



*Discovery. Recovery. Hope.*

## Answering the Call

2010 - 2011 Annual Report



**Ontario Shores**  
Centre for Mental Health Sciences

## 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.



Ontario Shores Centre for Mental Health Sciences

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The Need



Answering the Call



In the News



Data and Statistics



Quotes and Comments



Special Guests



Awards and Achievements



Cover - Heather, Registered Nurse and Phyllis, Patient, Psychiatric Rehabilitation Unit B



## Message from the Chair and President and CEO



### Ontario Shores is Answering the Call

2011 is a significant year for our organization. It was just five years ago when Ontario Shores Centre for Mental Health Sciences (Ontario Shores) began its journey as a public hospital. While incorporating our tradition of compassionate and exemplary mental health care that has been delivered at the hospital since the early 1900s, we embraced this journey of discovery, recovery and hope in our role as a specialized hospital.

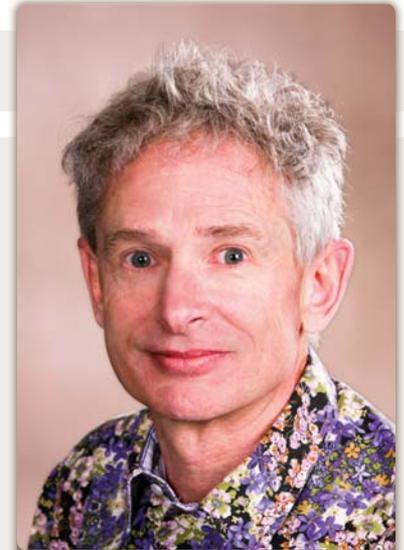
Over the past five years, we have enhanced our assessment, stabilization and treatment services in various programs, became a teaching hospital and moved our academic mandate forward, created awareness initiatives to reduce stigma and provided leadership to advance the mental health care system.

Most importantly, each day we are helping many patients achieve their optimal well-being and lead meaningful lives in the community.

This year's theme, Answering the Call, truly reflects our approach to delivering mental health and addictions services for inpatients and outpatients. We are identifying the needs of our patients, families, staff, healthcare partners and the community. This annual report features some of the many ways we are answering their call in areas such as new programs and clinics, enhanced safety initiatives, new technology and innovative awareness programs.

Ontario Shores remains committed to building a strong sense of community. We are listening to the ongoing feedback from our patients and their families, staff, stakeholders and community to help us grow as healthcare professionals and as an organization. This collaboration inspires us to achieve new heights in excellence and innovation in all areas throughout the organization.

In just five years, we have so much to be proud of. But it is truly through the dedication, compassion and talent of our staff, physicians, volunteers, leaders and Board of Directors that we are able to carry out this important work each day. Together, we celebrate this milestone and move forward in recovering best health, nurturing hope and inspiring discovery.



**Dr. Eric Fonberg**  
Chair



**Glenna Raymond**  
President and CEO

Right - Troy, Patient with Jennifer, Registered Nurse, Forensic Psychiatric Rehabilitation Unit



Answering the Call to  
**Advance Integrated Care, Quality and Safety**



## The Need: Improve access to specialized mental health care services



### Answering the Call: Develop new and innovative programs to enhance care for our communities

#### Prompt Care Clinic

Ontario Shores opened the Prompt Care Clinic in 2010 for individuals who require timely access to psychiatric services, but do not require an emergency department visit. Individuals in need of prompt mental health care services are referred to the Prompt Care Clinic where a psychiatrist and nurse or social worker provide clinical assessments and a care plan for follow up or shared care in the community.

Joan struggled for years trying to manage her son Marc's troubling behaviour. Then, with a phone call to the Prompt Care Clinic, there was a glimmer of hope. "Without the assistance of the Prompt Care Clinic I shudder to think where my son might be today," said Joan. "The staff were compassionate and supportive. Our questions were answered and we are now armed with even more information about local resources and contact names in case we need assistance in the future."

Generally, referrals are contacted by telephone within a 24-hour period or the next business day, and assessment appointments are made within three working days.



Prompt Care Clinic Staff at Ontario Shores



Ontario Shores receives an average of **85 referrals** per month for the Prompt Care Clinic.



"...Mental health centre launches new clinic"

Whitby This Week  
April 13, 2011

Mental Health Sciences  
...ter access to the most appropriate  
...or their individual needs.  
...Prompt Care Clinic provides psychiat-  
...to those in need without requir-  
...to the emergency department.  
...is a great need in the commu-  
...rapid access to specialized mental  
...care services," says Sheila Neuburger,  
...resident of clinical services at Ontario  
...s. "The Prompt Care Clinic provides  
...duals who are in a significant amount  
...ptomantic distress with the more urgent  
...they need."  
...individuals in need of prompt mental  
...th-care services can be referred to the  
...pt Care Clinic where a psychiatrist and  
...se or social worker will provide clinical  
...essments and a care plan for follow-up.  
...nsultations using Ontario Telemedicine  
...etwork's video conferencing technolo-  
...also be provided closer to a patient's  
...tress is evident and where dis-  
...increase if there is a delay in treat-  
...be referred to this clinic. Referr-  
...contacted by phone within a 24  
...od or the next business day, and  
...appointments will be set up v  
...working days.  
... "The Prompt Care Clinic is l  
...viduals with mental health chal-  
...the care they need quickly,"  
...Srivastava, a psychiatrist at the  
...Clinic.  
...Ontario Shores is located  
...St. in Whitby. The clinic is op  
...Friday from 8:30 a.m. to 4:3  
...accept referrals from family p  
...in clinic physicians, special  
...titioners.  
...For more information:  
...CALL Central Intake De



**Barb, Child and Youth Worker with Wendy, Registered Nurse, Adolescent Services**

### Adolescent Services

To better serve our patients, Ontario Shores combined its two adolescent units, into one 12 bed unit, to enhance the services we provide for adolescents. This shift in focus has enabled us to increase access to assessment, stabilization and treatment services for more adolescents in need of specialized mental health care services provided by a skilled interprofessional team.

The unit is part of a range of inpatient, outpatient and day treatment programs for adolescents. The program provides:

- Individualized assessments and treatment plans for each patient
- Individual, family and group therapy
- Cognitive behavioural therapy and dialectical behavioural therapy
- Life skills training, personal development and collaborative goal setting
- Supportive education
- Youth Case Management
- Consultation and education for community agencies, social service organizations and school boards

### Durham Community Clinic

Ontario Shores opened the Durham Community Clinic that provides specialized clinics and programs for outpatients in a community setting. The Clinic offers a range of assessment and treatment clinics such as Complex General Psychiatry Clinic, Mood and Anxiety Clinic and Vocational Services. These clinics provide individual, couple and group counselling, medication treatment and various therapies.

