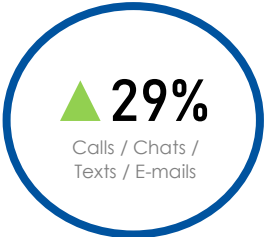


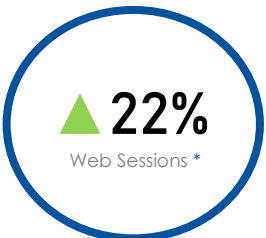
# 211 Central | Durham Region COVID-19 Report | May 15-May 21, 2020



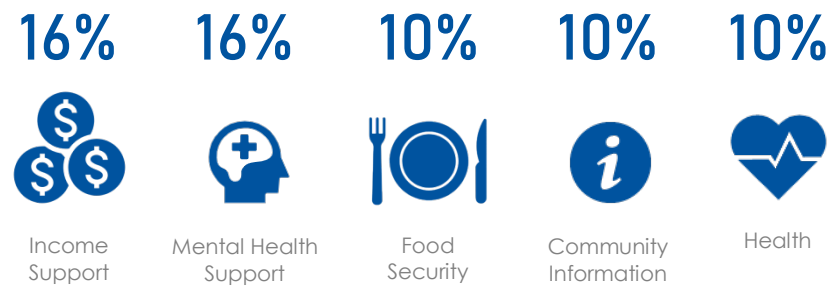
## Connections



\*Increase over same period in 2019.



\*Increase over same period in 2019. Overall web sessions during COVID-19 up by 66%.



## 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/](https://211Ontario.ca/tell-211-about-changes-in-services/)
- SEARCH FOR SERVICES**
  - ▶ Visit [211Central.ca](https://211Central.ca)
- CALL, TEXT, CHAT, E-MAIL**
  - ▶ Dial 2-1-1 | 24/7
  - ▶ Send an SMS to 21166
  - ▶ [211Ontario.ca/chat](https://211Ontario.ca/chat)
  - ▶ [gethelp@211Ontario.ca](mailto:gethelp@211Ontario.ca)

## System Impact



## 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
- ▶ 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](https://211Central.ca/COVID19Snapshots)