



MULTI-YEAR ACCESSIBILITY PLAN
2025 - 2029

Prepared by: Accessibility Advisory Council (AAC)

CEO - Accessibility Commitment Statement/ Accessibility for Ontarians with Disabilities Act

Our Accessibility Commitment

At University Health Network (UHN), we are committed to creating a respectful, accessible, and inclusive environment for all patients, visitors, and employees.

We follow the Accessibility for Ontarians with Disabilities Act (AODA) and work to remove barriers in our services, facilities, and employment practices.

UHN leadership is responsible for making sure we meet accessibility standards and continue to improve through training, feedback, and regular reviews.

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Introduction

The Multi Year Accessibility Plan, as mandated through the Accessibility for Ontarians with Disabilities Act, 2005 (AODA), outlines the University Health Network's strategy to remove barriers for persons with disabilities and to meet its requirements under the AODA. UHN will champion and drive accessibility within the organization to ensure the organization meets or exceeds compliance as legislated by the AODA. UHN's role in the Multi Year Accessibility Plan is to develop, post and implement its multi-year accessibility plan (MYAP) as an ongoing requirement of the [Integrated Accessibility Standards Regulation \(IASR, O. Reg 191/11\)](#) (IASR) under the Accessibility for Ontarians with Disabilities Act, 2005 (AODA).

AODA aims to ensure greater accessibility for Ontarians of all abilities. The AODA provides guidelines to become barrier-free and includes accessibility standards in:

- customer service
- information and communications
- employment
- transportation
- design of public spaces

University Health Network History

The UHN has grown out of a series of mergers between our current hospitals in and around the Greater Toronto Area. The history of UHN includes:

- 1986 Toronto Western Hospital merged with the Toronto General Hospital becoming the Toronto Western Division and the Toronto General Division of the Toronto Hospital.
- 1998 Toronto Hospital was amalgamated with the Ontario Cancer Institute/Princess Margaret Hospital.
- April 1999 the name was officially changed to the University Health Network.
- July 2011 UHN integrated with the Toronto Rehabilitation Institute.
- February 2014 Altum Health, a division of the University Health Network moved to Krembil Discovery Tower.
- January 2016 UHN integrated with the Michener Institute, now called the Michener Institute of Education at UHN providing opportunities for students in a variety of health professions who will be the future of healthcare in this province.
- April 1, 2024, UHN integrated with Westpark, creating Canada's most comprehensive and specialized rehabilitation and complex continuing care Centre. During this integration, UHN opened the Reactivation Care Centre which provides a supportive space for specialized care, focused on reactivation, for patients who no longer need acute care and are focused on the goal of safely returning to the community.

UHN Locations

1. Princess Margaret Hospital: 610 University Avenue, Toronto ON M5G 2M9
2. Toronto General Hospital: 200 Elizabeth Street Toronto, ON M5G 2C4
Self-Care Dialysis Unit (SCDU): Sheppard Centre 4881 Yonge St., Suite 200 Willowdale, ON M2N 5X3
Self-Care Dialysis Unit (SCDU II): 90 Burnhamthorpe Road West, Suite 208 Mississauga, ON L5B 3C3
3. Toronto Rehab:
 - a) University Centre – Geriatric Rehab, Neuro Rehab: 550 University Ave. Toronto, ON M5G 2A2
 - b) E.W. Bickle Centre for Complex Continuing Care: 130 Dunn Ave. Toronto, ON M6K 2R7
 - c) Lyndhurst Centre – Spinal Cord Rehab: 520 Sutherland Drive Toronto, ON M4G 3V9
 - d) Rumsey Outpatient Cardiac Rehab and Secondary Prevention: 347 Rumsey Road Toronto, ON M4G 1R
 - e) Lakeside Long Term Care: 150 Dunn Avenue Toronto, ON M6K 2R6
4. Transitional Care Program:
 - a) Queen's Estate Transitional Care Program: 265 Queens Drive, North York, ON M6L 3C6
 - b) Hillcrest Reactivation Centre: 47 Austin Terrace, Toronto, ON M5R 1Y8
 - c) UHN Reactivation Care Centre: 82 Buttonwood Avenue, Toronto ON, M6M 2J5
5. Toronto Western Hospital: 399 Bathurst St, Toronto, ON M5T 2S8
Canada
6. The Michener Institute of Education at UHN: 222 St. Patrick Street Toronto, ON M5T 1V4

More information about The Michener Institute of Education at UHN can be found at <https://www.uhn.ca/Education/>

7. Altum Health clinic locations:

- a) Ajax: 235 Salem Road, Unit 10 Ajax, ON L1Z 0B1
- b) Barrie : 11 Lakeside Terrace, Suite 502 Barrie, ON L4M 0H9
- c) Brampton: 10545 Bramalea Road, Unit 1-4 Brampton, ON L6R 3P4
- d) Cambridge: 745 Coronation Boulevard, Suite 101 Cambridge ON N1R 0B6
- e) Hamilton: 910 Queenston Rd, Unit 11A, ON L8G 1B5
- f) Mississauga: 2 Robert Speck Pkwy, Suite 110, Mississauga, ON L4Z 1H8 Canada
- g) Oakville: 519 Dundas St W, Unit 6/7 Oakville, ON L6M 1L9
- h) Oshawa: 38 Simcoe St. South, ON L1H 4G2
- i) Scarborough: 2901 Sheppard Ave E. Suite 301 Scarborough, ON M1T 3J3
- j) Toronto: University Avenue: 620 University Ave., PM Tower, 7th Floor, ON M5G 2C1
- k) Toronto: Toronto Western Hospital: 60 Leonard Avenue, Krembil Discovery Tower ON M5T 2R1
- l) Vaughan: 8707 Dufferin Street, Unit 14/15 Thornhill, ON L4J 0A2

More information about Altum Health locations and services can be found at <https://www.altumhealth.com/>

8. West Park: 170 Emmett Avenue, Toronto, ON, M6M 2J5

More information about all UHN locations and services can be found at www.uhn.ca

Definitions

Accessible Formats:

May include, but are not limited to, large print, recorded audio and electronic formats, braille and other formats usable by persons with disabilities.

Source: [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11](#)

Barrier:

Anything that prevents a person with a disability from fully participating in all aspects of society because of his or her disability”.

Source: [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11](#)

Disability:

1. Any degree of physical disability, infirmity, malformation or disfigurement that is caused by bodily injury, birth defect or illness and, without limiting the generality of the foregoing, includes diabetes mellitus, epilepsy, a brain injury, any degree of paralysis, amputation, lack of physical co-ordination, blindness or visual impediment, deafness or hearing impediment, muteness or speech impediment, or physical reliance on a guide dog or other animal or on a wheelchair or other remedial appliance or device,
2. A condition of mental impairment or a developmental disability,
3. A learning disability, or a dysfunction in one or more of the processes involved in understanding or using symbols or spoken language,
4. A mental disorder, or

5. An injury or disability for which benefits were claimed or received under the insurance plan established under the Workplace Safety and Insurance Act, 1997.

Source: [Ontario Human Rights Code, R.S.O.1990, c. H.19](#)

Communication Supports:

May include, but are not limited to, captioning, alternative and augmentative communication supports, plain language, sign language and other supports that facilitate effective communications

Source: [Accessibility for Ontarians with Disabilities Act, 2005, S.O. 2005, c.11](#)

Aim and Objectives of UHN's Accessibility Plan

- Support UHN to meet the requirements of the Accessibility for Ontarians with Disabilities Act (AODA 2005) in continued compliance with the Customer Service and Integrated Accessibility Regulated Standards (Employment, Information and Communication and Transportation).
- Identify how UHN will remove barriers for Persons with Disabilities who access services, provide service, work, learn, and volunteer at UHN.
- Align with UHN's primary value, "the needs of patients come first" This is aligned with the UHN Patient Declaration of Values:
https://www.uhn.ca/corporate/AboutUHN/Quality_Patient_Safety/Pages/patient_values.aspx
- Integrate the principles of inclusion, diversity, equity and antiracism with accessibility planning to ensure that the identities, realities and needs of Persons with Disabilities, are included and supported in a manner that is person- centered, respectful, supports the dignity and independence of the individual.
- Ensure that education, training, policies, procedures and practices promote inclusion and learning to eliminate physical, informational, technological, and attitudinal barriers.

Accessibility Project Completions from 2019-2024

2019 Project Completions

The FM-PRO Accessibility Committee developed and rolled out a tracking tool to monitor projects with accessibility components. Training sessions were also conducted to help project managers understand reporting requirements and UHN's responsibilities when it comes to accessibility compliance.

2020 Project Completions

In 2020 UHN made significant progress in accessibility through several projects. The UHN Vinyl Wayfinding project standardized wayfinding related signage for cognitive and visual impairments, improving navigation for patients and visitors. The PMST OPG 6+7 Fit-out improved accessibility for employees and patients by renewing floors 6 and 7 with improved accessibility fit-outs in accordance with the standards for accessibility. The PMB Medical Imaging Signage project ensured that signage is clear, consistent and accessible to improve the imaging experience.

