

Dial 211

Connecting you to a full range of non-emergency community, social, government & health services information.

- Emotional Health
- Financial Issues
- Family Recreation Programs
- Coping with Disabilities
- Death & Bereavement
- Employment Skills
- Citizenship
- Parenting & Child Care
- Support for Seniors
- Sexuality
- & more...

UNTANGLE LIFE'S CHALLENGES

TO FIND INFORMATION ON
COMMUNITY AND SOCIAL SERVICES
IN COCHRANE AND AREA CALL 211

- FREE • CONFIDENTIAL
- MULTILINGUAL • 24 HOURS



COMMUNITY CONNECTION

www.cochrane.ca



211



To order copies of this brochure, call 211.

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What is 211?

211 is a three-digit non-emergency telephone number that connects callers to a full range of community, social, government and health services information in Cochrane and area. Certified Information & Referral Specialists answer 211 calls 24 hours a day, seven days a week. 211 is free, confidential and multilingual (150 languages).

211

Why call 211?

211 for Cochrane and area supports the existing work being done by Cochrane FCSS and other local service providers, filling in the gaps by offering 24-hour service and an alternate choice for residents who may not feel comfortable asking for help locally.

Sometimes, it's hard to know where to start looking, or even what's available. Talking to a trained specialist makes it easier to find information, identify options, and deal with problems.

Who is involved in 211 for Cochrane and area?

The Town of Cochrane, The Municipal District of Rocky View, The City of Calgary, Distress Centre Calgary and United Way of Calgary and Area have been working together with the support of the Calgary Bow Region Community Partnership Enhancement Fund and local social service organizations since June 2006 to make 211 available to residents of Cochrane and area.



Who benefits from 211?

Everyone benefits — from individuals, families and professionals to community agencies and people facing barriers due to language, poverty or personal difficulty. Just a few examples:

- A son seeking transportation for his aging parents
- A senior seeking home-care support
- A laid-off employee wanting to find out about employment insurance
- A teenager attempting to deal with school or social issues
- A family searching for child-care services in the community
- A mother wondering where she can enroll her daughter in soccer
- A recent immigrant looking for help getting settled in Cochrane.

How is 211 different from 411 and 911?

211 – Connects people to the full range of community, social, government and health services information available in Cochrane and area (more than 160 services)

411 - Telephone directory listings

911 - Emergency number for medical, fire and police assistance

Where else is 211 available?

Across Canada, 211 is also operational in Calgary, Edmonton, Toronto, the Niagara Region and Simcoe County. Many other cities and regions are planning 211 services. The goal is to eventually make 211 available throughout North America.