

211 Saskatchewan Data Inclusion and Exclusion Policy

Overview

211 Saskatchewan is a free, confidential information and referral service that enables the public to easily find social, community, health, and government services.

The data collection and maintenance on the human services database is carried out by 211 Saskatchewan staff. Maintaining and updating the information is a key priority.

Serving Area

211 Saskatchewan serves the geographic area that includes the entire province of Saskatchewan as well as the Alberta and Saskatchewan sides of the city of Lloydminster.

Principles

This document provides an overview of the principles upon which information is included or excluded from the 211 Saskatchewan database.

1. This document is intended to define the standard for the database contents and may not, at this point, reflect the actual contents of the database.
2. Commercial organizations will be added to the database when there is a need for these services that cannot be met by non-profit/government organizations. These organizations will be clearly identified as “for profit” entities. Examples of such organizations include pharmacies, registered psychologists in private practice, social workers in private practice, and those organizations that offer older adult non-subsidized housing such as retirement residences.
3. Only the provincially licensed Child Care and Personal Care Homes are included in the 211 Saskatchewan database whether or not they are for-profit or non-profit.
4. Organizations being added to the database need to meet general criteria to ensure their stability, formal structure, and credibility and may be tested regarding their organizational structure, funding, offices, and length of time in existence.
5. Where information is too detailed for adding to the 211 Saskatchewan database, a link to the appropriate web site will be included instead.
6. 211 Saskatchewan’s inclusion/exclusion criteria is regularly reviewed and updated to ensure it continues to meet the changing needs of the community.
7. Services must be offered under the auspices of an official business to ensure services are professionally and properly provided.
8. 211 Saskatchewan reserves the right to exclude from its database any organization that it has adequate reason to believe may spread hatred or have a philosophy that could be hurtful to the well-being of individuals, groups, or the community as a whole and that potential grounds for exclusion or removal from the database may include, but is not limited to, service non-delivery, fraud, misrepresentation, discrimination, criminal activities, or organizations that are not licensed in areas where licensing standards exist.
9. The amount of detail, the language used, and the presentation of the information about each organization included on the website are at the discretion of 211 Saskatchewan.
10. Inclusion of an organization does not imply endorsement by 211 Saskatchewan, its providers, or partners. Inclusion is considered a privilege, not a right. Omission from the database does not indicate disapproval of an organization.

The information below outlines the inclusion categories for the 211 Saskatchewan database:

Basic Needs

1. Crisis Services
2. Emergency Services
3. Disaster Services
4. Food Security
5. Homelessness

Community Support

1. Income Support
2. Credit Counselling Agencies
3. Transportation
4. Complaints and Consumer Protection
5. Employment Assistance
6. Education
7. General Community Services

Government and Legal

1. Government Services
2. Community Legal Services

Health

1. Addiction/Substance Abuse Services
2. Health Care
3. Mental Health Services

Specific Population Groups

1. First Nations, Métis, and Inuit Services and Information
2. Child and Family Services
3. Ethnic Communities
4. Newcomers and Settlement
5. Older Adults
6. Youth
7. Persons Experiencing a Disability
8. LGBT2IQ+
9. Veterans/Military