Welcome to BC Children’s and BC Women’s Hospitals & Health Centre.

This guide contains helpful information on:

• how to plan your visit

• how to find your way around the hospital campus

• tips to make you or your child/family member's care journey as comfortable as possible.

The guide is to help you, your family, and your supporters as you access services at BC Children’s and BC Women’s Hospitals.
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Patients and families are at the centre of the care and services we provide at BC Women's and BC Children’s:

**Family Strengths**
Family members and core supporters are partners and decision-makers in care. We will empower your family and supporters throughout your care journey.

**Respect**
We work from a place of mutual trust and respect. Your health care team respects your values, beliefs and religious and cultural backgrounds. We value the knowledge patients and families bring and respect each as decision-makers.

**Choice**
We provide information to help you make choices about treatment and care. We are open to different views and decisions. Our goal is to build a partnership with you, based on trust.

**Support**
We are committed to supporting you as patients and families on our campus of care. We provide support by:
We invite patients and families to share insights, give opinions, feedback and perspectives. As partners in care, professional staff and family members work together to achieve the best patient outcome. The core concepts of person-centered care empower families to support their children, family members, and each other.

- respecting your decisions
- offering comfort as you cope with illness, injury or loss
- meeting social, psychological, developmental and emotional needs of patients, as appropriate
- fostering family members’ confidence in their ability to care and support loved ones

**Flexibility**

Each patient and their supporter brings new perspectives and lived experiences. We emphasize flexibility, openness and inclusion. We will respond to the needs and preferences of every person we serve in the care setting.

**Collaboration**

As partners in care, professional staff and family members work together to achieve the best patient outcome.

**Empowerment**

The core concepts of person-centered care empower families to support their children, family members, and each other.

**Partnerships**

We invite patients and families to share insights, give opinions, feedback and perspectives.
The Partnership Agreement at BC Women's and BC Children's helps to create relationships that respect the rights of patients and families, and health care staff and providers.

The BC Women's and BC Children's health care team's commitment to patients and families:

**As your health care partners, we pledge to:**

**Respect you:**
- Treat you with respect, honesty and compassion
- Include you as a member of the health care team
- Include family members or supporters that you choose as your advocates
- Be trauma-informed

**Communicate openly:**
- Help you to set goals and make plans for care and treatment
- Give you information the way you want; in writing, in person, or in a group
- Tell you about the benefits and risks of any treatment or procedure
- Help you to obtain health care records
- Provide an interpreter or language support if you want
- Connect Indigenous families with Indigenous Health support if they want
- Provide assistive and accessible technologies if you want
Provide safe care:
• Deliver safe and competent care
• Provide a culturally safe and sensitive care setting

Respect your confidentiality:
• Respect and keep patient and family confidentiality

Your commitment to the BC Women’s and BC Children’s health care team:

Respect you:
• Treat my health care team with respect, honesty and compassion
• Tell you which family or friends will advocate for me
• Show consideration and compassion for other patients and families in the hospital

Communicate openly:
• Learn as much as I can about care and treatment plans
• Ask questions when I do not understand
• Let you know about any health or medicine changes
• Tell you if I want an interpreter, Indigenous Health support, or to use assistive and accessible technologies

Stay safe:
• Make choices that reflect my cultural practices
• Share safety concerns

Respect confidentiality:
• Respect the needs of my family members
• Respect the privacy of other patients and families

If you have concerns about your care, please talk to your care team. You are also welcome to connect with the C+W Patient Experience office at patientexperience@cw.bc.ca or toll free at 1-844-874-3267.
Families are Partners

Care Planning

It is important that you understand your/your child or family member's condition and treatment plan. You will work with your health care team to create a plan. Please share your ideas on what works well for your family. If something is not clear to you, please let us know. We achieve best care when patients, families and health care teams work together.

Language Services

If English is an additional language for you and is not the language you feel comfortable communicating in, you are welcome to use our language translation services. Please let your doctor or nurse know if you prefer to communicate in another language.

Your Role in Safety

At BC Women's and BC Children's, we follow safety procedures for all patients.

Patient Identification

We want to make sure we provide care to the right patient. The care team will ask for identifying information. You may be provided an identification band. If your identification band is lost, please ask a member of your care team for a new one.
**Medication Safety**

It is important to learn about the medicine you or your child/family member take. Please ask the care team any questions about the medicine’s purpose, possible side effects and instructions for use.

**Falls**

People in hospitals and clinics may be at risk for slips and falls. Please talk to the care team if you/your child/family member are feeling dizzy or light-headed. Ways to prevent slips and falls may include the use of side rails, observing the environment for obstructions, and communicating with the care team about fall prevention.

