Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is relentless in our pursuit of excellence for patients, families and everyone impacted by mental illness.

Exemplary care is at the root of everything we do and we are proud of the many awards and accomplishments that have come Ontario Shores’ way in recent years.

Recognition is wonderful. It helps to validate the work we do each day to improve the lives of people living with severe and complex mental illness.

However, as the 2016-2017 year comes to a close, it is not any particular award or accomplishment that is in the spotlight. Relationships are front and centre of this year’s Annual Report.

Yes, you will have the opportunity to review organizational highlights that continue to position Ontario Shores as a leader in mental health care. However, the people telling these stories are part of an editorial team comprised of patients and staff.

It is a unique Annual Report that shines a light on the commitment we have made to each other. It’s also the result of a commitment by everyone in the organization to a Co-Design process that not only involves patients and families, but makes them essential to any project or initiative.

This commitment is evident in how this year’s Annual Report was constructed.

During the 2016-17 year, our Recovery College opened its doors to offer patients innovative opportunities to access learning that complements their treatment and allows them to further explore their own personal recovery. Along with the opportunity to participate, patients are facilitating groups and enhancing the recovery of their peers.

Our partnership with patients and families reached new heights in 2016-17 with the launch of an awareness campaign to reduce stigma and educate people about mental illness.

The people and stories featured on billboards, bus shelters and social media are real and represent a shared desire to shift thinking, alter attitudes and raise awareness. The willingness of these participants to help others and the trust they have in us as stewards of their story is remarkable.

These accomplishments combined with this year’s Annual Report are clear indications that Ontario Shores is not only living in a new era in mental health care, but also thriving in it.

We could not be more proud for where Ontario Shores is headed and of the people who are taking us there.
Evidence that times are changing in mental health care can be found in every element of the 2016-17 Annual Report for Ontario Shores.

From concept to publication, this year’s Annual Report is embedded with the patient voice. At Ontario Shores the term Co-Design is not just a buzz word. It is lived every day and this year’s report is a shining example of the Co-Design process.

Our journey began in a meeting room within The Conference Place with the creation of an Editorial Team comprised of patients and staff passionate about the responsibility of identifying topics, achievements and initiatives to highlight in the 2016-17 Annual Report.

Members of the Editorial Team influenced the look and feel of the report while also identifying story ideas, scheduling and conducting interviews and writing content.

A patient interviewing a patient for a recovery story in an organization’s Annual Report would have been unheard of in mental health care not too many years ago.

However, we have done just that in this year’s Annual Report as Michelle shares the unique recovery journeys of both Ian and Brian.

We also have Martha highlighting the Recovery College, a program she values greatly for enhancing her own recovery, and Julie meshing music and recovery with her piece on the 2016 Imagine Festival musical guests The Stellas featuring Lennon & Maisy.

We cannot forget the contributions of Stacy, our Co-Editor, who influenced both the content and design of the publication from beginning to end.

The passion of the Editorial Team members was truly inspiring. They gave selflessly of their time to attend meetings, provide updates and meet the demands of putting together Ontario Shores’ 2016-17 Annual Report.

It has been an incredibly memorable journey and we hope you enjoy the results of a true partnership that disregards traditional boundaries and embraces the opportunity to have people with diverse backgrounds and unique stories working together to achieve a common goal.

Stacy Gibson, Co-Editor

Darryl Mathers, Co-Editor

Ontario Shores Centre for Mental Health Sciences

2016 - 2017 Annual Report
Ontario Shores’ #MindVine Podcast Ignites Conversations

By Darryl Mathers

Ontario Shores Centre for Mental Health Sciences 2016 - 2017 Annual Report

Launched in August, 2016, the #MindVine Podcast has quickly evolved into a must-see and must-listen for anyone interested in learning more about mental health care and eliminating the stigma associated with mental illness. Viewable on YouTube and available for download on iTunes, the #MindVine Podcast is a platform to share stories of recovery, expertise and opinions related to mental illness.

Hosted by Darryl Mathers and Chris Bowie, the podcast is produced completely in-house with all members of the Communications and Public Affairs team playing a role in its planning, production and promotion.

In its brief history, the #MindVine Podcast has discussed a number of critical topics including suicide, stigma, forensic mental health and quality with guests spanning the worlds of mental health care, music and media.

Among the guests featured on the #MindVine Podcast in its inaugural year include singer/songwriter Adam Gontier of Saint Asonia and formerly of Three Days Grace, André Picard of the Globe and Mail, and Southlake Regional Health Centre CEO and former astronaut Dr. Dave Williams.

Moving forward with the podcast, listeners and viewers can expect to see a combination of discussions and interviews with professionals, celebrities, patients and prominent people with a mental health connection.

