



2018 - 2019
Annual Report



Ontario Shores
Centre for Mental Health Sciences

Celebrating a Century of Care



Celebrating People and Recovery

Michael Boyce, Board Chair (Left) and
Karim Mamdani, President and CEO (Right)

Welcome to the 2018-2019 Annual Report for Ontario Shores Centre for Mental Health Sciences (Ontario Shores).

For our stakeholders, this publication has become much more than simply a summary of the last 12 months at our specialty mental health hospital. While the Annual Report does chronicle achievements and notes significant milestones and events from the last year, it also communicates what makes Ontario Shores such an incredible place for patients, families, employees and volunteers.

The Co-Design approach used in the Annual Report to share experiences and celebrate recovery aligns perfectly with what we are all about.

At our core, we are in the people business. We are tasked with the responsibility of providing exemplary care to those living with severe and complex mental illness. Our patients come to us in numerous ways, each with a unique journey that must not only be respected, but embraced. Recovery is as unique as each individual.

On the other side, it is our staff and volunteers who guide this journey with unrivalled compassion and respect for those whose lives have been impacted by mental illness.

As an organization, our accomplishments are many.

We are leading the way with our commitment to the use of technology to improve both quality of care and access. Our outpatient services were the latest

to receive accolades in this area as they achieved HIMSS Stage 6 thanks to their determination and commitment to excellence in advancing our electronic patient record environment.

For the third consecutive year, Ontario Shores was honoured as one of the GTA's Top Employers for a host of reasons, including its work atmosphere, physical environment, and community involvement.

However, the greatest achievement of our organization cannot be articulated with an award. And, at times, it can be difficult to describe to others. That is, until now.

The 2018 - 2019 Annual Report showcases our great accomplishment through the voices of our patients and families.

People who have experienced the darkest of days have seized the opportunity to shine a light on a person at Ontario Shores who made a difference in their recovery.

Patients contributing to this year's Annual Report have diverse backgrounds and independent recovery journeys. However, they are bound by the common desire to share their experience to pay tribute to someone who has made a difference in their life.

We thank our patient contributors for their efforts and join them in celebrating our staff, who bring the organization's Mission, Vision and Values to life each and every day.



Cover Artwork
"Sunrise Reflections"
Mike Simon, Artist

Message from the Editor

Creating something that is innovative, inspiring and unique that immediately resonates with others is incredibly rewarding.

That was the case a few years ago when we published our 2016 - 2017 Annual Report. It was the first time we partnered with patients to create an Editorial Team to develop the look and feel of the Annual Report. The Editorial Team also wrote stories and shared their own lived experience with mental health.

When it was over, it was clear we had to continue down this path. And that's what we did for the 2017 - 2018 Annual Report, which was equally inspiring and rewarding.

As we approached the early stages of development for the 2018 - 2019 Annual Report, something felt different the third time around. It was difficult to articulate at first. As we sat around a table in our first meeting, there was clearly a different vibe in the room. It seemed clear, as a group, we were about to head down a different path.

Our Editorial Team of Mark Paling, Mike Simon and Angela Kellough were interested in the project but felt a greater desire to shine a light on the people at Ontario Shores. For this group, the treatment they received for their mental illness was surpassed by how they were made to feel by staff. They talked about how our people were real and genuine and how they made them feel safe, comfortable and accepted.

It was that sentiment that inspired us to focus this year's Annual Report on our staff through the voice of the patient. Along with stories written by our Editorial Team, we reached out to Percy D'Souza, Jessica Fraser, Nyssa Killam and Maria

Rowe to serve as contributors to the Annual Report. They all had a story to share about a staff member at Ontario Shores and were honoured to have the opportunity to celebrate someone who made a difference in their recovery journey. We also have a powerful story from Pattie Paling, Mark's wife. She opened up about their relationship and shared her perspective of Mark's journey, its impact and the future.

The stories are real and powerful. Reading them makes one feel privileged to work at a place where such incredible things are happening throughout the organization.

Adding to the uniqueness of this year's Annual Report is the artistic talent of Mike. From the cover to the inside pages, this year's publication showcases Mike's incredible artwork. Alone, his work is inspiring. It's jaw-dropping when you consider how short a time it has been since he first picked up a brush. I thank him for sharing his talent in this way and allowing all of Ontario Shores and the mental health community to be inspired.

In closing, we thank the entire Editorial Team and its contributors for their honesty and ability to inspire. Because of this group and their vision, the 2018 - 2019 Annual Report is an incredibly rewarding and inspiring snapshot of the people at Ontario Shores and showcases the difference they make for those impacted by mental illness.

Enjoy.

Darryl Mathers,
Communications
Officer and Annual
Report Editor



Mark Paling,
Editorial Team Member



Angela Kellough,
Editorial Team Member



Mike Simon,
Editorial Team Member

Contributors
Percy D'Souza
Jessica Fraser
Nyssa Killam
Maria Rowe
Pattie Paling

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Sue Hie, RPN
Partial Hospitalization Program

'I was finally able to feel positive, optimistic and excited for my future'



By Mark Paling,
Editorial Team Member

It was 2014 and my mother was diagnosed with Glioblastoma and soon began chemotherapy, radiation and underwent surgery.

Upon every visit, her decline was evident and she chose to be at peace in November of that year.

In the years following my mother's passing, I began to put some of the blame on myself, consumed by dark thoughts that I didn't visit enough or tell her I loved her as much as I should have. I felt as though I took for granted that she would always be there.

Following her passing, I could feel myself slipping deeper and deeper into a relentless fog. Simple everyday interactions with others became a consistent battle.

The pain and suffering I began to go through even took a toll on my physical health. I started to gradually lose the ability to do the trade that I once enjoyed and excelled at for over 30 years. My mind became scattered, and my inability to feel joy was noticeable.

