

# Trillium HealthWorks

*Building a stronger community together*

2024



# Today we will share:

- Who we are
- The challenges facing health care
- Our plan to make health care work better for everyone: Trillium HealthWorks
- Construction Start and Noise Mitigation Plan
- Truck Lay-By Area
- We want to hear from you (Q&A)
- Next steps



# Trillium Health Partners: Highest Quality Care for the Mississauga Region

**We care for city residents at every stage of life**

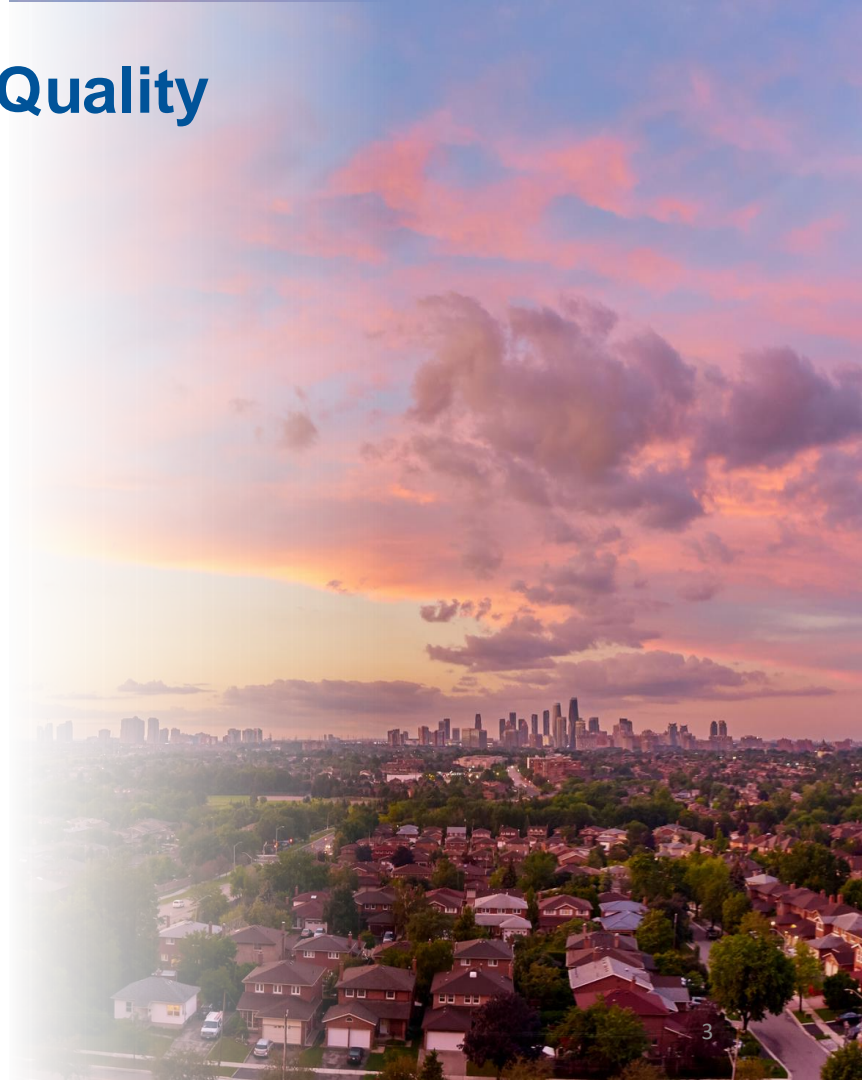
We are a leading-edge 1,457 bed hospital network committed to health system innovation, with three main hospitals and seven satellite sites:

- **Credit Valley Hospital**
- **Mississauga Hospital**
- **Queensway Health Centre**

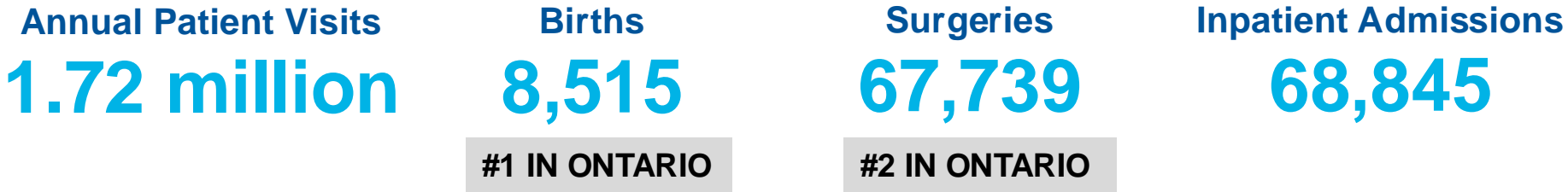
Our 14 life-saving highly specialized programs include: Cancer, Cardiac, Chronic Kidney Care, Complex Continuing Care, Genetics, Geriatric Services, Maternal-Child, Neurosurgery, Palliative, Stroke and Vascular

We are leaders in research innovation, designed to make the whole community healthier.

