



February 2011

A Newsletter for the Staff and Volunteers of The Royal



OPENDOORS

TAKING CARE TO THE COMMUNITY

Everybody's talking about the challenges to the health care system posed by Canada's aging population and the Geriatric Mental Health Community Team (GMHCT) has been doing something about it in Brockville for the past 20 years. In fact, in 2009 alone, the team responded to nearly 450 referrals – helping seniors stay out of hospitals and live a better quality of life.

The GMHCT is a team of psychiatrists, psychologists, nurses and social workers who provide mental health care services to people over the age of 65. They are part of the Brockville Mental Health Centre and concentrate most of their work in the community, spending their time delivering services to people in private homes, long-term care homes and retirement homes. There is significant collaboration with partners in the community, including family physicians and a variety of community mental health workers who work together to diagnose mental health issues and provide treatment plans and follow-ups.

And their track record for success is noteworthy. Last May, a study published by the Canadian Institute for Health Information showed that 88 per cent of physicians believed that GMHC's involvement helped seniors stay in their homes instead of being admitted to a nursing home or hospital. Some 94 per cent of Directors of Care in long-term care homes believed that involvement by GMHCT helped residents stay in a home instead of being admitted to a hospital.



(Back row, left to right): Dr. Gordon Thomas. 3rd row: Lisa Richardson RN, Ann Foster (secretary); Miriam Cosentino RN; Deb Steele RN; Gabrielle MacDonald RN; Dr. Chris Prince, Kim Schryburt-Brown O.T. 2nd row: Dr. Johane Nadeau; Dr. Marie-France Rivard; Carol Anne Cumming (Operations Coordinator); Linda Evans RN. Front row: Jean Moore (secretary); Judy Einfeldt (secretary); Celia Carter MSW; Dr. Pierre Parenteau; Dianne Dillon-Samson RN. Absent: Dr. Yousery Nashed and Nancy Kearney RN

The Geriatric Mental Health Community Team is clearly making great strides for seniors in their community. With the introduction of Family Health Teams and a still larger geriatric population anticipated for the future, there will be even more opportunities for growth and collaboration.

The Royal is moving toward becoming a smoke free environment by December 31, 2011. Stay tuned for updates in upcoming issues of *OpenDoors* on what this means and how it will affect you.



MESSAGE FROM THE CEO

George Weber

As we enter a second century of service to the people of Ottawa, Eastern Ontario and Nunavut, I look back on our successes in 2010 and want to thank each and every one of you for your commitment and dedication to our patients.

It was a very busy centennial! Our celebration started with an extremely successful public lecture series that ran throughout the year, was well attended and generated significant media coverage. We will build on that momentum by launching a new series in 2011 called Conversations at The Royal.

In mid year, we officially marked our centennial with the opening of the Butterfly Garden, attended by notable provincial and local government officials and our celebrity champion, Daniel Alfredsson, along with board members and supporters of The Royal.

In our daily operations, bed realignment helped meet the increased demand in schizophrenia and geriatrics while reducing waiting lists for treatment and services. Our urgent care clinic assists patients going through difficult periods. This new approach reduces hospital emergency room visits and ensures that patients are served by those who know them best.

We made significant progress in improving services through restructuring. Uncertainty can challenge morale, but we are very close to resolving the move of Elmgrove to the Brockville General Hospital, and I want to thank the staff for their support in this process and their dedication to patient care in this time of transition.

We also consolidated eight community mental health programs under one umbrella, resulting in improved coordination of services and leveraging our tremendous experience in helping people in the community. In Brockville, the Geriatric Mental Health Community Team celebrated its 20th anniversary with heartfelt support from the community.

2010 was also the year the foundation generated two large and significant donations that will allow us to better serve patients and extend our services across Eastern Ontario and Nunavut.

