



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

Patient & Family Guide

BC WOMEN'S
HOSPITAL+
HEALTH CENTRE

Provincial Health Services Authority



BC  Children's
Hospital™

Provincial Health Services Authority

Welcome

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

This guide is to help you, your family, and your supporters as you access services at BC Children's and BC Women's Hospitals. [Our website](#) provides more information about planning your visit, during your visit, and after your care with us.

Our work is guided by the six gifted [Coast Salish teachings](#), our values, and the strategic directions of our organization.

We humbly acknowledge that BC Children's and BC Women's Hospitals and Health Centre is located on the traditional, ancestral and unceded territory of the Coast Salish peoples, the Skwxwú7mesh (Squamish), Stó:lō and Səlílwətaʔ/Selilwitulh (Tsleil-Waututh) and xʷməθkʷəy̓əm (Musqueam) Nations. We are actively committed to the work of decolonization and reconciliation with Indigenous communities.

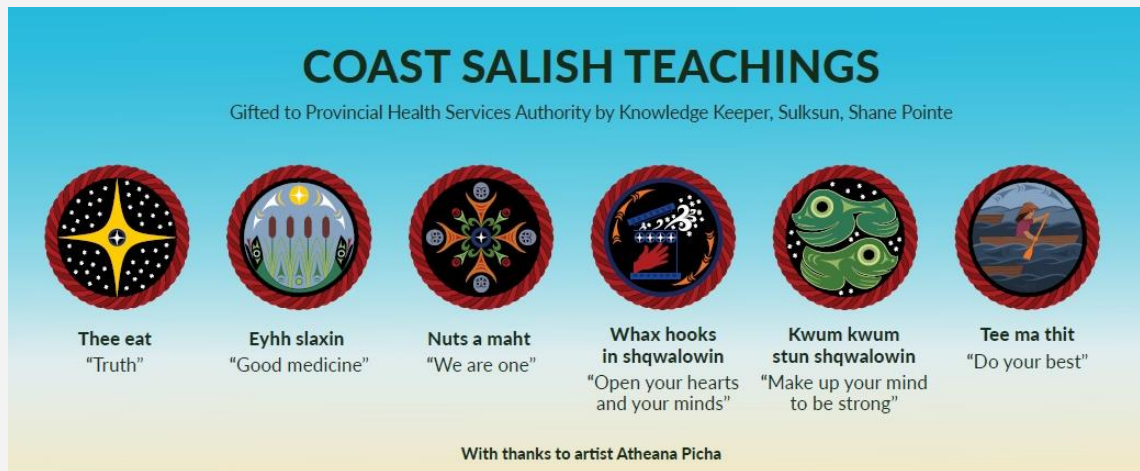


Table of Contents

Patient & Family-Centered Care	4
Getting Here	12
Travel Assistance	15
Places to Stay Nearby	16
What to Bring	17
Visiting	21
Campus Map.....	23
Food and Shops	25
Substance Use at the Hospital.....	27
Wi-Fi, Filming, and Photography	28
Sunny Hill Health Centre.....	29
Teck Acute Care Centre	30
Outdoor Spaces, Lounges, Playrooms	31
Your Healthcare Team	33
Sauder Sibling Centre and Services	37
Indigenous Health Support.....	38
Social Work.....	40
Child & Youth Therapeutic Services	41
School Services & The Family Library	43
Spiritual Care	44
Health Records	45
Important Phone Numbers.....	46
Going Home	47

Patient & Family-Centered Care

Patients and families are at the centre of the care and services we provide at BC Women's and BC Children's. Our approach is based on the following:

Family strengths

Family members and core supporters are partners and decision-makers in care. We will engage your family and supporters throughout your care journey, and we value your expertise on your health and wellness.

Respect

We work to build mutual trust and respect throughout your care journey. Your health care team respects your values, beliefs, and cultural backgrounds, and values the knowledge you and your family bring. We respect you as decision-makers and aim to create an environment of trust and collaboration.

Choice

We listen to your values and preferences, providing the information and support needed for you to make informed choices about your care. We are committed to partnering with you throughout your journey.

Support

We are committed to supporting patients and families throughout your care journey.

