



Frequently Asked Questions: Mental Health Specialty Program - Referral

What is the Mental Health Specialty Program (MHP)?

The MHP is a specialized program that includes assessment and treatment for mental health conditions. Our care is delivered within the Centre of Addiction and Mental Health Clinical Programming. Our team of clinicians include: psychologists, psychiatrists, occupational therapists and pharmacists. We provide services to those individuals who have been identified by the Workplace Safety and Insurance Board (WSIB) as experiencing Occupational Mental Health difficulties

Why was I referred?

Typically, clients are referred to the MHP if they have been struggling with mental health difficulties stemming from workplace stress, a workplace accident or workplace trauma. Clients are referred to our services by their Case Managers at WSIB to help facilitate treatment planning. If you have received a call from one of our team members to book an appointment, but are unsure as to why we are contacting you, please connect with your **WSIB Case Manager to help you better understand the goals of the referral.**

I am already seeing a mental health professional in the community, why would do I need to come here?

Our Clinical Services are designed to help support your current Community Providers build on the skills you have already learned and optimize your functioning and work readiness. After you are seen for assessment in our clinic, we will send a set of treatment recommendations that you can discuss, and hopefully use, with your regular care team. In some cases, we can offer treatment which helps support your current care but would not necessarily remove you from your regular care provider.

I am not ready to go back to work, why do I have to come for an assessment or treatment?

At the MHP, we believe that any individual's mental health relies on being able to effectively function in all aspects of life, including work. In considering work as part of your mental health, we provide clinical recommendations to the WSIB with the goal of ensuring that your return to work does not compromise your recovery.

As part of our assessment, we will spend time learning what concerns you have around return to work and will work with you to identify supports that may be required when you begin the return to work process. These will be communicated, on your behalf by our team, to the Work Transition Specialist who will ensure that, even in the early stages of return to work planning, your mental health is considered and protected when considering employment options.

What can I expect from my visit?

When you arrive at your appointment, there will first be paperwork to complete before you meet the clinicians. This will include demographic information (e.g., name, address, emergency contact information) and current medication and healthcare provider list. Please refer to the list below for reference. If you require assistance or additional time completing forms (e.g., visual or writing issues),



please let us know so we can accommodate your needs when possible. You may be asked to complete a combination of self-report questionnaires and standardized assessments.

You will likely spend approximately three hours with assessing clinicians, divided into two sessions with a break between sessions. Please bring your own lunch or money, as you will have a break during your assessment. The clinic does not provide food. Following the interview, you will complete a number of self-report questionnaires. We would expect that you would be able to leave the clinic no later than 4pm. *Please do not make any travel arrangements prior to this time.*

We understand that talking about your experiences may bring up unpleasant feelings. Please let one of your assessing clinicians know if you are overwhelmed and need a break during your assessment process.

What should I bring to the assessment?

To maximize your time with your clinicians, please bring the following to the assessment:

- Your Ontario Health Card
- Government Issues Identification (i.e., Driver's License, Ontario Photo ID Card, Passport)
- A list of all current medications
- A list of all past psychiatric medication (including maximum dose used, how long etc.)
- Your family physician or pharmacist can help you put together medication information
- Reading glasses, if you need them
- Lunch or money to buy one. We do not provide lunch.
- Any medication that you need on the day of your appointment. We cannot provide medication.

Who should I contact if I have questions before or after my visit?

Please contact your **WSIB Case Manager** directly with any questions. They will be best able to direct your concerns.

What should I do if I am going to be late, or unable to attend my appointment?

We would like to do our best to remove scheduling barriers to allow you to access our services. However, due to the high demand for the interdisciplinary services that we offer, we ask all client **to make every effort to attend the appointment time that was originally scheduled**. If you are unable to attend or need to reschedule **PLEASE NOTIFY US WITHIN TWO BUSINESS DAYS of your scheduled appointment**. Cancelling your appointment with less than two business days notice will be considered a cancellation and WSIB will be notified that you are not able to attend. You will be provided an alternate appointment at a later date. If you are not able to attend the second offered appointment then a re-referral will be required which would significantly impact your access to services. Please call us at: **416-535-8501 x77350** to let us know if you are going to be late or need to reschedule your appointment.

What if I forgot to mention something during my appointment?

Our clinical team makes every effort to ensure we collect all relevant information during the course of your time with us and we have the expertise to know how to ensure that all necessary information is



collected before your day ends. Unfortunately we are not able to add details after the end of the appointment and will not be able to speak with our clinicians after your appointment date.

What happens after my first visit?

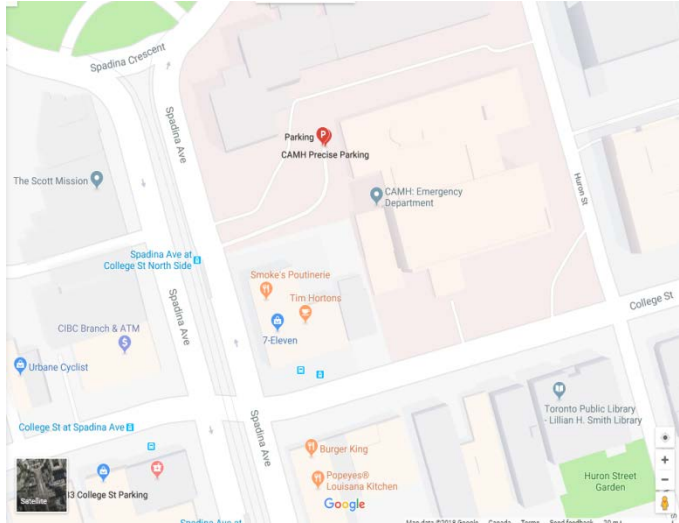
Your assessing clinicians will summarize information gathered and make recommendations for the level of service that will be most helpful for you. Your **WSIB Case Manager** will contact you directly with these recommendations and make arrangements for follow up as needed.

Policies of MHP and CAMH.

We operate in an environment of respect and ask all visitors and clients to do the same. We will ask anyone who is aggressive or threatening to leave, and WSIB will be notified.

These items are not permitted on CAMH premises: alcohol, illegal substances, hazardous items, and weapons. Also, use of camera or audio/video equipment (including those on cell phones and computers) is not permitted

Frequently Asked Questions: Mental Health Specialty Program – Getting here



Address:

We are located at:

[455 Spadina Ave, Suite 200](#)

Toronto, Ontario

M5S 2G8

The closest major intersection is College Street and Spadina Avenue.

Entrance:

From Spadina Avenue, door between the 711 and Smokes Poutine (see picture to left)

Directions via Public Transit:

Take line 2 to **Spadina Station**. From there, you can take the 510 SPADINA Street car (going southbound) from Spadina Station and exit at **Spadina at College Street South**.

Directions via Driving:

Please visit the following [Google Maps link](#) for up to date directions, road closures and construction.

Parking:

CAMH Parking: Underground parking is available on a first come first serve basis at the College/Russel Street CAMH sites. Vertical clearance is 170 cm. Enter off of Spadina Street. There is also street meter parking if underground parking is unavailable.

Paid Parking: Cash and credit card accepted.

University of Toronto Parking: BCIT Garage located at 213 Huron Street.

Paid Parking: Cash only accepted

Reimbursement:

Note: Please contact **your WSIB Case Manager** directly regarding travel reimbursement details. CAMH is not responsible for any parking fees incurred.

