

2013 - 2014

Ontario Shores

Annual Report

Sebastian opens up about his recovery journey

Read his story
on Page 8

Hazel: Friendships
Inspire Hope, Page 20

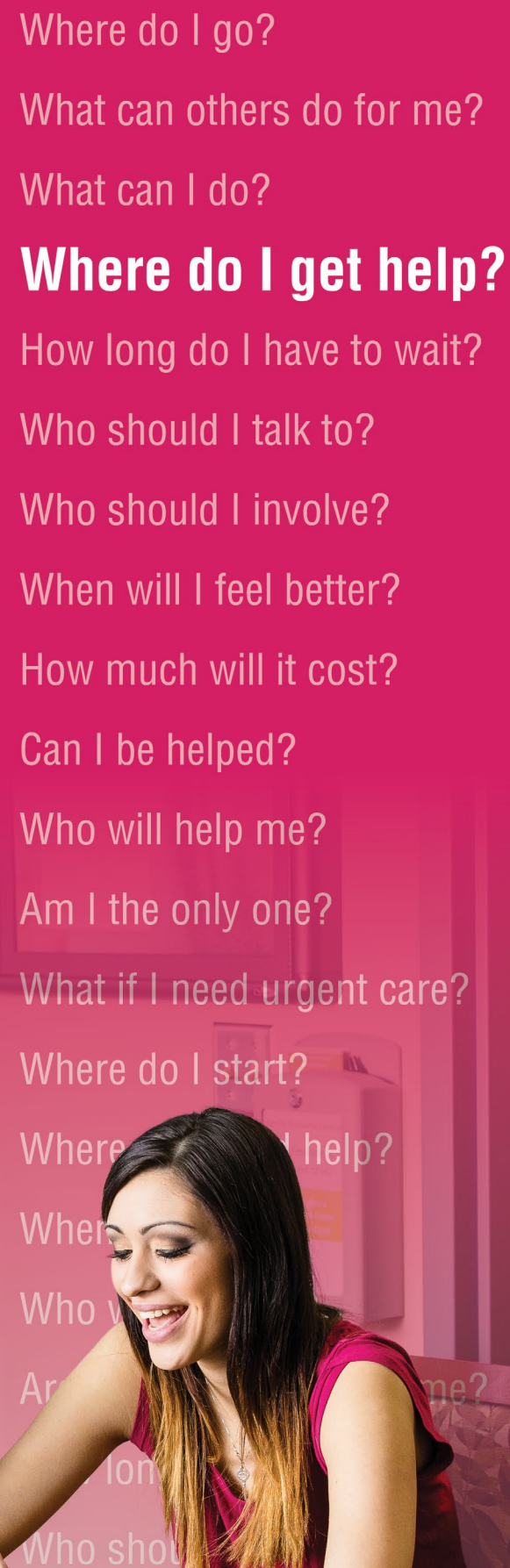
Thomas: Discovering
Opportunities Through
Recovery, Page 24



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

A woman with curly hair, wearing a white shirt and black vest, sits at a table and talks to a woman with long dark hair wearing a blue top. A small basket of white flowers sits on the table.



Where do I go?

What can others do for me?

What can I do?

Where do I get help?

How long do I have to wait?

Who should I talk to?

Who should I involve?

When will I feel better?

How much will it cost?

Can I be helped?

Who will help me?

Am I the only one?

What if I need urgent care?

Where do I start?

Where can I get help?

When can I get help?

Who will help me?

Are there any other options?

How long will it take?

Who should I talk to?



3

A Message from Leadership

Michael Nettleton

Michael Nettleton
Chair

Karim Mamdani

Karim Mamdani
President and CEO

Board of Directors

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Vice-Chair

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Dale Goldhawk
Director

Donald Morrison
Director

Surinder Razdan
Director

As of May, 2014



Innovation. Achievement. Leadership. Pride. Momentum. These words and so many others can be used to describe the year that has been. As Ontario Shores Centre for Mental Health Sciences (Ontario Shores) turns the page of its 2013-2014 year, eager to tackle the goals and opportunities of a new year, we value moments like this to pause and reflect on our progress and accomplishments that were achieved together.

This annual report captures some of our greatest milestones of the past year. We received funding to create new programs and expand on existing ones, celebrated numerous awards, hosted awareness events for our communities, advanced our research and academic mandate and enhanced our models of care.

Most importantly, this year's report tells stories about our patients – an adolescent, a senior and an individual in our Forensic Program - who have

courageously shared their recovery journey to hopefully encourage and inspire those who are struggling with mental illness to maintain hope and achieve their own recovery goals.

