

Georgianwood Program for Concurrent Disorders  
**WELCOME GUIDE**

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## Our Mission

We are a Catholic hospital committed to providing excellence in specialized mental health and addictions services, grounded in research and education and guided by faith-based values.

## Our Vision

As an inspired organization, we will change lives by leading the advancement and delivery of compassionate care.

## Our Values

**CARING** - We will treat every person with compassionate sensitivity.

**RESPECT** - We will recognize the inherent worth of every person and treat them with courtesy.

**INNOVATION** - We will be creative and discover and apply new knowledge.

**ACCOUNTABILITY** - We will be ethical, transparent and responsible for our actions and results.



# Welcome to Waypoint Centre for Mental Health Care

This booklet was developed with you and your family in mind. It is a resource on our services, programs and your stay at our hospital. Designed to provide a safe, healing and caring environment, our services combine medical, rehabilitation and psychosocial practices to meet your needs.

Your journey to recovery began when you arrived and a personal recovery plan is part of that journey. Our staff will help you develop this plan and are here to support you in reaching your goals.

You are the expert. We encourage you to be open with your care team about your goals, values and strengths. We encourage you to involve those who are significant in your life to help you on your recovery journey. We want you to ask questions. We will provide you with the tools necessary for you to achieve your goals, discover your potential and hope for a brighter future.

## **A note to family and friends**

The involvement of family and friends in your loved one's recovery is important, but patients decide whether they would like you to share in their recovery. Consent must be given by the patient for you to be involved, and we must respect their wishes.

## Contacting the hospital

### **Main Phone Line**

705-549-3181 (Dial 0 for Switchboard)  
Toll Free: 1-877-341-4729  
Georgianwood Program - Ext. 2122

### **Confidential patient information requests**

Ext. 2597, Fax: 705-549-3778

### **Communications and Fund Development**

Ext. 2073

### **Mailing Address**

500 Church Street  
Penetanguishene, ON L9M 1G3

### **Visit us online**

[www.waypointcentre.ca](http://www.waypointcentre.ca)

### **Follow us**

Facebook, Twitter, YouTube,  
LinkedIn & Instagram

## Patient Feedback

Your feedback is  
important to us.

We would love to hear your  
compliments, suggestions,  
good news stories, or  
complaints.

The Patient Relations Office  
is here to support you.  
Feedback Forms are  
available and can be  
mailed, emailed or faxed.

The Patient Relations Office  
can be reached at  
705-549-3181, ext. 2999

## Who we are

Waypoint Centre for Mental Health Care is an internationally recognized specialty mental health hospital located on the shores of Georgian Bay in the Town of Penetanguishene. We are home to the Waypoint Research Institute and have a formal affiliation with the University of Toronto.

Waypoint provides an extensive range of acute and longer-term psychiatric inpatient and outpatient services to all of Simcoe County, part of Dufferin County and the southern portion of Muskoka/Parry Sound.

In addition, we provide Ontario's only high secure forensic mental health program for patients served by both the mental health and justice systems.

The hospital is sponsored by the Catholic Health Sponsors of Ontario and continues to embrace a vibrant 100+ year history of providing healing, hope and exceptional care to those most needing mental health services.

## Declaration of Recovery Values

Waypoint's Declaration of Recovery Values reflects our commitment to each patient's unique recovery goals in a therapeutic and respectful manner. The document outlines our commitments as a hospital and what you can expect while you are receiving service from us. These are our commitments:

- ◆ 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.

To read the full document, please ask a member of your care team or visit [waypointcentre.ca](http://waypointcentre.ca).





# Georgianwood Program for Concurrent Disorders

## **The Georgianwood Program for Concurrent Disorders (GPCD)**

Welcome to the Georgianwood Program for Concurrent Disorders. Georgianwood is a group-based 12 week residential treatment program that provides care to patients experiencing both a mental health problem and a substance use problem at the same time (concurrent disorders). Georgianwood is located on Level 6 of the Toanche Building. The Georgianwood program was developed in 2007 by Dr. Shari McKee, our program psychologist, based on current best practices for concurrent disorders. An ongoing program evaluation has been in place since the new program commenced to monitor the effectiveness of the treatment program. Our program psychologist continues to oversee the curriculum taught to ensure that fidelity to the model of best practices for concurrent disorders is maintained. During Covid-19 our program has taken in some clients from another unit at Waypoint—the Sans Souci Program, so you will be sharing the space with these clients as well.

You will be assigned a primary clinician who will work with you on an individual basis, outside of group time, to develop a Recovery Plan of Care based on your personal treatment goals. You will meet with your "Primary Clinician" regularly to ensure progress towards your goals. You are encouraged to approach staff and request additional support as needed. You will also have the opportunity to meet with a Social Worker to review discharge plans (current supports in the community, supports available to you and assistance in booking follow-up appointments). During your admission to Georgianwood you will meet with a variety of disciplines for both mental health and physical assessments.

Georgianwood consists of group-based programming. Some of the groups/activities you will be involved in at Georgianwood include:

- |                                   |                      |
|-----------------------------------|----------------------|
| ◆ Cognitive Behavioural Therapy   | ◆ Skills Application |
| ◆ Dialectical Behavioural Therapy | ◆ SMART Recovery     |
| ◆ Self-Esteem                     | ◆ Seeking Safety     |
| ◆ Anger Management                | ◆ Psychoeducation    |
| ◆ Mindfulness                     | ◆ Check In           |

Unfortunately Covid-19 has limited some of our "off unit" groups for the time being, but as restrictions change we will keep you informed of what is available to you.

