

Region launches new information service

When people are in need of community and social services, the last thing they need is to face the daunting task of finding out what services are available and how to obtain them. This is where a new initiative called 211 comes in.

Similar to the well known 411 and 911 services, 211 will provide easy access to community service information like social housing, services for seniors, and child care, to name a few, as well as recreational information and opportunities. It is a number that people will find easy to remember, even in stressful situations.

The use of 211 was approved by the CRTC (Canadian Radio-television Telecommunications Commission) for Community Information and Referral in Canada in August 2001. The 211 service will be rolled out across Canada according to the wishes and needs of individual communities with all adhering to common service delivery standards. Many communities, including Halton, are now working on plans to make this service available locally.

Halton Region has been an active member of the Halton 211 working committee. This group of dedicated organizations and individuals such as the Halton Information Providers is currently developing a business and financing model to ensure 211 is successful. Toronto expects

THE REGION REPORT



Joyce Savoline

to launch its 211 service in June 2002, and it is anticipated that 211 will be operational in Halton later this year.

You will be hearing more about the Halton 211 initiative as it unfolds. Providing improved access to government services is an important part of Halton's Strategic Plan, and I am pleased that we were able to contribute funding for the initial study through the Halton Healthy Community Fund.

We are proud to be working with the community to make this important service available here. In particular, I'd like to commend the Halton Information Providers such as the Halton Hills Community Support and Information for their leadership and dedication to this very important initiative.

—Joyce Savoline is the chair of Halton Region

Halton shows commitment to 'Blue' recycling program

Halton Region's recycling program received a \$62,500 boost last week, when regional councillors approved the purchase of 10,000 more Blue Boxes and 5,000 more Blue Bags.

The boxes/bags will be made available to new Halton residents, accompanied by information relating to waste collection schedules, recycling programs, composting, and waste reduction programs.



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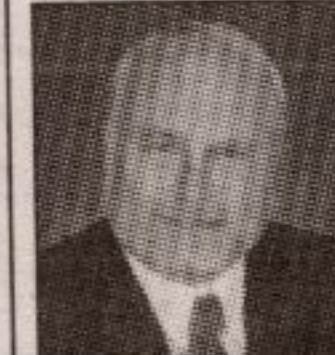
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