

Stories of Discovery, Recovery and Hope

2011 - 2012 Annual Report



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

Contents:

Stories of Discovery
Page 5

Stories of Recovery
Page 19

Stories of Hope
Page 25

Mission

We provide leadership and exemplary mental health care through specialized treatment, research, education and advocacy.

Vision

Our vision is bold and transforming. Ontario Shores Centre for Mental Health Sciences is recognized by many as having an approach to mental health care and unique services that are focused on recovery, hope and inspiration through discovery.

Recovering Best Health

Our specialized care focuses on individual paths to recovery and mental wellness. Our highly skilled staff are leaders in promoting optimum well-being. Our comprehensive services and innovative practices are integrated with our community partners.

Nurturing Hope

Our advocacy with the community eliminates the stigma of mental illness. Our commitment to care extends beyond the scope of client recovery to educating and informing our families and communities. We proudly embrace diversity and offer individualized care.

Inspiring Discovery

We are avidly leading new developments and research in collaboration with other organizations. We lead the international mental health care community in safety and innovative practices. Our relationships with the private sector provide unique opportunities to be innovative.

Values

We aim for **Excellence** – through leadership and learning, we achieve exceptional performance in all we do, while fostering an environment of optimism, hope and recovery.

We encourage **Innovation** – through research and creative approaches, we support the advancement of mental health care.

We value **Safety** – we provide a safe and healing environment for our clients and a sense of security for our patients' families, our employees and the community at large.

We **Respect** all individuals – encouraging diversity and treating everyone with dignity, while embracing the rights, beliefs, opinions and contributions of others.

We are a **Community** – we work together as one team, and with families, providers and the public as our partners, while maintaining mutual trust, transparency and shared purpose to enhance our patients' quality of life.



A Message from the Chair and President and CEO

Every day, Ontario Shores Centre for Mental Health Sciences (Ontario Shores) is advancing our mission to improve the lives of individuals with mental illness. Our patients, and their courageous journeys of recovery, continue to inspire us to provide innovative programs and services, enhance research and education and raise awareness and understanding of mental illness.

This year marks the end of our first five-year strategic plan. These directions guided our activities and led to many accomplishments throughout the past year. We opened the Traumatic Stress Clinic and a new 20-bed Forensic Assessment and Rehabilitation Unit, launched additional Interpretation Services to enhance the patient experience and brought mental health literacy to schools throughout Ontario.

We have formed strong partnerships with clinical associates, academic affiliates, educators and researchers to ensure we are implementing the best practices for patient care, education and quality and safety.

These are just a few of the many milestones we achieved together in the past year. This year's annual report, through stories of Discovery, Recovery and Hope, highlights our collective efforts to not only enhance care at Ontario Shores, but also inspire collaboration and innovation to advance the mental health care system for all Ontarians.

Thank you to our patients, families, staff, volunteers and Board of Directors for making

2011-2012 such a memorable year for awards and recognition, increasing access to programs and services and advancing mental health and well-being. With the launch of a new five-year strategic plan this year, we look forward to working together to bring this ambitious plan to life and making a difference in the lives of patients, families, providers and all those affected by mental illness.

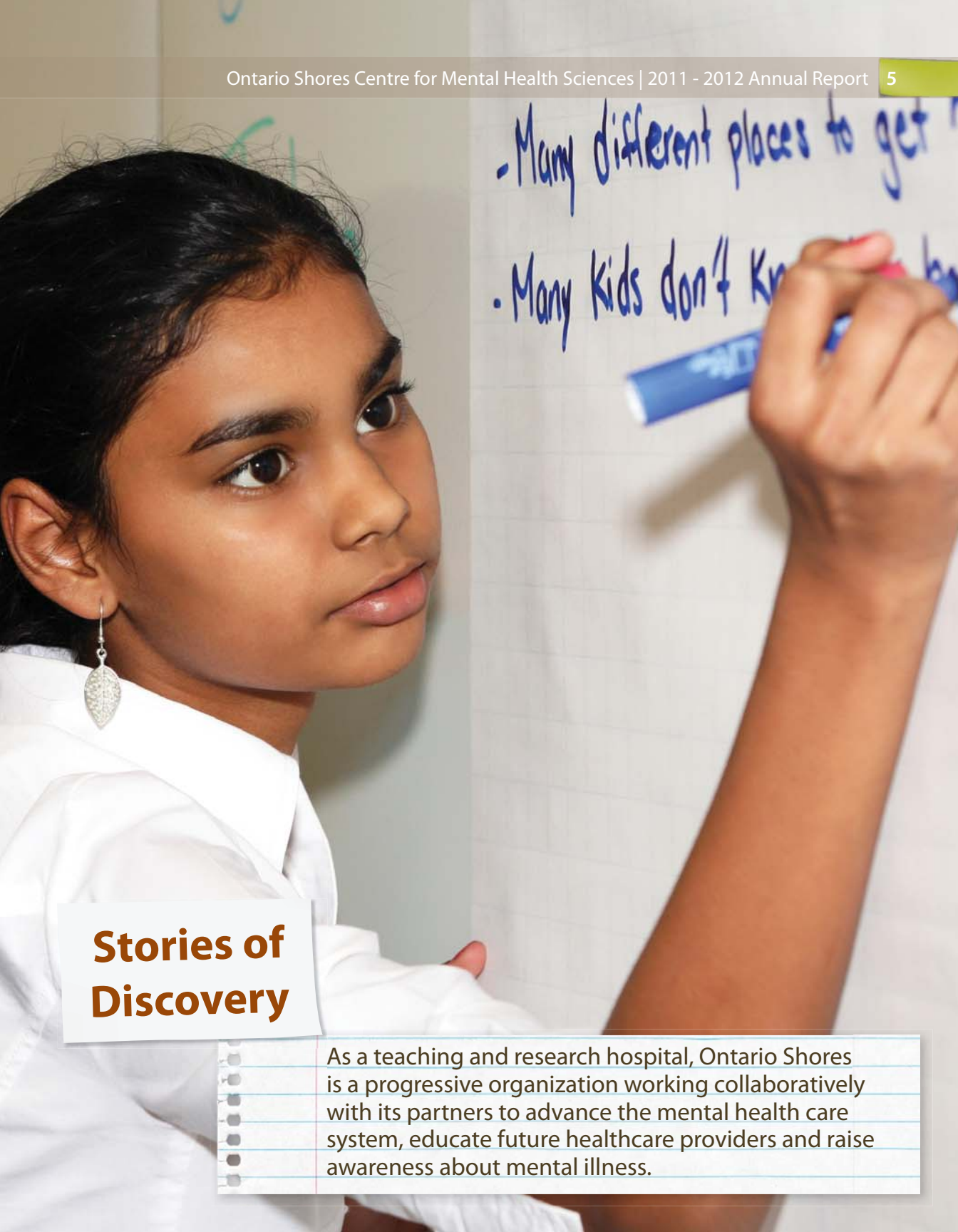
We recognize the pursuit of our vision, Recovering Best Health, Nurturing Hope and Inspiring Discovery never ends but it truly serves as inspiration for all of us as we embark on an exciting new chapter in the year ahead.