### Borderline Personality Self-Regulation Clinic

Ontario Shores opened the Borderline Personality Self-Regulation Clinic to provide intensive, outpatient group programs for individuals diagnosed with Borderline Personality Disorder. The program has three phases including intense day-treatment, a "step-down" phase and year-long aftercare. Family education and individual, couple and family counselling are also available.



**Durham Community Clinic**  
617 Victoria Street West, Unit #116B  
Whitby, Ontario L1N 0E4

## The Need: Enhance care for patients with dementia

### Answering the Call: Clinical Practice Guidelines inform a new therapeutic model of care

#### Psychogeriatric Care

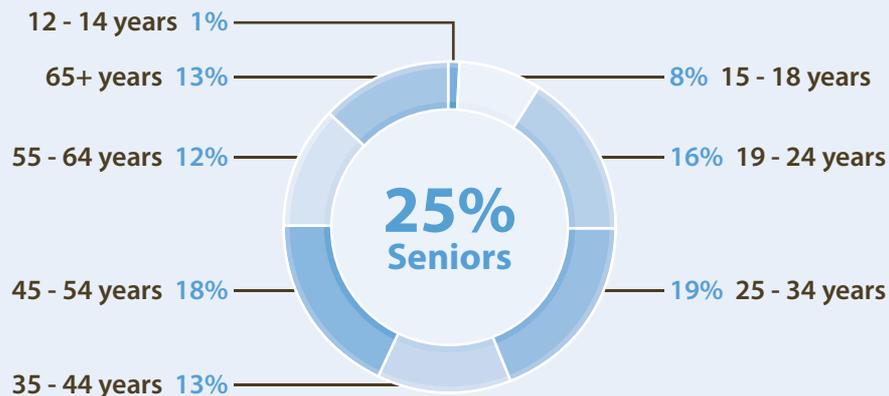
To achieve excellence in the delivery of mental health care for seniors, Ontario Shores developed new Clinical Standards of Care. These standards outline assessment and treatment guidelines, the role of the interprofessional team, therapeutic programming and discharge supports. The guidelines are based on our Collaborative Recovery Model and incorporate best practices and evidence-based approaches to providing mental health care services to this patient population.



David, Patient  
Seniors Mental Health Unit

Clinical Nurse Educators in the Seniors program provided more than **4,400 visits** to caregivers, long-term care homes, community agencies and service providers.

### Age on Admission



Alfred, Patient  
Seniors Mental Health Unit

"I like it here because the staff are kind and compassionate."

~ Alfred, Patient, Seniors Mental Health Unit



**“The programs have enriched my knowledge about my illness and how to manage it, so I can be successful once I leave the hospital. The staff here are fantastic, helpful, knowledgeable, and they support me when I am feeling down.”**

~ Laroldina, Patient, Transitional Discharge Unit



## The Need: Enhance quality and safety for staff, patients and the community



### Answering the Call: Introduce new initiatives and enhanced programs, practices and education

#### Quality and Safety: It Begins with Me

Each day, staff throughout the hospital embrace new ways they can improve quality and safety for our patients, our colleagues and our community. Ontario Shores continues to introduce, enhance and support numerous quality and safety initiatives throughout the hospital including:

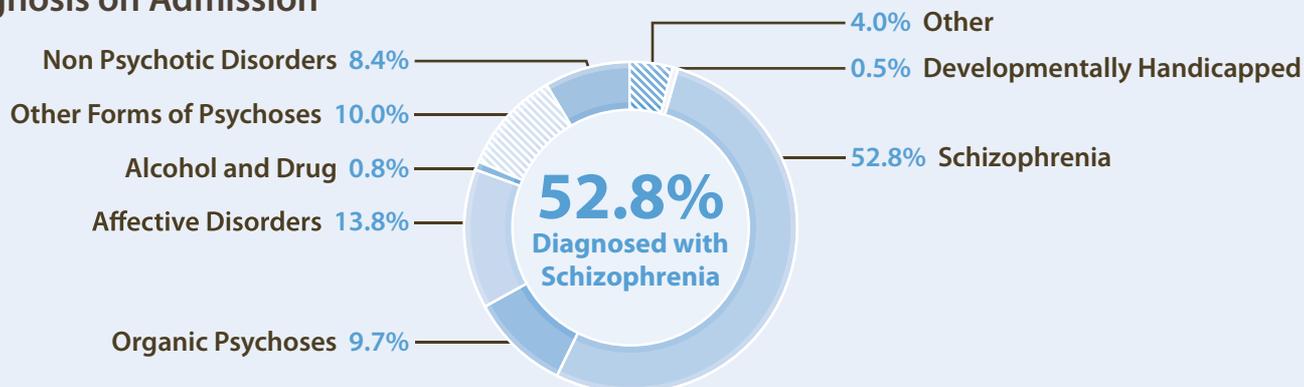
- Falls prevention e-learning module for staff
- Medication safety tips and new medication cart system
- New behaviour profile tool
- Multi-dimensional model to proactively manage behaviour
- Health and Safety Committee
- Good Catch program to ensure safety
- Enhanced patient identification process for treatment
- Updated Code White and Code Blue protocols
- Upgraded staff safety alert system
- Emergency Preparedness, accessibility and safety education for staff
- Increased number of security cameras and security patrol
- More accessible washrooms and redesigned courtyards to enhance accessibility and remove trip hazards



Sherry, Registered Practical Nurse, Psychiatric Rehabilitation Unit A



### Diagnosis on Admission



## The Need: Additional resources to provide enhanced care for patients



**Dan Carter, Chair, Ontario Shores Foundation for Mental Health**



**2010 Drive Fore Care Charity Golf Tournament**

### Answering the Call: Ontario Shores Foundation raises funds for the hospital and our partners

#### Ontario Shores Foundation for Mental Health

Ontario Shores Foundation for Mental Health raises funds to support the priorities of Ontario Shores and our partner organizations that help care for our patients. Donations and sponsorships are sought to fund innovation, research and teaching, mental health promotion, mental illness awareness and stigma-reduction programs, and renovating and building recovery-focused space.

