

INVESTING IN

# THE MENTAL HEALTH PROGRAM AT MACKENZIE HEALTH



THE ULTIMATE SUITS YOU



# CREATING A SAFE ENVIRONMENT FOR HEALING AND RECOVERY

**I** magine being stuck in a dark tunnel. After trying virtually every option, it seems there's no way out. Panic sets in. Then fear, isolation, hopelessness.

According to one of the nurses in Mackenzie Health's mental health unit, that describes what it can feel like for someone in mental health crisis.

Unfortunately, the number of individuals experiencing significant mental health concerns has skyrocketed in our community. Among those in urgent need are seniors, whose diagnosis and treatment can often be complicated by other chronic conditions like dementia, and teens, who are experiencing mental illness at an especially high rate.

Mackenzie Health's mental health team consists of 15 psychiatrists and more than 80 health care professionals, including nurses, social workers, occupational and recreational therapists, and a psychologist who partner with more than 24 community mental health agencies to offer inpatient and outpatient care. Each member of

that team has dedicated their life to providing some of our community's most vulnerable people with the best possible care. But they can't do it without your help.

Today, Mackenzie Richmond Hill Hospital does not have adequate space for patients, families, the team of caregivers and specialized equipment to treat the growing number of individuals suffering from mental illnesses, including depression, anxiety, bi-polar disorder and schizophrenia. Our community deserves better.

Patients need the right space and state-of-the-art equipment to give them the best chance at managing mental illness and recovery. With the opening of the new Cortellucci Vaughan Hospital, we have a unique opportunity to make this possible.

Mental health patients are least likely to advocate for themselves, so we need to step up and advocate for them.

**We invite you to join us in creating the ultimate.**



*This is a mental health inpatient room that has been designed with safety, wellness and comfort in mind.*

## A BETTER SOLUTION AT MACKENZIE HEALTH

Inspired by our patients, health care team and community providers and with the support of our community, Mackenzie Health is committed to providing members of our community in need of mental health care with enhanced access to expert and compassionate care.

When Cortellucci Vaughan Hospital opens, Mackenzie Health will encompass two full-service hospitals, doubling our community's access to the ultimate in health care. Inpatient services and the Stepping Stones Mental Health Day Hospital will be relocated to Cortellucci Vaughan Hospital. Mackenzie Richmond Hill Hospital will be the new home of mental health outpatient care, including child, youth and family service programs, and emergency services for those who come to either hospital with urgent or emergent needs.

A new Emergency Psychiatric Unit (EPU) within the Magna Emergency at Cortellucci Vaughan Hospital will provide a safe, private and comfortable area for patients and their families to receive rapid assessment and care by experienced mental health professionals. The space will support patients' privacy and dignity in a calming environment.

Both hospitals will offer crisis intervention and aftercare clinics for medication monitoring, so patients can receive critical support and care close to home across York Region.

### HELPING THOSE IN CRISIS

The first stop for someone in crisis, whether at Mackenzie Richmond Hill or Cortellucci Vaughan Hospital, is the Emergency Department. Here, each patient is assessed by a crisis team, including a triage nurse, social worker and psychiatrist, and a treatment plan is developed.

Our patients at greatest risk are admitted to the Psychiatric Intensive Care Unit (PICU) which is designed for less stimulation, constant monitoring and daily assessments. For patients who present at Mackenzie Richmond Hill Hospital, they will be transferred to Cortellucci Vaughan Hospital just 15 minutes down the road.

The PICU at Cortellucci Vaughan Hospital will enable an increase of four beds compared to the current four-bed unit at Mackenzie Richmond Hill Hospital. Five beds are designated for high-risk patients and three for those needing less intensive care. This increase will better address the growing number of patients who require this level of support and monitoring.

Other patients who may not require care in the PICU but need to be admitted for care will be placed in the open mental health acute unit. For some, a few days can set them back on track to return to daily life outside of hospital. For others, it's weeks, maybe even longer.

