



Ontario Shores

Centre for Mental Health Sciences

Discovery. Recovery. Hope.

2017 - 2018
Annual Report

Pursuing Excellence for the People We Serve

As we entered the 2017-18 year at Ontario Shores Centre for Mental Health Sciences (Ontario Shores), the organization was preparing to unveil the 2017-2022 Strategic Plan entitled '*We Will Be*'.

Created and designed in consultation with stakeholders throughout the organization and in the communities we serve, this Strategic Plan embodies what Ontario Shores is all about and sets out the objectives moving forward.

At the core of the Strategic Plan are four distinct Strategic Directions which serve as a clear roadmap. Each day the organization lives the Strategic Plan with its ongoing commitment to *Be Bold, Be Inspiring, Be Caring* and *Be Extraordinary*.

As we look back at the last year, there are already clear indicators that we are bringing the Strategic Plan to life.

Be Bold

Ensuring the delivery of evidence-based quality care is at the heart of a partnership with the Central East Local Health Integration Network (Central East LHIN) that has Ontario Shores taking on a collaborative lead role in transforming the Mental Health and Addiction System to ensure it is comprehensive, accountable and responsive.

Be Inspiring

We proudly partnered with the PeaceLove Foundation in Pawtucket, Rhode Island to bring the art therapy and storytelling program to the organization.

The PeaceLove CREATORS program allows Ontario Shores' professionals to deliver life-changing expressive arts curriculum provided by PeaceLove to patients, colleagues and community members.



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

Be Caring

Ontario Shores opened a new 20-bed inpatient unit to provide specialized services for older adults with dementia, presenting with complex behaviours.

The new Geriatric Transitional Unit (GTU) enhances services providing specialized mental health care treatment to support patients' return to the community.

Be Extraordinary

Ontario Shores joined select company this year after receiving Accreditation with Exemplary Standing status following a review by Accreditation Canada.

Accreditation with Exemplary Standing is awarded to an organization that attains the highest level of performance in quality and safety in health care.

As an organization we have made tremendous progress in the first year of our five-year Strategic Plan. As we continue down this road to creating the best possible organization and system for people living with mental illness, it's important to recognize and celebrate these achievements.

We look forward to celebrating many more milestones as we continue our journey.

Message from our Editorial Team

Welcome to the 2017-18 Annual Report!

As a group of patients and staff working together to develop and write stories for this year's Annual Report, we are proud to welcome you to learn a little more about Ontario Shores, the year that was and some of the people who inspire recovery from mental illness each and every day.

This is the second year the Annual Report Editorial Team has been charged with the responsibility of developing the Annual Report from start to finish.

We also have patient members of the Editorial Team who have chosen to share their recovery journey by sharing their experience with a particular program or intervention. The meetings leading up to the publication of the Annual Report were meaningful, powerful and inspiring.

This partnership is a true reflection of Ontario Shores' commitment to a Co-Design model that sees patients and staff working together to co-create an experience that is unique and meaningful. In this year's Annual Report you will discover several examples of this approach in action.

Whether it is Cathie sharing her family's experience participating in the Partial Hospitalization Program (PHP), Angelle interviewing staff and patients or Laura introducing us to her Distress Tolerance Kit, there are no shortage of inspiring moments in this year's publication.

The journey of this project has been a tremendous experience and one we all hope continues in the years to come as we continue this partnership that has the potential to impact everyone at Ontario Shores in creative and inspiring ways.

We hope you enjoy the 2017-18 Annual Report as much as we did creating it.



Angelle Levasseur, Editorial Team Member (Left)

Cathie Dean, Editorial Team Member (Below)



Darryl Mathers, Communications Officer and Editorial Team Member (Above)

Laura Dear, Editorial Team Member (Right)



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Photo by Jean, Photo Skills Group
Participant, Recovery College.



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PeaceLove Captures Power of Art and Storytelling

By Cathie Dean and Laura Dear

Ontario Shores is proud to be a partner and influencer of the PeaceLove Foundation.

PeaceLove, located in Pawtucket, Rhode Island, is an art therapy and storytelling program that was co-founded in 2009 by Jeff Sparr and his cousin Matt Kaplan. Jeff, having lived most of his life battling Obsessive Compulsive Disorder (OCD) is a survivor. It was quite by accident that Jeff found painting subdued the symptoms of his OCD. Painting provided a creative outlet and a sense of control that changed the course of Jeff's life.

Wanting to share his discovery with the world, Jeff and Matt purchased a bunch of art supplies and headed to a children's intensive treatment unit at the local psychiatric hospital. Sharing his story and his struggles, Jeff challenged the kids to paint what gave them peace of mind. They were able to have fun and communicate through their art in ways that they couldn't in words. This experience inspired the creation of PeaceLove.

PeaceLove helps people find their voice, make meaningful connections, and discover new tools for mental wellness. Art encourages conversations and conversations are made up of people sharing stories. Through expressive arts programs and storytelling, PeaceLove helps individuals and communities create peace of mind in an environment that is safe, accepting, non-threatening and free of judgement.

In February, 2018, three staff from Ontario Shores attended the three-day facilitator workshop in Rhode Island. Recreation Therapists Julie Murray, and Grace Williamson along with Leigh-Ann Harper of the Centre of Education and Organizational Development (CEOD) at Ontario Shores each received the designation of PeaceLove CREATORS. The three now provide



workshops to patients, families, employees and community partners.

