

The

# Current



February  
2024



Ontario Shores  
Centre for Mental Health Sciences





## An Uncomfortable Revelation

By Kevin Frankish

February is Black History Month. A Grand Rounds session on February 1st discussed the implications of being Black in the workplace.

When I left the Black History Month discussion in our lecture theatre this morning, I have to be honest...I felt sad. Sad, and more than a little uncomfortable.

One of the panelists, CSSO Manager Roxanne Cain, told it like it is, and IT isn't all, in her words "flowers and roses."

Let me pause for a moment to acknowledge all of the excellent diversity and equity programs we have here at Ontario Shores. Let me also recognize that most of us who work here do our part to be inclusive and equitable. However, talking the talk doesn't mean actually walking the right walk.

If you know her, it may surprise you to learn that the Roxanne you interact with every day is not presenting us with her true self. Uncomfortable?

"I feel safe in this space (the lecture theatre) to share my story, but, it is not that way in my day-to-day work life." Roxanne told us. "I have no choice but to code-switch."

Code-switch? Until today, I have to admit, I had never heard that term.

**The Harvard Business Review best defines code-switching** as a 'strategy for Black people to successfully navigate interracial interactions and has large implications for their well-being, economic advancement, and even physical survival.' In other words, code-switching is feeling the need to hide your

true self as a survival coping mechanism. (click on the above article to find out how much code-switching impacts the economy)

"For instance, when I get angry about something, I feel forced to just grin and bear it." reveals Roxanne. "If not, I would be simply looked at as 'an angry Black woman' and I fear that I would be 'spoken-to' if I showed my true self."

She went on to divulge that her code-switching happens sometimes even when speaking with peers and colleagues. She has learned, sadly, that code-switching is not just necessary but expected.

This is not unique to Roxanne or confined to Ontario Shores. It's an everyday occurrence happening everywhere.

"No matter my troubles, however, I am proud to be a Black woman." Roxanne concludes with us...

» [The story continues here.](#)



## Missed the All Staff Forum?

» [Watch the recorded staff forum here.](#)



### The Mental Health Podcast S1 E9: The Politics of Addictions

The final episode in a three part series dealing with addictions. Kevin's guest is Michael Tibollo, Associate Minister of Mental Health and Addictions. He discusses the impact addiction has on our society especially the fact that it is connected with 70% of crime in Ontario. With a background in treating addictions, he has some interesting insights into how we should be dealing with it.

» [Check out Episode 9 here.](#)



### The Mental Health Podcast S1 E10: Biohacks

While there are no easy fixes for depression or anxiety, there are some hacks to affect quick, temporary change. From manipulating what is sometimes called the "soul" nerve to twisting a certain finger to change your mood. This episode has bio-hacks for your sleep, what you eat and how you move.

» [Check out Episode 10 here.](#)



### The Recovery Art Gallery: February Artist of The Month

Sean Stone is a photographic artist from Whitchurch-Stouffville. While he has taken photos all around the world, his passion is capturing images here in Canada to show what a wonderful country we live in.

» [Check out the video here.](#)



Six episodes of Mental Health Matters are available to watch any time on YouTube with a new episode each month. [Follow us for more here.](#)

### Future of Mental Health

On this episode of Mental Health Matters, Karim Mamdani, President and CEO of Ontario Shores, and Dr. Phil Klassen, Vice President of Medical Affairs, will discuss Ontario Shores' vision for a Psychiatric Emergency Services facility right here in the Durham Region. Following that, we'll hear from some of our committed nurses as they share the experiences that motivate their unwavering commitment to providing incredible mental health care at Ontario Shores.

» [Check out Episode 6 here.](#)





» [Check out the slideshow presentation here.](#)