Michael Nettleton
Chair



Glenna Raymond
President and CEO





Stories of Discovery

As a teaching and research hospital, Ontario Shores is a progressive organization working collaboratively with its partners to advance the mental health care system, educate future healthcare providers and raise awareness about mental illness.

Mental Health Hospitals Unveil Performance Measures to Increase Transparency and Accountability

Ontario's four specialty mental health hospitals developed a new innovative and standardized approach to measure critical performance indicators of mental health care - a first for the province.

"We have developed quality indicators for our mental health care facilities to increase transparency, accountability and consistency. Each organization has measureable data that is standardized, comparable and provides meaningful information to the public."

~ Glenna Raymond,
President and CEO

The mental health patient indicators represent performance in key areas including client complexity, patient outcomes, client access, staff safety, human resources, fiscal responsibility and client safety, such as handwashing and falls prevention.

Regional Specialized Geriatric Services

Central East Local Health Integration Network (LHIN) formed the first Central East LHIN Regional Specialized Geriatric Services (RSGS) entity Governance Authority to ensure seniors have access to regional and integrated care. Glenna Raymond, President and CEO, Ontario Shores is the inaugural Chair of the entity's Governance Authority.

- There will be a 19% increase in the number of seniors aged 65+ in the Central East LHIN by 2019, and a 47% increase in the number of seniors aged 85 and older. This growth will include 42,449 frail seniors with significant healthcare needs – **an increase of 36%.**¹



- 2,100 seniors in the Central East LHIN annually account for roughly one third of total hospital spending, or approximately **\$395.2 million.**²

Inaugural Research Day

In March, Ontario Shores held our Inaugural Research Day, entitled Promoting Recovery in Mental Health: Mobilizing Knowledge and Strengthening Partnerships. Presenting two renowned keynote speakers, Dr. Norman Doidge and Dr. Ian Dawe, and dozens of concurrent sessions, this successful event was a pivotal milestone in Ontario Shores' journey to become a dynamic academic and



research environment, as envisioned in our first Academic Plan (2009 – 2012) entitled *From Here to There and Beyond*.

"Research at Ontario Shores seeks to take theoretically sound positions and develop innovative applications for assessment and interventions to enhance prospects for patients' recovery."

~ Dr. David Nussbaum, Psychologist,
Forensic Program, First-Place
Winner, Research Day

Adolescent Mental Health Literacy Program

Ontario Shores knows that a lack of understanding and mental health stigma are key factors behind why so many youth with mental health issues are not identified or do not get the help they need. In October 2011, Ontario Shores launched the Adolescent Mental Health Literacy Program to address these needs. Based on the work of Dr. Stan Kutcher and a group of health partners, the program curriculum provides training and tools to increase understanding of mental health

and mental illness among teachers, educators and students. The program goal is to reduce stigma and promote early intervention and treatment.

The program is an excellent example of healthcare partnering with education to achieve positive results and true impact.

By February 2012, more than 450 people from eight school boards, two independent schools and primary healthcare providers in the community had completed the comprehensive training to become resources within the education sector.

In addition, Ontario Shores unveiled an adolescent mental health awareness campaign to support the education. The "You're Not Alone" campaign features posters and print materials as well as video – which is played in schools as well as selected Mac's Milk convenience stores.

"Mental health and mental health problems are a part of everyday life, yet stigma has kept us silent about the subject. Knowledge about mental health is a very important component of an adolescent's education. We are delighted to be able to provide our students with this thorough and evidence based curriculum. Thank you for the opportunity to be involved with this amazing program."

~ Dr. Mary Morrison, Chief Psychologist,
Durham District School Board



Students Speak out About Mental Health



"I have learned that in order to maintain good mental health you need to feel good about yourself and know your strengths and weaknesses. You need to accept and embrace who you are. You also need to maintain a positive outlook on life."

~ Eric



"I think that it is important to talk about mental health so that people are aware of what is good mental health and when you need help. Talking about mental health will help people deal with their illnesses in a more positive way and remove the shame and stigma."

~ Sable

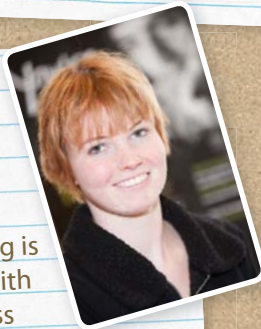


"Having good mental health is a major part of your everyday life. You need it to be able to function properly everyday. I believe it is very important to educate adolescents because there was so much that I realized I did not know. I fully understand, after being informed, and I no longer listen to any stigmas about mental health or mental illness."

~ Erika

"One way I think you can help in reducing stigma associated with mental health/illness is by telling someone else that what they are saying is offensive to someone with a mental health or illness issue and by refraining from using words that may be offensive or hurtful to people with mental health issues. If people had more knowledge about mental health and mental illness maybe they would be less obliged to calling people with those issues stereotypical things and making them feel worse."

~ Kelsey



"I learned a lot of valuable things, including where to go if I needed help or if someone I knew needed help. I learned a lot of things I didn't know. I think it is highly important that we talk about this because if we don't, it is not going to go away. If we keep it silent then less people know the truth, and then it becomes unknown and feared as a whole. People are afraid of what they do not know, and sometimes even hate it."