After a checkup with my doctor, I decided to open up to him about the everyday battles I struggled to overcome. We both decided it was best to prioritize my mental wellbeing and put my employment on hold.

I was prescribed medication while I waited 10 months for my psychiatric appointment. Naive to the reality mental illness and the scope of struggles people endure, those 10 months provided even more of a decline.

Between the sweating, headaches, trouble breathing and difficulty sleeping, I was unable to concentrate or even accomplish small tasks around the house.

The appointment I was anxiously waiting for finally arrived. I was prescribed medications, but it was when my doctor asked me if I was open to counselling that my life finally began to turn around. I received a call from Ontario Shores' Partial Hospital Program (PHP). Hesitant to begin this journey, I decided to keep an open mind. It was a 12-week program that provided the tools and personal assurance that helped me change for the better.

Fate would have it that I was teamed up with clinician Sue Hie. A ball of energy, caring, always smiling, and challenging are a few words that just begin to describe her.

Knowing Sue was at PHP gave me the motivation to get myself out of bed in the morning, get in my car and attend every day. Because of Sue, I was finally able to feel positive, optimistic and excited for my future.

Her words of wisdom and ability to have such a positive impact on my journey to recovery are something that will always leave an imprint on me. Every clinician at PHP made the program life-changing, but Sue holds a special place in my heart.

I may not have made it to where I want to be in twelve weeks – it could take twelve years, but with Sue's guidance I know my goals are attainable and there is a light at the end of the tunnel.



Give for Tomorrow Campaign Challenges Society to Look Farther Down the Road

The Ontario Shores Foundation for Mental Health launched its Give for Tomorrow campaign from October 1 to 31.

The campaign materials were featured across various print, digital and online platforms to raise awareness and funds for Ontario Shores in order to generate important conversations about the future of mental health. It was featured in Durham Region on transit buses and shelters and GO Train stations and key areas of Toronto, including TTC subways and streetcars, The Toronto Star, the Toronto PATH and select Toronto radio stations.

The campaign challenged society's view on mental illness by asking people to help fund a brighter future for today's children who will require mental health care when they are adolescents and adults.

The bold theme and strong call to action captured attention and created conversations around mental illness, while also encouraging donations to support people at every stage in life who are struggling with mental health issues.

Ontario Shores is bringing awareness, recovery and hope to people struggling with mental illnesses, in order to create a brighter future for them and their loved ones. The steps taken to eliminate stigma and engage in meaningful conversations about mental health can change people's lives through compassion and innovation, now and in the future.



President and CEO Karim Mamdani (left to right) joined Ontario Shores employees Andrea Marshall, Jason Ferreira, Wendy Coward-Reid and Barbara Murray in celebration at the GTA's Top Employer festivities.

Ontario Shores Named GTA Top Employer for the Third Consecutive Year

For the third year in a row, Ontario Shores was recognized as one of GTA's Top Employers for 2019.

The competition evaluates employers on a number of criteria including work atmosphere, vacation benefits, training and development, financial and health benefits, physical environment and community involvement. Ontario Shores was named a recipient at a celebration in Toronto and featured in The Globe and Mail.

This achievement acknowledges Ontario Shores as a reputable employer that strives for excellence by positively impacting their staff, volunteers, patients and families.

Here are a few of the reasons why Ontario Shores was selected as Top Employer:

- Ontario Shores developed an extensive wellness program which recently won the hospital gold-level status from Excellence Canada.
- Ontario Shores adopted the Mental Health Commission of Canada's National Standard on Psychological Health and Safety in the Workplace.
- Health benefit plans to support safety, health and wellness.
- Top-up payments for new parents: 93 per cent of salary for 31 weeks for mothers and the same percentage for fathers and adoptive parents up to 15 weeks.
- Ontario Shores offers job-shadowing, training opportunities and generous tuition subsidies for their employees.

CBT Services Expanded

Ontario Shores collaborated with the four specialty mental health hospitals in Ontario to embark on a first-ever demonstration project to increase access to evidence-based structured psychotherapies.

2019 marks year three of the demonstration project.

Ontario Shores implemented a model where clinicians are hired to work within a highly structured and manualized approach.

By implementing the Cognitive Behavioural Therapy (CBT) Unified Protocol, Ontario Shores was able to leverage existing models, ensure fidelity and create structures for standardization and clinical support to rapidly implement a high quality service to demonstrate clinical outcomes.

An interim internal evaluation of the program's second phase showed promising results:

- Recruitment of more clinicians and registered psychotherapists.
- Activation of Memorandums of Understanding with 30 community partner sites, prioritizing the identified Ministry of Health and Long-Term Care priority populations.
- Partnership with the Central East Local Health Integration Network and the Central Local Health Integration Network to implement the program.
- Deployment of a standardized evidence-based manualized program that tracked fidelity to the program.

Overall, patients are showing significant measurable changes in the depression and anxiety symptoms, with some moving from moderate levels to sub-clinical or mild levels of symptoms. In addition, there is a trend towards fewer and/or less intense depressive and anxiety symptoms and improved general life satisfaction.



Conditioning Room Gets Makeover

The conditioning room is the newest addition to Ontario Shores' recreation facilities. The revamped conditioning room brings an abundance of improvements for patients and staff looking to improve their physical wellness. The conditioning room is now equipped with a universal machine, free weights, elliptical machines, treadmills and exercise bicycles.

Now, unlike before, it is wheelchair accessible and it is easily accessible through the main hallway. The cooler temperatures make working out a breeze, and the bright, open space brings natural light down through the large windows.

Gather a group and enjoy some active, healthy, social time!

Farmers' Market

Ontario Shores proudly hosted its fourth Farmers' Market Day in August.

