

A PROPOSAL FOR AN INTEGRATED COMMUNITY RESPONSE TO HOARDING IN EDMONTON

APPENDICES

October 2013



This report was prepared by Sage in collaboration with community partners and made possible by funds provided by Edmonton Community Foundation

APPENDICES

APPENDIX A

Sage: This Full House Brochure (Front)

<p>THIS FULL HOUSE</p> 	 <p>We offer the following</p> <ul style="list-style-type: none">• Self, Family, Community Referrals• In-Home Visits• Partner with you in developing an action plan based on your individual needs and goals• Identify and assist you in connecting to resources in the community• Harm-Reduction Approach• Monthly Lunch Group• Follow-up Support• Offer hope and inspiration for your journey	
<p>You don't have to do it alone.</p> <p>Sage can partner with you in developing a plan to meet your individual needs.</p> <p>Sage offers information and support for individuals 55 years of age or older. In some cases, application can be made for financial assistance through the Alberta Seniors Benefit Program.</p> <p>Even if you just want to obtain more information, understanding professionals are here to listen.</p>		
<p>Changes CAN be made starting TODAY!</p> <p>For more information You can call Sage 780-701-9019</p> <p>To speak with a <i>Social Worker</i></p>		

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APPENDIX A

Sage: This Full House Brochure (Back)

Information and Support for Individuals 55+ when too much stuff interferes with living the life you want.

When Saving Becomes a Problem.....

Many people enjoy collecting things and have a hard time letting them go.

Many people feel an emotional attachment to their personal belongings or like to save items for later use.

Some people save things to the point that they become overwhelmed. They collect so many things that deciding what to keep and what to let go, may be overwhelming.



Why be concerned?

Many people collect things but for some, collecting and saving can be extreme and may make your home difficult to use and be safe.

Houses full of saved items may result in falls and injury, loss of friends, isolation and emotional distress. Sometimes there is a risk of mould, infestation, fire or eviction.

Do you experience the following?

- You save or collect beyond what is needed or useable – even though the house and additional storage spaces are full.
- You value uniqueness and sentiment that is found in things that others do not find valuable, such as old papers, containers and food items.
- You have a strong emotional attachment to items that give you comfort and a feeling of safety.
- Your efforts to stop collecting or discarding things are unsuccessful, leading to a sense of anxiety, emptiness, and vulnerability and more collecting.
- Your things interfere with safe and functional use of the home for sleeping, cooking, bathing and socializing.
- Others see your saved things as bothersome or dangerous.
- Fear of losing things prevents you from discarding them.
- You feel too overwhelmed to do anything different.

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APPENDIX A

Canadian Mental Health Edmonton: Hoarding Poster



Canadian Mental Health Association
Edmonton
Mental health for all

#300, 10010 105 Street
Edmonton, AB T5J 1C4
Tel (780) 414-6300
Fax (780) 482-7488
Email: main@cmha-edmonton.ab.ca
Website: www.cmha-edmonton.ab.ca

THE HOARDING SUPPORT GROUP

HOARDING DROP-IN SUPPORT GROUP

- On-going schedule
- Biweekly, Wednesdays 6:30 – 8:30 pm
- Meetings held at CMHA Edmonton Region
#300, 10010 105 Street
Edmonton, AB T5J 1C4
- 2 hours per session
- All resources supplied

A non-judgemental support group designed to encourage you to be inspired and accountable in dealing with your specific hoarding issues

COST TO PARTICIPANTS IS \$1,000/SESSION – NO REGISTRATION REQUIRED

Co-facilitated by:
Tert Bailey, M.A. Counseling
Phone: 780.761.5693
Email: tertbaiiley@yahoo.ca

Stacy Walker, Certified Professional Organizer
Phone: 780.717.1745
Email: info@edthoraxandco.ca

Every Wednesday
starting
January 15, 2014—May 21, 2014

Mentoring Specialist Hoarding Mentor

With the support of BCMA, A and Alberta Advanced Education and Technology





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Website: www.cmha-edmonton.ab.ca

THE HOARDING SUPPORT PROGRAM

HOARDING SUPPORT PROGRAM

- On-going schedule
- Biweekly, Wednesdays 3:30 – 5:30 pm
- Meetings held at CMHA – Edmonton Region
#300, 10010 105 Street
Edmonton, AB T5J 1C4
- Resource fee: \$15.00

The Hoarding Support Program has a structured psycho-educational component as well as an opportunity for participants to support one another. The Program encourages you to be inspired and accountable in dealing with your specific hoarding issues.

REGISTRATION REQUIRED – REGISTRATION FEE IS \$10.00

Co-facilitated by:
Tert Bailey, M.A. Counseling
Phone: 780.761.5693
Email: tertbaiiley@yahoo.ca

Stacy Walker, Certified Professional Organizer
Phone: 780.717.1745
Email: info@edthoraxandco.ca

Every Second Wednesday
starting
January 15, 2014 - May 21, 2014

Mentoring Specialist Hoarding Mentor

With the support of BCMA, A and Alberta Advanced Education and Technology



APPENDIX B

Research Article: Older Adults with Hoarding Behaviour Aging in Place: Looking to a Collaborative Community-Based Planning Approach to Solutions

To access the report, visit <http://www.hindawi.com/journals/jar/2012/205425/>

Hindawi Publishing Corporation
Journal of Aging Research
Volume 2012, Article ID 205425, 8 pages
doi:10.1155/2012/205425

Research Article

Older Adults with Hoarding Behaviour Aging in Place: Looking to a Collaborative Community-Based Planning Approach for Solutions

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This paper reports on and synthesizes new research that examines how a collaborative community response can promote successful aging in place for older adults with hoarding behaviour. Through interviews with older adults with hoarding behaviour, who used a particular community support and a focus group interview with members of the community collaborative that directed supports for this population, our findings suggest that there were valuable outcomes for both groups. These older adults with hoarding behaviour were able to remain in their own homes, their safety was enhanced, their sense of isolation was minimized, empowerment was fostered, and they gained valuable insight into their behaviour. The members of the community collaborative were able to access the expertise of other professionals, maximize their own expertise, and they generated an enhanced understanding of the experience of older adults living with hoarding behaviour in Edmonton. This study is a significant addition to the much too sparse literature about the community planning needs of older adults with hoarding behaviour. It offers knowledge that is integral to theories and principles of better aging in place but attempts to translate this into practice.

1. Introduction

Older adults with hoarding behaviour are often at a high risk of being homeless making aging in place extremely complex. This paper reports on a study that examines the value of a community-based planning approach that responds to the needs of this population, a population that is both increasing in number and that is very seldom studied [1]. It synthesizes new research about the complexities associated with remaining in one's own home when he/she is over 55 and has compulsive hoarding behaviour. And it examines how a collaborative community response promotes successful aging in place for this population. Not only are community-based services necessary to better understand because they are central to all health sectors [2], but also current research surrounding those with hoarding behaviour is mostly focused on methods addressing individual-level

behavioural characteristics of hoarding through cognitive behavioural therapy (cf., the extensive work of Frost and Steketee). Missing are descriptions of community-based planning approaches for health and social service sectors working hard to make aging in place a possibility.

