

the CLIENT'S VOICE

For the clients, from the clients
Newsletter of The Royal's Client Advisory Council

SPRING 2020

Our FACE at The Royal

Our very own volunteer in the Women's Mental Health Program, Anita Manley, has been named a FACE for the Canadian Alliance for Mental Illness and Mental Health (CAMIMH) for 2019/2020. Hundreds of people applied and only FIVE FACES were chosen to be ambassadors for mental illness across Canada.

At 43 years old, Anita lost contact with all of her friends and family and found herself living in her car. Anita struggled with schizo-affective bipolar disorder for many years and was hospitalized seven times beginning in her early 2000's. Since receiving the right treatment in 2011 (here at The Royal), Anita has volunteered with the Women's Resource Centre at The Royal and co-created a writing group to support other women. She is also a patient advisor for mental health issues and speaks to many audiences to help reduce the stigma surrounding psychosis.

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Anita Manley

Volunteer, Peer Facilitator
Women's Mental Health Program,
The Royal

Kingston General Hospital (KGH) Tour

Mar 18, 2019

By Jackie Brede, Family Advisory Council member since 2018 with Juliet Haynes, MSW, RSW.

In early spring 2019 members of the Client and Family Centred Care Committee toured Kingston General Hospital (KGH), Providence Care, Ontario Shores and St. Joseph's Healthcare to learn how they had implemented Client and Family Centred Care (CFCC) in their organizations. CFCC is a lens through which health care professionals, clients and families partner in planning, delivery and evaluation of healthcare. KGH summarizes client and family centred principles in the following slogan, "Respect Me, Hear Me, Work with Me". At The Royal, the CFCC vision is "Caring for you like family...every client, every family, every time".

While a number of things stood out within each institution, KGH's approach in particular was impressive. Daryl Bell, KGH Lead for Patient and Family Centred Care and Co-Chair for the Patient and Family Advisory Council, provided an overview of some of their practices.

KGH has a combined Patient and Family Advisory Council where members are referred to as Experience Advisors. They hold their meetings offsite over the lunch hour. Since some people who sit on other hospital committees report to the Council, they fit them in as some just drop in to give their updates and then leave. The other Co-Chair was running the meeting the day we attended and kept everything on schedule. Of the 30 in the room, about a third were "guests" – hospital workers from physiotherapists to a Vice President. By contrast, The Royal has two separate councils – The Client Advisory Council (CAC) and the Family Advisory Council (FAC) who meet in the early evening at the main campus. The FAC currently has nine family advisors plus one staff liaison. My experience at KGH inspired positive thoughts about family

councils and their importance as the collective voice of families in mental health care.

Being an advisor is different than being a peer supporter in that advisors partner with the organization whereas a peer supporter partners with the client or family. As an advisor, I participate on the CFCC Committee by voicing the family experience to improve client care and family engagement in care. I also coordinate the Welcome Packages including updating the resource list for the Welcome Family and Friends Corners that are found at 17 locations across the hospital.

Getting involved has been incredibly rewarding – by taking action I feel as though I am making a real difference for families and their loved ones. Our Family Advisory Council is extremely active and growing. I encourage you to join us in transforming lives through partnership in care, policy, programs and research.

If interested, please contact Juliet Haynes, Family Engagement and Experience Coordinator, Co-Chair Family Advisory Council, Juliet.haynes@theroyal.ca



Photo by A.Milne

***"Being rich of heart
makes you wealthy
beyond compare."***

- Rodney Williams

History of Family Engagement

Families have a history of supporting The Royal in a variety of ways and continue to do so.

In the fall of 2006, before the new hospital was preparing its grand opening, The Royal sent out a meeting invitation to families who were interested in providing “a voice to Management and the Board of Directors”. Family members who attended this inaugural meeting agreed that the best way to “make a difference” was to develop the newly formed Family Advisory Council (FAC). In the early days, many of the family volunteer members wished to focus on examining issues around patient care and looking for opportunities to promote change. In this respect the FAC members not only worked as advisors in the hospital but demonstrated a desire to be heard about what they viewed as systemic issues that did not make for positive experiences for clients and their families.

Historically, the FAC members have been very open to collaborating with the Client Advisory Council (CAC) and have been actively supportive of the CAC’s endeavours.

