



When you don't know
where to turn.

211 Services in Ontario

Community Stroke Partners Expo

October 27th, 2021

John Hoyles
Executive Director
Community Navigation of Eastern Ontario

Make the Connection. Call 2-1-1

Free | Confidential | 24/7 | 150+ Languages | Live Answer

www.211Ontario.ca



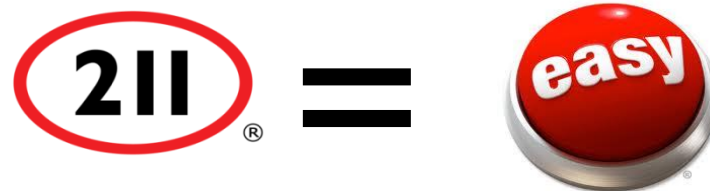
Who we are

- Community Navigation of Eastern Ontario
- French language services for the entire province
- 24 hours, 365 days of the year
- Integrated system



What is 211?

- Free information and referral (I&R) to the most comprehensive database of community, social, health and related government services in Ontario
- First point of access to human service resources throughout Ontario



Key Features of 211

- **Targeted, live, confidential help:** all 211 phone calls, chats, texts and emails are answered by certified Information and Referral specialists (not automated systems)
- **Free:** no cost to access information and referral services
- **Multilingual:** capable of serving in more than **150 languages**
- **Around-the-clock access:** available 24/7/365
- **Standards-driven:** all 211 centres must meet the quality assurance standards of the Alliance of Information and Referral Systems (AIRS)