The Farmers' Market Day was part of the Ontario Shores' Summer Wellness Challenge which encouraged wellness in the areas of fruits and vegetables and water intake.

Vendors were on site selling homemade jams, cured meats, and hand-made goods. Staff, patients, volunteers, visitors and members of the community participated to help support the efforts of our local producers. They also participated in activities that positively impact their physical and mental well-being.



'I am overwhelmed with feelings of gratefulness, hope, purpose and love'

Every time I walk into Ontario Shores, I am overwhelmed with feelings of gratefulness, hope, purpose and love as I regard the heroic work that is being done by the organization every day.

My doctor at Lakeridge Health suggested I try Electro-Convulsive Therapy (ECT) after attempting it in the past, but the waitlists were too long given the degree of my condition.

I met Dr. Robyn Waxman because between the medication and ECT, nothing was working. I learned about a pilot ECT collaboration between Lakeridge Health and Ontario Shores, and soon after, I met with the ECT clinic staff at Ontario Shores.

Persistent on getting the help I needed, I met with Robyn who determined 10 minutes into the meeting that I had psychotic depression and needed ECT very soon. Within a week I was scheduled for ECT.

In hindsight, the ECT I received at Ontario Shores proved to be the tipping point in my recovery journey. It was at this point that I felt myself again.

Beyond Robyn's promptness in getting me started on ECT, I'm even more grateful for her role in discontinuing my ECT treatment once it served its purpose.

I was inexplicably depressed, and everyone who was involved in my journey of recovery including my clinicians,

believed I needed to be on ECT for at least six months following the intense course I went through - something I didn't want to continue.

Provided I stay depression symptom-free, Robyn accommodated our concerns in a plan to decrease the frequency of my ECT treatments.

I felt better and continued to thrive. Robyn's decision to wind down my ECT was a good one that took uncommon courage for her to take that chance on me, given my previous treatment experience. For this I am eternally grateful.

I can say with a full heart that Ontario Shores is a place where good is being done, lives are being saved and everyone is given the opportunity to reach their full potential.



By Percy D'Souza,
Contributor



Dr. Robyn Waxman, Medical Director, Geriatric Program and Electroconvulsive Therapy Service



 Mural on the Geriatric Transitional Unit

Mural Shines on GTU



Volunteer Services Coordinator Sharon Hudson-Alipanopoulos (Left) and Tiffany Fowler, Recreational Therapist (Right) posed with the mural and its creator, a patient volunteer from our Eating Disorders Unit.

Everyone on our Geriatric Transitional Unit (GTU) is greeted with a remarkable mural painted by a patient from our Eating Disorders Unit (EDU) who volunteered her time and talents to paint a unique and beautiful piece of art.

GTU, which opened in February, 2018, is a 20-bed inpatient unit that provides specialized services for older adults with dementia, presenting with complex behaviours, who are currently in an acute care hospital and require specialized mental health care treatment to support their return to the community.

Tiffany Fowler, Recreational Therapist on GTU, took the initiative to engage the young artist by asking her if she would like to volunteer to paint a mural after being inspired by some of her work. The intergenerational venture blended a young perspective into the environment of the seniors on GTU. Tiffany stated that she hears family members commenting on the mural most days, and expressing their appreciation of the time and talent it took to create this one-of-a-kind masterpiece.

#ConvoPlate

Brian Hansell founded the Paul Hansell Foundation and the #ConvoPlate initiative after losing his son to suicide.

The #ConvoPlate initiative aims to make conversations around mental health a mainstay in households and workplaces around the globe; Ontario Shores was proud to bring the #ConvoPlate to Durham Region and continue its work in reducing stigma and igniting conversations around mental health.

The #ConvoPlate is a colourful rectangular plate that is hand painted with unique artistry and mental health messages. No two plates are the same. Once created, the plates are then numbered and put into circulation.

On April 19, Ontario Shores hosted a #ConvoPlate session for staff, patients, volunteers and community partners to create their own #ConvoPlate using their unique artistry, incorporating mental health messages that are personally important.

Several high profile people have received a #ConvoPlate, including politicians and celebrities. Perhaps the biggest achievement for the Paul Hansell Foundation to date was when Prince William and Kate of the Royal Family received a #ConvoPlate in 2016.



'She inspired me through artwork'



By Mike Simon,
Editorial Team Member

I always considered myself to be a strong, well-adjusted individual who could handle the ups and downs of life. However, I was not prepared for the events leading up to and following my son's suicide at just 17 years old.

After exploring several treatments for the depression that ensued after Benjamin's death, I began my journey at Ontario Shores.

After receiving the treatment and support I needed to begin my recovery journey, I was introduced to Emily Campbell.

Emily was facilitating the therapeutic art program. During this time, I thought art was 'for children' and I had never participated in art in a meaningful way. Emily encouraged me to give it a try, convincing me that art could be my escape to finally give me the happiness I had been searching for.

Resistant to believe that art could be therapeutic, Emily continuously introduced me to a variety of projects for us to try. This is when I noticed the powerful impact she had on me.

No matter the patient's skill level, we were all made to feel welcome. Emily dedicated her time to support us, encouraging us to open our minds and explore our strengths and opportunities through art without judgement. Many of us lost confidence through the unique battles we were facing, and Emily was able to instill this confidence back in us. This was reflective in the enthusiasm I saw in other patients each time we got together to paint.

Without Emily's patience, support and dedication to helping me, I would have never taken the leap of faith I did when I chose the path of art.

Emily doesn't hesitate to go above and beyond. Her willingness to push her patients to strive goes beyond her job title. Emily puts the patient to the forefront among everything else.

