



Island Health

Welcome to Cowichan District Hospital



Territory Acknowledgement

Cowichan District Hospital respectfully acknowledges the unceded traditional lands of the Quw'utsun Peoples; and the neighboring territories of the Ditidaht, Pacheedaht, Ts'uubaa-asatx, Malahat, Stz'uminus, Penelakut, Halalt, and Lyackson Peoples. Cowichan District Hospital proudly serves members of these nine Nations, and everyone living, working, learning and visiting this region.

Island Health acknowledges that it provides services to members of the three cultural families and away from home First Nation, Inuit and Metis Peoples.

To learn more, please visit:

[Coast Salish Family](#)

[Nuu- Chah- Nulth Family](#)

[Kwakwaka'wakw Family](#)

[Métis Nation](#)

[Inuit Community](#)

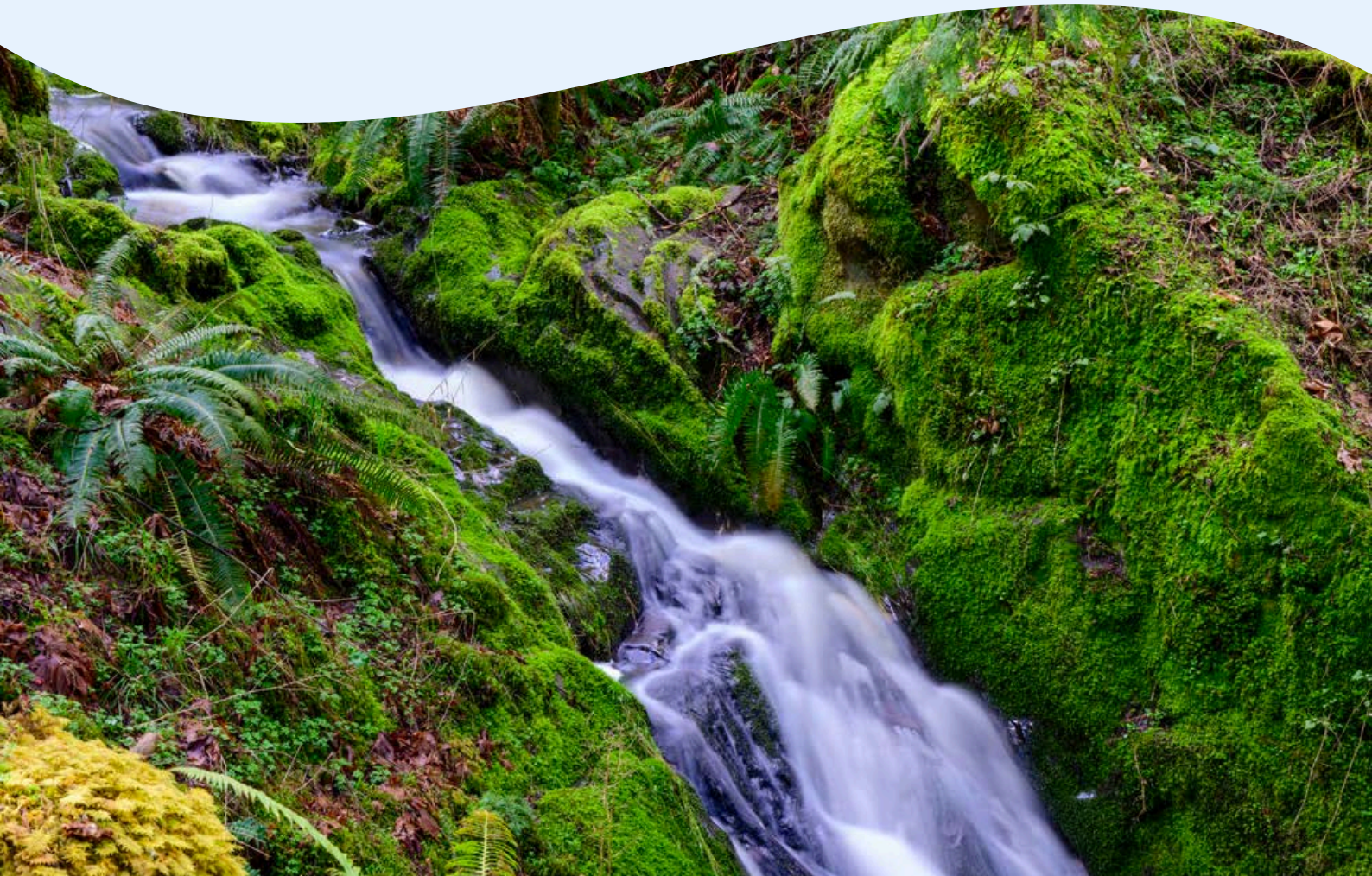


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We want to acknowledge the local territory where all photos in this guide were taken.

About Cowichan District Hospital (CDH)

Located in the heart of Cowichan Valley on Vancouver Island, CDH is the primary hospital in the region. We offer a wide range of medical services, including emergency care, surgery, maternity, inpatient and outpatient care, pharmacy, medical imaging, laboratory and rehabilitation services, oncology and more.

The current facility is funded for 158 beds, with a new, state-of-the-art hospital (Quw'utsun Valley Hospital, QVH) opening in 2027, increasing capacity to 204 beds.

New Name: Quw'utsun Valley Hospital | Quw'utsun Hulitun-ew't-hw Quw'utsun Valley Hospital

Our team is deeply committed to patient care and fostering a supportive workplace culture. Throughout the year, we host events such as BBQs, gelato days, music hours, and animal therapy sessions to recognize and support our staff.



Commitment to Cultural Safety and Humility

Since the release of the Truth and Reconciliation Commission's 2015 Calls to Action, Island Health alongside all BC health authorities signed the **Declaration of Commitment** to embed cultural safety and humility into the delivery of all health and care services, and has further affirmed this commitment through the Letter of Understanding with Métis Nation British Columbia and the Partnership Accord with the First Nations Health Authority.

Island Health recognizes the lasting impacts of colonization and systemic racism and are committed to fostering cultural safety, addressing Indigenous specific racism and health inequities, and building stronger relationships with Indigenous peoples. This includes embedding cultural safety into the policies and practices and increasing awareness among staff and interest holders. These efforts reflect Island Health's dedication to providing respectful, inclusive care while honouring the stewardship of Indigenous peoples over the lands we serve.