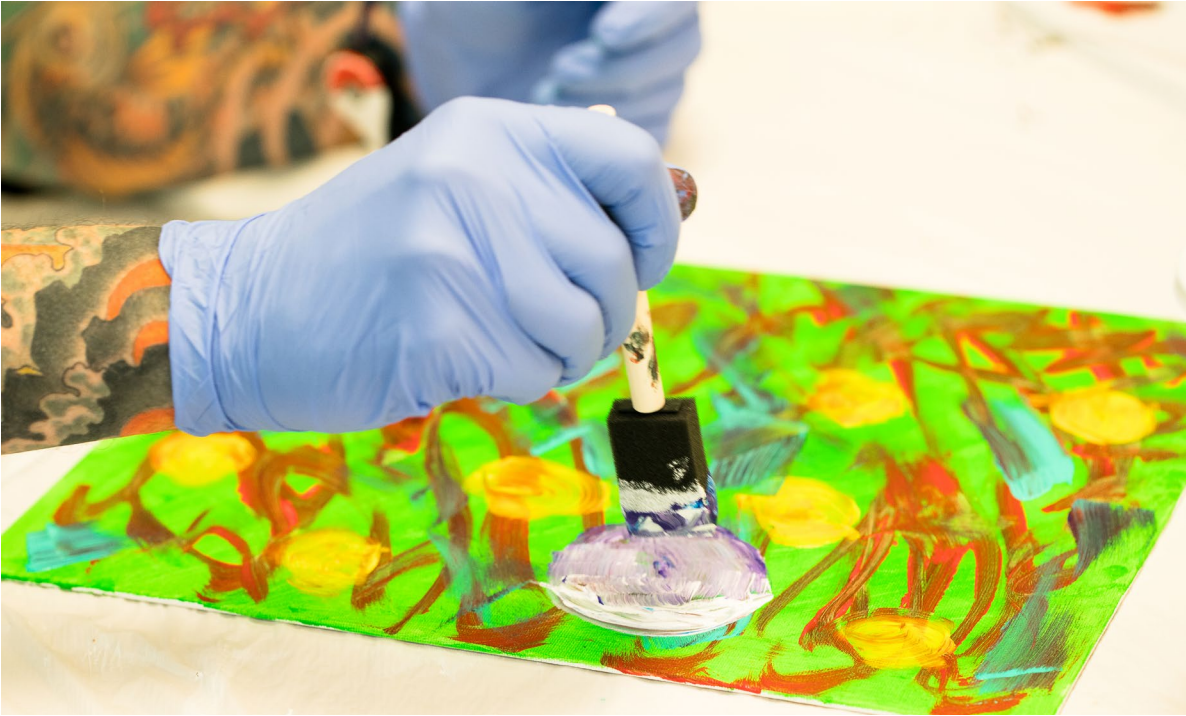
The CREATORS Program prepares participants with the knowledge and confidence of being able to deliver expressive arts curriculum to their community. Facilitators work directly with individuals, families, and groups to help them achieve improved mental health and better quality of life through artistic expression.

Leigh-Ann, who typically facilitates workshops to staff and community partners, notes how PeaceLove allows those providing care to take time for their own mental health and wellness.

Leigh-Ann Harper,
People Team and Culture
Specialist, CEOD and
PeaceLove CREATOR
facilitating a group.



Devena Wong, Clinical Educator,
Clinical Informatics creating artwork
as part of PeaceLove. (Top)



New Unit Addresses Needs in Geriatric Dementia Community

Ontario Shores opened a new 20-bed inpatient unit to provide 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.

The Geriatric Transitional Unit (GTU) assists the local health system to respond to capacity pressures experienced in acute care hospitals when patients with challenging behaviours no longer require acute care but are not able to transition to an alternate setting such as a long-term care home.

GTU provides assessment, stabilization, treatment and management of dementia-related behaviours with the goal of timely community reintegration.



Family visiting a patient on the Geriatric Transitional Unit.

This unit was made possible through funding from the Ministry of Health and Long-Term Care through the Central East Local Health Integration Network (Central East LHIN).

“Our acute care hospitals work hard to respond to the ever-increasing population growth and rising numbers of seniors in our LHIN. With the support of the Ministry, the Central East LHIN is working with all our stakeholders to develop and implement new service delivery models that will transform the health care system and improve the patient experience,” says Michael Nettleton, Central East LHIN board member.

The unit has an interprofessional care team consisting of registered nurses, registered practical nurses, recreational therapist, social worker, occupational therapist, pharmacist, psychiatrist and behavioural therapists.

Clinical Investments Improve Access

Ontario Shores improved access and reduced wait times for some specialized services by expanding the hospital's Traumatic Stress Clinic, Borderline Personality Self-Regulation Clinic, Transitional Aged Youth Service, ECT Clinic and Geriatric Outpatient Services.

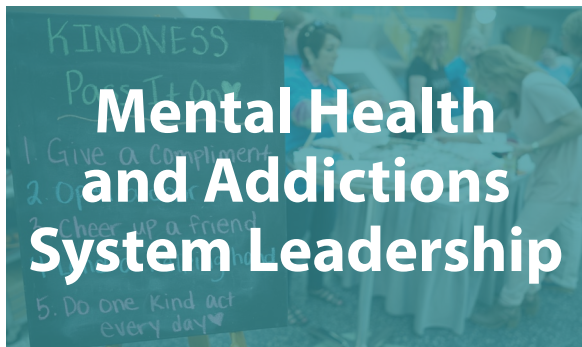
In addition to the expanded staffing in these areas, the organization sought to optimize processes, monitor effectiveness and align care



with evidence-based practice in each of these specialty services.

Dr. MacLennan and Dr. McNeill reviewing documentation in the Medical Clinic.

With each new investment comes the responsibility to ensure Ontario Shores is reducing the time spent by patients and families waiting for these services and that better outcomes are resulting from these investments.



Mental Health and Addictions System Leadership

Ontario Shores was asked by the Central East Local Health Integration Network (Central East LHIN) to take on a collaborative lead role in advancing the transformation of Mental Health and Addiction System across the Central East LHIN.

Ontario Shores is working in collaboration with Lakeridge Health and the Central East LHIN on the development of a comprehensive, accountable and responsive mental health and addiction system.

Together, Ontario Shores will work with our partners to advance a number of recommendations that focus on improving access and coordination of services, creating a basket of services across the continuum of care, and ensuring there is a LHIN-wide evidence-based approach for consistent, quality service



delivery that optimizes client wellness and health outcomes.

Christina Fuda, Mental Health First Aid Coordinator at Ontario Shores providing training.

It is through partnerships like these that organizations can create change for the mental health and addiction system to ensure our communities have access to care and supports they need when they need them.



Collaboration Brings CBT to the Community

By Laura Dear

In collaboration with the Royal Ottawa Mental Health Centre (The Royal), Waypoint Centre for Mental Health Care (Waypoint) and the Centre for Addiction and Mental Health (CAMH), Ontario Shores increased access to evidence-based structured psychotherapies in Ontario.

The project aligned with the Province's Mental Health and Addictions Strategy which included investments to improve access and reduce wait

times for critical services in mental health care.