**Help Stop the Spread of Infection**

Hand washing helps prevent the spread of infections. We ask all staff and visitors to wash their hands frequently. Masks will always be available if requested. Please speak to your care team about available vaccines opportunities.

Please follow any special instructions posted on an inpatient’s door. You are welcome to ask any staff to wash their hands before care is provided.
Patients, families and their supporters are partners in care and services offered at BC Women's and BC Children's.

**Types of Engagement**

- Focus groups
- Journey Mapping
- Surveys and questionnaires
- Comment cards
- Advisory councils and committees
- Patient's View engagement tool
- Patients as Partners e-network (invitations by email)
- Engagement at C+W events

**Interested in Becoming a Partner?**

Patients, family members, and supporters are all welcome to join.

Contact the Patient Experience team by emailing us at patientexperience@cw.bc.ca or by calling our toll free number and leaving a voicemail message at 1-844-874-3267.

BC Children's Hospital Patient Experience web link: [http://www.bcchildrens.ca/about/accountability/patient-experience](http://www.bcchildrens.ca/about/accountability/patient-experience)

BC Women's Hospital Patient Experience web link: [http://www.bcwomens.ca/about/accountability/patient-experience](http://www.bcwomens.ca/about/accountability/patient-experience)
Care Quality Compliments

If you have a compliment, please speak with the person who provided the service, or the manager. You can also contact the Patient Care Quality Office and we will pass the comments on to the individual or team.

Care Quality Concerns

If you are unhappy or have concerns about the care you or your child/family member received at BC Women’s and BC Children’s, please speak with the care team. If this is not possible, you can ask to speak with the Program Manager or Clinical Nurse Coordinator.

The Provincial Health Services Authority (PHSA) also has a Patient Care Quality Office (PCQO) that helps answer and resolve concerns or questions about care quality.

The PCQO works with patients and families to understand their concerns/feedback and then shares that with the appropriate care team. Together with the family, the PCQO will work on a resolution and/or quality improvements wherever possible.

PCQO Contact Information:
Toll Free: 1-888-875-3256
Email: pcqo@phsa.ca
You can get to the hospital by car, SkyTrain, bus, bicycle, carshare or taxi.

**Driving**

If traveling by car, we have an entrance on Oak Street, West 28th Avenue and Willow Street.

For directions, please use [Google Maps](https://www.google.com/maps).

You can find the entrances on the Campus Map, located in the guide.

**Parking Information**

Parking at BC Women’s and BC Children’s is a “pay by stall” system. Pay parking is in effect 24 hours a day. To pay for parking:

- Pay at a parking meter on campus with coins or credit card. The machines do not accept debit cards and do not provide change. Change machines are located next to Second Cup Coffee in the lobby of the Oak Street Building (closest to entrance #17 or #11).
- Pay by phone with your credit card. Call 604-662-7275 and enter location number 11518.
- Use the PayByPhone app. Enter lot number 9100.

**Free Valet Parking Service**

We offer a valet parking service for patients and families. The parking fee is in effect, but the valet parking service is free and tips are not necessary.
You will find the valet parking service near near the Teck Acute Care Centre Entrance 55, by the Emergency Department, from Monday-Friday from 8:30am-4:00pm and the BC Children's Hospital Oak Street Entrance (between Entrances 5 and 11) from 8:00am-5:30pm (both excluding holidays).

**Parking Rates**
$1.75 per 1/2 hour  
$3.50 per 1 hour  
$14.25 per 24 hours  
$63.75 for a 7 day pass  
$115.00 for a 30 day pass

Please note parking rates are not set by the hospital and may change.

Financial hardship permits may be available on a case-by-case basis. Please talk to your unit social worker for more information.

**Questions or concerns?**
Contact parking administration at LMCParking@fraserhealth.ca or 604-930-5440 Mon-Fri 8am-3pm (closed on statutory holidays). You can also call the Live customer support line at 604-305-0355 or 1-800-590-0309.

**Electric Vehicle Charging Stations**

**Djavad Mowafaghian Child Care Centre -**  
Stall #181 (3 hour maximum)

**Healthy Minds Centre -**  
Stalls 439 & 440 (no maximum time)

Battery charging is free, but parking fee is in effect.
**Taking the Canada Line SkyTrain**
The Canada Line provides rapid transit from Downtown Vancouver to both YVR Airport and Richmond City Centre.

The closest Canada Line Station is King Edward Avenue Station. It is at the (corner of West King Edward Ave and Cambie Street.)
King Edward Avenue Station is a 10 minute walk from the hospital.

**Cycling**
Use [Google Maps](https://www.google.com/maps) to plan your cycling trip. Every major entrance to the hospital features bike racks for public use.