[Indigenous Health](#)

[Learning Opportunities](#)

[Keegan's Story \(FNHA\)](#)

[Rights, Reconciliation and Anti-Racism Library](#)

We are all responsible as individuals, staff, medical staff and leaders alike in creating a **Speak Up Culture** to address and end Indigenous Specific Racism.

To learn more:

[Anti-Racism and Discrimination Statement](#)

[Indigenous-specific Anti-Racism and Discrimination Policy](#)

Indigenous Communities

Qw'utsun (Cowichan Tribes)

Cowichan Valley Métis Nation

Ditidaht

Inuit

Le'eyqsun (Lyackson)

MÁLEXEŁ (Malahat)

Pacheedaht

Spune'luxutth (Penelakut)

Stz'uminus

Ts'uubaa-asatx

Urban Indigenous

Xelátxw (Halalt)

Further Your Learning Journey

BCCNM Cultural Safety and Humility

Culturally Committed

FNHA Cultural Safety

House of Friendship Society

Indigenous Health

Map of Island Health Regions

Native-Land.ca

Tsow-Tun-Le-Lum Society

Commitment to Cultural Safety and Humility continued...

Further resources:

- Len Pierre Resources @ [Resources | LPC \(lenpierreconsulting.com\)](https://www.lenpierreconsulting.com)
 - o Guidelines for Working with Indigenous Elders
 - o Trauma Informed Communication Guide
 - o Transformative Territory Acknowledgment Guide

Webinars:

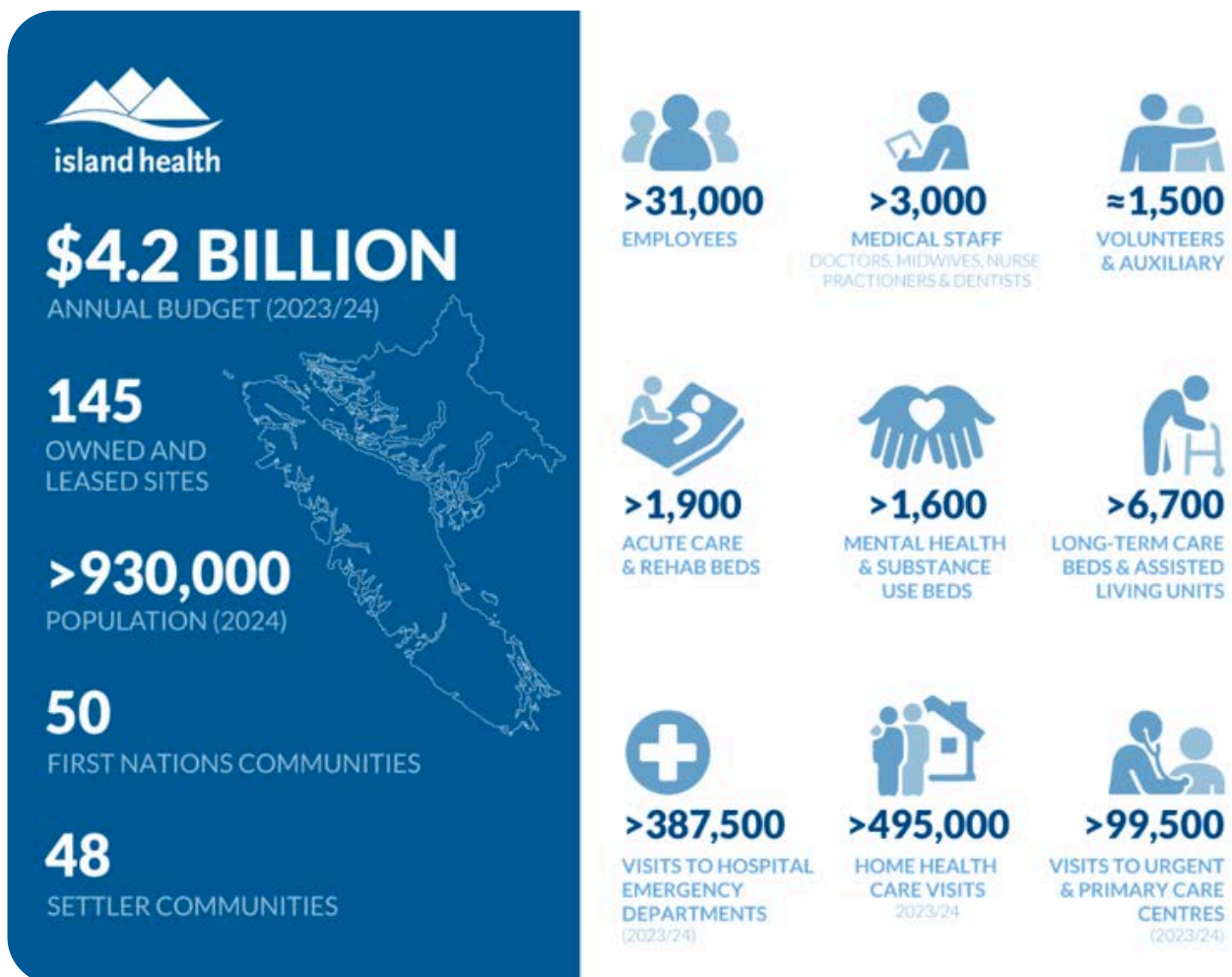
- [Indigenous Cultural Safety and Humility w/Len Pierre](#)
- [Anti-Racism Tools Webinar w/Len Pierre](#)
- [Navigating the Tyranny of Efficiency w/Len Pierre](#)
- [Navigating Indigenous Tokenism, Saviourism, and Appropriation](#)
- [Indigenous \(Culturally Safer\) Terminology w/Len Pierre](#)
- [Decolonizing Healthcare Systems w/Len Pierre](#)
- [Indigenous Allyship w/Len Pierre](#)



