



PLANNING & DEVELOPMENT SERVICES DEPARTMENT

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NEWS RELEASE

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For Immediate Release

County Partners with 211 Ontario for Information During Emergencies

Wyoming, ON – Lambton County residents seeking information during a major emergency will now have an additional resource at their disposal. The County of Lambton has partnered with 211 Ontario for that agency to answer telephone calls from residents seeking answers to urgent questions.

211 Ontario operates 24 hours a day, every day of the year, providing service in 175 languages. The agency has been providing information about community and social services to Lambton County residents since 2011. On a day-to-day basis, residents can call 211 to find out about a wide variety of community services such as child care, employment services, financial assistance, government program and services for seniors. During times of emergency, 211 will provide specific and authoritative information that will help residents cope with and recover from an emergency.

"Calling 211 during times of emergency will provide residents with accurate information and instructions from municipal and emergency officials," says Mark Wetering, Emergency Management Coordinator, County of Lambton. "It's hoped that the public will be less inclined to call 911 looking for information, thereby keeping 911 lines open for those calling for assistance, or reporting an emergency."

211 is not a public notification system or news tip line. It is activated during an emergency by a local municipality or the County. Residents will be advised through the local news media, as well as other sources, that calling 211 is an additional means available to them to obtain official information and instructions.

Examples of when 211 might be activated include:

- Following a large-scale disaster that requires a response from either the County or local municipality (i.e. the Hwy. 402 Snowstorm Emergency, 2011 Lambton tornado, Superstorm Sandy power outages);
- During a large-scale evacuation following a disaster;
- When emergency shelters are opened for residents because of a disaster;
- Following a tornado causing major damage to communities and infrastructure;
- During a drinking water advisory;
- Following a widespread power outage during extremely hot or cold temperatures when emergency shelters or warming or cooling centres are opened to the public;
- Following a disaster when volunteers or donations are needed.

...More

For more information about 211 Ontario services and the role of 211 during major local emergencies, please visit www.lambtononline.on.ca , or www.211ontario.ca , or call 519-845-0801, or toll free at 1-866-324-6912.

For more information about Lambton County, visit www.lambtononline.ca.

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