



Ontario Shores
Centre for Mental Health Sciences

Celebrating a Century of Care

A Brief History

A Brief **History**
One Man, One Dream
1911 - 1919



In 1911 architect James Govan, with a dream and a design, presented his plan for a mental health centre situated on the Whitby shoreline.

Govan worked with a team of advisory psychiatrists, physicians and government officials to make his dream a reality.

Whitby Hospital, set atop the picturesque Whitby shoreline, consisted of 16 cottages, built along tree-lined roads, each housing about 70 patients.

Construction on the new hospital began in May 1913, employing 217 labourers, including more than 117 prisoners from Central Prison. About 124 patients were transferred from Toronto who lived on-site in two camps and worked on the farm under staff supervision.

The Military Hospitals Commission replaced Whitby Hospital in February 1917 with a Convalescent Hospital for wounded WWI veterans. The hospital was temporarily renamed The Ontario Military Hospital to reflect its current patient intake.

Following WWI, in July 1919, the veterans left Whitby to return to civilian life.

That same year, on October 23, Whitby reopened as a psychiatric facility, and was renamed the Ontario Hospital for the Insane.

The hospital's School of Nursing implemented a two-year course that included six months affiliation for female nurses at a general hospital.

The Hospital Grows
1920 - 1929



By December 1920, the Ontario Hospital for the Insane housed 917 patients, all of whom were transferred from other psychiatric facilities.

The total number of staff in 1920 was 141, of which 77 were nurses and attendants.

The first nursing class graduated in 1921.

Dr. J.M. Forester, hospital superintendent, reported that 6,309 gallons of vegetables and 2,450 gallons of fruit were preserved at the new cannery.

A single-seat dental clinic opened and served patients two days a week.
In 1929 the patient population expanded to 1,573 with 295 staff members.

Occupational, recreational and vocational therapies were in full swing.

New name, New Identity and Survival of the Great Depression
1930 - 1939

Psychiatric hospitals fell under administration of the new Department of Health, and the Ontario Hospital for the Insane was officially renamed Ontario Hospital, Whitby (OHW).

Programs for the reorganization of mental health hospitals in Ontario were reduced due to the economic turmoil rocking the country. In 1932 hard times befell OHW. It was short-staffed and could not afford to fill the vacancies. Staff figures froze, and members were replaced only when a member resigned, retired or died.

The School of Nursing closed in 1935, and graduates could not find work. However, it reopened in 1937 and began accepting male students.



In 1939 the patient population swelled to 1,736, bed capacity was 1,542 and patients overflowed into the hallways.

Despite growing numbers, the plentiful harvest from the farm, allowed OHW patients to eat well during the Great Depression.

WWII Depletes Hospital Staff and Resources 1940 - 1949

Medical staff was severely reduced in 1941 during WWII. The war industry offered high paying jobs, and physician's attendants and nurses left OHW to join the war effort. Material shortages were also common during WWII.

Whitby became dangerously overcrowded with 1,637 patients crowding the residence, 26 graduate nurses, 35 nurses-in-training, 72 nurse aides and 116 male attendants, supported by six physicians and psychiatrists.



The Department of Health hired 41 nurse aids in 1945 to care for patients. However, there were still only 208 nurses, attendants and aides to care for 1,650 patients.

In 1946 large-scale immigration began. After settling, many immigrants applied to Whitby, filling

vacancies left by those who had fled overseas. While church services were always held for patients, in 1949 the Ministry of Health appointed two full-time chaplains, Rev. T.H. Floyd and Father M. Darby, who provided pastoral needs for patients.

Electro-convulsive treatment (ECT) was introduced, replacing Metrazol shock treatment.

Studies undertaken by Federal and Provincial Governments in cooperation with the Canadian Mental Health Association and the Canadian Psychiatric Association reported that one in eight infants born in Canada would require psychiatric treatment in their lifetime and patients hospitalized for more than two years had a greater chance of dying in the hospital than being discharged.

Ontario Shores Expands into the Community 1950 - 1959

The provincial government reexamined mental health care during the 1950s, and society saw a change from rural to urban.

Immigration continued, mostly into urban areas, and the average number of patients treated annually at Whitby rose to 2,876.

Large quantities of anti-depressant and anti-psychotic drugs were introduced to mental health patients in 1955, and the effect was positive.

Between 1948 and 1959 there were more than 300 leucotomy and lobotomy operations performed at Whitby.

In 1956 the province awarded general hospitals with emerging psychiatric units an \$8,500 per bed grant in hopes of stimulating patient decreases at Ontario psychiatric hospitals.