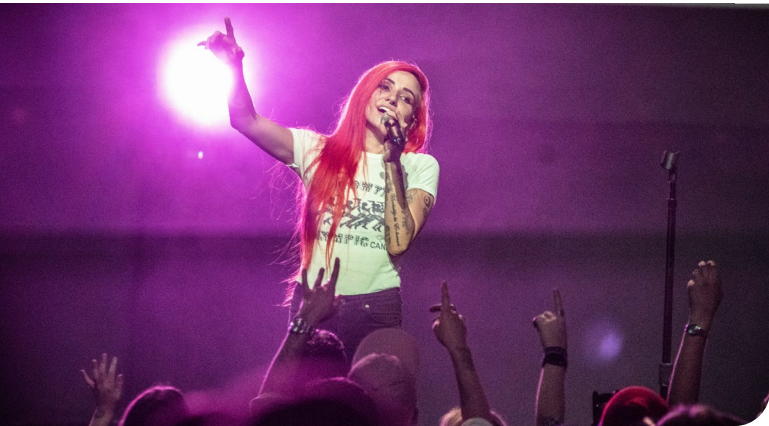
As painting quickly became my favourite form of therapy with my depression, I had many questions. Emily shared many tips and tricks that strengthened my art work. It wasn't long before my confidence skyrocketed.

After completing the program, I decided to participate in Recovery College. Emily was facilitating Art Café. Once I completed my first painting, it was Emily's enthusiasm that gave me the courage to keep painting. She consistently reminded us about upcoming art events at the hospital, and this is where I decided to take my artwork the extra mile. She encouraged me to enter my paintings in postcard contests and to hang them on display within the hospital, which I did.

Since then, I have sold my prints to raise money for the Ontario Shores Foundation for Mental Health.

Without Emily, none of this would have been possible. Her patience, support, dedication and kind heart is what saved me from the dark hole I felt I could never leave. She inspired me through artwork, and I too hope I can inspire others and contribute to their happiness much like Emily did for me.

Lights Shines at Imagine Festival



Toronto-based musician Lights made her way to Oshawa in September as part of Ontario Shores’ 11th annual Imagine Festival.

Her connection to advocacy for mental health and awareness is what made her performance special.

Lights built an incredibly passionate fan base, selling out tours around the world, capturing three JUNO Awards including a 2018 win for Pop Album of the Year, and three Gold album certifications. She felt like she had more important things to say through her music but didn’t know how to get them out. Thus was born Skin&Earth, the singer’s fourth record and companion comic book series of the same name, entirely written and illustrated by Lights herself.

Lights’ current project was largely inspired by the topic of mental health: “Skin&Earth is a beautiful metaphor for my journey with mental health,” Lights reflected. “I wanted to show for once how our weaknesses should be viewed as part of our story and our darkness can lead to our power. I always jump at the chance to make sure we change the stigma surrounding mental health. Anything that can lead to openly talking about our journeys is important and relevant.”

The opening act was NEFE, musical alter ego of Sarah Felker, a singer/songwriter from Guelph who expresses herself through music. NEFE stands to empower women and men to accept their real beauty, and not succumb to the pressures of perfection defined by today’s media culture.

Alyonka Larionov Visits EDU, Shares Story

Alyonka Larionov is a host, producer, blogger and daughter of Russian hockey superstar Igor Larionov.

Alyonka visited Ontario Shores to share her story of recovery during an episode of the #MindVine podcast. She spent her morning visiting staff and patients on the hospital’s Eating Disorder Unit.

She was open and honest about her experience with an eating disorder, sharing her triggers, patterns, behaviours, successes and failures while reliving her story.

“This visit was exceptionally difficult for me because I’m 13 months into recovery,” she shared. “I’m pushing myself, probably harder than I should. Why? Because I’m a do-er, Type-A, a perfectionist. But also because I’m a giver and someone who’s seen the depths of hell and feels compelled to relay the message for anyone else who’s suffering: you’re not alone.”



Ontario Shores Regains Holiday Hockey Challenge



Ontario Shores hosted the third annual Holiday Hockey Challenge in December at Iroquois Park in Whitby to celebrate the holiday season while helping those in need.

Admission to the game came in the form of a clothing donation to help assist our patients in need. Monetary donations were accepted on game day to support the work of the Foundation.

Employees took the ice to face The Shandex Group, a longtime supporter of the Ontario Shores Foundation. They announced their renewal of their \$15,000 donation in 2019.

Ontario Shores reclaimed the Holiday Hockey Challenge Cup with a 5-3 victory against The Shandex Group.

The Challenge benefited the community by bringing awareness to mental illness, as well as helping those in need during the holiday season.



Recovery Front and Centre During Dr. Mike Slade’s Visit

As part of Ontario Shores’ Recovery Action Plan, Dr. Mike Slade was welcomed back last June. A world-renowned recovery researcher, Dr. Slade is a Professor of Health Services Research, Institute of Psychiatry in King’s College London, UK, and Consultant Clinical Psychologist.

Dr. Slade visited Ontario Shores in 2014 and worked with the team to identify opportunities for Ontario Shores to advance its recovery efforts. He was commissioned to visit in June 2018 to make further suggestions to continue to sustain and advance recovery oriented practice.

Upon his visit, Dr. Slade noted the progress the organization has made since 2014. He visited with various teams, departments, staff, patients and families across the hospital to learn more about the work that has been taking place. He also notes the tremendous steps Ontario Shores has made in creating a culture embedded in recovery.

Dr. Slade’s evaluation of Ontario Shores’ work in the area of recovery can be considered a great source of pride. In his final report, Dr. Slade recognized the organization’s accomplishments as well as commitment to create the best possible experience for all patients and families.

Dr. Mike Slade taking part in a #MindVine Podcast.