You can approach the care desk at any time if you have any questions or concerns.

## Care Team Members

Waypoint is a centre for health education, teaching and research. Patients receive care from a team of specialized knowledgeable providers, including physicians, nurses, allied health staff, students, learners and researchers.

### **Clinical Manager**

Cathy Brown, Contact: 705-549-3181, ext. 2530 / [cbrown@waypointcentre.ca](mailto:cbrown@waypointcentre.ca)

### **Psychiatrist**

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Contact: \_\_\_\_\_

### **Addiction Counsellor**

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Contact: \_\_\_\_\_

### **General Practitioner**

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Contact: \_\_\_\_\_

### **Care Team Member**

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Contact: \_\_\_\_\_

### **Primary Clinician**

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Contact: \_\_\_\_\_

### **Care Team Member**

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Contact: \_\_\_\_\_

### **Group Facilitator**

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Contact: \_\_\_\_\_

### **Care Team Member**

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Contact: \_\_\_\_\_

### **Social Worker**

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Contact: \_\_\_\_\_

### **Recreation Therapist**

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Contact: \_\_\_\_\_

## Recovery Plan

Your Recovery Plan is your plan for recovery. You set your goals and decide the steps you'll take to get there. Your care team staff will help you throughout your recovery to obtain your goals by providing the necessary strategies and tools along the way.

### My Recovery Goals

Goal #1: \_\_\_\_\_

Objective \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Goal #2: \_\_\_\_\_

Objective \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Goal #3: \_\_\_\_\_

Objective \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_

Goal #4: \_\_\_\_\_

Objective \_\_\_\_\_

\_\_\_\_\_

\_\_\_\_\_



# Daily Schedule

	MONDAY	TUESDAY	WEDNESDAY	THURSDAY	FRIDAY
8:00-9:00 AM	Medication, Mental Status, Breakfast, Beds made, Rooms tidied (before anyone leaves the unit)				
9:00 AM	Check-In	<div>Central Rec Wellness Gym</div> <div>9:00 AM</div> <div>Staff Rounds</div>	Check-In	<div>Central Rec Wellness Gym</div> <div>9:00 AM</div> <div>Staff Rounds</div>	Check-In & Transition Day (as indicated)
9:30 AM	CBT	<div>Check-In</div> <div>10:00 AM</div>	CBT Homework	<div>Check-In</div> <div>10:00 AM</div>	Skills Group
		<div>DBT</div> <div>10:30 AM</div>		<div>Anger Management</div> <div>10:30 AM</div>	
Lunch					
			<div>House Meeting</div> <div>12:30 PM</div>		
1:00 PM	Psycho-Ed	<div>Seeking Safety</div> <div>1:00 PM</div>		<div>Self Esteem</div> <div>1:00 PM</div>	SMART Recovery
2:00 PM	Tobacco Support Drop-In	<div>Staff Meeting</div> <div>2:00 PM</div>	Psycho-Ed	Staff Clinical	
Dinner					
6:00 PM	Mindfulness	<div>Virtual AA Meeting</div> <div>6:00 PM</div>		<div>Mindfulness Drop-In</div> <div>6:00 PM</div>	Virtual NA Meeting

\*Required to attend 3 Virtual AA or NA meetings during your program

Revised February 11, 2022

**\*Bolded groups are mandatory**

## Medications

Discussion about the purpose of your medication and potential side-effects will be ongoing throughout your stay. It is important to discuss any signs and symptoms you are experiencing with your doctor or care team members.

Medication: questions:

Question:

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Question:

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Question:

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Question:

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Question:

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Question:

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## Living Space

### Your room

You will be able to have some personal items with you while you are here. These items cannot be large as the room space is limited. Personal items include clothing, personal hygiene products (shampoo, soap, toothpaste, toothbrush, hair brush, comb, etc.) and must be kept locked in your cupboard when not in use.

Most rooms have 2 – 4 patients and we ask that you keep your area tidy and free of garbage. Food and drink should be consumed in the general program area only and not stored in bedrooms.

We have laundry facilities on the program for personal laundry.

Housekeeping will clean your personal space weekly. To ensure Housekeeping is able to effectively clean personal space, please keep your personal belongings tidy and in provided storage areas.

Room searches are at staff's discretion. Contraband searches will be completed upon return from any outings and any time at staff's discretion.

### Expected Behaviours

Everyone at Waypoint is expected to treat each other in a courteous and respectful manner. This includes how you speak to others as well as being mindful of keeping common areas tidy.

The program area must be a comfortable space for people who are receiving treatment, and for the people who are providing their treatment. Therefore;

- ◆ Verbal insults (racial or religious), shouting, threatening, inappropriate sexual comments **will not** be tolerated.
- ◆ Aggressive or violent behaviour whether physical or verbal **will not** be tolerated.
- ◆ Sexually inappropriate behaviour i.e., touching, gesturing, or sexually charged comments **will not** be tolerated.
- ◆ Bullying of any nature towards any person **will not** be tolerated.

Any of the above may result in dismissal from the program.

To ensure safety, there may be times when team members must stop behaviours physically. In these situations, please do not interfere; there will be an opportunity to speak to a team member about your concerns.

While you are engaged in treatment on Georgianwood it is expected that you maintain abstinence from all substances. Failure to do so may result in dismissal from program.