Support includes:

- Respecting your decisions and values
- Offering comfort and support during illness, injury, or loss
- Supporting emotional, mental, and spiritual well-being

- Providing cultural support when needed
- Supporting family members' confidence in their ability to care for and support their 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

Partners in care, including professional staff and family members, work together in collaboration to achieve the best outcomes for patients and families.

Engagement

The core concept of person-centered care is to engage patients and families in all things regarding their care journey.

Partnerships

We invite patients and families to collaborate with us, sharing insights, opinions, feedback, and perspectives to guide your family care journey. Patients and families are partners on the care team.

Partnership agreements

This 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. 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 others:

- 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
- Respect the needs of my family members

Communicate openly:

- Learn as much as I can about my 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 privacy of other patients and families

If you have concerns about your care, please talk to your care team. You can also connect with the Patient Experience office (patientexperience@cw.bc.ca or 1-844-874-3267 toll-free), the Patient Care Quality Office (more about this on page 11), or the Indigenous Health team (more on page 38).

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.

Patient identification

We want to make sure we provide care to the right patient. Your care team will ask for identifying information. You or your child 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/your 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 and may be required depending on current government guidelines. Please speak to your care team about available vaccine 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.

Patient and family engagement

Patients, families and their supporters are partners in care and services offered at BC Women's and BC Children's. There are many ways for patients and families to be involved in decisions on campus.

Interested in getting involved?

Patients, family members, and supporters are all welcome to join us as Patient and Family Partners. Patient and Family Partners are invited to give feedback and participate in decisions that impact our campus (beyond their visit).

Types of engagement:

- Focus groups
- Journey mapping
- Surveys and questionnaires
- Comment cards
- Advisory councils and committees
- Patients as Partners e-network (invitations by email)
- Engagement at BC Children's and BC Women's events

You can sign up to join our e-network of Patient and Family Partners [online here](#), or by contacting Patient Experience. You can reach the Patient Experience team at patientexperience@cw.bc.ca or by leaving a voicemail at 1-844-874-3267 (toll-free).

You are also welcome to share feedback with an anonymous digital comment card [online here](#).



Patient Care Quality Office

The Patient Care Quality Office (PCQO) helps answer and resolve concerns or questions about care quality.

Care quality compliments

If you have a compliment, please speak with the person who provided the service, or the Program Manager. You can also contact the PCQO and they 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 or 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.

You may also contact the PCQO to support with care quality concerns. 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.

Contact the PCQO

Toll Free: 1-888-875-3256

Email: pcqo@phsa.ca

More information can be found on the PCQO's [website online here](#).

Getting Here

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

Driving

If traveling by car, there are entrances on Oak Street, West 28th Avenue and Willow Street.

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

Entrances are marked on the Campus Map on page 23.



Parking information

Parking at BC Women's and BC Children's is a "pay by license plate" system. Pay parking is in effect 24 hours a day. Parking stalls with numbers in blue are reserved for patients, families, and other visitors. To pay for parking:

- Pay at a parking meter with coins or credit card. Meters do not accept debit cards and do not provide change.
- Use the HangTag app and pay for parking at the 'Childrens and Women's Hospital' lot.
- Text 640209 to 73337 to receive a link to pay on a web browser.

Valet parking service

We offer a **free** 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 the Teck Acute Care Centre (entrance 55), by the Emergency Department, from Monday to 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 statutory holidays).

Parking rates

\$1.75 per 30 minutes

\$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 and there are some further exemptions to parking fees. Please talk to your unit social worker for more information.

Questions or concerns?

Contact parking administration at LMCParking@fraserhealth.ca or 604-930-5440. You can also call for 24/7 live customer support at 604-305-0355 or 1-800-590-0309.

Electric vehicle charging stations

Djavad Mowafaghian Child Care Centre: Stalls 181 & 182 (3-hour max, paid parking in effect)

Healthy Minds Centre: Stalls 439 to 441 (3-hour max, paid parking in effect)

Taking transit

SkyTrain

The Canada Line SkyTrain provides rapid transit from Downtown Vancouver to both YVR Airport and Richmond City Centre.

The closest station is King Edward. It is at the corner of West King Edward Ave and Cambie Street, about a 15-minute walk from the hospital.

