

## 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...



COMMUNITY CONNECTION

[www.211calgary.ca](http://www.211calgary.ca)

# UNTANGLE LIFE'S CHALLENGES

TO FIND INFORMATION ON  
COMMUNITY AND SOCIAL SERVICES  
IN CALGARY CALL 211

- FREE • CONFIDENTIAL
- MULTILINGUAL • 24 HOURS



To order copies of this brochure, call 211.

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**211**

## 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 service information in Calgary. 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?

Sometimes, it's hard to know where to start looking for the help you need, or even what resources are available in Calgary. Talking to a trained specialist makes it easier to find information, discover options and deal with the challenges life hands you.

## 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. Here are 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 trying 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 Calgary

## How is 211 different from 311, 411 and 911?

**211** – Information and referral service that connects people to the full range of community, social, government and health services programs available in Calgary

**311** – Customer service line for City of Calgary municipal services such as road repairs, garbage removal and building permits

**411** – Telephone directory listings

**911** – Emergency number for medical, fire and police assistance

If your situation is not an emergency, and you don't know where to call for the information you need, dial 211. A trained 211 staff member will assess your situation and help you find the best services and programs to provide assistance.



## Where else is 211 available?

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