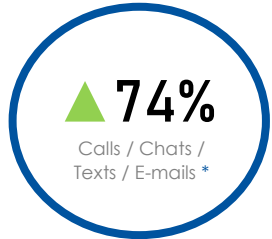


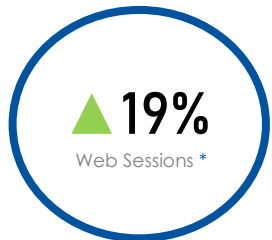
# 211 Central | Peel Region COVID-19 Report | July 3-July 16, 2020



## Connections



\* Increase over same period in 2019.



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

## System Impact



**20%**



Community Information

**15%**



Health

**13%**



Government Services

**9%**



Housing Assistance

**7%**



Mental Health Support

## 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)

