Assessment or Complex psychiatric issues
The diagnosis of dementia requires the presence of both cognitive and functional decline and overlying of depression and other physical causes. Start by asking the patient how they are managing at home. Useful tools for assessment: MiniCog, MOCA, MMSE, IQ CODE, HABIC-MONITOR, Lawton Brody, BUDAS
When you are in doubt about a diagnosis, or when there is a high complexity of multiple diagnoses, consider consulting or referring to specialty clinics such as: Geriatric medicine, psychiatric medicine, or mental health clinics. For Assessment only refer to memory clinic. For long term follow up or consultation regarding treatment referral to specialty clinic. If the main issues are physical or behaviour refer to psychiatric outpatient if the main issues are physical refer to geriatric medicine clinic.
Contact your PC-PBC for directory to find a psychogeriatric specialty clinic directory in your area with waiting times.

General information about diagnosis
Provide client with information regarding community resources. Use diagnosis disclosure guide & information sheet from PC-PBC. Consider discussing advance care planning.
- For dementia-related information, refer to Alzheimer Society of Toronto – First Link. [Wait time is between 24-48 hours]
  T: 416-322-6560; Fax: 416-322-6566; www.alzheimertoronto.org
- For information on other mental health conditions, contact the Canadian Mental Health Association (CMHA) of Toronto: T: 416-789.7957; info@cmha-toronto.net
- To Order a free Advance Care Planning Guide for patients and family members in English/French/Chinese call: 1-888-910-1999

Capacity/legal rights/legal representation
Capacity is better dealt with when the person is still capable of making decisions and can create an advance care plan to prepare for late stages ahead of time. Ask yourself: Is the person capable of making decisions? If not, is there a substitute decision maker (SDM)? There are different types of capacity: personal and health care and financial–property, etc. Health practitioners can assess a person’s ability to consent for a specific treatment. For financial matters, a capacity assessment by designated assessor may need to take place.
- Check for practical capacity related solutions through the Capacity Aid for Primary Care – ask your PC-PBC for a copy.
  For capacity issues, contact the Office of the Public Guardian Trustee (OPGT):
- OPGT: Treatment decisions office – when there is no other Substitute Decision Maker
  T: 416–314–2788
  For low income seniors – subsidized capacity assessment (if person agrees) contact the capacity assessment office: 416-327-6766; http://www.advocacycentreelderly.org
  For investigations regarding capacity call the guardian investigation office: 416-327-6348 or 1800-366-0335
- For legal information and legal representation
  Legal Aid Toronto at T: 416-979-1446; Toll free: 1-800-668-8258; www.legalaid.ca
  For low income seniors or for legal information contact the Advocacy Centre for the Elderly (ACE): T: 416-598-2056; F: 416-598-7924 [Wait time up to 48 hours]

Counselling emotional support and mental health-related issues
Monitor mood and consider assessing for depression if applicable. Use the GDS depression scale or the Cornell Dementia and Depression Scale.
- For dementia-related issues refer to the Alzheimer Society of Toronto – First Link
  T: 416-322-6560; Fax: 416-322-6566; www.alzheimertoronto.org [Wait time is between 24-48 hours].
  Consider referring patients to psychogeriatric specialty clinics (see directory).
- Callner Reassurance Program for seniors – 416-919-0774 (meds reminders, safety checks, service link, support)
  Other mental health consultation services
- Mood Disorder Association of Ontario – groups, peer support, etc. T: 1-888-486-8236; F: 416-486-8127
  http://www.mooddisorders.ca/program/field_region_values_many_to_one/Toronto
- CAMHI – Late life Mood Disorder and Schizophrenia clinics – 416-535-8501 ext. 2875

Advice on how to access benefits
Monitor ability to make financial decisions and discuss the importance of making long-term plans.
- CLEO – provides information about general rights and financial solutions
  T: 416-408-4420; F: 416-408-4424; Email: cleo@cleo.on.ca; www.cleo.on.ca
- Ontario Senior’s Secretariat – provides resources and information
  T: 1-888-990-1999; Email: info@ontarioseniors.on.ca; www.seniors.gov.on.ca/en/index.php

