

STUDENT SUCCESS PACKAGE



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

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WELCOME TO ONTARIO SHORES

Welcome to Ontario Shores Centre for Mental Health Sciences, we are so glad that you have chosen to be a part of our team. We are proud to be one of four stand-alone mental health facilities in Ontario, providing exemplary care, support, and advocacy for those whose lives are impacted by mental illness. Here at Ontario Shores we operate in accordance with the quality standards set out by Health Quality Ontario, as well as our own mission, vision, and values. We strive for excellence in the delivery of mental health care and we aim to foster an innovative culture of learning and growth.

The purpose of this package is to equip you with the knowledge you need before starting your placement and to ensure that you are prepared for this new experience. We want you to know about the hospital and the that role you will play in it as well as the abundance of resources that are available to you here. During your time at Ontario Shores, you are encouraged to set goals for your learning and to ask questions to your colleagues who will be willing to support you in any way they can.

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

Discovery. Recovery. Hope.



Ontario Shores
Centre for Mental Health Sciences

- Main Street
- Elevators
- Services
- Clinical Program
- Service Corridor

3 Mezzanine

- Communications and Public Affairs
- Business Office / Finance
- Payroll



- Human Resources
- Decision Support

2 Second Floor Plan

- Building 3**
- Geriatric Transitional Unit
 - Infection Prevention and Control
 - Pharmacy
 - Integrated Health Services
 - Forensic Outpatient Services (FOS)
 - Occupational Health and Wellness
 - Diagnostic, Medical and Dental Clinics
 - Electroconvulsive Therapy (ECT) Clinic
 - Assessment and Reintegration Program Administration

- Building 4**
- Complex General Psychiatry Unit C

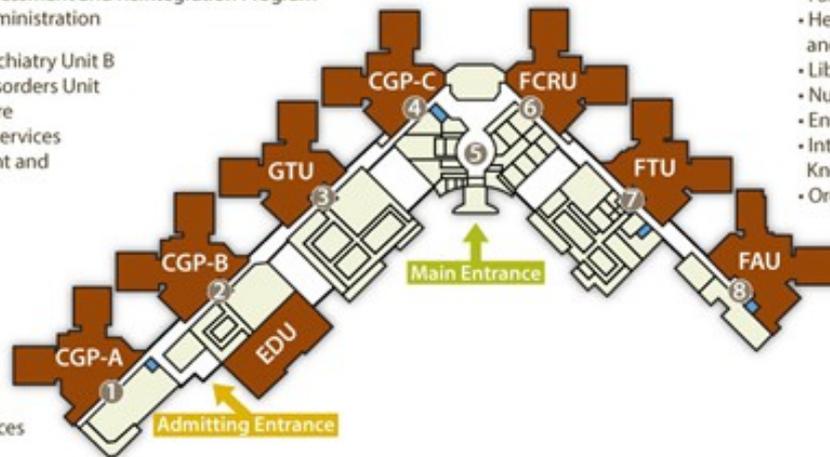
- Building 5**
- Information Desk
 - The Conference Place
 - Lecture Theatre
 - Gift Shop
 - Volunteer Services
 - Ontario Shores Foundation
 - Spiritual Care and Multifaith Room

- Building 6**
- Forensic Community and Reintegration Unit

- Building 7**
- Forensic Transitional Unit
 - Family Resource Centre
 - Health Information Management and Clinical Informatics
 - Library
 - Nursing Professional Practice
 - Enterprise Risk Management
 - Interprofessional Research, Knowledge Translation
 - Organizational Development

- Building 2**
- Complex General Psychiatry Unit B
 - Adolescent Eating Disorders Unit
 - Homes for Special Care
 - Seniors Community Services
 - Adolescent Outpatient and Outreach Services
 - OTN Studio

- Building 1**
- Complex General Psychiatry Unit A
 - Admitting
 - Parking Office
 - Switchboard
 - Shift Managers Office
 - Specialized Outreach Services
 - Adult Outpatient Services



- Building 8**
- Forensic Assessment Unit

1 First Floor Plan

- Building 3**
- Geriatric Psychiatry Unit
 - Partial Hospitalization Program
 - Recovery College
 - Vocational Rehabilitation
 - Patient Experience Team
 - Film and Fashion Boutique
 - Grove School

- Building 4**
- Geriatric Dementia Unit

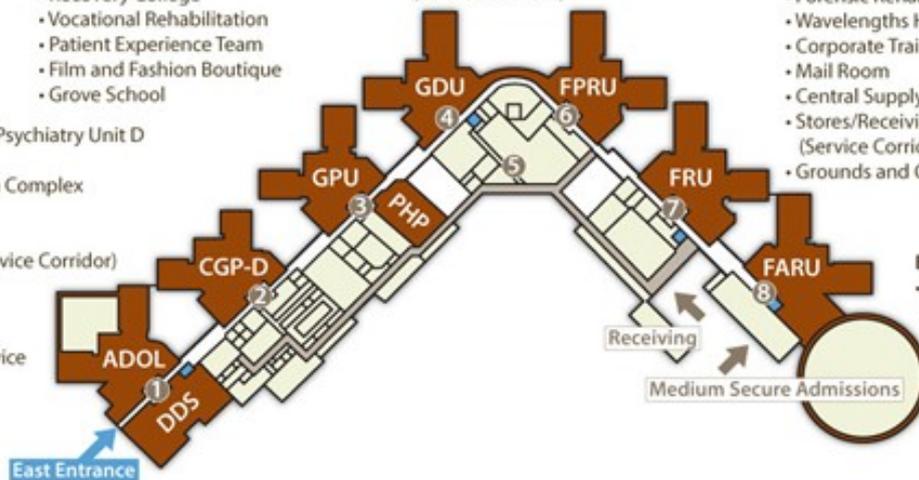
- Building 5**
- Lakeview Cafeteria
 - Nutrition and Food Services
 - Information Technology
 - Purchasing
 - Environmental Services (Service Corridor)

- Building 6**
- Forensic Psychiatric Rehabilitation Unit

- Building 7**
- Forensic Rehabilitation Unit
 - Wavelengths Hairstyling
 - Corporate Training Room
 - Mail Room
 - Central Supply and Reprocessing (CSR)
 - Stores/Receiving/Loading Dock (Service Corridor)
 - Grounds and Gardens (Service Corridor)

- Building 2**
- Complex General Psychiatry Unit D
 - Physiotherapy
 - Central Recreation Complex
 - Support Services
 - Security
 - Plant Services (Service Corridor)

- Building 1**
- Adolescent Unit
 - Dual Diagnosis Service
 - Main Street Café



- Building 8**
- Forensic Assessment and Rehabilitation Unit



PROGRAMS AND SERVICES

Ontario Shores offers diverse treatment options for a wide range of mental and cognitive challenges. The following is a summary of our main units as well as some of the additional services available within the hospital and in the community.