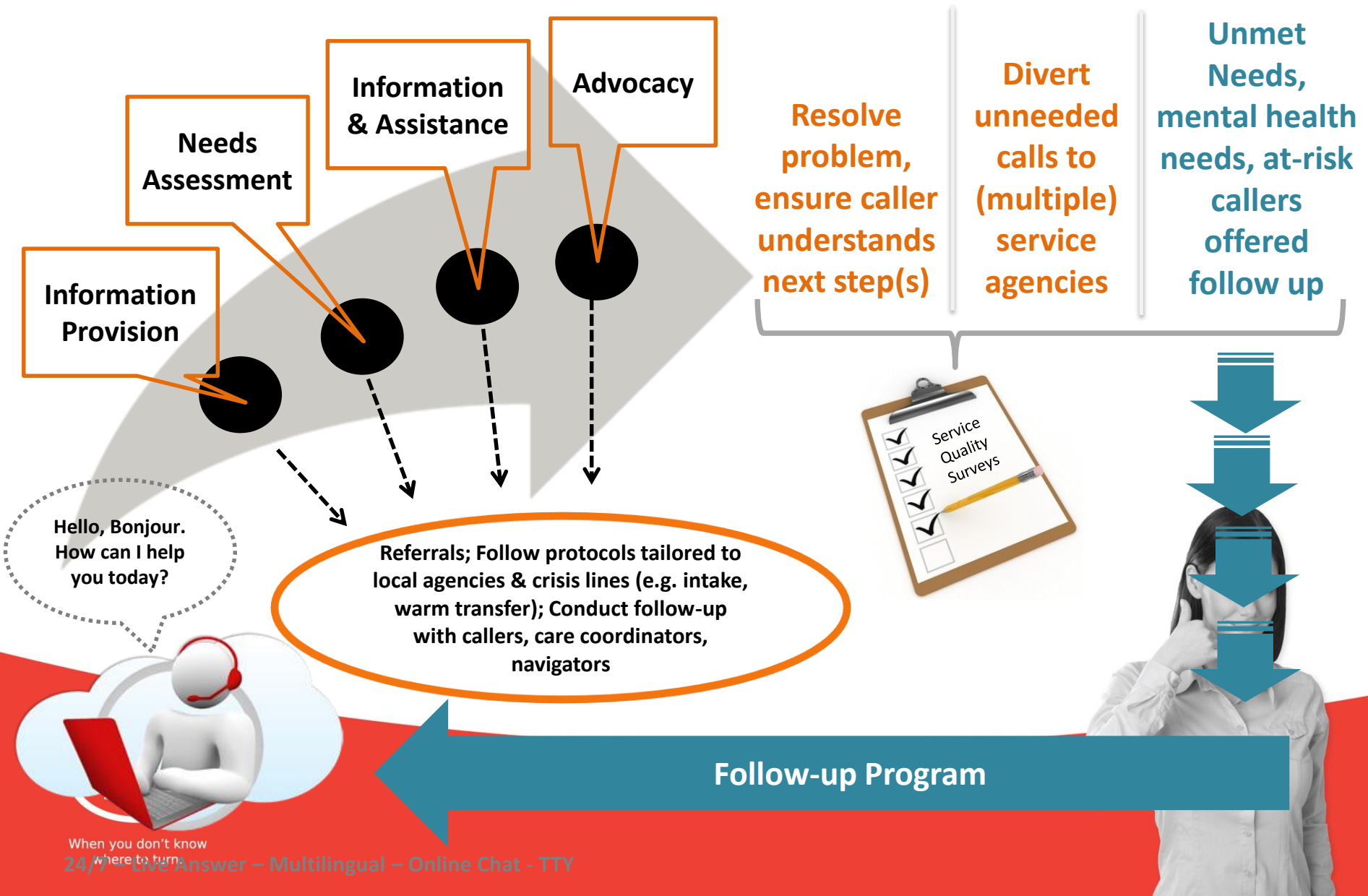
Professionally Accredited



Accreditation provides objective evidence of achievement across 28 standards, measured against 221 quality indicators.

SERVICE DELIVERY.....	1
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How we do it: Information & Referral





Database of resources: Eastern Ontario Portal <https://211easternontario.ca>

Community Navigation of Eastern Ontario
Navigation communautaire de l'Est ontarien

CNEO↑NCEO

Phone: 2-1-1 or 613-761-9076

Administration: 613-683-5400

Toll Free: 1-877-761-9076



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[DATABASE / RESOURCES](#)

[CONTACT CENTRE / REFERRAL](#)

[PARTNERSHIPS](#)

[FRANÇAIS](#)

Search our Database

Located Near

OR

Serving



Enter location

Select the closest town or city, or enter your postal code.

▼ Location List

Topic Search

OR

Keyword Search



Abuse / Assault



Community Programs



Disabilities



Emergency / Crisis



Employment / Training



Community Information Bulletin

- [News](#)
- [Employment & Volunteering](#)
- [Workshops & Professional Development](#)
- [Support Groups](#)
- [Health Information](#)
- [General Information](#)

211 Eastern Region – Ontario



Search



Message



Live Chat

Toll-Free Phone: 1-877-761-9076

TTY: 1-888-340-1001

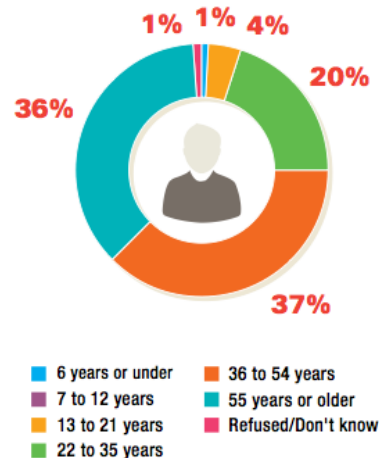
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Tracking Caller Needs

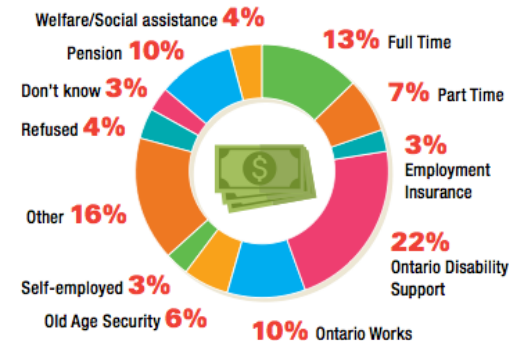
- Capturing the needs of callers as well as the needs that remain unmet after calling 211
- 211 also captures demographic information to make the best referral
- Information that can be shared with funders and planners to ensure that dollars are invested where they are most needed

Who calls 211?