~ Asta





"After completing this unit, I realize that many people I know are dealing with a mental

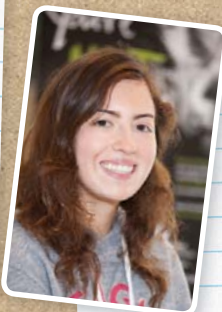
illness or mental health problem, and that a lot of other people that I know don't believe in such things. For me, I definitely think it's important to educate the people I know on these topics so that they fully understand them because for all they know, they could say negative things about it while being around someone who is dealing with something like it and seriously insult that person, aware or not.

~ Megan



"It is important because we are so unaware of these things... people just label them. It is important to talk about it because I did not fully understand but now I know much more about mental health. Students can talk to their parents or guidance counsellors - so they can get the help they need. I would turn to someone I trust and know they will give me advice on what to do."

~ Tate



"When I think about what we did at the beginning of our mental health unit, I found myself realizing I was ignorant of what mental health and mental illness really were. Sure I knew what they were and what was associated with them and symptoms and everything, but I never realized how in depth and normal some people can be with their illness; it was truly a wake up call."

~ Sarah



"I believe that it is important to know what mental health is, so that we know

how to deal with it in the future. This mental health education definitely made me learn many new things and understand a lot more about mental health. I am now better prepared for what may occur in the future."

~ Samantha

"All my thoughts on mental health and illness have changed; there are so many things I didn't know. I want to be more educated so it's easier to explain to others who don't know. It also opens my eyes to how this doesn't only affect the actual person, but how it actually affects the families. I want others to know about mental health and illness so it makes it easier to talk about and makes it easier for those who have mental health issues to come out and ask for help."

~ Maddison

Denise's Story:



A Mother's Perspective on Adolescent Mental Health Care at Ontario Shores

"My son David has been diagnosed with quite severe anxiety issues and Attention Deficit Hyperactivity Disorder (ADHD). He was extremely paranoid, not wanting to go to school; he didn't talk to anybody and this went on for three years. He would go for a ride in the car with me but he wouldn't get out.

It happened when puberty started to kick in, around grade nine. He had a normal life, good childhood, good parents; then I started to notice he was skipping school but he wasn't skipping with anybody. He was by himself. The situation got worse. One day I literally found him in the ditch hiding from me.

When I went to the very first meeting at Ontario Shores I was under the impression it was going to be the doctor with David and myself. I was surprised to see an entire team of healthcare professionals there on behalf of my son - whoever was needed came.

I can't believe how over and above and beyond the call of duty each and every staff member goes to, in order to ensure that these young people feel better. David now has the tools to go out and do what he has to do, thanks to Ontario Shores."

~ Denise, David's Mother

"I can tell this isn't just a job for the staff. You can tell they want to be there because they put their hearts and souls into their work."

~ David, Outpatient

TAMI Raises Mental Health Awareness in Yellowknife

Three representatives from the Durham TAMI (Talking About Mental Illness) Coalition travelled to Yellowknife, Northwest Territories (NWT) to assist with the launch of the TAMI program for their grade eight students.

"When we arrived the students were open, motivated and receptive to participating in their very first TAMI experience," says Bob Heeney, Child and Youth Worker, Ontario Shores and Chair, Durham TAMI Coalition. "You could look at these groups and see these students being engaged, listening and reflecting on their lives as TAMI speakers John and Megan shared their experiences with mental illness."

Teachers, students, community mental health clinicians, school board superintendents and representatives from the NWT Ministry of Social Services participated in the training. They learned about mental health literacy, formed a coalition and implemented the Summit model and In-Class Curriculum model based on our local experience.



The Durham TAMI Coalition provides mental health education to students and professionals regionally, provincially and nationally through the award-winning Stomping Out Stigma Summits, which bring community agencies, schools, youth and other community members together to raise awareness programs about mental illness.

"A youth in crisis in the North needs to find support from family and the educational system as they wait for services. This is a beautiful part of Canada, full of hard-working, caring people. They have found a place for TAMI in their community and we will continue to support their coalition."

~ Bob Heeney, Child and Youth Worker, Ontario Shores and Chair, Durham TAMI Coalition

"I have anxiety and people never take me seriously when I talk about it, because they don't think it's a big deal. TAMI definitely opened people's eyes to things like that."

~ Student

"A student at a presentation came up to me after and told me she had TAMI at her school in high school six years ago and she had heard me speak. She reported that hearing me speak about my self-harm and overcoming it helped her stop as well and she thanked me for it. It's moments like these when you realize what an impact TAMI has on people."

~ Megan, TAMI Speaker



Since its inception, the Durham TAMI coalition has provided mental health education to **more than 26,000** students and professionals, regionally, provincially and nationally.

Minimizing Seclusion and Restraint

Ontario Shores is leading the way to change practice and reduce the use of seclusion and restraint. Through new policies, staff education, proactive tools for alternative practices and changes to data management documentation, Ontario Shores is creating positive change for patients and staff.

Ontario Shores is sharing our knowledge with others, collaborating with peer organizations and conducting research around staff and patient attitudes on the causes of aggression. The third annual Thought Leadership Forum brought stakeholders together to continue the dialogue on the minimization of restraint

and seclusion and focus on three populations: adolescents, seniors and emergency departments. Through presentations and working groups, participants discussed risk assessment tools, best practices and research.

Learning and Networking at Open Minds Mental Health Symposium

The Open Minds Mental Health Symposium at Ontario Shores welcomed participants from healthcare, education, justice and community agencies, as well as patients and loved ones, who were eager to learn more about mental health research and innovation.

The symposium featured a variety of dynamic speakers from Ontario Shores and the community who presented on adolescent mental health, responding to mental health crises in the community and mental health research.

Open Minds symposia were held across the country by Healthy Minds Canada, a charitable organization that funds research projects and hosts workshops to share the outcomes of mental health and addiction research.

Technology in Mental Health Care

In 2011, Ontario Shores completed the final phase of a three-year implementation project and is now operating within a fully integrated electronic health record system.