## Living Space con't...

### What is allowed on the program? What is restricted?

Some items are prohibited by law or by hospital policy and not allowed on hospital grounds. Prohibited items include:

- ◆ Alcohol;
- ◆ Tobacco (except for the use in spiritual ceremonies);
- ◆ Cannabis;
- ◆ Any weapon or ammunition (except in the possession of law enforcement);
- ◆ Any illegal goods/substances;
- ◆ Any material, electronic or otherwise, that:
  - ◆ explicitly depicts graphic sexual acts, sex involving violence, sex apparently involving minors;
  - ◆ unclothed or provocatively clothed persons who are apparently under the age of 18;
  - ◆ is exploitative or that depicts events that are morally degrading.

Patient care areas have additional restrictions that include:

- ◆ glass items
- ◆ metal or ceramic items that can be readily fashioned into a sharp object or is sharp (e.g. knives, cutlery, scissors, etc.)
- ◆ matches and lighters
- ◆ wireless communication devices such cell phones, wireless modems or personal computers
- ◆ cameras or surveillance equipment of any kind
- ◆ portable recording devices

There may be additional restrictions on your program. Please speak with your care team.

### Nighttime procedures

Nighttime medication is administered at 8 PM.

Lights out on weekdays is 11:00 and is 12:00 on Friday and Saturday. We request you settle quietly in your rooms until 6:00 am so everyone is able to get adequate rest.

Staff will check on all patients routinely throughout the night.

### Dress code and personal hygiene

All clothing worn at the hospital should meet a reasonable community standard. Clothing that may represent a risk to the safety of persons or the security of the institution, or does not meet the community standard is not permitted.

When in the general program area, fully clothed, seasonal appropriate clothing and footwear is the general expectation.

We encourage regular hygiene and can assist you with a hygiene schedule if beneficial.



## Living Space con't...

### Patient identification

Waypoint will issue each patient a wristband with your picture and personal information on it. Please wear this wristband so that we can identify you and provide safe and appropriate treatment.

The nursing team will use this photo identification as an additional safe method of identification prior to administering any treatment or medication.

### Off Unit Access

You can discuss your level of activity with your doctor at any time throughout your admission.

Please speak with your care team to understand what restrictions are in place at this time in light of Covid-19. Off Unit access is also subject to change based on environmental factors and emergency situations.

Off unit access is only available during specified times, which **must** be adhered to. Failure to do so will result in temporary loss of future off unit access.

Smoking on the grounds may result in a \$305 fine. All contraband will be removed and placed in lock-up until your discharge. Patients found smoking or using substances within the building **will** be discharged from the program.

### Pin Money *(personal cash information)*

Patients are permitted to have personal funds, to a limit of \$100 in their possession. Any requests exceeding this amount requires the authorization of the Program Director/Clinical Manager.

If your family would like to deposit money into your PIN money account, you can speak with your social worker or nursing staff to have funds deposited.

The following can be accepted:

Cash;

Cheque (5 day hold on cheques);

Bank Draft; or

Money Order

To access your funds, staff will be required to fill out a withdrawal slip for you. Speak with your care team if you have further questions or require assistance.

All patients are personally responsible for the safekeeping of their own money drawn from their PIN money account.

Note: Patients who are not financially capable are not able to enter into financial contracts without the involvement of their respective trustees/ delegate.

#### How to e-transfer funds to PIN

##### Payee Information

**Name:** Waypoint Pin Money Office

##### Send Email to—

pinmoney@waypointcentre.ca

**Provide patient's full name (first & last) in the message area & send a separate email with a password to complete transaction**

## Living Space con't...

### Telephone and mail processes

The Georgianwood Program is located on level 6 of the Toanche Building.

The hospital's main telephone number is:

705-549-3181

or toll free

1-877-341-4729

To reach the program,  
please ask for extension 2122

Phones are available to make outgoing calls from 8 a.m. to 10 p.m.

Our mailing address is:

Waypoint Centre for Mental Health Care  
500 Church Street  
Penetanguishene, ON L9M 1G3  
Attention: *Patient Name/Program Name*

Postage can be purchased at the Regional Canteen.

If you give your sealed mail, with postage applied, staff can place in the outgoing mail slot.

### Electronics/computer access

Cell phones will be secured in the Security office. If you are planning on bringing these items home for safe keeping or on a day/weekend pass, program staff can obtain your items from security for you.

MP3 players without a camera can be considered for personal use on the program.

Please do not bring laptops or tablets as they will not be stored.

If you require computer access please take advantage of open computer labs offered by Central Rec when available. Please note access to a computer is **not** guaranteed during your time on Georgianwood.

### Screening & Testing

- **Please Note** that testing for Covid-19 is a **requirement** of admission to the Georgianwood program—if you do not wish to be tested, please do not accept an invitation to come to Georgianwood. Speak with your Georgianwood contact person to determine next steps.
- If you arrive at Waypoint Centre for Mental Health Care and test positive for Covid-19, you will be asked to return home and isolate for 10 days. You are expected to remain in contact with the Georgianwood program to arrange another admission time, pending availability.
- Covid-19 tests may be required throughout your admission
- **Please Note** urine drug screenings will be completed on admission and routinely throughout your stay—if you are unable to comply with urine screening you will be dismissed from programming.

