

## 211 CENTRAL FACT SHEET

### What is 2-1-1?

211 is a free service that connects individuals and families with the complete range of government, health, community and social services in their communities.

### 211 Central Quick Facts:

- 211 can be accessed by:
  - Phone (Call 2-1-1 / Toll-Free Number: 1-877-330-3213 / TTY: 1-888-340-1001)
  - Online (Search [211Central.ca](#) for Toronto, Peel and York Regions / [Durham.211Central.ca](#) for Durham Region / [211Ontario.ca](#) for province-wide / [211.ca](#) for nation-wide)
  - Text (Send an SMS to 21166 / Monday-Friday | 7am-9pm EST)
  - Live Chat ([211Ontario.ca/chat](#) / Monday-Friday | 7am-9pm EST)
  - E-mail ([gethelp@211Ontario.ca](mailto:gethelp@211Ontario.ca) / Monday-Friday | 7am-9pm EST)
- 211 is free, confidential and available 24/7 (even on holidays) in 150+ languages
- When you dial 2-1-1, the line is answered by certified Service Navigators who will help you navigate the complexities of the human services system quickly and easily
- Contact 2-1-1 for information and referral to:
  - Health Services & Mental Health Supports
  - Income Support & Financial Assistance
  - Food Banks & Meal Programs
  - Housing Help
  - Seniors Support Services
  - [and more...](#)

Next time you are facing a non-emergency situation or are seeking community help and don't know where to turn, remember to contact 211! Help starts here.