

# Sharing the GOOD THINGS

A newsletter for our community about the good things that happen here

December 2022

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**Waypoint**  
CENTRE for MENTAL HEALTH CARE  
CENTRE de SOINS de SANTÉ MENTALE

## Waypoint receives Certificate of Merit from Excellence Canada



**Nicole Mace, John Trikola, Dustin Kenney, Demetrios Kalantzis, Liz Everett, Nicole Robitaille & Josh Mace at the Excellence Canada Awards ceremony**

Waypoint was thrilled to attend the Excellence Canada Awards in November to receive a Certificate of Merit recognizing the hospital's many years of commitment to workplace mental health and wellness.

As an Essentials Recipient, Waypoint is part of a group of businesses and organizations being recognized with a Mental Health at Work® Award, the requirements of which include the implementation of the National Standard of Canada for Psychological Health and Safety in the Workplace.

Our journey to this point really began in 2015 with the adoption of the National Standard. Since that time we have formed a psychological health and safety committee, embedded mental health support skills in leadership development through initiatives like Psychological Health & Safety Conversation Kits and Leadership Rounding, worked with the Waypoint Research Institute to study trauma in the workplace, studied improvement opportunities associated with staff burnout in partnership with the Yale Center for Emotional Intelligence, and collaboratively led Ontario Health Central Region hospitals in collective well-being efforts.

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# Waypoint's Dr. Andrea Waddell named as new regional Co-Lead, Mental Health and Addictions

Ontario Health Central Region recently announced its new regional clinical leads and we are pleased to share that Waypoint's Dr. Andrea Waddell has been chosen as the Regional Clinical Co-Lead for Mental Health and Addictions.

Dr. Waddell is Waypoint's Medical Director of Quality Standards and Clinical Informatics, a staff psychiatrist and clinician researcher with the Waypoint Research Institute. She is also the Co-director of the Quality Improvement and Patient Safety Hub and an Assistant Professor with the Division of Adult Psychiatry and Health Systems, Department of Psychiatry, Faculty of Medicine at the University of Toronto.

She joined Waypoint in early 2022 and has been inspired by the hospital's commitment to participating and leading in health system transformation citing the Specialized Geriatrics Services Program and Ontario Structured Psychotherapy Program as examples. Seeing staff supported to contribute to designing and implementing a Waypoint without walls informed her decision to apply for the Clinical Lead position.



**Dr. Andrea Waddell**  
Medical Director of Quality  
Standards and Clinical Informatics

***This is a critical time for mental health and addiction services, the need has never been higher for timely and impactful treatment. Health system quality improvement and transformation have always been an interest of mine and this new leadership role provides the opportunity to collaborate and develop services based on the needs of the region.***

*~ Dr. Andrea Waddell,  
Medical Director of Quality Standards  
and Clinical Informatics*

"I see great opportunities to develop effective and accessible mental health and addictions services with Ontario Health and the Mental Health and Addictions Centre of Excellence. This is a critical time for mental health and addictions services, the need has never been higher for timely and impactful treatment," she says. "Health system quality improvement and transformation have always been an interest of mine and this new leadership role provides the opportunity to collaborate and develop services based on the needs of the region."

Dr. Waddell's current focus and activities support this regional role well, including implementing quality standards at Waypoint and with our community partners, researching predictive analytics to improve patient outcomes, and furthering the use of data and a learning health systems approach through clinical informatics. She also contributes to the Health Informatics Cluster which includes Waypoint, Ontario Shores Centre for Mental Health Sciences and The Royal Ottawa. The three major specialty hospitals are working together to implement Quality Standards and use a shared informatics system to achieve this efficiently and collaboratively.

Waypoint as the region's specialty mental health and addictions hospital is positioned well to support high quality, standardized, regional program development and implementation. "We are excited to be able to support Andrea and further our own commitment to these areas," notes Dr. Kevin Young, Waypoint's Chief of Staff and Vice-President Medical Affairs. "Her range of career experiences as a provider at a large, urban general hospital, providing psychiatric outreach to rural and remote communities both in person and via OTN, and working at two specialized psychiatric facilities brings leadership and clinical experience in the full spectrum of settings seen in the Central Region."

Dr. Waddell looks forward to learning more about how she can serve and support improving the Central Ontario and provincial health systems as she settles into this new role.

