



## WHAT YOU NEED TO KNOW ABOUT 211 IN CENTRAL ALBERTA

**211** is the source Canadians trust when seeking information and services to deal with many of life's challenges. 211's award-winning telephone help line (2-1-1) and website [www.ab.211.ca](http://www.ab.211.ca) provide a gateway to community, health, government and social services.

With so many programs and services delivered by non-profits and various government agencies, how is a person supposed to know where to turn? 211 is your community resource navigator... one point where everyone can go to find the help they need.

Our goal is to ensure every resident of Central Alberta has access to 211 phone service .

## 211 PHONE SERVICE FEATURES

- Free 24/7 Service for Residents
- Translators in 200+ Languages
- Highly Trained Referral Specialists
- 211 Online Database Resource

*When you don't know where to turn...  
Dial 2-1-1*

"My friend has a substance abuse problem. How can I help?"

"My mother lives in Edmonton and I'm trying to find housing and support for her."

"I am visually impaired, where can I find a job?"

"Since his father left, my 8-year-old son has been acting up. What can I do?"

"I have no money for food, what do I do?"



24/7 | Free | Confidential | Live Answer  
200+ Languages | Daily Online Chat

ANYONE CAN DIAL 2-1-1 WHEN THEY DON'T KNOW WHAT TO DO.

**SERVICES INCLUDE:**

- **Community Volunteer Tax Clinics:** Offering low-income residents help to file their taxes.
- **Financial support with Utility Bills:** Keeping heat on for families during the cold winter.
- **Holiday Toy Programs:** Helping all children experience the joys of the holiday season.
- **Holiday Meals and Gifts:** Combating hunger and isolation that winter and poverty can bring.
- **Out of the Cold Programs:** Providing hot meals and/or beds to the homeless and hungry.
- **Winter Coats, Socks and Boots:** Keeping everyone warm through the cold of winter.
- **Support for the Homeless:** Providing clothing, shelter, boots, sleeping bags and care kits.
- **Meals on Wheels and Transportation Assistance:** Helping seniors and the disabled eat well through the winter and make it to critical medical appointments in any weather.
- **Friendly Visits and Calls:** Keeping seniors connected and offering cheer during the holidays.
- **Recreation Opportunities:** Offering ways to make friends, get active and reduce isolation.
- **Mental Health Programs:** Connecting people to distress lines, crisis programs, support groups, etc.



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