Family and Community COVID-19 Update
February 15, 2022

We are pleased to share that Waypoint is moving to Phase 2 of visitor restrictions on Thursday, February 17, 2022.

With key public health and health care indicators showing signs of improvement, and the Ontario government gradually easing pandemic restrictions, our teams are regularly reviewing procedures and planning how to safely make other changes related to visitor restrictions soon.

Visits for all patients continue to be by appointment only and must be booked at least 72 hours in advance. All infection prevention and control practices will remain in place for all visitors, including screening for illness and wearing masks and eye protection.

At this time, all visitors must also provide proof of vaccination (two doses) and photo identification, or proof of medical exemption.

Visitors to the Horizon Program for Geriatric Psychiatry must provide proof of three doses of vaccination on the following timelines:

- Visitors who were eligible on or before December 31, 2021 must have received their third (3rd) dose by January 28, 2022.
- Visitors who are eligible on or after January 1, 2022 must receive their third (3rd) dose by May 23, 2022.
- Visitors who become eligible after May 23, 2022 should receive their third dose as soon as possible after becoming eligible (i.e., 3 months after receiving the 2nd dose).

Some limited exceptions apply in all circumstances such as palliative situations.

A reminder that eating or drinking is not permitted during the visit and we cannot accept any homemade food or food requiring refrigeration in any circumstance, including sent by mail.

While visitation is limited, our teams are making every effort to increase the availability of virtual visits. Please speak with a member of the care team to inquire about virtual or in-person visits.

Due to a new model of care implemented earlier this year, most of our social workers are working different shifts to support our patients. As such, there may be some longer delays in communicating with families and visitors. We appreciate your patience and kindness as during this time.

Resources for Patients and Families
Supports for patients and families are available from our Spiritual Care Team, the Patient/Client and Family Council and the Patient Relations Office. More information can be found at www.waypointcentre.ca/patients___families

<table>
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<tr>
<th><strong>Spiritual Care</strong></th>
<th><strong>Patient/Client &amp; Family Council</strong></th>
<th><strong>Patient Relations Office</strong></th>
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<tbody>
<tr>
<td>Clinical Multifaith Chaplains and Traditional Healer 705-549-3181, ext. 2850</td>
<td>A peer-led organization committed to using personal experiences to improve mental health &amp; addiction services 705-549-3181, ext. 2222</td>
<td>Available to listen to your feedback and work to answer your questions and resolve your concerns 705-549-3181, ext. 2999</td>
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705-549-3181  www.waypointcentre.ca
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