Values in Action Award - Innovation  
**Chris Berlette**



Values in Action Award - Safety  
**Byron Chanco**



Values in Action Award - Respect  
**Jessica Lok**



Values in Action Award - Community  
**Shane Mammen**



# Rewards and Recognition Ceremony Continued

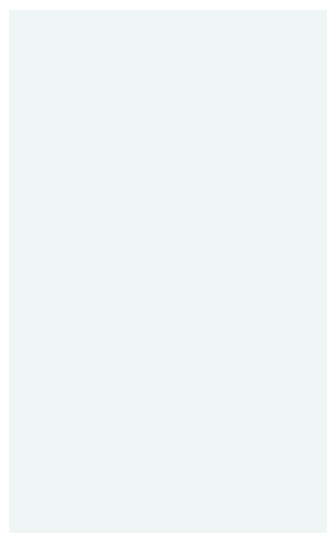






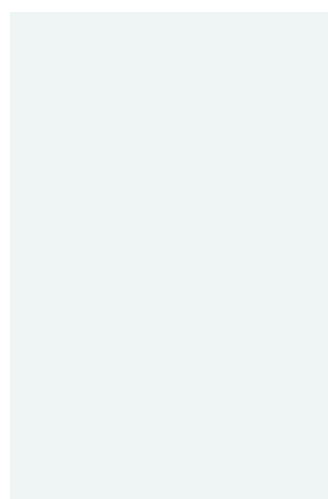
Chris Nielsen, Manager of Environmental Services and Internal Transportation, finds his work at Ontario Shores meaningful as he helps reduce stigma and improve lives. In his video, he shares why creating a meaningful life for those we serve is at the core of what we do. Join us in the mission to break down barriers.

» [Watch the video here.](#)



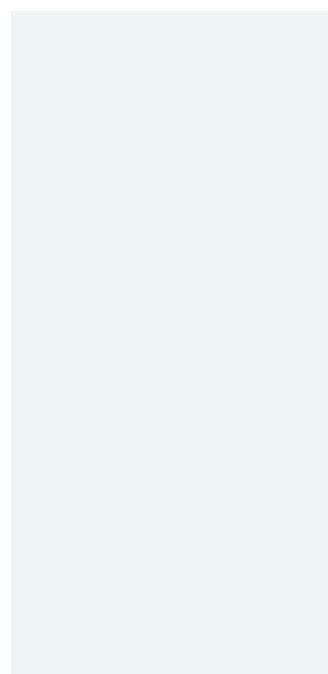
Meet Kerrie Naylor, an RPN and our Medical Education Coordinator in Research and Academics here at Ontario Shores. Join us as she shares her enthusiasm for Microcredentials and encourages our staff and partners to embrace lifelong learning. Discover more about Kerrie and Microcredentials at Ontario Shores on [our website](#).

» [Watch the video here.](#)



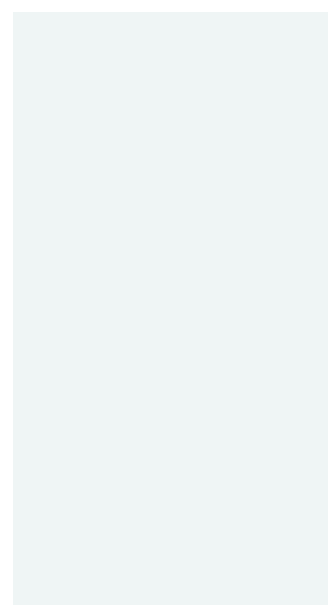
Learn about workplace mental health stigma from Christina Fuda, Mental Health Training Coordinator. Contact us today for more information on how your organization might benefit from this valuable training.

» [Watch the video here.](#)



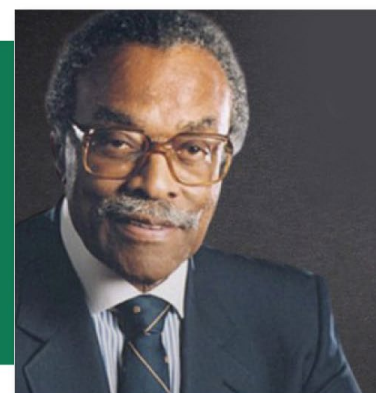
Meet Emma Markoff, our Research Coordinator and Joint Research Ethics Board Coordinator. She is the impetus behind our dedication to research and data-driven patient care. Today, she explains why her job at Ontario Shores allows her to see the results of her efforts every day.

» [Watch the video here.](#)



The colours associated with Black History Month have important meaning:

- The blood of innocent Black lives**
- Optimism, hope, justice and equality for all humanity**
- The lush greenery and rich resources of Africa**
- The resilience of Black people**



**“It is not your duty to be average. It is your duty to set a higher example for others to follow.”**

~ Lincoln Alexander



# Dog Blog

By Molly The Dog

Well, we said that "anyone at Ontario Shores who has a story to tell" can author a guest blog, but a dog? Why not? Enjoy the first ever blog written by a dog.

Hello Ontario Shores.

No doubt you have seen my partner and me from time to time visiting the units here.

My name is Molly. I am a Dalmatian therapy dog. While my peers are busy posing for pictures with firefighters, I've chosen to dedicate my days to simply letting people pet me and sometimes let me lick their face.

It all started years ago in a Whitby firehall where my partner, Terry Von Zuben was a fire inspector. You see, he lives on the autism spectrum and had a tough time talking with people. That's where I came in. At the time, I thought all I could do was be "a good dog". Turns out I have some abilities I never knew I had. For instance, I can tell when Terry was having an onset of anxiety before he even knew it himself. A little nudge from me was all that was needed to calm things down.

