

## **Additional Services for Clients**

### **Admitting**

Deals with inpatient admissions. Admitting ensures that complete and accurate client/patient information is collected and recorded, a requirement of the Government and also beneficial in compiling statistical information and billing. Confidentiality of all clients/patients is respected.

Outpatients are admitted through the program in which they will be treated. Clinical staff will assess the client/patient and decide on type of admission.

Referral required: Yes, for Addiction; yes for Mental Health, although a person can come directly through the Emergency Department

Locations and contact:

Clarke site (416) 535-8501 ext. 6929

Donwood site (416) 535-8501 (416) 535-8501 ext. 7062

Queen Street site (416) 535-8501 ext. 1170

### **Client Relations**

#### **Office of Client Relations**

A Client Relations Coordinator is available to listen to and deal with all forms of feedback from clients and their families -- from compliments to complaints -- concerning any of the Centre's programs and services. Working with the Patient and Family Councils, the Empowerment Implementation Task Force and the Empowerment Facilitator, the Client Relations Coordinator acts as the ombudsperson for Centre clients who have concerns about the Centre or their care. The Coordinator also assists in referring clients and their families to relevant services.

Referral required: No.

Contact: (416) 535-8501, ext. 2028

Location: Queen Street site, Administration Building, 2nd floor

### **Community Support & Research Unit (CSRU)**

#### **Community Research, Planning and Evaluation**

Works to support the development and dissemination of knowledge in areas related to the community support and recovery of people with mental health and addiction problems. Supports internal and external programs with innovative planning and program development.

Referral required: N/A

Contact: John Sylvestre, (416) 535-8501, ext. 3154

Location: Queen Street site, 2nd floor

## **Community Support Worker Teams**

A direct housing service for Centre clients which provides assessment and placement. Assists and supports the client's transition into housing. Present focus is on mental health clients. Also works with the housing providers and supports Centre partnerships and community projects aimed at improving housing services for clients

Referral required: Yes. Internal and regional community.

Contact: (416) 535-8501, ext. 2068

Location: Queen Street site, 2nd floor

## **Homes for Special Care (HSC)**

Regulates and handles admissions to this Ministry of Health program. The Homes for Special Care team visits homes, monitors the well-being of Centre clients and ensures that standards and quality are maintained.

Referral required: Yes. Internal and regional community.

Contact: (416) 535-8501, ext. 3439

Location: Queen Street site, 2nd floor

## **Income Maintenance Advocacy**

Works to get Centre clients the benefits to which they are entitled. Services include Ontario Disability Support Program (ODSP) and Ontario Works (OW) applications as well as other social assistance programs with which it has partnerships. Monitors the processing of clients' applications as they progress through the system.

Referral required: Yes. Internal and regional community.

Contact: (416) 535-8501, ext. 2068

Location: Queen Street site, 2nd floor

See also: Work Adjustment and Employment Support Services (WAESS)

## **Cultural Interpretation Services (CIS)**

Cultural Interpretation Services (CIS) gives clients at the Centre for Addiction and Mental Health access to trained, professional interpreters. The interpreters work with clients in a range of situations, including assessments, consultations, intake and meetings. The interpreters facilitate communication between service providers and clients whose preferred language is not English, and deaf clients. Having interpreters not only improves access to treatment services but also improves the quality of care for CAMH's culturally and linguistically diverse clientele. CIS provides service 24 hours a day, seven days a week. Services are free of charge to CAMH clients. Interpretations and translation services for written material are provided in a range of languages including Mandarin, Cantonese, Vietnamese, French, Tamil, Portuguese, Polish, Spanish, Farsi, Somali, Hindi, Urdu, Bengali, Tagalog, Russian, Punjabi, Amharic, Turkish, Arabic, American Sign Language and many more. Access to and services offered by CIS continues to expand.

Contact: Stella Rahman, Clinical Services Consultant  
(416) 535-8501, ext. 6462  
Fax: (416) 583-1230  
email: stella\_rahman@camh.net

## **Dental Care**

Through the Centre's Dental Clinic, clients can find out how to care for their teeth. For clients receiving services at the Centre, most dental work will be done free of charge. (The exceptions to this are fixed bridges and the replacement of lost dentures.)

Referral Required: No.

Contact: (416) 535-8501 x2133

Location: Queen Street site, Administration Building, Main Floor, Room 1135

## **Diagnostic Services**

### **Diagnostic Services: Clinical Laboratory**

The Laboratory as a member of the Health Care Team, provides relevant, accurate and timely information which contributes to the wellness of the community. Laboratory information is an important aspect of patient care and is critical to the support of specific diagnosis and therapies.

