



# THE ROYAL'S OpenDoors

A newsletter for staff and volunteers

## Spring-time Tune-up for Shiftworkers

### *Feeling sleepy lately?*



We lost an hour of sleep almost two months ago and yet many are still feeling sluggish as we slowly creep into the warmer season. It's no surprise that we're feeling this way, as it's perfectly normal to be tired at this time of year.

"The time change really affects us," said Lisa Kis, Senior Polysomnographic Technologist, Sleep Disorders Service at The Royal. "There's an increase in motor vehicle collisions and accidents in general around this time of year. We see the exact opposite in the fall when we gain an hour of sleep."

While we eventually regain our energy around summer time, sleep doesn't come as easily for shift workers. In fact, those who work overnight shifts may sleep up to four hours less than the average worker.

"One of the major problems with shift work is our bodies produce melatonin

in a circadian pattern, usually at night, so changing our sleep schedules around confuses this natural process," said Fraser Willsey, a sleep lab technologist at The Royal.

Fraser has been working two weeks of day shifts followed by two weeks of night shifts for over 10 years, and has found ways of managing the challenges that are often associated with shift work by making sleep one of his priorities.

### ***Fraser's sleep tips for shift workers:***

#### **Environment is Key**

For natural melatonin release, your bedroom should be as dark as

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Fraser Wilsey

possible, and it needs to be quiet. Achieving complete darkness can be difficult especially during daylight hours, so Fraser recommends using blackout curtains. For noise, either earplugs (if you can stand them) or white noise (in my case from an air purifier) can help a lot. On the way home, you should wear dark

sunglasses to minimize light exposure which can delay melatonin release.

### Supplements

Melatonin supplements are helpful for lengthening sleep, as one's natural melatonin release is disrupted with shift work. Three to five milligrams is sufficient.

### Exercise

Exercising before an overnight shift can be very beneficial. Aside from the many health benefits, it helps wake you up and gives you energy to get through the shift, therefore decreasing the need to supplement with caffeine. However, exercise is not recommended shortly before going to

sleep, so ensure that if you're going to exercise, do it before your shift.

### Don't Drink Before Bed

Since urine production increases during the day time, don't drink a lot of fluids before going to sleep after your night shift, or else you may find yourself waking up a few times throughout your sleep.

### Bright Lights

Bright light therapy, exposure to natural sunlight or specialty lights, can be helpful for some people. It's ideal to spend some time outside exposed to natural sunlight, but bright lights are a good alternative that can be purchased at your local pharmacy. They can be used to help wake you up before your shift and help keep you alert.