# Excellence Canada

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"I couldn't be more pleased with this recognition for our first year participating in the Excellence Canada awards and am grateful to everyone involved in the work leading up to the award," said Dr. Nadiya Sunderji, President and CEO. "For many years our human resources and organizational development team, leaders and staff across the hospital have worked hard to develop and implement activities supporting our extensive psychological health, safety and wellness program. We know from this first recognition level that we have the essentials in place and can continue to learn and grow to make Waypoint the best place to be for staff and patients."



A team representing Waypoint attended the Canada Awards for Excellence on November 7th to receive the certificate.

"I wish to share my thanks with the HR and OD team who developed our submission based on our vast psychological health, safety and wellness, and other work on employee engagement these past years," says Demetrios Kalantzis, Vice-President People and Chief Human Resources Officer. "With this recognition we know we are on the right track as we stay focused on this important employee support. Special thanks to Liz Everett, Josh Mace, Nicole Mace and everyone who dedicated time to reviewing our program and activities and filling out the substantial application. This is a great example of our commitment to quality improvement as we measure ourselves against industry standards and gain ideas for how we can continue to enhance what we are doing."

The hospital plans to continue to work towards higher levels of Excellence Canada recognition in the coming years as staff wellbeing continues to be a priority. To learn more about Waypoint visit our website at [www.waypointcentre.ca](http://www.waypointcentre.ca).



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## The Real Gift of the Season

by Glenn Robitaille

*Director of Ethics and Spiritual Care*

The last time my family gathered together was Christmas 2019. COVID was just a rumour at that point without a hint of the challenges to come. This year's celebrations are mandate-free allowing families to renew longstanding traditions, as they are comfortable. The restrictions of the recent past may be gone, but for some, anxiety lingers and remains. Small shifts in perspective can help make a difference and significantly impact well-being.

In aeronautics the tilt of the nose upward or downward is called the attitude. If the attitude is up, the plane will rise; if it points downward, the aircraft will descend. While the larger science of aerodynamics is much more complicated, flying or crashing is really as simple as assessing that. Keep your attitude where it needs to be and you will continue to stay in the air. Adjustments often are needed, but managing seasonal turbulence is doable if you have a good flight plan for the season.

Stress is likely unavoidable if you are planning events for the holidays. In fact, some stress is generally helpful in completing all that needs to get done. As one who can easily overload, I find one approach balances me: Staying fully present in the moment by remembering what each moment is about. I step back and reflect on the immediate purpose that makes what is happening important. This helps me to stay focused on what is valuable and to let go of things that are not.

People are what truly matter and that emphasis can easily get lost. Peripheral trappings often get in the way and drain us of our energy and joy. No single approach is the magic elixir for how our affection is expressed. A meal, a gift, showing up, "shouting out" and intentionally expressing gratitude are all valid ways to say, "I love you." We do carry stress in this season and may worry our efforts will fall short. What matters most is being together and letting those in our lives know we care. Saying so with depth and feeling is what sharing these moments is about. It matters little how you choose to express it as long as you are the real message. However you choose to wrap it, the real gift of the season is you.



# QUICK ACCESS MENTAL HEALTH APPOINTMENTS



**WWW.1DOOR.CA IS MAKING ACCESS TO MENTAL HEALTH  
SUPPORTS EASIER FOR YOUTH AND ADULTS IN SIMCOE COUNTY**

## WHAT

Free, confidential single session mental health (aka 'walk-in') appointments

- Adult and youth counselling appointments
- Youth peer support and navigation services

## WHERE

Online

- phone
- virtual

In-person

## HOW IT WORKS

- Choose the appointment time that works for you
- Complete the booking and receive a confirmation email
- Attend your session

## WHEN

- Book an appointment 24/7/365
- Same and next day appointments available

**Easy, convenient and based on your schedule.**

For immediate assistance, call the CMHA Crisis Line at 705-728-5044/1-888-893-8333 or call 911



# What an incredible night at the SHINE THE LIGHT *Gala*



Waypoint's 9th Annual Shine the Light Gala presented by TD Bank was an incredible evening filled with great music, inspiring words and remarkable people and we are proud to share that more \$90,000 was raised to support young people across the region with a new preventative online mental health program for youth.

