

UHN Canada's
#1 Hospital

WEST PARK HEALTHCARE CENTRE

Patient Orientation Guide



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- Outpatient Rehabilitation - (416) 243-3778 or Ext. 30130
- Patient Relations & Engagement Office - Ext. 30140
- Payment Office - Ext. 30610
- Recreation Therapy - Ext. 30180
- Security - Ext. 44444
- Spiritual Care - Ext. 30160



PART 01

Maps & Wayfinding

Campus Map

As of March 2025

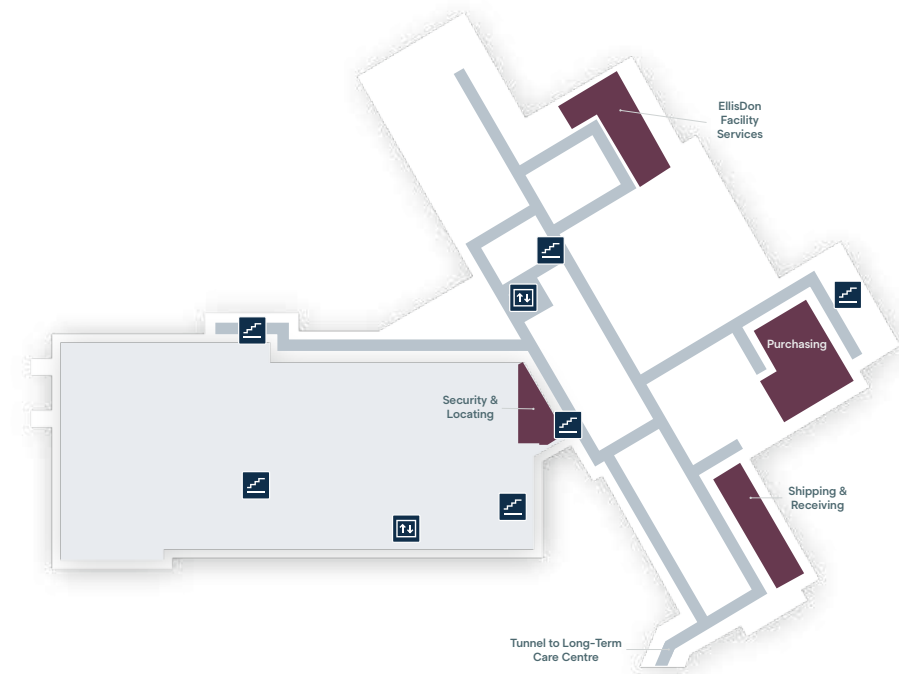


Subject to change due to ongoing construction.