'I was feeling overwhelmed and unsure of where or how to start this next phase of my life'

As my time in the Partial Hospitalization Program was coming to an end, I began to think of returning to work.

It was a scary thought, but one I felt was a crucial next step in my recovery.

I had been employed with the company for almost 32 years. Thankfully, I enjoyed my work and found my career to be very rewarding. In spite of this, I had been through a lot, and I wasn't sure if I was capable of coping with the demands and stresses of work. I had lost confidence in my abilities after being away from the business for 13 months.

I was referred to Vocational Services and met my counsellors, Erin Sawyer and Michelle Lashta. I was given very helpful tips on how to deal with stress in the workplace and ways in which to deal with self-care. This information was very helpful in me making the decision and setting the goal to return to work in the next few months.

Michelle and Erin were very accommodating and met me offsite. I expressed my concerns about being away from the business for such a long period and feeling a little apprehensive about all the changes that had occurred in my absence.

With their support, I started to think about what I would need from my employer in order to help me make the transition back to work. We developed a return to work plan to set me up for success. The process made me feel self-assured about my future goal.

I was feeling overwhelmed and unsure of where or how to start this next phase of my life. They helped with information and tasks, both big and small, and assured me they would be there to support me throughout the process.

It's difficult to put into words how much I appreciated their patience, support and understanding.



By Angela Kellough,
Editorial Team Member



Erin Sawyer, Vocational Counsellor (Left) and
Michelle Lashta, Vocational Counsellor (Right)

Celebrating a Century of Care with our Ambassadors of Hope

Ontario Shores kicked off its year-long celebration in recognition of delivering 100 years of mental health care.

Helping Ontario Shores celebrate this milestone and ignite conversations in the community are six Ambassadors of Hope. Ontario Shores reviewed nearly 50 applications from patients, families, staff, volunteers and community members interested in assisting the organization in this celebration.

Ontario Shores was thrilled to welcome Jordon Beenen, Ian Hakes, Kristie Jennings, Candice McAlister, Barbara Murray, and Lori Lane-Murphy as Ambassadors of Hope who have represented the hospital by attending events to share their lived experience and passion for mental health until the century mark.

Jordon Beenen
Jordon has a desire to advocate for people living with mental illness. His interest in advocacy dates back to his days at Queen’s University and his involvement in its Human Rights Centre. Jordon’s experience as an outpatient at Ontario Shores has reignited his desire to advocate.

Now, as someone living with mental illness who had to change course in his career, Jordon feels strongly about removing the stigma associated with mental health issues and is determined to make a difference.



Ian Hakes
Ian is a community volunteer who lives with Chronic Depression and Generalized Anxiety Disorder.

Diagnosed at 20 with chronic depression, he managed to complete his studies, graduating with a honours Bachelor of Science in Physics, followed a year later by a Bachelor of Arts in English Language and Literature.

Ian credits Ontario Shores’ Partial Hospitalization Program (PHP) for rebuilding his mental wellness.

He has a strong desire to help others get the assistance they need on their journey to mental wellness.

From left to right; Lori Lane-Murphy, Ian Hakes, Kristie Jennings and Jordon Beenen.



Kristie Jennings
Kristie is a passionate volunteer at Ontario Shores who works in sales at The Shandex Group, a supporter of the Ontario Shores Foundation for Mental Health.

She began her career at Shandex after graduating from Mercyhurst University in Pennsylvania, and it was because an existing relationship between her employer and Ontario Shores that Kristie first came in contact with the hospital.

After seeing the work being done at Ontario Shores, Kristie quickly became passionate about helping others and was eager to give back. Kristie is a familiar face to many at Ontario Shores as a frequent attendee of events both at the hospital and in the community.

Candice McAlister
Candice has always had a passion for volunteering and sought out the opportunity to be an Ambassador of Hope due to the impact of mental illness on her family.

Having grown up with a family member diagnosed with Schizophrenia, Candice remembers the devastation the illness and the stigma surrounding it brought her family. She also witnessed his recovery during his time as a patient at Ontario Shores and is buoyed by the mental health movement that is normalizing mental illness.

Candice is a Human Resource professional with Durham Region Police Service who is determined to remove the barriers still facing those living with severe and complex mental illness.



Barbara Murray (Left) and Candice McAlister (Right)

Barbara Murray
Barbara’s empathy for people living with mental illness has been evident throughout her 30-plus year career at Ontario Shores.

Barbara is very involved in the local community and organized a number of community clean-up activities in parks and along Duffins Creek in Ajax. She has also escorted sea cadets on international exchanges to the Netherlands/Germany and South Korea.

Barbara is a staunch advocate for mental health education and eliminating stigma around mental health issues, and is honoured to work with colleagues and patients at Ontario Shores.

Lori Lane-Murphy
Lori is a full-time mental health advocate, student, wife and mom. Her advocacy includes writing, performing and podcasting all in an effort to change the hearts and minds of people around mental illness.

Mental illness was a part of her family growing up, but it certainly wasn’t the whole story. This reality prompted Lori to show people that, while there are undeniable challenges living with or caring for someone with mental illness, one should never be identified by illness alone.

Lori is a dedicated volunteer at Ontario Shores who is eager and excited to open up about her lived experience with mental illness.



Pattie Paling, Contributor (Left)
Mark Paling, Editorial Team Member (Right)

'It's important that we talk'



By Pattie Paling,
Contributor

Mark and I are made for each other.

He is the perfect fit for me. He is chill and calm, loving and slow to anger, and I'm a little crazy, loud, and straight forward, even abrupt at times.

He's quiet and I'm not. He comes from a pretty closed family. He was loved, but his family was not open about their feelings.