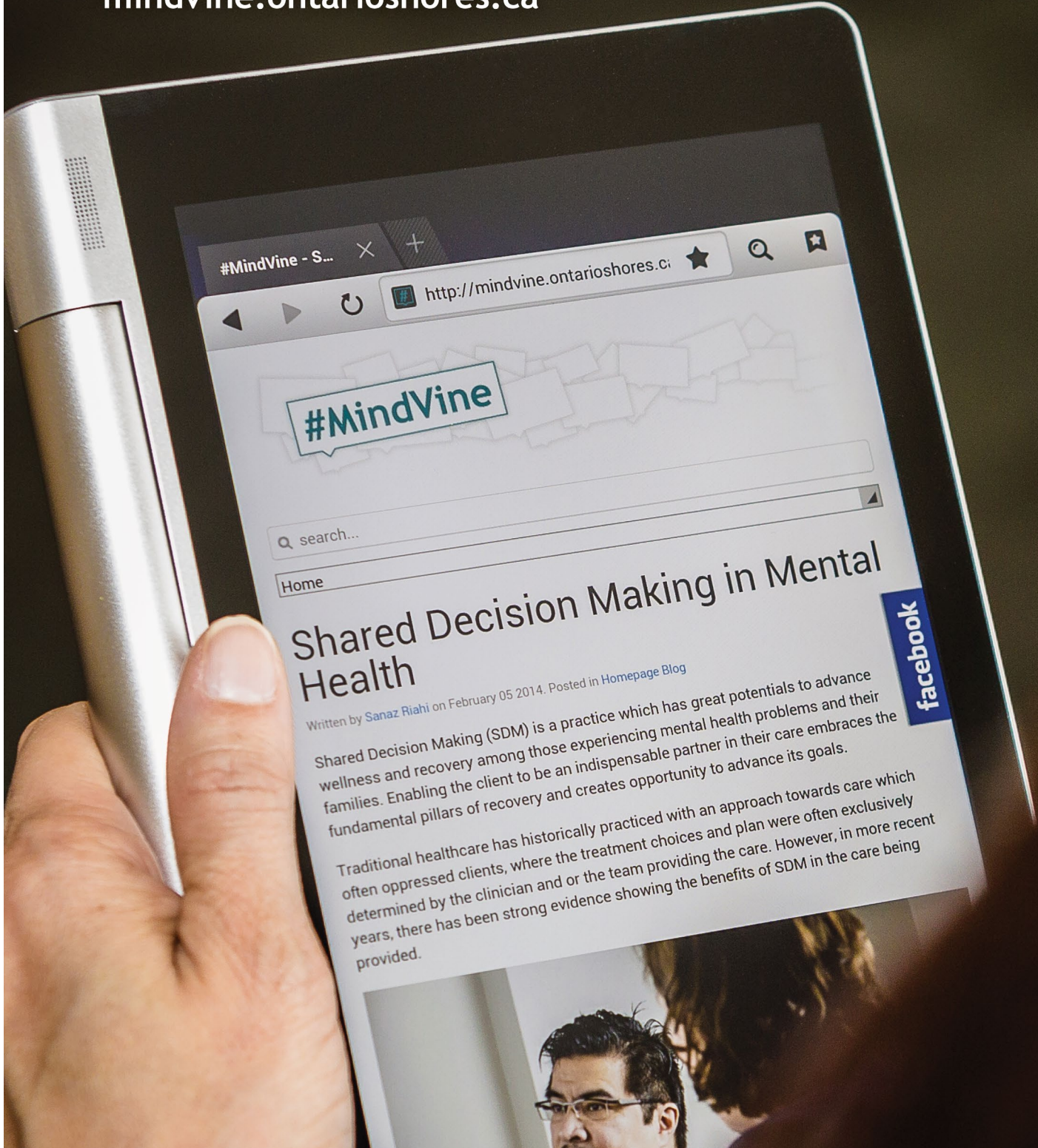
These achievements and many others represent the collective efforts of our leaders, staff, volunteers, patients, families and board members who bring passion, determination and unwavering dedication to the work they do every day. They make Ontario Shores a place that is known for its exemplary patient care, a positive place to work and a strong community partner to help advance the mental health care system.

We look forward to working together with all of our partners to build on the tremendous momentum of this past year and create new achievements and memories together in the year ahead.

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#MindVine

Join the conversation at
mindvine.ontarioshores.ca



Family Resource Centre



Family involvement plays an important role in a loved one's journey of recovery. However, significant emotional and practical problems experienced by relatives of individuals with a mental illness are often not addressed. The impact of mental illness on families and loved ones can be overwhelming.

At Ontario Shores, we recently opened the Family Resource Centre (FRC). The FRC is a space where families and friends can access support from a healthcare team and information resources to support their family members with mental illness. The FRC is also a space where families come together to support each other and participate in education to better aid one another in the recovery process of their loved one.

Families make communities. Families also care for individuals within communities. Ontario Shores will support families and friends as they continue to support our communities' most vulnerable members.



The seating area inside the Family Resource Centre.

Sebastian: Focused on his Future



Sebastian has an eye on a career in photography.

About Adolescent Services

Adolescent inpatients are supported in recovery through diagnostic assessments and treatment which include an interprofessional therapeutic approach.

At Ontario Shores, adolescent inpatients participate in a variety of therapeutic recreation activities and the Grove School Program – which allows patients to work towards completion of secondary school credits through an individualized educational plan.

As he approaches his 18th birthday, Sebastian has a clear idea of what he wants to do in the next phase of his life.

“I would like to be a professional photographer,” states the native of Barrie, Ontario.

In fact, Sebastian already has a website displaying his photography skills and currently plans to enroll in a college photography program once he finishes high school.

“We are very pleased that he has vocational goals and things that challenge him,” notes Sebastian’s mother, Ceci.

For Sebastian, the future did not always appear so promising.

In Grade 2 he experienced his first depressive psychosis. While he has little memory of it, he vividly recalls the journey within the mental health system he and his family began following that initial experience with mental illness.

“At one hospital, I was in an adult psychiatric unit, which shared a floor with a surgical ward,” recalls Sebastian, who has been involved with several public and private mental health organizations and facilities at varying times throughout his adolescence since first being diagnosed with mental illness.

Like so many others, navigating the mental health system in Ontario proved to be very challenging for Sebastian and his family.

“We quickly realized it was necessary to self-educate and the importance of networking,” says Ceci.

“Sebastian has challenges that most of us don’t have to deal with. The complexities of his illness and the number of medications he was taking made it necessary for him to be an inpatient.”

Sebastian, who is diagnosed with Bipolar Disorder, Asperger’s Syndrome and Dyslexia, was cared for in the Adolescent Inpatient Unit at Ontario Shores.

When he arrived at Ontario Shores, Sebastian says he instantly felt more comfortable.

“I loved going for walks around the hospital and on the grounds,” he says.

He credits his nurses and doctors for treating him like a unique individual.

“The doctors recognized that I had a real interest in psychiatry,” recalls Sebastian. “They made arrangements for me to be able to attend Grand Rounds each week. I really enjoyed it.”

Grand Rounds is an interprofessional seminar series held at Ontario Shores

every Thursday. It promotes learning and knowledge sharing among staff throughout the hospital.

