

**Hotel Dieu Grace Healthcare
Windsor Addiction Assessment and Outpatient Services (WAAOS) Department**

What can I expect during the intake process?

When you attend an intake, we will begin the process of triage (or screening) to determine what services you may require related to substance use and other areas of concern. We will start by asking you some personal health information, what your concerns are, and what supports you are looking for (i.e.,: information or counselling). The intake process will take approximately 30 minutes.

What happens after intake?

You may be asked to come back another day for your assessment. With the support of a Social Worker, you will self-administer an assessment. You will be asked questions about your substance use, internet, gaming or problem gambling concerns, your mental health, and activities of daily living (school, employment, etc). This will take approximately 45 minutes to complete.

What happens after intake and the assessment appointment(s)?

After your assessment you will be provided an appointment to come back another day for treatment planning. During your appointment, you will meet with a Social Worker to go over the results of your assessment and look at your individual goals. A plan will be created on how we can support you to reach your goals. The Social Worker will share with you all of the options available in the community and will help you access information to make a decision. We offer several groups ranging from education and prevention to treatment. Together, with your Social Worker, you will determine the right next steps for you.

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Screening & Assessment

What is Screening?

Screening is an important first step in the clinical services provided at Windsor Addiction Assessment and Outpatient Services (WAAOS). The screening process helps to determine what kinds of concerns an individual may have around their use of substances, mental health, harmful gaming, gambling or internet use and physical safety risks. Screening also helps to explore what issues might be getting in the way of a person's ability to get help for alcohol, drug, internet, gaming disorders or gambling concerns and what might help to remove those barriers.

Screening questions help to find out more about a person and their experiences. Some of the screening tools used are question and answer format. These can be filled in by a client themselves or completed orally with a clinician. A new client will read through the forms and screening tools for themselves to decide if they feel comfortable sharing their information.

The information learned from a screening will guide the next step in the process which directs individuals to the appropriate assessment.

What is Assessment?

Assessment is considered essential in the treatment planning and counselling stages of interaction with clients at Windsor Addiction Assessment and Outpatient Services. All staff are trained in assessment techniques and use a combination of interview techniques, objective measures and collateral information as available and as appropriate. Referrals to treatment are best made when guided by a thorough assessment.

Purpose of Assessment:

- To assess the problem areas identified by the client and others.
- To investigate past and present use of all substances and problems with internet, gaming disorders and gambling and determine level of dependence.
- To work with other significant people in the client's life as appropriate.
- To record baseline data with which to measure goal attainment and progress of client.
- To record client demographics that can be analysed to evaluate outcome and success of programs.
- To use assessment findings to draft and negotiate with client a treatment plan.

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- To share assessment results and treatment plan with appropriate resources with client consent.

Once an assessment is completed, the client is given an opportunity to talk about any concerns they have identified and discussed. A list of options or a treatment plan will be negotiated and presented to the client. A treatment plan might include the following kinds of activities:

- Referral to primary care doctor (family doctor)
- Referral for attendance at a group at WAAOS e.g., outpatient treatment
- Referral for residential care somewhere else than at WAAOS (about 10-15% of our clients go to residential services)