Hospital Maps

LEVELS P1-L6

LEVEL



LEVEL

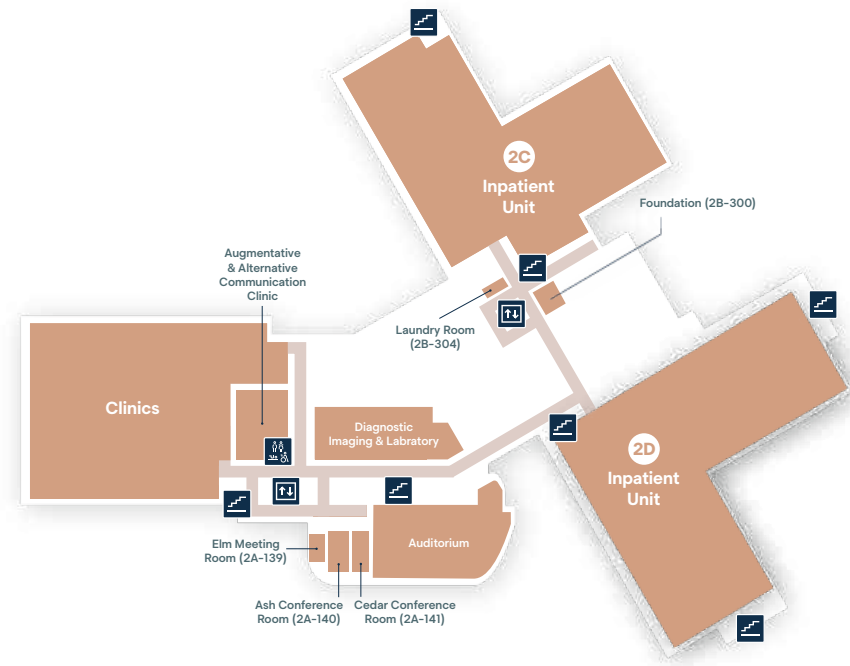


Hospital Maps

LEVELS P1-L6

LEVEL

L2



Hospital Maps

LEVELS P1-L6

LEVEL

L4



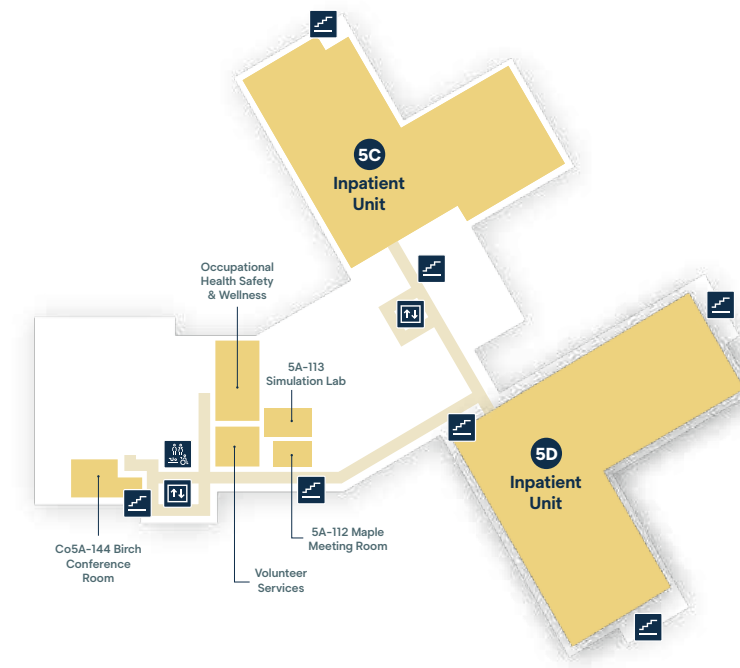
LEVEL

L3



LEVEL

L5



Hospital Maps

LEVELS P1-L6

LEVEL



Entrances

The building features two entrances: the Main Entrance and the South Entrance. Most patients and visitors will use the Main Entrance, conveniently situated for drop-off and pick-up with easy vehicle access directly in front of the hospital.

The South Entrance will be used by ambulances and other transportation

vehicles, offering patients more privacy and dignity when they arrive at West Park.

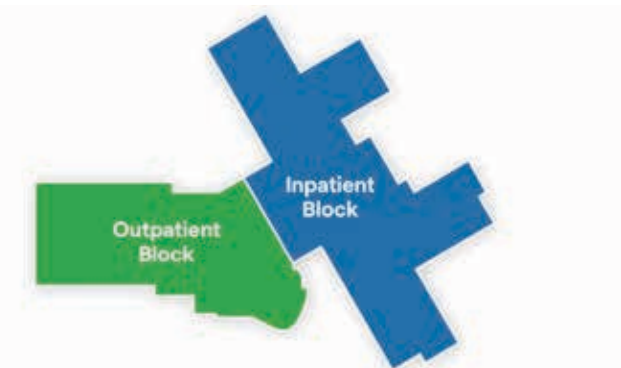
For easy access to their program, Acquired Brain Injury Day Program patients will use the South Entrance.

Blocks and Zones

Inpatient and Outpatient Blocks

West Park grouped its six levels of programs and services into two main areas: inpatient and outpatient blocks. This arrangement ensures that related care and services are close together, reducing the need for patients and staff to travel long distances.

The inpatient block includes inpatient units and shared spaces like therapy gyms and activity rooms. The outpatient block includes therapy spaces, clinics, diagnostic centers, treatment and services that don't require overnight stays, as well as administrative offices.



Zones

The hospital is split into four zones: A, B, C, and D, which correspond to room numbers. This system can be helpful when

trying to locate a room. For instance, if a room is labeled as 2C-420, it's on Level 2, Zone C, Room 420.



Wayfinding

Through the use of colours, signage, images, landmarks and the naming of spaces, thoughtful consideration has

been given to help patients and visitors navigate and orient themselves in the new hospital.

Colours

Each level has its own colour to help patients and visitors find their way. The corridors usually have a medium shade of the level colour, while darker shades highlight the entryways to inpatient units and outpatient services.

