



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

Patient & Family Guide

Welcome

Welcome to BC Children's and BC Women's hospitals.

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's hospital 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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Patient & Family Centred Care

Patients and families are at the center 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 our patients and families. We provide support by:

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

Flexibility

Each patient and their supporter brings a new perspective 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-centred care empowers families to support their children and each other.

Partnerships

We invite patients and families to share insights, give opinions, feedback and perspectives.

Partnership Agreements

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 as a group
- Tell you about the benefits and risks of any treatment or procedure
- Help you to obtain health care records
- Provide an interpreter if you would like one

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 need a translator

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.

If your concerns have not been resolved, please contact the Patient Care Quality Office by email pcqo@phsa.ca. Or, leave a voicemail at 1-888-875-3256.

Families are Partners

Care Planning

It is important that you understand your/your child'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 not your first language, 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. Together, we can stay safe through:

Patient Identification

We want to make sure we provide care to the right patient. We will ask you questions to make sure we have the right patient. We will ask for your/your child's name, date of birth, BC Services Card number, and address. In inpatient areas, we will check your/your child's identification band. Some areas use picture identification for patients. On the inpatient units, it is very important that you or your child wear an identification band. If the band gets lost, please ask your nurse for a new one. We may ask about legal guardianship of children in care.

Medication Safety

It is important to learn about the medicine you or your child will take. If you do not know about a medicine, please let us know, we can help. Please ask questions about the medicine's purpose and possible side effects.

Falls

People in hospitals and clinics can be at risk for slips and falls, because of medicine or illness. Please tell staff if you or your child are feeling dizzy or light-headed. Stay within arm's reach when your infant or small child is on an examination table. Use side rails at all times to prevent falls.

Help Stop the Spread of Infection

Please do not visit the hospital if you are sick or have been in contact with someone who has an infectious disease within the last 3 weeks especially chicken pox, mumps and measles.

Hand washing helps prevent the spread of infections. We ask all staff and visitors to wash their hands frequently and:

- before and after entering a patient's room
- after sneezing or coughing and using the bathroom
- before and after providing care e.g., changing diapers, feeding or handling medical equipment

- when following any special instructions posted on a patient's door e.g., isolation

It is always acceptable to check with staff if they have washed their hands before examining or providing care to your child.

Advisories & Networks

Patients and families provide important feedback on the care and support we offer at BC Women's and BC Children's.

To get involved, join our e-network, Patients as Partners. You will get emails telling you about ways to get involved. They include:

Focus Groups

Focus groups are an example of the many ways patients and families are engaged about their experiences. For example, meet with other patients and families to discuss one part of patient care. You may share your experience, or give ideas for new projects. Focus groups are done in person or online.

Journey Mapping

Patient journey mapping is an exercise that is used to better understand an individual's experience throughout their entire patient journey. This exercise is used to understand gaps in care in order to make improvements.

Surveys or Questionnaires

Patients and families can give feedback through surveys and questionnaires. Surveys and questionnaires are done online, by phone, or in person.

Comment Cards

Comment cards can be found throughout ambulatory clinics and are in place so that patients and families can provide their feedback regarding care experiences.

Youth Advisory Council

The BC Children's Hospital Youth Advisory Committee (YAC) is a diverse group of youth aged 12-23. The YAC meets regularly and works on projects that support youth-friendly, patient-centered care.

Patient's View

Patient's View is an engagement tool that is used at BC Children's Hospital to help obtain feedback about safety and quality from patients and families. Patient's View involves trained volunteers who meet families prior to discharge to collect their feedback using an iPad at the bedside.

Interested in joining Patients as Partners?

Contact Patient Experience for more details
patientexperience@cw.bc.ca

Patient Care Quality Office

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 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 the 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

Directions & Parking

You can get to the hospital by car, SkyTrain, bus, bike, or carshare.

Driving

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

For directions, please use [Google Maps](#).

You can see 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, Monday-Friday, 7:30am-4:30pm (excluding holidays)

You will find the valet parking service near entrance #55, by the Teck Acute Care Centre Emergency Department.

The parking fee is in effect, but the valet parking service is free and tips are not necessary.

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

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 parking@phsa.ca or 778-558-5987

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](#) 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

Three bus routes stop near the hospital campus. You can walk to any of them in 5 minutes.

- #25 (Brentwood Stn/UBC)
- #17 (Oak/Downtown)#33 (29 Ave Station/UBC)

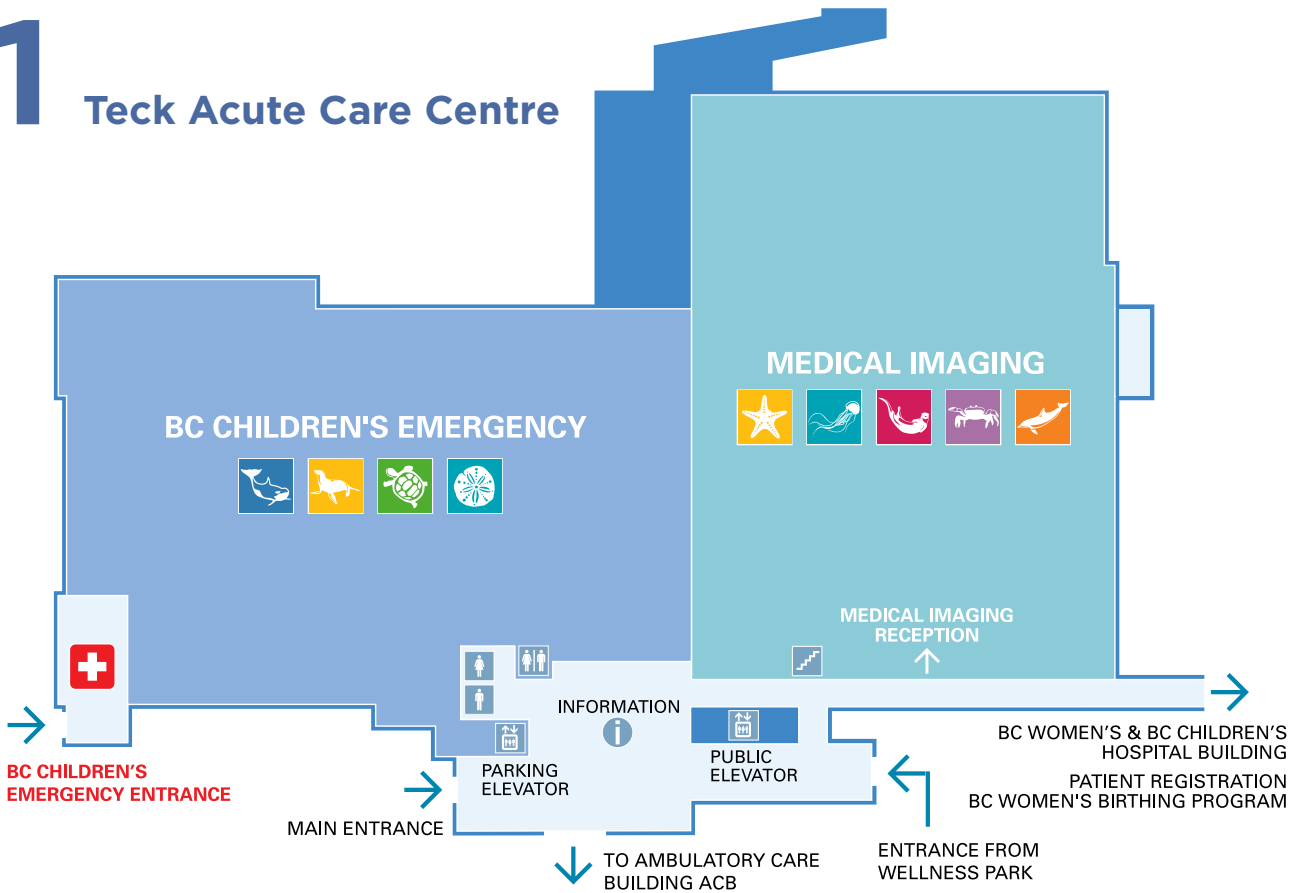
[Plan your bus trip with Google Maps](#) or the TransLink Trip Planner:
www.translink.ca.

