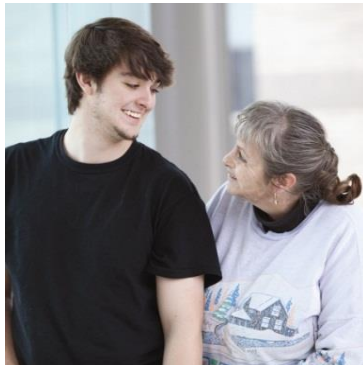




Ontario Shores
Centre for Mental Health Sciences

Family Resource Centre

Welcome Information



Dear Family Member/Caregiver,

We understand that the recent illness and admission of your loved one to Ontario Shores Centre for Mental Health Sciences (Ontario Shores) can be a very stressful and worrisome time for you. The Family Resource Centre (FRC) can offer you support and help at this time, or over the next few weeks or months.

There is an entire team working closely with your loved one to facilitate their journey of recovery. The team recognizes that an essential part of this recovery is the support of families and friends. The team would like to extend this support to you.

The FRC is a dedicated, therapeutic space for families to share knowledge, access resources and connect with other families for support and encouragement.

In addition, Ontario Shores has a Family Council which is a group of family members/loved ones, like you, who have or have had a family member with serious mental illness admitted to Ontario Shores. Family Council's goal is to help provide education, support and help to families.

This booklet contains information related to the FRC, including education and support programs, Family Council, and contact information.

Family Resource Centre Team

Family Member Parking

Passes

All passes are available at the
Parking Office:

Monthly Passes for \$45.00

Day Passes for \$5.00

Hour Passes for \$3.50

Please Note: A Family Member Permit entitles you to “**General Parking**” spaces only – Not Visitors

Payment Methods at the Parking Office: *Cash, Cheque or Credit Card*

For all other parking enquiries please contact the Parking Office.

Frequent Visitor Pass

Multiple Day Uses:



\$25.00 for 5 uses

\$50.00 for 10 uses

\$150.00 for 30 uses

*** Please note that each use is good for a 24 hour period ***

Parking Office Hours

Monday to Friday:

8:00 a.m. to 4:00 p.m.

(Closed 12:00 p.m. to 1:00 p.m. daily)

Contact: 905-430-4055 ext. 6806

Building 1, Level 2

Admitting Entrance

Closed for all Statutory Holidays, including Remembrance Day and Family Day.

Family Resource Centre - Your Meeting Place

The Family Resource Centre offers a comfortable and welcoming space suitable for family visits and celebrations, meetings with family members and the clinical team, and a place to regain hope, energy, and refreshment.

Our children’s area is suitable for young children and offers a child-size table/chairs, toys, books, and craft supplies.

Please email us at familyresourcecentre@ontarioshores.ca or call ext. 6970 to schedule a meeting or visit today.

Family Education & Support Programs

Wellness Recovery Action Planning (WRAP) for Caregivers

An 8-week self-help group for caregivers of those with mental illness

The Wellness Recovery Action Plan (WRAP) program has had documented success in empowering clients to achieve increased autonomy and success in the management of their mental health problems. We have applied its principles and learnings to the needs of family caregivers to help them take greater responsibility for their own health and well-being, and enhance or acquire the skills that will help them stay healthy.

*WRAP is an 8-session evening program offered in **Fall & Spring**
There is no cost but registration is required.*

Powerful Tools for Caregivers

A self-help group for caregivers sponsored by the Central East Local Health Integration Network (CELHIN)

During this workshop caregivers develop a wealth of self-care tools to keep them well while they take on what can feel like an overwhelming role as a caregiver.

*Powerful Tools for Caregivers is a 6-session evening program
offered in **Fall & Winter**
There is no cost but registration is required.*

Family Education Series

These evening sessions will provide an opportunity to discuss various topics impacting you and your loved ones, based on caregiver requests.

Presented by Social Work Council and Family Council

*You can come to **ONE Session or ALL Sessions.***

No cost. Registration is required.

*Sessions are offered: **Fall & Spring***

Family Education & Support Programs

Caregiver Workshops

The Family Council hosts a series of four Caregiver Workshops throughout the year that are open to everyone in the community who has a loved one that has been affected by mental illness as well as family members, relatives, friends or significant others of current or former inpatients and outpatients of Ontario Shores.

Thursday Evenings - Open Family Discussion Group

These open sessions in the Family Resource Centre are from 6:30-8:00 pm and are facilitated by a staff member and Family Council. The drop-in sessions provide an opportunity to connect with other family caregivers on the recovery journey and to share coffee and experience.



