

High Secure Provincial Forensic Programs

(Awenda, Beckwith, Beausoleil, Forensic Assessment)

Arranging a Patient Visit

While visits do not need to be pre-arranged, it is recommended to contact the program social worker to advise of the visit. Without prior visit arrangements, the visit may be delayed and/or may not be able to occur.

Entering Waypoint's High Secure Provincial Forensic Programs

Screening

All visitors entering the High Secure Provincial Forensic Programs are required to pass through a metal detector and may require scanning with a portable wand before being permitted to enter the area. This process will also apply to program reentry.

Sign In and Identification

All visitors will participate in screening at the Forensic Security Office. This includes providing proof of identification (valid government issued picture identification). A temporary identification badge will be issued to the visitor and must be worn and visible at all times. At the conclusion of the visit, the visitor must sign out and return all Waypoint belongings.

Lockers are available for visitors to store their personal effects before entering the high secure area.

Cameras

Photography on Waypoint grounds and programs is not permitted without prior approval.

Cameras, including phone cameras, are not permitted in the High Secure Provincial Forensic Programs and must be left with the Forensic Security Office or placed in a Waypoint provided locker. If a visitor wishes to take photographs during their visit, they must make arrangements with the program social worker prior to the commencement of the visit. The patient's consent must be obtained and a staff member from the Forensic Security Office or clinical program must supervise all photography to ensure the privacy of other patients.

Provisions of Goods to/for a Patient

Visitors must complete the Declaration of Items form for all items brought into the secure area. All incoming goods will be scanned, including food items.

Restricted/Prohibited Items

Some items are restricted on hospital property, such as tobacco, alcohol, recreational marijuana and substances deemed illicit. There may be other restrictions based on patient and program safety requirements. Before arriving with goods that you plan to give to a patient, check with the program social worker to confirm if they are permitted.

Storage

Patients are allocated a set amount of storage space. When bringing a gift, always confirm with the social worker that there is room for the newly arriving goods.

Food

Waypoint affirms the importance of cultural foods in supporting patient well-being. Homemade and/or cultural foods are permitted and must be consumed during the visit. Waypoint is not able to accommodate the storage and/or handling of leftovers and requires that they be taken home with the visitor. Note: food must not contain bones.

Provision of Monetary Funds to/for a Patient

All money received from a visitor for a patient is processed through the Forensic Security Office. A receipt for the monies given will be provided to the visitor and funds will be transferred to the patient's financial account once processed by Waypoint Financial Services.

Contacting a Patient by Telephone

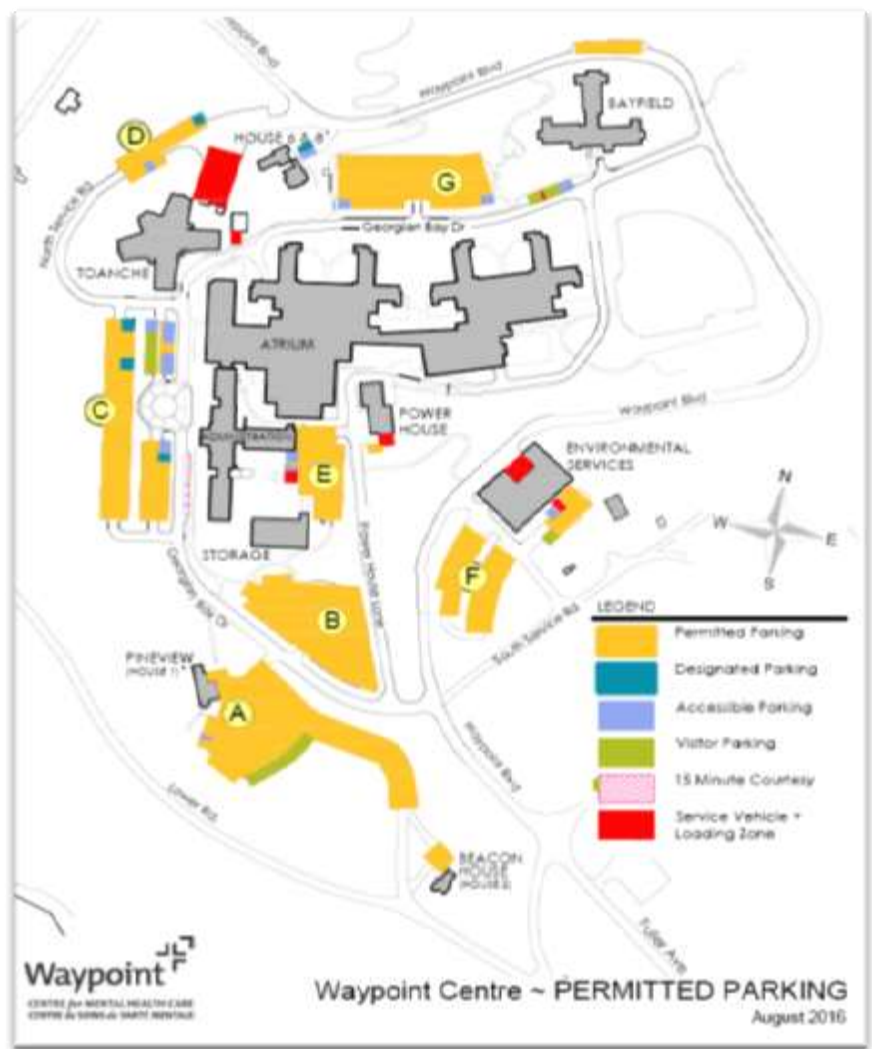
To contact a patient by phone: 705 549-3181 or toll-free 1-877-341-4729. A message may be left with the patient's social worker or the unit care desk for the patient.

Visitor Complaints, Concerns or Compliments

Visitors are encouraged to discuss any concerns with the patient's social worker or clinical manager. Visitors may also contact the patient relations officer to discuss their complaints, concerns or compliments:

Waypoint Centre for Mental Health Care
500 Church Street
Penetanguishene, ON
L9M 1G3

Include the full name of the patient and also your name, address and telephone number.



For more information, consult Waypoint's Visitor Guideline located on the Waypoint website.
(www.waypointcentre.ca/patients_families)