

### Lost & Found

Room AB100 or call Security ext. 2999.

### Quiet room

A private space, 3rd Floor, Room 3D18, beside 3B; telephone available. Please don't sleep in here! It means other parents have nowhere to go when privacy is urgent.

### Security guard

Non-emergency: ext. 2999; Emergency: ext. 8400. Will escort you to your car at night.

### Showers

3rd Floor, 3B Parent Lounge, 3M or your child's room.

### Something to eat

Second Cup – Children's Lobby;  
Shaughnessy Café – B1; On the Go Bistro (featuring Tim Hortons) – BCW lobby;  
Starbucks, ACB Lobby

### Stamps, film, personal care items

Gift shop – lobby of Children's.

### Suggestion boxes

Parent lounges, many clinic waiting rooms, 3rd Floor Kiosk.

### Taxi phone

Children's lobby, beside parking elevator.

### Telephones

Lobby of Children's (near Second Cup), Parent Lounges, Outpatient Clinics (ask the Unit Clerk). TTY machine available in the Emergency Department.

### Videotapes for kids

Video cupboard on each unit.

### Television

Four free channels and 2 video channels available in patient rooms. T.V. also available in the parent lounges.

### Vending machines

Children's main floor off lobby.  
Shaughnessy Café, Ambulatory building lobby.

### Wheelchair/stroller washrooms

Children's Admitting, 3M, Day care Surgery, Ambulatory Care Building

### Smoking area

Covered area outside Children's cafeteria.  
Patio outside Shaughnessy cafeteria.  
Please do not smoke on the balcony outside the 3rd floor wards.



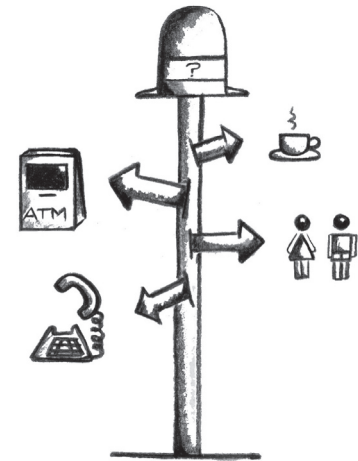
An agency of the Provincial Health Services Authority



*Developed by the Department of Learning & Development and Partners in Care Family Advisory Committee*

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# Where can I find?



## FAMILY ISSUES

INFORMATION FOR FAMILIES ABOUT BC CHILDREN'S HOSPITAL

4480 OAK STREET  
VANCOUVER, BC V6H 3V4  
604-875-2345  
1-888-300-3088  
WWW.BCCHILDRENS.CA

## Lost Again?

BC Children's Hospital is spread across three buildings: the Children's Hospital building, The Ambulatory Care Building (ACB) and the Shaughnessy building. Most of the wards are on the 3rd floor of the Children's Hospital building with a few exceptions. Most clinics are in the Ambulatory Care building and testing areas are on the main floor of all the buildings. The buildings are arranged in blocks labeled A, B, C, etc. Within each block, the rooms are numbered. The Information/Registration desk in the lobby of the Children's Hospital will give you a room number and directions.

Use this formula to figure out what building you need to be in:

### Children's Hospital Building

Rooms in this building have the letter before the number. The first number refers to the floor – 3F will be on the third floor in F block.

### Shaughnessy Building

Rooms in this building have the number before the letter. The first letter refers to the block and the number refers to the floor – 3F is the 3rd floor in the F block.

### Ambulatory Care Building

All rooms in the Ambulatory Care Building start with K. K2-125, K refers to the building, 2 is the 2nd floor, and 125 is the room number.

Watch for directional signs on the walls and overhead.

Here are some common abbreviations that are used here:

BCCH – BC Children's Hospital  
BCW – BC Women's Hospital  
ACB – Ambulatory Care Building

## Where can I find?

### Bank machines

Children's lobby  
Shaughnessy Café B1  
Ambulatory Care Building lobby.

### Libraries

Health care information: Family Resource Library, Room K2-126.  
Books/Magazines: 3A/3C Playroom  
Medical library: Hamber/UBC library, 2nd Floor, Room 2H44.

### Change tables

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

### Chapel

2N30, 2nd Floor of Women's.

### Coffee nights

Monday / Wednesday / Thursday 7:30 - 9:30 p.m. Open to all adult family members Room #3D3 –Children's 3rd Floor (Red Cross Family Support).

### Microwave

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

### Outdoor play areas

3rd Floor, use exit doors of your unit or from 3A / 3F / 3M and 1B.

## E-mail and internet access

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

## Parking passes

Purchase from the pay stations or from the cashier in the Women's lobby. See page 8 for detailed parking information.

## Emergency clothing supplies

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

## Parent lounges

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

## Fax machine

Family Resource Library, K2-126.

## 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.

## Ice machine

3rd Floor, near 3A / 3C Playroom.

## Photocopier

Family Resource Library, K2-126.

## Laundry facilities

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

## Playrooms

3rd Floor, 3R / 3C, 3M.