**Carshare**
Evo and Car2Go vehicles are parked close to the hospital campus. These vehicles are allowed to park in ‘residential only’ and ‘2 hour street parking’ zones nearby. Check with your carshare company about their parking rules.

**Taking the Bus**
A few bus routes stop near the hospital campus:

- #17 (Oak/Downtown) - Stop: Devonshire Crescent (closest bus)
- #25 (Brentwood Stn/UBC) - Stop: King Edward Ave at Oak street
- #33 (29 Ave Station/UBC), # 41 (Joyce Station/Crown) (farthest)

Plan your bus trip with [Google Maps](https://www.google.com/maps) or on the TransLink Trip Planner: [www.translink.ca](http://www.translink.ca). You can also call TransLink at 604-953-3333.
Food Options

Shaughnessy Cafeteria
Shaughnessy Building, Level 1
Monday-Friday 7:00am-7:00pm
Saturday-Sunday 8:00am-6:30pm

Microwaves & Vending Machines
Microwaves are located in the cafeteria and you can find vending machines throughout the hospitals

Starbucks
Ambulatory Care Building lobby
Monday-Friday 5:30pm-9:30pm
Saturday-Sunday 6:00am-8:00pm

Second Cup
BC Children’s Hospital lobby
Monday-Thursday 6:30am-10:00pm
Friday-Sunday 6:30am-8:00pm

Tim Hortons
BC Women's Hospital lobby
Monday-Friday 6:30am-5:00pm
Dining on call

Meals are delivered to inpatients through a program called Dining on Call. Upon admission to the unit, patients and families will be given all the information they need regarding this program, including the menu and ordering information.

Ordering Take-Out

Patients and families are welcome to use food courier services such as Skip the Dishes or Uber Eats at their discretion, and are responsible to collect the delivered meals from the location of their choice.
Gift & Thrift Shops

We have two gift shops and a thrift shop on which are operated by volunteers. All proceeds go to BC Women's and BC Children's patient programs.

**BC Children’s Hospital Gift Shop**
Monday-Friday 10:00am-4:00pm  
604-875-2000 ext. 7219  
Located in the BC Children's Hospital lobby  
Carries a wide variety of items.

**BC Women’s Hospital Gift Shop**
Monday-Friday 9:30am-4:30pm, Saturday-Sunday 11:00am-3:00pm  
Holidays: closed. 604-875-2000 ext. 6021  
Located in the BC Women’s Hospital lobby  
Carries mainly baby clothes and toys.

In-hospital orders and/or delivery are available. Please call 604-875-2000 ext. 7219 for BC Children's Gift Shop and ext. 6021 for BC Women's Gift Shop.

**Still Fabulous Thrift Shop**
Monday-Sunday 10:00am-5:00pm  
Located at 4355 Main Street, Vancouver  
604-566-9136  
Gently used, high quality clothing, footwear and accessories.

**Vendors**

BC Women's and BC Children's has rotating vendors in the hospital lobby Oak Street Entrance 11. Items such as books, gifts, jewellery, and clothing are sold.
The entire grounds of BC Women’s and BC Children’s are smoke-free. This means that staff, patients, and visitors are not permitted to smoke in our buildings or on our grounds.

**Smoking Areas**

You may smoke near BC Women’s main entrance #93 (Willow Street exit), or near the Healthy Minds Centre #87 (Heather Street).

You may also smoke on any of the public sidewalks around the campus: West 28th Ave, Oak Street, Willow Street and Heather Street.

Vaping and smoking cannabis are allowed in designated smoking areas only.

BC Women’s and BC Children’s does not have a regular or ongoing alcohol license. Drinking alcohol onsite is not permitted.
Wi-Fi

To access Wi-Fi, connect to the “CWGuest” network and accept the Terms and Conditions.

Filming & Photography

Patients and families may wish to film certain stages of their care journey, like the birth of a new baby or a clinic appointment. Please speak directly with your care providers. They can help you to review our filming policy, and make sure that any filming respects staff and patient privacy.

Patients and families will always be asked for their consent first before being filmed or photographed. We will respect the wishes and privacy and confidentiality of all persons.
Travel Assistance

These programs help families in need who travel from out of town for medical appointments and hospital stays. Ask the social worker if you are eligible.

For BC Children’s Families:

**BC Family Residence Program**
Families from outside Metro Vancouver with a child who requires care at BC Children’s Hospital may be eligible for travel and accommodations during their medical stay.

For BC Children’s and BC Women’s Families:

**Health Connections**
Each health authority has a travel assistance program for residents who travel within BC for medical care.

**TAP - Travel Assistance Program**
Helps with transportation costs for eligible BC residents. Ask your family doctor or medical team how to apply.