Ontario Shores launched its first ever awareness campaign in 2016 to help share the real life stories of patients living with a mental illness. The awareness campaign featured five Ontario Shores’ patients; Crysten, Tas, Jennifer, Raheman and Cody and their stories of recovery.

“The purpose of this campaign was to create awareness, reduce stigma and let our communities know that help is available at Ontario Shores,” said Linda Henry, Chief Executive Officer of Ontario Shores Foundation for Mental Health. “This powerful campaign showcased the inspiring stories of recovery of five individuals with varying backgrounds and experiences who overcame many challenges associated with having a mental illness. With treatment and support, they have set their own goals and have persevered to achieve them.”

The patient stories and the campaign’s tagline, ‘My Mental Illness Didn’t Stop Me’, was featured across the Durham Region on Durham Transit buses, shelters, Go Train platforms, billboards and local newspapers. The campaign also took to social media encouraging visitors to donate and learn more about Ontario Shores and the Foundation by visiting www.focusedonrecovery.ca.

Jennifer, one of the campaign participants was proud to be part of the campaign. “Empowered, acknowledged, brave; these are a few of the words which come to mind when I reflect on my experiences as a participant. I have received only positive responses from friends, family and colleagues. The most meaningful responses have been from private conversations with others who are also facing perinatal issues. So many new moms have thanked me for my honesty, which has empowered them to also seek help. My involvement in the campaign has also been important for my students; seeing me on their Instagram feed normalizes mental health issues and opens a safe dialogue in class.”

The second phase of the awareness campaign is scheduled to be launched in October, 2017.
In August, 2010, Brian's untreated mental illness eventually resulted in the tragic death of his grandmother and shook his southwestern Ontario hometown to its core.

Back then, he was in his early 20s and struggling with substance abuse and living with untreated schizophrenia. Following the tragedy, Brian was found Not Criminally Responsible and began his recovery journey at Waypoint Centre for Mental Health Care in Penetanguishene before eventually coming to Ontario Shores.

Since entering the forensic mental health system, Brian has been a model patient and fully engaged in his recovery.

"I grew up on a farm, I know how to work hard," jokes Brian about his journey. "I have a good work ethic."

Brian is now living in the community and, as he said, honouring his grandmother’s memory. He proudly boasts that he has a job, a car, a girlfriend and a house.

Not only is Brian doing well for himself, but he is helping others. He is a strong advocate for mental health and willingly shares his story "so that there won’t be another Brian." He hopes that someday he may actually work in the field of mental health as a Peer Support Specialist.

One might say that has already happened. Brian was involved in the development of Recovery College at Ontario Shores and is its poster boy. Literally. Brian can be seen on the greeting poster as you enter to attend Recovery College courses.

Brian’s advocacy reached its peak in 2017 as he bravely participated in a series of articles about his recovery with his hometown newspaper, The Simcoe Reformer.

Despite his recovery, the tragedy that led to Brian’s recovery is still a controversial topic in his hometown. In spite of this, he viewed the series an opportunity to educate and create awareness surrounding mental health and his situation in his home community.

Brian’s recovery and his advocacy for people living with mental illness continues.

"It’s important to always have hope and never give up on your dreams."

― Brian

By Michelle Bingley

"It’s important to always have hope and never give up on your dreams."

― Brian
Anyone who has had a cat or dog knows the comfort of cuddling with their furry friend. The soft feel of the fur, the sound of purring, the nuzzling of man’s best friend can be a very soothing experience.

Research and practice has shown that animal assisted therapy can reduce anxiety and Ontario Shores has used this type of therapy, in conjunction with Therapeutic Paws of Canada and Volunteer Services, for patients of the Geriatric Dementia Unit and Assessment and Reintegration Program.

However, realistically, it is not possible to have live animals available at all times, so an alternative means of providing this comfort has been found in robotic companion pets.

Introduced in the spring of 2016, robotic companion cats and dogs have been providing patients with an innovative means to reduce anxiety, agitation and loneliness. Interaction with the pets has shown increased stimulation, positive emotion and verbal communication. It may also decrease the necessity of medications while it helps reduce the responsive behaviours in dementia patients.

Unlike their live counterparts, these mechanical felines and canines provide around the clock availability, the safety of not having to worry about bites or scratches and are less likely to invoke allergic reactions. Additionally, this is a tool that is transferable to a home or long-term care facility that may not be accepting of the live version.

These furry friends have been a success according to feedback from patients, family members and staff and are making a difference to those coping with mental illness and dementia.

Entering the recently redesigned 23-bed inpatient Geriatric Dementia Unit, visitors will quickly notice the spaciousness in the hallways along with the open nursing station and common areas.

