

UHN | Canada's
#1 Hospital

UHN NEW EMPLOYEE HANDBOOK

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Welcome

TO UNIVERSITY HEALTH NETWORK

The outstanding care, discoveries, innovations, and achievements that happen at UHN are only possible because of the people who work here.

We are glad you chose to join us!

This handbook is designed to help orient you to the organization. It's one component of a wider onboarding and orientation experience that includes a half-day virtual session hosted by the People & Culture department, a team-level introduction to your role, and more.

As you settle into your new role, we encourage you to:



CONNECT WITH YOUR TEAM

Your colleagues can help you understand your team's work and stakeholders. Building strong relationships fosters collaboration and enhances the UHN experience.



LEARN ABOUT UHN VALUES

Demonstrating our shared values is an important part of being a member of TeamUHN. They guide everyone's decisions and interactions. Start by knowing that our primary value is that the needs of patients come first. We also value Safety, Compassion, Teamwork, Integrity, Stewardship. Look for these values within your team and use them to shape conversations, collaboration, and conduct.



VISIT DIFFERENT LOCATIONS

UHN has many physical locations – and often many types of areas within each location. Talk to your manager about finding opportunities to visit different locations or departments within the building where you usually work. Seeing where and how others work can expand your understanding of what it means to be part of TeamUHN.



EMBRACE LIFELONG LEARNING

At UHN, continuous learning is in our DNA. Demonstrating a growth mindset, learning and adapting to changing conditions and situations, experimenting with new tools and technologies and applying learning to new or unfamiliar situations are all expected behaviours. We encourage you to chart your unique learning and development path at UHN.

We are excited to see you grow, thrive and contribute to UHN's success. If you have any questions or need assistance, don't hesitate to speak to your direct leader or a People & Culture team member.

On behalf of the UHN Executive Leadership, thank you for joining TeamUHN, a remarkable group of committed, talented, skilled and compassionate individuals. We wish you a successful career at UHN.

Kevin Smith (he/him)
President and CEO

Mark Spencer (he/him)
Executive Vice President, People & Culture

ROADMAP:

New Employee Onboarding Journey

ABOUT THIS DOCUMENT

This roadmap is designed to guide new hires through their onboarding process. It outlines essential actions to be completed before your start date, on your first day, and during your initial weeks. It aims to ensure a seamless transition into your role at UHN, helping you feel prepared, informed, and confident from the start.

Please email employeeonboarding@uhn.ca if you have any questions as you complete this checklist.

STEP 1

New employee receives a welcome email outlining all pre-arrival tasks, with links to key tools

STEP 3

New employee submits signed letter and other documents listed in the New Hire Form

STEP 5

New employee receives an email reminder about the New Employee Orientation (NEO) session

WITHIN TWO WEEKS
PRIOR TO START DATE

WITHIN ONE WEEK
PRIOR TO START DATE

STEP 2

New employee receives an automated email with a New Hire Form weblink to complete and submit

STEP 4

Once the New Hire Form is submitted, the new employee receives an email that includes network access information

STEP 6

The hiring leader or designate/buddy reaches out to new employee with contact information and plan for their first day

Note: this only happens when an employee is within 14 days of their start date.

THE NEW EMPLOYEE HUB

provides you, as a new member of TeamUHN, with guidance and support as you become familiar with the organization and some of the resources available to you.

Before you have UHN Network access

[VISIT NOW](#)

After you have UHN Network access

[VISIT NOW](#)

STEP 7
New employee attends the live virtual New Employee Orientation (NEO) session

STEP 9
New employee begins their orientation to the department and role



STEP 8
New employee completes mandated e-learning and other required e-learning (e.g. Quality and Safety)

[VISIT NOW](#)

STEP 10
New employee continues to onboard and integrate into the new role and department

UHN at a Glance

5

HOSPITALS

Toronto General Hospital (TG), Toronto Western Hospital (TW), Princess Margaret Cancer Centre (PM), Toronto Rehab (TR), and West Park Healthcare Centre (WP)

6

EDUCATION CENTRES OF EXCELLENCE

6

RESEARCH INSTITUTES

Toronto General Hospital, Krembil, KITE, McEwen Stem Cell, Princess Margaret Cancer Centre, and The Institute for Education Research

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CLINICAL PROGRAMS

Ajmera Transplant Centre, Altum Health, Centre for Mental Health, Laboratory Medicine, Krembil Brain Institute, Medical Imaging, Medicine Program, Peter Munk Cardiac Centre, Princess Margaret Cancer Centre, Schroeder Arthritis Institute, Surgery and Critical Care, and Toronto Rehabilitation

1

OUTPATIENT REHABILITATION SERVICES PROVIDER

Altum Health

1

SCHOOL

Michener Institute of Education at UHN

UHN IS SUPPORTED BY

3 FOUNDATIONS

UHN Foundation, Princess Margaret Cancer Foundation, and West Park Foundation – all excel at creating opportunities for donors to contribute to our mission.



