Q: Where is the new Community Health Hub located?
The address for the new Community Health Hub is 287 Bayshore Drive in Midland.

Q: Who is moving into the new Community Health Hub?
Waypoint Centre for Mental Health Care's Outpatient Assessment and Treatment Service, Community Consultation Service (Transitional Age Youth and Shared Care) and community programs from the HERO Centre along with Centre de santé communautaire CHIGAMIK Community Health Centre will be moving into the Hub. All services and programs from each organization will remain the same.

Other community agencies who will share the space include:
- North Simcoe Youth Wellness Hub
- Patient/Client and Family Council
- Rapid Access Addiction Medicine (RAAM) clinic (facilitated by RVH)
- Mental Health Walk-In Clinic (facilitated by Catholic Family Services of Simcoe County)
- Midland Midwives By the Bay
- Biidaaban Doula Collective
- And more...

Q: When will you be moving?
The anticipated move date is the end of April 2020. Updates will be provided as dates are confirmed.

Q: What phone number should I call to book an appointment with my health care provider?
All phone numbers will remain the same. To reach:
- Waypoint Outpatient Assessment and Treatment Service: 705-526-0567
- Waypoint Transitional Age Youth: 705-549-3181
- Waypoint Shared Care: 705-526-2417
- North Simcoe Youth Wellness Hub: 705-549-3181
- Patient/Client and Family Council: 705-549-3181, ext. 2222
- CSC CHIGAMIK CSC reception: call 705-527-4154
COMMUNITY HEALTH HUB FAQ's

Q: I have an upcoming appointment – do I still have it? Where will it be?
All appointments will remain the same. You will be notified if they are affected in any way by the move, or if they will be located in the new building.

Q: What will happen to my health records? Will they remain confidential?
All client information is kept confidential and will not be shared with any other health care provider unless a release is signed by the client allowing it to be shared. CSC CHIGAMIK CHC, Waypoint, The Patient/Client and Family Council and the North Simcoe Youth Wellness Hub must respect and work within organizational policies regarding confidentiality, privacy, consent, and release of information as well as the Personal Health Information Protection Act, and the standards of their college. If you have a privacy-related question or concern, please contact the appropriate Privacy Officer:
• CHIGAMIK Privacy Officer: 705-527-4154 ext. 223
• Waypoint Manager of Privacy and Access: 705-549-3181, ext.2258

Q: Is there free parking?
Yes! The new location has a parking lot on site, and there is no charge for parking.

Q: Is there a bus stop near the Community Health Hub?
The closest bus stop to the Community Health Hub is located at the corner of Manly St. and Bay St.

However, passengers seeking bus service are not required to be at a bus stop or shelter to get on or off of a bus. Midland Public Transit allows passengers standing in a safe location to flag down bus along its route and get on the bus.

Q: Can I bring my service animal with me to the Community Health Hub?
Yes, anyone with a disability is welcome to bring their service animal to the Community Health Hub. The service animal should be readily identified with visual indicators, such as a vest or harness. No other animals of any kind are allowed in the building.

Q: Is the new building accessible?
The organizations of The Community Health Hub are committed to providing a barrier-free environment for those accessing care as well as those providing service. All entrances, parking lot, elevators, hallways and washrooms are accessible.

If you still have questions regarding the move, contact:
Waypoint at 705-549-3181 or visit www.waypointcentre.ca
CHIGAMIK at 705-527-4154 or visit www.chigamik.ca