

When you don't know
where to turn.™



Quand tu ne sais pas
vers qui te tourner.™

SUPPORTED BY | AVEC LE SOUTIEN DE



Community Information Centre of Ottawa

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Ottawa, Ontario K1G 1A4

INFO-Line/Ligne-INFO : 211 or/ou 613-241-4636

Administration : 613-683-5400

Fax/Télécopieur : 613-761-9077

Victims Week: Dial 2-1-1 to connect to victim support services

May 29 to June 4, 2016 is Victims and Survivors of Crime Week

About 211

Ontario residents can call 2-1-1 to connect to community, social, health and government services in Ontario. It is available 24/7/365, in more than 150 languages. 211 Ontario is funded by the Province of Ontario, individual municipalities, and local United Ways.

The [Community Information Centre of Ottawa](#) (CICO) is responsible for delivering 211 services in Eastern Ontario. The caller satisfaction surveys conducted throughout 2015 showed that 97% of 211 callers were satisfied of the service they received from 211 Eastern Ontario.

211 offers free promotional material that can be used to facilitate the referral process, and to promote the 211 service. Please use the following link if you would like to order 211 promotional materials: <http://211ontario.ca/webform/order-211-promotional-materials>

Victims Week

During Victims and Survivors of Crime Week ([#VictimsWeek](#)), 211 Eastern Ontario is raising awareness that victims of crime can dial 2-1-1 to connect to the community and health services that will help them through difficult times.

Ontario residents who are victims of crime can dial 2-1-1 to:

- **Connect to a support group or organization** (e.g., sexual assault centres, support groups, victim advocacy groups, victim services)
- **Find legal services and support** (Legal Aid, Victim and Witness Assistance Program)
- **Access the right kind of counselling for their situation**

211 information and referral specialists are trained to be attentive to callers' feelings, to assess their needs, and to refer to organizations that can help with their unique situation.

