



2021-2022



**Ontario Shores**  
Centre for Mental Health Sciences

**Annual Report**



*“When I think of diversity and inclusion, my home unit of FARU comes into mind. We are a mix of diverse people from different backgrounds working together as a team to provide excellent care to our patients. We faced the difficulties of the pandemic and continue to rise to whatever may come.”*

~ Gabriel Attah-Mensah,  
Registered Nurse at  
Ontario Shores

# Contents

Message from President and CEO/Chair of the Board .....	4
Ontario Shores Awarded Accreditation with Exemplary Standing .....	6
Ontario Shores is Named GTA Top Employer .....	7
Achieving Excellence .....	7
<b>Chelsea’s Story .....</b>	<b>9</b>
Ontario Shores Honours Pandemic Heroes .....	10
Recreation Therapist Receives Dr. Ian Dawe Recovery Award .....	12
GTU Mural .....	12
Community Plays the Role of Holiday Hope Hero.....	13
Ontario Shores Joins Toronto Dementia Research Alliance .....	13
Volunteering Has Helped with Grief Over Lost Son.....	14
I Can Continue to Encourage Others to Share their Story .....	15
I Lost Someone Important to me to Mental Illness.....	16
I am Making a Difference in the Lives of People who Struggle with Mental Illness .....	17
<b>Jeff’s Story .....</b>	<b>18</b>
Ontario Shores Unveils Therapeutic Sustainability Garden .....	20
New Website Features Improved Information, Resources and Navigation .....	20
<b>Sterling’s Story .....</b>	<b>22</b>
#MindVine Podcast Tackles Topics and Welcomes Guests .....	22
Ontario Shores Celebrated for Use of Analytics .....	23
<b>Grace’s Story .....</b>	<b>25</b>
Mackenzie Health and Ontario Shores Form Partnership .....	26
Meditech Web Ambulatory Upgrade.....	26
New Joint Research Ethics Board Chair .....	27
Ontario Shores Becomes a Tobacco-Free Organization .....	27
Innovative Partnership with Research Impact Canada.....	28
Academic Year in Review .....	28
Dr. David Rudoler – Inaugural Research Chair in Population Health and Innovation in Mental Health .....	29
<b>Robin’s Story .....</b>	<b>30</b>
Post-Secondary Recovery College Movement in Canada .....	32
Ontario Shores and Lakeridge Health Cross Appointment.....	32
#ZeroFlu Campaign Tackles Influenza .....	32
Major Gifts, Major Impact.....	33
Foundation Events.....	34
Staff Appreciation BBQ.....	36
Clinical and Financial Data.....	38



# Message from President and CEO/Chair of the Board

Life at Ontario Shores is about facing and overcoming challenges with both passion and determination.

As we look back at another year providing care within the confines of a global pandemic, the resolve of our people and their dedication to serving others continue to move us forward as leaders in mental health care.

This year's Annual Report showcases the work being done to ensure a brighter future for people living with mental illness while also shining a light on people who have benefitted from our commitment to helping others.

Among the stories in the Annual Report is that of Chelsea Lall, a former adolescent patient who first shared her story of recovery in the 2014-2015 Annual Report, which featured her photo on the cover. In this update for the 2021-2022 Annual Report, Chelsea chronicles her journey as a high school student struggling with her mental health to a Masters student studying Counselling Psychology. Chelsea's story and the people she says made a difference in her life is sure to inspire.

In this year's Annual Report, you will also hear from Robin, who received care through our Traumatic Stress Clinic (TSC). Robin, who received care virtually as a result of the pandemic restrictions, discusses her journey and how grateful she is for the care she received during a difficult time in her life.

There is also Jeff, a Mississauga firefighter who utilized our First

Responder Assist Program to get the care he needed to manage his diagnosis of Post-Traumatic Stress Disorder (PTSD) and improve his mental health.

In addition to inspiring stories of recovery, we are proud to highlight several accomplishments and achievements over the last year. Despite the impact of COVID-19, we have continued to move forward with creating capacity to treat people living with mental illness. We collaborated with Mackenzie Health to provide specialized mental health services to York Region residents. Using our expertise in the mental health space, Ontario Shores now oversees an Integrated Mood Disorders Clinic at Mackenzie Health's Richmond Hill hospital, where outpatients can receive psychotherapy and brain stimulation treatment for mood and anxiety disorders. It's an example of partners working together to provide the best possible care to its community.

Collaboration is also at the centre of the artwork featured on the cover of the 2021-2022 Annual Report.

Inspired by diversity, Gabriel Attah-Mensah, a Registered Nurse in Forensics, created original artwork to represent the commitment and desire of everyone at Ontario Shores to ensure our speciality mental health hospital is inclusive for patients, staff and anyone visiting our grounds or accessing our services. Gabriel's contribution to this year's Annual Report also signifies how much our people care about each other and the people we serve.

As we look to 2022-2023 eager to face the next set of challenges, it is important to take a moment and celebrate the incredible work done over the last year and the outstanding people at the centre of it.

Thank you for your endless energy and commitment to people living with mental illness.

By Karim Mamdani, President and CEO and Ted Moroz, Chair of the Board of Directors



Karim Mamdani, President and CEO (above) and Ted Moroz, Chair of the Board of Directors (right) presenting during last years' Annual General Meeting.



# Ontario Shores Awarded Accreditation with Exemplary Standing

Ontario Shores has been awarded Accreditation with Exemplary Standing status following a recent review by Accreditation Canada.

We have maintained Accreditation with Exemplary Standing since first achieving that status in 2013.

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



Accreditation with Exemplary Standing is awarded to an organization that attains the highest level of performance, achieving excellence in meeting the requirements of the accreditation program.

A team of Accreditation Canada surveyors visited Ontario Shores in October, 2021. After a week of intensive team interviews, tours, documentation reviews, and conversations with patients, families, and community partners, the surveyors provided a final report evaluating Ontario Shores' ability to meet Accreditation Canada's standards. Ontario Shores met more than 99 per cent of the criteria.

Accreditation Canada's final report highlighted Ontario Shores as an



emerging leader in the Canadian health system which leverages business intelligence tools to make a difference for patients and providers. They also noted the organization's ability to engage patients and families as well as the professional pride of employees who call Ontario Shores home.

Accreditation Canada's accreditation program was introduced in 2008 to incorporate the latest research, evidence and feedback from clients, surveyors, board members and staff in defining priorities that include performance, risk prevention planning, client safety, performance measurement and governance.

# Ontario Shores is Named GTA Top Employer

Ontario Shores has been named a Greater Toronto Area Top Employer for the sixth straight year.

Ontario Shores was among select organizations named one of Greater Toronto's Top Employers for 2022 following a competition that evaluated employers on several criteria, including work



atmosphere, vacation benefits, training and development, financial and health benefits, physical environment and community involvement.

