Information for Patients, Clients and Families

We want to assure you that Waypoint Centre for Mental Health Care is well-prepared in the event that COVID-19 spreads to our community. Our hospital has been working on planning for many weeks and safety precautions are in place for staff, physicians, volunteers, patients and visitors. COVID-19 symptoms include cough, fever and difficulty breathing. At this time there are no confirmed cases of COVID-19 in the Midland/Penetanguishene area.

For everyone’s safety, at this time visitors are restricted from entering Waypoint buildings if they have travelled outside of Canada within the past two weeks, have had any known contact with people travelling outside of Canada in the last two weeks, or have any symptoms of illness. If you meet the screening criteria to visit and are planning to come to Waypoint we would advise you to still please call ahead for the latest information on any other restrictions, precautions or changes to our visitor process.

Along with our routine practices for managing situations such as flu outbreaks, we have implemented additional precautions and measures in response to COVID 19:

- We are actively monitoring Public Health, Ministry of Health, Health Canada and World Health Organization guidance and participating in regional planning
- Any patients being admitted are screened for travel history and symptoms of illness, and community staff are contacting clients to ask about travel and their health before visiting
- We have appropriate processes and precautions in place for patients with acute respiratory symptoms who recently travelled, or have been in contact with a person who has travelled
- Our 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 not to come to the hospital if they are ill and the steps needed when visiting to keep our patients safe
- Waypoint has adequate personal protective equipment and the necessary facilities such as negative pressure rooms 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 our gala and conference
- Waypoint has also initiated its 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
• staying home if you are ill

The Government of Canada has warned against all international travel. All travelers arriving in Canada from international points are being asked to self-isolate for 14 days after arriving back in Canada as a precaution. If symptoms develop within 14 days, returning travellers are directed to immediately call their health care professionals or public health to make arrangements for possible testing. If you’re unsure about whether or not to go to Emergency:

• contact Telehealth Ontario at 1-866-797-0000, 24 hours a day, 7 days a week to speak with a nurse or the Simcoe Muskoka District Health Unit at 1-705-721-7520 weekdays or 1-877-721-7520 after-hours. Be sure to mention your travel history.

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.

These types of situations can be difficult. Patients and clients may be seeing people wearing masks, have their 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. Family members should speak with Waypoint staff about alternate ways to connect with their loved ones if you cannot visit.

We appreciate your patience and understanding during this time. We will provide further information as needed. Again we encourage family members and friends to phone before visiting and also watch our website and social media feeds for up to date information.

We wish to thank our staff, physicians and volunteers for their efforts in these last few days and weeks and the cooperative response to this evolving situation.