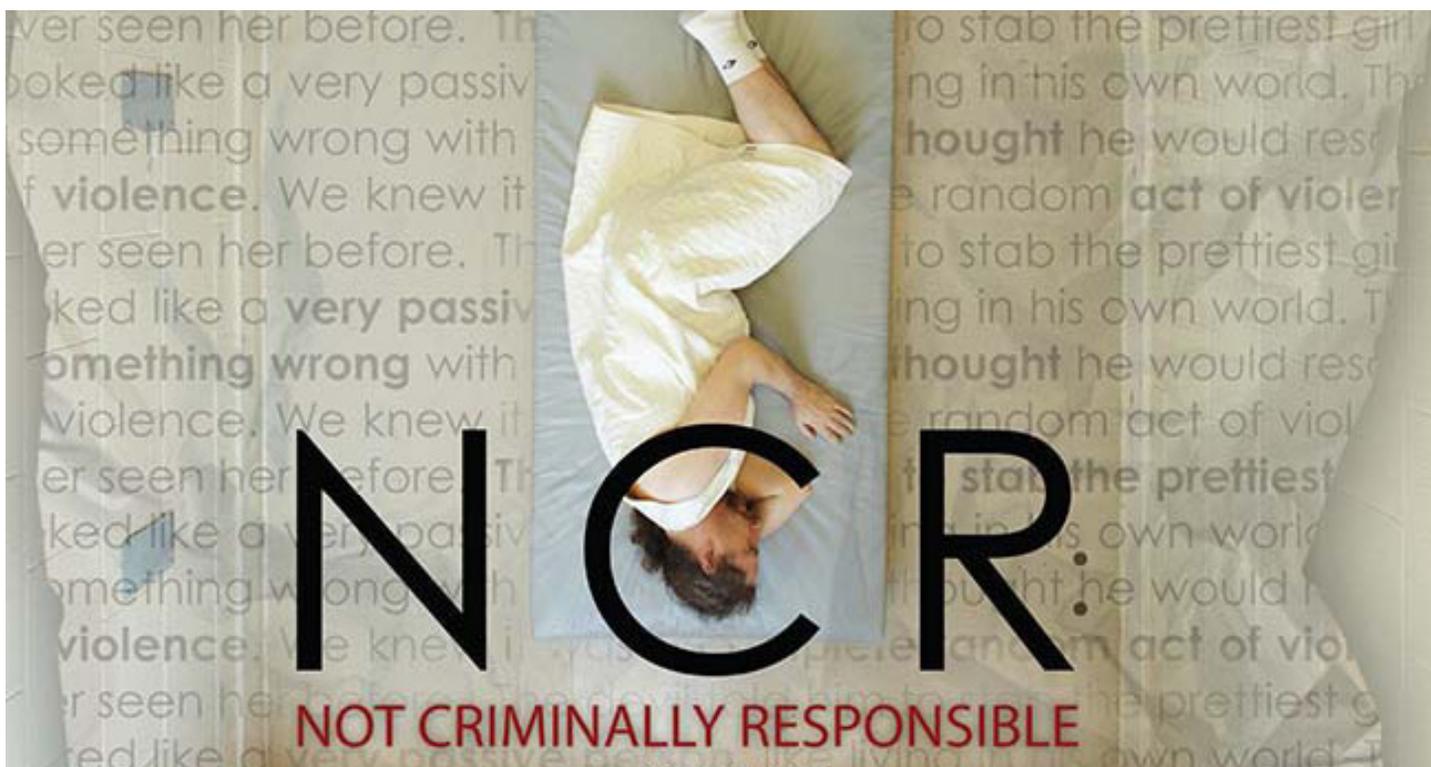
### Sleep = Priority

Make sleep your priority. On average a person tends to need eight hours of sleep (plus or minus two hours), so do everything you can to ensure a proper amount of sleep every day. By having to sleep during the day, it may be tempting to make appointments or run errands, but you should try to avoid these distractions so that you achieve the proper rest that you need to function effectively at work and get home safely. It's suggested that shift workers arrange for someone to pick them up after a night shift or take a bus or cab home to avoid car accidents.



The switchboard staff, being the first face clients and families see when entering The Royal, are always patient, kind and helpful. In recognizing these great qualities and hard work, two of the switchboard's finest, Micheline and Adèle, were anonymously surprised with a beautiful fruit bowl and balloons.

# Not Criminally Responsible: Canadian documentary tackles stigma, unveils truth about mentally ill offenders



John Kastner, one of Canada's most acclaimed documentary-makers with four Emmys, puts a human face on the public debate surrounding the rights of the mentally ill, their victims and the need for treatment.

In *NCR: Not Criminally Responsible*, Kastner casts his lens on two patients who are found not criminally responsible and sent for treatment at The Royal's facility in Brockville. One young patient — the central character in the documentary — with no history of violence, goes into psychosis and severely injures a young woman outside a Walmart store in Cornwall, Ontario. The film captures his long-standing battle with mental illness, and how the victim and her family are coping.

In creating the documentary, and in an effort to properly convey the truth about

mentally ill offenders, many nurses and doctors from The Royal's facility were involved to share the process they went through in helping Sean, the main character, recover.

"Sean, the primary character in the film, is a patient I've been working with for seven years now. There were a few of our support sessions that were filmed with Sean, the outreach team and myself that have been sprinkled throughout the movie," said Michael Whalen, Social Worker at the Brockville Mental Health Centre.

