December 4, 2020

Dear Waypoint patients and families,

We have been notified that a Waypoint staff has been in close contact with someone outside the hospital who has tested positive for the COVID-19 virus. We are currently investigating the risk of potential exposure at the hospital.

In an effort to keep everyone safe, we are keeping patients on the affected units and must cancel in-person visits for these affected areas.

Please be assured that all infection prevention protocols were properly followed, including PPE worn by staff, and Waypoint is working closely with the Health Unit to ensure appropriate follow up. We have no confirmed patient cases and there are currently no staff cases. Based on the precautions Waypoint has in place and following consultation with the Health Unit, neither staff nor patients are required to self-isolate or be tested at this time.

We know that this is difficult and unsettling news; however, we must do everything we can to keep our patients and staff safe. If you have had your visit cancelled, we can offer a virtual visit by video if you are interested. As soon as it is safe to do so, we will be happy to reschedule your visit.

This is all the information we have at this time and will update you when we know more. We do urge you to talk with staff about any additional supports that would help you and your family during this difficult time. Thank you for your patience and understanding.

Stay Safe and Be Well,
Waypoint Centre for Mental Health Care