

THE PSYCHOGERIATRIC QUICK RESOURCE GUIDE

For additional information & support contact your Primary Care -Psychogeriatric Resource Consultant (PC-PRC): 416-586-4800 Ext. 5251, prc-pc.msh@sinaihealthsystem.ca

For the updated electronic version of this guide visit our website at www.mountsinai.ca/reitman/prc-pc

Patient			Caregiver		
ISSUE /NEED	USEFUL TIPS	RESOURCES/REFERRALS	ISSUE /NEED	USEFUL TIPS	RESOURCES/REFERRALS
Assessment or Complex psychiatric issues	The diagnosis of dementia requires the presence of both cog' and functional decline and overruling of depression and other physical causes. Start by asking the patient how they are managing at home. Useful tools for assessment: Mini Cog, MOCA , MMSE, GP-Cog, Lawton Brody, RUDAS	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 clinics, psychogeriatric outpatient clinics or memory clinics . For home bound patients consider referring to Community Psychogeriatric Outreach Teams If the main issues are psychiatric or behavioural refer to psychogeriatric outpatient if the main issues are physical refer to geriatric medicine clinic. If you cannot access the links visit our PC-PRC website – community resources tab for directories including wait time and catchment areas at: www.mountsinai.ca/reitman/prc-pc	Initial complaint of cognitive /functional decline.	Engage caregiver in interview to obtain information about history, symptoms and recent changes in behavior.	
General information about diagnosis	Provide client with information regarding community resources. Use Diagnosis Disclosure Aid & information sheet from PC-PRC. Consider discussing advance care planning.	- For dementia-related information, refer to Alzheimer Society of Toronto – First Link. [Wait time is between 24-48 hours]. Consider also referring to Alzheimer Society for Advance Care Plan (ACP) consultation. 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	Provide general information about diagnosis and what to expect ahead. Consider discussing ACP	Provide caregiver with information sheet . For dementia related conditions refer to Alzheimer Society. For other mental health issues refer to Canadian Mental Health Association.	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
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)? 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. Use the ACE tool as a guide to capacity Ax' of treatment/health care decisions. Other Tools & Resources	Check for practical capacity related solutions through the Capacity Aid for Primary care – ask your PC-PRC for a copy. For capacity issues, contact the Office of the Public Guardian Trustee (OPGT) T: 1-800-366-0335; T: 416-314-2800; http://www.attorneygeneral.jus.gov.on.ca/ Long term care decision capacity – CCAC offers assessment of capacity services for long term care decision contact CCAC at - T: 416-506 9888 OPGT- Treatment decisions office - when there is no other Substitute Decision Maker T: 416- 314-2788 For a list of designated assessors or 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 services: Legal Aid Ontario at T: 416-979-1446; Toll free: 1-800-668-8258; www.legalaid.on.ca for low income seniors or for legal information contact the Advocacy Centre for the Elderly (ACE) T: 416-598-2656; F: 416-598-7924 [Wait time up to 48 hours]	Information about legal rights/need of legal representation.	Discuss informal ways where the caregiver can provide assistance to the care recipients. Is there a family member/ significant other that is acting as a substitute decision maker (SDM) Provide information about legal advice services and capacity assessment.	For capacity assessment, contact the Capacity Assessment Office at: T:416-327-6766 For legal representation, contact Legal Aid Ontario T: 416-979-1446; Toll free: 1-800-668-8258 www.legalaid.on.ca For legal rights information and legal representation primarily for low income seniors, contact the Advocacy Centre for the Elderly (ACE) : T: 416-598-2656; F: 416-598-7924 http://www.advocacycentreelderly.org/ [Wait time 48 hours]
Counseling , emotional support and mental health-related issues	Monitor mood and consider assessing for depression if applicable. Use the: SIG E CAPS framework or GDS depression scale or the Cornell Dementia and Depression Scale . For more tools and resources follow this link .	- 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). - Caller Reassurance Program for seniors 416-439-0744 (social/emotional isolation, safety checks, service link) 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.moordisorders.ca/programs?field_region_value_many_to_one=Toronto - CAMH – Late life Mood Disorder and Schizophrenia clinics – 416-535-8501 ext. 2875	Counseling and emotional support for caregivers of persons with dementia.	Use caregiver burden assessment tool (Short Zarit Burden Interview) Monitor for caregiver burden. Caregiver support guides	Refer to Alzheimer Society of Toronto – First Link Referral form available online. 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 www.mountsinai.on.ca/care/reitman [Wait time 4-6 weeks]
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: 1-888-910-1999; Email: infoseniors@ontario.ca ; http://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: 1-888-910-1999; Email: infoseniors@ontario.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 Delay	For Primary Care guideline go to: http://www.cfp.ca/content/57/5/541.full.pdf+html	Health Care Facilitator at Surrey Place at: 416-925-5141 ext. 3114; angela.gonzales@surreyplace.on.ca Developmental Service Ontario (DSO) – Access point for service for adults with developmental delay: T: 1-855-372-3858; dsotr@surreyplace.on.ca ; www.dsontario.ca/agencies			
Loneliness- social support and companionship	Monitor mood and self-care. Discuss referral options for friendly visitor services or leisure and recreation activities (day programs, group dining, etc.)	Contact Toronto Seniors Helpline at 416-217-2077; http://4seniors.org/ For dementia related conditions, consider referring patient to Alzheimer Society support groups and counseling T: 416-322-6560 ; Fax: 416-322-6566; www.alzheimertoronto.org Other private agencies: Seniors for Seniors ; Bartimaeus ; Retirement At Home Services ; Home Care Assistance	Caregiver requires support in dealing with caregiver burden/tasks.	Monitor caregiver burden and caregiver-client relationship. Discuss respite options such as day program, short-term respite, PSW support, etc.	- Refer to Alzheimer Society First Link – T: 416-322-6560 Fax: 416-322-6566 - CARERS Program - Reitman Centre Mount Sinai Hospital T: 416-586-4800 Ext. 5192, F: 416-586-3231; www.mountsinai.on.ca/care/reitman [Wait time 4-6 w']