The Ministry of Health and Long-Term Care worked in collaboration with the specialty mental health hospitals to build capacity and support direct provision of Cognitive Behavioural Therapy (CBT) for people struggling with anxiety and depression.

The initial phase of this project began with a focus on adults with mild to moderate depression and anxiety. Ontario Shores worked with Primary Care partners who were interested in piloting the inclusion of a CBT Therapist(s) within their clinic sites, to serve their patients.

Phase two of this project moved forward with the hiring of additional clinicians, support staff, trainers and supervisors to provide care in a range of settings across Central East and Central Local Health Integration Networks over the next two years.

Family is the Focus of Next Stop on Diane's Recovery Journey



Diane knitting a blanket in her home.

Diane has an enormous heart.

Always approachable and often asked to provide input and advice to both staff and fellow patients, Diane is proud to be someone who can now help others.

During her time as an inpatient on the Psychiatric Rehabilitation (PRA) unit at Ontario Shores, Diane often took on the role of a mother figure.

"I enjoy being a mentor," says Diane, who lives with Schizoaffective and Bipolar Disorder. "I try to get along with everyone that is different than me. It takes all kinds of people to make the world go around."

Along with a caring personality, Diane brightened many days on PRA by crocheting blankets for both patients and staff. Crocheting, along with journaling and other therapeutic activities, have contributed greatly to Diane's recovery.

"I sit there and concentrate," says Diane. "It makes me happy to create something that other people enjoy."

The road to Diane's happiness has had many twists and turns. Her mother died when she was 16 years old. She can now see that she never fully grieved or dealt with the loss.

When she was in her thirties as she was meeting the demands of being a wife and mother, things came to a head and the symptoms of her mental illness surfaced.

"It would build up and build and then I would get very angry," she recalls. "I should have gotten help."

Years passed and it wasn't until she suffered another significant loss that Diane would get the help she needed. She lost her husband, Tony, suddenly to an infection. The loss was too much for her to cope and the symptoms of her mental illness became more prevalent.

"I had lost direction," says Diane. "I was disoriented and felt like I was on the go 24/7."

After working with the Assertive Community Treatment Team, Diane was admitted to PRA. There she found the right medication to manage her illness and learned skills and coping techniques to maintain her mental health. She has since been discharged and is back living with the community. She is focused on her health and spending time with children and grandchildren.

"I'm looking forward to being closer to my family and be able to enjoy life more," notes Diane.

National Attention for Brian as Face of Mental Illness

By Angelle Levasseur

Brian Rose has become a pillar and an advocate for people living with complex mental illnesses.

He is a courageous and motivated individual and his speeches share a powerful message of recovery and hope. Brian, who lives with schizophrenia, is speaking out about his life living with mental illness, the challenges he faced getting the help he needed and the tragedy that eventually lead him to the forensic mental health system and his recovery.

Brian's dedication and hard work to mental health awareness reached new heights when he was selected as one of the five people named to be the 2017 Faces of Mental Illness by the Canadian Alliance on Mental Illness and Mental Health (CAMIMH).

The Faces Campaign, which is presented by Bell Let's Talk, is a year-long campaign which sees Faces attend events that will help educate Canadians about living with mental illness and the importance of mental health. As a Face he also participated in a Public Service Announcement and media interviews to bring greater awareness to mental health.

Aside from his work with CAMIMH, Brian writes stories for the Journal of Recovery in Mental Health that is published by Ontario Shores in partnership with the University of Toronto. He also works with the Patient Advisory Recovery Committee at Ontario Shores and is part of a group at the hospital this is researching seclusion and restraining topics with the goal of eventually eliminating them.

"I'm going to continue to advocate, participate in public speaking, being a voice for the voiceless that suffer in silence, volunteer with the Schizophrenia Society of Ontario, teach music and continue writing," says Brian of his future plans.



Martin Binette, Rachel Beazley, Kharoll-Ann Souffrant, Brian Rose and Chris Nihmey; Faces of Mental Illness 2017. (Top)

Ontario Shores Launches New Strategic Plan

In June 2017, Ontario Shores unveiled its next five-year Strategic Plan. Entitled '*We Will Be*,' this new plan sets a clear roadmap forward with memorable directions and ambitious goals to advance the organization and the mental health care system.

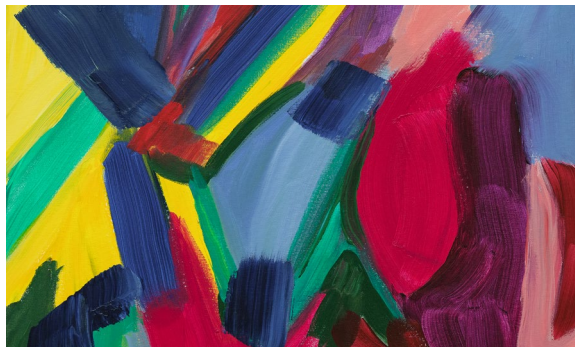
The Strategic Directions, *Be Bold*, *Be Inspiring*, *Be Caring*, and *Be Extraordinary* complement one another to collectively drive the organization forward over the next five years. These directions focus on developing a coordinated mental health and addictions system, creating a culture of innovation, advancing recovery-oriented care, enhancing the health, safety and wellness of its people and setting the highest standards for practice, quality and performance.

With research and academics being fully integrated throughout the Strategic Plan, Ontario Shores will empower its researchers, clinicians, staff, students and patients along with academic and community partners to harness their collective power, challenge the status quo, impact system change and influence health system evolution and policy for mental health across all domains of the Strategic Plan.

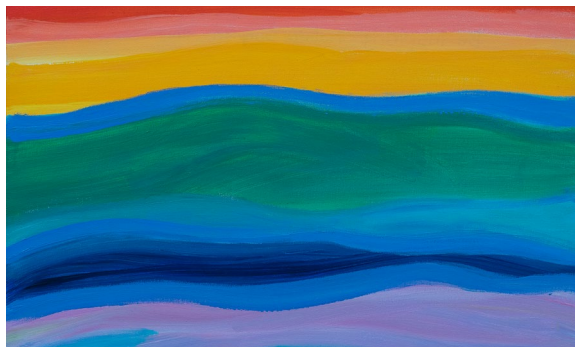
Unique to the Strategic Plan, is our partnership with local artist and outpatient Natalie Simpson. Natalie created a unique piece of artwork for each Strategic Direction and that artwork is featured prominently throughout the Strategic Plan.