For older individuals with hoarding behaviour, aging in place is complex because hoarding behaviour is multifaceted; it touches on social, environmental, familial, and personal issues [3]. Aging in place is also not simple for those with hoarding behaviour because they want to remain living in their own homes, neighborhoods and communities which seem to require that a collection of agencies, often representing different sectors, understand their needs in order to help them stay in the community and age in place. In this paper, aging in place refers to an ideal where people can age in the familiarity of their homes, neighbourhoods, and communities where their quality of life is maximized by

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CURRENT STATE OF HOARDING SERVICE PROVISION EDMONTON BASED ENVIRONMENTAL SCAN

1

WHO?

Client

WHAT? (human and or financial)

Hands-on decision making, organizing, carrying out mandate of health orders, by-law infractions, attending support groups and maintenance of home post clean-up.

Costs of hiring professional help depends on level and severity of hoarding (\$500 - \$100,000+).

HOW?

Participate in learning steps to changing thoughts and behavior around acquiring and saving.

Participate in decision making and organizing skill development.

Removing items from the home for garbage, donating or selling.

Lots of hard work and determination.

2

WHO?

Alberta Health Services Environmental Health

WHAT? (human and or financial)

Health officers inspect properties as reported. Health officers can accompany other professionals in on-site visits involving hoarding and work with tenant and other agencies in action plan follow-up.

HOW?

On-site inspection.

Issue Health and Safety Orders

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CURRENT STATE OF HOARDING SERVICE PROVISION EDMONTON BASED ENVIRONMENTAL SCAN

3

WHO?

Alberta Health Services
Home Care

WHAT? (human and or financial)

Limited with the amount of hands-on support because clients must meet specific criteria to qualify for homemaking/cleaning services.

If this service can't be provided, the case managers assist with linking the clients elsewhere.

HOW?

Identify who qualifies for homemaking/cleaning services.

Connect clients to resources and providers who are equipped to assist with this service.

4

WHO?

City of Edmonton
Derelict Housing

WHAT? (human and or financial)

- No specific person
- 2-3 hours per month

HOW?

- Only deal with the building aspect
- Try to work with owner to clean out building so they can inspect
- Personal hoarding is not covered under Alberta Building Code
- Only deal with building aspect and not the contents and only if believed that the foundation system may be compromised

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CURRENT STATE OF HOARDING SERVICE PROVISION EDMONTON BASED ENVIRONMENTAL SCAN

5

WHO?

City of Edmonton
Bylaws

WHAT? (human and or financial)

- Each officer will generally deal with their own file in consultation with their supervisor (plan is to have one or two 'specialists')
- Overtime hours for clean-ups
- Could involve: 1 area officer, 1 supervisor, 1 additional officer if it goes to clean-up, 4-6 contractors, development and compliance person, safety codes person

HOW?

- Each officer will generally deal with their own file in consultation with supervisor
- Messy Yards Bylaws process

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WHO?

City of Edmonton
Family and Community Support

WHAT? (human and or financial)

- Assessment and Short Term Counseling
- Range of 20 min. to 1-2 hrs. per call and up to 5 days to get resources gathered and follow up with caller
- 1 person identified as key go-to for any hoarding cases

HOW?

- Calls come directly from self, Alberta Health Services, friends, relatives and neighbors

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WHO?

Mental Health
**Canadian Mental Health
Association Edmonton**

WHAT? (human and or financial)

- 6-7 calls per week regarding the support group

HOW?

- Refer to Terri Bailey and Stacy Walker (Hoarding Support Group)

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WHO?

Covenant Health
Community Geriatric Psychiatry

WHAT? (human and or financial)

- Every nurse has had a client with hoarding behavior

HOW?

- Refer to TFH
- Focus on mental health
- Try to de-clutter with client
- If squalor – admit to hospital
- Keep a file open in the community for up to 3 years if multiple mental health issues, including hoarding

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WHO?

Alberta Health Services
Addiction and Mental Health

WHAT? (human and or financial)

- Any time spent is at individual therapist's discretion and is part of regular workload (Example: 1 Therapist spend 3 hrs. every Friday for 2 months. Same Therapist spend 2 full days last summer)

HOW?

- Hands-on: Example: Cleaning out storage units

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WHO?

Edmonton Fire Rescue Services

WHAT? (human and or financial)

- 1 Fire Prevention Officer – dedicated to addressing hoarding but it isn't the only part of her job

HOW?

- Method for reporting and recording addresses where hoarding is prevalent and a concern

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CURRENT STATE OF HOARDING SERVICE PROVISION EDMONTON BASED ENVIRONMENTAL SCAN

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WHO?

Professional Organizers and Personal Assistants

WHAT? (human and or financial)

Gettin' Around to It!

- 80% of time dedicated to hoarding cases
- Tend toward sliding scaled and reduced rates but published hourly rate of \$65 per hr.
- Volunteer Time: both in front line client work and back end – ground laying work (the Hoarding Coalition and the Christiana Bratiotis Workshop for examples)

HOW?

Gettin' Around to It!

- Professional organizer works directly with clients hands-on

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WHO?

Professional in-home assistance

WHAT? (human and or financial)

Helping Hands Personal Assistants

- 2 hr. consultation for all TFH Clients (paid by Sage \$35 per hr.)
- Works with client in the home with hands-on assistance in carrying out harm reduction action plan
- # of staff allocated to each case depends on severity of hoarding and time considerations

HOW?

Hands-on:

- Help with decision making
- Help with organizing
- Help with removing items from the home
- Help with cleaning
- Partner with client, Sage and other team members on carrying out action plan

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CURRENT STATE OF HOARDING SERVICE PROVISION EDMONTON BASED ENVIRONMENTAL SCAN

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WHO?

Family, Friends, Neighbors

WHAT? (human and or financial)

Help with in-home clean up, finding community supports and financial help.

HOW?

Work either directly or indirectly to support their loved one living with hoarding behavior.

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WHO?

Edmonton Humane Society

WHAT? (human and or financial)

- 2-3 officers who investigate all files, supervisor usually takes lead on hoarding cases

HOW?

- Files are investigated as they are received.
- Officers will assess situation and provide options to resolve, with appropriate times frames. Contacting appropriate resources to assist person as required.
- Able to offer low cost (no cost) owner surrender of animals if needed in cases of excessive animals and/or lack of funds for required care of animals.
- Will provide education regarding appropriate animal care to person as needed and appropriate follow up.

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WHO?

Landlords

(i.e. Edmonton Apartment Association, Capital Region Housing Corp., E4C, Housing First Program)

WHAT? (human and or financial)

Edmonton Apartment Association

- Represents Landlords in Edmonton and do not provide any direct service to clients

Greater Edmonton Foundation

- No tracking of time
- Costs come from site budget
- Staff involved: Management staff, housekeeping staff, maintenance staff, Operations support = Team Effort
- Address the issue with tenant (includes initial identification, follow up meetings with residents/tenants monitoring progress and developing a plan, documenting, letters to resident/tenant, discussing resident situations at staff and management meetings, conversations with and referrals made to professionals providing assistance, attending conferences, researching materials, looking for community resources)

Capital Region Housing Corporation

- Property Assets Department (PAD) inspects units for Health and Safety issues and addresses concerns with tenants who are not maintaining units as per the lease agreement. The PAD inspects units for Health and Safety issues.

