



Ontario Shores
Centre for Mental Health Sciences

Discovery. Recovery. Hope.

Welcome Book for Patients and Families

October 2021

ontarioshores.ca

Recovery

While you are here at Ontario Shores, you will hear your staff refer to your recovery plan when you meet with them.

A recovery plan is your plan for areas that you feel you will need the most help in starting and continuing on your journey to recovery. Your recovery plan could include: therapy with your psychiatrist; therapy with nursing; participation in groups, recreational activities, and any other activities that you feel would be meaningful for you and your care. The plan is geared to you and your needs.

There are many groups available. The groups are both skills-based and recreational. Many are offered daily. The groups available include managing anger, cooking groups, understanding my medication, solving everyday problems - just as a few examples. If there is an area you need more support in but there is no group offered for that area, then we encourage you to speak to your staff or to use the Patient Feedback Form that is available to you on your unit and in the hospital.

The recovery plan is developed by you and your staff during your time here and can be taken with you when you are discharged from the hospital.

Patient Rights and Responsibilities

Excellence

Innovation

Safety

Respect

Community

Patient Rights and Responsibilities

The Patient Rights and Responsibilities was developed for and with patients who use the services of Ontario Shores Centre for Mental Health Sciences (Ontario Shores). It reflects Ontario Shores' mission, vision and values and supports our commitment to each patient's unique recovery goals in a therapeutic and respectful manner.

Patient Rights

- Right to be Treated with Respect
- Right to Dignity and Independence
- Right to Effective Communication, Information and Education
- Right to be Fully Informed about All Treatment Options
- Right to Make an Informed Choice, and Give Informed Consent to Treatment
- Right to a Safe Environment and Freedom from Harm
- Right to Quality Services that Comply with Healthcare Standards
- Right to have Support Person(s) as Part of Treatment
- Right to make a Formal Compliment or Complaint

Patient Responsibilities

- Participate in your care
- Communicate with your healthcare team
- Treat Others with Dignity and Respect
- Keep Yourself and Others Safe



Ontario Shores
Centre for Mental Health Sciences

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Welcome to Ontario Shores Centre for Mental Health Sciences

This booklet was developed with you and your family in mind. It is a resource to you and your family. Our programs and services are designed to provide a safe, healing and caring environment. We combine medical, rehabilitation and psychosocial practices to meet your needs.

Your journey to recovery began when you arrived. In the next few days you will start to develop your personal recovery plan. Our staff will help you to develop your recovery plan and are here to support you in reaching your goals.

You are the expert. We encourage you to be open with your care team about your goals, values and strengths. We encourage you to involve those who are significant in your life to help you on your recovery journey. We want you to ask questions. We will provide you with the tools necessary for you to achieve your goals, discover your potential, and hope for a brighter future.

Your Recovery Plan

Your recovery plan is developed and followed by you. Your team is here to help support you in that journey. Your team will provide you with tools that will help you in reaching your goals and objectives. When you are ready to discuss your goals and objectives, please approach your staff to discuss these with them. We encourage you to include your family in your Recovery Plan.

Ontario Shores Website

Ontario Shores has a robust website with a lot of information about our programs and services.

On our website you will find:

- Information and history about the hospital
- Our Mission, Vision and Values
- Strategic Plan
- Information about all of our inpatient and outpatient clinical programs
- Information about other departments like Research and Academics.

Please visit our website at the following address:

www.ontarioshores.ca

To ensure the health and wellbeing of our patients, loved ones and staff, Ontario Shores ensures that all programs, services and activities operate in alignment with current health and safety practices. Please speak with your clinician to confirm availability of a specific service and for any additional information around current health practices.

A Note to Family and Friends

Your involvement in your friend or relative's recovery is important but our patients decide whether they would like you to share in their recovery plan. We must respect their wishes. If the patient would like you to be involved they must give their consent. You can be involved in a variety of ways. For example, you might be asked to attend team meetings or a case conference.

Family and friends can find support and information at the Family Resource Centre. It is open Monday to Friday from 9:00 a.m. to 4:30 p.m. (Closed from 12-1pm) or you can call extension 6970. There is someone there that you can speak with.

We are interested in your views on the care provided here at Ontario Shores. To share your views, you can complete one of our Feedback Forms, join the Family Council, become a volunteer, patient and family advisor or join a hospital committee.

Family Caregiver Charter of Rights

At Ontario Shores, the recovery of the patients in our care is our first priority, and as such, all applicable laws and hospital policies will be strictly adhered to at all times (e.g. Personal Health Information Protection Act, Mental Health Act).

FAMILY CAREGIVERS' HAVE THE RIGHT TO:

Excellence

1. Information about the best treatments, practices, and therapies that maximize recovery.
2. Caring staff members who understand that the whole family is impacted by a mental illness diagnosis.

Innovation

3. Apply to become a member of the Ontario Shores' Family Council.

Safety

4. A safe and healing environment free of stigma.

Respect

5. A mental health care program in which family involvement is valued and encouraged.]
6. Respect, understanding, and sensitivity.
7. Education about their loved one's diagnosis, with patient consent.
8. Share their concern or lodge a formal complaint and receive a response regarding actions to resolve it.

Community

9. Inclusion in the process of diagnosis, treatment, and discharge planning of their loved one, with patient consent.
10. Ongoing collaboration and dialogue with care providers and the organization.
11. Access to the Family Resource Centre, family peer support, and information on community resources.

Ontario Shores' Family Council has adapted this Charter, with permission, from the Family Charter of Rights created by St. Joseph's Health Care London, Ontario. Family Caregivers are bound by Ontario Shores' Code of Behaviour which states that Ontario Shores expects everyone:

1. To consider the rights, safety, and dignity of others;
2. To speak appropriately; and,
3. To act in a respectful, non-aggressive manner.