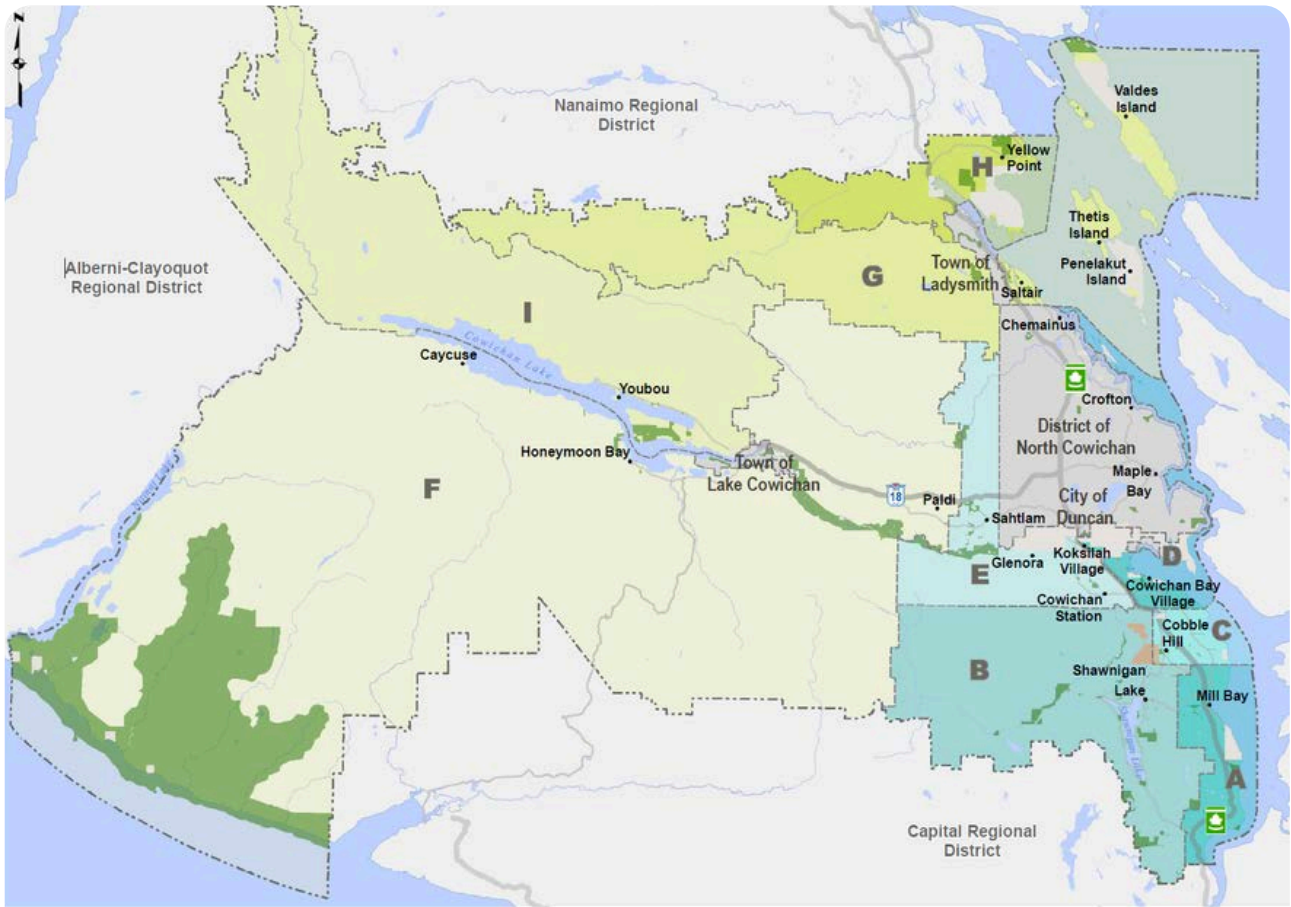
About Island Health

Island Health serves a diverse population across Vancouver Island, surrounding islands, and mainland communities north of Powell River. We provide a comprehensive range of services including acute care, mental health, community care, and public health. Our dedicated team of healthcare professionals, volunteers, and support organizations, is committed to meeting the unique needs of this geographically diverse region.

Guided by our vision of "**excellent health and care for everyone, everywhere, every time**", Island Health emphasizes accountability, transparency, and measurable performance.



Cowichan Valley Map



Cowichan Valley Regional District
Electoral Areas and Member Municipalities



Parking Map

Area 1 - Patient parking near main entrance and Emergency Department

Area 2 - Short-term patient parking at main entrance

Area 3 - Staff and patient parking

Area 4 - Staff parking

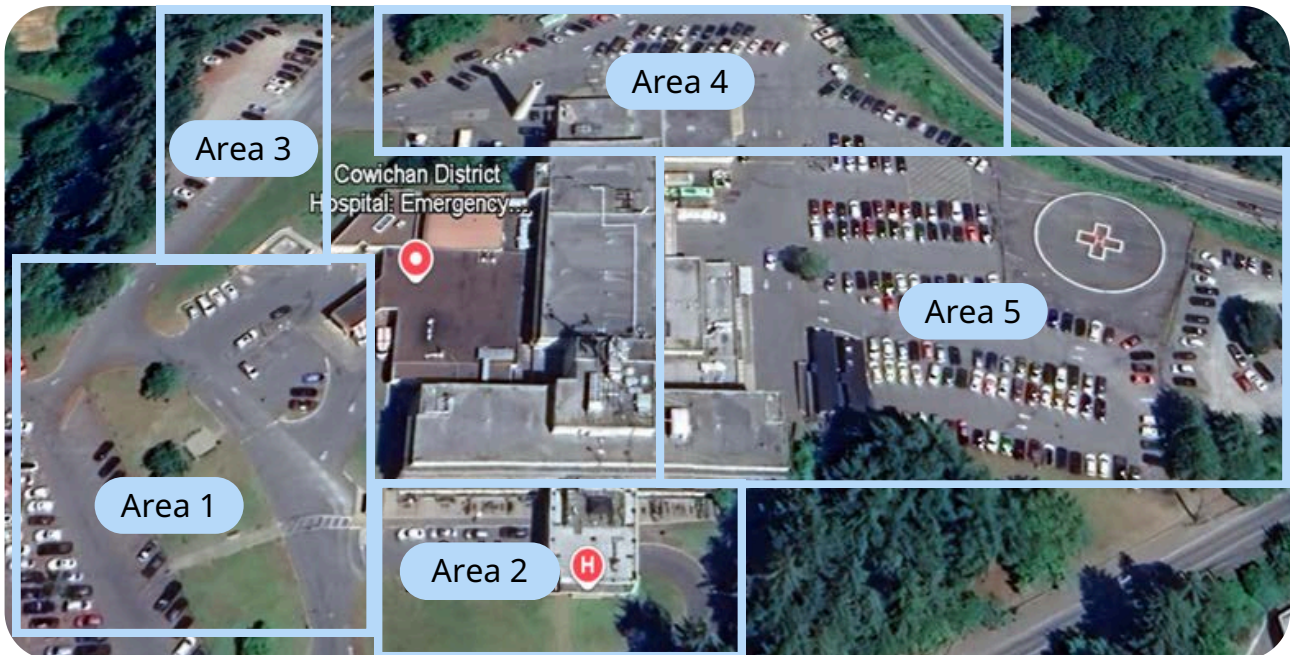
Area 5 - Staff parking behind the hospital

Staff are required to park in Areas 3, 4, or 5 only.

