

# Building a Better Bickle

***A message to our staff, patients and families***

## The Home Stretch

Three years ago we asked you to imagine EW Bickle as a place that was fresh, modern, relaxing and welcoming. An environment where patients and families felt they were receiving exemplary care, and staff were inspired to be at their best. In just 12 months, this vision will be our reality.

With the ringing in of 2019, we entered into our final year of the Building a Better Bickle redevelopment project. This ambitious project saw the renovation of the majority of EW Bickle on the inside and out.

“Building a Better Bickle has been a long journey and we are delighted to be entering into the final phase of the project,” said Paula Cripps-McMartin, Clinical Director, EW Bickle Centre. “Over the next several months you will see the complete vision for EW Bickle come together and I am confident that the results will have been worth the wait and disruption.”

Last fall, we successfully completed South 4 and South 5, as well as the clinical space on South 2. Just before the holidays, to help us prepare for the final phase of work, we completed our next wave of moves, including the complete closing of North 2 and the main entrance. Looking forward to the year ahead you will see:

- ✓ the exterior of the building with new windows as well as reinsulated, rebricked and recladded
- ✓ a new front entrance completed with an extended canopy outside to better protect you from the weather
- ✓ North 4 and North 5 patient units renovated
- ✓ Renovated North 2 which includes the auditorium, offices, meeting rooms, serenity room and the main lobby
- ✓ North 3 will have a mini-renovation including new windows and HVAC system



*South 2 – what was the temporary home for patient computers and library – has now become the new home to our gift shop and vending area.*

With much of the work focused on the common areas of the main floor and entrance, there will be some inconvenience and detours. As we have throughout the project, we will continue to work to minimize disruption and create temporary homes for services many have come to count on, such as the gift shop

and vending area – now located in South 203.

“We are enormously grateful to our staff, patients and families for all your support throughout this project,” said Meg Quesnelle, Clinical Construction Lead - Bickle, TRI. “Sometimes the last part of journey feels like the longest, but know that we are very close to completion and we could not have gotten here without your patience and good grace.”

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## Becoming our Best

Building a Better Bickle isn't just about creating beautiful spaces. The entire project has been guided by how we can provide safe patient care. This meant looking at our redevelopment plan through the eyes of our patients and staff, as well as applying an operations lens to ensure we were raising the bar on patient safety, our performance and efficiency. To support this commitment we have:

- ✓ Opened a nocturnal dialysis unit to reduce patient transfers off-site.
- ✓ Upgraded our building insulation to improve energy efficiency.
- ✓ Installed piped in-wall suction and oxygen to improve patient safety and open up bedside space.
- ✓ Upgraded the technical infrastructure (WiFi, phones, etc.).
- ✓ Designed spaces to better accommodate the needs of our patients and improve staff work flow.



### Safety First

At UHN, patient safety is always our top priority. With so much activity during renovations, your daily habits may be interrupted. To keep all our staff, patients, visitors and contractors safe, we ask everyone to work together and be extra vigilant by:

- Reporting any safety concerns immediately to a supervisor
- Respecting safety signage and encouraging others to do the same
- Not entering construction zones without the proper safety equipment and permissions.



### Entrance change

Main Entrance → South Clinic Entrance



### Under Construction

The following areas are now under construction:

#### Interior

- **Main Entrance & North 2 Lobby**
- **North Parking Entrance** - No access to hospital. Only access to Security Office, Pay Parking Machine and key retrieval box. Please follow the posted signs from the parking lot to the South Clinic Entrance
- **North 2** – full main floor renovation including the auditorium
- **North 4** – inpatient unit renovation
- **North 5** – inpatient unit renovation

#### Exterior

- Replacing brick work, cladding and windows continues with approximately 75% completion to date

## Get in Touch

Ensuring a clean and safe environment for our staff, patients and visitors is always a priority. We appreciate that construction can bring some inconveniences and we are making every effort to minimize potential impact. If you have any questions or concerns about construction, please contact us directly at our dedicated project email:  
**[tri-bicklerenovationquestions@uhn.ca](mailto:tri-bicklerenovationquestions@uhn.ca)**