



Untangle Life's Challenges...

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 in Ottawa. Bilingual and certified information and referral specialists answer 211 calls Monday to Sunday, from 8:00 a.m. to 6:00 p.m. 211 is free, confidential and multilingual (150 languages). The information is also available online at www.211ontario.ca/ottawa.

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 in Ottawa

How is 211 different from 311, 411 and 911?

- 211** – Information and referral service that connects people to the full range of community, social, government and health services programs.
- 311** – Customer service line for the City of Ottawa municipal services such as road repairs, garbage removal or housing services.
- 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 staff member will assess your situation and help you find the best services and programs to provide assistance.

211 Partners/partenaires:



Citizenship and
Immigration Canada
Citoyenneté et
Immigration Canada