FORENSICS

The Forensic Program provides assessment, treatment, rehabilitation and community reintegration services to patients who have come in contact with the law. With individual recovery plans, patients can progress to a less restrictive environment and return to the community, consistent with public safety and within the limits of their defined Ontario Review Board (ORB) Dispositions.

The Forensic Program provides a General and Secure Forensic Service and follow up care for individuals living in the community. It is comprised of six in-patient Care Units and a Forensic Outpatient Service.

Forensic Assessment and Rehabilitation Unit (FARU) – SECURE FORENSIC SERVICE is for patients on Disposition Orders from the ORB or who have been referred to a mental health care facility by the court system and who require a secure setting. An interprofessional healthcare team provides assessment of criminal responsibility and psychological wellness and court-ordered, recovery-focused treatment to determine if individuals are fit to stand trial.

Forensic Assessment Unit (FAU) – SECURE FORENSIC SERVICE is for patients referred by the court system who require a secure setting. An interprofessional healthcare team provides assessment of criminal responsibility and of psychological wellbeing as well as court-ordered treatment to determine if individuals are fit to stand trial.

Forensic Rehabilitation Unit (FRU) – SECURE FORENSIC SERVICE is for patients on Disposition Orders from the ORB who require a secure forensic environment. Members of an interprofessional healthcare team provide recovery-focused treatment and work with patients to develop and implement individual care plans. The team provides support and assistance in a safe and therapeutic environment as patients move towards a less restrictive environment and ultimately return to the community.

Forensic Community and Reintegration Unit (FCRU) – GENERAL FORENSIC SERVICE is for patients on Disposition Orders from the ORB who require a general forensic environment. An interprofessional healthcare team works with patients to develop and implement individual care plans and recovery-oriented treatment is provided with the goal of moving a patient towards a less restrictive environment and ultimately returning them to the community.

Forensic Psychiatric Rehabilitation Unit (FPRU) – GENERAL FORENSIC SERVICE is for patients with or without Disposition Orders from the ORB who require a general forensic setting. Members of an interprofessional healthcare team provide recovery-based treatment, focusing on a patient's psychological and psychosocial wellbeing, and work with patients to develop and implement individual care plans. The team provides support and assistance in a safe and therapeutic environment as patients move towards a less restrictive environment with the goal of returning to the community.

Forensic Transitional Unit (FTU) – GENERAL FORENSIC SERVICE is for patients on Disposition Orders from the ORB who require a general forensic environment. Members of an interprofessional healthcare team work with patients to develop and implement individual care plans and provide treatment with a focus on recovery, self-care, task performance, and social skills. The team provides support and assistance in a safe and therapeutic environment, helping patients move towards a less restrictive environment and ultimately return to the community.

Forensic Outpatient Services (FOS) provides community-based treatment and rehabilitation for patients who have been discharged from Ontario Shores, but remain under the jurisdiction of the Ontario Review Board.

SENIORS

Ontario Shores provides specialized services to meet the mental health needs of individuals 65 years of age and older. Seniors suffering from dementia and/or complex mental illness who present challenging behaviors receive recovery-oriented care in a safe and therapeutic environment.

Geriatric Dementia Unit (GDU) provides specialized services to meet the mental health needs of patients with dementia and challenging behaviors. An interprofessional healthcare team provides a range of psychogeriatric resources to address the assessment, diagnostic, treatment and transitional care needs of seniors with complex mental health challenges.

Geriatric Psychiatry Unit (GPU) provides specialized services to meet the complex mental health needs of seniors with serious mental illness including individuals who are resistant to treatment. An interprofessional healthcare team provides a range of psychogeriatric resources to address the assessment, diagnostic, treatment and transitional care needs of seniors with complex mental health challenges.

Geriatric Transitional Unit (GTU) provides specialized services to meet the mental health needs of individuals with a primary diagnosis of dementia and presenting with challenging behavior or severe psychiatric symptomatology with the goal of reintegration to community or long-term care.

ADULTS

Ontario Shores provides specialized assessment and treatment services to adults (18-64) living with complex and serious mental illnesses. Patients benefit from a recovery-oriented environment of care built on compassion, inspiration and hope.

Assessment and Reintegration Program (ARP) is comprised of four units. Complex General Psychiatry (CGP) Units A, B, C and D within this Program provide a safe and recovery-focused environment in which patients, family, staff and community organizations work together to provide short-term crisis intervention, stabilization and treatment. Individualized treatment plans are developed in partnership with patients, the treatment team, families and other organizations. Our aim is to achieve rapid stabilization of mental health symptoms and to promote successful and timely transition back to community living and care.

Dual Diagnosis Service (DDS) provides service to adults with intellectual challenges exhibiting symptoms of a serious mental illness and/or significant behavioral challenges. DDS is a unique clinical service combining the assessment and treatment of developmental challenges with psychiatry to offer patients specialized psychiatric treatment and behavioral programming.

ADOLESCENTS

The onset of most mental illnesses occurs during adolescence and can interfere with developing independent living skills and interpersonal relationships. Ontario Shores' Adolescent Program provides care to youth based on their specialized needs. Patients work with staff to learn to manage their illness, coping skills, and develop tools to successfully return to the community.

Adolescent Inpatient Services (ADOL) is a provincial, tertiary care unit for young people aged 12-18. Referrals are preferred from inpatient adolescent/pediatric mental health units. Individuals are offered a period of assessment, medication stabilization and/or evidence informed individual or group psychotherapeutic treatments focusing on symptom management and improvement of function. The treatment goal of the unit is diagnostic clarification, symptom stabilization; functional improvement and timely transition back to a supportive community environment. Clinical care and treatment are delivered by an interdisciplinary team that adheres to an evidenced based clinical pathway that equates to a 75-day length stay.

Adolescent Outpatient Services provide an outpatient mental health assessment and treatment clinic for young people aged 12-15. This consists of a 16-week-long program during which individuals are offered a period of assessment, medication stabilization and/or evidence informed individual or group psychotherapeutic treatments focusing on symptom management and improvement of function.