¹ "Caregiver" refers to an individual who provides or who has provided sustained care or support to a patient or former patient (Excellent Care for All Act, Regulation 188/15, July 2, 2015)

My Supports and Plans for Recovery

(If you choose to complete this page, please ensure you keep your personal information private and confidential. Speak to a member of your clinical team if you require assistance securing your book and only use initials to protect your identity if you misplace your book).

Case Conferences

This is an opportunity for you and the care team to come together and share what is happening with your recovery plan and discuss any concerns that may be arising. Discharge will also be discussed in these meetings. This takes place once a month.

My Recovery Plan Checklist:

1. My Inpatient Support Team:

| | Contact Information |
|---------------|---------------------|
| Manager | |
| Psychiatrist | |
| Nurse | |
| Social Worker | |

2. My Treatment Goals (groups, activities, etc.):

3. My Daily Routine:

4. My Medications:

| Medication Name | Dose | Time of Day | Side Effects |
|-----------------|------|-------------|--------------|
| | | | |
| | | | |
| | | | |
| | | | |

5. My Questions:

Maps of Ontario Shores

Ontario Shores is a two-story building. The main hallway is known as Main Street. The hospital is divided into 8 buildings. Most of the inpatient areas face Lake Ontario. The north side of Main Street is where you will find outpatient areas, offices, recreation areas, etc.

The Main Hospital Entrance is located in building 5. You will also find the CEO, Vice-Presidents, Physician-in-Chief, Business Office, Communications and Human Resources in this area.

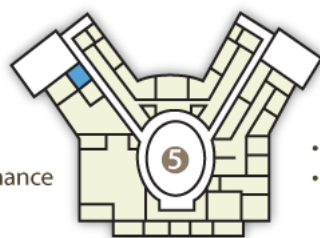
Please see the maps on the following pages for more information.

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

Building 5, Level 3

- Administration
- Board of Directors

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



- Human Resources
- Decision Support

2 Second Floor Plan

Building 4

- Complex General Psychiatry Unit C

Building 3

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

Building 5

- Information Desk
- The Conference Place
- Lecture Theatre
- Gift Shop
- Volunteer Services
- Ontario Shores Foundation

Building 6

- Forensic Community and Reintegration Unit

Building 7

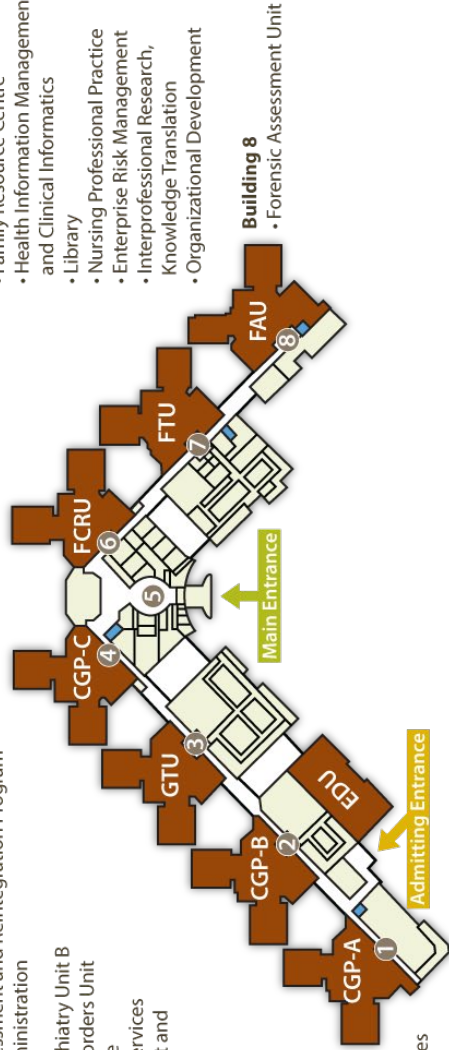
- Forensic Transitional Unit
- Family Resource Centre
- Health Information Management and Clinical Informatics
- Library
- Nursing Professional Practice
- Enterprise Risk Management
- Interprofessional Research, Knowledge Translation
- Organizational Development