Proudly serving the city of Mississauga, one of **the most diverse communities** in the world and a growing economic hub with its own unique civic identity.



# Trillium Health Partners (2023/24)



## Number of Emergency Visits Each Year Compared to Toronto Area hospital networks



# Our Mission

A New Kind of Health Care for a Healthier Community



## Hospital

Delivering the highest quality of specialized care, closer to home



## System

Partnering for an inclusive and interconnected system of care



## Community

Shaping a healthier of the community

## Our Values

Compassion | Excellence | Courage

## Our Goals

Quality | Access | Sustainability

# There are challenges facing health care.

# Challenges facing health care



**One of the fastest-growing populations**



**Aging buildings**



**Staffing challenges**



**Wait times**



**People have more complex needs**



**Waiting for long-term care**



**Growing social inequities**

Over the next 20 years, no hospital in Ontario will need more services than Trillium Health Partners.

**The health care  
system needs to  
work better for you.**



# Focused on the Community's Top Priorities

Based on patient, family and community feedback, including survey results, as well as research conducted by our Institute for Better Health, we know our community wants.

- **Better access to care**, including shorter wait times
- **Care close to home**, less need to travel to Toronto
- A better patient/family experience
- **More connected care**
- Respected **partners in care**

Surveys revealed that **health care is the #1 priority** for the local community



# How do we make this happen?

# We have a plan to make sure we can care for you today

1

Growing our talented team of clinicians to care for you

2

Building more capacity for better access to care

3

Doing things differently



# 1 Growing our talented team

- THP is **one of the biggest employers** in Mississauga
- **Including 17,229 people**
- **Medical & Professional** – 1,495 working across our hospital sites – up by 165 more doctors over the past year
- **Nurses – 797 hired** in the last year
- **Hired 1,978 staff** last year

## We are attracting the best and brightest:

- Medical school and health professions training
- Hiring internationally-educated health professionals
- Competitive pay and benefits
- Growth opportunities including research
- More inclusive environment





## 2 Building more capacity to reduce wait times

### Adding more beds:

- Opened 200+ more hospital beds since 2018
- Added 200 community and transition care beds (e.g. Bridges to Care)

### Partnerships – look beyond our hospital walls to make sure we can care for those who need it most:

- **Humber Reactivation Care Centre**  
99 bed unit
- **UHN Reactivation Care Centre**  
48 bed unit
- **Milton General Hospital**  
25 bed unit
- **Wellbrook Place**  
new 632-bed long-term care home in Mississauga  
operated by Partners Community Health



### 3 Doing things differently

- **Virtual Care**
- **Translation Services**
- **MyChart** electronic health record
- **Digital Patient Experience Survey**
- **THP @home** – help people avoid admission to hospital, and speed up discharge from hospital when appropriate
- **Long-term care supports** to reduce emergency department transfers



**We have a plan  
to make health care  
better for the community.**

# Seniors Campus of Care

## New development at Wellbrook Place

- **Trillium Health Partners is leading the build of a new seniors campus of care:**
  - Two long-term care homes with 632 beds, operated by Partners Community Health a new not-for-profit independent health care organization;
  - Integrated health care services; and,
  - The first residential hospice in Mississauga, operated by Heart House Hospice.
- **The first phase includes the two new long-term care homes:**
  - Two units for people with advanced dementia.
  - In-house dialysis program, operated by Trillium Health Partners.
  - Day program for older adults in the community.

**First residents moved in on November 7, 2023.**





# The Gilgan Family Queensway Health Centre

- A modern dedicated centre for complex care and rehabilitation services where patients can receive care and recover in a purpose-built environment.
- Retaining existing facilities to continue to provide high-quality care to this community.
  - Modern, 9-storey facility
  - 600,000 square feet
  - Over 350 beds
  - 100% private rooms
  - Increased capacity for specialized care
  - New parking structure
- Create a health care experience that is inclusive, equitable and accessible for all.

