



OPENDOORS

INTRODUCING THE 2008-09 ROHCG PSYCHOLOGY RESIDENTS

Welcome to our new residents. As you can see below, they bring a wealth of experience in clinical care and research to programs across the ROHCG.

Psychology Residents are employed full-time by the ROHCG from September to August. Residents spend a year at the ROMHC and/or BMHC. Given that they typically arrive with 1,000 to 7,000 hours of supervised experience, Psychology Residents greatly enhance the ROHCG's clinical capacity and service provision, learning and research environment and the programs in which they work.

Psychology Residents compete annually across Canada and the USA for positions in our accredited Psychology Residency. The new ROHCG Residency Program in Clinical Psychology is accredited by both the Canadian and American Psychological Associations from 2005 to 2013.

The Residency Program is led by Dr. Nicola Wright, Director of Training, Dr. David Davies, Assistant Director of Training and Dr. Marilen Gerber (BMHC) and Dr. Judy Makinen (ROMHC), Training Coordinators as well as Training Committee members. In addition, Ms. Cathie Massel provides administrative support for the Residency program.

Please join us in welcoming our new residents.

Sarah Birnie is a doctoral candidate in clinical psychology at the University of Ottawa. Clinical interests include anxiety, trauma, and mood disorders in adolescents and adults,



L to R: Sarah Birnie, Helen Chagigiorgis, Kylie Francis, Rebecca Douglas and Megan Tuttle.

psychodiagnostic assessments, and community treatment for individuals with mental illness and concurrent housing issues. Sarah's doctoral research examines the cost-effectiveness of intensive case management for a sample of clients with severe mental illness and a history of homelessness. Sarah is currently working in the Youth Psychiatry Program and the Anxiety Disorders Program and will also be involved in the Psychiatric Outreach Team. Sarah has been awarded a SSHRC scholarship, two SAD awards, as well as University of Ottawa graduate scholarships.

Helen Chagigiorgis received her MA in Clinical Psychology and is a doctoral candidate

at the University of Windsor. Her clinical interests and experience are in the areas of severe and complex trauma, with emphasis on adult survivors of childhood abuse. Helen's dissertation research examines the contribution of clients' emotional engagement with trauma material in Emotion Focused Trauma Therapy to outcome. In addition, she is examining the construct of engagement from several measurement perspectives (i.e., observer-rater vs. self-reports). She has received research funding from the Social Sciences and Humanities Research Council (SSHRC) and the University of Windsor. Helen is completing

ON THE ROAD AGAIN!

Before Christmas, the bus strike was just a nuisance. No one thought it would last past the end of the year. So when 2009 dawned and we were still 'busless', it became a real problem. And then it just kept going. For Volunteer Services, our driver program and volunteer attendance were impacted but at the end of day, people's enthusiasm and ingenuity saved that day. We want to say thank you.

We only have a few volunteers who regularly drive clients to and from medical appointments at the hospital. Mileage is paid by the Volunteer Association. Usually we drive only those clients who are unable to use public transit, including ParaTranspo. During the strike we also drove some clients who had urgent appointments or needed their blood work checked regularly. Clinical staff was careful to only ask for volunteer drivers when they had exhausted all other options. Many times they rearranged appointment times to work around driver availability. As a result of this dedication and cooperation, we were able to fill nearly all of the requests.

We estimate that volunteer attendance during the strike was down 25 to 30%. We were amazed to see how people who usually use the bus were able to find alternate means of transportation! A few people walked – up to one hour each way – even on those very cold January days. There were a couple of volunteers who got out their bikes, despite the wind chill and snowy roads. Others found friends, relatives, neighbours and even a landlord to drive them in.

On a couple of occasions, we asked our drivers to pick up and return other volunteers. And only twice did we issue a taxi chit which the Volunteer Association agreed could come from their Driver Program funds. Volunteers with cars were amazing. Some arranged on an individual basis to drive other volunteers who lived in their general vicinity. Some offered to come in for extra shifts so we could keep the Café open, and provide porters for the Pharmacy.