The PMH + TGH Techna Signage project enhanced the directional signage system to align with AODA standards across the research and imaging corridors. TW Power Operators to parking garage were installed. Ramp was constructed at the PM University entrance. Interior and exterior renovations at TR-BC completed – this included a new accessible washroom on floors 2, 3, 4, 5; grab bars on elevators, braille (signage), and slip resistant flooring on the inpatient units.

TR-LC Patient Amenities project was completed - The project was executed as per plan with AODA components such as accessible washrooms and showers, slip resistant flooring. TR-RC Bathroom refresh to ensure user privacy when door opens and to update amenities.

2021 Project Completions

In 2021, the implementation of major accessibility updates included the installation of TWH KDT Washroom Ceiling Lift and a Support bar which increased safety and mobility support during dialysis. The Genesis CT installation was the introduction of a modern scanner room that was accommodation of stretchers and wheelchairs. The room was designed with an accessibly appropriate room arrangement. The PMCC TWH Cardiac Upgrades brought AODA-compliant washrooms with adult change tables into cardiac care environments. With the relocation of SPECT CT, the diagnostic imaging was transferred to a fully accessible area which used tactile and visual cues. The MRI scanner replacement replaced the old equipment with optimized room access and wheelchair accessibility. UHN developed Design & Construction guidelines including accessibility components and requirements that can be applied to all projects.

Paving replacement and new Accessible parking spaces at TR-LC/RC.

TR-BC Elevator modernization. TR-UC Total Modernization of Elevators 1-6 including cab interiors (AODA), controllers, machines and other sub systems supporting the Elevators. TGH ED RAC Expansion to support increase in patient volumes in existing Emergency Department – this project included the installation of a ceiling lift, compliance with washrooms accessories, ADOs, aisle widths, and seating accommodating bariatric & wheelchairs.

2022 Project Completions

UHN's projects in 2022 provided additional accessible outpatient and research access. The TRI LC – Convert Patient Dining Room to Outpatient Therapy Clinic project converted the original space from a dining area into an accessible therapy clinic and created a barrier-free clinic. The TRI Outpatient Clinics Modifications project was to have automatic doors and changed waiting areas from informal layouts to meet the AODA standards for spacing. ORL - Organ Regeneration Labs provides accessible, ergonomic research areas. The TGH Conversion of Observatory Space to Gym

Project provided an area for rehabilitation with a barrier-free space and equipment layout. The Elizabeth Garage Security Enhancements project provided enhancements for parking in areas for emergency calls, better lighting, and accessible wayfinding.

Hillcrest renovations to existing infrastructure and to various life safety systems for code compliance. New standard developed for All Gender Washrooms at PM. Appropriate access control devices were installed in the Michener Simulation Centre. Main floor maps showing accessible washrooms were prepared for TW, TG and PM – this would help direct patients and visitors accordingly. Accessible spaces added to the counter of Real Fruit at PM.

2023 Project Completions

In 2023, UHN was able to improve the surroundings for patients and staff through the following: PM Mammography Equipment Replacement which replaced older imaging equipment with tomosynthesis machines which now have accessibility. TGH 13 & 14ES Nursing Stations and TGH 9 ES Nurse Station Renovations improved entrances points, highlighted barrier free layout direction and staff workflows utilized inclusive design.

FM-PRO Space Implementation provides space for clinical and administrative activities through AODA standards. The Ministry of Seniors & Accessibility conducted an audit of exterior spaces at PM and reported full compliance with standards.

2024 Project Completions

UHN's 2024 completions are all considered based on comfort, safety, and inclusivity.

The completions of 2024 (and associated projects and facilities) were the TRI LC - Patient Lounge Renovation which included expanded pathways and AODA-compliant seating;

The PM Grab Bar Installation project which added hospital grab bars to patient and public washrooms in support of

safety features.

The Patient Furniture for TGH Entrances added accessible and ergonomic furnishings to waiting areas and overall circulation navigation while accessible. MSICU Flooring Repairs ensured all flooring was replaced with anti-slip, low resistance materials for better access. Finally, the TGH Change Room Refresh offered enhanced change rooms with non-slip flooring, wider access (accessible), AODA-compliant lockers, fixtures and access.

Push buttons added to heavily used washrooms near the Leonard Street entrance at TW.

Opening of the Schroeder Pain Assessment and Rehabilitation Research Centre at TR-UC including accessible treatment rooms.

Bell Canada removed 70+ payphones from PM, TW and TG – UHN ensured that at least one payphone with TTY capability was kept in high traffic areas.

Accessibility at UHN

- Persons with Disabilities can expect to receive and experience service and treatment in a manner that takes their disability, identity and individual needs into consideration
- Persons with Disabilities can physically access the interior and exterior premises
- Persons with disabilities who work, seek work, provide service, learn and volunteer at UHN are able to participate fully and experience equal opportunity in the environment.
- Information and communication are available in accessible formats to all persons accessing services at UHN upon request.
- All persons, including Persons with Disabilities, are able to provide feedback including compliments and complaints based on their experience related to issues of accessibility.

- UHN is committed to ensuring persons with disabilities accompanied by a service animal have the right to access our facilities and services in accordance with the AODA Customer Service Standard. UHN will use its Service Animal Toolkit to support employee training, planning for accommodation, use of standardized signage, documentation, and safe management practices across all sites.

Approach to Engagement

The 2025 to 2029 accessibility multi-year plan approach to engagement includes the perspectives and insights of Patients, Families, Employees, Learners, Physicians, Researchers, Visitors and Volunteers. This approach includes feedback to support UHN's accessibility planning strategy.

a) IDEAA (Inclusion, Diversity, Equity, Accessibility, Antiracism):

An inclusive approach to UHN's accessibility planning ensures that the realities of the lived experience of Persons with Disabilities informs the work of the AAC. The recognition of the diverse identities (i.e. economic status, gender identity, language, literacy and race to name a few) of Patients, Families, Employees, Learners, Physicians, Research, Visitors and Volunteers provides an appropriate cultural context to include diverse perspectives.

Intersectional Approach:

UHN is committed to creating an inclusive environment that values diversity and encourages people to contribute their personal best. IDEAA helps achieve these goals through training, coaching and advice, as well as through the resolution of diversity-related conflict. Participants will learn about IDEAA's services and support, their responsibility as leaders in creating an inclusive work environment, and policies and resources to support inclusion and address disputes and complaints.

IDEAA stands for Inclusion: Fostering belonging, safety and respect in the workplace, Diversity: uplifting , respecting and learning from people with different lived experiences, Equity: positioning community members for success with equal opportunities for growth and development, Accessibility: universal design that welcomes all to learn, contribute and participate, Antiracism: taking deliberate action to identify, challenge, and dismantle racism while protecting and advancing the rights of racialized and Indigenous peoples.

b) Data

The data from departments including Patient Relations, Inclusion, Diversity Accessibility and Anti-racism (IDEAA), FM PRO, Health Services and Safety Services and Security inform the AAC on trends or patterns of existing barriers. This provides opportunities to eliminate future barriers at UHN.

The Accessibility Advisory Council (AAC)

The AAC consists of a broad representation of Employees, Interns, Patient Partners, Leaders and reports to the Director, Inclusion, Diversity, Equity, Accessibility and Antiracism with oversight by the Senior Vice President People and Culture. The AAC represents a range of perspectives and experiences, including those of persons with disabilities and Allies dedicated to promoting accessibility at UHN. The AAC is accountable to guide, advise and make recommendations to advance accessibility at UHN.

The activities of the Accessibility Advisory Committee (AAC) include providing perspectives and input on accessibility-related inquiries received through the accessibility@uhn.ca email, and collaborating with departments such as Patient Experience, Patient Relations, Security, Infection Prevention and Control, Occupational Health and Safety, FM-PRO, and People & Culture. The AAC is governed by its terms of reference and publicly posts its minutes which can be found at the link below:

https://www.uhn.ca/corporate/AboutUHN/Accessibility/aoda/Pages/AODA_committee_minutes.aspx

The AAC membership list is available at Appendix B.

2025 to 2029 Accessibility Multi-Year Plan

The 2025 to 2029 accessibility multiyear plan is based on feedback from patients, families, employees, physicians, researchers, learners and volunteers. The plan identifies the actions taken and progress to address accessibility in accordance with the requirements of the AODA.

- Policies
- Plan
- Procurement
- Self-Serve Kiosks
- Training
- Information and Communication
- Employment
- Accessible Websites and Web Content
- Design of Public Spaces/Built Environment
- Transportation

The multiyear plan is available at Appendix A.

