

The

Current



Ontario Shores
Centre for Mental Health Sciences

October
2023

HIMSS Stage 7 Celebration



Along the Shoreline Blog Save Your Hippocampus... Compliment Someone Today

By Kevin Frankish

I got an email last week from Dr. Kim Torok on our medical team. The first line read "Hey Kevin, I work with this outstanding pharmacist and person – Victoria Sarnovsky." The good doctor went on to say, "Victoria is smart, caring, easy to work with, problem solves with us, and always goes above and beyond to help myself and the psychiatrists to do all that we do here."

Very unusual!

It's unusual because we are, it seems, wired to complain...not compliment. An often-quoted study from Stanford University suggests we complain 15 to 30 times a day. (I do more than that every day on the 401)



So, off to the pharmacy to meet "outstanding" Victoria. Turns out I was just in time. She is about to go on maternity leave this week. Understandably she was a little suspicious of my wanting to talk with her. Who complained? What did she do wrong? Natural reactions since we are used to complaints. I showed her

Dr. Torok's email and a huge smile came to her face.

Being humble in the face of such a glowing compliment, Victoria explained, "I don't mind a challenge. It's what makes the job more interesting."

"It turns out, **giving someone a compliment is good for your brain**, while studies prove **complaining actually damages your grey matter**.

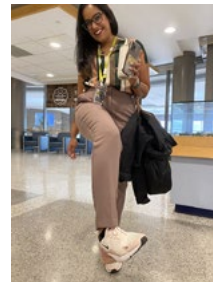


So, I set out into the hallways of Ontario shores to hand out compliments. I was going to help some brains.

"You have a nice smile," I said to one woman pushing a cart in building 4, at which point I heard how creepy I sounded.

"Thanks," she laughed and immediately looked to the floor.

Her name is Angie Miller, a clinical nurse specialist. When I asked how the compliment made her feel, she responded "Shy! Isn't that terrible? I kind of just dismissed you."



"Those are really nice shoes," I told another woman rushing by me.

"Thanks," she responded without breaking stride. When I stopped her and asked her how my compliment made her feel she said "I actually thought you were making fun of me." Annette Mohanlall works in

the Forensic Assessment Unit and revealed that her colleagues tease her all the time about the sound her shoes make. "They call me Squeaky," she said in good humour.

Here's a challenge for you. For every complaint you make today, try to counter it with two compliments. If someone is doing a good job, send them a 'Say Thanks' card. They will get your note along with their manager.

Thanks for reading this. By the way, thanks for all that you do.

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



All Staff Forum

Missed the All Staff Forum on Tuesday, October 10?

» [Watch the All Staff Forum here.](#)



As we begin to plan our holiday festivities, we are reminded that many Ontario Shores patients are unable to leave the hospital to celebrate with family or friends. If you, your family or friends, your business, workplace, or sports team are looking for a meaningful way to give back to someone in need this holiday season, consider becoming a Holiday Hope Hero.

To brighten the season, our volunteer team is gathering gift bags filled with simple yet important gender-neutral items such as socks, hats, instant coffee, mittens or gloves, journals, candy or chocolate, art supplies, playing cards, games, and puzzles to give to patients.

Our goal is to provide a gift bag to every patient, so if

you're interested, please confirm your participation by November 20 and plan to return the gift bags to the hospital on or before December 13.

Ontario Shores Centre for Mental Health Sciences is a public teaching hospital providing a range of specialized assessment and treatment services to those living with complex and serious mental illness. Patients at Ontario Shores benefit from a recovery-oriented environment of care built on compassion, inspiration, and hope.

If you'd like to help, learn more, or commit to taking part in this meaningful patient giving campaign, please email volunteers@ontarioshores.ca.

The Mental Health Podcast With Host Kevin Frankish

The Mental Health Podcast S1 E1: Mental Health 101

In the first episode of The Mental Health Podcast, Dr. Phil Klassen from Ontario Shores Centre for Mental Health Sciences joins host Kevin Frankish to give us the basics on depression, anxiety and other mental health issues. Christina Fuda discusses Mental Health First Aid. The show also has what will be a regular feature, Coping Hacks for your mental health, simple things you can do to feel better. Available on all major podcast platforms and [YouTube here](#).

