



211 — We're here to help you find the right community and social services

What do you do when you or someone you care about needs help, but you don't know where to turn?

The answer is simple: Call **211** or go to **www.211ontario.ca** for information about local community and social services.

Does my neighbourhood have any drop-in programs for moms and babies?

I am worried about my immigration status. Where can I go for help?

Can you give me any information on home care for my dad?

Are there any homework programs for teens where I live?

Where can I find counseling to help me with my gambling addiction?

Why call 211?

- Phone lines open **24 hours a day**, seven days a week.
- Free, confidential access to information about thousands of agencies and services.
- You will **speak to a person**, not a machine.
- We can help you in **over 150 languages**.
- You will receive **friendly, sensitive and informed service**.

Why visit 211ontario.ca?

- **Easy-to-navigate website.**
- Almost **60,000 records of services and programs** in every part of the province.
- Available in both **French and English**.

Will you tell anyone about my call?

No — your call to 211 will be treated with absolute confidentiality.

My parents don't speak English. Can they still use your service?

Yes — We can answer your questions in over 150 languages. If one of our own staff does not speak your language, we will bring a professional interpreter onto the call free of charge.

I am hearing-impaired. Can I use 211's phone service?

Of course you can — our TTY line is 1-888-340-1001.

Should I call 211 in an emergency?

If there is immediate danger, call 911 or your local emergency services.

What happens if you can't answer my question?

Our certified information and referral specialists can usually provide you with the answers during your call. Occasionally they may need to do additional research, and will call you back as soon as possible.

At 211, the answers you need are only a phone call or a mouse click away.

SUPPORTED BY



Several Municipalities in Ontario