



Central East Ontario

2014 - YEAR END

211 is a free, 24/7 helpline that provides information, assistance and referrals so people can access the services they need in their community

During 2014:

56,000 - calls, chats, emails & walk-ins

26,900 - referrals made to organizations

452 - callers received follow-up calls

36 - callers transferred to crisis/distress lines

19 - callers received interpretation services

16 - callers requested advocacy support



- #1 Financial Assistance
- #2 Utilities & Housing
- #3 Health Services
- #4 Legal Services
- #5 Home Supports
- #6 Provincial Government
- #7 Mental Health/Addictions
- #8 Food Programs
- #9 Transportation
- #10 Federal Government

Central East Caller Needs

A Caller's Story – A homeless male adult in Owen Sound called 211 seeking help to buy a bus ticket to Midland. He was staying at a shelter in Owen Sound, had secured an apartment in Midland but could not afford the bus ticket to get there. 211's Information Specialist connected the caller with an organization that could help with a bus ticket. The next day the caller called back to 211 to say he now had a bus ticket, but was looking for free lunch programs in Owen Sound and also where could he get food assistance when he arrived in Midland. The caller was provided referrals to free lunch programs in Owen Sound and the food bank Midland. The caller was reminded that once he was in Midland, he could still call 211 for help. The caller was thankful for all the help 211 provided.

Contacts by County in Central East Region

Simcoe	33,415	Haliburton	264	Huron	810
Muskoka	1,812	Kawartha Lakes	1,147	Perth	1,224
Bruce	3,458	Peterborough	1,938	Parry Sound	471
Grey	9,134	Northumberland	1,161	Outside Region	1,166

Community Connection is one of seven regional organizations that provide the awarding winning, province-wide service for 211 Ontario. Community Connection serves the Central East Region which includes Perth, Huron, Bruce, Grey, Simcoe, Muskoka, Parry Sound, Haliburton, Kawartha Lakes, Peterborough and Northumberland Counties.



Make the Connection. Call 2-1-1

Free | Confidential | 24/7 | 150+ Languages | Live Answer  
www.211Ontario.ca | TTY: 1.888.340.1001

When you don't know where to turn.