Bell presented The Royal with a \$1 million donation to enhance our telepsychiatry program that gives our clients living in rural areas access to specialized health care without incurring the cost and stress of travel. Telepsychiatry connects family physicians in outlying communities to mental health professionals at The Royal. With Bell's support, The Royal will be training new generations of health care professionals to embrace and use telepsychiatry, creating an important legacy for The Royal.

With the generous \$1.5 million donation of Shirley Greenberg, we are developing a women-centred approach to mental health treatment, research and education. The Shirley Greenberg resource centre will become the hub for education, peer and family support groups and healthy living strategies.

The exceptional work we do attracted many important federal and provincial government officials who requested visits to study our operations. This included General Natynczyk, Chief of Defense Staff; Surgeon General Jung; Minister Jim Flaherty; Howard Sapers and Dr. Ivan Zinger of the Correctional Investigator of Canada Office; RCMP officials Allen Nause, Deputy Commissioner, Chief Human Resources Officer and Alan Tousignant, Assistant Commissioner, Director General, Workplace Development



and Wellness;
Christine Elliott,
MPP and
Vice Chair of
the Select
Committee
on Mental
Health and
Addictions

as well as many key stakeholders, such as the Elizabeth Fry Society, who are interested in our work in treating offenders that have a mental illness.

Staff and volunteers are the backbone of any organization and the people at The Royal have shown tremendous enthusiasm and energy in creating wonderful events that enhance staff morale and raise funds for patient care. Brockville Spring Fling and The Royal Boosters barbeque, pumpkin and chili contests are but a few of these activities. The Royal Ottawa Volunteer Association's Cracking-Up the Capital made us all roar with laughter early in 2010 and ROVA wrapped up the year with their 24th annual successful Christmas tree sale.

The achievements of our centennial year point the way to continuing progress in delivering mental health services to our communities and are a strong indication that the best is yet to come.

Thank you all for your commitment and excellent work.

George Weber

TWO THUMBS UP

for our colleagues!

Prestigious awards and special recognition have been bestowed upon several of our colleagues. It gives us great pleasure to share this news with you.



Dr. Michael Seto, of The Royal's Integrated Forensic Program, was recognized in May as one of KINSA's Heroes of the Fight 2010. KINSA, which stands for Kids' Internet Safety

Alliance, recognized Dr. Seto for having done exceptional work to protect children from online exploitation and abuse.

KINSA's focus is to offer training to law enforcement officers from around the world. Dr. Seto has worked closely with KINSA, sharing his research on sexual offending with a focus on pedophilia, child pornography and sexual offending against children. His research has provided law enforcement with some of the information, skills and training programs they need to find and help young victims of abuse.



Dr. Paul Fedoroff, Director of Forensic Research at the University of Ottawa Institute for Mental Health Research and Director, Sexual Behaviours Clinic at

The Royal, was recently honoured by the Canadian Psychiatric Association (CPA). Dr. Fedoroff was selected as winner of the Most Destigmatizing Story by a Psychiatrist in the CPA President's Writing Contest *A Day in the Life: A Career in Psychiatry*.

Dr. Fedoroff's winning entry was described by CPA President Stanley Yaren as, "a delight to read... that will inspire medical students, residents and psychiatrists alike." Dr. Fedoroff's piece provides

insight into the world of forensic psychiatry, using humour at times to dispel some of the most common myths associated with the discipline. For example, in response to the rhetorical comment, "So are you like CSI?" Dr. Fedoroff wrote: "Sadly, I have come to realize that this comment probably does not refer to my Hollywood good looks but instead to the misconception of what a forensic psychiatrist does." He ends the piece describing forensic psychiatry a "sub-specialty in which patients make changes that transform not only their own lives but also those of their families. To be part of the process makes every day of work a pleasure."

Copies of Dr. Fedoroff's award winning story will be widely distributed. The story will also be published in either a future issue of the Canadian Psychiatry Aujourd'hui or Psych-e.



Joe Borracci, a Registered Nurse at The Royal for 23 years, is the worthy recipient of the Salus Community Partner Award.