The Mental Health Podcast S1 E2: Growing Pains - the Mental Health Journey of our Youth

When it comes to mental health, our youth are in big trouble. Suicide is the second-leading cause of death for kids aged 10 to 19 years. Youth who need mental health services are often not well supported: less than 20 per cent receive appropriate treatment. Why is it worse for youth today than it was years ago? What can we do about it? What should parents know? That is the topic of this episode of the Mental Health Podcast. Kevin Frankish's guests include Stacey Beaveridge, who works with adolescents at Ontario Shores Centre for Mental Health, and Mike Foreman, star of an award winning documentary called "When Hope Breaks Through". Available on all major podcast platforms and [YouTube here](#).



Kids Holiday Party

2023

Sunday, November 12, 2023
9:00 a.m. to 12:00 p.m.
No Cost to Attend

RSVP by Friday, November 3, 2023. See E-weekly for RSVP Form.

ONCAIPS Conference: The Changing Landscape of Child and Adolescent Inpatient Units – What's Going On?



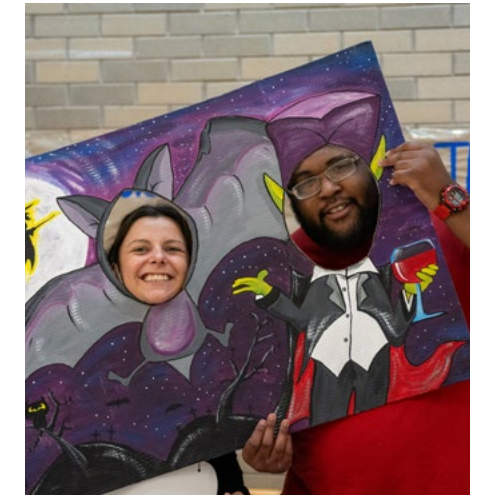
Holiday Hope Market

Get a jumpstart on your holiday shopping at our Holiday Hope Market!

Thursday, November 23
11:00 a.m. to 1:00 p.m.
Main Lobby, Building 5, Level 2

See E-weekly for more information.

Halloween Trick-or-Treat





Shoreline Voices All I want is more quality time with my grandma

By Dr. Mary Chiu

It took 23 hours to travel door-to-door from my home in Canada to the hospital in Hong Kong where my 97-year old grandmother was staying; disoriented and in critical condition with a urinary tract infection.

It was a bright summer day in Hong Kong, 40 degrees Celsius outside. I made it to the hospital; so did my parents, my uncle and his wife, and my father's cousins. All 7 of us stared at this sign outside of the ward where my grandma was staying. Having worked in a hospital setting for 20 years, I understand the rationale behind the visiting rules. At that moment, all I could feel was extreme frustration.

Frustrated (and feeling an overwhelming sense of guilt), because I spent only 7 hours in person with my grandma over the past 25 years. This sign was standing between my grandmother and I.

Frustrated, because this may be one of the last times I would see her alive. If I traveled 20+ hours to be here, I wanted to spend at least the same amount of time with her, holding her hands, and telling her that "Grandma, I am here".

Frustrated, because my relatives were thinking about the same thing. As the youngest in the group, I was asked to wait outside the ward for my turn.

I did get my turn. I did hold her hands – they were fragile, stiff and cold. I did tell her that I made it here to see her. She cried and said she was scared.

For 15 minutes, I was present for my grandmother and she was present for me.

For 15 minutes, we connected.

15 minutes of precious, quality time. I wished I had more.

» [Check out Shoreline Voices here.](#)

Dear family members, caregivers, and staff:

Would you have pictures that reflect your lived experience and journey as a caregiver for your relative? If so, we invite you to participate in our "Caregiver Photovoice Project".

The objective of "Caregiver Photovoice Project" is to collect narrated (captioned) photos from our family members and caregivers in our community. Selected photos will be displayed in the "Conference Place Gallery" at Ontario Shores, in honour of National Caregiver Day in April 2024. If you are interested, we invite you to write a short narrative to accompany your photos and submit them to Mary Chiu at chium@ontarioshores.ca

Deadline for submission is December 15, 2023 (Friday). You will be notified if your work is selected for the "Caregiver Photovoice Exhibition" at Ontario Shores in April 2024.