TeamUHN at a Glance*

24,490
EMPLOYEES

2,043
PHYSICIANS

493
VOLUNTEERS

159
PATIENT PARTNERS

14,400
LEARNERS

*as of 2023-2024



Who is UHN?

UHN's Strategic Plan is defined by Three Strategic Directions reflecting key imperatives for the future:



TRANSFORMATIVE EXPERIENCES:

Tailoring exceptional experiences to meet the evolving needs of patients, our community and TeamUHN for the future of healthcare.



SOLUTIONS BEYOND BOUNDARIES:

Bringing together the best of UHN, and diverse collaborators, to create, advance and implement tomorrow's leading care solutions, today.



ALIGNMENT FOR IMPACT:

Ensuring every corner of UHN and our key partners embrace cutting edge research, innovation and education to catalyze new knowledge, programs and skills for maximum impact.

OUR PURPOSE

Transforming lives and communities through excellence in care, discovery and learning

VALUES

Safety, Compassion, Teamwork, Integrity, Stewardship

ABOVE ALL ELSE, OUR PRIMARY VALUE

The needs of patients come first

OUR VISION

A Healthier World

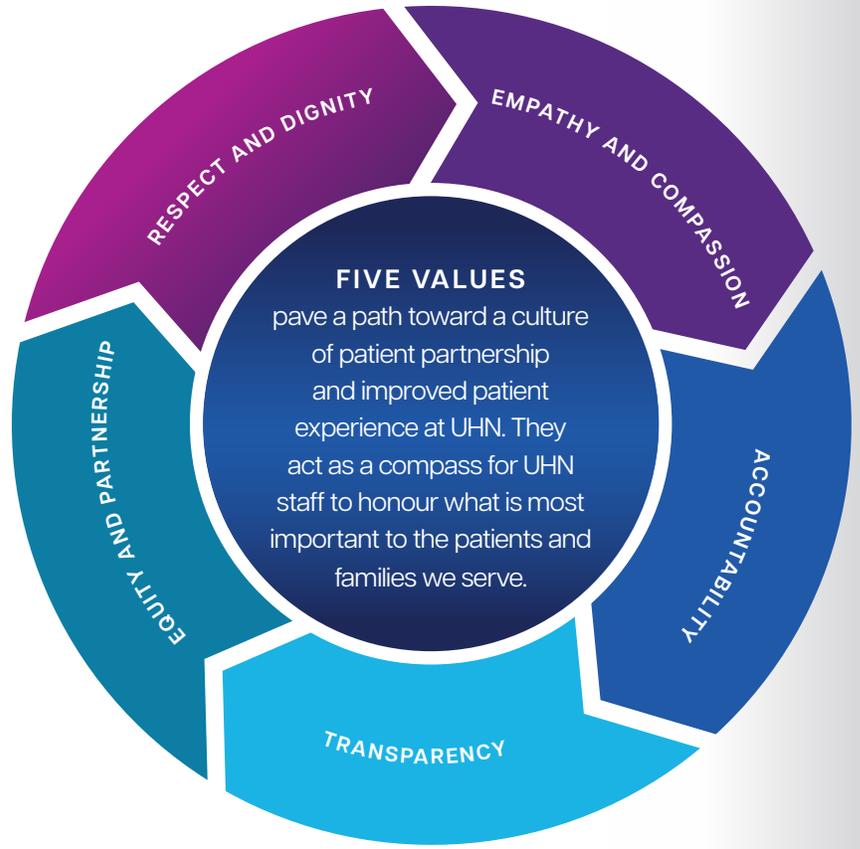
WHAT THIS MEANS TO TEAMUHN

Every day we're driven to make lives better. Together, we **raise the bar for excellence; solve for a better tomorrow; and embrace our leading role**, with relentless focus on making A Healthier World a reality.

UHN's Patient Declaration of Values

Patient Experience is a key area of focus at UHN, which highlights our commitment to being compassionate, collaborative and responsive to individual patient needs and preferences.