Building 1

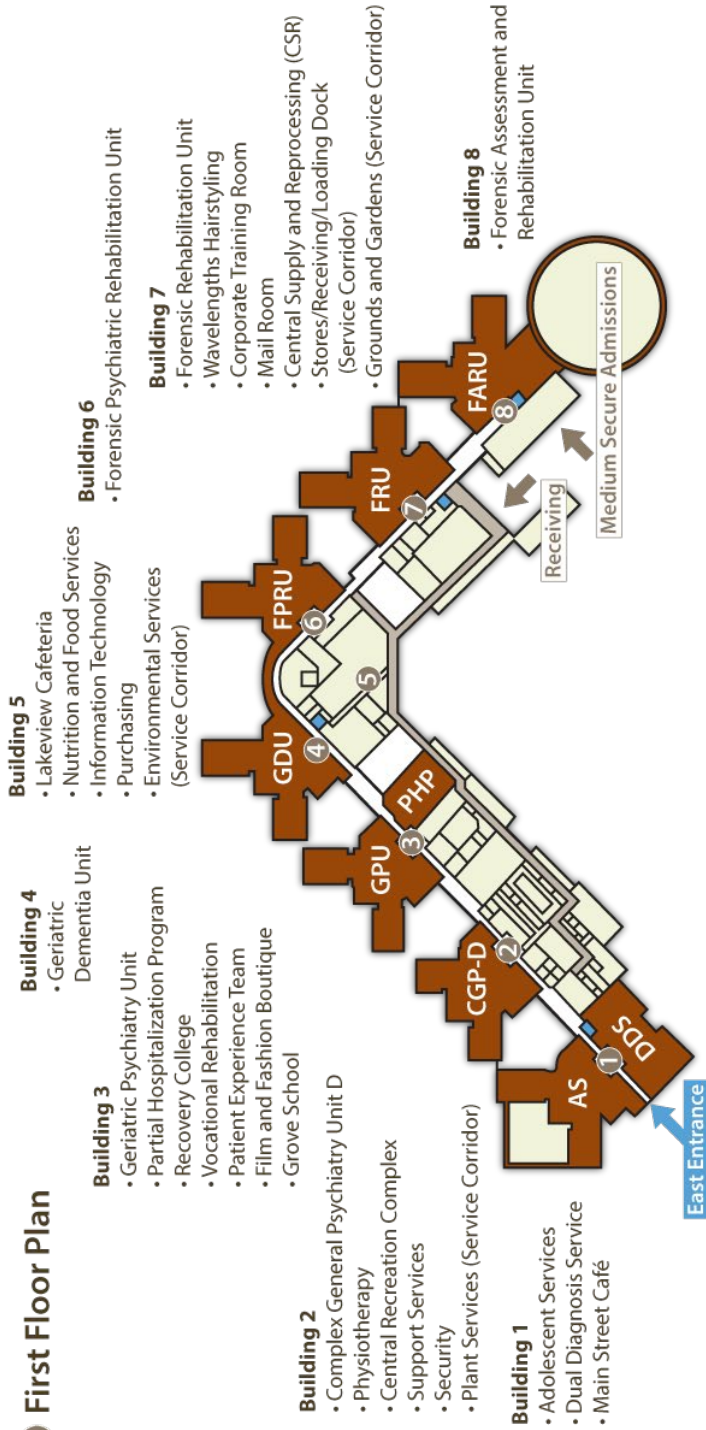
- Complex General Psychiatry Unit A
- Admitting
- Parking Office
- Switchboard
- Shift Managers Office
- Specialized Outreach Services
- Adult Outpatient Services

Building 2

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



1 First Floor Plan



Visiting Hours

Visiting hours are between 9:00 a.m. to 9:00 p.m. These times may vary in some patient care areas.

Remember: It is your decision to receive visitors. Your guests may be asked to leave if the visit is interfering with your recovery.

Information Desk & Switchboard

| | Location | Hours of Operation | Ext. |
|------------------|---------------------|-------------------------------------|-------------|
| Information Desk | Building 5, Level 2 | Mon to Fri 8:00 a.m. - 4:00 p.m. | 6631 |
| Switchboard | Building 1, Level 2 | Open 24 hours | 0 |

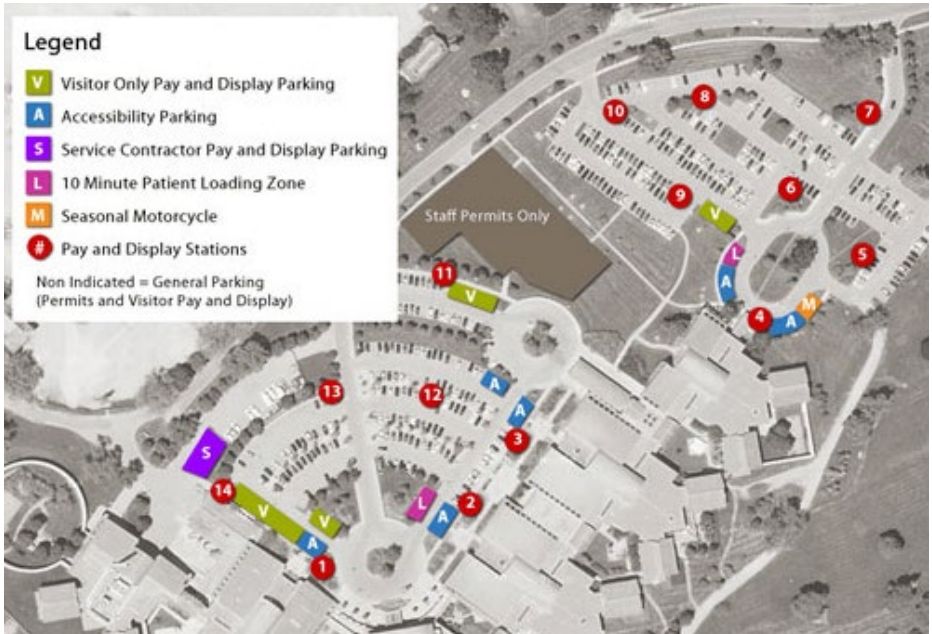
Public Transportation

Durham Regional Transit's (DRT) Whitby Shores 308 Bus picks up and drops off passengers at both the Main and Admitting entrances. Please ask your Primary Clinician for more information about bus routes and schedules. Or visit the Information Desk to receive a copy of the bus schedule.



Parking

You can have your keys and driver's license secured in the hospital vault. Your doctor will let you know if you should drive while receiving care at Ontario Shores. The Business Office offers parking passes at a reduced rate.



