

# ADULT NEURODEVELOPMENTAL SERVICES(ANS)

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(Former Dual Diagnosis Service)

## Outpatient Services

Initial Visit: What to expect?

**camh**

Courage. Respect. Excellence.

## Welcome to CAMH ANS!



- Call ahead to ask for an **interpreter** if you do not speak or understand English or if you sign ASL



- CAMH is a tobacco-free environment

- At CAMH, we respect you. Please see [Bill of Client Rights | CAMH](#)

## On the day of your initial visit...



Wear **comfortable clothing**



Bring any documents or letters from agencies and health care providers about you that you have

**Bring the medication you take**



**Arrive 15 minutes before time of appointment**



Call ahead if you want to take the stairs instead of the elevator

Arriving at CAMH

ANS Outpatient Services is at the CAMH **Queen Street Site**



McCain Complex Care and Recovery Building

1025 Queen Street West

3<sup>rd</sup> floor

Toronto, Ontario

M6J 1H1

**\*\*\*Attention\*\*\***

CAMH has other sites

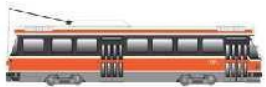
**Plan trip to Queen Street Site in advance to visit**

Arriving at **CAMH** (cont.)

Arrive by **TTC**

Plan trip using [TTC's Trip Planner.](#)

Suggested routes:



1. Take 501 Queen streetcar to Queen Street West at Ossington Ave.

**OR**



2. Take 63 Ossington South bus from Ossington Subway Station. Exit at Ossington Ave. and Queen St. West.


## Arriving at **CAMH** (cont.)

- Arrive by **car**



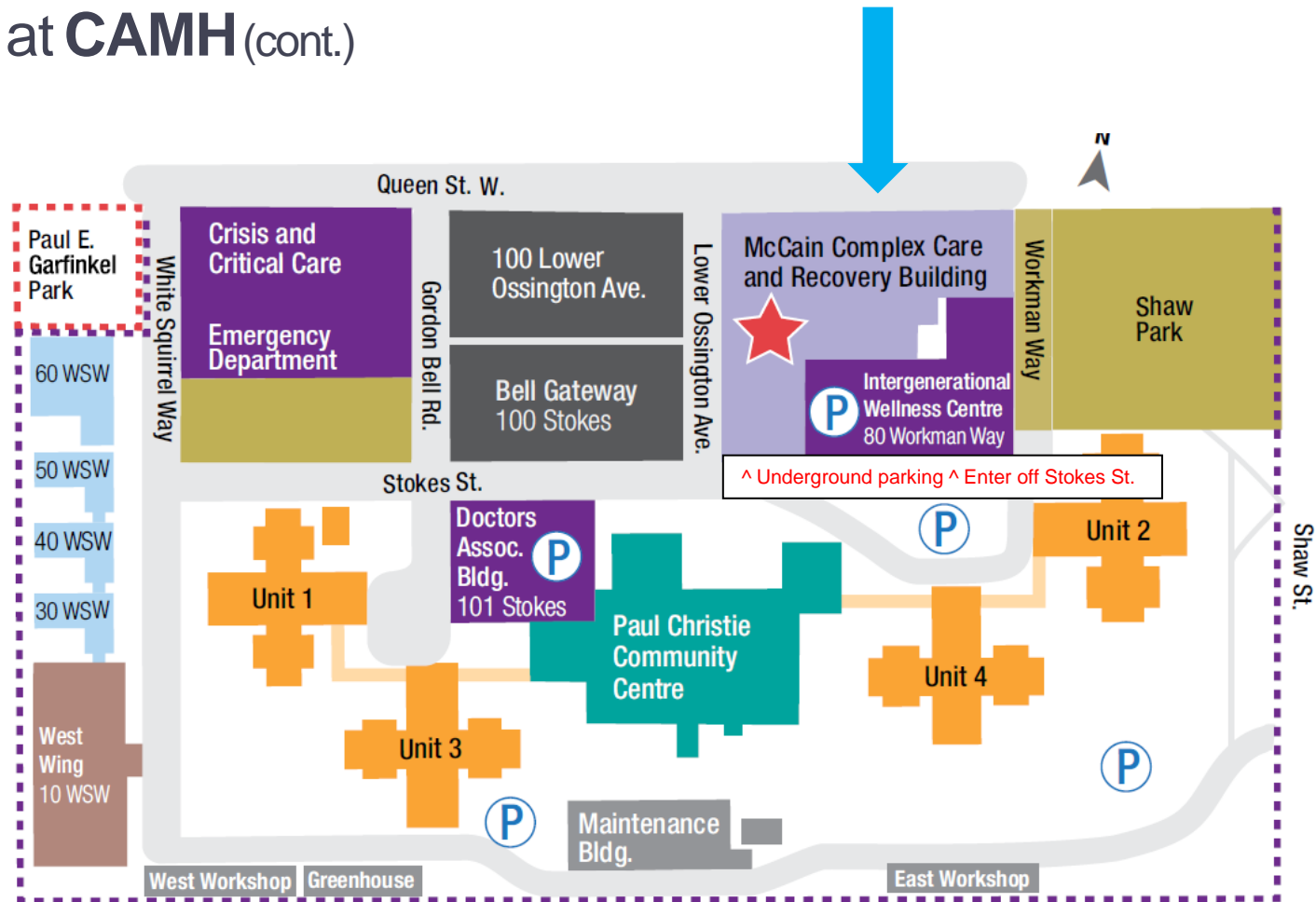
Plan trip using Google Maps  
<https://www.google.ca/maps>