Building an internal system unique to mental health care enabled Ontario Shores to focus on patient assessments, interactions and recovery-oriented care as well as measuring both qualitative and quantitative data.



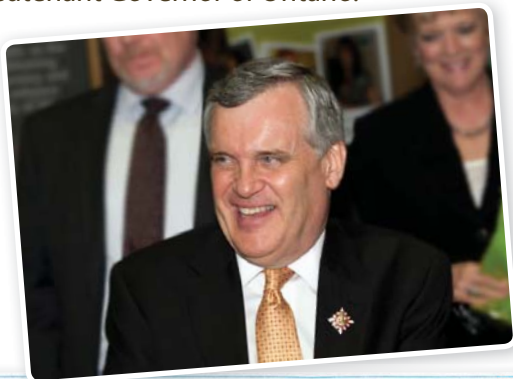
Ontario Shores received the Excellence in Mobile Point of Care Award from Motion Computing. This global award recognizes an organization's commitment to deploying mobile device solutions that enhance patient safety and quality of care.

The mobile devices eliminate the need for desktop and laptop computers to save on space and time. They also eliminate the need for paper, which reduces risk of error and duplication of information, and improves communication among clinicians and access to information across the system. A paperless system supports our commitment to sustainable environmental practices.

Since implementation, Ontario Shores has seen early benefits of the mobile system in terms of patient safety and quality of care.

Volunteers Celebrate 45 Years of Caring

Volunteers play an integral role at Ontario Shores to provide assistance, support programs and create opportunities for our patients. Donating thousands of hours each year, our dedicated volunteers build connections between our hospital and the community. In May 2011, Ontario Shores celebrated the Volunteer Association's 45th anniversary at the Annual Volunteer Appreciation Dinner. More than 100 volunteers were welcomed and thanked by Ontario Shores staff and our special guest, The Honourable David C. Onley, Lieutenant Governor of Ontario.



"Without volunteers, the institutions we take for granted, including hospitals, cultural centres, sports leagues, theatre groups, the arts would be reduced. The quality of life we enjoy simply wouldn't exist. In the case of Ontario Shores, volunteers ease the way for patients within the hospital and act as ambassadors for greater acceptance and understanding of mental illness. As volunteers, you are making an enormous difference, and I applaud you for your dedication to raising awareness of mental health."

~ David C. Onley, Lieutenant Governor of Ontario



"I love it. I want to be here. I want to volunteer here and I want to be a part of this organization."

~ Miriam, Volunteer

"What I'm loving about Ontario Shores is basically just the whole thing - the facility, the staff, the patients. It's just a very friendly environment to be a part of. You literally can't walk down the hall without at least three people saying hi and getting a smile from them, so it makes you feel nice to be a part of it."

~ Maddie, Volunteer

09 / Mar / 2012
(mm/dd/yy)

To Volunteer: Susan

Your volunteering sends a special message of hope and your gift of time and caring is appreciated.
Thank you for volunteering!

Thank you for...
Providing a brand new pair of shoes for a patient in need on PRA unit. all of us here on PRA appreciate what you do!

From: Kathy Dept/Unit: PRA

Please return your GEM card to Volunteer Services, Building 5, Level 2.

A Winning Partnership in Innovation

In November 2011, Ontario Shores and Healthtech Consultants (Healthtech) received two awards in partnership from the Information Technology Association of Canada (ITAC) Health: Project Implementation Team of the Year and Project Patient Care Innovation Team of the Year.



Additionally, Alison MacDonald, Clinical Education Leader, received the 2011 Emerging Leader in Health Informatics Award from COACH: Canada's Health Informatics Association for her role in the implementation of the electronic health record system.



Making it Click: Website Launch

In May 2011, Ontario Shores launched the new award-winning ontarioshores.ca website which features patient stories, photos, videos and more information about mental illness and how to access care.



Since launching the new ontarioshores.ca, **87,233** new visitors entered the site (May 2011 to March 2012).

Ontario Shores won a Gold Quill Award of Merit from the International Association of Business Communicators for the outstanding work throughout the consultation, planning, development and launch of the ontarioshores.ca website. The hospital's Communications and Public Affairs team received the award which recognizes excellence in the full range of planning and communication management skills, including research, analysis, strategy, tactical implementation and evaluation.



An Award-Winning Workplace

Ontario Shores is dedicated to creating a positive and rewarding work environment and in 2011 won a number of prestigious awards for its efforts and outstanding achievement, some of which include:

- Business Achievement Award for 50+ Employees, Whitby Chamber of Commerce



- Employer Champion Award, Provincial Partnership Council
- Quality Healthcare Workplace Award – Gold, The Ontario Hospital Association and the Ministry of Long-Term Care – Healthforce Ontario
- Eat Smart Award, Region of Durham

In addition to being an award-winning workplace in so many areas, Ontario Shores launched Employee Perk Central, an exciting



new program offering discounts to staff on everything from local restaurants to yoga classes to passes to Walt Disney World and Great Wolf Lodge.



"I think it's a great idea; a great initiative for staff retention and a great way to show appreciation to staff."

~ Joanna, Ontario Shores Employee

Healthcare Starts with Self-Care

Staff members at Ontario Shores are encouraged to use services offered for employees to ensure optimal physical and mental well-being. A number of new initiatives and tools were launched in 2011-12 that support the Healthcare Starts with Self-Care philosophy, including:

- Increased employee access to gymnasium and conditioning room;
- New gymnasium booking system allowing for greater variety of activities;
- Fitness classes change every four months, including new 20-minute sessions;
- Monthly conditioning room orientation;
- Walking Guide which includes useful walking tips and a map of Ontario Shores and surrounding property marked with distances;
- Discounted gym membership program;
- Participated in the 2011 Inter-Hospital Health Challenge.

Student Life at Ontario Shores

This year, Ontario Shores hosted **313** interprofessional students for placements and job shadowing. Students came from a vast range of programs such as nursing, psychology, occupational therapy, medical office administration, social work, dental hygiene, pharmacy, law, criminology and many others.