The Laboratory at CAMH provides on site service in the following disciplines: Clinical Chemistry, Toxicology and Hematology. Phlebotomy service is provided at both the Clarke and Queen St. sites. Patient testing that cannot be provided in-house is referred to other accredited Laboratories as appropriate to the testing requested.

Referral required: Yes. Referral to be made by your treating psychiatrist or physician.

Location: Queen St. site, Administrative building second floor

Contact:(416) 535 8501 ext. 2052

Location: Clarke site, sixth floor

Contact: (416) 535 8501 ext. 4899

### **Diagnostic Services: EEG and ECG**

Electro-diagnostic services (EEG and ECG) are available to CAMH's inpatients and outpatients. Routine EEG's are preformed to rule out or diagnose organicity, seizure disorders, encephalopathies or tumors. ECG's assess risk to patients pre-medication and pre-ECT and diagnose cardiac infarct, conduction blockages, arrhythmias etc.

Referral required: Yes. Referral to be made by your treating psychiatrist or physician.

Location: Queen St. site, Administrative building second floor

Contact: (416) 535 8501 ext. 2106/2052

Location: Clarke site, sixth floor

Contact: (416) 535 8501 ext. 6201/4899

### **Diagnostic services: X-ray**

Basic diagnostic radiology is provided for the inpatient and outpatients of CAMH at the Queen St. site. The majority of these procedures are table-top work and general extremities. Patient testing that cannot be provided in-house is referred to other accredited Laboratories as appropriate to the testing requested.

Referral required: Yes. Referral to be made by your treating psychiatrist or physician.

Location: Queen St. site, Administrative building first floor

Contact: (416) 535 8501 ext. 2137

### **ECT Clinic**

Administers electroconvulsive therapy according to contemporary standards of anaesthetic and psychiatric practice as a treatment strategy for psychiatric illnesses. Administered selectively to clients with disorders most likely to respond to this treatment. ECT, a safe and effective treatment, may be used as a treatment of choice for some patients presenting with very severe symptoms of depression because it is faster acting and sometimes more effective than antidepressant drugs.

Referral required: Yes. Referral to be made by your treating psychiatrist or physician.

Location: Queen Street site, Administration building, third floor.

Contact: (416) 535-8501 ext. 2109

Location: Clarke site 9th floor room # 927

Contact: (416) 535-8501 ext. 4065

### **Empowerment Council (Client Council)**

Advocates on a systemic level on behalf of Centre clients. Will provide client access to information, and educates clients regarding choices, self-advocacy, critical thinking, leadership training and political awareness. Educates, sensitizes, and provides training to mental health professionals, addiction workers, and other members of the community.

Facilitates the representation of the client perspective through client participation on relevant CAMH committees, workgroups, etc. Works to increase client involvement in decision-making and accountability structures. Conducts outreach and community development with mental health and addiction clients of CAMH. Membership represents clients from addiction and mental health and clients from the four main CAMH sites.

Referral required: No

Location:

Contact: For more information on empowerment at CAMH, please see [www.camh.net/empowerment/index.html](http://www.camh.net/empowerment/index.html).

## **Family Council**

Represents the interests of families at the Centre through participation of families in CAMH governance, committees, work groups and other appropriate groups at CAMH. Advocates on behalf of families at CAMH on a systemic level. Advocates for supports for families at CAMH. Develops and supports information and learning opportunities for families.

Referral required: No

Location: ARF site, Room 2043

Contact: Betty Miller, (416) 535-8501, ext. 6499

## **Health Records**

Collects, organizes and maintains accurate and timely patient/client information while safeguarding its integrity and confidentiality. Provides an efficient, secure facility for the storage and retrieval of clinical information for patient/ client care. Provides educational sessions on patient/client information related issues. Responding to all requests for and pertaining to release of patient/ client information. Processes review board applications for the Consent and Capacity Review Board. Follows legislated guidelines (Mental Health Act and the Public Hospitals Act) in relation to the release, maintenance and management of all health records information.

Locations/ Contacts: Queen Street site, (416) 535-8501, ext. 2155 and 2156; Clarke site, (416) 535-8501, ext. 6215 and 4068; ARF site records are now located at the Clarke site, (416) 535-8501, ext. 6585 and 6519; and the Donwood site, (416) 535-8501, ext. 7016.

## **ID Clinic**

Provides clients with assistance on applications for Canadian birth certificates, SIN cards, records of landing, birth registration, Interim Federal Health Program coverage and Indian status cards.

