

211 Newfoundland & Labrador Frontline Report | Oct 15, 2020 – Oct 14, 2021

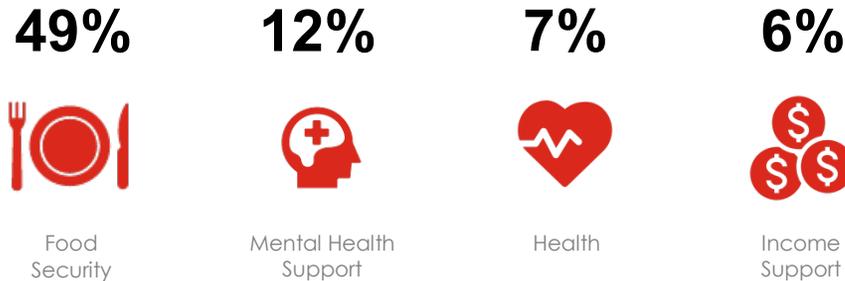


Connections



* Data updated Oct 10, 2021

Top 4 Needs Identified by Service Users



Service Quality Indicators

90% Satisfied / Very Satisfied

79% Had Issues Resolved

74% Felt Better Prepared

Service Navigator Reflections



Caller Story

► Complex needs often require explanations about the kinds of services available in addition to referrals to community agencies. Providing additional information about what's available and what callers can expect creates greater accessibility and ensures people can take advantage of the many programs available to them.

In July, a senior called 2-1-1 looking for a doctor that would do home visits because he was having mobility challenges. The 211 Service Navigator explained that since the onset of the pandemic, doctors have been running virtual online clinics and if the senior felt comfortable using the internet, he could access medical support in that way. The Navigator carefully walked the caller through the process of having an online medical appointment and confirmed that he had access to the required equipment and knew how to use it. The senior was comfortable and a referral to a virtual clinic was provided as well as information about provincially funded home care options to help with the activities of daily living that the senior was struggling with.

A few extra minutes combined with local knowledge of the services available can go a long way to supporting people to the right programs and services. This senior got the immediate support he needed and learned a new way to access medical help for the future.

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