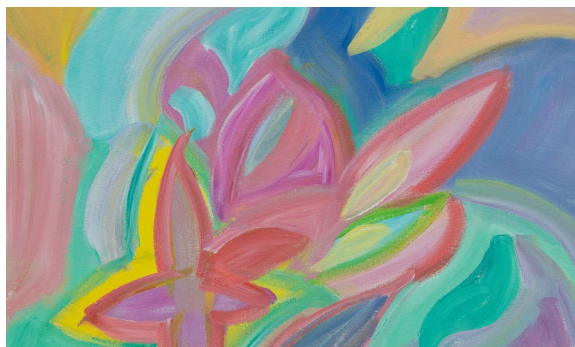
Natalie Simpson in her workspace following the creation of the four pieces of artwork.



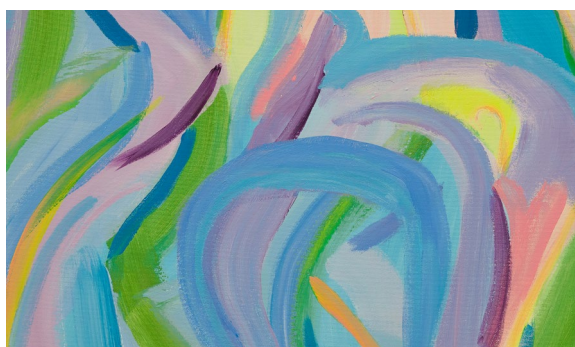
Be Bold



Be Inspiring



Be Caring



Be Extraordinary

Christopher Kask Honoured with Inaugural Recovery Award

Ontario Shores, in partnership with the Medical Staff Association, presented the inaugural Dr. Ian Dawe Recovery Award to recognize a staff member who puts the principles of Recovery into practice and has had a positive impact on a patient’s recovery.

Staff were nominated by a patient, family member or colleague who demonstrated an ability to be a champion of collaborative planning, to focus on abilities and strengths, instill hope and provide opportunities for connection.

The recipient of the inaugural Dr. Ian Dawe Recovery Award in 2017 was Christopher Kask, a Registered Nurse who is now working on the Geriatric Transitional Unit (GTU).

Christopher was nominated by a family of a



Christopher Kask, RN, GTU
recipient of the inaugural
Dr. Ian Dawe Recovery Award.

patient who had spent time on the Geriatric Dementia Unit (GDU). The family noted Christopher’s compassion, empathy as well as his ability to teach and collaborate as reasons for their nomination.

Christopher was recognized during the opening of the Recovery Art Show at Ontario Shores.

Collaboration Improving Care

In 2010, Ontario Shores went live with its Electronic Health Record (EHR) System and created a completely paperless health information system that has improved the delivery, quality of care and standardized clinical documentation in an environment which is efficient, secure and collaborative.

Two years ago, Ontario Shores partnered with Waypoint Centre for Mental Health Care

(Waypoint) to develop a shared Electronic Health Record system using MEDITECH. Waypoint went live with their EHR system in 2017.

Through this partnership, Ontario Shores and Waypoint have been able to create a shared electronic health record system that delivers more effective, efficient and accessible services.

Over the past year, the collaboration has now expanded to include The Royal Ottawa Health Care Group (The Royal), with plans to go LIVE with their system in June 2019.

This partnership encourages collaborative thinking, supports leading practices and evidence-based care and enablers of best practice to improve service delivery and research.

Together, we are able to advance coordinated care across the mental health system.



Discovery and Joy at Centre of #ConvoPlate Road Trip

By Cathie Dean

In September a small and excited group of patients and staff from Ontario Shores took a road trip to the Art Gallery of Burlington.

We had been invited to participate by the Paul Hansell Foundation in a therapeutic art initiative called the #ConvoPlate, which is a rectangular stoneware plate which workshop participants colourfully hand-paint with messages that will encourage a conversation about mental health.

We met Brian Hansell, who started the Paul Hansell Foundation and the #ConvoPlate initiative after losing his son to suicide.

Brian was genuine and inspiring. He talked about his son and told us the #ConvoPlate serves three purposes:

- 1) Stimulate conversations about mental health.
- 2) Inspire everybody to do something for the good of their mental health every day.
- 3) Raise money for mental health charities and causes, whatever they may be.

This was the first time in almost three and a half years that I was excited about something. Simply put, I was going to have fun and do something for me. And I was scared to death.

Although we were all feeling anxious about absolutely everything, we took extra precautions that day. You know us girls. Carry a purse the size of a small suitcase and pack for absolutely every eventuality – right? We had our Distress Tolerance Kits, anti-anxiety medication for those that needed it, bottled water and juices, cell phones and chargers and decks of cards were passed out. There was gum, candy, mints and let's not forget, wads of Kleenex just in case.

A few of us were so excited that we took extra care with our outward appearance. Some of us wore a little make-up, a first in a very long



The beginnings of a #ConvoPlate.

time. Hair was styled that day, not just thrown up into a pony-tail. Clothes were different on that particular day. We dared to stray from the all black, comfortably safe attire of track pants and a t-shirt. So much care was taken that day that I walked right by one of my friends. I didn't recognize her because I had never seen her dressed with such care before. It was nice to see that we were beginning to heal enough, to care a little, about something other than anxiety and depression.

It was a test of sorts for some of us. Can we do this? Far away from home and a change in routine that meant meeting new people and trying new things. It was a big deal for us. As the bus merged on to the highway, conversations were struck up, stories were shared, laughter, yes laughter could be heard. A young girl sitting behind me was singing along with her IPOD tunes and it was quite nice listening to her quiet,



Participants from Ontario Shores creating a #ConvoPlate.

sweet voice serenade us. It was very soothing. Before we knew it, we had arrived in Burlington.

Nearing the end of our visit, the gallery had a power outage, but it didn't make any difference. We were so incredibly consumed and distracted with our creations that we pushed through. There was just enough daylight left to allow us to finish our #ConvoPlates.

The day started out very overwhelming. I had committed to participate, but what did I get myself in to? I had doubts as to whether I could do this. But this time was different. This time, almost everyone felt like I did. We were all suffering with the same anxieties. I wasn't suffering alone. I was in good company.

