



# 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](http://WWW.211ONTARIO.CA)

TTY: 1-866-540-0565



United Way  
serving Kingston, Frontenac  
Lennox and Addington



## 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.