



# Media Release

**For Immediate Release**

## **Yes, We Get Some Unusual Calls**

Having answered more than 40,000 calls for information over the past year and a half, 211 Niagara's information specialists have fielded some unusual requests, but they always try to help.

- One caller wanted to know the current temperature in Belgium
- Some callers have called asking for food recipes or other cooking information
- Others mistakenly believe Information Niagara prepares income tax returns for free – there is a small fee
- Students have called for information for their school projects. Our information & referral specialists may be able to help, but they won't do the project for them
- Many callers are surprised to hear a live voice when they call for information

Although 211 Niagara does receive unusual calls, we take all information requests very seriously - we help people every day. Some examples include:

- A woman called wanting to get some counseling for her son who has been fighting in school
- A man called asking for help because the Responsibility Office believes he owes child support
- A senior called wanting to know where she could get help paying her utility bills
- A woman's wallet was stolen-she needed to replace her identification and didn't know where to start
- A woman whose husband left her, needed information on financial and housing assistance

211 Niagara is the free 24-hour telephone number that provides access to information on community, health, government and social services in Niagara.

211 Niagara is a program of Information Niagara, a non-profit organization with a 30-year history of providing information in Niagara.

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