Notably, Ontario Shores has been acknowledged for its #RisingUp campaign that launched at the start of the pandemic. Every day, Ontario Shores employees have been #RisingUp to care for themselves, their patients and the community, as part of its collective efforts to create and contribute to a positive, healthy and safe work environment.



For the last 16 years, this award has distinguished public and private sector organizations from many industries. The competition honours organizations that foster a culture of excellence while striving to create and retain a preferred workplace.

Ontario Shores and its fellow recipients were officially unveiled in a special magazine in The Globe and Mail.

# Achieving Excellence

Ontario Shores achieved the Order of Excellence Award from Excellence Canada for its implementation of Excellence Canada's Mental Health at Work® Framework. We are especially proud of this distinction for our efforts to establish and maintain a psychologically safe and healthy workplace. Ontario Shores' efforts in employee engagement, employee wellness and the use of technology to share information

with employees and stakeholders were also highlighted.

Excellence Canada is an independent, not-for-profit organization that is dedicated to advancing organizational performance across Canada.

Ontario Shores is a strong community that genuinely cares about one another. "We are an example of best-in-class work," one of the assessment team members said.

Ontario Shores is one of only three hospitals in the country to have received this distinction.





*“...I considered ways in which I could contribute to the system that changed my life.”*

## Chelsea's Story

In my parents' living room, there is a copy of Ontario Shores' 2015 annual report with my smiling face gracing the cover. It's been seven years since that photo was taken, and it is getting harder to convince people that the seventeen-year-old featured on that cover is me, especially when they flip to page thirty-two and read my story.

The annual report was truly only the beginning of my recovery journey. Ontario Shores not only gave me a second chance at life, but they also equipped me with a toolkit of coping skills that have helped me achieve things that seventeen-year-old Chelsea could never have dreamed of. The strongest tool of them all was hope.

Two years after I was featured on the annual report, I graduated from high school. Prior to Ontario Shores, attending school was difficult for me, as anxiety made sitting in a classroom full of my peers impossible. Ontario Shores ensured I had a successful transition back into school by setting me up with a solid support team within the building. I would leave the adolescent unit during the day for school and return in the afternoon. Slow integration allowed me to work through my anxiety with a team that truly cared about my success. I not only graduated on the honour roll, but I also was accepted into Trent University where I achieved a Bachelor of Arts degree. The toolkit of coping skills I was given helped me thrive in post-secondary studies. Throughout my degree studies, I considered ways in which I could contribute to the system that changed my life. I wanted to

find ways I could help youth like Ontario Shores helped me.

A few months ago, Ontario Shores invited me back to take photos with my former psychologist Dr. D'Iuso. During that conversation we discussed educational pathways I could take to further my career. It became evident that a graduate degree would allow me to change lives like Dr. D'Iuso changed mine. I am currently a Master of Arts in Counselling Psychology student. Upon graduating I hope to provide counselling services to youth with mental illness. I had been in previous adolescent inpatient units before Ontario Shores. What makes Ontario Shores unique is that they treat adolescents like individuals,

rather than a number. I was always informed of my treatment plan, what types of medications I was getting and what each one did. I hope to one day give the same dignity I was given to youth I care for. In seven years, I managed to transform my life from someone who was hopeless to someone with the tools to create hope. I will always be grateful to Ontario Shores for giving me my hope back, and I will always look at the 2015 annual report as my first step toward changing lives.



# Ontario Shores Honours Pandemic Heroes

In partnership with the Mental Health Commission of Canada (MHCC) and the national branch of the Canadian Mental Health Association (CMHA), Ontario Shores hosted the Pandemic Heroes – Standing Up for Mental Health Gala on December 2, 2021 in Toronto.

Featuring mental health advocate and former Olympic rower Silken Laumann as the emcee, Pandemic Heroes celebrated the efforts of individuals, teams and businesses who worked to support the mental health needs of their colleagues, employees and communities after

the World Health Organization declared a global pandemic on March 11, 2020.

After receiving nominations from across the country, the following recipients were honoured in five distinct categories:

Caring Partner  
**Durham Children’s Aid Foundation (Oshawa, ON)**

Bell Let’s Talk Community Leader  
**The Stratas Foundation (Guelph, ON)**

Essential Service Employer  
**Ontario Power Generation (Toronto, ON)**

Inspiring Youth  
**Mégane Jacques | Children First Canada (Trois-Rivières, PQ)**

Healthcare Hero  
**Dan Moulton and Laurie Reed |Health Sciences North (Sudbury, ON)**





## Recreation Therapist Receives Dr. Ian Dawe Recovery Award

The Dr. Ian Dawe Recovery Award is presented by Ontario Shores in partnership with the Medical Staff Association, to recognize a staff member who puts the principles of Recovery into practice and has had a positive impact on a patient's recovery.

Nominations were received from patients, family members and colleagues sharing how particular staff members have impacted their recovery journey.

The selection committee recognized finalists Jeff, Professional Practice, and Renee, a Registered Nurse in our Adolescent program, for their commitment to recovery.

This year's recipient of the Dr. Ian Dawe Recovery Award was Andrea, Recreation Therapist on the Geriatric Psychiatry Unit.

Described by colleagues as extraordinarily kind, genuine and compassionate, Andrea collaborates with her team with her knowledge of patient strengths and goals, and is always ready to advocate on their behalf.

Every day she posts a positive message on the white board outside her office that shares an optimistic and hopeful message. Her messages inspire both patients and her colleagues.



## Community Plays the Role of Holiday Hope Hero

People throughout Ontario Shores and our community stepped up to become a Holiday Hope Hero and assist our patients during the holiday season.

Many of our patients were unable to leave the hospital to celebrate. Thanks to our Holiday Hope Hero campaign, we were able to collect gift bags filled with simple, yet important, items to distribute to patients over the season.

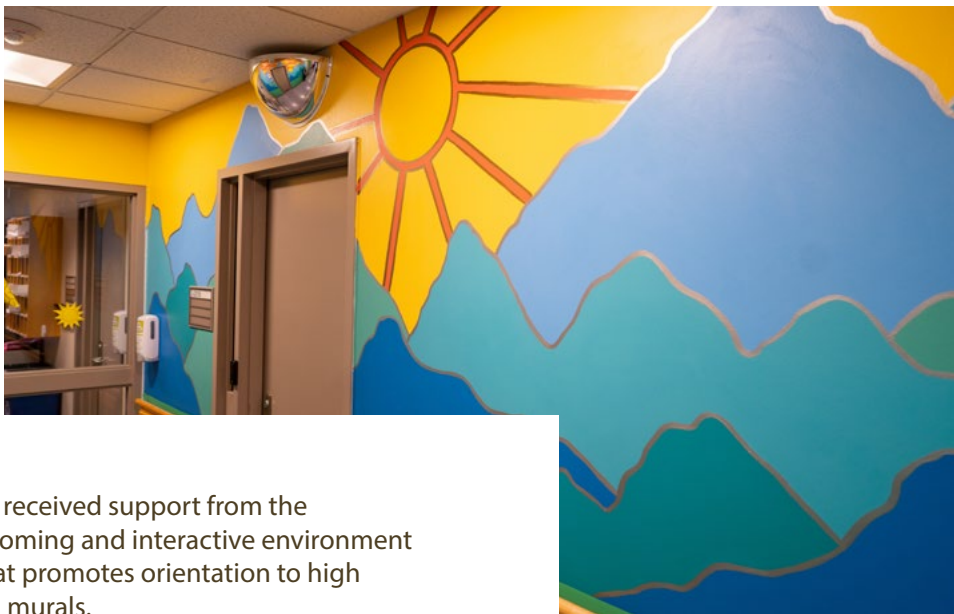
We were overjoyed and humbled to receive over 650 patient gift bags and over \$4,000 to be used to purchase coffee and grocery gift cards for patients in need.

