



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

Shared Stories of Discovery, Recovery and Hope

2015 - 2016 Annual Report

#MindVine



'I'm Very Focused and Independent'



'I Wasn't a Bad Kid'



'Life as a Mother is More than what you See on Facebook or Pinterest'



'We Talk About the Things that are Important to Them'



'I Feel Like I can Help Others'



Our Social Media Home
mindvine.ontarioshores.ca



» Table of Contents

- 4 Message from Barbara Cooney and Karim Mamdani
- 6 Jessica and Trudy
- 8 Award of Excellence in Mental Health and Quality Improvement
- 9 Ontario Shores Named Recipient of Prestigious Davies Award
- 10 Beth and Judy
- 12 Imagine Arts Festival
- 14 Crysten and Donna
- 16 Patient Recovery Art Showcase
- 18 Bheeshma and Prem
- 20 Integrated Wellness Plan
- 20 Ontario Shores Embarks on new Journey with a Human Rights Initiative
- 21 Rob Butler Visits Ontario Shores
- 21 DRPS and Ontario Shores Patients Face-Off in Annual Event
- 22 Jacob and Inspector Rollauer
- 24 5th Annual Mental Health Conference
- 26 Stacey and Dr. McCormack
- 28 Closing Thoughts - Chelsea
- 30 Data Highlights

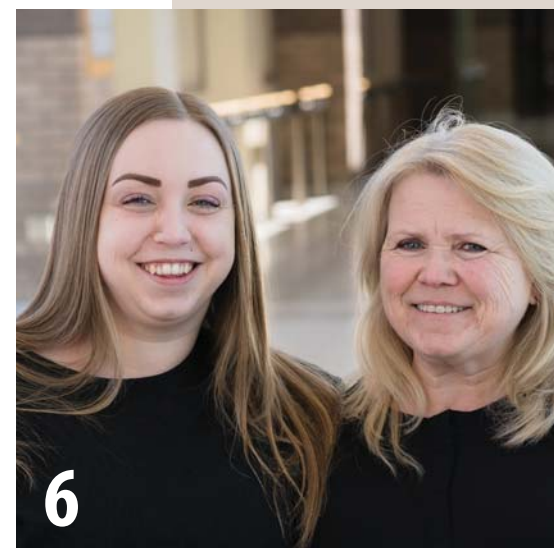
Cover Photo:
Crysten, Outpatient

Produced by Ontario Shores' Communications and Public Affairs Department.

2015 - 2016 Annual Report



18



6



10



22



12



24



Karim Mamdani, President and CEO (Left) and Barbara Cooney, Board Chair (Right).

» Message from Barbara Cooney and Karim Mamdani: **Community of Discovery, Recovery, Hope.**

The pursuit of excellence in mental health care is what will make a difference for our patients and their families. Our collective achievements and awards demonstrate our commitment to pursue excellence in everything we do.

As we prepare to officially close the 2015-2016 year at Ontario Shores Centre for Mental Health Sciences (Ontario Shores), we are proud of our many accomplishments and the positive impact we have had on our patients and their families.

Among them, was being named a recipient of the 2015 HIMSS Nicholas E. Davies Enterprise Award for Excellence.

Ontario Shores is the first hospital in Canada and one of 77 organizations in the world to receive this prestigious recognition, which honours the outstanding achievement of using

health information technology to substantially improve patient outcomes.

In the last year we were also proud to receive the 2015 Award of Excellence in Mental Health and Quality Improvement from the Canadian College of Health Leaders in part for the implementation of evidence-based mental health practices through the use of Clinical Practice Guidelines, including one for the assessment and treatment of schizophrenia.

These accolades and others deserve to be celebrated as they are the result of a collective effort to pursue organizational excellence.

This type of recognition is not received in isolation. It is achieved through people with various roles and backgrounds working together, as a community, in the best interests of their fellow citizens.

Whether it is through school, athletics or the arts, we are connected to people in society through the various communities we engage in each and every day.

In mental health care, our patients, families, staff, volunteers, and partners are essential to building and maintaining a community that provides coordinated and excellent care to patients and families with compassion, thoughtfulness and respect.

In this annual report we are proud to celebrate the diverse aspects of our community which supports positive change in mental health care and we are honoured to recognize the unique role staff, patients, volunteers, police and business leaders all play in supporting recovery.

We are proud to shine a light on these stories and celebrate the

difference we can all make in a person's recovery journey.

We look forward to continuing to work with all of you as we pursue excellence together and inspire discovery, recovery and hope in each of us.



"I now feel like I can be successful in life."

~ Jessica, Outpatient

Jessica, Outpatient and her Mother, Trudy.

» Jessica and Trudy

Jessica is articulate, intelligent, thoughtful, and owns a smile that could light up a room.

This is the Jessica her mother remembers. This is the Jessica she is happy to have back.

"We had grown apart, but we are back together," says Trudy of her relationship with her daughter. "I talk to her every day. I support everything she is doing."

There was a time when a relationship with her mother or anyone in her family seemed rather impossible.

Diagnosed with depression and anxiety at age 14 and with Bipolar Disorder at 23, Jessica spent most of her adolescent and early adult years struggling with mental illness. Over the years she has spent time in hospitals and consulted with psychiatrists and mental health professionals. Sometimes

things got better, but never for too long.

"It was chaotic, confusing and lonely," admits Jessica, now 29. "Being so young and not knowing what was going on and being ashamed. I just wanted it to end."

As mental illness took hold of her life, Jessica found herself making poor decisions.