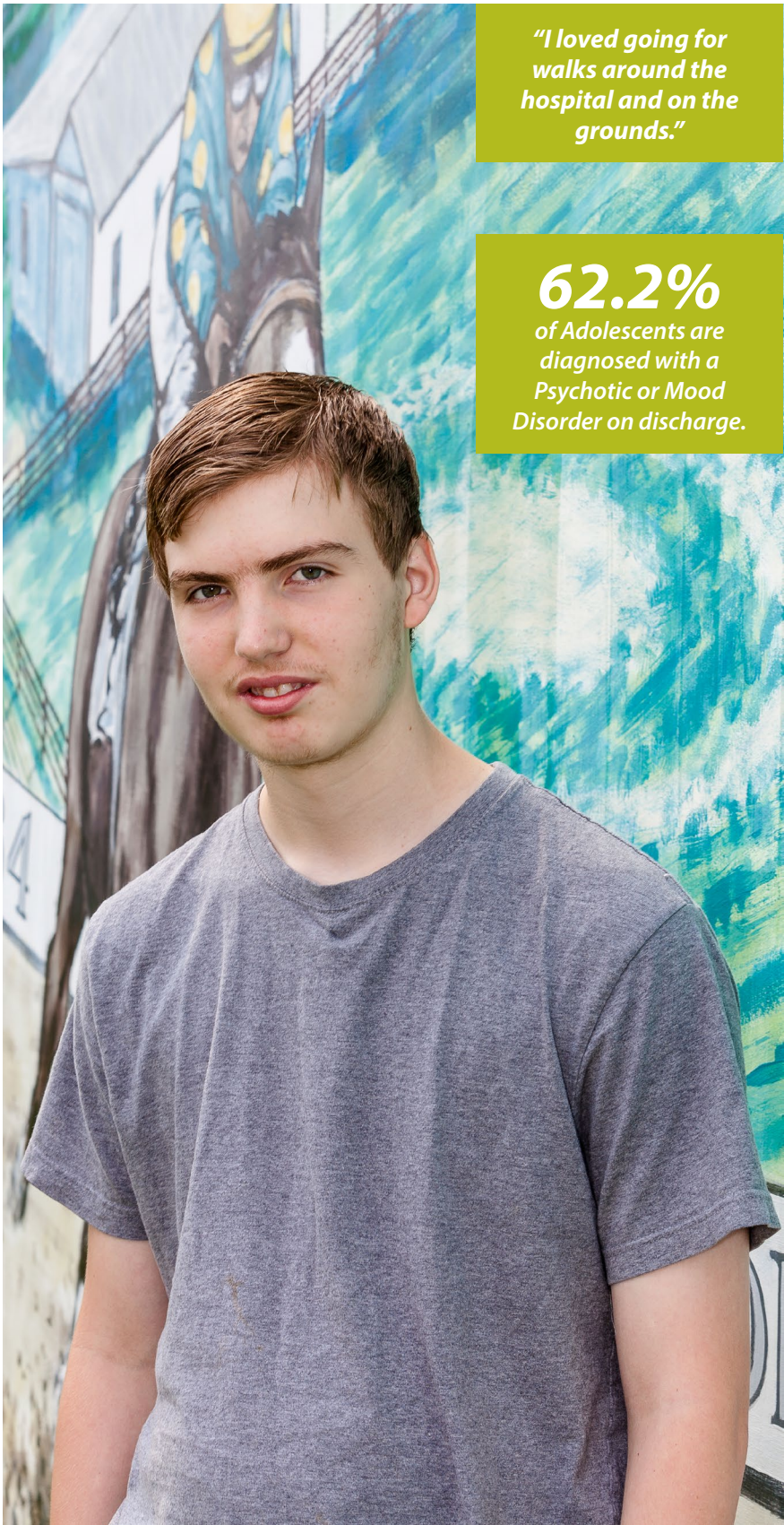
During his seven-month stay at Ontario Shores, Sebastian did more than attend Grand Rounds. He received the treatment and support he needed to manage his illness and transition back into the community.

“Ontario Shores was a very positive experience,” says Ceci. “I found it welcoming and the staff to be very responsive.”

After initially transitioning into a residential treatment program in Oshawa, Sebastian is now in a residence in his hometown of Barrie. While continuing to receive treatment and support as an outpatient, Sebastian is back in high school working toward his diploma, while also participating in both drama and choir.

“We are hopeful for him for the future,” says Ceci. “He is getting the continued support and treatment he needs to manage his illness.”

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“I loved going for walks around the hospital and on the grounds.”

62.2%
of Adolescents are diagnosed with a Psychotic or Mood Disorder on discharge.

Eating Disorders Program: _____ A First for Ontario _____



Approximately
32,400
young people are
affected by eating
disorders in Ontario.

Eating disorders have
the highest mortality
rate of any mental
illness for children and
adolescents.

Dr. Leora Pinhas,
Physician Lead, Eating
Disorders Program (left)
and Michael Nettleton,
Board Chair (centre)
greeting the Honourable
Deb Matthews (right)
at the announcement
of the funding for an
Eating Disorders Unit.

Children and adolescents will no longer need to travel out of country for treatment with the opening of a new 12-bed Eating Disorders Unit at Ontario Shores. The Honourable Deb Matthews, Minister of Health and Long-Term Care was at Ontario Shores to announce funding for this first-of-its-kind program in Ontario.

“Approximately 32,400 young people are affected by eating disorders in Ontario,” says the Honourable Deb Matthews. “Until recently, Ontario sent many youth to the United States for treatment. Now, children and adolescents will be able to receive the specialized care they need much closer to home.”

The unit is scheduled to open this fall. It will have an interprofessional model of care that includes meal support, individual, family and group therapy, psycho-education, nutrition and eating rehabilitation and psychopharmacologic treatment. There will be a pre-admission process, post-discharge support and planning for transition home. Parent and family involvement is a key component of the clinical programming. During their time at Ontario Shores, patients will also have access to teachers who can assist with their education needs.



Our People



Tracey-Ann, Clinical Nurse Specialist (left) and Kelsey, Rehabilitation Therapist (right) enjoying the hospital grounds.

10%
increase of staff participation in the Annual Flu Shot campaign.

Endorsement of the Psychologically Safe Workplace Standard

Ontario Shores is committed to providing a safe and positive workplace for all staff and has further demonstrated that commitment with the endorsement of the Psychologically Safe Workplace Standard. This Standard was developed by the Mental Health Commission of Canada and provides a systematic approach to develop and sustain a psychologically healthy and safe workplace.