Ontario Shores also offers a Co-operative Education Program for high school students. In January 2012, Ontario Shores accepted the 2011 Employer Champion Award. Supported by the Ministry of Education and the Ministry of Training, Colleges and Universities, the award was presented by the Provincial Partnership Council (PPC), a volunteer advisory committee of leaders from the private, public and voluntary sectors. It recognizes outstanding commitment to providing experiential learning opportunities to Ontario high school students.



"The patients at Ontario Shores have inspired me to pursue a career in social work and the experience overall has inspired me in many different ways. Working at Ontario Shores has opened opportunities to educate my friends and eliminate stigma. Mental illness is not scary. People just want to talk to someone."

~ Simone, Co-operative Education Student, Henry Street High School



"I have had a positive experience working with seniors with memory disorders at Ontario Shores.

The staff have

been helpful in guiding us to gain critical experience in the care for patients on the unit. Not only have I been able to gain rapport with my patients and provide important nursing care, but I have also gained a positive view on mental illness."

~ Ashley, Nursing Student, UOIT

"My experience at Ontario Shores has been very worthwhile. The supervision, the engagement and the opportunity I've been given for learning has been exceptional. I have received critical feedback and opportunities to not only excel but also to be challenged. I recommend Ontario Shores to other students and this is the kind of environment I envision myself working in."

~ Kaysia, Social Work Student (MSW), York University



32

Medical Students
2011 - 2012



"I really enjoyed doing my Psychiatry rotation at Ontario Shores. Teaching was excellent, and our preceptors had time for us to ask questions and clarify any issues we had about the newly learned material. Learning was constant, but the best part was being able to see how the psychiatric conditions we were learning about actually present in real life. To do that, we were very lucky and had daily contact with patients. In that way I also felt like a part of the team, like I was contributing something. That felt truly great."

~ Ana, Medical Student, Medical University
of the Americas

17

Residents
2011 - 2012

Stories of Recovery

Ontario Shores uses a holistic approach to mental health care, promoting inclusion, hope and empowerment of patients and treatment options that are tailored to individual needs to support their overall well-being.

Metabolic and Weight Management Clinic

The award-winning Metabolic and Weight Management Clinic (MWM Clinic) team at Ontario Shores works with inpatients and outpatients, including those referred by other mental health organizations, agencies or associations.

Some mental health medications can cause weight gain for some people, which can contribute to the onset of other health issues. Since 2007, the MWM Clinic has supported patients in making positive lifestyle changes to reduce risks such as hypertension, dyslipidemia and diabetes.



"I have lost 60 lbs. in two years. I used to drink one full 2L bottle of Coca-Cola and eat a big bag of Cheezies every day. Since I started seeing Heather and Joanna I've learned to make better food choices, exercise, cook for myself

and look after myself. I now get insulin which has helped my blood sugar levels and have learned about carbs and how to use them. I know when I'm making bad choices and they help me get back on track. They call me the poster girl or movie star of the Metabolic Clinic - and that makes me feel good."

~ Glenna, Patient, MWM Clinic

Glenna was referred by the Canadian Mental Health Association (CMHA) to Ontario Shores' MWM Clinic. MWM Clinic staff provides Glenna with support and consultation through the Ontario Telemedicine Network, a two-way

video-conferencing system which provides access to care for patients in every hospital and hundreds of other healthcare locations across the province.

Prompt Care Clinic

David had been suffering with his mental illness for quite some time. He felt there was no hope for recovery until his experience at the Prompt Care Clinic changed his life.

"It was so positive. They listened to what I had to say. If it wasn't for the staff at the clinic, I don't know where I would be."

~ David, Patient, Prompt Care Clinic

After David received a complete diagnosis and treatment plan his recovery progressed. He returned home and began regaining his quality of life. David is now smiling for the first time in a very long time.

The Prompt Care Clinic supports primary care practitioners and provides care for individuals in need of timely mental health care services. A psychiatrist and nurse or social worker provide clinical assessments and a care plan for follow-up or shared care in the community.

Prompt Care Clinic had **1,148** visitors in 2011 - 2012.

Women's Clinic

Before coming to Ontario Shores, Christine felt incredibly isolated by her post partum depression. Connecting with the Women's Clinic staff and support groups lifted that isolation and put her on the path to recovery and healing.



"It is such a great service, focused on women's unique needs and then tailored for me. I love that an entire team assessed my situation and together determined the

best approach for my treatment and recovery. This specialized, holistic approach is smart, caring and effective."

~ Christine, Patient, Women's Clinic

New Forensic Beds

Aaron began experiencing symptoms of mental illness at the age of seven but it was more than 10 years before he received help. He had more than his illness to overcome. Aaron had trouble at school and home, used substances to help cope with the symptoms of his illness, lived in youth shelters and at times, even found himself living on the street. During some of his darkest days, Aaron came in contact with the law.

With the help of the Forensic Program at Ontario Shores, Aaron, now 24 years old, is doing much better. He is receiving the treatment he needs, rebuilding relationships with his family and friends, has a part-time job that he loves and has returned to the

community after completing his inpatient treatment.

Ontario Shores opened a new 20 bed unit in the Forensic Program to provide care for more individuals with mental illness, like Aaron.

"There are a lot of people who need a program like this. It is important to take the time to give people a chance. The best thing you can do for people is give them the opportunity to receive treatment so they can try and get better."

~ Aaron, Outpatient

The new unit, the Forensic Assessment and Rehabilitation Unit (FARU), provides a secure environment for assessment, treatment and rehabilitation by an interprofessional team of psychiatrists, psychologists, nurses, social workers, occupational therapists and other allied health professionals.

There is an annual **10% increase** in individuals who need forensic mental health care services in Ontario.³ This new unit helps individuals access the assessment and treatment they need in a safe and therapeutic environment.

Traumatic Stress Clinic

In November 2011, Ontario Shores opened the new Traumatic Stress Clinic to provide specialized assessment, medication support, illness education and supportive counselling for individuals who have experienced or witnessed trauma and are experiencing lasting symptoms. Services include assessment, trauma focused therapy, groups and relapse prevention planning.