Building inspectors reported that Ontario Hospital Whitby buildings were damaged from overcrowding and in desperate need of repair.

Rabbi Bernard Rosenweig was employed on a part-time basis in 1959 to conduct Jewish services.

Also during this time, an open-door policy was implemented, and patients in specified cottages roamed free relatively unattended.

New Health System Integration 1960 - 1969

During this decade a complete reorganization of mental health services took place.

The Royal Commission of Health Services (1961-1964) suggested that psychiatric treatment should be integrated into the medical system and that priority be given to development of comprehensive community services.



In 1960 three Ontario hospital Schools of Nursing were in operation in Brockville, Kingston and Whitby. Due to the physical condition of Whitby's school, its lack of instructors and declining enrollment, Whitby was given an ultimatum; improve standards within three years or phase out.

Research programs in the brain surgery field continued at Ontario Hospital Whitby during the early 1960s.

In 1962, a contract was approved to build a new seven-storey School of Nursing.

Dr. Matthew Dymond, Minister of Health, opened the school in 1963 and appointed a full staff. Enrollment skyrocketed.

Beginning in 1964 nurse-aides and attendants were

required to write exams in order to promote to Registered Nurses Aides.

Due to changing therapies and an emphasis on community care for patients, farm activities slowed.

A Volunteer Association was formed at Whitby in 1966.

In 1968 Ontario Hospital Whitby became Whitby Psychiatric Hospital.

Also this year the Dutch Elm disease killed many of the trees, drastically changing the hospital's landscape.

All farm stock and implements were sold at public auction in 1969.

Ontario Shores Undergoes Major Reorganization 1970 - 1979

In 1972 the last class graduated from the School of Nursing, and nursing courses moved to community colleges.



Whitby Psychiatric staff numbered at 484 and the patient population was 871.

The gender-segregated wards and cottages were integrated in 1973. Results were positive, and many patients took more pride in their personal appearance.

In 1974 patients did not have to travel outside their cottages for meals. Instead, individual meals were delivered three times per day.

By 1975 the cottages had deteriorated, and staff began lobbying for a new facility.

Minister of Health Dennis Timbrell turned sod for a new building in 1979, but construction never took place.

Anti-depressant and anti-psychotic drugs proved successful and as a result the patient population diminished as did the immediate need for a new facility.

The Hospital Becomes Publicly Accountable

1980 - 1989

During the 1980s the patient population decreased further due to emphasis on community care homes. Satellite programs offering mental health care opened in Bowmanville, Port Perry, Beaverton, Lindsay and Ajax.

New provincial reforms succeeded in opening the doors of psychiatric facilities to public scrutiny. As a result the Community Advisory Board, with its many sub-committees, is founded.

The Health Minister responded to reports of patient mistreatment in Toronto mental health facilities by implementing a patient advocacy program.



During this time Whitby also launched the Skills, Training, Treatment and Education Place (STEP), an innovative educational treatment program designed for patients with schizophrenia and their families.

Throughout the 1980s, staff continued to lobby for a new facility.

In 1988, a planning group was appointed to prepare programs and master plans for the redevelopment of Whitby Psychiatric Hospital.

A New Building, a New Start

1990 - 1999

In June 1993, the Ontario Government, under the leadership of Premier Bob Rae approved \$133 million for the design and construction of a new 325-bed tertiary care mental health facility.

Construction workers broke ground in November 1993.

In March 1994, Building 25, formerly the Men's Pavilion, was demolished to create space for the new facility. Staff asked for, and received, souvenir bricks.



Despite fiscal uncertainty and major policy shifts, Whitby, like other mental health facilities throughout the province, continued to foster partnerships with the community. The goal was to ensure the delivery of high quality healthcare in a cost effective and efficient manner.

New government reforms emphasized short-term intensive care within the facility and the reintegration of patients into the community. Psychiatric wings within general hospitals increased throughout the province to allow for treatment within specific areas.

In October 1994, Whitby Psychiatric Hospital celebrated its 75th birthday, and was renamed Whitby Mental Health Centre. As a result of increased outpatient programs and a strong emphasis on reintegrating patients into the community, Whitby's 1995 patient population was 292.

Over 5,000 people attended the grand opening, and toured the facility. The Honourable Jim Wilson, Minister of Health, cut the ribbon and laid the cornerstone.



In 1997 the Ministry of Health and Long-Term Care's Hospital Services Restructuring Commission recommended that eight provincial psychiatric hospitals divest from government control and operate under the Public Hospitals Act.

A New Era of Discovery, Recovery and Hope

2000 - 2009

In 2004, the decision to divest and become a stand-alone facility governed under the Public Hospitals Act was reaffirmed and work began on this ambitious project.

