

## WAITLIST MANAGEMENT

CCP Staff will manage the waitlist for CCP services.

### REFERENCE

*Pathways to Wellness: An Updated Action Plan for Addictions and Mental Health  
2014-2016*

### PURPOSE

- To ensure clients are seen in a timely and effective manner.
- To check in with clients on the waitlist periodically to re-evaluate their level of risk and/or needs for service.

### PROCEDURE

1. Inform clients of the estimated wait time, provide clients with information about other services, emergency services contact information.
2. Inform the client that they should call back if they feel their circumstances have changed.
3. Contact clients on the waitlist at least every three (3) weeks:
  - Confirm the continued need for counselling services.
  - Ensure the client is adequately coping with their problems.
  - Assess client's level of risk (suicidal, homicidal, or otherwise in danger).
  - Reassess client's priority.
  - If a client's status has become urgent, they must be seen within 24 hours.
  - Inform the client of the current wait time if their status is not urgent.
  - Document phone calls in the client's file, including any actions taken, date, time of contact, and updated waitlist time.
4. Contact clients when they are near the top of the waitlist to ensure that they still require services.
5. All Health and Social Services Authorities must have a formal plan in place to reduce waitlist times if the waitlist is longer than four (4) weeks.

### FORMS

Revision Date: April, 2015

Director Mental Health and Addictions



- Waitlist Action Plan

**TOOLS**

- Risk Assessment Questions
- Waitlist Check-in Tool

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