**Hope Air**
Charity arranging free flights to medical appointments.
These accommodation options are available for patients and their immediate family members.
Space may be limited. Please book as early as possible:

**Easter Seals House:**
3981 Oak Street, Vancouver
604-736-3475 or 1-800-818-3666

**Ronald McDonald House: (on-site)**
4567 Heather Street, Vancouver
604-736-2957

**Aboriginal Patients’ Lodge:**
254 East 8th Avenue, Vancouver
604-707-9191 or 604-682-7375
The Sunny Hill Health Centre has moved from East Vancouver into a state-of-the-art facility at the BC Children’s Hospital on Oak Street.

We provide specialized developmental assessments and rehabilitation services to BC children and youth and their families. We are located at BC Children’s Hospital at Entrance 5.

Please watch our Welcome to Sunny Hill Health Centre video here.

**Our Services**

The Sunny Hill Health Centre consists of 4 programs:

- Acute Rehabilitation Program (Acute Rehab)
- Neuromotor Program (NMP)
- Complex Developmental Behavioural Conditions (CDBC)
- BC Autism Assessment Network (BCAAN)

Sunny Hill Health Centre includes spaces specifically designed to accommodate the needs of children and youth who have hearing, visual and sensory disabilities or sensitivities and include:

- a fully accessible pool with movable floors
- an open-concept gym with a fun, multi-purpose therapy environment and seamless access to a patio
- an interactive garden for mobility training and relaxation
- a high-tech motion analysis lab
- a family-focused lounge with space for child play
The information below may be helpful for you as you settle into Teck ACC:

**Inpatient Rooms**

Inpatient rooms at the Teck ACC are spacious. Each room has space for a family member or support person to stay.

Patients and families have access to laundry facilities, family lounges, dining rooms, play areas, resource rooms and storage spaces. Natural light and green spaces add to the health and well-being of patients and staff.

Please feel welcome to watch this [Teck ACC Video Tour](#).
**Telus Optik TVs**

Each room in the Teck ACC is equipped with a Telus Optik TV system. Patients and families have access to a wide variety of cable TV stations free of charge, on large, high definition screens.

**Internet Access**

Each patient room is equipped with a wired high-speed Internet connection. Patients can bring their own devices and plug in (laptops, tablets or gaming consoles) for gaming or streaming video.

Loan-out gaming consoles may be available at the hospital.

Please check with your care team.
Gardens, Family Lounges & Playrooms

Gardens and playrooms are for patients, families and supporters to enjoy while on campus.

**Teck Acute Care Centre Outdoor Spaces**

Ground Level: Wellness Park  
Level 5: Rooftop Gardens and Labyrinth Walk  
Level 6: North/South Roof Gardens  
Level 8: East/West Roof Gardens

Patients and visitors can see meditative inner courtyard gardens through the large windows of patients’ rooms.

The Sauder Family Healing Garden and five circuit Labyrinth is located on Level 5 and available for anyone to walk.

Family lounges are on each level in the Teck Acute Care Centre and equipped for families' use.

**Teck Acute Care Centre Playrooms**

Playrooms and music studios are available for use with Music Therapists and Child Life Specialists. Please speak to your care team to get connected.
What to Bring for an Inpatient Stay at BC Children's

We appreciate every family is unique and the following items may or may not apply to your family situation. The social work tema is here to help if you require items your stay.

**Recommended:**
- BC Services Card
- List of medications, and the amounts that your child is taking
- Braces, corrective shoes, crutches, glasses, hearing aids, or any other care or support equipment your child requires.

**Nice to have:**
- Loose fitting, comfortable clothing
- Pajamas, bathrobe, slippers
- Toothbrush and toothpaste
- Comb/brush
- Favorite games, books, toys, etc.
- School books, current work and the name of your child’s teacher as teachers in the hospital can help your child keep up with their homework
- If your child has a favorite blanket, however linens will be provided at the hospital.

We strongly advise you to leave all valuables at home. Please label any personal items that you bring to the hospital and be aware that we are not responsible for any lost or stolen items.
What to Bring to an Outpatient Clinic Appointment at BC Children’s

- Appointment information (doctor’s name, clinic number, location)
- Name and contact information of your referring doctor
- BC Service Card
- Immunization records if available
- List of medications your child takes
- Books, games, snacks, diapers, and any other necessities to keep your child comfortable while waiting

What to Bring for an Inpatient Stay at BC Women’s: Labour & Delivery

During your labour we will provide you with water, juice and popsicles. We will also supply you with a starter pack that will include the following items:

- diapers
- blue pads
- sanitary pads
- baby wipes
- mesh underwear
• peri-bottle

Please note this starter pack is not sufficient for your entire stay, and we encourage you to bring additional supplies from home for yourself and your baby.