I'm the oldest of seven children and our house was always loud and full. It was interesting that Mark was always at my house. Rarely did he want to go to his house. I think he loved the activity and the outward love and hate we had going on with that many people in the house. There was no room for not sorting things out with my mom. With that many kids, whatever was bugging you, you had to get it out and deal with it.

Mark and I don't argue very often. I think because we were so young when we got together that we grew together and learned to compromise. Mark and I just click.

Fast forward 30 years, and it was becoming obvious that Mark was not enjoying life. I thought maybe he was just ready to retire and was worried we couldn't afford it. However, when his mother died, it was hard on Mark and his

relationship with his dad was and is still difficult. I am thankful that Mark is the kind of father that if anything happens down the road, he has laid a great foundation with our two daughters that it won't be like what he has had to face with his dad. I know he has his doubts, but I don't. I see how our two daughters love him.

When he went to the doctor in January, 2017, and the doctor put him on leave from work, I was relieved and worried all at the same time. It shocked me to think that there were things he didn't or hadn't shared with me, like his dark and scary feelings of despair.

However, the Partial Hospitalization Program (PHP) team has really helped him and I see joy in his face again. I was hurt at first that he hadn't shared with me all that he was feeling, but then it makes sense he doesn't like to burden people. I was just glad he was getting it out and able to talk.

It still takes some prodding to get him to talk to me about what he is feeling. I have learned that I need to make the time to get him talk to me again. I told him he has to keep me involved. It's important that we talk.

The next chapter in our lives looks good. With the girls all grown up, we are faced with the fact that we do have some work ahead to get to know each other again as people, and not just as a mom and dad. We are new grandparents, which is a whole new adventure that excites us.

I look forward to this new journey and where it leads us.



Diana Kawarsky delivered a keynote address during the first Administrative Professionals Conference.

Admin Conference Enhances Mental Health Conversation

On April 27, Ontario Shores held the Administrative Professionals Conference. It was a day of education and knowledge sharing. The event brought the community together to exchange ideas and experiences in the administrative and support profession through a mental health lens.

The event allowed colleagues to learn a little bit more about the people Ontario Shores serves and how mental health has an impact on everyone while showcasing the organization in more than just a clinical light.

Based on the collective experiences of the Executive Assistant team at Ontario Shores, they worked together to create a day to appeal to anyone in an administrative or support role at a doctor's office, hospital, community centre, school, retirement residence or government building.

Mental health impacts all of us. Understanding mental health and its impact in the workplace can make a noticeable difference for both individuals and teams.

Ontario Shores is proud to be able to offer topics and speakers that are energetic, informative and fun.



Felicia Martins of Ontario Shores presented her research poster during our annual Mental Health Conference.

Mental Health Conference: Empower, Engage, Educate

The eighth annual mental health conference was a one-day event built on research and innovation in mental health across the lifespan.

The event was built on themes of Recovery, Co-Design, Technology, Clinical Care, Measurement, Workplace and Wellness, Developmental Psychology and System Change.

In attendance were keynote speakers Heather Stuart, Professor in Public Health, Psychiatry and the school of Rehabilitation Therapy at Queen's University and Mayor of Oshawa Dan Carter.

Dr. Stuart holds the Bell Canada Mental Health and Anti-Stigma Research Chair at Queen's University among many other prestigious titles. Her work focuses on mental health services evaluation with a specific focus on the de-stigmatization of mental illnesses.

Mr. Carter is active in community development initiatives and lends his time to many philanthropic endeavours and has a deep commitment to making a difference in the lives of those in need. Mr. Carter, who was once living in homelessness, is now the Mayor of Oshawa and formerly served as Chair of the Ontario Shores Foundation. He put on an emotional presentation after sharing his journey of resilience with the audience.

Rewards and Recognition



Ontario Shores held its annual Rewards and Recognition ceremony in January, celebrating staff members who have demonstrated dedication and loyalty to the organization through service and exemplary work for a milestone year.

Congratulations to all staff members for their willingness to create an environment of compassion, recovery and hope for the patients and their families.

Five incredible staff members who display outstanding service to making a difference at Ontario Shores, reflecting the values of the organization were recognized.

Congratulations to the recipients for 2018:

Excellence: **Susan Wei**, Decision Support

Innovation: **Simone Arbour**, Research Scientist

Safety: **Environmental Services Team**

Respect: **Dr. Christopher Tam**, Psychiatrist

Community: **Amber Smith**, Learning and Development Specialist

Leadership: **Laurel Cyr**, Director, Enterprise Risk Management



Laurel Cyr, Leadership Award Winner



Susan Wei, Excellence Award Winner



Environmental Services Team, Safety Award Winner



Simone Arbour, Innovation Award Winner



Amber Smith, Community Award Winner

'PHP helped me feel less alone and made me extremely hopeful for the future'

My world was turned upside down when my husband, Don, took his life on March 1, 2018.

I didn't see it coming nor did I know how to deal with the emotions that ensued.

The trauma I experienced led me to attempt to take my own life in order to be with him. I am so fortunate that the paramedics and medical team at the hospital were able to revive me. I was admitted to Lakeridge Health where I spent seven weeks trying to accept what happened and my new identity – a widow.

The heartache of not having Don, along with our dreams and goals, our home and my work seemed unbearable so I sold our house and quit my job. I was flooded with sadness, despair, guilt and shame. Grieving the loss of Don was a nightmare I couldn't escape.

While participating in a one-day program at Lakeridge Health, I was introduced to the Partial Hospitalization Program (PHP) offered at Ontario Shores.

The PHP staff were amazing.

The skills I was taught in PHP helped me develop a positive mindset and learn the importance and benefits of daily meditation and yoga.

Hearing a former patient's story about her journey of recovery is what really inspired me during this dark time. The ability to resonate with others during the PHP helped me feel less alone and made me extremely hopeful for the future.