Everyone is thrilled to be back at their usual posts and to have their lives back to normal. That includes all of the staff who engage volunteers in their programs. Thank you to everyone who "went the extra mile" during the strike!

...PSYCHOLOGY *continued*

rotations at Elmgrove, the Secure Treatment Unit, and the Forensic Treatment Unit at the BMHC.

Kylie Francis is a doctoral candidate in clinical psychology at Concordia University, having completed six years of graduate training in clinical psychology. Her primary interests concern assessment and treatment of anxiety and mood disorders, with an emphasis on cognitive-behavioural approaches. Her doctoral research concerns memory bias for uncertain information among high worriers. She has been awarded research grants from the Fonds de la Recherche en Santé Québec at both the Master's and Doctoral levels.

Rebecca Douglas is a doctoral candidate at Dalhousie University with clinical experience in the areas of severe and complex presenting

problems, marginalized populations, criminal behaviour and violence, and trauma. Rebecca's dissertation research examines associations between psychopathology, childhood maltreatment, and subtypes of criminal violence in male offenders. She has received doctoral research funding from the SSHRC, the Fonds québécois de la recherche sur la société et la culture (FQRSC), the American Psychology-Law Society (AP-LS), and Dalhousie University. Rebecca's most recent publication appears in the journal *Personality and Individual Differences*. Rebecca is completing rotations at Elmgrove and the Forensic Treatment Unit in Brockville, and with the Psychiatric Outreach Team and the Ottawa Operational Stress Injury Clinic in Ottawa.



THE ART IS BACK!

The new Partners in Art Initiative is brightening up the walls throughout ROMHC as clients, staff and volunteers share their artwork for all to enjoy. This program replaces two past programs – The Art Initiative and Partners in Art.

The program recognizes artistic talent and provides an ongoing permanent venue for artists as well as a selling opportunity. It also acknowledges the importance of art in enhancing the health and well-being of individuals and breaks down the stigma associated with mental illness.

Art is displayed in several designated areas for both long and short-term periods. A percentage of the profits from each sale goes to the Partners In Art Initiative Bursary Fund. It is used to assist artists by helping to pay for education and supplies.

To make a submission, call ext. 6010 and leave a message. A member of the Committee will contact you.

Megan Tuttle is a doctoral candidate in clinical psychology at the University of Regina. Areas of clinical interest include psychodiagnostic assessments, personality disorders, mood disorders, and developmental psychopathology. Megan's doctoral research involves the implementation and evaluation of a Dialectical Behavior Therapy skills training group with multi-problem adolescents and their guardians in an outpatient setting. Megan will complete her primary rotations in the Intensive Evaluation Assessment Unit and Youth Psychiatry, and her secondary rotation in the Mood Disorders Program. In addition to receiving four University of Regina graduate scholarships, Megan has been awarded a master's level SSHRC and doctoral level SSHRC, as well as an award for excellence in clinical psychology from the University of Regina.

WORKING GROUPS GET WORKING



Inspiring
CARE
Together to 2012

The new Strategic Plan has been introduced, and now it's time to make it meaningful for everyone. The five Strategic Directions will be applied to the **Care, Advocacy, Research and Education** that takes place every day within our facilities and communities.

To do this, there are Working Groups for each of the 15 Goals identified. These groups will collect information, set Targets and prioritize Activities for each Goal. From there, work plans will be developed

and early Activities will get underway.

Wendy Stewart, Project Director and Amanda Rousseau, Operations Director for Substance Use and Concurrent Disorders, are leading the Working Groups for Strategic Direction #3 – Strengthening Partnerships.

“We are excited to be part of this process,” noted Wendy. “Together, the teams have been actively involved in gathering information that will assist us in shaping tasks to line up with the organiza-

tion's Goals. One of the tasks that we have decided to pursue is developing a consultative response on behalf of the ROHCG to the Mental Health Commission of Canada's invitation for stakeholder engagement. We have also begun collecting strategic directions of our affiliated Local Health Integrated Networks (LHINs) with the goal of mapping out how our own strategic plan links with theirs.”

