

bc211 is a **free, 24/7, confidential and multilingual service** that links people to **community, social and government resources for help, where and when they need it.**

This not-for-profit is a front door to programs and services and operates thanks to the generosity of United Way and its donors.

bc211: A critical resource

bc211 played a crucial role throughout the COVID-19 pandemic.

- 76% of Canadians say the pandemic has had an effect on their mental health
- 57% say it has caused them stress
- 55% say it has caused them anxiety
- 36% say it has caused depression¹

bc211 was there to help. There was a **276% year over year increase** in the number of times Canadians reached out to 211 in search of counselling, and a **194% increase** in the number of calls, text messages, emails, and webchats compared to the previous year. The number of inquiries related to **mental health increased by 222%**.

What happens when you contact bc211

It's free to access bc211 either by calling or texting 2-1-1 or visiting bc.211.ca. The service is available 24/7, 365 days a year.

Sometimes the biggest barrier to getting help is knowing where to start and how to navigate the system. When you contact bc211, a trained professional will answer, listen to your unique needs and connect you to services and supports near you.

"Wow! Thank you! I really have no words. It's so touching to see how much work you put in on behalf of my daughter and I...I immensely appreciate your efforts...I am confident that following your advice and expertise will put us upon a trajectory towards a brighter 2021." bc211 caller, December, 2020



¹United Way Centraide and 211 survey, 2021.