

2019 - 2020
Annual Report



150

Ontario Shores
Centre for Mental Health Sciences

Celebrating a Century of Care

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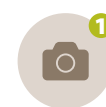
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Celebrating a Century of Care A Year to Remember

Welcome to the 2019-2020 Annual Report for Ontario Shores Centre for Mental Health Sciences (Ontario Shores).

This truly was a year for the ages at Ontario Shores.

It began with our Celebrating a Century of Care campaign that was in full swing and continued through to October 23, 2019, the day our organization turned 100.

It was an extraordinary time in our history as we celebrated a milestone that showcased our role in the community as well as our dedication to growth, innovation and excellence.

The year was also highlighted by partnerships.

Ontario Shores and SilverCloud Health, a global leader in digital therapeutics for mental, emotional and behavioural health, teamed up to provide patients with SilverCloud Health's evidence-based digital mental health program as an outpatient treatment option for individuals with mild to moderate anxiety and mood disorders. This treatment option is another example of our collective commitment to innovation that reduces barriers and advances mental health care.

Worth noting as well is our relationship with Wounded Warriors Canada, which supports Ontario's public safety personnel and their families through a joint clinical services partnership

that connects to mental health programs and services offered by both organizations.

And, right in our own community, Ontario Tech has proven to be a terrific partner as we collaborate in the area of innovation in the treatment of dementia through a Clinical Demonstration Unit as well as the joint announcement of an Inaugural Research Chair in Artificial Intelligence (AI) for Health and Wellness.

Of course, late in the year, partnerships and collaboration inside and outside our organization became essential as we faced the challenge of a global pandemic to contain COVID-19.

In the midst of a significant challenge we experienced the greatness of Ontario Shores as people across the organization prominently lived our values to ensure the continuous delivery of quality mental health care while keeping patients and staff safe.

The 2019-2020 Annual Report celebrates these stories as well as the qualities of our people who aspire to deliver exemplary care regardless of the challenges presented to them.

President and CEO Karim Mamdani and Ted Moroz, Chair of the Board of Directors.

Jack Armstrong Thrills Hoop Fans on Eve of Raptors' Championship

On the eve of Game 6 of the NBA Finals, Ontario Shores welcomed a compelling guest to its Annual General Meeting on June 12.

Before the Toronto Raptors made history winning their first title in franchise history, Ontario Shores welcomed Jack Armstrong, arguably the most familiar basketball personality in Canada.

The long-time Raptors broadcaster was the keynote speaker where he used his love of basketball and lighthearted spirit to inspire those in attendance.

"We play tomorrow night and we charter back Friday, and I hope I'm chartering back as an NBA champion," he added.

Armstrong has spent more than two decades covering the NBA and college

basketball for TSN and NBA TV, earning multiple Canadian Screen Awards for his work.

Before becoming a broadcast analyst, he spent 10 years as the head basketball coach at Niagara University, where he received coach of the year honours for the 1992-1993 season. Prior to that, he served four years as an assistant coach at his alma mater, Fordham University in Bronx, N.Y where he also earned a bachelor of arts in history and a masters in public communications.

"The folks that are here that volunteer (on) the board or folks that are on staff here, — yeah you get a paycheque but it's more than that — it's a calling; it's a feeling that you're making an impact," he said.

"I think we're in the people business. We're here to help people and we're here to make a difference."

– Jack Armstrong

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Basketball broadcaster Jack Armstrong inspired everyone at Ontario Shores one day before the Raptors won their first NBA championship.



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A Family's Journey with Schizophrenia

Kevin and Jane McAllister worked hard to build a life for themselves and their four children.

Like so many families in Durham Region, their free time was often spent with their children rushing off to practices, games, recitals and school plays as they worked to give their kids everything they could.

Years later, that hasn't changed. However, the journey they have been on was not the one they expected.

A near tragic car accident left Jane with serious injuries and a long road to recovery. The traumatic nature of her injuries severely impacted the entire family, but in particular their teenaged son, Riley.

"The decline in his mental health was evident shortly after the accident," notes Kevin.

A star athlete and strong student, Riley struggled in the weeks, months and years following Jane's accident. Living with early onset psychosis and Schizophrenia as a result of trauma, Riley began to self medicate.

Throughout his recovery journey, Riley and his family have run the gamut of emotions. There were periods when he was healthy, going to school and able to manage the symptoms of his illness. There were also periods where he struggled to receive the right treatment at the right time.

"There are times when you feel like it's

a constant state of ups and downs," says Kevin.

Riley's journey eventually took him to Ontario Shores and its Complex General Psychiatry A (CPG A) unit. In addition to finding the right medication, Riley and his parents participated in Family Intervention Therapy (FIT).

"The FIT program was amazing," says Jane. "It gave us the tools to support Riley and a greater understanding of the illness and how to help manage it."

What was also helpful were the people. While the education, training and resources were practical components that Kevin and Jane felt were essential to Riley's progress, there was also an intangible at play.

"Staff went over and above to talk to us and help us any way they could," recalls Kevin. "You can train staff to use a computer or deliver a program, but you can't train them to care. The people looking after Riley cared about both him and us."

Riley's recovery journey continues. He's healthy, living independently, looking forward school and working toward employment. Similar to any chronic illness, there has been a price their family has had to pay.

"Riley's a great guy," notes Kevin. "We are deeply proud of him and the progress he has made. We want to support him in having a future. We wish the same for other families living with mental illness."

Jane and Kevin McAllister with their beloved canine companion.

NFS Team Shines Through Eat Well, Live Well Program

As part of its Integrated Wellness Program, Ontario Shores launched the Eat Well, Live Well Program.

Led by our Nutrition and Food Services (NFS) team, the Eat Well, Live Well program consisted of a variety of newly created healthy options in our Lakeview Cafeteria.

The team spent time searching for recipes and testing and modifying recipes to optimize the healthy ingredients used in each item.

The NFS Team also compiled their collection of new recipes into The Eat Well, Live Well Recipe Book, sourced from various websites and adjusted to ensure the food is not only good for you, but tastes good too.

Nutrition is an integral component of creating and sustaining an overall feeling of well-being and this program has provided the opportunity for all Cafeteria customers to choose healthy food options that nourish and fuel their bodies.



“Great job, excellent selection of a variety of foods representing all food groups. Everyone was excited to get a healthy lunch!”

– Staff Feedback

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Hospital Honours Values in Action Award Recipients

Ontario Shores held its 12th annual Rewards and Recognition event in January to celebrate years of service as well as individuals and teams chosen as recipients of the organization's Values in Action Awards.

These awards represent the hard work and dedication of individuals who choose to live the hospital's values on a daily basis.

The 2019 Values in Action recipient are:

Excellence:
Jeff MacDonald

Innovation:
CSR/Stores Team

Safety:
FPRU Team

Community:
Nutrition and Food Services Team

Respect:
Dr. Graciela Kriegel

Leadership:
Leslie Johnston



Dr. McGregor Appointed Research Chair in AI for Health and Wellness

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Ontario Shores welcomed the appointment of Dr. Carolyn McGregor as Inaugural Research Chair in Artificial Intelligence (AI) for Health and Wellness.