From the bottoms of our hearts, thank you for the overwhelming community support.



## GTU Mural

Emily and Tiffany of our Geriatric Program received support from the Innovation Fund Program to create a welcoming and interactive environment on our Geriatric Transitional Unit (GTU) that promotes orientation to high traffic areas through the use of colour and murals.



## Ontario Shores Joins Toronto Dementia Research Alliance

Ontario Shores joined the Toronto Dementia Research Alliance (TDRA). The TDRA was founded in 2012 by the University of Toronto and its affiliated academic hospitals, including Baycrest, CAMH, Sunnybrook Health Sciences Centre, UHN and now Ontario Shores.

Clinicians and researchers collaborate at these sites to better understand, prevent and treat dementia. Ontario Shores recently shifted the focus of dementia care to the neuropsychiatric aspects of the illness. We hope to use the TDRA's expertise to advance dementia and mental health research. By collaborating with TDRA partner sites on joint research initiatives, we hope to increase its national and international impact.

The TDRA will benefit from Ontario Shores' knowledge and expertise in advancing the standardization of dementia care. Ontario Shores will also broaden the TDRA's research scope and enrich its findings. Ontario Shores will lead TDRA research projects on caregiver interventions and technology-enabled dementia care, and Ontario Shores will also host a TDRA fellowship to train doctors in dementia diagnosis and management.

Ontario Shores' inclusion in the TDRA community benefits researchers, clinicians, dementia patients and their families.

# Volunteering Has Helped with Grief Over Lost Son

By Debbie Clench

My journey with Ontario Shores began eight years ago when my son was admitted after struggling with mental health problems. Shane took his own life just one year later.

I was searching for ways to show my compassion for others dealing with mental illness. I decided that the only way to move forward in memory of my son is to bring a positive impact to someone else's life.

This is when I became a volunteer at Ontario Shores. The stigma around mental illness is something that hit close to home so I wanted to help break down the barriers preventing people from getting the help they need. There will always be stereotypes but it's important to remember these are everyday people who need support and empathy - not judgement.

We need to treat mental health the same way we treat physical health. I volunteered in various areas of the hospital and it was always such a meaningful experience. It was so fulfilling to see our events bring happiness, laughter and excitement to the patients. Whether it was ice cream day, the Christmas dance or the live music, the patients always looked forward to and enjoyed the activities we put together for them.

Over the last several years I have been involved with Volunteer Services, Family Council and founded "Shane's Shore Run" to raise funds for Ontario Shores' adolescent program.

Then COVID-19 restricted us from putting together the special events we once looked forward to. In light of this, I was happy to help out with gathering Christmas donations for the units in the hospital. Myself and the other volunteers and I were provided a list of what the patients required as well as items on their Christmas wishlists. This was a special activity to put together since they were unable to leave the hospital to go home during the holiday season and spend time with loved ones. I received an overwhelming response of generous donations from different organizations and members in the community to make up 30 gift bags that included hygiene items, chocolate, candy, toques, gloves, fleece blankets and more. I also reached out to

my church, family members and friends to help knit handmade blankets for the geriatric units. It was such an incredible experience that brought so much joy to the patients despite the ongoing social restrictions they faced. It was also a special gesture for the patients to know that they are thought about and cared for.

Volunteering at Ontario Shores is especially important to me because I feel like I am giving back, making a difference and brightening the lives of the patients in the hospital. There will always be someone who wants to listen to them and hear their story. I feel privileged to be a part of someone else's journey to recovery.



## I Can Continue to Encourage Others to Share their Story

By Lori Lane Murphy

I began volunteering at Ontario Shores three years ago without any clear goals of where I wanted to end up or what area I would fit best in. Eventually, I began volunteering in Recovery College which focuses on providing education about mental illness, treatment, passion, hope and meaning.

This is where I began my mental health storytelling journey. People struggling with mental illness are often having their story told for them by their family member, friend or a medical professional.

I wanted to use my skills and personal experiences to facilitate a course in Recovery College so I

began instructing "My Story, My Voice," where I teach individuals how to tell their own story about their mental health struggles and recovery and ultimately help them learn to be comfortable with sharing their stories.

The course focuses on instructing the patients on how to make their story impactful for others - and most importantly in their own way. I was teaching the course at the hospital before the pandemic and am currently teaching it online via Zoom. I was amazed with the level of engagement that is still present despite not being able to be together.

As an Ambassador of Hope, I had the privilege of participating in various events for the hospital both internally and externally, during their 100<sup>th</sup> year anniversary campaign. I focused on going out in the community and being vocal about sharing my journey with different audiences and organizations.

It's important to be a mental health advocate because I have been

managing my own mental illness for several years and this would have never happened if it wasn't for the help, patience, education and resources offered at Ontario Shores. After completing their Partial Hospitalization Program (PHP), I was finally free from the negativity I felt overwhelmed with years ago.

Recovery College is a safe haven where we can talk openly and honestly about our stories, emotions and fears. This volunteer opportunity allows me to continue to engage with the community and make sure our voices are heard.

By instructing the Recovery College course, I can continue to encourage others to share their story and help put an end to the stigma surrounding mental illness. I will continue to advocate for Ontario Shores because without them, I wouldn't be where I am today.

# I Lost Someone Important to me to Mental Illness

By Stephen Tufford

I began volunteering at Ontario Shores nine years after overcoming a very difficult period in my life: my father's suicide. I decided that following his tragedy, this would be a great way to give back to others struggling with mental illness.

My father was the type of man who would never ask for help but would take his shirt off his back for a stranger. He was always so caring, compassionate and giving. His tragic death inspired me to help others and give back to the community.



I want people who are struggling with mental illness to know they will never go through their battles alone. There will always be someone who wants to hear their story.