After its first year in operation, grants from the Foundation enabled Ontario Shores and its partners to:

- Change the attitudes of youth, teachers and parents about mental illness, through the Talking About Mental Illness (TAMI) program
- Provide life-skills and vocational programming for patients
- Recognize excellence in education delivered by Ontario Shores' mental health professionals, and psychiatry residents at the University of Toronto
- Educate the public about mental illness through the Imagine Film Festival and Let's Talk Speaker Series
- Create a welcoming space at the hospital for patients' loved ones to access information and resources



## The Need: Opportunities for patients to develop vocational and social skills



### Answering the Call: Expand opportunities for patients to learn vocational and social skills to support a successful reintegration into the community

#### Vocational Services

Vocational Services provides skills-training and employment opportunities to help patients enhance their social and employment skills. Training opportunities within the hospital include the Gift Shop, Housekeeping, Good Luck Clothing Shop, cafeterias and video store. Community partnerships also offer patients training in food services.

The program also provides patients with education and employment support including literacy and numeracy upgrading, resume writing, interviewing, computer skills and links to community resources.

Through the Ontario Shores Supported Education Program, staff and volunteers help inpatients and outpatients improve literacy, numeracy and vocational skills, to assist with their transition into the community. The program works in collaboration with the Durham District School Board to develop curriculums, course material and an evaluation process.



Lori, Vocational Instructor with Aaron, Patient, Transitional Discharge Unit in the Gift Shop



"I like working in the cafeteria because it makes me happy. I learn new things, meet new people and I feel good about myself because I am helping others and accomplishing something."

~ Mark, Patient, Forensic Community Reintegration Program



Median length of stay for our inpatients is **50 days.**



Mark, Patient  
Forensic Community  
Reintegration Program

Right - Sharon, Patient, Forensic Community Reintegration Unit



Answering the Call to  
**Enhance the Patient Experience**



## The Need: Enhance the patient experience



### Answering the Call: Enhance patient programming and provide greater opportunities for patients and families to participate in Ontario Shores' activities and provide feedback

#### Patient Council

Patient Council consists of inpatients and outpatients of Ontario Shores who play a valuable role in providing a patient perspective to enhance programs and services at the hospital. Patient Council also provides support to patients as they transition from the hospital to the community, raise awareness of mental health and reduce stigma associated with mental illness.

"Patient Council sees the potential in people."  
John, Coordinator, Patient Council

#### Peer Support

As a Peer Support Specialist, Samantha has learned that the ability to help someone, even in a small way, makes such a difference. Samantha is a Peer Support Specialist with Ontario Shores' Assertive Community Treatment Team in Haliburton, Kawartha and Peterborough. Her lived experience with mental illness provides a valuable perspective for the team and their patients. "I am able to relate to what patients are going through. I can share my experiences, support them with their day-to-day recovery and help empower them to reach their goals."



"The nurses here are excellent. They take the time to counsel me about my medication and how it affects me. It makes me feel like I'm involved with my treatment and care."

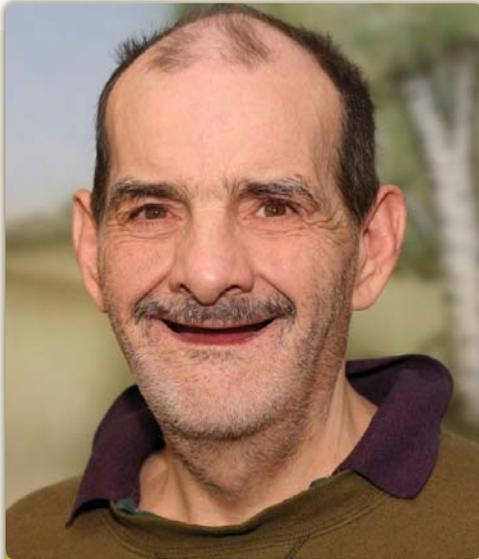
~ Deborah, Outpatient



John, Coordinator, Patient Council with  
Liz, Patient, Transitional Discharge Unit



Deborah  
Outpatient



**Doug, Patient**  
Seniors Mental Health Unit

### Family Council

Support from family and friends is an integral part of a patient's recovery process. In 2010, Ontario Shores introduced a Family Council and since that time, it has created educational opportunities, worked on the design and opening of a Family Resource Room and provided valuable insight to the hospital from a family perspective. Family Council also hosts monthly meetings for those affected by mental illness to come together to share, learn and support each other.

### Patient Satisfaction Surveys

Patient feedback is very important to us as it helps us plan and improve services. Ontario Shores regularly conducts confidential patient satisfaction surveys. Some of our results show:

- 72% feel they have private time when needed
- 72% find the nurses are approachable
- 73% feel they are able to see their assigned nurse when they need to
- 71% feel safe on their unit

Patients, families and members of the community can also provide feedback through our new feedback form that is available throughout the hospital and on our website, ontarioshores.ca.

### Patient Rights and Responsibilities

Ontario Shores updated its Patient Rights and Responsibilities to reflect the hospital's mission, vision and values and to support our commitment to each patient's recovery goals in a therapeutic and safe environment.



**Mark, Patient**  
Forensic Community  
Reintegration Unit

**“This is the best hospital in Ontario. Staff are good to me, the medications have helped take away the symptoms and the treatment has been great.”**

~ Mark, Patient, Forensic Community Reintegration Unit

Ontario Shores had an infection rate of **0** for C-difficile, MRSA and VRE.



### Volunteers: Sharing the Journey

Volunteers provide a number of services throughout Ontario Shores, and inspire hope, enhance self-esteem and improve the quality of life for individuals dealing with mental health issues. Their understanding, caring and open-minded approach towards patients is evident as they support many patient and hospital programs enabling Ontario Shores to expand on those programs and enhance mental health care.

Volunteers share their time and expertise in the following areas:

- Art Recovery Program
- Spiritual Care programs
- Choirs and music concerts
- Research Assistants
- One to one visits
- Pet Visitation
- Computer support
- Activity Cart
- Drop-in Centre
- Gift Shop
- Patient social events
- Vocational and recreational activities
- Tutoring