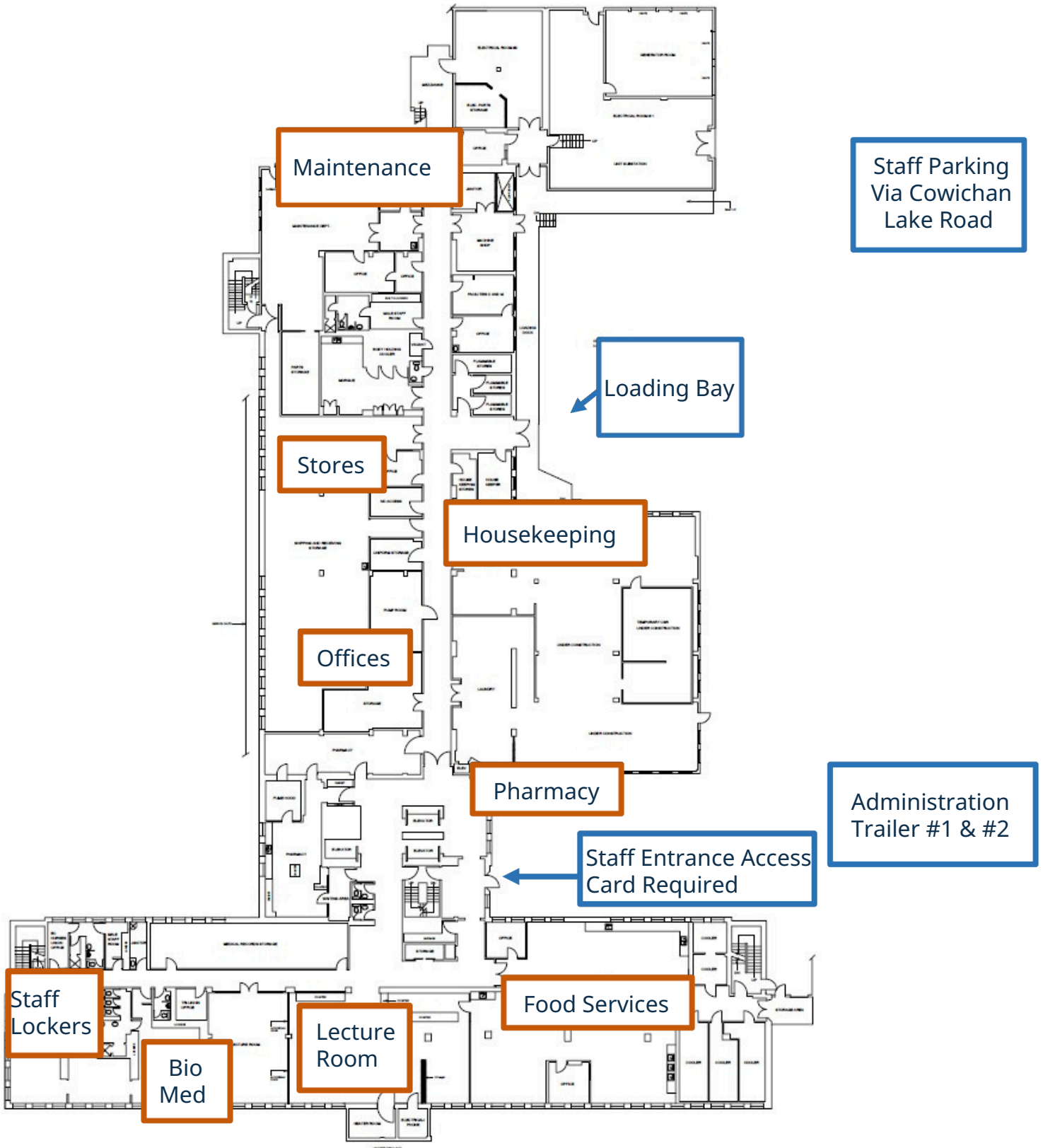
Areas 1 and 2 are reserved for patient and short-term patient parking.

(Parking is free, and no window decals are required.)

Bike Cage: if you would like to ride your bicycle to work and lock it up in the bike cage (found in Area 5 next to the building), please email Danielle.Rasmussen@islandhealth.ca and provide your name, employee ID number and the first five digits on the back of your access card.

