



One Simple Call Can Change Your Life...

What is 211?

- 211 is an easy to remember telephone number that connects people to a full range of social, health and government services in the community.
- 24 hours a day, seven days a week, certified Information and Referral Specialists answer 211 calls, assess the needs of each caller, and link them to the best available information and services.

Why Use 211?

- The number of health and social service organizations is growing, over and above what is provided by governments.
- Lack of services is often not the problem, its knowing what services exist, which are best suited to the situation and how to access them.
- 211 can help by pointing you in the right direction.

Who Benefits from 211?

- People of all ages, backgrounds and needs benefit; they can get the help they want, when they want it.
- Professionals - can call or refer clients to get them connected, allowing them to use their time more effectively.
- Service organizations - links their services with the people who need them.
- Volunteers - connects people who want to help with the opportunities available in their community.
- Society - creates an integrated social infrastructure that supports people in times of personal difficulty and community crisis.

Why 211 Works

Targeted Help

- 211 is the quick and easy way to get the help you need, when you need it.
- 211 Information and Referral Specialists are trained to seek out necessary information, assess the situation and find the organization and service that is best suited to provide help.

Why 211 Works

Single Access Point

- If you need to make a change in your life but don't know where to turn for help, 211 can connect you with information and options that are right for you.
- 211 provides a single access point to a community's full-range of social, health and government services; reducing confusion and frustration for the caller.

Why 211 Works

A Personal Touch

- When you call 211 you talk to a real person. You can explain your situation in your own words and get the help you need on your own terms.
- 211 operators are dually trained as crisis workers and information and referral specialists which makes them well-equipped to respond to callers with all matters of concern.

Why 211 Works

Around the Clock Access

- 211 is available 24 hours a day, seven days a week because often we need help outside of office hours.

Confidential

- 211 offers a non-judgmental environment and provides confidential access to information.

Free

- 211 is accessible at no cost to callers.



Let's Stay in Touch

www.someothersolutions.ca

www.ab.211.ca