



**Nova Scotia<sup>®</sup>**

THE FRONT DOOR TO HELP  
**211 Nova Scotia**

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## About 211 Nova Scotia

- A not-for-profit association established in 2013 that provides navigational assistance for social and community services across Nova Scotia.
- Thousands of services provided by non-profits, community groups, and government departments.
- Funded by the Government of Nova Scotia, United Way, and revenue generated from partnerships and special projects.
- 211 services available across Canada.





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## **Why Does 211 Exist?**

- It can be difficult and frustrating to find the social or community services that you need.
- Most people are not aware of the full scope of existing resources.
- Information and programs change regularly, making it difficult for service providers to stay up-to-date.







## The 211NS Database

- **Food Support** (food banks, meal delivery, & low-cost food)
- **Violence Support** (abuse reporting, legal support & prevention)
- **Homelessness** (shelters, street outreach, & drop-in centres)
- **Resources for Older Adults** (home support & social activities)
- **2SLGBTQIA+** (counselling, recreation, & gender identity support)
- **Accessibility Resources** (assistive devices & support groups)
- **Housing Support** (home ownership & renovation support)
- **Health Care** (info, long term care, sexual health, prenatal care)





## Get Connected to Support

- **Employment/Training** (upgrading & help finding employment)
- **Legal/Advocacy** (legal services, human rights, & prevention)
- **Mental Health** (addiction support, crisis lines, & counselling)
- **Newcomer Support** (language programs & settlement services)
- **Pet Support** (food & expense assistance)
- **IPV Support** (transition houses & financial assistance)
- **Military Support** (support services for military, vets & families)
- **Crisis Support** (crisis lines & sexual assault treatment)





# Connect with 211 Nova Scotia



## **Call 211** **Toll-Free 1-855-466-4994**

Our phone lines are answered 24/7.  
Interpretation service is available in 240+ languages.



## **Text 211**

Available Monday to Friday, excluding holidays, from 9:00 am to 4:00 pm AT.



## **Live Chat**

Available Monday to Friday, excluding holidays, from 9:00 am to 4:00 pm AT.



## **Email [help@ns.211.ca](mailto:help@ns.211.ca)**

Emails are answered within 24 hours from Monday to Friday, excluding holidays.



## **Canada Video Relay Service**

Deaf, hard of hearing, or speech-impaired Canadians are connected with a sign language interpreter who provides real time interpretation for telephone calls.



## **Search [ns.211.ca](https://ns.211.ca)**

Search the publicly accessible database.





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## **Support for Service Providers**

- Complementary service to the hard work that many organizations are doing to provide services and support.
- Easing the burden of research and navigation so that service providers can focus on core responsibilities.
- Enables service providers to provide holistic care by connecting clients to additional supports to address layered and complex needs.
- Presentations and information materials are available free of charge.





# Thank You! Questions?

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