



THE ROYAL'S OpenDoors

A newsletter for staff and volunteers

A Day for Friends and Family

The Royal opened its doors on October 5th for *Friends and Family Day*, an opportunity for the public to take part in free workshops, receive information, as well as attend a keynote presentation on happiness.

The Royal's conference rooms were an academy of learning, inspiration and relaxation. Whether it was an interactive gong yoga or meditation session or a workshop in recovery, mindfulness, nutrition or returning to work, the day offered something unique for each guest.

Keynote speaker Dr. Tim Lau summed up the day quite eloquently: "We will not truly understand mental illness unless we know something about mental wellness."

In celebrating mental wellness, as a goal and human right, each workshop contributed to the resiliency toolbox by preparing



People with lived experience offered their advice and became open books.

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...Friends and Family continued

participants to cope with stress and life in general. By mixing clinical information with research and proven techniques, each presenter offered a solid takeaway.

The morning began with three workshops (youth and substance abuse, client and family relations,

and childhood trauma), a gong yoga session and a “human library”, a library populated by people with lived experience with a mental illness. Late morning workshops included nutrition and mental health, risk factors for depression in women, returning to work and self-stigma.

“One of the most significant ways a family member can help someone who has a mental illness is to take care of themselves. Self-care can actually help and inspire your friend or family member who may be recovering from a mental illness.”

— Carlo Verdicchio, a Peer Support Worker at The Royal



Heather Masson and Carlo Verdicchio underscored the importance of having the support of peers in the Recovery from Mental Illness workshop.



Dr. Tim Lau, Geriatric Psychiatrist at The Royal, spoke about the psychiatry behind happiness with insights from his geriatrics patients.

On Happiness

Our day of workshops simply couldn't successfully cover the topics of self-care, recovery, support, and meditation without speaking to the idea of happiness.

Dr. Tim Lau says that in order to be happy, we must fully understand what is happiness. His keynote presentation, “A Prescription for Happiness: 10 things I've learned from my patients,” explores the philosophy and psychiatry behind the pursuit of happiness. “We are all searching

Dr. Lau's 10 tips for happiness:

1. Money can only buy so much.
2. Live with integrity.
3. Don't try to be something you are not (acceptance and changing only what you can).
4. Have the courage to change the things you can.
5. Pain may be a part of happiness.
6. Be able to learn (we may be wrong).
7. Be balanced.
8. Be grounded.
9. Be mindful.
10. Be open to love

for happiness”, says Dr. Lau, “but happiness is like a butterfly— the more you search for it, the more it eludes you. But if you pay attention to other things, it will come.”



Mindfulness workshop instructor MarieConstance Morley underscored the importance of relaxation in reducing stress. She also led the class through a meditation exercise.

Hope, health and happiness can be made possible if we see mental health resiliency as an integral piece to the overall wellness puzzle. The Royal would like to sincerely thank all of our presenters, sponsors, the organizing committee, and participants for making our *Friends and Family Day* a success.

Client and family feedback crucial to providing better care:

The Royal welcomes Jacqueline Desrochers as Coordinator of Client and Family Relations



Welcome, Jackie! The Royal has created a new position underscoring our dedication to excellent patient care and family relations. The Royal welcomes Jacqueline Desrochers as our Coordinator of Client and Family Relations. Having worked as

a counsellor with individuals, couples and families and as a group facilitator with people living with a variety of mental health issues, Jackie knows first hand the importance of having patients' and families' voices heard.

Her new role as Coordinator of Client and Family Relations is to ensure the voices of clients and family/caregivers of The Royal are represented at various levels in the organization. In this capacity, she acts as a liaison between the Client Empowerment Council, the Family Council and the hospital. Jackie supports the engagement of clients and their families/caregivers in decision-making regarding care and services at The Royal.

Jackie's primary responsibility is the management of the Client and Family Feedback System where all compliments, suggestions, concerns and complaints are recorded. As part of the feedback system, she will provide support to clients/families and staff where required to help in the problem solving process. In addition, she oversees the implementation of the Annual Client Experience Survey (Inpatient and Outpatient) and the Family Satisfaction Survey. All feedback recorded in the system goes only to Directors who then investigate and work towards resolution with staff and clients.

Jackie's office is located in room 1207 and her ext. is 6710.

Let's all avoid the flu this year: The Royal takes part in the Healthy Hospital Challenge

In preparation for the yearly Influenza Immunization Campaign, Ontario's leading mental health hospitals are partnering to promote the importance of receiving the flu shot.