## Health and safety

### My rights and responsibilities in a code

Patients are expected to promptly follow staff direction when an emergency code is heard over the Public Address System. This includes the following:

Code Yellow	Missing Patient
Code Orange	External
Code Red	Fire
Code White	Violence/Behavioural Situation
Code Blue	Medical
Code Green	Evacuation
Code Brown	Hazardous Material Incident
Code Purple	Hostage
Code Black	Bomb
Code Grey	Shelter in Place
Code Silver	Lockdown

If you need additional support following a code situation, please discuss with your team members to have this arranged.

### Fire Drills

Fire drills are conducted regularly. For your safety, you are expected to cooperate fully anytime a fire drill is announced and follow the instructions of staff. Reviews of the codes are conducted at Community Meetings.

### Falls Prevention

Falls and associated injuries can have a considerable influence on the quality of an individual's life. Prevention of falls and/or reduction of the severity of outcomes related to falls are therefore an important issue for the patient/client with a psychiatric diagnosis.

Falls Risk Assessment and Intervention provides a process that identifies those patients at risk of falling. The Falls Risk Assessment and Intervention Tree outlines practice standards and cumulative interventions that may be implemented for all patients.

For more information on falls prevention, please speak to a member of your care team.

If you have further questions regarding falls or falls prevention, please speak to a member of the Georgianwood staff.

## Our Approach to Care

### Partners in your care

By partnering with you and your family, Waypoint will work as a team to make sure you have the best possible care experience. In keeping with our recovery-oriented and person-centred philosophy, it is important to us that you are informed and actively involved in your care.

We encourage patients, clients and families to:

- ◆ Talk openly about any questions or concerns you may have
- ◆ Educate yourself about your condition and your care plan
- ◆ Participate in decisions about your health care and work with your care team
- ◆ Know your medications
- ◆ Be involved in appropriate therapies supporting your recovery

### Privacy

The Personal Health Information Protection Act (PHIPA) requires anyone providing health services to protect the personal health information (PHI) of the patient or client. We make sure that all workers know this and use your PHI only for the reasons you have agreed to, and those allowed by law. We make sure it is safe and secure by having rules in place and following those rules.

#### *What we collect*

We gather PHI about you, either from you or the person acting on your behalf. The PHI we collect may include your name, date of birth, address, health history, or records of your care. When you permit us, or the law lets us, we gather PHI about you from others such as your family doctor.

#### *Your electronic health record*

Each patient has a unique electronic health record (EHR) where all of your PHI is secured. This record is safe and secure. Only people who should have access to your health record will have the right to access it.

#### *Accessing your clinical record*

You may request access to your clinical record verbally or in writing by completing a Request for Access to a Record of Personal Health Information form. If you would like the hospital to respond to your request within the legislated time frame (usually 30 days), you must submit your request in writing.

For more information about our privacy protection practices, including uses and disclosure of personal health information, you can visit our website at [www.waypointcentre.ca](http://www.waypointcentre.ca).

Additionally, if you have any questions or concerns, you can contact our Privacy Officer at 705-549-3181, ext. 2258.

### Spiritual Care

Spiritual Care is available to all patients and families. Our Clinical Multi-Faith Chaplains will assist in arranging access to all faith groups to meet your spiritual needs. We also have a Traditional Indigenous Healer on staff.

To access this service, please ask your care team to contact Spiritual Care.



## Health and safety

### Clean Hands

Hand Hygiene is the easiest and best way to reduce the spread of disease and keep you from getting sick. Always use soap and water to wash your hands when they feel sticky or dirty.

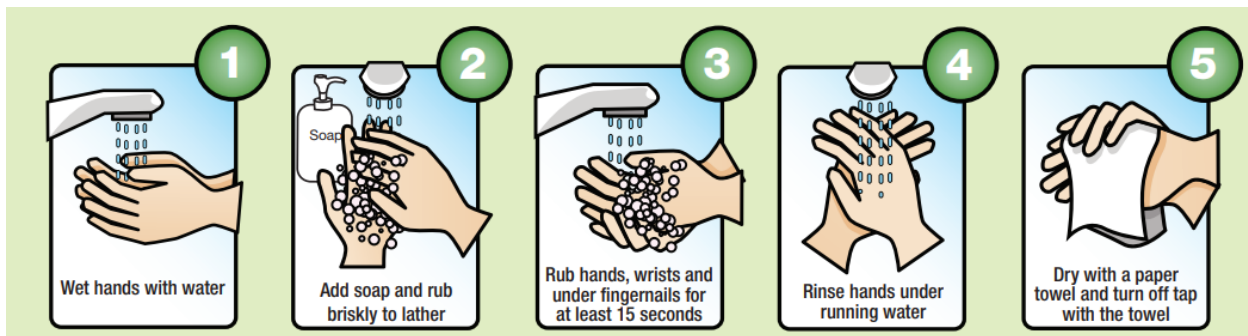
You should clean your hands:

- ◆ Before and after entering the hospital and/or your program
- ◆ Before, during and after preparing food
- ◆ Before eating
- ◆ After using the bathroom
- ◆ Before and after a pet therapy session
- ◆ After sneezing, coughing or blowing your nose
- ◆ After handling garbage
- ◆ Before and after contact with bodily fluids such as blood, saliva or secretions
- ◆ More frequently when you are sick

Other tips to stay healthy:

- ◆ Cough or sneeze into your sleeve, not your hands
- ◆ Get your flu shot - Waypoint provides flu shots. If you haven't had your flu shot and would like one, let your care team know.
- ◆ If you feel unwell, tell your care team about your symptoms, including coughing, sneezing, runny nose, sore throat, vomiting, fever and diarrhea. If you have these symptoms, please don't participate in group activities until you feel better. Ask your friends and families not to visit if they feel unwell and have signs of colds or flu.