The institutional atmosphere that one expects in a hospital setting is absent and the open feeling offers both a sense of community and one of easy manoeuvrability for anyone with mobility challenges. The empathy and compassion the staff show for their patients is also very apparent.

The solarium has been winterized and offers a comfortable area for patients to visit with family and enjoy the outdoor views. Bathrooms are more open and spacious now to allow ease of access for patients and the Hoyer Lift is more manageable for staff to assist patients with bathing. In addition, there are plans in progress for the summer of 2017 to redesign the courtyard to improve patients’ outdoor views and allow for easier access to seating and visiting areas.

Aside from physical changes to improve care for patients on GDU, the Quality Standards for the Behavioural Symptoms of Dementia have been implemented on the unit.

The standard includes a 14-step statement that encompasses a comprehensive assessment, with an individualized care plan that is reviewed regularly to assess and monitor behavioural symptoms and patient responses to care. Further outlined, are non-pharmacological individual care interventions as well as pharmacological evaluations and recommendations and adjustments that are reviewed and closely monitored on an ongoing basis. Informed consent is always received prior to treatments from either the patient or their substitute decision maker.

Included in the standard is education for both patients and caregivers and there is a focus on transitioning patients to the most appropriate environment as soon as possible.

The physical redesign of this unit and the adoption of the Quality Standard for the Behavioural Symptoms of Dementia add to welcoming environment and the compassionate care on GDU.
Ian Credits PHP for his Recovery

By Michelle Bingley

There is no hiding Ian’s feelings about the Partial Hospitalization Program (PHP) at Ontario Shores.

“This program was my last hope,” he said.

PHP would not be the first program Ian participated in. It was not even the second or third. Well, you get the idea.

Diagnosed in 2005 with depression, Ian had actually been experiencing symptoms much earlier in life. When asked if he knew this he said “looking back, I see it. But back then, no.”

Ian's story is becoming all too familiar. In his pre-teen years, he was a victim of sexual abuse within his own family and was regularly exposed to excessive alcohol use in the house. By age 21, Ian felt that he was becoming an alcoholic following in his parents' footsteps.

Feeling unhappy and not in control of his own life, Ian made the decision to leave the United Kingdom for Canada in 1971. Ian married and two children followed. Usually considered joyous moments in life, but Ian didn't see it that way. He said he was emotionally flat and wanted to know “What is wrong with me?”

In 2005 Ian was in a dark place. Once again out of work, feelings of loss and worthlessness plagued Ian's thoughts. The diagnosis of depression at least provided some explanation for his feelings, but did little else. Dissatisfied with his experience, Ian felt there was no support and the medications that had been prescribed were not having much effect.

The darkest time for Ian came in 2008 when he attempted suicide. Ian thought it would be best for his family if he was dead. Somewhere inside though, there must have still been a glimmer of hope, because he reached out for help and survived the attempt.

The years to come would include many treatment programs from various agencies and medications, too many to count. Multiple hospital visits were also a part of Ian’s life. The last, in 2015, would prove to be life changing. This is when Ian insisted on changing psychiatrists and his new doctor referred him to PHP at Ontario Shores.

Ian participated in the 12-week program and it is where he had his “A-HA” moment. Much of the information presented in the classes in PHP was not new to Ian but the format and variety of options gave a different perspective and experience. When discussing PHP, it is evident that Ian found the concept of the program different from others he had attended. He said he was treated as an individual with his own specific needs and the fact that counsellors were available Monday through Friday during the hours the program ran was very valuable.

Finally, Ian had found the help he needed. It was a long time coming, but the effects have been long lasting.

Ian is now an advocate for mental health and enjoys participating in V.A.S.E. (Voices Against Stigma Everywhere) telling his story in hopes of helping others. The one piece of advice Ian would give to someone with mental health issues is “stay in treatment”.

When he’s not advocating, you will find him on the golf course once a week enjoying his ability just to be himself.

“This program was my last hope.”

~ Ian
Ontario Shores launched the Recovery College in September, 2016 and the feedback from students and facilitators has been very positive in the first two semesters. Student satisfaction and willingness to recommend courses to others reached 100 per cent, according to Simone Arbour and Allison Stevens, who lead the research and curriculum aspects of the Recovery College.

The program is the first Recovery College in Canada with a focus on learning, self-discovery, skill development, leisure and vocational goals. The objective of the college is to provide students with recovery-based courses that support students’ growth individually and collectively. These are courses that can enhance the students’ current medical awareness and understanding of themselves, while offering an opportunity to explore and practice new skills. Course offerings are balanced with options from academic, creative and leisure subjects.