Paid parking available

See next slide. Symbol  shows parking lots. Visitors can park in any of these lots. There is an underground lot near our building off of Stokes St.

Paid parking option: Buy an H Pass (\$35 for 5 uses). Purchase it at the Bell Gateway Building (100 Stokes) ground floor at the Information Desk.

## Arriving at CAMH (cont.)



\*\*\*Blue arrow is where you enter\*\*\*



## Arriving at **ANS – Outpatient Services**

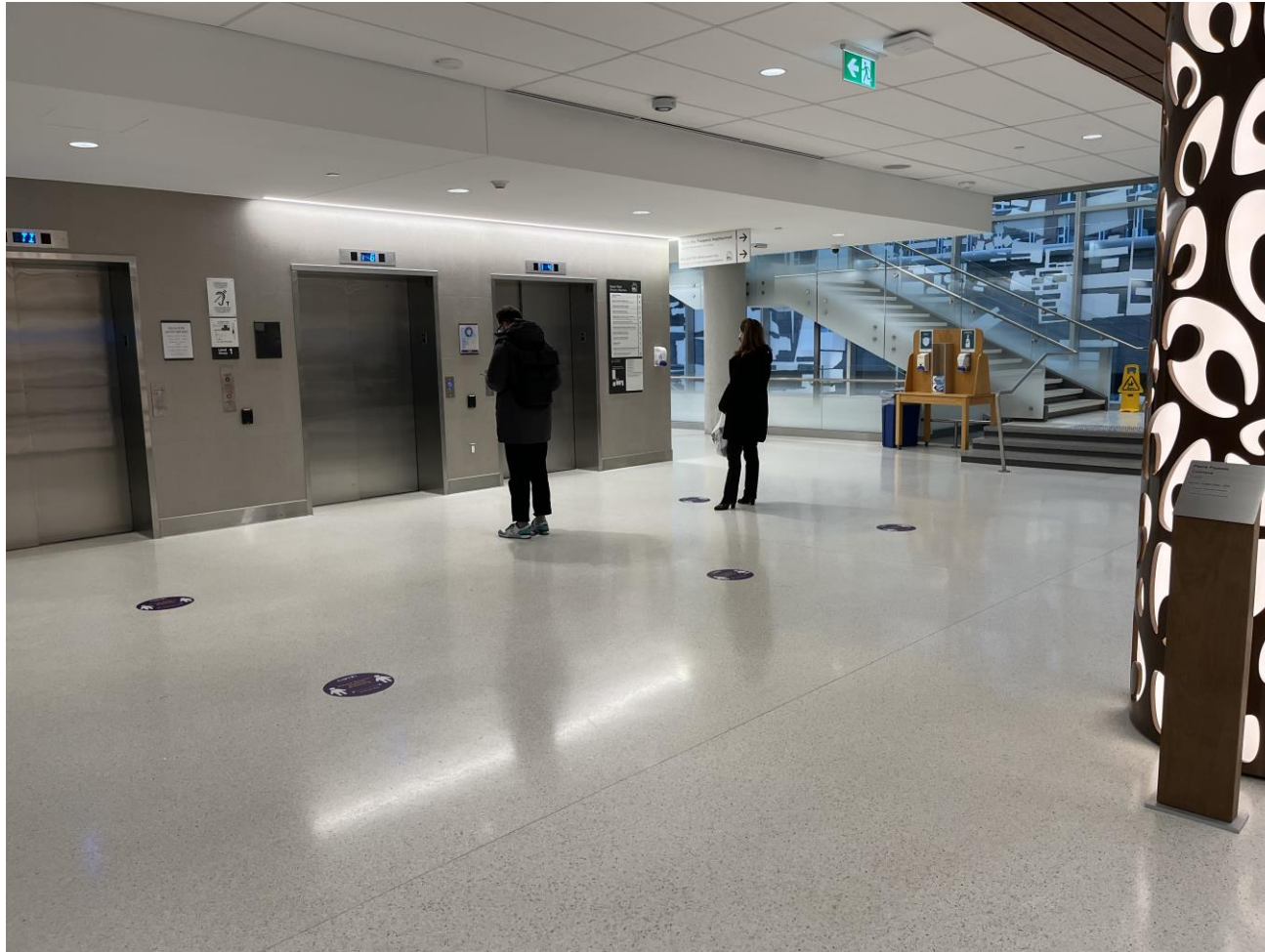
1. Enter the building through this entrance. It is on the south side of Queen st.