HOW?

Edmonton Apartment Association

- Educational Tools: seminars, key speakers (e.g. Hoarding Symposium)

Greater Edmonton Foundation

- Cases are addressed by the management team with support from Director or other managers.

Capital Region Housing Corporation

- The Property Assets Department sends a letter to the tenant outlining what needs to be done, including de-cluttering/cleaning and a time-frame for a return inspection. Tenants are referred to agencies that may assist them.

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WHO?

Sage

This Full House Program

WHAT? (human and or financial)

- 0.5 FTE Social Worker who delivers all aspects of program including direct client service (in-home hoarding assessment, comprehensive needs assessment, connecting to resources, emotional support), case management, program development, and facilitating drop-in support group.

HOW?

- Referrals accepted through Intake/Short Term Assessment
- Referrals are screened and then sent to the TFH coordinator for assessment and case management.

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WHO?

Researchers

U of A and MacEwan University

WHAT? (human and or financial)

University of Alberta, Faculty of Extension

Human:

- review of the literature on Hoarding behavior and aging
- full evaluation of TFH (2011)
- development of a pamphlet to describe TFH service and study findings

Publications:

- Whitfield, K.Y., Daniels, J.S., Flesaker, K., and Simmons D. (2011) Older Adults with Hoarding Behaviour Aging in Place: Looking to a Collaborative Community-Based Planning Approach for Solutions, Journal of Aging Research, vol. 2012, <http://www.hindawi.com/journals/jar/2012/205425/>
- Researcher participation in ongoing Hoarding Community Group
- Whitfield, K., Daniels, J., and Flesaker, K. (2010) Preliminary Research Findings: "We work in a partnership, not in isolation"-Improving the independence of seniors with hoarding behaviour because community health service providers joined forces. Alberta. Alberta Association on Gerontology AAGMag. Spring Edition.

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CURRENT STATE OF HOARDING SERVICE PROVISION EDMONTON BASED ENVIRONMENTAL SCAN

Pamphlet:

<http://crsc.ualberta.ca/en/Projects/~media/crsc/Research/Documents/TFHassessmentpamphletweb.pdf>

Presentations

K. Whitfield, Flesaker, K., Daniels, J. (Nov. 2009) "We Work in a Partnership, not in Isolation": How Collaborative Practice Amongst Professionals Can Respond to the Needs of Older Adults with Compulsive Hoarding Behaviour. INSIGHTS: A Focus on Public Health Research. University of Alberta: School of Public Health. Edmonton, AB. Poster presentation.

Financial:

- \$10,000 grant from the Faculty of Extension, Research Committee used to conduct Evaluation of This Full House

MacEwan University

Publication:

Haase, M., Coulson, I., Watkins, M., Simmons, D., Johnson, R., Hamilton, S., Tanasichuk, J., (2011) Building mental health capacity with older people who compulsively hoard. Senior Care Canada, Second Quarter, 2011.

HOW?

- Referrals accepted through Intake/Short Term Assessment
- Referrals are screened and then sent to the TFH coordinator for assessment and case management.

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WHO?

Alberta Health

Special Needs Assistance

WHAT? (human and or financial)

\$500 for clean-up – senior must first qualify for Special Needs Assistance

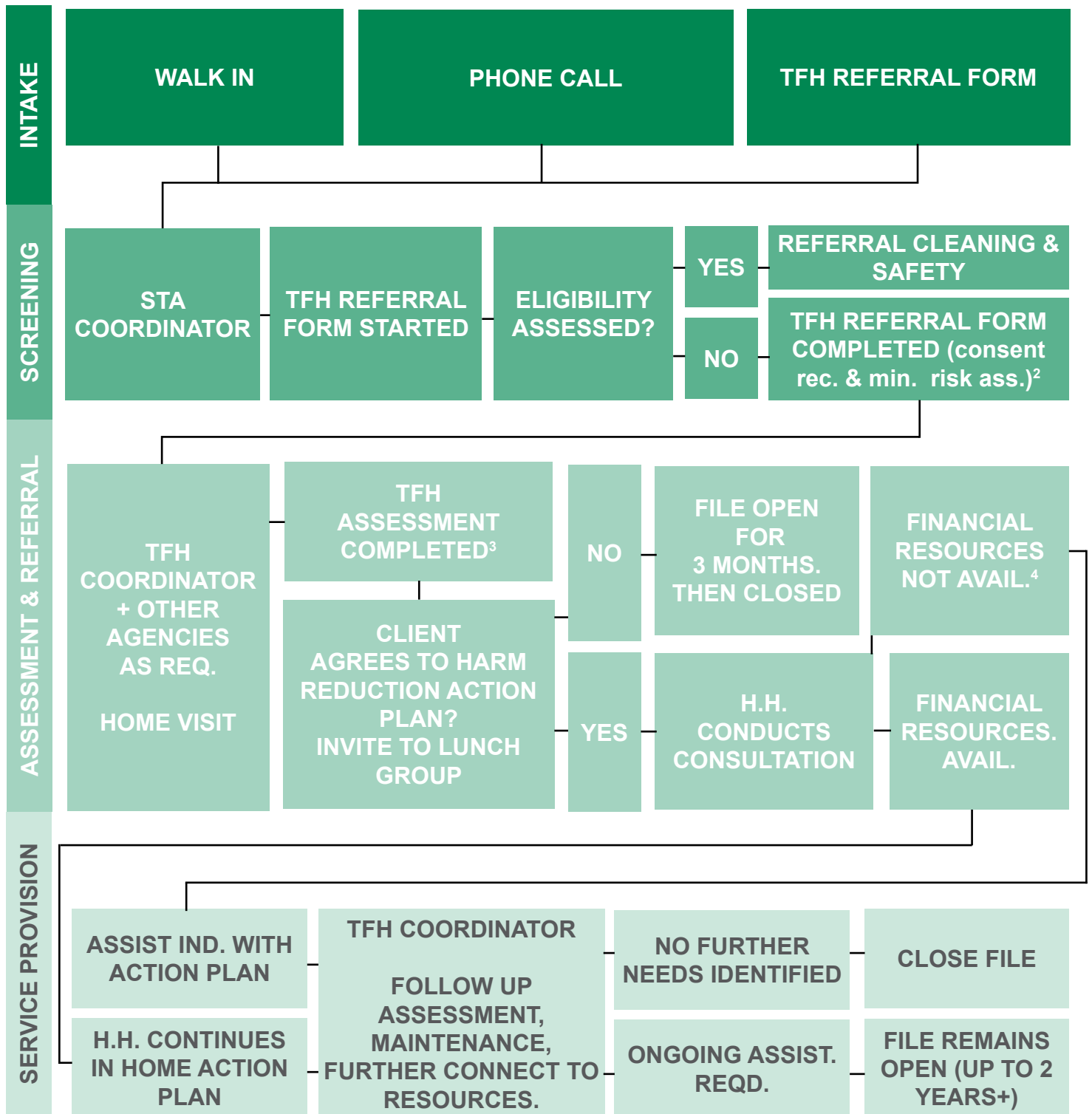
HOW?

