

Your referral questions answered

When should I make a First Link referral?

You can make a referral anytime you have a client or care partner that you believe would benefit from the services we offer.



What are the services you offer?

Our services include but are not limited to:

- **Adult Day programs** (Brampton, Evelyn's Place, Brunel, Meadowale and Sam McCallion) for social and cognitive interactions
- **Respite services** (Nora's House) for short term overnight stays
- **Education** sessions on the disease, what to expect and strategies to cope
- **Counselling** - the client/care partner is connected to a non therapeutic counsellor who provides education and support specific to their individual need
- **Support groups** for care partners and the person living with dementia. A place where they can come together with other persons on the dementia journey to discuss and support each other
- **Care Navigation** - support navigating the complex dementia landscape and finding the right supports at the right time in the community
- **Behavioural Supports Ontario (BSO)** - behavioural health care services for older adults with or at risk of personal expressions associated with dementia, complex mental health, substance use and/or other neurological conditions that put the individual at risk
- **Virtual Hub** - a reservoir of meaningful and stimulating activities, as well as social programming that clients and care partners can take advantage of at their own pace and in the comfort of their homes
- **Bathing program** - free bathing service in a spa-like space where clients feel comfortable

Who should we refer?

You can refer the person living with dementia, their care partner(s), or family members.

Does my client have to have a formal dementia diagnosis to be referred?

No formal diagnosis is required. You may refer anyone who has some cognitive impairment or symptoms that are commonly associated with dementia.

How long does a referral last?

We work with the client as long as they need our support. Clients/care partners must however consent to use our service. If a client you refer to us refuses any of our services they can always call ASP at any time to access support.

I referred a client and they tell me they are not being supported

We call/contact all clients/care partners referred to us. We let you know when we are unsuccessful in reaching them. Some clients/care partners refuse the service and prefer to call in as they need; they are given our direct support number to call at any time. If a client accepts service but is unable to fully connect right away, we send an information package and do an intentional follow up in 4 weeks to see that the information has been received and determine what if anything can be supported next. We always communicate a contact number for the client/care partner to reach out if they want to connect sooner.

I asked for BSO for the client but the client is not getting BSO

BSO requests are triaged by the BSO Care Navigators. They use a combination of risk and unmanaged behaviours to determine suitability for BSO. If the client does not meet the criteria for BSO, you will be told and the client will be directed to the relevant First Link support services for their area, thereby ensuring the client is always supported.

Why do you call me about a failed contact?

It is our policy to let you the referral source know that we were unsuccessful in contacting the person referred and that they are not receiving the supports you requested for them. In such cases you may provide additional contact information, additional insights or choose to make a separate referral for an alternate care partner.