

camh CONNECTIONS

transforming lives

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E-learning at CAMH

Lanre Banjoko, Public Affairs, CAMH

CAMH IS A LEADER, not only in research and care, but also in innovative education and professional development programs related to mental health and substance abuse. Since its launch in September, the Education and Health Promotion's (EHP) e-learning online courses have proven to be a valuable addition to the educational opportunities offered at CAMH.

The e-learning program, which was developed by the Continuing Professional Education Online staff at CAMH, works side-by-side with our research and clinical programs. This helps us to turn our discoveries and best practices into knowledge that we can transfer to health professionals and organizations—throughout Ontario,

across Canada and around the world.

The e-learning courses are offered to CAMH staff and other professionals, such as teachers, social workers, police officers, or anyone else who may encounter people with addiction and mental health issues.

Since the program is online, the course work can be accessed wherever there is an Internet connection.

Whether you're at home or work, day or night, one of the benefits of e-learning is the flexibility a participant has in completing the course. This same flexibility also allows the learner the time to absorb and reflect on the topic at his or her own pace. But don't take that to mean that the program is not



courses.camh.net

challenging, quite a bit of time and dedication is needed to successfully complete any one of the courses.

“CAMH online courses are professional and rigorous, with readings and required participation in discussion forums,” says Betty Dondertman, Manager, Publishing and Continuing Education. “People typically log onto the course three or more times per week so they can read material, see what others have said about that week’s topic, or post their own thoughts and ideas.”

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Keeping Privacy on track with online training

Lanre Banjoko, Public Affairs, CAMH

COMPUTERS ARE CHANGING the way we live, work and learn, and CAMH is following the technological trend by taking advantage of the latest innovations to keep our staff up to date on new and emerging issues in the field of addiction and mental health. One of the tools that we’ve used with success is e-learning.

Recently, there have been changes to the rules about privacy and how Ontario’s health sector can collect, use, keep, make known and destroy the Personal Health Information (PHI) of its clients/patients. On November 1, 2004, the Personal Health Information Protection Act (PHIPA) came into effect. Along with the introduction of the new legislation, organizations were responsible for ensuring that their staff understood the new Act and that they were in compliance with PHIPA. Quite a challenge, since CAMH needed to reach 2700 staff at many

different locations, working at different times, and the training had to be completed within a relatively short period of time. In response to this challenge CAMH created an online Privacy Training Course for staff. The online Privacy training course was one part of a broader training program describing PHIPA. Because of the complexity of the legislation and the different needs of staff in different parts of the organization training ranged from presentations, targeted training, open forums and lunch and learns.

“The 10 privacy principles (which the legislation is based on) are necessary for everyone to learn, so the quiz at the end of the course was written in plain language to take into account the significant number of staff that don’t work in a clinical setting,” says Allen Flaming, the Privacy Training Course Developer.

KEEPING PRIVACY, continued on page 2

E-LEARNING, continued from page 1

The core implementation team developed the program with the user in mind. The online courses are easy to navigate with technical support readily available and when evaluated by a pilot group, over 90% of these first time users agreed that the system was user friendly.

EHP e-learning courses are interactive and engaging, with cutting-edge content and facilitators who are experts in their fields. In each course, participants have access to topic overviews, web-based resources, and supplementary readings. A key part of the online e-learning

experience is the interaction with instructors and other participants. These exchanges make it possible for participants to learn from each other, as well as from the facilitators.

Course facilitators are active in moderating the discussion, answering questions and sharing clinical expertise. Wende Wood, Drug Information and Drug Use Evaluations Pharmacist and e-learning facilitator, recognizes the benefits of participants discussing the similarities and differences they experience as professionals in their

respective fields. "There is an Internet café, which is a separate posting board for off-topic interactions. This is a great way for participants to network with one another. E-learning is more than just learning," she says.

The EHP e-learning group is preparing to share their experience in developing online training courses and are looking forward to helping other CAMH programs reap the benefits of e-learning. ■

For more information, or to register, please visit www.camh.net/education.

KEEPING PRIVACY, continued from page 1

There are many advantages to online training including the flexibility of having staff take the 20-minute course at their own convenience, at work or at home, instead of having to leave their job for a much longer time to attend an in-person information session. Imagine the inconvenience of having 2700 people trying to arrange their schedules to accommodate a training course, and then having to find replacement staff in their absence, it's not an easy task. Plenty of time and money is saved when training courses are conducted online. To date, over 80 per cent of our staff have taken the quiz so far and they were able to stay at work without a major interruption to their day, a foremost priority in making sure

clients receive the best care and treatment at all times.

"The training course succeeded in being relevant to everyone, which is reflected in the extremely high staff satisfaction rating of 93 per cent and the majority of staff have said that having more e-learning courses at CAMH would be very valuable," says Allen.