The hospital officially divested in March, 2006 and a community-based Board of Directors was created. The core values of **excellence, innovation, safety, respect** and **community** were unveiled at an open house.

The organization launched its first five-year Strategic plan in 2007 that set the course for the hospital in the years ahead. Part of this work included defining the purpose of the organization and establishing a vision, mission and brand that would better reflect the hospital's expanded mandate, role and future directions.

New vision: Recovering Best Health, Nurturing Hope and Inspiring Discovery

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

On June 10, 2009, the new name, Ontario Shores Centre for Mental Health Sciences was launched.

The reference to Ontario signals the scope of our commitment to serving patients on a provincial level, while still maintaining a sense of community. It's a name better recognized globally, that helps to build a local, national and international reputation of the exemplary mental health care provided by Ontario Shores. It also speaks to our long-standing role in the Ontario healthcare system.

Shores reflects the main facility's spectacular location, which overlooks Lake Ontario. Shores also represents a safe place between land and water, which expresses our role in helping patients on the journey to recovery.

Changing our descriptor to Centre for Mental Health Sciences embraces Ontario Shores' commitment to advancing mental health care and indicates its aspirations in teaching and research.

The tagline, Discovery.Recovery.Hope. captures the vision of Recovering Best health, Nurturing Hope and Inspiring Discovery. Discovery and the opportunity for recovery is the basis of hope for patients, families and communities.

During this first strategic plan, many accomplishments were achieved:

In 2009, Ontario Shores created the Ontario Shores Foundation for Mental Health, its purpose is to raise funds for to support Ontario Shores and its care, services, programs and support for patients and families.

To support its research and education efforts, Ontario Shores established an academic community affiliation with the University of Toronto. With this agreement, Ontario Shores became a community teaching hospital and engaged in training future psychiatrists and had more opportunities for research, education and new advances in the treatment of mental illness.



Ontario Shores launched a new recovery model of care throughout the organization. The Interprofessional Collaborative Recovery Model is based on the principles of empowerment, hope, recovery, collaboration, identity, responsibility and meaning in life. The model builds on the current care model through a holistic patient-centred approach. It combines medical, rehabilitation and psychological perspectives in the treatment of mental illness. It promotes inclusion and empowerment of patients and treatment options that are tailored to the individual needs of patients to support their well-being.

Ontario Shores made significant enhancements to patient care and hospital operations with the introduction of a fully integrated electronic health record system - MEDITECH 6.0 in October 2009. As the first hospital in Canada to implement this advancement in healthcare informatics, Ontario Shores saw a transformation in the way information was tracked. The electronic management of patient records led to reduced risk of errors, improved patient safety, care planning tools to enhance communications and monitor patient outcomes and additional support for making clinical decisions.

Ontario Shores embraces social media platforms to engage with the online community at large, activating Facebook, twitter and YouTube accounts.



Advancing Care, Building Connections, Achieving Excellence... Together

2010 - 2019

In May 2010, Ontario Shores received a full three year **Accreditation** designation from Accreditation Canada. This demonstrates a commitment to quality improvement and to reaching for the highest standards in health care. Ontario Shores was recognized for its strengths in clinical advancements, recovery focused care, infection control, communications, support functions and teamwork.

Ontario Shores continued to expand its programs to provide specialized care to its communities. The **Prompt Care Clinic** was created to support primary care practitioners and provide care for individuals in need of timely mental health care services. The **Traumatic Stress Clinic** opened to provide specialized assessment, medication support, illness education and supportive



counselling for individuals who have experienced or witnessed trauma and are experiencing lasting symptoms. Ontario Shores also opened the **Women's Clinic** which supports women who are diagnosed with a serious mental illness and require support with family planning, post-partum psychosis or depression, menopause or medication induced hormonal changes.

Ontario Shores also focused on **community engagement** and stigma reduction strategies following divestment. Opening its doors to the community through events such as Doors Open, Imagine Festival and films, and our Mindful Music outdoor events helped break down the barriers and introduce Ontario Shores to the broader community. Over the years a number of celebrities have been a part of Ontario Shores events: Margaret Trudeau, Joe Pantoliano, Greg Louganis, Chantal Kreviazuk, Raine Maida, Serena Ryder, Matt Good, Steven Paige, Neil Crone, Jarvis Church, Lowest of the Low and many more.

