

## **REFERRAL PATHWAY:**

- Potential clients may refer themselves or be referred by community agencies, professionals, hospitals, their families or other concerned individuals
- All referrals will be assessed for appropriateness and persons will be offered services or directed to other appropriate services within the community
- Services offered may be group and/or individual depending on assessment of need and resources available
- Our Intake office will respond to requests for service, information, as well as emergent and urgent situations in the community

**Mental Health and Substance Use Intake:** Patients can call **250-832-4102**  
**Monday to Friday, 9 am to 4:30 pm**

*If a referred person has EAP through his/her employer - they will be re-directed to that service first*

## **SERVICES INCLUDE:**

### ***PSYCHIATRIC SERVICES: (age 19 & up)***

**All consultations with a psychiatrist require a referral from a family physician**

A team of psychiatrists provide:

- Collaborative services to family physicians in need of consultation, co-management or primary care for clients with moderate to severe psychiatric disorders.
- During the current COVID19 state of emergency – Psychiatrist On-Call is available for urgent cases

Family physicians will continue to assume primary responsibility for care, but illness severity will determine additional multidisciplinary needs and services we provide.

### ***Substance Use Counselling and Treatment Services:***

For youth (17-19yrs), adults and seniors who are struggling with substance misuse.

### ***Counselling and Treatment (SHORT-TERM ASSESSMENT/TREATMENT) (age 19 & up)***

Adults experiencing moderate to severe anxiety, depression, complex bereavement and severe adjustment problems. The program provides 8 – 12 sessions.

**The Shuswap Family Resource & Referral Centre** provides services for marital/family therapy, sexual abuse and adjustment disorder. Referrals can be faxed to their office at **250-832-2170**.

### ***Treatment, Support and Recovery (ADULT COMMUNITY SUPPORT SERVICES) (19 yrs. & up)***

Case Management Services are available for adults who have a serious and persistent mental illness (for example: schizophrenia, bipolar disorder, and chronic depression). This program provides longer term treatment, rehabilitation, case management, support services, medication management and access to residential care/supportive housing.

*Early Psychosis Intervention:* case management service individuals presenting with first episode psychosis (18.5 to 28 years old)

### ***Seniors Mental Health: (65 yrs. & up)***

Available to individuals 65 years of age and older who are experiencing complex mental health disorders and issues related to aging including complicated dementia with associated psychiatric or behavioural problems. This service provides specialized assessments, treatment, wellness groups, case management and psychosocial support and rehabilitation.

### ***Opioid Agonist Treatment (OAT Clinic)***

All referrals can be sent via **FAX: 250-803-4105 Ph: 250-833-4177**

The referrals will be processed within 1-2 business days