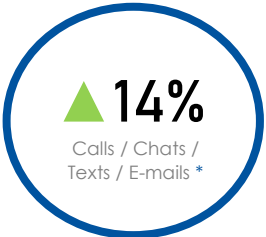


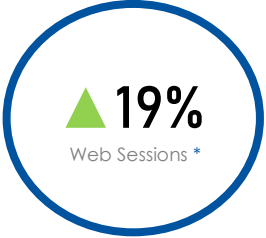
# 211 Central | Durham Region COVID-19 Report | July 3–July 16, 2020



## Connections

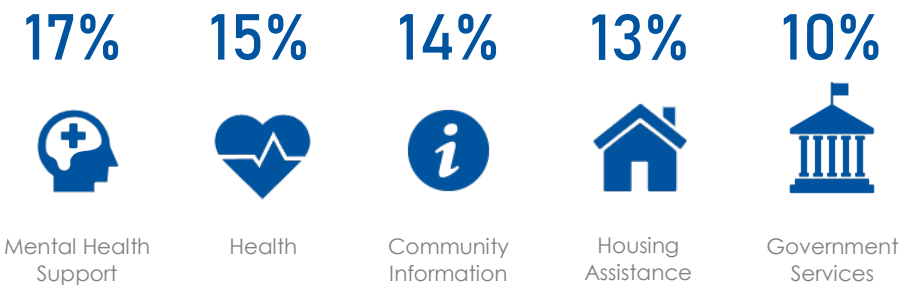


\* Increase over same period in 2019.



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

## System Impact



## 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](mailto:gethelp@211Ontario.ca)