Created between Ontario Tech University and Ontario Shores, the Research Chair reflects Ontario Shores' leadership in research, education and exemplary practice for individuals living with complex and serious mental illness.

Dr. McGregor's appointment to Research Chair contributes to the advancement of health informatics through research in computing and information technology to improve Canadians' health care and global health and wellness.

Specifically, Dr. McGregor will study mental illness prevention and post-traumatic stress disorder (PTSD) prevention for point-of-care staff (e.g. nurses, psychiatrists, etc.) in two ways:

Predictive AI models will build physiological markers to detect when a patient is more likely to become aggressive.

The collaboration will promote new personalized training approaches to help mental health-care workers respond empathetically, therapeutically and non-reactively in the face of non-emergent risk, threats or stressful situations. Understanding their own personal response will help them pinpoint what they need to work on to build their own resilience.

The research will also extend Dr. McGregor's separate and broader Ontario Shores collaboration to create new approaches to mental illness prevention among public safety personnel such as firefighters and tactical officers. Her previous work with the military and police services has deployed AI technologies to measure physiological responses to work-related stress and explore how public safety personnel can learn from the data (such as keeping their heart rate and breathing in ranges that allow them to perform at their best).

As a Professor with Ontario Tech's Faculty of Business and Information Technology, Dr. McGregor is Co-Director of the Joint Research Centre in AI for Health and Wellness between Ontario Tech and Australia's University of Technology Sydney. She is also Ontario Tech's alumna Canada Research Chair in Health Informatics.

This collaboration will also create graduate student opportunities, furthering Ontario Shores' commitment to student scholarship and the mentorship of future researchers. Ontario Shores and Ontario Tech look forward to the evolution of the shared Research Chair and the scientific breakthroughs achieved through their partnership.

Dr. Carolyn McGregor will study mental illness prevention and PTSD prevention for point-of-care staff.



Leading the Way in Quality Standards for Schizophrenia

Ontario Shores partnered with 15 healthcare organizations across Ontario to lead a Community of Practice as part of facilitating the implementation of Health Quality Ontario's Schizophrenia Quality Standards at these partnering organizations.

The Schizophrenia Quality Standards for care in hospitals and in the community include a series of 11 to 15 statements that are actionable, measurable and grounded in the best available evidence. The statements help patients and families know what they should expect around medications and psychotherapies, including family intervention therapy.

Ontario Shores first implemented the Quality Standards in 2016 and since that time has developed expertise in its application of the Standards with an ongoing focus on monitoring, quality improvement and sustainability in delivery of the most effective treatments for Schizophrenia.

Through the creation of a Schizophrenia Quality Standards Spread Initiative Community of Practice, Ontario Shores is sharing its implementation strategies, key learnings and tools to help other organizations with their implementation of these treatment approaches to individuals with Schizophrenia across Ontario.

Schizophrenia is a chronic and severe mental illness that is associated with premature mortality and high disease burden. Despite the well-established

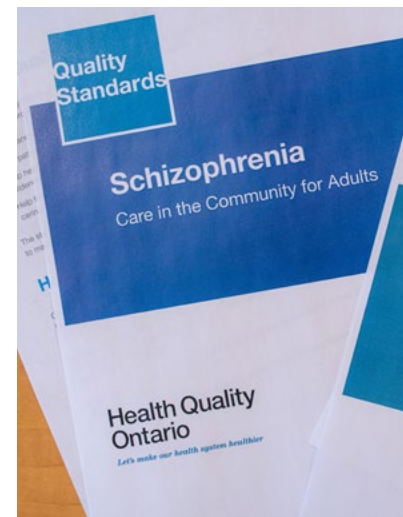
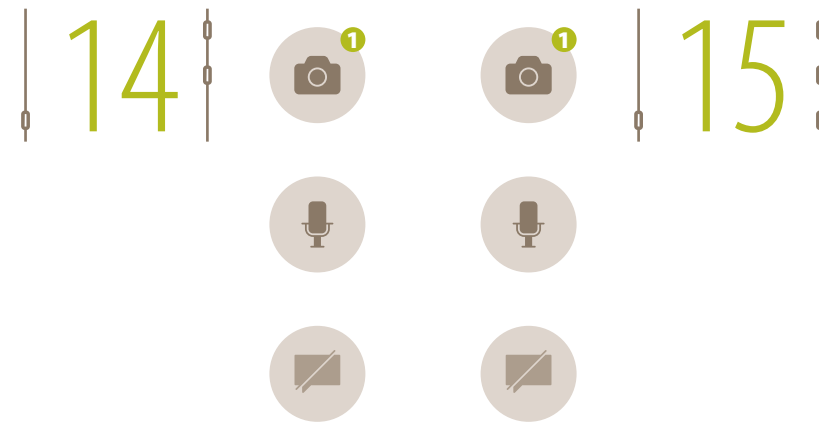
evidence for the care of adults with Schizophrenia, there continues to be gaps in services that support these individuals.

Evidence indicates it can take up to 17 years for research to reach frontline care. Initiatives such as this Community of Practice can increase the rate at which this evidence-based care can be implemented to ensure greater quality and consistency across the healthcare system.

Partners will learn more about how to implement the Schizophrenia Quality Standards in their respective organizations effectively, share knowledge and further collaborate with partners across the province.

The 15 partners consist of 13 hospitals and 2 community service providers:

- Health Sciences North
- Joseph Brant Hospital
- Kenora Canadian Mental Health Association Branch
- Lake of the Woods District Hospital
- Mackenzie Health
- Markham Stouffville Hospital
- Northumberland Hills Hospital
- Ottawa Canadian Mental Health Association Branch
- Peterborough Regional Health Centre
- Southlake Regional Health Centre
- St. Joseph's Care Group (Thunder Bay)
- St. Joseph's Healthcare Hamilton
- Thunder Bay Regional Health Sciences Centre
- Waypoint Centre for Mental Health Care
- Windsor Regional Hospital



Innovative Partnership Between Ontario Tech and Ontario Shores

Leading-edge community-based research and remarkable advances in technology are combining to uncover new solutions for dementia care, offering new horizons for patients and their caregivers.

A partnership between Ontario Tech University (Ontario Tech) and Ontario Shores has launched a Clinical Demonstration Unit (CDU) at Ontario Shores to explore a wide range of innovative treatment options.

To help individuals with dementia remember events, people and places from their past, research teams from both organizations are combining expertise to explore the potential of high-tech tools such as conversational robots, reminiscence therapy using virtual reality, and a multi-sensory wellness chair.

The CDU is part of the Geriatric Dementia Unit at Ontario Shores and together, the teams are implementing bold new technology-enabled solutions for dementia care including:

- Artificial Intelligence (AI): Leveraging AI with a conversational robot to detect and manage behavioural and psychological symptoms of dementia.
- Virtual Reality: Introducing reminiscence therapy through a virtual reality application to promote social connectedness.
- The Wellness Nordic Relax Chair: Providing an individualized multi-sensory experience, including music therapy, rocking, tactile stimulation/ low back vibration, contoured design and deep pressure stimulation via a weighted blanket.
- Bright Light Therapy: Providing prescribed exposure to light five to 30 times brighter than typical office lights to promote calmness, happiness and improved sleep.
- Personalized Music Interventions: Using parametric speakers to provide individualized music therapy, which can evoke memories from the past and increase communication.



