

**Arranging a Patient Visit**

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

**Entering Regional Program Areas**

**Screening**

Visitors to Regional Programs in the Toanche Building are required to check in with the security desk at the main entrance and may require screening including metal detector and portable wand before being permitted to enter the programs. This process will also apply to program reentry.

Visitors to other regional programs will follow posted instructions.

**Sign In and Identification**

Visitors are required to sign in with the appropriate security desk with 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 clinical program.

**Cameras**

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

Cameras, including phone cameras, are not permitted in the Regional Programs and must be secured in the visitor's vehicle 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 clinical program must supervise all photography to ensure the privacy of other patients.

**Provision of Goods to/for a Patient**

Visitors must complete the Declaration of Items form for all items brought onto the program for a patient. 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 or program care desk 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 all food for patient consumption 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.

## **Provision of Monetary Funds to/for a Patient**

All money received from a visitor for a patient is processed through the Regional Security Office (located in the Toanche Building). 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.

Patients choosing to keep money in their possession are responsible if money is lost or stolen.

## **Contacting a Patient by Telephone**

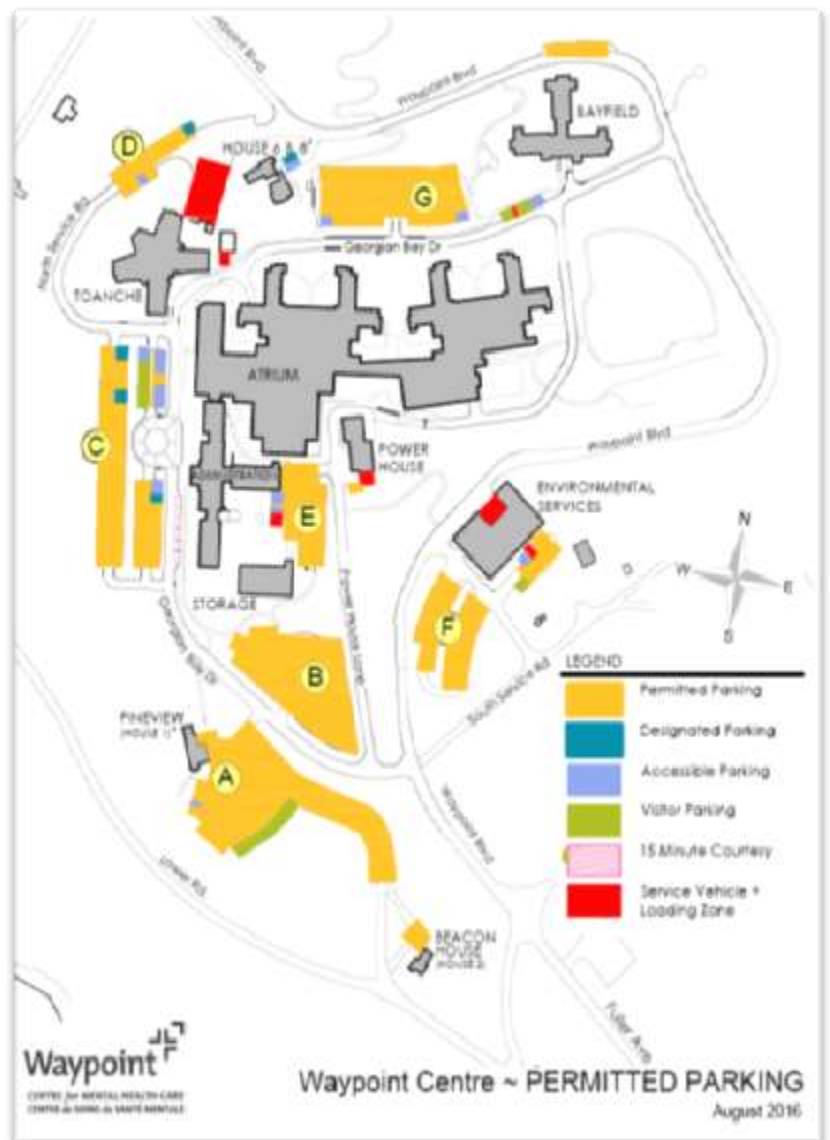
To contact a patient by phone: 705 549-3181 or toll-free 1-877-341-4729.

## **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](http://www.waypointcentre.ca/patients_families)