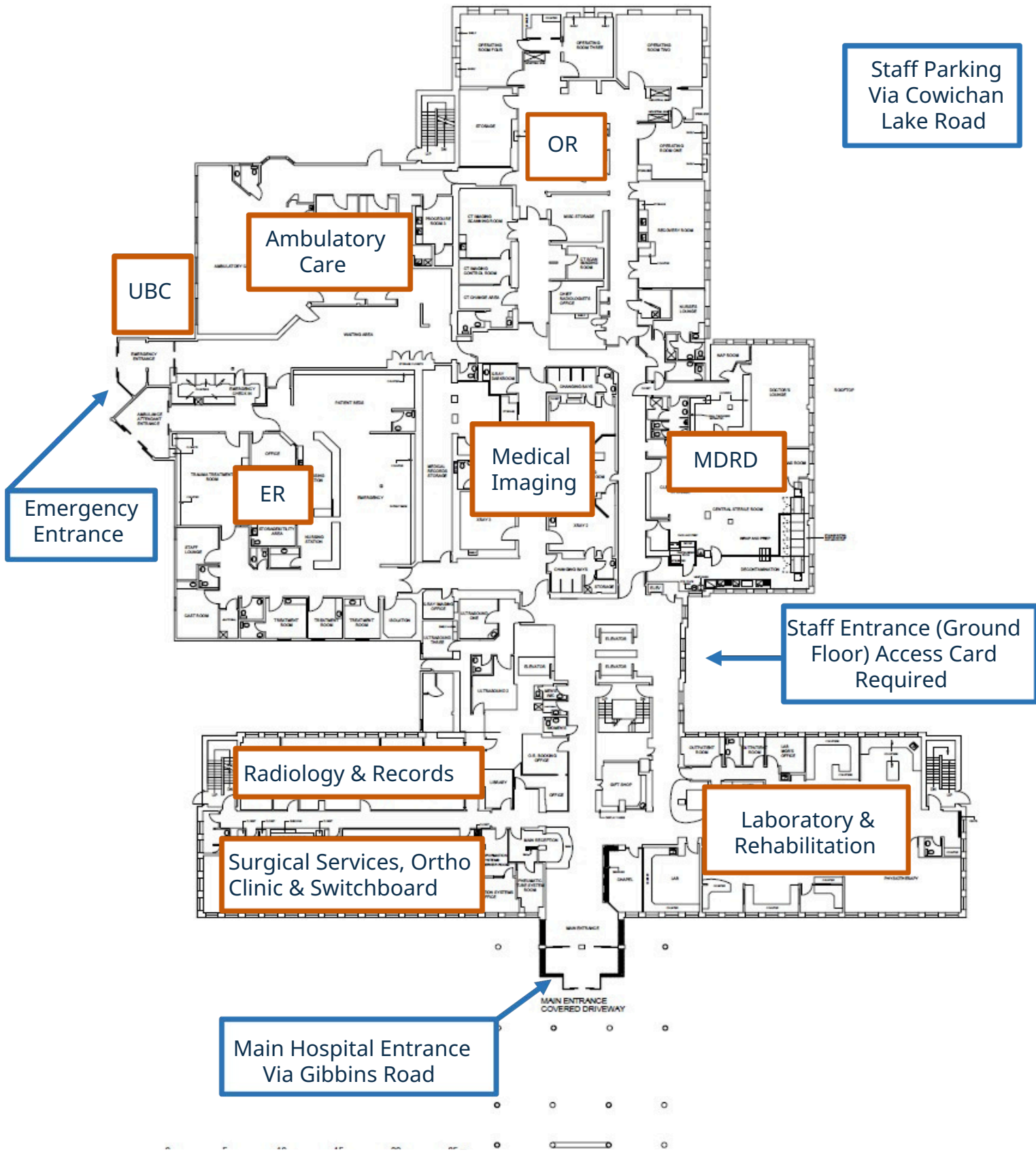


Facility Map: Ground Floor

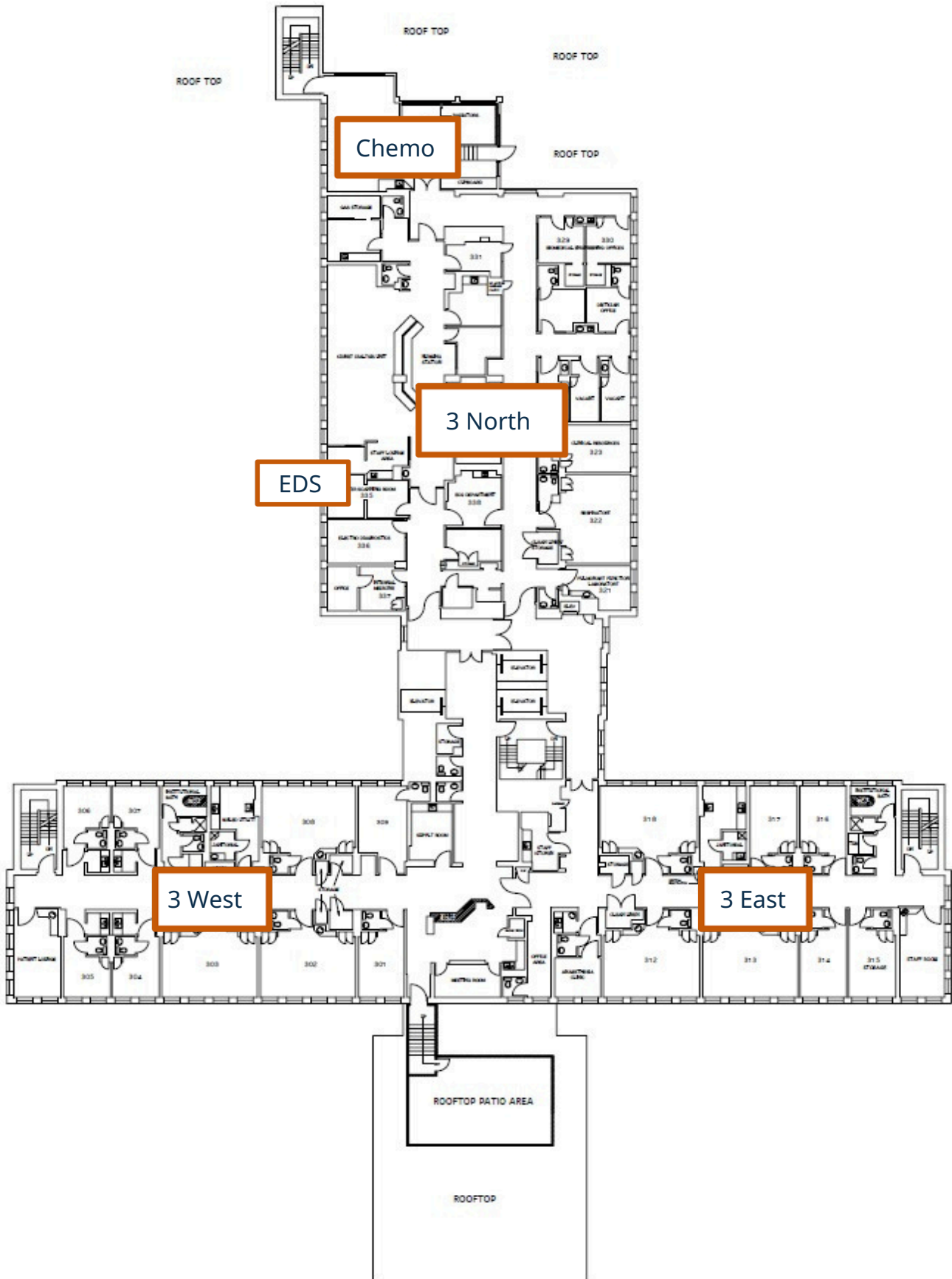


For locker access, please email Melissa.Dymond@islandhealth.ca

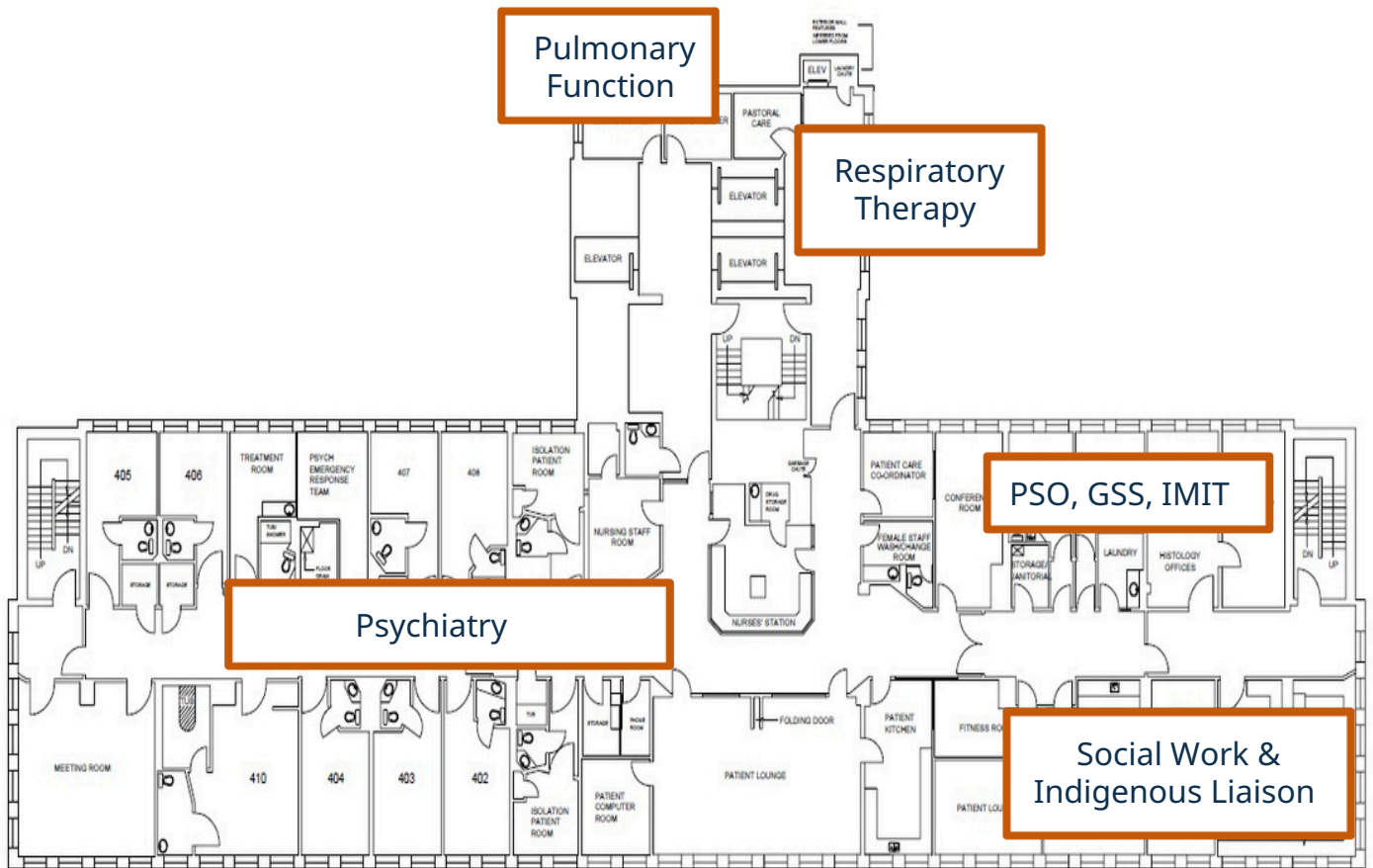
Facility Map: Main Floor



Facility Map: 3rd Floor



Facility Map: 4th Floor



Emergency Colour Codes

Codes	Who can activate	Who responds	What to do
 Code Red Fire	Anyone discovering smoke or fire	All staff, Code Red Response Team, Fire Department	Remove people Activate alarm Contain smoke/fire Extinguish/Evacuate
 Code Blue Cardiac Arrest (Adult/Pediatric where applicable)	Anyone who finds a person in an immediate medical emergency	Code Blue Team	Make way for Code Blue Team, give assistance as directed
 Code White Aggression	Anyone who witnesses violent/aggressive behaviour	Code White Team Security	Assist as trained to do so or as directed
 Code Yellow Missing Patient	Charge Nurse, or Designate	All staff	Refer to missing patient/resident description, search area
 Code Green Evacuation	Administrator In-Charge, or Designate	All staff	Prepare to assist with evacuation and/or receive patients in your work area
 Code Orange Mass Casualties Incident	Administrator In-Charge or Designate	All staff	Activate functional area or departmental plan as directed
 Code Black Bomb Threat	Administrator In-Charge or Designate	All staff, Security, Police	Give assistance as directed, conduct a visual search of your area for unusual objects
 Code Brown Hazardous Spill	Supervisor or Designate when spill/leak meets workplace health guidelines	Workplace spill response team fire department (if required)	Keep yourself and others away from spill
 Code Grey System Failure	Administrator In-Charge or Designate	System specialists, FMO	Give assistance as directed, refer to downtime and code procedures
 Code Silver Active Attacker	Anyone who discovers/witnesses/encounters an active attacker	All staff, Police	RUN if there is a safe escape route HIDE if you cannot evacuate FIGHT if your life is in imminent danger

Emergency Colour Codes: Learning Hub Courses

The Learning Hub/Learning Management System (LMS) offers courses on emergency color codes. You are required to complete two mandatory safety courses: Code Red and Code Orange. Additionally, we encourage you to explore other optional workplace safety courses available on the platform to further enhance your knowledge and preparedness.

Please ensure you find the Emergency and Disaster Response Plan (EDRP) on your unit. It is in an orange binder and provides you with the process for your specific area when a code is called in the building or on your unit, and how to call a code yourself.

Your safety and the safety of the patients and staff you work alongside, depend on your awareness of safety procedures and protocols.