Gary's Story:

Setting Goals to Recovery in the Mood and Anxiety Clinic



Hi, my name is Gary Miller and I am an outpatient here at Ontario Shores Centre for Mental Health Sciences. I started coming to Ontario Shores back in December 2011, on a referral from my psychiatrist. I suffer from mental illness and was diagnosed with Schizoaffective Disorder. I have been suffering from mental illness for the better part of the last decade and it has had a profound impact on myself, my wife, my family and friends.

When I came to Ontario Shores to meet my new team of psychiatrists, nurse practitioners and yes, even a social worker, who would have thought, I was excited, scared and nervous about where this new road was going to take me. Upon meeting my social worker I was taken back by the knowledge and expertise my social worker had exhibited. I always thought social workers were for social housing and child welfare, not for mental health and recovery.

My social worker has given me a Smart Plan, short achievable goals that I have been able to be successful with. Following my plan, I have been able to structure my days, achieve my short goals and hold onto a lot of hope for my future.

~ Gary, Outpatient

Skills Training, Treatment and Education Place

The walls of the Skills Training, Treatment and Education Place (STEP) are dressed with words like "hope", "recovery" and "journey". When Ripley, who was diagnosed with Bipolar Type II and Social Anxiety Disorder, shares his experience as a patient, those words come to life.

In the past, Ripley felt anxiety was taking over his life. Thanks to participating in groups at Ontario Shores in Anger Management, Understanding Illness and Medication Management, as well as taking cooking classes and lessons in Community Access, he is confident and plans to get a job working in a local computer store.



"I feel like I've been given back my hope. Before coming to Ontario Shores I felt depressed, anxious, tense, and had given up hope on getting better. Now I feel much better – my mood is pretty good, anxiety isn't running my life anymore and I have hope that I can go out and make a life for myself. It helps when you have staff trying to help you. They go the extra mile, make you feel comfortable and they don't give up on you."

~ Ripley, Patient, Skills Training, Treatment and Education Place



1 in 5

people will be affected by mental illness in their lifetime.

Mental illness can affect individuals of any age, race, religion or income level, and there are many treatment options available to develop individualized recovery plans.

Breaking Down Borders to Help Patients

Vikki travelled from a small town in Nunavut to receive much needed specialized inpatient care at Ontario Shores that is not available in her own community.



"I feel better. I feel happier. Staff have been nice. I have gotten to be in an art group, go swimming and use the computer to keep in touch with my family and friends. I am looking forward to going home and going back to school."

~ Vikki, Patient, Assessment and Stabilization Unit

Through the use of video-conferencing on the Ontario Telemedicine Network (OTN), Vikki was able to see her family while at Ontario Shores and when she is at home, Ontario Shores staff connect with Vikki and the nurses in Nunavut to ensure she continues on her journey of recovery.

Ontario Shores assists Canadians in Nunavut by providing access to much needed specialized mental health care services.

Community Reintegration

Today, Reza is filled with hope and optimism for the future. His care on the Forensic Community Reintegration Unit at Ontario Shores has helped him learn about his illness, how to manage it and think about his goals for the future.



"I was given something in life but have received great care and have seen people who cared for me, it is a good feeling."

~ Reza, Patient, Forensic Community Reintegration Unit

Community support is an important part of maintaining optimal recovery.



There were **54,297** Outpatient visits in 2011 - 2012.

35% of our discharged inpatients received treatment in our outpatient clinics and outreach programs.

A photograph of a man and a woman walking away from the camera on a paved path that curves through a green lawn. The man, on the left, is wearing a short-sleeved shirt with a vibrant, multi-colored pattern of leaves and flowers in shades of brown, blue, and white, paired with dark trousers. The woman, on the right, has long, dark, curly hair and is wearing a plain white short-sleeved top and a long, patterned skirt. They are holding hands. In the background, there are lush green trees and a multi-story brick building with several windows. A white lamppost stands near the path. The overall scene is bright and sunny, suggesting a pleasant day outdoors.

Stories of Hope

Ontario Shores offers hope by providing specialized care, treatment and support for patients and loved ones affected by mental illness.

Interpretation Services

About **one third** of Ontario Shores' inpatients and outpatients are immigrants. Of the many languages that our patients speak, the following languages are the top seven non-English languages spoken:

- Cantonese
- Italian
- Mandarin
- Punjabi
- Tamil
- Vietnamese



Ontario Shores has proudly partnered with Multilingual Community Interpreter Services to enhance access to Language Interpretation Services and better support our diverse community of patients.

"I use the new Interpreter Service several times a week and have found it to be a tremendous help in my work with patients. I can call any time of day and always get someone on the phone within 30 seconds or less. I can have a three-way call with a patient's relative in Poland, the interpreter and myself. Having this service really improves the level of support we are able to provide for our patients and families."

~ Nancy Burns, Social Worker,
Forensic Assessment Unit

Staff can access certified interpreters who provide services in more than 200 languages via telephone, video conference and in-person, 24 hours a day, seven days a week. Telephone services are available immediately, video conference within a few minutes and in-person within two hours to provide meaningful clinical care facilitation between patients and staff.

Enhancing Standards of Care in Geriatric Psychiatry

As the aging population across Canada increases over the next 20 years and the number of people with dementia is on the rise, Ontario Shores is enhancing the standards of psychogeriatric care and introducing the province's first Psychogeriatric Services Therapeutic Model for Inpatient Care.

The majority of patients receiving psychogeriatric care at Ontario Shores are more than 65 years of age who live with dementia or some form of memory loss that is persistent and interferes with daily functioning.

"The therapeutic model allows us to give hope to people who, like many loved ones, struggle with the impact of this disease. Our staff often provides more than clinical care to our patients – they provide education, information and counsel to family members and loved ones as they try to cope with and understand the illness and associated symptoms."

~ Steve Mathew, Clinical Manager,
Outpatient Services, Geriatric
and Neuropsychiatry Program

Humour – a Therapeutic Tool of Healing for Seniors

David, a father, grandfather and former mechanic who enjoys social activities such as singing, dancing and bowling, is described by his social worker as a true patient success story in the Geriatric and Neuropsychiatry Program.



"When David came to Ontario Shores he had experienced complete memory loss. He has recovered significantly and his sense of humour reminds us of the success of using humour as therapy."

