



# Welcome to Victoria General Hospital



# Territory Acknowledgment

Victoria General Hospital respectfully acknowledges the traditional territory of the ɫəkʷəŋən peoples, represented today by the Songhees and Esquimalt Nations. Victoria General Hospital proudly serves members of these 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 to First Nations, Inuit, and Métis Peoples who are away from their home communities.

To learn more, please visit:

[Coast Salish Family](#)

[Nuu- Chah- Nulth Family](#)

[Kwakwaka'wakw Family](#)

[Métis Nation](#)

[Inuit Community](#)



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# About Victoria General Hospital (VGH)

Victoria General Hospital (VGH), located in View Royal within Greater Victoria, serves as a leading acute care facility for the southern region of Vancouver Island. As a key site within Island Health's regional network, VGH provides comprehensive, patient-centred care to a diverse and growing population across the South Island.

The hospital delivers a broad range of essential services, including emergency and trauma care, general and specialized surgery, geriatrics, pediatrics, rehabilitation, advanced medical imaging, and laboratory services. VGH is also the only labour and delivery site in the South Island, providing obstetrical services and welcoming thousands of families each year. This distinction makes the hospital a central hub for maternal and newborn care in the region.

Conveniently located just off the Trans-Canada Highway, VGH is strategically positioned to support timely access to care for communities across Greater Victoria and surrounding areas.