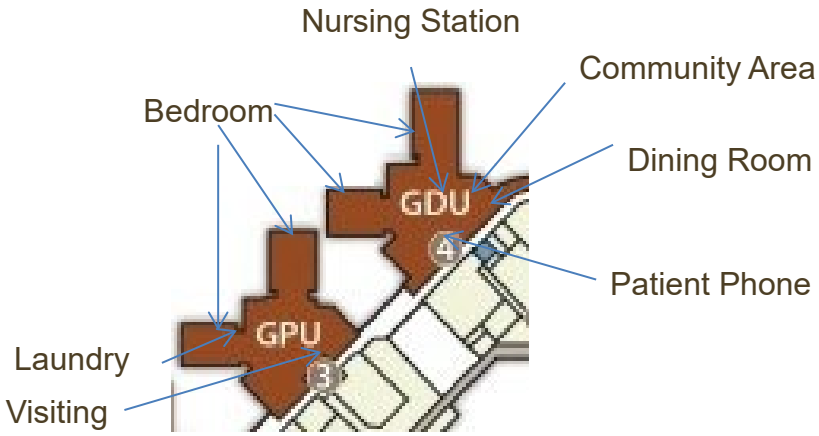
Parking Options for Family Members

There are various different options for family members, 5, 10 or 30 usage passes or pay per visit parking. Application packages are available from the parking office located in Building 2 Level 1 or from switchboard. For more information please call extension 6806.

What's Available on My Unit

Patient Care Unit

Each patient care unit consists of a common area, kitchen and dining area, patient rooms, laundry room, washroom and shower, visitor meeting room and nursing station. Each patient care unit may be slightly different. Please look around your unit to learn its layout. See the map below for an example.



Leaving the Patient Care Unit

Your ability to leave the patient care unit depends on a number of factors. These factors include your mental and general health, your privilege level and your legal status. Some patients may not be able to leave the Patient Care unit at all while others may have ground or town privileges.

On admission to hospital, you will need to stay on the inpatient care unit for a period of time. During this time your care team will get to know you and do the assessments that are needed to determine your treatment plan.

Talk to your care team regarding your off-unit privileges. If you have any questions, ask your care team for more information.

Leave of Absence and Off-Site Pass (evenings/weekends)

While you are an inpatient at Ontario Shores, it is an understanding that you will be here until you are discharged. However, there may be times when you will need to be away from the hospital for a variety of reasons. Each request for a pass is considered on an individual basis. We understand that circumstances may arise and a request may be submitted with short notice, however when the Leave of Absence is planned, please submit your request 48 hours in advance to ensure adequate preparation and to avoid waiting on the unit.

Approved Persons in the Forensic Program Only

If you are a patient in the Forensic program, you may need to have an “Approved” person accompany you on any passes or Leave of Absences from Ontario Shores.

An Approved Person is a person who has been approved by the Administrative Director of the Forensics Program, based on the clinical team’s recommendation, as being suitable to provide the required accompaniment/supervision, of a patient, as a condition of a Disposition Order under the Ontario Review Board. For more information about approved persons please contact your care team.

Mealtimes

Breakfast, Lunch, and Dinner are served daily in the dining area of your unit. Meal times vary across the hospital. Please ask your staff for the times meals are served on your units. Menus are provided for you to choose which items you would like to order for the week. Please ask staff about the menus and the

day that you need to fill them out. If you require a special diet, a dietitian will visit you on your unit. If you have other enquiries about your diet please discuss with your staff to arrange for a visit by a dietitian.

Evening Snacks are provided. If you would like to have an item for a snack please discuss with your staff.

Personal Items

You will be able to have some personal items with you while you are here. These items cannot be large as the room space is limited. Some personal items you may wish to have with you may include:

- Clothing (please put your name on each item)
- Personal hygiene products (shampoo, soap, tooth paste, toothbrush, hair brush, comb and other personal items).
- Pictures (no glass or metal frames for safety reasons)

Items that are of value to you and you want to keep safe can be stored in the cash (business) office.

Note: Each unit is unique. Please speak with staff about what items you can keep.

Important Telephone Numbers

| Department | Telephone Number / Extension |
|------------------------------|------------------------------|
| Main Line | 905-430-4055 |
| Crisis Services | 800-263-2679 |
| Switchboard | 0 |
| Business Office | 6360 |
| Drop-In Centre | 6200 |
| Durham Transit | 1-866-247-0055 |
| Ethics | 6046 |
| Family Resource Centre | 6970 |
| Fire Department | 911 or 5555 |
| Foundation | 6027 |
| Gift Shop | 6630 |
| Film and Fashion Boutique | 6625 |
| Hair Salon | 6426 |
| Health Information Services | 6854 |
| Information Desk | 6631 |
| Interpreter Services | 1-888-990-9014 |
| Library Services | 4015 |
| Mail Room | 6222 |
| Medical Clinic | 6164 |
| Patient Advocate | 6812 |
| Recovery College | 6435 |
| Patient Feedback / Relations | 6703 |
| Rights Advisor | 6814 |
| Security Office | 6645 |
| Spiritual Care | 6286 |
| Volunteer Services | 6592 |

| Patient Care Unit | Nursing Station | Patient Line |
|--|------------------------|---------------------|
| Adolescent Inpatient Services (ADOL IP) | 6040 | 6052 |
| Complex General Psychiatry- A (CGP- A) | 6564 | 6570 |
| Complex General Psychiatry-B (CGP-B) | 6070 | 6923 |
| Complex General Psychiatry –C (CGP- C) | 6408 | 6416 |
| Complex General Psychiatry- D (CGP- D) | 6253 | 6505 |
| Dual Diagnosis Service (DDS) | 6689 | 6692 |
| Eating Disorder Unit (EDU) | 6430 | 6453 / 6461 |
| Forensic Assessment and Rehabilitation Unit (FARU) | 6844 | 6836 |
| Forensic Assessment Unit (FAU) | 6568 | 6552 |
| Forensic Community Reintegration Unit (FCRU) | 6672 | 6668 |
| Forensic Psychiatric Rehab Unit (FPRU) | 6746 | 6722 |
| Forensic Rehab Unit (FRU) | 6752 | 6795 |
| Forensic Transitional Unit (FTU) | 6730 | 6937 |
| Geriatric Dementia Unit (GDU) | 6308 | 6593 |
| Geriatric Psychiatric Unit (GPU) | 6295 | 6493 |
| Geriatric Transitional Unit (GTU) | 6595 | 6639 |

Patient Units

Each inpatient unit has the following:

- Patient phone
- TVs
- Laundry services
- Internet and guest Wi-Fi
- Activity calendar

Ontario Disability Support Program (ODSP)

Your cheques are delivered once per month. The money will be put into an account at the hospital. You can access the money by visiting the Business office.