MORE THAN  
**1.5**  
TIMES OF ALL  
CANCERS

The burden of mental illness in our community

“With your support, the mental health unit at Cortellucci Vaughan Hospital can be their bright light, a place where patients can receive empathy and acceptance, gain hope and stabilization, and access the supports they need to continue their recovery journey towards wellness and a better, more meaningful life.”

— SIMONE PAPERICK,  
PATIENT CARE MANAGER,  
MENTAL HEALTH PROGRAM

# IMPROVING INPATIENT CARE BY DESIGN AT CORTELLUCCI VAUGHAN HOSPITAL

Every aspect of the Mental Health Inpatient Unit at Cortellucci Vaughan Hospital is designed specifically for the safety, wellness and comfort of patients. The mental health care team will confidentially assess, treat, monitor and stabilize patients in a serene space.

In addition to private patient rooms, the new unit will include several patient and family lounges to increase privacy, reduce noise, and provide access to computers for patients preparing to transition to home and work — all in a warm, home-like setting.

## PRIVATE INPATIENT ROOMS

The Mental Health Inpatient Unit will feature 32 inpatient beds, all in private rooms, which enables an increase of seven beds compared to the current 25-bed unit at Mackenzie Richmond Hill Hospital. A closet will be provided in each room to secure any belongings and valuables patients bring with them. A curved wall seamlessly joins the closet with a built-in desk and TV unit which patients can use to relax or view therapeutic videos to reinforce what they are already learning.

The simple floor plan gives full sightlines of the entire room and individual cameras in each room make monitoring from a distance safe and dignified.

Each patient room will have a safety window to provide daylight and a view to the outside, and each room is close to views or access to a specially designed and secure rooftop garden allowing patients to get fresh air. An abundance of natural light will help promote recovery.

Beds will have a specialized headboard to protect those who may be at risk for harm. The headboard is designed to keep medical tools like oxygen, suction and other equipment readily available if needed by the care team, but inaccessible to patients.

Every detail of the private bathroom has also been designed with safety in mind and to minimize the risk of harm:

- The floor gently slopes toward the central shower drain, eliminating the need for a shower curtain or a solid shower door
- Taps and toilet fixtures are free of hooks, protrusions, ledges or handles
- The door has a programmable lock
- The bathroom is fully accessible and safe for patients with limited mobility

## INPATIENT COURTYARD

It has been well-documented that outdoor spaces in hospitals designed with greenery, flowers or water have restorative powers. In his book *Journal of Health Care Design*, environmental psychologist Roger Ulrich showed that views of nature and an abundance of natural light elevate positive feelings, reduce negative emotions such as fear, anger and sadness, and assist patients in healing and recovery.

Each patient care area will feature a secure and tranquil outdoor courtyard complemented by natural plantings. Here, patients and their loved ones can connect with the healing qualities of nature.

## THERAPY ROOM

Physical activity is an important therapeutic tool for mental health recovery. Therapy rooms provide patients with opportunities to use treadmills, exercise bikes, or do quiet stretching and yoga.

# LIVING WITH SCHIZOPHRENIA – LINDSAY’S JOURNEY

“Drawing is both an escape from the world and a way to connect to it,” says Lindsay Thompson. “It connects me to the world outside my mind and at the same time access my inner thoughts.”



**F**or Lindsay Thompson, art has become her therapy — her happy place — as she continues to cope with and manage her mental illness. At the age of 17, Lindsay was diagnosed with schizophrenia and obsessive compulsive disorder (OCD) at Mackenzie Richmond Hill Hospital (at the time York Central).

“I had a great amount of guilt with my diagnosis,” says Lindsay. “I felt that I was a disappointment to my family, that I did something wrong, and even more so, that I was a bad person and didn’t deserve help. There were days when I was even saddened that I woke up in the morning,” she recounts. Lindsay’s diagnosis significantly affected her parents, her sisters and brother who experienced their own level of pain watching their loved one go through an unimaginable and life-altering mental illness.