If you would like to receive information by email about future education/ support groups as well as events, you may contact the Family Resource Centre Coordinator: 905-430-4055, Ext. 6970 or by email familyresourcecentre@ontarioshores.ca

Get on our email distribution list to receive ongoing information!

Why You Should Visit Our Website

The Ontario Shores website: www.ontarioshores.ca is our new social media home for mental health blogs, news and information.

Family Council

About Family Council

Support from families and friends are an essential part of a patient's recovery process. Ontario Shores launched a Family Council in 2010 to create opportunities and engage families to take an active role in advancing care and service delivery for a positive patient and family experience.

What Do We Do?

Family Council provides an opportunity to:

- Learn to navigate the mental health system
- Connect with other families
- Share experiences
- Receive family-to-family support
- Reduce stigma

Please Consider Joining Our Council

If you have a loved one living with mental illness being treated or has been treated at Ontario Shores (either presently or within the past five years) and are willing to make a commitment to:

- Work with Family Council to promote a culture of recovery
- Share your knowledge and experience
- Attend monthly meetings, plus contribute an additional 2 to 4 hours monthly on related activities
- Provide input and feedback to the hospital as needed

Please consider joining Family Council. We will provide the necessary support, training, and mentoring for all our new Family Council members. In addition:

- Parking tags are provided, so parking at Ontario Shores will be free
- Dinner is provided at monthly meetings
- One-on-one mentoring is available with an experienced member of Family Council

Families Helping Families

Family Resource Centre FAQ's

Why is there a Family Resource Centre? *The FRC is a dedicated therapeutic space for families to receive and share knowledge, access resources and connect with other families for support and encouragement. Families play an important role in their loved one's recovery and this dedicated space will provide both knowledge and support in a warm, child friendly environment.*

Do I need to schedule an appointment to meet with the volunteers or the Family Resource Centre Coordinator?

No, you can drop in to the FRC anytime it is open.

Can I schedule an appointment to meet with the volunteers or the Family Resource coordinator? *Yes. You can phone in (ext. 6970) or visit to set up an appointment.*

Can I access the Family Resource Centre even if I don't have a family member at Ontario Shores? *Yes. The FRC is open to any family in the community who is looking for support or educational resources.*

Can I bring my whole family, including young children?

Yes. The FRC was intentionally designed to be child friendly.

Can I eat or bring refreshments to the Family Resource Centre?

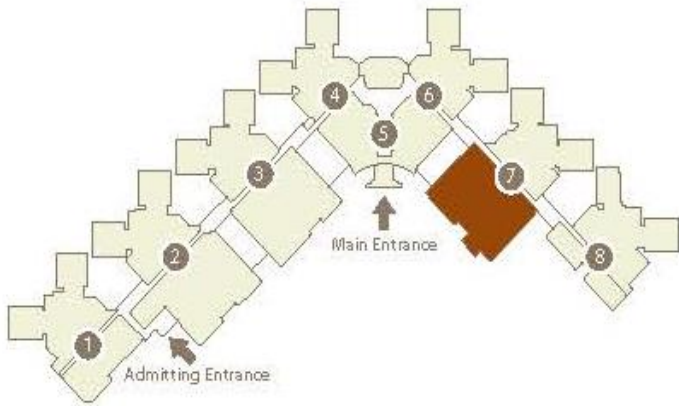
Yes. One of the intentions of the FRC is to provide a space off the unit where families can visit with each other and perhaps share a meal.

If I think my loved one is not getting the treatment s/he needs at Ontario Shores can I talk about this at the Family Resource Centre?

Yes. You can raise any issue at the FRC and certainly the issue of getting the right treatment for your loved one is central. In this situation members of the FRC may help you with how to best have your concerns addressed by the treatment team.

Can I access a computer in the Family Resource Centre?

Yes. Currently we have access to a computer and internet in the library and we also have a laptop for use in the FRC.



Family Resource Centre

Building 7, Level 2

Hours:

Monday to Friday:

9:00 a.m. – 4:30 p.m.

(Closed 12:00 p.m. – 1:00 p.m.)

Thursday Drop-In: 6:30 – 8:00 p.m.

(unless otherwise indicated)

Contact Info:

905-430-4055 or toll free 1-800-341-6323, Ext. 6970

familyresourcecentre@ontarioshores.ca

Ontario Shores Centre for Mental Health Services

700 Gordon Street

Whitby, Ontario L1N 5S9