Our heartfelt thanks to Sophia Fracassi and her band for performing amazing songs and sharing inspiring stories, to Emma Reynolds for her incredible performance, to our sponsors including TD Bank, Honeywell, and TBLL Advocates, our partners at FEAST Catering And Events, Splash Floral and Event Design, and Fresh by Leanne, and to all those who joined us in-person at the Midland Cultural Centre and virtually, purchased an online auction item and made a donation. Your contributions and dedication to making mental health a priority is remarkable.

With Children's Mental Health Ontario reporting an increase in rates of depression, anxiety, irritability, and inattention in children with no previous diagnoses, and a recent SickKids study that found approximately 70 per cent of children and youth are reporting a worsening of their mental health since the start of the pandemic, the time is **NOW** to support preventative mental health care for youth. **[Click here to view our video on the Youth Resiliency Program that gala proceeds are helping to fund.](#)**

If you would like to support Waypoint's work in helping kids and young adults maintain their mental wellbeing, build resiliency skills and find the help they need before a crisis occurs, visit our website at **[www.givewaypoint.com](http://www.givewaypoint.com)**.

Because of people like you, change is happening. From all of us at Waypoint, thank you from the bottom of our hearts for creating a brighter future.



# Celebrating Excellence with the Core Value Awards and Long Service Awards

Being recognized for exceptional work or service is important for a happy and productive workforce. We also know it improves patient care.

Each year, Waypoint's Core Value Awards recognize staff who demonstrate behaviours that bring our values to life in one of the following categories: Care, Respect, Accountability, Innovation, Collaboration, Patient Safety, Leadership, Psychological Health, Safety & Wellness, and Teamwork.

The Annual Celebration of Excellence honours all the nominees, and this year the celebration included recognition for the Long Service Award recipients from 2020, 2021 and 2022 who have achieved 25, 30, 35 and 40 years of dedicated service to Waypoint and mental health and addiction care.

We'd like to offer our heartfelt thanks to everyone recognized this year. We are in awe of all of the accomplishments and continued service despite the ongoing challenges of the pandemic, and are proud to be part of a team that time and again steps up to collaborate and provide leadership in mental health and addiction services, and who work together to reach and support people in real need of help and care.

The Hon. Silvia Jones, Ontario Minister of Health came to Waypoint in December and offered her personal thanks to some of our Core Value Award nominees, recognizing Waypoint staff for going above and beyond every single day to provide world-class mental health and addictions care in our community.



(L to R) Nadiya Sunderji (President and CEO), Dawn-Amber Hilton (RN, Georgianwood), The Hon. Silvia Jones (Ontario Minister of Health), and Amy Timmons (Deputy Chief Financial Officer)

*We're making a difference to mental health care,  
with your support we can do so much more.*

Did you know that in 2022, Statistics Canada reported 1 in 3 Canadians will be affected by mental illness during their lifetime? There has also been an alarming rise in the prevalence and severity of addictions and the need for mental health supports since the pandemic began.

At Waypoint, **We Care** about these increasing needs and we know you do too because of the generous gifts we've received to support our patients, clients and community.

This is a critical time for Waypoint as we grow to innovate services for our patients and community, and work with partners to better support the mental health and addictions system as a whole. Here is a small snapshot of what we have been doing already:



- Operating 14 additional acute mental health beds to care for more patients and reduce the strain on emergency departments.
- Developing a virtual treatment program supporting anyone in Ontario with concurrent addiction and mental health challenges.
- Launching a new Urgent Outpatient Psychiatry Consultation service.
- Expanding access to Electroconvulsive Therapy (ECT).
- Caring for and supporting healthcare workers through our Frontline Wellness program.

This holiday season we are asking for your help to give our patients a good night's sleep by joining others in helping to purchase new beds. Currently, we have 315 beds available to our region including our 34 bed acute mental health unit. Each year we need new beds to replace ones being used everyday - ensuring patients are comfortable and safe.

Having a good night's sleep is critical to each person's mental health journey. **Your gift of \$75, \$125, \$200 or any amount will have an enormous impact on our patients as you show your support for the latest medical equipment at our hospital.**

We are caring for thousands of patients each year, and appreciate you joining us in helping to serve and heal members of our community.

**Thank you for caring about a Good Night's Sleep.**

**DONATE TODAY!**

P.S. Considering becoming a Monthly Supporter? Please visit our website at [www.givewaypoint.com](http://www.givewaypoint.com) or contact Kathryn Adamo at 705.549.3181 ext. 2864 to provide your monthly support today!