

For Immediate Release

**‘Senior care’ top of mind for Mississauga residents  
Trillium’s telephone town hall reveals**

**Mississauga, ON (December 3, 2018)** – Long-term care beds, wait times for hip and knee surgeries and other specialized needs for seniors were on the minds of community residents during a Trillium Health Partners (THP) Telephone Town Hall held on Tuesday, November 20<sup>th</sup>. Over 13,500 residents participated in the hour-long call hosted by THP’s President and CEO Michelle DiEmanuele alongside other senior leaders from the hospital.

In response to questions about long-term care, DiEmanuele discussed THP’s government-approved plan to build two long-term care homes that will add 540 new beds. THP’s approved hospital expansion project will also add over approximately 500 new hospital beds and replace over 500 hospital beds at the Mississauga Hospital and Queensway Health Centre. The projects will enable the hospital to continue to provide high quality, accessible and sustainable care for the people of Mississauga and the surrounding areas.

Telephone town hall participants also asked how to determine where to best access care in the event they require non-emergency services. Some of the best options available to the community include a family doctor as a first point of care, Telehealth Ontario and online resources like myhealth365.ca. THP’s Urgent Care Centre at Queensway Health Centre is another option that is available in the event of concerns when a family doctor is not available. The emergency department is always available for urgent matters.

Call participants responded to a series of polling questions asked during the telephone town hall. The highlights include:

- 56 per cent of poll responders indicated they are not aware of available health care services outside of the hospital;
- 76 per cent said they are aware the hospital needs to add more rooms for more beds to serve this community;
- 59 per cent of poll responders indicated they have had a flu shot; and,
- 63 per cent of poll responders indicated THP is focused on the right things for the community while 33 per cent are not sure.

“As we begin our ten-year plan to grow health care services and improve patient experience, we’re mindful that a strategy is only as good as how it’s put into action,” said DiEmanuele. “All of these thoughtful conversations we’re having with people in our community are the foundation of the actions we’re taking to better serve our patients needs today and tomorrow.”

Listeners can hear a complete recording of the call [here](#).

### **About Trillium Health Partners**

Trillium Health Partners is one of the largest community-based acute care facilities in Canada. Comprised of Credit Valley Hospital, the Mississauga Hospital and the Queensway Health Centre, Trillium Health Partners serves the growing and diverse populations of Mississauga, West Toronto and surrounding communities. Trillium Health Partners is a teaching hospital affiliated with the University of Toronto and is an associate member of the Toronto Academic Health Science Network.

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