Eating Disorders Unit is the first of its kind in the province, providing exemplary care for children and adolescents struggling with an eating disorder. The unit provides a pre-admission process, post-discharge support and planning for transition home. Patients participate in individual, family, and group therapies. During their time at Ontario Shores, patients will also have access to teachers who can assist with their educational needs.

IN- HOSPITAL PROGRAMS AND DEPARTMENTS

Additional services are offered to patients, their families. And staff to promote psychological, social, and physical wellbeing and to assist the journey to recovery.

Central Recreation includes our gymnasium which is equipped for basketball, floor hockey, volleyball, badminton and various activities. Patients and visitors also have access to our games room which includes a bowling alley, billiard tables, table tennis, football tables, and a games area.

Clinical Informatics works closely with Professional Practice to ensure that clinical practice and process is enabled and supported through the integrated technology found within our electronic health record system.

Clinical Nutrition provides nutrition services as part of Integrated Health Services in collaboration with the Nutrition and Food Services department. Services include planning and implementing therapeutic and special diets for inpatients and outpatients, providing group-based nutrition programs for patients and completing feeding assessments as part of the Dysphasia Management Team.

Communications and Public Affairs provide strategic communications expertise for internal and external communications and community relations initiatives. This includes managing internal and external communication among staff, patients, stakeholders and the community, hospital promotional materials, branding, media requests and many community events.

Electroconvulsive Therapy (ECT) is a safe and effective medical treatment for certain psychiatric conditions such as a major depressive disorder, bipolar disorder, and schizophrenia. Patients are assessed by the ECT treatment team in collaboration with the attending psychiatrist. Treatment is administered by a specially trained team of psychiatrists, anesthetists and registered nurses.

Environmental Services is responsible for providing housekeeping and linen services to Ontario Shores. The department aims to ensure a clean atmosphere for patients, visitors, and staff while being environmentally responsible and safe.

Finance Department enhances the long-term sustainability of the hospital through efficient and effective financial stewardship. It supports the Senior Management Team in managing the financial resources of the organization, and is accountable for financial functionalities including processing routine financial transactions, cash management and investments.

Ontario Shores Foundation advocates for those who do not have a voice, educates the community about mental health, and works to increase funding to mental health initiatives.

Health Information Management (HIM) is responsible for the access, confidentiality, security, retention, management, data quality, analysis and utilization of patient information. HIM also registers all inpatients and outpatients to Ontario Shores and creates health information for use in the delivery of healthcare and financial management planning.

Human Resources provides support to all employees of the hospital. This includes employee and labor relations, recruitment, benefits, the Human Resources Information System (HRIS), and organizational learning and development. Human Resources also delivers programs and services to assist the hospital and its employees in meeting strategic and operational goals and applicable legislative requirements.

Infection Prevention and Control (IPAC) Program ensures compliance with infection control standards and best practices across the hospital. IPAC works to increase the quality and safety of patient care by identifying sources of infections and preventing their spread through surveillance, consultation, audits, and education to staff, patients and families.

Information Technology (IT) is responsible for (1) the technology itself which includes all the computer hardware devices, network equipment and anything related to how one uses technology as well as services related to developing software applications and (2) implementing them in structured projects to support the functions of the organization.

Library is a central source of information within the organization. In addition to the main collection, the Library has many recovery, interprofessional care, education resources, and self-help books.

Metabolic and Weight Management Clinic (MWM) is a patient-focused program with emphasis on long term lifestyle changes and cardiovascular risk management. A healthcare team provides patients with specialized care and helps them to manage their physical health issues, including obesity, diabetes, high blood pressure, and high cholesterol.

Nutrition and Food Services provide balanced, nutritious meals for inpatients, outpatients, staff, family members, and community partners. Most foods are prepared on-site. Our patients are served three meals per day plus snacks and menus are planned to meet diverse cultural food preferences, diet restrictions, food allergies and religious requirements. Meals may also be purchased from the *Lakeview Marketplace* or the *Main Street Café*.

Occupational Health and Wellness promotes the physical, mental and social well-being of our employees. The department assists employees with attendance, quality of life and individual health and well-being issues. The department also coordinates the placement of injured and recovering employees with the assistance of the union and managers.

Partial Hospitalization Program (PHP) is a 12-week day treatment program for individuals with a serious and persistent mental illness. PHP is an alternative to inpatient admission, by providing treatment that is skills based and meets the individual recovery needs of each patient.

Pharmacy provides comprehensive medication related services to patients, families, staff, community partners and external stakeholders.

Professional Practice facilitates and promotes excellence for the quality of patient through the integration of quality practice, safety and risk management, education, research, and clinical informatics in an interprofessional, collaborative and recovery-focused environment.

Repeated Transcranial Magnetic Stimulation (rTMS) is a safe and effective treatment option for those struggling with treatment-resistant depression who are not able to receive ECT.

Research and Academics supports and facilitates the development of research and scholarship for all allied health professions.

Recovery College is the first of its kind in the field of mental health care. Our Recovery College offers a space for all inpatients and outpatients to discover new passions and rediscover hobbies while obtaining new skills and knowledge. Patients can choose to pursue courses in five areas: Learning and Understanding; Skill Development; Vocation; Leisure, Health and Wellness; and Self-Discovery and Identifying Strengths.

Transitional Aged Youth (TAY) service consists of an inter-professional team who provides specialized services for high-need transitional aged youth. Individuals are offered a period of assessment, medication stabilization and/or individual or group psychotherapy treatment focusing on symptom management and support.

Traumatic Stress Clinic provides specialized assessment, cognitive processing therapy, EMDR, and medication support, for individuals who have experienced or witnessed trauma and are experiencing lasting symptoms.

Therapeutic Recreation services enable all individuals to achieve quality of life, and optimal health through meaningful experiences in recreation and leisure. Recreation Therapy is a profession which provides service to, and advocates for individuals with physical, mental, social, behavioral or emotional limitations in a variety of settings.

Vocational Services and Adult Education services provides individual assessment, career and education counselling, skills training, and community employment opportunities for both inpatients and outpatients.

COMMUNITY RESOURCES

Ontario Shores is present in the community, providing mental health care services on an outpatient basis and connecting those struggling with mental illness to local supports.

Assertive Community Treatment Team (ACTT) are Interprofessional clinical teams that provide treatment, recovery and support services to individuals with a serious mental illness and who require a high degree of support in their community. The program brings mental health services to patients in the community on a long-term basis and with flexible levels of intensity.

