

Food at the Hospital

Cafeteria **Hours of Operation**
1st floor of Shaughnessy building, in B-wing. Mon-Fri 7am-7pm
Sat-Sun 8am-6pm

Inpatient Nourishment Stations
Available in every inpatient unit. Anytime

Second Cup
Lobby of BC Children's Hospital building. Mon-Thu 6:30am-10pm
Fri-Sun 6:30am-8pm

Starbucks
Lobby of Ambulatory Care building. Mon-Fri 5:30am-8pm
Sat-Sun 7:30am-6pm


Tim Hortons – On the Go Bistro
Lobby of BC Women's Hospital building. Mon-Fri 6:30am-5pm

Bean Around the World – BCCHR Kiosk
BC Children's Hospital Research Institute building. Mon-Fri 7am-5pm

Vending Machines
Behind Second Cup; in the cafeteria; near Starbucks; and near inpatient units. Anytime

Amenities at the Hospital


Bank Machines
Lobby of BC Children's Hospital, Cafeteria, lobby of Ambulatory Care building

Change Stations - Infant or Toddler
 All washrooms in Ambulatory Care building; 1st floor BC Children's Hospital building near the Asthma, Allergy & Respiratory Clinics and across from Surgical Day Care Unit; near the Cafeteria.

Change Stations - Youth
2nd floor of Ambulatory Care Building, behind area 11; 1st floor of BC Children's Hospital building near the Asthma, Allergy & Respiratory Clinics.

More Amenities at the Hospital

Chapel - Multifaith
BC Women's Hospital 2nd floor, room 2N30.

 **Computer Kiosks**
Public use computer access is available at the Family Support & Resource Centre, room K2-126.

Family Support & Resource Centre, including Family Lounges
Ambulatory Care building area 11. Local 5102 or www.bcchildrens.ca/fsrc

Gift Shop
Lobby of BC Children's Hospital.




Inpatient Family Facilities
The Teck Acute Care Centre includes 231 spacious private patient rooms. Amenities include a family dining room, lounge, quiet room, playrooms and access to laundry facilities.

Kelty Mental Health Resource Centre
Room P3-302 (3rd floor) Healthy Minds Centre Local 2084 or www.keltymentalhealth.ca.

Lockers
Lobby of Ambulatory Care building, near area 6.

Lost & Found Call Security local 2999.

Pharmacy
Lobby of Ambulatory Care building in area 6.

Taxi phone
 Lobby of BC Children's Hospital building near parking elevator. Drop-off & pick-up at door 17.

Wireless Internet Access
Free wireless internet on "CWGuest" network; first accept terms & conditions.

Find more resources & services online:
www.bcchildrens.ca

In the Neighbourhood

Douglas Park Community Centre – 1km
Willow Street and West 22nd Avenue. Includes: gymnasium, exercise room, playground, fields and wading pool open in the summer.

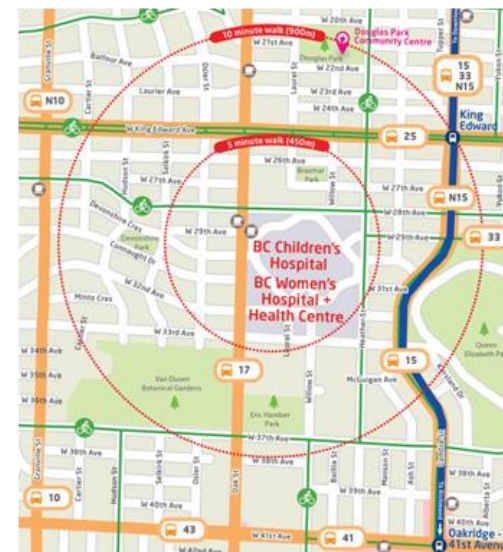
Hillcrest Community Center – 1.8km
Off Midlothian Avenue (follow W 29th Avenue) Includes: aquatic centre, fitness centre, ice rink, gymnasium, and Vancouver Public Library.

King Edward Mall – 700m
Oak Street and King Edward Avenue Includes: grocery store, pharmacy, bank, postal services and other small shops and restaurants.

Oakridge Centre Mall – 1.6km
Cambie Street and W 41st Avenue Includes: shops, restaurants, food court, banks, grocery store, pharmacy, and more.

