

The Forensic Assessment Program Visitor Guide

GENERAL INFORMATION

Positive contact with family and friends is important to patients' recovery; it reduces anxiety and loneliness. Visiting with family and friends encourages patients to maintain their family and community ties. It enhances the chances of patients' success throughout their hospitalization. Waypoint Centre for Mental Health Care recognizes the importance of visitors and encourages families to visit as often as their circumstances allow.

Nevertheless, visiting a patient in a secure hospital can be intimidating and confusing, especially when visiting a patient for the first time. These guidelines will assist you through the process, ensuring you are aware of our procedures and providing information and guidance on what you will need to do to visit.




PLANNING FOR YOUR VISIT

It can take four weeks or more for a newly admitted patient to reach a security level that will allow him access off the unit. As such, visits during that time period will take place on the unit. With that in mind, you are asked to contact the program's social worker in advance of your visit, in order to make arrangements.

Visits on the unit must be pre-arranged and are subject to space and time availability; visits are scheduled on a first come, first served basis. There may be occasions when, due to operational needs, a visit cannot take place. The social worker will be best able to provide that information to you. Should a social worker not be available, you may also make arrangements with the clinical manager, the shift nurse manager, or the charge nurse.

ENTERING WAYPOINT'S PROVINCIAL FORENSIC DIVISION

When visiting a patient in the Provincial Forensic Division, it is best if you leave all personal items in your vehicle (purses, wallets, tobacco products, cellular phones, pagers, cameras and other electronic devices). Should you forget, we have keyed lockers that you may use.



Once inside the secure area, you will be asked to complete a Visitor's Approval Form (on your first visit) and to present a piece of government-issued photo identification that includes your current address. You will then be required to pass through a metal detector located in the Forensic Security Office and a scan of your person with a portable wand may be required. A temporary visitor's badge and a personal alarm device will be provided to you; you are asked to wear these throughout your visit. You will be escorted either to the unit or to the Visitor's Centre, depending on the security level of the patient you are visiting.

Please be aware that there are cameras located throughout the facility for the security of our patients, staff, and visitors.

YOUR VISIT ON THE FORENSIC ASSESSMENT PROGRAM

Patients who do not have access to off-unit privileges will visit on the unit. While we are aware that you may be traveling from a distance, these visits will be limited to one hour as each visit requires that the unit be locked up. A maximum of four visitors are permitted per patient and each must be 14 years of age or older.

We will do everything in our power to ensure your pre-arranged visit takes place, nonetheless please be aware that there is always the possibility that it may be interrupted or cancelled on short notice dependent upon operational needs or due to patient illness.

YOUR VISIT IN THE VISITOR'S CENTRE

If your family member/friend is able to visit off the unit, the visit will take place in the Visitor's Centre. The Visitor's Centre is a large, open area with a large number of tables and chairs for your comfort. It is open from 10:00 a.m. to 8:50 p.m. daily dependent on hospital operational needs. A maximum of four visitors is permitted, unless you make special arrangements in advance. Visitors under the age of 18 may visit, provided they are accompanied by an adult.




There is a canteen in the Visitor's Centre which is open for limited hours during the week and on weekends. You will need cash to make a purchase. There is no bank machine on the secure side of the hospital.

GENERAL POLICIES

- Waypoint will respect all non-contact orders as implemented by the courts.
- Due to space limitations and security concerns, it is best if you speak to the social worker in advance about what you are permitted to bring in. A list of restricted, prohibited and contraband items can be provided to you.
- You may want to bring money for your family member/friend for





canteen purchases. Please leave all monetary funds with the Forensic Security Office staff. A receipt will be given to you and the funds will then be transferred to the patient's account.

- In order to prevent infection, please do not visit if you have any signs of a communicable disease including cough, fever, runny nose, or sore throat.
- You may hear emergency codes throughout your visit. It is important that you follow staff direction.

CONTACT INFORMATION

Please feel free to use Waypoint's toll free number: 1-877-341-4729.

The Forensic Assessment Program consists of two units, the A side and the B side. The social workers on each unit are as follows:

FAP A

Tara Murdock, ext. 2166

Allison Jones, ext. 2247

FAP B

Theresa McArthur, ext. 2269

Mary Kraftscik, ext. 2070

Do not hesitate to call with any questions.