Provincial Health Care Accessibility Standards Development and the Law

The accessibility standards under the act are laws that businesses and organizations with one or more employees in Ontario must follow so they can identify, remove and prevent barriers faced by persons with disabilities. These standards are part of the act's [Integrated Accessibility Standards Regulation](#) (IASR). Currently, there are five accessibility standards that apply to key areas of day-to-day life for Ontarians. These are:

- information and communications
- employment
- transportation
- design of public spaces
- customer service

Monitoring

The Accessibility Advisory Committee (AAC) meets monthly to monitor progress of the planning activities related to accessibility deliverables under the AODA and review feedback received from all sources about accessibility at UHN. As the AAC reviews progress on all aspects under the AODA, the members may request additional information if needed, provide recommendations and escalate issues to address any barrier to accessibility.

Communication of the Plan

The UHN multi-year accessibility plan is available on internal and external websites. The plan will be readily available upon request in an accessible format including hard copy and large print. Additional formats may be available based on the individual merit of the request.

We are committed to providing equal treatment and opportunity and strive to ensure that Persons with Disabilities access UHN's goods, facilities, programs and services. We welcome your support and invite your comments as we strive to make continual improvements with your input, insights and feedback at accessibility@uhn.ca.

Appendix A: 2025 - 2029 Accessibility Plan

AODA Requirement	Plan	Responsibility	Status	Metrics
S. 3(1) Policies Develop and maintain policies governing how UHN will achieve accessibility. The policies are publicly posted and available in an accessible format upon request.	<ul style="list-style-type: none"> AODA policies established since 2009 CEO Commitment Statement Review and update AODA policies Update AAC Terms of Reference Plans available in accessible format upon request 	<ul style="list-style-type: none"> Executive Leadership Forum Accessibility Advisory Council 	Ongoing	<ul style="list-style-type: none"> Policy review for accessibility. requests tracked Accessible format requests tracked. Confirmation of public posting. Record of AAC Terms of Reference updates.
S. 4 Plan Develop a multiyear accessibility plan, outlining strategies to prevent and remove barriers to accessibility. Maintain accessibility plans.	<ul style="list-style-type: none"> Accessibility survey conducted Specialty departments consulted Internal and external stakeholders engaged in accessibility planning. 	<ul style="list-style-type: none"> Accessibility Advisory Council 	Ongoing	<ul style="list-style-type: none"> Survey completion records. Documentation of departmental consultations. Stakeholder engagement logs.

<p>S. 5(1) Procurement</p> <p>When procuring goods, services and facilities on behalf of UHN, every consideration is to incorporate accessibility criteria as required by the AODA.</p> <p>Incorporate accessibility criteria and features when procuring or acquiring goods, services and facilities unless it is not practicable to do so.</p>	<ul style="list-style-type: none"> • The AAC review the accessibility criteria when procuring or acquiring goods, services and facilities. • Where Procurement determines it is impractical to incorporate accessibility criteria in the procurement process, a written explanation for the exemption will be provided to the AAC. 	<ul style="list-style-type: none"> • Procurement Team • Accessibility Advisory Council 	<p>Ongoing</p>	<ul style="list-style-type: none"> • Accessibility criteria review logs. • Exemption documentation maintained.
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S.6 Self-Serve Kiosks Accessibility features are incorporated when designing, procuring or acquiring self-service kiosks. “kiosk” means an interactive electronic terminal, including a point-of-sale device, intended for public use that allows users to access one or more services or products or both.	<ul style="list-style-type: none"> • Define self-service kiosk within the context of hospitals. • The AAC requests a status update of the current kiosks at UHN. • As required the AAC to provide input in the location of future self-serve kiosks 	<ul style="list-style-type: none"> • Procurement Team • Accessibility Advisory Council • Digital Team • FMPRO 	Ongoing	<ul style="list-style-type: none"> • Status update records. • AAC meeting notes and input documented.
Customer Service Standard (O. Reg. 429/07)	<ul style="list-style-type: none"> • Maintain policies and procedures to ensure persons with disabilities accompanied by a service animal have the right to access UHN's facilities and services. • Ensure employee are trained on interacting appropriately with persons accompanied by service animals. • Use UHN's Service Animal Toolkit resources, including signage, planning checklists, responsibilities guidance, exclusion criteria, and documentation 	<ul style="list-style-type: none"> • Accessibility Advisory Council • People and Culture • Patient Experience, Security, Clinical Teams 	Ongoing	<ul style="list-style-type: none"> • Employee training records. • Signage use records, Exclusion and incident documentation.

	<p>requirements.</p> <ul style="list-style-type: none"> • Ensure persons with disabilities accompanied by a service animal have the right of access throughout UHN facilities, except for documented exclusion areas (Operating Rooms, ICU, sterile storage, isolation rooms) and ensure exclusions are documented. • Include employee responsibilities for appropriate interaction with service animals: no touching or distracting, requesting documentation if not obvious, and planning for signage and accommodation. • Follow emergency planning and separation procedures in the Toolkit, including coordination with Security, Patient Relations, and completing incident reports as required. • Request documentation confirming service animal status only when it is not obvious, following guidelines for regulated health professional letters 			
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	in the Service Animal Toolkit.			
S.7 Training Ensure that training is provided on the requirements of the accessibility standards referred to in this Regulation and on the Human Rights Code as it pertains to persons with disabilities to employees, volunteers and persons who provide goods, services or facilities on behalf UHN.	<ul style="list-style-type: none"> • Review and revise UHN training programs as required • Update training programs to reflect changes to policy • Refresh training on attitudinal barriers, Civility and Respect, service animals, assistive devices and communication. • The AODA training is a mandatory required learning • The Learning Management System electronically tracks the completion of the AODA training • Records are maintained and alerts sent to the department Leadership where the course has not been completed • Remedial priority training is delivered to departments where complaints and/or trends identify a need for training. • Include content from UHN Service Animal Toolkit in mandatory accessibility training to ensure employee understand access rights, responsibilities, exclusion criteria, and emergency procedures. 	People and Culture is responsible for: <ul style="list-style-type: none"> • Orientation • E-Learning • In-class • Volunteers • Physicians • Research • Third Party • Awareness • Remedial training • Tracking and maintenance of training records 	Ongoing	<ul style="list-style-type: none"> • LMS completion reports. • Alerts sent to departments for incomplete training. • Records of remedial training delivered.

Information and Communication S. 11 Feedback UHN is committed to providing feedback processes that are accessible to people with disabilities and provide information in accessible formats upon request. S.12(1) Accessible Formats and Communication Supports UHN upon request will arrange to provide accessible formats and communication support for people with disabilities. S. 13(1) Emergency Procedure, Plans or Public Safety Information UHN is committed to	<ul style="list-style-type: none"> • Contact information including e-mail and phone numbers are posted on the external and internal accessibility webpage. • The AAC Leads respond to all feedback, including tracking and escalating issues as required and in a timely manner. 	<ul style="list-style-type: none"> • Accessibility Advisory Council • IDEAA 	Ongoing	<ul style="list-style-type: none"> • Posted contact info confirmed.
	<ul style="list-style-type: none"> • Interpretation and Translation services provide resources to convey feedback services including plain language guidance 	<ul style="list-style-type: none"> • Leadership • Patient Education • Interpretation and Translation Services 	Ongoing Ongoing	<ul style="list-style-type: none"> • Feedback logs maintained.
	<ul style="list-style-type: none"> • Standardize PDF Documents to ensure that posted documents adhere to accessibility guidelines 	<ul style="list-style-type: none"> • UHN Communications • Patient Education 	In Progress	<ul style="list-style-type: none"> • Clear Print guidelines applied to printed materials.
	<ul style="list-style-type: none"> • Printed Material to incorporate the CNIB Clear Print Guidelines as required. 	<ul style="list-style-type: none"> • UHN Communications • Patient Education 	Ongoing	<ul style="list-style-type: none"> • CNIB Clear Print applied to materials; accessible PDFs standardized.

