



### What 211 Alberta Provides During the COVID-19 Response

- 211 connects Albertans to a full range of community, government, social and health services 24/7 via phone, text and chat. It's free, confidential and available in over 170 languages.
  - Text and online chat services are available province-wide.
  - Phone service is available to over 60% of Albertans:
    - Calgary and Area
    - Edmonton and Area
    - Red Deer and Area
    - Regional Municipality of Wood Buffalo
    - Yellowhead County
    - Mountainview County
    - Banff/Bow Valley Region
  - To reach 211, dial 2-1-1, text INFO to 211 or visit [www.ab.211.ca](http://www.ab.211.ca) and click "live chat."
- 211 cannot provide medical advice. For up-to-date information about COVID-19, visit [alberta.ca/covid19](http://alberta.ca/covid19).
- Many services in Alberta are changing rapidly in response to COVID-19.
  - 211 will provide ongoing updates about services related to COVID-19 through a Google Sheets document available on the 211 website. This Google Sheets document is updated by 211's Community Resource Database Team 7 days a week.
  - When Albertans contact 211, they'll reach a Community Resource Specialist, who will work with them to see what community services are currently available.
- 211 will provide daily data updates about the contacts it receives related to COVID-19, and the needs of Albertans during this time, as well as a weekly data update with more detailed information.