Borderline Personality Self-Regulation Clinic (BPSR) provides services to individuals 18 years of age or older who are diagnosed with Borderline Personality Disorder (BPD) and are having difficulty managing their symptoms. The goals of this therapy are to reduce symptomatology, maladaptive behaviors, and current psychological distress as well as to decrease admissions to in-patient units and emergency room visits.

The Durham Community Clinic, provided by Ontario Shores, provides specialized clinics and programs for outpatients in a community setting. The Clinic offers a range of assessment and treatment services such as Prompt Care Clinic, Geriatric Psychiatry Outreach, and Geriatric and Neuropsychiatry Outpatient Services (GNOS). These clinics provide individual, couple and group counselling, medication treatment and various therapies.

Geriatric Mental Health Community Outreach Team provides client-centered assessment and individualized treatment plans that are developed to manage symptoms, address needs, and develop management techniques. Health education is provided to assist patients as they transition into the community.

Geriatric and Neuropsychiatry Outreach Services Program (GNOS) include Specialized Neurocognitive Disorders Clinic (SNDC), Geriatric Mental Health Clinic, Neuropsychiatry Clinic, Geriatric Long-Term Care (LTC) Outreach Team, and Geriatric Mental Health Community Outreach Team (non LTC).

Integrated Community Access Program (ICAP) serves as a central point of access for most in- and outpatient services at Ontario. ICAP offers a range of expert services that include assessments, consultations, behavioral support, shared care and follow up that can be provided in a traditional office- based setting, in the community or via Telemedicine based on the unique needs of each individual.

Prompt Care Clinic provides care for individuals who require timely access to psychiatric services but do not require an emergency department visit. A psychiatrist and nurse or social worker provide clinical assessments and a care plan for follow-up or shared care in the community.

TREATMENT APPROACHES

Ontario Shores offer innovative, safe, and high-quality care in mental health while supporting our service users in achieving their personal recovery goals. Our model of care is patient- and recovery-focused and considers all aspects of wellbeing. We offer many different treatment options to encompass the wide range of complex mental health conditions that we encounter and strive to deliver them to the highest standards.

ELECTROCONVULSIVE THERAPY (ECT)

What is Electro-Convulsive Therapy?

ECT is an extremely safe and effective medical treatment for certain psychiatric disorders. It involves a small amount of electricity being applied to the scalp, producing a seizure in the brain. This procedure is painless as the patient is asleep under general anesthesia and greatly reduces a patient's symptoms.

Who is treated with ECT?

ECT is most commonly given to patients with severe depressive illness, mania or some forms of schizophrenia who have not responded to other treatments or who cannot receive other treatments for medical reasons.

How is ECT administered?

A treatment team consisting of a psychiatrist, an anesthesiologist and nurses perform the procedure. First, the patient's medical condition is carefully examined; this includes review of the patient's complete medical history, a physical examination, and additional medical testing. The treatments are given on a regular basis. Prior to each treatment, the patient should not eat or drink anything after midnight the night before.

When the patient enters the treatment room, an intravenous (IV) line is started. Sensors for recording EEG are placed on the head. Other sensors are placed on the chest for monitoring ECG, and a cuff is placed around an arm for monitoring the patient's blood pressure. Then, an anesthetic medication is injected through the IV line which causes the patient to sleep for 5 to 10 minutes. After that, succinylcholine, a muscle relaxant, is injected, preventing movement during the treatment, which could harm the patient.

A brief electrical charge is applied to the electrodes on the scalp which stimulates the brain and produces the seizure that lasts about one minute. Throughout the procedure, the patient receives oxygen through a mask until they resume breathing on their own. When the treatment is complete, the patient is taken to a recovery area for monitoring. The patient can typically leave the recovery area within 30 to 60 minutes.

How many treatments are given?

ECT is given as a course of treatments; the total number needed to successfully treat a patient's condition varies from person to person, however, the typical range is up to 12 treatments.

Is ECT curative?

ECT is very effective in providing relief from psychiatric symptoms. However, permanent cures for psychiatric illness are rare, regardless of the treatment method. To prevent relapse following ECT, patients typically require further treatments. If the procedure is used to protect the patient against relapse, it is usually administered to outpatients on a weekly or monthly basis.

Is ECT safe?

ECT is considered to be a very safe procedure and does often cause complications in patients with no other health conditions. Although there is a negative connotation associated with ECT, modern medicine has made the process more comfortable and tolerable for patients. Like any other medical intervention, ECT can cause side effects which include:

- ◆ Confusion, mostly due to the anesthesia, which clears within an hour of the procedure
- ◆ Headaches, which can be relieved with acetaminophen
- ◆ Memory loss, which typically reverses following the completion of ECT and very rarely causes permanent or serious complications

Patients and/or their support person are always informed of the potential risks associated with a particular treatment, allowing them to make informed decisions.

REPETITIVE TRANSCRANIAL MAGNETIC STIMULATION (rTMS)

What is repetitive Transcranial Magnetic Stimulation?

rTMS consists of a series of short magnetic pulses directed to the brain to stimulate the nerve cells. This is done to stimulate the neurons in the areas affected by the illness and change the functioning of the brain circuits involved.

Who is treated with rTMS?

rTMS is offered for patients who have been diagnosed with treatment resistant depression and are unable to receive ECT but would benefit from a similar type of treatment.

How is rTMS administered and how does it work?

rTMS is a non-invasive treatment option during which an electromagnetic coil placed on the head delivers a series of short magnetic pulses directed at the part of the brain that serves to regulate emotions in order to stimulate nerve cells. The rapidly changing magnetic pulses cause neurons in the brain to change their firing pattern. By doing so, the dysfunctional brain patterns can change in the circuits involved in the disorder. These changes in brain activity are thought to be a mechanism through which treatment may occur. Many patients report significant improvement of their symptoms after 2 to 4 weeks of treatment.

A patient undergoing rTMS may participate in psychotherapy and/or use antidepressant drugs if directed to do so by a psychiatrist.

Treatment Length

Typical rTMS treatment consists of five daily treatments per week (Monday to Friday) for 4 to 6 weeks. Daily treatment usually lasts about 3 to 8 minutes.