Psychological health and safety is embedded in the way people interact with one another on a daily basis. The standard will be reflected in policies, procedures, programs, services and all interactions within the workplace to positively impact the health and safety of staff. This work aligns with current health and safety initiatives that are already underway and furthers the organization’s commitment to enhance the safety and well-being for patients, staff and community.



Employee Wellness

Healthcare starts with self-care and staff at Ontario Shores have access to a range of programs and services to enhance their health and well-being:

- Fitness centre and gymnasium with intermural sports and classes
- Comprehensive Employee Assistance Program
- Participation in the Inter-Hospital Health Challenge, a friendly competition with other hospitals throughout the Greater Toronto Area in areas of physical activity, water intake, fruit and vegetable intake and relaxation.
- Annual Flu Shot campaign that had a 10% increase in staff participation

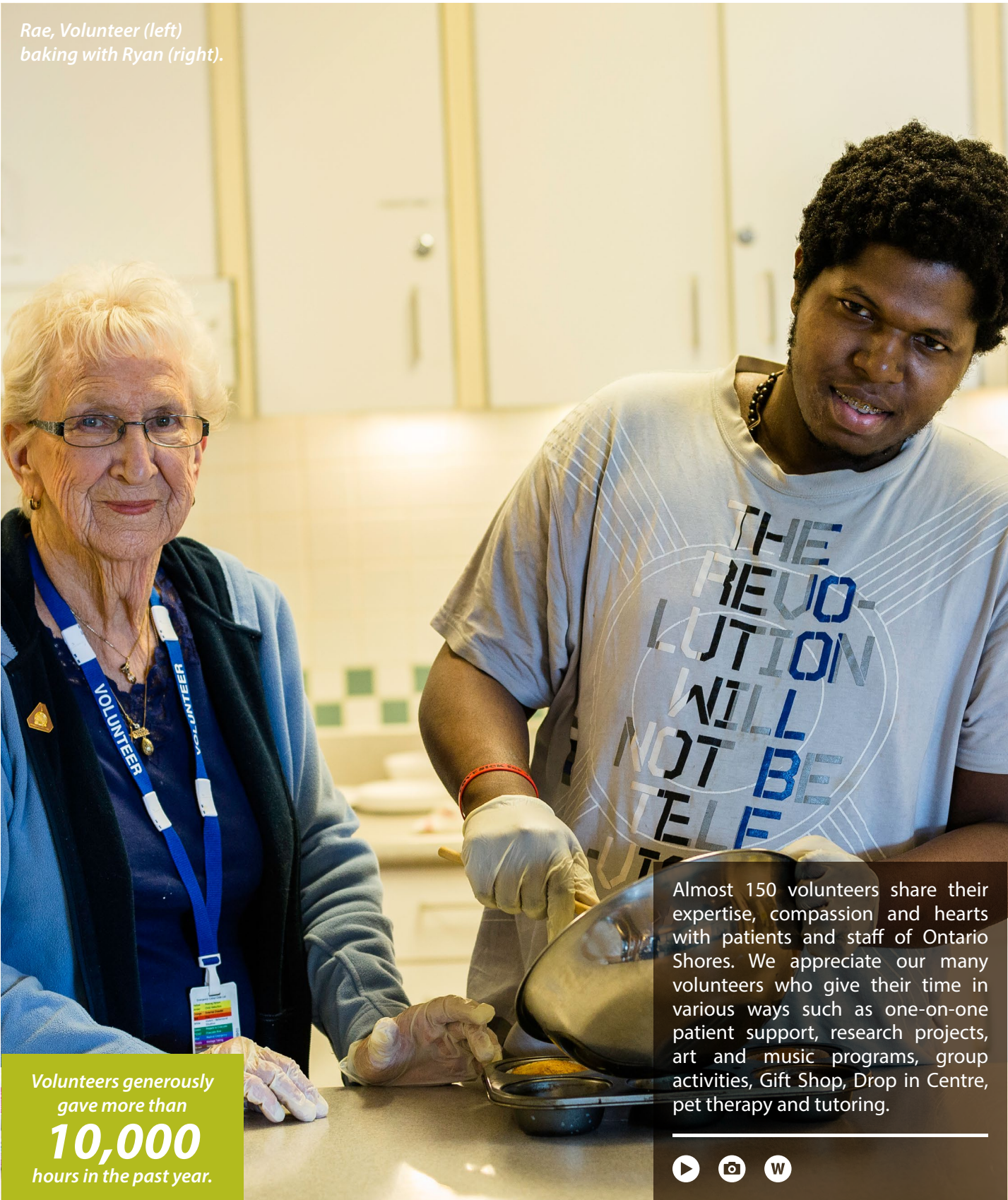


Introducing Shoreline

Ontario Shores launched **Shoreline**, its new staff intranet. It has a number of new features such as a new fresh look, improved navigation, expanded search functionality, new staff profiles and collaboration tools. Staff now have a great new go-to resource for all things Ontario Shores.

Jeff, Webmaster (left) showing Nicole, Leader, Policy and Procedure (right) some of the new features on Shoreline.

Our Volunteers



If only it was that easy.

Donate now to improve mental health programs and research at Ontario Shores.

Find out more at ontarioshoresfoundation.ca or by calling 905.430.4055 ext. 6027.



A Look Back

August 28, 2013

TD Tree Days

TD Friends of the Environment Foundation and Ontario Shores Foundation celebrated the greening of the community with a special TD Tree Days at Ontario Shores. Durham Region TD employees, their families and friends along with staff, patients, volunteers and community partners came together to help plant almost 300 trees.

September 14, 2013



September 19, 2013

Open Minds Symposium

Dementia was the focus for this year's Open Minds Symposium in October. Topics focused on treatment, the perspective from a partner, how to live a good life with dementia, and how to access dementia services in Durham. Healthy Minds Canada partners with organizations such as Ontario Shores to host the Open Minds Symposia across the country each year. These events give the general public access to the latest research and senior medical practitioners.