**What You Should Bring From Home**

Please bring a small bag with these additional items for your delivery and stay at BC Women’s.

**For Your Delivery**

• Labour and Birth guide
• BC Services Card or BC Driver’s License (with Personal Health number)

• Medical or hospital forms (e.g., Bright Start Bundle form; Cord Blood Banking consent form)
• A pair of socks and underwear
• Flip-flops or slippers
• Comfortable clothes to wear while in-hospital
• Lip balm
• Water bottle (filtered water is available at the hospital)
• Other drinks that you like (Gatorade, coconut water etc.)
• Snacks (e.g., granola bars, fruit)
• Extra pillow (use a patterned pillow case so it does not mix with the
For After Baby Is Born

For you

• Toiletries (toothbrush, hairbrush, soap, shampoo)
• Comfortable bra to wear if breastfeeding
• Nursing pads
• Extra underwear
• Breastfeeding pillow if breastfeeding
• Extra sanitary pads

blue hospital pillows)

For Your Support People

• Cellphone, laptop/tablet and chargers
• Music player and small speaker (download music before coming to the hospital)
• Camera and video recorder (charge cameras before arrival; have a large memory card)
• Bathing suit (to assist the labouring person in the shower or bathtub)
• List of people to call after the birth
• Bedding and pillows (blankets, sleeping bag)
• Toiletries (toothbrush, soap)
• Snacks and drinks
• Clothing to wear home

For Baby
• Clothing for baby to wear in hospital (2-3 sleepers or onesies)
• Extra diapers and baby wipes
• 4 baby blankets (receiving blankets)
• Clothing for baby to wear home
• Car seat (purchased in Canada)

Please Do Not Bring
• Valuables. Remove most or all of your jewellery before coming to hospital.
• Scents and aromatherapy (some people are seriously allergic to scents, even lavender).
Your Healthcare Team

**Attending Physician**
An attending physician is a specialist who takes overall charge of your health care plan.

**Consulting Doctors**
Consulting doctors are doctors who have specialized training for one specific body system. They give expert advice to the care team.

**Residents and Fellows**
Residents and fellows are fully qualified doctors who are now training as specialists. They provide most of the day-to-day medical care and work under the guidance of specialists.

**Registered Nurses (RN)**
RNs are directly responsible for providing 24 hour nursing care.

**Clinical Nurse Coordinators (CNC)**
CNCs are responsible for the day-to-day running of the unit.

**Clinical Nurse Specialist (CNS)**
A CNS has specialized knowledge in a certain area and often treats patients who have a complex illness.

**Clinical Nurse Educator (CNE)**
CNSs are responsible for providing education to nursing staff.

**BC Children’s: Child & Youth Therapeutic Services**
Child Life Specialists, Therapeutic Clowns, Music Therapists and Creative Art Therapists all provide therapeutic play for patients to help make hospitalization a more positive experience. Child Life Specialists may also be involved in supporting children through medical procedures and taking care to help patients celebrate birthdays, milestones or other events.
**BC Children’s & BC Women's: Teachers in School Services**
Teachers provide ongoing educational support to school-aged children and youth (kindergarten to grade 12) while they or their siblings are staying in the hospital.

**Spiritual Care**
Spiritual Health Practitioners offer spiritual care for patients and families affected by illness or injury.

**Nurse Practitioner**
Nurse practitioners are generalists who work in family health clinics or hospitals. They provide care, conduct check-ups, treat illnesses, order lab tests and prescribe medication.

**Sonographer (Ultrasound tech)**
Sonographers are specialized healthcare workers who perform diagnostic medical sonography or diagnostic ultrasound.

**Dietitians**
Dietitians can help you understand special feeding needs or plan a special diet if these are required.

**Occupational Therapists (OT)**
OTs plan activities to assist patients to meet the learning challenges of growth, development or recovery. They help patients adapt and develop new skills so they can resume or maintain participation in various daily tasks which are important to them.

**Physiotherapists (PT)**
Physiotherapists plan programs to help patients affected by injury, illness or disability. They assist patients with strength, mobility and other training to help manage pain, promote healing and prevent injury.
Pharmacists
Pharmacists help to plan and manage medications.

Psychologists
Psychologists help patients manage the emotions and behaviors that can come with a serious illness. They can also teach strategies for dealing with pain, stress and anxiety.

Social Workers
Social Workers can assist parents and families with the social or emotional impact of an illness. They can also help you find community supports near your home, and assist with financial hardship or other family challenges.

BCCH: Speech Pathologists & Audiologists
Speech Pathologists & Audiologists can help if your child’s illness has affected their hearing.

Laboratory Technicians
Laboratory Technicians are the people who draw blood for lab tests.