When the day was over, it had become a day of discovery and a day of joy. It was daring, fun and it was confidence building. It gave me the

opportunity to practice mindfulness when the bus got too loud, deep breathing techniques when it got a little too busy for me. It became all about living in the moment - being right here, right now.

This #ConvoPlate road trip has become an integral part of my journey with my own mental health. This trip allowed me to step out of my comfort zone safely knowing I had the support of the professionals from Ontario Shores with me. I had the tools and the skills that I have been taught and more importantly, I was not alone. Every one of us on that trip struggles with mental health.

I am appreciative of the opportunity to meet Brian and make my own #ConvoPlate.

Ontario Shores CEO Receives National Recognition

Ontario Shores President and CEO Karim Mamdani received national attention when he was selected as the 2017 Aird and Berlis LLP Award for CEO Human Resources Champion. This national award is distributed each year by HRD Canada as part of their annual award program that honours the industry's best and brightest leaders and teams from across the country.

This national award recognizes a CEO who has driven successful HR strategies from the top by putting people first and championing innovative HR values.

"It is a tremendous honour to be the 2017 recipient of this prestigious award," noted Mamdani. "I am extremely proud to work with the talented and dedicated teams across the hospital who share my passion for excellence and remain dedicated to co-creating a positive and collaborative workplace together."

This award recognizes Mamdani's leadership and how he has personally driven numerous initiatives that enhance employee engagement, improve workplace culture and foster a psychologically safe and healthy workplace. Mamdani works in partnership with all levels of the organization and fosters an environment that encourages staff to explore innovative and creative ideas.

"Karim is a highly engaged CEO who believes staff are the hospital's greatest strength," said Michael Boyce, Chair, Board of Directors, Ontario Shores. "He seeks every opportunity to engage with staff, listen to feedback and take action. He has created a true sense of community within the hospital that can be seen, felt and heard every day."

More than 600 attendees celebrated the 20



award winners at the fourth annual HR Awards, hosted by TV personality Ben Mulroney.

Karim Mamdani,
President and CEO.

He was selected from a group of eight finalists through a robust application and judging process. He is in elite company with previous finalists representing IKEA Canada, BlueShore Financial, L'Oreal Canada, and Canadian Mortgage and Housing Corporation, among others.

Ontario Shores Strikes Gold

Ontario Shores has been recognized by Excellence Canada for its commitment to wellness in the workplace.

Excellence Canada, an independent, not-for-profit organization that is dedicated to advancing organizational performance across Canada, oversees a national recognition program that recognizes organizations from all industries who demonstrate excellence in one of their three standards or frameworks. Ontario Shores earned Gold Level recognition following a review against the Mental Health at Work® Framework.

Excellence Canada visited Ontario Shores in 2017 to hold focus groups with the Senior Management Team, managers, direct service staff and teams to learn about the organization's work and how it aligns to Excellence Canada's national framework.



In its evaluation, Excellence Canada highlighted the development and implementation of Ontario Shores' Integrated Wellness Plan as well as its employee engagement activities, recovery oriented approach to patient care and the hospital's overall work environment.

A group of representatives from Ontario Shores were present for the Excellence Canada ceremony.

Photo by Gary Rork Photography.

Ontario Shores Again Named GTA Top Employer

For the second straight year Ontario Shores has been named one of Greater Toronto's Top Employers.

The annual competition, which is in its 12th year, evaluates employers on several criteria including work atmosphere, financial and family benefits, vacation, skill development and community involvement.



Ontario Shores was first named one of Greater Toronto's Top Employers in 2016.

This honour recognized Ontario Shores as an employer who creates and maintains a desirable workplace with a culture that positively impacts staff, volunteers, patients and families each and every day.

Employees of Ontario Shores celebrate the organization being named one of Greater Toronto's Top Employers.

Photo by Adam Pulicichio.

Big White Wall Provides Online Mental Health Support

By Angelle Levasseur

In partnership with the Ontario Telemedicine Network (OTN) Ontario Shores is proud to welcome the Big White Wall as a resource for people within the Central East Local Health Integration Network (Central East LHIN) struggling with their mental health.

By visiting www.bigwhitewall.ca users can access free around-the-clock online peer support community where members can share experiences and express themselves in words and images, helping participants feel less socially isolated.

Through the power of technology, a mental health digital online peer support interactive service is available online 24/7, is completely anonymous, members can express themselves freely and openly and feel safe as they connect with others who are experiencing similar issues and share what's on their mind while gaining support and advice which helps them feel less socially isolated.

The common issues that bring people to the Big White Wall could be anything that is causing people emotional distress, this can include anxiety, stress, feeling low, depression and trauma. It's a great place to seek out help and be supported.

Big White Wall features a library of information, articles, tips, support courses to, assist in member recovery efforts. Self-care and self-management tools are available to members and provide valuable information and resources.

The Crisis Intervention team is available to offer additional support. 46 % of members have reported sharing mental health issues for the first time in their lives, sharing an issue that has been troubling them for a long time, 70 % of members have an improved ability to practice self-care and



an improved sense of well-being from using the services.

Joan Young, Ontario Trillium Foundation speaking during the unveiling event at Ontario Shores.

Members can access this safe community anonymously, via Computer, Tablet or Smartphone. Anonymity and safety for the members is a top priority at BWW and there are a number of features in place to ensure member's safety at all times.

Big White Wall was originally established in the United Kingdom and was later made available to the United States, New Zealand and now for the first time it's available in Canada.



Ontario Shores Joins Elite Company with HIMSS Stage 7 Revalidation

Ontario Shores has been revalidated as one of the HIMSS Analytics EMRAM Stage 7 hospitals. This prestigious achievement reflects Ontario Shores' commitment to ensuring the highest quality of care is met using Electronic Medical Records (EMR).

Organizations recognized as a Stage 7 hospital, no longer use paper charts to deliver patient care. Found within a Stage 7 organization are an abundance of data, automated processes, easier access to information and clinical decision supports within its EMR. Ontario Shores is the first hospital in Canada to receive the HIMSS Analytics EMRAM Stage 7 revalidation.

