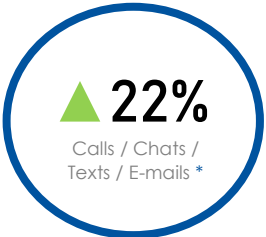


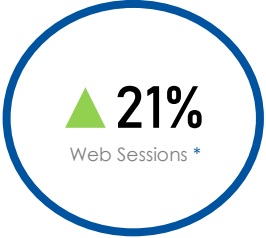
211 Central | City of Toronto COVID-19 Report | July 31-Aug 13, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. Overall web sessions during COVID-19 up by 44%.



Service Navigator Reflections



System Impact



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

211 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