Medication Times

Medication times are different from one unit to another. Please ask your staff for medication times and write the times in the space on page 10. If you have off-unit privileges and you receive medications, please return to your patient care unit to receive your medications.

Interpreters

Interpreters are available should you or your family member need one. They are available by telephone. Please let your care team know if you require an interpreter.

Spiritual Care

Spiritual Care is available to all of our patients and families. We want to meet your spiritual needs. Christian Chaplains, Muslim Imam, and Hindu Priests are available on a regular basis. Access to other faith groups can be arranged. Call extension 6286 for help. In the evenings and on weekends, please ask your staff to contact the shift manager.

Groups

Groups are available on all the units. A calendar of activities offered by recreational therapy is posted within the unit.

Recovery College courses are also available. Participation in groups will assist you in your recovery.

Unit Guidelines

Each unit has guidelines that patients and their families should be aware of. These guidelines are discussed during community meetings.

Community Meetings

Each week your unit will have a community meeting. This is your opportunity to discuss any concerns you may have with staff and other patients.

My Community Meeting is on _____ (Day of the week) at _____ (time)

Mail Service

Mail is delivered to your unit daily. Let staff know if you are expecting an item in the mail. Your friends and families may wish to contact you via mail. The hospital mailing address is:

700 Gordon Street
Whitby, Ontario
L1N 5S9

Policies Impacting You and Your Family

Smoking

Ontario Shores is dedicated to promoting the safety and wellness of its patients, employees, and visitors by raising awareness of the harmful effects of tobacco use and eliminating second-hand smoke exposure and triggers. Tobacco, cannabis, and the use of electronic cigarettes (vaping) are not permitted on Ontario Shores property, which includes parking lots and walking pathways. If tobacco, cannabis, or electronic cigarettes are found on the premises, they will be collected by security and stored for 14 days before being disposed of.



**Tobacco-Free
Clean Air**

Ontario Shores
Centre for Mental Health Sciences

Ontario Shores is a Tobacco-Free Organization as of January 10, 2022.
Tobacco, cannabis and the use of electronic cigarettes (vaping) are not to be used or visible on Ontario Shores' property, the boundary is indicated in **yellow**.

The image is an aerial photograph of the Ontario Shores facility. A yellow line traces a path around the main building complex and parking areas, marking the tobacco-free zone. Two callout boxes, labeled 'A' and 'B', provide closer views of specific areas along this boundary. A large white 'No Smoking' sign is overlaid at the bottom center of the map.

hostility, lack of concentration, depression, and increased appetite are some of the symptoms of nicotine withdrawal. These discomforts can be reduced by using a nicotine patch, gum, lozenge, or inhaler. Nicotine replacement is offered free of charge to all inpatients of Ontario Shores.

Walking, singing, arts and crafts, using gym facilities, and/or participating in other leisure activities are all alternatives to smoking.

Speak with your health care provider for additional information on how we may assist you in your efforts to quit or reduce smoking. Ontario Shores provides the expertise of a Smoking Cessation Coordinator (ext. 6753) who is available to assist you with this process.

Safety

Safety is one of our Core Values. We strive to provide a safe and healing environment for you and a sense of security for your family, our employees and the community.

We are all dedicated to enhancing health and safety. Here are some things you can do to stay safe:

- Wear your ID bracelet at all times
- Make sure staff check your identity before procedures, tests, or giving out medications.
- Learn about your medication. Tell us about any allergies or bad reactions you may have had to medications.
- Prevent falls
- Protect yourself from infection
- Maintain a healthy body
- Protect your valuables
- Let staff know immediately of unsafe situations

- Participate in monthly fire drills
- Speak up about questions or concerns you have

Clean Hands

Hand Hygiene is the easiest and best way to reduce the spread of disease and to keep you from getting sick.

You should clean your hands:

- Before and after entering the hospital and/or your unit
- Before, during and after preparing food
- Before eating
- After using the bathroom
- Before and after a Pet Therapy session
- After sneezing, coughing or blowing your nose
- After handling garbage
- Before and after contact with bodily fluids such as blood, saliva or secretions
- More frequently when you are sick

Follow the steps below to make sure your hands are clean:



Use warm water.



Moisten hands and apply soap.



Rub hands together for 20 seconds.



Rinse thoroughly.



Dry hands.



Sanitize hands.

Always use soap and water to wash your hands when they feel sticky or dirty.

Other tips to stay healthy:

- Practice safe coughing and sneezing - cough or sneeze into your sleeve, not your hands.
- Get your flu shot - Ontario Shores provides flu shots. If you haven't had your flu shot and would like one, let your staff know. They will arrange for you to get the flu shot.
- Social Distancing:
If you have symptoms of fever, cough, vomiting or diarrhea don't participate in group activities until you feel better. Ask your friends and families not to visit if they feel unwell and have signs of colds or flu.
- Self-Reporting - If you are feeling unwell, tell your care team about your symptoms. Some symptoms to let your staff know about are:

Coughing

Vomiting

Sneezing

Rashes

Sore Throat

Runny Nose

Diarrhea

Code of Behaviour

Ontario Shores will take every reasonable precaution to ensure the safety of staff, volunteers, patients and visitors.