"I was in an abusive relationship, detached from family, in debt and had addiction issues," she notes.

Jessica's fortunes began to change when she was diagnosed with Borderline Personality Disorder at age 27 and was admitted to Ontario Shores' Borderline Personality and Stress Regulation Clinic (BPSRC), which serves those who are experiencing difficulties managing their symptoms.

"It was the right place at the right time and she was ready for it," says Trudy who says she noticed a significant difference in her daughter within three months of her first appointment.

Through the BPSRC Jessica participated in Dialectical Behaviour Therapy (DBT), which is a treatment specifically designed

"We had grown apart, but we are back together."

~ Trudy, Jessica's Mother

for individuals with Borderline Personality Disorder. She credits medication management and individual therapy for aiding her recovery, but also found group therapy to be an impactful experience.

"You walk into a room and these people understand you like no one else I know," she recalls of her first group therapy experience. "Before then, I felt like nobody took me seriously."

Two years later Jessica feels like she is taking control of her life again. She has learned to manage her illness and is now focused on the future.

"I now feel like I can be successful in life," she says.

Meanwhile, her mother now has a better understanding of the challenges facing her daughter. While the two have experienced more valleys than peaks in recent years, both are thankful for the opportunity to rebuild their relationship.

"It's like when someone you love has been on vacation for a long time," says Trudy. "They return and you are so happy to see them again."





(Left) The 2015 Award of Excellence in Mental Health and Quality Improvement.

(Right) Nursing staff take part in training to better understand daily activities from a patients' perspective.



» Award of Excellence in Mental Health and Quality Improvement

In 2015, Ontario Shores was proud to receive the Award of Excellence in Mental Health and Quality Improvement from the Canadian College of Health Leaders (CCHL).

Ontario Shores was honoured for the implementation of evidence-based mental health practices through the use of Clinical Practice Guidelines (CPGs), including one for the assessment and treatment of schizophrenia.

Given to a leader in the field that demonstrates evidence-informed and sustained quality improvements in the areas of mental health and addictions, the award celebrates improved outcomes for patients.

"The award recognizes that we have embedded decision support into our system to promote evidence-based clinical practice. We also pull data from our electronic system to show clinicians their practice patterns compared to their peers. These two tools have been very powerful in ensuring

that we offer the best care to our patients and their families," notes Dr. Ilan Fischler, Geriatric Psychiatrist and Medical Director, Clinical Informatics.

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

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



» Ontario Shores Named Recipient of Prestigious Davies Award

Ontario Shores became the first hospital in Canada and one of 77 organizations in the world to receive the HIMSS Nicholas E. Davies Enterprise Award for Excellence in 2015.

This prestigious recognition follows closely on the heels of Ontario Shores being awarded the Stage 7 designation for a completely Electronic Medical Record (EMR); the only hospital in Canada to receive this.

The Davies Award recognizes the outstanding achievement of using health information technology to substantially improve patient outcomes while achieving return on investment. Only organizations that received the HIMSS Stage 6 or 7 designations are eligible for this recognition.

The Davies Awards program promotes electronic health records enabled improvement in patient outcomes through sharing case studies and lessons learned on implementation strategies, workflow design, best

practice adherence, and patient engagement.

Examples of how the EMR has improved patient care were submitted and included the great value to patient safety by ensuring proper verification and administration of medication. Real-time identification of errors provided a safeguard in reducing the potential for medication errors to reach the patient.

In addition, the EMR was the primary medium through which new procedures were implemented and monitored.

Ontario Shores also implemented Clinical Practice Guidelines (CPGs) in order to consistently integrate evidence-based care and standardize workflows organization-wide, thus allowing opportunities for evaluation and improvement.

Ontario Shores remains committed to the ongoing improvement and standardization of patient care.

From left to right: Vincci Tang, Deputy CFO; Maluah Dewhurst, Project Coordinator; Nicole Parton, Senior Data Integration Analyst; Jayne Spina, Pharmacy Applications Analyst; Barb Mildon, VP Practice, Research, Human Resources, CEO and CNE; Wendy Odell, Manager, Clinical Informatics; Karim Mamdani, President and CEO; Kimberly Walker, Manager, Information Technology; John Chen, VP Finance and Support Services, CFO and CIO; Jeff MacDonald, Information Specialist; Dr. Ilan Fischler, Medical Director, Psychiatry.



Beth, Volunteer (Left) and
Judy, Volunteer (Right).

“It was nice to be able to see him smile. It was great to know that was still in him.”

~ Beth, Volunteer

» Beth and Judy

It was a trying time for Beth and her family.

Her husband, Les, was struggling with Alzheimer's disease as an inpatient on the Geriatric Dementia Unit (GDU) at Ontario Shores as the family was dealing with the hardship of watching the health of a loved one deteriorate.

No stranger to Ontario Shores, Beth worked in the Finance Department for 30 years before retiring from her full-time position in 2000. She worked part-time until her husband's health worsened and required full-time care on GDU. As a caregiver to her husband, Beth saw a side of the hospital she had not experienced before.

“Working in finance I was never exposed to the medical side,” she says. “It really gave me an appreciation for what they do and the care they provide.”

Beth visited Les frequently and built relationships with both staff and volunteers. But there was one volunteer in particular who left a lasting impact on Beth and her family.

“He would just light up when he saw her,” says Beth of longtime Ontario Shores volunteer Judy Haight. “She just had that very

pleasant and happy personality that the patients really loved.”