Joe was given the award for going beyond the call of duty to help someone in need. He was nominated by his clients, fellow workers and Ottawa Salus Corp., a not-for-profit agency that provides rehabilitation and housing services for people recovering from severe and persistent mental illness.

Last June, when Joe learned he had received the award, he said he was "deeply moved" since mental health care providers seldom receive recognition for work that can be difficult and emotionally draining. Not one to seek the limelight, Joe told us he was surprised to be chosen because, "I thought I was just doing my job."

A SONG IN HIS HEART

They say that music is a great healer and Claude Lamarche has put that expression into action.

Claude is a Child and Youth Counsellor at The Royal who has turned his passion for music into a healing environment by creating a therapeutic music room for the many inpatient youth that The Royal serves. Claude's passion for music and commitment to working with youth has added texture to the healing process that his colleagues deeply appreciate. Along with designing the music room, Claude actively engages young people by mentoring them as he plays different musical instruments.

His colleagues in the Youth Inpatient team want to say, "Thank you Claude for your continued dedication to our youth".



Claude Lamarche

JOIN US FOR 'CONVERSATIONS AT THE ROYAL'

Last year, The Royal offered a highly popular, free, public lecture series that ran throughout the year. The lecture topics were provocative, generated significant public interest and the series was very well attended. Often, the lectures were attended by the media and the topics received significant media coverage.

Topics were broad in range in order to appeal to as many people as possible. Some of the issues that were covered in the series included: schizophrenia and psychosis in youth; homelessness, housing and mental health; operational stress injuries and recovery; cannabis and psychosis; suicide awareness; nutrition and mental health; sex crimes; and client empowerment.

This year, we are building on that momentum by launching a new series called Conversations at The Royal. Check out www.rohcg.on.ca for our calendar with all the details.



WELCOME PSYCHOLOGY RESIDENTS

P sychology 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 1,000 to 7,000 hours of supervised experience in clinical care and research to programs in the Royal Ottawa Mental Health Centre (ROMHC) and Brockville Mental Health Centre (BMHC).

The Residency Program is led by Dr. David Davies, Director of Training; Dr. Susan Farrell, Assistant Director of Training; Training Coordinators Dr. Johnny Yap (BMHC) and Dr. Judy Makinen (ROMHC); as well as the Training Committee Members. Ms. Cathie Massel provides administrative support.

Let's meet our outstanding Psychology Residents.



Aleks Milosevic, a doctoral candidate in clinical psychology at the University of Windsor, is completing rotations in Brockville at the Forensic Treatment Unit, the Secure Treatment Unit, and the Elmgrove Service and, in Ottawa, at the Schizophrenia Unit. Aleks' clinical interests include the assessment and treatment of substance use disorders, concurrent SUD-psychotic disorder and SUD-antisocial personality disorder, and violent offenders.

In addition to several University of Windsor graduate scholarships, Aleks has received an Ontario Problem Gambling Research Centre Fellowship grant. His dissertation research examines impulsivity, antisocial behaviour and SUDs in subtypes of pathological gamblers. Aleks has published and presented numerous papers relating to SUDs and behavioural addictions.



Julie Riendeau is a doctoral candidate in clinical psychology at Lakehead University. She is completing rotations in Brockville at the Elmgrove Service and with the Geriatric Community Outreach Team and in Ottawa with the Operational Stress Injury Clinic. Julie's clinical interests are in the differential effects of comorbid anxiety and mood disorders on symptom severity and treatment outcome.

In addition to several Lakehead University graduate scholarships, Julie has received Social Sciences and Humanities Research Council of Canada (SSHRC) scholarships and an Ontario Graduate Scholarship. Julie's doctoral research examines the role of personality

in predicting unsafe driver behaviour in young and older adults.

She has published and presented papers relating to vehicular mobility in older adults by examining the effects of emerging technologies, retraining programs, self-beliefs, cognition, medications and health on safe driving.



