

Royal Ottawa Hospital On the MOVE



Transition newsletter for partners of the Royal Ottawa Health Care Group

August 2006

DEEP ROOTS, NEW GROWTH

Customized Landscaping in Final Stages for New Royal Ottawa Hospital

The finishing touches are being put on an extensive series of unique landscaping projects for the new Royal Ottawa Hospital currently being built on Carling Avenue. A total of 14 courtyards – 10 exterior and 4 interior – are being created to provide patients with access to green spaces that promote healing and reflection.

“What’s really special about our approach to landscaping is that each patient program courtyard is being developed with the specific needs of the patients who will use them in mind,” said Graham Bird, Project Manager for the ROH redevelopment initiative.

“For example, a soothing Zen garden has been created for the Anxiety & Moods Disorders patients, while the courtyard for the Youth Psychiatry Program will include age-appropriate recreation structures like basketball nets,” he explained.

For patients in the Geriatric programs, there are three courtyards. Outpatients will have access to a planting courtyard, complete with a greenhouse, so they



can enjoy year-round gardening activities as part of their therapy. The inpatient geriatric patients will use two courtyards.

One is completely enclosed to discourage wandering for geriatric patients with dementia while still providing access to an area where they can enjoy greenery and quiet time. The specialty unit will have access to the second large courtyard on the east side of the building.

Two of the courtyards are public areas, including an extensive ‘Winter Garden’ in the atrium that features an outdoor café theme, complete with umbrellas, artificial trees, skylights and multiple windows to let in natural light and offset the effects of Ottawa’s notoriously harsh winters on the psyche.

With extensive plantings, sunshade and natural light, all of the new landscaping projects are yet another demonstration

Continued on page 2...

...Cover continued

of the unique approach to mental health that the Royal Ottawa Hospital is taking. A far cry from the old yards of stark concrete, the new areas are lush, peaceful and offer opportunities for patients to be active or introspective as they wish.

One courtyard specifically designed for the Forensic Unit is completely secure, while the other courtyards use brick walls or wood fencing not to keep patients in but give them privacy to enjoy a more relaxed environment with natural light.

There is also a lush public gardens area with pathways and benches where patients, visitors and staff will be able to get fresh air amongst the many trees that will be planted to provide shade.

The arch from the Whitney Building will be relocated to the back northeast corner of the public



gardens as a memorial to the original buildings. More than 100 years old, the arch features unique masonry detail from that time period and serves as a reminder of the hospital's early beginnings.

Consideration is also being given to creating a labyrinth of interlocking brick that allows for meditation and introspection for those who follow its path. Unlike mazes where users can take a wrong turn, labyrinths lead people along a winding path and have proven a powerful spiritual tool that can enrich the healing process.

All of the landscaping projects are part of the project contract with The Health Care Infrastructure Company of Canada, who will maintain them for the next 22 years as part of their agreement with the new ROH.

PROVOCATIVE ADS HIGHLIGHT UNIQUE FUNDRAISING DRIVE

The ROH's new *Open Minds, Open Doors* ad campaign running in major daily newspapers for the last eight weeks has been causing quite a stir.

Using direct language, catchy headlines and strong graphics, the ads are very eye-catching making it difficult not to pause and read the copy. The ads are designed to remove the stigma of mental illness while encouraging donations – as more people talk about the importance of mental health, the more people are inspired to give.

"Through the ads we're seeking 10,000 people, groups or organizations to give \$1,000 to help fund the construction of the new facility," said Kathryn Hendrick, VP of Communications. "If people would prefer to give that as \$200 a year

over five years, we'd be equally grateful."

Hendrick says although some people might find the ads risky, it was necessary to take an unconventional approach to break through the clutter and fight stereotypes about mental illness by providing information that proves treatment works.

The community response to the campaign has been tremendous, with local media outlets even running their own stories highlighting the successful approach.

If you would like to give a gift to the mind from the heart, please call 1.800.690.4483, or you can donate online at www.YouKnowWholAm.com.

**WE'RE BEING
WATCHED
SO WE
CAN'T TALK
ABOUT THE
\$10 MILLION
NEEDED
FOR...
CAN'T TALK...
THEY'RE
AFTER ME...**



1.2 (Schizophrenia) starts in the brain's cortex and leads to a lifetime of struggle for patients and their families. If ever there was a time they need to hear, it is now – now. The new Royal Ottawa Hospital is seeking 10,000 people to give \$1,000. If you'd prefer to give that as \$200 per year over 5 years, we'd be equally grateful. This \$10 million will fund treatment and further new advances in mental health.

A GIFT TO THE MIND FROM THE HEART
Call 1.800.690.4483, donate at www.YouKnowWholAm.com, or please fill in the pledge below.

Name: _____
Address: _____
City: _____
State: _____
Zip: _____
Signature: _____

Please make cheque payable to: **Royal Ottawa Hospital Care Foundation**
1145 Carling Ave., Ottawa, ON, K1Z 7K4
The Royal Ottawa Hospital is a charitable organization.
Royal Ottawa Health Care Group

OUR GOAL IS \$10 MILLION. WE CAN DO IT IF WE PUT OUR MINDS TO IT.

