

## **Information for Patients and Families**

RE: Toronto Sun series of Articles September 2015

Dear Waypoint patients and family members,

On behalf of the board and leadership team at Waypoint, we wish to apologize for any discomfort and concern you have felt from the recent Toronto Sun newspaper coverage about Waypoint and in particular our provincial forensic mental health programs. We would like to assure you that the comments reportedly made by a small number of our staff in the articles are not reflective of the compassionate, caring hospital Waypoint has committed to in its mission and vision.

It is extremely unfortunate that information about patients and the services we provide to support people with mental illness has been used in a way that increases stigma and undermines advocacy efforts. Please know we are committed to advancing understanding about mental illness and forensic mental health care. We have a Strategic Plan objective specifically for reducing stigma and increasing advocacy.

Please be assured that the hospital itself did not provide any individual patient information to the media and remains committed to upholding all privacy legislation. While we do not wish to undermine the concerns of our staff in regards to patient and staff safety, we do not agree with the willingness of a very small number of staff to speak with the press in this way. Our leaders are currently reminding our staff of their duty to meet privacy legislation as hospital and health care employees, and any breach is dealt with as per policy and legislative requirements.

Efforts by Waypoint leadership were made to remind the Toronto Sun about privacy legislation and we also shared correct information about our hospital and the services we provide with the reporter. Unfortunately we are unable to control what is printed and again apologize for causing any undue concern to you. We do wish to assure you that we are fully committed to patient and staff safety.

We will continue our advocacy work through our own activities such as Mental Illness Awareness Week promotion, guest speakers at events such as our Annual General Meetings, fundraising events and positive communication through our website, social media and news releases.

Thank you for your understanding.

Sincerely,

Carol Lambie, President and CEO