Taking the bus

A few bus routes stop near the hospital campus:

- #17 (Oak/Downtown) – Stop: Devonshire Crescent
- #25 (Brentwood Stn/UBC) – Stop: King Edward Ave at Oak St.
- #33 (29 Ave Stn/UBC) – Stop: Cambie St. at 29th Ave
- R4 (Joyce Station/UBC) – Stop: 41st Ave at Cambie St. or 41st Ave at Oak St.

Plan your bus trip with [Google Maps](#) or on the TransLink Trip Planner: www.translink.ca. You can also call TransLink at 604-953-3333.

Cycling

Use [Google Maps](#) to plan your cycling trip. Every major entrance to the hospital features bike racks for public use.

Carshare

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



Travel Assistance

These programs help families in need who travel from out of town for medical appointments and hospital stays. Ask the social worker on your unit if you are eligible. For more about these and other resources, visit the Patient Experience page [on BC Children's](#) or [BC Women's website](#).

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.

Health Connections

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

Hope Air

Charity arranging free flights to medical appointments.

Travel Assistance Program (TAP)

Helps with transportation costs for eligible BC residents. Ask your family doctor or medical team how to apply.

Places to Stay Nearby

These accommodation options are available for patients and their immediate family members. Space may be limited. Please book as early as possible.

[Aboriginal Patients' Lodge](#)

254 East 8th Avenue, Vancouver
604-707-9191

[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



What to Bring

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 team is here to help if you require items during your stay.

Recommended:

- BC Services Card
- List of medications, and the amounts that your child takes
- 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
- A blanket if your child has a favorite, 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 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, and the amounts that your child takes
- Books, games, snacks, diapers, and any other necessities to stay 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 provide you with a starter pack that will include:

- Diapers
- Blue pads
- Sanitary pads
- Baby wipes
- Mesh underwear
- A 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.

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 (e.g., Gatorade, coconut water)
- Snacks (e.g., granola bars, fruit)
- Extra pillow (we suggest using a patterned pillowcase so it does 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; bring 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

For after baby is born

For you

- Toiletries (e.g., toothbrush, hairbrush, soap, shampoo)
- Comfortable bra
- Nursing pads
- Extra underwear
- Breastfeeding pillow if breastfeeding
- 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
- Four 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 allergic to scents, even lavender).

Visiting

Family members 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.

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 (Families in Recovery), contact the Hospital Operator at 604-875-2424 to connect with that unit.

Sibling supports

Patients and guardians are responsible for the supervision of any siblings that are visiting. Sibling support is available through our Sauder Sibling Support Centre and Services, read more on page 37.

Best Wishes

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 visiting groups

In some cases, larger groups may want to visit patients and families, such as school groups or congregations. If you are a large group, please contact the unit to inquire if a visit is appropriate, and ask what the family's wishes are regarding visits.