Father Welcomes Support in Daughter's Recovery

Charles Guthrie understands challenges.

The now retired 61-year-old zookeeper is 14 years clean and sober with a firm understanding of his own recovery.

However, navigating the healthcare system and caring for his high school-aged daughter who lives with generalized anxiety, depression, social anxiety, emotional dysregulation and Post Traumatic Stress Disorder, has been among the biggest challenges of his life.

Subject to bullying with high anxiety and self esteem issues, the signs of mental health issues rose to the surface in Grade 7.

"I was freaked out, I was scared," recalls Charles in those elementary school days when his daughter's symptoms began presenting.

Through the adolescent program at Ontario Shores, Charles and his daughter were able to get the help they needed. In addition to treating her mental health issues, Charles was able to access support through the Family Resource Centre (FRC), a service that supports system navigation as well as the mental wellness of caregivers.

"I felt immediate sanity here," says Charles. "I started using (the FRC) as my anchor."

"Families and caregivers have a real challenge in seeking help for loved ones because they feel overwhelmed, scared and confused."

Through the FRC, Charles learned about wellness tools and participated in multi-family Dialectical Behaviour Therapy (DBT).

"It's certainly helped me manage my own well-being while being there for my daughter," affirms Charles.

During her time at Ontario Shores, Charles has noticed a significant progress in his daughter's mental health.

"She's had remarkable improvement," he says. "It's still early days and she still faces challenges, but the improvement is there without question."

Throughout this journey, Charles has undertaken considerable education related to mental health. There are multiple facets of physical health which can impact a person's mental well-being. As a father, Charles wants to provide the best possible environment for his daughter's recovery. However, he knows he must also look after himself.

"Sometimes I feel like I am supposed to be her nutritionist, pharmacist, nurse and sleep therapist," says Charles. "I understand that I can't be all of those things. I have to be her father."

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Charles Guthrie has valued mental health support for families as he cares for daughter.



Hospital and Foundation Launch Save The Living Campaign

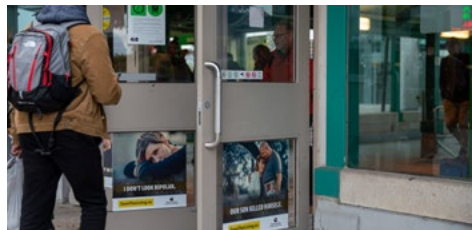
During Mental Illness Awareness Month last October, Ontario Shores and the Ontario Shores Foundation for Mental Health launched its fourth annual awareness campaign.

Building on the success of the previous year's campaign, the Save The Living (www.savetheliving.ca) campaign featured a bold new theme and design and a strong call to action to capture attention and encourage people to make a donation.

With the tagline, 'Save the Living', the campaign featured a roster of

individuals with lived experience, powerful images and provocative taglines to attract audiences to the issues impacting mental illness.

Ads were featured in Durham Region on transit buses and shelters, radio stations and the four Durham Go Train stations. The ads were also featured on billboards in key areas of Toronto, a strong presence in the print and digital editions of the Toronto Star and a robust online and social media presence as well.

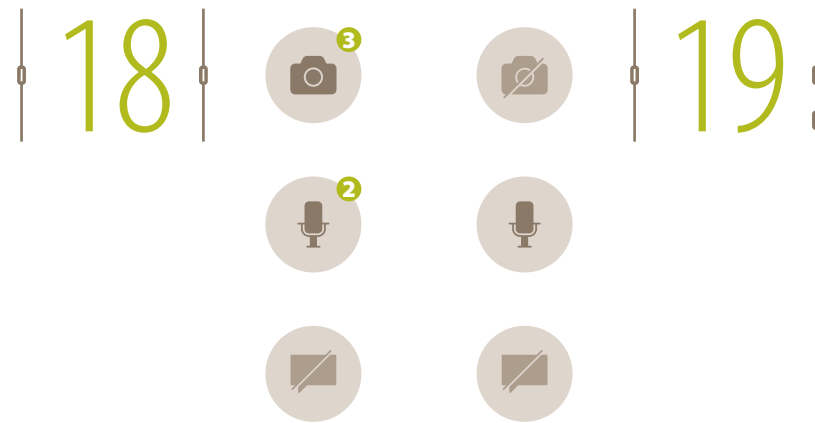


#MindVine Podcast Hits the Road for Bell Let's Talk Day

On Bell Let's Talk Day, Wednesday, January 29, 2020, the #MindVine Podcast hosted by Chris Bovie and Darryl Mathers was on location at the Ministry of Health at 777 Bay Street, Toronto, to have conversations about mental health.

Among the guests were The Hon. Christine Elliott, Ontario Deputy Premier and Minister of Health, Mary Deacon,

Chair of Bell Let's Talk, actor Dillon Casey, former goalie turned lawyer Kevin Bailie and former Hollerado frontman Menno Versteeg.



Study Reveals Long Road Ahead for Awareness of Schizophrenia

In honour of its 100th anniversary, Ontario Shores sought the opportunity to gauge society's view of this chronic brain disease, which, according to the Schizophrenia Society of Canada, affects 300,000 Canadians.

An Ipsos poll conducted on behalf of Ontario Shores revealed that 57 per cent of Ontarians believe people with schizophrenia have multiple personalities, a symptom not associated with the chronic illness.

"It's hurtful how little people know about schizophrenia," notes Candice McAlister, a Bowmanville, Ont. resident whose brother has lived with the disease for more than 15 years. "At the time, it was a popular belief that only those people who had a bad childhood, or experienced abuse or trauma would develop a mental illness, especially one like schizophrenia. This was not the case for my brother, but it made me feel more isolated because I didn't want others to think that about my brother or family."

The stigma associated with schizophrenia remains prevalent even as society's literacy around mental health improves thanks to social awareness campaigns and corporate fundraising efforts. However, when it comes to schizophrenia, 61 per cent of Ontarians admit they wouldn't date and 55 per cent say they wouldn't know how to act around someone with schizophrenia.

"This confirms what we already knew," noted Karim Mamdani, President and CEO of Ontario Shores. "People living with schizophrenia are misunderstood, isolated and ignored."

"If schizophrenia was a chronic physical illness, people living with it would be treated with compassion, understanding and respect," said Mamdani. "With treatment, people living with schizophrenia can lead a meaningful life. As a society we need to be caring, empathetic and encouraging of treatment and support."

The poll also indicated one in three (34 per cent) wouldn't be willing to hire anyone with schizophrenia while 38 per cent said they wouldn't rent an apartment or room to someone with the disorder. Moreover, a full one in ten (10 per cent) agreed with the idea that people with schizophrenia should be kept away from society, completely.

"Today, my brother has completed his high school credits, has a car, drives, works part time, and he's happy," says McAlister. "He's come a long way compared to those darkest times. It's important that people start to understand, empathize and encourage, and it's critical to know that things can get better."

'I was able to find light again'

It's hard to believe that only one year ago I was preparing myself to be discharged from Ontario Shores. It still feels like a lifetime ago. Never would I have ever imagined that I would also become affected with mental illness and spend my days in a hospital as an inpatient.