It is important for our organization to be involved with such partners as they are not only funding sources, but also policy developers and leaders in shaping the future of health care. We want to ensure that we can be strong part-

ners with these and other organizations to further our role in delivering the best care in the Champlain and South East LHINs.

“We are working with great teams for each of the goals,” added Amanda. “Our plan is to identify who our partners are, how we are currently partnering and how we, as an organization, can enhance these partnerships in the future.”

There are three Goals under Strategic Direction #3:

- 3.1 Improve ROHCG alignment with each of the Champlain and South East Local Health Integration Networks (LHINs)
- 3.2 Foster an integral role in a network of effective partners
- 3.3 Improve engagement and communication with partners

As the teams began to develop tasks and collect information, it became evident that it made sense to merge the Goals and their teams. That way, everyone's time and energies will be used more efficiently and effectively. We will be having our first merged monthly meeting on March 30 and look forward to putting all these great minds together to come up with some great ideas!



Top: L to R: Directors of Operation – Pam Jackson, Mood and Anxiety Disorders; Christine Slepanski, Youth Psychiatry; Amanda Rousseau, Substance Use & Concurrent Disorders; Joan Dervin, Intergrated Forensic, Champlain; and Lori Norris, Royal Ottawa Place. Missing: Dr. Alain Labelle, Dr. Rob Malone, Annmarie Nicholson and Christina Selin

Bottom: L to R: Wendy Stewart, Project Director; Claude Lurette, Chair, Client Empowerment Council; Paul Wallace, Director of Operations, Psychiatric Outreach Team, and Dr. Marie-France Tourigny Rivard, Clinical Director, Geriatric Psychiatry.

IT'S NOT TOO LATE TO GET INVOLVED!

If you have an idea or questions, email strategic.plan@rohcg.on.ca or contact Susan Farrell, Project Director, Strategic Planning at ext. 6922.

If you would like to attend a brainstorming session (60-90 minutes) on any of the Goals, email strategic.plan@rohcg.on.ca to let us know as these sessions are starting soon. Please ensure your manager has approved your time to participate.

For more information and regular updates, please visit the Strategic Planning section on OREO at <http://oreo.rohcg.on.ca/corporate/strategicplan.cfm>

MEET THE FOUNDATION BOARD OF DIRECTORS

In this issue of **OPENDOORS**, we are pleased to introduce you to the Board of Directors of the Royal Ottawa Foundation for Mental Health. The Board is composed of volunteers who share our understanding of the importance of philanthropy in providing the very best mental health care and research for those most in need and they give of their time to help us achieve our goals.



Jamie McMillan – Chair

Mr. McMillan previously worked with BMO Bank of Montreal where he held the position of Senior Vice-President

for the Bank's retail and commercial banking operations in Eastern and Northern Ontario. Mr. McMillan completed the Queen's University Executive Program and the Advanced Executive Program at the Kellogg School of Business, Northwestern University, Chicago. He is a graduate of the School of Bank Marketing at the University of Colorado and a Fellow in The Institute of Canadian Bankers.

He is the past Chair, Scouts Canada Foundation, a previous board member of Kids Help Phone, and past Vice Chair of the ROHCG. He is a formal mentor for BMO Financial Group, the Canadian Association of Business Economists and acts as a small business consultant working with credit unions.

Mr. McMillan is a recipient of Her Majesty The Queen's Golden Jubilee Medal in recognition of his volunteer community work in Canada.



Bob Chiarelli – Vice Chair

Mr. Chiarelli is currently the principal owner of Policy and Project Consulting Inc. and a Senior Fellow with the Graduate School of Public and International Affairs at the University of Ottawa. 'Public Servant' best describes Mr. Chiarelli. Entering political life as the MPP for Ottawa West in 1987, he was re-elected in 1990 and 1995. In 1997, he was elected Regional Chair for Ottawa-Carleton. He was first elected Mayor of the newly amalgamated City of Ottawa in November 2000 and was re-elected in November 2003.

