

Got Questions? Get Answers.



COMMUNITY CONNECTION

Got Questions? Get Answers.

Dial 211 to Get Connected to the Community Services You Need.

What is 211?

211 is a three-digit 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 multi-lingual (150 languages).

When did 211 originate?

In 1997, Atlanta Georgia became the first community to introduce a 211 service. In 2002, Toronto became the first Canadian community to launch a 211 service.

Why call 211?

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

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 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



How is 211 different from 411 and 911?

211 is an easy-to-remember telephone number that connects people to the full range of non-emergency community, social, government and health services information available in Cochrane and area. 411 provides access to telephone directory listings, while 911 is an emergency number for medical, fire and police emergencies.

Where else is 211 available?

Across Canada, 211 is operational in Edmonton, Calgary, Toronto, the Niagara Region and Simcoe County. Cities still in the planning stages of implementing 211 include Vancouver, Winnipeg, Thunder Bay, Windsor, Simcoe County, York Region, Kingston, Ottawa, Hamilton and Halifax. In the United States, 137 systems in 26 states offer 211. The goal is to eventually make 211 available throughout North America.

Why is United Way of Calgary and Area supporting 211?

United Way of Calgary and Area helps find solutions to community problems and funds a network of social and health service agencies across the city. 211 complements United Way's role as a community impact organization by helping people connect to the services they need. In addition, it supports United Way's vision for a strong, healthy community with access to a strong network of services.

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 expand the 211 information and referral service to include Cochrane and area.



211 is available 24 hours a day, seven days a week.