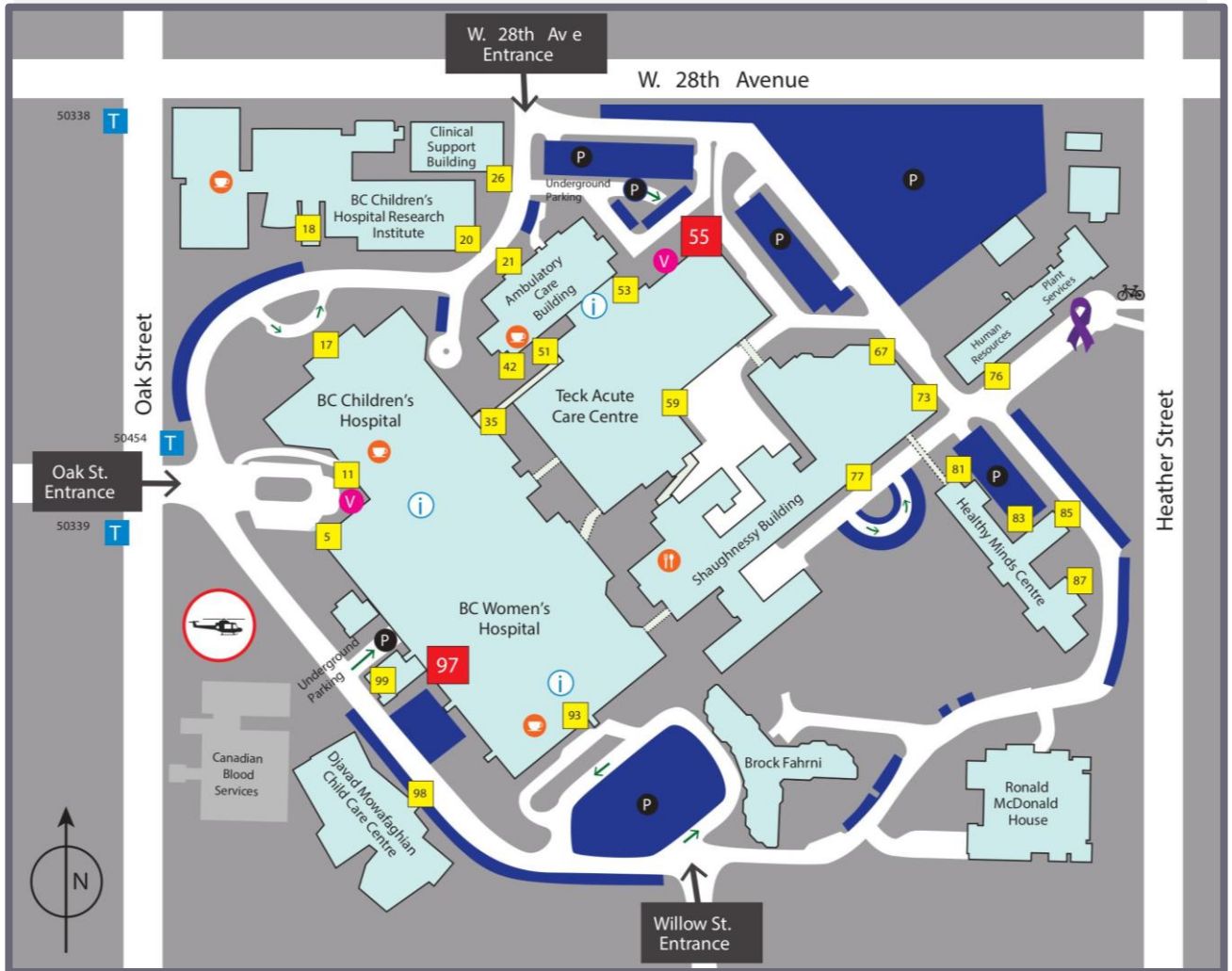
Privacy, confidentiality, and infection control guidelines are very important to us, and large group visits will not always be appropriate. Areas such as the Emergency Department or Intensive Care Units are not open to large group visits.

To inquire about tours or events, please reach out to Patient Experience:

Voicemail: 1-844-874-3267

Email: patientexperience@cw.bc.ca

Campus Map



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

Food and Shops

Food

Connect Café

Shaughnessy Building, level 1
(Offers publicly accessible microwaves)
Monday-Friday 7:00am-6:30pm
Saturday-Sunday and holidays 8:00am-6:00pm



Café 11

BC Children's Hospital/Oak Street lobby (entrance 11)
Monday-Friday 7:30am-4:30pm

Café Express

BC Women's Hospital lobby (entrance 93)
Monday-Friday 6:30am-5:00pm

Starbucks

Ambulatory Care Building lobby
Monday-Friday 5:30am-8:30pm
Saturday-Sunday 6:00am-7:30pm

Room Service

Meals are delivered to inpatients through a program called Room Service. 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 UberEats at their discretion and are responsible to collect deliveries from the entrance of their choice. Entrance teams and volunteers are not able to deliver food within the campus.

Gift & thrift shops

We have a gift and thrift shop on-site operated by volunteers. We also have a thrift shop located on Main Street. 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, Saturday-Sunday 11:00am-3:00pm

604-875-2000 ext. 7219

Located in the BC Children's Hospital/Oak Street lobby (entrance 11)

In-hospital orders and delivery are available.

Still Fabulous Thrift Shop

Gently used, high quality clothing, footwear, and accessories.

Monday-Friday 10:00am-2:00pm

604-875-2000 ext. 6021

Located in the BC Women's Hospital lobby (entrance 93)

Off-site thrift shop:

Monday-Sunday 10:00am-5:00pm

604-566-9136

Located at 4355 Main Street, Vancouver

Vendors

BC Women's and BC Children's has rotating vendors in the BC Children's Hospital/Oak Street lobby (entrance 11).

Substance Use at the Hospital

The 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.

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.