My first signs of mental illness came about in my first year of high school as I was experiencing anorexia, all because it took one classmate to tell me I gained weight, which changed my perception of myself forever. Mild depression and anxiety soon followed as I was the one who discovered my brother the first time he tried to commit suicide. Witnessing such a traumatic event changed me; however, at the time I was able to cope and pull through my darkest days and become healthy again. That was the first time our family was introduced to a life with mental illness.

My father passed away in 2018 and my life began to plummet into a downward spiral. After years of managing my depression and anxiety, it resurfaced and returned with full force.

It first started with horrible anxiety to the point that I was so nauseous and I could not eat or sleep for months. I then started to become obsessed with the most foolish little things, which usually included anything to do with my health or my appearance.

The anxiety quickly soon turned into major depression as I feared leaving the house and became very anxious with even dealing with the responsibilities of my everyday life. For the next seven months I spent my days and nights in

bed sleeping or lost in my never-ending thoughts.

On November 10, 2018 while living confined in my internal prison, I received a phone call from my sobbing sister telling me that our brother just passed away from suicide. He was found by passerby only a few hours before. I was completely deranged.

After our brother's funeral, I was referred to Ontario Shores as an outpatient. There I met my wonderful psychiatrist and clinician. As weeks passed my promise to attend my weekly appointments soon became more seldom. I just did not care anymore and didn't want to go on with my life.

My biggest fear was to become an inpatient at a hospital so I went to my meeting on my own will. Little did I know that I would not be leaving Ontario Shores for the next five months as I was admitted to a Complex General Psychiatry unit in January, 2019.

The first several weeks were by far the hardest I ever had to face. I spent most of my time in my room and only came out for my mandatory meals and meetings with my doctors. As soon as I was admitted, I met with my team of health professionals and a schedule was created for me to follow on a weekly basis. It consisted of at least two meals a day, a shower every other day and participated in at least one activity a week on the unit. During my transition into being an inpatient I had the great privilege of meeting a psychologist where I had weekly meetings to have discussions and set out goals for the following week.

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By Cindy Gasior,
Contributor

After a few months, daily tasks started to get a little easier with the help of my recreational therapist, peer support, doctors and one particular nurse. A student nurse took the time out of every one of his shifts to talk to me and encourage me to get out of my room. We talked about how much I used to love playing games, especially cards. With that in mind, every chat with the nurses ended with a game of cards. It was the first time during my illness that I actually enjoyed doing something that I loved to do in the past.

Soon daily games on the unit progressed to my desire to start leaving the unit more often, whether it was to attend recovery college classes or go to work my weekly shift as a volunteer at the hospital. As my health improved I set out a goal to start a daily exercise regime with the help of my rec therapist. I would spend mostly days either walking, going to the gym or playing basketball. Everyday I became a little stronger and soon began to work towards a discharge date.

While still an inpatient at Ontario Shores, my mother devastatingly passed away. I spent a few weeks at home to help with funeral arrangements and to spend time with my family during this unbelievable tragic moment in our lives. Soon after I returned to the hospital to finish out my days as an inpatient and transition towards being and outpatient. Ontario Shores was the best place for me to be as I had a whole team of health professionals to help me through my grieving process and to make sure I did not spiral again into the big black hole called depression.

With a discharge date set, I began attending my Partial Hospitalization Program (PHP) courses just before leaving. I was determined to succeed in my goal of becoming an outpatient

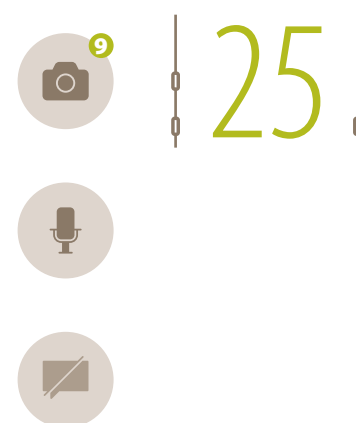
to which I never thought I would be able to overcome such tragedy in my life, but I did. I was able to find the light again that seemed only a few months ago to be a twinkle of lost hope. I am a testament that shows with immediate, proper care I found my purpose again when I felt everything was against me. This would not have happened if it wasn't for Ontario Shores and all the wonderful supporters I had in my life.

I now try to focus on my accomplishments. I have graduated from PHP, continue to volunteer as an adventure leader at WindReach Farm, and take courses to further my education in mental illness. I recently have even been able to return to work while I also plan to follow new dreams and career opportunities. I now am certified by Ontario Peer Development Initiative (OPDI) to be a Peer Support Worker and wish to spend the rest of my days helping others with my experiences and advocating for mental illness, to reduce the stigma.

Things happen for a reason and I believe learning from our experiences shapes who we become tomorrow. For me I know my brother and mom would be proud of my accomplishments thus far and would never want me to give up. I open my eyes every morning and get out of bed for them.



Celebrating a Century of Care
October 23, 2019



Celebrating a Century of Care

After a year-long celebration, Ontario Shores officially turned 100 on October 23, 2019.

In planning our 100th Anniversary celebrations, it was important that everyone in the organization have the opportunity to get involved throughout the year.

Starting with our Ambassadors of Hope program, we began the conversation about mental health by attending events and speaking engagements. The Ambassadors of Hope, a mixture patients, staff and community members, participated in community projects and assisted us in telling the story of Ontario Shores.

The celebrations continued throughout the year as Ontario Shores hosted Food Trucks and Farmers' Market Vendors for our 100 Days to 100 Years kickoff event and unveiled our commemorative t-shirt, which is dedicated to the history of Ontario Shores and its impact in the community.

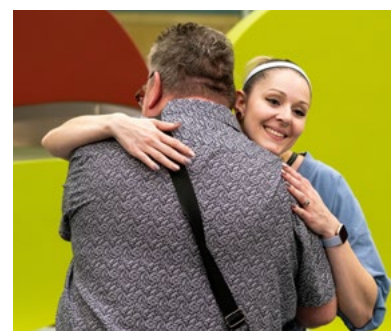
On October 23, we were fortunate to welcome former hockey executive and current broadcaster Brian Burke and

country musician Alli Walker to our hospital to help us celebrate 100 years while also talking hockey, music and mental health. In addition to appearing on the #MindVine podcast, Burke greeted patients, staff and visitors, while Walker performed songs from her most recent album. Walker is not only a musician, she is also an advocate for mental health and delivers honest and hopeful messages through her music.

On the big day, in the space formerly used to house our History Exhibit, Ontario Shores unveiled its new Heritage Lounge to provide patients, staff and visitors an area to interact while also preserving elements of the organization's proud history.

We also proudly unveiled our 100th anniversary coffee table book that features a collection of stories and photos capturing the remarkable journey of this hospital over the course of its history.

The day ended with our Juried Art Show Reception, which honoured the work of local and patient artists and their interpretation of mental health.



Ontario Shores celebrated its 100th anniversary with a series of event on October 23, 2019.

