

SUCCESS STORY:

The Situation: Ms. A. is a 56 year old woman living with schizophrenia. She has always lived with her parents in a detached home but is now living alone due to father's recent death. Jennifer was initially contracted by the bank because the client needed to find alternate housing in order to allow the bank to sell the estate and to pay inheritances to family. There were several conversations had by family and the bank in order to assist in this process but they were not able to complete the task. The original mandate grew into a broader case. The client needed immediate medical attention. She was showing a "lack of competence" in many ways. Jennifer was concerned about Ms. A's physical condition, nutrition, mental state (delusions and paranoia), impaired judgment, minimal insight and her functioning appeared limited. She was declining medical intervention and refused to take medications. Due to these concerns, Ms. A. was formed under The Mental Health Act through the Justice of the Peace. The client was admitted to hospital where she was assessed and medicated. Jennifer arranged for the house key to be given to the bank in order for them to prepare for the sale of the house which was sold. Jennifer found safe and supportive housing in the community; connected and referred the client with the Public Guardian & Trustee for Property decisions. This was a last resort as Ms. A. had no POA (Power of Attorney) or SDM (Substitute Decision Maker). Ms. A. was also referred to a family doctor, psychiatrist, intensive mental health case manager and completed CPP-D (disability) application. Jennifer worked very closely with the client, family, and bank throughout.

Feedback from Family: I am writing to tell you how much I appreciate your efforts over the past several weeks. I am very appreciative of the bank's foresight in hiring you to do this very difficult work. You have managed to create future possibilities for my sister, at a time when we were starting to give up hope. I know it will not be easy for her, but she is now moving ahead with support! You are the first person in years who has managed to get anything to happen for her at all. You have connected her to doctors and service people who can help her to manage her life, and you have given her a home. My father's house was the only home she knew, and after his death that home really didn't exist for her at all. You have pulled her through that transition - at times using extreme measures, but I admired you for the forthright, and compassionate, approach you took when that was necessary.

I will also add that you've weathered the onslaught of our family - not an easy task. Kind of a thankless task, too, I would observe. In any case, if there is ever anything I can do for you, please don't hesitate to contact me.

The Family of Ms. A.

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