October 3, 2013



Baseball Day at Ontario Shores

Patients and clients of Ontario Shores and Durham Mental Health Services and Durham Regional Police Service (DRPS) officers took to the diamond. The event featured music, food, prizes and an appearance by The Fan590 host and media personality Roger Lajoie.

Thought Leadership Forum

Ontario Shores hosted its 5th annual Thought Leadership Forum. It brings leaders together from across the globe to share knowledge, develop innovative practices and create change to prevent the use of seclusion and restraint in mental health care.



Three Voices

Ontario Shores' youth mental health documentary continued to make the rounds in 2013 - 2014.

It was an official selection of the Au Contraire Film Festival in Montreal and played to a sold out audience. The success of the film has continued and is being shown at high schools throughout Quebec.

The shorter video was shown at the Ontario Hospital Association annual meeting in Toronto. Ontario Shores President and CEO Karim Mamdani introduced the film and moderated a panel discussion with the young people featured in the documentary.

Research Day

Ontario Shores hosted its 3rd Annual Research Day to celebrate 'Recovery in Mental Health' and ongoing exploration of 'Informed Approaches and Outcomes' through research.



Queen's Park Day

The CEOs of Ontario's four stand-alone mental health centres held a Queen's Park day in November to discuss the mental health care system in Ontario.

The four CEOs met with members of Provincial Parliament and highlighted some of the collaborative efforts between the organizations that have helped advance the mental health care system and services for its patients. They also provided context and insight to support the Province's mental health strategy moving forward.

November 26, 2013

Throughout 2013



Scrimmage at Ontario Shores

This was the third year for the Scrimmage at Ontario Shores hockey game between patients and police. As in previous years, the game was competitive and enjoyed by both participants and spectators, with DRPS narrowly winning the contest.

February 26, 2014



Skate with Clara

Canadian Olympian Clara Hughes, in partnership with Bell Let's Talk, embarked on a 12,000km bike journey across Canada to share her story, raise awareness and reduce stigma of mental health. She joined Ontario Shores at a community Skate with Clara event in Oshawa. The next day before heading out on the next leg of her trip, Clara and her team rode along the lakefront behind Ontario Shores to meet with a group of patients who stood along the sidelines cheering her on.

March 21 - 22, 2014



Throughout October, 2013

Imagine Arts Festival

Working with the Abilities Centre, The Whitby Public Library and the Station Gallery, The festival expanded to multiple events and sites in 2013 with a common goal to bring the community together as one and ensure that everyone, regardless of mental or physical challenges can be supported, respected and participate.

Ontario Shores signature event returned to the Regent Theatre in Oshawa hosting the Juno Award-winning artist Serena Ryder. Ryder brought her music and mental health message to the masses during a spirited and memorable evening. This event was supported in part by Scotiabank and Ontario Shores Foundation.

A number of events were held in October, including an open music day at the Abilities Centre, family films at the Whitby Library and Ontario Shores, Station Gallery art programs and much more.



Our Achievements



The GoodLife Fitness Health and Wellness Leadership Award.

GoodLife Fitness Award

Ontario Shores was proud to be a recipient of the GoodLife Fitness, Health and Wellness Leadership Award for 2013.

As one of five organizations across Canada recognized and selected by GoodLife, the award recognizes workplaces that have made continuous improvements in areas related to fitness, activity, nutrition, education and employee behavioural changes.

The goal of the award is to celebrate initiatives demonstrated by organizations in order to provide examples so others may learn and mix innovative practices leading to a healthier and more productive Canadian population.

At Ontario Shores we believe in the benefits of living well and support the well-being of our staff who work hard to support the well-being of our patients.

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#MindVine – The Social Media Home for Ontario Shores

Ontario Shores launched a new section on our external website to enhance the organization’s presence on social media.

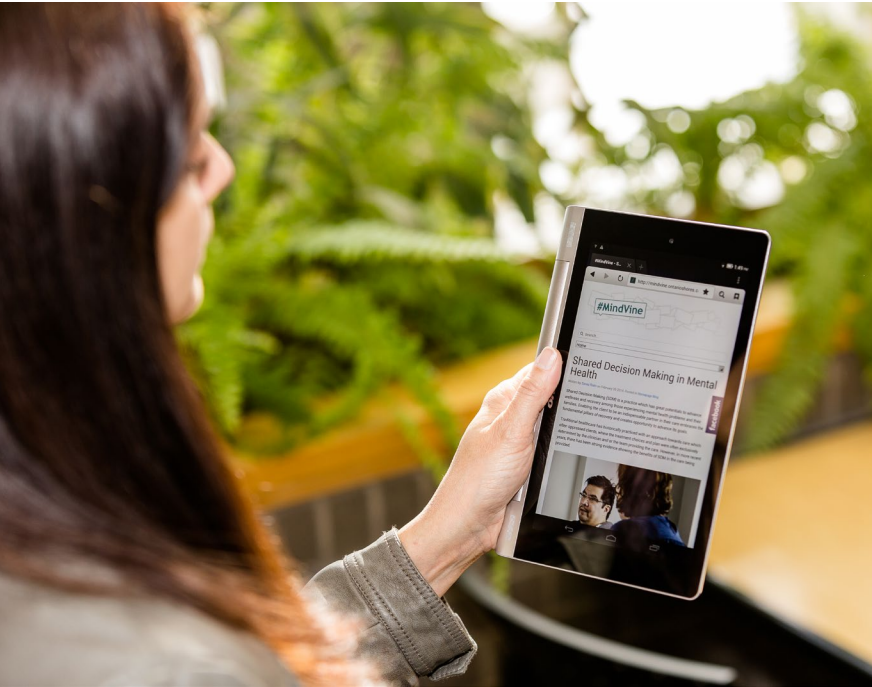
The new section, called #MindVine, connects visitors with our social media platforms and serves as Ontario Shores’ home to blogs and social media events. #MindVine also includes news and information related to mental health care.

At its core, #MindVine is an online destination which encourages conversation on the topics of #mentalhealth, #mentalillness and the #stigma which often prevents people from reaching out for help.

Contributors to #MindVine include Ontario Shores’ professionals and experts in mental health care from various areas of the hospital along with members of the Communications and Public Affairs team.