Special Needs Assistance Application with Time and Cost Assessment included

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CURRENT HOARDING PROGRAM PROCESS MAP AND FLOWCHART SAGE THIS FULL HOUSE PROGRAM CLIENTS PROCESS



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GAPS IDENTIFIED

- 1 Risks such as safety not always confirmed prior to home visit.
- 2 Potential for further mental health assessment and connecting to resources.
- 3 Finances are a barrier to taking the next step for home clean-up.
- 4 No Interagency Protocols used.

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APPENDIX E

QUESTIONNAIRE OF HOARDING COALITION, HOARDING ADVISORY COMMITTEE AND WORKSHOP ATTENDEES

The intention of this questionnaire is as follows:

- to learn about your working knowledge of the current resources
- to ask you what you think the resources should be
- to identify gaps

1. HOW WOULD YOU RATE YOUR LEVEL OF KNOWLEDGE AND EXPERIENCE WITH INDIVIDUALS LIVING HOARDING BEHAVIOR?

1	2	3
LOW	MODERATE	HIGH

Explain: _____

2. WHAT IS NEEDED TO EFFECTIVELY ASSIST PEOPLE WHO ARE LIVING WITH HOARDING BEHAVIOR IN ORDER TO REDUCE THE CLUTTER IN THEIR HOMES? THINK BIG. NO IDEA IS TOO BIG. (WHAT PROGRAMS, WHAT SERVICES, WHAT RESOURCES, WHAT SUPPORTS?). PLEASE CHECK THOSE THAT YOU THINK ARE NEEDED AND ADD OTHERS THAT ARE NOT LISTED.

- Assessment hoarding severity
 - Home clean-up services
 - Home maintenance services
 - Mental health
 - Legal help
 - Financial help
 - Housing
 - Long term support/maintenance
 - Individual and Family Support Groups
 - Landlord education
 - Decision making/organizing skill training
 - Other: please list _____
- _____
- _____
- _____

3. WHAT TYPE OF SUPPORT OR SERVICES DO YOU THINK ARE NEEDED TO PREVENT EVICTION AND HOMELESSNESS DUE TO HOARDING BEHAVIOR?

- Advocacy
- Legal advice
- Temporary safe housing
- Education for landlords and first responders
- Other: _____

4. WHAT PROGRAMS OR SERVICES DO YOU KNOW THAT ARE WORKING WELL FOR INDIVIDUALS LIVING WITH HOARDING BEHAVIOR?

5. WHO HAVE YOU CALLED TO SEEK HELP FROM? WHO HAS HELPED? WHO HAS NOT?

6. WHAT DO YOU THINK ARE THE BEST WAYS TO REACH PEOPLE WHO ARE DEALING WITH HOARDING BEHAVIOR BUT MAY NOT BE SEEKING SUPPORT OR SERVICES?

7. OTHER THINGS WE SHOULD KNOW ABOUT YOUR EXPERIENCES AND HOW YOU WOULD LIKE TO SEE THINGS IN THE FUTURE?

8. OTHER PEOPLE WE SHOULD BE TALKING TO? PLEASE PROVIDE NAMES OF INDIVIDUALS OR ORGANIZATIONS THAT WE ARE NOT CURRENTLY INCLUDING THAT YOU THINK WE SHOULD.

9. WHAT DO YOU SEE AS THE BIGGEST ROADBLOCKS TO CREATING AN EFFECTIVE INTEGRATED COMMUNITY RESPONSE PROGRAM?

THANK YOU FOR TAKING THE TIME TO PARTICIPATE IN THIS QUESTIONNAIRE.

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OTHER MODELS (VALIDATED) 2013 CURRENT DELIVERY STATUS

	SAN FRANCISCO	OTTAWA
INTAKE	Central Intake Line Department of Aging and Adult Services	Central Intake Line 211
SCREENING	Use standardized Intake form	211 – gives them a few local services based on the information give to the operator
ASSESSMENT AND REFERRAL	Peer Response Team 4 part time individuals with lived experience	Only for enforcement level cases does an assessment happen. Otherwise, they are given a list of cleaning companies.
SERVICE PROVISION	Institute on Compulsive Hoarding and Cluttering: -Support groups + 16 week CBT -Link to resources -Advocacy and Consultation -Community education and trainings -Annual Conference	Enforcement focused assistance with list of service providers given to client for their follow up.

VANCOUVER

Central Intake Line
311

If hoarding with safety concerns
Yes
If hoarding with no safety concerns
No

HART (Hoarding Action Response Team) – Funded jointly by the City of Vancouver and Vancouver Coastal Health Authority

2 people do assessment (health care worker, by-laws enforcement person)

Offer resources available in the private sector: counseling and clean-up services

SEDGWICK COUNTY KANSAS

2 Intake Lines:
1 – 59 and Under
1 – 60 and Under

Use Intake Form and Task Sheet

Investigative team that looks at the cases and goes out and visits with the participant to develop and action plan

Look at community resources for clean ups. Dumpsters are usually provided.

- In-Home Assessment
- Support Groups
- Community Education Sessions
- 4 week intensive therapy session

ORANGE COUNTY CALIFORNIA

No Central Intake
No formalized approach

Initiated by any service provider

The initial service provider can call in other disciplines such as animal control or mental health

Establish goals with client and help them in working toward those goals

No government mandate, official funding or paid staff

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APPENDIX G

SUMMARY OF PARTNER WORKSHOP

27 individuals attended the workshop. A list of attendees is attached. **Sage hosted the workshop. Doneka Simmons, Roger Laing and Marilyn Wacko facilitated the session.**

Letting Go Exercise and Setting The Stage (see attached powerpoint presentation) . Doneka led the group through a Letting Go exercise and provided an overview of background materials (Comparison Table of key similarities and differences in the 5 models from other places in Canada and the U.S.A.; Current State of Hoarding Service Provision; Process Map of Current Hoarding Service Provision Model; Summary of Survey Responses).

Overview of the Proposed Intake and Assessment Component

An overview of the proposed Intake, Screening and Assessment Components was provided. Small groups discussed the questions below and feedback was provided from each group to the large group.

Key questions

1. Are the proposed intake/screening/assessment components feasible? Sustainable?
2. If yes, why? If no, why not and what would you suggest for an approach?

