

**Community Meeting Summary**  
**Wednesday, May 6, 2009**  
**7:00 p.m.**

**Welcome**

Carolyn Baker welcomed Cheri Di Novo, MPP, Parkdale – High Park, as the chair of the meeting.

Cheri Di Novo thanked everyone for coming and made note that between each agenda item would be a question and answer period.

**Flu Preparedness – Putting Patients First**

Carolyn Baker announced that the H1N1 Influenza A is beginning to look more like a seasonal flu. The virus has sustained human to human transmission in two countries, which resulted in a classification of Phase 5 by the World Health Organization. (Phase 5: Human to human spread of the virus is confirmed in at least two countries in one WHO region. It is likely that a pandemic is imminent. Time to finalize organization, communication, and implementation of planned mitigation strategies is short.)

More information about H1N1 can be found on the Health Centre's website, at [www.stjoe.on.ca](http://www.stjoe.on.ca).

St. Joseph's Health Centre (SJHC) is concerned with the health of our community, staff, patients and visitors. In 2006 we developed a plan, consistent with the Ministry of Health and Long-Term Care (MOHLTC), the Toronto Central Local Health Integration Network (TCLHIN), the University of Toronto (UofT) and our community partners, which we are confident will assist us in a crisis situation.

One key way to protect yourself and your loved ones from the flu is to wash your hands well and frequently. Each attendee received a Clean Hands Save Lives pamphlet compiled by the Ontario Hospital Association (OHA). There are two ways to clean your hands:

- Alcohol Based Sanitizer (ABS): to be rubbed into the skin for at least 15 seconds
- Soap and Water: to be used when hands are soiled and lather for 15 seconds.

Cleaning your hands a minimum of eight times per will help to prevent the spread of germs. Another way to prevent spreading germs is by staying home if you're sick.

## Q & A – Flu Preparedness

**Q:** Can you eat after using ABS?

**A:** Yes.

## **Redevelopment Timeline/Update on New Parking Garage – Using Our Resources Wisely**

Dale McGregor, Executive Vice President, Corporate Services and CFO, said that he is happy to continue the dialogue that began in 1999 with our community. Dale is the executive lead for the redevelopment project and introduced Susan Carey, Director, Redevelopment, Joe Chimenti, Project Manager, and Bill Nankivell from our architects.

Dale stated that the parking garage is long overdue, as we are nine months behind schedule. We understand that this is a frustration to the community, just as it is for us. In terms of the new Our Lady of Mercy (OLM) building, we have taken whatever steps possible to ensure that the timelines for delivery will be kept. The current contractor, working on the parking garage, will not be submitting a bid for tender for OLM.

Susan provided a run down of the timelines for the current redevelopment project:

- Building permit: August 2007
- Substantial performance on parking garage: May 2009
- MOH approval to tender: February 2009
- Tender issued: March 2009
- Tender closed: May 2009
- MOH approval to award: Spring 2009
- Award construction project: Summer 2009
- Substantial performance on OLM: Summer 2012

The parking garage will be ready to utilize by mid May 2009. Until the completion of the new wing, only 200 parking spots will be open for only staff to use. When leaving the parking garage, only right turns will be permitted onto Sunnyside Ave.

The landscaping of the grounds is a part of the OLM tender, and will be completed once the new wing has been built.

In the tender the wording has been tightened up regarding no noisy work to begin before 8:00 a.m. which includes site deliveries. Trucks are to queue on The Queensway and a means of communication must be provided between the trucks and the site.

Over the past couple of months, lighting of the new parking garage and ambulance bay has been a concern for local residents. The lights are located on the suspended slab over the surface parking. The design and placement of these lights was to guarantee that all codes for safety and security are met, as well as ensuring that there are no dark areas.

Following the concerns, shields have been placed on some of the lights to deflect the shine. Other possibilities that SJHC is looking into include replacing the lights with pot lights or mounting a spandrel panel along the edge. The next steps will be to review all options while considering cost, codes and safety and security.

In terms of traffic patterns leaving the parking garage at Sunnyside, Do Not Enter signs have now been installed and the area was constructed so there is no left turns available. A sign was installed to say no left turns and an arrow was painted on the ground. The island between the lanes curves to the right to force drivers that direction.

### **Q & A - Redevelopment Timeline/Update on New Parking Garage**

**Q:** What was the original date of completion? Was it 2010?

**A:** There were various dates put forward over the years. 2010 may have been one of them.

**Q:** We asked for no left turns on to Sunnyside. The right lane is so gradual that there is not enough of an indication that one must turn right. Requested that the centre median be made a lot sharper leading out to Sunnyside.

**A:** Susan Carey will look at request. In the traffic study it was found that the number of people turning left is actually very small. Dale agreed that the hospital would look into whether anything else can reasonably be done to ensure cars do not turn left onto Sunnyside.