If you would like to inquire more about Photovoice or National Caregiver Day, please be in touch with Mary Chiu at chium@ontarioshores.ca

Ontario Shores Great Pumpkin(s) WINNERS!

For the last couple of days our main lobby has turned into a pumpkin patch. The judges had a very difficult time deciding on the top three because this year's entrants were all so well done. This shows how our Recreational Therapists team make a difference in engaging, imaginative (and sometimes spooky) ways.

With a pizza-party on the line, here are this year's top three;

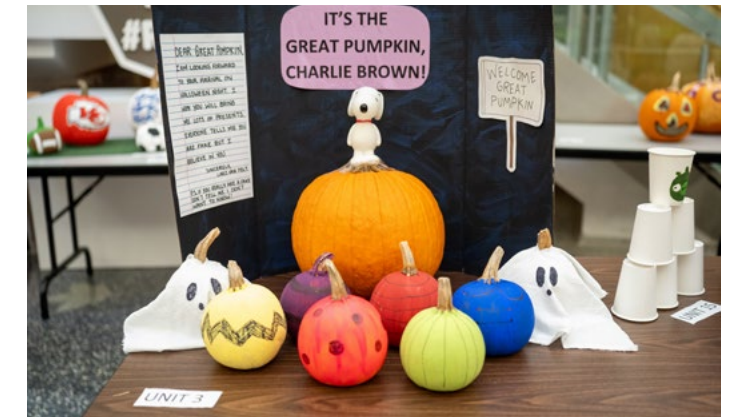
In third place is "Popcorn, hamburger, Coffee and Candy" from the patients in FRU.



In second place is "All Star Line Up" from the patients in FARU.



And finishing in top spot; "Angry Birds" from FAU. Congratulations to all!





Our incredible Director of Professional Practice and Health Information, Sarah Kipping, cherishes the unforgettable experience of her teams and colleagues reaching Stage 7 from HIMSS for Electronic Medical Record Adoption Model (EMRAM) for inpatients, Outpatient Electronic Medical Record Adoption Model (O-EMRAM) and Adoption Model for Analytics Maturity (AMAM).

» Watch the video here.



Sophie Wong, Occupational Therapist, knew early on that she wanted to work in mental health care. Here she tells us why Ontario Shores is the perfect place for her. Join us in celebrating her journey and passion for making a difference.

» Watch the video here.



Sustainability Spotlight! Meet Rob Simpson, Manager of Facilities. He's on a mission to reduce our carbon footprint and make a positive impact on the environment. In his video, Rob shares valuable insights into the value of learning and education in environmental sustainability. Watch and discover how we're working towards a greener future together.

» Watch the video here.



We're celebrating the sense of belonging and purpose our team members find at Ontario Shores. Shauna Moore, Diversity, Equity, and Inclusion Lead, shares her experience of feeling at home and making a real difference in mental health care. Join us in spreading love and inclusivity!

» Watch the video here.

Mental Health Commission of Canada: Leadership Event



Along the Shoreline Blog One Tough Act To Follow

By Kevin Frankish



You might not know it to look at her but Rosana Faoro is a big fan of Eminem and, I'm told, can hold her own singing rap. She is also Ontario Shores' biggest ambassador.

Rosana is the gate-keeper for the busy admitting entrance. But she does so much more...a lot more.

From her "candy bowl" on the desk to her office decorated for every reason and season, Rosana is the first person most members of the public coming through our doors make contact with. She knows every staff member and every patient, greeting them like family."

I do this so when you come into this place, it's warm and welcoming," Rosana proudly tells me. "I keep my door open. I want everyone to feel they can come to my desk and I will always do what I can to help them."



While I sat with her for a while, watching her like a cop directing traffic, one woman poked her head to say hi to Rosana. Turns out, Alma Siciliano was her preceptor when she first started here more than 8 years ago.

"Rosana is one of the smartest people here," volunteered Alma. "She has an amazing skill for learning and teaching."

Behind Rosana, on her wall overflowing with thank you cards and notes, is an adorable picture of Alma and Rosana taken Valentine's Day 2020.