Campus Maps



- | | | | |
|----|--|-------|---|
| 11 | BC Children's West Entrance | 77 | BC Women's Health Centre |
| 17 | BC Children's North Entrance | 81-87 | Healthy Minds Centre |
| 18 | BC Children's Hospital Research Institute | 93 | BC Women's Main Entrance |
| 20 | BCCHRI Clinical Research Evaluation Unit | 97 | BC Women's Labour + Delivery/Urgent Care Centre |
| 21 | Ambulatory Care Building Main Entrance | 98 | Djavad Mowafaghian Child Care Centre |
| 26 | Clinical Support Building | 99 | Child And Family Research Imaging Facility |
| 35 | BC Women's and BC Children's Hospital Entrance | → | Campus Entrances & Exits |
| 42 | Pedestrian Entrance | P | Parking |
| 51 | Teck Acute Care Centre West Entrance | T | Transit |
| 53 | Teck Acute Care Centre Main Entrance | V | Valet |
| 55 | BC Children's Emergency | I | Information |
| 59 | Logistics Hub | IF | SHY Cafeteria |
| 67 | Child & Family Clinic | RF | Retail Food Services |
| 73 | Ophthalmology Clinic | B | Bike Path |
| 76 | Human Resources & Plant Services | H | Helipad |

1 Teck Acute Care Centre

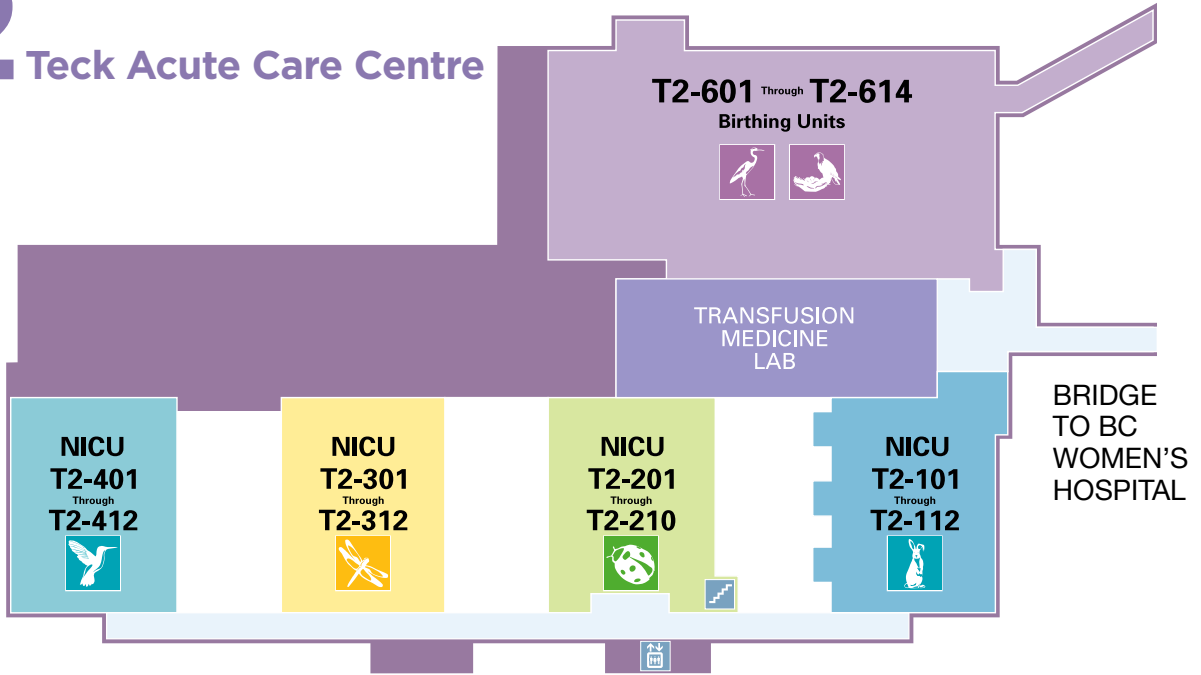


BC Children's EMERGENCY

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

Medical Imaging

2 Teck Acute Care Centre



Neonatal Intensive Care Unit (NICU)