Also contributing to the site is Stella Ducklow, a mental health advocate with lived experience. Stella, who was featured in the Ontario Shores’ produced adolescent mental health documentary Three Voices, will serve as a blog contributor on #MindVine as well as participate in online events.

Visit mindvine.ontarioshores.ca to learn more about this initiative.



#MindVine being accessed on a tablet.

Peters Boyd Academy

Ontario Shores welcomed students from the University of Toronto’s Peters-Boyd Academy this year as an option for placement experience. Peters Boyd is comprised of three hospitals: Sunnybrook Health Sciences Centre, Women’s College Hospital and North York General Hospital, and is affiliated with the Markham Stouffville Hospital.

Peters Boyd students from all Academies attend rotations at a variety of different sites, including The Hospital for Sick Children, St. Joseph’s Hospital other sites around the GTA and now Ontario Shores. Students have had opportunities for experience in the Youth, Adolescent and Geriatric services. Ontario Shores is also providing required teaching sessions on site to meet the educational needs of students.

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Ontario Shores welcomed almost **350** students last year and provided enriched learning experiences in areas such as nursing, psychology, occupational therapy, administration and social work.

Hazel: Friendships Inspire Hope



Hazel (right) and her friend Louraine (left).

59.2%
of Seniors are diagnosed with a Cognitive Disorder on discharge.

Growing up in the south of England as a teenager during World War II was no picnic. However, the childhood and good memories living with family and siblings at that difficult time brings back a sense of home for Hazel, a patient on the Geriatric Psychiatry Unit (GPU) at Ontario Shores.

After living through the rigours of war and a massive nation-wide recovery effort for her home country, Hazel decided to try her luck and travel across ‘the pond’ with her sister and brother-in-law for a new life in Canada.

That trip and new life meant leaving behind her support system in family and friends she had known all her life. This was the difficult part for Hazel when she was diagnosed with depression.

Despite not having the closeness of direct relatives, Hazel’s zest and social life helped her recreate a circle of friends and neighbours who are as close to family as one can get. This closeness is what helped Hazel when she began experiencing difficulties managing her depression. Her close friends and neighbours bonded to get her the help she needed by starting the process for her to seek treatment.

Andrea, a Therapeutic Recreationist on GPU has seen this support first hand. Andrea knows Hazel and has worked with her during her stays at the hospital. “Hazel is very social and likes to be involved. She likes being included in the social activities, special events, and enjoys our community outings,” says Andrea. “She is approachable and always concerned about everyone else. She is always inquisitive and always willing to learn about new things,” says Andrea.

“It’s a very good hospital. Nurses treat patients well,” says Hazel who prior



Hazel (right) and Andrea, Therapeutic Recreationist (left) preparing for an art workshop.

to coming to Ontario Shores, was living on her own in a local apartment complex. “Since coming to the hospital I do physiotherapy three mornings a week. The Recreation Therapist Andrea gets me involved in the (Wii) bowling on television and I also like to read a lot,” says Hazel. “The doctor wants me to move into a home with others... I hope to get better and either go home or have that option.”

For Hazel the regular visits and support she receives through neighbours and friends is heartwarming. Her illness is tough to deal with, but the closeness and caring of friends who visit on weekends help her to not have to deal with it alone.

Staff like Andrea will continue to nurture and encourage Hazel’s social life with activities she enjoys and that bring a smile to her face and work towards Hazel living in the community.

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About the Geriatric Psychiatry Unit

The unit provides specialized services to meet the complex needs of patients with serious mental illness by using a blended approach of behaviour modifications and pharmacotherapy to address and support patients transitional care needs while focusing on reintegration back into the community.

GPU provides an enabling environment where patients and caregivers feel supported.

Exemplary Patient Care

Accreditation Canada is an independent, not-for-profit organization that sets standards for quality and safety in healthcare, accrediting health organizations in Canada and around the world.



Accreditation

Ontario Shores joined exclusive company in June, 2013 when it successfully achieved 'Accredited with Exemplary Standing' status from Accreditation Canada, the highest designation attainable.

After a week of intense team interviews, tours, documentation reviews, and conversations with patients, families, and community partners, Accreditation Canada surveyors provided positive tributes to what they witnessed first-hand at Ontario Shores, including the great progress made in many key areas since the last accreditation site visit three years ago.

In particular, the surveyors noted:

- Expanded commitment to academic and research portfolios.
- Growth in relationships with patients and their families through activities and programs such as Family Council, Peer Support and Family Resource Centre.

Accreditation of Exemplary Standing is awarded to an organization that attains the highest level of performance, achieving excellence in meeting the requirements of the accreditation program. Ontario Shores met 98.5 per cent of the criteria.

In 2012, 968 Canadian organizations participated in the Accreditation process and just 30 per cent of the participating organizations were granted exemplary status.



The Accreditation Canada banner is displayed proudly in Ontario Shores' lobby.



Recognizing Excellence in Geriatrics and Neuropsychiatry

Ontario Shores' Outpatient Geriatric and Neuropsychiatry Program (GNP) was recognized in 2013 with the prestigious Regional Geriatric Program of Toronto (RGP) Team Award of Excellence.

The award recognizes specialized geriatrics services teams whose service, innovations and partnerships have contributed to achieving better health outcomes for frail seniors.

Teams are judged in the areas of clinical service and education leading to improved health outcomes for frail seniors; innovation, quality improvement or research leading to practice improvement; teamwork and inter-organizational collaboration leading to improved partnerships across the circle of care.

The GNP Outpatient Services Team received nominations from a number of organizations including, Community Care Durham, Alzheimer Society of Durham Region, Northumberland Hills Hospital and Community Nursing Home Pickering.



Community Partners in Teaching

Ontario Shores staff members are eager to impart their wisdom for future generations of healthcare workers.

It is with that passion that Ontario Shores Occupational Therapists Trenton Vey and Alyson Baker were honoured with the 2012/2013 Fieldwork Supervision Recognition, Community Partners Teaching Award for their impacting work with students from the University of Toronto.

The Community Partners Teaching Awards are generated by students, community members, and Ontario Shores Occupational Therapy faculty as they consider outstanding educators who volunteer their time and skills to contribute to the education of student occupational therapists.

