



PATIENT/CLIENT AND FAMILY COUNCIL

The Waypoint- Patient/Consumer & Family Council (PCFC) was established in 1994 in response to the growing need to have patients involved in their treatment and in the policies of Waypoint Centre for Mental Health Care which directly affected their care.

In June 2004, the PCFC became a legally incorporated body and subsequently has changed its name to the Patient/Client and Family Council.

The Council has a Board of Directors which is comprised of seven former clients and family members who have had personal experience with the mental health system and know what it is like to live each day with a mental illness.

ABOUT THE COUNCIL

The Patient/Client & Family Council is comprised of seven former clients and family members who have had personal experience with the mental health system and know what it is like to live each day with a mental illness.

There are two hired office staff who are also consumers. Meetings are held monthly (excluding Jul/Aug) or more often if warranted.

Ensuring that clients can have the best quality of life, both within the hospital setting and the community, is our number one objective. The council attempts meet this goal through offering referrals to the appropriate source, offering a friendly ear and engaging in partnership with the providing network of professionals.

The Patient/Client & Family Council strives to have a strong voice in the Mental Health system. Client and family empowerment and initiatives are important towards equality for clients in the community as a whole. Never before have clients been so active in their personal rights and freedoms. One day we would like to see prejudice and stereotyping done away with and it is with these slow but progressive steps that we will be able to see this goal materialize.

Throughout Ontario psychiatric hospitals clients, are speaking out. The Patient/Client & Family Council attempts to represent clients by involving themselves on various hospital committees within Waypoint, such as Accreditation committees. Ethics Integration Team, Client Bill of Rights and Community Ward meetings. Our activities are numerous and growing, another true sign of our voice being heard.

OUR MISSION STATEMENT

The Patient/Client and Family Council will endeavor to establish viable partnerships between patients, families, caregivers and the community; to support clients during treatment, recovery and return to their communities of choice.

WE DO THIS BY:

- Offering peer support to patients and their families, to provide service and information and to answer their many questions pertaining to the mental health system;
- Serving as a resource by encouraging and helping clients and their families to inform themselves about the mental illness affecting their lives and about medication & treatment options available;
- Participating in the development of Waypoint policy recommendations and assist in evaluating and monitoring existing policies, systems and procedures;
- Participating on committees, at Waypoint & within the community, to be the voice of the client at the table, and to advocate for systemic change that affects all consumers' well being;
- Participating with the "Ontario Association of Patient Council's" to keep abreast of major trends and changes affecting the consumer/survivor movement within the mental health system and share this information with clients, family members and staff;
- Distributing a quarterly newsletter that tries to inspire hope, provide information and offer a little fun.
- Providing ongoing social activities including a free weekly Coffee Social and bi-weekly Bingo.

WE BELIEVE:

In Hope and Recovery ... People can and do recover from mental illness;
In the right to participate in our own treatment and to determine our own path of recovery;
In the best quality of life possible, both in hospital and in the community;
In the importance of supportive relationships that build trust, inspire hope and recognize our common humanity;
In the right to be treated with kindness, dignity and respect;
In competent care using the highest possible standards of service available;
In open communication between care providers, clients and their families;
In the right to be fully informed about medication and treatment options;
In the holistic approach to healing: the emotional, physical, and spiritual aspects of our being;
In defining one's own spirituality.

For more information on the Patient/Client Council please contact:

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