So, Terry and I took our calming partnership on the road. Terry explains it like this. "I can go to an event and maybe meet 30 people. With Molly (me) along, I end up meeting 300 people."

I read on woof-apedia that when a human being pets a dog something happens to their mood. The stress hormone cortisol is lowered while levels of the feel-good hormone oxytocin increase. Sometimes people who won't even talk to their therapist will whisper their feelings into my ear. I also know many patients here who have had to give up their own pets and are very lonely.

Turns out, I know a thing or two about mental health. For instance; I am present. I live in the moment. I know I am in the room but I don't know that I know I am in the room. I learn from the past but I don't let it worry me. I



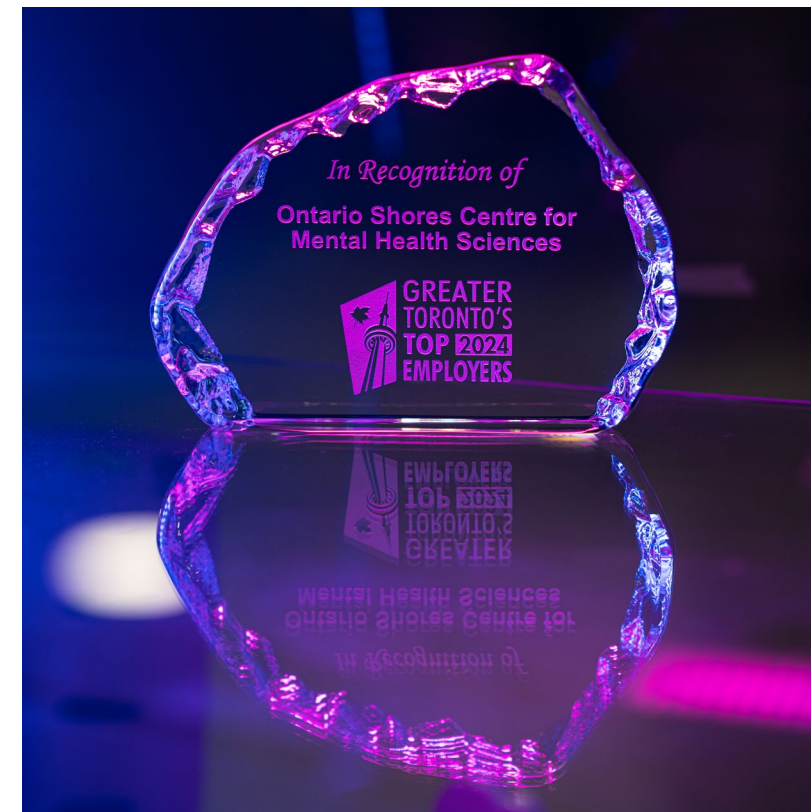
also don't worry about the future, especially when you scratch that spot right behind my ear. I see you humans pass each other in the hallway and sometimes don't even acknowledge the other person. Dogs, on the other hand, love meeting others and don't even mind, um, sniffing each other's butts. Now that is breaking down barriers.

Thanks for all the petting and the occasional "who's a good dog?" Next time you see Terry and me, paws and say hi...no appointment necessary.

Molly and Terry are part of the Pet Therapy Program provided by **Volunteer Services**.

## Shoreline Voices

This blog space belongs to you. Anyone at Ontario Shores who has a story to tell, an idea to share or wants to highlight their team are welcome to submit \*. We can even help you organize your thoughts. If you have a submission or just want to find out more, [email us here](#).



## GTA Top Employer for the Eighth Straight Year!

Ontario Shores has been named a Greater Toronto Area (GTA) Top Employer for the eighth straight year!

Following a competition that evaluated workplace, work atmosphere, health, financial and family benefits, vacation, employee communications, performance management, training and skills development and community involvement, Ontario Shores was recognized as a GTA Top Employer for 2024.



## Preceptor of the Month

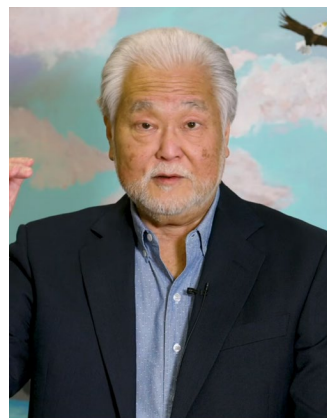
"Over the past 18 years at Ontario Shores, I've had the opportunity to be a preceptor to many Dietetic students on their journey to becoming Dietitians. I always enjoy being a preceptor because it allows me to give back to my profession, it allows me to improve my preceptor skills with each student that I take on, and it allows me to provide a mental health placement opportunity in a field where placements are limited. Whether my students choose to work in the field of mental health or not, having a placement at Ontario Shores provides knowledge, skills and experience to future Dietitians that not everyone is fortunate enough to get the chance to have."