- L1 Blue
- L2 Orange
- L3 Teal
- L4 Purple
- L5 Yellow
- L6 Green

Signage and Naming

In general, signs use broad terms to direct people to destination areas. Specific details are then provided at the final destination. For example, signboards might

say "Outpatient Clinics," with specific clinics like the "Amputee Clinic" listed at the destination.



Wayfinding Kiosks

These kiosks generate the shortest path from the current location to the desired destination.

Additionally, users can access the map on their mobile devices by scanning a QR code.

PART 02

Inpatient Spaces

West Park's new hospital has been carefully designed to support every step of a patient's journey. With cutting-

edge healthcare architecture, advanced equipment and first-class healthcare staff, we have built a facility for the future.

Inpatient Rooms & Features

From accessibility features to the abundance of natural light filtering into the building, the new patient rooms have your comfort, safety and wellbeing in mind.

For privacy and comfort, 80 per cent of the 316 beds are single rooms with the remaining as double rooms. The bright and spacious inpatient rooms have expansive views. For extra comfort, every patient has a private bathroom, even for those in shared rooms.



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Family Zone

There is a dedicated area for family and friends, designed to enable loved ones to spend more quality time with patients. A high-back and low-back chair is available

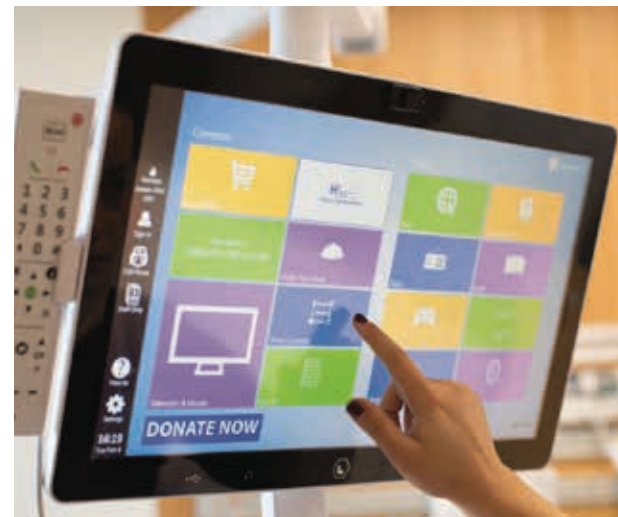
in the designated area. Visitors approved to spend the night can request a sleeper chair.

Integrated Bedside Terminal

Each inpatient bed is equipped with an Integrated Bedside Terminal (IBT), which includes a computer and keyboard mounted on an arm. Patients can use the IBT for various purposes such as contacting a nurse, watching television, accessing the internet, making phone and video calls, and controlling room features like lighting, temperature and window blinds.

For staff and physicians, the IBT provides immediate access to a patient's electronic health record. The IBT can also stream hospital events and activities happening around the hospital.

Patients with limited ability can have an Occupational Therapist assess their needs and explore available technology for controlling the integrated bedside terminal.



Nurse Call System

The new nurse call system enables patients to reach their care team. With a touch of a button, patients can ask for help or share their needs directly with a nurse. Staff can then respond quickly to prioritize and address patient requests.



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Patient Lift

Each patient room has a ceiling lift to safely and easily transfer individuals with limited mobility between surfaces such as beds, wheelchairs, stretchers, etc.

This ensures patient dignity and reduces physical strain on healthcare providers, creating a supportive and efficient caregiving environment.

Patient Room Status Monitor

Located outside of the patient's room, the Patient Room Status Monitor (PRSM) is linked with the new nurse call system and electronic patient record, which provides staff with real-time information on a patient's condition, treatment status, allergies, dietary restrictions and more. Only authorized staff can view the patient information.

While in standby-mode, each PRSM displays a nature-related image that is unique to the unit, which helps patients identify their room.



Plexi-Glass Holder

Upon request, an 8.5 x 11 inch plexi-glass holder is available for you to place photos and mementos. Due to infection prevention and control (IPAC) guidelines

and facility management, the posting of posters and other items on walls in the patient room and throughout the building is not permitted.

Television

Elevating the patient experience, there is a 50-inch television monitor available for every inpatient. The television is wall-mounted to maximize space and accessibility.

For convenience, patients can also watch television on the Integrated Bedside Terminal.