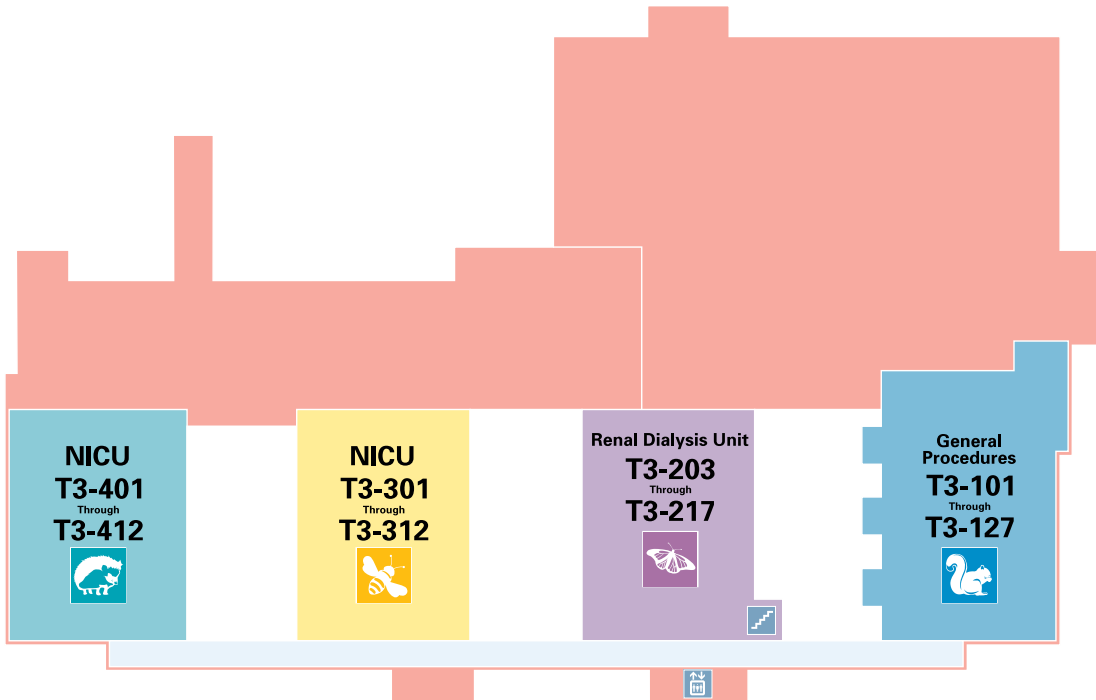
Access to:

BC Women's Birthing Program

Transfusion Medicine Laboratory (Blood Bank)

Via Level 1 to BC Women's & BC Children's Hospital Building

3 Teck Acute Care Centre

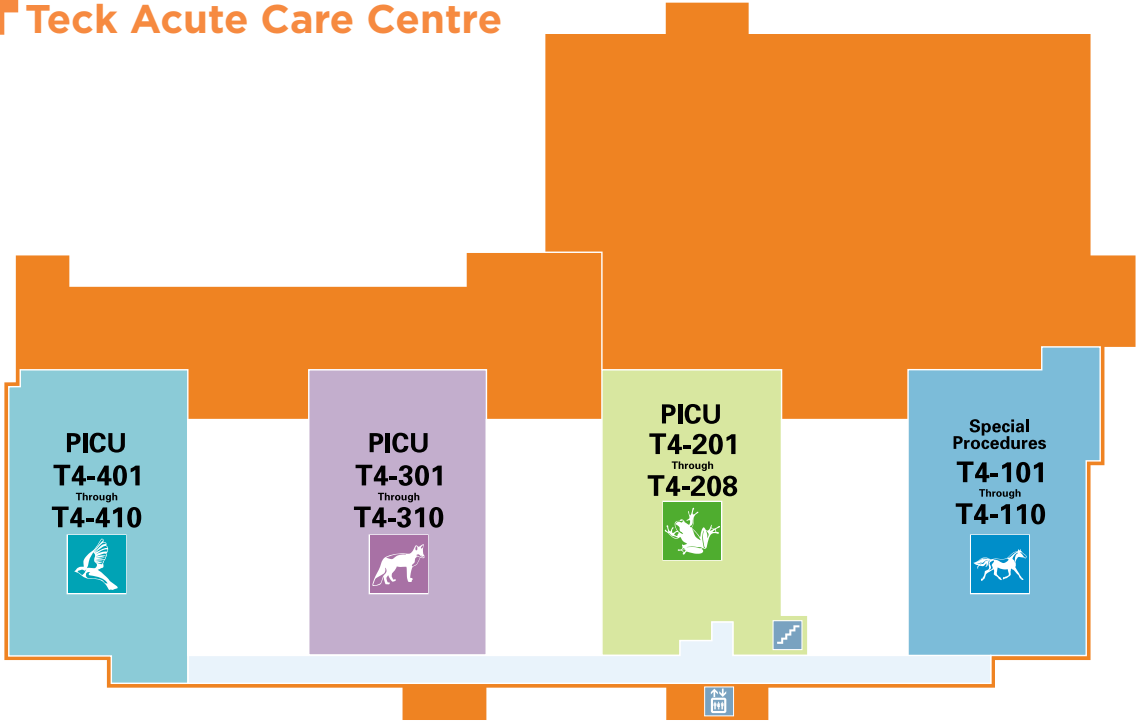


Neonatal Intensive Care Unit (NICU)

General Procedures

Renal Dialysis Unit

4 Teck Acute Care Centre



Pediatric Intensive Care Unit (PICU)