Judy, whose mother suffered from Alzheimer's disease, is a retired Registered Nurse who worked in maternity and gynecology before becoming a volunteer at Ontario Shores almost 20 years ago.

“I like everything about it,” Judy says of volunteering. “I like caring for people and working with them to make something better.”

Beth appreciated Judy's impact on Les and still cherishes those moments.

“It was nice to be able to see him smile,” she says with a tear in her eye. “It was great to know that was still in him. That was nice.”

Les passed away in 2008, but Beth's relationship with the hospital has continued. She now volunteers as the treasurer of the Ontario Shores' Volunteer Association and frequently runs into staff who cared for her husband. She also still sees Judy, that memorable volunteer.

“I see her in summertime, we lawn bowl together,” an emotional Beth says of Judy. “She tells my grandson when she sees him that he looks like his grandpa with his blue eyes.”



(Left) Spirit of the West playing at the Regent Theatre in Oshawa. From Left to Right: Hugh McMillan, John Mann, Geoffrey Kelly, Tobin Frank, Matthew Harder and Vince Ditrich.

(Right) Matthew Harder and John Mann looking over fan photos from past events.

Early-onset Alzheimer's disease happens to people who are younger than 65. Often, they are in their 40s or 50s when they're diagnosed with the disease. It's a type of dementia that causes problems with memory, thinking and behaviour. Symptoms become worse over time, becoming severe enough to interfere with daily tasks.

» Imagine Arts Festival

With the high-energy performance from the classic Canadian folk band Spirit of the West at their latest show, especially the band's frontman John Mann wildly waving his arms on stage to start one of his signature dance moves, you wouldn't have guessed that he was coping with an early onset of Alzheimer's disease. During the concert, he brought a spirited demeanour that the band always carries during their performances, to the excitement of fans. Despite the devastating disease, Mann stays positive and soldiers on with determination, such as performing shows with the band.

However, this show is a bit different. It shares his story with mental health.

Spirit of the West played the Regent Theatre in Oshawa as part of the annual Imagine Festival, hosted by Ontario Shores. The hospital hosts an annual concert featuring musicians and groups that have a personal



connection with mental health. Since its inception in 2008, the Imagine Festival presents public events to educate audiences about mental illness. The signature event – the concert – showcases the talent and successes of individuals living with mental illness and reduce stigma. For the last few years, a wealth of musicians has performed at the Imagine Festival such as Serena Ryder, Chantal Kreviazuk, Steven Page and more.

Spirit of the West is an iconic Canadian folk band from Vancouver with well-known tunes such as "Home for a Rest" and "Save this House" that put them on the Canadian folk music and rock scene in the 80s and 90s.

Mann publicly announced his diagnosis of Early-onset Alzheimer's disease in fall of 2014. Undeterred by the impact of the degenerative disease, Mann continued to perform music. One can tell that he's determined to continue performing and do what

he loves – music. The limitations of the disease have set in – memory loss, especially lyrics to the band's hit songs. He uses an iPad with lyrics to jog his memory during live shows.

Spirit of the West band member Geoffrey Kelly said that the band is very supportive of mental health.

"We had a wonderful bunch of folks join us to support mental health," he said. "We have the Ontario Shores people here and Spirit of the West and we all got together and had a wonderful night playing music and thinking about all the folks that need a little love and a little support with whatever they are going through dealing with mental health and we're delighted to be part of that whole thing."

There's something about music that draws people together, according to Chris Bovie, the External Relations Officer at Ontario Shores. "It's intimate with energy and you can have a conversation

with the audience." While it's a great night out for fans and attendees, sending a message and educating them is woven into the event, with the goal of people leaving the concert having learned something about mental health. It's also important to reach out to those that know nothing or little about mental health in order to educate and reduce stigma.

Together, with the band, Mann wants to fight the stigma around Alzheimer's disease. Instead of just talking about it, it's important to take action to fight the stigma, says Vince Ditrich, Spirit's drummer and manager. The band does this by setting an example, through "people holding their loved ones close and help them do what they love to do for as long as they can."

After three decades of high-spirited live shows, medical challenges led Spirit of the West to call it quits and the band performed its final show in April.

"We had a wonderful bunch of folks join us to support mental health."

~ Geoffrey Kelly,
Spirit of the West

John Mann,
Spirit of the West.



“Before I never had hope for myself.”

~ Crysten, Outpatient

Crysten, Outpatient (Left) and Donna, RPN (Right).

» Crysten and Donna

Naturally soft-spoken and perhaps a little timid, Crysten has shown a determination that inspires others.

“She’s worked so hard,” notes Donna McAleer-Smith, a Registered Practical Nurse at Ontario Shores who supported Crysten through the Grove School. “She’s very kind and has that silent strength. She’s a great role model.”

Things didn’t always seem positive and promising in Crysten’s world.

Always an anxious child, Crysten began to struggle at age 12. Diagnosed with anxiety and depression, she came to Ontario Shores as an outpatient before being admitted as an inpatient on the Adolescent Unit. Diagnosed at 18 with Borderline Personality Disorder, Crysten has also spent time in Ontario Shores’ Partial Hospitalization Program and the Transitional Aged Youth program.

“It felt like torture,” says Crysten of

struggling with mental illness. “I didn’t understand what was going on with me.”

Her illness, along with a learning disability and the recovery process, derailed her progress in school.

“School has always been tough for me,” the now 20-year-old says.