I felt like I could resonate with the patients at Ontario Shores. I lost someone so important to me to mental illness. That's why I decided to devote as much time as I could to volunteering, whether it be having coffee, watching TV, playing a game together or simply sharing a laugh. It's incredible how impactful these engagements can be on their lives.

When COVID-19 restricted social gatherings, we knew we needed to do something to engage with the patients and make sure they knew we were still thinking about them despite not being able to join them in person.

It was a moment where we recognized that empathy is very important and that no one should go through this pandemic alone. In May, we launched the Pen Pals of Hope initiative with the goal of

sending letters back and forth each week to a patient. My six-year-old daughter and I decided to make the experience a bit more special by incorporating unique crafts with our letters because we knew our pen pal loved artwork.

We wanted to ensure our crafts included something the patients could look forward to each month as a celebration for the event so we designed our crafts to incorporate the theme into our designs. For the holiday season we made snowflakes, and for the rock and roll party we made 1950s themed crafts for them to hang in their units.

Being a pen pal is a creative, gratifying experience for my daughter and me to be involved in and one that I am very grateful for. Being a volunteer at Ontario Shores is important to me because I lost a loved one to mental illness. Volunteering is a special way for me to give back by connecting with people who are struggling and need someone to talk to and put a smile on their face.

Ontario Shores is a great place where recovery happens, good work is being done and lives are being saved. I hope that I am making an impactful experience on someone else's road to recovery. I am honoured to be part of such a great team and I look forward to each day I spend with the patients, even if I cannot be there physically.

I will continue to support and advocate for Ontario Shores because everyone deserves a happy ending to their story.



# I am Making a Difference in the Lives of People who Struggle with Mental Illness

By Aleena Khan

I joined the volunteer team at Ontario Shores without realizing how impactful the experience would be on my personal life. I began volunteering during the COVID-19 pandemic in the Gift Shop, Drop-in Centre and at Coffee Hour. The pandemic has had an impact on my own mental health due to the social restrictions, but being able to come to the hospital and share stories with the patients was a great experience that helped uplift my spirits.

I am currently enrolled in the social psychology program at McMaster University with a minor in mental health which is what first attracted me to joining the team at Ontario Shores.

My experience working as a volunteer has helped advance my

professional career through my hands-on experience in my field of work. Currently, I am working as a moderator for the Mental Health First-Aid online course at Ontario Shores which focuses on providing skills and education to help people manage mental health crises in themselves, a family member, a friend or a colleague.

This is very important to me because the course helps increase awareness of the signs and symptoms of mental health problems while decreasing the stigma related to these issues. The program allows educators to gain confidence in treating someone who may be experiencing a mental health crisis and ultimately provide the person with the help they need.

This opportunity has allowed me to gain experience in the

education of mental illness and become more involved in advocating for positive mental health. I feel privileged to know that I am making a difference in the lives of people who struggle with mental illness. My experience at Ontario Shores has been very rewarding. The hospital has a great outlook on mental health and recovery and offers an extremely positive work environment and atmosphere that I am incredibly proud to be a part of.

I encourage others in the community to become a volunteer at Ontario Shores. The experience provides opportunities and it's important to support people living with mental illness and let them know they are never alone. I want to continue to make a positive difference in the lives of others on their road of recovery.

## Jeff's Story

After five years of volunteer firefighting and many more as a professional, it's time to talk a bit.

As a recruit volunteer in Ottawa, recruits and our families were told we would be forever changed by the demands of our job.

Five years later at my graduation as a full-time professional, the chief said the same thing during his speech. Both times I dismissed this as the warnings of old men. This past August, I too finally sought help for Post Traumatic Stress Disorder (PTSD) and the related side effects. By chance I participated in an emailed survey sent to my fire department from a university studying PTSD. Filling out the survey, I realized that was me. I had often excused my mental state as just the way I was wired, never realizing the cause. I could go on about self medication and a long history of denial. I could ramble about the sudden overwhelming despair and the nightmares, or I could speak of the horrors witnessed and how professional achievement and satisfaction is generally the result of someone else's suffering. I suppose all I really want to say to my brothers and sisters in blue:

*If you think you are sick, you probably are. We are by nature very strong and caring people - that's why we chose this work. We pride ourselves in being calm and cool when the metal hits the meat. It's no doubt hard on us. We know that six minutes from the tones, our lives and health may be forever altered. We know the stress and responsibilities that go with our profession. We do get sick but can recover and be healthy and happy in our careers. The scars are permanent, but after all they are only scars;*

*for me, they are no longer open wounds. Seek help early, document your exposures, use an Employee Assistance Program. Strangely, we all seem to know that help is available but seldom reach out. Pay attention to your mental health as much as your physical health. We can't take care of each other without talking to each other. My truck mates and crew have been awesome in every way: the brotherhood is real.*

Thank you to all of those that have supported me through the last year while I went through the long and tiring process of dealing with PTSD and related issues. Thank you to everyone at the First Response Assist Program at Ontario Shores for giving me the tools to deal with PTSD while living a meaningful life.

Founded in partnership with Wounded Warriors Canada, First Responder Assist provides an interprofessional team dedicated to serving the psychological needs of all Public Safety Personnel/First Responders in the province and offers prevention services, crisis support and treatment in the form of individual and group therapy.

Access to this program and the support I have received have been invaluable for my recovery.

I have spent most of my professional life caring for others and although that career has been rewarding and is nearing the end, I still have more to offer. I understand the shame and fear of saying it all out loud, the complicated process and the road to genuine recovery.

If you want to talk, I will listen.

***"We know that six minutes from the tones, our lives and health may be forever altered."***

# Ontario Shores Unveils Therapeutic Sustainability Garden

Throughout the late Summer and Fall of 2021, the Beez Kneez Therapeutic Sustainability Garden was installed in a courtyard at Ontario Shores. The eco-friendly garden features rain barrels, composters, several wheelchair-accessible raised-bed planters, bird feeders, wind chimes and a honey-producing bee hive.

Patients at Ontario Shores contributed to the garden design including naming it 'Beez Kneez' and painting the new sign. Together with Recreation Therapists, patients planted late-season plants such as peas, carrots, beets, lettuces and kale, and used

the garden community bulletin board to share information and communicate garden tasks. A harvest event was hosted in the garden in October, where patients toured the features of the garden, learned about various herbs and enjoyed apple cider and butter tarts.

The vision is for the space to become a large working garden where patients and staff work together for a shared purpose in a natural therapeutic space, where all gardeners can learn about horticulture and sustainability. We anticipate a busy 2022-2023 planting season.