Feedback on Questions

- Consensus that the intake/screening/assessment components of the model are sustainable and feasible
- Consensus of a centralized and standardized Intake Line (eg. 211, Healthlink, Helpline – Support Network and Children’s Helpline)
- Coordination for the under 55 cases could be done through AHS, Edmonton Mental Health Clinic
- Peer Responder Volunteer – assessment might be too much to ask of a volunteer but that the volunteer could play a supportive role.
- Collaboration on resources and ensuring long term support are key
- Need for education of staff who would be involved in the Intake, Screening and Assessment roles. Sage could play a role in the training of staff.
- Funding is going to be one of the biggest challenges for implementation
- The importance of linking with what currently exists (eg. Mental Health)
- Need to move beyond crisis management

Discussion of Proposed Services

Five services proposed in model (Long Term Case Management; Therapeutic Intervention; Public Education/Training; Clean up Services; Temporary Housing) were described and discussed in the large group.

Key questions

1. Are these the services that are needed?
2. What is missing? Any gaps?

Feedback on Questions

- Consensus that the 5 proposed services are needed
- Suggestions:
 - **Need for** further explanation of the 5 services and what they mean
 - **Need for** Public Education/Awareness needs a marketing and communications plan – Education and mentoring needed for staff
 - Multi-disciplinary approach is key
 - Temporary Housing needed for both person and animal hoarding
 - **Need for** Client Advocacy – legal component
 - **Need to consider how to capture** Policy Advocacy in areas such as:
- Income Support Program
- Need to consider connecting with stakeholders who were not present at the partner workshop including: Veteran Affairs, 211, Distress Line, Children’s Services, Government of Alberta.
- **Challenge:** Limited psychiatric resources in Edmonton with expertise and interest in hoarding

Discussion of Proposed Roles/Responsibilities for Service Provision Components

Handout on Current Roles/Responsibilities for Service Provision and Proposed Roles/Responsibilities was circulated and reviewed with the group. Small group discussion of proposed roles/responsibilities and large group discussion of questions below.

Key Questions

1. Any issues/concerns from those currently providing services with continuing to provide same services in proposed model?
2. New services – Who would providers be?

Feedback on Questions

- Service providers for the under 55 age group were not identified and still need to be determined.
- Some organizations provide services across the age ranges (both to under and over age 55 clients) (eg. Environmental Health, Fire, Mental Health, Edmonton Humane Society, etc...could do all ages)
- Peer responder section needs further development
- More clarification of agency responsibilities is required
- Option suggested for one overarching manager paid by the collective organizations
- Suggestion of a multi-disciplinary case conference as a strategy for all agencies to determine who (which service providers) needs to go to the home
- Long Term Case Manager for the under 55 – could be AHS, CMHA EDMONTON and they could also provide the Assessment Coordinator role as well
- Long Term Case Manager for the 55+ could continue to be done by Sage
- Therapeutic Supports – 55+ could perhaps be provided by the Edmonton Mental Health Clinic and for the under 55 wherever \$ is available

Large Group – Proposed Model – Where do we have consensus and what issues still need to be addressed?

Key Questions

1. What are we in agreement on and what are the outstanding issues that still need to be addressed?
2. Where do we have agreement/consensus and areas that require further work/clarification?

Feedback on Questions

General agreement on:

- Education Plan: Need to ensure ongoing education and clarify who educates and who trains. Need to include education for public, providers (including landlords), as well as clients
- Communications Plan: Need to consider how to incorporate–Advocacy role (for clients and public advocacy issues), funding, resources
- Centralized Intake Process – possible provider may be 211 (would need to discuss further with them)
- Multi-disciplinary team approach
- Community Collaboration
- Need a media blitz for public education/awareness of hoarding
- Identification of a Champion(s) to carry the initiative forward
- Need for temporary housing for children involved in unsafe situations as well as housing that would allow pets or temporary boarding facilities for pets

Issues:

- The challenge of ongoing funding for Sage's This Full House Program
- Homecare currently only serving limited numbers of the hoarding population due to resource limitations, etc.
- Lack of coordination currently – need someone in an overarching role to continue overall coordination of proposed Integrated model
- How to access additional resources for education and practical client in-home supports (eg. psychiatric nursing programs, local churches and service clubs)
- Need to involve other decision makers in resource service provision (eg. Managers from Mental Health, 211, Edmonton Humane Society, Alberta Health Services Home Care, others)

Age distinction issue (who and how will services be provided to under age 55 group?)

Next Steps

Key questions

- What is the best way to continue to advance this work might be?
- How do the partners want to continue to be involved?
- Who else needs to be involved?

Summary of Next Steps

Roger Laing provided a summary of next steps.

- Sage will draft a report that will incorporate the workshop feedback
- Follow up discussion will occur with organizations/decision makers (to also include organizations not present at the workshop)
- Draft report will be circulated for feedback from stakeholders
- Revised Draft Final Proposal will be developed
- Hoarding Coalition to continue with next steps