Alma is right about Rosana's never ending learning



process. At age 50, she went back to school and earned a degree in business administration.

"Basically, I just help people who need help," Rosana humbly explains.

(final note; I learned that one staff member here keeps challenging Rosana to a "Rap-Battle". Let me know in the comments below if you think I should try and make that happen.)

» Check out the blog on Shoreline.

Along the Shoreline Blog First In Line

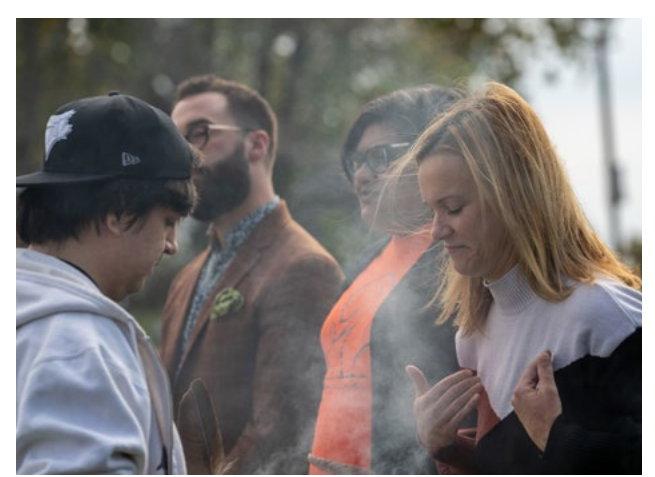
By Kevin Frankish

Today was the first day for staff to get their flu shots. I got the very first one and want to share that experience with you in this video. (included is Nurse Malekzadeh's evil laugh) Please, seriously consider getting yours. All you need to know, including the **schedule of upcoming clinics is right here.**

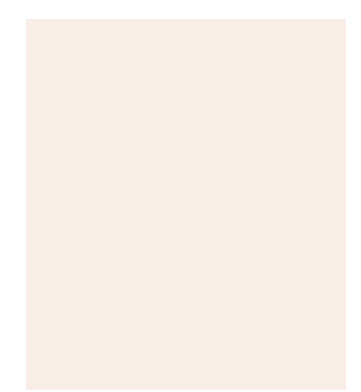
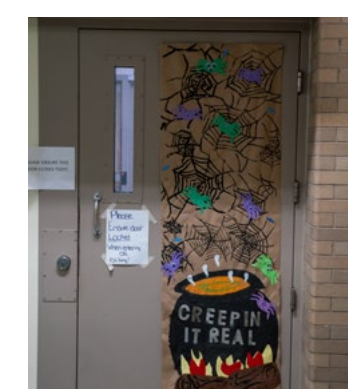




Celebrating Indigenous Culture: Smudging Ceremony



October Doors and Banners





Benzodiazepines (such as lorazepam and clonazepam) and anticonvulsants (such as carbamazepine, divalproex etc.) can interfere with seizure potential and threshold, which are both essential in ensuring adequate response during ECT. These medications are to be withheld starting at 1700 the day prior to ECT. ECT is a collaborative effort where we rely on nursing staff to communicate patient's ECT schedule during their transfer of accountabilities and be mindful of the instructions left on a patient's eMAR by our physicians and nurse practitioners to indicate which medications should be held, our pharmacy department to stock our medication carts accordingly, and our Med Clinic team to implement the ECT treatments.

If you have any particular questions, please review the Electroconvulsive therapy policy or reach out to your respective unit pharmacist/clinical nurse specialist.

» [Check out this newsletter and more here.](#)

Effect of Benzodiazepines on ECT Response

Thank you for reading the first issue of the Safe Meds Bulletin. This newsletter is to share learning moments from medication incidents and raise awareness across the organization so that all our patients receive the safest care. One of the most common medication incident categories for the past year was missing ECT treatment due to certain medications not being held on the night prior to ECT.





We're Listening, Tell us More!

Patient and Caregiver Experience Survey

November, 2023



We want to hear from our patients and caregivers about your experience with Ontario Shores. Feedback is anonymous and leads to enhancements in our services.