**Parking garage complete with patient care tower construction starting in 2024**



*Renderings shown subject to change\**

# Hospital Parking

**Parkade at The Gilgan Family  
Queensway Health Centre**  
1400 total parking spots at the  
hospital



18



**Parkade at The Peter Gilgan  
Mississauga Hospital**  
2500 total parking spots at the new  
hospital

# The Peter Gilgan Mississauga Hospital

- A modern health care facility to meet the growing needs of the community
- New and expanded Emergency Department
- More beds means reducing wait times and the number of patients receiving care in a hallway
  - 24 storeys
  - 2.8 million square feet
  - Over 950 beds
  - 100% private rooms
  - 23 operating rooms, an increase from 14
  - Emergency Department ~3x the size of current
- Create a health care experience that is inclusive, equitable, and accessible for all
- Shah Family Hospital for Women and Children, the first of its kind in Ontario

**Early Works projects underway with hospital construction start in 2025**



*Renderings shown subject to change\**

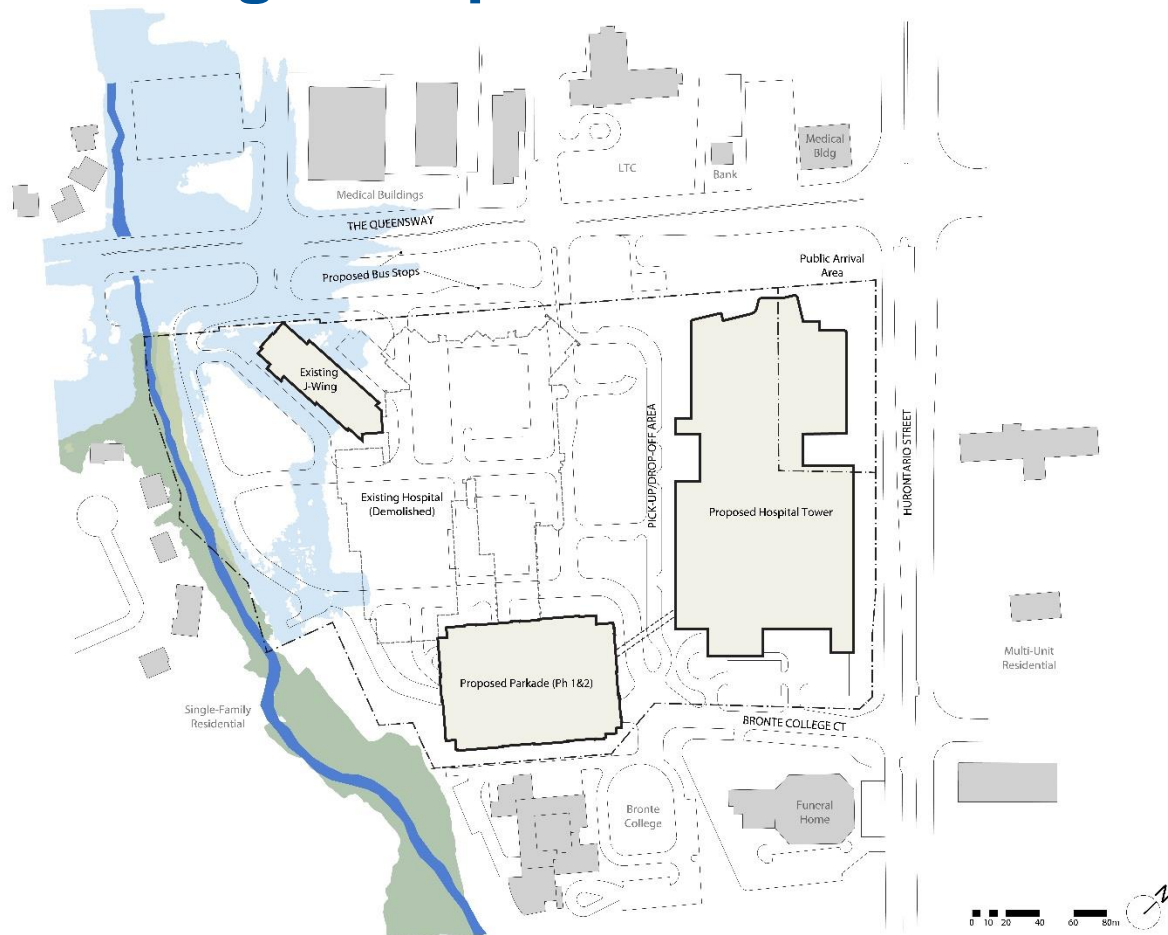




*Renderings shown subject to change\**



# New Mississauga Hospital Site Plan





March 2021: Government of Ontario Approval

September 2021: Early Works Begin

April 2022: Parkade Construction Started

April 2022: Request for Proposals Opened

September 2022: Request for Proposals Closed

March 2023: Executed Development Phase Agreement (DPA)

2025: Construction Starts

Construction Completion

Occupancy

Demolition of Existing Hospital

# Project Update

- EllisDon-PCL Healthcare Partners (ED-PCL) was selected following issuance of a Request for Proposals (RFP) in March 2023
- Early works projects are underway including construction of a new parking garage and demolition of existing buildings
- Financial Close and construction start in 2025
- On June 26, 2024, the City of Mississauga enacted a noise exemption for this project for the build of The Peter Gilgan Mississauga Hospital. THP, EllisDon and PCL have committed to working with the city to provide regular updates to our community.



# Construction Activities

## Construction Stages

- Construction stages will overlap to ensure efficient and continuous workflow
- Security on site, 24 hours per day, 7 days a week
- Multiple shifts will be run at various stages of the project
- No major construction work is planned for Sundays or Statutory Holidays.

## Unique Features

- Largest hospital build in Canadian history, multi-phase construction project on a highly constrained, urban site
- Major transit corridor and site of an existing 24/7 operating hospital
- Estimated number of workers on site will range from 100 at start of construction to 3000 per day at construction peak