Two Ontario Shores Recreation Therapists, who have completed courses in horticulture, will use their knowledge to implement several brand new patient programs within the space of the garden, which will:

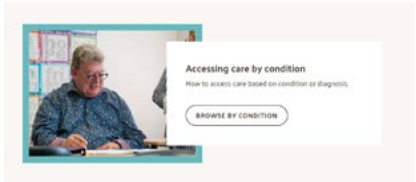
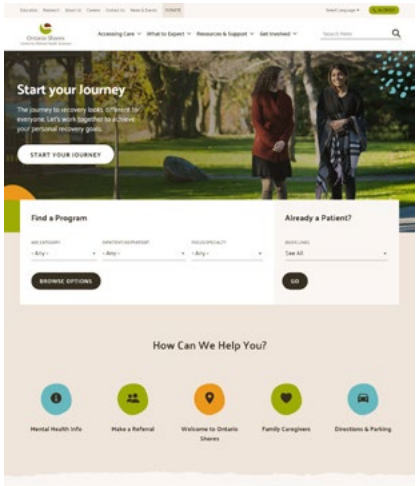
- Establish meaningful therapeutic goals related to horticulture
- Develop specific life, social and community integration skills, and
- Incorporate the seven dimensions of wellness (physical, spiritual, cognitive, emotional, social, creative and environmental).

# New Website Features Improved Information, Resources and Navigation

In December, 2021 Ontario Shores launched our new website for [ontarioshores.ca](https://ontarioshores.ca).

The new website features a fresh new design and layout, new primary and secondary navigation that prioritizes information for patients and families, a robust section of 'what to expect' when receiving treatment in one of our programs or services, extensive resources for each mental illness, integrated digital content such as videos and blogs within the website and a new content management platform.

This new website reflects the extensive feedback we received from patients and families who were looking to Ontario Shores for more information about our services and seeking helpful resources as they wait for treatment.



'We All Love You' artwork by Gabriel Attah-Mensah, Registered Nurse at Ontario Shores. Inspired by the love we shared throughout the pandemic as Canadians.



## Sterling's Story

This year has been full of uncertainty. As we mark our second year in the midst of the COVID-19 pandemic, two things that have remained consistent are the resilience of those battling mental illness and the staff at Ontario Shores who care and support them.

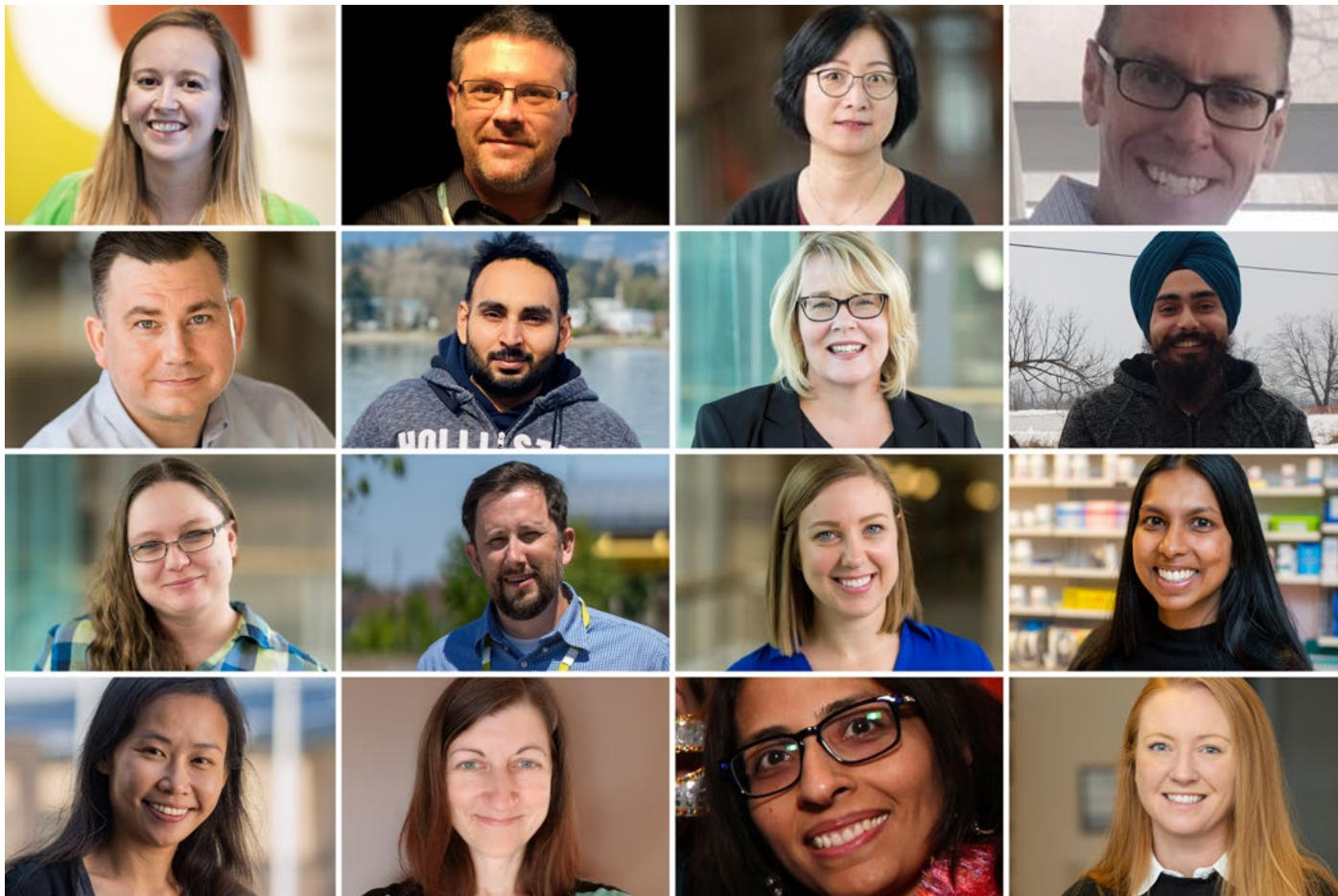
As a patient at Ontario Shores during the onset of the COVID-19 pandemic, I was able to see firsthand how quickly the staff at Ontario Shores adapted to challenges brought on by the pandemic.

Recovering from an eating disorder during the COVID-19 pandemic hasn't been easy. The extra

stressors of the pandemic have made battling mental illness more challenging. Despite being in the midst of a pandemic, recovery is still possible and is still worth it. To all of those battling mental illness, keep fighting for recovery and don't feel guilty for reaching out to your support systems, especially during these challenging times.

Thank you to all the staff at Ontario Shores from support staff to medical professionals, who have continued to support patients on their path to recovery despite the challenges of the COVID-19 pandemic. The work that you do on a daily basis has a meaningful impact.

Sterling Renzoni, Patient Advisory and Recovery Committee and mental health advocate.



## #MindVine Podcast Tackles Topics and Welcomes Guests

The #MindVine mental health podcast produced by Ontario Shores continued to welcome guests and ignited conversations about mental illness during the 2021-22 year.

In addition to tackling timely subjects such as vaccination with Lakeridge Health's Infectious



Disease expert Dr. Daniel Ricciuto, the #MindVine podcast addressed the topics of youth mental health, women's mental health and trauma with experts from Ontario Shores.