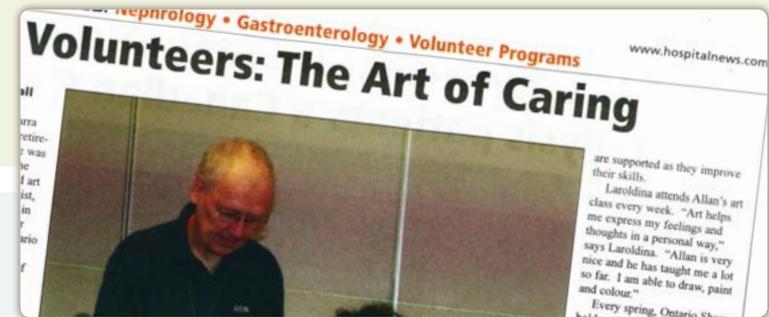


Katherine, Volunteer working with Steve, Outpatient

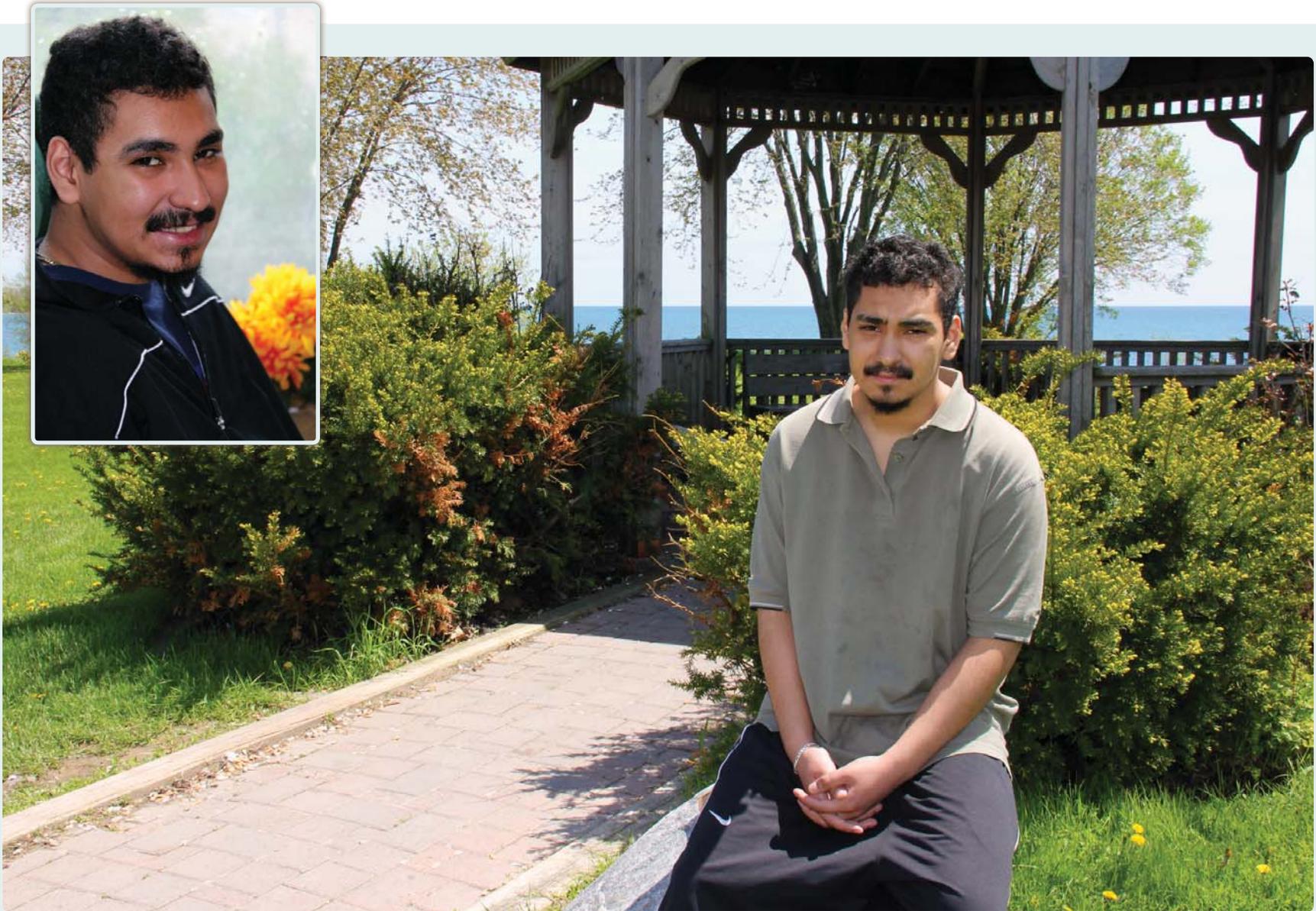


### "Volunteers: The Art of Caring"

Hospital News  
September, 2010



In 2010, the compassion and hard work of close to **150 volunteers** donating more than **10,000 hours** made it possible to expand volunteer programming in several areas including patient education and vocational initiatives.



**“I feel good here. I get to lift weights, play basketball and get involved in all the groups and programs. I really feel cared for.”**

~ Daniel, Patient, Forensic Transitional Unit



## The Need: Provide patients with services designed to meet their individual spiritual and cultural needs



## Answering the Call: Provide spiritual and dietary services to represent many religions and cultures

### Embracing Cultural Diversity

Spiritual and Religious Care Services coordinate a range of worship programs, services and guidance support to meet the needs of patients, families and staff, and to ensure all religions and cultures are represented and celebrated at Ontario Shores. Spiritual and Religious Care Services also promote understanding and tolerance across all cultural belief systems and support patients' spiritual and religious needs as they transition back to the community.

Ontario Shores has expanded its menu to provide patients with diverse food options to meet their cultural needs. Over the past year, Ontario Shores introduced a halal diet for our Muslim patient population. Nutrition and Food Services has also offered new menu options in celebration of cultural awareness events.



Agnes, Chaplain, Spiritual Care



## Eat Smart Award

Our Nutrition and Food Services team won the Durham Region Eat Smart Award for the fourth year in a row. The Durham Region Eat Smart Award recognizes food service providers that offer healthy choices for their customers. The cafeterias also provide educational items such as the Health Food Education Centre and the nutritional information chart posted with the baked goods.



Nutrition and Food Services accepting the Eat Smart Award



Ontario Shores  
Centre for Mental Health Sciences



Answering the Call to  
**Strengthen the Mental Health Care System**

Shores



**The Need:** To improve patient safety and the delivery of care, enhance communication and accountability and participate in the standardization of clinical processes, integration of best practices and facilitate interprofessional care throughout the healthcare system



Project E.A.S.I.E.R. Team



**Answering the Call:** Implement a fully integrated electronic health record system at Ontario Shores

#### Leading the Way with Electronic Health Records

About three years ago, Ontario Shores began the process of implementing a fully integrated electronic health record system throughout the hospital. This past year we achieved our goal and became the first hospital in Canada to implement this system using MEDITECH 6.0.

In 2008, Ontario Shores launched Project E.A.S.I.E.R. (Easily Accessible Solution to an Integrated Electronic Record), and initiated the transformation of care delivery.

During Phase I, Meditech was implemented throughout the business and clinical support areas of our hospital.