Queen Elizabeth Park – 1km
Enter at Cambie Street and W 33rd Avenue Includes: pitch & putt, tennis, lawn bowling, public gardens, and Bloedel Flower Conservatory.

VanDusen Botanical Garden – 1km
Oak Street and W 37th Avenue Includes: botanical gardens, shops, restaurants.



Where can I find... Information for Patients & Families

*Food, amenities, travel, wayfinding,
parking and neighbourhood
services.*

Find out more at:
www.bcchildrens.ca/yourvisit



4480 Oak Street, Vancouver, BC V6H 3N1
604-875-2345 or 1-888-300-3088
www.bcchildrens.ca

More info online
www.bcchildrens.ca

Accommodation

BC Family Residence Program

Covers the cost of accommodations for out-of-town families with children receiving medical care at BC Children's Hospital at a nearby accommodations partner. Find eligibility criteria online: www.bcfamilyresidence.gov.bc.ca

Call toll free to apply: 1-866-496-6946

Travel & Transport

Hope Air

Arranges free flights to get financially-disadvantaged Canadians to the healthcare they need. www.hopeair.org

Public Transit

Find schedules, fares, and maps for all types of Vancouver public transit, and driving updates online. www.translink.ca or call 604-953-3333

Shriner's Care for Kids

Provide access to pediatric care based on medical need, not a family's ability to pay; includes the Care Cruiser program and gas subsidies. www.bcshriners.com

TAP - Travel Assistance Program

Alleviates transportation costs for eligible BC residents who must travel within the province for out-of-town for medical care. Ask your family doctor or your medical team for a form.

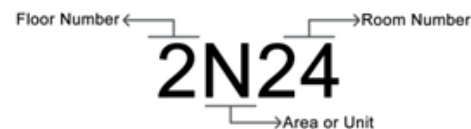
www.health.gov.bc.ca/tapbc/tap_patient

Finding Your Way Around

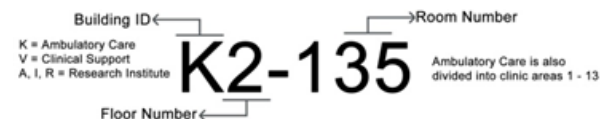
Navigation Volunteers

Ask the Navigation Volunteers for directions when you arrive – they can walk you to your appointment! Find them in the lobby of BC Children's Hospital or by calling 7571 or 7730 from any hospital phone.

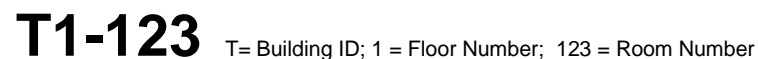
BC Children's Hospital & BC Women's Hospital + Health Centre



Ambulatory Care, Clinical Support & Research Institute



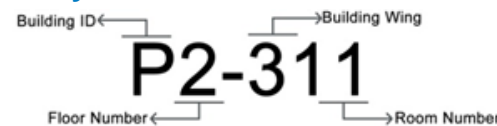
Teck Acute Care Centre



Shaughnessy, Women's Health Centre & Plant Services



Healthy Minds Centre



Parking


Free Valet Parking Service

The parking assistant will park your car for you at no extra cost (regular parking rates still apply). Drop your car off at BC Children's Hospital Emergency entrance Monday to Friday between 10am and 4pm.

Paying at the Meters

- 1) Remember stall number.
- 2) Enter stall number at meter and choose amount of time.
- 3) Pay for parking (credit cards or coins).
- 4) Keep ticket with you (do not need to place on dashboard).

Paying by Phone

- 1) Call 604-662-7275 and register your cell phone number and credit card. 
- 2) Enter lot number 9100.
- 3) Enter the amount of time (in hours).
- 4) Before your time expires you will get a text message asking if you need to add more time.

There is also a PayByPhone app available.

Adding Time

- 1) Go to any meter nearby.
- 2) Enter your stall number (on your original paid ticket).
- 3) Choose "add time" and enter the add-time number found on your original paid ticket.
- 4) Pay for additional time needed.

More Parking Information

Underground parking is a good option for busy times.

If you park, then leave the lot and need to return, upon your return, park in any stall and place original valid ticket face up on the dash.

For assistance with parking, call:
Monday to Friday
 778-558-5987 (7am-3pm) 778-558-2163 (9am-5pm)