MOVING ON UP!

To help the move go smoothly, the ROH has hired a Canadian company called Health Care Relocations, who specialize in hospital moves all over North America.

The company features unique moving 'gondolas', which will allow staff and patients to pack up their belongings but still have access to equipment and files until the moment before their move. This will minimize clinical down time and allow for operations to begin immediately following the departments' transition to the new facility.

Throughout the construction cycle the ROH has held staff forums to keep everyone informed of the project's progress and help them prepare for the shift to the new state-of-the-art facility.

Frequently Asked QUESTIONS

**Q. Where is the parking lot?
Is there more parking?**

A. Through Phase II of construction parking will be provided in the current parking area off Merivale Road and at the front entrance of the new facility. Temporary parking at the back of the campus will be reduced as new parking becomes available. This issue will be closely monitored throughout Phase II to ensure the hospital's requirements are met. Rest assured the final parking solution will have more spots than we have now!

FULL SPEED AHEAD – Construction Still Ahead of Schedule

November 1st is holding firm as the target date for the ROH to move to the leading-edge facility being constructed on Carling Avenue. Progress has been remarkable, with construction six weeks ahead of schedule and right on budget.

Plans for the relocation are well underway with staff, patients and volunteers fully moved in by November 8th. On that day the old buildings will become the construction site, with Phase II of construction to include the Inpatient Youth wing and the immediate demolition of the existing buildings.

Until their new wing is ready, the eight-bed youth program will be temporarily housed in the new facility as of November 1st. Construction of the Youth Unit and everything inside the main 'ring road' of the new ROH campus and the park area will be complete by July 1st, 2007.

OUT WITH THE OLD, IN WITH THE NEW...

In keeping with a fresh new facility, the ROHCG approved funding for brand new furniture throughout the building. After a thorough examination of inventories, the ROH discovered that it would be less expensive to buy new furniture than transfer existing pieces, most of which are quite old and need replacing anyway.

Ottawa Business Interiors was selected to supply and install the new furniture following the hospital's guidelines for infection control, ergonomic and best practice standards.

Several options are being explored to liquidate or dispose of the existing furniture, including an auction with partial proceeds benefiting the patients at the ROH.

Evaluations of individual task chairs were conducted in June to provide the manufacturers with feedback for supplying the most effective seating systems. Patients and staff – especially those with unique ergonomic requirements – will benefit from the thought and planning put into all the new furniture designs.



A WIRELESS WONDER!

The new ROH will feature a state-of-the-art wireless network that will give doctors, nurses, researchers and other staff the latest technology to serve patients more effectively and efficiently.

To ensure this unique 'mobile healthcare' system consistently runs smoothly, the ROH hired industry leaders Nortel/Ameritel to design and install the network, with assistance from Telus in the final configuration.

Telus will also help manage the network to secure and protect patient information and provide the ongoing capacity needed to support the wide variety of business functions the hospital needs on a daily basis.

Currently the hospital's information technology environment supports 1,550 users, 850 desktops, 20 servers, 50 corporate clinical and financial applica-

tions, and a full suite of office productivity software including email. The wireless system will help streamline systems in the new building and reduce operating expenses.

In effect, the wireless network will be a 'utility' like electricity and water – always available with the ability to adjust the flow as required and adapt to the hospital's changing needs over time.



PUT ON YOUR GLAD RAGS – You're Invited to a Party!

Please join us for our Grand Opening Celebration on Monday, October 30th in the beautiful Winter Garden atrium of the new Royal Ottawa Hospital.

This will mark the end of a significant province-wide effort to bring mental health care out of the shadows, and provide a state-of-the-art hospital which combines wireless information technology with a healing, therapeutic environment.

Dress up or dress down, the theme is 'Come As You Are' and we'd love to celebrate this tremendous accomplishment with you!

Tickets are \$50 each and proceeds will go to support patient care and programs. Please call Sue Riley at 613.722.6521, ext. 6349 before this gala event with exciting live entertainment sells out!

MAKING PATIENT STAYS MORE COMFORTABLE

Consultations with hospital users, clinicians and staff have helped identify where improvements are needed to make the ROH's new inpatient areas even more comfortable.

For example, each patient room will now be furnished with a bedside table, desk, storage cupboard as well as shelving. Secure inpatient storage areas have been included for each program, accommodating oversized items that will not fit in bedroom cabinets.

The new inpatient units were also designed to provide an abundance of natural sunlight with every bedroom, group room, activity and dining area overlooking of one of the 12 landscaped patient courtyards.

ROH BRAND GETS "EXTREME MAKEOVER"

Staff at the ROH have been working furiously over the past six months on a new brand that will give the hospital a fresh face to match the innovative new facility opening in the fall.

In consultation with top-notch graphic designers in Toronto and Ottawa, a new logo is being created to replace the dated blue 'R' and help move the look and feel of all the hospital's communications into the next century.

The revitalized brand will set the tone for the new signage to go up on the buildings, as well as all other communications products produced by the hospital. A specialized team of website developers are also planning to unveil a more efficient, streamlined and user-friendly Internet site for the hospital's grand opening on October 30th.