Mr. Chiarelli has been a member of the Greater Ottawa Chamber of Commerce, the Ottawa Centre for Research and Innovation and Ottawa Kiwanis. He served as a Commissioner with the National Capital Commission and as a Director of the Ottawa Housing Authority. While Mayor, he served six years on the Board of Directors of The National Arts Centre and Hydro Ottawa.

Mr. Chiarelli practiced law in Ottawa for 18 years and remains a Member of The Law Society of Upper Canada. He is the father of six children.



Kent Davison – Treasurer

Mr. Davison, is a partner with PricewaterhouseCoopers LLP. For the past five years, he has managed PwC's tax practice in the Ottawa office, and focused his own practice on technology clients. Mr. Davison is a member of PwC's technology industry practice, and acts as lead Canadian tax partner for a number of technology clients including

emerging companies, Canadian multi-national companies, and foreign corporations with Canadian operations.

Mr. Davison is the author of several articles on taxation matters, and recently co-authored a paper entitled "High Technology Life Cycle - A Tax Perspective". Mr. Davison obtained his Bachelor of Commerce degree from the University of Saskatchewan and is a former governor of the Canadian Tax Foundation.



Gregory Sanders – Past Chair

Mr. Sanders is head of Perley-Robertson, Hill & McDougall LLP's Tax Practice. A graduate of

Osgoode Hall Law School and a Chartered Accountant, Mr. Sanders has more than 20 years of experience in private client tax law. In addition, he is highly regarded as a writer/educator in the field, with numerous publications to his credit, as well as teaching experience at tax seminars and the Law Society of Upper Canada.



Timothy Kluge – Secretary

Mr. Kluge is President and Chief Executive Officer of the Royal Ottawa Foundation for

Mental Health.

Mr. Kluge is recognized as a Certified Fund Raising Executive (CFRE) and is a graduate of St. Lawrence College, where in 2002 he was nominated for an Ontario Premier's Award as St. Lawrence's outstanding business alumnus. He is Past-President of the Association of Fund Raising Professionals (AFP), Ottawa Chapter.



Terry Ansari

Mr. Ansari is Vice-President Federal Public Sector / Canada for the Cisco Internet Business Solutions Group (IBSG).

He has more than 28 years of experience in the technology industry with recognized pioneers and visionary organizations such as Oracle, Microsoft, SAP, and Accenture.

Mr. Ansari has led and overseen numerous initiatives in support of the public sector, and is regularly called upon to provide industry perspectives. In addition to his focus at Cisco, he remains proudly engaged in community and professional circles such as the Information Technology Association of Canada, where he is a member of the Board of Directors, the Ottawa Centre for Research & Innovation and the Financial Management Institute.

Mr. Ansari is passionately active in the local Ottawa community where, in addition to the Foundation Board, he is a member of the Ottawa Hunt Club Golf Building Committee and a member of the United Way Leadership Giving and was a member of the Organizing Committee and Pro-Am Chair for the 2008 LPGA Canadian Open.



Debra Armstrong

Ms. Armstrong is President of MBNA Canada Bank, a subsidiary of Bank of America Corporation.

A lawyer by training, she joined MBNA in 1999 to start-up the legal department. In 2004 Ms. Armstrong assumed responsibility for the administrative sector of MBNA Canada Bank including law, personnel, facilities, security, community relations, quality assurance and communications. When MBNA merged with Bank of America in June of 2005, she became the Canadian lead

on the international transition team and then President of MBNA in August 2006.

Ms. Armstrong obtained a Bachelor of Commerce degree from Carleton University and a Baccalaureate of Laws from the University of Ottawa and was called to the Bar of Ontario in 1992. She has been an active supporter of the United Way for more than 20 years. She is married and has three children.



Norm Ayoub

Mr. Ayoub has been in the financial service industry for over 35 years in the banking, investment and insurance

sectors. Presently he is returning as CEO of his own consulting practice specializing in strategic plan development and implementation. He has worked with companies across Canada and in the Caribbean.