Is it safe?

rTMS is considered to be a safe and well-tolerated treatment that can sometimes cause mild side effects that usually decrease as patients adjust. These include:

- ◆ Involuntary eye movement/contraction of facial muscles (these are not painful and will not continue following the procedure)
- ◆ Dizziness
- ◆ Pain at the site of stimulation (can occur as people adjust to the sensation of the treatment)
- ◆ Mild headaches (only occur in ¼ of people, and typically go away within 24 hours or with administration of acetaminophen)

rTMS is not usually described as being painful; instead, it is often compared to a tapping sensation on the head. It may cause some discomfort as patients take time to adjust to the new sensation. The most serious concern with this method of treatment is the risk of a seizure, however this risk is extremely low. As with any other medical procedure, patients and/or their support person are informed of the common side effects and potential risks before they consent to treatment.

COGNITIVE BEHAVIOURAL THERAPY (CBT)

What is CBT?

CBT could be described as a combination of behavioural therapy and psychotherapy. It is a short-term therapy that focuses on helping a patient achieve their goals by changing the thought patterns and behaviours that lead to the bigger problems in their lives.

Who is treated with CBT?

CBT is used to treat people who struggle with a variety of mental, emotional, and social health problems. This includes those who struggle with anger management issues, anxiety and panic disorders, depression, substance use disorders, eating disorders, and relationship problems.

How is it delivered?

CBT is often delivered on a one-on-one basis with a patient and a therapist who work together to identify the patient's goals and to change their problematic thought patterns or behaviours into healthy ones. Therapy sessions are very structured and usually involve "homework" for the patient in order to encourage them to use the skills they learn in therapy. CBT may also be delivered in a family- or group- based setting. It is often used in combination with medications to treat more severe illnesses.

Is it effective?

CBT is considered to be just as effective in the long term as some psychiatric drugs and short-term treatments because it equips patients with problem-solving and interpersonal skills that they can use in their daily lives. However, the effectiveness of this type of treatment does rely on a patient's willingness to work and change.

DIALECTICAL BEHAVIOURAL THERAPY (DBT)

What is DBT?

DBT is a type of CBT that was originally developed to treat borderline personality disorder. It is now more widely applied to assist individuals in learning skills to live a life worth living. DBT focusses on the psychosocial aspect of mental illness and recovery, providing patients with a support-oriented and collaborative form of cognitive therapy.

Who is treated with DBT?

Although it was originally developed to treat those struggling with borderline personality disorder, DBT is now recognized as an effective treatment for patients with mood disorders, anxiety disorders, post-traumatic stress disorder, substance use disorders, self-injurious or suicidal ideation, and interpersonal problems.

How is it delivered?

DBT is delivered weekly with individual and/or group sessions in which the four “modules” of DBT are covered:

- ◆ Mindfulness helps patients observe, describe, and participate in their own lives non-judgmentally and effectively.
- ◆ Interpersonal effectiveness focuses on the development of skills to help form and strengthen healthy relationships with others.
- ◆ Distress tolerance focuses on accepting oneself and their current situation without judgement in order to better handle crisis situations.
- ◆ Emotional regulation helps patients to identify emotions and control negative emotional responses.

Like CBT, DBT can involve “homework” or personal practice for patients and can be combined with medications to maximize its effectiveness.

Is it effective?

DBT is often very effective in teaching patients healthy coping and interpersonal skills which greatly reduce the symptoms and negative effects of their illnesses. Like CBT, DBT does require a patient to be open to work towards changing their behaviours.

INTERPERSONAL THERAPY (IPT)

What is Interpersonal Therapy (IPT)?

IPT is a structured psychotherapy that focuses on addressing current issues with a person’s relationships and improving interpersonal skills.

Who is treated with IPT?

IPT can be used to treat people with a variety of mental health conditions such as depression, anxiety disorders, bipolar disorder, and eating disorders.

How is it delivered?

IPT is often delivered in a structured, time-limited manner as a one-on-one or group-based treatment. It addresses patients’ goals in respect to important, current relationships in their lives, their symptoms, and their need for social support. Many patients receive IPT in combination with medications to increase effectiveness of therapy.

Is it effective?

IPT can be as effective as other short-term treatments for mental health conditions because it provides patients with the support and skills they need to manage their symptoms in their daily lives. However, in therapy, patients are required to be willing to contribute and to change their behaviours in order to have a meaningful experience.

STAFF

The team of staff at Ontario Shores is comprised of about 1300 hard-working individuals who are dedicated to the Ontario Shores recovery- and patient-focused model of care. Our staff occupy many different positions throughout the hospital, all of which are valuable to the establishment as a whole. Here are a few positions that you may encounter during your time here at Ontario Shores:

Behaviour Therapist provides psychotherapy to assist patients in regulating their behavior and improving their overall wellbeing.

Clinical Manager oversees clinical, professional, administrative, and clerical staff and practices in their assigned units to ensure that the unit runs smoothly.

Dietitian works with patients to assess nutrition and to develop and manage healthy eating habits, ensuring that patients maintain good physical health which directly impacts mental well-being.

Housekeeping team performs a variety of tasks in order to maintain the cleanliness of the hospital, including patient quarters, public spaces, and grounds, ensuring that we consistently meet and exceed health and safety expectations.

Nurse Practitioner (NP) works as part of the healthcare team on inpatient and outpatient units to diagnose and treat a variety of complex health conditions as well as to prescribe and manage a patient's medications.

Occupational Therapist works with patients, helping them improve life skills and achieve balance in their daily lives.

Peer Support Worker uses their lived experience with mental illness to foster hope and community, to inspire others, and to promote learning and discovery.

Pharmacist works as part of the health care team, providing information about medications to patients and their families and administering prescriptions to in- and outpatients.

Psychiatrist are trained medical physicians who specialize in the diagnosis and treatment of mental health conditions. They work together with patients and their healthcare teams to devise and oversee an effective treatment plan.

Psychologist works as part of a healthcare team to assess a patient's well-being and treat their mental health conditions with a variety of therapeutic practices.

Recreation Therapists help patients improve their well-being through recreation-based treatments such as physical activity, art therapy, and music therapy.

Registered Nurse (RN) works as part of the healthcare team to help patients manage complex health conditions.

Registered Practical Nurse (RPN) works as part of the healthcare team to help patients manage general health conditions and well-being.

Research Scientist plans and conducts research experiments with the goal of advancing the comprehension of mental health and improving the quality of mental health care. The resulting data is shared with other researchers and practitioners or published.

Secretary performs a variety of administrative and organizational tasks to ensure that their department runs smoothly.

Security team at Ontario Shores monitors hospital property and ensures that the hospital is properly secured in order to maintain the safety of patients, visitors, and staff.

