

# A person's journey through Intake Service



You can connect to our Intake Service by calling

# 1-855-922-1122

Monday to Friday, 8:30 a.m. to 4:30 p.m. (including all weekday holidays)  
(Tuesdays and Thursdays until 8:00 p.m.) Voicemail on weekends.

When you call, you will be directed to **select a health zone** based on where you live. When you press the number as directed you will be connected to an Intake Clinician in your local health zone.

You may hear a message that says the next available clinician will be with you shortly and you also will have the choice to leave a voice message asking for a call back.



You will be connected to one of our intake clinicians who will determine best treatment/care options for you. The call typically lasts for 30 to 60 minutes. As a result of your conversation with the intake clinician, together you will decide which route is the most helpful for your needs.

Those affected by mass casualty will be triaged to receive first appointment within 28 days.



## Community Resources and Supports

People often thrive in their own environments in their communities when additional supports are added.

Intake will support you to connect with community resources that are closest to you.

These resources and supports are **free**.



## Community-based Mental Health and Addictions services

This option will connect you to formal treatment in our program. All needs are assessed for treatment matching with the care pathways. This includes both **in person** and **virtual care**.

If there is an urgent need an appointment is scheduled within seven days and if it is an identified priority pathway within 28 days.

We also offer a more specialized tier of care for people experiencing severe and complex mental disorders including addictions.

Throughout your journey to wellness you may move between both a more community resource focused approach and a more formalized treatment plan.