<p>Community services: - Day programs -Transportation - Grocery shopping - Foot Care - Meal assistance/ Meals on Wheels - Group dining - Home maintenance - House keeping - Social worker /Nurse visit - Friendly visitor - Personal Support Worker</p>	<p>Ask your patient how he/she is managing at home? If applicable 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 and linked to via Toronto Seniors Helpline. The services are subsidized and are at low cost. There is also an option to hire assistance through private agencies.</p>	<p>If client requires assistance with self-care, refer to CCAC and/or Toronto Seniors Helpline. If there is no need for self-care, refer to Toronto Seniors Helpline. CCAC – T: 416-506-9888; F: 416-506-0374; http://www.ccac-ont.ca Link to referral form: http://www.ccac-ont.ca/Upload/toronto/General/MedicalReferralFormCS101.pdf CCAC Primary care line – 416-217-3935 Toronto Seniors Helpline T: 416-217-2077; http://4seniors.org/ **For low income clients who cannot afford to pay the subsidized fee through Toronto Seniors Helpline non-profit agencies refer to the <u>Home Making Nurses Services</u> through the city of Toronto at: 416-392-8545 (subjected to wait time) Other private agencies: Seniors for Seniors; Bartimaeus; Retirement At Home Services; Home Care Assistance</p>	<p>Need of respite. Does not have time for him/herself.</p>	<ul style="list-style-type: none"> - Monitor caregiver burden and 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: <ol style="list-style-type: none"> 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? <p>*Encourage reaching out to social network if applies. * Additional tools - link</p>	<p>If CCAC Care Coordinator is involved, ask them to discuss respite services. If Care Coordinator is not involved, refer to Toronto Seniors Helpline for respite and support services for caregiver.</p> <p>Toronto Seniors Helpline T: 416-217-2077 http://4seniors.org/</p>
<p>In home functional assessment (OT/PT)</p>	<p>If there are challenges related to functionality, there is a need to determine the level and type of support the patient may need.</p>	<p>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 http://www.ccac-ont.ca Link to referral form: http://www.ccac-ont.ca/Upload/toronto/General/MedicalReferralFormCS101.pdf</p>			
<p>Self care assistance</p>					
<p>Case coordination</p>					
<p>Responsive Behaviors management at home</p>	<p>Ask about what the patient is trying to communicate. Use the PIECES framework to assess cause and identify possible interventions. Use our Behaviour and Meaning Inventory to discuss possible triggers and strategies for specific behaviours. For other tools and resources follow this link. Provide patient with Crisis Outreach Service for Seniors (COSS) contact: 416-217-2077.</p>	<ul style="list-style-type: none"> - Consider referral to psychogeriatric outpatient clinics. For home bound seniors refer to Psychogeriatric Outreach Teams (see common referral form) at: http://rgp.toronto.on.ca/referral-form-geriatric-ambulatory-services - Consider referring patient to Community Behavioral Support Outreach Team (C-BSOT) for behaviour intervention at home. Referrals can made through CCAC at 416-506-9888 or directly at 416-785-2500 ext. 2005 or fax 416-785-4211; behavioursupport@baycrest.org. Link to referral form - In the case of a crisis, turn to COSS, an on-call crisis intervention and outreach services. Referrals to COSS are made through the Toronto Seniors Helpline at 416- 217-2077. The crisis line operates 7 days/week from 9:00am-5:00pm. Offers timely assistance to seniors with mental health and/or addiction crisis and caregivers; will send a crisis team to visit the client according to the urgency of the case and assess the crisis and immediate needs. - In extreme cases where behavior cannot be managed at home, consider referring the patient to Centralized Access to Senior Specialty beds (CASS) through CCAC. These are specialized units in behavior support for seniors with psychogeriatric conditions and will assist in stabilizing the situation. Contact CCAC at: 416-217-3827 #2621. For more information visit http://healthcareathome.ca/torontocentral/en/Getting-Care/cass ; Link to centralized referral form. 	<p>Challenges with behavior management and burnout. Zarit Short form to assess caregiver burden.