<p>providing emergency procedures, plans or public safety information available in an accessible format or with appropriate communication support, as soon as practicable, upon request.</p>	<ul style="list-style-type: none"> • Information is available online, posted across UHN in highly utilized areas, and available in accessible format upon request. 	<ul style="list-style-type: none"> • Emergency Preparedness • Accessibility Advisory Council 	<p>Ongoing</p>	
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<p>S.14(1) Accessible Websites and Web Content UHN is required to meet the criteria for accessibility.</p>	<ul style="list-style-type: none"> • The requirement for the websites and web content to conform with the World Wide Web Consortium Web Content Accessibility Guidelines (WCAG) 2.0, initially at Level A and increasing to Level AA, have been applied to the intranet and extranet in accordance with the AODA Wherever practicable. 	<ul style="list-style-type: none"> • Communications and Brand Strategy- • Patient Education 	Ongoing	<ul style="list-style-type: none"> • WCAG 2.0 Level A/AA compliance applied and tracked.
<p>S.20 - 32 Employment UHN is committed to providing equal opportunity within a safe and respectful environment for Persons with Disabilities. The Employment Standard sets out accessibility requirements to ensure that all phases of the employment cycle including recruitment, the selection process, notice to successful applicants, informing employees of supports, accessible communication supports for employees, individualized workplace emergency response information, individual accommodation plans, return to work process,</p>	<ul style="list-style-type: none"> • Interpret information related to the reported experience of People with Disabilities gathered from the Employee Equity survey, Employee complaints, grievances, exit interviews, feedback and internal audits. • Finalize accommodation policy • Review and update employment related policies including individualized emergency plans for People with Disabilities 	<ul style="list-style-type: none"> • People and Culture/IDEAA • IDEAA • Accessibility Advisory Council 	<p>Ongoing</p> <p>Ongoing</p> <p>Ongoing</p>	<ul style="list-style-type: none"> • Accommodation requests and resolutions documented. • policy update records maintained.

performance management, career development and career advancement are followed to support Persons with Disabilities.				
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<p>S.76 (1) Transportation UHN is not primarily in the transportation business, but provides transportation services, and provides accessible vehicles or equivalent services upon request.</p>	<ul style="list-style-type: none"> • UHN offers a daily shuttle bus service that runs between Toronto General and Toronto Western Hospital. The shuttle service runs between 6:30AM - 7:35PM on weekdays and is not available on weekends and statutory holidays. • The shuttle is used by employees, researchers, learners and volunteers. A Person with a Disability who is unable to use the shuttle service is encouraged to speak with their leader about equivalent transportation services. 	<ul style="list-style-type: none"> • Heath Care Team 	<p>Ongoing</p>	<ul style="list-style-type: none"> • Shuttle usage tracked. • Equivalent service requests logged.
<p>S. 80.2(1) Design of Public Spaces. The Design of Public Spaces applies to newly constructed or redeveloped public spaces. UHN is required to ensure that newly constructed, renovated or redeveloped spaces are accessible, and the multi-year accessibility plan outlines how accessibility will be met, except where it is not practicable to do so.</p>	<ul style="list-style-type: none"> • Escalation Process: <ol style="list-style-type: none"> a) to raise/escalate concerns b) ensure continued involvement in Audits c) develop Accessibility Standards and Guidelines to inform design d) streamline Communication e) ensure alignment with the AODA 	<ul style="list-style-type: none"> • FM – PRO • FM-PRO Accessibility Committee • Accessibility Advisory Council 	<p>Ongoing</p>	<ul style="list-style-type: none"> • Audit reports completed. • concern escalation documented • guideline version history maintained.

<p>The areas covered by the standard:</p> <ul style="list-style-type: none"> • Outdoor public-use eating areas 	<ul style="list-style-type: none"> • Master Planning strategy to schedule major renovation, redevelopment and construction projects 	<ul style="list-style-type: none"> • FM - PRO 	In Progress (Update from FM PRO)	<ul style="list-style-type: none"> • Documented Master Planning schedule addressing accessibility.
	<ul style="list-style-type: none"> • Identify and escalate priority areas requiring accessible updates received through the feedback process 	<ul style="list-style-type: none"> • FM- PRO • Accessibility Advisory Council 	In Progress	<ul style="list-style-type: none"> • Record of priority areas escalated through feedback process.
<p>The areas covered by the standard:</p> <ul style="list-style-type: none"> • Outdoor public-use eating areas • Outdoor play spaces • Exterior paths of travel (sidewalks, ramps) • Accessible parking spaces • Obtaining service-related elements (service counters, fixed queuing guides, seating and waiting) 	<ul style="list-style-type: none"> • UHN has conducted numerous renovation and development projects of which 77 feature accessibility improvements. <p>Accessibility improvements are listed at Appendix C</p>	<ul style="list-style-type: none"> • FM- PRO 		<ul style="list-style-type: none"> • List of renovation and development projects with accessibility improvements (Appendix C maintained).
	<ul style="list-style-type: none"> • Ensure compatibility between the renovation and redevelopment projects and AAC 	<ul style="list-style-type: none"> • FM- PRO • Accessibility Advisory Council 	Ongoing	<ul style="list-style-type: none"> • Meeting records showing AAC involvement in planning.
	<ul style="list-style-type: none"> • Ensure that accessibility is formally integrated in the early stages of the planning/design of renovations of existing facilities 	<ul style="list-style-type: none"> • FM- PRO • Accessibility Advisory Council 	Commence 2020	<ul style="list-style-type: none"> • Documented integration of accessibility requirements in planning and design stages.
	<ul style="list-style-type: none"> • Conduct audit of washroom and entrances on main floor of TG and TW 	<ul style="list-style-type: none"> • FM- PRO 	In Progress	<ul style="list-style-type: none"> • Audit reports of washrooms and entrances at TG and TW.

<p>areas)</p> <ul style="list-style-type: none"> • Maintenance planning including emergency procedures to address temporary disruption to service affecting accessible services and facilities. 	<ul style="list-style-type: none"> • Update signage and wayfinding to ensure simplified and harmonized navigation process that takes accessibility into consideration 	<ul style="list-style-type: none"> • FM- PRO • UHN Wayfinding Committee • Accessibility Advisory Council 	In progress	<ul style="list-style-type: none"> • Updated signage and wayfinding plans/files.
	<ul style="list-style-type: none"> • Ensure that the accessibility perspective is integrated in the renovation, redevelopment and design of public space including furniture, colour, surfaces and finishes. 	<ul style="list-style-type: none"> • Accessibility Advisory Council • FM-PRO Accessibility Committee • Patient Experience • Patient Partners 	Ongoing	<ul style="list-style-type: none"> • Documentation of accessibility integration in furniture, colour, surfaces, and finishes design stages.

Appendix B: Accessibility Committee

This plan was reviewed by UHN's Accessibility Advisory Committee and reflects the perspectives, beliefs and insights from Patients, Learners and Employee who self-identify as a Person with a Disability.

Member	Department
Jennifer Anderson	Michener Institute
Stephanie Cudd	Coordinator, Student Field Work – TGH
Erin Culhane	Patient Education and Engagement, Health Information Specialist – UHN
Christopher Deutschman	Associate I
Millie Dolanjski	UHN Patient Partner
Debbie Dravis-Heming	Project Planner – Non-Clinical Projects Team, UHN
Jennifer Haines	Security Operations, Fire & Life Safety, Project Manager – UHN
Andrew Long	People and Culture, People Consultant Manager
Anthony Lue	UHN Patient Partner
Loralee MacLean	Speech Language Pathologist & Clinic Coordinator AAC Clinic – BC, TRI
Iona MacRitchie	Spinal Cord Rehab Allied Health Inpatient & Outpatient Services, Program Service Manager – TRI
Dev Manhas	Project Manager – RFPS, PM Research
Lakshmi Matmari	Student Field park Coordinator Physiotherapy – TWH
Mellisha McKenzie	Library & Information Services, Technician – UHN Health Sciences, TGH
Raymond Neilson	Michener Institute
Reno Notaro	Quality Improvement & Space Planning, Specialist – FM-PRO, TGH

Simmone Reid Pryce	Administrative Assistant I – UHN
Jacqueline Silvera (Co-Chair)	Director – Inclusion, Diversity, Equity, Accessibility and Antiracism (IDEAA)
Mark Spencer (Executive Sponsor)	People and Culture, Executive Vice President – UHN
Chris Stigas	UHN Patient Partner
Jacob Taillefer	Advisor – Employee Experience, UHN
Erica Tong	Michener Institute
Adriana Uanin	Healthcare Interpreter
Katherine Walton	Manager – Communications and Brand Strategy
Laura Williams (Co-chair)	Tri patient & Family education, Director of PT engagement – TGH
Ayda Zokai	Administrative Assistant III

APPENDIX C - 2025 ACCESSIBLE RENOVATION/REDEVELOPMENT PROJECTS

Site	Project Name	Description	Funding Source	Team	Project Status
PM - Princess Margaret Cancer Centre	PM Installation of Emergency Call Cords	Pull cords for 1B & 2B washroom(s) Installed 14 pull cords and single door auto operator panic system for 1B & 2B washroom(s)s	UHN Capital	Planning and Integration	In Progress - To be completed by 13 June 2025
TG - Toronto General Hospital	TGH OR Booms Replacement	Booms in the TGH OR are an integral piece of equipment that are now at end of life. FM-PRO assistance is needed to determine construction requirements during RFP and then scoping and managing the construction required during installation and commissioning	UHN Capital	Planning and Integration	In Progress
MS - Multiple Sites	TRI Medication Room Modernization	Medication rooms at all three TRI sites (Bickle Centre, Lyndhurst Centre and University Centre) will require modification and renovation to suit modern standards. This request is to establish a plan to modernize the medication rooms at all sites, determine the final scope and budget, and establish a probable schedule from FY 2021/22 onward for possible construction/renovation in 2023/24 (or multi-year approach)	UHN Capital	Planning and Integration	In Progress
TR - Toronto Rehabilitation Institute	TRI Shower Room Renovation at Specialized Dementia Unit	Renovate the patient shower room to be environmentally aligned with care of dementia patients	UHN Foundation/VP Allocation/UHN Capital	Planning and Integration	In Progress - To be completed by 3 October 2025