[LEARN MORE](#)



NAVIGATING OUR VALUES

“The compass is a symbol that guides us toward our core values – values that patients and families identified to guide UHN as a person-centred organization”.

Pam Breese & Peter Kyriakides. Patient Partners



Respect, Civility, and Professionalism

Respect, civility and professionalism create the foundation for patient and workplace safety at UHN. As a UHN employee, you will be asked to review and abide by the “Fostering Respect in the Workplace” Policy. You will and receive participate training to ensure you understand expected workplace behaviours and tools to help you respectfully resolve issues with your peers. UHN’s Respect & Civility at Work program is designed to help everyone at UHN contribute to a workplace that is considerate, inclusive and respectful, and supports people to do their best work.

At UHN, we encourage everyone to speak up, ask questions and share their knowledge – regardless of their role.

CIVILITY means showing respect, care and consideration. It means recognizing the inherent value of everyone’s voice at UHN.

- Examples include: Saying ‘please’ and ‘thank you’, being on time for meetings, practising inclusiveness, monitoring body language.

INCIVILITY is rude, disrespectful or insensitive behaviour. Even if there is no intent to harm, these acts can still lead to an unpleasant work environment.

- Examples include: Sarcasm, gossip, using profanity or arriving late to meetings.

HARASSMENT is objectionable behaviour or communication that is reasonably known to be unwelcome, intimidating or offensive.

- Examples include: Discrimination based on race, religion, disability or sexual orientation, taunting or sexual remarks.

BULLYING is a form of harassment and refers to a range of behaviours, which target individuals repeatedly in a mean or abusive way.

- Examples include: Insulting someone’s skills or looks, spreading false rumours, shouting or yelling.

VIOLENCE is the use, threat or attempt at physical force to cause or potentially cause physical injury.

- Examples include: Pushing, punching, throwing objects, verbal threats or blocking someone’s exit to safety.

Getting your UHN Photo ID Badge

All employees are required to wear their photo ID badge while working for UHN.

Photo ID Badges are issued via the UHN Security team, as listed below:

SITE	LOCATION	OFFICE HOURS
Toronto General Hospital	Eaton South Basement, Room 426 A Across the hall from the main Security Office	Mondays, Tuesdays and Wednesdays 7:30 am – 12:00 pm or 1:00 pm – 3:30 pm
Toronto Western Hospital	1st Floor, Fell Wing, Room 511 Inside the main Security Office in the Atrium	Thursdays and Fridays 7:30 am – 12:00 pm or 1:00 pm – 3:30 pm
Princess Margaret Cancer Centre	UHN Photo ID cards are not produced at the Princess Margaret Cancer Centre. UHN employees working at the PM site are welcomed at either the Toronto General or Toronto Western locations during the hours on the appropriate schedule.	
Toronto Rehab	You will be provided with a scheduled time to visit the Security Office at your site by your manager.	
Altum Health (All Sites)	All new staff must get their photo ID at the main Altum office on the 4th floor of the Krembil Discover Tower at Toronto Western Hospital. Hours will be provided by the hiring manager.	
West Park Healthcare Centre	You will be taken to the Security Office to get your Photo ID on your first day of employment by the HR Operations team. The Security Office is located in the Lower Level (B1B-340 Lower Level using the IP elevators)	Monday to Friday 8:30 am – 4:30 pm

