



May 9, 2016

Stéphane Cyr
Chief Administrative Officer
District of Clare
PO Box 458
Little Brook, NS
B0W 1Z0

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Dear Mr. Cyr,

On behalf of the Board, management and staff of the 211 Information and Referral Services Association, I am pleased to share our 2015 annual report with you. Please accept our thanks for the support of your municipality without which, 211 would not be a reality. During 2015, more than 100,000 people reached out to 211 and received navigational assistance in finding human, community and social services to meet their needs.

Our team is frequently left humbled by the kind thoughts and expressions of appreciation from people they've helped. We hope that the section titled "*Some of what we've heard...*" on pages 8 and 9 of the report demonstrates clearly that 211 is truly making a positive impact in the lives of Nova Scotians.

The 2015 year heralded strong growth in the awareness and use of 211. Based on comments from our staff and conversations we've had externally, there is certainly plenty of evidence to suggest that 211 is helping both elected officials and Municipal Staff in their work throughout the Province.

Our top priority is to ensure that people are aware of 211. We would be very grateful for your help in spreading the word so that more people are aware of and can use 211 to find the services they need. Our Director of Communications and Outreach, Ms. Suzy Teubner, is available at your convenience to discuss ways in which we can work together on this. Suzy can be reached by phone at 902-466-5723 or by email at steubner@ns.211.ca.

In closing, we look forward to working with you and your team on the many opportunities that lay before us, in terms of greater collaboration and partnership.

Sincerely,

A handwritten signature in blue ink that reads 'Ramsay Duff'.

Ramsay Duff
Chair, Board of Directors
211 Information and Referral Services Association