

# Student Orientation Manual



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**NOTE:** Due to privacy reasons, hyperlinks throughout this manual can only be accessed within Southlake's network. To view, please visit the Intranet on any Southlake computer.

## Welcome to Southlake!



On behalf of the entire Southlake team, it is my pleasure to welcome you to our organization. We hope you are as thrilled as we are for you to join our team of talented professionals who are committed to creating an environment where the best experiences happen.

At Southlake, we employ amazing people who live our values every day by acting with compassion, serving with purpose, and believing in the power of many. People who dare to think differently with the understanding that every voice matters.

We want to provide you with the information you need so that your experience at Southlake is positive and enriching. Throughout your time here I would encourage you to stay engaged, ask questions, and never hesitate to provide us with your feedback.

Again, we are happy to welcome you and I hope to have the opportunity to personally meet you the next time I visit your department. Thank you for choosing Southlake. I look forward to working with you as we continue to build healthy communities through outstanding care, innovative partnerships, and amazing people.

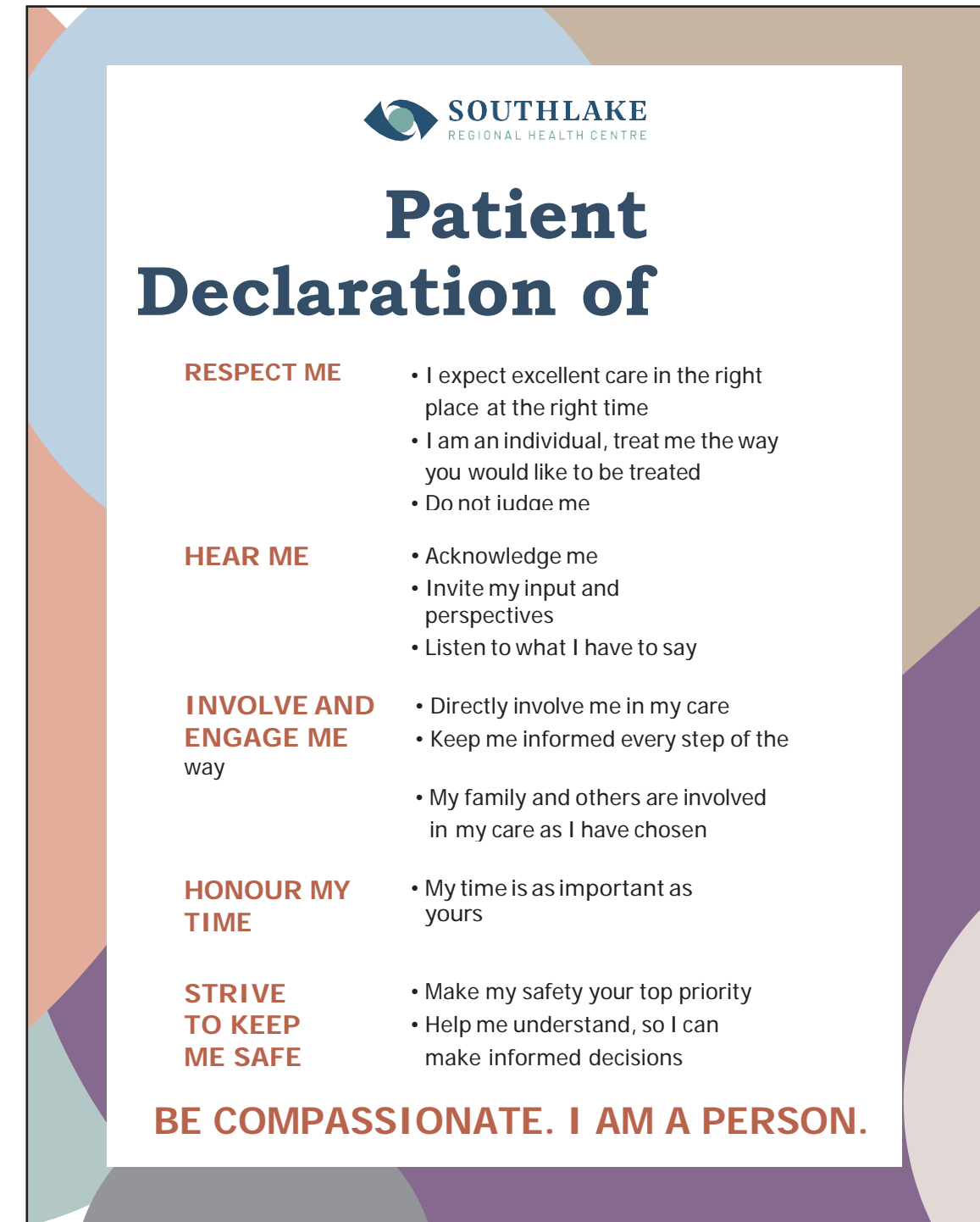
Sincerely,



**Arden Krystal**  
President and CEO  
Southlake Regional Health Centre

## Ultimate Patient Experience - Declaration of Values

At Southlake, we are committed to being responsive to the needs of our patients and the communities we serve. The following values will act as a driving force in our quest to deliver high-quality care that meets your expectations.



**SOUTHLAKE**  
REGIONAL HEALTH CENTRE

