



**ANYONE CAN FALL**

*Prevent it from happening to you*

## Using the 211 NB Helpline

When life changes bring about unexpected needs, the 211 NB helpline is there to assist you by connecting you to the full range of social, community, and government supports available. The goal of this service is to make it as easy as possible for you to find the help that you need, when you need it most, eliminating the added stress of navigating the myriad of supports available, so that you can focus on your wellbeing.

More than 100,000 users have already accessed the 211 NB service since its launch in October 2020. Simply dial 2-1-1 anytime to speak to a navigator or visit [nb.211.ca](http://nb.211.ca) to browse the listing of services and resources available in your area.



**FALLS ARE NOT A NORMAL PART OF AGING.**  
*Talk to your health care provider if you have had a fall.*



## 211 Service Navigators

The 211 helpline is always answered by a person. The certified community service navigators that answer the phones are trained to conduct a simple assessment with callers. This is done to help determine the programs and services that callers are eligible for, so they can find the help that they need for their unique situation. The 211 service is available 24 hours a day, seven days a week and in over 150 languages. It is also available to people who are deaf, deafened, or hard of hearing via TTY. It is also available to people who are deaf, deafened, or hard of hearing via TTY and Canada video relay service (see [srvcanadavrs.ca](http://srvcanadavrs.ca) for details).

## Connecting with Available Support

This free and confidential service for non-emergencies can connect callers to resources such as home care supports, home modification resources, financial aid, personal support workers, disability supports, programs for seniors, access to food, assistive technology, diabetic supplies, and more.

*In an emergency, call 9-1-1 immediately. An emergency is any situation that requires immediate assistance from the police, fire department or paramedics.*

## Testimonials

*“I decided to call 211 because my husband had developed some mobility issues. After asking some questions about our specific needs, as well as our income, the navigator found a program for low-income individuals who need home rehabilitation and was able to explain to me how to apply for this program. I was grateful for the useful information. I even told the navigator that I would get in touch with the program right away.”*

*“As a 211 navigator, I remember that I received a call from an older adult who needed to renew her Medicare card, and to contact the Canada Pension Plan (CPP) with some questions. Through the conversation, it became clear that she also wanted some information about getting free diabetic supplies. By asking some questions, I was able to clarify what she was eligible for, so that I could provide her with the right referrals. After getting the caller’s consent, I was able to contact the Department of Social Development to inquire about funding for the free diabetic supplies. The caller was very thankful for this information and for being able to address multiple needs in one call.”*

SCAN for the website

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For more information, look for the **Additional Resources for Older Adults** on the Finding Balance NB website at [www.FindingBalanceNB.ca](http://www.FindingBalanceNB.ca)

