



DATE April 11, 2022

RE: Central Intake – North Okanagan, including Revelstoke and Salmon Arm – Home & Community Care for NEW clients

Interior Health is making it easier for NEW clients living in the North Okanagan region, including Revelstoke and Salmon Arm, to access the community healthcare resources they need, with the launch of a single-point of access, toll-free, Central Intake number.

Effective **Tuesday, April 26, 2022**, anyone seeking Home and Community Care programs can call **1-800-707-8550** to reach a Central Intake office where they will be connected to the appropriate service. (Press 2 for new clients and client inquiries, and then 7 for services in North Okanagan including Revelstoke and Salmon Arm).

Note: this service is for referrals for clients **new** to Home and Community Care. The referral process for clients known to Home and Community Care will remain the same.

Home and Community Care Programs Include:

- Care Management Services:
 - Community nursing, occupational therapy, physiotherapy, dietitian, social work, speech language and respiratory therapy
 - Home support for activities of daily living including personal care, special exercises, medication assistance and in-home respite
 - Adult day services
 - Eligibility assessment for funded assisted living and long-term care homes
- Community Palliative Services (nursing, social work and hospice care)
- Acquired Brain Injury Services
- HSCL

The Central Intake phone number will be available to both clinicians and the public. **Intake hours will be 7 days per week 8:00am – 7:00pm.**

There is also a new single **FAX number: 1-888-541-2239**

Note: The new numbers **do not replace** existing contact numbers for the Interior Health crisis line (1-888-353-2273), acute or emergency services, or 9-1-1.

For more information, please contact:

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