## Arriving at **ANS – Outpatient Services** (cont.)

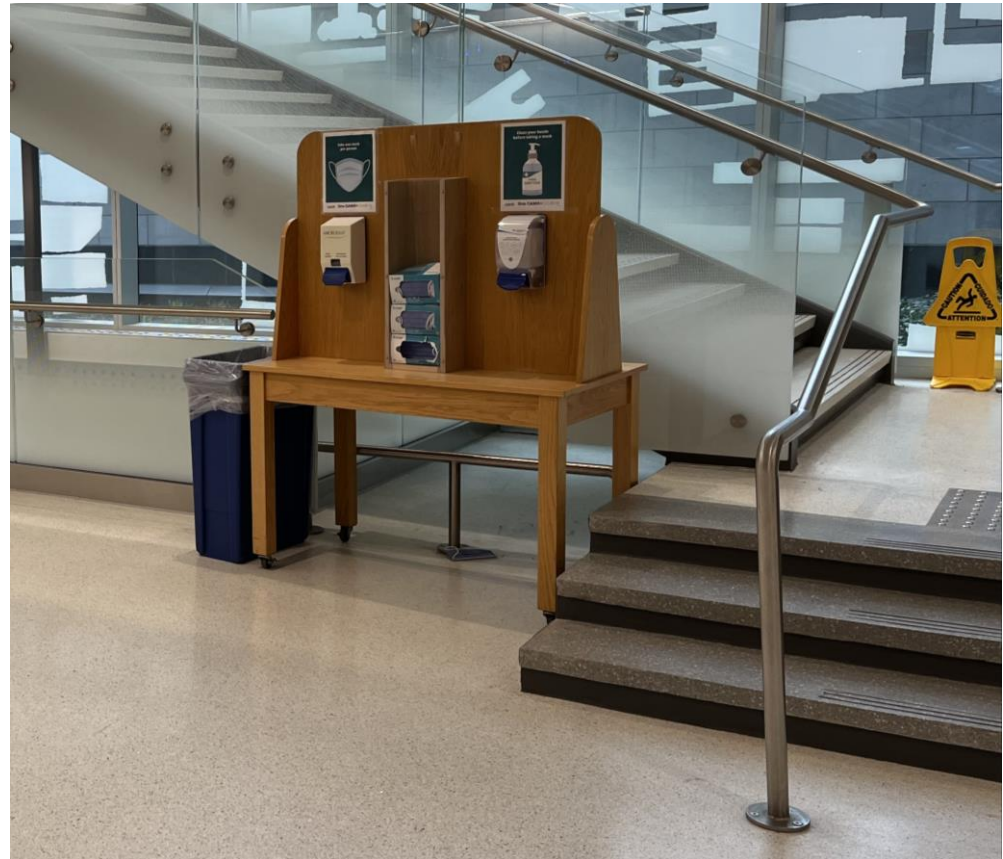
2. Once you walk in you will see this. This is our main lobby.