Currently, both inpatients and outpatients can register for Recovery College courses. Peer Support Specialists work with every student to complete an assessment to determine each student’s goals and interests and then assist with coordinating a personal learning plan.

The results from the Recovery College’s first semester were successful and encouraging. In the short-term, additional courses have been added to the program and class rescheduling now accommodates students’ requests for classes that were running concurrently. In addition, students with successful completion of the Group Facilitation Skills Training Course can be considered for opportunities to co-facilitate future classes within the Recovery College program. The lived experience contribution this can bring to a recovery class can be valuable in connecting with other patients.

Recovery College is going through short and long-term evaluations to optimize the value it will bring to students and their individual journeys of recovery. The ideal goal is to open registration to patients, families, staff and the community.
In December 2016, Ontario Shores was recognized as one of the Greater Toronto Area’s Top Employers. “We work extremely hard to break down barriers and create a sense of community,” said Karim Mamdani. “It motivates people when they can see the important role they play in the bigger picture.”

Competition is strong amongst organizations. The GTA is Canada’s largest metropolitan area and is filled with thousands of successful businesses. Ontario Shores has proven and demonstrated a number of leading initiatives which make their employees inspired to do their best while at work. When being considered for this title an organization’s accomplishments, benefits, programs, services and overall physical space is evaluated.

In March 2017 Ontario Shores partnered with Mozzaz, a Canadian digital health company to launch a mobile mental health app. The new app allows patients to actively participate in their recovery, stay up-to-date and connect with their care team through a mobile device. The Ontario Shores-Mozzaz mobile mental health app gives patients the option to set daily medication reminders and access scheduled self-assessment forms.

“Technology and innovation is what will propel mental health care forward in Ontario,” said Karim Mamdani. “Providing patients with the ability to access care, tools and resources at their convenience through a mobile app represents a new era of mental health care.”

Ontario Shores is committed to providing positive opportunities and outcomes for all patients. The new adaptation of Mozzaz will allow patients to be actively and innovatively engaged in the care.

Currently, Ontario Shores is monitoring the use of the app in the Transitional Aged Youth Service, Neuropsychiatry Service Inpatient Unit, Eating Disorders Unit and Geriatric and Neuropsychiatry Outpatient Services. Ontario Shores looks forward to implementing this app in more areas of the hospital in the year ahead.

Here are a few of the reasons as to why Ontario Shores was selected as one of the GTA’s Top Employers:

- Ontario Shores provides maternity and parental leave top-up payments for employees becoming new mothers, fathers and adoptive parents.
- Ontario Shores has robust health benefit plans and wellness initiatives to support staff safety, health and wellness.
- Ontario Shores supports the life-long learning of its staff and provides various training and development opportunities.
- Through numerous employee engagement and recognition programs, Ontario Shores encourages regular feedback from staff and celebrates individual and team accomplishments.

Ontario Shores Centre for Mental Health Sciences

Ontario Shores- Mozzaz Launch Mobile Mental Health App

By Lindsay Balbirnie

The world is changing through technology and so is Ontario Shores.

In March 2017 Ontario Shores partnered with Mozzaz, a Canadian digital health company to launch a mobile mental health app. The new app allows patients to actively participate in their recovery, stay up-to-date and connect with their care team through a mobile device. The Ontario Shores-Mozzaz mobile mental health app gives patients the option to set daily medication reminders and access scheduled self-assessment forms.

“Technology and innovation is what will propel mental health care forward in Ontario,” said Karim Mamdani. “Providing patients with the ability to access care, tools and resources at their convenience through a mobile app represents a new era of mental health care.”

Ontario Shores is committed to providing positive opportunities and outcomes for all patients. The new adaptation of Mozzaz will allow patients to be actively and innovatively engaged in the care.

Currently Ontario Shores is monitoring the use of the app in the Transitional Aged Youth Service, Neuropsychiatry Service Inpatient Unit, Eating Disorders Unit and Geriatric and Neuropsychiatry Outpatient Services. Ontario Shores looks forward to implementing this app in more areas of the hospital in the year ahead.

Here are a few of the reasons as to why Ontario Shores was selected as one of the GTA’s Top Employers:

- Ontario Shores provides maternity and parental leave top-up payments for employees becoming new mothers, fathers and adoptive parents.
- Ontario Shores has robust health benefit plans and wellness initiatives to support staff safety, health and wellness.
- Ontario Shores supports the life-long learning of its staff and provides various training and development opportunities.
- Through numerous employee engagement and recognition programs, Ontario Shores encourages regular feedback from staff and celebrates individual and team accomplishments.

Jesse Hirsh challenges the status quo and expectations for the future.

And he wants you to do the same.

