

New! 211 Confidential Chat

One More Way 211 Is Making a Difference

"Help is just a click away" now means more than ever. 211 Alberta has introduced its new "Confidential Chat" service which is available to website users across the province. Simply visit the 211 Alberta website at ab.211.ca and choose the Confidential Chat link at the top of the screen.

The Online Chat service is available every day from noon to 8 pm and offers information and referrals for emergency food, shelter, clothing, crisis counseling, substance abuse issues, employment, financial and legal issues, physical and mental health needs, and more. Information and Referral Specialists who answer the 211 phone lines are on hand to share the same information in an online chat format.

Access to 211 information by chat will be a great help to people who are hard of hearing or speech impaired. Chat service offers them privacy compared with other types of communication. There is also no need to write down the information, since it will be displayed on the computer screen and can be cut and pasted directly into a word-processing document.

In addition to the new chat service, you can continue to search for information and services through the 211 Alberta website, and many communities in Central Alberta now have 211 phone service. 211 phone service continues to expand across the province and is currently available in the City of Red Deer, Red Deer County, Innisfail, Penhold, Delburne, Bowden, and Elnora. In 2017 the service will be expanded to communities in Mountain View County.

For more information on 211, visit ab.211.ca.