



PRESS RELEASE

For Immediate Release

**York Central Hospital Selects Sodexo to Provide Integrated Facilities Management – Partnership Creates Canada’s Flagship IFM**

**RICHMOND HILL, ON – June 21, 2007** – York Central Hospital (YCH) is partnering with Sodexo, the leading provider of food and facilities management services, to implement an Integrated Facilities Management (IFM) solution. This partnership will create the most comprehensive IFM implementation at any hospital in Canada encompassing everything from environmental services, to patient and retail food services, plant operations and maintenance, patient and materials transfer to security.

With a vision to be ‘first in class’, YCH is looking to provide an unparalleled level of care to the patients it serves. This includes creating a culture that better supports the delivery of expert and compassionate care to set YCH apart as the hospital of choice for patients and referring physicians. Sodexo’s comprehensive IFM offering, combined with advanced systems and vast experience in the health care industry, will assist YCH in achieving their goals to increase patient and employee satisfaction. The unique At Your Request – Room Service Dining® program for instance will afford patients the freedom to order the meals they want, when they want – in the same way you would at a hotel.

“We look forward to the exciting new services and facilities that will be made possible through our partnership with Sodexo, and to increased patient, staff and physician satisfaction,” says Bruce Harber, President and CEO of York Central Hospital.

“Through this the largest Integrated Facilities Management partnership in Canada, Sodexo will endeavour to make a difference in the daily lives of those we serve at York Central Hospital – be it patients, visitors, employees and physicians alike,” says Stephen Simms, Vice President Healthcare for Sodexo Canada. “We are proud to partner with YCH at this exciting time as they prepare for the future to serve the residents of York Region.”

Plans include changing the face of YCH’s food and cafe facilities, which are set to undergo a major transformation over the coming months. Sodexo will make significant investments to create a more welcoming and appealing space for both

patients and visitors. This will include increased seating, a food marketplace featuring expanded choices along with more healthy alternatives, Vending Services for after hours convenience, and popular national brands including Tim Horton's, Starbucks and Booster Juice.

York Central Hospital is a large, full-service community hospital with over 65,000 visits annually to its Emergency Department, serving a population of over 400,000 in Southwest York Region and beyond. Located in one of Canada's fastest growing communities, the hospital is on a Capacity Building Journey that focuses on using the best available practices, the newest technologies and innovative models of service to provide superior patient care. Currently, the hospital is making significant progress on Phase 1 of its major expansion and renovation project, and keenly awaiting government approval to proceed with the detailed planning of Phase 2 of its redevelopment. ([www.yorkcentral.on.ca](http://www.yorkcentral.on.ca))

"York Central Hospital's vision is to create a new kind of community hospital - one which improves community health through a holistic approach to wellness and disease management by meeting the diverse needs of the people we serve. Our partnership with Sodexo will help us to achieve that vision," says Harber.

Sodexo is the leading provider of food and facilities management services in North America. Sodexo serves more than 10 million consumers daily in business and industry, health care, university and college campuses, and remote sites. With Canadian Headquarters located in Burlington, Ontario, the Company has over 130,000 employees at more than 6,000 locations in North America. Sodexo Canada is committed to the development of Canada's Aboriginal communities and twice been awarded the Gold level certification for the Progressive Aboriginal Relations program (PAR). The Company has established the Sodexo Foundation in Canada, dedicated to the fight against hunger which impacts over 5 million people across the country. ([www.sodexo.ca](http://www.sodexo.ca))

Fast Facts about the York Central Hospital/Sodexo Partnership:

- YCH/Sodexo Agreement is cost neutral to the Hospital
- Sodexo to manage \$14 million in salaries and expenses
- Includes investments by Sodexo in capital, technology, and training investments – e.g. Bed Tracker, At Your Request Room Service, Service Response Centre
- Will achieve operational efficiencies through improved patient throughput
- Will generate additional revenues through new retail food offering - e.g. Tim Horton's, Starbucks, Booster Juice
- Will involve 229 employees from the Food, Patient Transport, Logistics, Facilities, Environmental, and Security areas of the hospital

**Media Contacts:**

Melina Cormier  
Director, Public Affairs  
York Central Hospital  
Tel. (905) 883-1212 ext. 7492  
[mcormier@yorkcentral.on.ca](mailto:mcormier@yorkcentral.on.ca)

Jon Kristjanson<sup>CFE</sup>, Vice President, Marketing and Communications  
Sodexo Canada  
(905) 632-8592 ext.250  
[jon.kristjanson@sodexoCA.com](mailto:jon.kristjanson@sodexoCA.com)