APPENDICES

APPENDIX H

LIST OF ATTENDEES AT PARTNER WORKSHOP

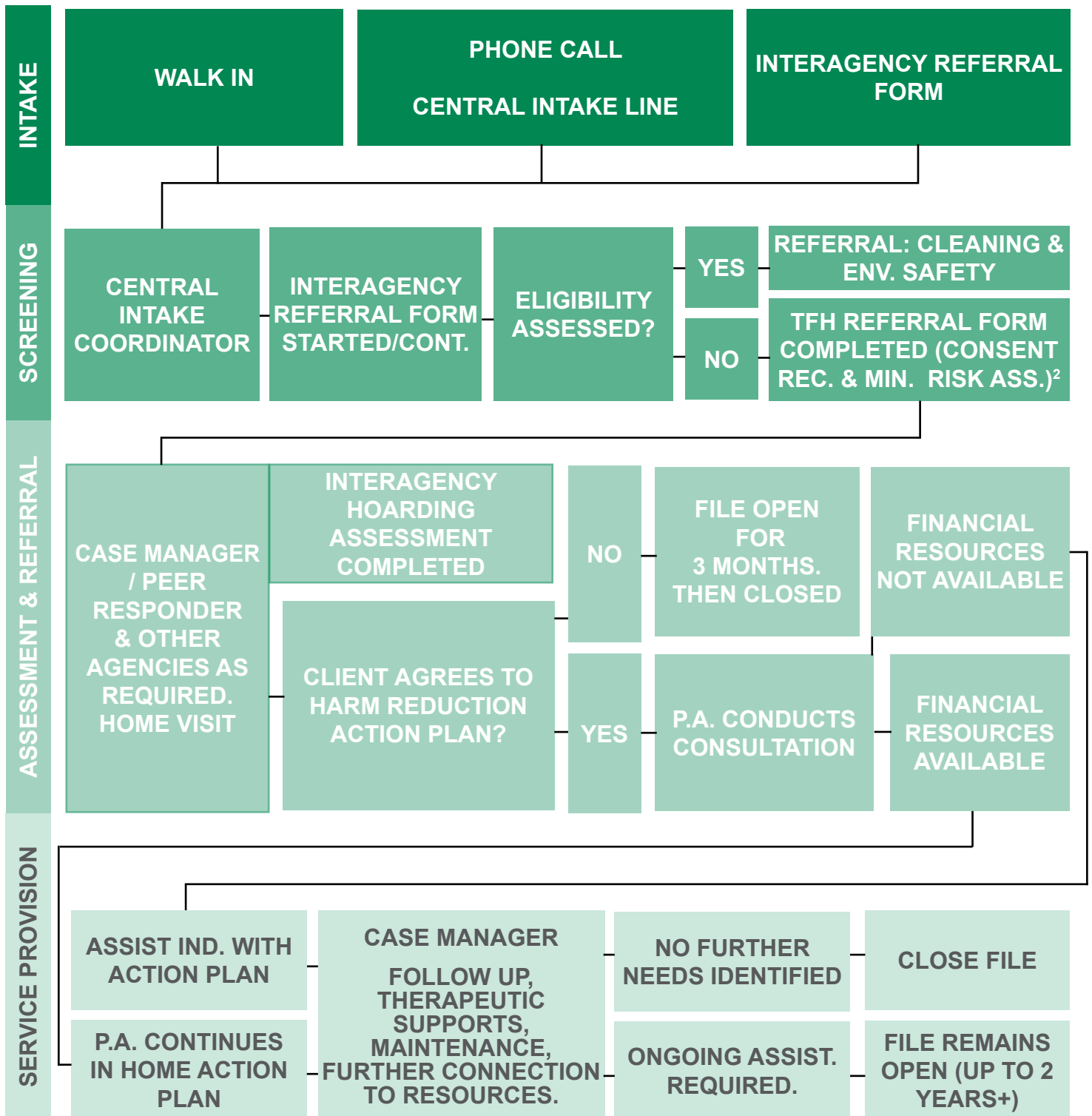
Partner Workshop Attendees

Beth Whalley.....	Case Management Practice Lead, Home Living Program	Alberta Health Services
Elaine Gradidge.....	Mental Health Therapist, Addiction and Mental Health	Alberta Health Services
Jamie Therhorst.....	Supervisor, Mental Health Crisis Team	Alberta Health Services
Marjory Buerger.....	Seniors Program Advisor, Seniors Services	Alberta Health Services
Rebecca Johnson.....	Environmental Health Officer, Environmental Public Health	Alberta Health Services
Sarah Parkinson.....	Manager of Addictions and Mental Health	Alberta Health Services
Tammy Dudas.....	Manager of System Capacity and Registered Psychiatric Nurse, Addiction and Mental Health	Alberta Health Services
Deborah Ardessi.....	Office of the Public Guardian	Alberta Human Resources
Sheila McClenaghan....	Senior Trust Officer, Office of the Public Trustee	Alberta Human Resources
Kendra Lutz.....	AISH	Alberta Human Services
Ione Challborn.....	Executive Director	Canadian Mental Health Association Edmonton
Shiona Crayston.....	Member, Hoarding Support Group	Canadian Mental Health Association Edmonton
Terri Bailey.....	Counselor	Canadian Mental Health Association Edmonton
Mary Sullivan.....	Manager, Corporate Health and Safety	Capital Region Housing Corporation
Christina Stockdale.....	Fire Prevention Officer, Fire Rescue Services	City of Edmonton
Diana O'Donoghue.....	Seniors Team, Community Services	City of Edmonton
Kaila Tipton.....	Municipal Enforcement Officer, Community Services Department	City of Edmonton
Judy Dahl.....	Supervisor, Community Geriatric Psychiatry	Covenant Health
Kelvin Ernewein.....	Facilities Manager	E4C
Bronwyn Taylor.....	Senior Animal Protection Officer	Edmonton Humane Society
Nicole Webber.....	CAT Team Member	George Spady Centre
Stacy Walker.....	Certified Professional Organizer	Getting' Around To It!
Tracey Fraser.....	CEO	Helping Hands Personal Assistants
Pete Ages.....	Manager, Landlord Relations, Housing First Program	Homeward Trust
Judy Downey.....		Landlord and Tenant Advisory Board
Bernice Sewell.....	Director of Operations	Sage
Doneka Simmons.....	Integrated Community Response to Hoarding Project Coordinator	Sage
Roger Laing.....	Executive Director	Sage
Dr. Kyle Whitfield.....	Assistant Professor, Faculty of Extension	University of Alberta
Marilyn Wacko.....	Consultant	Wacko & Associates

APPENDICES

APPENDIX I

PROPOSED INTEGRATED EDMONTON MODEL PROGRAM PROCESS MAP AND FLOW CHART - CLIENT PROCESS



APPENDICES

APPENDIX J

PARTICIPANT LISTS

(Hoarding Coalition Members and Integrated Community Response to Hoarding Advisory Committee Members)

Hoarding Coalition Members

Beth Whalley.....	Case Management Practice Lead, Practice Integration Team, Home Living	Alberta Health Services
Elaine Gradidge.....	Mental Health Therapist, Addiction and Mental Health	Alberta Health Services
Rachel Bryant.....	Policy Analyst Health Access and Innovation	Alberta Health Services
Rebecca Johnson....	Environmental Health Officer, Environmental Public Health Division	Alberta Health Services
Mary Sullivan.....	Manager, Corporate Health and Safety	Capital Region Housing Corporation
Christina Stockdale..	Fire Prevention Officer, Fire Rescue Services	City of Edmonton
Jeannette Wright.....	Social Worker, Community Services	City of Edmonton
Kaila Tipton.....	Municipal Enforcement Officer, Community Standards, Complaints and Investigations	City of Edmonton
Wendy Sellgrew.....	Derelict/Safe Housing Coordinator, Derelict Housing Branch	City of Edmonton
Judy Dahl.....	Supervisor, Community Geriatric Psychiatry	Covenant Health
Kelvin Ernewein.....	Facilities Manager	E4C
Lynn Biggs.....	Executive Director	Edmonton Apartment Association
Bronwyn Taylor.....	Senior Animal Protection Officer	Edmonton Humane Society
Stacy Walker.....	Certified Professional Organizer	Getting' Around to It!
Dr. Mary Haase.....	Instructor	Grant MacEwan University
Colleen Simpson.....	Assistant Manager	Greater Edmonton Foundation
Pete Ages.....	Manager, Landlord Relations, Housing First Program	Homeward Trust
Bernice Sewell.....	Director of Operations	Sage
Doneka Simmons.....	Social Worker	Sage
Natalie Jerwak.....	Client, This Full House Program	Sage
Terri Bailey.....	Counselor	Terri Bailey Counseling Services
Dr. Kyle Whitfield.....	Assistant Professor, Faculty of Extension	University of Alberta

APPENDICES

APPENDIX J

PARTICIPANT LISTS

(Hoarding Coalition Members and Integrated Community Response to Hoarding Advisory Committee Members)