Over the past year, Ontario Shores rolled out Phase II and advanced clinical systems were introduced to all patient care units:

- Clinical assessment and documentation, computerized order entry and care planning tools to enhance communication and monitor patient outcomes
- Decision support tools and access to timely data to improve response to patient needs and support future planning and research initiatives
- Medication carts for clinicians to provide true point of care to patients, administer medication more safely and document information more efficiently
- Tablet PCs so clinicians can comfortably document patient information in real time and login to the Electronic Health Record at the point of care through a wireless network
- Computerized Provider Order Entry, Bedside Medication Verification (BMV) and the Electronic MAR close the loop in medication ordering, preparation, delivery and administration



Tammy, Technical Analyst with new medication carts



Vojkan and Ricardo, Project  
E.A.S.I.E.R.

In the weeks prior to Phase II go live, more than 900 staff members received training on the new system. Among this group were staff who received additional training to become “Super Users.” In their distinctive green shirts, Super Users provided 24/7 support to frontline staff throughout both stages of Phase II go live.

Ontario Shores hosted a conference for external audiences to share our unique experience in implementing an electronic health record system. Representatives from hospitals and organizations across Ontario attended the event. The standardization of clinical documentation is essential to improving the quality and safety of care we provide for our patients, and it is together through collaboration and teamwork that we can build the capacity for a standardized system to provide seamless care for the people we serve.

“Meditech 6.0 makes our nursing care easier. We’re more up to date with other hospitals and we’re using technology that is cutting edge.”

**Carrie, Registered Practical Nurse, Neuropsychiatry Rehabilitation Unit**

“I want to congratulate you, your team, and your hospital for the great work and the commitment that was shown. The day spawned some excellent discussions with our team and we appreciated the sharing your organization provided.”

**Karl Duell, Director, Information Technology, Waypoint Centre for Mental Health Care**

“Meditech is very helpful and efficient. You can get all the information on one screen and physicians can see how their patients are doing at any time.”

**Dr. Alem, Psychiatrist, Assessment and Reintegration Program**

“I find using Meditech a good opportunity for less medication error and a good step in the right direction for Ontario Shores.”

**Elaine, Registered Nurse, Forensic Assessment Unit**



Group of MEDITECH trainees

**900 clinical staff** were trained on Meditech 6.0.



## Ontario Shores Receives Full Accreditation



In May 2010, Ontario Shores received full three-year Accreditation from Accreditation Canada. The surveyors, who are experienced professionals from a variety of healthcare backgrounds, were impressed with the quality of care provided by staff at Ontario Shores. They recognized us as leaders in mental health care and highlighted our efforts in academics, research, community engagement, health and wellness, Family Council and enhanced patient-focused programs.

“You have an amazingly committed staff. Staff members here go the extra mile on a regular basis. We feel that you are very caring, courageous, conscientious and committed people. You care for your patients, you care for your community and you care for each other. You are not afraid for that to be seen and demonstrated,” said Mrs. Robyne Kershaw-Bellemare, Team Lead, Accreditation Canada Surveyors.

The surveyors evaluated Ontario Shores’ performance against the national standards of excellence, and spent 60 to 70 per cent of their time “tracing” patients through their experience at our organization. “Tracing” or tracer methodology, focuses on patient safety and quality of care by following a patient through the continuum of care.

The surveyors reviewed patient sample charts and documentation looking for a number of factors including diagnosis, number of medications, age, procedures performed, services provided, case complexity and the interaction between multiple service areas. They also observed interprofessional treatment teams and discussed all aspects of care on the patient care units.

Throughout the debriefing session, the surveyors recognized our strengths in the areas of clinical advancements, recovery-focused care, patient safety, infection control, communications and support functions. They also noted our particular attention to excellence in practice at the point of care and that we have a positive and energized organizational culture. The surveyors were altogether impressed by our collective commitment and teamwork.

By taking part in the Accreditation process we continue to learn and Ontario Shores demonstrates our transparency and commitment to creating a safe and positive environment of discovery, recovery and hope.



Mrs. Robyne Kershaw-Bellemare,  
Team Lead, Accreditation Canada



Hazel, Accreditation Coordinator



**“It’s a tough one to swallow admitting that you have a mental illness, but having trust in the hospital staff will get you better faster.”**

~ Brad, Outpatient

## **The Need: Engage in open dialogue about the use of seclusion and restraint to bring a change in practice**

### **Answering the Call: Second Annual Thought Leadership Forum**

#### **Bringing Leaders Together to Drive Change**

Hospital leaders throughout Canada came together at the second annual Thought Leadership Forum hosted by Ontario Shores to explore ways to minimize the use of seclusion and restraint.

The Forum featured a dynamic line-up of speakers from around the world including Dr. Joy Duxbury, Reader in Mental Health Nursing at the University of Central Lancashire. "There is a lot of exciting and innovative work happening at Ontario Shores and their efforts to advance practice is commendable," says Dr. Duxbury. "There was a wonderful energy and passion at the Thought Leadership Forum and places like Ontario Shores are being proactive to make a real difference in the patient experience."



Debra, Angelika and Franzis

 Over the past year, Ontario Shores has **decreased** the use of mechanical restraints **by 80%**.

 **Mobile Computing Award**  
Ontario Shores was awarded the Excellence in Mobile Point of Care Award from Motion Computing, a leading global provider of tablet PCs and supporting mobility solutions. The global award recognizes an organization's commitment and dedication to deploying Mobile Point of Care Solutions that focus on enhancing clinician satisfaction and delivering the highest quality of patient care. With Motion Tablet PCs in place, Ontario Shores has been able to standardize on an entirely electronic format.



Catherine and Carol using new tablet technology

## The Need: Integrated and collaborative mental health care system



Dr. Fischler, Psychiatrist, Special Services Program

### Answering the Call: Provide input, leadership and support at the regional, national and international level for advanced mental health care

#### Ontario Shores Responding to the Needs

It is through true innovation and collaboration that Ontarians will have access to a mental health care system that is accessible, integrated and provides high quality patient care. Ontario Shores makes valuable contributions to system improvement through a number of key initiatives:

- Central East LHIN working groups and committees and ministry advisory committees
- Ontario Hospital Association's provincial Mental Health and Addictions Leadership Council
- Provide input into the creation of a provincial mental health strategy
- Host international medical trainees
- Gain international attention for the anti-stigma work of the Talking About Mental Illness program and Imagine Film Festival and partnerships with police and justice
- Ontario Hospital Association's PAN Canadian Mental Health and Safety Advisory Committee
- Presentations at regional, national and international conferences

#### Central East Mental Health and Addictions Network

Over 40 organizations gathered together over the past year to provide input into the development of the Central East Mental Health and Addiction Network's priorities for the region. The network identified Child and Adolescent, Primary Care, Supportive Housing and Concurrent Disorders as key priorities that will provide system-wide improvements for patients, families and communities throughout the Central East area. Together with the other mental health and addictions providers, Ontario Shores and the Network will develop a plan to make system-wide improvements in these key areas



Internal and External Stakeholders

Ontario Shores provides a range of inpatient and outpatient programs and services. **38%** of our discharged inpatients receive treatment in our outpatient clinics and outreach programs.