Financial planning issues.
Inform caregiver about the capacity assessment and community resources.
Ontario Senior’s Secretariat – resources and information, T: 1-888-990-1999; Email: info@ontarioseniors.on.ca
CLEO – provides information about general rights and financial solutions T: 416-408-4420; F: 416-408-4424; Email: cleo@cleo.on.ca; www.cleo.on.ca

Aging and Developmental Disability
For Primary Care guideline go to: http://www.dtp.ccp.on.ca/mgmt/57/341/All.html

Developmental Service Ontario (DSO): Access point for service for adults with developmental delay:
T: 1-855-327-3838, dsowserplace@can.org; www.dsoagencies.org

Financial assistance

Loneliness-social support
Monitor mood and self-care. Discuss referral options for friendly visitor services or leisure and recreation activities (day programs, group dining, etc.)
- Contact CNAP (Community Navigation and Access Program) at T:877-540-6565; www.cnaps.ca
- Seniors for Seniors – paid light home help and companionship – 416-481-2735
- dementia related conditions, consider referring patient to Alzheimer Society support groups and counseling

Patient ISSUES/NEEDS USEFUL TIPS RESOURCES/REFERRALS
Assessment or Complex psychiatric issues
- For dementia-related information, refer to Alzheimer Society of Toronto – First Link. [Wait time is between 24-48 hours]
  T: 416-322-6560; Fax: 416-322-6566; www.alzheimertoronto.org
- For information on other mental health conditions, contact the Canadian Mental Health Association (CMHA) of Toronto: T: 416-789.7957; info@cmha-toronto.net
- To Order a free Advance Care Planning Guide for patients and family members in English/French/Chinese call: 1-888-910-1999

Caregiver ISSUE /NEED USEFUL TIPS RESOURCES/REFERRALS
- Initial complaint of cognitive/functional decline.
- Engage caregiver in interview to obtain information about health, symptoms and recent changes in behavior.
  - Alzheimer Society of Toronto – First Link
  Referral form is available online. [Wait time is between 24-48 hours]. T: 416-322-6560; Fax: 416-322-6566
  www.alzheimertoronto.org
  - Canadian Mental Health Association (CMHA) of Toronto
  T: 416-789.7957; info@cmha-toronto.net
  - For legal rights and legal representation
  Contact Legal Aid Toronto T: 416-979-1446; Toll free: 1-800-668-8258 www.legalaid.ca
  For legal rights and legal representation primarily for low income seniors, contact the Advocacy Centre for the Elderly (ACE): T: 416-598-2056; F: 416-598-7924
  http://www.advocacycentreelderly.org/ [Wait time 48 hours]

Counseling emotional support and mental health-related issues
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  http://www.mooddisorders.ca/program/field_region_values_many_to_one/Toronto
- CAMHI – Late life Mood Disorder and Schizophrenia clinics – 416-535-8501 ext. 2875

Two other clinics
Person in care can provide assistance
- Provide caregiver with assessment tool ( Short Zarit Burden Interview)
- Monitor for caregiver burden.
- For other referrals
  - Alzheimer Society of Toronto – First Link
  Referral form is available online. [Wait time is between 24-48 hours]. T: 416-322-6560; Fax: 416-322-6566
  www.alzheimertoronto.org
  - CARERS program at Reitman Centre, Mount Sinai Hospital
  T: 416-586-4800 ext. 5192; F: 416-586-3231
  - First Link Reitman Centre Mount Sinai Hospital
  - [Wait time 4-6 wks]
Community services:  
- Day programs  
- Transportation  
- Grocery shopping  
- Foot Care  
- Meal assistance/Meals on Wheels  
- Group dining  
- Home maintenance  
- Home keeping  
- Social worker/Nurse visit  
- Personal Support Worker  

Discuss community service options listed to the left.
All the services listed in the left column are provided by community agencies, all which can be referred to and linked via the CNAP.

If a client requires assistance with self-care, refer to CCAC and/or CNAP.
If there is no need for self-care, refer to CNAP.
If a client has a CCAC Care Coordinator, contact Care Coordinator.


CCAC Primary care line – 416-217-3935


In home functional assessment (OT/PT)  
If there are challenges related to functionality, there is a need to determine the level and type of support the patient may need.

CCAC can help in being your “eyes in the home”  
Contact CCAC Care Coordinator or refer to CCAC.

