

# What to Expect When I Call the Client Services Centre

Reaching out for help can be difficult, we are here to support you.  
When you call 1-800-663-1142, available 24/7/365, you will be greeted by an automated message asking you to choose either English or French.

Once you have made your language selection, you will then be asked to select/press the number suiting your need:

- 1. Is this an emergency?** (choose this option if you are in immediate distress and need support immediately to be connected to one of our Crisis Management Team)
- 2. Do you wish to initiate a new service or open a new case?** (choose this option if it is **not** an emergency to be connected to our Intake Counsellors who will start a profile for you and determine your care path and next steps)
- 3. Is this about a recent request or an existing case?** (choose this option if you already have a profile and existing claim set up)

**You will be connected to speak with a Homewood Health Intake Counsellor, who, will ask basic, initial questions. Initial question examples:**

- What is your name?
- What is your date of birth?
- What is your organization?  
(this can also be your policy number, if applicable)

The Intake Counsellor will then explore your needs which will begin with going through risk and safety screening questions that may make you uncomfortable. These questions may or may not apply to you but are required safety standards and asked of everyone for best clinical care practices. Please know they are coming from a place of non-judgement.



## **Safety question examples:**

### **In the past week have you....**

- Had thoughts of ending your life or hurting yourself?
- Had thoughts of harming or hurting others?
- Had thoughts about your safety at home or in your relationship(s)?

### **In the past month have you...**

- Had trouble with your relationships and responsibilities (home, work, school, social) because of your drinking or drug use?

If you are calling on behalf of a minor, the Intake Counsellor may ask some additional questions to ensure the laws related to "consent for a minor" are fully complied. These questions may include but are not limited to the age, location and your relationship to the minor and custody arrangements (if applicable).

**Homewood Health Client Services Centre available 24 hours a day, 7 days a week, 365 days a year.**

**1-800-663-1142 | TTY: 1-888-384-1152**  
**1-866-398-9505 (Numéro sans frais - en français)**  
**International (Call Collect): 604-689-1717**

**HomewoodHealth.com**

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