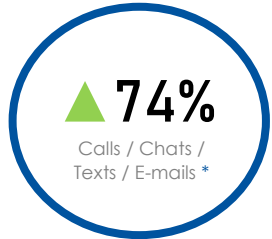


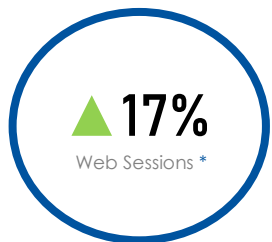
211 Central | Peel Region COVID-19 Report | July 17–July 30, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. Overall web sessions during COVID-19 up by 46%.

System Impact

94%

Satisfied / Very Satisfied

91%

Had Issues Resolved

91%

Felt Better Prepared

15%



Community Information

14%



Health

14%



Housing Assistance

13%



Government Services

9%



Mental Health Support

Service Navigator Reflections



Stage 3 Regions & Rules



Mask/Face Covering Bylaws



Tax Filing Help for Seniors



Fear of Eviction

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

