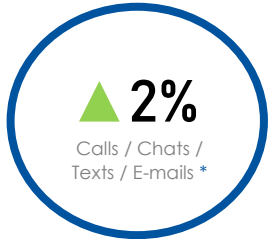


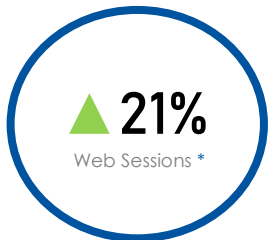
211 Central | York Region COVID-19 Report | July 31-Aug 13, 2020



Connections



* Increase over same period in 2019.



* Increase over same period in 2019. Overall web sessions during COVID-19 up by 44%.

System Impact



Service Navigator Reflections



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

211 **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