Special Procedures

5

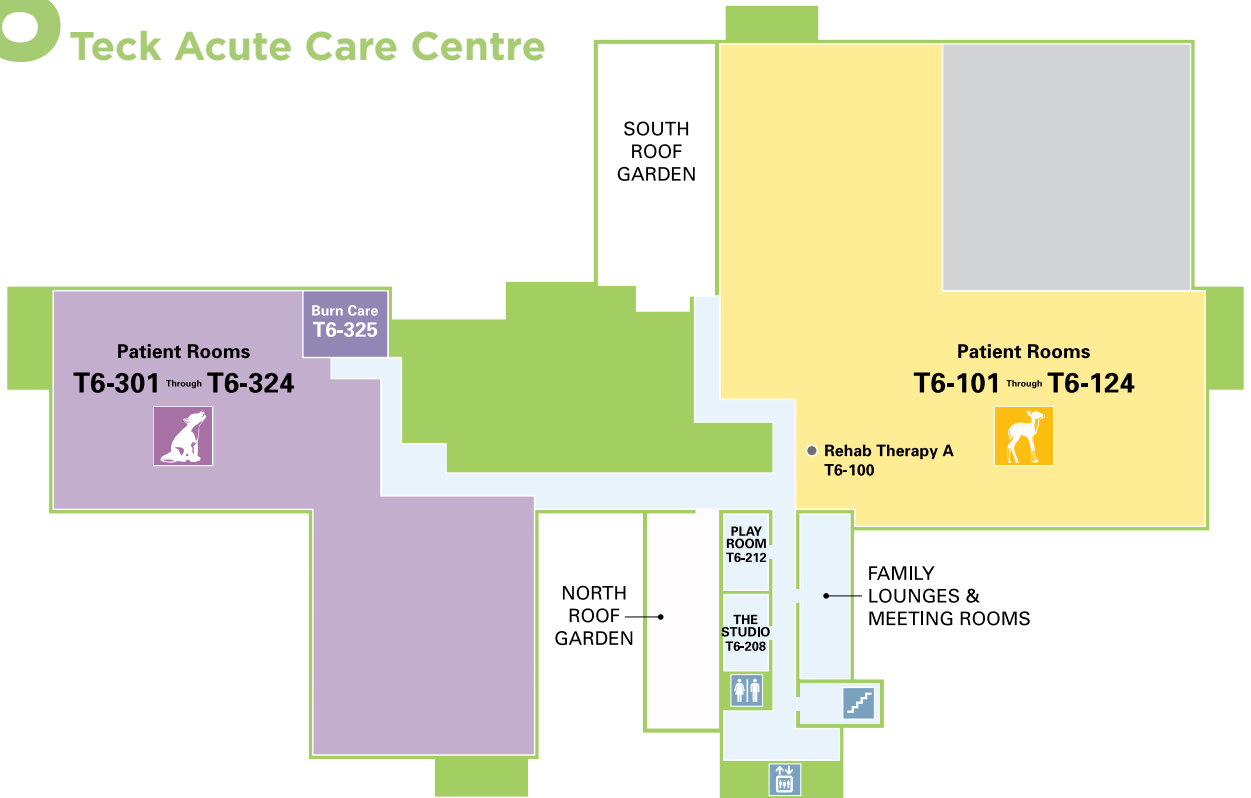
Teck Acute Care Centre



Patio green space

- Largest, accessible space to enjoy outdoors and views
- No patient care areas on this level