Mental Health awareness among youth is crucial. Ontario Shores partners in a number of initiatives that help educate young people about mental health and reduce stigma. The Talking About Mental Illness (TAMI) program brings in speakers with lived experience to speak to youth as part of a comprehensive program. Ontario

Shores partnered with Dr. Stan Kutcher to introduce the Mental Health Literacy Program which introduces mental health curriculum into high schools. By training teachers and educators, the curriculum helps educate youth and support capacity through early intervention. In connection with this program, Ontario Shores created the adolescent mental health documentary Three Voices: Discovery, Recovery, Hope which has been featured in film festivals and has been seen by more than 7,000 people.

In 2012, Ontario Shores launched its second five-year **Strategic Plan**, entitled Advancing Care. Building Connections. Achieving Excellence....Together. The ambitious plan called for Ontario Shores to provide exemplary and innovative patient care through new delivery models, improve the mental health well-being of people in the communities it serves and expand its academic role.



Ontario Shores continued to expand its Clinical Services. Ontario Shores opened the **Family Resource Centre** which is a space where families and friends can access support from a healthcare team and information resources to support their family members with a mental illness. A first for Ontario, the **Adolescent Eating Disorders Unit** was opened for children and adolescents struggling with an eating disorder. It provides an interprofessional model of care that focuses on meal support, individual, family and group therapy, psycho-education, nutrition and eating rehabilitation and psychopharmacologic treatment. Ontario Shores also opened the Partial Hospitalization Program, a program to support individuals in need of transitional short-term day treatment.

In May 2013, Ontario Shores successfully achieved '**Accredited with Exemplary Standing**' status from Accreditation Canada in 2013. This is the highest designation attainable and came just three years after Ontario Shores initially received the 'Accredited' status.

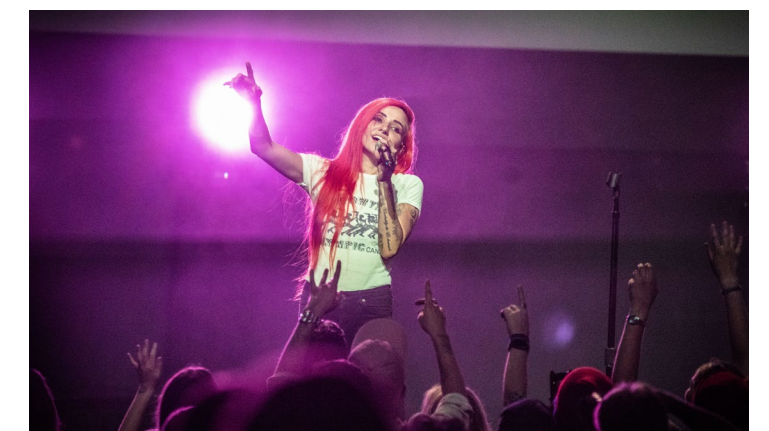
Commendations were extended for the patient-centred approach and dynamic team functioning in the clinical programs. The final report also highlighted Ontario Shores' success in implementing an efficient and flexible electronic health record application, processes to ensure medication reconciliation and a sector-wide respected Restraints and Seclusions Prevention Strategy.

Ontario Shores was the first hospital in Canada and the first mental health hospital in the world to receive the prestigious **HIMSS EMRAM Stage 7 award**. This designation is awarded to healthcare organizations for having a completely paperless health information and electronic medical record system.

Clinical information is readily shared in a manner that supports the use of patient data to improve performance and transform clinical practices to one which is evidenced-based, ensuring that patients and families are recipients of recovery-oriented care. Additionally, some key patient safety and quality of care strategies include the use of computerized physician order entries where prescribed medication is entered electronically replacing a physician's handwritten note thus significantly reducing the risk for errors.

Ontario Shores expanded its use of **video conferencing** technologies to provide psychiatric assessments, consultations and group programming for patients who are comfortable accessing care through their local community clinic or their own personal devices within their home.

Ontario Shores continues to engage musical celebrities for its annual **Imagine concert**, bringing such talented artists as Serena Ryder, The Stellas with daughters Lennon and Maisy, Collin James, Spirit of the West and Lights to Oshawa's Regent Theatre.



In 2013, Ontario Shores started providing **Mental Health First Aid** training and Workplace Mental Health Training to workplaces and individuals across the province. By the end of October 2018, Instructors, trained through the Mental Health Commission of Canada, had provided training to thousands of individuals.



The hospital continues to utilize **social media and multimedia** as a way to expand conversations about mental health care. The #MindVine blog was launched in 2014 as a platform to allow for a diverse group of individuals to publish their stories related to the hospital, mental health news and initiatives, opinions and lived experiences. The #MindVine platform expanded in 2016 to include the #MindVine Podcast hosting a variety of special guests to discuss a broad range of topics.

