

Declaration of RECOVERY VALUES

We will

treat people with kindness, dignity and respect.

We will

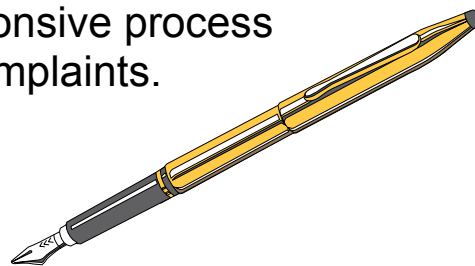
strive to meet the highest possible standards in services and support.

We will

include people who receive care in treatment decisions.


We will

ensure an accessible and responsive process for concerns, questions and complaints.



1. *We will* TREAT PEOPLE WITH KINDNESS, DIGNITY AND RESPECT.

Every person can expect:

- a) To be treated fairly and with respect, regardless of your personal identity and circumstances, according to the vision, mission and values of Waypoint, the Ontario Human Rights Code and the Canadian Charter of Rights and Freedoms.
 - b) To be listened to and heard. We understand it may be difficult to talk about some of your experiences and it may take some time for you to trust us.
 - c) We will take your experiences into account as we work with you to develop your recovery plan.
 - d) That we will work together to plan how and to where you will be discharged.
 - e) That we will link you to community services as soon as we can so you can become familiar with those opportunities and how they may assist in your recovery.
 - f) That we will support you and keep you safe if you wish to report abuse.
 - g) Interpreter services as available, if you are more comfortable in another language.
 - h) That your personal safety will be a priority.
 - i) To know what behaviours are okay and what cannot be tolerated, knowing that everyone here may have different ways of dealing with their problems.
 - j) If behaviours get out of control, we will talk with you to help you calm; but if this doesn't work, we will use the least amount of restraint to keep you and others safe. We will do the same with other people too, so everyone is safe.
 - k) That we will work with you to understand your behaviour and support you to make changes. We will explain our responses to your behaviour.
 - l) If you are not safe to leave hospital you will remain at Waypoint or any other facility as required by law.
 - m) To be informed promptly when your legal status changes and when you have the right to leave the hospital.
 - n) That if you wish to see the approved available Policies, Procedures and Guidelines we use to inform care at Waypoint, these will be given to you.
 - o) To have someone else with you during a physical examination.
 - p) To freely practice ones spiritual beliefs.
 - q) When safe, to have private conversations with your family, friends and peers.
 - r) To wear your own clothes unless we are worried about your safety.
 - s) To keep your approved belongings safely with you or stored securely within space availability.
 - t) That we will recognize you may have intimacy needs. We will respect your right to privacy, including sexual activity between consenting adults.
 - u) To receive information about sexual health, protection or contraception if you ask, or if we are worried about your safety.
 - v) To have your personal information kept private and only shared with your permission, or as permitted by law.
 - w) To be supported to access and manage your own money according to your level of wellness and as policy allows.
 - x) To get information and vote in any election.
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2. *We will* STRIVE TO MEET THE HIGHEST POSSIBLE STANDARDS IN SERVICES AND SUPPORT.

Every person can expect:

- a) That we will provide the basic necessities for you at Waypoint. This includes: a bed; meals and snacks; showers or baths and access to outdoor space. We try to make the space as private as possible however it is communal living.
- b) Care teams at Waypoint will include several professionals working together with you to support your recovery. The team will communicate as much as possible so you won't need to share your story, your questions or your worries repeatedly.
- c) That we will listen to you. We will ask questions that help us to understand you and what your hopes are for recovery.
- d) That we will tell you about ourselves. You will know our names, what our qualifications are, and what roles we have.
- e) That we will encourage, and support you as you work hard in achieving your recovery goals.
- f) That we will keep a clinical record that describes our assessment as well as the care we provide. This record contains facts and avoids unfounded conclusions, prejudice, or value judgments.
- g) That you can view your clinical record if you wish. A clinician can be with you when you view it so you can have questions answered. If you disagree with the information on the clinical record, it may be corrected or you may be able to add a note saying you disagree.
- h) When you leave Waypoint we will help you through this transition and to get the supports you need.
- i) That if you want a second opinion from another psychiatrist, we will help you to get one.
- j) A variety of therapeutic activities to support your recovery including recreation, leisure opportunities, education and employment support, as resources and availability permit.
- k) Waypoint will strive to provide services, such as psychotherapy, CBT, DBT and other evidence-based practices, as resources and availability permit.
- l) When a service or therapy you wish to use is not available at Waypoint, we will support you in your lawful choice to explore other resources in the community.



3. *We will* INCLUDE PEOPLE WHO RECEIVE CARE IN TREATMENT DECISIONS.

In accordance with the law, every person can expect:

- a) Rights advice through independent Rights Advisors at Waypoint who can inform you about your rights and answer any questions you have.
- b) We will explain all treatments or research we recommend and provide information in writing if you prefer, so you can make informed decisions.
- c) That your consent to treatment or research can be withdrawn at any time, or as permitted by law.
- d) That the results of assessments, diagnoses, treatments, and how those treatments can affect you, will be carefully explained to you.
- e) That we will ask you about the effects of medications you have taken in the past, including any drug and alcohol use.
- f) If medications are being suggested, the reasons and benefits will be explained to you, and you can ask questions about the effects and side effects.
- g) That you will be offered evidence-based treatments and be informed of alternative treatments to medication, as resources and availability permit.
- h) That if you are not well enough to understand or decide about treatment or research, a family member or a third party will make your decisions until you are well enough to decide for yourself. If this happens to you, you will be informed of your legal options.
- i) To have one's decision to participate in research or to decline to participate in research respected, and to not be pressured to participate if you are not comfortable doing so.
- j) If you decide to be involved in research studies, to receive guidelines to inform you and make sure you understand the reasons for the research and any risks associated with the research. You are free to ask questions any time, or to change your mind.
- k) To have a choice whether research or clinical students will work with you.

4. *We will* ENSURE AN ACCESSIBLE AND RESPONSIVE PROCESS FOR CONCERNS, QUESTIONS AND COMPLAINTS.

Every person can expect:

- a) That if you have any feedback about your care, either positive or negative, you can speak to the involved person directly or to the manager of the program, or follow the process outline in the Waypoint Complaints Reporting Policy.
- b) That, if you wish, the Patient, Client and Family Council (PCFC), Peer Support or the Psychiatric Patient Advocate Office (PPAO) can support you to provide feedback to your clinical team or to Waypoint.
- c) That when you give us feedback, we will keep you informed of any progress in addressing your concern, in writing if you prefer.
- d) That you will be heard fairly and with respect, according to the Waypoint vision, mission and values and the Employee Code of Conduct.

