

## Case Study – Jane

*Please review this case with the lenses of your position, either if its front line, managerial or executive. Discuss at your table with your peers. See questions below to help facilitate discussion.*

Jane is a 44 year old Ojibwe female, living off reserve in a rural community with her daughter. Jane lives in a subsidized apartment with no access to transportation. Jane's mom passed away 6 months ago with whom she was very close to. Her mom was a residential school survivor. Jane doesn't have any other family or friends in the area besides her daughter who also struggles with depression and drug abuse.

Jane has a past medical history of depression, PTSD, drug seeking behaviours and accesses multiple times a month the ER for suicidal ideation. Jane grew up in an abusive home where she frequently observed her father verbally abusing her mother.

Jane is followed by a psychiatrist sporadically and the Urgent Response team. Jane doesn't have a family doctor and doesn't access ongoing mental health care because previous agencies have discharged her due to multiple no shows.

Client is new to your agency. She wishes to explore supportive housing closer to the city and wants to learn more about services in the area that she could access. Client has already no showed multiple times for her appointments. You receive a progress note from the ER department stating that she is a "Frequent Flyer" and that she doesn't "follow through with treatment plans".

Today, Jane shows up to her intake appointment but 1 hour late. She is sitting in the waiting room. You notice that she is nervously biting her nails and gazing down at her feet.

1. How do you greet/ approach Jane?
2. How do you proceed with the appointment? Do you reschedule?
3. Are there elements of Jane's story that you would discuss or be mindful of?
4. Do you address the multiple no shows? If yes, how? If not, why?
5. How do you book a follow up with Jane?
6. As a professional are you facing some significant barriers? Internal or external?