Meagan Bone is a doctoral candidate in clinical psychology at the University of Ottawa. She is completing rotations in the Anxiety Disorders, Youth Psychiatry and Schizophrenia Programs.

Her clinical experience and interests include assessment and treatment of eating disorders, mood disorders and psychotic spectrum disorders in adults and adolescents. She has published articles related to eating disorders, body image and group psychotherapy.

Meagan's doctoral research examines the relationship between group cohesion, interpersonal learning and depression outcomes in group psychotherapy in a clinical sample of females with Binge Eating Disorder. Meagan has been awarded SSHRC scholarships at the Master's and Doctoral levels, an Ontario Women's Health Scholar Award, Excellence scholarships and a Strategic Areas of Development Award from the University of Ottawa.



Owen Kelly received his doctorate in Psychology (specialization in Behavioural Neuroscience) from Carleton University in 2005 and is completing a postdoctoral respecialization in

Clinical Psychology through Fielding Graduate University. Owen is completing rotations at the Anxiety Disorders Program, Mood Disorders Unit and Operational Stress Injury Clinic.

His clinical experience and interests include assessment and treatment of anxiety and mood disorders in adults. Owen's graduate and postdoctoral research has focused on investigating how appraisal and coping processes confer either resistance or vulnerability to mental illness in the face of stressful event as well as psychotherapeutic outcome and program evaluation research.

Owen has been awarded NSERC and Ontario Graduate Scholarships and academic awards including the Carleton University Senate Medal and Certificate of Academic Excellence from the Canadian Psychological Association.



Selina Zaluski is a doctoral candidate in clinical psychology at the University of Saskatchewan. She is completing rotations in the Youth Psychiatry Program, Integrated Forensic Unit and Operational Stress Injury Clinic.

Her clinical experience and interests include sport psychology, neuro-psychological assessment and working with youth with various forms of psychopathology.

Selina has an active program of research focusing on emerging adulthood. Her SSHRC-awarded doctoral research examines the similarities and differences of emerging adulthood across 18-29 year-olds who attend university, vocational college or trade school, and who work in the labour force with no post-secondary credential.

She is carrying out the first study in Canada examining emerging adulthood and the transition from adolescence to adulthood in Sport Canada carded national team athletes.



Tombola neige & cristaux
Royal Ottawa
 Snow and Ice Raffle

March 4, 2011 Canada Aviation and Space Museum
 Le 4 mars 2011 Musée de l'aviation et de l'espace du Canada

1st Prize
Canadian North

Jewel of an Adventure

Canadian North return flight from Ottawa to Pond Inlet & Iqaluit, Nunavut
 2 nights at Pond Inlet's Sauniq Hotel (meals included) & 3 nights at Iqaluit's Frobisher Inn
Bonus: \$500 Trailhead Gift Certificate (Value \$10,900)

2nd Prize
Jubilee Fine Jewellers

\$5000 Shopping Spree at Jubilee Fine Jewellers at any of their three locations, St. Laurent, Bayshore, or Rideau.
 Treat yourself, or someone special, to a jewellery shopping extravaganza! Choose new Maple Leaf Canadian diamonds from Canada's North or a Rolex, Cartier or Tag Heuer watch from Jubilee Fine Jewellers watch boutique in their flagship store at the Rideau Centre.

1^{er} prix
Canadian North

Un bijou d'aventure

Vol aller-retour d'Ottawa à Pond Inlet et Iqaluit (Nunavut)
 2 nuitées à l'Hôtel Sauniq, à Pond Inlet (repas compris) et 3 nuitées au Frobisher Inn, à Iqaluit
En prime : chèque-cadeau Trailhead de 500 \$ (Valeur de 10 900 \$)

2^e prix
Jubilee Fine Jewellers

Un magasinage de 5 000 \$ chez Jubilee Fine Jewellers à l'une des succursales de St-Laurent, Bayshore ou Rideau.
 Offrez à une personne chère — ou à vous-même — une séance de magasinage de haut calibre! Choisissez un diamant canadien Maple Leaf provenant du Nord canadien ou une nouvelle montre Rolex, Cartier ou Tag Heuer, à la succursale principale de la bijouterie Jubilee, au Centre Rideau.