Whalen was hesitant to be involved in the film at first, as many of his past experiences with media were sensationalized and portrayed the patients as scary or dangerous: "When I was asked to participate,

I originally thought, no thanks, I don't want to ruin my patients' chances of rehabilitation and recovery".

However, through conversations with Kastner, Whalen soon learned how this film would be different and would focus on the struggles that individuals go through to get better and back on their feet.

"John asked Sean and me to watch the first cut and I was pleasantly surprised. From what I've seen, the film will do great things, especially for our forensic clientele. It will bring down a lot of those stereotypes and reduce stigma," said Michael.

*NCR: Not Criminally Responsible* premiered at the Hot Docs documentary festival in Toronto. **Special screening** in Brockville on May 9 at 7:30 at the Brockville Arts Centre and May 23 at 4:00 pm in the Auditorium.

# The Bridges Project

*New service will help youth with complex needs transition from the hospital and crisis services to the community.*

The Royal has linked arms with The Children's Hospital of Eastern Ontario (CHEO), Ottawa Public Health (OPH), and the Youth Services Bureau (YSB) to provide a bridge to the hundreds of teens with complex mental illnesses who fall into a serious service gap each year. With funding from the Champlain LHIN, Ottawa Public Health and Nursing Secretariat, the Bridges Project - a first of its kind in Ottawa - was created to bridge the service gap for youth in the community. The program serves youth who have had repeat contacts with the YSB Mobile Crisis, presented at CHEO Emergency with complex mental health needs, or have had recurrent admissions to inpatient programs and require more intensive services after being discharged to other programs in the community. The Bridges Project is available to youth and their families through groups as well as individualized short term treatment at a critical time.

"There is a gap in services for youth with complex mental health needs as they move from the inpatient units into the community. And while community programs offer really great services, they aren't always equipped to treat youth with serious mental health needs," said Dr. Meagan Gallagher, psychologist at The Royal and member of the Bridges Project Team.



Dr. Meagan Gallagher

"We're the intensive program in the middle between the hospital, crisis services and community services that offers short term services, approximately 12 weeks, to help bridge youth from the hospital setting into the community setting, and we also bridge some clients into the adult system as needed," said Dr. Gallagher.

In pooling their unique expertise and resources, the Bridges Project team offers an intensive treatment program for youth aged 13-18 outside the hospital setting, through a variety of therapy interventions focused on their recovery and wellness. These interventions are provided by a treatment team that includes psychiatrists, psychologists, social workers, nurses, child and family counselors and an occupational therapist. The Bridges Team is located at Youth Services Bureau and have been treating clients since early April.

"It's a really great partnership because we all have different strengths and perspectives that we can bring to this program. This is something we're very passionate about and I know we're all excited about it," said Dr. Gallagher.

While providing improved mental health care to these young people, the Bridges Project will also relieve some of the pressures being placed on hospitals and offer youth a less intrusive option for receiving care.

"Through this new collaboration, youth with mental illness who are discharged from hospitals will now have a direct connection to the ongoing support and treatment that they and their families so desperately need," said George Weber, President and CEO of The Royal. "Our joint team will be able to immediately provide them with the full range of treatment services based on the expertise and resources of all four organizations."

# Carlingwood Mall Welcomes Community Mental Health Program

The Royal's Community Mental Health program will consolidate two locations into one on the second floor of Carlingwood Mall. The consolidation will provide the team with more space, better opportunity for collaboration, and more places for activities as it will be conveniently located in the mall.

"For the teams, it's easier. They'll get to work with people on their team that they didn't usually get to work with," said Marybeth Colton, Program Manager, Community Mental Health.

The new location will also allow for more room to have educational sessions and meetings: "To be able to have our educational sessions – and more specifically – our nursing CPR course in a big boardroom where we have enough room, is great," said Marybeth.



The big move will be at the end of June and the team is very excited.