6 Teck Acute Care Centre



Inpatient Units

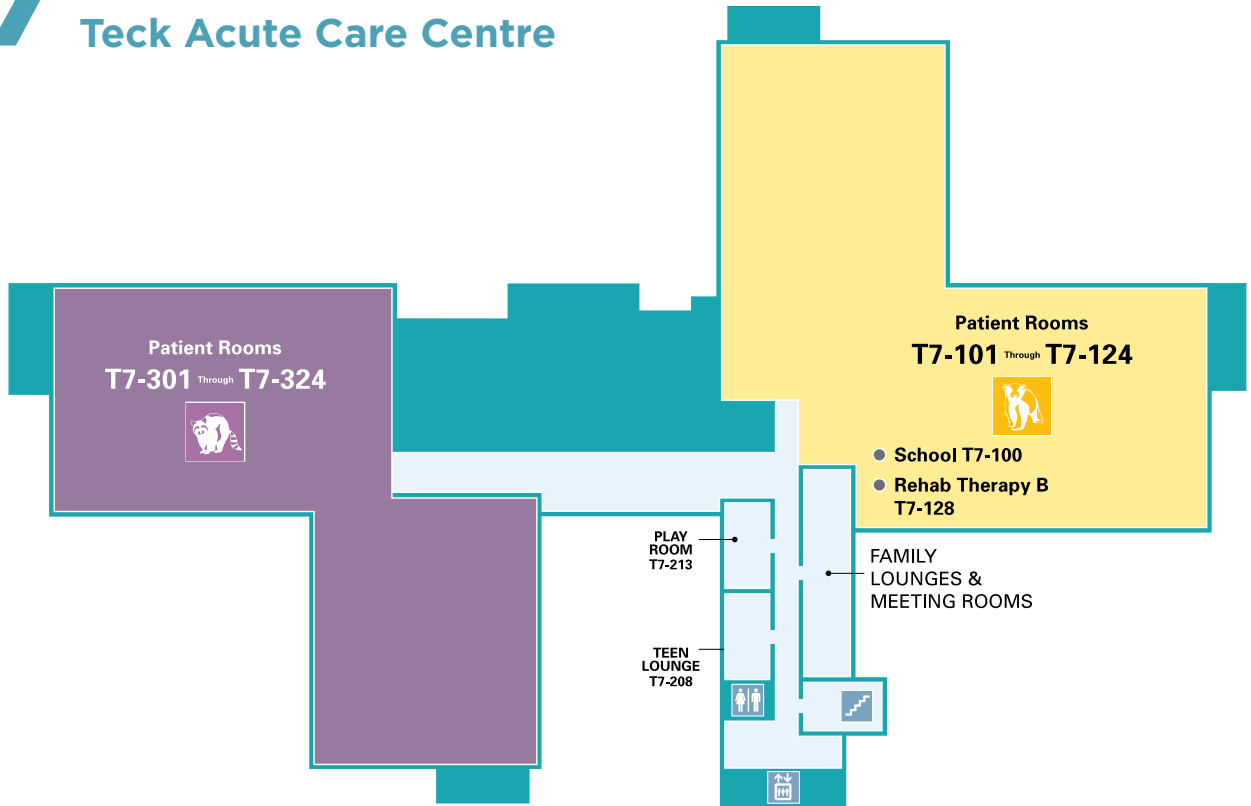
6 West: T6-101 - T6-124

6 East: T6-301 - T6-324

Burn Care T6-325

7

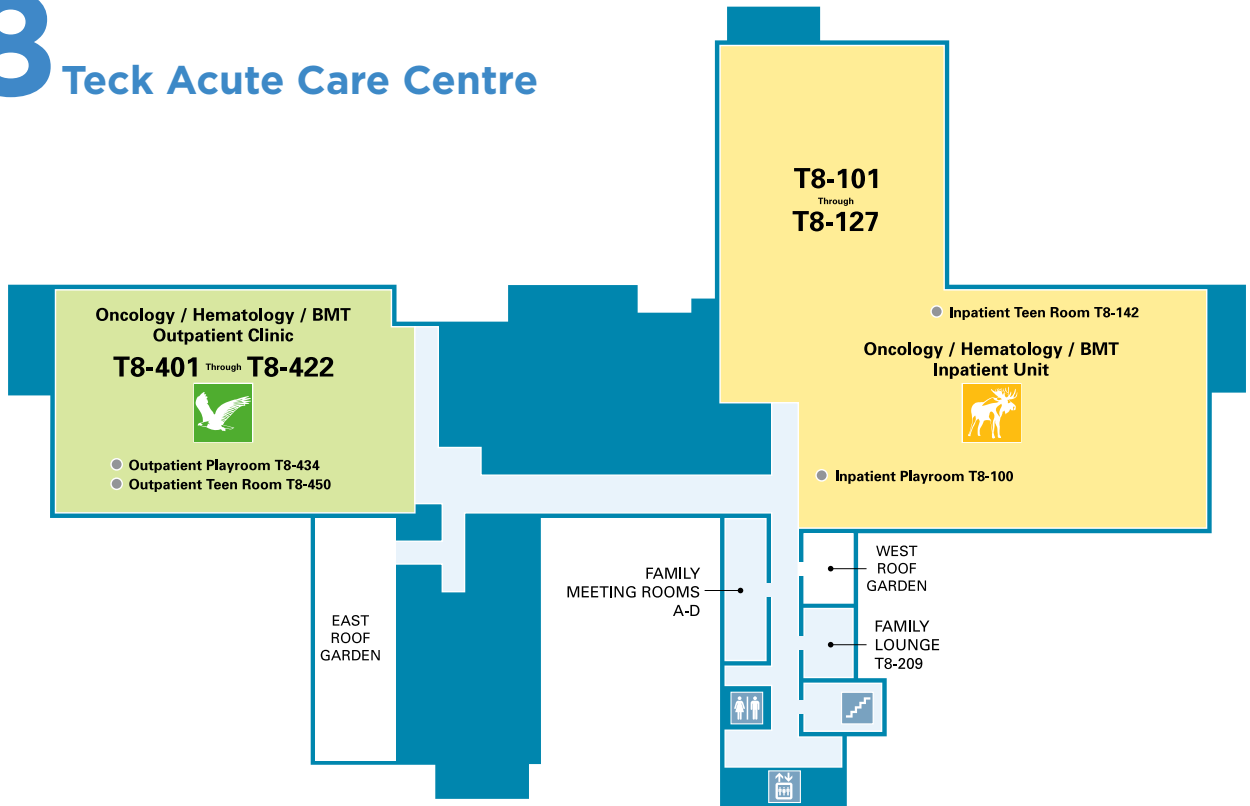
Teck Acute Care Centre



Inpatient Units

7 West: T7-101 - T7-124

7 East: T7-301 - T7-324

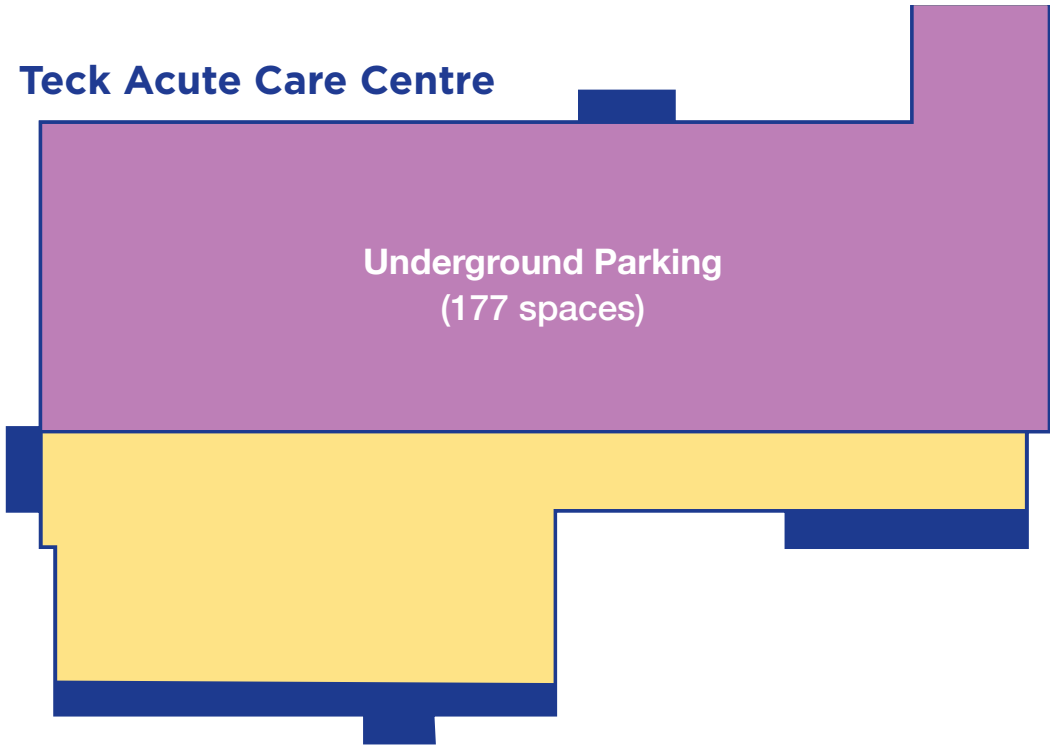


Oncology / Hematology / BMT Inpatient Unit
T8-101 - T8-127

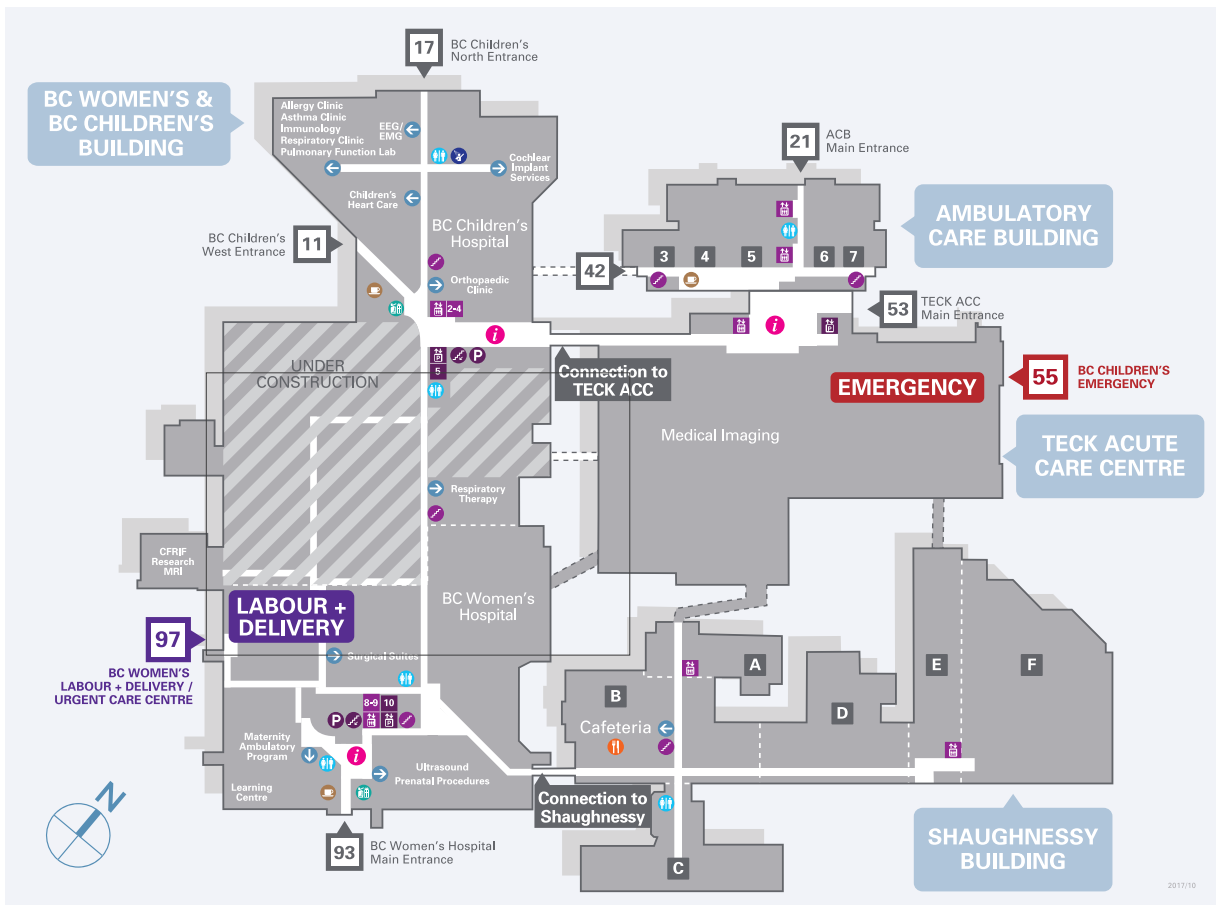
Oncology / Hematology / BMT Outpatient Unit