Recently, Mr. Ayoub has held senior executive positions at Alterna Bank and Savings, most recently as the Chief Operating Officer. Previously he led the retail division of a major insurer, Maritime Life, responsible for all aspects of product manufacturing as well as sales and service for both the investment and insurance product divisions.

Mr. Ayoub has lived and worked throughout the country in Montreal, London, Toronto, Halifax and Calgary.



Dr. Gail Beck

Dr. Beck completed her medical training and residency at McGill University. Dr. Beck is the Director of Youth Inpatient

Psychiatry at the ROMHC.

Dr. Beck is a Director-Elect of District 8, Eastern Ontario, of the Board of the Ontario Medical Association (OMA). She is also the Treasurer of Medical Women's International Association and the President of the Federation of Medical

Women of Canada. From 1996 until 2002, Dr. Beck served as the Chair of the Committee on Women's Issues at the OMA. She was the inaugural Director of the Office for Women in Medicine at the Canadian Medical Association.

Dr. Beck has also served on the Boards of Opera Lyra Ottawa and Bereaved Families of Ontario, Ottawa-Carleton. She has just completed her term as a Trustee of the Board of the National Museums of Science and Technology. Dr. Beck served on the Ontario Expert Panel on Health Human Resources and on the Federal Technical Advisory Committee on Tax Measures for Persons with Disabilities.

An advocate for child welfare, women's rights and health, and Canada's Gulf War Veterans, Dr. Beck was a recipient of Her Majesty The Queen's Golden Jubilee Medal in 2002 for her record of public service. In June 2006, Dr. Beck was nominated by Residents in Psychiatry at the University of Ottawa as the Best Clinical Supervisor.



David Coffey

Mr. Coffey, is the Director of Value Engineering for the Public Sector practice of SAP Canada. He leads large SAP

consulting teams in the development of business cases to show the benefits from the SAP investment. In addition, he is part of business development and client relationship campaigns and engagements.

Prior to joining SAP in 2005, Mr. Coffey was a senior manager with Capgemini Consulting, and prior to that, PricewaterhouseCoopers. He has over 17 years of experience in public sector management consulting, with over ten years as a project executive managing large and complex public sector consulting and transformation engagements.

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He holds undergraduate degrees in History and Environmental Studies and an MBA from the University of Ottawa. Mr. Coffey is a Past Chair of the Royal Ottawa Foundation for Mental Health.



Elizabeth (Lisa) Cogan

Ms. Cogan serves on both the IMHR Board and the Foundation Board. For 30 years, she has been actively

involved in both Ottawa community issues and in national issues as they have pertained to her board and committee responsibilities.

Nationally, she has served on the executive of United Jewish Appeal Board of Canada (during her term, led the first fact-finding mission from Israel to Egypt post the Egypt/Israel peace treaty) and currently, she is serving on the executive of Canadian Jewish National Fund Board of Directors and also on the Board of Trustees of the same organization. Locally, Ms. Cogan has served on the board of the Ottawa Hospital Foundation, the Ashbury College School Foundation, the Jewish Community Council of Ottawa/Vaad Ha'ir and the Board of Trustees.

She resides in Ottawa with her husband, Fred Cogan Q.C., and is the proud mother to six sons.



John Hamilton

Mr. Hamilton has been a long time supporter of the Royal Ottawa having served on the Board of the ROHCG from

1970-1990 and as Board Chair from 1985-1987. In addition, he was a trustee of the IMHR for seven years in the mid 1990s.

He was previously Chair of the Open Minds Open Doors Capital Campaign.

Mr. Hamilton is a past Chair of Hydro Ottawa Holdings Inc. and is a member of the Audit Committee of The Ottawa Hospital.

Educated at Queen's University where he obtained his Bachelor of Commerce and Masters of Business Administration, Mr. Hamilton is a Chartered Accountant having worked with Thorne, Riddell & Co. Chartered Accountants. For over 25 years, he was affiliated with Algonquin College, initially as a professor and later as Dean of the School of Business. He retired as VP Finance and Administration and President of Acerra Learning.

