

# Where Can I Find?



## Family Issues

4480 Oak Street, Vancouver, BC V6H 3V4

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www.bcchildrens.ca

## Getting Around

BC Children's Hospital is part of a large campus that has several separate buildings and also houses the BC Women's Hospital & Health Centre. Here are some tips for finding your way around.

### CHILDREN'S HOSPITAL BUILDING

Rooms in this building have the number before the letter. The first number refers to the floor. 3F will be on the third floor in the F block. The main information and registration desk are on the main floor of this building.

### SHAUGHNESSY BUILDING

Rooms in this building have the letter before the number. The first letter refers to the block and the number refers to the floor. Room D306 is the 3rd floor in the D block. The main cafeteria, the Shaughnessy Cafe, is on the ground floor of this building.

### AMBULATORY CARE BUILDING (ACB)

Many of the clinics are in the Ambulatory Care Building. All rooms in the Ambulatory Care Building start with K. K2-125 refers to room 125 on the 2nd floor of the Ambulatory Care Building.

### MENTAL HEALTH BUILDING

Rooms in mental health building start with the letter P. P1-102 refers to room 102 on the 1st floor of the Mental Health Building.

Here are some common abbreviations that are used here:

**BCCH – BC Children's Hospital**

**BCW – BC Women's Hospital & Health Centre**

**WHC – BC Women's Health Centre**

**ACB – Ambulatory Care Building**

## Where Can I Find?

### BANK MACHINES

BC Children's lobby  
Shaughnessy Café B109  
Ambulatory Care Building lobby

### CHANGE TABLES

In washrooms: BC Children's: Admitting, 1A, 1D corridors, 2C1  
Shaughnessy: Clinics A2 and A3  
Ambulatory Care Building

### CHAPEL

2N30, 2nd Floor of BC Women's

### CLOTHING SUPPLIES (Emergencies only)

Ask hospital staff or Red Cross volunteers. These clothes are for patients / family in emergency situations only.

### COFFEE NIGHTS

Support for families is offered by the Red Cross Family Support Program. Coffee nights are for parents and caregivers on Monday, Wednesday and Thursday nights from 7:30 - 9:30 pm in Room 3D3 of BC Children's Hospital.

### E-MAIL AND INTERNET ACCESS

Family Resource Library, Room K2-126, Ambulatory Care Building  
3rd Floor Kiosk, Room 3R53

### FAX MACHINE

Family Resource Library, Room K2-126. Ambulatory Care Building

### ICE MACHINE

3rd Floor, in the corridor near Central Courtyard Playroom, BC Children's.

### LAUNDRY FACILITIES

3F48, next to green elevators (\$1.00 per load).

### LIBRARIES

Health care information: Family Resource Library, Room K2-126, Ambulatory Care Building  
Children's Books/Magazines: Central Courtyard Playroom, BC Children's Medical library: Hamber/UBC library, 2nd Floor, Room 2H44. , BC Children's

**LOST & FOUND**

Room AB100 or call Security ext. 2999, Shaughnessy Building

**MICROWAVE**

Shaughnessy Café and at the nourishment stations on the 3rd-floor wards.

**PARKING PASSES**

You can buy parking passes from the parking pay stations. You can buy the Family 30-hour pass from the cashier in the BC Women's Hospital lobby.

**PARENT LOUNGES**

Adults only in these lounges. They are among the few places where parents can take a break from children: 3B /3M /Intensive Care Unit/Neonatal Intensive Care Unit.

**PHARMACY**

Lobby of Ambulatory Care Building Monday to Friday 9:00 a.m. to 12:30 p.m., 1:30 p.m. to 4:30 p.m. Closed statutory holidays and hospital closure days.

**PLAYROOMS**

North Courtyard: for oncology patients from units 2B and 3B only  
Central Courtyard: near unit 3R  
South Courtyard: near unit 3M

**PHOTOCOPIER**

Family Resource Library, K2-126.

**QUIET ROOM**

A private space on the 3rd floor in Room 3D18 beside unit 3B. There is a telephone available here. Please do not sleep in this room! It means other parents have nowhere to go when privacy is urgent.

**SECURITY GUARD**

Non-emergency: dial 2999 from any hospital phone.  
Emergency: dial 8400. from any hospital phone.  
You can call to have a security guard escort you to your car at night.

**SHOWERS**

3rd Floor in the 3B Parent Lounge, in 3M or your child's room.  
1st Floor in the Oncology area.

**SOMETHING TO EAT**

Second Cup: BC Children's Hospital Lobby  
Shaughnessy Café: B109 Shaughnessy Building  
On the Go Bistro (featuring Tim Horton's):  
BC Women's Hospital lobby  
Starbucks: Ambulatory Care Building lobby

**SMOKING AREA**

There is no smoking allowed anywhere on the site .

**STAMPS, FILM, PERSONAL CARE ITEMS**

Gift shop: BC Children's Hospital lobby.

**SUGGESTION BOXES**

Parent lounges  
Clinic waiting rooms  
3rd Floor Kiosk, Room 3R53

**TAXI PHONE**

A direct line to Yellow Cabs is located in the BC Children's Hospital lobby beside the parking elevator.

**TELEPHONES**

Lobby of Children's (near parking elevator)  
Parent Lounges  
Outpatient Clinics (ask the Unit Clerk)  
There is a TTY machine (for speech and hearing impaired) available in the Emergency Department.

**TELEVISION**

Televisions are provided in patient rooms by Vista Care. They will come by daily to connect the television. Four free channels and 2 video channels available in patient rooms with additional channels available to purchase.

**VIDEOTAPES/ DVD's FOR PATIENTS**

There is a video/DVD cupboard on each unit.

**VENDING MACHINES**

BC Children's Hospital Main Lobby near Second Cup.  
Shaughnessy Café: B109 Shaughnessy Building  
Ambulatory Care Building lobby.

**WHEELCHAIR/STROLLER WASHROOMS**

BC Children's Hospital Main lobby  
Unit 3M  
Day care Surgery  
Ambulatory Care Building