The Grove School at Ontario Shores is a partnership with the Durham District School Board which patients under the age of 21 have an opportunity to earn Ontario Secondary School credits, while they are receiving treatment. She completed four credits through the Grove School to earn her diploma and set course for post-secondary school. She now has her sights set on being a Registered Practical Nurse and will begin her post-secondary school career next September at Centennial College in Scarborough.

“I’m so proud of her, but I have no right to be,” says Donna. “She’s done this all on her own. Her success is a result of her hard work.”

While working toward earning her diploma, Crysten says the support she received through the Grove School from the staff at Ontario Shores and the DDSB was vital to her success.

“I didn’t think I would ever be able to apply for college,” she says. “I feel like they have done so much for me.”

In her recovery, Crysten relies on Dialectical Behaviour Therapy (DBT) to help her manage her

illness. DBT is a therapy designed to help people change patterns of behaviour that are not helpful, such as self-harm, suicidal thinking and substance abuse.

“It’s helped me so much,” she says of DBT. “With the skills I have learned, I feel like a completely different person.”

Also assisting her recovery is a small, but not insignificant reminder in the form of the word ‘Hope’, which is tattooed on her chest.

“Before I never had hope for myself,” says Crysten, who also has the word ‘Love’ tattooed on her wrist to remind her to love herself. “I finally do have hope and I wanted something to remind me of that every day.”

“She’s done this all on her own.”

~ Donna, RPN





Just a few of the many pieces of artwork that were on display during the showcase.

» Patient Recovery Art Showcase

For those suffering with mental illness, art can be therapeutic in promoting creativity through self-expression, relaxation and even a catalyst for healing. It can also be used to educate clinicians and caregivers to gain a better understanding of their patients and loved ones to provide better care in their recovery journey.

Recovery is a personal journey and to highlight what recovery means to the patients Ontario Shores cares for, the first ever Patient Art Recovery show was held.

Last December, staff had the opportunity to see what recovery means through the eyes of patients in the Art Gallery. About 65 vibrant and unique artwork pieces were submitted by patients. The pieces took on various artistic forms such as paintings, drawings, digital art, photographs, poems, music video or multimedia.

Peer Support Specialist Stella Ducklow and Recreation Therapist

Amanda O’Keefe spearheaded the project.

It’s important that the art showcase was a “patient-led” conversation about recovery, according to Stucklow. By having patients curate their own content, it gives their experiences a voice to help educate staff and patients about what recovery means to them.

“We ask the patients we work with to submit artwork about what recovery means to them,” says Stucklow. “So we were able to actually see in the gallery what recovery looks like from their perspectives so they can educate the clinicians on their vision.”

“Patients can create a conversation about recovery and allow staff to enter in their journey,” she added.

The therapeutic use of art in recovery explores five areas – social, physical, spiritual, cognitive and emotional. It helps patients by promoting creativity,



self-expression, and peer interaction and to learn from each other. It also helps to improve their self-esteem and improve their cognitive skills.

For Erika, a patient at Ontario Shores, she was happy to create a Recovery piece for the showcase. Art is her way of “self-soothing”.

“I think it’s a great idea,” she says. “My recovery piece, it’s my way of self-soothing. It’s a skill I’ve learned

in the program that I’m in, so I use painting as a way of calming myself and grounding myself.”



(Left) Erika, Patient participating in a video interview recorded by John, Senior Multimedia Specialist.

“It’s my way of self-soothing. It’s a skill I’ve learned in the program that I’m in, so I use painting as a way of calming myself and grounding myself.”

~ Erika, Patient



“I want to take care of myself.”

~ Bheeshma, Outpatient

» Bheeshma and Prem

Prem Nadarajah thought it would be a good idea to recognize the hard-working people at his Denny's restaurant in Whitby by creating an Employee of the Month Award. Prem had his employees vote for their peers to select the first recipient of the award.

“He's a valuable team player,” Prem says of Bheeshma, who won that very first employee recognition award.

The road to Denny's and being a contributing member of society has been a long and winding one for Bheeshma.

Diagnosed with schizophrenia, Bheeshma's life was in turmoil before becoming an inpatient at Ontario Shores four years ago.

“My life was a blur,” he says just before his shift as a dishwasher at Denny's. “It was dizzying and confusing.”

At 35, things are now trending upward for Bheeshma. Through treatment and medication, he has learned how to manage his illness and is now intent on moving forward.

“I want to take care of myself,” he says. “I want to be someone in life.”

With his health within his grasp, Bheeshma is living in the community as an outpatient and has been working at Denny's since 2013. The opportunity for employment is a result of a partnership between Denny's in

Whitby and the Vocational Services department at Ontario Shores.

“As much as possible, I want to give people an opportunity,” notes Prem. “They've earned that.”

Transitioning into the workforce after being an inpatient wasn't easy, says Bheeshma.

“I was nervous because it was a big change in my life,” he says. “But it makes me feel good that I have accomplished something.”

Through his duties at Denny's Bheeshma says he's developed and worked on skills that will help him as he prepares for his future. He's studying to earn his AZ Class driver's license that would give him an opportunity to earn a living driving a transport truck.

“It's helped my people skills and taught me about hard work, dedication and routine,” notes Bheeshma who says he needed to succeed in the workplace before he could start thinking about his long-term future.

While a partnership between Denny's and Ontario Shores may have opened a door, Prem says Bheeshma has more than earned his keep.

“I give hours based on performance,” says Prem. “He is always early for his shift and he always finishes his work. I treat him like everybody else. He does a good job.”

“He's a valuable team player.”