Joanna Ramsay



## Eating Disorders Awareness Week #EDAW2024



**Dr. Neal Anzai MD**  
Psychiatrist, Eating Disorders  
Ontario Shores Centre for Mental Health Sciences



Multiple levels of care are available for Eating Disorders. Dr. Neal Anzai discusses the differences and what's available at Ontario Shores and Kinark. #EDAW2024

Ontario Shores offers an Inpatient Eating Disorders Unit (EDU) and an Adolescent Eating Disorder Day Treatment service dedicated to the care and recovery of adolescents with eating disorders. [Learn more here.](#)

» [Watch the video here.](#)



**Eating Disorders Program**  
at Kinark Child and Family Services



Now accepting self-referrals for the Outpatient Adolescent Eating Disorder Program. #EDAW2024

Ontario Shores and Kinark Child and Family Services is pleased to offer self-referrals for the Outpatient Adolescent Eating Disorder Program. Youth 12 to 17 years of age or parents/guardians of youth who are interested in the program can contact Kinark's Central Intake directly at 1.888.454.6275 to make a referral. For more information or to download a referral form, please visit [Kinark's website.](#)

» [Watch the video here.](#)



**Dr. Neal Anzai MD**  
Psychiatrist, Eating Disorders  
Ontario Shores Centre for Mental Health Sciences



Join us as Dr. Neal Anzai sheds light on our Eating Disorder Day Treatment program at Ontario Shores. Discover how we provide the necessary support for your kids in a nurturing and less intensive environment. #EDAW2024

» [Watch the video here.](#)



**Dr. Neal Anzai MD**  
Psychiatrist, Eating Disorders  
Ontario Shores Centre for Mental Health Sciences



Dr. Neal Anzai discusses the Inpatient Eating Disorder Unit at Ontario Shores. Discover the support and resources available to your family. #EDAW2024

» [Watch the video here.](#)



## What a difference a year makes

By Dr. Neal Anzai

Ontario Shores is quite fortunate to have Dr. Neal Anzai heading up our Eating Disorders Program. In this guest blog, he shares thoughts about his first year and a half with us as we mark Eating Disorders Awareness week.

With the start of the annual Eating Disorders Awareness Week (EDAW), I thought it would be good to give everyone an update of the changes on the Eating Disorder Unit (EDU) at Ontario Shores. Spoiler alert; there is some good news at the end of this blog.

It's been a little over a year since I arrived here at Ontario Shores in October of 2022. I recall that, on my arrival, I was immediately deluged with stories of the overwhelming challenges presented by very complex patients. Many of these problems stemmed from our referral process and we quickly realized we needed to refresh.

Over this past year we have dedicated resources to redesigning the EDU treatment program to better focus on our charge from the Ministry of Health: To treat patients suffering from a primary Eating Disorder who have failed to benefit from available treatment. We've initiated better pre-admission evaluations to confirm a primary Eating Disorder diagnosis and the likelihood of benefit from treatment. The co-morbid diagnoses that our admitted patients suffer from are more likely to be amenable to Live-in treatment and we have enhanced our areas of expertise to treat these co-morbidities: depression, anxiety, ADHD, OCD and PTSD. We have also

responded to the fact that teenagers inherently need more structure and consistency in order to create a positive space for recovery.

Looking to the future, we've recognized that we'll need to focus more on outcome-based measures and results. Towards this end, we're diligently trying to increase our research capabilities with the goal of becoming the unquestioned leader in research on adolescents with eating disorders in Ontario.

And now for the promised good news. New data has revealed patients who've graduated from our EDU in the past year are showing amazing progress. Stay tuned, we will be doing a deeper dive into the numbers and share the results with you in the near future including some wonderful testimonials from former patients.

## Follow on Social Media for More!

Follow Ontario Shores on [Instagram](#), [Facebook](#) and [LinkedIn](#) for more Eating Disorders program staff stories, from both our staff here at Ontario Shores as well as our partners at Kinark.





The focus of **Camille Orridge's** 50+ career was on reducing inequities and systemic barriers for marginalized communities. She championed the need to keep people healthy rather than treating them when they became ill. For her role in creating innovative programs to support community health she was awarded the Queen Elizabeth II Diamond Jubilee Medal.



