

## Family and Community COVID-19 Update – April 8, 2021

On Saturday, April 3, Ontario entered a province-wide shut down, followed by a declaration of emergency and stay-at-home order effective April 8 to May 5, 2021.

With this news and the rise in cases in our region and across the province, the hospital made the difficult decision to suspend visits for patients effective April 1, 2021. We know how important it is to visit with loved ones while in hospital, however, the decision to suspend visits aligns with our partner hospitals and the stay-at-home order, and is necessary to keep everyone safe.

The rise in cases also brings added pressure to the health care system and the need for hospitals to be prepared to add additional bed capacity on 48 hours' notice. This would free up much-needed beds at hospitals that are nearing capacity, and Waypoint has already made the necessary preparations to receive additional patients if required.

Work is underway to learn from our most recent outbreak on the Horizon Program. Our teams have been consulting with infection control experts, meeting with staff and leaders, and gathering feedback to plan improvements in the event we experience another outbreak.

We have resumed full operations on the Forensic Assessment Program (FAP-B) and we continue with indoor walks and trips to the canteen for patients on provincial programs with additional IPAC protocols in place. We have continued to maintain outdoor walks for all regional programs and most recently have been able to add outdoor walks for the Horizon Program. Mobile hairdressing services have been reinstated and the PIT Stop store continues to offer a large variety of goods to the provincial patients. The General Store has continued to provide mobile clothing items to some regional programs and this will roll out to other programs on a rotational basis as feasible.

All Infection Prevention and Control (IPAC) protocols remain in place at the hospital including:

- patient and staff co-horting to reduce contacts
- refresher training for all staff on the use of personal protective equipment
- decluttering of patient, clinical and administrative areas to reduce touch points and support enhanced COVID cleaning efforts
- having staff work from home where possible
- regular testing of staff
- isolation for patients and staff who are experiencing symptoms
- provision of virtual visits for outpatients
- hairdressing services available through a mobile service

Protocols that have supported off unit programs and activities continue to be reviewed and updated so that once restrictions are reduced; we can quickly resume basic services including recreation centre, gym, employment services, hair salon and the classroom. Please note that basic services may ramp up or be discontinued based on the necessary COVID-19 response.

We are pleased many of our patients have been vaccinated, as well as nearly 80 per cent of our staff. We would like to thank everyone for supporting these vaccination efforts, and for their diligence in adhering to IPAC protocols. We continue to be inspired by our staff who rise to the challenge every day to provide exceptional mental health care to patients in these extraordinary circumstances.

Updates can be found on our website at [www.waypointcentre.ca](http://www.waypointcentre.ca) as has been the case throughout the pandemic.

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

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