### Handwashing with soap and water



### Disinfecting with hand sanitizer



## Our Approach to Care

### Health Ethics

Ethics refers to ways of understanding and questioning life to create a clear sense of what is good and best in human conduct. Deciding what is ethical requires sensitivity, knowledge and critical thinking skills. Ethics is more than rational thinking, and it includes feeling, observing, experiencing and right action. It is about questions, values, choices and relationships.

Ethics is an essential part of psychiatry. Because psychiatric practice works to better understand and treat the whole person, ethical considerations are integrated with all aspects of mental health care.

If you feel you would benefit from an ethical consultation during your stay, please speak with one of your care team members to make arrangements.

For more information and resources on health ethics at Waypoint, please contact the Director of Ethics and Spiritual Care at 705 549-3181, ext. 2216.

### Medical Assistance in Dying

Waypoint is committed to providing quality end-of-life care and compassionate support for people who are dying, and their families, through all stages of life.

This includes care that addresses physical, emotional, social and spiritual needs for persons who are dying and their families, and delivering timely pain and symptom management as outlined in the Health Ethics Guide, the foundational ethics resource used by Waypoint and all Catholic health care organizations in Canada.

As a Catholic healthcare provider, Waypoint does not provide medical assistance in dying, physician assisted death, assisted suicide or voluntary euthanasia.

### Patient/Client & Family Council

The Patient/Client and Family Council (PCFC) is a non-profit, peer led organization. All staff, volunteers and board members have personal experience with the mental health or addictions system, either directly or supporting a loved one. They understand what it is like to live each day being affected by mental illness.

The number one objective is ensuring that people living with mental illness and addictions have the best quality of life, both within the hospital setting and in the community. The Council offers resource information, peer support, and education to service users and advocates for system improvement both locally and at the broader regional/provincial level.

They also provide supported volunteer opportunities and consumer-led employment for people living with mental health and addiction issues to encourage skill development, community building and participation in a peer organization.

The PCFC schedule is posted on the Peer Support bulletin board.

PCFC contact:  
705 549-3181, ext.2222  
[ptcouncil@waypointcentre.ca](mailto:ptcouncil@waypointcentre.ca)

## Our Approach to Care

### Psychiatric Patient Advocate Office

The Psychiatric Patient Advocate Office (PPAO) provides on-site advocacy, rights advice and education services to all Waypoint patients. They are independent of the hospital and their services are confidential.

#### *What does the Patient Advocate do?*

The patient advocate works with patients to resolve problems relating to legal, therapeutic and social issues, and assist with any complaint relating to quality of care and quality of life issues including any restriction such as seclusion or restraint. They may also assist in obtaining a lawyer or completing a Legal Aid application form.

#### *What does a Rights Advisor do?*

The rights advisor will explain your rights when the doctor changes your legal status under the Mental Health Act. They will assist in applying to the Consent and Capacity Board and in obtaining legal services and legal aid, if necessary.

You may ask to see the Patient Advocate or Rights Advisor at any time during business hours or ask your care team to contact them on your behalf.

705-549-3181

Patient Advocate: ext. 2385 or 2389

Rights Advisor: ext. 2386

For more information, visit  
[www.ppao.gov.on.ca](http://www.ppao.gov.on.ca)

### OTN

The Ontario Telemedicine Network (OTN) is a video conferencing system that provides a secure link to clinical, education and administrative events, providing a face-to-face interaction. This technology links Waypoint to many offsite organizations to provide patient care.

Appointments with members of your care team may be via OTN's confidential video calls. Staff will keep you informed.

### Zoom

At this time, Waypoint has limited visiting availability. If you would like to book a virtual visit via zoom, this can be supported outside of group times. Please note that Zoom is **not** a confidential visiting service. OTN should be utilized for any and all professional appointments regarding your personal health information. Please see page 22 for more information on in person visits.

## At Waypoint Centre for Mental Health Care

### Accessibility

Waypoint is designed to be accessible to all people, regardless of abilities.

There are accessible washrooms and care spaces throughout the building, and corridors and pathways have been designed to be safe for people who use walkers or wheelchairs.

To read the Waypoint Accessibility Plan, visit [waypointcentre.ca](http://waypointcentre.ca).

### Respectful environment

Waypoint values respect, dignity and compassion and we work to ensure our patients, clients, families, visitors, staff and volunteers are treated with care.

In keeping with these values, abusive, aggressive or violent behavior directed at co-patients or staff is not tolerated in our facilities.

We thank you for your cooperation in making Waypoint a safe place to be for all.

### Scent reduced environment

For the safety and comfort of those with allergies and scent sensitivities, Waypoint is a scent reduced environment. Patients, staff, visitors and volunteers should avoid wearing scented products or bringing scented flowers to Waypoint.

Scented products contain chemicals that can cause serious problems for people with asthma, allergies, migraines and environmental illness.

### Smoke-free/vape-free environment

In accordance with the Smoke-Free Ontario Act, smoking or vaping is not permitted anywhere at Waypoint. This includes inside the building, the entire Waypoint grounds, as well any building in the community where Waypoint provides services.

Smoking or vaping is not permitted in the parking lot or inside cars in the parking lot. Violators are subject to fines up to \$305.

If you desire support to quit smoking or reduce nicotine cravings, your doctor can provide nicotine replacement options.

Your care team can also provide support in adjusting to our smoke-free and vape-free environment if you do not wish to quit smoking.