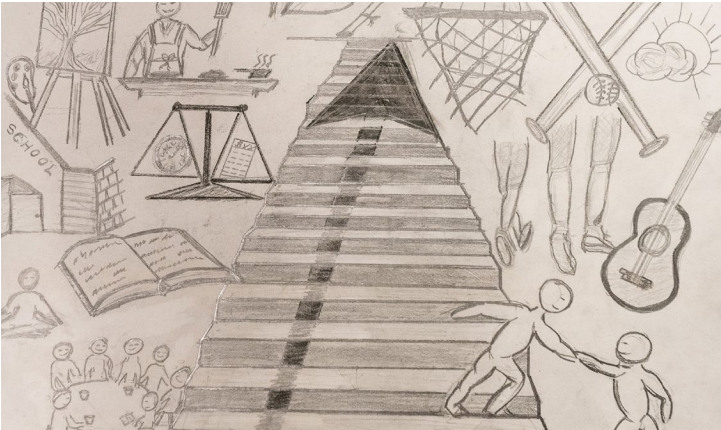


Hope is an essential component of recovery. In 2014, Ontario Shores launched **The Hope for Mental Health Campaign** that rallied people together through the unveiling of the Hope Shirt and the Hope Song and inspired others to join the journey and help create, support and increase hope for those impacted by mental illness.

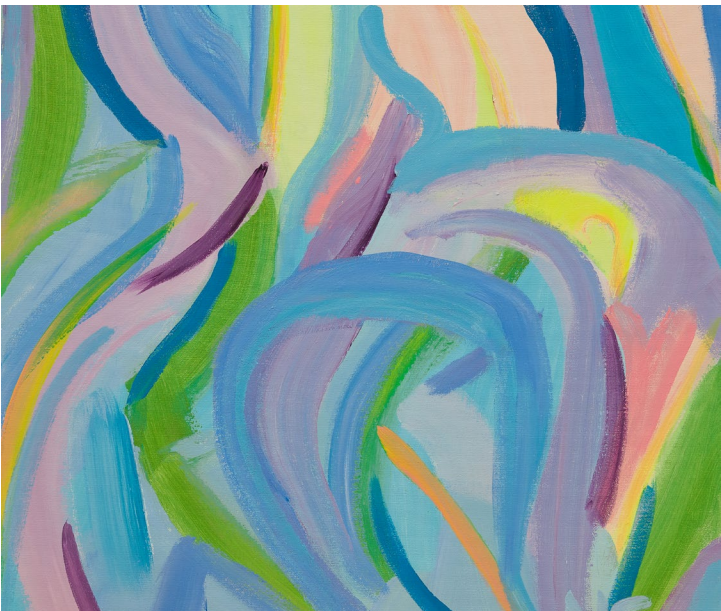


In 2016 Ontario Shores expanded upon its patient- and family-centred approach to care by launching a **Co-Design Framework** which formalizes the inclusion of families and patients in quality improvement, decision making and designing healthcare processes.

In August 2016 Ontario Shores launched the **Journal of Recovery in Mental Health**, an international, multidisciplinary, and peer-reviewed journal. With a focus on understanding and improving mental health recovery, the journal features engaging research, proven practices and a range of perspectives, inclusive of health professionals, patients and families.



In the fall of 2016 Ontario Shores opened the **Recovery College**. Inpatients and outpatients register in as many courses as they wish across a wide range of topics. Courses in the college are all co-designed or co-facilitated by facilitators with professional or lived experience with mental illness.



In 2017, Ontario Shores launched its **2017-2022 Strategic Plan**. With the memorable directions to Be Bold, Be Inspiring, Be Caring and Be Extraordinary, the Strategic Plan sets a clear roadmap forward with ambitious goals to advance the organization and the mental health care system

For two consecutive years, 2017 and 2018, Ontario Shores was named one of **Greater Toronto's Top Employers**. The competition evaluated employers on several criteria including work atmosphere, financial and family benefits, vacation, skill development and community involvement.



In February 2018 Ontario Shores opened the **Geriatric Transitional Unit (GTU)** to help the local health system respond to capacity pressures experienced in acute care hospitals. The program cares for patients who no longer require acute care but are not able to transition to an alternate setting such as a long-term care home.



In 2018, Ontario Shores employs approximately 1,300 staff and has 346 inpatient beds. Yearly, the hospital takes 70,000 outpatient visits and volunteers contribute approximately 10,000 hours.

On October 23, 2019 Ontario Shores will celebrate **100 years** of delivering mental health care. Ontario Shores will build on its century of care to advance care, lead innovations and create hope for the communities it serves.

