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**For Immediate Release**

# News Release

## 211 Launches in Edson, Hinton and Yellowhead County

**Edson, Alberta, December 16<sup>th</sup>, 2016** – A new service has been launched in the region to help connect people to important resources.

211 service was officially launched in the area earlier this week, meaning residents now have access to the 211 directory, 24 hours a day. Using **HEY211** is easy. Call from any phone line in the area, land or cellular, and connect with a live operator who is there to help you. Just dial 211, confirm you're a person by pressing one, and talk to the operator who will help you connect you to the resources you need right in your community.

If your immediate community doesn't have what you're looking for, our directory will offer services in neighbouring communities, bridging the gap and bringing all three communities' essential services into one convenient point of contact.

Also available through this new service is an anonymous chat service and an online directory. The service is accessible to teletype devices and offers support for many languages.

For more information, please contact Tanya Byers, 780-723-4403, [tanyab@edson.ca](mailto:tanyab@edson.ca)

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What is HEY 211? HEY211 represents a collaborative initiative by the municipalities of Hinton, Edson, and Yellowhead County to provide an all-in-one directory resource for important area services. At launch, the directory will include information on area services ranging from social supports to municipal services, with the potential to add more variety of information in the future. Dialing 211 anytime, from anywhere within the West Yellowhead, will connect users with a live agent who has access to the combined networks of our three communities. Also available online is a free anonymous chat service for those who just need someone to talk to.



**Hinton, Edson and Yellowhead County**<sup>®</sup>  
We Listen. We Connect.

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