Referral required: No

Location: Queen Street site, Room 2067 Administration Building

Time: third Tuesday of each month, 10 am. - 2 pm.,

Contact: (416) 535-8501, ext. 2103

## **Interpreters**

Interpreting or language translation services can be arranged for clients if a common language is not shared with a Centre service provider. A cultural interpreter facilitates communication between a client and Centre staff by conveying the message across both languages without additions, deletions or distortions of meaning. Presently, cultural interpreters are available to assist these cultural groups: Portuguese, Polish, Italian, Macedonian, Cantonese, Spanish, Vietnamese, Mandarin, Urdu, Arabic, Farsi, French, Filipino, Serbian, Jamaican Patois, Tamil and Greek. We can also make referrals for Braille and American Sign Language.

To arrange for interpretation or translation services, please call (416) 535-8501, ext. 6462 or 4720.

## **Medical Services**

Provides consultation with specialists in the following areas: Podiatry, Ophthalmology, Neurology, Gynecology and Ear, Nose, Throat (ENT) for registered clients of CAMH.

Referral required: Yes. Referral to be made by your treating psychiatrist or physician.

Contact: (416) 535-8501 ext. 2109

Location: Queen Street site, Administration building, ground, floor West Side of the building.

## **Office of Nursing Practice and Professional Services**

This Office provides services for all professional staff, except physicians, practising within the Centre and offers consultation and support to all of the Centre's programs. It sets standards, policies and practices which incorporate best practices in clinical care, education and research. It supports professional staff in committees and forums; promotes and aids in their professional development; and coordinates all student education and training. It encourages collaboration across all disciplines to support a client-centred approach which incorporates the principles of diversity. Projects which support client empowerment (including greater access and control over Centre resources) and promote active participation of clients and their families in care planning are just two examples of the way this Office influences client care.

Contact: (416) 535-8501, ext. 2001

Location: Queen St. site, 2nd Floor, Room 2046; Clarke site, 8th Floor, Room 813

## **OHIP Clinic**

Provides clients and staff with an opportunity to obtain or replace OHIP cards. Cards may need to be replaced if they have been lost, stolen or damaged or the address has changed; new ones may be necessary for a new resident of Ontario. Three pieces of ID must be brought to the clinic.

Referral required: No

Location: ARF site, in Room 1114

Time: first Wed. of the month, 10 am. - 2 pm

Contact: (416) 535-8501, ext. 2103

Location: Queen Street site, Room 2067 Administration Building

Time: third Tuesday of each month, 10 am. - 2 pm.

Contact: (416) 535-8501, ext. 2103

## **Peel Access to Specialty Programs**

Residents of Peel have access to CAMH specialty beds and services. Specialty beds and services including consultation are located within the following programs: Dual Diagnosis; Geriatric Psychiatry, Neuropsychiatry; Schizophrenia and the Specialized Observation and Treatment Unit. In-patient programs can be accessed based on the client's needs for specialized services by Peel service providers including hospital staff or community services. The Peel Access Coordinator ensures the coordination of referrals, admissions and discharges back to the Peel community.

Referral required: Yes. Schedule 1 Facility, Community Psychiatrist/Program

Location: Administration Building, Main Floor, Queen Street

Contact: (416) 535-8501, ext. 2695

Fax: (416) 583-1230

## **Therapeutic Communication Program**

Provides confidential, therapeutic, non-judgmental listening and support to adults age 16 years and over who would like to discuss a personal concern such as reactions to loss, relationship difficulties, family issues, stressful events, etc. Participants are seen in weekly 45-minute sessions over 3 months by a medical student, supervised by a psychiatrist in the Faculty of Medicine at the University of Toronto. Openings: September to March.

Referral required: No.

Contact: (416) 535-8501, ext. 4050

Location: Clarke site, 3rd floor

## **Workman Theatre Project (WTP)**

The Workman Theatre Project (WTP) is a not-for-profit, charitable organization integrates people who receive mental health services with the professional arts community. WTP is located at the Queen Street site at the Joseph Workman Theatre and is in partnership with the Centre. The company produces its own work, presents main-stage theatrical presentations, receives commissions, presents the annual Rendezvous with Madness Film Festival and provides training programs for its members.

Contact: For more information about the company and its programs or to become a member, call (416) 583-4339 and make an appointment to speak with the membership director. Box office (416) 583-4606. Rendezvous with Madness Film Festival web site <[www.rendezvouswithmadness.com](http://www.rendezvouswithmadness.com).>

Location: Queen Street site, Joseph Workman Theatre. Main entrance off Queen Street before going through main administration doors. Office located underneath the theatre.