TG - Toronto General Hospital	TGH CICU and CVICU Planning	Evaluate spaces adjacent to CVICU and CICU and determine where expansion of the two units will be possible. Right-size patient rooms and expand bed capacity to number funded by Ministry. Improve patient flow and experience. Optimize existing spaces, consider expansion of the two units to meet increased funded bed capacity and procedure flows. Right-size rooms where possible. Allocate dedicated storage spaces. Consider an outdoor space for patients.	UHN Foundation	Planning and Integration	In Progress
TG - Toronto General Hospital	Peter Munk Entrance	Renovate TGH PMB entrance to create 2,000 sf fully serviced space with full height glazing and multiple entry points. Project scope includes demolition of existing entrance canopy, and addition of a 2,000 square foot fully serviced entrance pavilion. The entrance pavilion will be a prominent feature of the Hospital as it is proposed to be made of full-height curved glass panels. It will also make the entrance to the lobby easier by providing increased number of front and side double doors.	UHN Foundation	Redevelopment	In Progress - To be completed by 30 June 2027
EX - External Site	522 University Ave - Building Preparation and Relocations	UHN has purchased 522 University Ave to increase space to expand oncology care at UHN. A limited amount of preparation/renovation work will be completed but it requires bringing UHN IT infrastructure into the building prior to start moving groups into the spaces	PMH Foundation & UHN Capital	Planning and Integration	In Progress
TG - Toronto General Hospital	TGH 10ES Refresh	10ES UNIT REFRESH: 1) include nursing station complete refresh due to old wooden top and layout design 2) change backroom space at nursing station and remove wall behind nursing station 3) enclose area behind nursing station 3) remove wooden handrails 4) create a medication room in current office/linen space in front of	UHN Capital	Planning and Integration	In Progress

		nursing station5) Convert patient shower and tub into one room 6)fix of the patient showers in hallway - paint of tile, new door			
PM - Princess Margaret Cancer Centre	PM Clinical Trials Pharmacy Phase 2 Execution	Expansion of the pharmacy team on the 10th floor of PMH Expansion of the pharmacy team on the 10th floor of PMH	Research	Research Facilities	In Progress - To be completed by 30 June 2026
TW - Toronto Western Hospital	TWH Renovation of Clinical Research Unit	Project for the Renovated the new CRU at TWH West Wing Project for the Renovated the new CRU at TWH West Wing	N/A	Research Facilities	In Progress - To be completed by 1 October 2025
TG - Toronto General Hospital	TGH Pharmacy Consolidation - Clinical Trials	TGH Pharmacy Consolidation - Clinical Trials Feasibility and assessment review of consolidation designed clinical trials space in reference to current space needs for revisions/changes if required. \$50k identified funds FCC 737101500	Research	Planning and Integration	In Progress - To be completed by 30 June 2025
TG - Toronto General Hospital	CFI 44313 (JELF) - Item #1	Implementation - CFI 44313 (JELF) - Item #1 Collaborative Hub	N/A	Research Facilities	In Progress
TG - Toronto General Hospital	TGH Endoscopy Advanced Interventional Suite	Update the GI Interventional Suite functional program and identified renovation blocks with new information since original functional program was completed in early 2019. Initiative the planning and design to install an advanced interventional suite within the TGH endoscopy space as a net-new addition to the existing procedure rooms. Prepare details designs and cost estimates to support a budgetary asking in 23/24. This will be a donor-supported project for which a total of \$5M will be made available for planning and implementation.	UHN Foundation	Redevelopment	In Progress

PM - Princess Margaret Cancer Centre	UHN Theranostics Centre	The project is to create a world-class "Theranostics Centre" at UHN. To do this we need design, build and operationalize a unified space for theranostics clinical care and clinical trials at UHN	Research	Planning and Integration	In Progress
TW - Toronto Western Hospital	TWH Physicians Lounge	Create a Physicians Lounge at TWH Design and construct a physicians Lounge in 6MP-319 at TWH	UHN Foundation/Operating	Planning and Integration	In Progress
TR - Toronto Rehabilitation Institute	TRI AV and Lecture Theatre Refresh	Upgrade AV equipment in UC Auditorium and Lecture Theatre. Refresh/repair UC Lecture theatre - including seating upholstery etc	UHN Capital	Planning and Integration	In Progress - To be completed by 13 June 2025
MS - Multiple Sites	UHN Design Guidelines Updates	Ongoing Updates to UHN Design and Construction Guidelines This project will further develop the UHN Design and Construction Guidelines (Version 1.0) that was created during 2019-20 under SAP 110020119. Phase 3 updates resulting in Version 2.0 was completed in May 2024. Phase 4 updates resulting in Version 3.0 is underway and targeting May 2026 for completion.	UHN Capital	Planning and Integration	In Progress - To be completed by 1 May 2026
TW - Toronto Western Hospital	TWH IR Redevelopment	Redevelopment of existing space required to accommodate the Installed new capital equipment for Interventional Radiology. The new procedure rooms will require full anesthetic gas capability	JDMI	Redevelopment	In Progress - To be completed by 1 Aug 2025
PM - Princess Margaret Cancer Centre	PMH AODA Washroom Renovation	Design and construct a 3 AODA compliant washroom(s) on 1B & 2B. Phase 1 - 1B-109/110 and 2B-639	UHN Capital/ Small Proj PM Site	Planning and Integration	In Progress - To be completed by 13 June 2025
TG - Toronto General Hospital	TGH Indigenous Healing Centre Planning	Develop the option of Area 1/2 (at TGH 3 Eaton) which includes the 2300 SF current Transfusion Medicine Offices, and a partial roof space of 700 SF; as detailed in a presentation dated June 2021 for a prospective Indigenous Healing Space. Project is to identify: 1) Functions and anticipated volumes to be supported by this space 2) Block plan for desired	UHN Capital/UHN Foundation	Planning and Integration	In Progress - To be completed by 30 June 2026

		functions 3) Schematic design, decant plan for impacted offices, capital cost estimate and operating plan in advance of the 2022-23 Capital Plan planning cycle. Initial planning to be supported by PMCC (up to \$50,000); subsequent capital required for implementation to be supported by fundraising led by the UHN Foundation.			
TR - Toronto Rehabilitation Institute	Hillcrest Centre - MOHLTC Project	Renovations to existing infrastructure and to various life safety systems and code compliance such as: sprinklers, elevators, boilers, roofing and generators are needed part of the MOHLTC, capital funded project.	MOH/FR&M	Redevelopment	In Progress
TW - Toronto Western Hospital	TWH ED Master Plan Implementation	TWH Emergency Department Masterplan Implementation & outstanding scope of Steam line condensation capture, Outdoor air duct extension, Washroom exhaust fan	UHN Capital/Corp Con	Redevelopment	Completed
EX - External Site	West Park DBFM Site Works	Variation to address the following changes to the West Park Replacement Facility (IO DBFM Model); landscaping, underground civil work, loading dock, revisions, internal road network etc.	MOH	N/A	In Progress - To be completed by 30 Jan 2027
TG - Toronto General Hospital	Proton Beam Therapy Facility Planning	Planning of a Proton Beam Therapy (PBT) Facility to support pediatric and adult cancer patients to be built at UHN in collaboration with HSC, OH-CCO & POGO. UHN has been awarded a \$5M planning grant from the Ministry of Health to develop a comprehensive Stage 1 Business Plan and Stage 1.3 Functional Program for PBT in Ontario including: 1.current and projected demand for PBT across Ontario and Canada. 2.the scope and cost of the PBT program. 3.candidate technology and siting options. 4.high level equipment, space and construction costs.	MOH	Planning and Integration	In Progress

TG - Toronto General Hospital	TGH PMB Operating Room 20 and 21 MPOR Planning	Both OR 20 and 21 need to be brought up to the latest standard and technology to function as Multi-Purpose Operating Rooms (MPOR) with fixed imaging equipment to support OR program growth and meet redundancy needs to the program. The project will first look at the functional program before moving into design of the two MPOR	N/A	Planning and Integration	In Progress
TW - Toronto Western Hospital	TWH Ophthalmology Surgical Services	Planning with FM-PRO for Ophthalmology surgical services including a 2024 Functional Program to develop/ validate capital renovation and operating scopes. Contracting and engagement with external consultants (programmer, prime Architectural, M/E, cost) to deliver high-level plans and budget. Financial operational model to coordinate with Ophthalmology resources to augment the deliverable-- to enable stakeholder review and approval for subsequent commitment(s) to next steps towards more detailed design.	UHN Foundation	Planning and Integration	In Progress
TW - Toronto Western Hospital	TWH QR Code System Implementation	The QR code system implementation aims to enhance TWH Access Operations by providing a secure, efficient, and scalable solution for 24-hour visitor access while improving the overall experience for visitors, patients, and staff. Initially focused on elevator access, the system will enable seamless, tamper-proof, and time-limited access through QR code kiosks integrated with EPIC.	UHN Capital	Planning and Integration	In Progress
TG - Toronto General Hospital	TG Fire Alarm System Replacement	Design Development resulting from 1118050 study	FR&M/UHN Capital	Redevelopment	In Progress