Ontario Shores expects everyone:

1. to consider the rights, safety and dignity of others
2. to speak appropriately
3. to act in a respectful non-aggressive manner

We reserve the right to take action if the code of behaviour is violated.

Harassment

Harassment is not acceptable at Ontario Shores. Harassment is defined as offensive or unacceptable comments, conducts or gestures on the part of one individual or group towards another individual or group that are abusive, intimidating or threatening and can be related to any of the prohibited grounds of discrimination defined by the Ontario Human Rights Code. It is considered harassment if the individual knows, or should reasonably know, that such behavior is unwelcome.

If you are being harassed report the incident immediately to your care team.

Sexual Harassment

Sexual harassment is further defined as unwelcome sexual advances, requests for sexual favours or other verbal or physical conduct of a sexual nature expressed or implied to a person of any gender or sexual orientation, that creates intimidation or hostility. You have the right to refuse sexual advances. If you're solicited for sexual favours report the incident immediately to your treatment team.

Privacy Notice

How we Protect Your Information and Keep it Safe

We commit to keeping your personal health information (PHI) private. We make sure that all staff know this and use your PHI only for the reasons you have agreed to and those allowed by law. We make sure your PHI is secure by having rules in place, and conducting audits and investigations.

What we Collect

We gather PHI about you, from you or from the person acting on your behalf which may include your name, date of birth, address, health history, or records of your care. When you permit us, or the law lets us, we gather PHI about you from others such as your family doctor.

We also collect PHI about you from shared electronic health record (EHR) systems, such as the one Ontario Shores shares with Waypoint Centre for Mental Health Care (Waypoint) and the Royal Ottawa Healthcare Group, or provincial systems like the provincial EHR that are shared with other health care providers in Ontario.

Why we have a Shared Electronic Health System and how we use Your Information

- To obtain and share appropriate information quickly with health care providers involved in your care so they can provide timely, quality and safe care;
- To better manage your care as you move from one provider to another;
- To improve our programs and services;
- To receive payment for your treatment and care;

- To improve our quality practice, like doing surveys;
- To protect your rights under the Human Rights Code;
- To teach;
- To fundraise;
- To conduct research;
- For statistics; and
- For legal reasons.

What are Your Rights?

- Read and receive copies of your health record and to ask us to correct something if you think it is wrong;
- Withdraw your consent for all or some of the above uses and sharing of your PHI by written approval;
- Change your mind if you do not want us to use or share your information;
- Be told if your information is lost, stolen or shared without consent from you or the law; and
- Ask us for a list of how we use or share your health record.

If you have a Privacy Question or Complaint

- Speak with your doctor
- Call Health Information Management at 905-430-4055 ext. 6859
- Call the Privacy Office at 905-430-4055 Ext. 6712
- Call the Information and Privacy Commissioner of Ontario at 416-326-3333 or toll-free at 1-800-387-0073, or visit their website at www.ipc.on.ca

Services Available at Ontario Shores

Ethics

Sometimes your values may be different from the values of others. When this happens, you and your care team may wish to talk to an Ethicist. The Ethicist is a resource person, with advanced training in ethics, who can help clarify ethical issues, offer other perspectives, review options, and assist patients, families, and health-care teams with decision-making. You do not have to consult an Ethicist when making a decision, but they can be a valuable resource.

If you, your family or your substitute decision maker would like to speak with the Ethicist please let your care team know or contact the Ethicist at extension 6046 or email: ethics@ontarioshores.ca.

More information about the Ethics Service, as well as access to the Ontario Shores Integrated Ethics Framework, can be found at www.ontarioshores.ca and by searching “ethical decision making”.

Family Resource Centre

The Family Resource Centre (FRC) is for families. It is a place for families to share their knowledge, get resources and speak with other families for support and encouragement.

| | Location | Hours of Operation |
|------------------------|---------------------|---|
| Family Resource Centre | Building 7, Level 2 | Mon to Fri 9:00 a.m. to 4:30 p.m. Closed 12-1pm Thursday Night Drop-In: 6:30-8:00pm (unless otherwise indicated) |

For more information about FRC services, please contact the Family Resource Coordinator at 905-430-4055 ext. 6970.

Family Council

Family Council is made up of volunteer family members and significant others who have a loved one affected by a mental illness. It aims to educate, support and empower families. It looks for ways to increase the involvement of families to our patients. Family Council meets each month. For more information please contact Ext. 6251.

Patient Advocate and Rights Advisor

The Patient Advocate is employed by the Psychiatric Patient Advocate Office (PPAO). The PPAO is an independent program under Ontario's Ministry of Health and Long-Term Care. Its role is to assist you with your concerns and answer your questions.

The PPAO also employs the Rights Advisor who will visit you to explain the Mental Health Act and the Health Care Consent Act and other applicable laws. If your legal status changes in the hospital with respect to treatment, involuntary status, property, CTO (Community Treatment Orders), please contact your Right's Advisor.

Both the Patient Advocate and Rights Advisor can be reached at ext. 6812/6814.

| | Location | Hours of Operation |
|-----------------------------------|---------------------|--|
| Patient Advocate / Rights Advisor | Building 2, Level 1 | Monday to Friday 8:30 a.m. to 4:30 p.m. |

Patient Feedback (Complaints/Compliments)

Ontario Shores welcomes comments from patients and families. If you have a compliment, complaint, suggestion or inquiry, fill

out the Feedback Form which you can find at your nursing station or speak with your clinical team for a feedback form.

If you need advice, support or help in mediation to address your needs, please contact the Patient Experience line at Ext. 6703. Feedback forms can be mailed, emailed, faxed, given to Peer Support Specialists or dropped off at the Patient Experience Office (Building 3, Level 1).