The 'Healthy Hospital Challenge' at Ontario Shores, Waypoint, CAMH and The Royal will see colleagues raise awareness to increase immunization rates among staff to improve patient and employee safety and decrease risks associated with influenza outbreaks.

President and CEOs of each hospital have agreed on a friendly wager to wear the T-shirt of the hospital with the highest percentage of staff who received a flu shot during the campaign. Help us win the challenge by getting your flu shot at our next session on November 5 from 4-8 p.m. in the cafeteria at The Royal.



George Weber, President and CEO, The Royal, holds up the t-shirt that the CEOs of each hospital have agreed to wear, if The Royal wins. Hopefully they like to wear blue.

Introducing our Psychology Residents

Psychology Residents compete annually across Canada and the U.S. for positions in The Royal's Residency Program in Clinical Psychology. Concurrent Canadian Psychological Association (CPA) and American Psychological Association (APA) accreditation was granted from 2005 until 2013. A CPA Reaccreditation Site Visit occurred in summer 2013 and a decision will be made by October 25-27th, 2013. Each resident typically brings 1,000 to 7,000 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 in consultation with Training Committee Members. Ms. Cathie Massel provides administrative support.

Let's meet our outstanding Psychology Residents.



Christina Drost

Christina Drost is a doctoral candidate in clinical psychology at the University of Regina. She is completing her

primary rotation in the Women's Mental Health Program and secondary rotations in the Schizophrenia Program and Youth Program. Her clinical interests include women's mental health, working with traditionally marginalized and underserved populations, emotion regulation and resilience, and dialectical behaviour therapy (DBT). Her dissertation research focuses on therapist behaviours in the context of Therapist-Assisted Internet Cognitive Behaviour Therapy for generalized anxiety and the impact of these

behaviours on treatment outcome and client ratings of therapeutic alliance.



Katie Bendell

Katie Bendell is a clinical psychology candidate at the University of Ottawa. She is completing rotations in the

Community Mental Health Program, the Operational Stress Injury Clinic, and the Anxiety Disorders Program. She is interested in providing trauma-informed services to people living in the community with serious mental illness. She is also passionate about working with individuals who have experienced war-related trauma. Katie's research interests are in the area of community psychology. Her dissertation examines participant experiences with a participatory action research method called Photovoice.



Mandisa Peterson

Mandisa Peterson is a doctoral candidate in clinical psychology at the University of Ottawa. She will complete rotations

at the Secure Treatment Unit and Forensic Treatment Unit in Brockville and the Operational Stress Injury Clinic in Ottawa. Her clinical interests include the assessment and treatment of serious, complex and persistent mental illness, with a focus on trauma-related disorders. Mandisa's graduate research focuses on predictors of response to psychotherapy and program evaluation research. Her dissertation investigates the role of feedback and process in improving outcomes in group CBT for depression.



Dubravka Gavric

Dubravka Gavric is a doctoral candidate in clinical psychology at the University of Waterloo. She is completing

rotations in the Anxiety Disorders Program, Mood Disorders Program and the Operational Stress Injury Clinic. Her clinical interests include evidence-based assessment and treatment of adult psychopathology, with a particular focus on anxiety and mood disorders. Dubravka's current research interests focus on the mechanisms involved in the development and maintenance of anxiety disorders. Her doctoral dissertation is examining a novel theoretical framework for understanding ruminative thought patterns in social anxiety.



Carol Cavaliere

Carol Cavaliere, a doctoral candidate in clinical psychology at York University, is completing rotations at the Forensic

Treatment Unit and Secure Treatment Unit in Brockville, and the Mood Disorders Program in Ottawa. Her clinical interests include psychodiagnostic and forensic assessment, and the treatment of sexual offending, substance abuse, and personality disorders. Her research interests include psychotherapy process research, particularly qualitative methods aimed at examining the client's perspective of factors contributing to the development and maintenance of the therapeutic relationship.

Open House for the Forensic Intensive Transition Team Home

On September 27th, the Integrated Forensic Program (IFP) celebrated the opening of the new Forensic Intensive Transition Team (FITT) Home in Brockville. The home, supported by the Ministry of Health and Long-Term Care, helps prepare clients to resume life in the community.

A comfortable, communal living environment, the home houses four residents for a period of up to 18 months. The FITT team – which includes a psychiatrist, registered nurses, a social worker, an occupational therapist, a recreational therapist, vocational counselor assistants, and other key members – help design and implement recovery and supervision plans tailored to individual needs.