The podcast also welcomed former National Hockey League (NHL) players Shayne Corson and



Jay Harrison as well as Ken Reid, broadcaster for Rogers-owned Sportsnet. In December, 2021, while on site at the Pandemic Heroes – Standing Up for Mental Health Gala, the podcast welcomed mental health advocate and Olympic hero Silken Laumann.

## Ontario Shores Celebrated for Use of Analytics

The Healthcare Information Management Systems Society (HIMSS) has recognized Ontario Shores for implementing and reaching Stage 6 of the Adoption Model for Analytics Maturity (AMAM). AMAM Stage 6 includes a strong analytics infrastructure, strong data governance, and clear analytics focus and direction.

During the two-day virtual validation visit, Ontario Shores was able to demonstrate its strategy, governance, technology and culture. This prestigious achievement reflects Ontario Shores' ongoing dedication

to providing high-quality care through the use of its Electronic Medical Record system and data analytics to improve patient outcomes.

We are Canada's second hospital to achieve Stage 6 and are aiming for Stage 7, which focuses on predictive and prescriptive analytics and how they can improve patient care.

The Healthcare Information and Management Systems Society (HIMSS) is a global organization dedicated to transforming the healthcare system.



*“...I was determined to seek help and better myself not only for me but for my children.”*

## Grace's Story

Unlike physical illness or injuries, mental illness is invisible. Anyone can suffer from mental illness regardless of gender or status.

The invisibility of mental illness is what creates barriers and stigmatization from admitting the need for help and providing help.

For many years, I have suffered from anxiety and depression. Despite the suffering and the negative impact it had on me physically, emotionally and socially, I refused to seek help and kept my mental illness to myself.

From a young age, starting with my own suicidal attempt at the age of 8, I knew there was something wrong with me.

However, I grew up with the notion that being mentally unstable meant being weak. I have been told many times, “What are you depressed about? There are people way worse off than you,” or “You have nothing to be depressed about, be grateful for what you have.” Thus I kept my depression to myself and stayed silent. I felt ashamed of myself which led me to isolate myself from others.

During my childhood, other children called me “a weirdo” which resulted in being bullied and I became a social outcast.

When I reached adulthood, I became an expert in hiding my mental illness. I was socially accepted and I was no longer a “loner.” Unfortunately, mental illness is not something that can disappear no matter how hard you try.

During my first pregnancy, I suffered from prenatal and post-partum depression and the same during my second pregnancy.

However, during my second pregnancy, I decided to seek help, but I did not proceed with any treatment over the fear of judgement from those around me, but mostly the feeling of shame I felt for myself. Then during my third pregnancy, I went through a severe mental breakdown which led me to admit myself to a mental health inpatient unit.

After the incident, I was determined to seek help and better myself not only for me but for my children.

I was referred to Ontario Shores LOVE YOU by Shoppers Drug Mart Women's Clinic by my psychiatrist and the attending psychiatrist. I had previously seen therapists who showed no interest in me; I, in turn, avoided therapists. However, Bernadette was different from all others.

From day one she showed me compassion and care. Although sessions were difficult due to the recollection of my painful pasts, she always made me feel safe and at ease.

As each session went by, I came to embrace myself and learn to positively cope with my anxiety and depression. I began to feel different about myself and developed confidence in who I am.

There are times when I do feel overwhelmed and I revert back to my depressive state. But, my therapy has allowed me to know that it's okay.

I've learned to know it's okay to seek help and be helped. Ensuring one's own positive mental health is a learning curve, since every day there are different stress factors that require different coping methods.

I will be forever grateful to Bernadette, who taught me that it takes strength to seek help, and to the Ontario Shores LOVE YOU by Shoppers Drug Mart Women's Clinic, for giving me a new outlook on life.

# Mackenzie Health and Ontario Shores Form Partnership

Ontario Shores and Mackenzie Health announced a collaboration to provide specialized mental health services to York Region residents. Ontario Shores now oversees an Integrated Mood Disorders Clinic at Mackenzie Health's Richmond Hill hospital, where outpatients can receive psychotherapy and brain stimulation treatment for mood and anxiety disorders. Clinicians from Ontario Shores have been integrated into Mackenzie Health's outpatient psychiatry and mental health clinical team. Patients in York Region who require these services are referred to Ontario Shores, allowing the Ontario Shores team to determine the best available treatment as quickly as possible.



# Meditech Web Ambulatory Upgrade

Ontario Shores, in partnership with the Royal Ottawa Health Care Group (The Royal) and Waypoint Centre for Mental Health Care (Waypoint), went live with Meditech Web Ambulatory on February 23, 2022.

The upgrade to Meditech improved system access and clinical workflows, resulting in better patient experiences across all three organizations. The

innovative upgrade includes a new look Electronic Health Record (EHR) for outpatient clinicians.

Meditech Web Ambulatory will improve transitions of care in the patient's health journey as well as providing a web-based solution for population health initiatives, patient engagement strategies and access to care. Clinicians will have an improved, streamlined system that enhances opportunities for collaboration and research while improving efficiency.



# New Joint Research Ethics Board Chair

Ontario Shores and Abilities Centre welcomed the new Joint Research Ethics Board (REB) Chair, Dr. Rebecca Greenberg, this year.

Dr. Greenberg is a nurse with prior general medicine experience. She is a Senior Bioethicist at Sinai Health System, Vice-Chair of the Trillium Health Partners Research Ethics Board and a member of the Joint Centre of Bioethics. Her research focuses on increasing public engagement in Ontario's

wait times strategy, organ transplantation, and developing a bioethics curriculum for medical students from diverse geopolitical regions.

Dr. Greenberg is the clinical and organizational ethics leader for Sinai Health System, with a focus on Mount Sinai Hospital's Women's and Infants' Health Program. Her arrival coincides with the first Joint REB between Ontario Shores and Abilities Centre.

The Joint REB will help both partners collaborate on research and allow Ontario Shores and Abilities Centre to explore new research areas.

# Ontario Shores Becomes a Tobacco-Free Organization

On January 10, 2022, following significant preparation and planning, Ontario Shores officially became a tobacco-free organization.

Committed to the safety and well-being of our patients, employees and visitors, Ontario Shores moved to remove tobacco, cannabis, and the use of electronic cigarettes (vaping) from our property. None of these products can be used or be visible on Ontario Shores property, including parking lots and walking pathways.

- The goal of the Tobacco-Free Initiative is not to get everyone to stop smoking, but rather to:
- Help patients achieve their goals of either quitting smoking, minimizing tobacco usage, or not quitting at all and receiving withdrawal treatment while in our care;
  - Increase awareness of the triggering effect that smoking has on those attempting to quit;
  - Reduce patients', employees' and visitors' exposure to harmful second-hand tobacco use; and
  - Raise awareness and educate about the link between tobacco use and mental health and addiction.

