

# 211 — we're here to help you find the right community and social services

What do you do when you or someone you care about needs help, but you don't know where to turn?

Call 211 or go to [www.211ontario.ca](http://www.211ontario.ca) for information about local community and social services.

*Where can my sister register for English as a Second Language classes?*

*I am worried about my immigration status. Where can I go for help?*

*Can you give me any information on home care for my dad who only speaks Amharic?*

*Where can I find a family doctor for me and my children?*

*Where can I go to have my foreign credentials evaluated?*

## WHY CALL 211?

- We can help you in **over 150 languages**.
- Phone lines are open **24 hours a day**, seven days a week.
- Free, confidential access to information about thousands of agencies and services.
- You will **speak to a person**, not a machine.
- You will receive a **friendly, sensitive and informed service**.

## WHY VISIT 211ONTARIO.CA?

- **Easy-to-navigate website**.
- **60,000 services and programs** in every part of the province.
- Available in **French and English**.

## WILL YOU TELL ANYONE ABOUT MY CALL?

No — your call to 211 will be treated with absolute confidentiality.

## MY PARENTS DON'T SPEAK ENGLISH. CAN THEY STILL USE YOUR SERVICE?

Yes — we can answer your questions in over 150 languages. If one of our own staff does not speak your language, we will bring a professional interpreter onto the call free of charge.

## I AM HEARING-IMPAIRED. CAN I USE 211'S PHONE SERVICE?

Of course you can — our TTY line is 1-888-340-1001.

## SHOULD I CALL 211 IN AN EMERGENCY?

If there is immediate danger, call 911 or your local emergency services.

## WHAT HAPPENS IF YOU CAN'T ANSWER MY QUESTION?

Our certified information and referral specialists can usually provide you with the answers during your call. Occasionally they may need to do additional research, and will call you back as soon as possible.

SUPPORTED BY



Several Municipalities in Ontario



When you don't know where to turn.

At 211, the answers you need are only a phone call or a mouse click away.

211 helps people find the right community and social services.

Free. Confidential.  
Multilingual.  
Live answer 24/7.

[211ontario.ca](http://211ontario.ca)