Throughout his career, Mr. Hamilton has maintained numerous business interests including real estate and investments. He is President of a number of firms specializing in these areas of business.



Leigh Harris Fowell

Ms. Harris Fowell currently holds the position of Vice-President, Advisory Services at

PricewaterhouseCoopers in Ottawa. Prior to rejoining PwC in October 2007, she held the position of Vice-President at Hill & Knowlton Canada's Ottawa Office where she was responsible for federal public sector consulting. Prior to joining Hill & Knowlton Canada, she held the position of strategic advisor to the Canadian Stroke and Stem Cell Networks.

Educated at the University of Western Ontario in London, Ms. Harris Fowell earned a Liberal Arts Degree in Political Science. She is a Certified Management Consultant (CMC) and holds the designation with honours (3rd in Ontario, 5th in Canada). She is a member of the Rideau Club and is also on the Special Events Committee.

Ms. Harris Fowell is the proud mother of two and wife of Cameron Allen Fowell.



Robert Houle

As a managing principal of CAPCORP, Mr. Houle has advised national and international organizations on all aspects of employee

benefits. Particularly, he has helped employers implement tax effective personnel policies and negotiated funding arrangements for programs in small to large businesses. Mr. Houle served as a Director of the Conference for Advanced Life Underwriting where he also chaired the national Employee Benefits Issue Group. Throughout his 25-year career, he has been a member in good standing of Advocis, the Association for financial advisors of Canada and the Financial Standards Council of Canada.



Chris LeClair

Mr. LeClair is President of Ottawa Business Interiors Ltd. (OBI). He is responsible for the strategic direction, vision, and

operations of OBI. Prior to joining OBI, Mr. LeClair headed several organizations under the OBI Group of Companies' umbrella. In 2002, he was responsible for the growth and strategic direction of TeamInteriors – an Information Technology company providing integration, customization, support and training for Computer Aided Facility Management Software. Following TeamInteriors' success, Mr. LeClair expanded the company into the Toronto market and structured the sale of the organization in 2004. He was then named as Vice-President of Operations of Source FM Inc.

Mr. LeClair studied Business Administration at Algonquin College, followed by Marketing and Architectural Technology. While in college, he volunteered coaching minor hockey and now volunteers his time, both personally and professionally, with local charities and foundations.



Mark Sutcliffe

Mr. Sutcliffe hosts the top-rated Chat Room weekday mornings on 580 CFRA in Ottawa, writes two weekly columns in *The Ottawa Citizen*, and is the president of Great River Media, which publishes a community newspaper and *iRun*, a national running magazine.

He was previously the Executive Editor of *The Ottawa Citizen* and the Publisher of the *Ottawa Business Journal*. Mr. Sutcliffe is very active in the community and was recently named Outstanding Volunteer Fundraiser at the Ottawa Philanthropy Awards and Volunteer of the Year by the Great Canadian Theatre.



George Weber

Mr. Weber is President and CEO of the ROHCG, after serving for 26 years as Chief Executive Officer for a number of national and international organizations, including the International Red Cross and Red Crescent Societies (i.e. Intern Federation) in Geneva, Switzerland.

He is currently serving or has served on a number of not-for-profit or for-profit Boards of Directors in Canada and Switzerland and is a certified corporate director.

Mr. Weber is trilingual and holds a Master's degree from McGill University and has completed the Advanced Management Program from the Graduate School of Business Administration, Harvard University; the International Program for Board Members from the Institute of Management Development in Lausanne, Switzerland, and the Directors course sponsored by the Institute of Corporate Directors and the Rotman School of Management, University of Toronto.

JUST CLEAN YOUR HANDS



Over the next several weeks, a hand hygiene auditing process will take place on inpatient units at ROMHC and BMHC. All staff, including volunteers, students, and physicians, will be included in the audit. This will give us a baseline which will be publicly reported to the Ministry of Health and Long-Term Care and posted on our external website as of April 30.