~ Prem, Owner, Denny's Whitby





Ontario Shores and the Ontario Human Rights Commission have begun a new partnership to further develop human rights capacity at the specialty mental health centre.

» Integrated Wellness Plan

Ontario Shores believes in the benefits of living well and supports the health, safety and well-being of employees.

In 2015-2016, Ontario Shores implemented its Integrated Wellness Plan that focuses on five key areas: Harm Prevention, Health Promotion, Resolution of Occurrences of Harm, Organizational Culture and Sustainability and Continuous Quality Improvement.

The Integrated Wellness Plan inspired staff to get involved and create wellness activities for their colleagues that included a Farmers' Market Day, Summer Wellness Challenge and groups such as the book, photography and walking clubs.

In addition, the organization adopted the Psychological Standard for a Safe and Healthy Workplace, which is a set of guidelines, tools and resources focused on promoting employees' psychological health and preventing psychological harm due to workplace factors.



Staff picking up some fresh vegetables from the Farmers' Market Day.

» Ontario Shores Embarks on new Journey with a Human Rights Initiative

Ontario Shores and the Ontario Human Rights Commission (OHRC) have established a new partnership to further develop human rights capacity at the specialty mental health centre.

Ontario Shores and the OHRC agreed on a Project Charter that sets the framework for work that will happen over a three-year term.

This is the OHRC's first voluntary human rights organizational change project with a healthcare organization in the Province. It will help to identify and eliminate any policies and practices related to employment or provision of services that may not be in line with the Ontario Human Rights Code. It also sets the stage for new organizational practices and services to be created using a human rights lens.

Ontario Shores first reached out to the OHRC to commend their Minds that Matter report that detailed the discrimination faced by people living with a mental health disability and/or an addiction.

The project focuses on three key areas: services, training and employment. It is supported by teams and advisory groups representing various occupations, – both clinical and non-clinical, union and management – as well as patients and their families.

» Rob Butler Visits Ontario Shores

Despite the rainy weather, the excitement of playing ball was in the air as teams from Durham Regional Police Service, Durham Mental Health Services and Ontario Shores hit the field for the fourth annual Baseball Tournament at Ontario Shores.

A ceremonial pitch started the game, featuring DRPS Chief Paul Martin; Ontario Shores President and CEO Karim Mamdani, Executive Director of DMHS Rob Adams and former Toronto Blue Jays outfielder Rob Butler. Butler was part of the 1993 World Series championship. He is the only Canadian baseball player to ever win a World Series with a Canadian team. He also took the time to sign autographs and show off his 1993 World Series Champion ring to patients, staff and DRPS.

It was a fun afternoon filled with sport, fun and camaraderie.

Chief Martin greeted attendees and thanked organizers for the successful event, noting that it builds on a positive relationship between DRPS and Ontario Shores. DRPS and Ontario Shores share many successful partnerships to support those with mental illness.

» DRPS and Ontario Shores Patients Face-Off in Annual Event

Members of the Durham Regional Police Service and a team of patients from Ontario Shores put on their game faces and grabbed their hockey sticks for a friendly game of ball hockey in a show of community spirit.

The annual Scrimmage at Ontario Shores featured special guest Matt Caldwell, a former defenceman for the Whitby Dunlops Senior A hockey team. Deputy Chief Chris Fernandes and Ontario Shores President and CEO Karim Mamdani warmly greeted attendees and encouraged all players in the event to have fun.

The final score was close, with DRPS winning 9-8 in overtime.

The annual match intends to strengthen the mutual relationship between DRPS and members of Ontario Shores, along with those who work in crisis programs in the community.



Rob Butler sharing his World Series Champion ring with staff member Kelvin.



Mid-game action from the Scrimmage at Ontario Shores Ball Hockey game.



(Left) Jacob, Patient.

(Right) Jacob and Inspector Todd Rollauer after a brief basketball game.

“I want to live a healthy life.”

~ Jacob, Patient



» **Jacob and Inspector Rollauer**

Jacob needed help.

Struggling with both schizophrenia and polysubstance abuse as a teenager, his mental health was deteriorating rapidly when he hit rock-bottom in November, 2014.

An incident with his step-father led to police involvement which, ultimately, saw Jacob enter the forensic mental health system.

“A lot of times we deal with individuals at their worst,” says Inspector Todd Rollauer of the Durham Regional Police Service’s Central West Division. “Our job in the moment is public safety and we don’t have the opportunity to see people once they have received the help they needed.”

Thanks to Jacob’s willingness to share his story, Rollauer and other members of DRPS are getting the opportunity to see the person Jacob is and wants to be.

During his stay at Ontario Shores,

Jacob, through a combination of medication and therapy, has learned how to manage his illness.

“They were really patient with me,” Jacob says of the staff at Ontario Shores. “I learned what my triggers are and how to stay healthy.”

During his recovery, Jacob has been busy rebuilding relationships, including the one with his step-father.

“I go to his house all the time,” he says.

He’s also been making up for lost time in the classroom. Jacob has been earning credits for high school and has his eye on attending college to earn a trade in the heating, ventilating and air conditioning world.

He’s focused, healthy and learning more about himself each day. “I want to work,” says the now 20-year-old. “I want to live a healthy life.”



While he wishes his recovery from mental illness may have taken a slightly different route, Jacob views his interaction with police as a necessary step in his life.

“It was a turning point,” he says. “I needed help.”

From a police perspective, Rollauer says the opportunity to

share stories such as Jacob’s is an important one.