By Mail:

Ontario Shores Centre for Mental Health Sciences
C/O Quality and Patient Experience
700 Gordon Street
Whitby, ON L1N 5S9

Email: feedback@ontarioshores.ca

Fax: 905-430-4059

Patient Advisory Recovery Council (PARC)

PARC is made up of patients who volunteer their time to advise on enhancing services at Ontario Shores. PARC meets a minimum of 6 times a year. For more information please contact Ext. 6251.

Business Office/Patient Accounts

You are encouraged to leave your money in your personal bank account or with a guardian. The Business Office maintains Trust accounts for inpatients who wish to deposit small amounts of funds for safekeeping. Ontario Shores is not responsible for money held by you or the patient care unit.

| | Location | Hours of Operation |
|-----------------|---------------------|--|
| Business Office | Building 5, Level 3 | <p>Mon to Fri: (OPEN) 10:00 a.m. - 3:00 p.m. (CLOSED) 12:00 p.m. – 1:00 p.m. CLOSED: Weekends and Statutory holidays and Remembrance Day</p> <p><i>Any changes to the schedule will be posted <u>one</u> week in advance.</i></p> |

Bank Machines (ATMs)

There are two bank machines located at the hospital. They are conveniently available for public use. The minimum amount of money that can be withdrawn is \$10. Amounts that can be withdrawn are in increments of \$10. (E.g. you can withdraw \$10, \$20 or \$30, etc. but not \$15, \$25, \$35, etc.)

Deposits are not accepted. These machines are maintained by the bank. They are not the responsibility of Ontario Shores.

| Bank Machines | Building 5, Level 2 (in front of the Gift Shop) or Building 1, Level 2 (across from switchboard) |
|---------------|--|

Bills/Coins

Change machines for bills and coins are available.

| Machine | Location |
|---------------------|--|
| Change/Coin Machine | Building 1, Level 2 (Main Street Café) and Building 2, Level 1 |

Food Services

Ontario Shores has one cafeteria – **Lakeview Marketplace**



Hours of Operations:

Monday – Friday (excluding Statutory Holidays)

8:00am – 3:00pm

Lunch Service – 11:30am -1:30pm

Saturday/Sunday/Statutory Holidays - Closed

Vending machines are available in the cafeteria.

Gift Shop

Ontario Shores' Gift Shop is run by Volunteer Services in partnership with Vocational Services. You may purchase gifts, cards, snacks, stamps and personal care items there.

Film and Fashion Boutique

The Film and Fashion Boutique is run by Volunteer Services in partnership with Vocational Services. Clothing items in the shop are 25 cents, and volunteers are available to help you select items. You are allowed 3 items per purchase. If you require clothing when the shop is closed, please contact Volunteer Services (Ext. 6592).

Our Place – Intimacy Recovery

You, your family or your significant other has the opportunity to meet privately to help recover intimacy and strengthen a relationship. “Our Place” is located in Building 8, Level 1 and is available for this purpose.

Sexual health requires a positive respectful approach to sexual relations as well as having a safe sexual experience that is free from coercion, discrimination and violence. For more information on how to book the room, please speak with your staff.

Public/Check-In Phones

There are 2 locations of public phones:

Building 1, Level 2

Building 5, Level 2 (across from the Information desk)

A check-in phone is located in Building 5, Level 2 (beside the men's washroom).

Central Recreation – What's available?

Families and/or caregivers, 18 years of age or older, can access the recreation facilities with their loved ones. Family members will have to complete a ParQ health form, sign a general release as well as go through an orientation of the area. Complete packages for family members are available at the Central Recreation Office as well as copies are available on each unit.

What is offered at Central Recreation?

Gym - The gymnasium is equipped for basketball, floor hockey, volleyball, badminton and other activities.

Games Room / Bowling - includes a bowling alley, billiard tables, air hockey, foosball tables, and a games area.

Conditioning Room - equipped with a universal machine, free weights, step climbers, elliptical machines, treadmills and exercise bicycles.

Personal Training – Recreation Therapists certified in Personal Fitness Training can design an individualized exercise program for you to maximize your wellness and help you achieve your goals. If interested, please have your physician or nurse complete a Personal Training referral in Meditech (Ontario Shores electronic medical record)

For more information on how to access the amenities or programs of Central Recreation, contact a **Recreation Therapist** at Ext. 6444 or Ext. 6134.

Drop-In Centre (Heritage Lounge – Building 5, Level 2)

The Heritage Lounge is a space within the hospital that patients, staff, students and volunteers can go to relax. The Heritage Lounge features flexible seating arrangements and a large screen TV. The Drop-In Centre volunteers provide patients with friendly conversation, activities and refreshments.

| | Location | Hours of Operation |
|----------------|------------------------|--|
| Drop-In Centre | Building 5, Level 2 | Monday to Sunday 9:00 am – 9:00 pm *refreshments and activities are based on volunteer availability |

Movie Nights - Every Thursday evening at 6:00 p.m. and Sunday afternoon at 1:15pm, Central Recreation hosts movie nights for patients in the Lecture Theatre. Watch for the flyer sent weekly to your unit.

Physiotherapy - The Physiotherapy Department provides services to patients on referral from a physician or nurse practitioner. Programs may include a supervised exercise program, fall prevention, education and promotion of healthy living and physical well-being.

Vocational Services - Vocational Services provides support with career exploration and individual work placements within the hospital (for current inpatients). Located in Building 3 Level 1, we offer programs related to assisting the client with their vocational goals. We offer opportunities for learning hands on skills, job search techniques and resources for return to work and career exploration. Upon discharge, our clients can then work with our team of employment specialists who, together with the client, help them obtain and maintain employment. If you are interested in a referral to Vocational Services, please speak with your treatment team to submit a referral.