~ Nazir Hussain, Social Worker,
Geriatric and Neuropsychiatry
Program

David feels positive and is grateful for the progress he has made at Ontario Shores. He appreciates the sense of connection he feels with staff in addition to opportunities to participate in activities such as medication and depression groups, in which he shares his experiences and coping strategies with other patients.

"The staff are good people, very understanding and cooperative. They listen to me and they understand. I feel respected."

~ David, Patient, Geriatric
Psychiatry Unit

Extending Access to Care

Our commitment to improving access to care led to the relocation of two community outpatient clinics in Lindsay and Newmarket.

The Kawartha Lakes Community Clinic moved to a more visible and accessible location near the downtown core and offers Outpatient Services, Vocational Services, Homes for Special Care, Seniors Mental Health Outreach and our Assertive Community Treatment Team (ACTT) for Halliburton, Kawartha and Pine Ridge. Patients can now participate in a wider range of services delivered by an interprofessional team. As well, the clinic is a local hub to extend services offered on an outreach basis for patients with dual diagnosis or neuropsychiatric conditions.



The York Region Community Clinic, located in Newmarket, offers outpatient services including Homes for Special Care, complex general psychiatry, seniors mental health, forensic outpatient, behavioural therapy and dual diagnosis outreach.

Central East LHIN Bed Registry

Ontario Shores, through the Central East LHIN Chiefs of Psychiatry, collaborated with the eight other hospitals in the Central East LHIN to establish an electronic mental health and addictions bed registry supported by a new emergency department mental health and addictions common assessment tool. Furthering a key goal of the Central East LHIN's 2009 Clinical Services Plan, this project helps to reduce wait times in emergency departments, fosters hospital collaboration and service coordination, and helps patients get timely access to needed inpatient care.

Continued Support after Discharge

Transitioning from inpatient to outpatient services can be difficult and some patients need enhanced support during this time. Ontario Shores launched an Outbound Call Centre to support patients with their discharge process. Patients receive telephone based coaching and weekly counselling to help them maintain their health goals while awaiting connections with community support.

Patients and Ex-NHL Players form a Winning Combination

It isn't everyday you get to rub shoulders with a hockey star, but for a group of Ontario Shores patients, lining up with a couple of former NHLers was a day to remember.



Patients and Durham Regional Police Service officers faced off for the first Ontario Shores ball hockey game. Former NHLers Keith Acton and Dennis Maruk stopped by to play side-by-side with patients, sign autographs and help the patient team pull out an exciting 17-14 win.

"It was fantastic. I really enjoyed it. I love sports. I have played a lot of sports - soccer, baseball and basketball."

~ Kathy, All-Star Patient Team

Even though it was her first time playing hockey, Kathy relished the event taking part in the ceremonial faceoff and making the finals in the shootout. "It was great having the NHL players come out, playing with the police and... beating them."

Connecting with Community

Creative Minds: Raising Awareness and Reducing Stigma through the Arts Program fosters education, understanding, acceptance and inclusion. It is comprised of the Imagine Film Festival and Series, the Art Gallery, Let's Talk Lecture Series and Mindful Music. Each event is designed to reach a different audience.



- **Let's Talk** brings mental health topics to an interactive forum. Jordan Burnham, a public speaker who shares his story of struggling with depression

and hiding his internal pain during high school, spoke to students, parents and educators at the Durham District School Board's Hope in Mental Health Symposium.

- **The Art Gallery** inspires community and patients to express themselves through creativity.
- **Imagine Film Festival** highlights films that deal with mental illness and features a celebrity (Steven Page in 2011) sharing their



personal connection. Family Day welcomes people of all ages with a family film, balloon art, face painting and other fun activities.



- **Mindful Music** welcomes our neighbours and community to a fun event, encouraging interaction with patients and staff, and raises awareness about mental illness. The 2011 event featured Hollerado, Chris Assaad, Kardiak Kids, Done with Dolls and Jarvis Church.



Almost **5,000** people attended our events in 2011-2012.

Special Guests

Ontario Shores welcomed a range of special guests who helped raise awareness and build connections with our communities.



