

Date: February, 22, 2021

To: ZEOC Directors North, Edmonton, Central, Calgary, South

From: Sue Conroy, Senior Provincial Director, Provincial Clinical Programs
Elaine Finseth, Associate Chief Allied Health Officer, Health Professions Strategy and Practice
Isabel Henderson, Executive Director, Special Projects

RE: Rehabilitation Advice Line

REMINDER RE: REHABILITATION ADVICE LINE

The Rehabilitation Advice Line, 1-833-379-0563, is a service through Health Link that provides individualized self-management advice, education, resources and way-finding for callers recovering from COVID-19 and other rehabilitation concerns.

The line is staffed with occupational therapists and physiotherapists who provide evidence based resources and education on strategies to manage day to day activities, exercises and connecting callers to available rehabilitation services and community based organizations across the province.

Since January, there has been a significant increase in the number of post COVID-19 calls and the RAL clinicians have been addressing concerns such as sleep, energy conservation, return to work/school, mobility, balance, exercise and community re-engagement.

Albertans can access the Rehabilitation Advice Line directly at 1-833-379-0563 Monday to Friday from 9-5pm or through Health Link 811 during non-business hours to receive a call back from a rehabilitation provider. Callers requiring supports outside the scope of the Rehabilitation Advice Line can be linked to the Addiction & Mental Health Help Line, Dietitian Advice service, 211- Community and Social Supports among others.

Please call 1-833-379-0563 or visit www.ahs.ca/ral for more information.