

# 10 Tips for Successful System Navigation



Caregivers tell us that caring for someone with dementia has ups and downs. Finding the resources for the various issues that can arise can be challenging. **Here are some tips:**

- 1 **Start early:** Get connected to resources and community services as soon as possible.
- 2 **Plan ahead** before crisis occurs. Prepare the groundwork today for the services you may need tomorrow.
- 3 **Don't do it all yourself:** Let family members and friends help.
- 4 **Turn to your health clinicians** to help with system navigation, for example:
  - Reitman Centre counsellors
  - Alzheimer Society Counsellors
  - Agency social worker/case manager
  - CCAC case coordinator
- 5 **Make sure everybody knows about everybody**  
Provide a list of all your health care providers and services to your healthcare team.
- 6 **Ask, ask and ask:** The more you ask the more you know about your choices/options and the better decisions you can make for yourself and your loved one.

- 7 Use as many resources and social support as possible.**
- 8 Keep an organized binder** with all documents and assessments to bring with you to medical appointments (Medical history, meds, etc.).
- 9 When meeting with your family physician:**
  - Prepare updated information about condition and services.
  - Make a list of concerns and prioritize.
  - Present your request in a simple and concise manner.
  - Be flexible, ask the physician what is realistic for you to address at each visit.
  - Suggest possible solutions/services of interest.
  - Let your physician know about how you are coping.
- 10 Here are some useful numbers and links for resource information:**
  - The Reitman Centre for Caregivers  
416-586-4800 ext. 5882
  - Home and Community Care  
416-506-9888 | <http://healthcareathome.ca>
  - Alzheimer Society First Link Program  
416-322-6560 | [www.alzheimertoronto.org](http://www.alzheimertoronto.org)
  - Toronto Seniors Helpline  
1-877-621-2077
  - The Toronto Dementia Network  
[www.dementiatoronto.org](http://www.dementiatoronto.org)



## **Sinai Health System**

THE CYRIL & DOROTHY, JOEL & JILL  
REITMAN CENTRE FOR ALZHEIMER'S  
SUPPORT AND TRAINING

### **The Cyril & Dorothy, Joel & Jill Reitman Centre for Alzheimer's Support and Training**

60 Murray Street, Suite L1-012. Toronto, Ontario, Canada. M5T 3L9

T (416) 586-4800 ext. 5882 | F (416) 586-3231

[reitmaninquiries.msh@sinaihealthsystem.ca](mailto:reitmaninquiries.msh@sinaihealthsystem.ca) | [www.mountsinai.on.ca/reitman](http://www.mountsinai.on.ca/reitman)