

If you have...

Feedback/Concerns/Complaints about Care or Services at this Hospital

...We Want to Help

Anyone has the right to comment, question and/or complain about care and treatment or services at Waypoint. Please use the chart below for information about where to start and who can provide support.

Start here



Talk to the **Staff Person who is responsible**

If not resolved...

Talk to the **Clinical or Department Manager**

If not resolved...

Talk to the **Director**

If not resolved...

Talk to the **Patient Relations Officer** ext. 2999

If not resolved...

Talk to the **Vice President of the hospital division**

If not resolved...

Talk to the **President/CEO of the hospital**

At any time



For Guidance and Support on your **rights:**

Patient Advocate Office

705 549-3181

ext. **2385** or **2389**

room **T-208** (Toanche second floor)

For Guidance and Help from

Peer Support:

Patient/Client and Family Council

705 549-3181

ext. **2180**

room **AT-1090** in the **Atrium**
(across from the Visitors Complex)

or

room **A-250** in the **Market Square**
(Administration Building)



Waypoint

CENTRE for MENTAL HEALTH CARE
CENTRE de SOINS de SANTÉ MENTALE

*Advancing Understanding.
Improving Lives.*

*Avancer la compréhension.
Améliorer la vie.*