Wardrobe

The wardrobe offers a secure and customizable storage solution for hospital patients. There is a keypad lock for privacy and security, while the adjustable shelving accommodates various personal items, and enhances organization and accessibility.



Washroom

The washroom is designed for people with limited mobility, featuring an open layout without barriers between the shower and the rest of the room. Safety measures include non-slip flooring to prevent falls and a gently sloped floor to direct

water towards drains. There are vertical, horizontal and fold-down grab bars to aid patients in moving safely around the bathroom. Additionally, the shower area includes a height-adjustable handheld shower head for flexibility and control.



Wheelchair Charging Zone

Each patient room has a designated wheelchair charging area, so patients have the comfort of knowing their mobility device is close by.

Patient Spaces on the Unit

Airborne Isolation Room

There is one airborne isolation room (AIR) on a standard inpatient unit. These specialty rooms have negative air pressure and are designed to prevent the spread of infectious diseases that are transmitted

through the air. Staff entering these rooms are required to adhere to strict protocols, including wearing appropriate personal protective equipment (PPE), to minimize the risk of transmission.



Communication Centre

The Communication Centre is the unit reception area that serves as a welcoming hub for each inpatient unit. The counter is designed to be at wheelchair height with sufficient ground clearance beneath, so patients in wheelchairs can have a more personal interaction with staff.



Dining Room

Communal dining is an important component to rehabilitative care. It fosters a sense of community and allows patients to practice essential daily activities in a supportive environment. Each unit has its own dining room that provides patients with the opportunity to eat together and/or with family and friends.

When appropriate and available, inpatients are encouraged to dine together in the

dining room. Meal trays will be delivered to the patients at the dining room tables. Patients preferring to eat in private or unable to access the dining room will have trays delivered to their room.

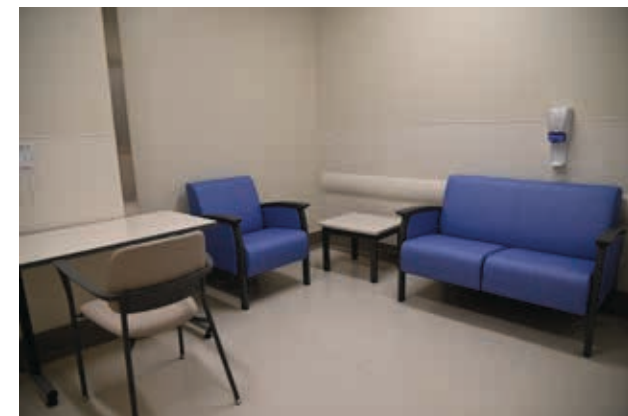
Beyond meal times, patients can use the space for various social and recreational activities, further enhancing the overall therapeutic environment of the facility.

Nourishment Room

Next to the dining room, the nourishment room has a microwave, refrigerator, sink and water that can be used by patients, families and volunteers.

Patient Lounge

There is a patient lounge on each unit that contributes to the overall well-being of patients. Equipped with a large screen television, patients can spend time with visiting family and friends, and other patients in this welcoming and comfortable space.



Quiet Room

The quiet room provides patients with a tranquil space for reflection, meditation and moments of respite.

Adorned with comfortable seating and soothing decor, the quiet room provides a space where patients can find a sense of calm.

Substation

Each unit has two substations at opposite ends to ensure healthcare staff are readily available to respond to patient needs. Patients can approach the substations should they need to talk to their care team.



Shared Spaces



Activities of Daily Living Suites L1 L2 L3 L5

Under the guidance of occupational therapists, patients can practice everyday tasks in the Activities of Daily Living (ADL) suites. The suites are similar to small

apartments that can include a kitchen, bathroom and bedroom. By simulating a home-like environment, the ADL suites play a pivotal role in helping patients develop the skills and confidence they need to return home and continue to live independently.

Laundry Room L2

The laundry room is equipped with washing and drying machines to provide patients with a convenient way to handle their laundry needs.

Using a credit or debit card, patients can easily use the washing machines and dryers. For patients who need assistance with their laundry, please speak with your Clinical Service Manager.

Multi-Sensory Rooms L1 L4 L6

Multi-sensory rooms are available for therapeutic use. Each room is equipped to provide opportunities for interaction and engagement of the senses such as like

lights, colour, music, aromas, vibrations and tactile objects.

West Park's new therapy pool also has the ability to create a multi-sensory experience.