Program Manager
The Program Manager is responsible for the unit or clinic. This is the person you should go to if you are concerned about any aspect of care.

Unit Clerk
Unit Clerks are responsible for the clerical work of the unit. They work at the Nursing Station and can take messages for the medical team.

Obstetrician (OBGYN)
An OBGYN is a physician or surgeon who is qualified to practice in women’s reproductive health, also called obstetrics.
**BC Women’s: Perinatologist**
A perinatologist is a sub-specialty trained physician skilled in ultrasound, prenatal diagnosis and the care of complicated pregnancies.

**BC Women’s: Neonatologist**
A neonatologist is a pediatric medical doctor who specializes in the diagnosis and treatment of disorders in newborns.

**BC Women’s: Midwife**
Midwives are regulated health care providers. They care for pregnant persons and their babies from early pregnancy, through labour/delivery and birth, until about 6 weeks postpartum.

**Radiologist**
A Radiologist is a medical doctor who specializes in diagnosing and treating injury and disease through the use of medical imaging.

**Volunteers**
Volunteers contribute to the hospital experience of families and provide unpaid support to various cross-campus departments and programs.

**Patient & Family Engagement Advisor/Family Advisor**
Facilitates the involvement of patients, families and supporters in service planning, delivery and evaluation. An advisor also ensures that patient and family feedback continues to improve care at BC Women’s and BC Children’s.
Visitors & Sibling Services

Family are not considered visitors and are welcome to be on campus at any time, day or night. There are accommodations in each room for a parent, guardian or supporter to stay overnight.

Sibling Support Services

Patients and guardians are responsible for the supervision of any siblings that are visiting. Sibling support is available at our Sibling Support Centre, including the Under Three Sibling Support Service. Please contact the sibling support team by phone at 604-875-3594 or toll free at 1-855-875-3594, or by email at siblingcentre@cw.bc.ca for more information.

Visitation

Other family and friends are welcome during visiting hours. Please connect with your care team about when other visitors may visit you while in care.

Please ask your family and friends to respect these visiting hours.

For patients on specialized care units such as Evergreen (Antepartum) or FIR (Harm Reduction/Substance Use), contact the Hospital Operator at 604 875-2424 to connect with that unit.
**Best Wishes Program**

Send an email greeting to a patient at BC Women’s and BC Children’s with our free Best Wishes Program. To send a message:

1. Email us at bcchbestwishes@cw.bc.ca

2. Type your email greeting. Do not send any confidential or inappropriate information, as this will be deleted.

3. Include the patient’s full name and room/unit number, if possible.

We will print your message and put it into a sealed envelope. Hospital volunteers and staff hand deliver messages from Monday to Friday between 9:00am-3:00pm.

If you have any questions about the Best Wishes Program, please contact Volunteer Resources:
Phone: 604-875-2143
Email: [volunteer@cw.bc.ca](mailto:volunteer@cw.bc.ca)

**Large Visiting Groups**

In some cases, larger groups may want to visit patients and families, such as school groups or congregations. Please contact the unit and ask what the family’s wishes are regarding visits.

Privacy and confidentiality, and following infection control guidelines, are very important to us, and large group visits will not always be allowed. Areas such as the Emergency Department or Intensive Care Units are not open to large group visits.
Indigenous Health Support

We humbly acknowledge that BC Women’s and BC Children’s Hospitals + Health Centre is located on the traditional, ancestral and unceded territory of the Coast Salish peoples, the Sk̓wxwú7mesh (Squamish), Stó:lō and Sélílwətaʔ/Selilwitulh (Tsleil-Waututh) and xʷməθkʷəy̓əm (Musqueam) Nations. We are actively committed to the work of decolonization and Reconciliation with Indigenous communities. We strive to provide culturally safe healthcare and supports to Indigenous persons, children and families receiving care. Supports available:

Cultural Support

Our goal is to improve your health care experience and outcomes by providing services in a trauma-informed, culturally safe manner. Our Indigenous Health Program works to create a safe, welcoming environment for Indigenous patients, families and supporters. Indigenous patients and families can access support and healing through traditional approaches. There is an outdoor sacred space available. We offer access to Elder services and Indigenous Patient Navigators and Discharge Liaisons. They offer support such as accompanying to medical appointments, providing emotional support, sharing resources, and facilitating communication between patients, families and care givers.

Indigenous Patient Navigators & Discharge Liaisons

Indigenous Patient Navigators and Discharge Liaisons offer in-hospital assistance to improve the quality of care for Indigenous patients, including follow-up support after a hospital stay or visit. They can:

• Support or advocate when dealing with healthcare providers
• Attend medical appointments or meetings on site with you
• Connect you with Elders or cultural advisors for spiritual or emotional support
• Assist in organizing traditional ceremonies
• Give information on First Nations Health Benefits Program
• Assist in filling out forms i.e. birth/status registration or housing applications
• Connect with local community resources
• Access emergency clothing
• Provide care packages with toiletries, laundry soap, fabric softeners and other
• Assist in making a care quality complaint

**Elder Services**

Elders are an integral and respected part of our interdisciplinary teams. Elders work from a model of patient-centered and culturally safe care.