CCAC Primary care line – 416-217-3935; F: 416 506-0374

Provide patient with SCAL Senior Crisis Access Line card/sheet.

Responsive Behavior management at home  
Ask about what the patient is trying to communicate.
Use the PIECES framework to assess cause and identify possible interventions. Use the Health Aging Brain Care (HABC) Monitor
Ask your PRPC for the Behavior Assessment Guide and the Behaviors Meanings &Solution Inventory to push your discussion forward.

Challenges with behavior management andnutrion.
Use HABC Monitor or Zairit

Self care assistance  

In your area:
- Community Psychogeriatric Outreach T: 416-217-3827 #526; 21. For more information visit http://www.ccac-onto.ca/Content/areas/Enterprise/78/Languages/En&MenuID=1124

- Wait time is between 6-8 weeks for Baycrest, and 2-3 months for CAMHI and TRU.

Addiction related issues  
Assess possible signs for addiction or substance abuse.
- Community Outreach Programs in Addictions (COPA), an organization that specializes in addictions among the elderly. Referrals are done over the phone at 516-2982 x221. E: F.: 516-2984. [Wait time 3-4 weeks]
- Toronto Opus Support Team (TOST) – Caring, education, care management, etc. Youth-older adults T: 416-537-9346 ext. 237; F: 416-537-2598; E: TOST@breakawayaddictions.ca

Abuse or neglect issues  
Monitor signs for bruises, malnourishment, redraw , neglect, etc.

- The Ontario Seniors Safety Line ([42 hour support and advice]: 866-299-1011
- Elderly Abuse Consultation Team (EACT): T: 416-595-9230 ext. 316; E: lisama@familiesyorktoronto.org
- For a Community Relations Officer (CRO) in your area, visit: http://www.comiss.com/police-services.php

Long term Care  
Discuss client and caregivers’ wishes and concerns regarding long-term care. Discuss options for staying home vs. going to a nursing home.

Assessment of capacity to consent to admission by long-term care decision and referrals for long-term care are done only through CCAC. Discuss this with the CCAC Care Coordinator or refer to CCAC.
CCAC: T: 416-506-9888

Home bound clients  
Senior patients with mental health conditions who are unable to receive treatment due to being homebound or refusal to leave their home.

Consider referring to the Community Psychogeriatric Outreach Team (CPOT)
(Ask your PRPC for a directory for COPTs in your area and contact details and wait time.
For non-psychiatric issues, consider using CNAP/CCAC homecare services.

Palliative Care (PC)  
(For Dementia or any other terminal illnesses)  
The goal of care is to obtain the best quality of life for patients, their families. It loved ones towards the end of their life.

Ask you PRPC for the Palliative Care Guide and directors for more information.

Referral to CCAC Palliative Home Care program at 416-506-9888 or Primary care line at - 416-217-3935
Toronto Central Palliative Care Network - T: 416-910-9943; Email: support@tpcn.ca; Link to general list of services: http://www.tpcn.ca/members.html
Common referral form for all PC services: http://www.ccac-onto.ca/Uploads/toronto/GGeneral/Palliative_CRF_Nov2010.pdf

Tommy Latimer Centre for PC outreach services - T: 416-586-4800 ext. 7884; F: 416-586-4804; info@tlcpc.org
Hospice Toronto – trained volunteers to support both the family and the patient at home – T: 416-364-1600; F: 416-364-2231; info@hospicetoronto.ca

Need of respite: Does not have time for him/herself.
Monitor caregiver burden.
Monitor caregiver-client relationship.
Discuss respite options such as day program, short-term respite, overnight respite, PSW support, friendly visitors, etc. 3 screening Q you can ask a caregiver to assess burden: 1. What are your biggest challenges right now? 2. How do you feel you’re coping with the demands? 3. Do you feel like you have enough support?

If CCAC Care Coordinator is involved, ask them to discuss respite services. If Care Coordinator is not involved, refer to CNAP for respite and support services for caregiver.

CNAP: T: 1-877-540-6565; www.cnnap.ca

Community Psychogeriatric Outreach Teams (CPOTs) can visit your homebound clients and provide assessment and care.

Useful Links:
- C-SMHAS.com; DementiaNetwork.org; Gc-rpgs.on.ca

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