Teck Acute Care Centre



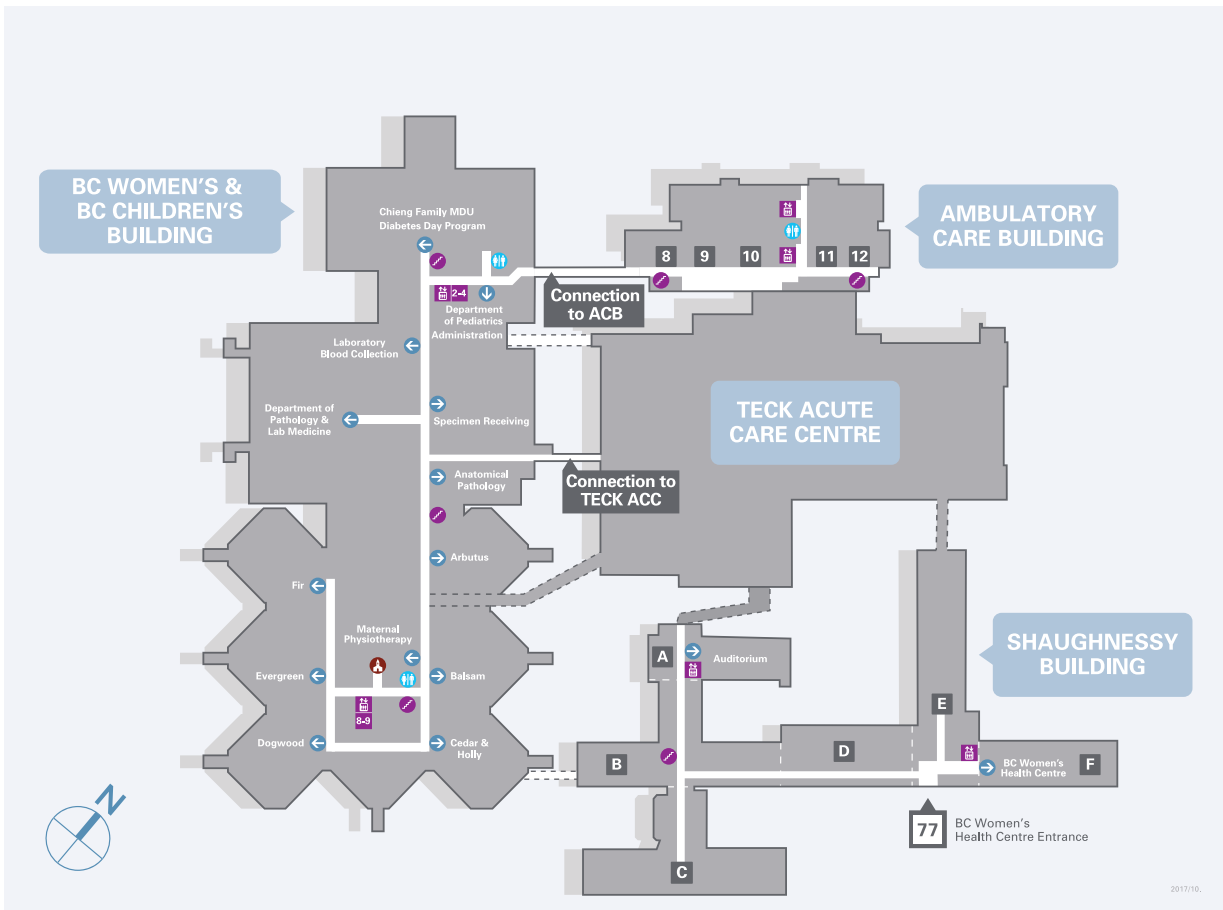
Learn more about parking on page 15



LEVEL 1 MAP

MAP LEGEND

- | | | | | | |
|--|-------------|--|---------------------|--|------------------------------------|
| | Information | | Stairs to Parkade | | Exterior Entrance |
| | Washroom | | Access to Parkade | | Ambulatory Care Building Reception |
| | Shower | | Elevator | | Shaughnessy Building Zone |
| | Cafeteria | | Elevator to Parkade | | Connecting Walkways LEVEL 1 |
| | Café | | Sacred Space | | Connecting Walkways LEVEL 2 |
| | Gift Shop | | Interior Entrance | | Authorized Access ONLY |
| | Stairs | | | | |



LEVEL 2 MAP

MAP LEGEND

- | | | | | | |
|--|-------------|--|---------------------|--|------------------------------------|
| | Information | | Stairs to Parkade | | Exterior Entrance |
| | Washroom | | Access to Parkade | | Ambulatory Care Building Reception |
| | Shower | | Elevator | | Shaughnessy Building Zone |
| | Cafeteria | | Elevator to Parkade | | Connecting Walkways LEVEL 2 |
| | Café | | Sacred Space | | Connecting Walkways LEVEL 1 |
| | Gift Shop | | Interior Entrance | | Authorized Access ONLY |
| | Stairs | | | | |

2017/10.