© Laura Peters-CannonDesign

Therapy Gyms

Every inpatient unit has access to a therapy gym on its floor. Equipped with exercise machines and therapy equipment, therapists will assess your

need for treatment on an individual basis. It is in these gyms that your prescribed therapy will take place, so that you can regain or maintain strength, mobility and functionality.

Activity Rooms

Every inpatient unit has access to an Activity Room on its floor. The versatile, multi-purpose room is designed to accommodate a diverse array of activities and therapies. Equipped with audiovisual

technology, the room serves as a hub for educational seminars, group therapy sessions, recreational activities and social gatherings. Outside of therapy hours, the room can be booked for family and visitor activities.

Terraces

Bringing nature closer to patients, there are terraces on every floor to ensure all patients have convenient access to fresh air and outdoor respite. The terraces are strategically positioned to optimize exposure to natural sunlight.

With panoramic views, these outdoor spaces enrich the patient experience by connecting individuals with nature and fostering a sense of well-being and renewal.

PART 03

Patient Services

Clinics ^{L2}

West Park has specialized clinics to help individuals with complex and ongoing health challenges maintain or improve their health and quality of life. Clinics provide assessment, treatment

and ongoing care including a variety of rehabilitation and wellness activities. Specialty clinics include Acquired Brain Injury, Amputee, Augmentative and Alternative Communication, Geriatric, Musculoskeletal, Psychiatry, Respiratory, Spasticity Management and Tuberculosis.

Day Programs ^{L1 L3}

West Park provides three specialized Day Programs: Acquired Brain Injury, Geriatric and Respiratory. Led by interdisciplinary teams of healthcare professionals, the Day Programs focus on enhancing functional abilities, promoting independence, and facilitating community integration. These programs provide a supportive environment where participants engage in a range of activities in a group setting, receive ongoing monitoring and education.



Outpatient Rehabilitation **L1**

Formerly known as Rehab Plus, Outpatient Rehabilitation offers a variety of therapeutic services to help individuals recover from injury, illness, or surgery.

With personalized care plans and ongoing support, it aims to improve a patient's physical and cognitive abilities, reduce pain, increase independence, and ease the return to daily activities and community life. Services include physiotherapy, occupational therapy, speech therapy, chiropody, speech language pathology, and massage therapy, all tailored to meet individual needs.

Additionally, patients and families receive education and guidance to support long-term recovery and wellness.



Patient Relations & Engagement **L1**

Located by the Main Lobby, the Patient Relations & Engagement office serves to foster positive interactions and address the diverse needs of patients and their families. With a focus on enhancing the overall patient experience, the Patient

Relations Coordinator acts as a liaison between patients and hospital staff, ensuring that concerns, feedback, and requests are effectively communicated and addressed. Through proactive engagement initiatives, West Park seeks to empower patients and families, promoting collaboration and mutual understanding.

Payment Office **L1**

Located by the Main Lobby, the Payment Office can accept payments from inpatients and outpatients for services

and expenses. The Payment Office also offers cash or credit card payment to patient trust accounts, and cash withdrawals from patient trust accounts.

Prosthetics and Orthotics **L3**

For inpatient and outpatients, West Park's Prosthetic and Orthotic Service is a full-service manufacturing facility where

certified and specially-trained staff design and build state-of-the-art prostheses and orthoses to improve the quality of life and independence of patients.

Recreation Therapy **L1**

Recreation Therapy utilizes recreation, leisure education and experiences to enhance the physical, emotional and social well-being of patients on their healing journey.

Conveniently located off the main corridor, the department develops and offers individual programs, scheduled group and drop-in activities such as art, cooking,

horticulture, video gaming and computer training.

There is also a teaching kitchen for patients to learn and practice skills necessary for successful community living and therapeutic purposes. The kitchen is equipped with audio visual capabilities to broadcast on monitors throughout the hospital.



Respiratory Evaluation Services & Sleep Lab **L4**

An instrumental component of West Park's respiratory care, the Respiratory Evaluation Services (RES) provides diagnostic testing

services to support complex patients with breathing challenges. Services offered by RES encompass pulmonary function testing (PFT), exercise capacity and endurance testing and sleep laboratory evaluations.

Public Spaces & Amenities

The new West Park brings an array of amenities that will improve the patient, family and staff experience. For patients, amenities go beyond medical care — they encompass comfort and support during

their stay, and meaningful spaces for healing and recovery. These thoughtful amenities create an environment that supports exceptional patient care.