Social Worker assists both in- and outpatients in using their own and community resources in order to improve their well-being.

HEALTH AND SAFETY

Here at Ontario Shores, we take the health and safety of our patients, staff, visitors, and volunteers very seriously which is why we have so many policies and procedures pertaining to health and safety practices in place. As a student and a member of the Ontario Shores team, it is your responsibility to familiarize yourself with these policies and to practice good hygiene and safety habits.

ROUTINE PRACTICES

The system of infection prevention and control measures is recommended to be used with all clients, at all times, during all care to prevent and control transmission of microorganisms in health care settings.

Policy: Routine practices are based on the premise that all patients are potentially infectious even when asymptomatic, and that the same safe standards of practice should be used routinely with all patients to prevent exposure to blood, body fluids, secretions, excretions, mucous membranes, non-intact skin or soiled items and to prevent the spread of microorganisms

Elements of Routine Practices

Risk Assessment of the patient and healthcare provider's interaction with the patient
Hand Hygiene: To be performed with an Alcohol-Based Hand Rub or with soap and water.

Control of the Environment: Appropriate bed spacing and patient placement; cleaning equipment in between patient uses; cleaning health care environment

Administrative Controls: Policies and procedures; staff education; healthy workplace policies

Sufficient and easily accessible and appropriate Personal Protective Equipment: To prevent health care provider contact with blood, body fluids, secretions, excretions, non-intact skin or mucous membranes

Procedure Mask and Eye Protection: Based on risk assessment to protect eyes, nose and mouth during procedures and care activities. Eye protection can be either goggle, face shield mask or face shield.

Gloves: Wear gloves when there is a risk of hand contact with blood, body fluids, secretions or excretions, non-intact skin, mucous membranes, or contaminated surfaces or objects. Gloves must be changed between dirty to clean tasks in the care of the same patient.

Gowns: Based on risk assessment, wear an appropriate gown if contamination of skin or clothing is anticipated.

Equipment: All equipment used on one or more than one patient must be cleaned and disinfected between patient uses with hospital approved disinfectant.

Linen and Waste: Refer to Handling of Laundry/Linen and Materials Soiled with Body Fluids Policy & Procedure

Sharps Injury Prevention: Use safety engineered medical devices to prevent injury from needles and other sharp devices. Dispose in sharps container immediately after use.

Hand Hygiene: Refer to Hand Hygiene Policy & Procedure

Food and Drink Consumption: Refer to Safe and Appropriate Consumption of Food and Drink Policy & Procedure.

HAND HYGIENE

Hand hygiene relates to the removal of debris and/or removal or killing of transient microorganisms from the hands. Hand hygiene may be accomplished by using soap and running water or Alcohol Based Hand Rub.

Policy Adherence to hand hygiene recommendations is the single most important practice for preventing the transmission of microorganisms at Ontario Shores and directly contributes to patient safety.

4 BEST Moments of Hand Hygiene!

1. **Before initial patient/environment contact:** To protect the patient and their environment from harmful germs on your hands
2. **Before aseptic procedure:** To protect the patient from harmful germs, including their own, from entering their body
3. **After bodily fluid exposure risk:** Wash your hands immediately after an exposure risk to bodily fluids (and after glove removal)
4. **After patient or environment contact:** Wash your hands to ensure no harmful bacteria is left behind

What to Consider!

- ◆ Nails must be worn at an appropriate length
- ◆ Nail polish must be fresh and free of chips/cracks
- ◆ Artificial nails are not to be worn by those providing patient care
- ◆ Arm jewelry should be removed or pushed above the wrist before performing hand hygiene
- ◆ The use of gloves does not replace hand hygiene
- ◆ Staff must perform hand hygiene before and after glove use
- ◆ Gloves must be removed immediately and discarded after the activity and before exiting the environment of a patient
- ◆ Gloves must not be washed or reused
- ◆ Gloves must never be worn between patients

Alcohol Based Hand Rub (ABHR)

A liquid, wipe, gel or foam formulation of alcohol (ethanol, isopropanol) which is used to reduce the number of microorganisms on hands in clinical situations when the hands are not visibly soiled. Dispensers are found all around the hospital, use them!

YOUR PLACEMENT

Ontario Shores Center for Mental Health Sciences is a teaching hospital affiliated with the University of Toronto Medical School. We understand and embrace our role in advancing the mental health care system and in expanding our research by accepting high school, college, and university students in a variety of positions. Staff at Ontario Shores enjoy sharing their expertise and passion in the field of mental health care with students. We are proud to offer valuable learning opportunities and on-the-job experience to over 300 students each year.

BEFORE YOU BEGIN

Before you start your placement at Ontario Shores you have to be prepared. Make sure that you have completed the checklist below before your first day with us.

- ◆ **Vaccinations;** you are up to date on your vaccinations for: measles, mumps, rubella, varicella, hepatitis B, tetanus and have a laboratory immunization record.
- ◆ **Two-Step TB Test;** you have received a TB test with negative results no more than 8 weeks prior to your start date.
- ◆ **CPIC Vulnerable Sector Check;** if you are over the age of 18, you have received a criminal background check within the past 12 months.
- ◆ **Online Training;** you have completed all of the mandatory online training modules and have proof of completion.
- ◆ **Registration Forms;** all of your required registration forms are complete.

If you have completed everything in the above list you are ready to start your placement!

YOUR FIRST DAY

The first day of your placement will consist of an orientation with other students who are starting at the same time as you. You are required to bring all of your completed registration forms, proof of the completed online modules, proof of immunization and negative TB test results, and the original copy of your CPIC Vulnerable Sector check to your orientation. At your orientation you will receive keys, a photo ID card, a swipe access card, and a personal transmitter to be used in case of emergency. You will be instructed on appropriate use of these items. At your orientation you will also review the Ontario Shores Code of Conduct. Make sure that you know your assigned department or unit and your preceptor before you begin your placement. It is a good idea to contact your preceptor before your first day to agree on a time and place to meet so that you can get started as soon as possible.

YOUR PRECEPTOR

During your placement you will work under the supervision and instruction of a preceptor. Your preceptor is an experienced staff member who works on your assigned unit and who has completed mandatory training in order to be able to offer the best support and guidance to their students. Your preceptor will provide you with the appropriate training, supervise you while you perform your tasks, and give you honest and constructive feedback throughout your placement. They are there to support you and your learning – don't be afraid to ask them questions!