**Lillie Johnson** founded the Sickle Cell Association of Canada and was the first Black Director of Public Health in Leeds Granville and Lanark Ontario.

Her dedication to and passion for advancing public health was recognized when she became a member of the Order of Ontario in 2011.

## Code Silver Training

The **Code Silver Policy** has been designed to prepare all occupants of the hospital for an active threat or active shooter.

Members of the Emergency Preparedness Committee have been providing in-person Code Silver training on the units and in departments across the hospital. If you missed it, **you can now watch it here.**



### Key Takeaways:

Training at Ontario Shores is aligned with training from police services across North America.

- **Run** – this should be your first and immediate response. Take those who are willing with you and do not stop to help the injured along the way. Drop any belongings that will slow you down and when you get to a safe location call 911.
- **Hide** – is recommended at Ontario Shores because our facility is a fully secure facility. Run further into the facility and put as many locked doors between you and the aggressive individual as possible. Once you are in a hiding spot, turn off the lights, stay quiet, keep people calm and put cell phones on silent.
- **Fight** – this option should only be used to try to survive if you are confronted by an active aggressor. This is the most dangerous option and should be your last resort. If you are with other people, try to work together as a team to incapacitate the individual and maintain a level of security over them.

Code Silver is not a Code White. Staff at Ontario Shores are trained in de-escalation techniques for Code White situations. This is not a Code White, it is recommended that you do not attempt to de-escalate the aggressor.

York Regional Police has **released a video** that you and your family can use as additional tool to give you the best chance of survival in case of an attack.

» [Check out the page on Shoreline here.](#)

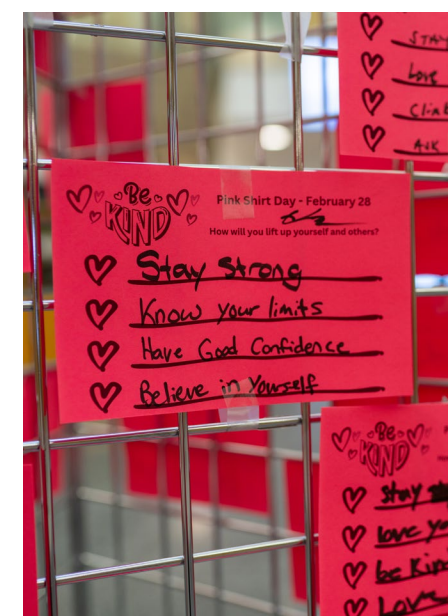
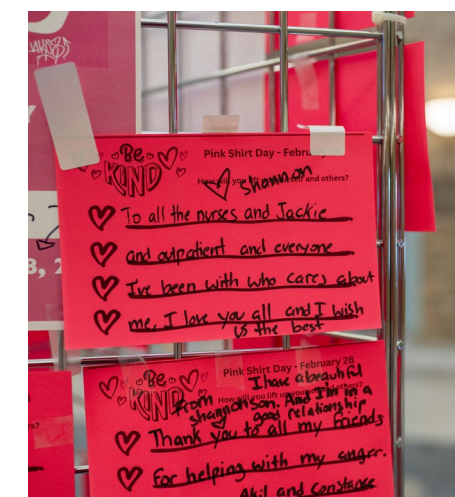
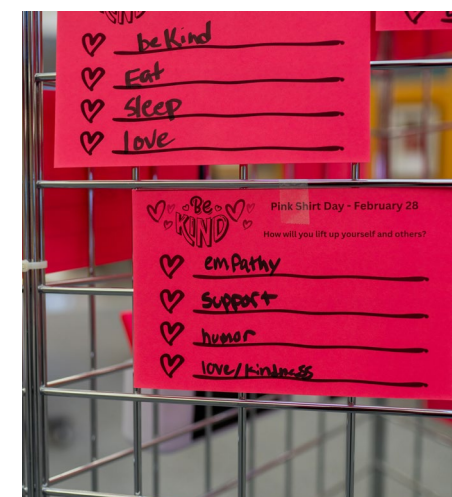




Geriatrics Program Visioning Day



Pink Shirt Day





## Expanding Geriatric Outreach Services

By Amanda King

The Geriatric Transitional Outreach (GTO) service provides short-term consultation and/or transitional support to seniors who are 65+ with general mental health (mood, anxiety, psychosis), and/or Dementia related illness.

For the past fiscal, GTO has been providing transitional support to seniors who are discharged home or to a retirement residence from one of our three Geriatric inpatient units at Ontario Shores. To date, 58 patients have been supported through the GTO service.