Auditorium

The auditorium is the largest event space with a spacious stage that can be accessed by an accessible ramp. It can host and support a wide range of events and functions such as conferences, classroom learning, telemedicine sessions, town halls, multi-faith services, movie nights and gala dinners.

The auditorium is equipped with advanced audio-visual equipment. Features include:

- Three laser projectors that can project onto three movie quality screens on the stage



© Patrick St-Arnaud

- Room presets that can switch the room's lighting and ambiance to pre-programmed settings for events like pub night, holiday events and other celebrations
- Professional audio system suitable for movies, concerts, presentations and

other engagements

- Cameras and microphones for professional event recording and/or broadcasting to inpatient areas, integrated bedside terminals (IBTs) and live stream platforms like YouTube.

Bank Machine L1

An ATM machine is located on the main level right across from the Café.

Café L1

The Café can accommodate a variety of seating arrangements and special events. There is also a lounge style seating area where people can relax by the fireplace in solitude or with family and friends.

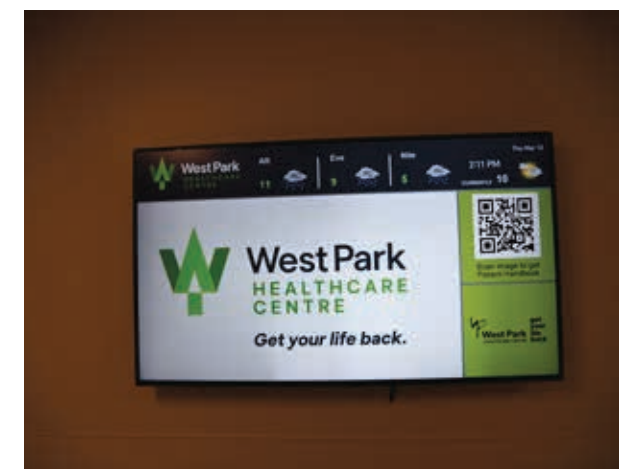
The food continues to be provided by an external vendor. A 24-hours accessible vending area, next to the Café, has microwave ovens, vending machines, and a counter.



© Patrick St-Arnaud

Digital Monitors

Located throughout the public corridors, digital monitors share announcements, promote campaigns, highlight initiatives, promote events, and provide educational content and more. Digital monitors replace posters that existed in the old buildings. The posting of posters and other communications on walls throughout the building is prohibited.



Elevators

There are three different types of elevators:

1. Public elevators are located in both the inpatient and outpatient blocks. During certain hours of the day, one of the public elevators will stop at every floor to allow patients with limited mobility to use the elevators independently.
2. Parking elevators bring patients, visitors and staff from underground parking levels (P1, P2 and P3) to the Main Lobby on Level 1.
3. Service elevators are also located in both the inpatient and outpatient blocks. These elevators are for staff to transport food, equipment and supplies.



Gallery L1

This public space is intended to display West Park's history and historical items. It can also be a flexible space to showcase art, celebrate achievements and raise awareness for important initiatives.

Heating, Ventilation and Air Conditioning (HVAC)

A state-of-the-art HVAC system ensures that only 100 per cent fresh air is pumped in from the outdoors, eliminating the need for re-circulated air and removing potential transmission of airborne pathogens.



Information Desk L1

The information desk in the Main Lobby serves as a vital resource for patients and visitors. Positioned at the heart of the

facility, friendly and knowledgeable staff and volunteers provide essential assistance and guidance to anyone seeking information or direction within the hospital premises.

Parking P1 P2 P3

VEHICLES

In the future, there will be three parking lots on campus:

- **Parking Lot 1:** For staff and visitors and located next to the Long-Term Care Centre
- **Parking Lot 2:** For visitors only and located by the main entrance
- **Parking Lot 3:** For staff and visitors (underground)

In the underground parking lot, there are 14 electric vehicle charging stations with

the potential to expand infrastructure. All electric vehicle stations have Level 2 chargers, the most common type of chargers. The charging stations are available to both staff and visitors in Parking Lot 3 (underground parking). Fees, similar to other facilities, are applied. Parking is also enforced by a third-party.

BICYCLES

There will be more than 100 bicycle parking spaces. The majority of bicycle racks are available within 70 metres of the new hospital's main entrance and covered by a canopy to protect bicycles from the elements.

