

Accessibility for Ontarians with Disabilities Act



University Health Network

Toronto General Hospital Toronto Western Hospital Princess Margaret Hospital

Accessibility at UHN

University Health Network (UHN) is committed to providing a respectful, accessible and inclusive environment for all our patients, staff and visitors. Our goal is to meet the standards outlined in the province's **Accessibility for Ontarians with Disabilities Act (AODA)** and will work to break down barriers to any goods, services and employment opportunities provided by UHN.



Dr. Robert Bell
President and CEO
University Health Network
October 2009

What Accessibility Services can I find at UHN?

Accessible parking

To get information on Accessible parking at UHN, please call Standard Parking Services at 416-595-7136.

Escort or Guide service

An escort or guide service is available if you need someone to help you during your visit to any of our hospitals. When you arrive at the hospital, let a staff member at any Information Desk know that you would like an escort. They will then try to arrange for a volunteer who will help you get to your appointment, test or procedure.

Interpretation and Translation Services (ITS)

Professional interpretation services are offered to UHN patients **free of charge** in over 150 languages, including American Sign Language.

If you need a sign language interpreter, or an interpreter for a language other than English, please talk to your healthcare team. The UHN ITS team needs:

- Two (2) weeks notice to arrange for a sign language interpreter
- At least three (3) business days notice to arrange for a spoken language interpreter
- If urgent, all efforts will be made to provide you with an interpreter as soon as possible. Phone interpreters may be accessed at any time, with no advance booking, in over 180 languages

Accessible Telephone Service at UHN

Teletypewriter (TTY) service can be found in many areas at UHN.

The locations and numbers are:

Princess Margaret Hospital

610 University Avenue
University Avenue entrance – 416-408-3999
Murray Street entrance – 416-408-0271

The Princess Margaret Lodge

545 Jarvis Street
Main floor – 416-413-9830
2nd floor – 416-413-9827
3rd floor – 416 413-9826

Toronto General Hospital

585 University Avenue
Robert McEwen Atrium
(next to cashiers office) – 416-593-5815

200 Elizabeth Street
Entrance Eaton Lobby
(next to gift shop) – 416-593-9577

150 Gerrard Street West
Gerrard Street Entrance – 416-597-0390

Toronto Western Hospital

399 Bathurst Street
Bathurst Street Entrance – 416-203-8645

Emergency Department
1st floor Fell Pavilion – 416-603-1043

Nassau Street Entrance – 416 -364-9289

Leonard Street Entrance – 416-603-0643

TTY Hours of operation

TTY is open Monday to Friday - 8:30 a.m. to 5:00 p.m. (ET).

You may also visit the website at: http://www.bell.ca/specialneeds/PrsSN_SvcLanding.page

For more information about accessible telephone services, you may call Bell Canada by phone at 1-800-268-9243. Teletypewriters (TTY) users call:

- Ontario: 1-800-268-9242

How does a Bell Relay Service (BRS) call work?

The BRS allows customers who are deaf, deafened and hard of hearing, or customers with speech disabilities, to communicate with hearing persons or non-TTY users by telephone. The BRS service uses specially-trained operators who act as third-party communicators or messengers.

Relay operators are available 24 hours a day, 7 days a week.

Service Animals

A Service Animal is a working animal that is specially trained to support people with disabilities.

Service Animals are welcome at UHN. When possible, please talk to your healthcare team before your appointment or procedure to let them know about your service animal.

Your Service Animal may not be able to go with you into some areas of the hospital. If you must be separated from your service animal, please make arrangements with your healthcare team to have your service animal cared for while you are at your appointment, test or procedure.

Please note that household pets are not Service Animals. Please ask any staff member for more details about our UHN policy for pet visitations (UHN Policy 4.70.006)



Wheelchairs and Assistive Devices

Wheelchairs are kept at the Information Desks that are near the main entrances of each hospital. If a wheelchair is not available at the time of your visit, please visit the Information Desk and the staff there will try to help you.

You may bring your own wheelchair and other assistive devices to the hospital (an assistive device is any piece of equipment, such as a cane or walker, which helps a person with a disability.) Please note that UHN is not responsible for wheelchairs or other assistive devices that are lost or stolen.