- Construction deliveries will be continuous and estimated between 200 to 460 per day

## Early Works - Underway

- Site preparation
- New parking garage construction
- Demolition of Clinical Administration Building, former Camilla Care Long Term Care Home

# Construction Stages

Stage 1 – Foundation to Grade- Starting Spring 2025	Stage 2 – Superstructure, to Level 11	Stage 3 – Superstructure, Interior and Remaining Works
<p>Activities will include excavation, shoring and placement of concrete.</p> <p>Activities expected to occur between the hours of 5:30 a.m. and 7:00 a.m. and from 5:00 p.m. to and 7:00 p.m. include:</p> <ul style="list-style-type: none"> <li>• Workers, equipment and materials assemble for start of work</li> <li>• Equipment such as excavators, dump trucks, tractor trailers, mobile cranes, material handling equipment (forklifts, boom trucks) and concrete pump trucks are active and in use</li> <li>• Tower crane erection and hoisting activities (p.m.)</li> <li>• Concrete placement and finishing may extend beyond 7:00 p.m.</li> </ul>	<p>Activities will include forming, placement of reinforcing steel &amp; concrete, exterior envelope, mechanical, electrical, and interior finishes.</p> <p>Activities expected to occur between the hours of 5:30 a.m. to 7:00 a.m. and 5:00 p.m. to 11:00 p.m. include:</p> <ul style="list-style-type: none"> <li>• Workers, equipment and materials assemble for start of work</li> <li>• Equipment such as tower cranes, hoisting equipment, mobile cranes, material handling equipment (forklifts, boom trucks) and concrete pump trucks are active and in use</li> <li>• Exterior precast installation (p.m.)</li> <li>• Re-enforcing steel, concrete placement, and finishing (p.m.). Concrete finishing may extend beyond 11:00 p.m.</li> <li>• Waste Management, load waste and hoist to grade</li> </ul>	<p>Activities will include forming, placement of reinforcing steel &amp; concrete, exterior envelope, mechanical, electrical, and interior finishes.</p> <p>Activities expected to occur between the hours of 5:00 a.m. to 7:00 a.m. and 5:00 p.m. to 11:00 p.m. include:</p> <ul style="list-style-type: none"> <li>• Workers, equipment and materials assemble for start of work</li> <li>• Equipment such as tower cranes, hoisting equipment, mobile cranes, material handling equipment (forklifts, boom trucks) and concrete pump trucks are active and in use</li> <li>• Exterior precast installation (p.m.)</li> <li>• Reinforcing steel, concrete placement, and finishing (p.m.) Concrete finishing may extend beyond 11:00 p.m. if an issue arises</li> <li>• Waste Management, load waste and hoist to grade</li> </ul>