TW - Toronto Western Hospital	TWH SEM Centre The project will be funded through donor initiative and will be divided into three (3) phases: 1st SAI Offices Transition. 2nd Construction of an external corridor connecting the SEM Centre to the Emergency Department (ED) 3rd GEM Centre construction	Design and Construction of the first Seniors Emergency Medicine (SEM) Centre in Canada Create a Seniors Emergency Medicine (SEM) Centre on TWH 1st floor. The SEM Centre will be a 9,100 dedicated space with the following goals:- Reduce unnecessary admissions, readmissions emergency visits - Connect older adults to additional supports both within the hospital and in the community.	UHN Capital/UHN Foundation/FR&M	Redevelopment	In Progress
PM - Princess Margaret Cancer Centre	Planning Project - PM Orsino CPL Expansion	Planning for the implementation of the Orsino Lab Expansion following the functional program completed in spring 2020. Planning to include the phasing and mitigation of operational impacts of construction, as well as the decanting of impacted spaces and any fit-up needed for the decanted functions	UHN Capital/Corp Con/MOH	Redevelopment	In Progress - To be completed by 31 July 2028
TR - Toronto Rehabilitation Institute	HC Hillcrest Reactivation Centre Call Bell System	The current call bell system has been discontinued. As the system continues to age, it is increasingly challenging to source replacement parts or receive technical support in case of malfunctions or breakdowns. There are only a few limited spare parts in Aetel's warehouse, manufacturers no longer make parts. The system is not reliable for two-way communication. It is often difficult to hear patients or for staff to be heard by patients. The system lacks safety features such as staff assist buttons or code white buttons.	N/A	Planning and Integration	In Progress
TG - Toronto General Hospital	TGH Satellite Breast Pathology Implementation	Renovate 2nd Floor pathology and 11th Floor BSL3 Autopsy Suite for additional pathology space Renovate 2nd Floor pathology and 11th Floor BSL3 Autopsy Suite for additional pathology space	UHN Capital	Redevelopment	In Progress

TW - Toronto Western Hospital	TWH Education Centre Door Install (2)	Install two new doors in the recently built Education Centre at TW. Both are near the entrance/reception area. One door will replace the current accordion gate at the entrance. This door should have a card reader installed so that learners and Education staff can enter here as needed. The second door is a new door to secure the reception desk. It should be keyed the same as the offices in the Centre. The FY24/25 VP Allocation will be utilized for this project.	VP Allocation	Planning and Integration	In Progress
TG - Toronto General Hospital	TGH Pinto Opening	"Building on TGH Retail Strategy the Operations Team is opening a Pinto at Toronto General. The Pinto will be taking on all Tenant's work. Business Operations is requesting a PM to review drawings and coordinate with relevant stake holders UHN's construction process. Timing to begin in January 2024 timing to complete is estimated to be May 2024."	N/A	Planning and Integration	In Progress
TG - Toronto General Hospital	TGH Peter Munk Lobby Refresh	Refresh the Lower and Upper Peter Munk Lobby to compliment the upcoming Renovated the new entrance pavilion, that would include a central information desk , complete with architectural finishes, lighting and donor recognition walls (fixed)	UHN Foundation	Planning and Integration	In Progress
PM - Princess Margaret Cancer Centre	UHN Connect Business Continuity Plan-Disaster Recovery Space	Set-up a new UHN Connect Hub with same capabilities as the existing hub at TGH.	UHN Capital	Planning and Integration	In Progress - To be completed by 6 March 2028

TW - Toronto Western Hospital	TWH Tower - Early Works	Requesting PTF number for TWH Tower - Early Works. Work is in progress but submitting new PTF to keep accounting clean and to separate between Early Works and Tower construction. Planning Lead PM: Work location is all throughout TWH but will put West Wing as placeholder. Funding source will be Ministry of Health, but until money is approved, UHN Capital will be used as stopgap.	MOH	Planning and Integration	In Progress
PM - Princess Margaret Cancer Centre	PM SCT2 Outpatient Project - Construction Phase	Construction of new MHC, MHDU and PSO Clinic	MOH and PMH Foundation	Redevelopment	In Progress
LS - Leased	CFI 44673 (JELF) - Grant Administration	CFI JELF application for funding the laboratory startup for Dr Kirsch in PMCRT 12th floor	N/A	Research Facilities	In Progress
TW - Toronto Western Hospital	TWH Medical Learner Call Rooms Functional Plan and Costing	Call rooms used by medical learners at TWH are in need of a significant renovation/relocation to bring them to a better standard that is in keeping with PARO (Professional Association of Residents of Ontario) and other requirements. We would like to develop a functional plan and associated costing as an initial step towards creating a suite of new call rooms	VP Allocation	Planning and Integration	In Progress - To be completed by 31 July 2025
TW - Toronto Western Hospital	TWH Indigenous Healing Space	Proposal to renovate the current Druxy's retail space at TWH ground floor for an Indigenous focused Healing space. The space is 663 sqft and will focus on creating a small private consultation room, kitchenette, open space for collaboration and meetings, small retail space, opportunity to display artwork and Indigenous community resources, and the ability to perform ceremonies freely within the space. Initial investigations and concept layout will be completed using	UHN Capital / VP Allocation	Redevelopment	In Progress - To be completed by 31 July 2025

		internal resources to develop a high level budget estimate for design and construction before proceeding with next steps.			
TW - Toronto Western Hospital	TWH UHN Pharmacy Shoppers Drug Mart	The objective of this project is to redesign Shoppers Drug Mart (SDM) at the Toronto Western Hospital to align with UHN Retail Pharmacy's revenue priorities. The new design will reduce front-of-house retail spaces to expand pharmacy related services such as the drug reimbursement office, consultation rooms and pharmacy dispensary	N/A	Planning and Integration	In Progress
TW - Toronto Western Hospital	TWH New Patient Tower - MOH Planning Project	Ministry of Health approved planning project to construct new 11-storey patient tower at TWH. Tower will consist of new operating rooms, POCU/PACU, pharmacy, MDRD, and in-patient units	MOH	Planning and Integration	In Progress
LS - Leased	PM MR at MRgRT Suite Replacement (MSH)	MR (@MRgRT Suite) Replacement: 1) Site preparation - prepare access for transport of old and new equipment through hatch on Murray St ground floor; 2) Existing MR - Room & bunker preparation, decommission and removal of existing equipment; 3) New MR - Room & bunker renovation, decommission and Installed new equipment. *We will be replacing the existing MR with a very different MR that may involved bunker +/- control console redesign. Together with the requirement to transport equipment through hatch on the ground floor, this project will incur higher construction cost compared to previous capital replacement projects. Please budget accordingly.	RMP Capital	Redevelopment	In Progress - To be completed by 31 July 2025

LS - Leased	PM Linac SV02 Replacement (MSH Space for Renovation Component)	Linac Replacement SV02: 1) Site preparation - prepare access for transport of old and new equipment through hatch on Murray St. ground floor; 2) Existing linear accelerator - room & bunker preparation, decommission and removal of existing equipment; 3) New linear accelerator - room & bunker renovation, decommission and Installed new equipment	N/A	Planning and Integration	In Progress - To be completed by 31 July 2025
EX - External Site	West Park Reactivation Care Centre Phase		MOH	Redevelopment	In Progress
TR - Toronto Rehabilitation Institute	TRI-BC Billie Wilder Therapy Garden	Judith "Billie" Wilder was a long-standing and visionary supporter of Toronto Rehab. The Billie Wilder Therapy Garden at the Bickle Centre is a \$600K project that will revitalize the garden in the south side of the Bickle Centre, to incorporate new accessibility and therapy features while providing a site for research into the relationship between nature and human health	UHN Foundation	Planning and Integration	In Progress - To be completed by 1 August 2025
TG - Toronto General Hospital	TGH Mental Health Inpatient Unit Accreditation 2021 Improvements	"The UHN Mental Health Inpatient unit is located at TGH in Eaton Building 8th floor South. The 34-bed unit cares for adults with a range of psychiatric diagnoses that include: mood, anxiety or psychosis issues, eating disorders, substance use and illnesses specific to the mental health of seniors. The unit is composed of 13 general psychiatry, 5 geriatric and 10 eating disorders ward beds, along with 6 Psychiatric Intensive Care Unit (PICU) beds, in a locked, secure area for patients needing a higher level of care and observation. It was noted during Accreditation 2021 that the 8ES space is not conducive to healing, and opportunities exist to enhance the safety of both the patients and staff. A walk	UHN Capital	Planning and Integration	In Progress