<https://www.surveymonkey.com/r/OSpatientexperience>

Kelci McCloy: Mamdani Family Continuing Education Award



Psychotherapy Week

Research and Academics: Academic Open House



Along the Shoreline Blog Antiquing with Trish

By Kevin Frankish



librarian here, is now retired but recalled for me

"It's so important to keep our history alive," says Cathy. "The fact all of these were used by somebody in the past and the fact they survived is fascinating."



Sitting in a century-old chair at a vintage writing desk, I look up at a photograph of Dr. J.M. Forster, our first superintendent. I think about the connection between him and our current director of Professional Practice, Sarah Kipping. No, he is not her great grandfather or even any kind of distant relation. The connection?

Sarah now has Dr. Forster's bookshelf, from his 1920 office, in her 2023 office. It's just one of many pieces of vintage furniture placed throughout the hospital.

Sarah also has another interesting part of our history in her office. This was actually made by a patient long ago, a chair that turns into a handy step stool/ladder.



There are dozens of pieces of vintage furniture from our original building including medical cabinets and dressers from the Doctors' and Nurses' residences.

Curating this collection was a labour of love from a long-time employee of Ontario Shores. Cathy Ward, a former

Now, I have learned in my short time here that there are "Go-To" people who know everything. One of those "Go-To" people is Plant Services supervisor Trish Conrad. When I asked if we had any more furniture in storage, she promptly said, "We sure do."

What followed was an afternoon of 'antiquing' through the attic like storerooms of Ontario Shores.

Next, was an incredible find. The old hospital switchboard!

"Trish, I would love to have this in our Communications office," I asked trying not to sound like I was begging... but I was.

"I'm sure we could arrange it," she replies.

We move on.

"What's this?" she asked, pulling a heavy metal object from where it was leaning on the wall.

So, take good care of that desk you use, or the chair you are sitting on. One day it could end up in the office of a great grandchild of Sarah Kipping's.

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

Journeys of Hope: World Mental Health Day



Health Information Management

By Kevin Frankish



Every morning around 9 o'clock, a cart with 21 yellow bags arrives at the offices of the Health Information Management (HIM) Team. Inside are papers. Lots of papers. And so begins the paper trail of every patient we work with here at Ontario Shores. Included is their personal information, medical history, treatment updates and so much more. In fact, every time something changes in their time with us, more papers are put into those yellow bags.



"Our job is to scan every single sheet of paper so that it never goes back to the units," says Rachel Worthing-Franksy, Supervisor of Patient Registration and Health Information Management.

"This way the hospital can remain virtually paperless."

And it doesn't stop there. The HIM Team adds to all of this including taking pictures of each and every patient...for the record.



Release of Information provides patients and families with their personal health information to allow them to partner in their

care, after requested through the approved process in place. This office also supports by providing the required documentation to various external agents, everything

from the Family Physician, to the court systems, and everything in-between.

This HIM team is one of the reasons Ontario Shores is the first mental health hospital in the world, and the first hospital in Canada, to be **recognized by the Healthcare Information and Management Systems Society (HIMSS)** for achieving Stage 7. This is a very big deal!

"We want everyone here to know that we are more than just paper pushers," beams team member Carey Demareski, "We have to make sure forms are filled out correctly, charts are accurate and make sure any errors are corrected."

"We are well aware that health information matters," adds Worthing-Franksy...and it really does!

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



Revolutionizing Dementia Care

Caregivers, the unsung heroes of dementia care, are taking centre stage in an ambitious initiative to redefine aging-in-place for persons living with dementia. The VR-SIM Carers Initiative, funded by the National Research Council of Canada (NRC) through its Aging in Place Challenge program and the Canadian Institutes of Health Research (CIHR), is set to revolutionize dementia caregiver training through a multi-year research and development project.

In tandem with this initiative, the VR-SIM Carers Initiative is proud to unveil its user-friendly website, a dynamic hub for knowledge mobilization and community-building, empowering caregivers with valuable resources and opportunities for active engagement.

An Innovative Collaboration

This Collaborative Research and Development initiative is laser-focused on co-designing a virtual reality (VR) simulation training environment tailored specifically for dementia caregivers. The project actively seeks end-user perspectives, addressing design and implementation challenges and opportunities. The outcome will be a virtual reality prototype that is not just innovative but clinically efficacious, scalable, and sustainable.