### Patient Declaration of

- RESPECT ME**
  - I expect excellent care in the right place at the right time
  - I am an individual, treat me the way you would like to be treated
  - Do not judge me
- HEAR ME**
  - Acknowledge me
  - Invite my input and perspectives
  - Listen to what I have to say
- INVOLVE AND ENGAGE ME**
  - Directly involve me in my care
  - Keep me informed every step of the way
  - My family and others are involved in my care as I have chosen
- HONOUR MY TIME**
  - My time is as important as yours
- STRIVE TO KEEP ME SAFE**
  - Make my safety your top priority
  - Help me understand, so I can make informed decisions

**BE COMPASSIONATE. I AM A PERSON.**

## About Student Placement

Southlake's Professional Practice supports placement opportunities for hundreds of learners each year in a wide range of professional disciplines. Learners at Southlake must be affiliated with a College, University or other teaching institution that has a placement as a recognized requirement of the program (refer to [Southlake's Student Placement Policy](#)).

### Student Placements not Supported by Professional Practice:

- Medical Learners – Contact Medical Staff Office, ext. 2974
- Research Students – Contact Research Office, ext. 2763

### Contact Us

All student placements, except medical learners or research students, are coordinated through:

Susan King

Professional Practice Lead, Student Placements

[scking@southlakeregional.org](mailto:scking@southlakeregional.org)

905-895-4521 (x. 2872)

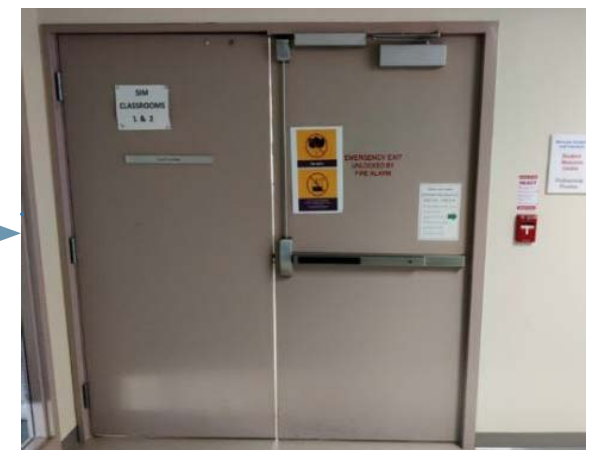
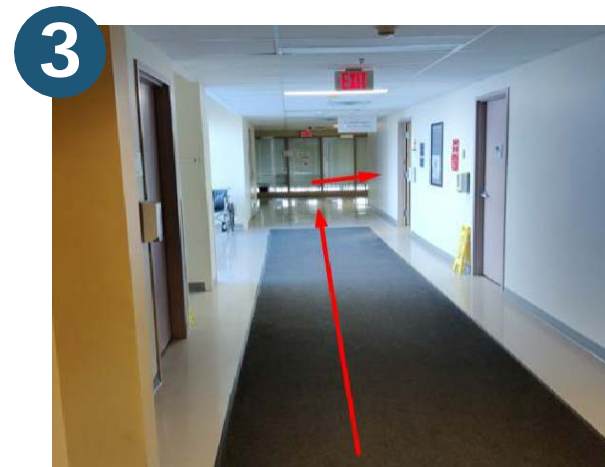
### COVID-19 Update:

All Southlake staff (including students) are required to have proof of vaccination, 14 days prior to start. Face shields are required for all patient facing activities and are provided on your designated unit. PPE Training is provided.

