



Ross Memorial Hospital
Mental Health Program
10 Angeline St. N. 2nd Floor
Lindsay, ON K9V 4M8
Ph: (705) 328-6064 Fax: (705) 328-6065
Visit www.rmh.org and search by Programs & Services

Mental Health Out-Patient Programs

Case Management Program

People are referred for case management who are chronically ill and whose illness severely impacts their quality of life.

THE PROGRAM

The Case Management Program is appropriate for residents of Kawartha Lakes who are 16 years of age and older, with long-term mental illness looking to develop the necessary skills to live, learn and work in their home environment. The program assists individuals with housing, work or alternate activities, education, formal and informal supports, socialization, illness management and counseling/rehabilitation needs. Our case managers are trained in various advanced clinical treatments suitable for people with a range of disorders including psychoses, substance misuse, trauma and severe anxiety. Case managers may do home visits, but they do not transport clients and do not shop with or for clients.



WHO IS ELIGIBLE

Residents of the City of Kawartha Lakes who are 16 years of age or older are eligible for the Case Management Program. People are referred for case management when, due to the effects of their mental illness, they find it hard to organize daily life needs.

Examples of case management issues are:

- Making and keeping appointments
- Disorganization of household or personal management
- Finding other community resources
- Complex health problems in addition to a mental illness
- Long term recurring mental illnesses

PRINCIPLES OF CASE MANAGEMENT

We believe that:

- People are experts about their own lives and can make changes.
- People are entitled to access needed resources, i.e. affordable and decent housing.
- Psychiatric difficulties, trauma, and abuse are relevant.
- Many people with a long-term mental illness need flexible support.
- Families and other social supports can be valued resources.

THE CASE MANAGER'S ROLE

- Building one-on-one, long-term relationships with clients
- Completing assessments and individual service plans, in consultation with clients
- Making home and community visits
- Providing support, education, and counselling
- Linking with community services and resources
- Teaching and enhancing skills/coping strategies
- Advocacy
- Helping clients to manage crises
- Monitoring illness
- Providing flexible support
- Working with families and other supports

REFERRAL PROCESS

Anyone may initiate a referral by completing a referral form. Once a referral has been received, you will be contacted for an intake assessment to determine if our program will suit your needs. People who require either inpatient admission or alternate community care will be directed accordingly.

Referrals can be made by:

Calling Kathleen Hayes at (705) 328-6064

Referral Forms can be obtained by coming in to the Mental Health Day Program area (Mon – Fri 7:30am – 3:30pm), at your doctors office, by fax or mail.

Mental Health Day Program

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