UHN Locations

1

TORONTO GENERAL HOSPITAL

200 Elizabeth Street, Toronto, ON, M5G 2C4

MAPS & DIRECTIONS

2

TORONTO WESTERN HOSPITAL

399 Bathurst Street, Toronto, ON, M5T 2S8

MAPS & DIRECTIONS

3

PRINCESS MARGARET CANCER CENTRE

610 University Ave, Toronto, ON, M5G 2M9

MAPS & DIRECTIONS

4

TORONTO REHAB UNIVERSITY CENTRE

550 University Ave, Toronto, ON, M5G 2A2

MAPS & DIRECTIONS

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TORONTO REHAB BICKLE CENTRE

130 Dunn Ave, Toronto, ON, M6K 2R7

LAKESIDE LONG-TERM CARE CENTRE

150 Dunn Ave, Toronto, ON, M6K 2R7

MAPS & DIRECTIONS

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TORONTO REHAB

LYNDHURST CENTRE

520 Sutherland Drive, Toronto, ON, M4G 3V9

RUMSEY CENTRE - CARDIAC

347 Rumsey Road, Toronto, ON, M4G 1R7

RUMSEY CENTRE - NEURO

345 Rumsey Road, Toronto, ON, M4G 1R7

MAPS & DIRECTIONS

7

HILLCREST REACTIVATION CENTRE

47 Austin Terrace, Toronto, ON, M5R 1Y8

MAPS & DIRECTIONS

8

MICHENER INSTITUTE

222 St. Patrick Street, Toronto, ON, M5T 1V4

MAPS & DIRECTIONS

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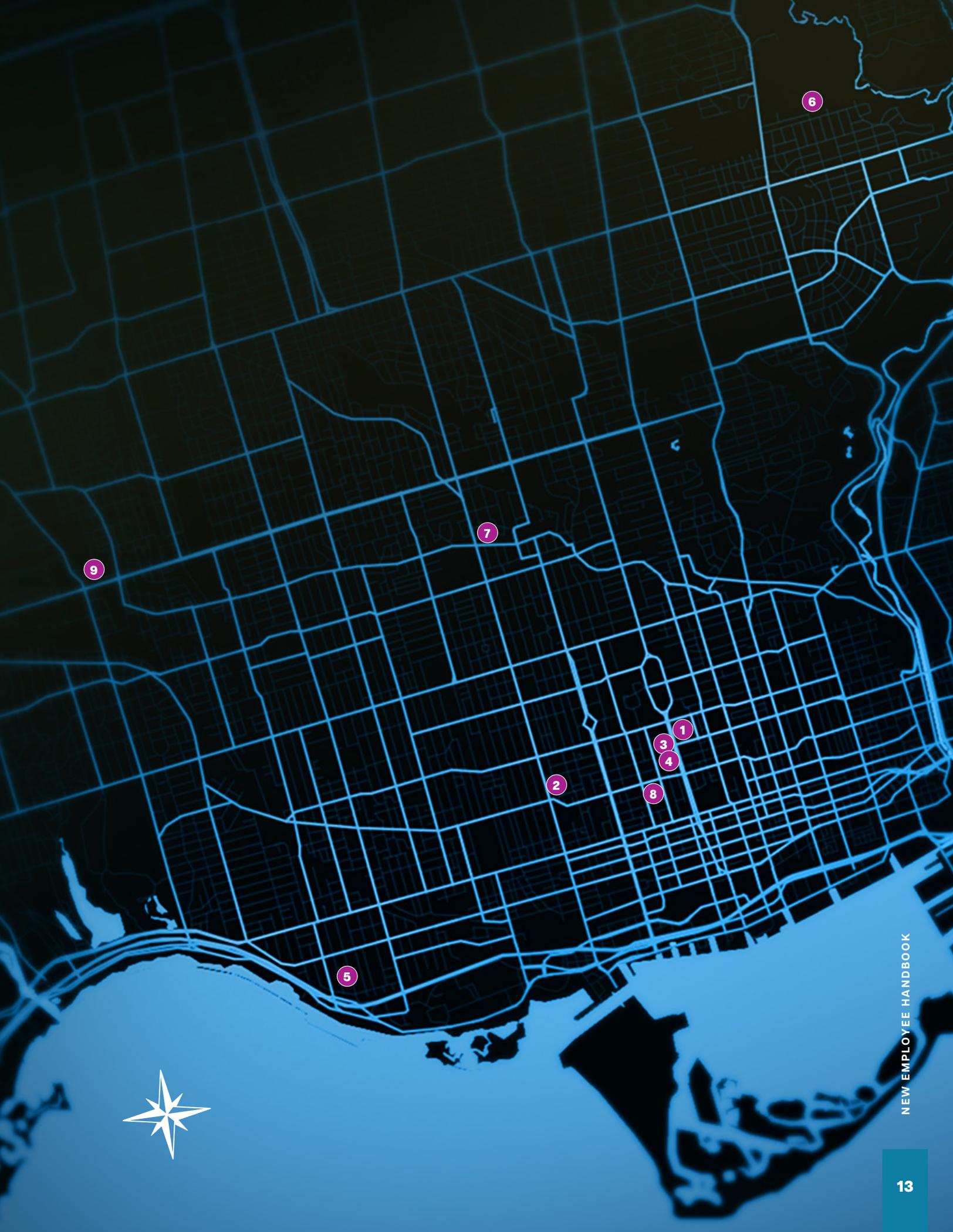
UHN REACTIVATION CARE CENTRE

82 Buttonwood Ave, Toronto, ON, M6M 2J5

WEST PARK HEALTHCARE CENTRE

170 Emmett Ave, Toronto, ON, M6M 2J5

MAPS & DIRECTIONS



Commuting to UHN



PARKING

If you will be driving to work, familiarize yourself with the options for parking.

