

Need for support for a referral

- I have **noticed signs of stress, anxiety and depression** in a person 14 years old or older
- The situation is **not urgent**, and I think that the person will **need a referral** to a resource
- This person wants a referral and I need help from my relay team to do this

Here is the **information to be collected** from the person and **given** to my relay team

STEP 1

Tell the person what I am doing

- I am a member of the Pathfinders Network for Psychological Health, and I will need the support of my team of professionals at the CISSS des Laurentides to help me offer you a service or referral
- **If you want**, I can collect some information that I will give to my relay team in complete confidentiality
- If my relay team provides a **referral to a CISSS des Laurentides service**, the psychosocial team will contact you to conduct an assessment of the situation
- If my relay team suggests a **referral to a community organization**, I can contact you to share the resource information
- This step may take several days

Section to read to the person to get their consent

STEP 2

Gather the person's information

If the person has given me informed consent verbally, I can ask for the following information :

- **First and last name**
- **Date of birth**
- **Address**
number, street, city and postal code
- **Telephone number**
- **Email address**
- **Why the person needs a referral**

After noting the person's information, I can say that I agree to respect the confidentiality of the information.

STEP 3

Give the information to my relay team

- **By email**, I ask my relay team to **plan a telephone meeting** so that I can pass on the information I have gathered
- If a CISSS des Laurentides internal referral is suggested, my relay team will pass the information on to the right place and the person will be contacted
- If referral to a community organization is suggested, my relay team will give me the information which I can pass on to the person

Following the call

Important to remember

- I will ask the individual for permission to collect their personal information and share it with my relay team
- I will respect the confidentiality of the information collected. I will share it only with my relay team

Don't hesitate to reach out to your relay team if you have a question or need support