Outpatient Clinic Directory

Clinic	Building/ Entrance	Level	Clinic/Room #
Allergy	BCCH	1	1C30
Ambulatory Pharmacy	ACB	1	6
Ambulatory Satellite Blood Collection	ACB	0	Near 2
Asthma	BCCH	1	1C30
Audiology & Speech	ACB	2	8
Biochemical Diseases	ACB	1	5
Bladder Care	ACB	1	7
Causes	ACB	2	9
Child & Family Clinic	Entrance 67	1	H201
Children's Heart Centre (Cardiology, ECG, Echo, Exercise Lab)	BCCH	1	1F3
Cleft Palate/Craniofacial	ACB	2	9
Cochlear Implant	BCCH	1	1D20
Complex Care	ACB	1	7
Complex Feeding & Nutrition	ACB	2	10
Complex Pain Service	ACB	0	2
Cystic Fibrosis	ACB	1	5
Dental	ACB	0	1
Dermatology	ACB	1	7
Diabetes & Endocrine	ACB	2	12
Diagnostic Neurophysiology (EEG/EMG)	BCCH	1	1B10
Family Immunization Clinic	ACB	1	Near 6
Family Support & Resource Centre (Library)	ACB	2	11
Gastroenterology (GI)	ACB	2	10
Gender	ACB	2	12
General Pediatrics	ACB	1	7
General Surgery	ACB	0	2

Clinic	Building/ Entrance	Level	Clinic/Room #
Gynecology	ACB	1	5
Healthy Minds Centre	HMC	2	Entrance 85
Hemophilia	ACB	1	5
Immunology	BCCH	1	1C30
Infectious Diseases	ACB	1	7
Laboratory Blood Collection	BCCH	2	2F40
Medical Day Unit (MDU)	BCCH	2	2C25
Multi-Organ Transplant	ACB	2	10
Neonatal Follow-Up	ACB	1	5
Neurology	ACB	1	5
Neuromuscular	ACB	1	5
Neurosurgery	ACB	3	13
Nurse Practitioner Child & Youth Primary Care	ACB	1	7
Oak Tree Clinic	SHY	6	E600
Occupational Therapy Outpatient Service	ACB	1	4
Oncology Long-Term Follow-Up	ACB	1	7
Ophthalmology	Entrance 73	3	F318
Orthopaedics	BCCH	1	1D05
Pediatric Otolaryngology (ENT- Ears, Nose & Throat)	ACB	2	9
Physiotherapy Outpatient Services	ACB	1	4
Plastic Surgery	ACB	3	K3-131
Psychology	CSB	1	V2-202
Renal	ACB	2	10
Respiratory/Pulmonary Function	BCCH	1	1C30
Rheumatology	ACB	1	5
Shape Down BC	CSB	1	V2-207

Clinic	Building/ Entrance	Level	Clinic/Room #
Social Work	CSB	1	1
Spasticity Assessment	ACB	1	V2-202
Spinal Cord	ACB	1	5
Urology	ACB	0	2
Youth Health Program	CSB	1	V2-203

ACB Ambulatory Care Building

BCCH BC Children's Hospital

SHY Shaughnessy Building

HMC Healthy Minds Centre

CSB Clinical Support Building

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 6:00am-8:00pm
Saturday-Sunday 8:00am-6:00pm

Second Cup

BC Children's Hospital lobby
7 days a week 7:00am-7:00pm

Tim Hortons

BC Women's Hospital lobby
Monday-Friday 6:30am-5:00pm

Bean Around the World

BC Children's Hospital Research Institute lobby
Monday-Friday 7:00am-4:00pm

Dining on call

Meals are delivered to inpatients through a program called Dining on Call. Upon admission to the unit, patients are given a menu which gives them food item options for breakfast lunch and dinner. The family is in control of when they order, by calling a number from their room, and the food is delivered within 45mins.

A diet office staff will guide the caller through the ordering process.

The dining on call hours are 6:30am-6:30pm 7 days a week.

Every patient that is admitted to the hospital is assessed for allergy status which gets written on a Diet order request form that is filled out by our staff and faxed to diet office prior to any food order or delivery.

Ordering Take-Out

Families are welcome to use food couriers such as Skip the Dishes or Uber Eats and have delivered to the lobby.

Gift Shops

We have two gift shops 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 9:00am-7:00pm

Saturday-Sunday 10:00am-2:00pm

Holidays: 10:00am-2:00pm

604-875-2000 ext. 7219

Located in the BC Children's Hospital lobby

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

Vendors

BC Women's and BC Children's has vendors in the BC Children's Hospital lobby where items such as books, gifts, jewelery, clothing, etc. are sold

Phone order and in-hospital delivery are available, please call 604-875-2000 ext. 7219 for information.

Smoking Policy

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

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

Vaping and smoking medical 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, Filming & Photography

Wi-Fi

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

Filming & Photography

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.



Travel Assistance

These programs help families in need that travel out of town for medical appointments and hospital stays. Ask your 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.

Places to Stay Nearby

These accommodation options are available for patients and their immediate family members only. The rates are often lower because of charity support.

Space is limited. Please book as early as possible:

Easter Seals House:

3981 Oak Street

Tel: 604-736-3475 or 1-800-818-3666

Ronald McDonald House: (on-site)

4567 Heather Street

Tel: 604-736-2957

Aboriginal Patients' Lodge:

254 East 8th Avenue

Tel: 604-707-9191 or 604-682-7375

Getting Settled in the Teck Acute Care Centre (TACC)

The information below may be helpful for you as you settle into the TACC:

Inpatient Rooms

Inpatient rooms at the Teck ACC are spacious, private single-patient rooms. Each room has space for a family members 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.

Coffee Nights

Come have a warm drink and meet other families staying at the hospital. Coffee nights are free for families and supporters of inpatients. They are hosted by volunteers.

Coffee Nights are held in the Teck ACC Family Lounges on the following days:

Level 6: Monday nights 7:30pm – 9:00pm

Level 7: Wednesday nights 7:30pm – 9:00pm

Level 8: Thursday nights 7:30pm – 9:00pm

Due to infection control guidelines, coffee nights on Thursday are for T8 families only.

Telus Optik TVs

Each room in the Teck ACC is equipped with a new Telus Optik TV system.

Patients and families now 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 are also available at the hospital.

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

Level 6: North/South Roof Gardens

Level 8: East/West Roof Gardens

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

Family lounges are on each level in the Teck Acute Care Centre. Lounges have refrigerators, ovens, dishwashers, microwaves, toasters, coffee machines and blenders for families to use.

Teck Acute Care Centre Playrooms

Level 6 for patients on T6

Level 7 for patients on T7

Level 8 for patients on T8

What to Bring and How to Prepare

What to Bring for an Inpatient Appointment at BCCH

Include your child in discussions about their care plan. This will increase their sense of control and understanding.

