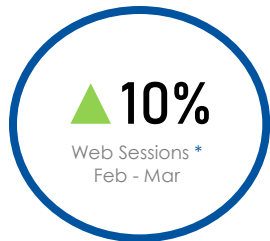
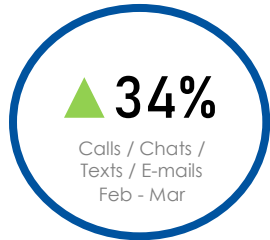


211 Central | Durham Region COVID-19 Report | Feb 28-Mar 19, 2020



Connections



*Data represents the Greater Toronto Area.

17%



Housing Assistance

13%



Income Support

11%



Legal / Public Safety

10%



Community Information

9%



Health

Emerging Trends



After-Hours Support



Food Security



Immigration



Mental Health

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/



SEARCH FOR SERVICES

► Visit 211Central.ca



CALL, TEXT, CHAT, E-MAIL

- Dial 2-1-1 | 24/7
- Send an SMS to 21166
- 211Ontario.ca/chat
- 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 and follow the step-by-step guide for posting volunteer opportunities on SPARK

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)