At CAMH, clients are our primary focus and the staff who work here believe in client-centred care. This means that the rights of clients are respected and taken very seriously especially with regards to confidentiality of their Personal Health Information. ■

Anything can Happen:

Nominate someone you admire for a Courage to Come Back Award

Michael Armstrong

You know, when Andy Barrie hung up the phone after informing me that I was a 2003 CAMH Courage to Come Back Award winner, I became perplexed.

I knew that I had just spoken to him about this great honor. Yet another part of my bipolar self wondered, quite dramatically, if I was hallucinating. It was only when the CAMH Foundation called days later, that I relaxed. Imagine having the whole of one's challenging life vindicated and celebrated! Courage Awards are a demonstration. Anything is possible; anything. They narrate

stories of lives that appear ruined but which were redeemed by determination, love and support.

Let's spread good news. We hunger for it. Be part of something inspiring.

Nominate a precious someone in your circle of persons. Being once broken is not the end of these stories. You probably know someone who is proof of this. Make magic for them. These Awards are about our country's hidden wealth. Find someone whose experiences are rich across the spectrum of life. Be beautiful for them

– nominate. Youths and elders. From homelessness to military leadership. From hockey stardom to aboriginal healing. You will transform a human life. You will love yourself for it.

Michael Armstrong, a recipient of a Courage to Come Back Award in 2003, is an accomplished writer and speaker who excels at communicating the mysterious essence of mental illness to those who will never experience it personally. He is the author of a book of meditations called Stable in Bedlam.

ANYTHING, continued on page 4

News Highlights

Minister of Health visits CAMH

On December 3, 2004, the Honourable George Smitherman, Minister of Health and Long-term Care, visited CAMH. The Minister accepted an invitation to tour several units at CAMH extended by CAMH's Chair of the Board of Trustees Jamie Anderson and the Presidents of ONA Local 054 and OPSEU Local 500.



Pictured here are Linda Wagner, President, OPSEU Local 500; Danielle Larmand, President, ONA Local 054; the Honourable George Smitherman; and David Goldbloom, Senior Medical Advisor, Education and Public Affairs, who stood in on behalf of Jamie Anderson. ■

Canadian Institutes of Health Research Funding Announcement

On November 9, 2004, the Honourable Carolyn Bennett, Minister of State (Public Health), was at CAMH to announce health research funding on behalf of the Canadian Institutes of Health Research (CIHR). Minister Bennett announced a total of \$74 million in funding for Ontario scientists, and highlighted the four grants being received by CAMH researchers. The scientists that received the funding include: Dr. Shitij Kapur for his research into brain imaging in diagnosing schizophrenia. Dr. Jeffrey Meyer for his research into the treatment of depression. Dr. Jerry Warsh for his research into the treatment of bipolar disorder. Dr. Paul Fletcher for his research into addictive behaviour. Following the announcement, Minister Bennett was taken on a tour of our PET Research Centre. ■



The Honourable Carolyn Bennett visits CAMH

Premier McGuinty visits CAMH

The Premier of Ontario, Dalton McGuinty visited CAMH on November 22, 2004. The Premier was at CAMH for a short discussion outlining the importance of the addiction and mental health system in Ontario, followed by a tour of the Dual

Diagnosis unit. Premier McGuinty was greeted by Dr. Paul Garfinkel, President and CEO, Jamie Anderson, Chair of CAMH's Board of Trustees and Michael Wilson, Senior Chairman of the Global Business and Economic Roundtable on Addiction and Mental Health. ■



Premier McGuinty visits CAMH

SITE SPEAK

Award winning plans!

In the first phase of the redevelopment, CAMH will be adding a 12-bed unit for youth and adolescents who have addiction problems or both mental health and addiction problems. The Redevelopment Office is currently working on the details of the floor plans for this unit in consultation with the physicians, nurses and staff who work in the Child Youth and Family program, as well as clients, youth and family members. This is a very important part of the first phase addressing a significant need within the broader community.

The planning process for the Redevelopment has also provided us with opportunities to fulfill another key priority for CAMH -- client employment. Six CAMH clients were hired to conduct a survey of the deliveries at the loading docks at three of CAMH's sites over 12 business days. The clients said that they enjoyed the experience, found the CAMH staff helpful to work with and appreciated having their work valued. The results of this study will be integrated into a larger study that CAMH is undertaking to ensure that logistics and materials management systems are planned in the most appropriate way for the smooth running of our new facilities.

CAMH's redevelopment plans continue to win awards. The Ontario Professional Planners Institute (OPPI) presented Urban Strategies, Inc., the planning firm that developed the Master Plan for CAMH, with an Excellence in Planning Award. The judges noted their interest in how the Master Plan is "designed to reintegrate the site with the surrounding community, to create a health care, research and education 'village'".

CAMH's plans were also highlighted in the media this past fall. Global Television's national health show, Body and Health, aired a mini-documentary featuring CAMH's redevelopment plans. The program highlighted the advances in mental health care and how this fits in with our vision for the future site and our work to address stigma. If you are interested in viewing the program, please contact the CAMH library.