</p>	<ul style="list-style-type: none"> - Monitor caregiver burden/stress. - Monitor caregiver-client relationship. - Monitor for signs of neglect or abuse. - Provide education and communication tips to improve - caregiver understanding and coping strategies use the ‘How To Handle Challenging Behaviours’ Handout - Give Toronto Seniors Helpline for crisis. 	<p>Refer to Toronto Seniors Helpline to discuss respite options: T: 416-217-2077 CARERS Program – free program for caregivers Support at Reitman Centre Mount Sinai Hospital T: 416-586-4800 ext. 5192; F: 416-586-3231 www.mountsinai.on.ca/care/reitman [Wait time 4-6 weeks] In the case of a crisis, you can turn to the Toronto Seniors Helpline, for support at 416- 217-2077. Offers timely assistance to vulnerable seniors and their caregivers (telephone-based & home visit).</p>
<p>Addiction related issues</p>	<p>Assess possible signs for addiction or substance abuse</p>	<ul style="list-style-type: none"> - Community Outreach Programs in Addictions (COPA), an outreach service that specializes in addictions in the elderly. Referrals are done over the phone at 416-258-2050 ext. 221. contact@reconnect.on.ca ; link to referral form - Toronto Opiate Support Team (TOST) – Counseling, education, case management, etc. Youth-older adults T: 416-537-9346 ext. 237; F: 416-537-2598; Email: TOST@breakawayaddictions.ca 	<p>Addiction related issues</p>	<p>Caregiver burden - may create vulnerability among caregivers who are caring for an elderly person with addiction issues.</p>	<p>COPA can provide guidance to caregivers who are caring for an elderly person with addiction issues or support them in their own addiction. COPA- T: 416-258-2050 ext. 221 contact@reconnect.on.ca ; link to referral form</p>
<p>Abuse or neglect issues</p>	<p>Monitor signs for bruises, malnutrition, withdraw, neglect, etc. Encourage patient to link to social supports to decrease isolation & risk</p>	<p>The Ontario Seniors Safety Line (24 hour support and advice): 1866-299-1011 Advocacy Centre for the Elderly (ACE): T: 416-598-2656; http://www.advocacycentreelderly.org/ Elderly Abuse Consultation Team (EACT): T: 416.595.9230 ext. 316; E-mail: lisama@familyservicetoronto.org For a Community Relations Officer (CRO) in your area, visit http://www.csmhas.com/police-services.php</p>			
<p>Long Term Care</p>	<p>Discuss client and caregivers’ wishes and concerns regarding long-term care. Discuss options for staying home vs. going to a nursing home.</p>	<p>Assessment of capacity to consent to admission to long-term care decision and referrals for long-term care can be facilitated through CCAC. Discuss this with the CCAC Case Coordinator or refer to CCAC. CCAC T: 416-506-9888 Electronic referral form: http://healthcareathome.ca/torontocentral/en/partner/Documents/NEW%20CS-F100%20-%20LTCSLP%20final.pdf</p>	<p>If you are a primary care provider in the TC-LHIN you can contact the PRC-PC at: 416-586-4800 ext. 5251 or prc-pc.msh@sinaihealthsystem.ca for any other information, tools, education opportunities or CASE BASED CONSULTATION</p> <p style="text-align: center;">VISIT OUR WEBSITE www.mountsinai.ca/reitman/prc-pc</p> <p>This is a website for primary care practitioners to support their work in providing care for older adults with dementia and responsive behaviours and their caregivers. In this website you will find tools, directories, resources and information specifically designed for primary care settings.</p> <p style="text-align: center;">USEFUL LINKS GiiC.rgps.on.ca; C-SMHAS.com; DementiaNetwork.org; Frailty eLearning Modules; PC-DATA- Modules & Algorithms</p>		
<p>Home bound clients</p>	<p>Senior patients with mental health conditions who are unable to receive treatment due to being homebound or refusal to leave their home.</p>	<p>Consider referring to the Community Psychogeriatric Outreach Team (CPOT) follow this link for a directory. For non-psychiatric issues, consider using CNAP/CCAC homecare services.</p>			
<p>Palliative Care (PC) (For Dementia or any other terminal illnesses)</p>	<p>The goal of care is to obtain the best quality of life for patients, their families and loved ones towards the end of their life. Follow these links for tools and resources.</p>	<p>Referral to CCAC Palliative Home Care Program at 416-506 9888 or Primary care line at – 416-217-9888. Common referral form for all PC services: http://healthcareathome.ca/torontocentral/en/partner/Documents/Referral_Palliative_CRF_Nov2010.pdf Temmy Latner 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:416-364-1666; F: 416-364-2231; info@hospicetoronto.ca</p>			