[LEARN MORE](#)



BICYCLE PARKING

UHN supports cycling as a healthy and sustainable commuting option. Once you have your UHN ID, you will be able to access secure bike parking at many UHN locations. Click below for details available on the intranet.

Questions? Contact UHNcycling@uhn.ca

[LEARN MORE](#)

(UHN network access required)



BIKE SHARE

UHN Employees receive a 25% discount on the annual cost of a monthly member to the City of Toronto's bike sharing program. A valid UHN email address is necessary for receiving the discount.

[LEARN MORE](#)

(UHN network access required)



SHUTTLE SERVICE

UHN offers employees free shuttle service between Toronto Western and Toronto General Hospitals

[VIEW SCHEDULE](#)



AMENITIES

UHN locations offer a range of amenities such as food and retail services, spaces to relax, lost and found, ATM machines, etc.

[LEARN MORE](#)

Safety

EMERGENCY CODES

It is very important to read the following information to help keep yourself and others at UHN safe.

We cannot predict when an emergency situation will occur, but we can be prepared.

There are 12 emergency colour codes at UHN.

Know your Codes.

When you have access to the UHN Intranet site, click the button below to start the UHN Emergency Codes eLearning Course to get to know more about the Codes.

[START COURSE](#)

FIRE AND LIFE SAFETY

Remove occupants

Enclose area

Activate alarm

Call 5555

Try to fight fire (if safe to do so and you have been trained)

- Know how to **REACT**
- Be familiar with your floor areas
- Attend a Fire and Safety Training Session annually
- Assist in fire prevention by reporting fire safety hazards

CODE RED	Fire
CODE GREEN	Evacuation
CODE BLACK	Bomb Threat
CODE YELLOW	Missing Person
CODE BROWN	Hazardous Spill
CODE WHITE	Violent Person
CODE WHITE-CAUTION	Violent Person - Weapon (Non-Firearm)
CODE PURPLE	Hostage
CODE SILVER	Active Shooter
CODE ORANGE	Mass Casualty Incident
CODE BLUE	Cardiac Arrest/Medical Emergency
CODE GREY	Infrastructure Loss

IF FACED WITH AN EMERGENCY SITUATION

Call 5555 from any internal phone at a UHN site or dial the main hospital line, followed by extension 5555, on your mobile device to initiate an emergency code response.



Consider saving this number and the 5555 Code Response extension to your mobile device.

Remember: Emergency Preparedness starts with you!

Toronto General Hospital,
Toronto Western Hospital,
Princess Margaret Cancer Centre

MAIN LINE: 416-340-4800

Toronto Rehab Sites
University Centre,
Lyndhurst Centre,
Rumsey Centre,
Bickle Centre

MAIN LINE: 416-597-3422

Security Operations

The three major security processes provide protection of staff, patients, visitors, assets and information in various ways at UHN:

PERSONNEL SECURITY

Walk Safe/Call Safe programs are components of UHN's Workplace Violence (WPV) Prevention Program, offering employees safe escorts to vehicles and immediate access to assistance when feeling threatened. These initiatives enhance overall workplace security.

INFORMATION SECURITY

Security operations at UHN safeguard information security by maintaining highly secure spaces ensuring controlled access and rigorous monitoring.

PHYSICAL SECURITY

Security provides access control & CCTV systems, Photo ID Cards, ETC. All staff are expected to actively understand the loss prevention program by adhering to policies and reporting any suspicious activities or breaches. Helping to maintain a secure environment to ensure the safety of individuals and assets.

BE A.W.A.R.E

Aware of what is happening around you, own your environment.

Watch for and remove crime opportunities.

Always verify identification of people.

Report suspicious people or activities immediately.

Encourage all those connected with the hospital to work together with security to report all crimes.

Infection Prevention & Control (IPAC)

IPAC is designed to protect staff, patients, and visitors from Healthcare-Associated Infections (HAIs). The IPAC team's goal is to provide the resources and tools necessary to break the chain of transmission and therefore, prevent the spread of infections.

[LEARN MORE](#)

Quality, Safety and Clinical Adoption

Quality, Safety and Clinical Adoption is optimized by systematically identifying, monitoring, assessing, prioritizing, managing, controlling and minimizing significant risks that impact clinical settings.