This initiative and policy change is important as those with mental illness die 10 to 20 years sooner than those without, and tobacco use is the single most significant contributor to reduced life expectancy.

It's important to note this move to tobacco-free aligns with other healthcare organizations, such as the Centre for Addiction and Mental Health (CAMH) and Waypoint Centre for Mental Health Care (Waypoint).



# Innovative Partnership with Research Impact Canada

Ontario Shores became the first non-academic member to join Research Impact Canada (RIC), a pan-Canadian network of 23 universities and one non-academic institution committed to maximizing the economic, social and environmental impacts of academic research.

The RIC network is devoted to building institutional capacities to support impact evaluation and knowledge mobilization, by developing and sharing best practices, services and tools.



# Academic Year in Review

During the 2021-2022 fiscal year, the Research and Academic department placed 165 non-medical students representing 29 unique disciplines from 24 of our affiliated academic institutions. Ontario Shores also offered placements to 12 residents, 63 medical students and nine physician assistants from seven institutions.

Welcoming students would not be possible without our dedicated and knowledgeable preceptors throughout the organization. As a way of recognizing our preceptors for all of the amazing work they do, we have a monthly Preceptor of the Month (POTM). POTMs are from various disciplines and alternate monthly between medical and non-medical preceptors. Our Preceptors of the Month for 2021-2022 were as follows:

- April 2021 - Leah, Quality Improvement Leader
- May 2021 - Caitlin, PA
- June 2021 - Matt, RN
- July 2021 - Matt, PA
- August 2021 - Kaitlyn, RT
- September 2021 - Dr. Hartfeil
- October 2021 - Stephanie, RPN
- November 2021 - Dr. McNeill
- December 2021 - Sayani, PhD and Mary, PhD (right)
- January 2022 - Dr. DeFreitas
- February 2022 - Nirmaladevi, RN
- March 2022 - Dr. Lo



# Dr. David Rudoler – Inaugural Research Chair in Population Health and Innovation in Mental Health

In June 2021, Dr. David Rudoler joined Ontario Shores as the Inaugural Research Chair in Population Health and Innovation in Mental Health.

Dr. Rudoler is an applied health services researcher with expertise in health economics, econometrics, health economic evaluation, administrative data analysis, mixed methods and health policy analysis. He is an Assistant Professor with the Faculty of Health Sciences at Ontario Tech University as well as a status appointment at the Institute for Health Policy, Management and Evaluation at University of Toronto (UofT).

His research focuses on health systems and population health, with an emphasis on health services for persons living with complex health and social needs. He is currently working on projects focussing on the supply of community-based mental healthcare, including psychiatric care and supportive housing interventions.

During his brief time at Ontario Shores, Dr. Rudoler led Ontario Shores to success in receiving the Mitacs Accelerate Fellowship of \$65,000. This funding involves a partnership between Ontario Tech University and Ontario Shores and will explore the personal experiences of patients and providers who transitioned between face-to-face CBT and eCBT, and their motivations for switching and persisting with eCBT. The study will employ qualitative methods, including

semi-structured interviews with patients enrolled in outpatient CBT at Ontario Shores.

Dr. Rudoler has also been successful in receiving the CIHR Operating Grant of \$249,986. This funding involves a partnership between Centre for Addiction and Mental Health (CAMH) and Ontario Shores.

As one of the Principal leads, Dr. Rudoler will lead this important and very timely research study that aims to better understand the experiences of Canadians with suicidal ideation and behaviour, during the COVID-19 pandemic.



# Robin's Story

My reaction to the first intake call was anxious, curious and prepared for disappointment.

I'd tried Cognitive Behavioural Therapy (CBT), Tapping and Mindfulness-Based Stress Reduction (MBSR) in the past, but they didn't help with my PTSD symptoms. EMDR (Eye Movement Desensitization and Reprocessing) helped a lot, but my symptoms persisted. As a result, I wasn't going to get too excited about the Cognitive Processing Therapy that Ontario Shores was offering.

Fatima, my counsellor, spent a few months with me during the pre-assessment phase. Because the COVID-19 pandemic had just begun, all of our sessions were virtual and lasted about one hour per week. Fatima was clear in her explanation of the process, and she eagerly and patiently answered all of my questions. Despite the fact that she had a lot of assessment work to do, Fatima always made time to check in with me to see how my week was going. The procedure was not hurried, nor was it long and tedious. Every week, I looked forward to our phone calls.

I quickly learned to put my trust in Fatima. So, when she enthusiastically expressed her

optimism for the group therapy method, I took a leap of faith and signed up for it, despite the fact that I really didn't want to be with other people.

I spent a few months in group therapy, virtually, for an hour and a half each week with a wonderful group of women just like me. Fatima and a psychotherapist named Scott both demonstrated such compassion, kindness, understanding, love, respect and expertise during the sessions that I felt both safe and lifted throughout.

It was a huge relief to learn that we didn't have to share specifics about our traumas in group therapy. Instead, we concentrated on understanding what trauma is and how to work around it by utilizing the tools that were made available to us.

Each week, we had homework/ assignments to complete. I wasn't sure how this was going to help, and I had my doubts, but I trusted Fatima and Scott enough to keep going.

During the post-assessment phase with Fatima, I discovered that prior to therapy, I had "severe" PTSD symptoms as well as high levels of depression and anxiety;

however, post-therapy, I had no PTSD symptoms, no depression symptoms and only mild anxiety. It's a miracle, in my opinion. I'm thankful for Cognitive Processing Therapy (CPT), the Ontario Government for covering the costs, the women in my group and to Fatima and Scott.

Today, I continue to use the CPT tools which complement the help I'm receiving from other resources. And my life continues to get better and better!



***"...We concentrated on understanding what trauma is and how to work around it..."***

***~ Robin (right)***

# Post-Secondary Recovery College Movement in Canada

Together with the Canadian Mental Health Association, we opened an additional 20 Recovery Colleges across Canada. We have established Recovery Colleges at five post-secondary institutions: Ontario Tech University, McMaster University, University of Toronto Scarborough (UTSC), George Brown and Durham College. Implementation of Recovery College at every post-secondary setting involves innovative co-design methods with graphic facilitation that help to engage

students to develop Recovery College courses that are meaningful to them.

We have also established the Post-Secondary Recovery College Community of Learning with over 50 active members including post-secondary Recovery College students, Post-Secondary Peer Support Specialists, post-secondary mental health and wellness-related staff, mental health researchers, and administrators in the mental health field.

In the past fiscal year, we have successfully established the Post-Secondary Recovery College Research Consortium with membership from staff, students, and researchers from Western University, UTSC and McMaster University. This consortium will explore the implementation and impacts of the innovative application of Recovery Colleges in the post-secondary space.