## Getting to the Student Placement Office

The student placement office is located in Professional Practice. To get to Professional Practice, enter through the North entrance of the Southlake Residential Care Village. Then, proceed through the double doors and take the elevator to the 5th Floor.

Once on the 5th floor, turn left and head to the end of the hall. Then, proceed through the double doors on your right to enter Professional Practice. The student placement office is located in room 510. See photo directions below:



## Parking and Transit

Students requiring parking can [enroll in IPASS](#) with their ID badge number and license plate number in the Parking Office. There are several public parking lots near the hospital that you are welcome to use (615 Davis Drive and 465 Davis Drive). For full details on Parking at Southlake including pricing, [click here](#).

### Parking Office

East Building: Level 1 (Beside Tim Hortons).  
 (416) 243-6990 (Internally at ext. 2778).



- P Parking Lots:**
- 1 Parking Garage
  - 2 North Emergency Room
  - 3 Main Visitors Lot, 596 Davis Dr.
  - 4 MAB Lot, 581 Davis Dr.
  - 5 Northeast Staff Lot
  - 6 Southeast Staff Lot
  - 7 South Lot
  - 8 Charles Street Lot, 56 Charles St.
  - 9 Tenatronics Lot, 776 Davis Dr.
  - 10 Assigned Overflow Lot
  - 11 Bayview Parkway Lot, 567 Davis Dr.

**Professional Practice**

### Accessibility

Parking spaces for persons with disabilities are located in all visitors' parking lots, on each level of the parking garage, and in front of the Emergency Department. An Accessible Parking Permit is required to park in these spaces.

### Public Transit

- Viva Blue** – Runs along Yonge Street from Finch Terminal to Newmarket Bus Terminal.
- Viva Yellow** – Runs along Davis Drive from Newmarket Bus terminal to HWY 404.
- GO Bus** – Visit [gotransit.com](http://gotransit.com) to plan your trip.

## Emergency Codes

Emergency Codes are in place to protect personnel, patients, visitors and property of Southlake during an emergency.

Codes are initiated by Dialing **5555**. All codes are announced over the Public Address System times, naming the specific area where help is needed and are in effect until an "All Clear", "End" or "Cancel" announcement is made.

### Emergency Preparedness Immediate Action Drills

**Southlake Emergency Preparedness Codes - All emergency codes – ext. 5555**  
 For all off-site locations, dial 911.  
 If directed to Central Communications, state the emergency and ask to be forwarded to 911.

CODE	SUB-CODE	DESCRIPTION
CODE GREEN		Evacuation
CODE ORANGE		External Disaster
	CBRN	CBRN / HAZMAT
DE RED		Fire
	Confirmed	Active fire
CODE PURPLE		Hostage Taking
CODE BROWN		In-Facility HAZMAT spill
CODE SILVER	Lockdown	Active Assailant / Weapon
	Hold & Secure	Active Assailant / Weapon Near Property
CODE BLACK		Bomb Threat / Suspicious Object
CODE YELLOW		Missing Patient
CODE AMBER		Missing Child
CODE GREY		Infrastructure Loss of Failure
	Button-Down Shelter in Place	External Air Exclusion Severe Weather, Threat to Building Safety
CODE WHITE		Violent / Behaviour Situation
CODE BLUE		Cardiac Arrest / Medical Emergency – Adult
CODE PINK		Cardiac Arrest / Medical Emergency Infant/Child
CODE TRANSFUSION		Massive Hemorrhage Protocol