		about was completed in January 2022 and opportunities for improvement were identified - in particular, expanding the 6-bed PICU to 8 or 10 bed with improved rooms, sight lines and sink, shower and washroom upgrades, general ward window blind replacements, linen management, as well as general patch and painting. PHASE 1: Replace lights (Cooper) in each room (for each bed), light controller, remove existing light on headwall, patch/paint"			
TW - Toronto Western Hospital	TWH FP JDMI Install Capital Equipment for Interventional Neuroradiology	Redevelopment of existing space required to accomodate the Installed new capital equipment for Interventional Neuroradiology. The new procedure room will require full anesthetic gas capability	JDMI	Redevelopment	In Progress - To be completed by 26 June 2026
TW - Toronto Western Hospital	TWH Hand Clinic Convert Rooms to New Procedure Room-Planning	Planning request to convert rooms (2EW 442/443 and 445) into a new procedure room. \$50k is available for schematic design (two 3D images would be required) and cost estimate Class D	Research	Planning and Integration	In Progress - To be completed by 30 June 2025
PM - Princess Margaret Cancer Centre	PM SCT2 16A and 14B Head Start Project - Construction Phase	The 16A and 14B Head Start Project is the first part of Stem Cell Transplant Phase 2 project (SCT2). In order to meet the urgent provincial demand for Allogenic and CAR-T transplants, the Head Start Project is separated from the remainder of SCT2 to expedite the creation of a 15-bed Allogenic SCT/CAR-T unit on 16A. This project will also ensure upgrade of mechanical ventilation in the existing 14B Allo Inpatient Unit to bring the unit up to current CSA standards for HVAC and for the specific needs of allogenic transplant patients. This will be a Ministry funded project and has been approved by the UHN Board on the 2021-22 Capital Plan.	MOH/PMH Foundation	Planning and Integration	In Progress
TR - Toronto Rehabilitation Institute	TRI Dish Room and Associated Equipment	Replace TR UC Dish machine and its associated equipment and complete room renovations Replace TR UC Dish machine	FR&M/UHN Capital	Redevelopment	In Progress

		and its associated equipment and complete room renovations			
EX - External Site	West Park Reactivation Care Centre Phase 2/3	Renovation and fit out of the Buttonwood building to become a Reactivation Care Centre	MOH	N/A	In Progress
MS - Multiple Sites	UHN Accessibility Improvements	Project for accessibility improvements at UHN that can be quickly executed in-year.	UHN Capital	Planning and Integration	On Hold - To be completed by 31 October 2025
TG - Toronto General Hospital	TGH 13E 14E Hand Hygiene Sink Plan and Design	Assess, identify locations; investigate infrastructure and plan and design hand hygiene sinks located in the hallways of GIM units at TGH 13 Eaton and TGH 14 Eaton. Develop design sufficient to set the budget and schedule for implementation by late 2021 to request budgetary funding for the 2022-23 year To proceed upon approval of 2021-2022 Capital funding in May 2021.	UHN Capital	Redevelopment	In Close-out
TW - Toronto Western Hospital	TWH 8A and 8B Hand Hygiene Sink Plan and Design	Assess, identify locations; investigate infrastructure and plan and design hand hygiene sinks located in the hallways of GIM units at TWH 8A and 8B.	N/A	Redevelopment	On Hold
TG - Toronto General Hospital	TGH Furniture Request for 227B Clinical Space	Furniture request	N/A	Planning and Integration	Complete/Closed
MI - Michener Institute	MI 12th Floor Simulation Lab - Planning & Construction	Planning and construction for build out of 12th floor to create reconfigurable simulated acute care environment with an eight-to-10 bay multipurpose simulation lab for learning and teaching innovative surgical techniques, being able to accommodate a number of different scenarios and related support spaces. The construction includes but is not limited to: - one larger general simulation room, and three small lead lined simulation rooms - surrounding corridor with anterooms - an existing storage room and washrooms - medical gas storage - equipment storage	N/A	Redevelopment	In Close-out
PM - Princess Margaret Cancer Centre	PM SCT2 16A and 14B Head Start Project	The 16A and 14B Head Start Project is the first part of Stem Cell Transplant Phase 2 project (SCT2). In order to meet the	N/A	Redevelopment	In Close-out

		urgent provincial demand for Allogenic and CAR-T transplants, the Head Start Project is separated from the remainder of SCT2 to expedite the creation of a 15-bed Allogenic SCT/CAR-T unit on 16A. This project will also ensure upgrade of mechanical ventilation in the existing 14B Allo Inpatient Unit to bring the unit up to current CSA standards for HVAC and for the specific needs of allogenic transplant patients. This will be a Ministry funded project and has been approved by the UHN Board on the 2021-22 Capital Plan.			
PM - Princess Margaret Cancer Centre	PM SCT2 Outpatient	The SCT2 Outpatient is the second part of the Stem Cell Transplant Phase 2 Project (SCT2). In order to meet the urgent provincial demand for Allogeneic and CAR-T transplants, the main SCT2 project was separated into two phases: the accelerated 16A and 14B Head Start Project and the Remainder of SCT2 (SCT2Outpatient)	PMH Foundation	Redevelopment	In Close-out
MS - Multiple Sites	UHN Installation of Ceiling Mounted Lifts for JDMI	Ceiling mounted lifts are needed for seven areas: TGH RFE: 455 & 456 - lifts will need to be ordered and installed. PM: CT room 3-663, CT room 3-557 & MRI Control room 3-445 - lifts will be ordered; install only TWH: 3 East wing ultrasound & NC 5 East wing - Scope completed by users, no action needed. A structural review is required in each of the areas to ensure the ceiling can support the load. New receptacles and electrical work may be needed.	JDMI	Planning and Integration	In Close-out
TR - Toronto Rehabilitation Institute	TRI HC Washroom Flood Remediation	Project Management to oversee the recent flood at Hillcrest. In detail, on May 4 2024, a cardboard bed pan was disposed of in the toilet of Room 433.	Insurance	Redevelopment	In Close-out - To be completed by 31 July 2025
TW - Toronto Western Hospital	TWH FP OR Elevators (9-10) Modernization	Design for modernization for all two (2) OR elevators (Elevator Numbers 9&10) in Fell Pavilion.	FR&M	Redevelopment	In Close-out - To be completed by 31 June 2025
TW - Toronto Western Hospital	TWH Dialysis Treatment Centre - Planning	Currently patients requiring dialysis at TWH are treated at their inpatient ward or	UHN Capital	Planning and Integration	On Hold

		ICU, which requires nurses to be dispatched on a 1:1 ratio of patients to nurses. The Hemodialysis Department is looking for a space at TWH to create a 4 station dialysis treatment area			
TW - Toronto Western Hospital	TWH NAPRA Compliant Clean Room	The TWH Pharmacy does not meet current NAPRA standards. Numerous infrastructure citations have been made against the facility, and this poses an operational risk to the hospital	UHN Capital	Planning and Integration	On Hold - To be completed by 30 June 2027
TG - Toronto General Hospital	TGH PM Feasibility Study for UHN Pharmacy TG EN1 & PM 3FI	Feasibility Study/Preliminary Schematic Design for Renovated two retail shops owned and operated by UHN Pharmacy: (1) TGH Gift and Health Shop (EN-1, TGH) and (2) PM Wig and Accessories Boutique (3rd Floor, PM): Detailed review of existing spaces. and their context to understand physical opportunities and constraints associated with two retail spaces	Operating	Planning and Integration	On Hold
PM - Princess Margaret Cancer Centre	PM Inpatient Units 14-18 Replace Sinks and Countertop	The project will include renovating inpatient room sinks, inpatient washroom(s) sinks, corridor sinks, sink countertops, and window induction unit millwork as well as adding sinks in inpatient unit corridors. Project scope to include but is not limited to, removal of existing countertop, sink, flooring, and window millwork; Installed new countertop, IPAC approved handwashing sink, foot pedal controlled faucet, flooring, and window millwork; and creation of new handwashing stations in the inpatient unit corridors	UHN Capital	Planning and Integration	On Hold
TR - Toronto Rehabilitation Institute	TRI LC Heritage House Renovation - Planning	Evaluate Lyndhurst Heritage House to determine what is required to mitigate building deterioration and cost of renovating so that is functional office space.	N/A	Planning and Integration	On Hold
TW - Toronto Western Hospital	TWH JDMI 3MC404 & 3MP407 Staff Lounge Refresh	Refresh staff lounge spaces for designated eating and breaks with furniture to create a calming and collaborative space for medical imaging team.	N/A	Redevelopment	On Hold