Armed with strong opinions about healthcare, technology and traditional thinking, Hirsh was centre stage as the keynote speaker at Ontario Shores’ Annual Mental Health Conference in February, 2017.

A prominent voice as an internet strategist, Hirsh also considers himself an artist, futurist, researcher and public speaker. He is also an experienced innovator and collaborator with a passion for educating people on the potential benefits and perils of technology. Hirsh challenged the audience to think differently in regards to how technology can and will influence care, research and patient engagement.

The one-day conference also featured Dr. Carolyn McGregor, Canada Research Chair in Health Informatics, who presented on new approaches toward analytics for mental health and wellness. Ontario Shores’ own Dr. Arlene Astell, Research Chair in the Community Management of Dementia, discussed developing technology for mental health and well-being.

Jesse Hirsch Highlights Mental Health Conference

By Darryl Mathers

Ontario Shores Centre for Mental Health Sciences

2016 - 2017 Annual Report
Partnership Brings Big White Wall to Ontario Shores

By Darryl Mathers

In partnership with the Ontario Telemedicine Network (OTN), Lakeridge Health and Women’s College Hospital, Ontario Shores introduced an online support community for people feeling anxious or depressed, or having trouble coping with other mental health-related issues.

Big White Wall (BWW) – bigwhitewall.com – provides around the clock online peer support community where members can share experiences and express themselves in words and images, helping participants feel less socially isolated. There is also a library of articles, tips and support courses including cognitive behaviour therapy accessible online. Trained counsellors are available 24/7 to offer support and keep the community safe. Members can access the safe community anonymously via computer, tablet or smartphone.

The BWW project included approximately 1,000 patients ages 16 and up and complemented the mental health care they were receiving or waiting to receive. The pilot project was funded by Canada Health Infoway and the Ontario Ministry of Health and Long-Term Care.

Big White Wall originates in the United Kingdom and also operates in the U.S. and New Zealand. This was the first time it was available in Canada.

The goal of the pilot was to see decreases in: levels of anxiety, levels of depression, number of calls to mental health crisis lines, emergency department visits for mental health-related issues and inpatient admissions to hospital related to mental health issues.

Data collected during the pilot project, which ended in March, 2017, is currently being reviewed in an effort to evaluate its effectiveness and determine its future at Ontario Shores and with its partners.

Mental health disorder claims are the fast growing category of disability claims in Canada. The impact and cost of mental illness in the workplace has resulted in a growing need and demand for mental health training.

To support that need for education, Ontario Shores entered into a partnership agreement with Ontario Power Generation (OPG) to deliver Mental Health First Aid to its employees.

The agreement supports the training of up to 2,000 OPG employees in Mental Health First Aid (MHFA), a certificate program managed in this country by the Mental Health Commission of Canada.

This training is being conducted at various OPG locations and continues until April 2018. OPG has identified the benefits of providing staff with mental health awareness training and Ontario Shores has instructors with the knowledge and expertise in the field to deliver it.

“Since the 2016 National Mental Health Week, I’ve trained over 1,000 OPG employees in the two-day Mental Health First Aid Training course,” said Christina Fuda, Mental Health First Aid Coordinator at Ontario Shores. “Almost every employee comments that this is by far the best training program they have ever attended and that it has helped them immensely in both their professional and personal lives. Many times I arrive on-site at the OPG facilities to train a new group, a former participant will approach me saying how much this training gave them the tools to help a family member or colleague who was struggling.”

The MHFA Canada program aims to improve mental health literacy, and provide the skills and knowledge to help people better manage potential or developing mental health problems in themselves, a family member, a friend or a colleague. Similar to standard first aid, MHFA trains people on how to respond to a mental health crisis rather than a physical one.
Imagine Festival Reaches for the Stars

Commencing in 2008 as the Imagine Film Festival, Ontario Shores is excited to host this annual event which calls upon musical talent and renowned speakers to celebrate and spread awareness of mental health issues. In the past, the festival has featured actors such as Joe Pantoliano, who may be more popularly known as Cypher from the movie The Matrix, to speak against mental health stigma. Also, Chantal Kreviazuk shared her music and involvement with mental illness.

In October 2016, The Stellas and their daughters Lennon and Maisy, originally from Durham, performed at what is known today simply as the Imagine Festival. Brad and Marylynn Stella were recipients of a music video award in 2012 as well as music group of the year in 2013, all related to the Canadian Country Music Association. Their daughters, Lennon 17 years of age, and Maisy 12 years of age also captivated the audience with their musical ability and graciousness. The family has been living in Nashville since 2009. Prior to the concert; they spent time at Ontario Shores and visited with patients in the Eating Disorders Unit.