“There is incredible value in our officers seeing what a person who has struggled is capable of,” says Rollauer. “It is very rewarding to see someone healthy and see what they can contribute once they have received the appropriate support.”

Jacob and Inspector Todd Rollauer.



(Left) Graham Trull, Psychologist, Ontario Shores and Kofi-Len Belfon, Psychologist, Kinark Child and Family Services at their poster booth during the 5th Annual Mental Health Conference.

(Right) Mark Henick speaking at the 5th Annual Mental Health Conference.

» 5th Annual Mental Health Conference

It was the darkest period in Mark's life, the breaking point of his mental illness. The 15-year-old was standing on the edge of a bridge at night in Cape Breton, N.S., with his grip loosening on the railing, ready to jump. Within a few minutes, he felt a stranger wrap his arms around him to pull him back. The stranger pleaded with him that help was available.

After receiving help, it was shortly after that Mark decided to devote his life to helping others struggling with mental illness. Mark Henick is now a mental health advocate and speaker, who dedicates his life to eliminating stigma and advancing mental healthcare in Canada. He also works for the Ontario division of the Canadian Mental Health Association.

"That's what really helped me to recover, identifying with that stranger in the light brown jacket who just wanted to help others and to be the stranger," Henick said.

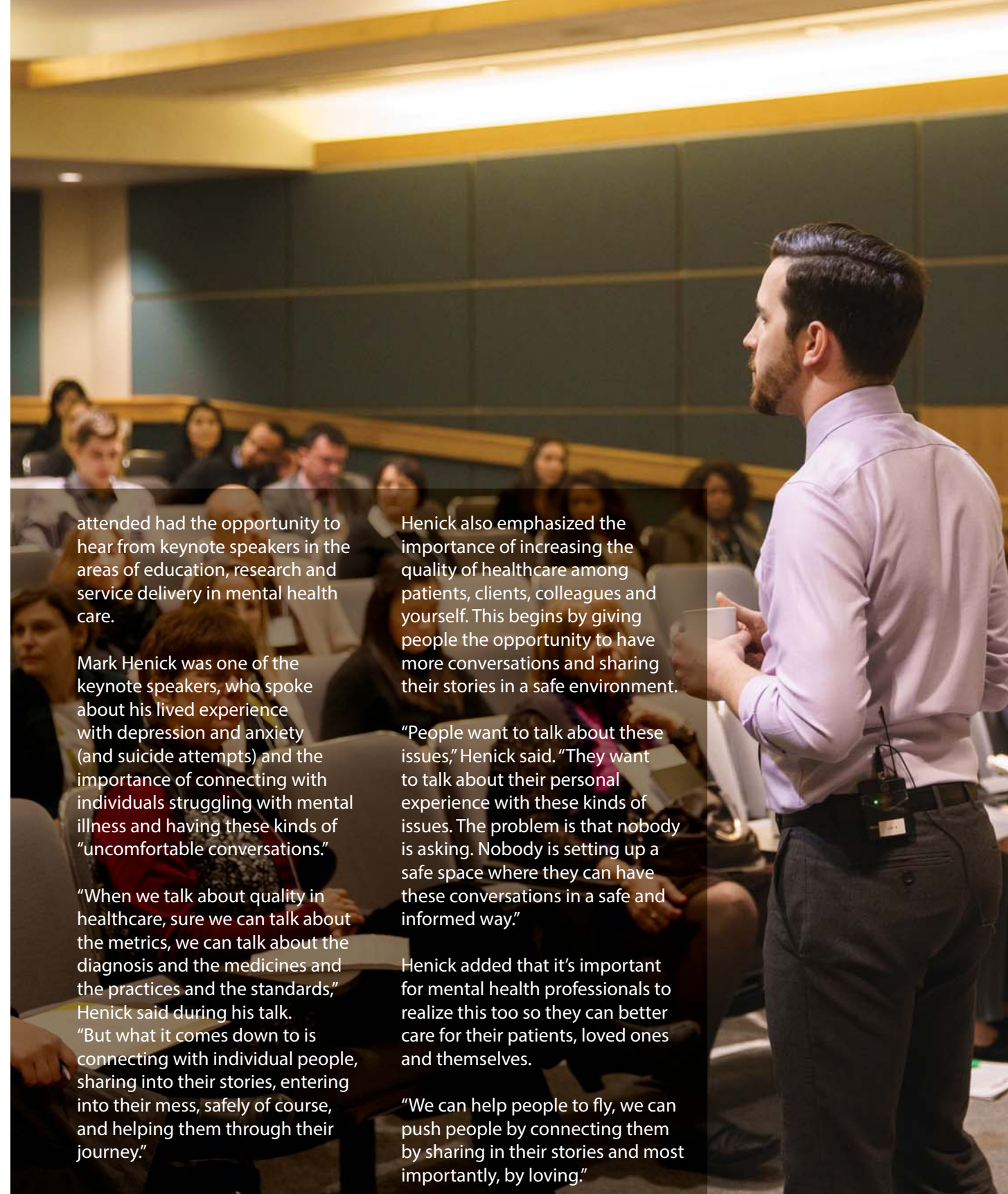


"Not to tell them what to do, not to be a superhero, just to try to tell my story and to connect."

That's the message Henick brought to the 5th Annual Mental Health Conference at Ontario Shores: To connect with people by sharing in their stories, whether you're a clinician or psychiatrist, friend or even a stranger.

It was his moving story and message that was the highlight of conference and even brought some of the audience to tears.

