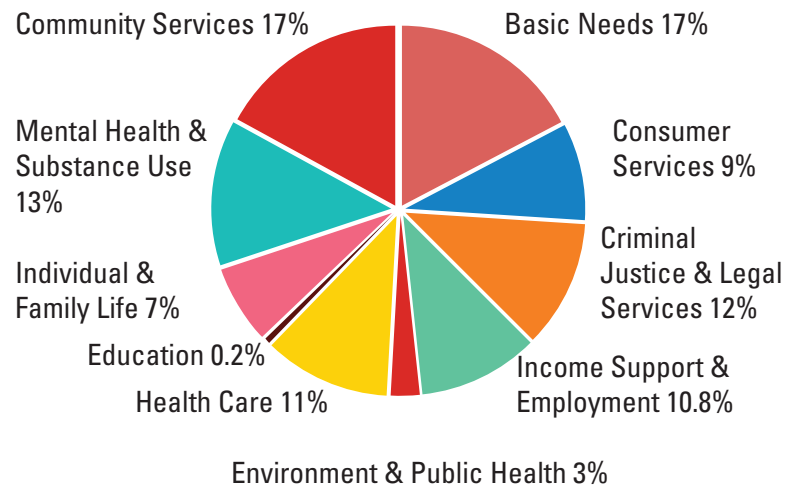
What happens when you call 211

When a person dials 2-1-1, they are connected with a 211 Navigator who is trained to listen and understand the full picture of the caller's unique situation and find supports and programs available to help.

Total Needs Identified to 211 & Referrals to Callers



Services and Program Inquiries on 211 Calls



Changes in Reasons for 211 calls between 2019 to 2020

165%
increase in Food & Meals

154%
increase in Income Supports & Financial Assistance

140%
increase in Employment Services

125%
increase in Mental Health & Addictions

Additional data can be found at www.211ontario.ca/211-data

Why call 211?

211 is Canada's primary source of information for government and community-based, non-clinical health and social services. The free and confidential service can be accessed across the country 7 days a week, in more than 150 languages. 211 helps connect people to the right information and services.

On average, one call to 211 can replace seven phone calls a person would make trying to locate the correct service to fit their needs.

211 and 911 are very different.



2-1-1

connects you to non-emergency health and social services in your area.





9-1-1

responds to life or property threatening emergencies.



MAKE THE RIGHT CALL

Peterborough Paramedics launched a local campaign to explain situations when 211 is the better call instead of 911.



Use Self Care or Visit a Pharmacy
Cold Symptoms
Grazed knee
Mild aches & pains
Hangover



Call 211
Mental health & addictions
Community resources & system navigation
Homelessness & housing



Visit a Doctor or Clinic
Flu symptoms
Signs of infection
Persistent pain
UTIs



Call 911-Visit an Emergency Room
Chest pain
Severe blood loss
Head injury
Breathing issues

How to reach 211



Call 2-1-1



Live Chat



Email 2-1-1



Online www.211Ontario.ca