An EMR system has enabled Ontario Shores to introduce new tools and applications that have led to improved quality of patient care, safety and efficiency. The Level of Care Utilization System (LOCUS) is an assessment tool that helps determine the appropriate level of care a patient requires as they transition through care. The integration of LOCUS into the EMR, together with excellent business intelligence tools and process redesign has decreased the average length of stay for discharged patients and that has resulted in savings which have been redeployed back into clinical services. LOCUS has enabled healthcare providers to decrease re-admission rates within 30 days of patient discharge and achieve a 20%



Physician and Nursing Staff
scanning medication into the
Electronic Health Record.

increase in the number of patients per quarter admitted from the wait list.

To further partner with patients in their care, Ontario Shores launched HealthCheck, a patient portal which allows patients to safely access their electronic health information through an online portal. Information involving current health conditions, lab results, visit history and medication can all be accessed through the Ontario Shores Electronic Health Record. Staff also benefit from improved communication and engagement with patients and their families.

Revalidation as a HIMSS Analytics EMRAM Stage 7 hospital has allowed Ontario Shores to enhance the quality of patient care. This designation has advanced and ensured patient safety through analytics and has created greater access and efficiencies in care.

A Culinary Evening with Chef Madison Cowan

When you look at the diversity of ingredients in a Chef Madison Cowan recipe you might find a few items leave you stumped. But when you take the time to hear his life story you realize, just like his recipes, it is that diversity of experiences that elevated him to the top of the culinary world. Each ingredient and experience in his life is key to the overall creation.

Chef and Alzheimer's advocate, Cowan took part in a special event with Ontario Shores and Durham College's Galen Weston Centre for Food. Proceeds from the event went to support culinary learning opportunities for Ontario Shores' patients.

His list of credentials is impressive. He was awarded a four star rating from The Times as executive chef of Ashbells in London's West End. He was Food Network's first ever Chopped Grand Champion and Iron Chef America's Battle Kale winner and currently features on multiple series such as Beat Bobby Flay, Guilty Pleasures and Iron Chef Eats. He has catered to jazz legend Lionel Hampton, actors Halle Berry, Scarlett Johansson and Anthony Anderson, rapper and poet Mos Def, fashion icon Donna Karan, former NYC Mayor David Dinkins and former President Bill Clinton.

But the road to success was not easy and as Cowan clearly and pointedly tells others, "I wasn't supposed to be here today."

At one point, Cowan was homeless and during a pivotal encounter met a chef who took him in during a cold winter and taught him many of his culinary skills.

He credits his stepmom, the only mom he ever knew, for infusing a passion for cooking and providing a skill that carried him forward.



Chef Madison Cowan presenting at Durham College's Galen Weston Centre for Food.

"From the age of three she taught me to cook, to clean and to sew and she told me I want you to be the man your dad was not."

As a successful chef and a proud father, his career allowed him to give back and support causes that were near to his heart including the Food Bank for New York City and the Alzheimer's Association.

His dad and several of his siblings developed Alzheimer's; his father lived and struggled with it for 15 years. "You wouldn't wish that on your worst enemy," Cowan said.

"It's all that I can do to bring attention and focus to these organizations. That is what I want to be known for. This TV stuff is just a vehicle that allows me a platform to focus on the things that are most important to me."

Tokyo Police Club Rocks Imagine Festival



Josh Hook, Guitarist; Greg Alsop, Drummer; Graham Wright, Keyboardist and David Monks, Vocalist and Bassist; Tokyo Police Club. (Top)

Graham Wright, Keyboardist, Tokyo Police Club. (Left)

Lucas Silveira, Canadian Vocalist, Guitarist and Songwriter. (Bottom)

As the 2017 Imagine Festival Concert was taking shape to bring in headliners Tokyo Police Club, one interesting phone call with the band and manager brought forth an unplanned conversation.

"I had a friend that was actually in Ontario Shores," said guitarist Josh Hook. "It's an ongoing thing but she is doing much better."

While that conversation was unexpected, it isn't surprising. The many interactions with community or guests will often evoke a personal story and makes you reflect on the reach and impact Ontario Shores and its people have.

The band, consisting of Dave Monks, Graham Wright, Josh Hook and Greg Alsop, grew up in Toronto. Their lives have taken them to different locales but still perform together at various shows.

The Imagine Festival celebrated its tenth year with the celebrated indie band taking stage with opening act Lucas Silveira. Silveira, a singer song-writer from Toronto, is a mental health advocate and a voice for the LGBTQ community. Silveira was a crowd favourite and a strong voice for those dealing with discrimination. As a transgender person he knows first-hand the discrimination and the isolation that his peers face. Silveira started the Anchor Campaign to use social media to reach out to those in isolation by telling his story or the stories of others who feel comfortable in sharing.

"There is a discomfort around talking about suicide and I think that is a conversation that needs to be more elevated," Silveira said. "Let's try and create an environment where we have comfort in talking about our feelings."

Human Rights Work Building Capacity

By Angelle Levasseur



Developing human rights capacity by enhancing service provisions, policies and procedures and training continues to be an area of focus at Ontario Shores.

Throughout this journey, the organization's commitment to Human Rights has been supported by teams and advisory groups representing various occupations, - both clinical and non-clinical, union and management – as well as patients and their families.

The latest innovations to advance Human Rights at Ontario Shores is with the renovations of the Universal Washroom which is barrier-free, fully accessible and available to all genders.

Ontario Shores also unveiled a new Recovery College course to support patients who identify with the LGBTQ+ Community (Lesbian, Gay, Bisexual, Transgendered, Questioning/Queer +).

This LGBTQ+ Support Group offers, a safe and supportive environment to discuss stigma and prejudice associated with the challenges with 'coming out', discovering sexual orientation and gender identities, minority stress, substance use/abuse, disparities in care along with other areas of concern that act as barriers to wellness and learn coping strategies to reduce identified barriers.

Further expanding education, the Human Rights

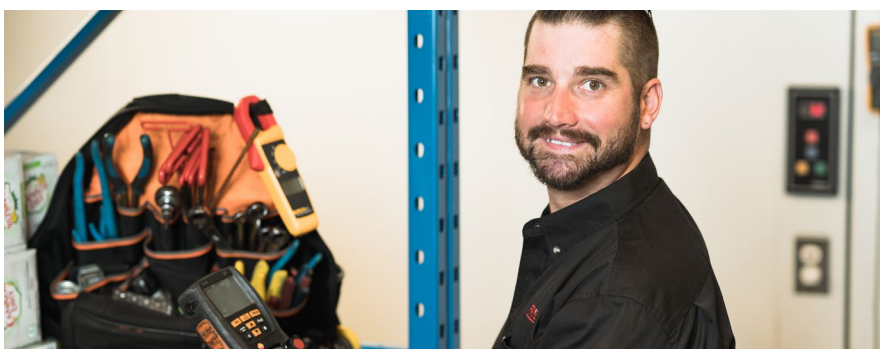
Codes eLearning module is now available to everyone at Ontario Shores through the online learning platform. This scenario based module will introduce learners to the definitions of each protective code and the social area. Some areas covered under code grounds include Disability, Gender Identification and gender expression, race and related grounds, sexual orientation just to name a few.

