

# Celebrating Our Progress

Q3 Update (October 1, 2025 - December 31, 2025)

## Patient Experience

Empathy, compassion, and respect in every encounter

### Substance Use and Addictions

Pre-Printed Direct Orders (PPDO) for Alcohol Withdrawal Management and the Newly Revised Withdrawal Management Policy (PCS-DO-299)

**Alcohol Withdrawal Management's** Pre-Printed Direct Order (PPDO) was launched in October 2025. The accompanying policy (PCS-DO-299) was revised to reflect PPDO.

**R.E.F.S. Substance Use Health**

Throughout the month of November 2025, R.E.F.S., was focused on substance use health, hosting a Lunch and Learn and two Thought Leader Sessions, along with roaming education that included both the R.E.F.S., Team and a Community Partner. A total of 498 staff members participated in these initiatives.

**Mental Health and Addictions Resources presented in collaboration with the Mental Health Awareness Committee**

Every third Wednesday of the month, community partners who provide mental health and addictions support are onsite to share information about their programs. To date, 18 community partners have joined us at the hospital, and 955 staff, patients, and visitors have stopped by to gather information or ask questions. Our highly engaged community partners are always inquiring about future opportunities.



## Staff Experience

This is where we want to work, grow, and thrive

### Workplace Violence Prevention

Respectful Workplaces Poster Development

The respectful workplaces poster was developed through a co-design process with multiple internal groups. Staff were invited to vote on campaign taglines during Occupational Health and Safety (OHS), ensuring the final messaging reflects staff input and frontline relevance. The poster's core message: "Be Inclusive. Be Compassionate. Be Kind.," emphasizes safe,

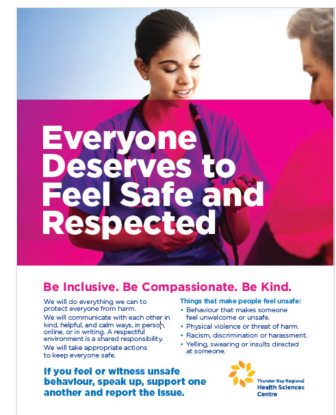
respectful interactions in all modalities (in person, online, or in writing) and reinforces that "A respectful environment is a shared responsibility."

**Key commitments reflected in the poster include:**

- Encouraging speaking up, supporting colleagues, and reporting unsafe behavior

- Ensuring everyone feels safe and respected
- Communicating in kind, helpful, and calm ways
- Taking appropriate actions to keep everyone safe

The poster has a clear call to action: "If you feel or witness unsafe behavior, speak up, support one another and report the issue."



### Leadership Development

Why Leadership Development Matters

Leadership is the art of guiding and inspiring individuals towards a common goal. It involves decisiveness, direction, and motivation. In order to build a sustainable future, an organization needs to invest in its leaders. TBRHSC is showing its commitment to leaders at all levels of the organization by nurturing seasoned leaders, onboarding and supporting new leaders, and guiding emerging leaders to realize their potential. To date, there has been a steady increase in the uptake of leadership opportunities offered, which reflects a high level of engagement from leaders and aspiring leaders, as well as a desire to continue to grow.

- Leading and Managing at TBRHSC**  
53 leaders completed the full-day session since Nov 2024
- Leadership Community**  
294 participants in 6 sessions since June 2024 with 38 more registrations for the March 3<sup>rd</sup> session  
\*116 unique individuals have attended one or more sessions
- Management Essentials Training**  
176 leaders participated in 2024-25  
84 leaders participated in 2025-26 to date with 142 registered for future sessions
- Workshops**  
202 leaders/aspiring leaders participated in Compassion vs Empathy workshop and Your Health Space workshops
- Humber and Rotman Leadership Programs**  
94 leaders/aspiring leaders have completed these programs to date with 25 more registered for Humber in Feb 2026



## Equity, Diversity, & Inclusion

We all belong

### EDI Toolkit

EDI Experiences for Learning

Work on the EDI toolkit progressed from engagement to active development and early testing of tools. Feedback gathered earlier in the project directly informed content refinement, strengthened alignment with organizational priorities, and addressed identified gaps. This phase concentrated on building practical, ready-to-use tools to support EDI learning in everyday work. The toolkit has received organizational review and approval, marking an important milestone and positioning the work for structured implementation across the hospital.