The Imagine Festival also featured Amelia Curran, an artist from Newfoundland. She shared her experiences of dealing with anxiety and depression and provided the audience with a better understanding of mental illness.

This year will be the Imagine Festival’s 10th anniversary. It will take place October 27 and feature the band Tokyo Police Club along with singer-songwriter, mental health and transgender advocate Lucas Silveira.

The purpose of the Imagine Festival is to bring people together. It is an opportunity for entertainment and learning. It is designed to encourage personal growth and to help strengthen relationships by opening up about, and realizing that mental illness is quite common but it does not define us. The Imagine Festival allows people to come out of their hiding places and share.
Patient Prom Delivers Memorable Night
By Lindsay Balbirnie

It’s was a night to remember for patients at Ontario Shores.

A night full of beautiful gowns, suits, dancing and fun.

Patient Prom is a collaborative event put on by the Patient Advisory Council and the Peer Support team at Ontario Shores to create a recovery moment for patients they might not have had the chance to experience.

For the second straight year, Hope Formal Wear kindly hosted fittings and donated all formal wear for patients to give them the prom experience.

Both inpatients and outpatients were invited to take part in the memorable evening. Devin Cooper was one of many who attended the prom and said it’s an experience he will never forget.

“My favourite part about patient prom was socializing. I didn’t get to attend my high school prom and this gave me the opportunity to experience something just like it. It was nice to be in an environment where everybody felt safe while enjoying themselves. It felt fantastic to dress up, have fun and enjoy the company of everybody who attended. It’s an experience that brings people out of their shell and gives them the opportunity to let loose and I love that! I am looking forward to making more lifelong memories at the next patient prom.”

Hospitals Support Community with a Holiday Hockey Challenge
By Julie Cosentino

Last holiday season, Ontario Shores and Lakeridge Health hit the ice for the inaugural Holiday Hockey Challenge

Ontario Shores won the game 9-5 and Lakeridge Health President and CEO Matt Anderson was forced to sport an Ontario Shores jersey as a result of a side bet between himself and Ontario Shores President and CEO Karim Mamdani, but it was a win for both organizations

“We really enjoyed hitting the ice for a great cause last year – and we’re looking forward to the rematch,” said Anderson.

Durham families in need also won as the event included a fundraiser for the Durham Regional Police Food and Toy Drive. The Holiday Hockey Challenge proved to be beneficial to the community by acknowledging mental illness as well as supporting those less fortunate.

Through activities like the Hockey Challenge, people are encouraged to help those in need, by seeking to understand their reality and supporting them through those difficult times.

The Holiday Hockey Challenge was a great success for all and both teams are chomping at the bit for a rematch.

Quality Standards for Mental Health Unveiled
By Lindsay Balbirnie

Committed to providing exemplary care to our patients and families, Ontario Shores played a significant role in developing the Quality Standards for Mental Health, which were unveiled by Health Quality Ontario (HQO) in January, 2017.

The Quality Standards address key opportunities for improvement in three areas: the care of major depression, schizophrenia and behavioural symptoms of dementia.

Ensuring consistent and exemplary care for patients and families is at the root of these new standards.

Ontario Shores’ previous work in developing and implementing Clinical Practice Guidelines (CPGs) provided Ontario Shores an opportunity to play a leadership role with HQO in the development of these new Quality Standards and has positioned us well as we move into the implementation phase.

“What we hope is to provide clarity such as, what does great care look like? For some patients and some healthcare providers there will be no change because they are already providing it,” said Dr. Joshua Tepper, Health Quality Ontario President and CEO. “Caregivers and healthcare professionals will read some of the statements and say yes, check, check, check. However, there will be some cases where they say ‘you know what? I’m not sure we are doing that all of the time’ and that becomes the gap we are working to close.”
Ontario Shores Hosts Forensic Geriatric Day

By Chris Bovie

Managing aggression among a geriatric patient or long-term care population has been an ongoing challenge. So when Dr. Zohar Waisman and other clinicians hosted a day dedicated to this topic, the response was overwhelming.

The Forensic Geriatric Symposium provided a much-needed educational opportunity for those who work with the seniors’ population in the health, long-term care social services and the justice sector as well as the general public.

The percentage of Canadians 65 or older is expected to almost double to about 28 per cent by 2056. We are also seeing increasing numbers of the elderly in corrections and studies show that about 40-50 per cent of those elderly who are incarcerated also have a mental health disorder.

It was one of the most popular education events held at Ontario Shores with presentations by Dr. Waisman, Dr. Robyn Waxman and Melanie Kelly. But while it was a great day of education, its true success was through connections, discussion and collaboration to improve assessments and outcomes for this population.