Age of person needing assistance



Income of person needing assistance



211 Ontario Business Intelligence System



Date Range

1/1/2021

12/31/2021

Needs Identified

862

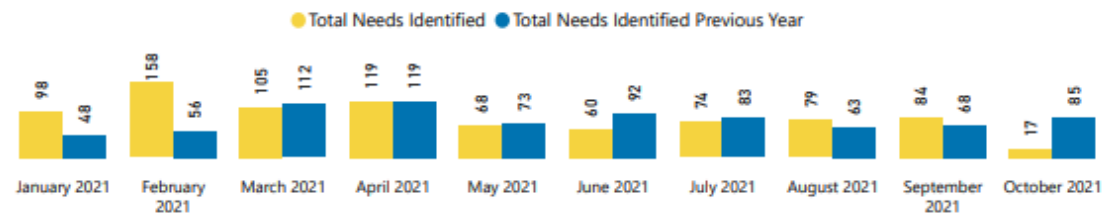
Last Refreshed: 10/18/2021 6:03:00 AM

Filters

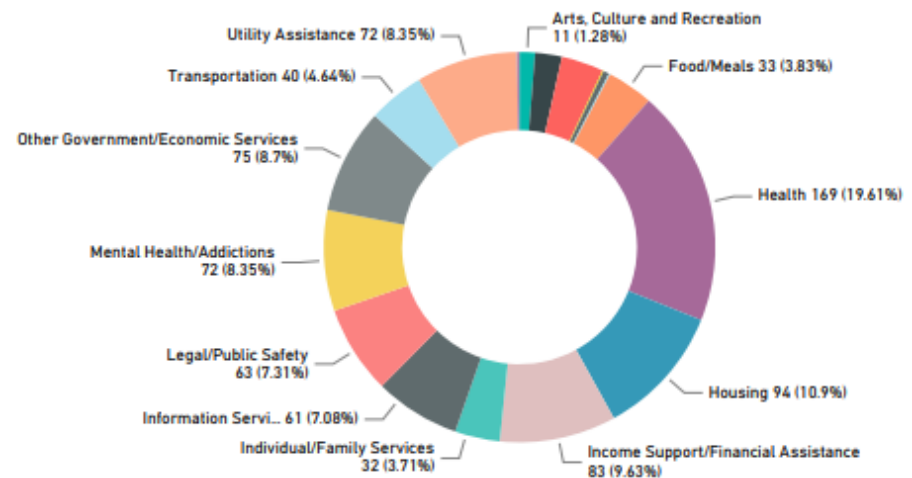
Total Needs Identified by Geography

Province	County/Region	Total Needs Identified
211 Region of	Leeds And Grenville	517
County/Region	Lanark	345
City	Total	862
Community		
211 Team		
Contact Method		
Age		
Gender		
Language		

Needs Identified



Total Needs Identified by Category



211 Ontario Business Intelligence System



Date Range

1/1/2021

12/31/2021

Unmet Needs Identified

36



Filters

Province

211 Region of the

County/Region

City

Community

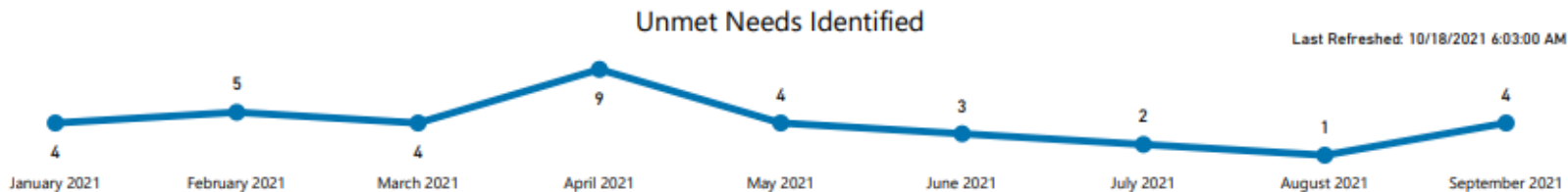
211 Team

Contact Method

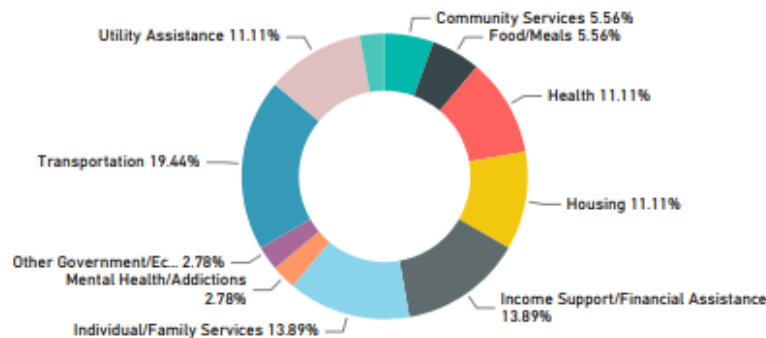
Age

Gender

Language



Total Unmet Needs by Category



Total Unmet Needs by Geography

County/Region	Total Needs Identified
Leeds And Grenville	24
Lanark	12
Total	36

Questions?

John Hoyles
Executive Director
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Or: visit the 211 booth from
1:45 pm-2:30 pm



When you don't know
where to turn.