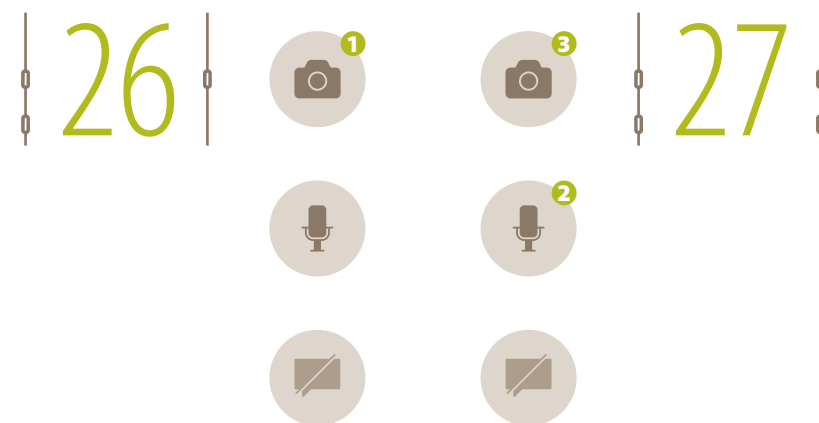
In Our Minds Art Exhibition at The Robert McLaughlin Gallery

It was a magical evening as guests attended the opening installation of the 'In Our Minds' exhibit at the Robert McLaughlin Gallery (RMG).

The partnership with RMG, Ontario Shores and Ambassadors of Hope Jordon Beenen, Ian Hakes, and Lori Lane-Murphy to develop a community-driven Painters Eleven exhibition was driven by the 100th Anniversary of Ontario Shores.

Throughout this collaboration, curated by Sonya Jones, Jordon, Ian and Lori

shared stories of their lived experience with mental illness, explored Painters Eleven, and participated in the exhibition development. The resulting exhibition, In Our Minds, includes personal reflections and highlights the power and importance of art to drive community conversation about mental illness. This partnership has been one of meaningful exchanges, relationship building, openness, and enlightenment—a journey that has left a lasting impression on participants and staff alike.



Hospital Hosts Century of Care Fair

In honour of its 100th Anniversary, Ontario Shores hosted a 'Century of Care Fair' on September 21, to celebrate 100 years of providing mental health care in the community.

Employees, patients, families, volunteers and the community visited the grounds for a family friendly carnival-style event. The day featured a BBQ lunch along with bouncy castles, games, face painting and entertainment.



100th Anniversary T-Shirts



Ontario Shores proudly introduced a commemorative 'Celebrating a Century of Care' T-Shirt given to every staff member at Ontario Shores in honour of its 100th anniversary.

Designed by Communications and Public Affairs, the shirt featured elements of the hospital's physical characteristics, both past and present, in addition to icons representing the diverse disciplines and roles key to the day-to-day operation of our organization.

In the 100 days leading up to October 23, staff were encouraged to participate in 'Wear it Wednesdays' by sporting their Century of Care T-Shirt.

Letter to Ontario Shores



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How do I even begin to explain how much this place means to me?

Ontario Shores changed my life for the better and it continues to do so.

My journey began in 2012 when I started as an outpatient in Vocational Services.

A few years in, a wonderful lady named Lori Meyers became my Vocational Instructor. Lori is more than just my instructor. She is someone I can count on and always look to for support. She's a hard worker and has a heart of gold.

Lori also introduced me to Recovery College, a wonderful program that has changed my life for the better in so many ways. Recovery College has not only helped me better understand my mental illness but it has helped with my social skills too. All of my teachers, which include both Peer Support Specialists and Recreational Therapists, have been amazing. They are all kind, supportive and understanding. I am so thankful for all of them.

I would like to give a special shout out to two of my Peer Support Specialists, James and Keith. Both of them have helped raise my confidence. Their kindness and acceptance helped me feel like I finally belonged.

That's how Recovery College truly makes me feel. That I truly belong.

For years my only safe place I felt was at home with my family and the special needs students I work with. Out in society I often felt like an outsider, but not at Ontario Shores and Recovery College. I have learned and seen that truly no one is alone and everyone has their own struggles.

I have met so many friends at Ontario Shores and most importantly I have learned to love myself even though it can be hard. I even use what I learn at Recovery College in my everyday life.

Recovery College has truly been my safe haven and I am so proud of how far I have come. I will always be proud to be a part of Ontario Shores and I cannot wait to continue my recovery journey here.



By Kayla Beaton,
Contributor

Recovery Tree created
by Recovery College
participants.



CMHA and Ontario Shores Expand Recovery College

The Canadian Mental Health Association (CMHA) and Ontario Shores have collaborated to support the expansion and creation of 20 new mental health and well-being learning centres—or “recovery colleges”—in the next year.

As leaders in the recovery college field in Canada, Ontario Shores and CMHA have opened a total of 12 centres in Canada over the past three years.

These free, welcoming, in-person community learning centres are modelled after successful sites in the U.K., where more than 70 recovery colleges now educate the public on skills that promote good mental health and well-being, as well as recovery from mental illness.

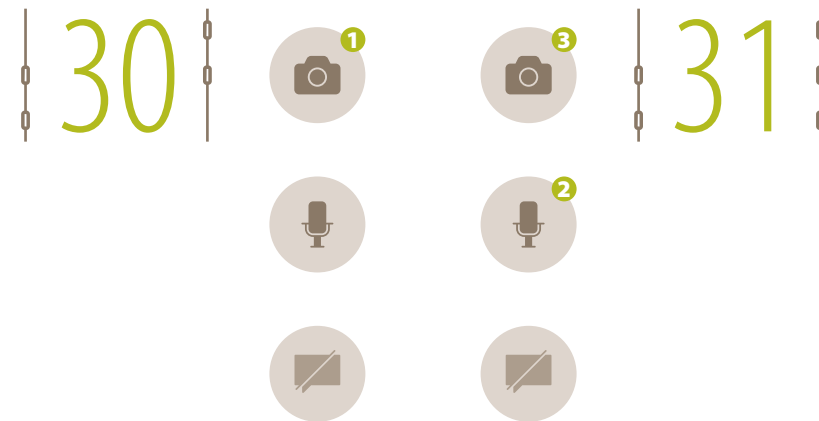
Recovery colleges offer free courses that are informative and interactive in a learning environment designed to promote and respect equity and diversity. There is a focus on bringing together the expertise of both mental health professionals and people with lived experience of mental illness or mental health problems to create and

deliver courses and materials. The result is a supportive environment where people come together with friends, family members and health care providers to gain knowledge, learn new skills and explore new roles for themselves.

Together, CMHA and Ontario Shores are working with local CMHA branches, regions and divisions, and other mental health and community organizations to share best practices, encourage peer-to-peer collaboration and improve evaluation and information sharing across the country.

Together with subject matter experts, including individuals with lived experience, CMHA and Ontario Shores will develop and deliver a country-wide evaluation strategy, and a suite of tools and resources that meet international guidelines and best practices.

Ontario Shores has also implemented other recovery-based practices such as recovery measurement through Recovery Assessment Scale and Recovery Plans of Care.



Ontario Shores Opens Brain Stimulation Clinic

Ontario Shores’ new Brain Stimulation Clinic is comprised of two services - Electroconvulsive Therapy (ECT) that we currently offer and a new treatment option, repetitive Transcranial Magnetic Stimulation (rTMS).

rTMS is a non-invasive treatment option for those who have treatment resistant depression and are unable to receive ECT but would benefit from a similar type of treatment. It delivers a series

of short magnetic pulses directed at the brain to stimulate nerve cells. Patients are able to return to their regular activities immediately following treatment, which lasts about three to eight minutes.