R	Remove yourself and patients from any immediate danger (hazardous area). Evacuate to at least one main fire door away from the hazardous area	Nearest Code Response Kit:
E	Ensure the hazard is isolated. Prevent any patients or visitors from entering the area (close all fire doors)	Nearest Fire Exit:
A	Activate the appropriate CODE by dialing 5555 and advising the switchboard (If there is a fire, pull the nearest fire alarm pull station)	Nearest Fire Alarm:
C	If you hear a CODE - coordinate the response. Meet at your department's emergency meeting place (report back to your department if on break)	Nearest Fire Extinguisher:
T	Take action. Carry out your department immediate action drills and review the Incident Action Plan. Update the department's status with the Incident Commander and be prepared to respond.	Nearest Defibrillator/AED/Code Cart/Broselow Cart:
		Emergency Meeting Place:



## Health and Safety

### Accident/Incident reporting

Southlake's Safepoint Incident Report system is used to report all patient and staff incidents including near misses. Southlake requires that all hazards, reportable circumstances, incidents or near misses that have safety or risk concerns, or which result or could result in harm to patients or visitors must be documented, reported and investigated.

[Click here](#) to learn more about SafePoint.

**NOTE:** To access go to Intranet located on all computers in hospital. SafePoint cannot be accessed using an extranet, therefore cannot be accessed outside SRHC.

### Staff Assist Pendant

Staff Assist Pendants must be worn at all times while on hospital property. Code White is initiated in a situation where an individual:

- Feels threatened and unsafe;
- Is assessed to be verbally and/or physically acting out and appears to be at risk for violence to others or themselves;
- Is not able to be defused or de-escalated;
- The behaviour cannot be managed by immediate staff.



**If necessary, call a Code White by pressing and holding your safety pendant 3 sec or call ext. 2333.**






More information can be found through Southlake's Staff Assist Pendant User Training Video.




### Safety at Night

You can request security to walk you to your car by calling security at **ext. 2385**.

## Getting Started

The following table outlines the actions that you will need to complete before starting your placement.

Action	What to do:
<b>Online Application</b> 	<b>Nursing:</b> Not required. <b>Allied Health &amp; Non-Clinical:</b> Complete this even if you have been approved for placement by your preceptor.
<b>Required Documentation</b> 	<b>Bring all 4 items printed and organized for quick processing:</b> <ul style="list-style-type: none"> <li>• Student Agreement of Responsibility;</li> <li>• Confidentiality Agreement;</li> <li>• Photocopy of government issued photo ID;</li> <li>• Receipt of deposit/fee for ID Badge.</li> </ul>
<b>Pay the ID Badge Deposit/Fee</b> 	<b>A Student badge process required for placement.</b> <b>NOTE:</b> You must return both pieces of ID to Professional Practice or drop it off to central communications (Locating), Level 1 East Building within one month of placement end date to receive a refund-minus \$25 admin and \$2 handling fees.
<b>Parking</b> 	<b>Enroll in IPASS</b> if you require parking access (have your ID Badge # and license plate # available). Refer to Parking and Transit. In addition, there are a number of public lots near the hospital that you are welcome to use (615 Davis Drive and 465 Davis Drive).
<b>Professional Practice Department</b> 	<b>Nursing/ Allied Health/ Non-Clinical:</b> <ul style="list-style-type: none"> <li>• Vulnerable Sector Screen (VSS) or Criminal Record and Judicial Matters Check (CRJMC) non clinical only: bring Original Positive receipt. Notify us as soon as possible.</li> <li>• Proof of Immunity:               <ul style="list-style-type: none"> <li>- TB surveillance – 2 step;</li> <li>- Proof of immunity against measles, rubella, mumps, influenza, and varicella;</li> <li>- Immunization status to Hepatitis B, tetanus/diphtheria/pertussis, and influenza.</li> <li>- Proof of two-dose COVID vaccination.</li> </ul> </li> </ul> <b>NOTE:</b> Please disregard if your school has sent us your VSS and Proof of Immunity information (such as a health passport) as part of your placement requirements N95 Mask Fit: Southlake shares a list of the N95 masks that we stock on our external website. Please check the list to ensure that your mask is available to you.