Mandatory courses

Code Red - course 11484 (25 min) [Code Red](#)

Code Orange - course 15556 (15min) [Code Orange - all staff](#)

Optional Courses

Code Blue - course 16397 (15 min) [Code Blue](#)

Code Green - course 12047 (20min) [Code Green](#)

Code Yellow - course 15336 (8min) [Code Yellow](#)

Code Black - course 15335 (15min) [Code Black](#)

Code White - course 15626 (15min) [Code White](#)

Code Brown - course 15337 (8min) [Code Brown](#)

Code Grey - course 15338 (8min) [Code Grey](#)

Code Silver - course 29687 (15min) [Code Silver](#)

Further resources available:

[Health Emergency Management BC](#)

[Extreme Heat Resources](#)

[Emergency Management Cowichan](#)

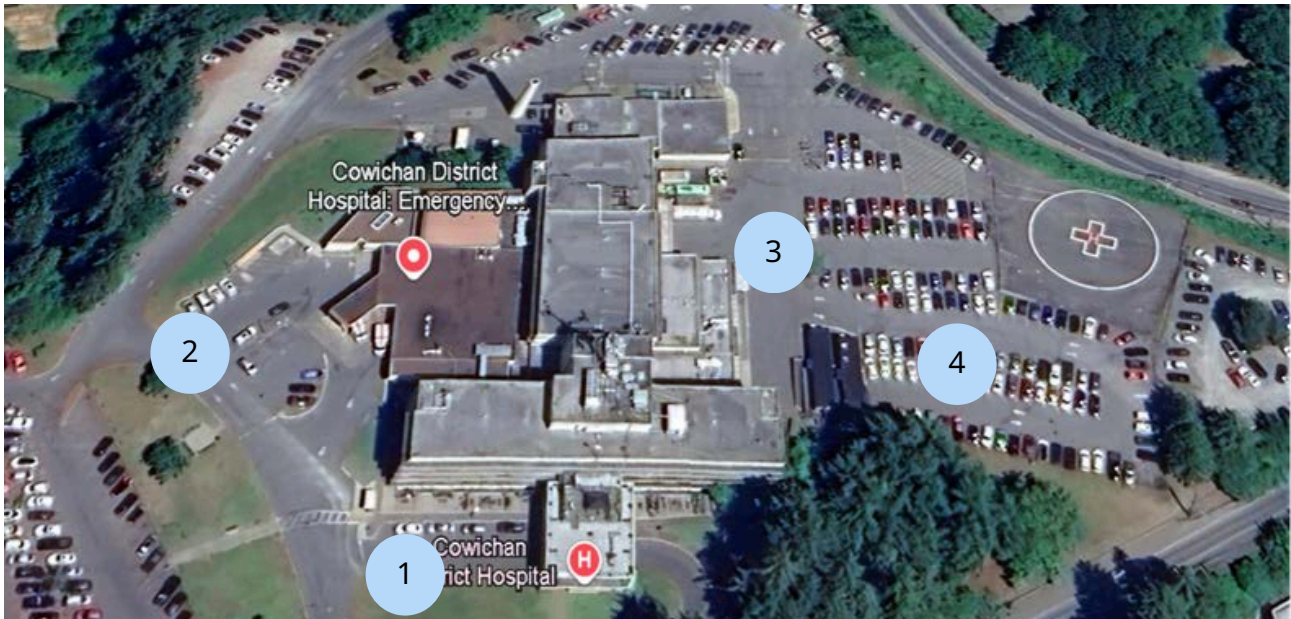
[Alertable](#) (you can also download the app)



Evacuation Map

Evacuation Assembly Points

1. Across from main door
2. Across from ER
3. Across from loading bay
4. Other side of trailers



Telephone Directory

The Auto Attendant for all locals is 250.737.2000

Quick Support

Addictions Medicine Consult 45452
 Bio-Medical 44362
 CSO 44005
 ER Admitting 44231
 FMO Building Maintenance 44327
 Housekeeping 44257
 Indigenous Liaison Team
 Nurse: Kim 250.508.8163
 Nurse: Angie 236.638.9048
 Navigator: Anita 250.252.6044
 Material Porter 250.514.5352
 Patient Care Quality Office 18323
 Patient Porters 250.514.6195; 250.514.3839
 PSO (Security) 18575
 Stores 43032
 Service Desk (computer/technical) 18777
 Switchboard 0 or 44704

Administration

Director Clinical Service Delivery David Huntley 44266
 Co-Director Clinical Service Delivery Janet James 44301
 Site Medical Director & Chief of Staff
 Dr. Graham Blackburn 44678
 Admin Assistant Melissa Dymond 44290

Site Managers

Ali Richardson (Medical Workforce) 250.710.2917
 Brenda Stager (OR, MDRD, OR Booking, ENDO) 44675
 Hannah Francis (3E, 3W, H@H) 45490
 Jenny Anderson (CSO, Liaison, Morgue, SW) 45798
 Murray Endert (2E, 2W, 2C, MDC, PICC, Chemo) 44321
 Nikki Kokkinis (CYF, Maternity Clinic, ICU, RT) 45781
 Nina Padjen (3N, Restorative Health) 45780
 Sarah Westgate (ACU, Ortho Clinic, PACU, PAC, SDC) 44246
 Tyler Smith (ER) 44139
 Valerie Kuilboer (Indigenous Health - Standards, PSLS, PCQO) 43108
 Admin Assistant Danielle Rasmussen 45624

Site Chiefs (Dial 0)

Dr. Brodie Lipon (Anesthesia, Pain & Perioperative)
 Dr. Erin Carruthers (Hospitalists & Family Practice)
 Dr. Fiona Liston (Obstetrics & Gynecology)
 Dr. Meghan Chabot (Family Practice Obstetrics & Women's Health)
 Dr. Michael Jansz (Internal Medicine & ICU)
 Dr. Nimrod Levy (Surgery)
 Dr. Rachel Kroeker (Emergency)
 Dr. TBC (Chemo)
 Dr. Vanessa Percy (Pediatrics)
 Willow McConell (Midwifery)