Upon completion, I sought out help through the Durham Distress Centre where I met others who have also tragically lost family members to suicide.

PHP is a place where people who are suffering are able to find the support and understanding they need. It is a safe haven where I can talk openly and honestly about my emotions, battles and fears. It also taught me a lot about myself. I began to realize that my negative self-talk was a result of my core beliefs and damaging experiences I've endured. By recognizing this, I was able to re-examine those beliefs and therefore change how I feel.



By Angela Kellough,
Editorial Team Member



"Walking out of the
Darkness and
into the Light"





Ambassador of Hope Lori Lane-Murphy shared her story during Take Your Kids to Work Day.

Take Your Kids to Work Day

On Wednesday, November 14, 2018, Ontario Shores welcomed a group of 28 Grade 9 students who attended Take Your Kids to Work Day.

Students were welcomed by Lori Lane-Murphy, one of Ontario Shores' Ambassadors of Hope. Lori shared her story of lived experience with mental illness with the grade nines, who then participated in a PeaceLove workshop.

After a tour of the building, students were paired with a preceptor who spent the remainder of the afternoon with them. Students were exposed to the work of the organization and various departments, as well as different occupational roles in the organization.

Volunteer Brings Lake Louise to FRU

The Forensic Rehabilitation Unit (FRU) has a beautiful landscape mural of Lake Louise thanks to artist and volunteer Allan O'Marra.

O'Marra is an award-winning fine artist and art teacher, art exhibition jurist and curator, a transpersonal psychotherapist and an art columnist and self-published writer.

With an initial request from staff on FRU, Allan agreed to paint a mural for the patients at Ontario Shores.

Allan held a consultation with the patients on the unit, at which time it was collectively decided that a peaceful, natural, serene scene would be appreciated in the patient lounge.

After 18 hours of painting 'Lake Louise,' Allan heard from patients how much they 'love it', and after 10 years of being a volunteer here, facilitating patient paint nights, and being an art instructor for patient programs, these words are all the appreciation he needs.



Big White Wall Provides Online Mental Health Support



Ontario Shores, along with its partners, celebrated National Mental Health Week in May by unveiling a new and innovative service for individuals and their families living with mental health issues in the Central East Local Health Integration Network region and across the province.

Supported by funding from the Ontario Trillium Foundation, the Ontario Telemedicine Network (OTN) announced the availability of Big White Wall – bigwhitewall.ca – a round-the-clock online peer support community where members can share experiences and express themselves in words and images, helping participants feel less socially isolated.

The online support system offers a library of articles, tips and support courses including cognitive behaviour therapy accessible online to people struggling with mental illness. Trained counsellors are available 24/7 to offer support and keep the community safe. There is no cost, and the platform is monitored at all times by mental health professionals who are able to offer their support and expertise.

Users of Big White Wall remain anonymous and have the ability to complete assessments to help understand themselves better and express feelings creatively through drawing. They can also discover how to better understand their feelings as well as how to set goals and track progress. Big White Wall also offers peer support by allowing users to make friends anonymously and receive support from one another.

This is a tremendous resource for those awaiting service or for people looking for additional support as they continue on their recovery journey. It is also an appropriate tool for family members, who may be struggling themselves as they support their loved one's journey to wellness.

Big White Wall originated in the United Kingdom and was later made available in the United States, New Zealand and now for the first time in Canada.





Haley Wilson, Clerk
Nutrition and Food Services

'She exhibits compassion and patience'



By Maria Rowe,
Contributor

Haley Wilson came into my life two years ago and continues to leave a smile on my face each time I meet with her.

Reading is something that has always been a challenge for me due to being visually impaired. However, it is something I wouldn't call a disadvantage at times because of Haley's kind heart and helping hands.

Haley works in Nutrition and Food Services at Ontario Shores. She exhibits compassion and patience. Haley goes above and beyond to make a positive impact on the lives of others.

My disability impacts my ability to read the food menu in the cafeteria on my lunch breaks. Haley reads me the menu on Mondays and Fridays when I come to the cafeteria for lunch. Knowing my likes and dislikes, she sits by my side and takes

the time to read me what is on the menu and arranges my meal for me. Even on days that I can't make it to the cafeteria, Haley goes above and beyond by filling out my choices and bringing my lunch to me.

Last year at our summer celebration is when Haley's consideration for my health really showed me how much she cares about me.

The sensitivity of the sunlight to my eyes was inhibiting me to participate in the barbeque with everyone else. Haley went the extra mile to walk me outside with her to get my lunch and ultimately include me in the celebration - something I will never forget.

When Haley is unable to meet with me, she arranges for someone else to fill out my menu choices for me and ensures they know what I like without having to ask me.

Haley's generosity in taking time out of her days is something that will always impact me and speaks volumes about the people that make Ontario Shores so great. She will always hold a special place in my heart.

'Forever she will hold an impactful role in my life'

I was like a hurricane, a strong violent wind in all hues of grey contained in a fragile glass jar. That jar was threatening to crack, exposing my every darkness within me. This side of me I was not known for and did not want others to see.

It was very early on in our relationship in the Cognitive Behavioural Therapy (CBT) Demonstration Project that Michelle Michener-Rousell aligned her commitment to me and my self-contained hurricane. This jar had a lid, and she was the person I could trust to open it weekly in a non-judgemental space. She voiced that she was committed to finding ways to close it safely before the end of every session.

This was different from any type of therapy I had ever experienced and she held true to this. What I did not realize during our sessions is that she was teaching me how to also do the same for myself. I have the ability to sort through my own jar, opening and closing it at times that worked for me not for the storm.

A year later, I still set time aside every evening before going to bed to sort through my jar. For those bigger issues, I set aside another time to dig deeper. Nothing is in that jar longer than that week without being honoured, cared for and loved. I deserve nothing less.

