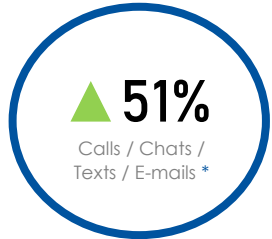


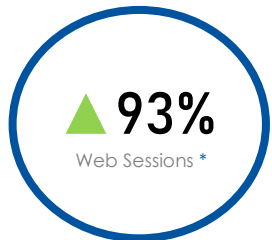
211 Central | Durham Region Frontline Report | Oct 23-Nov 5, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. 211Ontario.ca GTA Web Sessions.

System Impact



15%



Community Information

13%



Family Services

12%



Health

11%



Income Support

11%



Mental Health Support

Service Navigator Reflections



Food Banks/Grocery Delivery



Seniors Facing Loneliness



Mental Health Crisis Lines



COVID-19 Restrictions

How You Can Help



ADD 211 TO YOUR WEBSITES

► Click [here](#) to access the 211 Central Widget for your website. This will encourage your site visitors to search Durham.211Central.ca for community service information and to contact us if they can't find what they're looking for.



AGENCY RECORD UPDATES

► Click [here](#) to let 211 know about changes to services in response to COVID-19



SEARCH FOR SERVICES

► Visit Durham.211Central.ca



CALL, TEXT, CHAT, E-MAIL

► Dial 2-1-1 | 24/7

► Send an SMS to 21166

► 211Ontario.ca/chat

► gethelp@211Ontario.ca

Business Intelligence

211 data can be used to inform decision-making and investment in our communities

► To learn more about the needs identified in your community, visit Ontario 211's [public dashboard](#)

► Click [here](#) to view a map of 211 Durham Caller Needs, Caller Stories and week over week Snapshots

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