## The Need: Do our part to protect and preserve the environment



### Answering the Call: Develop a five-year Sustainability Green Plan

#### Green Matters

Energy, water, waste, emissions and environmental management are key areas of focus of the five-year Sustainability Green Plan at Ontario Shores. The plan outlines the organization's commitment to protect the environment by promoting cost-effective business practices that reduce our carbon footprint and support conservation. In the first year, Ontario Shores has discontinued the use of all pesticides, replaced some equipment with high-efficiency, chemical-free models and introduced new recycling stations to increase visibility and ensure proper segregation of waste and recyclable materials.



Troy and Aaron promoting the Green Matters initiative



**"I feel like I am ready to embark on a whole new adventure after all the help I have received here."**

~ Hassan, Outpatient, Grove School graduate

**"After five years I finally have my high school diploma, it feels really good."**

~ Mitchell, Outpatient, Grove School graduate



Hassan, Outpatient  
Grove School graduate

Right - Phoung, Patient, Forensic Transitional Unit with Jordan from the band, Kardiak Kids



Answering the Call to  
**Raise Awareness and Reduce Stigma**



**The Need:** People with mental illness often experience stigma that can even prevent them from seeking the help they need or seriously impede their ability to participate fully in society



**Answering the Call:** Develop an awareness and anti-stigma program, Creative Minds: Raising Awareness and Reducing Stigma Through the Arts

Creative Minds uses film, art, music and speakers to bring people together from all areas to share enjoyment in a common interest while learning a little more about Ontario Shores and mental health in an open and supportive environment.

#### Imagine Film Festival

The 3<sup>rd</sup> Annual Imagine Film Festival featured a variety of unique and thought provoking feature films and documentaries that touch on mental health and a Family Day event. The highlight of the event was internationally-acclaimed Canadian musician, Chantal Kreviazuk. She shared her connection with mental health, gave a short musical performance and met with guests following the show.

"I think the more that we can create a foundation of awareness and have it grow to where it's more common than not, it will be better for people with mental health challenges. 50 per cent of what drives a disorder is stigma," said Kreviazuk. "To me, that just screams education and the need for it."

#### Imagine Film Series

Throughout the year, Ontario Shores hosted a series of film events for families, couples and individuals with an interest in film. A variety of family, drama and comedy films were shown to help us connect with our local communities and educate people about mental illness.



JD enjoys some popcorn at the Imagine Film Festival's Family Day



Emily sits patiently while having her face painted at the Imagine Film Festival's Family Day



**"If we focus a little more on the mind, as we do on body and soul, and really regard all three as equal, it would take us to the next level of progress."**

~ Chantal Kreviazuk



## “Chantal Kreviazuk opens up in Whitby”

“Kreviazuk puts life experiences into her music”

Whitby This Week

October 28, 2010



## Let's Talk Speaker Series

Featured guests, panel discussions and lecturers were part of the 2010-2011 Let's Talk Speaker Series. Topics included Post-Traumatic Stress Disorder, stigma and smoking cessation. One of the speakers, Ned Vizzini, author of popular young adult novels, came to Ontario Shores and shared his story with a group of local high school students about his time at a mental health hospital. Vizzini also read excerpts from his latest novel *It's Kind of a Funny Story*, now a major motion picture.



**“Fear is 10 times worse than regret. So don't sell yourself short. It is much better to work through the fear than try to work through the regret.”**

~ Ned Vizzini



A selection of art showcased at the Art Gallery

### Art Program

Ontario Shores opened an Art Gallery to bring people with an interest in art to the hospital. We hosted two art shows, the Intersection art show for all local artists and the Reflections of Hope art show for individuals who had experience with mental illness to display works on their interpretation of hope. We partnered with local art organizations, Robert McLaughlan Art Gallery, Station Art Gallery and O'Neil Collegiate to promote the event, connect with their artists and incorporate their experts into the jury process.

"As an artist, Ontario Shores Art Gallery honours self-discovery and promotes artistic expression in healing our true hearts."



## Mindful Music

WHITBY -- Kenny Harvey, left, and Dakota Wylie, member of the band Only Way Back, performed on stage during Mindful Music, a charity concert held in partnership with Medicinal Music, which organizes local charity concerts. Proceeds from the concert go to support the Ontario Shores Centre for Mental Health.

### "Mindful Music"

Whitby This Week  
July 14, 2011



### Mindful Music Concert

Ten local bands and artists from Durham Region gathered on the beautiful grounds at Ontario Shores to raise awareness about mental health while enjoying a summer concert. More than 200 people of all ages enjoyed the musical talents of a variety of jazz, soft rock and alternative bands and artists. The concert was in partnership with Medicinal Music, a youth group that organizes local concerts.

"We welcome any opportunity to participate in community events and support such an important cause," said Adam King, member of Only Way Back. "The members of the band have friends and family who have been affected by mental illness so we were happy to participate in this event and through our music, raise more awareness about mental health."



Adam King, Only Way Back at the Mindful Music Concert

In 2010 - 2011, Ontario Shores had **4,866 visitors** attend our events and enjoy our facility and grounds.





### National Mental Health Week Speaker Series

Organizing Basics to Improve your Mental Health, Protecting Your Kids Online, Caring for Aging Parents and Enhancing Couple Relationships were some of the information sessions featured at the 2010 National Mental Health Week Speaker Series. Ontario Shores and Canadian Mental Health Association Durham provided free education sessions to the public to raise awareness about the importance of mental health. The Speaker Series concluded with a keynote presentation from Terry Evanshen, CFL Hall of Famer who lost all memory of his life following a severe automobile accident in the 1980s.