	<p><b>Where to bring your Documentation:</b></p> <ul style="list-style-type: none"> <li>• <b>Nursing:</b> Bring all items printed and organized to the - 30 Minute onboarding and COVID-19/PPE Education held during computer training.</li> <li>• <b>Allied Health &amp; Non-Clinical:</b> Bring Required Documentation to Student Welcome Centre on your first clinical day (5th Floor Village, Professional Practice Office 510). You will receive an email with date and time.</li> </ul>
<p><b>Orientation: Corporate &amp; Clinical</b></p> 	<p><b>Review the following prior to your first day:</b></p> <ul style="list-style-type: none"> <li>• <a href="#">Student Core Curriculum</a></li> <li>• <a href="#">Staff Assist Pendant Video</a></li> </ul> <p><b>Corporate and Clinical Orientation (if your placement is greater than 300 hours)</b></p> <p><b>Nursing/ Allied Health/Non-Clinical (if applicable):</b></p> <ul style="list-style-type: none"> <li>• <b>Location:</b> Virtual TEAMS. Cameras must be on to mark attendance.</li> <li>• Corporate is held Every Tues from 08:30-10:00 via TEAMS;</li> <li>• Clinical is held the first and third Wednesday of the month from 08:00-15:00 via TEAMS.</li> </ul> <p><b>NOTE:</b> Email <a href="mailto:scking@southlakeregional.org">scking@southlakeregional.org</a> and indicate your preferred date for link to the TEAMS meetings.</p>
<p><b>Computer Training</b></p> 	<p><b>Nursing:</b> Email <a href="mailto:ComputerTraining@Southlakeregional.org">ComputerTraining@Southlakeregional.org</a> with the following:</p> <ul style="list-style-type: none"> <li>• Name, School, Unit, start and stop date, prior Southlake placement(s)</li> </ul> <p><b>Allied Health &amp; Non-Clinical:</b> Your preceptor will arrange this if required.</p>
<p><b>Illness/Injury</b></p> 	<p>Call your preceptor to report any absences/illness. If swabbed for COVID-19 please contact Occupational Health at <b>ext. 2383</b> and Student Placement Office at <b>ext. 2872</b>.</p>

## Contacts:

### Nursing only:

**Contact the Educator** (not the preceptor) of your assigned unit 2-3 weeks before your placement start date to get your schedule and preceptor information. You may start on the unit for 1-2 shifts maximum for orientation/shadowing before attending corporate and clinical orientation or as instructed by the Nurse Educator.

Educator	Location	Contact
Lynda Foster Rebecca	L2 Emergency	<a href="mailto:LFoster@southlakeregional.org">LFoster@southlakeregional.org</a> (ext. 2559) <a href="mailto:RSanderson@southlakeregional.org">RSanderson@southlakeregional.org</a> (ext. 5367)
Shannon Nichols	L4 Paeds & NICU	<a href="mailto:SNichols@southlakeregional.org">SNichols@southlakeregional.org</a> (ext.2532)
Amanda Holt	L4 Birthing Unit and Post-Partum	<a href="mailto:AHolt@southlakeregional.org">AHolt@southlakeregional.org</a> (ext. 6019)
Julie Brown-Cawthorne	L4 TCU	<a href="mailto:JBrownCawthorne@southlakeregional.org">JBrownCawthorne@southlakeregional.org</a>
April Mechel	L3 MSK, L5 Inpatient Surgery	<a href="mailto:AMechel@southlakeregional.org">AMechel@southlakeregional.org</a> (ext. 2746)
Natalie McBride	L3 MACU & L6 RAU	<a href="mailto:NMcBride@southlakeregional.org">NMcBride@southlakeregional.org</a> (ext. 2991)
Tricia Clarke	L3 RNU & L3 MCC	<a href="mailto:TClarke@southlakeregional.org">TClarke@southlakeregional.org</a> (ext. 5346)
Becky Rasenberg	L5 CV SURGERY & L2 CVICU	<a href="mailto:BRasenberg@southlakeregional.org">BRasenberg@southlakeregional.org</a> (ext. 2658)
Erin May	L5 Cardiology and CICU	<a href="mailto:EMay@southlakeregional.org">EMay@southlakeregional.org</a> (ext. 5496)
Meghan Garbutt	L6 CAN/PCU, L6 Med	<a href="mailto:MGarbutt@southlakeregional.org">MGarbutt@southlakeregional.org</a> (ext. 6346)
Kristen Antler	PACU, ADC	<a href="mailto:KAntler@southlakeregional.org">KAntler@southlakeregional.org</a> (ext. 2085)
Rehnuma Tabassum	Mental Health (all areas)	<a href="mailto:RTabassum@southlakeregional.org">RTabassum@southlakeregional.org</a> (ext. 5020)
Lilia Debjia	RCU, RCC Humber and Finch Site	<a href="mailto:LDabija@southlakeregional.org">LDabija@southlakeregional.org</a> (ext. 2429)
Rebecca Sanderson	Virtual Nursing Team (VNT)	<a href="mailto:RSanderson@southlakeregional.org">RSanderson@southlakeregional.org</a> (ext. 5367)
Cynthia Heron	SRCC: CANCER CENTRE	<a href="mailto:CHeron@southlakeregional.org">CHeron@southlakeregional.org</a> (ext. 6520)