Recovery College - is available to all registered inpatients and outpatients to provide an opportunity for learning and discovery. Courses will provide education about mental illnesses, treatment options, wellness and ultimately discovering or rediscovering passions, hope, and meaning. The Recovery College complements professional assessment and treatment by helping people to understand their challenges and learn how to manage them better to pursue their aspirations. It is a place where "lived experience" is blended with the expertise of mental health practitioners to help participants develop meaningful goals for recovery. Focus is on hope, empowerment, possibility and connection. Additionally, family members are also eligible to enroll in our Recovery 101 course.

For more information about Recovery College, you can contact the Recovery College leader, Allison Stevens at ext. 6435.

Library Services - The Library is open to staff, volunteers, patients and their families, community members, and students. There is a librarian that can provide research assistance and is available for consultation and support. Materials may be borrowed from the library for a three-week loan period.

| | Location | Hours of Operation | Ext. |
|---------|------------------------|---|-------------|
| Library | Building 7, Level 2 | Monday - Friday 8:00 a.m. to 4:00 p.m. (unless the librarian is unavailable due to meetings) | 4015 |

Ontario Shores Medical Clinic

The Medical Clinic offers a variety of services to inpatients and outpatients. These services include foot care, electroconvulsive therapy (ECT), specialist consultations (in-house and community), immunizations, Electroencephalograms (EEG), Electrocardiograms (ECG) and Radiology (x-ray) as well as minor surgery, consultation and follow up when required. Referrals can be made by your care team.

Metabolic Clinic

The Metabolic and Weight Management Clinic is a patient-focused program that focusses on long-term lifestyle changes and cardiovascular risk management. Referrals can be made by any clinician.

Clinical Dietitians

The Clinical Dietitians provide referral-based nutrition services to all patient care units. Referrals can be made by a clinician.

My Health My Way

Ontario Shores' *My Health My Way* is an online tool that helps you manage your health information easily and securely. Patients can have access to their own health record and view appointments. You can access discharge instructions, educational materials, and view and request prescription renewals for current medications. You can exchange messages with your provider between visits and if you choose to, you can give authorized family members access to your health information.

Ontario Shores' My Health My Way is available for both inpatients and outpatients. It is accessible from anywhere where there is internet access. You can access My Health My Way from your smartphone or tablet, 24-7 without waiting.

My Health My Way

Support line: 905.430.4061

Email: myhealthmyway@ontarioshores.ca

For more information or if you have any questions about ***My Health My Way***, please contact 905-430-4061, email or speak to your clinical team.

To enroll in ***My Health My Way***:

1. Request access from staff or contact the support line
2. Provide a valid email and proof of identification. Staff will provide you with your Medical Record Number (MRN)
3. A link will be emailed to you within 1 business day with a one-time login ID and password
4. Access your e-mail
5. Click on the link to access *My Health My Way*
6. Enter your one-time user name, password, MRN, and security questions and click Log On
7. Enter your new user name and password

Foundation

Ontario Shores Foundation for Mental Health was established in 2009 to raise funds in support of the strategic priorities of Ontario Shores and its partner organizations that help care for and serve its patients.

Donations support program innovation, research and education; mental health promotion, building awareness of mental illness and stigma reduction; and creating a recovery-focused environment. Contact the Foundation at extension 6096; Fax: 905-665-4455 or visit ontarioshoresfoundation.ca for more information or to make a donation.

My Discharge and Recovery Supports

(If you choose to complete this page, please ensure you keep your personal information private and confidential. Speak to a member of your clinical team if you require assistance securing your book and only use initials to protect your identity if you misplace your book).

My Discharge Checklist:

My Discharge date is on _____

- Did I fill out a Patient Experience Survey to provide feedback on my experience?
- Have I signed consents to release information?
- Are my Finances in order?
- Do I have a current Health Card?
- Are my Housing arrangements finalized?
- Are all my medication needs covered?
- Have I told my family that I am being discharged?
- Other?

Your team will be talking about discharge from the day you are admitted. We want to ensure that your transition from hospital back into your home community is well planned.

| My Community Outpatient Support | |
|---------------------------------|---------|
| Psychiatrist Name | Phone # |
| Family Doctor | Phone # |
| Nurse Practitioner Name | Phone # |
| Clinician (s) | Phone # |

| Housing Arrangements | |
|------------------------|--------------|
| Provider | Phone # |
| Address | Phone # |
| Crisis Supports | |
| Ontario Shores Contact | 800.263.2673 |
| Crisis Contact | Phone # |
| Crisis Contact | Phone # |

Important information from my Crisis Plan:

Medications: You will be provided with a list of your medications at discharge. Your nurse, social worker, or psychiatrist can get you a copy. Arrange to speak with the pharmacist prior to discharge.

My prescription renewal date:

Appointments: Your social worker may help you schedule any community appointments you may require at discharge, primarily to your psychiatrist, a family doctor, or your mental health outpatient team.

| | |
|--------------------------------|---------|
| My next Bloodwork Date is on: | |
| Address: | Phone # |
| What is it for? | |
| Your next appointment is with: | |
| On Date: | Time: |
| Address: | Phone # |
| Things to bring: | |

| | |
|--------------------------------|---------|
| Your next appointment is with: | |
| On Date: | Time: |
| Address: | Phone # |
| Things to bring: | |

Please notify the Quality, Recovery, Patient Experience
Department for any changes @ Ext. 6072

Ontario Shores Centre for Mental Health Sciences

700 Gordon Street
Whitby, Ontario L1N 5S9
t 905.430.4055
f 905.430.4032

ontarioshores.ca