Ontario Shores 'Human Rights Day' which featured a special filming of the #MindVine Podcast featuring panel discussion with employees that covered the topics of diversity, inclusivity, accessibility and Human Rights.

Megan Cameron, Social Worker, Borderline Personality and Self-Regulation Clinic; Faisal Islam, Evaluation Researcher, Research and Academics; Jane Snyder, Director of Strategic Initiatives.

Awareness Campaign Delivers Powerful Message

By Angelle Levasseur



Ontario Shores successfully launched its second Awareness Campaign with the familiar tagline, 'My Mental Illness Didn't Stop Me'. The Awareness Campaign highlighted the life stories of four Ontario Shores patients; Kevin, Jennifer, Chelsea and Cody. These are real people who struggle with mental illness and received the support they needed at Ontario Shore to move forward in life.

"The purpose of the campaign was to educate our communities of Ontario Shores and the help that is available to them, create mental health awareness and reduce stigma," said Linda Henry, Chief Executive Officer at Ontario Shores Foundation for Mental Health.

"This powerful campaign featured the inspiring stories of recovery of four individuals with varying backgrounds and experiences in life who have overcome many challenges associated with having a mental illness. With treatment and support, they have set their own goals and have persevered to achieve them".

'My Mental Illness Didn't Stop Me' and the real life stories of recovery from the four participants from Ontario Shore were featured across Durham Region and Toronto on transit buses, shelters, GO train platforms, billboards, newspaper and radio stations. The campaign also hit social media platforms encouraging visitors to donate and to learn more about Ontario Shores and the Foundation by visiting focusedonrecovery.ca

With the support of donors, Ontario Shores is bringing discovery, recovery and hope to people with mental illnesses, to their loved ones and to our communities. The future of mental health affects us all and never before has philanthropy had a more essential role to ensure that Ontario Shores can change people's lives through compassionate patient care and innovative research and teaching – now and in the future.

Chelsea, Cody, Jennifer and Kevin.
(From Top to Bottom)

Impact of Distress Tolerance Kit Immeasurable

By Laura Dear



Laura with her Distress Tolerance Kit created in PHP at Ontario Shores.

Before stepping foot in the Partial Hospitalization Program (PHP) at Ontario Shores I didn't know much about distress tolerance.

I quickly learned how important it is to find things that can help you to feel better and manage while under distress.

During creative arts class, I was taught how to make items that can help ease that distress. The first items I made were positive affirmation stones. Our teacher had us make three stones with positive statements on each one. The first stone is for you, the second is for a loved one and the third one is to leave in a public place. I enjoyed this activity so much that I purchased some of my own stones and made one for each of my coworkers for Christmas. I put a different saying on each stone that I thought would reflect each coworker individually.

The second set of items we made were lavender scented hot and cold bags that we decorated and can freeze or warm up in the microwave. I put my mantra of 'you got this' on mine and on my son's I put his name and the back is Star Wars themed.

We also made little cards with the tips we have learned on them to refer to when needed. These have proved very helpful and both my son and I refer to them often.

The last item I made was my Distress Tolerance Kit using pattern lining in a Star Wars theme.

I chose to decorate one side of my bag with the techniques I learned in class and the other side with phrases and positive affirmations that really resonated with me.

Once I had completed my bag, our teacher, Emily, took it home to sew on her own time as

she has done with each and every bag that her clients have made. This touched me deeply to see the caring and thoughtful acts made by these amazing clinicians.

I have put the items I made in class into my bag as well as some essential oils in calming scents and a small stress ball. I also added a small notebook in case I wanted to write down any thoughts or feelings I may want to record at that time.

I had purchased a calming item at the Ontario Shores craft fair called 'little fit' that I have added as well.

Both my son and I have used the items in this kit quite a few times. My son has autism and often needs some calming down time during routine changes or busy events.

I found working on these techniques and using the items we have created has helped both my son and I relieve some of our distress as well as bringing us closer as we worked on some of these items together. It has helped us both open up about our feelings and help each other through our challenges.

I keep the bag with me and have since made a home distress tolerance kit and another for my son, who keeps it in his room.

My coworkers have used some of the items in it as well and read the phrases to help them through challenging moments.

I feel very lucky to have learned these skills that I implement on a daily basis to help me to 'ride the waves' and to remind myself that 'I've got this'.



Partnership Front and Centre at Holiday Hockey Challenge



It was a festive atmosphere as Ontario Shores hosted the 2nd annual Holiday Hockey Challenge at Iroquois Park Sports Centre in Whitby.

This year a team of Ontario Shores' employees faced off against The Beer Store in a friendly game to promote its partnership and celebrate community. The Beer Store is a champion for mental health and supporter of the Ontario Shores Foundation.

Admission came in the form of a donation to assist Ontario Shores' patients in need, including winter clothing and hygiene products.

Despite getting off to an early lead, Ontario Shores ran out of steam allowing The Beer Store to pull even at the end of regulation. The Beer Store eventually took home the Holiday Hockey Challenge Cup by winning in a shootout.

Ontario Shores defeated another great partner, Lakeridge Health, in the inaugural Holiday Hockey Challenge in 2016.



Adriano Palmieri, Finance Clerk and Holiday Hockey Challenge participant playing the puck up the ice. (Top Left)

Melissa Geary, Recreation Therapist and Holiday Hockey Challenge participant getting ready for the face-off. (Top Right)

Both The Beer Store and Ontario Shores teams lined up for the group photo. (Bottom)

#MindVine Podcast Continues to be a Home to Share Connections to Mental Health

Ontario Shores' #MindVine Podcast continued its growth by strengthening its reach and attracting guests with powerful stories interested in promoting mental health and eliminating stigma.