"It's really great that it's in a mall because we think it will help with some of the stigma. And for recovery purposes as well, the team members

can take them shopping or go for a coffee. It's also a great location for the bus terminal so it's easy to get to. We're really thrilled that it worked out this way," said Marybeth.

## Improving patient care one comment at a time

New comment boxes have been installed at The Royal's Ottawa and Brockville sites to give clients and families a voice in helping us improve patient care. The comments will be taken into consideration and will be useful in making improvements.

"The comment boxes will give anyone who receives services from The Royal a useful mechanism to provide feedback about their experience and will be a useful tool," said Cynthia Clark of the Family Council.

"This initiative will give clients and caregivers the opportunity to provide both positive and negative feedback to The Royal," said Brigitte Renaud, Chair, Client Empowerment Council".

Brigitte also highlights that the comment boxes are keeping with our Value Statement:

"Being Heard: Clients and families are provided with a way to safely and respectfully express their opinions, positive or negative, about their health care without fear of repercussion".



# Welcome!



**Dr. Fotini Zachariades** is our new psychologist in the Women's Mental Health Program. Fotini

obtained her Ph.D. from Fielding University and has worked in a variety of hospital settings both in Ottawa and abroad. She completed her residency in clinical psychology at The Ottawa Hospital, focusing on health and rehabilitation psychology. Throughout her training and experience, the importance of gender-sensitive services in mental health was highlighted and Dr. Zachariades developed a strong interest in the integrated role of biopsychosocial factors in women's mental health, especially in the context of trauma. Here at The Royal, Fotini is currently working with a team in developing programming to support the gender-sensitive mental health needs of women. On a day-to-day basis, Fotini works with clients on emotion regulation, IPT/interpersonal process, and in psychoeducational trauma groups. Dr. Zachariades and her team are also developing a programme of research including a program evaluation to support our clinical activities.

"Working here has been really awesome for far. The people here are so warm and welcoming — it's unique to The Royal. I am very glad to be a part of The Royal's Women's Mental Health Program," said Dr. Zachariades.



**Joanne Bezzubetz, PhD**, will join our team as Vice-President, Patient Care Services this July. Joanne

brings a wealth of experience, knowledge, innovative and evidence-based practices in mental health and addictions to The Royal. Fluently bilingual, Joanne impressed the Selection Committee by the breadth of her experience, her operational leadership in urban and rural communities and her cultural sensitivity in working with a number of diverse populations across the country. In addition to her work experience, Joanne holds a PhD in applied management and decision sciences from Walden University in the U.S and is a Certified Health Executive from the Canadian College of Health Leaders.

"What drew me to The Royal was their focus on mental health as a whole- focusing on patient care, education, research and awareness," says Joanne. "I really look forward to this opportunity because of the amazing work that is done and I view The Royal as a centre of excellence".

