

## Adult Neurodevelopmental Services (ANS)

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### Frequently asked Questions

#### What are the eligibility requirements for the services?

##### **Eligibility requirements for Outpatient Services:**

- Age 16 and older
- Confirmed diagnosis of Intellectual Disability and/or Autism
- Mental health concern(s) and/or challenging behaviour such as aggression or self-injurious behaviour or persistent repetitive behaviours

##### **Eligibility requirements for Autism diagnostic assessment:**

- Age 16 and older

##### **Suitability for Admission to ANS Brief Intervention Unit (Inpatient)**

- 16 years of age and older
- Diagnosed with Intellectual Disability and/or Autism
- Presenting with clear psychiatric symptoms (e.g., primarily mood disorders, OCD, anxiety disorders etc.). Clients presenting with personality disorders or addictions will be referred to relevant services.

#### **Q: I think I might have Autism. How can I get an Autism diagnostic assessment?**

**A:** A physician (doctor) or a nurse practitioner need to refer you to our services. To proceed with an assessment for Autism, an informant must provide information about the person's early childhood (specifically developmental history). An informant is typically a parent, aunt, uncle or older sibling. We need the confirmation that an informant is available prior to booking the assessment. Without this information, we are not able to proceed with these assessments. Past psychological and psychoeducational reports, report cards, other formal school documents are also helpful to inform the assessment.



**Q: Can I get the Autism diagnostic assessment by phone or video conference?**

**A:** No. The assessment requires you and your informant to come in person to our clinic at [1001 Queen Street West, Unit / Building 4](#), 3rd floor, in Toronto. If your informant is not able to attend in person, please inform if they are available for a phone interview.

**Q: How many times do I have to go to ANS to complete an Autism diagnostic assessment?**

**A:** This varies, but it might take three to four appointments to complete an assessment.

**Q: What is the wait time to get an Autism diagnostic assessment?**

**A:** The wait times for this assessment is very long (a minimum of 1 year).

**Q: I am in crisis/ My family is in crisis, How can I get help?**

**A:** ANS does not provide emergency or crisis support. You should go to your nearest hospital's emergency department. If you need assistance getting there, call 911. You could also call the local crisis resources. [Click here](#) to find crisis supports. If in Toronto, you can also ask for the Mental Health Mobile Crisis Intervention Teams (MCIT). Click the link to learn more about MCIT. <http://www.torontopolice.on.ca/community/mcit.php>

**Q: What should I expect after a referral is made by my doctor or nurse practitioner?**

**A:** Access CAMH will review the referral to confirm we have received all the information that proves you are eligible to receive our services. If Access CAMH needs more information, they will contact your doctor or nurse practitioner. When the referral is complete, Access CAMH sends your referral to ANS. ANS will review the referral to check if our services may be right for you. You can expect ANS to contact you close to the date of the appointment. Please note that our wait times are long. [Click here](#) to see a generic timelines of events.

**Q: How can I know the status of my referral?**



**A:** Access CAMH is able to inform you whether your referral was sent to ANS or not. However, ANS does not have the capacity to return calls with the status of referrals. Someone from ANS will contact you to set up an appointment according to our wait list.

**Q: What is the current wait times?**

**A:** Due to the specialized nature of the services and high volumes of referrals, our wait times are long. At this time, the wait is a year or longer depending on the service.

**Q: Where is ANS located? How can I get there?**

**A:** ANS is located at 1001 Queen Street West, Unit / Building 4, 3rd floor. [Click here](#) to find a map of the hospital with pictures of how to get to our clinic. [Click here](#) to watch a video on how to get here  
[\[https://www.dropbox.com/sh/6cyfp3nem8vyk9e/AACS89s80fceQtnUG4yIO2UHa?dl=0\]](https://www.dropbox.com/sh/6cyfp3nem8vyk9e/AACS89s80fceQtnUG4yIO2UHa?dl=0).