Now Michelle was a realist too and knew that there would be times when I would have to sort through my thoughts on demand. This is where she created a fun mantra that she now has a shirt to support: "What would Michelle do?"..... just breath.

I later titled a character after her named: 'Just Breath Michelle,' which is a vital part of my captain and crew that is a compilation of strengths I can draw on in important moments. Forever she will hold an impactful role in my life. I continue to draw on my experience with her and I am incredibly grateful.

Do you want to know how Michelle impacted my life? On my anniversary date where I decided to live, she was one of a handful of people that I visited to thank. Because of her, I view December 21 as a day I showed incredible strength and courage; I can walk away from anything that does not serve me and can accept the good because I am worthy. It is now my job to help Michelle remember her impact so she continues to share her precious gift and to remind those reading this that they too have that impact.



By Jessica Fraser,
Contributor



Michelle Michener-Rousell, Social Worker
Cognitive Behavioural Therapy Project



Megan Cameron, Manager
Integrated Community Access Program and Patient Flow

'Megan advocated for me'



By Nyssa Killam,
Contributor

Megan Cameron came into my life after six months of being involved in the Borderline Personality Self-Regulation (BPSR) Clinic at Ontario Shores. Megan was willing to take me on as a client, knowing how much I'd been struggling with the program and life at the time.

I found it difficult to believe that someone could come into my life and want to help me become better. Megan continuously showed me that therapy can work and stuck by my side through it all.

It wasn't until month 10 of the program that I finally began to participate. I spoke within the group, created relationships with people, and I realized I could trust the people and the program throughout my journey.

Megan advocated for me and I had a second chance trying Dialectical Behavioural Therapy (DBT). It was at this time she went to bat for me. She pushed me to continue therapy with her although I was so reluctant and scared it wouldn't work.

Taking this leap of faith was the scariest thing I did during my journey because of my consistent fear of failing and being abandoned during the process.

Megan worked through each step of DBT with me, challenging me sometimes on a daily basis with skill use, constantly reminding me of my Life Worth Living Goals, and never letting me think that we won't get there.

Whether it was a coaching session in person or over the phone, or an email that simply reminded me she was there, it became very clear to me that Megan was not going to give up on me.

Megan was patient and genuinely wanted to help me – something that was very hard for me to wrap my head around. She believed not only in the program she was so passionate about but in me, which was something I had really struggled with.

After realizing that Megan wasn't going to do the work for me, I finally believed what Megan told me all along.

I would often tell Megan that I feel like she saved my life for many reasons. She constantly would point out what I was doing to get through my battles and showed me that I was driving the boat I was so reluctant to get into for a very long time. I graduated from the DBT Program in January 2017.

I will never forget my graduation day. Megan arranged for a couple of my previous supports to join me that day from Ontario Shores. These were meaningful people that were so vital along my recovery journey.

I was honoured last June to speak as Megan received the Dr. Ian Dawe Recovery Award for her commitment and dedication to helping others.

Although I respect all the clinicians in the BPSR Clinic, Megan remains a special part of where I am today. I cannot think of anyone more deserving of the Recovery Award.

Clinical and Financial Data

Age on Admission

12 - 18	7.9%
19 - 34	28.5%
35 - 54	23.8%
55+	39.8%

Median Length of Stay
59 Days

Diagnosis on Discharge

Schizophrenia and Psychotic Disorders	52.1%
Neurocognitive Disorders	19.8%
Depressive Disorders	6.4%
Bipolar and Related Disorders	6.0%

Revenue by Type
\$151,404,000

Ministry of Health and Long-Term Care*	90.3%
Patient and Ancillary	7.0%
Investment Income	2.7%

Expenses by Type
\$137,234,000

Compensation	83.2%
Other Supplies and Expenses	14.6%
Drugs and Medical Gases	1.4%
Rent	0.2%
Medical and Surgical Supplies	0.2%
Building Amortization Net	0.4%

Working Capital
\$1,560,000

* 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.



The Artist



Mike Simon is an artist.

That description still gets quite a reaction from Mike. Art was not something he saw in his future at any point in his life. However, after losing his son to suicide and struggling with his own mental health afterward, Mike sees art like never before.

During his time as an outpatient, Mike was encouraged to explore art and its therapeutic value to assist in his recovery. Little did he know he would discover a passion that would see him join the Art Café at Ontario Shores. He would then take classes through Recovery College as his work on the canvas reached new heights.

His work is powerful, unique and always inspires. He credits art for playing an impactful role in his recovery.

Today, Mike is a dedicated volunteer at Ontario Shores who co-facilitates art groups. He also continues to paint and sell prints of his work to raise money for the Ontario Shores Foundation.

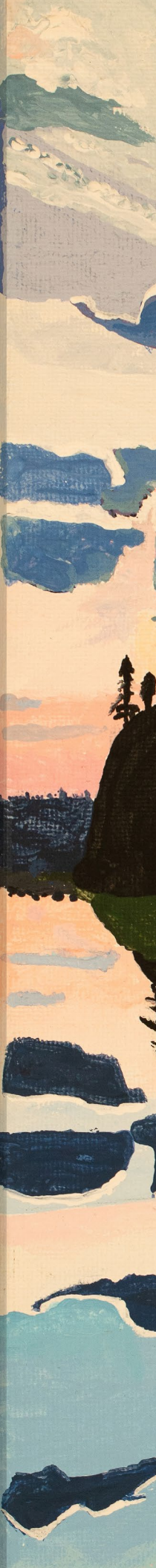
We are proud to feature his artwork throughout the 2018 - 2019 Annual Report.

"The Kiss"



Mike Simon, Artist

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