For more info:

www.camh.net/news_events/redevelopingqueenssite.html
or contact us at 416-535-8501 ext. 1650,
or by e-mail at reddevelopment_feedback@camh.net. ■

NEWS HIGHLIGHTS, continued from page 3



photo by Steve Simeon

Mental-health survivors Rachel Manning and George Vukojevic star in Manfred Becker's documentary film *The Life Of Me*

The Life of Me

The Life of Me, a documentary by Manfred Becker, follows two Workman Theatre actors who participated in the Madness and Arts World Festival. It was televised on TVO's *The View from Here* in November.

The Life of Me challenges our perceptions of mental illness through the eye-opening stories of two

performing artists Rachel Manning and George Vukojevic, who were aspiring actors in New York City, until their careers were cut short by mental illness. George was diagnosed with schizophrenia and Rachel with bipolar disorder. For the next 10 years, keeping their lives together became a severe challenge. But then an opportunity arose to take to the stage again through Toronto's Workman Theatre Project. The Project is a leader in the professional theatre and visual art fields for its inclusion of people with mental health issues. ■

ANYTHING, continued on page 4

Each year, the CAMH Foundation honours extraordinary people who have overcome the challenges of addiction and/or mental illness and now use their experience to help others. Award recipients will be recognized at the 12th annual Courage to Come Back Awards Dinner, presented by RBC Capital Markets on May 25th. Proceeds benefit the important work carried out at CAMH.

If you know someone who deserves to be nominated for a Courage to Come Back Award, you have a chance to show that person you care, you recognize their accomplishments and admire their courage. To find out how to nominate call 416 535-8501, ext. 4220; toll-free 1-800-414-0471, ext. 4220; or visit our website http://www.camh.net/camh_foundation/. **Nominations close on February 15th, 2005.** ■

DISPONIBLE EN FRANÇAIS

HIGHLIGHTS DISPONÍVEL EM PORTUGUÊS

Mission

Improving the lives of those affected by addiction and mental health problems and promoting the health of people in Ontario and beyond.

Vision

Strong and healthy communities, in which people with addiction and mental health problems can access appropriate and effective services and live as full participants.

How to reach CAMH

TELEPHONE
416 535-8501, ext. 4250
COMMUNITY INFO LINE
416 535-8501, ext. 1650
(to leave us a message with
your questions or concerns)
EXECUTIVE OFFICE
1001 Queen Street West
Toronto, Ontario M6J 1H4
WEBSITE www.camh.net

UPCOMING EVENTS

Advancements in Borderline Personality Disorder (BPD)

People diagnosed with borderline personality disorder (BPD) are one of the most stigmatized groups in the mental health system. In recent years, research has given us reason for optimism. To increase knowledge about this serious disorder, this forum will provide cutting edge information on BPD that is relevant to health care professionals, families and consumers.

Location: CAMH, Russell Street site, 33 Russell St., Meeting Centre (room 2029), 2nd Floor. Free Admission. No registration required. Seating is on a first come basis.

Date: Tuesday, March 8, 2005 **Time:** 6:30 p.m.-8:30 p.m.

Contact Information: 416-535-8501 ext. 4553

Anger and Addictions

Substance use is frequently implicated in many violent and aggressive acts, including homicide, intimate partner violence, and child abuse. This forum will explore the area of concurrent anger, violence, and addictions, including recent research on the prevalence of co-occurring substance use and violence, and issues in understanding the actual relationship between substance use and violent and aggressive behaviours.

Location: CAMH, Russell Street site, 33 Russell St., Meeting Centre (room 2029), 2nd Floor. Free Admission. No registration required. Seating is on a first come basis.

Date: Tuesday, April 12, 2005 **Time:** 6:30 p.m.-8:30 p.m.

Contact Information: 416-535-8501 ext. 4553

Mental Health and Substance Abuse Treatment:

Past, Present and Future

Treatment for substance abuse and mental health problems has undergone enormous changes since its origins at the beginning of the twentieth century. In this forum we will explore what the major changes have been, some of the popular therapies employed throughout history and how the philosophies of treatment - medical and non-medical - have guided the delivery of services for mental health or substance use problems as well as influenced our understanding of how these problems develop.

Location: CAMH, Russell Street site 33 Russell St., Meeting Centre (room 2029), 2nd Floor. Free Admission. No registration required. Seating is on a first come basis.

Date: Tuesday, May 3, 2005 **Time:** 6:30 p.m.-8:30 p.m.

Contact Information: 416-535-8501 ext. 4553

CAMH Connexions, the Centre for Addiction and Mental Health's (CAMH) external newsletter, is published four times a year to inform our stakeholders about current issues and events at CAMH.

EDITOR: Lanre Banjoko

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