One of the clients who received transitional support through GTO comments about the nurse who supported her transition:

“She was caring, understanding and offered good advice, she helped me in my recovery.”

-BB

The team was recently provided with new and permanent funding to relieve ALC-related healthcare system pressures.

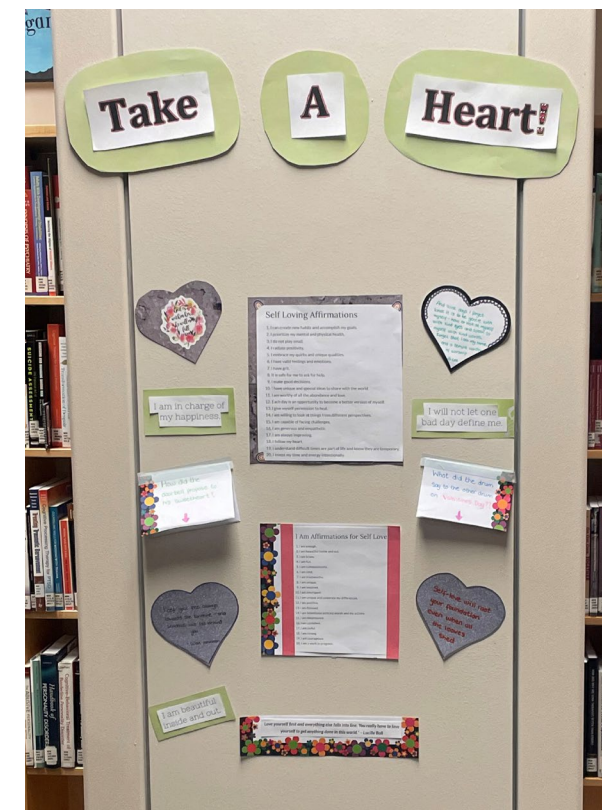
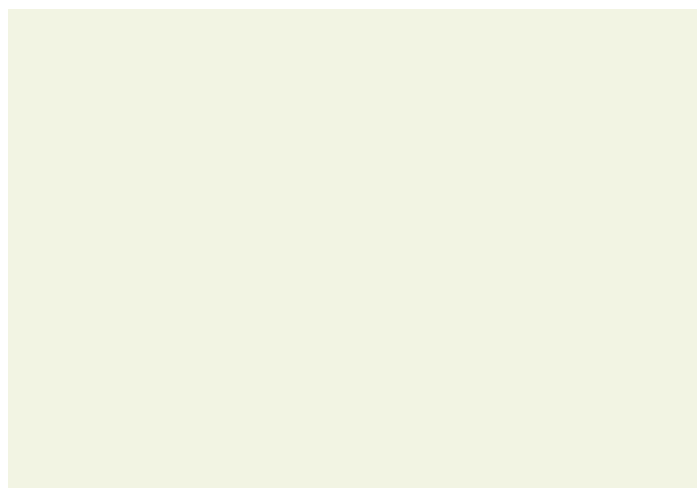
Effective March 4, 2024 we will be expanding to provide time-limited support for seniors who meet the service criteria within Durham Region, who cannot attend in-person or virtual appointments.

This service supports our vision to provide the right care in the right place for our patients two-fold. Firstly, the provision of brief in-home consultation and support can ensure that these seniors are connected to the appropriate resources to avoid unnecessary admission. Second, providing transitional support from our inpatient units ensures patients are not waiting in hospital when they are ready to be discharged.

- Some of the core services provided include,
- Geriatric-specific mental health consultation
  - Family/caregiver health teaching
  - Community resource linkages
  - Home safety assessments

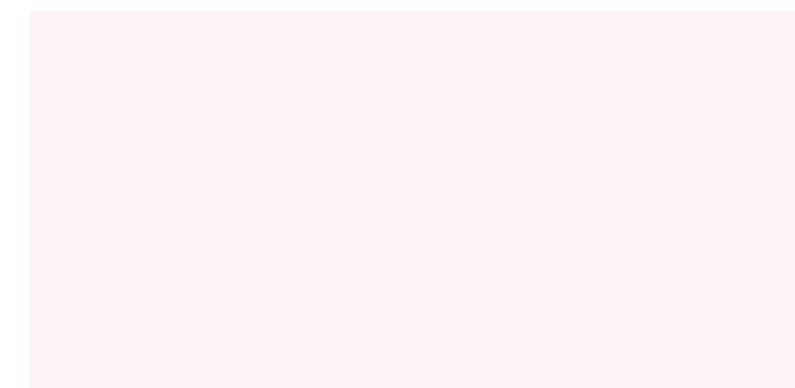


The small, but mighty team pictured above (from left to right; Amanda Dorrian, Ashley Lepage, Carrie Scheltema, Amanda King and Carly Kariunas) is looking forward to expanding services to vulnerable seniors within Durham Region. Referrals to the program are accepted from Family Physicians, Nurse Practitioners, mental health professionals and Home and Community Care, using the Ocean referral form [found on our website](#).



