

211 Central | Durham Region COVID-19 Report | May 1-May 7, 2020



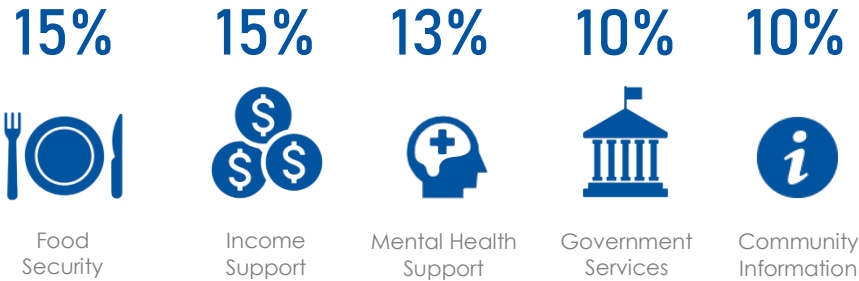
Connections



* Increase over same period in 2019.



* Decrease over same period in 2019. Overall web sessions during COVID-19 up by 16%



Service Navigator Reflections



How You Can Help

- AGENCY RECORD UPDATES**
 - ▶ To let 211 know about changes to services in response to COVID-19, visit: 211Ontario.ca/tell-211-about-changes-in-services/
- 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

System Impact



* Feelings of 'better prepared' have declined since the beginning of the COVID-19 Pandemic and may be the result of a number of underlying factors, including increased stress, lack of available services and self-isolation

Business Intelligence

- 211 data can be used to inform decision-making and investment in our communities**
 - ▶ Click here to view a map of 211 Central caller needs (**COMING SOON**)
- ▶ To learn more about the needs identified in your community, visit Ontario 211's [public dashboard](#)
- ▶ To view Regional COVID-19 week over week Snapshots, visit 211Central.ca/COVID19Snapshots