Produced by Ontario Shores to ignite conversations about issues impacting people living with mental illness, the #MindVine Podcast is available for viewing on YouTube and for listeners on iTunes, Google Play and SoundCloud.

In January, on Bell Let's Talk Day, comedian/actress Jessica Holmes visited Ontario Shores to appear on the #MindVine Podcast to discuss her role as an ambassador for the Bell Let's Talk Campaign along with her career and her connection with mental health. Like many Canadians, Jessica struggled with general and post-partum depression.

Along welcoming Jessica, the #MindVine Podcast hosted other notable guests including indie rock band Tokyo Police Club and radio announcer Dani Stover. The podcast also welcomed world internationally recognized Chef Madison Cowan, who shared his personal connection to Alzheimer's disease.



Amber Smith, Learning and Development Specialist, CEO; Jessica Holmes, Bell Let's Talk Ambassador, Comedian and Author; Chris Bovie, External Relations Officer. (Top)

Dani Stover, Announcer
@Indie88Toronto. (Bottom)

A Love Story: Cathie, Martin and PHP

By Cathie Dean

Martin and I were married on August 8, 1981. Yes, our vows included the traditional 'for better, for worse, for richer, for poorer, in sickness and in health.'

Throughout the years, we have been able to weather all the 'normal, or should I say average' ups and downs that 37 years of marriage will provide. There have also been some unique situations that we have been able to navigate through. But the re-occurrence of my depression and anxiety and my suicide attempt led us to our recent challenge.

Martin was diagnosed with Type II Bi-polar Disorder in 1999. I don't know if I was relieved that we finally had an answer to some extreme behaviours over the years or scared to death because of the stigma that was attached to it.

I was diagnosed with unipolar depression in 1993. I received treatment and medication and managed my life until this most recent re-occurrence.

Throughout the years, Martin and I have each had very different forms of treatment. It wasn't until I got sick in 2017 that we discovered Ontario Shores and their Partial Hospitalization Program (PHP).

Over a period of 84 days, the PHP team of clinicians gave each of us the tools and the skills that allow us to live with our mental health illness rather than suffer from our mental health illness. PHP gave me what I needed to help me save my own life.

Throughout this program I would bring home bits and pieces of what I was learning and share them with Martin. He was a very patient listener trying to absorb and understand what I was talking about and eventually it all began to make sense



Martin and Cathie
relaxing in their
courtyard.

to him. Martin will be the first to tell you that he was worried this was new age hippy love therapy. He had some skepticism which thankfully, he kept to himself.

Slowly, I began the healing process and began making significant changes to my lifestyle, yet Martin continued struggling with his own mental health. Logically, if I was benefitting from the program there was a good possibility that Martin would also. So, a few weeks after I completed PHP, Martin began the program.

PHP helped each of us to begin healing a lifetime of emotional and physical scars that we had been carrying around for decades.

We are the first married couple to complete this program. The impact PHP has had on our marriage has been incredible. One of the benefits of us completing this program is knowing that we have each other's back. If one slips, the other is there to guide and inspire.

We are more aware of how we communicate with each other and the people that we interact with. We are mindful of the tone and expression we use. Our words are kinder and gentler and are more carefully and deliberately chosen. There are even some words that we are trying to change or eliminate from our vocabulary altogether. These words include 'but' because of its negative

connotations, 'never' has been changed to 'not yet', 'I can't' to 'I'll try'. Well, you get the idea.

We have learned the practice of 'radical acceptance' which has helped us both and proved to be a very crucial part of my recovery. Practicing 'radical acceptance' has allowed me to 'let go' of the unbelievable guilt and shame I had burdened myself with. We are learning to accept the many losses we have experienced. The loss of a job, a business, a friend, a parent, a sibling, our health, our independence, our dreams and goals. These are all painful losses that needed to be grieved over so that we could let go of them and find closure. Closure brings incredible relief. It also brings peace of mind.

Our new 'normal' includes setting boundaries and knowing when to say no. We are learning not to over extend ourselves.

We are learning to 'live in the moment.' This means being present right here, right now. It means participating in life and not just going through the mechanics of what has become usual, comfortable and safe. When depression and anxiety took hold, we unknowingly pushed all the fun out of our lives. Activities that once brought such joy - leisure reading, writing, journaling, building models, playing guitar, drawing and colouring, are slowly being re-discovered and brought back into our lives.

Our lifestyle changes include prioritizing, simplifying and downsizing. We no longer set ourselves up for failure, individually or as a couple. By lowering our expectations, we have made our goals and dreams more attainable. The thoughts that use to keep us distracted and pre-occupied no longer weigh us down because we choose not to let them. Individually, we each come first. As a couple, we compromise.

Decisions are not as life shattering as we once thought. We have grown stronger and we stand united. We no longer let other people have power, influence or control over us. We make our decisions based on what is best for us and we do not apologize or make excuses for it. We can finally let go of self-imposed lifetime sentences of guilt and shame that we had burdened ourselves with.

We are not defined by how popular, busy,



successful or in-demand we are.

Each accomplishment and achievement are victories and we celebrate those, regardless of their size or significance.

Getting well has been a lot of hard work. Staying well requires regular maintenance and self check-ins. We feel very privileged to have been given this opportunity to learn, practice and embrace this new lifestyle.

We will continue to heal, one day at a time, one foot in front of the other.



Financial and Clinical Data

Photo by Joel, Photo Skills Group
Participant, Recovery College.

Financial Data

Revenue by Type

\$139,453,000

Ministry of Health and Long-Term Care*	93.2%
Patient and Ancillary	5.8%
Investment Income	1.0%

Expenses by Type

\$133,340,000

Compensation	81.5%
Other Supplies and Expenses	16.9%
Drugs and Medical Gases	0.9%
Rent	0.2%
Medical and Surgical Supplies	0.3%
Building Amortization Net	0.3%

Working Capital

(\$4,457,000)

Clinical Data

Age on Admission

12 - 18	8.3%
19 - 34	33.3%
35 - 54	26.4%
55+	32.0%

Median Length of Stay

64 Days

Diagnosis on Discharge

Psychotic Disorders	58.2%
Neurocognitive Disorders	13.4%
Bipolar and Related Disorders	7.9%

* 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.



Practice
Makes
Progress

It's all
about the
journey

The

Adjust
or
Quit



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