SKILLS FOR YOUR SUCCESS

It is not only important that you follow the Code of Conduct and meet any expectations set by your school, your preceptor, and your department, but that you strive for success during your placement. We value your learning and goals, and you should too! The following are some tips to help you have the most successful placement at Ontario Shores.

Confidence in your Abilities: Be confident in and comfortable with your knowledge, your experiences, and the skills that you have already acquired. Focus on what you can do rather than what you haven't learned yet.

Willingness to Learn: Always be open to opportunities to expand on your knowledge. Approach new situations with excitement, enthusiasm, and confidence. Never be afraid to ask questions!

Kindness and Compassion: During your placement, you are a face of the Ontario Shores staff; keep this in mind when you are interacting with others both inside and outside of the hospital. Always be polite when speaking with others, maintain eye contact, and introduce yourself to new people. Listen to the person who is speaking and answer questions to the best of your ability or direct questions to someone who has the answer.

Respect for Your Colleagues: At Ontario Shores we strive to create a welcoming environment for patients, staff, and visitors. This starts with how staff treat each other. Get to know the people you are working with, speak positively of others, and resolve problems in a respectful, collaborative manner.

Humility: You are not able, nor are you expected to do everything; know your limits. If there is a task that you find difficult or that you are unsure of, ask for help. If you need support, there are always resources to help you.

TIPS FROM A FORMER STUDENT

It is always good to listen to advice and to learn from others' experiences. The following tips were written by a former nursing student at Ontario Shores in respect to mental health nursing, however, many of them can be applied to all student placements as they discuss many universal attributes, not only of mental health, but of any healthcare setting.

Evolve your Nursing Practice; Embracing the Mental Health Curriculum: First and foremost, before stepping foot at Ontario Shores, it is imperative to familiarize yourself with the materials taught in class. This body of knowledge is the holy grail of mental health nurse teachings. Some of the most mental health specific nursing skills are provided in a multitude of ways; everything from understanding stigma, to Psychotic Disorders, Depressive Disorders, and Bipolar Disorders. If you concrete your understanding of theory, then you can evolve these skills in preparation to the clinical setting. By preparing oneself, you will be ready to experience an avenue like none other, mental health nursing.

Ontario Shores Recovery Model - CHIME: When working at Ontario Shores, it is important to understand and embrace CHIME:

CONNECTION. This is the innate desire to connect with one another. It is important that we drive the patients to connect with the community around them.

HOPE. It is the nurse's role to be hopeful when the patient is not, and to remain hopeful until the patient can stimulate hope themselves.

IDENTITY. When the patient is admitted, they are at their most ill, and during their first assessment they will often identify as their illness. This can reflect negatively on oneself, and so it is important to emphasize that the patient is not their illness, and that their illness is instead a part of them.

MEANING. It is important that one finds meaning in their life.

EMPOWERMENT. It is important for nurses to reinforce that the patient is the expert at whom they are and that they are in control of their life.

This recovery model is the focus at Ontario Shores, it is everything that is not clinical and is what is most important to the patient.

Setting Continuous Goals; Reflect, Evaluate, Action! Having only a semester to work in mental health nursing, it is imperative that you learn as much as possible. That is why it is important to set weekly goals. By setting goals, you force yourself to learn new materials and ideas weekly. You do not want to get stuck in a rut and perform your routine practices. This can cause you to go weeks without refining your practice. Instead, you want to take each experience and reflect critically. Through reflection you can evaluate where there would be room for improvement and from there, set goals and act. Through this philosophy, you are continuously growing and expanding your practice.

Familiarize Yourself with the Unknown; Ask Questions You Do Not Know. Never subject yourself to a situation which you know nothing about. The last things you want as a nurse is to bite off more than you can chew. That is why you should always identify personal weak points in knowledge and expose them for others to correct. Never be afraid to ask questions. This goes strongly for medication administration. Know the medication you are giving! It is better to be humble in your knowledge, rather than ignorant to what you do not know. Remember, we are responsible for the lives of vulnerable people. The more you expose yourself to the unknown, the greater your knowledge becomes.

Understanding Documentation; Your Legal Lifeline. At the end of the day, whatever was documented is what you performed. If you did not document a note on a situation that you worked on, then legally you did nothing. This could lead to legal consequences in the case that the situation leads to unwanted outcomes. This means that everything you do in clinical must be documented. This includes absolute accuracy in Mental Status Assessment, Activities of Daily Living, SBAR, and SCAPE notes. These documents could save your career down the line. Do it not only for your safety, but for the safety of the patients as well.

Understanding Concurrent Disorders; The Path to Recovery. One aspect to mental health nursing is that there exists a relationship between a patient's mental status, and their substance use. You will find that plenty of your mental health patients will have a Concurrent Disorder. This is where the patient suffers both a mental illness, and a substance use disorder. It is important to identify that usually the substance use disorder exacerbates their mental illness. With this in mind, you can familiarize yourself with a 12-step based recovery program; you can utilize these resources into your practice. This approach can yield many positive benefits, both to your practice, and most importantly, the patient.

Advocating for the Voiceless Patient; Finding Sense through Nonsense. Some of the mental health patients that you discover will be very mentally ill. So ill, that their mental capacity is deemed incapable to consent. This could be consent to treatment, consent to health information, or consent to sexual activities. The opinions expressed by these patients could often be ignored, and it is important that this does not happen. They may be unable to consent to treatment, but the essence of what they are trying to say has intrinsic value. A patient might be speaking nonsense to you, but to them they are trying to express their needs. By decoding these messages, it's our duty to advocate for these concerns when we can. Find sense through their nonsense.

The Healthcare Team; Your Hidden Professional Family. Focus on being integrated into the healthcare team using your communication and listening skills. Also, be reliable for your team when they need you, because when you need them, they will be there for you. As students, we are just children in the healthcare family, learning to grow. By relying on the others around you that are more experienced, you can ensure optimal growth in your practice. Also, respect your team and the differences you have. By building a stronger team, the most successful unforeseen challenge becomes. They say it takes a village to raise a child, so it's fair to say it takes a healthcare team to raise a nurse.

Placing Yourself in Uncomfortable Situations – Expanding Your Practice. Ontario Shores will likely be the first time you step inside a psychiatric facility. As you will learn, the facility is full of experiences that you will likely have nothing to compare to, and so you will likely be very uncomfortable at times. However, this is only a great thing for you. The only way to learn is to be uncomfortable. You will likely experience situations with patients that you have never experienced before. Exposing yourself to individuals who have Schizophrenia, exhibiting visual and/or auditory hallucinations, or a patient with Bipolar Disorder who is exhibiting a period of mania to a period of depression. These experiences can be frightening yet fascinating at the same time. Through learning to deal with tough situations, it leaves you with the skills to overcome similar situations again. Thus, expanding your practice.