**Q:** When trucks are coming they are not to be idling, as per the law. What will be done?

**A:** Susan Carey said the message will be reinforced with the contractor. Cheri Di Novo will speak with Gord Perks, as this is his area and accountability. Dale McGregor said that we have strengthened the language in the tender document, but enforcement of the law is not our within our capability. Joe Chimenti stated that trucks have been fined for idling.

**Q:** What is the timeline for a short term solution to fix the lights? Why have they been on 24/7 since March?

**A:** It will take approximately 6 weeks to receive shields for the lights. Susan Carey will proceed with ordering these to see if it will help the problem. Currently the lights are strictly part of the contractor's agreement. We will not have control of this until the garage is handed over to us. The city requires a certain amount of lighting for safety and security purposes.

**Q:** What are the possible solutions?

**A:** The ceiling in that area will be dropped by approximately another foot and a half and that will be a part of the second phase of construction. This may block out the light for some, but not for others. We may need to do a sight line study to help assess the lighting situation. Another option is a spandrel panel, but we must ensure that there is enough clearance for emergency vehicles.

**Q:** What are the time lines?

**A:** We will provide another community update by the end of Summer.

**Q:** Can Susan Carey bring us out to see the shields?

**A:** Susan had a meeting with some members of the community to show them the shields on the lights.

**Q:** This seems like a supremely complex problem, why don't you ask local set designers about controlling lighting?

**A:** We will look into that possible solution.

### **Smoke Free Policy – Enhancing the Health of the Communities we Serve**

Kathy Millar, Corporate Director, Patient Safety & Chief of Enterprise Risk Management, spoke to the Smoke Free Policy that went into effect on October 6<sup>th</sup>, 2008. We informed the community about this on October 2, 2008 at our Community General Meeting. In compliance with the new province wide legislation SJHC became a smoke-free environment. We need to protect our patients and visitors who come to SJHC for care from the dangers of second hand smoke and our staff who work here. In order to implement the smoke free environment, a Smoke Free Taskforce was established with key internal stakeholders.

A walkabout was conducted with members of the Sunnyside Community Association to establish areas where smokers could go. The Health Centre implement two onsite designated smoking areas and agreed to review the community suggestion to allow

smoking on the Glendale property. We have installed 12 butt stops around the perimeter of the Health Centre for smokers to butt out in. We have implemented a comprehensive communication plan and have been diligent with our communications to our staff about smoking responsibly.

We have developed a Stop Smoking Clinic, which provides support and information to those who would like to quit. We have put signage around the entire building directing people off the property to smoke and to use the butt stops to dispose of their butts. Patients are provided smoking cessation aids.

Part of the evaluation of the smoke-free environment is walkabouts done on a weekly basis, which began in November. Security Services have also been doing regular walkabouts for a total of 60 per week. We have had much better compliance since these walkabouts started. Currently there are an excess of butts around the property due to the snow melt. From the walkabout evaluations the majority of the smokers around the property are visitors. Because of property lines, we have not been able to put the butt stops at the most ideal locations.

#### **Q & A – Smoke Free Policy**

**Q:** The butt stops by the parkette are not working. People don't smoke there, but where they do smoke is dirty and highly offensive.

**A:** Our clients in Withdrawal Management Services (WMS) have been instructed to smoke in the parkette. WMS is currently doing a positive reinforcement program, where responsible smokers will get privileges and those who are not responsible will lose privileges.

**Q:** Why can't you make a smoking section 9 metres from the Glendale House entrance?

**A:** There are safety concerns about making a smoking section there due to the high volume of vehicles that will be travelling down that road. As well, the staff and clients of Glendale House have asked that we do not put a smoking section there.

**Q:** Glendale House was renovated and a patio was built. When asked the patio was extended to cut down on the noise. Why can't you extend it more and make a smoking section there?

**A:** The staff and clients of Glendale House have asked that a smoking section not be put there.

**Q:** What is the chance of banning smoking in the community?

**A:** That is a question for Gord Perks.

Carolyn Baker concluded the question and answer period by saying that we need to balance all the issues when coming to a solution. In approximately 4 weeks SJHC will have recommendations to address the concerns of the community.

## Wrap Up

Cheri Di Novo thanked everyone for the number of good suggestions around lighting. SJHC has committed to providing an update on the lighting in the next 6-8 weeks, with solutions in place by the end of summer. The Health centre committed to review any and all suggestions regarding the smoking issue and to provide an update to the community in 4 weeks.

Please send your suggestions to the Corporate Communications & Public Affairs department via email at [pubaff@stjoe.on.ca](mailto:pubaff@stjoe.on.ca) to ensure that all suggestions are logged. Any concerns regarding the issues discussed should also be logged through Corporate Communications and Public Affairs at the above address. E-mails are reviewed regularly and this is the best way to ensure that all the good ideas are collected in one place and all issues can be referred to the right place and responded to promptly.