



### Contact Information

**Accessibility Hotline**  
 t 416-586-4800 ext. 7286  
 access@mtsinai.on.ca

**Main Hospital Number**  
 t 416-596-4200

**Interpreter Services** *English-speaking line*  
 t 416-586-4800 ext. 8200

**Patient Relations**  
 t 416-586-4800 ext. 5066

**TTY**  
 t 416-586-8275

**Volunteer Services**  
 t 416-586-4800 ext. 8200  
 volunteer@mtsinai.on.ca

### Preparing for Your Hospital Visit

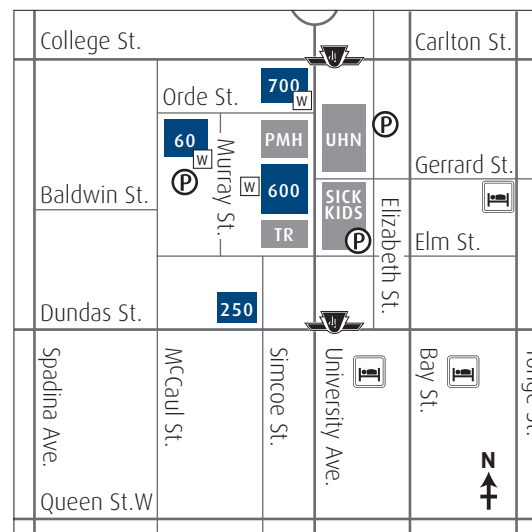
We encourage you to contact the clinic/unit in advance of your visit to Mount Sinai in order to make the necessary arrangements for the services you require. Please use the main Hospital telephone number if you need assistance connecting to the appropriate clinic/unit 416-596-4200.

Please contact the Patient Relations department if there are any other matters that we can assist you with at 416-586-4800 ext. 5066.

### Information Desk at the Hospital

Each Hospital building has an Information Desk, and our staff will assist you upon your arrival. The desk at the main Hospital site is closest to the Murray Street entrance.

*This brochure will soon be available in other languages*



- TTC subway/streetcar access
- Elizabeth St. Bus Terminal; GO Transit and other carriers; Union Station is on Front St.
- Parking
- Hotel
- Wheel Trans Pick-up

#### Mount Sinai Hospital

- 700** Ontario Power Generation Building  
700 University Ave.
- 600** 600 University Ave.
- 60** 60 Murray St.
- 250** Centre for Fertility & Reproductive Health  
250 Dundas St. West  
(Parking available underground)



600 University Avenue  
 Toronto, Ontario, Canada M5G 1X5  
 t 416-596-4200  
 f 416-586-4807  
 www.mountsinai.ca



Are you coming to  
 Mount Sinai Hospital?  
 Do you have any special needs?  
 We're here to help you.



## Our Commitment to Accessibility

Mount Sinai Hospital will provide services to patients, visitors and employees in a manner that respects the dignity and independence of all persons with disabilities.

Mount Sinai's Accessibility for Ontarians with Disabilities Planning Committee is working toward making Mount Sinai accessible to everyone.

Please contact the Patient Relations office if you have any questions related to our accessibility commitment to you.

**Patient Relations**  
t 416-586-4800 ext. 5066

For more information about Mount Sinai's Accessibility Plan, we encourage you to visit the Hospital's website at [www.mountsinai.ca](http://www.mountsinai.ca) and follow the link to the accessibility section.



## Will you need a wheelchair?

### Main Hospital

600 University Avenue

- wheelchairs are available at the Murray Street entrance of the Hospital
- every entrance is wheelchair accessible
- wheelchair-accessible washrooms are located throughout the Hospital

### 60 Murray Street

- wheelchair access is located at the south end of the building (at parking lot)
- all washrooms are wheelchair accessible

### Outpatient Obstetrics Unit, Obstetrics & Gynaecology

700 University Avenue, 3rd Floor

- wheelchair access is located at the ramp on University Avenue
- all washrooms are wheelchair accessible

## Will you use Wheel-Trans?

Pick-up and drop-off locations:

- **600 University Avenue**  
Murray Street entrance
- **700 University Avenue**  
University Avenue entrance, Wheel-Trans ramp
- **60 Murray Street**  
South end of building (at parking lot)

## Are you hearing impaired?

Telecommunications devices for people who are hearing-impaired (TTYs, Pocket Talkers and other assistive devices) are available to patients.

If you require an assistive device, please inform the clinic/unit staff in advance of your visit to Mount Sinai, and they will make the necessary arrangements. Accessible telephones are available throughout the Hospital.



## Will you need a Sign Language Interpreter?

If you require a Sign Language Interpreter, please inform the clinic/unit staff in advance of your visit to Mount Sinai and they will make the necessary arrangements, or you may have someone contact Interpreter Services directly between the hours of 7:30 a.m. and 5 p.m., Monday to Friday at 416-586-4800 ext. 8200 to make the necessary arrangements. You can also contact the Hospital by using TTY at 416-586-8275, or emailing Interpreter Services at [volunteer@mtsinaion.ca](mailto:volunteer@mtsinaion.ca). There will be no charge for this service.

## Will you need an Interpreter who speaks your language?

If you would like to arrange to have an Interpreter who speaks your language, please inform the clinic/unit staff in advance of your visit to Mount Sinai and they will make the necessary arrangements. Alternatively,

Interpreter Services may be phoned between the hours of 7:30 a.m. and 5 p.m. at 416-586-4800 ext. 8200. Please note that this is an English-speaking line only.

## Will you need a patient escort?

If you need a volunteer to escort you while you are visiting Mount Sinai, we will try our best to make someone available for you. You can arrange this when you arrive at the main Hospital (at the Murray Street Reception) during regular business hours. Please be advised that patient escorts cannot lift or transfer patients/visitors.

## Do you use a service animal?



Your service animal is welcome to accompany you to your appointments. If you will be admitted to Hospital, please inform the surgical pre-admission/nursing unit in advance of your admission to ensure that your service animal can

be accommodated, and that the appropriate arrangements are made. Please note that there may be situations where alternate plans need to be made, but every effort will be made to accommodate the use of your service animal.