

When you don't know  
where to turn.™



Quand tu ne sais pas  
vers qui te tourner.™

SUPPORTED BY | AVEC LE SOUTIEN DE



**Ontario 211 Services Corporation**

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## 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 24/7. 211 is free, confidential and multilingual (150 languages).

The information is also available online at [www.211ontario.ca](http://www.211ontario.ca)

## 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 & 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