**Outdoor Sacred Space**

We recognize that honoring traditions and values is central to health. The outdoor sacred space is a dedicated area where patients and their families can gather and carry out healing ceremonies.

We recognize that healing extends beyond medical treatment, to include healing practices that are part of individual cultural traditions.

The outdoor sacred space is located west of entrance #77 at the BC Women’s Health Centre.

**To access supports for Indigenous patients and families, contact us:**

Office hours: Monday to Friday 8:30am-4:30pm Phone: 604-875-2348 or 1-888-300-3088. Email: indigenoushealthreferral@cw.bc.ca
Social workers are available to all patients, as well as their families, who are hospitalized or are attending an outpatient clinic. Social workers are part of the health care team at the hospital.

Referrals to social work services may occur automatically as part of the health care team or from a physician, other staff, a community agency or directly from the patient, family member or supporter.

**Ways a social worker can help**

- Support during periods of crisis
- Facilitate family support groups
- Find community resources
- Advocate for patients and families during hospitalization as well as in the community

Meeting with the social worker is an opportunity for patients and families to discuss their concerns, as well as any personal or family stress. The social worker can help shed light on issues, work through difficult decisions and plan solutions.
A child life specialist can help children and youth understand their experiences and feelings through play, education and support. Please speak to your care team to access any of these services.

**Our Child and Youth Therapeutic Services Provide:**

- Therapeutic and recreational play
- Age-appropriate activities and explanations
- Preparation before stressful events
- Support during and after stressful events
- Peer socialization
- Coping techniques, like distraction, breathing, relaxation, and special techniques for procedures
- Advocacy for family-centered care

**Procedural Preparation**

A child life specialist can help children and youth understand their experiences and feelings through play, education and support.

**Therapeutic Clown Program**

A therapeutic hospital clown is a professional entertainer who has been thoroughly trained to work in a hospital environment. Therapeutic clowns come into the hospital weekly. They spend time with inpatients and visit outpatient clinics.
Pet Therapy

The Pet Therapy Program supports the psychosocial needs of patients and families at BC Women's and BC Children's. Visiting pets (mostly dogs, sometimes cats or other pets) give patients and families:

• Opportunities to experience unconditional acceptance and affection from pets
• Relief from stress and anxiety
• Opportunities for socialization, sensory stimulation, and diversion that patients can look forward to on a regular basis
• Activities that increase patient responsiveness and ease isolation and boredom

Family pets are welcome under special arrangements only. Please speak to your care team to explore this option.

Staff pets are not welcome unless certified and approved.
The Family Support & Resource Centre is a welcoming community space and library. We provide accessible, high-quality health information which includes books and other learning tools. Access to computers, internet, free fax and printing is available. Free mailing service of resources anywhere in British Columbia and the Yukon, with return postage is provided.

Types of School Services

- in a hospital classroom
- bedside learning

Family Support and Resource Centre (FSRC)

The Family Support & Resource Centre is a welcoming community space and library. We provide accessible, high-quality health information which includes books and other learning tools. Access to computers, internet, free fax and printing is available. Free mailing service of resources anywhere in British Columbia and the Yukon, with return postage is provided.

How Do I Borrow?

Search the online library catalogue to request resources, visit us in person, or contact us at 1-800-331-1533. Anyone in British Columbia or the Yukon can borrow resources free of charge for four weeks.

Finding Us

Find us in the Ambulatory Care Building on the 2nd floor, at reception area 11.
Monday to Friday: 10:00am-4:00pm
Saturday/Sunday and holidays: closed
Spiritual Care

Our spiritual health practitioners offer spiritual or comfort care for patients and families affected by illness or injury. The spiritual care team is available for all patients, families, and supporters, whatever their religious or spiritual beliefs may be.

What is Spiritual Care?

A family member’s illness or injury can be a distressing experience. It can raise emotions and painful questions.

We offer spiritual care to help you on your journey. Our spiritual health practitioners can:

- Offer comfort and compassion
- Listen to your story
- Support you in your journey
- Help with ethical dilemmas you may be facing
- Help you plan special services
- Contact a local minister or spiritual leader
How to Contact Us

A spiritual health practitioner is available on-call 24 hours a day, seven days a week.
Please ask a nurse or staff person to page us, or leave a message at our office. We are able to visit you in our office or any other area of the hospital.