## Ontario Shores and Lakeridge Health Cross Appointment

Ontario Shores and Lakeridge Health announced the cross appointment of Dr. Kevin Chopra to serve as Lakeridge Health’s new Chief of Psychiatry and Medical Director, Mental Health and Addictions for a five-year term.

Dr. Chopra has successfully implemented numerous strategies to enhance the delivery of mental health care services in Durham Region, including the development and implementation of care pathways, implementation of a stepped care model and development of a telephone consultation model.

Ontario Shores and Lakeridge Health are longstanding partners in the care of individuals living with mental health conditions and addictions. Under Dr. Chopra’s leadership, Ontario Shores and Lakeridge Health will have the opportunity to strengthen our partnership within Durham Region to advance health system integration, making access and services more seamless for those living with mental health conditions and addictions. This cross appointment will also help to advance the learnings and leading practices of both organizations to improve mental health and addictions care throughout Durham region.

## #ZeroFlu Campaign Tackles Influenza

The #ZeroFlu: We Rely on You campaign was successful in immunizing staff and patients as Ontario Shores aimed to create the safest possible environment for everyone as we managed both influenza season and the COVID-19 pandemic.

Thank you to everyone who chose to get immunized against influenza and all of our #ZeroFlu Champions who worked tirelessly to make Ontario Shores safe for both patients and staff.



# Major Gifts, Major Impact

The Foundation was delighted to receive a number of significant gifts over this past year. Here are but two examples of how major gifts can have major impact at Ontario Shores:



## The Marinucci Family Foundation

The Foundation is incredibly grateful to The Marinucci Family Foundation (MFF) for their generous gift of \$200,000 over two years. Their gift allows Ontario Shores to expand our efforts into additional post-secondary institutions so that more students across the province may avail themselves of these important programs.

The MFF was founded in 2010 and provides support to education-based programs and initiatives.

## Elexicon

Thank you to Elexicon Energy for their gift of \$15,000, \$10,000 of which supported the new Patient Transition Fund, and \$5,000 supported the 5<sup>th</sup> Annual Signature Event and Mental Health Conversation Luncheon.

In addition to their initial gift, Elexicon also gave one dollar for every like, comment or share received on the video that was created in partnership with Ontario Shores on Bell Let’s Talk Day. A total of \$2,163 in additional support for the Patient Transition Fund was raised from this campaign.

The Patient Transition Fund was developed to support patients who are transitioning back into the community by assisting with housing and living expenses. It allows Ontario Shores to continue to support our former patients in the community, ensuring they have their most basic financial needs met as they continue on their journey of recovery.

## Fundraising Campaigns

### Protecting Minds and Holiday Giving

We experienced an outpouring of generosity this holiday season from individuals, staff and local (and not so local!) businesses who supported our Protecting Minds and Holiday Giving campaigns. Along with our generous match donors, these two campaigns raised \$75,367 for the patients and programs at Ontario Shores!



# Foundation Events

Even though the COVID-19 pandemic made hosting in-person events difficult this past year, it wasn't entirely impossible! The Foundation managed to host a few events in person because of the incredible support and hard work of our community and staff.



## 2<sup>nd</sup> Annual Par for the Cause Golf Tournament

On August 24, the Foundation was fortunate to once again be one of the charitable recipients of the Par for the Cause Charity Golf Tournament which raised \$39,300. These funds were divided between The Princess Margaret Cancer Foundation and Ontario Shores Foundation, with \$19,453 going to our Recovery College program.

A huge thank you to the Par for the Cause committee and to all the generous sponsors, donors, golfers and volunteers of this event!

## The Return of the Circle of Friends Golf Tournament

On September 1, a group of generous sponsors and supporters teed off at Wooden Sticks Golf Course, helping to raise over \$97,000 for the patients and programs at Ontario Shores!

We would like to extend a very hearty thank you to the Circle of Friends committee members for helping to make this tournament such a success: John, Kimberly, Rob, Les, Andrea, John and Honor.



## 5<sup>th</sup> Annual Signature Event

Since we haven't been able to travel the world for quite some time, we brought the world to the Toronto Hunt Club! On September 20 we hosted our 5<sup>th</sup> Annual Signature Event – “No Passport Required: An Evening Around the World.” Thanks to the generosity of our staff, attendees and sponsors, this event raised over \$54,000 for Ontario Shores.

## LOVE YOU by Shoppers Drug Mart Run for Women

Thanks to our incredible Run participants and donors, a whopping \$113,685 was raised by the Run for Women in Whitby this year!

Funds raised will directly support women's mental health initiatives at Ontario Shores, including our very own LOVE YOU by Shoppers Drug Mart Women's Clinic.

# Staff Appreciation BBQ

For the first time since 2019, Ontario Shores was able to safely gather for our traditional Staff Appreciation BBQ on September 16, outside of the Lakeview Cafeteria (Building 5, Level 1).

Senior leaders and managers volunteered their time to lend a hand in serving traditional BBQ fare as staff enjoyed the outdoors and each other's company while adhering to public measures in place at the time of the event.

Special thanks to Nutrition and Food Services as well as everyone who played a role in bringing back this staff favourite and making it a memorable day.



# Clinical and Financial Data

### Age on Admission

< 18	6.6%
19 to 34	26.9%
35 to 54	28.3%
55+	38.2%

### Median Discharge Length of Stay 60 Days

### Diagnosis on Discharges

Psychotic Disorders	53.3%
Neurocognitive Disorders	17.5%
Depressive Disorders	7.1%
Bipolar and Related Disorders	5.7%
Trauma and Stressor Related Disorders	1.1%

### Revenue by Type

\$172,101,000

Ministry of Health/ Ontario Health*	94.1%
Patient Services and Ancillary	4.0%
Investment Income	1.9%

### Expenses by Type

\$154,337,000

Compensation	83.1%
Other Supplies and Expenses	13.9%
Drugs and Medical Gasses	1.7%
Rent	0.2%
Medical and Surgical Supplies	0.4%
Building Amortization Net	0.7%

### Working Capital

\$1,194,000

Ontario Shores acknowledges the lands and people of the Mississaugas of Scugog Island First Nation which is covered under the Williams Treaties. We are situated on the Traditional Territory of the Mississaugas, a branch of the greater Anishinaabeg Nation which includes Algonquin, Ojibway, Odawa and Pottawatomi.

\* Ontario Shores would like to recognize the leadership and funding support by the Ontario Health’s East Region.

For more information about our performance, please visit [ontarioshores.ca](http://ontarioshores.ca).

Cover Artwork by Gabriel Attah-Mensah, Registered Nurse at Ontario Shores

A stylized, graphic illustration featuring several faces wearing face masks. The faces are drawn with bold black outlines and are set against a background of large, overlapping circles in shades of blue, orange, and pink. The overall style is modern and artistic, with a focus on the eyes and the shape of the masks.

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