Bonus Draw
Tirage boni

Exclusive Daniel Alfredsson package for 4
Forfait « Daniel Alfredsson » exclusif pour quatre

Cheer on the Sens, then have a once in a lifetime experience behind the scenes tour of the locker room, and dinner with Captain Daniel Alfredsson.

Venez encourager les Sénateurs puis vivez une expérience unique : une visite dans les coulisses du vestiaire puis un repas en compagnie du capitaine Daniel Alfredsson.
 (Value/Valeur de \$1200)



Early Bird Draw
Tirage hâtif

(February 18, 2011) Gallery Level Senators Suite (16 tickets) (October 2011 game choices - to be determined)

(Le 18 février) Loge au niveau Galerie (16 billets) (choix des match d'octobre 2011 : à déterminer)

Cheer on the Hometeam with 15 friends at Scotiabank Place.

Vous et 15 de vos amis pourrez encourager notre équipe locale à la Place Scotiabank.
 (Value/Valeur de \$1500)



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 Ottawa, K1Z 7K4
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CRACKING UP THE CAPITAL

a rollicking good time at the NAC

If you think Ottawa is a stogy old town, the 7th annual Cracking-Up the Capital for Mental Health on Jan. 29th did a lot to change the city's reputation as 'the town that fun forgot.' There was no doubt from the laughter that filled the theatre that 1,875 attendees had a lot of fun while supporting a very important cause.

The evening shone much needed light on the importance of mental health and featured some of Canada's best stand-ups who took to the stage at the National Arts

Centre along with special guests and parliamentarians, who poked fun at the serious and sometimes surreal world of life in Ottawa.

Cracking-Up was hosted by popular Ottawa comedian Jim McNally and featured Ottawa's own "Hitman of Hilarity", the star of "It's All Greek to Me", Angelo Tsaroukas. They were joined by some of the best comics from across Canada, including Chick Byrne, Todd Butler, Derek Seguin, Martha Chaves and Arthur Simeon.

The evening featured the Celebrity Ink Blot Auction and a reception, during which ink blots interpreted Rick Mercer and the comics. Funds raised will enable the Royal Ottawa Volunteer Association to provide community outings, emergency kits and vouchers, and rehabilitation programs and classes to clients of the Royal Ottawa Mental Health Centre and the Brockville Mental Health Centre.

FROM SECURITY GUARD TO SOCIAL WORKER

Meet Yohannes Ferdinando Drar

It is a long journey from Eritrea (formerly a part of Ethiopia) to The Royal, but 26 years ago Yohannes Ferdinando Drar made the trip and hasn't looked back.

Yohannes, now a social worker for The Royal's Schizophrenia Inpatient Program, left his country during the revolution for independence. He arrived in Canada in 1984. He got his first job at The Royal as a security guard then earned both his Bachelor and Masters in Social Work becoming a staunch advocate for mental health programs for immigrants and refugees. *OpenDoors* had the opportunity to talk with him about his near 30 year career at The Royal.

Q: How did you wind up living in Ottawa?
A: I left my country as a political refugee and lived in Sudan for two years. While there, I worked as an interpreter at the US Embassy and met a Canadian NGO worker. The picture he painted of Canada convinced me that this is the country where I wanted to live.