TW - Toronto Western Hospital	TW PP Powerhouse and Roundhouse 13.8kV Electrical Equipment Replacement	Replaced 13. 8kV electrical equipment in the Powerhouse and Roundhouse at Toronto Western Hospital	N/A	Planning and Integration	On Hold
PM - Princess Margaret Cancer Centre	Renovation of PMH 18th floor clinical space	Renovated 18th floor clinical space for Lilian Siu to support staff and patients	Research FCC/PMH Foundation	Research Facilities	In Close-out - To be completed by 30 June 2025
PM - Princess Margaret Cancer Centre	PM Nurse Call Replacement	This project is to replace the outdated Tecktone nurse call system throughout PMH with Austco systems. Facilities have already replaced some of the Tecktone units in the facilities and this project will focus on the remaining clinics/floors throughout the facility	FR&M	Redevelopment	In Close-out
PM - Princess Margaret Cancer Centre	Stem Cell Transplant - Phase 2	New Inpatient Unit, MHDU, Urgent Care, and Expansion of MH Clinics to expand and provide additional capacity to Stem Cell Transplant Program	N/A	Planning and Integration	On Hold - To be completed by 30 June 2025
PM - Princess Margaret Cancer Centre	PM Smoke Control Stairwell Deficiency Repair	A non-compliant (deficiency) item was identified in the stairwell pressurization for PM 620 while a smoke control audit was performed. To resolve UHN would need to install a vent for Stair A and B compartments serving storeys below grade	N/A	Redevelopment	In Close-out
PM - Princess Margaret Cancer Centre	PM Dental Clinic Major Refresh	Major refresh of the PM Dental Clinic including the conversion of an existing office to an operator lab meeting all CSA requirements, and modernization of an existing lab to CSA requirements. General interior refresh of other interior spaces	UHN Capital/VP Allocation	Planning and Integration	On Hold
PM - Princess Margaret Cancer Centre	CFI 36420 (IF) - Item #1, 8	Implementation - CW##### - Item 1,8 - Renovations - Biospecimen Integration Centre (Floorplan A) and Fumehoods Procurement	N/A	Research Facilities	Completed on 8 October 2024
TG - Toronto General Hospital	TGH Danish Pastry House Opening	TG's new vendor The Danish Pastry House intends to take possession of the premises estimated August 1, 2021 of TG Eaton Building 1st floor Mezzanine space. Business operations is requesting pricing of Landlord's Work for: 1	N/A	Redevelopment	Complete/Closed

PM - Princess Margaret Cancer Centre	PMH Automatic Door Opening System Install	Install automatic door opener on public washroom(s) entrance on 2nd floor at ELLICSR	N/A	Planning and Integration	Complete/Closed on 25 January 2023
TG - Toronto General Hospital	TGH Barburrito Opening	New food vendor Barburrito will take possession of premises at TGH food court on May 15, 2021. Minor renovations (cosmetic) will require oversight/coordination with UHN internal stakeholders, ie.IPAC, Facilities, etc. Scope of work: TBD- new signage, paint,	UHN Capital	Redevelopment	Complete/Closed on 3 February 2025
TW - Toronto Western Hospital	TWH- Nursing Stations Refurbishment Works at Fell 8A & 8B	Replaced the existing millwork stations with new millwork with solid surface countertop at the nursing station units and dictation rooms at TWH- Fell -8A & 8B Replaced the existing millwork stations with new millwork with solid surface countertop at.	N/A	Redevelopment	Complete/Closed
TG - Toronto General Hospital	TGH 13 & 14ES Nursing Stations	Refurbish nursing stations Refurbish nursing stations at 13 and 14 GIM nursing units	N/A	Redevelopment	Complete/Closed
TG - Toronto General Hospital	TGH Sink Replacement	The sink in the contamination area is too small. The sink needs to be changed out	N/A	Planning and Integration	Complete/Closed on 30 June 2023
TG - Toronto General Hospital	Cath Lab #4	Turnkey angiosuite Replaced Cath Lab #4. Proposed imaging equipment is similar to the equipment in place for Cath Labs 5 & 6 Turnkey design build angiosuite Replaced Cath Lab #4	N/A	Redevelopment	Complete/Closed
TG - Toronto General Hospital	FM-PRO Space Planning	To prepare a functional program and space plan for FM-PRO office requirements utilizing 67 College St and for the relocation of FM-PRO staff from 620-5th, TWH MedWest and potentially Lucliff 6 and 7.	UHN Capital	Planning and Integration	Complete/Closed
PM - Princess Margaret Cancer Centre	PMH 2B Nurse Station	Replaced existing nurse station Replaced existing nurse station with new millwork	N/A	Redevelopment	Complete/Closed on 31 January 2024
MS - Multiple Sites	TGH TRI Nutrition Kitchen Renovation	Project for three scopes of work: Dish Machine Replacement; Compressor Rack Replacement and Redundancy, and Refrigerators. Define scope of work for Dish Machine Replacement	N/A	Redevelopment	Complete/Closed

PM - Princess Margaret Cancer Centre	14A Nurse Station Millwork Renovation	Remove all millwork in Nurses station PM 14A and medicine room & install new cabinets & countertop including new floor for Nurses station.	UHN Capital	Redevelopment	Complete/Closed on 31 October 2022
PM - Princess Margaret Cancer Centre	PM Grab Bar Installation	Develop plans and install grab bars in 34 washroom(s)	N/A	Planning and Integration	Complete/Closed on 26 July 2024
PM - Princess Margaret Cancer Centre	Education Centre (PM)	New Education Centre (PM) to be co-located on 620-6th floor beside the proposed Library move due to SCT Phase 2 Early works. (Complexity matched to that of SCT2 / Early Works project)	N/A	Redevelopment	Complete/Closed on 25 January 2024
TW - Toronto Western Hospital	TW Education Centre	Renovation 3rd West Wing Exams/Seminars/Library/Computer/offices	N/A	Redevelopment	Complete/Closed
TG - Toronto General Hospital	MSICU Flooring Repairs	Replace/replace damaged sections of vinyl flooring in the main corridor	N/A	Planning and Integration	Complete/Closed on 31 October 2024
TR - Toronto Rehabilitation Institute	TRI- LC Patient Lounge Renovation	Renovate the Patient lounges 1A, 1B, and 2B and Staff Lounge; to make better multi-purpose space for patients and their families. Additional scope : Staff lounge 2A to be renovated	N/A	Planning and Integration	Complete/Closed
TG - Toronto General Hospital	TGH 9ES Nurse Station Revisions	Replaced wooden nursing station desk and wooden hand rails. Revisions to varies functionality rooms for 9ES Replaced wooden nursing station desk top with solid surface and wooden hand rails. Revisions to varies functionality rooms for 9ES Replacement of wooden nursing station desk top with solid surface and wooden hand rails. Revisions to varies functionality rooms for 9ES	N/A	Redevelopment	Complete/Closed on 27 October 2023
LS - Leased	FM-PRO Space Implementation	This project is for the *implementation* of the FM-PRO Space Plan (PTF 2021-150) as approved in the 2021-22 Capital Plan. The project will renovate the vacant shell space at 67 College Street and also provide for sufficient IT infrastructure from UHN to 67 College, a core room and a 2nd floor IT Closet	N/A	Redevelopment	Complete/Closed on 31 October 2023

LS - Leased	PM Lodge Renovation	Remediation and Renovated the PM Lodge Phase 1 - Remediation of water damage, mold, asbestos, select demo (\$1. 7M) Phase 2 - Renovations/Reinstatement (\$7	N/A	Redevelopment	Complete/Closed 31 October 2024
TW - Toronto Western Hospital	Donald K. Johnson Eye Clinical Research Unit	This project aims to renovate 6FP211 as Phase I and to created Clinical Research Unit (as the Donald K. John Eye Clinical Research Unit) part of TWH Ophthalmology Clinic The current clinical research trials are conducted within the TWH Ophthalmology Clinic and it is at capacity	N/A	Research Facilities	Complete/Closed
TW - Toronto Western Hospital	CFI 35923 (IF) - Item #16	Item 16 - 0.5T MRI Renovations Renovation for future neuromodulation lab in space what used to be PET CT 3FP 535, 535A and 537	N/A	Research Facilities	In Close-out - To be completed by 30 June 2025
TR - Toronto Rehabilitation Institute	Lakeside LTC II	Planning for new LTC facility	N/A	Planning and Integration	On Hold
TG - Toronto General Hospital	Transplant / Critical Care	Program expansion for the Transplant Program including critical care beds, but also other aspects of the program and related support services from an operational as well as capital perspective	UHN Capital	Planning and Integration	On Hold
PM - Princess Margaret Cancer Centre	SCT Phase 2 - Early Works	Relocation of existing clinics and spaces to accommodate expansion of Stem Cell Transplant Phase 2 Program	UHN Capital/FR&M/PMH Foundation	Redevelopment	In Close-out - To be completed by 25 January 2024
TG - Toronto General Hospital	TGH Signage Request for Director Environmental Services and Patient Transport	Replacing existing signage	N/A	Planning and Integration	Complete/Closed on 7 April 2025
TW - Toronto Western Hospital	TWH Install Leonard Entrance Washroom Push Button Door Openers	Installed push button automatic door openers on the male and female washroom(s) doors along the Leonard Entrance Hallway at Toronto Western. Signage also required	N/A	Planning and Integration	Complete/Closed on 31 October 2024
TG - Toronto General Hospital	TGH NU MDRD Hot Water System Replacement	MDRD Hot Water System Replacement	UHN Capital	Redevelopment	In progress - To be Completed on 30 June 2025