Ontario Shores is happy to offer this evidence-based treatment for those struggling with depression or other mood disorders in their home community.



Ontario Shores Hosts International Women’s Day Panel

In honour of International Women’s Day in March, Ontario Shores held a panel of women in leadership.

The panel included Dr. Karima Velji, Vice President, Clinical Services at Ontario Shores; Justine Lee, Clinical Manager, Geriatric Psychiatry Unit at Ontario Shores; Tracey Dell, Vice President Operations, Ontario East and Northwest at Shoppers Drug Mart Inc. and was moderated by Carolyn Ellis, Co-host of Ellis and Archer Morning Show, KX 96.



Experiencing Miracles: A personal experience with Ontario Shores

Miracles are a change in perception. The reality for a caterpillar is much more different than the butterfly who transcends the caterpillar's limitations. Once you experience the world with wings, your sense of reality is forever changed. For a caterpillar who has no wings, the idea of flying is impossible. Caterpillars experience growth and change and suddenly one day they will erupt from a shell that kept them isolated in darkness; the impossible becomes possible and a miracle has taken place. The caterpillar developed wings and became a butterfly and now has a whole new perspective.

In the fall of 2017, I was praying for a miracle, constantly. I was severely anxious, depressed and feeling entirely defeated by life. I had a job working in a field where I felt passionate and joyful, but after unfortunate circumstances, I ended up crying my eyes out in my doctor's office explaining my thoughts and feelings of utter dread and despair. My psychiatrist advised me to take time off work. With nowhere to go and nothing to do, a big part of me thought about wasting away, laying in bed day after day. With the help of Durham Mental Health Services, a case manager referred me to The Partial Hospitalization Program (PHP) at Ontario Shores. As it turns out, it was an even bigger miracle than I could have hoped for. I was so deeply depressed - I look back now and think it's a miracle I'm alive writing this today.

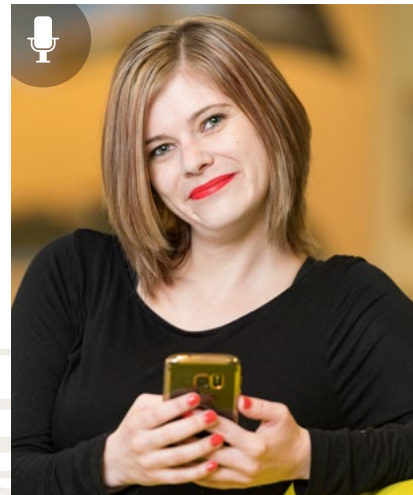
The impression I had after my first day in PHP was, "Why isn't anyone teaching this stuff in kindergarten?" Being a part

of PHP was like needing a dentist and seeing one once all my teeth began falling out, except it wasn't my teeth falling out, it felt like I was losing my mind. What is so incredible about PHP is the sense of community and purpose. I had a reason to get up each day. I had a safe place to go to, to heal, to learn and find the wisdom to overcome my darkness. The program shone a light on how important exercising good mental health is to do every day, just like eating healthy foods, working out and brushing my teeth are fundamental for my overall good health. I loved attending classes during the day with other people who were also struggling with mental illness because I didn't feel so alone. The classes I attended were a calm place to open up, ask questions, share my experience as well as learn from my peers.

Gradually, as I attended two or three classes a day, Monday to Friday, and with the help of my clinician Heather, I began to shed limiting beliefs, release thoughts that no longer served me, and I started to see hope, experience connection like never before, and feel as though for the first time in my life, my life-long struggle with mental illness was being treated with compassion and understanding. I began to learn life-changing skills and tools to help me overcome worrisome thoughts, build confidence, learn resiliency, and become mindful.

Today I continue to work with Vocational Services and I am enrolled in Recovery College classes. Vocational Services provides me with stellar

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By Lisa Johnson,
Contributor

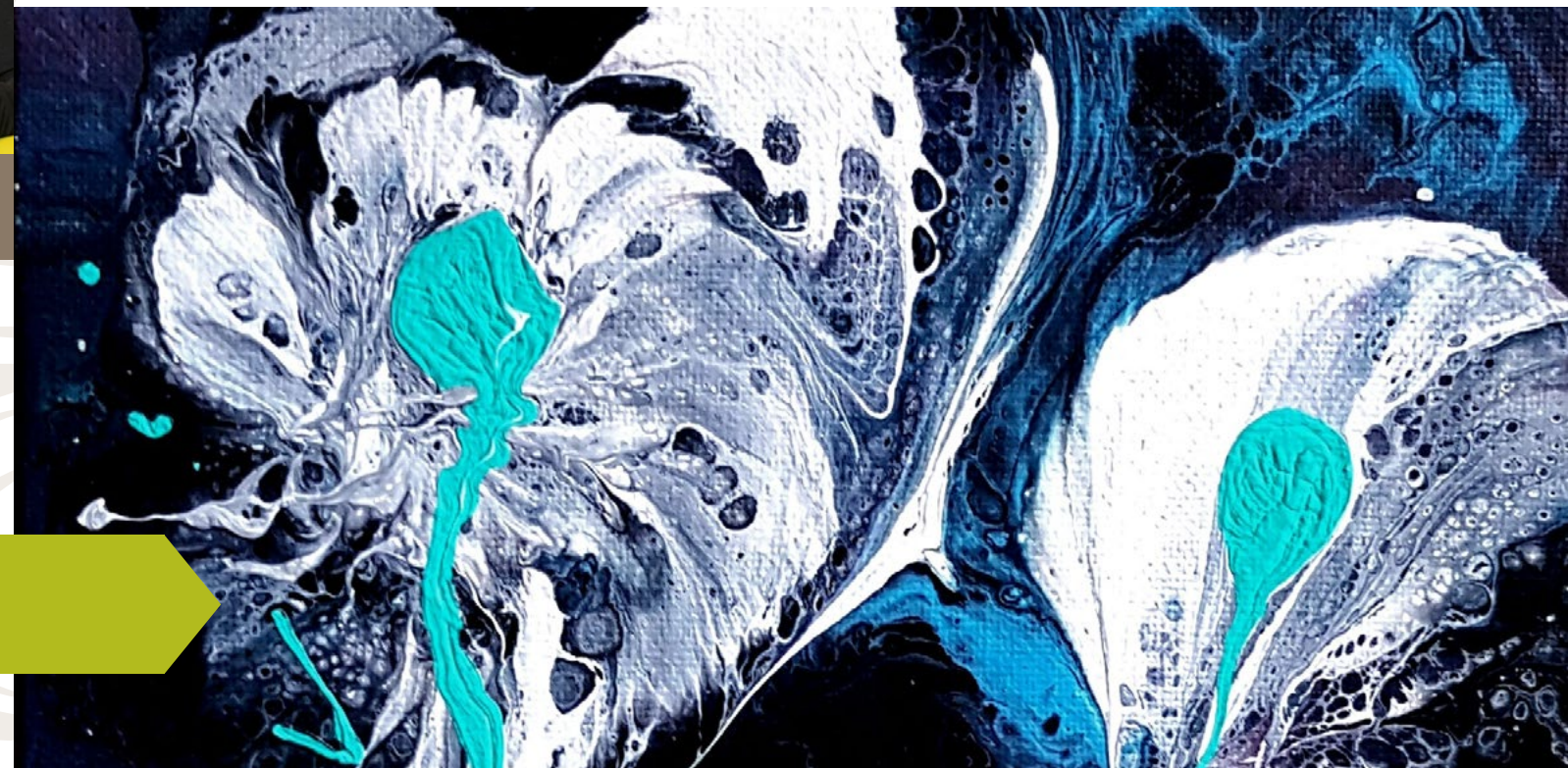
Lisa created this inspiring piece through the Art Café at Ontario Shores.