Share your Experiences; You are not Alone. Lastly, as a student nurse, you will encounter experiences that will leave their mark on you and it is healthy to identify that you are not alone through this. Many other nurses and healthcare professionals have gone through the same experiences you have, so share your stories with them. They will have all the insight, and knowledge to settle any unsettling feelings within your heart. To be a nurse means to care, but it also means to be there for one another, through thick and thin. As a student nurse, you have joined the family of nurses on a life lasting, and life changing career.

With the information you now possess, go forward and indulge your developing nursing practice into something wonderful.

-Jacob O., Student
Nurse

SEEKING SUPPORT AND ADDITIONAL INFORMATION

If you feel overwhelmed and worried during your placement or you are simply curious and wish to learn more about mental health, Ontario Shores is full of resources that can benefit you.

PLACEMENT-RELATED CONCERNS

Any questions or concerns that you have about your placement can be addressed with your preceptor or with the Student Affairs Coordinator, Erica Francis, who can be found in the Connectivity Center in Building 7, Level 2. You can also reach her by phone at ext. 6704 or by email at franciser@ontarioshores.ca.

WORKPLACE WELLNESS

At Ontario Shores we take the wellness of our staff very seriously. Many of our employee wellness programs are open to students as well. You are encouraged to visit the employee wellness page on Shoreline, which you will have access to upon receiving your Ontario Shores username and password at the beginning of your placement. This webpage has many tips to help staff maintain their well-being. You can find this webpage on Shoreline by hovering over “departments” in the menu bar and clicking on “Human Resources”. The link to the employee wellness site can be found in the menu bar on the Human Resources page.

Integrated Wellness Plan is Ontario Shores' adaptation of the National Standard for Psychological Health and Safety in the Workplace with the goal of maintaining a workplace in which all aspects of employee well-being are accounted for. This plan is based on five pillars: prevention of harm; promotion of health; resolution of occurrences or harm; organizational culture; and sustainability and continual improvement. The five pillars encompass the nine components of wellness: financial, emotional, cognitive, social, spiritual, environmental, and occupational.

Gym and Conditioning Room are equipped for a variety of physical activities that patients, staff, and visitors are welcomed to enjoy. The gym and conditioning room are open to staff on their breaks during the following hours: 11:30 a.m. – 1:00 p.m., 4:00 p.m. – 6:00 p.m., 8:30 p.m. – 8:30 a.m. Staff and students are also invited to participate in drop-in fitness activities and sports.

Eat Well, Live Well Program is part of the Integrated Wellness Program headed by our Nutrition and Food Services team. This program saw the Nutrition and Food Services team working to develop new, healthy food options for our Lakeview Cafeteria. They then compiled their new recipes into a book which you can download from the Employee Wellness page on Shoreline for free.

Quick Series Books can be found in the Workplace Wellness Kit in each and program area throughout the hospital. The books cover topics such as mental health first aid, suicide prevention, and stress management and are meant to educate staff on handling difficult situations in a healthy and effective manner.

Joy Boards are boards posted in departments throughout the hospital to promote joy, laughter, inspiration, wellness, and happiness in the workplace. Staff agree on a theme for their board and then add to it. Some themes that have been used are: “inspirational quotes”, “mindfulness tips”, and “get to know your colleagues”.

“Say Thanks” E-Cards. If you notice that a co-worker goes above and beyond in demonstrating Ontario Shores' Strategic Directions, you can acknowledge their hard work with an e-card. There are four e-cards, each corresponding to one of the Strategic Directions: Be Bold, Be Inspiring, Be Caring, and Be Extraordinary.

GEM (Going the Extra Mile) Cards. If you notice a colleague or an Ontario Shores volunteer who “goes the extra mile” in promoting Ontario Shores' vision and values in their work, acknowledge them with a GEM card!

SUSTAINABILITY

At Ontario Shores we understand the vital role we play in protecting the environment and we are constantly working to improve the sustainability of our practice.

Green Matters committee is dedicated to promoting cost-effective strategies that adhere to all environmental laws, encourage recycling, minimize waste, promote the proper disposal of hazardous materials, limit the use of non-renewable energy sources, conserve water and energy resources, and reduce greenhouse gas emissions. The committee works to follow the Ontario Shores 10-Year Conservation and Demand Management Plan developed in 2013 to improve our environmental well-being.

Bike Storage. Ontario Shores provides a fenced-in storage area for staff wishing to ride their bicycles to work. The bike storage area is located in front of Building 8 beside the lower level transportation parking area and can be accessed using the BA1 key that you will receive at your orientation.

Water Bottle Filling Stations. To reduce waste from plastic water bottles, you are welcome to fill your reusable water bottle at one of our filling stations located in the Lakeview Cafeteria in Building 5 Level 1.

Reducing the Use of Paper Cups. To reduce waste from paper cups, staff who bring a medium- or large- sized reusable travel mug can receive a hot beverage (tea, coffee or hot chocolate) for \$1.45 (plus tax) in the cafeteria.

Annual Farmers' Market. Each summer, Ontario Shores is proud to host a farmers' market where patients, visitors, staff, and community members can purchase fresh, locally-grown produce and locally-made goods, supporting small business owners as well as the environment.

EDUCATIONAL RESOURCES

Ontario Shores is dedicated to providing mental health education to the community in order to reduce stigma. Our library provides many useful educational resources to patients, visitors, volunteers, staff, students, and members of the community and is located in Building 7 Level 2. The library is opened on Monday to Friday from 9:00 a.m. to 5:00 p.m.

Books and E-Books. Ontario Shores library users have access to a variety of books and e-books about mental health and recovery which they can borrow for a three-week period.

E-Journals. Ontario Shores subscribes to a number of scholarly journals which can be accessed online through the library's page on Shoreline or upon request made to our librarian.

Research Assistance. Our librarian can provide research assistance upon request and offer consultation and support for systematic reviews.

Ontario Shores Journal of Recovery in Mental Health. In 2016 Ontario Shores launched the Journal of Recovery in Mental Health which publishes the latest research, reports, and perspectives in mental health, promoting discovery and improvement of mental health care. You can access the journal at <https://jps.library.utoronto.ca/index.php/rmh/index>.