## Take a Heart

This Valentine's Day display was created by one of our library volunteers, Merin Matthews. Merin is a student in the Bachelor of Social Work program at U of T. She also volunteers with the Durham Rape Crisis Centre for her student placement and is running a workshop there on self-love.







Ontario Shores  
Centre for Mental Health Sciences



On Behalf of Professional Practice



Therapeutic Recreation Month  
February, 2024

#TRMonth2024

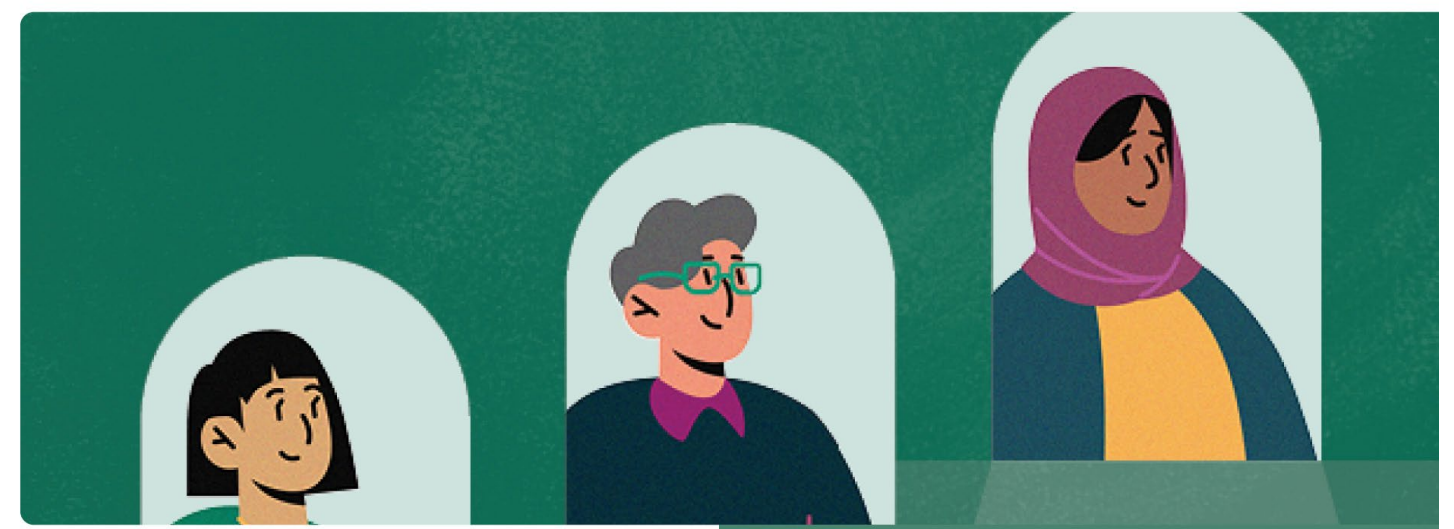


Wellness Fair

Ontario Shores  
Centre for Mental Health Sciences



On Behalf of Professional Practice



Social Work Week  
March 4 to 10, 2024

OASW.org





HIMSS Stage 7: AMAM, EMRAM and O-EMRAM



Volunteer Services and The Conference Place Team



Human Resources, Occupational Health and Wellness Team



One More Cocoa







LeadingEdge Graduates

## The Canadian Psychological Association Recognizes Ontario Shores Psychology Residency Program and Congratulates Ontario Shores' program on another year of success.

The Canadian Psychological Association Accreditation Panel for Doctoral and Residency Programs in Professional Psychology, met in late November 2023 to re-affirm the accreditation status of the Ontario Shores Centre for Mental Health Sciences Psychology Residency Program.

and supervision training as well as their ongoing commitment to Diversity, Equity and Inclusion initiatives.

The Accreditation Panel congratulated the program, specifically for their advocacy for incoming residents. The panel also thanked the program for their update on program development, program evaluation

Please join us in congratulating the program on the year's successes, as well as Dr. Gibas for her continued leadership and important contributions to the program, its students and the requirements of accreditation.

The Ontario Shores' Psychology Residency Program will be re-evaluated by the Canadian Psychological Association in 2027-2028.