You may wish to label your device with your name before coming to the hospital.



Wheel Trans Services

You may call the Wheel Trans reservation line at **416-393-4222** to make arrangements for drop-off and pick-up at UHN. You should let them know if you are traveling with a service animal or, with an escort.

Wheel Trans pick-up and drop-off locations at UHN

The Wheel Trans service can pick you up or, drop you off at the following hospital entrances:

- Princess Margaret Hospital
610 University Avenue: Next to the circular driveway at Murray Street and Elm Street
- Toronto General Hospital
585 University Avenue: At the Robert McEwen entrance
- Toronto Western Hospital
399 Bathurst Street: At the Nassau Street entrance, at Bathurst and Nassau Streets

Scents and Fragrances

Since some patients, staff and visitors to UHN may have breathing problems and severe allergies, UHN is a **scent-free** facility.

We ask that you do not wear scented products, such as perfume or cologne, when visiting the hospital.

How will I know if there is a temporary disruption (closure) to UHN Accessibility Services?

Information about planned or unexpected disruptions to UHN services, such as closed washrooms, elevators, doors, entrances, corridors, stairwells, internal and external walkways and driveways, and service, program or clinic closures will be posted at UHN public entrances, information and reception desks.

Patients and visitors to UHN can find out about any service disruptions by calling our main switchboard (telephone) line at 416-340-3388, (or PMH 416-946-2000; TGH 416-340-3111; TWH 416-603-2581) or, by logging on to the hospital website at **www.uhn.ca** before coming to the hospital.

All notices on our telephone system or website will include information about the reason for the disruption, how long the closure will last (if known) and, information about other facilities or services that you may use, if available.

If you wish, and where available, a volunteer at the information desk may be able to guide you to other available services.

What can I do to offer feedback about the Accessibility Services at UHN?

Information on how you can offer feedback on UHN's Accessibility Services can be found on the UHN Accessibility website at **www.uhn.ca/accessibility.asp**.

Patients and visitors are welcome to offer their feedback.

We suggest that you follow these steps:

1. Talk to the unit or department manager. They are open to your feedback, and may be able to find you other help you may need.
2. Your feedback may be given in person, by telephone, in writing, by e-mail, or by another method. If you speak a language other than English, we can arrange to have an interpreter help you so that you may share your feedback in a language that you prefer.

Patient Relations at UHN

If you need more follow-up or help, feedback can be sent to UHN **Patient Relations:**

1. Fill out the form on the back of this brochure and drop it off at any Hospital Information desk.

OR

2. Contact Patient Relations directly by phone at 416-340-4907 or, by email at: **patientrelations@uhn.on.ca**

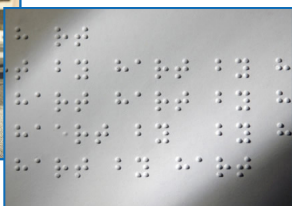
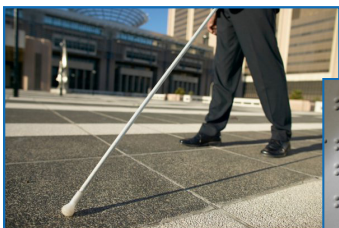
Workplace Diversity at UHN

If you are a UHN employee and would like to provide feedback on the Accessibility Services at your hospital, please fill out the form at the back of this brochure and forward it to **Workplace Diversity at your site**.

You may also contact Workplace Diversity at 416-603-5526 or 416-340-4800 ext. 2082, or by e-mail at **accessibility@uhn.on.ca**

We will follow-up with you to confirm that we have your feedback as soon as we receive it.

For more information about the AODA, log on to **www.aoda.ca**



Accessibility Services at UHN Feedback form

Let us know if you have any questions, comments or concerns about access to our hospitals. Once you have completed this form please hand it in to the information desk clerk.

Name: _____

Please let us know if you are:

- A UHN Patient
- A Visitor or Family Member
- An Employee or Volunteer
- Other (please specify):

Phone Number: _____

Address: _____

E-mail: _____

Comment: _____