### Translation and interpretation services for all languages

Signage throughout Waypoint is bilingual and where possible, information can be made available in English and French.

Please speak to your care team if you require services in French or any other languages.



## At Waypoint Centre for Mental Health Care

### Bay Café (cafeteria)

The Bay Café is located in the main lobby of the Atrium Building (non-secure area) and is open weekdays for breakfast and lunch, serving a variety of hot food choices, salad bar and soup options.

#### **BAY CAFÉ HOURS OF OPERATION**

0930—1315

Covid 19 Restrictions may limit availability to access the Bay Cafe

### General Store

The General Store is located in Administration Building near the Canteen. They sell new and gently used clothing and other items at a very reasonable cost.

#### **GENERAL STORE HOURS OF OPERATION**

During Covid-19 the general store is providing programs the opportunity to browse the racks depending on availability. This can be coordinated with your program staff.

### Canteens

There are two Canteen outlets available, one in the Administration Building and one in the High Secure Provincial Forensic Programs in Atrium Building.

#### **REGIONAL CANTEEN HOURS OF OPERATION**

Mon—Fri

0800—1130 & 1200—1515

Sat/Sun/Holidays

1200—1530 & 1600—1915

Covid19 and Program Restrictions **do** apply. Please speak with your Care Team to determine availability of off-ward privileges.

\*Accepts Debit, Credit & Cash\*

### Gift Shop

The Gift Shop is located in the main lobby of the Atrium Building and it is open to the public.

Run by the Waypoint Volunteer Association and staffed by volunteers, all gift shop proceeds are directed to patient programming and activities.

The Gift Shop is closed due to Covid-19 restrictions. There may be availability for this as restrictions lift.

### Library

Waypoint's Library is located near the main lobby of the Atrium Building and available for patient and staff use. Central Recreation is running a book exchange during the Covid19 Pandemic.

# Visiting Waypoint

## Visitors at Waypoint

Prior to visiting Waypoint, visitors should contact the hospital for program specific visiting information, including visiting hours.

Visitors are important, and visits are encouraged with the patient's consent.

On some occasions, patients may refuse to meet with visitors, even though they may have traveled a considerable distance. When this occurs, we respect the decision of the patient and we will provide support where appropriate.

All visitors will be subject to screening that will include a walk-through metal detector and/or hand-held wand, as well as screening questions for illnesses and symptoms. Visitors will be required to wear a mask and show proof of vaccination status. Compliance with this protocol is necessary to ensure patient and staff safety.

If you are feeling unwell we expect that you will delay your visit until you are feeling better.

To book a visit please contact the Georgianwood Program, or have the

### **GEORGIANWOOD PROGRAM VISITING HOURS**

Please speak to nursing staff to obtain a visitor request form. Please note 72 hours notice of all visits and 24 hours notice of all item drop off's is required.

## Parking

Visitor parking at Waypoint is free, but visitors are required to park in the marked Visitor Parking spaces available across the campus (see map, visitor spaces marked in green.)

Parking tags are not required when parked in a Visitor Parking space.

The largest number of visitor parking spaces are located in parking Lot A. If you arrive at the hospital and all visitor parking spots across the campus are in use, please visit security staff at the Toanche building main desk to obtain a visitor parking tag to display in your vehicle. This will allow you to park in any undesignated space across the campus.

## Public transportation

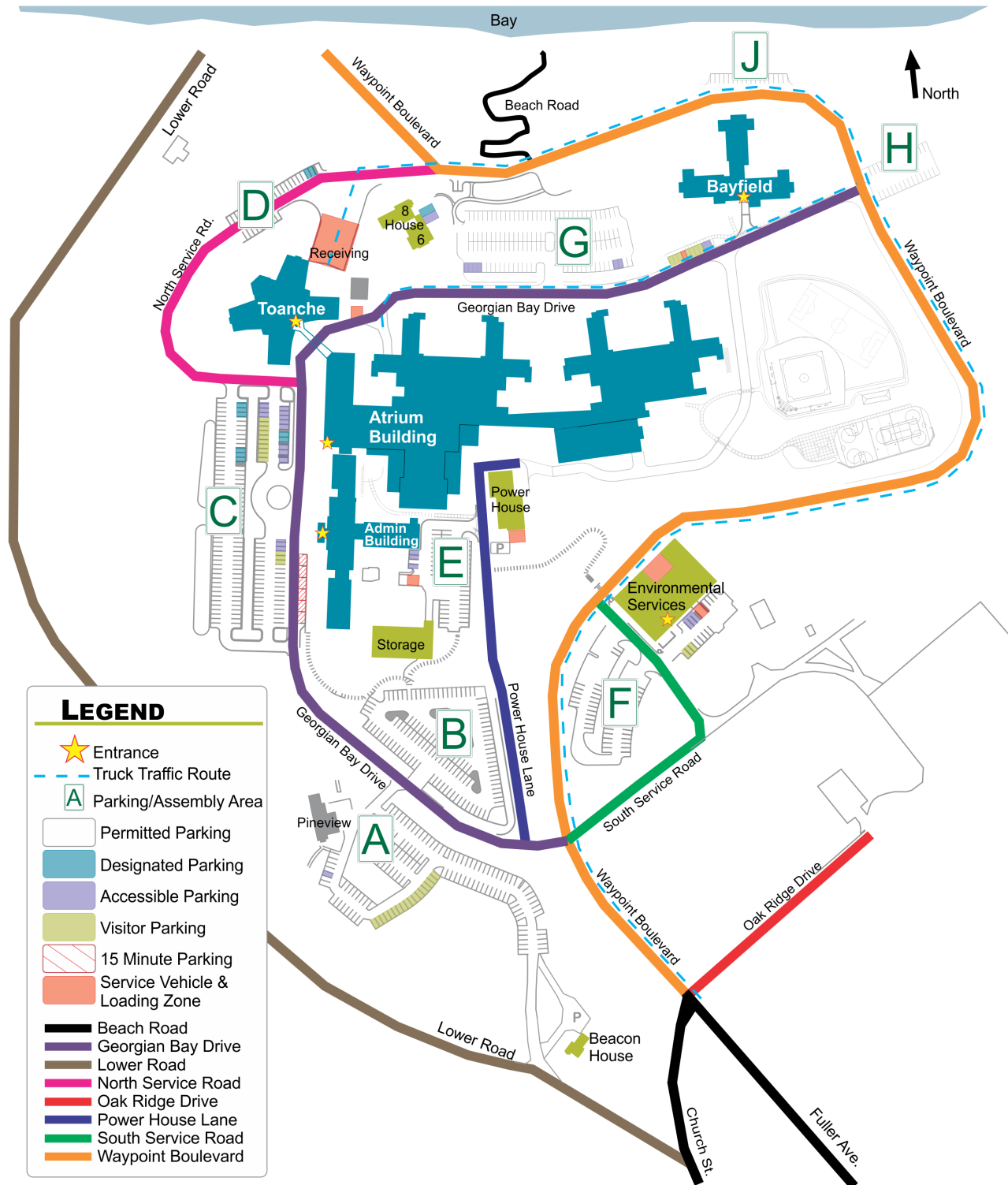
The Midland/Penetanguishene Transit stops at Waypoint.