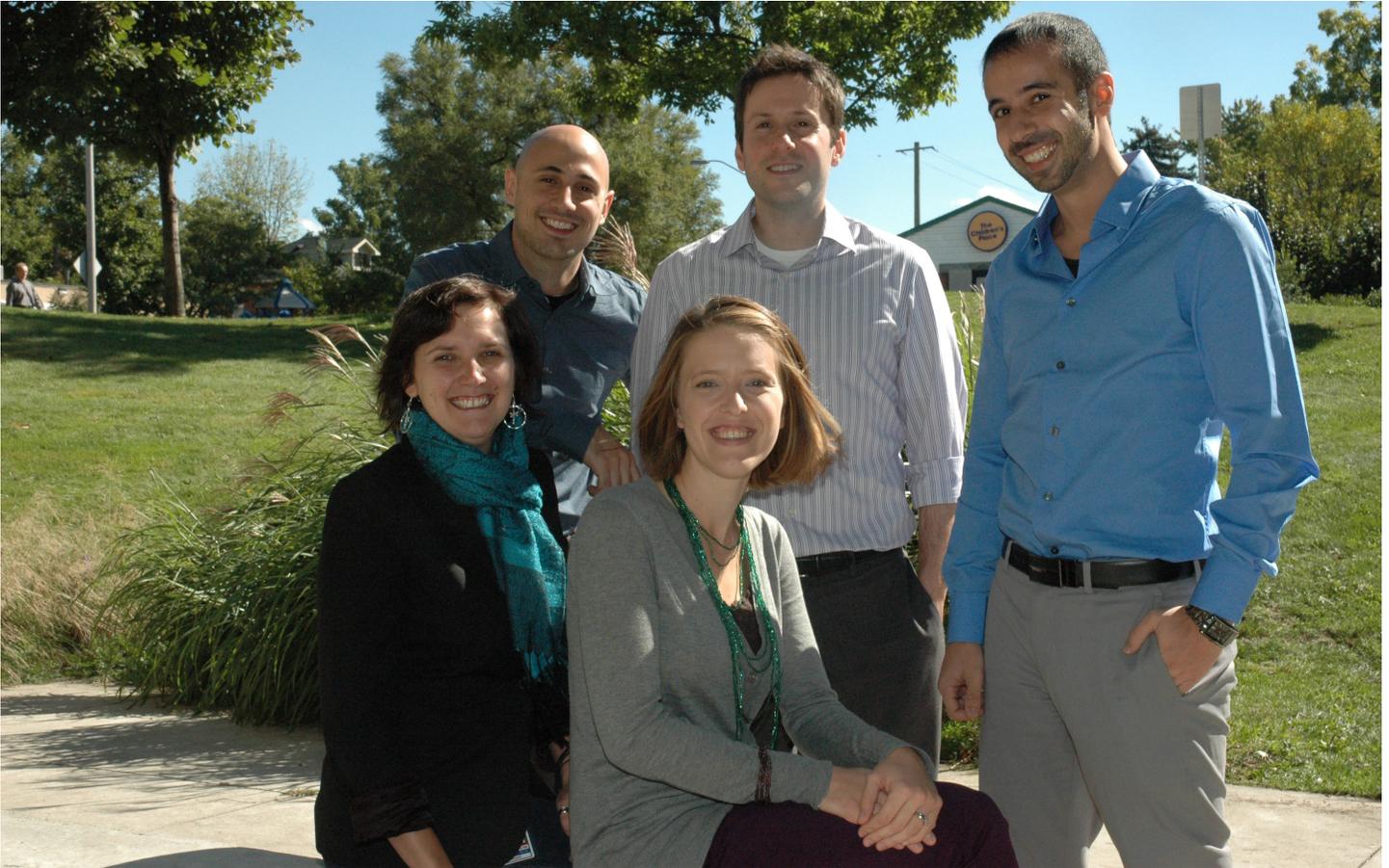
Joanne is described by her peers as a transformational, trustworthy and inspirational leader. With her qualities and experience, Joanne will be a tremendous asset to The Royal and in advancing excellence in patient care.

## International Women's Day

In celebration of International Women's Day, The Royal hosted a women's mental health resource community fair and bra drive along with a presentation on the Women's Mental Health program and centre. Dr. Alison Freeland spoke about gender differences and how the women's mental health program provides gender-specific care. Dr. Fotini Zachariades was introduced as the new psychologist in the program. She spoke about her specialization in trauma and provided updates about what her team is currently working on.



# Meet our Psychology Residents



Front Row (l to r): Krystelle Shaughnessy and Laura Hanson. Back Row (l to r): Daniel Peluso, Jordan Maile and Anthony Perillo.

Psychology residents compete annually across Canada and the U.S. for positions in The Royal's Residency Program in Clinical Psychology, accredited by both the Canadian and American Psychological Associations. Each resident typically brings 1000 to 7000 hours of supervised experience in clinical care and research to The Royal's programs in both Ottawa and Brockville.

The Residency Program is led by Dr. Susan Farrell, Director of Training; Dr. Sarah Bertrim, Assistant Director of Training; Training Coordinators Dr. Michael Seto and Dr. Judy Makinen; as well as the Training Committee Members. Ms. Cathie Massel provides administrative support.

