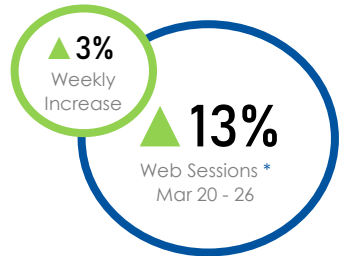
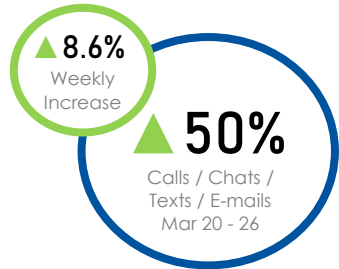


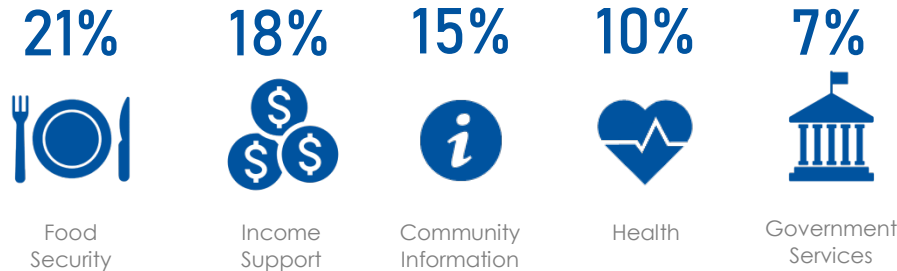
# 211 Central | City of Toronto COVID-19 Report | Mar 20-Mar 26, 2020



## Connections



\*Data represents the Greater Toronto Area.



## Emerging & Unmet Needs



## How You Can Help

- AGENCY RECORD UPDATES**
  - ▶ To let 211 know about changes to services in response to COVID-19, visit: [211Ontario.ca/tell-211-about-changes-in-services/](https://211Ontario.ca/tell-211-about-changes-in-services/)
- SEARCH FOR SERVICES**
  - ▶ Visit [211Central.ca](https://211Central.ca)
- CALL, TEXT, CHAT, E-MAIL**
  - ▶ Dial 2-1-1 | 24/7
  - ▶ Send an SMS to 21166
  - ▶ [211Ontario.ca/chat](https://211Ontario.ca/chat)
  - ▶ [gethelp@211Ontario.ca](mailto:gethelp@211Ontario.ca)



### ▶ Post Volunteer Opportunities

Organizations in Ontario working to help people who are struggling as a result of COVID-19 can visit [sparkontario.ca/covid19](https://sparkontario.ca/covid19) and follow the step-by-step guide for posting volunteer opportunities on SPARK

[sparkontario.ca/covid19](https://sparkontario.ca/covid19)

### ▶ Driving Volunteerism

Leveraged to drive volunteerism support for vulnerable people affected by COVID-19

### ▶ Activating Partners

Activated partners to respond to interest and support traffic

### ▶ Fundraising

Launched new landing page to drive consolidated fundraising efforts (i.e. UWGT, Red Cross)

## Agency Data

- ▶ Re-prioritized basic needs data and COVID-19 related services such as income support, health and mental health services
- ▶ Created tools to enable faster collection and sharing of data updates
- ▶ Early focus on continuing, new and emerging services (Received over 600 updates in 24 hours)