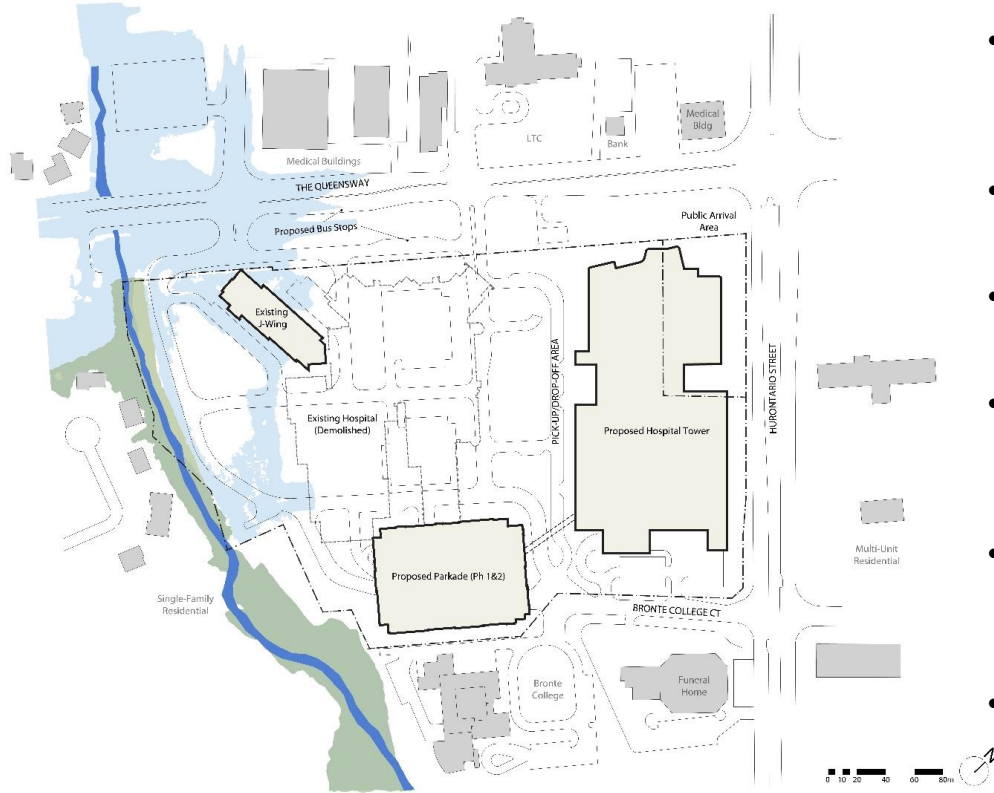
# Noise Mitigation Plan

We are committed to minimizing noise and disruptions as we build The Peter Gilgan Mississauga Hospital. Some key steps include:

- Putting in place a plan to manage noise and traffic during construction
- We will take special care to reduce disruptions for patients, visitors, staff, and the community
- Quieter alarms and equipment will be used to reduce construction noise
- Deliveries will be carefully scheduled to avoid unnecessary congestion
- Certain activities, like concrete work and deliveries, will mostly happen during the day to reduce evening disruptions
- Any work outside of normal construction hours will need to be approved
- A truck lay-by area is proposed for along the Queensway, along with a noise barrier to minimize disruption to neighbours

We are working hard to make sure construction has as little impact on you as possible. Thank you for your understanding as we build a new kind of health care for a healthier community.

# Why a Truck Lay-By Area is needed



- Limited space around the project site as the existing hospital will remain operational during construction
- Hundreds of trucks per day are anticipated to provide material or haulage services
- Will reduce the truck traffic within the project site and impact to existing hospital
- Site operation team has the ability to manage the truck movement safely and efficiently, trucks enter one at a time
- Enables coordination of construction operations, trucks enter the project site as they are required not as they arrive
- Once a truck enters the project site, turning around is not a safe option

# Truck Lay-by Area Proposed Location

Extending the shoulder of Queensway W is proposed for the Truck Lay-by Area. Lane closures will not be required, traffic through lanes will remain operational.

