

Message from President and CEO Carol Lambie

I'm writing to thank everyone for the feedback and concern shared following the series of Toronto Sun articles this week as well as for a number of recent successful patient and family activities.

Please know the senior leadership team, the board and our leaders are committed to patient and staff safety. There is no question there have been challenges with our new building and mental health care has risks for all of our staff. Everyone is aware and concerned, and we are continuously monitoring and evaluating workplace safety in the Atrium and everywhere at Waypoint. We have made changes in the Atrium and are committed to other improvements as we continue to understand the differences between operating in our old and new environment.

I encourage anyone who has concerns and is feeling unsafe to use the many processes in place – speak with your manager, use the Occupational Health and Safety process, discuss solutions at team meetings and huddles, participate in senior leadership walk arounds or sign up for the next Connect with Carol.

Many staff are wondering if we provided information to the Toronto Sun or if we are going to do any additional media follow-up. Please know correct information about Waypoint and reminders about privacy legislation were shared with the reporter. Unfortunately we are unable to control what is printed. We are not planning to do anything further with the media which would only likely fuel more stories in the press causing our patients and their family members any more concern or discomfort. Our efforts will be focused on continuing to work together on health and safety and supporting our patients and staff internally.

Staff have voiced concerns about the patient information printed in the articles. Although there is public information available about some of our patients, the hospital itself did not provide this information. As hospital/health care employees (and through professional colleges for various staff) we must protect all patients' privacy and information.

Thank you to those staff concerned about the increase in stigma the articles have fueled. We remain committed to our Strategic Plan objective specifically for reducing stigma and will continue our advocacy work through activities such as Mental Illness Awareness Week promotion, guest speakers at events such as our Annual General Meetings, fundraising events and positive communication through our website, social media and news releases.

Every day I see the compassion and care for our patients in action at Waypoint. Last Saturday's annual Patient and Family Picnic was yet another success and was a day of

joy and fun for our provincial patients. Thank you to everyone for making that event so special. Over the summer there have also been a variety of trips, beach activities and other very special and meaningful events for our patients including last night's Georgianwood Program social. In closing, thank you again for your concern and for supporting our patients and each other in an often challenging environment.

Carol