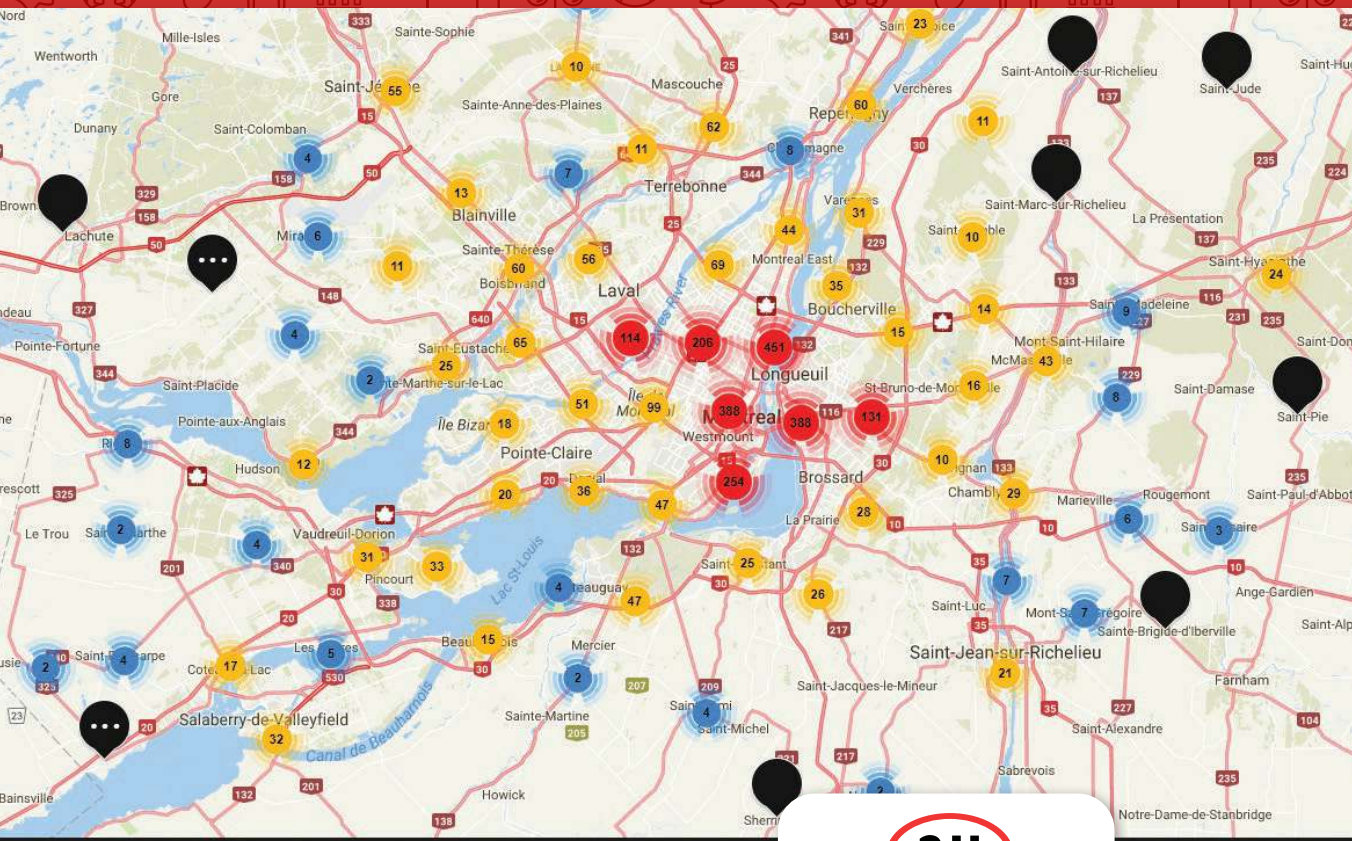


RESOURCES near your home



To help people find local
**socio-community
resources**



We are here
for you

A wealth of
information
for a vast
public

211qc.ca



By telephone
2-1-1
7 days per week,
including holidays.
8:00 a.m to 6:00 p.m



website
211qc.ca



MANAGED BY:

 **INFORMATION
AND REFERRAL
CENTRE OF GREATER
MONTRÉAL**

A WEALTH OF INFORMATION for a vast public

For the population at large

But particularly for a vulnerable clientele: families on a low income, caregivers, seniors, handicapped people, immigrants, etc.

Very useful for socio-community counsellors and social workers.

A social analysis tool for cities, thanks to statistics that can shed the light on met and un-met needs.

211 responds to several types of requests



Seniors



Food



Material assistance and housing



Employment and income



Youth and families



Mental Health and addiction

And all other social needs



Telephone SERVICE

Multilingual help
(200 languages)



Average length of calls:
5 minutes

Standard call

- › Listening and pin-pointing specific needs with a counsellor
- › Geo-located research for organizations
- › Referral to 3 organizations (if possible) able to meet the person's need

Website



- › Bilingual website classifying more than 5000 geo-located organizations
- › Annual information up-dates by certified counsellors in collaboration with the organizations
- › Research by name, acronym, services, categories or keywords
- › Accessible to people with a handicap

Social ANALYSIS

- › Statistics collected from requests received by 211
- › Profile of callers: language, gender, age, neighbourhood
- › Nature of requests: met and un-met needs
- › Organizations referred by 211

211 is already IMPLEMENTED:

› In over one hundred municipalities: **Montréal, Laval**, in **Montréal, Laurentides, Lanaudière**. The 211 service is accessible to almost 50% of the population of Québec.

Most major Canadian cities are covered by 211

211 is present in 7 provinces and 1 territory



To quickly find resources!



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