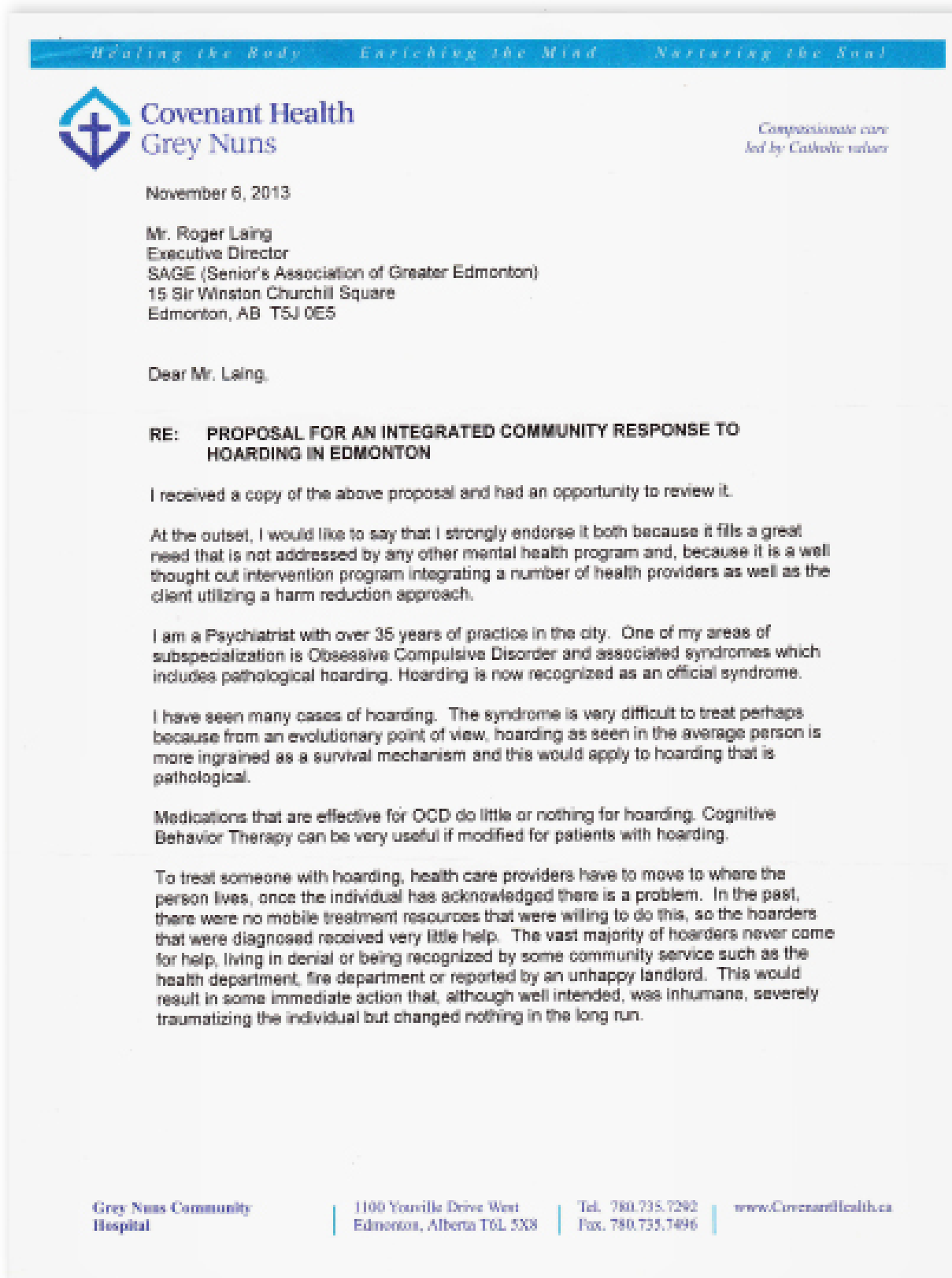
Integrated Community Response to Hoarding Advisory Committee Members

Rebecca Johnson.....	Environmental Health Officer, Environmental Public Health Division	Alberta Health Services
Shiona Crayston.....	Member, Hoarding Support Group	Canadian Mental Health Association Edmonton
Mary Sullivan.....	Manager Corporate Health and Safety	Capital Region Housing Corporation
Christina Stockdale....	Fire Prevention Officer, Fire Rescue Services	City of Edmonton
Kaila Tipton.....	Municipal Enforcement Officer, Community Standards, Complaints and Investigations	City of Edmonton
Wendy Sellgrew.....	Derelict/Safe Housing Coordinator, Derelict Housing Branch	City of Edmonton
Judy Dahl.....	Supervisor, Community Geriatric Psychiatry	Covenant Health
Doneka Simmons.....	Integrated Community Response to Hoarding Project Coordinator	Sage
Natalie Jerwak.....	Client, This Full House Program	Sage
Roger Laing.....	Executive Director	Sage

APPENDICES

APPENDIX K

LETTERS OF ENDORSEMENT



The numbers of undiagnosed hoarders is very high, some estimates being 1 – 3% of the population.

A harm reduction integrated approach deals with each individual who is a hoarder in a compassionate manner, ensuring the individuals immediate safety and working to promote change that is long term. Part of this approach includes a modified CBT designed specifically for hoarding by two experts in this area.

The proposed budget and the amount of money that is being requested for this project will be money well spent. It will result in lowered costs within Alberta Health in the long term by preventing other health problems often incurred by hoarders who are not treated.

Once again, I strongly endorse this project from a psychiatric treatment point of view.

Sincerely,

A handwritten signature in black ink, appearing to read "Lorne B. Warneke". The signature is fluid and cursive, with the first name "Lorne" being the most prominent.

Lorne B. Warneke, M.D. F.R.C.P. (C)
Grey Nuns Community Hospital.

LB/sar

October 28, 2013

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E5

Dear Mr. Laing:

Thank you for providing us with a copy of the "Proposal for an Integrated Community Response to Hoarding in Edmonton". *Environmental Public Health of Alberta Health Services* believes that the proposed integrated model provides a positive approach to addressing the needs of people with hoarding behaviours in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter we are formally endorsing this proposal.

Sincerely,



Christopher Sikora, MD MPH MSc CCFP FRCP(C)
Lead Medical Officer of Health – Edmonton Zone

And



Darcy Garchinski, MHA, CPHI(C)
Manager – Edmonton Zone
Environmental Health Officer & Executive Officer



October 2, 2013

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square
Edmonton AB T5J 2E5

Re: Endorsement of the Proposal For An Integrated Community Response to Hoarding in Edmonton

Dear Mr. Laing

Thank you for providing me with a copy of the *Proposal For An Integrated Community Response To Hoarding In Edmonton*. Edmonton Fire Rescue Services believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. This approach is consistent with our core values of collaboration and community engagement.

We have a strong interest in seeing the recommendations outlined in this proposal put into action since it can have a positive impact on persons with hoarding behavior, the community, and emergency services in the event that they have to respond to emergencies in homes where there is hoarding behaviour.

Therefore, please accept this letter as our formal endorsement of the proposal.

Sincerely,

A handwritten signature in blue ink, appearing to read "R.H. Foerger".

R.H. Foerger
Assistant Fire Marshal
Fire Prevention
Edmonton Fire Rescue Services

October 15 2013

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square NW
Edmonton, AB T5J 2E5

Dear Mr. Laing:

Thank you for providing me with a copy of the proposal for an Integrated Community Response to Hoarding in Edmonton. The City of Edmonton's Complaints & Investigations Section believes the proposed integrated model has merit and is the right approach for addressing the needs of citizens suffering from hoarding disorder in the Edmonton area. We have a strong interest in seeing the recommendations outlined put into action. By way of this letter we are formally endorsing this proposal.