“Ontario Shores is a leader in educating our community partners about the risk assessment strategies and the unique aspects of assessment and management of agitation, impulsivity, and aggression amongst the geriatric patient population who become involved with the criminal justice system,” said Dr. Waisman. “Our research team has been invited to present at various organizations on this topic.”

The program has been highly received and currently the team is working on developing a risk assessment tool with this population.

Ontario Shores Adopts SafeWards

By Lindsay Balkrnie

Ontario Shores has proudly embarked on a journey to implement Safewards within its six Forensic inpatient units, three inpatient units within its Assessment and Reintegration Program (ARP) and three inpatient units within its Geriatric and Neuropsychiatry Program.

Safewards is an evidence-based model of care delivery that was designed for mental health units to create safer environments. Safewards and its 10 interventions look to develop positive relationships between patients and staff, and focus on engagement as opposed to containment. The Safewards model identifies where conflict is generated and where staff and patients can look to reduce them.

In implementing Safewards, the purpose is to create a safer environment for patients and staff, with the ultimate goal to continue to advance a recovery-oriented clinical environment.

The implementation of Safewards at Ontario Shores has been approached with a co-creation and co-design model of delivery, where the clinicians and patients work together to design and implement the interventions on the units.

Self-Harm and Thoughts of Suicide: Stories of Recovery and Hope

By Chris Bovie

A Kids Help Phone study suggested that 1 in 5 Canadian teens had seriously considered suicide in the previous year. Of those, about 46 per cent had thought about a plan.

It is not a subject matter that we as a society are always willing to discuss for fear of putting ideas in young people’s heads. But it is a topic that cannot be ignored.

In 2016, Ontario Shores brought together experts to engage in an open discussion and education. The Self-Harm and Thoughts of Suicide: Stories of Recovery and Hope was a day-long symposium made possible through a grant by the Sick Kids Foundation. It featured a number of topics by expert clinicians and those with lived experience.

Topics covered included; how to recognize someone at risk of self-harm and suicide, tips for managing emotions, resources for youth and families and a panel discussion on where people can go for help.
Caregiver Series Offers Legal and Financial Advice

By Lindsay Balbirnie

In February, 2016, the Family Resource Centre, Family Council and Peer Support launched its first ever Caregiver Series.

Dedicated to supporting caregivers with legal and financial advice for caregivers for the future, the sessions are held quarterly on weekends to accommodate the needs of families. The public events are open to anyone interested in learning more about the caregiver role.

“There were almost 80 attendees for the first session of the series,” said Pat Hofsepian, Chair of Family Council at Ontario Shores. “Based on the feedback the sessions were very successful. Several of the participants had never been to Ontario Shores before.”

The Caregiver Series offers specific days to prepare for those seeking support, resources and options as caregivers.

The 2017 series is focusing on Concurrent Disorders – Mental Health and Addictions.

History of Volunteerism Celebrated at 50th Anniversary

By Darryl Mathers

In May, 2016 Ontario Shores celebrated 50 years of volunteerism and its annual Volunteer Appreciation Dinner.

Stories were told and selfless leaders were recognized for the contributions of volunteers both today, and yesterday.

Volunteerism at Ontario Shores took flight during the 1950s and 1960s when local church and service clubs made regular informal visits while providing entertainment and activities for patients.

The popularity of these visits lead to the formation of the Volunteer Association on June 6, 1966.

During the next decade, numerous patient programs were developed to meet patient needs such as The Good Luck Shop, Patient Library, Therapeutic Hub, Comfort Carts, One-to-One, Mental Health Clinic and Social Teas. It is interesting to note, that many of these inaugural programs are still operational today.

During the 1970s, the local community interest and program recruitment continually increased and so in September 1976, the first combined Annual Luncheon and Appreciation Awards took place hosted by the Hospital Administration.

In 1977, the Association moved from the volunteer advisory capacity to become an independent organization with a Board of Directors and a revised constitution. An application was made as a Registered Charitable organization and the Association became incorporated.

The focus shifted to a formalized volunteer registration, orientation and education. Additionally, departmental policies and procedures were also formalized. In the late 1980s, a Quality Assurance Program was designed and the Association began a reporting system to the Community Advisory Board.

The 1990s ushered in a distinctive logo, a volunteer Mascot, Bea A. Volunteer, and a new banner “Strengthen the Link...Become a Volunteer.”

Since divestment in 2006, volunteer engagement has increased each year. In fact, in 2015 Ontario Shores achieved the highest number of volunteer hours in its 50 year history.