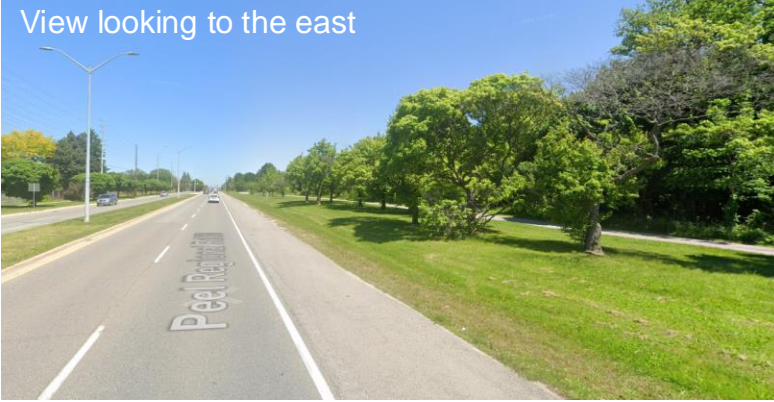




# Truck Lay-by Area Proposed Location

**West Section- approximately 275m ~**

View looking to the east



View looking to the west

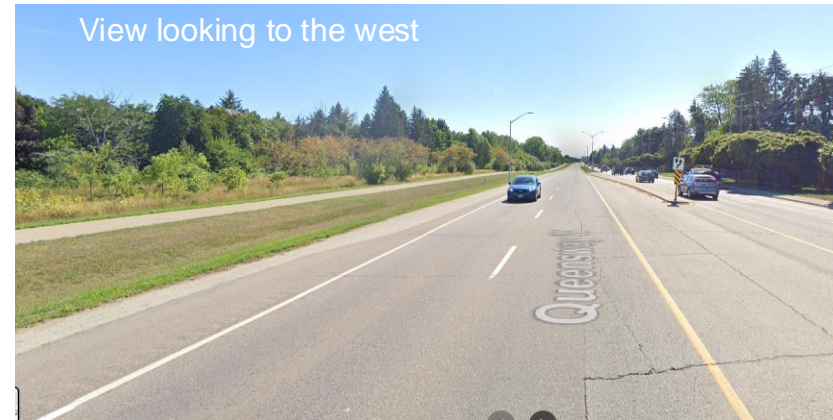


**East Section- approximately 470m ~**

View looking to the east



View looking to the west



# Communication and Engagement

- As a public hospital open and transparent engagement with patients, families, staff, the community and City of Mississauga is important to all the work we do
- THP has engaged extensively across Mississauga and Etobicoke on the projects including with immediate neighbours, businesses and residents' associations
- Ensuring proper communication with key partners, including the direct community surrounding the new facility, is imperative to being a respectful and responsible corporate citizen
- THP, EllisDon and PCL have extensive experience in community engagement and management of questions and concerns
- We are committed to implementing a communications protocol to address all matters in a timely and thoughtful manner.

# Communication and Engagement Plan Con't

- The communication protocol will include:
  - A dedicated phone number and e-mail address for questions, concerns or comments t
  - A triaged approach for responses to questions
  - Regular distribution of project progress and works will be available through the project team's media channels which will include a dedicated project webpage
  - Continued community engagement, including targeted sessions for local residents and surrounding neighbors through in person, virtual and tele-town halls
  - Broader Trillium HealthWorks engagement has reached over 11,500 individuals over the past two years.
  - We will establish a process with the City to manage incoming questions/concerns and to respond to all residents requests
- We will work with the City to regularly review processes and incorporate feedback into communications and engagement plan

# It's time for a new kind of health care.

This is our chance to do things differently.

We believe in health care that works for everyone. And we can't do it without you.

This is **your community**.

It's where we live, work, grow and thrive.

And it's where you should get the care you need, when you need it most.

## Let's build a stronger community, together.



# Get Involved

- Interested in learning more? Check out [Trilliumhealthworks.ca](https://Trilliumhealthworks.ca)
- Interested in working at THP? Check out our careers page at [thpcareers.ca](https://thpcareers.ca)
- Want to volunteer? Reach out at [thp.ca/volunteers](https://thp.ca/volunteers)
- Want to become a patient partner? Reach out at [patientfamilypartners@thp.ca](mailto:patientfamilypartners@thp.ca)
- Interested in giving back? Reach out to [foundation@thp.ca](mailto:foundation@thp.ca)

**Join our mailing list by emailing [ask@thp.ca](mailto:ask@thp.ca)**



# Q&A