## Documents for Review

Within the first week of your placement, you are required to review these documents linked on the hospital Intranet. To access, go to Intranet located on all computers in hospital

Document – mandatory review	Nursing	EMS/ Midwifery	Allied Health	Non- clinical
• <a href="#">Hand Hygiene</a>	✓	✓	✓	✓
• <a href="#">Scent Reduction</a>	✓	✓	✓	✓
• <a href="#">Smoke-Free, Tobacco and Cannabis-Free</a>	✓	✓	✓	✓
• <a href="#">Clinical Students (Non-Medical) – Guidelines for Working With</a>	✓	✓	✓	✓
• <a href="#">Identification of Patients</a>	✓	✓	✓	✓
Document – review as per your assigned unit	Nursing	EMS/ Midwifery	Allied Health	Non- clinical
• <a href="#">Surgical Program Routine Nursing Standards of Care</a>	✓			
• <a href="#">Routine Nursing Standards of Care – Cardiovascular Surgery (CVS)</a>	✓			
• <a href="#">Routine Nursing Care Cardiology</a>	✓			
• <a href="#">Routine Nursing Standards of Care - Acute Medicine</a>	✓			
Document – additional readings	Nursing	EMS/ Midwifery	Allied Health	Non- clinical
• <a href="#">Incident/Reportable Circumstance – Reporting and Investigation – (Patients and Visitors)</a>	✓	✓	✓	✓
• <a href="#">Incident and Hazard Reporting and Investigation - Staff</a>	✓	✓	✓	✓
• <a href="#">Workplace Violence Prevention</a>	✓	✓	✓	✓
• <a href="#">Prevention of Staff Slips, Trips and Falls</a>	✓	✓	✓	
• <a href="#">Skin: Skin and Wound Program</a>	✓	✓	✓	
• <a href="#">Skin: Prevention of Skin Breakdown</a>	✓	✓	✓	
• <a href="#">Best Possible Medication History (BPMH)</a>	✓	✓	✓	
• <a href="#">Specimen Collection: Identification of Patients</a>	✓	✓	✓	
• <a href="#">Insulin - Subcutaneous Administration Via Prefilled Insulin Pen</a>	✓	✓		

## Places to eat at Southlake

**DRUXY'S**  
fresh dell revolution

Between Cancer Centre and West Building, Level P2  
Monday to Friday: 8:00 a.m. – 3:00 p.m.  
Sat & Sun, 8:00 a.m. – 11:30 p.m.

**aquene café**

Aquene Café  
East Building, Level 1  
(Attached to Cafeteria) Includes Pizza Pizza  
Monday to Friday: 8:30 a.m. – 1:30 p.m.

**SUBWAY**

East Building, Level 1  
(Between Gift Shop and East Elevators)  
Monday to Friday: 7:00 a.m. – 11:00 p.m.

On the Go Featuring **Tim Hortons**

On the Go featuring Tim Hortons,  
East Building, Level 1  
(Next to Central Elevators)  
Open 24 hours, 7 days per week

**Tim Hortons**  
EXPRESS

Tim Hortons Kiosk, - **Temporarily closed**  
West Building, Level 2  
Monday to Friday: 7:00 a.m. – 5:00 p.m.

