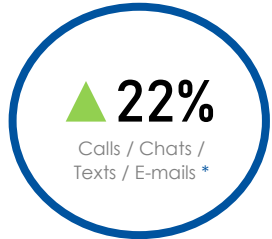


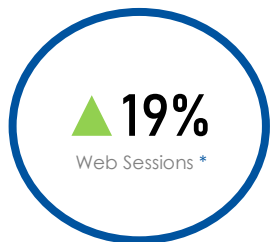
211 Central | City of Toronto COVID-19 Report | July 3-July 16, 2020



Connections

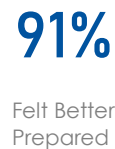


* Increase over same period in 2019.



* Increase over same period in 2019. Overall web sessions during COVID-19 up by 49%.

System Impact



19%



Community
Information

11%



Health

10%



Mental Health
Support

9%



Government
Services

9%



Housing
Assistance

Service Navigator Reflections



Stage 3 Regions & Rules



Free Masks/Face Coverings



Access to Air Conditioners



COVID Non-Compliance

Business Intelligence

211 data can be used to inform decision-making and investment in our communities

► To learn more about the needs identified in your community, visit Ontario 211's [public dashboard](#)

► Click [here](#) to view a map of 211 Central Caller Needs, Caller Stories and week over week Snapshots

How You Can Help



ADD 211 TO YOUR WEBSITES

► Click [here](#) to access the 211 Central Widget for your website. This will encourage your site visitors to search [211Central.ca](#) for community service information and to contact us if they can't find what they're looking for.



AGENCY RECORD UPDATES

► Click [here](#) to let 211 know about changes to services in response to COVID-19



SEARCH FOR SERVICES

► Visit [211Central.ca](#)



CALL, TEXT, CHAT, E-MAIL

► Dial 2-1-1 | 24/7

► Send an SMS to 21166

► [211Ontario.ca/chat](#)

► gethelp@211Ontario.ca