The conference's theme at Ontario Shores was Research, Recovery, and Quality. The event focused on new research in mental health and exploring issues of mental health care quality and promising quality improvement initiatives. There were more than 70 presentations about research, recovery and quality. The nearly 200 people (researchers, clinicians, students and hospital staff) who had



attended had the opportunity to hear from keynote speakers in the areas of education, research and service delivery in mental health care.

Mark Henick was one of the keynote speakers, who spoke about his lived experience with depression and anxiety (and suicide attempts) and the importance of connecting with individuals struggling with mental illness and having these kinds of "uncomfortable conversations."

"When we talk about quality in healthcare, sure we can talk about the metrics, we can talk about the diagnosis and the medicines and the practices and the standards," Henick said during his talk. "But what it comes down to is connecting with individual people, sharing into their stories, entering into their mess, safely of course, and helping them through their journey."

Henick also emphasized the importance of increasing the quality of healthcare among patients, clients, colleagues and yourself. This begins by giving people the opportunity to have more conversations and sharing their stories in a safe environment.

"People want to talk about these issues," Henick said. "They want to talk about their personal experience with these kinds of issues. The problem is that nobody is asking. Nobody is setting up a safe space where they can have these conversations in a safe and informed way."

Henick added that it's important for mental health professionals to realize this too so they can better care for their patients, loved ones and themselves.

"We can help people to fly, we can push people by connecting them by sharing in their stories and most importantly, by loving."



Stacey, Family Member (Left)
and Dr. Brian McCormack,
Psychiatrist (Right).

» Stacey and Dr. McCormack

In a difficult time, Stacey found inspiration in a place she didn't expect to.

In 2012, her family was struggling with the onset of her mother's illness after recently being admitted onto the Geriatric Dementia Unit (GDU) at Ontario Shores. The family needed to get up to speed on the illness, treatment options and prospects for the future.

"The staff took a lot of time to talk us through everything," says Stacey, now a 32-year-old mother to a newborn. "It was an extremely intense time which can create opportunities for misunderstandings or miscommunication. But they were clear, patient and compassionate."

It was the experience of navigating the system that led to Stacey choosing a particular path in her career. Already heading toward the gerontology field, Stacey chose to focus on policy and planning. She now works for the Seniors Care Network as the Director of System Planning, Implementation and Evaluation.

"At the time I was a grad student," Stacey recalls. "That experience definitely informed career decisions and influenced my work."

Stacey pointed to Dr. Brian McCormack, a Psychiatrist on GDU, as a person who made an impact on her during her mother's time at Ontario Shores.

"He talked to us like peers," notes

"It's important to make time to show compassion."

~ Dr. McCormack

Stacy. "He used language we understood, he made us feel like part of the process and part of a team."

While grateful for the kind words, Dr. McCormack is quick to note how the interprofessional team on GDU works together to treat patients and care for families.

"I am just a small cog in the wheel," says Dr. McCormack. "We are a strong team. We make a difference for patients and families as a team."

Dr. McCormack adds that it is important that Stacey's family experience is replicated for all patients and families coming into care.

"Our job is to provide an accurate assessment of the illness and realistic expectations for the future," he says. "From there we work together to ease the situation and make the patient as comfortable as possible."

In an ever-changing healthcare environment, Dr. McCormack says there are certain values and principles clinicians must hold dear.

"It's important to make time to show compassion," he says. "We are caring for people who made a contribution in their lives. We need to help them and their families through this difficult time."



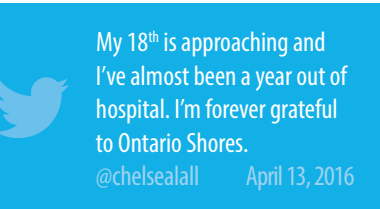
Stacey, Family Member.

“I know by telling my story I have inspired others because they have to come to me for help.”

~ Chelsea, Outpatient



Chelsea on the cover of the 2014 - 2015 Annual Report.



» Closing Thoughts – Chelsea

Hi. Remember me?

My name is Chelsea and I was on the cover of the annual report for 2014-2015.

I first shared my story through the #Sin5 series on #MindVine and then again in last year's annual report. I have also shared it on TV, in newspapers and at public speaking events. It is one of the bravest and most rewarding things I have ever done.

It has helped my recovery and I know it has inspired others to get help. I'm proud to have been a part of it.

Since first sharing my experience with anxiety, depression and bullying, my life has continued to change for the better.

Just over a year ago I was an inpatient at Ontario Shores with very little hope.

Back then I didn't think I was going to live to see 17.

Back then I just wanted it all to end.

Today I am healthy, I have a future and I just celebrated my 18th birthday.

The biggest reason I am able to look forward to this and future birthdays is because of the support I have received at Ontario Shores.

When I first came to Ontario Shores, I was not well. I felt hopeless.

School was awful. I couldn't go a whole school year without a significant absence or without dropping out because of my mental illness.

Mental illness had control of me.

But almost as soon as I arrived I felt supported and part of a large extended family.

Now, thanks to the tools and strategies I have learned, I am the one in control.

When I transitioned back to school in Ajax I was 16, but only had credits of someone in Grade 10.

Since then I have worked my butt off to make up credits and I am proud to say I will graduate with my peers.

I have friends, a boyfriend and this will be first year of high school where I haven't had any significant absences.



I am not only enjoying high school, but I am excelling.

Since sharing my story publicly I have had so many positive experiences.

I know by telling my story I have inspired others because they have come to me for help.

I know this because each day a teacher, friend or a stranger tells me they are proud of me.