At this time off unit opportunities for travel are restricted due to the Covid-19. As restrictions loosen there may be opportunities to use the transit system.

For information on route, schedule and combined route times, please visit

[www.midland.ca/Pages/transit.aspx](http://www.midland.ca/Pages/transit.aspx)  
or  
[www.penetanguishene.ca/en/residents/Transit.asp](http://www.penetanguishene.ca/en/residents/Transit.asp)

# Map of Waypoint grounds



## **Georgianwood Program for Concurrent Disorders**

### **Group Etiquette**

To get the most benefit from the program and to make everyone's experience as positive as possible, we ask that you show good group etiquette:

- ◆ Please be respectful of all group members – everyone will have different abilities to learn and varying degrees of mental illness and withdrawal symptoms. We ask that you be patient, considerate and supportive
- ◆ Please arrive to group on time – late arrivals are very disruptive
- ◆ Please try to stay in the group until it is over – you will have breaks before and after each group to go and get what you need
- ◆ Listen and reflect on each other's ideas, suggestions, opinions and feedback. Please do not judge each other
- ◆ Please respect confidentiality
- ◆ Try to stay on the topic being discussed
- ◆ No side conversations – whispering and carrying on a side conversation is disruptive and rude to the facilitator
- ◆ Try not to become overly involved with other clients' problems—it's okay to offer input when asked, but recognize that your problems are your own, and so are everyone else's.

Being self-responsible includes understanding that there are consequences to your behaviour. Ultimately, if you continuously show a lack of interest in program by missing groups or not adhering to program expectations, you may be asked to leave the program.

**Missing 3 groups will result in dismissal from the Georgianwood Program.**

If you have any questions or concerns please speak to staff.



## **Georgianwood Program for Concurrent Disorders**

### **How to Get the Most Out of Your Group**

Certain behaviours reduce your and your group's opportunities for growth and change as well as reduce the possibility of a full recovery. Below is a list of some common behaviours that can be problematic for groups:

- ◆ Refusing to accept the group's objective – it's important to keep an open mind
- ◆ Directing all questions to the group facilitator – you can ask for your peers' feedback
- ◆ Saying rude or negative things – this will take away from the person who is speaking and may make them afraid to voice their opinions in the group
- ◆ Asking for feedback and then ignoring the ideas and suggestions of others
- ◆ Monopolizing or dominating group discussions – everyone should have a chance to speak
- ◆ Refusing to participate in the group discussion
- ◆ Refusing to provide support or feedback to peers
- ◆ Finding a scapegoat – always blaming someone else for your behaviours
- ◆ Playing the Devil's Advocate – always taking the opposite side
- ◆ Constantly finding excuses to leave or interrupt the group sessions
- ◆ Speaking for others in the group rather than focusing on your own recovery and allowing them to express their own thoughts and emotions

To get the most out of group, it is your personal responsibility to point out and work out any problematic group behaviour that occurs – in an appropriate and constructive manner – usually with the group facilitator and/or primary worker present.