Smoking areas

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

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

Wi-Fi, Filming, and Photography

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



Sunny Hill Health Centre

Sunny Hill Health Centre provides 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 the [Welcome to Sunny Hill Health Centre video here](#).

Our services

Sunny Hill Health Centre consists of 4 programs:

- Acute Rehabilitation Unit (ARU)
- 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, including:

- 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

If you are attending the Acute Rehabilitation Unit (ARU), please watch [this welcome video](#). Families in the ARU will receive a family guide with unit-specific information.

Teck Acute Care Centre

The information below may be helpful for you as you settle into the Teck Acute Care Centre (often referred to as the Teck ACC or TACC).

Inpatient rooms

All inpatient rooms at the Teck ACC have 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. Please see your care team if a handheld device may be required.

Outdoor Spaces, 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: Sauder Family Healing Garden (open 8:00am-5:00pm daily)

Level 6: North/South Roof Gardens

Level 8: East/West Roof Gardens

Teck Acute Care Centre family lounges and playrooms

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

Playrooms and music studios are available for use with Music Therapists and Child Life Specialists. Please speak to your care team to get connected.

Live 5-2-1-0 activities

Live 5-2-1-0 is an initiative of BC Children's hospital that encourages healthy behaviours in children. Our message includes four goals that children can work towards everyday: eat at least 5 vegetables and fruits, have no more than 2 hours of recreational screen time, get at least 1 hour of active play, and drink 0 sugary drinks. When children feel unwell, or need to spend time in the hospital, it can be hard to follow these guidelines. That's okay. When life returns to normal for your family, you can start to build these healthy behaviours again. Live 5-2-1-0 has created various free activities on campus that tie into our message and help pass the time.

Scavenger hunt

Encourage your kids to hop, jump, skip, and explore as they travel down a colorful riverbank located in the Ambulatory Care Building. Take the decorated staircase up to the second floor, where you can pick up a scavenger hunt card from the Family Library between 10am and 4pm. Once you're finished, don't forget to go back to the Family Library to collect a cool sticker.

Screen-free games in the skywalk

Find five signs in the skywalk between the Ambulatory Care Building and Sunny Hill Health Centre for Children, including a Spot-the-Differences activity and some Live 5-2-1-0 related trivia. Follow the animal tracks past the 'Tip of the Week' sign until you reach the end of the hall. Continue through the doorframe and into the skywalk.

Live 5-2-1-0 Playbox

Live 5-2-1-0 Playboxes have shared games and sports equipment that children and families can borrow to enjoy active outdoor play. The Playbox at BC Children's Hospital is open daily from 8am to 4pm and is located in the outdoor courtyard between the cafeteria patio and Teck Acute Care Centre.

The Sauder Sibling Centre and Live 5-2-1-0 Community Garden

The garden was developed to create a vibrant and inviting outdoor space where patients, families, and staff can relax, play, and spend time together. It is supported by volunteers and staff from The Sauder Sibling Centre. Volunteers support gardening sessions for siblings to explore and learn about growing vegetables, herbs, and flowers.



Your Healthcare Team

Attending Physicians

Attending physicians are specialists who take overall charge of patient's health care plan.

Child & Youth Therapeutic Services - BC Children's

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. Read more on page 41.

Clinical Nurse Coordinators (CNC)/Clinical Nurse Leaders (CNL)

CNCs/CNLs are responsible for the day-to-day running of the unit.

Clinical Nurse Educators (CNE)

CNEs are responsible for providing education to nursing staff.

Clinical Nurse Specialists (CNS)

CNS' have specialized knowledge in a certain area and often treat patients who have complex illnesses.

Consulting Doctors

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

Dietitians

Dietitians help patients understand special feeding needs or plan a special diet if these are required.



Laboratory Technicians

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

Midwives – BC Women’s

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.

Music Therapists

A music therapist uses music to support patients' emotional well-being, reduce stress, and promote healing through singing, instrument play, and guided relaxation.

Neonatologists – BC Women’s

Neonatologists are pediatric medical doctors who specialize in the diagnosis and treatment of disorders in newborns.

Nurse Practitioners (NP)

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

Obstetricians (OBGYN)

OBGYNs are physicians or surgeons who are qualified to practice in women’s reproductive health, also called obstetrics.

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.