support helping me transition into a new area of work. They've helped me understand my rights as an employee, develop a return to work plan and provided a number of employment-related workshops that encourages me to focus on returning to work with the self-assurance I am capable and prepared to make a successful transition. Recovery College is an extraordinary program providing a wide variety of courses throughout the year, such as, Art Café, Tai Chi, Yoga, Bibliotherapy, Learn to Run, Journaling and PeaceLove to name a few. I got connected to the program by talking with Keith, a Peer Supporter who continues to be a pillar of support by checking in with me and helping me stay focused on maintaining wellness and overcoming adversity.

Keith encouraged me to prepare my own recovery college class, "Self-Help 101" so that I may share information I have learned studying self-help books. Participating in classes gives me something to look forward to,

significantly helps me to release stress, and assists me to retain a level of tolerance, momentum and strength to care for myself independently. As an introvert, it's been a phenomenal way for me to learn how to come out of my comfort zone, make new friends, develop skills and hobbies and continue to have support from staff who encourage me to develop into the best version of me I can be.

My experience with Ontario Shores has been nothing short of miraculous. Three years ago today, I only knew of the stigma around it; the people who are there are insane, crazy, and dangerous. On the contrary, Ontario Shores is my safe haven, a welcoming place to be, filled with understanding, hope and compassion. With the help of valuable programming, useful resources and knowledgeable and caring staff members throughout, Ontario Shores gave me the opportunity to transform despair, anger and sadness into joy, optimism and courage.



Ontario Shores Welcomes eCBT Through SilverCloud

SilverCloud Health, the global leader in digital therapeutics for mental, emotional, and behavioural health, and Ontario Shores have rolled out digital mental health programs for anxiety and depression.

Ontario Shores now offers patients SilverCloud Health's evidence-based digital mental health programs as an outpatient treatment option for individuals with mild to moderate anxiety and mood disorders. The treatment option will be available to the adolescent, adult, and geriatric populations.

"Today's resource demands on the mental health system are massive, which is why Ontario Shores is always seeking opportunities to leverage digital solutions to augment our in-person services and extend our

hospital's treatment capabilities," said Karim Mamdani, president and CEO of Ontario Shores.

"SilverCloud Health enables our organization to deliver the highest standards of eCBT through a safe and evidence-based approach where successful outcomes are achieved using best clinical practices and the latest advances in research."

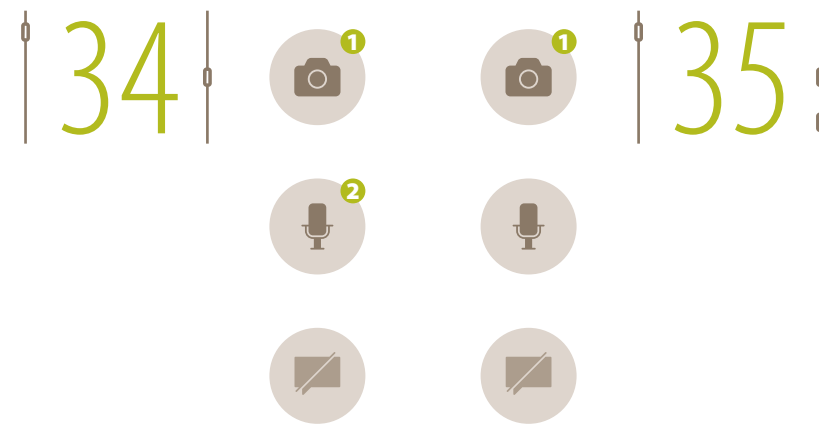
As a public teaching hospital, Ontario Shores provides a range of specialized assessment and treatment services to those living with complex and serious mental illness. Adding electronic CBT (eCBT) is part of Ontario Shores' strategic development of a stepped care model, allowing the institution to expand the breadth and reach of services for its patients.

PizzaForno Finds Home at Ontario Shores

In December, Ontario Shores welcomed their newest food offering, PizzaForno. A revolutionary automated pizza oven (a.k.a. pizza-vending machine), PizzaForno is located in the Lakeview Cafeteria offering patients, guests and staff freshly baked pizza on demand.

As PizzaForno's first-ever expansion into a health-care location, PizzaForno is now the only 24/7 food option, serving up fresh, artisanal pizza in

under three minutes. At the tap of a digital screen, customers can choose from six premium menu offerings, all of which are made fresh by hand, with an authentic Italian approach, using all-natural, locally sourced ingredients.



Partnership with Wounded Warriors Supports Public Safety Personnel

Ontario Shores and Wounded Warriors Canada have partnered to support Ontario's public safety personnel (police, fire, paramedics, correctional workers, dispatchers) and their families.

In May, 2019, Wounded Warriors Canada and Ontario Shores announced the creation of a joint clinical services partnership to connect public safety personnel to mental health programs and services offered by both organizations.

"This partnership brings together programs and services from both organizations to better support first responders and their families," said Ontario Shores President and CEO Karim Mamdani. "We are pleased to take this first step to ensure the unique culture of first responders is reflected in the services and care our organizations provide."

The partnership connects clients, where appropriate, to specialized mental

health programs offered by both organizations. Additionally, Ontario Shores and Wounded Warriors Canada will be working together to support training that will enhance knowledge of best practices, evidence-based support and a greater understanding of the unique needs of our public safety personnel.

"This is our first partnership that brings together two mental health service providers with the goal of expanding access to clinical programming for Ontario's First Responders and their families," said Scott Maxwell, Executive Director of Wounded Warriors Canada. "When it comes to mental health, no one organization will ever be the 100% solution for the needs of our public safety personnel and the families. Partnerships are vital and we are extremely proud to collaborate with Ontario Shores."



National Recognition for Wellness Programs at Ontario Shores

In November, 2019, Ontario Shores proudly accepted the Canada Awards for Excellence – Platinum level recognition for Excellence Canada's Mental Health at Work® Framework.

Excellence Canada oversees a national program that recognizes organizations from all industries who demonstrate organizational excellence using their best-in-class standards.

Excellence Canada visited Ontario Shores a few months ago to conduct a comprehensive review of the organization's progress since receiving gold level recognition in this category in 2017. The Assessment team met with the Senior Management Team, managers, frontline staff and related departments to learn about how

Ontario Shores strives to create and sustain a psychologically healthy and safe workplace.

