This is a difficult time for everyone and we want to assure you that Waypoint has several measures in place to protect your health and that of your loved one while in our care. While things may be done a bit differently during this time, please know that our team remains dedicated to treating you with care and respect.

Safety is our top priority and we are taking immediate precautions to restrict visits to the hospital to ensure the safety of patients, clients, visitors and our community. Currently there are no confirmed cases in Midland and Penetanguishene, this includes Waypoint.

Waypoint continues to monitor information regarding COVID-19 and follow the direction of the Ministry of Health and Public Health agencies, Health Canada and the World Health Organization.

VISITOR RESTRICTIONS
Effective March 17, 2020, all visiting to Waypoint will be suspended unless for compassionate reasons on a case by case basis including end of life or palliative circumstances. All visits for these compassionate circumstances will require prior approval by Clinical Directors. Professional visits including legal counsel or specialist care will continue.

While we understand the importance of visiting, these measures are out of an abundance of caution and for the safety of our patients, clients, families and our community. Signage is posted at all Waypoint entrances advising of visitor restrictions.

The hospital is developing a plan to reduce entry points and screen everyone entering the hospital for symptoms that will be implemented shortly. Please be aware of this and that you may arrive in the next few days and find doors inaccessible. We will communicate further as soon as this is initiated.

CANCELLATIONS
Effective March 16, 2020:

- Effective March 16, 2020 Waypoint is suspending all group activities, social gatherings and outings until further notice. One on one care will still take place with as much as possible done by telephone for our community programs. Screening for travel and any symptoms of illness must be completed before a face to face meeting. As well each outpatient and community program is looking at opportunities to serve clients in other ways including through telephone and digital capabilities. Programs should also look at ways to support anyone receiving group-based services depending on their clinical needs. Patients and clients will be contacted individually if they are affected by this change.
- All upcoming conferences and events hosted at the hospital are cancelled until further notice.
- The North Simcoe Youth Wellness Hub has cancelled drop-ins, workshops and events.
- Pool facilities are not be open to the public.
• Patient Leaves of Absence, Day Passes and other non-emergency outings have been suspended. Emergency leaves will be facilitated as needed. Contact with family members through telephone calls will also be available.
• Leave of Absence requests and non-essential community appointments have been suspended. Emergency appointments will continue.
• All volunteer activity has been suspended at this time – this includes the closure of our Gift Shop.

WHAT PRECAUTIONS AND MEASURES DOES WAYPOINT HAVE IN PLACE?
Waypoint has routine practices for managing situations such as flu outbreaks. In addition, the hospital has implemented the following additional precautions and measures:

• Any patients being admitted are screened for travel history and symptoms of illness, and community staff are endeavouring to do as much as possible by telephone. The teams are also exploring other digital alternatives. Screening for travel and any symptoms of illness must be completed before any face to face meeting.
• Patients are asked to let staff know if they are feeling unwell with any symptoms of illness.
• Appropriate processes and precautions are in place for patients with acute respiratory symptoms who recently travelled, or have been in contact with a person who has travelled, including isolation rooms if necessary.
• Infection Prevention and Control procedures and practices are robust with ongoing training and support for staff.
• Hand washing stations and clear signage is posted throughout the hospital advising visitors restrictions to keep patients safe.
• Waypoint has adequate personal protective equipment and the necessary facilities to contain spread.
• Enhanced cleaning is in place for busy areas including our entrances and at our community locations.
• We have restricted all work-related travel outside Canada.
• We are also working closely with our staff to advise on personal travel and what they must do before returning to work if they have travelled outside of Canada.
• We are limiting meetings and gatherings to 30 people or less and have postponed the fundraising gala and research conference.
• The Bay Café (cafeteria) dining area is closed, take out with disposables continues to be available.
• Waypoint has initiated the Emergency Response Plan which includes daily meetings to ensure we are up to date and prepared.

You can take care of yourself and stop the spread by:

• practicing frequent hand washing/using hand sanitizer
• coughing and/or sneezing into your arm or a tissue and not onto your hand
• avoiding touching your eyes, nose and mouth
• avoiding close contact with individuals who are sick
• practicing social distancing and staying home if you are ill

If you are looking on-line for information we would encourage you to use reputable websites including the World Health Organization, Health Canada and the Government of Ontario. The Government of Ontario website lists the status of cases in Ontario including confirmed positive and negative cases.
These types of situations can be difficult. You may be seeing people wearing masks, have your routines changed or find out about cancellation of activities. We urge you to speak with your team about your feelings and to ask questions so you feel informed.

Information is changing rapidly and we will provide further updates as needed. Up to date information can be found on our website at www.waypointcentre.ca.