Essentials:

- BC Services Card
- List of medications, and the amounts that your child is taking
- Braces, corrective shoes, crutches, glasses, hearing aids, or any other devices 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

Please do not bring any food to clinic if your child is fasting

What to Bring for an Inpatient Appointment at BC Women's

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, 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 labour and stay at BC Women's.

For Your Labour

- 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 to not mix with the

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 woman 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

For After Baby Is Born

For you

- Toiletries (toothbrush, hairbrush, soap, shampoo)
- Comfortable bra for breastfeeding
- Nursing pads
- Extra underwear
- Breastfeeding pillow
- Extra sanitary pads

- 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 jewelry 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)

RN's are directly responsible for providing 24 hour nursing care.

Clinical Nurse Coordinators (CNC)

CNC's 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)

CNS's are responsible for providing education and teaching to the nurses.

BC Children's: Child & Youth Therapeutic Services

Child Life Specialists, Therapeutic Clowns, Music Therapists and Creative Art Therapists all provide therapeutic play for children to help make hospitalization a more positive experience.

BC Children'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 children and their 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 children to meet the learning challenges of normal growth and development. They help children who have difficulties with the activities of their daily lives.

Physiotherapists (PT)

Physiotherapists plan programs to help children whose disease affects their muscles, bones or joints. They help the patient regain as much strength and normal movement as possible.

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 controlling 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.

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 women and their babies from early pregnancy, through labor 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 provides 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

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.

Patients and guardians are responsible for the supervision of any other siblings that are visiting. Sibling support is available, please speak to your nurse or member of the care team if required.

Instruct friends and family members not to visit the hospital if they are ill, have cold or flu like symptoms, cough, runny nose, vomiting or fever.

Maternity Visiting Hours

One family member or support person may stay with the new mother 24 hours a day to help with personal and baby care.

Other family and friends are welcome during visiting hours:

Before the Birth (Antepartum)

10:00am-10:00pm

After giving birth (Postpartum)

6:00pm-9:00pm

Please ask your family and friends to respect these visiting hours. You will need quiet time to recover from birth and to learn about your baby.

For patients on specialized care wards such as Evergreen (Antepartum) or FIR (Harm Reduction/Substance Use), contact the Hospital Operator at 604 875-2424 to connect with the ward. Ask the ward about individual visiting hours.

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

Large Groups

In some cases, large groups may want to visit the hospital. For example, school groups or congregations may wish to visit a patient.

Please contact the unit and ask what the family's wishes are regarding visits.

Privacy and confidentiality is important to us. Large group visits are not possible in some areas, like the Emergency Department or Intensive Care Units.

Honoring Cultural Differences

We acknowledge that BC Women's and BC Children's presides within the unceded lands of the Coast Salishan people of Squamish, Burrard and Musqueam Nation. We provide health and support to Indigenous women, children and families receiving care at BC Women's and BC Children's. As an Indigenous person, you have access to:

Cultural Support

Our goal is to improve your health care experience and outcomes by providing services in a culturally safe manner. Our Indigenous Health Program works to create a safe, welcoming environment for our Indigenous patients and their families.

We offer Indigenous patients the opportunity to seek healing using a traditional approach. There is an outdoor sacred space available. We also offer access to elder services and Indigenous patient liaisons who offer support such as accompanying to medical appointments or facilitating communication between patients and care givers.

Indigenous Patient Liaisons

Indigenous Patient Liaisons offer in-hospital assistance to improve the quality of care for Indigenous patients that visit the hospital. Indigenous Patient Liaisons can:

- Support or advocacy 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 and fabric softeners
- Assist in making a care quality complaint

Elder Services

The Elders are 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 these supports for Indigenous patients and families, call us:

Office hours: Monday to Friday 8:30am-4:30pm

Phone: 604-875-2348 or 1-888-300-3088

Social Work

Social workers are available to all patients, as well as their families, who are hospitalized or are attending an outpatient clinic at BC Children's Hospital or BC Women's Hospital + Health Centre. 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 or parent.

Ways a social worker can help

- Support during periods of crisis
- Facilitating family support groups
- Find community resources
- Advocate for children 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.

Child & Youth Therapeutic Services

We help make hospital visits and stays more positive through play, preparation, music and creative arts.

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 Dog Visitation Program supports the psycho-social needs of children and families in hospital. Visiting dogs give children and families:

- Opportunities to experience unconditional acceptance and affection from dogs
- Relief from stress and anxiety
- Opportunities for socialization, sensory stimulation, and diversion that children 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

School Services

We provide educational support to children and youth (of kindergarten to grade 12 age) while they or their siblings are staying in the hospital. The program is a Provincial Resource Program run by two experienced teachers from the Vancouver School Board.

Who can attend?

- Anyone who is of Kindergarten to Grade 12 age can attend. The child must be one of the following:
- An inpatient
- An outpatient, visiting the hospital for appointments or treatments
- A school-aged sibling of a patient
- A child of a BC Women's Hospital patient
- Children who cannot attend the schoolroom itself can get educational support in their rooms in the afternoon.

Using this service

- Alert you child's health care team to your concerns about school.
- With the approval of your child's health care team, bring your child to the school room in the morning.
- If possible, phone in advance to speak to one of our in-hospital teachers and bring work from your child's school teacher to ensure continuity and relevancy of studies.

Family Support Resource Centre

The Family Support & Resource Centre is a welcoming community space and library. We provide accessible, high-quality health information.

We Offer

- Books and other learning tools
- Help finding health information
- Free mailing service of resources anywhere in British Columbia and the Yukon, with return postage provided
- Access to computers, internet, free fax and printing
- Lounge with fun reads
- Free coffee and tea

How Do I Borrow?

Search the online [library catalogue](#) to request resources, visit us in person, or contact us at 1-800-331-1533.

Can I Borrow?

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.

Hours

Monday to Friday: 10:00am-4:00pm

Saturday/Sunday and holidays: closed



Spiritual Care

Spiritual Care

Our spiritual health practitioners offer spiritual care for patients and families affected by illness or injury

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

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 is 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.

Once the form is complete, please mail or fax it to each hospital/facility you are requesting records from.

[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

Going Home

Your healthcare team will help you prepare when it's 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 prescription you or your child will need
- Information on how to care for yourself or your child at home
- 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 hospital switchboard at 604-875-2345 so that they can assist you.



BC Children's Hospital

4480 Oak St, Vancouver BC, V6H 3N1

604-875-2345

<http://www.bcchildrens.ca/>

**BC WOMEN'S
HOSPITAL+
HEALTH CENTRE**



BC Women's Hospital + Health Centre

4500 Oak St, Vancouver BC, V6H 3N1

604-875-2424

<http://www.bcwomens.ca/>