Onboarding Support

Cynthia Turgeon 250.732.0246

Departments

ACU 44322
 ECHO 45462
 Electrodiagnostic 44287
 Emergency 44174
 Food Services Manager 44220
 Health Information Management 250.732.3538
 Health Records 44253
 Hospital @ Home 44331
 Housekeeping 44257
 ICU 44226
 Infection Prevention & Control 44381
 Lab 44268
 Liaison 45790
 Maternity / Pediatrics 44224
 Maternity Clinic 42066
 Medical Imaging 44065
 MDRD 44346
 MSIP 52747
 Occupational Health & Safety 44600
 Oncology 44367
 Operating Room Clerk 44214
 Ortho Clinic 45692
 PAR 44250
 Pharmacy 44256
 Pre-Admission Clinic Nurse Navigator 44288
 Pulmonary Function 44386
 Rehabilitation (Physio / Occupational) 44273
 Respiratory Therapy 250.360.4926
 Seniors Nurse Consultant 44264
 Social Work 44208
 Spiritual Health Practitioner 44289
 Staffing 21000
 Vocera 28000
 Volunteer Resources 250.507.1660

Floors

2 Central 44067
 2 South 44223
 3 North Surgical 45445
 3 South 44233
 4 Psychiatry 44259

Doctor's Lounge 44251/44252

Food, Groceries & Shopping Around CDH

ON SITE

- CDH Cafeteria M-F 0730-1530 hours; S-S and Stat 1000-1530 hours; [Rotating Menu](#)
- Gift Shop
- Vending Machines

NEARBY

- **Restaurants:** [Fishbowl Café](#), [Gibby's](#), [Craig Street Brew Pub](#), [Duncan Garage Café & Bakery](#), [Tim Hortons](#), [Starbucks](#), [Dog House](#), [Aastha Devotional Indian Cuisine](#)
- **Grocery Shopping:** [Save On Foods](#), [Superstore](#), [Walmart](#), [Thrifty's](#), [Country Grocer](#), [The Old Farm Market](#)
- **Pharmacies:** [Shopper's Drug Mart](#), [Medicine Shoppe](#), [Ingram](#), [Budget](#), [Pharmasave](#), [London Drugs](#), [I.D.A.](#), [Superstore](#), [Save On Foods](#), [Thrifty's](#)
- **LifeLabs:** [149 Ingram Street #102](#), [2763 Beverly Street #208](#)
- **Things to do:** [Farmers Market](#), [BC Forest Discovery Centre](#), [Hiking](#), [Cowichan Aquatic Centre](#), [Cowichan Community Centre](#), [Totem tour](#), [Kayaking](#), [Biking](#), [Kinsol Trestle](#), [Hand of Man Museum](#), [Downtown shopping](#), [Artisan tours](#)



Looking for a Family Doctor or Nurse Practitioner?

Register:

Go to [Health Connect Registry](#) and register yourself, your family or others under your care. When a provider becomes available, you will be contacted.

Telephone assistance is available by calling HealthLinkBC at 8-1-1, or for the deaf and hard of hearing, 7-1-1. Translation services are available.

If you are on a clinic waitlist, please ensure you still register on the [Health Connect Registry](#).



Employee Resources

Employee & Family Assistance Program (EFAP)

Available to all Island Health employees, EFAP provides short-term counseling for personal and work-life challenges, professional consultations on legal, financial, dietary, and family matters, and access to digital health and wellness resources.

Critical Incident Stress Management (CISM) Services

Island Health offers a variety of services to help teams manage their responses to critical incident stress.

Safety Hub

Access information and resources on workplace health and safety through Island Health's Health, Safety & Prevention and Wellness & Ability Management programs.

Cultural Safety

Explore resources and training programs designed to help create a culturally safe environment at Island Health.

Indigenous Patient Care & Experience

Learn more about how you can better support Indigenous patients and their experience.

Indigenous Employee Experience

Discover amazing supports available for Indigenous employees at Island Health.



Site Teams

Indigenous Liaison Nurses & Patient Navigators

Providing advocacy, culturally appropriate care, and guidance on medical, spiritual, and logistical needs for Indigenous clients and families.

Fit Testing

Ensuring appropriate respirator fit for staff exposed to airborne contaminants, particularly in high-risk areas.

Union Representatives

Contact information is available to help you connect with a local union representative or shop steward.



Newcomers Resources

[Welcome to Canada](#)

Moving to Canada is exciting but can be challenging. These resources guide newcomers on essential topics like finding housing, starting work or school, accessing healthcare, managing finances, and building community connections to ensure a smooth transition.

[Welcome to British Columbia](#)

The B.C. Newcomers' Guide provides detailed information about settling into the province, including obtaining a BC Services Card, navigating the local driving system, enrolling children in school, and opening a bank account.

[Welcome to Cowichan Valley](#)

If you're new to Cowichan, this resource highlights the unique charm, community values, and resources available to residents and visitors. It provides guidance on accessing services, exploring local attractions, and engaging with community events. Whether you're discovering the numerous communities or looking to become more involved, this serves as a helpful starting point.

[Cowichan Intercultural Society](#)

The leading community resource for immigrant settlement services, and for education and awareness in developing welcoming and inclusive communities.



Additional Information & Support

[New Employee Resources](#)

Visit our page for more helpful resources
[Pathway to C.A.R.E Onboarding Program](#)

[HR Access Helpline](#)

Phone: 1-888-296-3963
Email: hraccess@islandhealth.ca

[IM/IT Service Desk](#)

Phone: 1-877-563-3152
Email: ServiceDesk@islandhealth.ca

[Cowichan District Hospital Foundation](#)

Learn more about CDHF's impact and ways to support, along with their 50/50 draw.

[South Cowichan Healthcare Auxiliary](#)

Learn more about the support they offer for care and comfort as well as equipment fundraising.

[Onboarding Support for Cowichan Valley](#)

Cynthia Turgeon
250-732-0246
Cynthia.Turgeon@islandhealth.ca

[Island Health Toolbox](#)

Helpful links and contact information for your future employment with Island Health.

[Report Incidents & Safety Events](#)

Report incidents and hazards if and when they occur in the health authority.

[News & Events](#)

Latest news from across Island Health. The Weekly e-newsletter is sent to all staff every Wednesday.

[Auxiliary to Cowichan District Hospital](#)

Learn more about the Auxiliary, the gift shop at CDH, and the thrift store - HATS.

[Chemainus Health Care Auxiliary](#)

Learn more about the support they provide and the thrift store they run.

[Ladysmith Health Care Auxiliary](#)

Learn more about the thrift store and Memorial Gardens.