Pharmacy- Retail L1

Staff, patients and the community can conveniently have their prescriptions filled at the retail pharmacy. Beyond

dispensing prescribed medications, the retail pharmacy offers over-the-counter products, personal care items, snacks and drinks, cards, books and gift items.

Resource Centre L1

With a greater shift towards digital resources such as access to online journals, electronic library resources and audio visual media, the Resource Centre is a knowledge hub for patients, families, staff, physicians, volunteers and students to access educational materials and information.

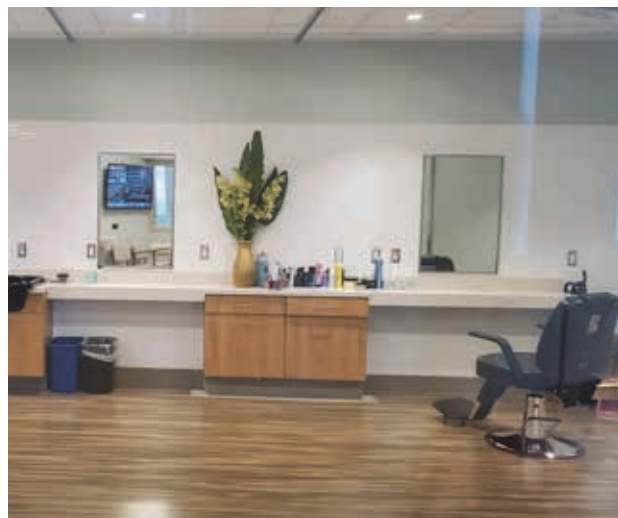
The space includes computer workstations, study spaces, reading areas, private work areas and a small conference room for educational sessions and meetings.



© Laura Peters-CannonDesign

Salon L3

Patients can refresh their appearance at the salon that offers haircuts for both men and women. Understanding the unique needs and limitations of patients, our salon ensures a safe and comfortable environment for each haircut session. Whether it's a trim or a complete restyle, our salon services contributes to the emotional and psychological wellbeing of patients.



Seating & Seating Alcoves

Plentiful seating areas and seating alcoves are strategically placed throughout the hospital to provide patients with opportunities to rest and recuperate during their stay. From the open seating areas in the Main Lobby to the seating alcoves throughout the inpatient units, these comfortable spaces offer respite from the often hectic and bustling hospital environment, allowing patients to relax and recharge as needed.



© Laura Peters-CannonDesign

Security

CCTV Cameras

CCTV cameras are installed throughout the facility to enhance the overall safety and security measures at West Park. By monitoring different areas of the hospital, such as entrances, hallways and parking lots, the recorded footage can be used to ensure the wellbeing of patients, staff and visitors, investigate incidents and deter potential threats.

Emergency Panic Stations

Emergency panic stations are located externally throughout the property and parking garage. They are highly visible with clear instructions on how to initiate an emergency response.

Intercoms

Intercoms are located throughout the building to facilitate communication between patients, visitors and various departments.

Spiritual Care L1

West Park's spiritual care addresses the emotional, social, spiritual and religious needs of patients, families and staff of all faiths through visitation and counselling. The spiritual care area features a multi-faith meditation room (Reflection Area), a Wudu basin and an area for counselling and office space for religious and spiritual care providers. There is also access to an outdoor garden that offers a serene and calm space.



© Patrick St-Arnaud



Therapy Pool L1

West Park's stunning Therapy Pool provides patients with a gentle and supportive environment for targeted exercises, aiding in their recovery journey.

The pool has different depths and includes an underwater treadmill for patients

experiencing joint pain. It is also equipped with multi-sensory equipment such as lights, music and water jets.

Access to the salt water therapy pool is primarily reserved for patients undergoing therapy as determined by their treating therapists.

Washrooms

Most of the public washrooms are multi-stalled, gender-inclusive restrooms with floor-to-ceiling walls and doors, with a sink in each stall for privacy and comfort. The gender-inclusive washrooms are located directly across from the Café and one on each floor by the elevators in the Outpatient Block.

There are also two universal washrooms that are fully accessible with a bariatric

toilet, adult change table and basin to support peritoneal dialysis. The universal washrooms are located across from the therapy pool and in the Clinics.





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#1 Hospital

West Park Healthcare Centre

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