Patient & Family Engagement Advisors/Family Advisors

Advisors facilitate the involvement of patients, families and supporters in service planning, delivery and evaluation. Advisors ensure that patient and family feedback continues to improve care at BC Women’s and BC Children’s.

Perinatologists – BC Women’s

Perinatologists are sub-specialty trained physicians skilled in ultrasound, prenatal diagnosis and the care of complicated pregnancies.

Pharmacists

Pharmacists help to plan and manage medications.

Physiotherapists

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.

Program Managers

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

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.

Radiologists

Radiologists are medical doctors who specialize in diagnosing and treating injury and disease through the use of medical imaging.

Registered Nurses (RN)

RNs are directly responsible for providing 24-hour nursing care.

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.

Social Workers

Social Workers can assist patients 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.

Sonographers (Ultrasound Technicians)

Sonographers are specialized healthcare workers who perform diagnostic medical sonography or diagnostic ultrasound.

Speech Pathologists & Audiologists

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

Spiritual Health Practitioners

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

Teachers in School Services

Teachers at BC Children's and BC Women's provide ongoing educational support to school-aged children and youth (kindergarten to grade 12) while they or their siblings are staying in the hospital.

Unit Clerks

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.

Volunteers

Volunteers contribute to the hospital experience of families and provide unpaid support to various cross-campus departments and programs. If you are interested in volunteering or want to learn more about how volunteers support programs and services at the hospital, please connect with Volunteer Resources at volunteer@cw.bc.ca or 604-875-2143.

Sauder Sibling Centre and Services

The Sauder Sibling Centre & Services is a no-cost service to families with respite support services for children who are on campus while their sibling is receiving care. The Centre provides short stay sibling supports with play, in a creative volunteer-supported setting. The Centre also provides a free under-3-year-old service, and access to sibling resources through the Family Library.

Sauder Sibling Centre

The Centre is a non-licensed, volunteer-supported environment for children or youth aged three or older. One volunteer will play with up to four children at a time. All children visiting must be toilet-trained and able to feed themselves. To book a time, families can access the [online portal here](#) or call or email the Centre.

Under three sibling support service

This is a volunteer-led service for siblings of patients staying in the hospital or visiting clinics. One volunteer will play with one sibling (under three years of age) during a booking time (choice of a block of 3 hours or under). Please call or email the Centre to start a booking request.

Contact us

Phone: 604-875-3594 or 1-855-875-3594

Email: siblingcentre@cw.bc.ca

Indigenous Health Support

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. When available, we offer access to Elder and Knowledge Keeper services and Indigenous Patient Navigators. They offer support such as accompanying patients and families to medical appointments, providing emotional and cultural support, sharing resources, and facilitating communication between patients, families and healthcare teams.

Indigenous Patient Navigators

Indigenous Patient Navigators offer in-hospital assistance to improve the quality of care for Indigenous patients and families. They can:

- Provide support or advocacy when communicating with healthcare providers
- Attend medical appointments or meetings on site with you
- Connect you with Elders, Knowledge Keepers, or cultural advisors for spiritual or emotional support
- Assist in organizing traditional ceremonies and facilitating access to traditional medicines

- Give information on First Nations Health Benefits Program and other available Indigenous-specific supports
- Assist in filling out forms (e.g., birth/status registration or housing applications)
- Connect with local community resources
- Access emergency clothing
- Provide care packages
- Assist in making care quality complaints or bringing forward concerns about the care you received

Elder and Knowledge Keeper services

Elders and Knowledge Keepers are an integral and respected part of our interdisciplinary teams. They work from a model of patient-centered and culturally safe care and are available upon request to support with ceremony and cultural 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. It is located west of entrance 77 at the BC Women’s Health Centre (map on page 23).

We recognize that healing extends beyond medical treatment, to include healing practices that are part of individual cultural traditions. The Indigenous Health team is available to all patients and families who self-identify as Indigenous to facilitate the inclusion of healing practices and cultural traditions throughout your care journey.

Contact us

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

Email: indigenoushealthreferral@cw.bc.ca

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

Social Work

Social workers are available to all patients, as well as their families, who are hospitalized or are attending an outpatient clinic. We 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 you and your family during hospitalization as well as in the community

Meeting with a social worker is an opportunity for you and your family to discuss concerns, as well as any personal or family stress. The social worker can help you navigate issues, work through difficult decisions and plan solutions.