If you have any questions for me or require any additional support, please feel free to contact me directly at 780-496-5646.

Sincerely,



Ryan Pleckaitis, Director
Complaints & Investigations Section
Community Standards Branch
Community Services Department

RP



COMMUNITY GERIATRIC PSYCHIATRY
#215 HYS Centre, 11010-101 Street
Edmonton, Alberta T5H 4B9
Office: (780) 424-4690
FAC: (780) 424-4694

04 October 2013

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E9

Dear Mr. Laing

Thank you for providing me with a copy of the Proposal For An Integrated Community Response to Hoarding In Edmonton. Covenant Health Community Geriatrics Psychiatry believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behavior in the Edmonton area. We have a strong interest in seeing the recommendation outlined in this proposal put into action.

By way of this letter we are formally endorsing this proposal.

Sincerely,



Judy Dahl
Supervisor
Community Geriatric Psychiatry

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E5

Dear Mr. Laing

Thank you for providing me with a copy of the Proposal For An Integrated Community Response To Hoarding in Edmonton. The Edmonton Humane Society believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter we are formally endorsing this proposal.

Sincerely,



Stephanie McDonald
CEO
Edmonton Humane Society



EAA
Edmonton Apartment
ASSOCIATION

THE Landlord's Rental Resource

October 16, 2013

Mr. Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E5

Dear Mr. Laing:

Thank you for providing me with a copy of the Edmonton Integrated Community Response to Hoarding Proposal.

The Edmonton Apartment Association believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter, the Association formally endorses this proposal.

Sincerely yours,

EDMONTON APARTMENT ASSOCIATION



Lynn M. Bice
Executive Director

Edmonton Apartment Association

4209, 10544 – 106 Street, Edmonton, Alberta T5H 2X8 TEL (780) 413-8773 FAX (780) 425-5188

EMAIL: executive@eaa.ab.ca WEB: www.eaa.ab.ca





Central Services

14220 - 109 Avenue Edmonton, AB T5N 4R3

☎ 780-482-6561 ☎ 780-488-3561

www.gef.org

September 24, 2013

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square
Edmonton AB T5J 2E5

Dear Mr. Laing 

Thank you for providing me with a copy of the Proposal for an Integrated Community Response to Hoarding in Edmonton. GEF Seniors Housing believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

GEF Seniors Housing supports your proposal and is optimistic progress will be made for this serious health matter.

Sincerely,



Raymond Swonek
Executive Director

Friendly • Affordable • Secure



**Canadian Mental
Health Association**
Edmonton

300, 10810 - 105 Street
Edmonton, AB T5J 1C9
Tel: (780) 414-0389
Fax: (780) 492-1498
Email: info@cmha-edmonton.ab.ca
Website: www.cmha-edmonton.ab.ca

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E5

Dear Mr. Laing,

Thank you for providing me with a copy of the Proposal For An Integrated Community Response To Hoarding in Edmonton.

As you know, Canadian Mental Health Association-Edmonton Region is actively involved in providing education and support to people with hoarding behavior. We believe the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter we are formally endorsing this proposal.

Sincerely,

A handwritten signature in blue ink that reads "Ione Chalborn".

Ione Chalborn
Executive Director



United Way
Member Agency

Charitable Registration
11883421099

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square
Edmonton AB T5J 2E5

Dear Mr. Laing

Thank you for providing me with a copy of the Proposal For An Integrated Community Response To Hoarding In Edmonton. The Support Network believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. I am delighted to provide a letter of support as we have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter we are formally endorsing this proposal.

Sincerely,



Nancy J. McCauley MSc RSW
Executive Director



Edmonton
Community
Legal Centre

September 18, 2013

Roger Laing
Executive Director
SAGE – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square
Edmonton AB
T5J 2E5

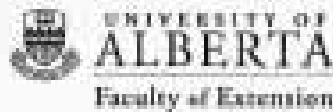
Dear Mr. Laing

Thank you for providing me with a copy of *A Proposal for an Integrated Community Response to Hoarding in Edmonton*. The Edmonton Community Legal Centre believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter we are formally endorsing this proposal.

Sincerely,

Debbie Klein
Executive Director



Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E5

October 15, 2013

Dear Mr. Laing

Thank you for providing me with a copy of the Proposal "An Integrated Community Response To Hoarding in Edmonton". The Faculty of Extension at the University of Alberta believes the proposed integrated model is the right approach for addressing the needs of older adults with hoarding behaviour in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter we are formally endorsing this proposal.

Sincerely,

Kyle Whitfield, PhD, RPP, MCP

A handwritten signature in blue ink, appearing to read "Kyle Whitfield".



MacEwan
UNIVERSITY

400, 83rd 17th
Edmonton, Alberta
Canada T5J 2P2

Toll Free: 1-800-407-4022
Tel: 780-447-3000
Email: info@macewan.ca

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E5

Dear Mr. Laing,

Thank you for providing me with a copy of the Proposal: For an Integrated Community Response to Hoarding in Edmonton. I, Dr. Mary Haase of MacEwan University, Faculty of Health and Community Studies, Psychiatric Nursing Program, believe the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviours in the Edmonton area. I have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter I am formally endorsing this proposal.

Sincerely,

Mary Haase BScN, PhD, RPN, RN



Gettin' Around to It!
Professional Organizing

#418, 10301 – 104 St,
Edmonton, AB
T5J 1B9

October 11, 2013

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Sq
Edmonton AB T5J 2E5

Dear Mr. Laing

Thank you for providing me with a copy of the Proposal For An Integrated Community Response To Hoarding In Edmonton. *Gettin' Around To It Professional Organizing* believes the proposed integrated model is the right approach for addressing the needs of people with hoarding behaviour in the Edmonton area. We have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter we are formally and whole-heartedly endorsing this proposal.

Sincerely,

Stacy Walker, CPO®

Shiona Crayston
107, 10965 – 109 St.
Edmonton, AB T5H 3C2

September 16, 2013

Roger Laing
Executive Director
Sage – Seniors Association of Greater Edmonton
15 Sir Winston Churchill Square
Edmonton, AB T5J 2E5

Dear Mr. Laing:

I am an individual with lived experience in hoarding and a mental health client. I have attended CMHA's once/week evening Hoarding Support Group for several semesters and also completed CMHA's Education Hoarding group twice in the past. Thank you for providing me with a copy of the Proposal for an Integrated Community Response to Hoarding in Edmonton. I believe the proposed integrated model is the right approach for addressing the needs of individuals with hoarding behavior in the Edmonton area. I have a strong interest in seeing the recommendations outlined in this proposal put into action.

By way of this letter I am formally endorsing this proposal.

Sincerely,



Shiona Crayston

/sjc

sage

Seniors Association of Greater Edmonton



<http://www.mysage.ca/Publications/Resources>