## Arriving at **ANS – Outpatient Services** (cont.)

3. Once you enter please sanitize your hands and take a surgical mask

Please reschedule your appointment if you are not feeling well or have any symptoms



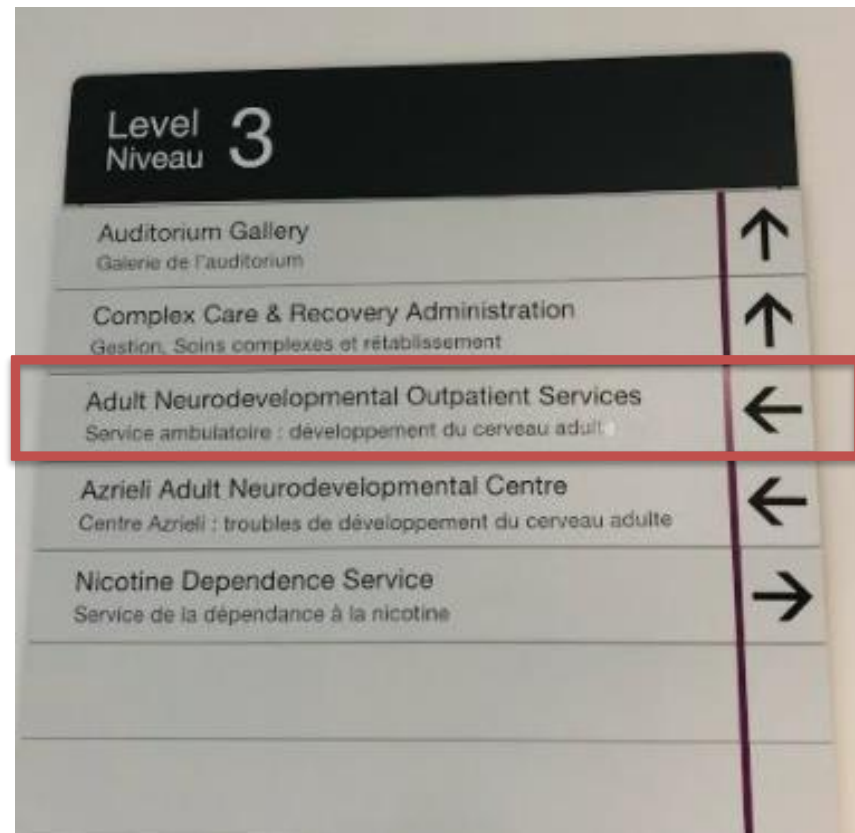
## Arriving at **ANS – Outpatient Services** (cont.)