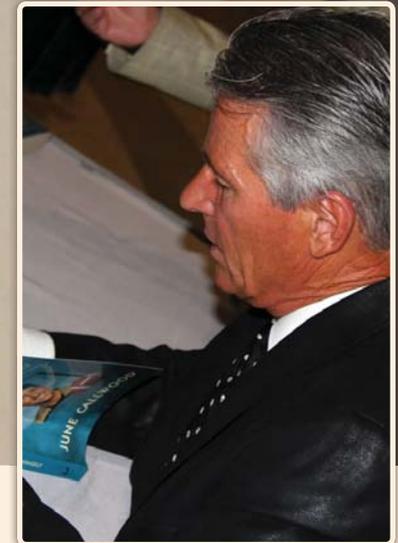


**Dianne Pepper, Speaker**  
LOL - Law of Laughter Presentation



**"I finally accepted the truth that I must take one small step at a time, I refused to be a victim, I am a survivor. I have been building a new Terry one day at a time."**

~ Terry Evanshen



### IABC Ovation Award of Excellence

Ontario Shores won an Ovation Award of Excellence from the International Association of Business Communicators/Toronto for Creative Minds: Raising Awareness and Reducing Stigma through the Arts. The program includes the Imagine Film Festival and Series, Let's Talk Speaker Series, Mindful Music Concert and Art Program. The award recognizes excellence in Community Relations programs and the full range of planning and communication management skills, including research, analysis, strategy, tactical implementation and evaluation.



Sharon, Executive Assistant visiting the Ontario Shores facebook page

## The Need: Reach out to individuals with mental illness and the community to raise awareness about mental health and the care provided at Ontario Shores



### Answering the Call: Create an online presence on selected social media sites



#### Ontario Shores Expands Online Networks

Last year, Ontario Shores joined the social media scene and created an online presence on facebook, twitter, YouTube, LinkedIn and Flickr. Participating in social media expands Ontario Shores' ability to increase awareness of its programs and events and reduce the stigma associated with mental illness.

Through social media, we have reached audiences across the province, the country and indeed the world. So far we have had visitors from countries such as New Zealand, Kenya and the United Kingdom, just to name a few. Most importantly, we have a forum that has created a collective "we" among patients, staff, stakeholders and members of the community, where individuals can interactively engage in news, events and discussions while learning about the wonderful work we do here at Ontario Shores.



Social Media Sites  
Expanding Online Networks

Ontario Shores has reached **48,830 twitter** followers, **25,309 facebook** users and **329 YouTube** viewers.



## The Need: Strengthen relationships with the community

### Answering the Call: Create opportunities for patients, staff and the community to interact

#### Oshawa Generals

The Oshawa Generals have been lighting up the net on the ice and lighting up faces with their community visits this season. Generals players, Christian Thomas, Scott Valentine, Nicklas Jensen and Alain Berger paid a visit to Ontario Shores to meet patients, sign autographs and play some pickup hockey in the gymnasium. Wearing their road jerseys, the players teamed up with patients and took part in an upbeat hockey game while a large group watched the action. After the game, the Gens players met with patients and signed hockey cards and collectibles.

#### Waterfront Trail

More than 500 cyclists in the 2010 Waterfront Trail Bike Tour stopped at Ontario Shores, one of the designated rest stops on their route. Cyclists enjoyed fresh fruit, a restful break on our beautiful grounds and had an opportunity to learn a little more about mental health. In the fall, Ontario Shores also welcomed more than 400 runners in the 2010 Waterfront Trail Run.

#### Municipal Debate

The Lecture Theatre was filled with community members and business leaders when Ontario Shores hosted the 2010 Whitby Municipal Debate in October featuring the mayoral debate and the regional councillors debate. The Mayor's debate was broadcast multiple times on Rogers Television and event partners included Rogers, Whitby Chamber of Commerce and the Durham Region Homebuilders Association.



Oshawa Generals visit Ontario Shores



Cyclists at the Waterfront Trail  
2010 Waterfront Trail Bike Tour



**Answering the Call to  
Engage in Research and Teaching**

## **The Need: Enhance clinical expertise and knowledge of healthcare professionals providing psychogeriatric care at Ontario Shores and in the community**

### **Answering the Call: Provide best practice and evidence-based psychogeriatric education course**

#### **Psychogeriatric Course**

A new partnership with Durham College led to the development of an elective course in the Mental Health Certificate program for current and future healthcare professionals. Ontario Shores worked with Durham College to design the curriculum and offered placements for students who participated in the course. Students expanded their clinical expertise and knowledge in the delivery of enhanced psychogeriatric care for patients at Ontario Shores and in the community.



**Sheena, Director of Care, ThortonView with Melanie, Clinical Nurse Educator**

## **The Need: Advance our role as a teaching and research hospital**

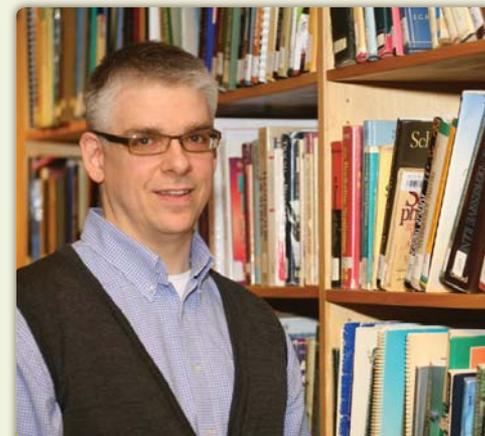
### **Answering the Call: Strengthen our academic capacity and develop new research initiatives**

#### **Achieving New Heights in Research**

Ontario Shores supports a wide range of research initiatives throughout the hospital. We are currently engaged in research studies in a number of areas including recovery, neuropsychology, psychopharmacology, adolescent community psychology and psychiatric measurement.

Over the past year we have seen an increase in our research initiatives:

- New Clinical trials in the Memory Clinic
- Publications in various journals and books
- New research studies on the implementation and use of electronic health records
- Staff made presentations across Ontario, Canada and internationally about the innovative work taking place at Ontario Shores



**Vytautas, Director, Interprofessional Research and Knowledge Translation**



Jessica, Research Volunteer and  
Anna, Research Assistant

### Academic Council

The Ontario Shores Academic Council supports the advancement of the hospital's education and research initiatives. The Council reviews, prioritizes and advances affiliations with academic institutions to provide an enriched learning experience for future healthcare professionals. The Council develops and implements new strategies to increase the academic activity throughout the hospital.

Ontario Shores has **25 academic affiliations** with universities and colleges throughout Ontario and Canada in areas such as psychiatry, psychology, allied health, nursing and health sciences.

### Our Shared Journey Results

In 2009, Ontario Shores launched Recovery and Rediscover – Shared Journey, a new recovery oriented model of care. All staff and patients participated in education to learn about the Collaborative Recovery Model, goal setting and how to develop a therapeutic relationship. The principles of empowerment, hope, recovery, collaboration, teamwork and inspiration have been embraced and incorporated into the way care is delivered. Part of the education included a research study that measured the impact of the education over a three, six, 12 and 18 month period after the education.