Empowering Caregivers through Virtual Reality

Within this training environment, caregivers will have the unique opportunity to immerse themselves in the intricate world of caregiving. They can safely practice

essential skills such as communication and behavioural management for persons with dementia. The virtual reality training program is rooted in the evidence-based Reitman Centre CARERS (Coaching, Advocacy, Respite, Education, Relationship, Simulation) Program led by Dr. Sadavoy and his team.

Leaders in the Field

Drs. Amer Burhan and Mary Chiu of Ontario Shores are spearheading the VR-SIM Carers project, collaborating with researchers, innovators, and clinician-scientists from the NRC, Ontario Tech University, Baycrest Centre, Sinai Health System, and the Toronto Dementia Research Alliance.

A Visionary Journey - Three Years in the Making

Under the visionary leadership of the NRC and CIHR, the VR-SIM Carers Initiative marks a pioneering step towards redefining training and skills-building for dementia caregivers. This ground-breaking initiative will engage caregivers, older adults, and community partners in co-designing an innovative skills-building program. This program will allow caregivers to immerse themselves in a virtual environment and practice the diverse skillsets crucial to their caregiving roles...

» [Read the full story here.](#)

Complex General Psychiatry-A (CGP-A)

By Kevin Frankish



There is an underlying reason why the word COMPLEX has a couple of meanings when it comes to the Complex General Psychiatry (CGP-A) team. Obviously, they deal with complex patients, or those with complex treatment needs. However, complex can also describe how they approach their work.

It is indeed an intricate and complex approach. CGP-A is a multi-disciplinary team that includes psychiatrists, nurses, social workers, occupational and recreational therapists, a psychologist, among other specialties.

“CGPA and our whole Assessment and Reintegration Program as a whole is important to our patients because we really and truly care about supporting them during their stay with us” CGP-A manager Uzo Nnawuchi explains. “We have a large multidisciplinary team with various expertise that works individually with each patient and their families to develop goals and plans for their treatment. Our patients and their families appreciate being partners in their care and see how committed we are in supporting each patient with their recovery.”

“We’re a very passionate group of people. We don’t just care about our patients, but for each other as well.”

~ Erica Dutschek, Social Worker, CGPA.

“It may sound cliché but this team is great.” Says Dr. Wasim Darawish. “In fact, being a part of this particular team is the greatest thing about working here at Ontario Shores.”

“We’re a very passionate group of people.” explains Erica Dutschek, Social Worker, “We don’t just care about our patients, but for each other as well.”

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



Therapeutic Recreation Team



Nursing Council Team

Recovery College: Painting Miniatures



The Communications and Public Affairs team will soon be saying goodbye to John Upshaw, our Multi-Media Specialist as he prepares for retirement.

John joined Ontario Shores in May, 1985 as a member of the Environmental Services Team and has dedicated his almost 39-year career exclusively to Ontario Shores and the people we serve.

John found his passion in multi-media and for the past three decades, has been taking photos and producing slideshows and videos that showcase the lives and people of Ontario Shores.

His content has been featured in an assortment of Ontario Shores materials including annual reports, commercials, advertising campaigns, billboards, podcasts, event celebrations and many more.

John has a remarkable talent for creating multi-media material that captures the heart and feelings of people's experiences, always ensuring participants are comfortable and happy with the outcome.

He has also coached and mentored members of the team to support their professional development.

His last day is Thursday, November 30. We will be hosting a celebration for John on November 30 from 1:00 p.m. to 2:00 p.m. in Conference Room B to celebrate his contributions to Ontario Shores and wish him well for his retirement. We hope you can drop by.

If you would like to sign a card and/or contribute to a farewell gift, please visit the Communications department in Building 5, Level 3 from 8:30 a.m. to 4:30 p.m. or email communications@ontarioshores.ca to make arrangements for an e-transfer.

John has been a cherished colleague of the Communications team, friend, mentor and proud member of the Ontario Shores community. We look forward to celebrating his contributions and the positive impact he has had throughout his tenure.

Share Your Story!

Do you have a great story to share?
Send it to
communications@ontarioshores.ca

