

Make The Right Call. Know Ontario's Three-digit Phone Numbers



911 for emergency and life threatening situations.



211 for info on community & social services that can help you with life's challenges.



311 for customer service and municipal information hotlines for the following regions/cities. (Toronto, Halton, Windsor, Brampton, Mississauga, Ottawa, Greater Sudbury).



511 for travel information about provincial highways. Bi-lingual. Provided by Ministry of Transportation.



411 for directory assistance. Charges apply.



211 is free | Confidential | 24/7 | Live answer
Call 2-1-1 or 1-877-330-3213 | www.211ontario.ca



What's in a Number? "2-1-1"

In today's world we've all become familiar with the phrase, "9-1-1"; as in, "Please call 9-1-1", when we're confronted with an emergency emanating from a medical, police, or fire situation. But did you know that there's a companion service available in Peel to help us all deal with matters of a different sort? It's called "2-1-1".

The service is an integrated telephone and internet-based system providing callers with one-stop information and referrals to local community, social, health and government programs and services.

Who might call 2-1-1?

- An individual looking for legal assistance.
- A newcomer to Canada looking for available housing options.
- A family seeking counselling for mental health or addiction issues.
- A laid-off employee wanting to know about available employment programs.
- A caregiver for an elderly parent feeling overwhelmed and needing support.
- A concerned relative or friend of a senior looking for available home support services.

The list above isn't exhaustive. If you're looking for help and/or information why not give 2-1-1 a try. It's free and available 7/24, 365 days per year.

Note: The Region of Peel website (<http://www.peelregion.ca/corpserv/211.htm#5>) was the source used for this article. It includes much more detail on the benefits of the service. If you don't have a computer, don't fret; just punch 2-1-1 into your phone and you'll be on your way to being better informed about available services.

Lastly, watch for future issues of SPAN where we'll go into more detail about the differences between "9-1-1", "2-1-1", etc. We'll also provide tips to assist in avoiding unnecessary use of "9-1-1" which, unfortunately, is a real issue.