They highlighted progress in a number of areas including the Integrated Wellness Program, Leadership Development Strategy, Safe Workplace Committee, robust learning opportunities, employee engagement initiatives, the Eat Well, Live Well program and new psychotherapy services for staff.

Participating in this national program provides Ontario Shores with a clear focus for advancing its mental health in the workplace efforts to ensure continued alignment with national best practices.

"Recognition such as this only inspires us to continue in our relentless pursuit of excellence for everyone impacted by mental health issues."

– Karim Mamdani, President and CEO

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Ontario Shores proudly accepted the Canada Awards for Excellence - Platinum Level for Excellence Canada's Mental Health at Work Framework.





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Ontario Shores Receives Award of Excellence in Mental Health

Ontario Shores is the proud recipient of the 2019 Award of Excellence in Mental Health and Quality Improvement from the Canadian College of Health Leaders (CCHL). This is the third time Ontario Shores has been recognized by CCHL with such a prestigious award.

Ontario Shores was honoured for their enhanced recovery-oriented practice and outcomes resulting in increased patient and staff safety and the implementation of a valid and reliable measurement tool for recovery. Among the highlights of the award submission was the development of a staff and patient co-designed program to support the empowerment and engagement of patients.

The award celebrates better outcomes for patients through its application of evidence-based quality improvements in mental health and addictions.

Ontario Shores is committed to significantly improving the quality of care and outcomes for patients through the introduction of additional quality standards for depression, regular audits and reviews.

CCHL celebrates leadership and recognizes success of organizations like Ontario Shores as they continue to build capacity to advance healthcare, enhance safety and increase efficiency to provide seamless care.



Artwork by
Lisa Johnson,
Contributor



Ontario Shores Named GTA Top Employer

Ontario Shores was among select organizations named one of Greater Toronto Area's Top Employers for 2020 following a competition that evaluated employers on several criteria including work atmosphere, vacation benefits, training and development, financial and health benefits, physical environment, and community involvement.

It is the fourth straight year Ontario Shores has been named one of the GTA's Top Employers.

Ontario Shores has become known for its positive workplace culture, employee engagement initiatives, wellness programs, and opportunities for growth and development.

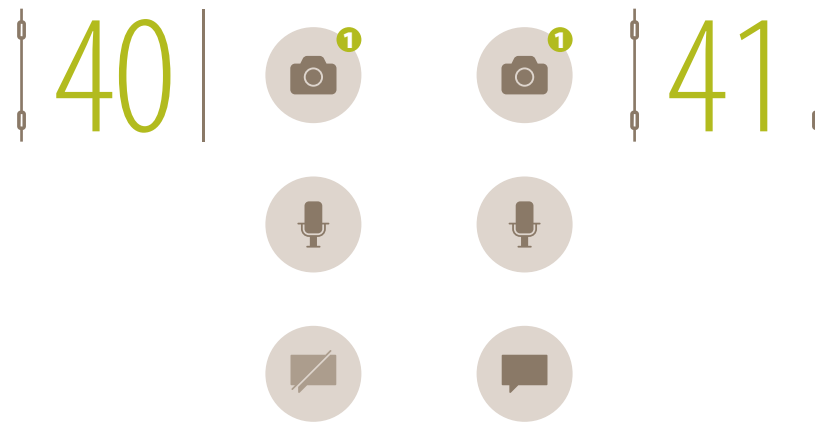
Most notably, Ontario Shores launched an Eat Well, Live Well program this past

year that offers a variety of healthy food options in its cafeteria such as smoothies, salads and hot entrees. Ontario Shores also launched a new program to provide psychotherapy services to staff.

This award also follows Ontario Shores' recent celebration of providing 100 years of specialized mental health care.

In its 14th year of recognizing employers who foster a culture that creates and maintains a desirable workplace, the competition has become a benchmark for organizations striving for excellence.

Ontario Shores and its fellow recipients were officially unveiled in Toronto and are featured in a special magazine in The Globe and Mail.



'I am a whole person with strengths and attributes'

I am in no way the picture of recovery, whatever that looks like. I have not 'recovered' from my mental illness like a person can recover from surgery or the flu or a car accident. I am now, however, so much better equipped with the tools and skills now to manage my mental illness to not only get through to the next day but to actually live and enjoy life again. I have Ontario Shores to thank for this.

My recovery journey has been long and emotional with many bumps, detours and smooth patches along the way. There are days I feel like I haven't made any progress at all and other days I feel proud of my accomplishments and growth; days I feel so much hope.

My recovery requires persistence and resilience. It requires self-compassion and non-judgement. It requires boundaries and trust. But most of all, it requires way less shame and self-stigma: changing my core belief of not being good enough and being 'broken' to believing I am worthy and deserving of happiness despite having a mental illness (and an autoimmune disease). I used to define myself by my illness. I was ashamed of my illness. So much so that I hid my illness from most people: only my immediate family and a few close friends knew. I used to think this was all I was; that there was nothing more to me and that I had nothing substantial to offer. I was afraid of being judged and of people seeing me as less than. I was afraid people would only see my illness and not see me.

Ontario Shores helped me to see myself as a whole person, with many strengths and attributes. The program helped me

to see that I am much more than my illness and I deserve to pursue the things that make me feel alive and balanced. That I am worthy and good enough. That I am more capable than I think I am.

I have since disclosed my illness to my 13-year-old son. This was a huge step for me; one that I never thought I would do before coming to Ontario Shores. And I'm so glad I did. I can honestly say this has brought us much closer.

I have been living with depression and anxiety since I was a teenager and my last episode is what brought me to Ontario Shores although this was the last place I wanted to be. I wasn't ready to go back to work and I knew I didn't want to stay home and sleep all day. Feeling defeated, empty and hopeless, I decided to attend PHP. I felt ashamed as I walked through the doors of Ontario Shores, as I was once employed as a Recreation Therapist there and now I was "on the other side."

I now have greater insight into the circumstances and events that brought me to Ontario Shores and the changes I need to continue to make to improve my mental health, including prioritizing my self-care and working towards more balance in all aspects of my life.

I have experienced so much hope and compassion throughout Ontario Shores, in every department, including PHP, Recreation Therapy, Food Services, Communications, Volunteer Services, Family Resource Centre and Vocational Services. I have developed some close friendships through PHP and I am grateful for my experience. I will never forget it.



By Rhonda Whittaker,
Contributor

Clinical and Financial Data

Age on Admission

12 - 18	8.3%
19 - 34	27.5%
35 - 54	23.8%
55+	40.3%

Median Length of Stay

58 Days

Diagnosis on Discharge

Schizophrenia and Psychotic Disorders	48.1%
Neurocognitive Disorders	21.4%
Depressive Disorders	8.6%
Bipolar and Related Disorders	7.1%

Revenue by Type

<i>\$154,468,000</i>	
Ministry of Health and Long-Term Care*	89.6%
Patient and Ancillary	8.3%
Investment Income	2.1%

Expenses by Type

<i>\$143,419,000</i>	
Compensation	83.2%
Other Supplies and Expenses	13.6%
Drugs and Medical Gases	2.1%
Rent	0.2%
Medical and Surgical Supplies	0.3%
Building Amortization Net	0.6%

Working Capital

(\$10,167,000)

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Photo
by Riley
McAllister



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