## ***Let's meet our outstanding psychology residents.***

### **Anthony Perillo**

Anthony Perillo is a doctoral candidate in clinical psychology (forensic specialization) at the Graduate Center and John Jay College, City University of New York. He is completing rotations at the Forensic Treatment Unit and Secure Treatment Unit in Brockville and the Community Mental Health Program in Ottawa. His clinical interests include forensic risk assessment and sexual offender treatment. Anthony's research interests centre on sex offender assessment, treatment, and legislation. His dissertation examines the utility of current sex offender risk assessment

instruments with sexually abusive clergy. Anthony has also served as a consultant for the NYPD for addressing community members with severe mental illness.

### **Daniel Peluso**

Daniel Peluso, psychology resident, attended his graduate studies in clinical psychology at the University of Regina in Saskatchewan. His primary rotation at the Royal is in the Operational Stress Injury Clinic, with minors in the Anxiety Disorders Program and Mood Disorders Program. Daniel's clinical interests include the assessment and treatment of anxiety, mood disorders, and trauma-related psychopathology. His research interests are primarily

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...Psychology Residents continued

centred on anxiety, trauma, and training issues in clinical psychology. Daniel's dissertation focused on trauma and subsyndromal PTSD in the community.

**Jordan Maile**

Jordan Maile is a doctoral candidate in clinical psychology (with a forensic specialization) at the Graduate Center and John Jay College, City University of New York. Jordan will complete rotations at the Forensic Treatment and Secure Treatment Units (BMHC) and the Schizophrenia Program (ROMHC). His clinical interests include psychodiagnostic and forensic assessment, particularly violence and sexual violence risk assessment. Jordan's research interests include forensic assessment and developing techniques to enhance honest disclosure of sensitive information

(e.g., atypical sexual behaviors). His dissertation examines the effect of mood states and perceptions of anonymity on self-disclosure of atypical sexual fantasies and behaviours.

**Krystelle Shaughnessy**

Krystelle Shaughnessy is a doctoral candidate in clinical psychology at the University of New Brunswick. She is completing rotations in the Operational Stress Injury Clinic, Geriatrics, and Schizophrenia. Her clinical interests include adult psychopathology, diagnostic assessment, military populations, and the topic of sexuality in therapy. Krystelle's research examines how people use the Internet for sexual expression. In her dissertation, she examines the relationship context of partnered, interactive, and real-time

sexual activities on the Internet (i.e., cybersex). Krystelle is also interested in sexuality education; she has facilitated workshops and discussion groups, taught courses, and written newspaper columns on various aspects on the topic.

**Laura Hanson**

Laura Hanson, a doctoral candidate in clinical psychology at the University of Ottawa, is completing rotations in the Community Mental Health Program, the Neuropsychology service, and the Youth Program. Her clinical interests include the assessment and treatment of individuals with a dual diagnosis (individuals with a developmental disability and a mental illness). She is particularly interested in individuals on the autism spectrum, youth and young adults. Laura's doctoral research examines how children with autism think about the future and she has published several papers examining future-thinking abilities in typically-developing children and children with autism.

## Ten years of celebrating inspirational champions for mental health



L to R: Sisters Merle Setosta and Melissa Webb and Dr. Brian and Ann-Marie O'Brien.

In its tenth year, The Royal's Inspiration Awards Gala was one to remember. Held at the recently renovated Delta Hotel in downtown Ottawa, the gala featured a walk-through PET-MRI scanner, a photobooth, live performances, a silent and live auction and of course, inspiring story-telling. The gala raised \$295K for mental health research, patient care, and education at The Royal.

*Pictured above are staff members Melissa and Ann-Marie with family members.*

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# OPENDOORS

OpenDoors is the internal newsletter for the staff, physicians and volunteers of The Royal.

If you have any ideas, stories or articles for submissions, please contact:

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