The Office of Quality, Safety and Clinical Adoption provides the following services, advice, information and support to UHN staff on matters such as:

- Incident reports & reviews
- Incident debriefs
- Quality, Safety and Clinical Adoption
- Just Culture
- Alerts & recalls
- The Quality of Care Information Protection Act (QCIPA)
- Incident summary and trending data to program and delegate committees across UHN for quality improvement

There are three ways for UHN employees to help minimize significant risks.

1 UHN's Safety Event Reporting & Review Process

[CLICK HERE](#)

2 UHN Error Prevention Toolkit

[CLICK HERE](#)

3 Patient Safety Event Reporting: FAQs

[CLICK HERE](#)

UHN SAFETY COMMITMENTS

STRATEGY	SAFETY BEHAVIOURS	ERROR PREVENTION TOOLS
PAY ATTENTION TO DETAIL	Focus your attention before you act.	STAR = Stop, Think, Act, Review
COMMUNICATE CLEARLY	Ensure that you hear things correctly and understand things accurately when information is transferred.	3-Way Repeat-Back
CLARIFYING QUESTIONS	Phonetic & Numeric Clarifications	SBAR = Situation, Background, Assessment, Recommendation
HAVE A QUESTIONING ATTITUDE	Ensure you have complete information to make actions safe.	Question & Confirm
SPEAK UP FOR SAFETY	Act on the responsibility to protect patients and workers in a manner of mutual respect.	*ARCC = Ask a Question, Make a Request, Voice a Concern, use Chain of Command
PARTNER FOR ACCOUNTABILITY	Observe the actions of other team members for the purpose of sharing the workload and reducing or avoiding errors.	<ul style="list-style-type: none"> • Cross-Check • 5:1 Feedback

Privacy

PROTECTING PRIVACY – YOUR RESPONSIBILITIES

UHN places a high value on patient confidentiality and the protection of personal health information. There are a variety of policies related to privacy and security to ensure that all staff and individuals affiliated with UHN understand how to help protect patient information and to comply with the law.

You will need to review and sign off on all policies in the UHN Policy and Codes Handbook before signing your employment offer. Once you gain access to UHN's Corporate Intranet, you should review all corporate and departmental policies, including the policies on Privacy & Information Security.

WHAT YOU NEED TO KNOW AND DO BEFORE YOUR START WITH UHN

- UHN protects personal information because it is our ethical and legal responsibility.
- As a condition of employment and/or affiliation with UHN, all individuals must sign a confidentiality agreement.
- As a condition of employment and/or affiliation with UHN, all individuals must review the UHN Policies and Codes Handbook.
- Everyone has a role to play in privacy – speak with your manager to ensure you fully understand yours.
- Access to patient information is on a 'need to know' basis and is routinely monitored through auditing.
- There are disciplinary actions for failure to follow UHN's policies, up to and including termination.

ROLE OF THE PRIVACY OFFICE

- Providing legislative oversight, developing corporate policies and monitoring compliance
- Managing privacy breaches and privacy incidents
- Training staff and providing resource materials
- Helping staff make privacy decisions when ethical dilemmas are not covered in the law or within UHN policies
- Assessing privacy impact of new technology, processes, vendor contracts, etc.
- Responding to patients' privacy concerns and providing education materials

If you have questions, please email Privacy@uhn.ca.

Diversity and Inclusion at UHN

At UHN, we understand the value and power of diversity in perspectives and voices, and the benefits of including those diverse perspectives and voices in discussions and at decision-making tables.

In addition to the IDEAA (Inclusion, Diversity, Equity, Accessibility, and Antiracism) office within the People & Culture department that helps guide and embed best practices, we receive input and feedback from various Employee Resource Groups (ERGs) and expect leaders to model respect, civility, and inclusion on a daily basis.

We are committed to building a stronger, more inclusive UHN.

Employee Resource Groups (ERGs) are voluntary, employee-led groups whose aim is to foster a diverse, inclusive workplace aligned with the organizations they serve. ERGs are led and participated in by employees who share a characteristic, whether it's gender, ethnicity, religious affiliation, lifestyle, or interest. The groups exist to provide support and help in personal or career development and to create a safe space where employees can bring their whole selves to the table. Allies are welcome to be part of ERGs.

[LEARN MORE](#)

Wellness at UHN

Workplace wellness is a comprehensive approach to improving the health and wellbeing of employees.

UHN is proud to offer a variety of programs and tools -- such as gyms, wellness education, and team building -- to support the emotional, mental, and physical wellbeing of TeamUHN.

Upon joining UHN, you will be provided a number of resources to support your own wellness.



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