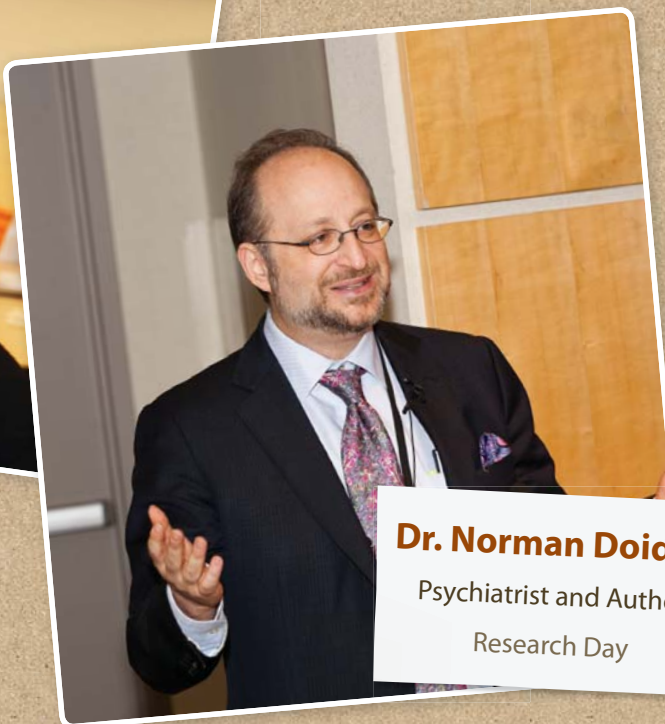
Steven Page

Canadian Musician and
Songwriter
Imagine Film Festival



LeAnn Thieman

Co-Author, Chicken
Soup for the Soul
Let's Talk Speaker Series



Dr. Norman Doidge

Psychiatrist and Author
Research Day

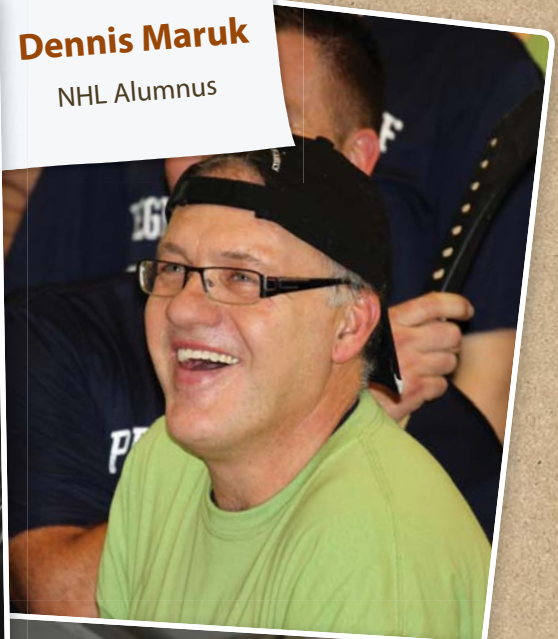
Keith Acton

NHL Alumnus



Dennis Maruk

NHL Alumnus



Mary Maddocks Thomson

Artist
The Art Gallery



Jarvis Church

Canadian Singer and
Songwriter
Mindful Music



Neil Crone Brings Laughter to the Mental Health Speaker Series

With his energy and charisma, Canadian actor, comedian and writer, Neil Crone laughed in the face of cancer and shared those laughs with the audience at the 2011 Mental Health Speaker Series. Crone was the keynote speaker for the annual event, hosted in partnership by Ontario Shores, Durham Mental Health Services and Canadian Mental Health Association Durham.



"Without the yes, that magic can never happen. Take whatever offers you're handed; good, bad, lousy, cancer - and run with them. There is no room for fear or negativity in a yes filled life."

~ Neil Crone

Other topics in the Mental Health Speaker Series included How Humour Helps in the Workplace, Mindfulness and Stress Reduction, Power Foods for Better Moods, and Take This Stress and LOVE It.

Ontario Shores Foundation for Mental Health

Through donations, community events and sponsorships, Ontario Shores Foundation for Mental Health was able to provide financial support to hospital programs, services and events including:

- Youth Mental Health Outreach Program
- Family Resource Room
- Creative Minds: Raising Awareness and Reducing Stigma through the Arts
- Thought Leadership Forum
- Talking About Mental Illness (TAMI) Program in schools
- Mural on Adolescent Inpatient Services
- Research Funding

Thank you to all our donors, sponsors and partners for your continued support.



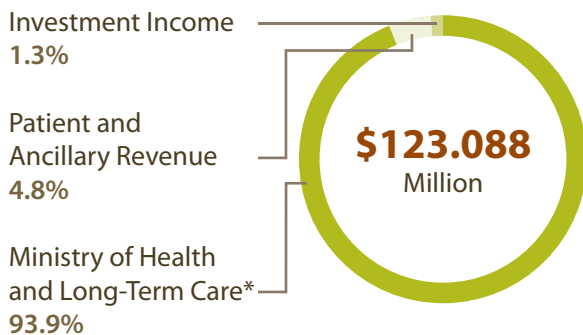


"I work with teenagers between the ages of 12 and 17. I love working with the children because they bring a different dynamic to mental health. It is catching mental health in its earliest stages and is most rewarding because you feel like you are really doing something for these kids – you can help them to have a fulfilled life and help them settle into society."

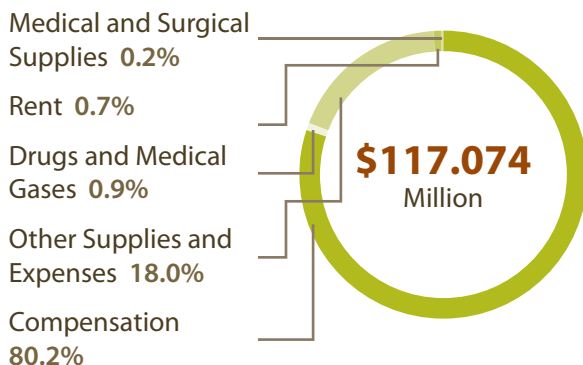
~ Carlene McRae, RPN, Ontario Shores

Financial Data

Revenue by Type



Expenses by Type



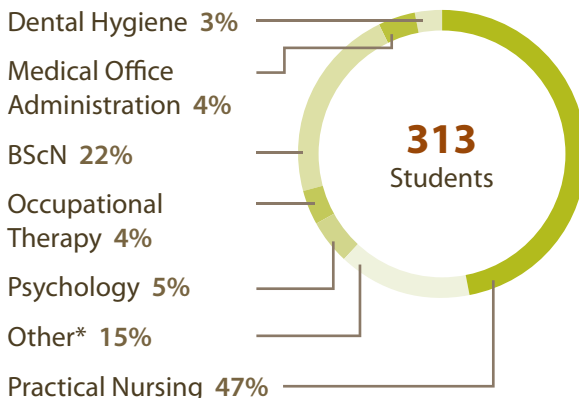
Working Capital

\$842,000

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

Student Placements

Placement by Program



*Bridging Nursing, Master of Social Work, Behavioural Science Technology, Child and Youth Care Worker, Nurse Practitioner, Pharmacy, Law / Criminology, Fitness and Health Promotion, Food and Nutrition Management, Health Information Management, Information Technology, Addictions and Mental Health, Art Therapy, Health Science, Hospital Unit Clerk, Mental Health, Communications, Social Service and Therapeutic Recreation

Clinical Data for 2011 - 2012

There were **2,885** participants and **869** addictions counselling groups.

Median length of stay for inpatients was **52 days**.

9% of admissions were adolescents 12 to 18 years of age; **27%** were seniors.

46% of new admissions were diagnosed with Schizophrenia.

References:

¹⁻² Central East LHIN (2012). Leadership to Improve Health System for Frail Seniors, January 20, 2012. www.centraleastlhin.on.ca.

³ Ontario Review Board (2008). Ontario Review Board Annual Report, Fiscal Period April 1, 2007 to March 31, 2008. Queen's Press.



ontarioshores.ca

Ontario Shores Centre for Mental Health Sciences
700 Gordon Street
Whitby, Ontario L1N 5S9
905.430.4055
Central Intake: 877.767.9642