Hand hygiene involves the removal of visible soil and the removal or killing of transient microorganisms from the hands. It can be accomplished using soap and running water or an alcohol-based hand rub (ABHR).

The single most common transmission of healthcare-associated infections (HAIs) in a health care setting is via transiently colonized hands of health care workers who acquire it from contact with colonized or infected patients, or after handling contaminated material or equipment. Monitoring hand hygiene practices and the provision

of timely feedback are vital to improving compliance and, in turn, reducing HAIs.

The 'Four Moments' for hand hygiene are:

- i. Before initial patient/patient environment contact
- ii. Before aseptic procedure
- iii. After body fluid exposure risk
- iv. After patient/patient environment contact

Wherever there is patient interaction (as defined by the four moments), there is an opportunity for auditing. For example, providing hands-on care in the treatment room or providing hands-on care in the hall.

Educational sessions and more alcohol based hand rub (ABHR) will be provided after the baseline evaluation has been completed. This is an ongoing project as we recognize how important hand hygiene is in preventing the spread of infections.

Hand hygiene is a responsibility shared among all health care providers. Help us as we move forward with this important initiative.



A GENEROUS GIFT

We are pleased to acknowledge the Grandy Family and friends for their generous gift and support to the Royal Ottawa's Capital Campaign. A recognition plaque was erected outside of the Schizophrenia In-Patient Ward Group Room to honour Alexandra and Jim Grandy. Jim Grandy was a former Foundation Board Member who served many years with the Royal Ottawa and was instrumental in raising funds for the Schizophrenia Program in the 1980s. Thank you to the Grandy Family and friends!

ROYAL WATCH

Congratulations to **Jim Allin** who has been confirmed as Vice President, Patient Care Services (formerly Vice President, Program Operations) on a permanent basis. Jim has been in the acting position since October 16, 2007.

As VP, Patient Care Services, Jim will be accountable for overall planning, development, implementation, and maintenance of quality patient care services in accordance with our vision, mission and values.

Jim has been with the ROHCG for over 33 years, starting as a staff nurse in General Psychiatry in 1976. He moved to a management position in 1980 and has held various management positions within the Forensic and Addictions Programs.

Jim provided exemplary leadership and direction in the development of the Integrated Forensic Program and Addiction program expansion. As Acting

VP, Program Operations over the past 16 months, Jim has shown leadership in the implementation of the Specialized Psychiatric and Mental Health Services for Children and Youth (a partnership with CHEO) and continued successes at Royal Ottawa Place and the Brockville site. He has provided valued insight to the Leadership team particularly around patient care issues.

Continued success Jim!

KUDOS TO YOU!

ROHCG gets many letters from patients and families thanking staff for the special care they have received. **OPENDOORS** is pleased to share some with you. These are comments received by the Geriatric Mental Health Community Team (GMHCT) in Brockville.

- The contact person was very professional and compassionate. The follow-up with me concerning my mother was very supportive and informative. Thanks.
- I very much appreciate the support to Dad in transitioning to a nursing home. He seems to have adjusted well after the geriatric involvement and I feel better knowing that we have someone to call on for assistance if issues arise. Thank you! Thank you!
- I am very grateful and appreciative for all the help your team gave me.
- If all of the other geriatric environments were as well organized and had as much heart as your department, patients and their caregivers would be happier and not scared to speak out. Thank you.
- The service was a tremendous help.



Carillion Food Services & ROMHC Dietiticians teamed up this year for Nutrition Month in March. Special Nutrition Month meals and snacks were a big success in the Atrium Cafe as was the nutrition information table. **L to R:** Shelley Dibranon, Mona Moorhouse, Marlene Bacque, Registered Dietitians; Alison Kelsey, Assistant Manager, Food Services; Chris Cotaras, Registered Dietitian; Vicki Farquharson, Dietary Aide, Food Services and Charlotte Young, Food Services Supervisor.

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is the internal newsletter for the staff, physicians and volunteers of the Royal Ottawa Health Care Group and is published on the first of each month.

Any information for submission **must be** received by the **15th** of each month prior to publication.

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