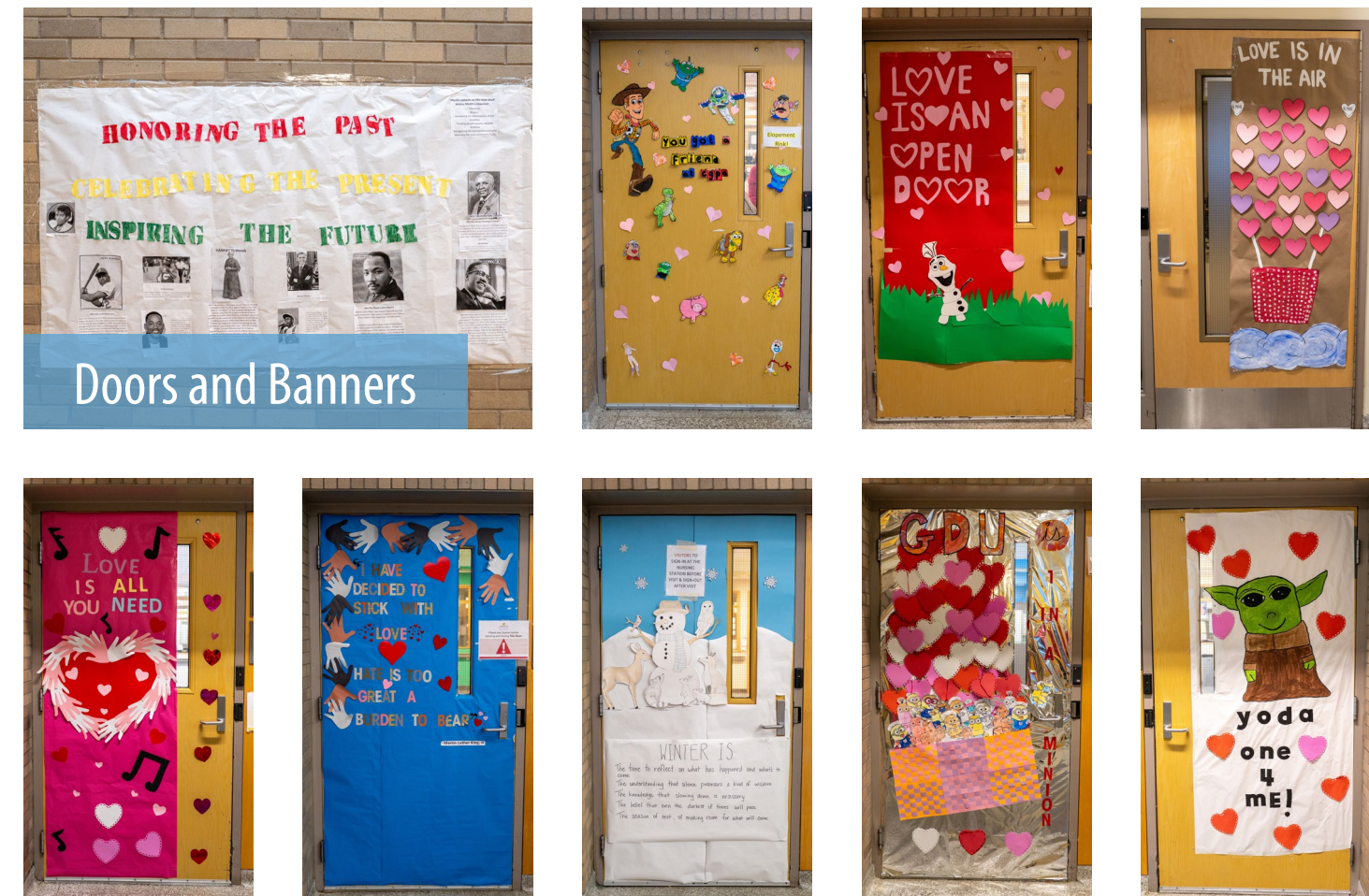
Webinar Series:

**Advances in Dementia Research: What is the Role of Virtual Reality in Supporting Dementia Caregivers?**

## Webinar: Advances in Dementia Research

This webinar will provide an overview of the caregiving/care partnering role, in the context of caring for persons living with dementia, and the impact on the carers' health and wellbeing. Dr. Mary Chiu will review evidence-based interventions and training programs currently available to support carers for different aspects of this demanding role. She will introduce virtual reality as a technological tool, and its usefulness in supporting individuals in different roles and life circumstances, including dementia caregiving.

» Learn more here.



Doors and Banners



## Share Your Story!

Do you have a great story to share?  
Send it to  
[communications@ontarioshores.ca](mailto:communications@ontarioshores.ca)

RECREATION THERAPIST