Both Alyson and Trenton explained they love teaching and passing on their occupational therapy knowledge and skills to an eager audience.



Members of the Outpatient GNP attend award ceremony in Toronto.

Thomas: Discovering Opportunities



Thomas has his sights on post-secondary education.

Expanding Forensic Outpatient Services

Thomas’ story isn’t unique. Ontario Shores works with people in need regardless of what door they enter, and support them in their treatment and recovery journey.

Ontario Shores has advanced outpatient forensic mental health services by the creation of additional transitional housing in partnership with DMHS for our patients to have access to a four-bed home.

Like others his age, Thomas has dreams and goals. He loves sports, was an athlete in high school and is now focused on an educational path that will allow him to follow in his father’s footsteps. It’s pretty average stuff.

But unlike his peers, the road travelled has been challenging; the onset of mental illness was the fork in the road that neither he nor his family had been prepared to deal with.

“When I was 17 I noticed I was acting strange. I was thinking I had full control over others.”

When he started to become more aggressive, his family arranged for him to see a psychiatrist who informed Thomas and his family there was nothing wrong. It was a frustrating roadblock for the family who knew there were mental health issues at play. Thomas recalls that no one in the family really had any understanding of mental illness.

Shortly after, he was admitted to the psychiatric unit at his community

hospital where he was diagnosed with schizophrenia. A plan was put in place and he attended doctor’s appointments. Unfortunately things spiraled and a physical altercation with his brother led to police intervention and Thomas came to Ontario Shores through the justice system.

“My lawyer told me I could go to a forensic (mental health) unit or jail. I had been roughed up during the time I was in jail and I wanted to go where I would get the help I needed.”

Thomas came to Ontario Shores through the forensic system and flourished. Having a clinical team and a recovery plan were instrumental. He actively took part in groups and found things such as substance abuse awareness to be a valuable tool in his recovery.

“I really like the staff at Ontario Shores,” he says. “They are supportive and understanding and they listen. I learned more about mental illness than I had ever had before.”

Through Recovery

His father visited every Friday and Sunday and the two would often have a picnic outside and just talk and he credits his close family relationships as an important support during his recovery.

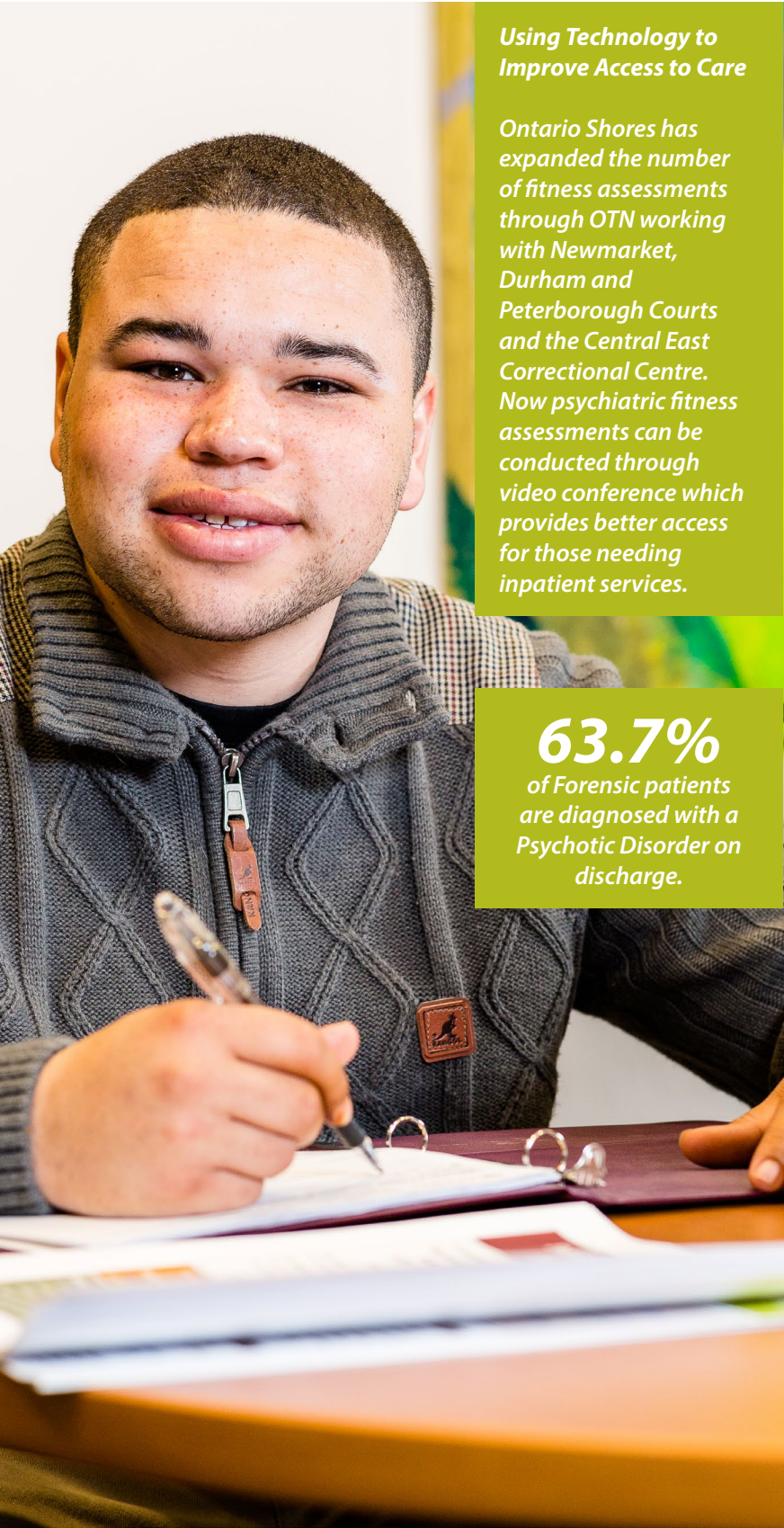
Thomas now lives in supportive housing through Canadian Mental Health Association-Durham and receives caring support from the Assertive Community Treatment Team (ACTT). He is finishing his high school education and plans to apply to a community college for technician/electrician, a career that he has already learned so much from his father.