Over the years the members of the Family Advisory Council have regularly been called upon to provide an advisory voice, speak on behalf of families at hospital events and to work in partnership with both administrative and clinical staff on numerous projects. Some examples of their volunteer

“Historically, the FAC members have been very open to collaborating with the Client Advisory Council (CAC) and have been actively supportive of the CAC’s endeavours.”

contributions to The Royal include: the participation in many strategic planning meetings; sitting on hospital and mental health related community committees; reviewing hospitals policies and being part of planning sessions. Family Council members have also been called upon to advise on special projects such as: repurposing the hospital entrance, changes to the delivery of clozapine; the urgent care clinic pilot; location of the forensic bed in the Youth Program etc. In 2009 the FAC also initiated the co-design of the Discharge Planning forms and in 2011 the collaborative development of the Family Satisfaction Survey.

The FAC has undertaken to share important information with families of The Royal through the implementation of the Caregiver Corners and by participating in the Conversations at The Royal.

FAC members have a history of maintaining strong connections with community organizations who serve individuals with mental health and addiction issues by sharing information and participating on committees.

Overtime the FAC members have

built a strong mutually respectful working relationship with the staff of the Royal and will remain dedicated to supporting excellence in care.



“People protect what they love.”

—Jacques Cousteau

BE KIND

It is not about who has more,
it is not about the rich or poor

What it is truly about,
is being kind without a doubt.

It is not about who is right or wrong,
it is not about where you are from.

What it is truly about,
is being kind without a doubt.

No matter who or where you may be from,
You deserve the respect of everyone.

What it is truly about,
is being kind without a doubt.

Kindness builds trust, trust builds respect,
respect builds friendships that do last forever.

You don't know where they have been,
nor what they may be going through,

Stop and think a moment how we
treat each other is completely up to you.

So what it has always been about is simple,
Be Kind.

Brenda Buckley



Before talking listen to what is calm
Cool and collected
A state of complete contemplation
Of the possible outcomes
Of every action and reaction
To the inevitable conclusion
Of time rushing on in
Fantastic, focused outcome
Dualism vanishes in relaxation
Focusing always on the outcome
That will be good for evermore
Peace happiness health
A brand new way of coping

Judy Evans

Open Window

I leave the window open
And breathe in the autumn air
As I drift off on cool sheets
To dreams of an open space
Where happiness lives.

Glenda O'Hara

Yourself Again

It is as easy as a pill
To become yourself again

To enjoy the days
And the people you love

To go out again
And have some fun

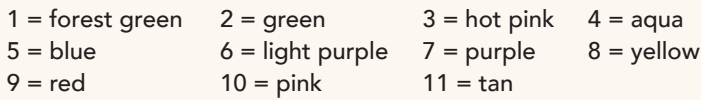
Thank you for this gift
Of being me again

