

## **BC Children's Hospital and BC Women's Hospital + Health Centre Access Request Guidelines**

Access to our campus of care covered by this process includes but is not limited to; special events, celebrity/sports team visits, tours of the campus by donors/external healthcare/redevelopment teams, external educational events and info booths. Requestors seeking access to C&W facilities and outdoor spaces must complete an Access Request Form. The form can be accessed by PHSA staff [on POD](#), or by reaching out to [patientexperience@cw.bc.ca](mailto:patientexperience@cw.bc.ca).

### **Other approvals/supports to consider:**

- All access requests must be pre-approved by the requestor's supervisor/manager. Please coordinate with your team so that only one form with all necessary details is submitted.
- If the request includes accessing care areas (inpatient or outpatient), these must be listed along with the name of the respective program manager/director who has provided their approval for visit. Please note the visitor request will not be circulated for approval before this is in place.
- Requestors are responsible for securing any housekeeping requirements such as table, chair or other set-up, or extra recycling/garbage disposal. ([Please refer to POD resources.](#))
- Requestors are responsible for securing any specific room bookings. ([Please refer to POD resources.](#))
- Once the access request has been approved, Patient Experience will advise C&W Security Partners of the event for awareness only. If security presence or support is required at the event, the requestor must coordinate this directly with C&W Security Partners.

### **Media/recording considerations:**

- Requestors must identify any media, filming aspects of the event and whether C&W Communications ([comm@cw.bc.ca](mailto:comm@cw.bc.ca)) has pre-approved that component.
- For any tours requested by outside media or government/elected officials please also contact C&W Communications ([comm@cw.bc.ca](mailto:comm@cw.bc.ca)).
- Photo/video/sound recordings require consent forms to be filled out in advance of/at any PHSA media-endorsed event by any patient, family member/support, staff member or volunteer who will allow their likeness to be used, and can be found on POD [here](#).

### **Process for external access requests (including non-C&W PHSA staff):**

- Requestors will be notified of receipt of request and that the request will be considered by the most appropriate internal C&W event contact. An external requestor must have an internal C&W event contact person to co-coordinate the event.
- Requestors will be notified that not all access requests can be approved/endorsed.
- The most likely internal C&W event contact will be identified by Patient Experience upon receipt of request, and details of the access request will be shared with them for their consideration.
- If the internal C&W event contact has already been identified and endorsed the event before, the access request form should be filled out and submitted by them.
- C&W Patient Experience can liaise with internal C&W event contact on potential next steps if proceeding with request.

**Additional notes for external requestors:**

- All requests such as child-centered performers/entertainers, musical groups will be distributed to both Recreation (SH) and Child Life (BCCH) practice leads to determine with Practice Director, Music Therapy or Child Life teams interest to support, suitability of the performance, timing, workload, size and scope of event/number of performers, and potential locations.
- All requests for authors to visit and execute readings or book signings will be distributed to the Health Literacy/Resource Centre lead.
- All requests for professional sports teams or athletes from the Canucks and Whitecaps will go to the BCCHF event leads for coordination/consideration. Other sports team's requests will be considered on a case-by-case basis by Patient Experience, who will involve other parties as needed.

All request to access the C&W campus for varied reasons are considered alongside health restrictions, limitations, privacy and confidentiality, impact to care or service, conflicts with other events or functions, nature of activity and its correlation to the priorities of the campus' services and the values in which any Provincial Health Authority Program aligns itself.

For any questions or assistance, please contact Patient Experience at [patientexperience@cw.bc.ca](mailto:patientexperience@cw.bc.ca) or toll free at 1-844-874-3267.