**Q: What does ANS need to know when we book an appointment?**

**A:** It is important that we get to know you and/or the person you are supporting. It will just help us be prepared to assist you and/or the client better. None of the information below will affect the care that you receive. Some useful information include:

- If you and/or the client do not speak English and need a language interpreter or a Sign American Sign Language (ASL) interpreter.
- If you and/or client has difficulty taking elevators. We could make sure staff is available to give you access to the stairs if needed.
- If you and/or client need any other accommodation.

If there is a potential for the person you are supporting to exhibit any of the following:

- elopement (running away or leaving premises without notifying others)
- physical aggression
- environmental aggression (such as throwing chairs, breaking glass, turning tables, removing items from the wall, revolving garbage bins)
- verbal aggression
- self-injurious behaviour
- Any issues with using washrooms or kitchen-like environments.
- If there are specific triggers that may lead to types of aggression listed above such as having to wait in the lobby
- If there is a bed bug infestation in your and/or client's house or apartment building.



## **Q: How can I prepare for my appointment?**

**A:** There are at least 4 things you should think about.

1. Plan your trip by TTC or by car in advance. If you are coming by car, check the map for paid parking options in advance. Plan to arrive at ANS a minimum of 10 minutes and a maximum of 15 minutes before your appointment to complete registration forms. There is construction at our site. Finding a parking spot may take more time than usual
2. It might help to take the time to complete these forms and bring them with you. [link to About My Health and My Healthcare visit  
<https://ddprimarycare.surreyplace.ca/tools-2/general-health/todays-visit/>  
<https://ddprimarycare.surreyplace.ca/tools-2/general-health/about-my-health/>]
3. Bring the following:
  - Valid health card [add link to OHIP]
  - Bring all current medications (prescribed and over the counter) and pharmacy medication history list
  - A list of past and/or current medications.
  - Bring any documents or letters from health care providers or agencies about you that you have.
  - Any object that makes you feel comfortable (fidgets, colouring books, tablets, headphones, sunglasses).
4. Who should come with you? You can come with anyone you feel more comfortable with at medical appointments. For Autism diagnostic assessment, you need to bring an informant with you.

## **Q: What happens at the initial appointment?**

**A:** You might either see a doctor only OR someone else from our team (the doctor might meet you briefly that day as well). We will talk about your life to understand your physical and mental health. Ask for a break anytime. We do not typically do physical examinations. We may ask you to bring us or fax us copies of some documents. If we need more time to finish this conversation, we will book another appointment.

## **Q: How can I get a prescription or refill for my medication?**

**A:** If you need a new prescription or a refill, contact your family doctor or your community psychiatrist directly.



**Q: I need to cancel or reschedule my appointment, what should I do?**

**A:** If you need to reschedule or cancel an appointment, call us at least three days before your scheduled appointment at 416-535-8501, press 37800. There are many people waiting for our services. Please note that rescheduled appointments are based on availability. If you miss your appointment two times, a new referral will be needed from your doctor or nurse practitioner.

**Q: I missed my appointment, what should I do?**

**A:** Call us to reschedule your appointment at 416-535-8501, press 37800. There are many people waiting for our services. Please note that rescheduled appointments are based on availability.

**Q: I cancelled or rescheduled my appointment with less than three days before my scheduled appointment. Is that ok?**

**A:** There are many people waiting for our services. If you cancelled or rescheduled your appointment two times with less than 3 days, a new referral will be needed from your doctor or nurse practitioner.

**Q: How does ANS use your information?**

**A:** [click here](#) to see the answer

**Q: How to obtain copies of ANS reports and consultations notes?**

**A:** [Click here](#) for instruction

**Q: Where can I find the schedule for the groups ANS offer?**

**A:** We currently do not offer this information online. Emails us at [ANSSelfRegulation@camh.ca](mailto:ANSSelfRegulation@camh.ca) to find out about Self-Regulation and Families Connect Group.