

Ontario Shores Centre for Mental Health Sciences

2023 Annual Accessibility Report

As part of our Commitment to the principles of accessibility and to ensure we remain compliant with the Accessibility for Ontarians with Disabilities Act (AODA) and other applicable legislation, Ontario Shores will post an Annual Report documenting identified items recently completed, or in the process of being completed, that promote or improve accessibility.

The pandemic slowed some of our work plans however a number of improvements were achieved.

Enhancing Services and Facilities		
Area of Implementation	Description	Status
Facility and Infrastructure	Courtyard Refresh – B8 Degradation of surfaces in courtyard limited safe patient use of courtyard.	Completed Summer 2022
Facility and Infrastructure	Courtyard Refresh B2/3 An expanded concrete surface and shade structure will be added to our Building 2 courtyard to increase safe accessibility in the summer months.	Majority of work was completed in 2022; canopy to be installed in 2023
Facility and Infrastructure	Elevators Ontario Shores elevators have limited accessibility features; replacement also planned to increase reliability.	Accessible features were updated in 2021 New elevators for Building 5 are expected to be installed by March 2024
Facility and Infrastructure	Design review: handrails Desire to replace existing wood handrail system in units due to challenges with cleaning.	Pilot successfully completed in 2022
Facility and Infrastructure	Our external website was refreshed in 2021; a review of a few specific items will take place in 2023	Expected completion, March 2023

Enhancing Services and Facilities

Area of Implementation	Description	Status
Facility and Infrastructure	<p>Senior Friendly Design Review</p> <p>Review of existing space and fixtures/finishes to identify opportunities to enhance the space</p> <p>One unit will have a bathtub replaced with a shower to improve accessibility</p>	<p>Expected completion Sept 2023</p> <p>Expected Completion March 2023</p>
Service Delivery	<p>Feedback from families, patients and staff illustrated a need to increase access to in-house programs and recreation</p> <p>To ensure patients felt connected during the pandemic Volunteer Services launched a Virtual Pen Pal program to ensure patients felt connected during these challenging times</p>	Implemented 2020 and ongoing
Service Delivery	<p>Recovery College Expansion</p> <p>The pandemic affected plans for Recovery College programming which was to expand to outside organizations and to non-registered clients. Virtual classes were established with expanded roll out in 2021 and 2022</p> <p>Some potential recipients do not have access to technology so in-person classes will resume at Ontario Shores and in community partner locations soon.</p> <p>Expanded Recovery College in three designated</p>	<p>Completed and ongoing</p> <p>Some in person classes to support inpatients have resumed as of April 2022</p> <p>Expected 2024</p>

Enhancing Services and Facilities

Area of Implementation	Description	Status
	universities with the goal to increase access to Mental Health Care for students.	
Service Delivery	<p>Ontario Shores is working on a multi-year action plan to enhance service culture and thereby enhance our customer service in both our clinical and administrative services. Work began in 2019 and is ongoing.</p> <p>We have secured a dedicated resource for Diversity Equity and Inclusion. A multi-year work plan is underway</p>	<p>Ongoing</p> <p>Implemented in 2022 and ongoing</p>
Service Delivery	<p>We identified increased need for care recognizing the physical and emotional toll of the pandemic on our outpatient populations.</p> <p>A Suicide Risk identification and prevention protocol was established and implemented to support and enhance our delivery of care.</p>	Completed in 2022

Enhancing Services and Facilities

Area of Implementation	Description	Status
Service Delivery	<p>Ontario Shores has long recognized the value of feedback from our patients and their families. Their lived experience can lead to changes in healthcare practice, service delivery and improved outcomes.</p> <p>To ensure we capture all perspectives we have adopted a Co-design framework, a tool used to assess validity and approval of concept for proposed initiatives and projects.</p> <p>Ontario Shores will enhance our Family and Patient Engagement by implementing a Patient and Family Advisor program. These advisors will participate in our Quality and Recovery Councils, some hiring panels and participate in furthering our Quality standards.</p>	<p>Ongoing</p> <p>PFA Program has been implemented. A multi-year work plan has been developed and the work is ongoing</p>
Service Delivery	An adolescent eating disorder day treatment program is being launched to increase access to care	Expected to open Feb. 2023
Service Delivery	Developed a partnership agreement with McKenzie Health to improve access to rTMS therapy in that community	Completed 2022
Employment Supports	We will be working to advance mental health in the workplace in alignment with the Excellence Canada Mental Health at Work framework.	Ongoing through 2023

Enhancing Services and Facilities

Area of Implementation	Description	Status
Employment Supports	<p>In 2020 we launched a free psychotherapy service that's available for staff. Staff can access in-person or virtual psychotherapy services free of charge</p> <p>With the pandemic creating additional stress we promoted resources to support staff with their mental health to support resilience</p> <p>Resource links promoted on intranet and in team meetings</p>	Implemented and ongoing.

Revised January 2023