Research findings now show that after the education:

- Staff perceived higher therapeutic alliance between themselves and their patients
- Staff have a better understanding of recovery principles as a result of the education
- Staff beliefs showed a better understanding of the personal nature of patient recovery as well as improved opinions about recovery itself
- Organizational well-being improved with decreased staff depersonalization and emotional exhaustion, and increased personal accomplishment
- Staff documentation of patient goals significantly improved after education
- As a result of the education, staff communicated with patients about their future plans, goals, and hopes, and increased the documentation of these in the patients' charts



Barb, Child and Youth Worker  
with the Hope Kit



## The Need: Enhance care, increase educational opportunities and improve efficiencies



### Answering the Call: Use Ontario Telemedicine Network's video conferencing technology to reach out to remote areas and connect with other healthcare providers

Ontario Telemedicine Network's (OTN) video conferencing technology has brought clinical services to remote areas, expanded partnerships and provided new educational opportunities for staff. Our Metabolic and Weight Management Clinic, Prompt Care Clinic and Virtual Emergency Room for youth use this technology to provide specialized services to patients in distant areas. Initial assessments, follow-up appointments, family visits, patient health teaching, peer-to-peer case conferencing, pre-admission and case conferencing, and peer supervision are just some of the many ways this technology is used in providing care.

Educational events, inter-hospital committees and working groups also use this technology to share knowledge, reduce time and costs of travel and strengthen partnerships with healthcare providers throughout the province.



Karen, OTN Coordinator



## 10 new psychiatrists joined our team.



"I have always loved working with seniors, listening to their stories and learning from their wisdom, and that's what brought me to Ontario Shores. Having the opportunity to work with a supportive and compassionate interprofessional team has made my experience here excellent. Both staff and patients seem happy to be here which creates a pleasant atmosphere where people can reach their full recovery and professional potential."

~ Dr. Robyn Waxman, Psychiatrist



Dr. Robyn Waxman  
Psychiatrist, Special  
Services Program



Robin and Tina learning about new technology



Sylwia, Registered Nurse mentors students

## The Need: A highly-skilled workforce

### Answering the Call: Create a learning environment for staff

#### Workforce Development

Ontario Shores believes in the importance of providing a positive learning environment for staff to strengthen their skills, knowledge and expertise. Over the past year, the hospital continued to implement a number of professional practice initiatives and offered education and training opportunities for staff including:

- The use of technology to build new evidence-based practice into assessment and documentation tools
- Defined core competencies and skills for interprofessional staff
- Leadership course
- Workload Measurement training
- Dialectical Behavioural Therapy training
- Choices and Changes, a motivational interviewing education module
- CPR certification
- Tuition assistance
- Professional development workshops

**324 students** participated in placements  
over the past year.

Professional Practice supported **7** new mental  
health nursing residents.



### Police Commendation

Ontario Shores and the University of Ontario Institute of Technology were awarded a special commendation from Durham Regional Police Service (DRPS) in appreciation and recognition of the commitment and dedication staff showed in improving police officers' understanding of and response to individuals with mental illness through the First Responder Interactive Simulation Training program. Today, more than 100 police officers have participated in the education program. In collaboration with Durham College's Centre for Academic and Faculty Enrichment, the interactive web-based simulations are now part of DRPS mandatory training for all frontline officers.

Ontario Shores received special acknowledgement from Accreditation Canada for the First Responders Interactive Simulation for Mental Health as a Leading Practice.



Inspector Bruce Townley, Marjory Whitehouse, Chief Mike Ewles and Dr. Wendy Stanyon accepting the Police Commendation



**“Recovery means being well and getting better. It is really important for me to set goals and follow through with them.”**

~ Geno, Outpatient



Geno  
Outpatient

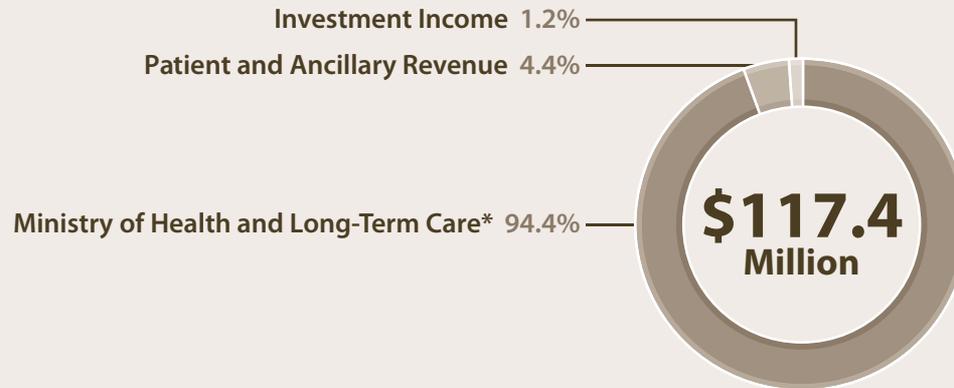


**“During my stay at Ontario Shores, I have learned how to develop trust in others and confidence in myself. Staff have helped me mature comfortably as an adult living with a mental illness. I care more about myself now than ever have before.”**

~ Marc, Patient, Forensic Transitional Unit

## Financial Data

### Revenue by Type

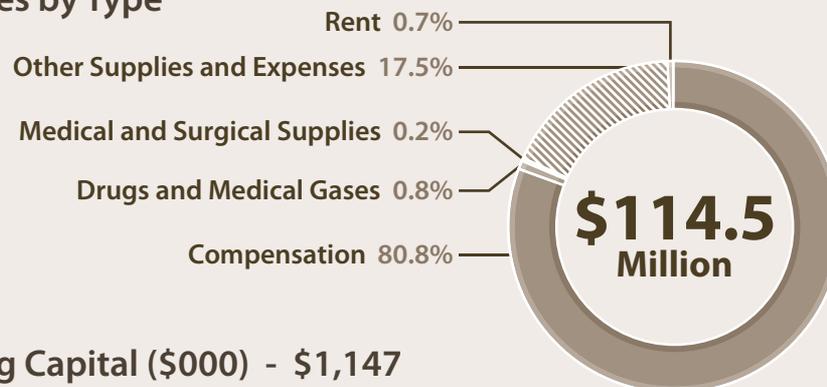


\*Ontario Shores would like to recognize the leadership and funding support provided by the Central East Local Health Integrated Network.



Ontario Shores has demonstrated sound economic stewardship to achieve a balanced budget in 2010 - 2011.

### Expenses by Type



Working Capital (\$000) - \$1,147



Ontario Shores Centre for Mental Health Sciences



**Written and designed by Ontario Shores  
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