



SHERATON

Centre Toronto Hotel

Sheraton Centre Toronto Hotel

Client Handbook

**A warm and cordial welcome to Toronto
and the Sheraton Centre Hotel.**

Guest Medical Assistance

Doctors

Toronto also offers afterhours ON CALL Doctor Service and can be contacted via the Hotel switchboard. The On-call Physician will be paged to contact the guest. If required, they will attend at the hotel.

Walk-In Clinics

Patient Networks

157 Yonge Street (Richmond)

Toronto, Ontario M5C 1X7

T: 416-362-8822

Contact@PatientNetworks.ca

Clinic Hours: Monday-Friday – 8am-4pm

Pharmacy

Rexall, 120 Adelaide St. W, 416-368-2743, closes at 7:00pm

Located in the PATH

Hospitals

St. Michael's Hospital is located nearest the hotel at 30 Bond Street and is also designated as a level 1 trauma centre.

Emergencies

In the event of any emergency requiring immediate attention:

Call '44822' from any hotel phone.

State your name, location and nature of emergency.

The operator will then notify the Security Staff and they will be dispatched to your location, as well will contact 911 if required or requested. Security Staff are trained in first aid, automatic external defibrillators and CPR.

The hotel has five automatic external defibrillators (AED's) on site.

Emergencies

Emergency Medical Services can be contacted as necessary. Normal response time is under five (5) minutes.

All house phones are equipped to dial '911' directly. Should you contact '911' via a house phone or mobile phone, please inform the hotel immediately by using any house phone and ext. 44822.

Security Office

Located on the concourse level and is staffed 24 hours a day and can be contacted at ext. 44401. For **Emergencies**, dial the Security Base operator at ext. 44822

Fire Alarm Information

In the event of fire alarm activation an audible tone will be activated throughout the building. After one minute this tone will be replaced by an announcement. The announcement will give the location of the alarm and notify all guests that the hotel response team is investigating and that emergency services are on their way. After the announcement the tones will continue.

During the alarm further announcements will be made notifying all guests on the situation, changes in the situation, and whether evacuation or shelter in place is required.

The "All Clear" announcement will take place once the source of the alarm has been discovered and the "All Clear" has been authorized by the Hotel *and* Emergency Services

Elevators are not accessible. If at any time during a fire alarm you feel you are at risk or in any danger, we advise that you leave the hotel via the nearest fire exit and make your way to Nathan Phillips Square located on the north side of Queen Street.

To avoid delays should you be required to evacuate the building we ask that you make yourself aware of the nearest fire exits to your location.

Please ensure that all guests staying in your room are registered to the room, especially all guests who may have mobility challenges and identify them as having mobility challenges at check in. This enables the hotel to identify those guests who may require assistance during an emergency.