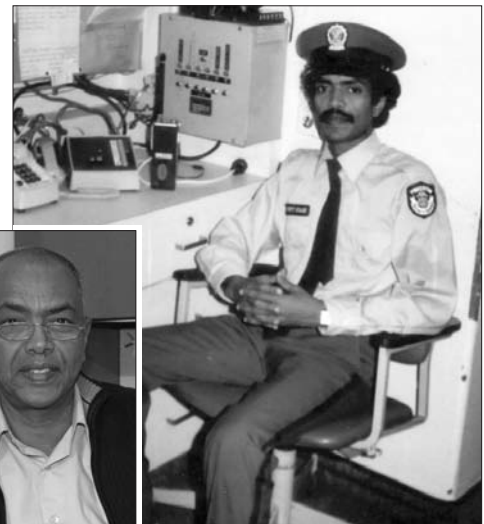
Q: How did you establish a career at The Royal?

A: My first job was working as a security guard. They placed me at The Royal where I worked for two years.

My supervisor offered me a full time position as an orderly. I took the training and got that job. I continued educating myself and graduated from the two-year Developmental Services Worker Program at Algonquin. I later studied social work at Carleton and in 1997, became a social worker first in the forensic program here and later in the schizophrenia in-patient program.

Q: You do a lot of work with refugees and immigrants. Can you talk about that?

A: Newcomers are faced with a range of challenges that are unique. Their needs are many and it is important that we, as a society, all understand this. I do a lot of teaching and public speaking on this issue, talking about mental health, education, stigmatization and the special



Left: Yohannes Drar in his office in the Schizophrenia department. Right: Circa 1984, in the Security office on CB4-West.

needs our immigrant and refugee populations have. I have used education and empowerment to assist patients and their families.

Continued on page 8...



Strides made at The Royal to ENSURE ACCESSIBILITY

The Royal's Accessibility Task Group has been hard at work. The working group was formed in 2009 to assist The Royal's Special Needs Committee in developing and implementing initiatives that identify, remove and prevent barriers to people with disabilities.

Most recently the group has overseen the installation of accessible door buttons in all major reception areas at The Royal, ensuring that persons with disabilities can now better access those areas.

As well, the working group continues to encourage employee participation in the "May I Help You" training program, mandated as a legal requirement under the Accessibility for Ontarians with

Disabilities Act. As full staff participation has not yet been reached, those who have not yet registered may do so either by contacting the Learning and Development Department or by signing up on OREO

As part of its mandate, the group is now working on the development of a more formal process for the registration and management of formal complaints regarding accessibility issues.

While everyone in the group does their fair share to push the yardstick toward continuous improvement, the group wishes to single out Nancy Berwash and thank her for her contributions from the important perspective of a person with disabilities.

...Yohannes Drar continued

Q: Last year The Royal celebrated its 100th anniversary. In the near 30 years you have been here, what are some of the most striking changes you've seen?

A: The face of psychiatry has changed considerably. There is a stronger focus now on research. Our relatively new facility has improved the way we provide services. Staff is better educated about the challenges newcomers face and the composition of staff is much more reflective of the diverse nature of our city. The way management and staff view diversity is more positive.

Q: If you could wave a magic wand and make one wish a reality, what would it be?

A: My greatest dream is to have a treatment centre that offers services specifically for refugees who suffer from mental illnesses. Their needs are unique and I would like to see the day when such a centre – and my dream – becomes a reality.

Gearing up for ACCREDITATION 2011

The Royal has been accredited with Accreditation Canada (www.accreditation.ca) for sixty years, and we are now preparing for our next accreditation survey visit in October 2011.

During the accreditation process, healthcare organizations examine their everyday activities and assess the quality of care and services against standards of excellence set out by Accreditation Canada.

The Accreditation Canada surveyors will be visiting The Royal from October 17 to 20 at which time they will tour our sites in Ottawa and Brockville, and will interact with staff members, patients, family members and external partners.

There are many great initiatives occurring throughout The Royal. Teams across our organization are working diligently to improve programs and departments in order to enhance the everyday client care experience and to prepare for the accreditation survey.

To learn more, please visit the Accreditation page on OREO or contact Joan Fernandez at x 6795.

OPENDOORS

OpenDoors 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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