Please note that during the pandemic there will be times when Southlake's amenities will have restricted access and could change their hours and the services they provide. Please visit [Southlake.ca](https://southlake.ca) for the most up-to-date information and details. As this situation evolves, we are committed to sharing details with you to help provide you with a positive experience when you come to the hospital.

## Frequently Asked Questions

### Smoke-Free and Scent –Free Environment

Southlake is committed to providing a healthy, safe and comfortable environment for all our employees, students, patients, and visitors. As such, we are a smoke-free and scent-free environment.

### Is there a Dress Code?

The standard uniform for clinical students is school-based scrubs (unless instructed otherwise), business casual, appropriate footwear, your school-issued identification, and a mandatory Southlake student ID badge.

**NOTE:** see Sterile Surgical Scrub Requirement section of orientation manual for further details.

### What do I Need to Complete Prior to Heading to my Assigned Unit?

A “Getting Started” onboarding email is sent to group instructors and individual students with a preceptor by the Student Welcome Centre that outlines all of the actions to be completed before or during the first week of placement.

### How Can I Have an Off Unit Experience?

Your Nurse Educator/Preceptor may arrange a Role Observation Experience (ROE) if appropriate.

### Does Southlake carry the N95 Mask that I Have Been Tested For?

N95 masks available at Southlake: 1870+, 8210, 1860, 1804S, Moldex2200. Southlake does not provide mask fit testing for students.

**NOTE:** reach out to the student placement lead if Southlake does not have your mask type.

### Will I be assigned a Locker?

The student placement lead gives out lockers at onboarding. Alternatively, some departments (Emergency, Diagnostic Imaging, OR) have lockers and may assign them to you.

**NOTE:** Based on availability, lockers may be shared. Please leave valuable personal belonging at home.

### What if I Become Ill or am Injured?

#### If you are ill:

- Notify/report symptoms to your instructor and the unit you are assigned to.
- Call Occupational Health & Safety Department with your questions.

**NOTE:** For fever, diarrhea and/or vomiting, you must be symptom-free for 24 hours before returning to your placement.

#### If you are injured:

- If medical attention is required: go to Emergency; notify your instructor to complete the forms for WSIB.
- Complete an Employee Incident Report through Southlake’s electronic reporting system SafePoint within 24 hours of the occurrence and forward a copy of the report to the manager of the unit. Be sure to complete the demographics section and indicate your school and the name of your preceptor in the comment field.

#### If you are exposed (needle stick, communicable disease):

- Go to the Occupational Health & Safety Department/Emergency Department for treatment and direction for further follow-up.
- Notify your instructor.
- Complete an Employee Incident Report through Southlake’s electronic reporting system [SafePoint](#) within 24 hours of the occurrence and forward a copy of the report to the manager of the unit. Be sure to complete the demographics section and indicate your school and the name of your preceptor in the comment field.



# Sterile Surgical Scrub Requirement

Please review the lists below to determine if you require surgical scrubs for your placement. If you do, please ensure you pay the deposit for surgical scrubs in advance and bring your receipt with you on registration day to be issued access to scrubs.

## Allied Health Students:

Surgical scrubs are required for the following allied health professionals:

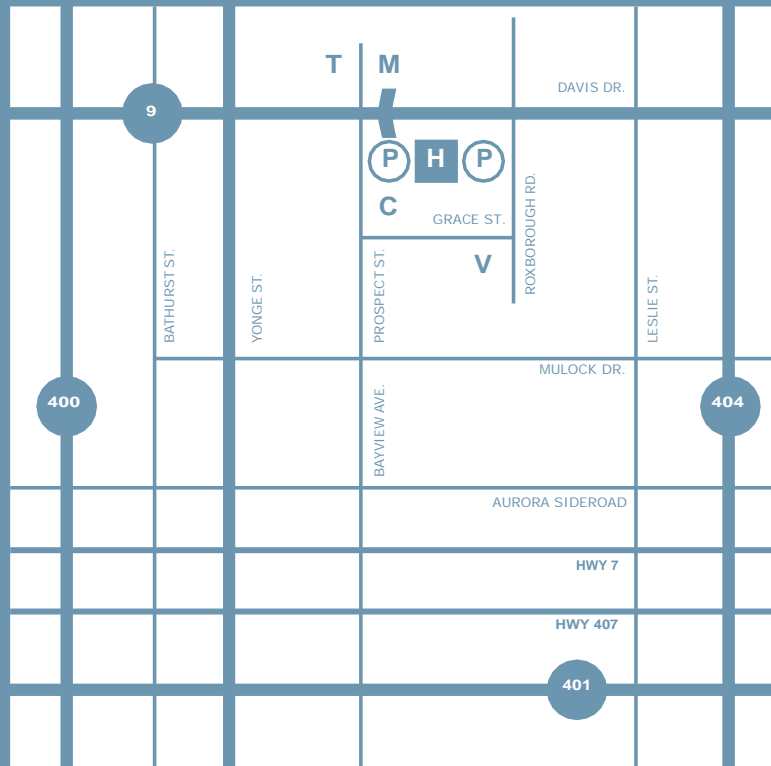
- Medical Radiation Technologist, Radiography (only required for MRT(R), not other MRT specialties)
- Respiratory Therapist.

## Nursing, EMS and Midwifery Students:

Unit	Are hospital dispensed scrubs <i>required</i> for duty?	Preceptor students strategy	Student groups strategy (no student deposit required - scrubs issued through Group/Faculty Leader)
Level 2 Emergency	Nursing - yes EMS - yes		Students in groups provided scrub access via group Faculty badge
Level 2 ICU	Nursing - yes EMS - yes		Students in groups provided scrub access via group Faculty badge
Level 3 MSK & Level 5 Inpatient Surgery	MSK - no L5 surgery - no		Students in groups provided scrub access via group Faculty badge
Medicine, Level 6, MACU	Medicine L6 - no MACU - no		
Cancer Care, Level 6	Cancer Care & Palliative - no		
Level 3 Medicine, (TCU, RNU, MCC)	TCU - no RNU - no MCC - no		
Level 4 Birthing Unit and Post-Partum	Post-Partum - yes <u>Birthing Unit:</u> Nursing - yes EMS - yes Midwifery - yes		Students in groups provided scrub access via group Faculty badge
Level 4 Paeds & NICU	Paediatric unit - no <u>NICU:</u> Nursing - yes EMS - yes Midwifery - yes		Students in groups provided scrub access via group Faculty badge

Level 5 CV Surgery & CVICU	CV surgery - no <u>CVICU:</u> Nursing - yes EMS - yes	No, for the 1 day OR observation we may require a further deposit.	Students in groups provided scrub access via group Faculty badge.
Level 5 Cardiology and CCU	Cardiology - no CCU - no		
Post Anesthesia Care Unit (PACU), Same Day Surgery (SDS), & Centre and Ambulatory Day Care  Operating Room	SDS - yes SDA - yes <u>PACU:</u> Nursing - yes EMS - yes <u>Cataract centre &amp; ADC/MAB:</u> Nursing - yes EMS - yes <u>Operating Room:</u> Nursing - yes EMS - yes		Students in groups provided scrub access via group Faculty badge.
Mental Health (all areas)	N/A		
Medicine Outreach programs (TAP, DEC, Chronic Diseases)	N/A		

## HOW TO FIND US



- V** Southlake Village,  
640 Grace Street
- M** Medical Arts Building,  
581 Davis Drive
- Southlake Foundation,  
581 Davis Drive
- H** Southlake Regional  
Health Centre
- C** Stronach Regional  
Cancer Centre
- T** The Tannery Mall,  
465 Davis Drive
- P** Parking
- Bridge over Davis Drive** – accessible from P3 of the  
Parking Garage and Level 3 of the Medical Arts Building.

### For more information, please contact:

#### Professional Practice

Tel: 905-895-4521, ext. 2386

596 Davis Drive  
Newmarket, Ontario L3Y2P9

[southlake.ca](http://southlake.ca)