Staff and clients alike have taken a great deal of pride in this endeavour. They worked closely to make the home “move-in ready”, including painting the interior, with clients



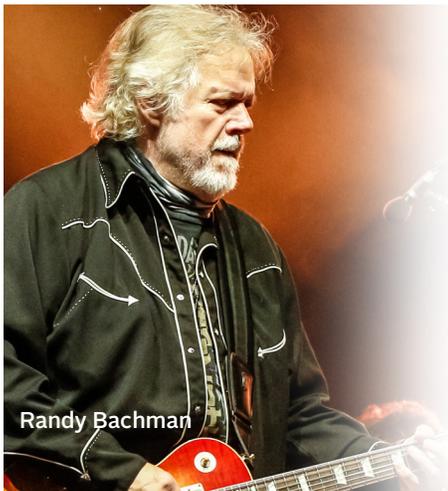
Back Row (l to r): Don Irwin, Lisa Berry, Leanne Birtch, Melanie McAllister, Debbie Pryer and Jennifer Snider. Seated (l to r): Jason Rice, Michael Whalen, Kamyar Sharifi. Abscent: Wally Adamson, Rob Moug, Marilyn Douglas-Jones, Jeff Gilbert and Kyle Nielsen.

painting their own rooms. The shared commitment and motivation speaks to the hope that the program brings to our clients.

The FITT home is designed to provide the necessary clinical oversight and rehabilitation for those under disposition orders under the Ontario

Review Board (ORB) who have been hospitalized for longer periods and require extra support as they move into the community. The home is also staffed 24/7 by professionals who assist with the adjustment to community living.

CUPE Local 503 Rocks for Mental Health



Deb Doucette Photography

There was rock. There was roll. There was Randy, Sass, and a green 69' Camaro. The annual CUPE Local 503's annual Rock for Public Services celebrated the great work that public workers do in Ottawa and the surrounding area with a free rock concert that featured headliner Randy Bachman, alongside The Cooper Brothers, Sass Jordan Acoustic Duo, and The Sadies. In addition to all the rocking and rolling, the concert raised awareness and funds for the Youth Mental Health Program at The Royal. The program was grateful to receive \$14,000 in funds raised throughout the night.

“We recognize the importance of promoting The Royal. They do great work in our community helping thousands of people with mental illness and we wanted to help raise awareness and funds,” says Wil Kelly, event organizer.

The Royal thanks CUPE Local 503 for organizing such a great concert and all the rockers who donated to youth mental health.

Better feedback leads to better care

The Royal is participating in a new program focused on the professional development and quality improvement for our medical staff. The Royal is piloting the Physician Quality Improvement Initiative (PQII) developed by the Medical Leaders of the Council of Academic Hospitals of Ontario (CAHO). This is an exciting and progressive initiative, which provides The Royal's physicians with meaningful feedback about their practice. It is also an opportunity for professional and career development planning.

"Anyone who gets feedback on how they're doing has an opportunity to improve their skills and practice," says

Dr. Raj Bhatla, Chief of Psychiatry, The Royal.

The program is comprised of four components, one of which is the Physician Achievement Review tool (a validated 360 review tool based on CanMEDS competencies) which has been used by the College of Physicians and Surgeons in the Provinces of Alberta, Manitoba and Nova Scotia for over 11 years.

All of the Clinical Directors, the Associate Chiefs in Psychiatry and the Chief of Psychiatry have volunteered to be amongst the first in the province to participate in the program which launched on October 31.

Over the next month, these physicians will help us to pilot the program and will be asking a number of their physician and hospital staff colleagues to complete an online survey which assesses the care they provide and their interactions with colleagues and patients. To ensure this program includes all perspectives, these physicians will also be providing surveys to a number of their patients. All responses are strictly confidential and coordinated by the third party company, Pivotal Research Inc. A summary report will ensure anonymity of all responses.

All physicians at The Royal will also participate in the program once the initial pilot is complete.

Dr. Tim Lau Awarded Mentor of the Year

The Royal College of Physicians and Surgeons of Canada has awarded The Royal's Dr. Tim Lau the 2013 Mentor of the Year Award for Ontario, Nunavut. This award distinguishes the exceptional work ethic and professional contributions of Fellows of the Royal College in the different regions of Canada and was awarded to Dr. Lau for his significant impact on the career development of students, residents and/or Fellows.

Dr. Lau shared with us his insights on mentorship in the medical profession:

The word in Latin for doctor is teacher. In this sense, as teachers, we are all doctors. In the area of mental health we are acutely aware of how we are all touched

and affected by those around us. Every patient we see, every student we work with, every nurse, social worker, occupational therapist, dietician, recreation therapist, is an opportunity to

touch the life of another person, to know and be known by another. In the process we are both changed. Every person wants to know that they are valued, that they make a difference, that they are part of something bigger than themselves.