The continuous desire by volunteers to give back to the community, help eliminate stigma and provide hope for those living with mental illness is proof that volunteers are the roots of strong communities. Ontario Shores is proud of our volunteers and their 50-year legacy and look forward to many more years of inspiring, sharing and caring.
Being a member of the Editorial Team for the Ontario Shores 2016-17 Annual Report has been a rewarding experience.

I have learned a great deal about the hospital that I didn’t know before. And, the knowledge has made me want to make sure everybody knows the difference Ontario Shores makes. It has also affirmed my commitment to advocate for people in need of mental health support.

In 2016, my own stress and depression coupled with increasing panic attacks became unmanageable for me.

As a caregiver for a family member, I already had a connection with Ontario Shores. I spoke with a psychiatrist and my family doctor regarding my struggles and I was immediately on the path for assistance through the resources available at Ontario Shores.

I was assisted through Vocational Services, the Partial Hospitalization Program (PHP) and Recovery College by my psychiatrist and psychologist in a timely and compassionate manner.

I now realize that I was extremely fortunate that my care and referrals transitioned me through the hospital far more smoothly than some patients’ experience.

In my time at Ontario Shores I have had the pleasure of building friendships with a number of patients and some have shared with me that getting a referral to Ontario Shores was challenging.

Many patients face struggles in the community with their regular health care. Patients often have trouble explaining their problems to friends and family and may feel stigmatized. Even self-stigma of mental health can be an overpowering barrier.

Patients who do not have a family doctor, or an established history with their doctor, struggle with explaining and asking for mental health assistance. They may be reluctant to pursue assistance when they are uncertain of what to ask.

General Practitioners may not have the resources to assist patients who are struggling with mental wellness and may not understand what is available at Ontario Shores.

In many cases, a referral to a specialist or Ontario Shores, for an assessment, can mean the difference between suffering and hope.

That is why I asked to write about this when we held our first Editorial Team meeting. I want the community and the healthcare community to fully understand what is available to everyone and how to ask for help.

For many people that first step asking for help is a tremendous struggle. The very nature of many mental health issues can impede a person’s ability to seek solutions.

I ask everyone invested in Ontario Shores and mental health to keep advocating. I was lucky to be referred to the right place at the right time. Others are not always so fortunate. I hope my contributions to this year’s Annual Report make a difference for at least one person or family member seeking help.

I want to thank Ontario Shores for being there for me and for giving me the opportunity to help others.
## Financial and Clinical Data

### Financial Data

<table>
<thead>
<tr>
<th>Revenue by Type</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ministry of Health and Long-Term Care*</td>
<td>$135,586,000</td>
<td>93.4%</td>
</tr>
<tr>
<td>Patient and Ancillary</td>
<td>$7,513,000</td>
<td>5.5%</td>
</tr>
<tr>
<td>Investment Income</td>
<td>$1,556,000</td>
<td>1.1%</td>
</tr>
</tbody>
</table>

### Expenses by Type

<table>
<thead>
<tr>
<th>Expense Type</th>
<th>Amount</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Compensation</td>
<td>$129,037,000</td>
<td>83.0%</td>
</tr>
<tr>
<td>Other Supplies and Expenses</td>
<td>$19,491,000</td>
<td>15.5%</td>
</tr>
<tr>
<td>Drugs and Medical Gases</td>
<td>$1,174,000</td>
<td>0.9%</td>
</tr>
<tr>
<td>Rent</td>
<td>$2,543,000</td>
<td>0.2%</td>
</tr>
<tr>
<td>Medical and Surgical Supplies</td>
<td>$1,980,000</td>
<td>0.2%</td>
</tr>
<tr>
<td>Building Amortization Net</td>
<td>$1,741,000</td>
<td>0.2%</td>
</tr>
<tr>
<td>Working Capital ($8,201,000)</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### Clinical Data

<table>
<thead>
<tr>
<th>Age on Admission</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>12 - 18</td>
<td>8.8%</td>
</tr>
<tr>
<td>19 - 34</td>
<td>32.4%</td>
</tr>
<tr>
<td>35 - 54</td>
<td>28.8%</td>
</tr>
<tr>
<td>55+</td>
<td>30.0%</td>
</tr>
</tbody>
</table>

### Median Length of Stay

66 Days

### Diagnosis on Discharge

<table>
<thead>
<tr>
<th>Disorder Type</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Psychotic Disorders</td>
<td>58.0%</td>
</tr>
<tr>
<td>Neurocognitive Disorders</td>
<td>9.1%</td>
</tr>
<tr>
<td>Bipolar and Related Disorders</td>
<td>8.1%</td>
</tr>
</tbody>
</table>

*Ontario Shores would like to recognize the leadership and funding support by the Central East Local Health Integration Network.

For more information about our performance, please visit ontarioshores.ca.