Everything I have gone through

has given me insight into who I am and who I want to be.

While I am not proud of the scars on my arms or some of the moments during my darkest days, I am proud of my recovery.

I am proud to be a voice for young people struggling with mental illness.

And I am proud to have the opportunity to inspire hope in others.

Chelsea being interviewed by a local television crew.



Aerial view of Ontario Shores
Centre for Mental Health
Sciences in Whitby, Ontario.
Photo by AJ Groen.

» Data Highlights

Financial Data

Revenue by Type
\$131,150,000

Ministry of Health and Long-Term Care*	94.0%
Patient and Ancillary Revenue	4.5%
Investment Income	1.5%

Expenses by Type
\$128,985,000

Compensation	83.5%
Other Supplies and Expenses	14.8%
Drugs and Medical Gases	0.9%
Rent	0.7%
Medical and Surgical Supplies	0.2%

Working Capital
(\$9,549,000)

Clinical Data

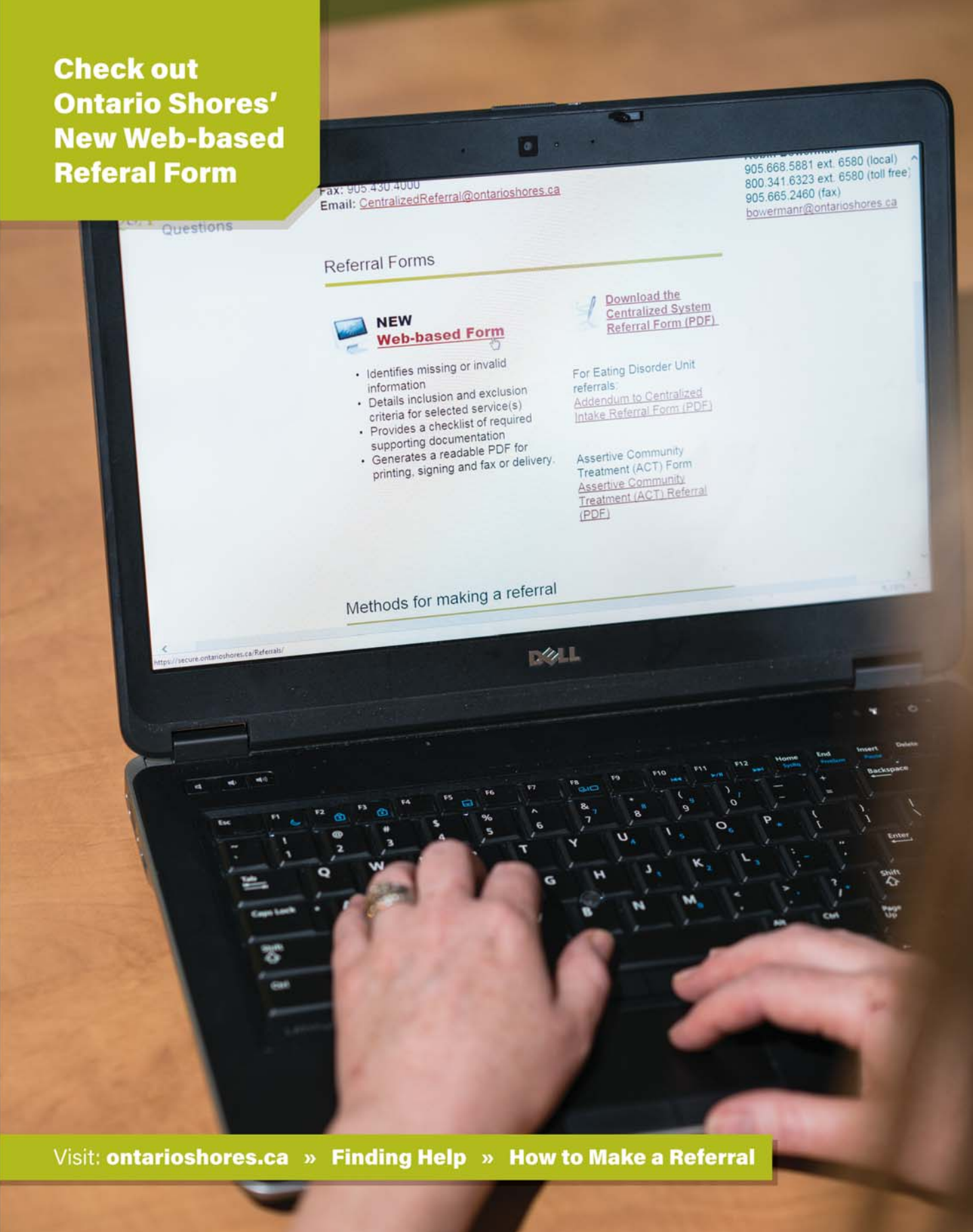
Age on Admission	
13 - 18	11.5%
19 - 34	32.2%
35 - 54	29.4%
55 +	26.9%

Median Length of Stay	
65 Days	
Diagnosis on Discharge	
Psychotic Disorders	54.2%
Mood Disorders	16.4%
Cognitive Disorders	10.0%
Eating Disorders	3.0%

*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.

Check out
Ontario Shores'
New Web-based
Referral Form



Visit: ontarioshores.ca » Finding Help » How to Make a Referral

Ontario Shores Centre for Mental Health Sciences
700 Gordon Street
Whitby, Ontario L1N 5S9
905.430.4055

Central Intake: 877.767.9642