Mentorship is important. In a troubled world we need a message of hope that connects, resonates and inspires us all. One thing I try to teach is a willingness to be open, learn from one another and really care about the person in front of us. As one of my early mentors, John Seely, the former Dean of Medicine, once said, we heal by caring. We also teach by caring and become doctors by caring



Dr. AG Ahmed Awarded Science and Tech Award from Planet Africa

Dr. Adekunle G Ahmed, forensic psychiatrist and clinical director at the Brockville Mental Health Centre as well as Director of the Anger Disorders Clinic at The Royal Ottawa Mental Health Centre, has been awarded the Science and Technology Award at The Planet Africa Awards.

This award identifies and recognizes hard work, leadership and excellence, producing role models, especially for our young people. The mission of the Awards is to showcase deserving individuals, organizations, businesses and agencies that make a profound difference in the lives of people of

African heritage globally.

In addition to his work at The Royal, Dr. Ahmed is an Assistant Professor in the Department of Psychiatry at the University of Ottawa and has a cross appointment in the School Criminology at the University of Ottawa. He holds an MSc in Addictions, and Masters of Psychological Medicine, both from United Kingdom and a Masters Degree



in Law (LLM) specializing in Health Law, from Osgoode Hall Law School. Congratulations, Dr. Ahmed!



Milk bags made with love from a patient who donated them to the United Way for their fundraising efforts.



Len Wall Receives Diamond Jubilee Medal

On August 14, the Honourable John Baird, Minister of Foreign Affairs and Member of Parliament for Ottawa West-Nepean, presented The Royal's own Len Wall with a Diamond Jubilee medal. Len was honoured for his selfless dedication to improving the health and well-being of people with serious mental health illness and their families. As a father of a son with schizophrenia, Len is a committed mental health advocate and passionate about making The Royal — and our city — a better place for those living with mental illness.



The Queen Elizabeth II Diamond Jubilee Medal celebrates significant contributions and achievements, and is bestowed on those who have dedicated themselves to service to their fellow citizens, their community and their country.

Shoppers Drug Mart Run for Women: Momentum Mounts for Women's Mental Health

Shoppers Drug Mart Run for Women's Mental Health a resounding success.

Women running for mental health — that was the focus of this year's Shoppers Drug Mart Run for Women, held on August 24. Runners of all ages turned out for the run along the Ottawa River, and to raise money for The Royal, the charity of choice for this year's run.

In fact, this marked the first time the Shoppers Drug Mart Run for Women has focused on women's mental health.

The event saw over 600 participants run and walk across the finish line, completing 5K and 10K races, as well as the Girls 1K race — and they are still off and running!

"The Run was an exciting opportunity to embrace a sense of pride in being

a part of The Royal community, and something we can look forward to building on," adds Dr. Alison Freeland, Associate Chief of Psychiatry, who was personally moved by the participation of staff at The Royal. Proud Royal Runner Joelle Choueiry remembers the cheers of support from the sidelines. "All their comments and the families cheering on the sides and the ones shouting out 'Go Royals' were very inspiring and made me realize how many people out there are counting on The Royal," she recalls. "This made me want to get back to the lab and work a million times harder."

To date, the Shoppers Drug Mart Run for Women in Ottawa has raised \$26,000 for The Royal's Women's Mental Health Program. Runners from The Royal continue to run together weekly — and planning is already under way for next year's event.

United Way Kicks Off Campaign with Raffles, Draws and Pie Throwing



Gina Desjardins, Tim Dudley, Keri Healey-Beaupre, Florence Wilson, AnnMarie Nicholson, Jennifer Martin, Greg Stenman, Judy Van Ulft. Missing from the pic is Sandra Padbury, Judy Villeneuve, Heather Truelove

This year's United Way Campaign kicks off October 22 and ends November 21st. Show your support by attending one of the many fundraising events: raffles, 50/50 draws, International Food Festival, Dessert Challenge, Pie Throwing and more. There will also be a coffee pot in the Recovery Program building and the Carlingwood Mall site.

Thanks again to our many 2012 sponsors. To name a few: Boston Pizza, Camalor Manufacturing, Cineplex Odeon, The Cooperators, FCI, Ford, Manulife, Mr. Lube, Myers, Nettleton's Jewelers, The New Dubrovnik, ROVA, St. Albert's Cheese, Starbucks Coffee, Willy's Pizza, and to all who participated in our campaign. Thank you for your continued support.



Mental Health - Care & Research
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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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