## Georgianwood Admission Guide for Patients

- With the current pandemic in place Waypoint has taken steps to keep you and others safe when you need mental health support during these times.
- All admissions to Waypoint are arranged through a new admission unit called the "Swing Unit". This is to screen new patients to the hospital to reduce the risk of introducing COVID-19 to our patient population.
- **The Swing Unit stay is only a temporary arrangement until you are medically cleared; your bed is held for you on Georgianwood.**
- The Swing Unit is located in the Atrium building, and is a mix of patients being admitted to all units at Waypoint.
- Upon arrival to the hospital grounds proceed to the vehicular admissions garage. See Swing Unit Admission Map. If you are driving yourself and will have a vehicle at Waypoint during your treatment, please contact the unit to arrange parking and admission.
- The garage door is identified with large bold lettering "ADMISSIONS". Activate the intercom and follow staff direction. Staff will meet you at the admissions garage once the door opens.
- Staff will be wearing personal protective equipment during the admission and routinely on the unit as standard practice. Nurses and doctors will be wearing, masks, gloves, gowns, and eye protection.
- On the Swing Unit you will have a nose swab to test for COVID-19, as well as bloodwork and routine physical assessments.
- Once on the Swing Unit you will be in isolation to your room. For your safety and the safety of others, transfer and discharge out of the Swing Unit will involve a discussion with your MRP.
- You will not have to share a room while on the Swing Unit, each room has a bed, desk, personal toilet, and sink.
- Shower rooms are available for daily use.
- While on the Swing Unit you will not be able to receive visitors. Once you move to Georgianwood there may be an opportunity for visits to occur, in accordance with Infection Control Standards and Provincial Recommendations. Please see page 22 for more information on visitor policies and procedures.
- **Limited personal belongings are allowed on the Swing Unit; ONLY a minimal amount of clothes (a few outfits). Nurses will support laundry on unit.**

*\*Continued on Next Page\**

## Georgianwood Admission Guide for Patients (Continued)

- CPAP use may be permitted, unless you have or are suspected to have COVID-19, at which time your MRP will determine if it is safe for this use to continue.
- When you have been cleared to leave the Swing Unit, you will have to share a room when you arrive on Georgianwood (each bed on Georgianwood has lockers and shelves for personal items and clothes). Washroom facilities are shared.
- Laundry machines available on Georgianwood as well.
- Outdoor recreation time is currently available with some restrictions which can be found in the Georgianwood Welcome Guide.
- Additional personal items are allowed on Georgianwood beyond the minimal changes of clothes pending lifted restrictions from COVID-19. These can be dropped off for clients after their transfer to Georgianwood.
- Review Controlled/Restricted/Prohibited items list for Georgianwood which provides the base guidance on personal items. This list may be further restricted by COVID-19 guidelines. Please call the Georgianwood Program for further guidance on packing shortly before your admission.
- **Please Note** that testing for Covid-19 is a **requirement** of admission to the Georgianwood program—if you do not wish to be tested, please do not accept an invitation to come to Georgianwood. Speak with your Georgianwood contact person to determine next steps.
- **Please Note** urine drug screenings will be completed on admission and routinely throughout your stay—if you are unable to comply with urine screening you will be dismissed from programming.

## **Packing List for Georgianwood**

### **What to Bring**

- ◆ Health Card
- ◆ Current medications
- ◆ Weather appropriate clothing, footwear, running shoes
- ◆ Gym/yoga attire
- ◆ Personal hygiene products
- ◆ Plastic hangers (wire hangers not permitted)
- ◆ Large binder with dividers and stationary
- ◆ \$10 for program materials
- ◆ List of phone numbers for community resources and personal supports

### **Optional Items**

- ◆ Pillow
- ◆ Hobbies (compliant with allowed items)
- ◆ Limited Quantity of personal snacks (fits in a shoebox) stored in locked cupboard

### **What to leave at home**

- ◆ Tobacco/smoking paraphernalia
- ◆ Alcohol, Street drugs
- ◆ Over the Counter Medications (Aspirin, cough medication, etc.)
- ◆ Herbal remedies / nutritional supplements
- ◆ Cameras & Laptops
- ◆ Glass/ceramic & breakable items (coffee cups)
- ◆ Pop cans
- ◆ Bedding
- ◆ Anything alcohol based (mouthwash, etc.)

### **Permitted items but stored in lockup**

- ◆ Anything sharp (scissors, tweezers etc.)
- ◆ Hair equipment (dryer, iron, etc.)
- ◆ Razors and razor blades

## Georgianwood Treatment Contract

By signing this document I confirm that I have been made aware of the factors that will result in early discharge from the Georgianwood Program, as listed below:

- The use of any substances during my treatment at Georgianwood Program
- Engaging in violent or aggressive behaviours, verbal or physical in nature
- Verbal insults (racial or religious), shouting, threatening, inappropriate sexual comments
- Bullying of any nature towards any person
- Sexually inappropriate behaviour i.e., touching, gesturing, or sexually charged comments , or engaging in sexual/romantic relationships with co-patients
- A lack of interest in programming including missing 3 groups or AWOL attempts
- Refusing to comply with urine screening or Covid-19 testing

I understand that failing to comply with program expectations, follow staff direction or house rules may also lead to early discharge, pending discussion with the care team.

I understand that I am at Georgianwood Program to attend treatment, and attest that this is my first priority. I agree to focus on my own recovery, and to avoid becoming too invested in others' treatment and recovery. I understand that at times others treatment goals may require interventions from staff that I do not understand, and I understand that others have a right to privacy.

I also understand that Waypoint Centre for Mental Health Care is an inpatient psychiatric hospital, so I may encounter other individuals with differing levels of wellness. I agree to treat every individual I encounter in this hospital with respect and courtesy. I understand that a failure to do so will result in early discharge. I understand that Waypoint Centre for Mental Health Care has a Zero Tolerance policy for bullying, belittling or stigmatizing.

I agree to uphold the Waypoint values of caring, respect, innovation and accountability at every opportunity.

**Name:** \_\_\_\_\_ **Date:** \_\_\_\_\_

**Signature:** \_\_\_\_\_

[illegible]