24 Hour Paging Office
Call 604-875-2161 and ask for the spiritual health practitioner to be paged

Sacred Spaces
BC Women’s Hospital - 2nd floor corridor
BC Children’s Hospital - Room 2B69

Sacred spaces are available for any patients, families or supporters looking for a quiet space for reflection, meditation, prayer or other cultural or spiritual practice. Everyone is welcome.
Health Records

How to request health records
Please fill the Authorization for the Release of Health Records form out completely, as we need this information to process your request.

Information and tips for completing the form are available in the Authorization Form Instructions. Once the form is complete, please mail or fax it to each hospital/facility you are requesting records from.

Please note that any forms sent by email will not be accepted or processed by the health records department.

Click here to find the specific health care location.

Additional information
For additional questions regarding your health record request, please visit our helpful Release of Health Records resource document.

These documents and forms can be found online at http://www.himconnect.ca/
Important Phone Numbers

BC Children’s + Women’s Hospital Switchboard .................. 604-875-2000
BCCH Gift Shop ......................................................... 604-875-2000 ext. 7219
BCW Gift Shop .......................................................... 604-875-2000 ext. 6021
Child & Youth Therapeutic Services (CYTS) ............ 604-875-2345 ext. 7648
Easter Seals House .......................................................... 604-736-3475
Family Support & Resource Centre .................. 604-453-8335
For general questions about health ................... Contact your primary care provider or call 8-1-1
Health Records .......................................................... 604-875-3450
Inpatient Pharmacy ........................................................ 604-875-2059
Lab (Ambulatory Building) ........................................ 604-875-2345 ext. 5210
Lab (Oak Street Building) ........................................... 604-875-2139
Navigation Desks ...................................................... Call 1015, 1016 or 7571
Non-Emergency Hospital Security .................. 604-875-2999
In an emergency, call 9-1-1
Outpatient Pharmacy .................................................. 604-875-2205
Patient Billing ............................................................. 604-297-8515
Patient Care Quality Office ........................................ 1-888-875-3256
Patient Experience ....................................................... 1-844-874-3267
Ronald McDonald House ........................................... 604-736-2957
School Services .......................................................... 604-875-2345 ext. 8729
Social Work ................................................................. 604-875-2149
Spiritual Care ............................................................ 604-875-2161
Overview of Icons and Colours

LEVEL 8
MOUNTAIN
8
INPATIENT ONCOLOGY
OUTPATIENT ONCOLOGY

LEVEL 7
7
MED SURG
MED SURG

LEVEL 6
FOREST
6
MED SURG
MED SURG

LEVEL 5
5
MDR

LEVEL 4
4
SPECIAL PROCEDURES
PICU

LEVEL 3
MEADOW
3
GENERAL PROCEDURES
RENAL

LEVEL 2
2
NICU

LEVEL 1
HARBOUR
1
EMERGENCY
EMERGENCY - CDU

LEVEL P
OCEAN
P

49
Exit Teck Acute Care Centre Lobby and Access BC Children’s Emergency Outside Main Entrance

Medical Imaging
Neonatal Intensive Care Unit (NICU)

Access to:
BC Women’s Birthing Program
Transfusion Medicine Laboratory (Blood Bank)
Via Level 1 to BC Women’s & BC Children’s Hospital Building
Pediatric Intensive Care Unit (PICU) Special Procedures
Teck Acute Care Centre

Patio green space

- Largest, accessible space to enjoy outdoors and views
- No patient care areas on this level
6 West: T6-101 - T6-124 6 East: T6-301 - T6-324

Inpatient Units
Burn Care T6-325
Inpatient Units

7 West: T7-101 - T7-124
7 East: T7-301 - T7-324
Teck Acute Care Centre

Underground Parking
(177 spaces)

Learn more about parking on page 15
Going Home

Your healthcare team will help you prepare when it is time to go home from the hospital. We encourage you to ask questions or discuss the following prior to discharge:

- A list of any medications or prescriptions you or your child/family member will need
- Information on how to care for yourself or your child/family
- A list of equipment and supplies you will need and where to get them
- Any follow-up appointments scheduled
- Who to call if you have any questions

If you get home and are unsure of care instructions, please call the number of the department/clinic you were seen in. If you don’t have this number, please call the main BC Children’s Hospital switchboard at 604-875-2345 or the main BC Women's Hospital Switchboard at 604-875-2424 so that they can assist you.

For urgent medical assistance, please call 9-1-1 or go to your nearest hospital emergency department.
Thank you for using this Patient and Family Guide. If you have any suggestions on how we may improve or add to this resource, please email us at patientexperience@cw.bc.ca or call us and leave a voicemail at our toll free number at 1-844-874-3267.