

211 Central | Peel Region Frontline Report | December 2021



Connections

1,108

Calls / Chats /
Texts / E-mails

72,046

Web Sessions

20%



Government
Information
Services

13%



Vaccine
Information

8%



Infectious
Disease
Specialty

7%



Food
Banks

6%



Crisis
Intervention
Helplines

On Our Radar...



Government Information Services
needs increasing since Dec 26



Christmas Programs a top
unmet need this month



Booster Vaccines / COVID Rapid
Tests



Community Meals a top
unmet need this month

*'On Our Radar' is comprised using multiple data sets and Service Navigator reflections.

System Impact

93%

Satisfied /
Very Satisfied

75%

Had Issues
Resolved

82%

Felt Better
Prepared

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
Central Caller Needs, Caller Stories
and week over week Snapshots

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 [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 [211Central.ca](#)



CALL, TEXT, CHAT, E-MAIL

► Dial 2-1-1 | 24/7

► Send an SMS to 211

► [211Ontario.ca/chat](#)

► gethelp@211Ontario.ca

Funded by the
Government of
Canada