For I was so lost and shattered
And I am back together again

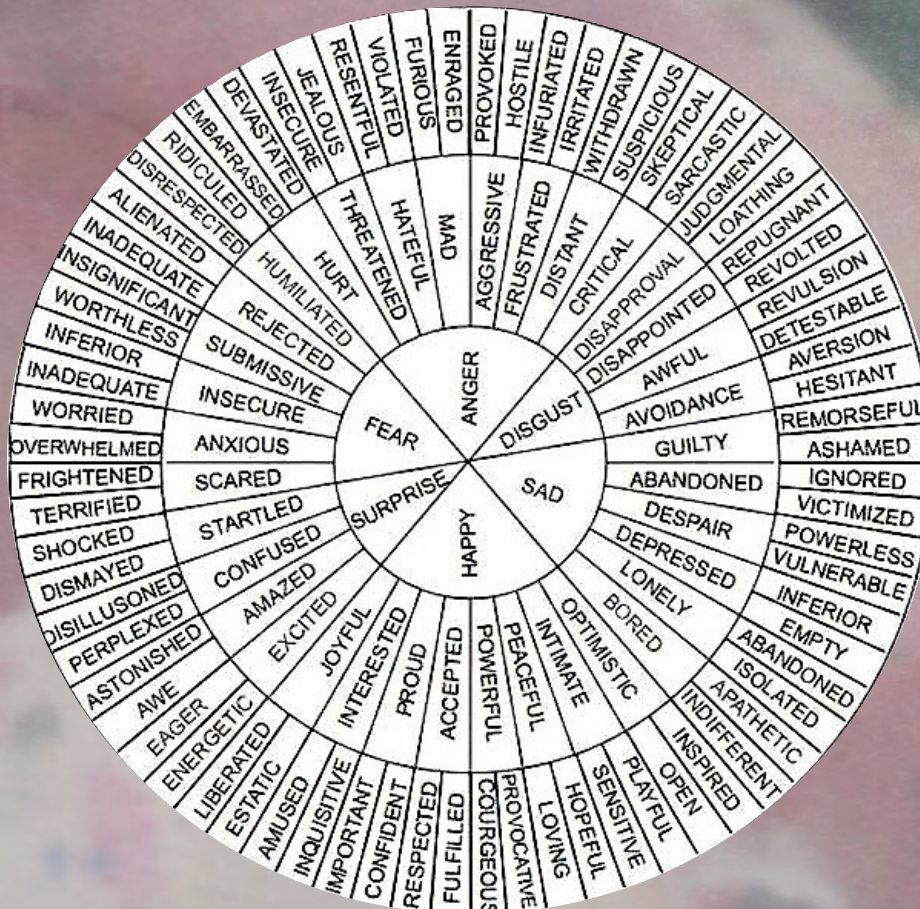
Glenda O'Hara

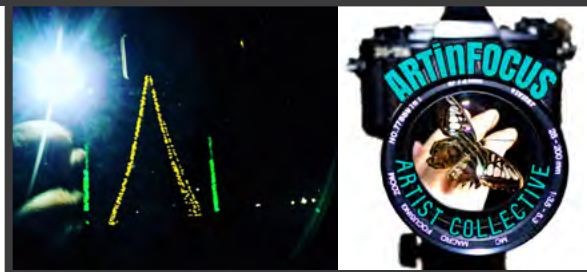


Paintings by Alexandra Moores

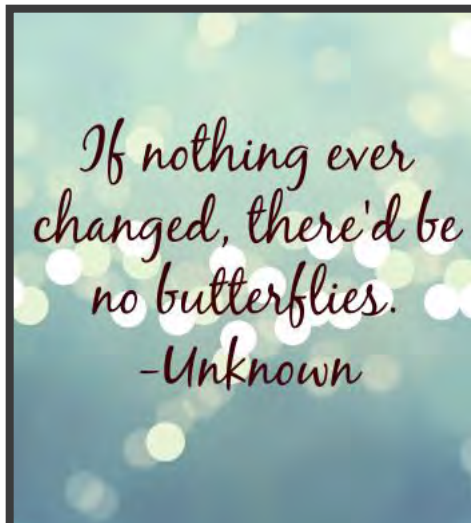
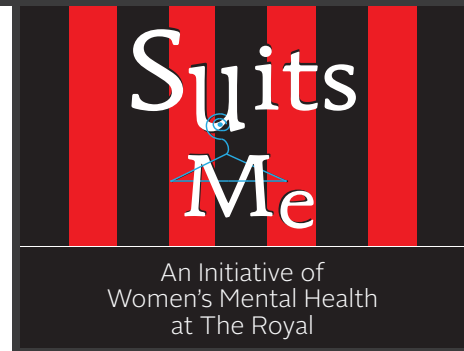


1. If it feels wrong, don't do it
2. Say exactly what you mean
3. Don't be a people pleaser
4. Trust your instincts
5. Never speak bad about yourself
6. Never give up on your dreams
7. Don't be afraid to say 'No'
8. Don't be afraid to say 'Yes'
9. Be kind to yourself
10. Let go of what you can't control
11. Stay away from drama and negativity
12. Love





Alexandra Moores



The Royal's New Website

The website includes newly updated content and functionality, including improved accessibility, search, and a new online resource centre. The navigation is streamlined for a better user experience overall and it's easier than ever for web visitors to find information about the programs at The Royal or find help when it's needed. The new website is a "responsive" design, which means that the web pages will resize for any size screen or device, including smart phones.

We will continue making improvements to make sure we are meeting the needs of all the people we serve in Ottawa and beyond. So let us know what you think! Did you find what you were looking for? What can we do better? Please fill out this <https://webmail.rohcg.on.ca/Checkbox/Survey.aspx?s=cdc6757f1d0e4defa6e1701a94c518a5> to share your feedback.
theroyal.ca

Medication Reconciliation Working Group

by Nancy Myers FAC Rep

Knowing exactly what medications, supplements and other substances patients are using is always critical for appropriate medical care. Keeping this information updated and accurate in patient charts, aka "Medication Reconciliation", is a requirement of Accreditation Canada for all hospitals and health organizations.

The Royal Patient information is being transitioned to a new Electronic Health Record (EHR); only certain staff have access to our confidential information, so this very exacting, time consuming process has created a steep learning curve for The Royal staff at every level. The Working Group is making great strides during this complex transition, and includes very knowledgeable staff representing Medicine, Nursing,

Pharmacy, with excellent IT (Information Technology) support necessary to customize different needs of the many programmes and departments; my participation is to raise issues from the perspectives of patients and their caregivers.