[Contact us](#)

Phone: 604-875-2419

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

Child & Youth Therapeutic Services

We help make hospital visits and stays more positive through play, preparation, music and creative arts. Please speak to your care team to access any of these services.

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 regularly. They spend time with inpatient families and visit outpatient clinics.

Pet Therapy

The Pet Therapy program supports the psychosocial needs of patients, families, staff and providers 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

Guide and registered support dogs are welcomed with patients and/or staff.

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

Staff and providers who are interested in bringing their pet on site can contact Pet Therapy for information about assessment and approvals.

Contact us

Email: pettherapy@cw.bc.ca



School Services & The Family Library

School Services

We provide educational support to children and youth from kindergarten to grade 12, both in hospital classrooms and at the bedside. Please let your care team know if educational support is needed and they will connect with the hospital teachers for next steps.

Family Library

The Family Library is a welcoming community space. We provide accessible, high-quality health information, including books and other learning tools. Access to computers, internet, scanner and printing is available. Free mailing service of resources anywhere in British Columbia and the Yukon, return postage is provided.

How do I borrow?

Search the online library catalogue at bcch.andornot.net 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.



Contact us

Find us in the Ambulatory Care Building on the 2nd floor, at reception area 11.

Hours: Monday to Friday 9:30am-3:30pm

Voicemail: 604-875-3699

Toll-free: 1-800-331-1533

Email: familylibrary@cw.bc.ca

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. 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

Sacred Space

The Sacred Space is along the 2nd floor corridor of BC Women's Hospital. It is 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.

Please ask a nurse or staff person to page us or leave a message at our office. We can visit you in our office or any other area of the hospital.

[Contact us](#)

Phone: 604-875-2161 (ask for the spiritual health practitioner to be paged)

Hours: 8:00am-6:00pm on weekdays, 8:00am-6:00pm on weekends for emergencies only

Health Records

To request information from your medical file, fill out this [PDF Authorization for the Release of Health Records form](#) and submit by email, mail, fax or in person.

To request yours or your child's health records from BC Women's or Children's Hospital, reach out to:

BC Children's & Women's Hospitals
Room C114A, 4500 Oak Street
Vancouver, BC
V6H 3N1

Phone: 604-875-2915

Fax: 604-875-2292

Email: CWROI@cw.bc.ca

Need assistance?

- [Click here for instructions on how to fill out the form.](#)
- [Click here for hospital location and contact info.](#)
- [Click here for commonly asked questions.](#)

Please note that due to the volume of requests received, it can take four weeks or more to process release of information.

Important Phone Numbers

*For general health questions contact your primary care provider or call 811
In an emergency call 911*

BC Children's + Women's Switchboard	604-875-2000
BC Children's Gift Shop	604-875-2000 ext. 7219
BC Women's Thrift Shop (Still Fabulous)	604-875-2000 ext. 6021
Child & Youth Therapeutic Services (CYTS)	604-875-2345 ext. 7648
Easter Seals House	604-736-3475
Ethics Service	604-875-2345 ext. 4029
Family Library (Voicemail)	604-875-3699
Health Records	604-875-2915
Indigenous Health	604-875-2348
Inpatient Pharmacy	604-875-2059
Laboratory Services	604-875-2139
Navigation Desks	Dial 1015, 1016 or 7571
Non-Emergency Hospital Security	604-677-3735
Outpatient Pharmacy	604-875-2205
Patient Billing	604-297-8512
Patient Care Quality Office	1-888-875-3256
Patient Experience (Voicemail)	1-844-874-3267
Privacy	604-875-3450
Ronald McDonald House	604-736-2957
Sauder Sibling Centre and Services	604-875-3594
School Services	604-875-2345 ext. 8726
Social Work	604-875-2149
Spiritual Care	604-875-2161

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 about 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.

More information for after your visit can be found [online here](#).



BC Children's Hospital
4500 Oak St, Vancouver BC, V6H 3N1
604-875-2345
www.bcchildrens.ca



BC Women's Hospital + Health Centre
4500 Oak St, Vancouver BC, V6H 3N1
604-875-2424
www.bcwomens.ca

If you have any suggestions for this guide, please email Patient Experience at patientexperience@cw.bc.ca or leave a voicemail (toll-free) at 1-844-874-3267.