

October 08, 2024

Dear Neighbours,

We are writing to update you on the construction progress at the future home of The Gilgan Family Queensway Health Centre and to share more information on what to expect next. While the new patient care tower will provide a much-needed expansion of health care services, Trillium Health Partners and our construction partner EllisDon (ED) know that living next door to a construction site has a direct impact on our neighbours.

Construction Schedule & Impact

For the most efficient construction schedule, work will start at 6 a.m. and will go until 9 p.m. as required. Snow removal in the winter months, stormwater management, and responding to any construction emergencies will be performed after hours as needed. Security will be present on site 24 hours per day, seven days a week.

We appreciate this work can have an impact on our neighbours and that is why ED is taking a number of measures to reduce the noise and disruption of the project. These include:

- Developing an in-depth traffic control plan for the project duration;
- Implementing No Idle Restrictions;
- Limiting the use of safety horns and alarms on site;
- Utilizing construction methods and materials that reduce noise when available, and
- Scheduling construction activities to minimise noise impact during mornings and evenings.

Features of The Gilgan Family Queensway Health Centre

The expansion at the future home of The Gilgan Family Queensway Health Centre will be a modern, dedicated centre for complex care and rehabilitation services where patients can receive care and recover in a purpose-built environment. The Gilgan Family Queensway Health Centre will be designed to remove obstacles and barriers to health as we support changes for the community that address inequities and leave no one behind.

Key features of the new tower will include:

- Accommodation for over 350 beds with 100% private rooms (this is in addition to the 198 beds Queensway Health Centre operates today)
- Purpose-built areas for group rehabilitation, activities, and communal dining
- Outdoor spaces designed to support restoration and healing
- Comprehensive dialysis care services
- Modern tools and technology to support both patients and staff, including integrated bedside terminals and digital monitoring systems
- A new 800-space parking structure, which was completed in February 2024

Opening of new Parking Garage

On February 14, 2024, THP opened its newly built parking garage at the Queensway Health Centre (QHC), marking a major milestone of the infrastructure renewal project. The new parking garage offers eight levels of parking and 800 spaces, in addition to approximately 400 existing surface-level parking spaces. Once The Gilgan Family Queensway Health Centre is completed, there will be over 1,400 parking spaces throughout the property. An in-depth look at the new parking garage is available in [this video](#).

Questions?

Trillium Health Partners will be providing regular updates to the community. To ensure you stay connected, please email ask@thp.ca to be added to our list, and share any questions or feedback. EllisDon has a dedicated telephone line for any urgent or after-hours concerns: (519) 421-5022. For more information on The Gilgan Family Queensway Health Centre and other *Trillium HealthWorks* projects, visit us online at trilliumhealthworks.ca.

Thank you for your understanding and support as we work towards building a state-of-the-art hospital that will care for our community for generations to come. We look forward to connecting with you and hearing your input.

Sincerely,
-Trillium Health Partners