"Best Possible Medication History" (BPMH) is the terminology used for the most complete, accurate list of medications a person is using on a specific date, as well

as documenting allergies. The data includes prescription, non-prescription, traditional, holistic, herbal, vitamins, supplements, illicit drugs, and cannabis since it was legalized. It also includes nicotine, alcohol, and caffeine because suddenly stopping those commonly used items may exacerbate an acute mental health crisis; for example, nicotine patches can help if smoking is suddenly restricted.

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In order to prevent the transmission of illness and infection, **did you know...?**

- Hand hygiene, using either soap and water or alcohol-based hand rub, is the best way to prevent illness and infection.
- Please wash your hands before and after eating, before and after entering The Royal and after going to the washroom, coughing or sneezing.
- You should not cough or sneeze into your hand. It is better to use a tissue or your sleeve if no tissue is available.
- The flu shot is the best defense against seasonal influenza. The flu vaccine cannot give you the flu.
- If you become sick while admitted to an inpatient unit, you will likely be placed on "additional precautions." This means that you will have reduced access to unit activities and will be asked to remain in your bedroom for a period of time. This is done in an effort to reduce the transmission of illness to others.



Thank-you for your help in preventing the spread of illness and infection!

...medication reconciliation story continued

When patients are asked to take their pill bottles to a Doctor's appointment, it's because not only is the name of a drug important, but also the dosage and frequency. (Alternatively, request that your home pharmacy print you a list of your Rx's.)

It is critical to document if/when any medication changes occur. For in-patients, even before discharge the Pharmacy department staff has been playing a vital role behind the scenes by transferring information to the home/Community pharmacy eg. changes or continuations of new (and old) meds, so that they are ready for pickup.

Pharmacists and Pharmacy Technicians are very knowledgeable about not only drug

interactions, but also how diet and timing affects medications. Thus timing can get very complicated when some meds must be taken with foods, and others only on an empty stomach. Combinations with food can also be tricky to manage, eg. having dairy with iron can cause a very upset stomach, but orange juice helps the iron be absorbed better.

When multiple meds must be taken at different times each day, my family has found that keeping track is more accurate and less stressful by using the pre-organized/packaged 'dosettes'. Some community pharmacies may charge extra when medications are dispensed in dosettes, although provincial health insurance may cover the

charge in certain circumstances, so ASK if you think this would help take meds regularly.



Blister Pack for medication

we want to hear from you!

Show your artwork

Share your poems

Tell a funny story

Show your photos

Share your wellness journey

Tell us your favourite quote



Contact Us

We would love to hear what you have to say about *The Client's Voice* or if you would like to become a member of the Client Advisory Council, feel free to call, write or email your questions and comments to:

Send your submissions to:

Alexis Milne: alexis.milne@theroyal.ca

Client Advisory Council

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Wellness Recovery Action Plan

H P E R S O N A L R E S P O N S I B I L I T Y Z
T T S I L E C N A N E T N I A M Y L I A D N B V
L B C E T A T I D E M E P O H U D U C G T P B E
A R A T I A C T I O N P L A N T R T P N J O D S
E E R G L S T H N W E L L N E S S Z S N O S G L
H A E K J D N P S N S W R E M O U P P S U I C E
O T P R Z M U G Q E J O M V F I I W W E R T R E
C H R F A V A X I U L O O K W H K A N L N I E P
U I O L O C U V L S H F I Y S F L I O F A V A F
D N V P J C F H O B G N E N K A M R I A L E T A
D G I E M Q U L H I D N O S S X E K T D I T I M
L E D E H E Q S E N D I I Y T Q D W A V N H V I
I X E R A S V I E S T I T N B E W C X O G O I L
N E R S C I R S I A M H N E R R E P A C S U T Y
G R S U K C S I L R S Z L G S A R M L A E G Y S
P C H P J R J E Y O E I M W C R W V E C P H S J
E I H P X E R V C T I D I E T R J Y R Y B T I T
T S F O A X A P E H R L L W S Y I N L U W S Q S
S E Y R T E Q R T U A F N L M I Y S H R V A Y E
I S S T R E S S R E D U C T I O N O I M A V H R
C Q S L O O T S S E N L L E W Q I F M S K E Z U
V P Y M U S I C Q J U T R O P P U S K H X E P T
J S S R E G G I R T O E D U C A T I O N X F R A
Y M T F W Z V Z L T B V I S U A L I Z A T I O N

action plan acts of kindness avoiding crisis boundaries breathing exercises care providers
creativity cuddling pets daily maintenance list diet early warning signs education exercise
family focus health home hope journaling meditate music nature peer support
personal responsibility positive thoughts relationships relaxation self advocacy self care
self esteem sleep stress reduction support triggers visualization wellness wellness tools