“I am 100 per cent aware of things and the control I have over my life where before I thought I had control over everyone around me.”

Yes, Thomas has dreams and goals for his own future but also for the future of others. He knows first-hand there is a lot of stigma around people with mental illness, especially those who get court ordered assessment and receive treatment through the forensic mental health system, but he hopes his and the countless other success stories will help change how people think.

“You can’t judge a book by its cover.”

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Using Technology to Improve Access to Care

Ontario Shores has expanded the number of fitness assessments through OTN working with Newmarket, Durham and Peterborough Courts and the Central East Correctional Centre. Now psychiatric fitness assessments can be conducted through video conference which provides better access for those needing inpatient services.

63.7%
of Forensic patients are diagnosed with a Psychotic Disorder on discharge.

Advancing Mental Health Care



Christina (left) with Cindy, Forensic Transitional Case Manager, DMHS (right).

New Partnerships Improve Programs and Services

The Central East LHIN developed a Mental Health and Addictions Strategy that promotes partnerships and integrations, provides positive patient outcomes and demonstrates a commitment to accountability of results.

Through this plan, Ontario Shores has taken a leadership role in advancing care for individuals and their loved ones affected by mental illness throughout the Central East LHIN. We work with partners across health and social services sectors to develop innovative

and collaborative approaches to enhance programs and services.

Ontario Shores expanded its current integration with Northumberland Hills Hospital (NHH) to include Campbellford Memorial Hospital (CMH). This integration focuses on NHH's and CMH's Community Mental Health Program to improve access, coordination and service delivery. Ontario Shores provides leadership, facilitates the implementation of best practices, streamlines care delivery and improves sustainability for each organization's catchment area.

Finding suitable housing can be a barrier for patients who are ready to return to the community. Ontario Shores and Durham Mental Health Services (DMHS) have partnered to expand the transitional rehabilitation housing program to include four new beds for Ontario Shores patients whose recovery goals are best met in a high support housing environment.

In addition, DMHS will provide Ontario Shores priority access to 24 beds as well as access to residential supports, case management and vocational services for individuals using the beds. This new model will provide centralized and coordinated access to supportive housing. Ontario Shores will provide specialized outpatient psychiatric treatment, access to day treatment and facilitate readmissions as necessary.

Assertive Community Treatment Teams (ACTTs) throughout the Central East LHIN will increase their capacity through the adoption of a Stepped Care model that will offer three tiers of support to meet the varying care needs of each patient. This new model helps patients gradually progress through the tiers within ACTT while building confidence in their ability to manage their illness in

the community with decreasing levels of support. A patient can be moved back and forth between each tier as their mental health needs change.

Ontario Shores is providing leadership to the Central East LHIN and its organizations to better coordinate the programs and services for children and adolescents in need of mental health care. The work of this committee will result in key actions to create an integrated system to ensure youth throughout the area can access the care they need.

It is through continued collaborative efforts and innovative partnerships that system-wide enhancements can be made to ensure patients have access to the right care and support they need throughout all stages of their recovery journey.

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Clinical Best Practice Guidelines

Ontario Shores launched new Clinical Practice Guidelines (CPGs) for the assessment and effective treatment of schizophrenia and metabolic monitoring. CPGs will enhance quality and result in better patient outcomes.

- Some of the highlights of the CPGs include:
- Implementation of music therapy by Therapeutic Recreation staff
 - Standardizing metabolic monitoring for patients on antipsychotic medication
 - New caregiver assessment tool

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Dr. Ilan Fischler, Medical Director, Clinical Informatics (left) with Regina, Clinical Nurse Specialist (right) reviewing Clinical Best Practice Guidelines.

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Our Data



The beautiful grounds at Ontario Shores.

Financial Data

Revenue by Type \$124,049,000		
Ministry of Health and Long-Term Care*	94.6%	
Patient and Ancillary Revenue	4.2%	
Investment Income	1.2%	
Expenses by Type \$119,461,000		
Compensation	84.1%	
Other Supplies and Expenses	14.0%	
Drugs and Medical Gases	1.0%	
Rent	0.7%	
Medical and Surgical Supplies	0.2%	

Working Capital
(\$1,020,000)

Clinical Data

Age on Admission	
12 - 18	8.76%
19 - 34	35.06%
35 - 54	29.27%
55+	26.91%
Median Length of Stay 57 Days	
Diagnosis on Discharge	
Psychotic Disorders	56.4%
Mood Disorders	16.3%
Cognitive Disorders	8.6%

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

Closing Thoughts: Dr. Ian Dawe _____



Dr. Ian Dawe,
Physician-in-Chief
at Ontario Shores.

"Help us reduce stigma, raise awareness and bring change..."

For decades, mental illness has often been the illness we don't talk about. Mental health issues are complex. People struggle to understand, they are fearful of what they don't know about and they can become awkward, uncomfortable and silent in the face of unusual behaviour.

Slowly, we have seen a shift. There is much greater access to information so people can become more informed on the topic. Individuals are demonstrating tremendous courage and coming forward to share their struggles, reach out for help or support their loved one in need. In their recognition comes compassion.

While we can all agree there is still work to be done, I am encouraged by the changes I have seen and been a part of.

Over the past year, I had the pleasure of contributing to the important public conversation about mental health. Working with leading organizations,

such as Bell, we are taking these conversations into workplaces and public spaces to encourage people to talk about mental health, learn more about how to support colleagues and share ways to reach out for help.

Ontario Shores is reaching out to our communities through public awareness events such as the Imagine Arts Festival and our Skate with Clara event. Our new online space, #MindVine, connects visitors with our social media platforms and serves as Ontario Shores' home to blogs, social media events and conversations about mental health.

I encourage everyone to be part of this growing conversation. Help us reduce stigma, raise awareness and bring change so individuals struggling with mental illness can access care in a safe, healing and supportive environment.



@DrIanDawe

**In times of crisis,
let us be there for you.**

Call 877.767.9642.



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