4. Take the elevators in the lobby to the 3<sup>rd</sup> floor (use the middle or right elevator)



## Arriving at **ANS – Outpatient Services** (cont.)

5. Exit the elevator at the 3<sup>rd</sup> floor and turn left.



## Arriving at **ANS – Outpatient Services** (cont.)

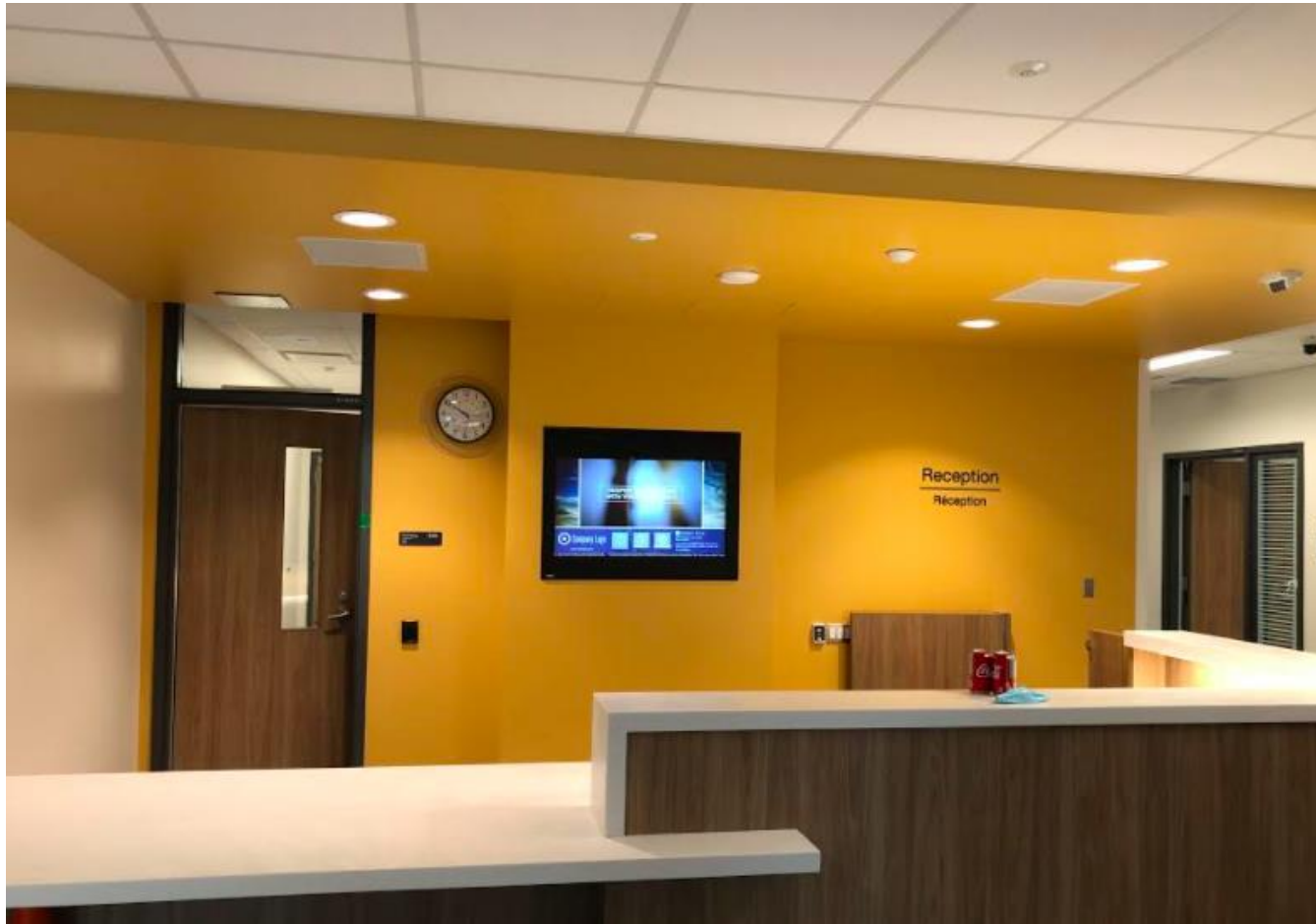
6. Enter ANS Outpatient Services through the doors.





## Arriving at **ANS – Outpatient Services** (cont.)

### 7. Check-in at the reception desk.



## Arriving at **ANS – Outpatient Services** (cont.)

8. You can wait in the waiting area or use the comfort room if you prefer a quieter space.



\*The pole is actually a whiteboard you can write on!

## Arriving at **ANS – Outpatient Services** (cont.)

9. You will meet with a psychiatrist or clinician at the time of your scheduled appointment. You will meet in a room that may look like:





# The ANSTeam

- We are an interprofessional team.



- It means that each of us has a different profession:
  - Psychiatrist
  - Psychologist
  - Registered Nurse (RN)
  - Developmental Services Worker (DSW)
  - Behaviour Therapist (BT)
  - Occupational Therapist (OT)
  - Social Worker

## What to expect for the **initial visit**?



The visit could take 1.5, 2 or 3 hours depending on the appointment type



You will meet with one of our clinicians and a psychiatrist or just a psychiatrist



## What do we talk about during the visit?

- We may talk about...
  - Lifespan
    - Developmental milestones
    - Losses
    - Transitions
  - Biological (physical; neurological)
    - Diagnosis
    - List of medications
    - Hospitalizations
    - Surgeries
    - Health care practitioners
    - Family history
  - Social
    - Routine
    - Living arrangements
    - Forms of communication
    - Acts of daily living
    - Preferred activities
    - Friendships
    - Romantic relationships
    - Family dynamics
    - Culture and faith
    - SDM - Substitute Decision Maker



## What do we talk about in the **Conversation**? (cont.)

- We may also talk about...
  - Psychological
    - Prior assessments
    - Family history
  - Behavioural
    - Challenging behaviours
    - Function
    - Triggers
    - Prior assessments



## What do we discuss in the **Conversation**? (cont.)

- We ask you to consider giving us consents to receive information from:
  - Health care practitioners
    - Family doctor
    - Specialists
    - Dentist
    - Speech and language pathologists
    - Hospitals
    - Clinics
    - Pharmacy
  - Agencies
    - School boards
    - Developmental Services
      - Surrey Place Center
      - Group home
      - Day programs
    - CCAC
    - Etc.

## What to expect **after** the initial visit?



- Actions may include:
  - involvement by ANS professionals
  - and/or
  - referrals to other CAMH services
  - and/or
  - referrals to community agencies and partners

Do you have any questions?

- Write your questions down on a paper
- Bring the paper with questions to the initial visit

