

## **2-1-1 ALBERTA:**

### **THE START OF BUILDING YOUR FOUNDATION IN YOUR COMMUNITY**

#### **What is 2-1-1 Alberta?**

It is one simple call that can change your life! Laid off? Need assistance with your job search? Searching for childcare or after school programs? Trouble at school? **211 Alberta** is the place where we can help when you don't know where to turn!

#### **Why 2-1-1 Alberta?**

It is of importance for community members to have easily accessible community resources; by a touch of their finger. When moving into a new community, building a foundation can easily help community members feel a sense of belonging by having knowledge about the community resources that are offered in the region. 211 Alberta is a knowledgeable resource for accessing information and can be the start of building a foundation for the individual in the community.

Often people feel there is a lack of services in their community, although, often this is not the case, it is about knowing what is available to you in the community, and how to access those services. There are many barriers that people face when reaching out for help. People may face stigma, language barriers, and lack of knowledge about resources, cost, and limited access to services due to other factors. **211 Alberta**, however, breaks through these barriers people may have in reaching out for help and helps the individual get connected to the best suitable services based on their need.

**211 Alberta** has recognized for many newcomers moving into a new community and accessing basic needs services such as; housing, food, clothing, and furniture are essential for people. In addition, information on the school system, ESL courses or assessments services, and citizenship exams are other services newcomers have reached out to **211 Alberta** to get more information about. Childcare plays a huge role for families who are moving into a new community in accessing a facility that they can enrol their children into. Overall, employment is a common resource many newcomers who call **211 Alberta** seek in regards to international qualifications and fit in a job that will best fit their skills set.

#### **211 Alberta in Schools:**

Advertising **211 Alberta** in the schools this service can become a valuable resource for many youths. Educating staff and youth that by just dialling 2-1-1- this line can provide a confidential line that youth can access resources without having a fear of judgement. Placing 211 ads in the school institutions can help spread the word about the service. Youth will be exposed to these ads around their school and be reached by having it visible every day.

**211 Alberta** helps point people to the right direction! By dialing **2-1-1** you will talk to a real person; an Information and Referral Specialist who is dually trained as a crisis worker and a professional to seek out necessary information, assess the situation, and find the organization and service that is best suited to

provide help. For many community members having a quick and effective service such as 211 Alberta provides the individual a single access point where they can be connected to many resources such as social, health, government services in their community.

***Written by: Isy Castillo, Some Other Solutions***



Isy has a background in Child and Youth Studies and Social Service work. Isy has worked in many different settings with youth, and has a drive to empower youth to find their strengths. Isy enjoys listening to music, travelling, and watching inspirational documentaries. Isy believes her greatest strength as a youth worker is her intuitive nature and empathetic spirit she shares with those in need.

Isy started at SOS in 2013 as a youth worker mentoring children and youth to introduce resiliency skills into their lives. In the Child and Youth Program, Isy was able to work with many different types of youths, providing support and empowering their lives.

Isy sees the value and the change that can occur when having a mentor in one's life. She is passionate in her job as a mentor, and hopes to shine some light in mentees lives by having them feeling supported, cared for, and valued as an individual.