It was with the support and encouragement of her family that Lindsay sought treatment at Mackenzie Health when she needed it, knowing that in times of crisis she would be helped by compassionate, caring and devoted caregivers who understood what she was experiencing — hearing voices, pacing the hallway, having thoughts of self-harm — and who truly wanted to see her heal.

From the nurses to the occupational and recreational therapists, each of their interactions with Lindsay made a tangible difference in her recovery. “No matter how many times I come to Mackenzie Health, the staff in the mental health unit are so friendly, warm and comforting in times of distress — just what I need to

guide me through a crisis,” says Lindsay. “They always remember my name, which I find fascinating given the number of patients they see on a daily basis. It makes me feel welcomed in a safe space,” she says.

Lindsay also emphasizes how important it is to take things one step at a time. “While getting up in the morning can seem like a daunting task some days, and one that doesn’t really seem necessary at the time, do it, get up and face the day. Believe in forward motion, taking one step at a time. It’s worth it.”

Lindsay is 37 years old now, and while she experiences good days and challenging ones, she’s committed to living a fulfilling and rewarding life. With her family by her side, cheering her on every step of the way, she knows that her mental illness doesn’t define her future.

Lindsay credits Mackenzie Health for playing a vital role in her journey towards wellness. She wanted to share her story so that our community is aware, if they aren’t already, how fortunate we are to have exemplary mental health care at Mackenzie Health.

One of her drawings currently resides in the mental health unit at Mackenzie Richmond Hill Hospital, left to the community of caregivers as a constant visual reminder of how lives can be transformed with patience, kindness and sheer devotion to care.

YOU'VE  
GOT  
THIS!

**275,000**

people (1 in 4) suffer from mental illness in York Region

**24**

community mental health agencies partner with Mackenzie Health





## STEPPING TOWARDS A BRIGHTER FUTURE

**I**n tandem with the environmental supports for healing in the inpatient unit, the mental health program will feature an expanded Active and Daily Living (ADL) program focused on self-care and social development enabling patients staying in hospital to practice daily living tasks. Exercise will be part of the learning taking place in the physical activity room.

A Sensory Comfort Room — one of the first in a Canadian community hospital — will offer calming sensory stimulations to patients in crisis with projections designed to display calming, soothing images.

Mackenzie Health's Stepping Stones Mental Health Day Hospital offers adult group treatment programs for patients requiring additional support or preparing to transition back home once they're ready to leave the Mental Health Inpatient Unit.

Through a six-week program, patients learn critical skills in communication, self-esteem and managing anxiety. Customized workshops on recovery, financial literacy, art therapy and anger management are key to support patients in their efforts to remain healthy and safe at home. On any given day, as many as 35 people gain the therapy, skills and connections they need to make positive and lasting changes in their lives.

“Our vision is to offer responsive treatment when needed, manage symptoms, reduce the risk of relapse and provide the support our community partners need to keep people with mental illness home and active in their community.”

— DR. STEVEN YOUSOUFIAN, CHIEF AND  
MEDICAL DIRECTOR, MENTAL HEALTH PROGRAM



Cortellucci  
Vaughan  
Hospital

DE GASPERIS  
MUZZO  
TOWER



## HELP US CREATE THE ULTIMATE

To help build and equip Cortellucci Vaughan Hospital and enhance care at Mackenzie Richmond Hill Hospital, Mackenzie Health Foundation is spearheading the \$250-million Ultimate campaign — the largest fundraising drive led by a community hospital in Canada. We need your support to make it happen.

Your leadership investment will send an important message to our community that mental health is as vital as physical health and no one should suffer alone or in silence. Your generosity and interest will help us create a lasting and positive impact on the well-being of those in our community seeking support in times of greatest need.

If you have any questions about Mackenzie Health's Mental Health Program, the Ultimate campaign or to discuss this opportunity in more detail, please contact:

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Health  
Foundation

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