

# 211 Alberta

## Key Information



### What Is 211 Alberta?

**211 Alberta (ab.211.ca)** is an essential service that helps Albertans find the right resource or service for whatever issue they need help with, at the right time.

211 is a helpline and online database of Alberta's community, social, government, and health services.

211 is available 24 / 7 / 365 by phone, text, web chat, and web search.

The service is free, confidential, and available in over 170 languages over the phone.

211 is answered and updated by highly trained Community Resource Specialists (CRS).

On a national level, 211 connects people to the right information and services, strengthens Canada's health and human services, and helps Canadians to become more engaged with their communities.

### 211 Alberta's Vision

**The vision for 211 Alberta is to have a comprehensive Information and Referral system accessible to all Albertans.**

**What this means for individuals** – or their family members, neighbours, friends, and colleagues – who are looking for help, is that 211 is a number they know and trust to provide effective, timely and appropriate information and referrals to community resources.

**For community and government agencies,** 211 facilitates the effectiveness of front-line delivery of community services, links current and available support to front line service providers and facilitates direct interface with clients.

**For emergency responders and emergency managers,** 211 provides an essential communication and organizational channel for government during emergencies and is an effective crisis mitigation resource. 211 mobilizes and links available resources to emergency preparedness and recovery plans.

**For government planners and other decision-makers,** 211 data collected from online searches and calls on community and government resources are available in real time to facilitate community and regional social planning that is responsive to local needs in a timely manner to make effective use of available resources.

## 211 Alberta is delivered in partnership by the following organizations:

[United Way of the Alberta Capital Region](http://www.myunitedway.ca) ([www.myunitedway.ca](http://www.myunitedway.ca))

United Way of the Alberta Capital Region takes a systems-wide approach to collaborate and deliver local programs and services that address multiple facets of community well-being.

[Canadian Mental Health Association – Edmonton Region](http://edmonton.cmha.ca) ([edmonton.cmha.ca](http://edmonton.cmha.ca))

211 Alberta – Edmonton and Area is operated by the Canadian Mental Health Association – Edmonton Region. 211 Edmonton responds to contacts from the **northern regions** of Alberta.

[Distress Centre Calgary](http://distresscentre.com) ([distresscentre.com](http://distresscentre.com))

211 Alberta – Calgary and Area is operated by Distress Centre Calgary. 211 Calgary responds to contacts from the **central and southern regions** of Alberta.

## Contact 211 Alberta

### Need help?

211 can connect you with programs and resources. You can reach 211 anytime 24 / 7 / 365:

- Call 2-1-1
- Text INFO to 211
- [Live Chat](http://ab.211.ca/chat) ([ab.211.ca/chat](http://ab.211.ca/chat))
- [Web Search](http://ab.211.ca) ([ab.211.ca](http://ab.211.ca))

Speak a language other than English? Tele interpretation services are available in over 170 languages.

## New Listings

To learn more about our database listing criteria, please read our [listing policy](https://ab.211.ca/terms-of-use/#listing-policy) (<https://ab.211.ca/terms-of-use/#listing-policy>).

To suggest a new listing, please use our [suggest a new listing form](http://ab.211.ca/newlisting) ([ab.211.ca/newlisting](http://ab.211.ca/newlisting)).

## Inquiries

To contact us via email, including media inquiries, please use our [contact form](http://ab.211.ca/question) ([ab.211.ca/question](http://ab.211.ca/question)).

Email inquiries are answered during regular business hours only.



When you don't know where to turn.



FREE | CONFIDENTIAL | AVAILABLE 24/7 | 170+ LANGUAGES

## WHAT IS 211?

211 is an easy-to-remember, 3-digit, non-emergency number that connects Albertans to a full range of community, government, social and health services.

## HOW CAN 211 HELP?

At 211, you'll reach a real person who knows it's not easy to ask for help - a trained community resource specialist who will listen carefully and ask questions to find services that match your needs.

Hello, how can I help you today?



I'm a father looking for play therapy for my young daughter



I'm a recent immigrant looking for help getting settled

I'm a teenager looking for a place to stay



I'm a senior looking for transportation

I'm a front-line worker helping someone with complex needs



I'm a decision-maker looking for data on community needs and gaps in services