# 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.

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

**island health**

**\$4.2 BILLION**  
ANNUAL BUDGET (2023/24)

**145**  
OWNED AND LEASED SITES

**>930,000**  
POPULATION (2024)

**50**  
FIRST NATIONS COMMUNITIES

**48**  
SETTLER COMMUNITIES

  
**>31,000**  
EMPLOYEES

  
**>3,000**  
MEDICAL STAFF  
DOCTORS, MIDWIVES, NURSE  
PRACTITIONERS & DENTISTS

  
**≈1,500**  
VOLUNTEERS  
& AUXILIARY

  
**>1,900**  
ACUTE CARE  
& REHAB BEDS

  
**>1,600**  
MENTAL HEALTH  
& SUBSTANCE  
USE BEDS

  
**>6,700**  
LONG-TERM CARE  
BEDS & ASSISTED  
LIVING UNITS

  
**>387,500**  
VISITS TO HOSPITAL  
EMERGENCY  
DEPARTMENTS  
(2023/24)

  
**>495,000**  
HOME HEALTH  
CARE VISITS  
2023/24

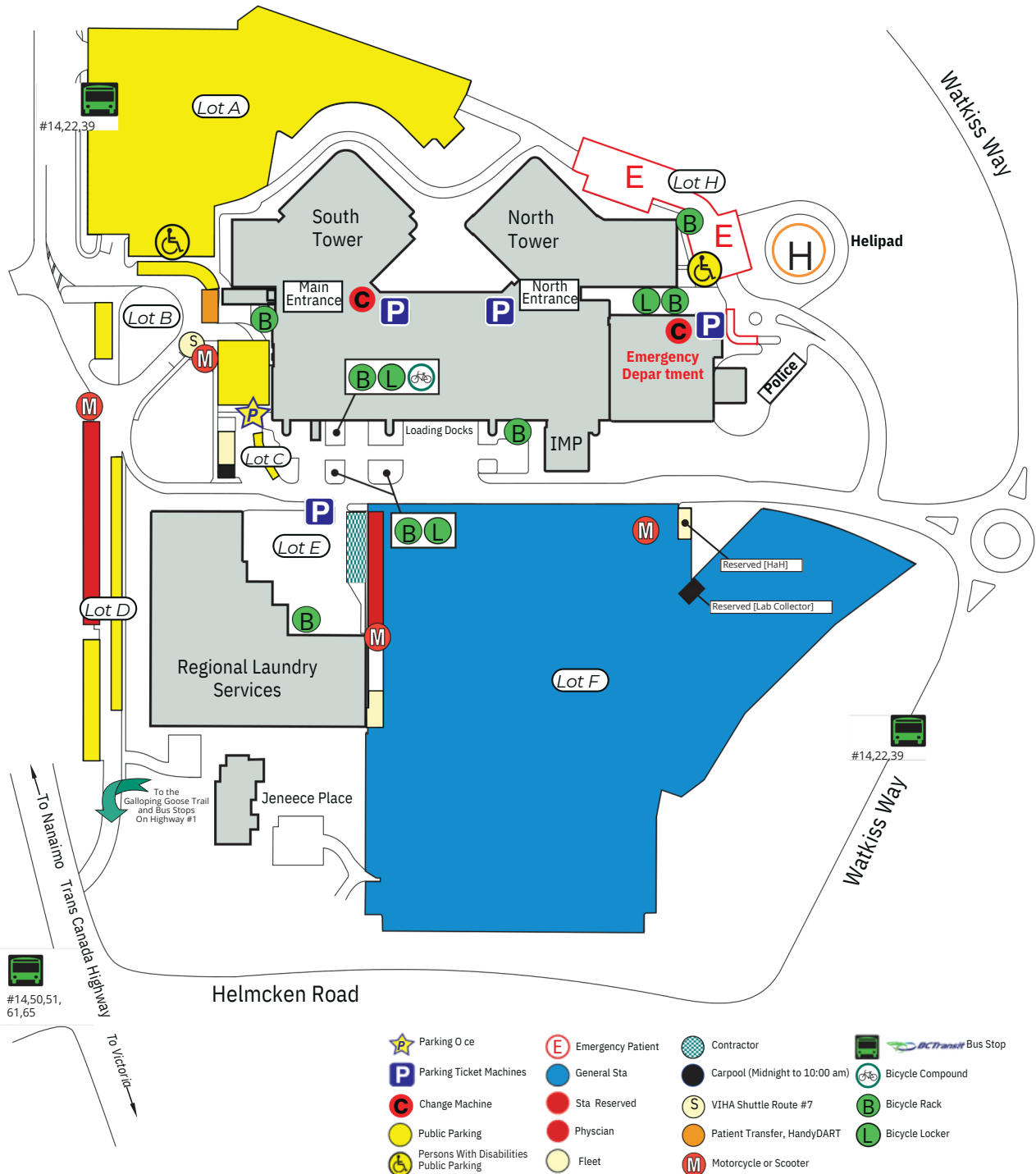
  
**>99,500**  
VISITS TO URGENT  
& PRIMARY CARE  
CENTRES  
(2023/24)

# Parking Map

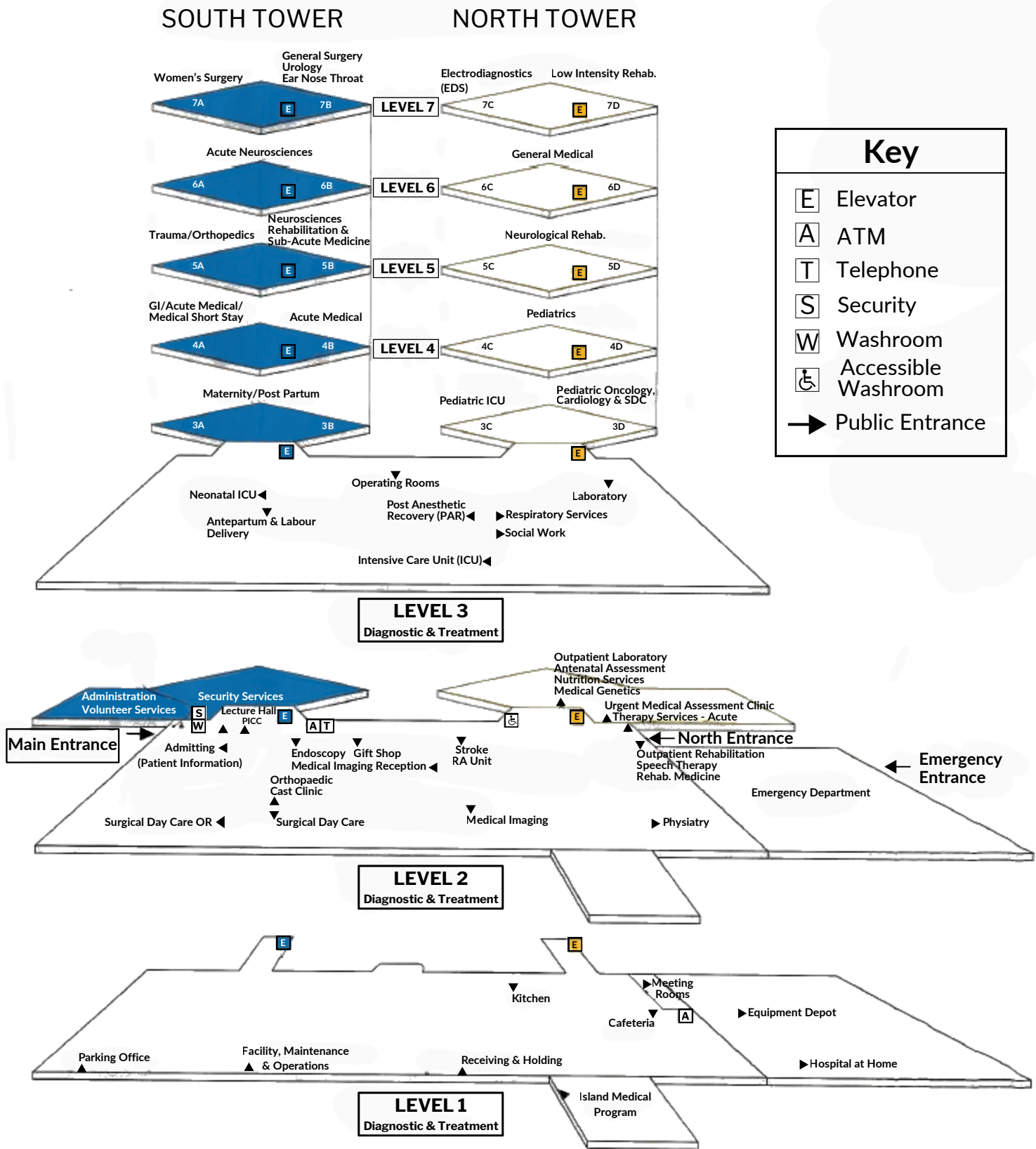
VGH is a Pay-By-Plate Parking Facility. Signage in the parking lots will direct you to the Pay Meters at the entrances. Please be sure to respect and observe all posted signs and speed limits. Parking Lot Restrictions:

- Lot A - Staff Parking authorized from 2:30 pm to 8:15 am
- Lot C - Short Term one-hour maximum parking











For more information, visit the [Parking Services](#) page



# Facility Map



# Emergency Colour Codes

Codes	Who can activate	Who responds	What to do
 <b>Code Red</b> Fire	Anyone discovering smoke or fire	All staff, Code Red Response Team, Fire Department	Remove people Activate alarm Contain smoke/fire Extinguish/Evacuate
 <b>Code Blue</b> 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
 <b>Code White</b> Aggression	Anyone who witnesses violent/aggressive behaviour	Code White Team Security	Assist as trained to do so or as directed
 <b>Code Yellow</b> Missing Patient	Charge Nurse, or Designate	All staff	Refer to missing patient/resident description, search area
 <b>Code Green</b> Evacuation	Administrator In-Charge, or Designate	All staff	Prepare to assist with evacuation and/or receive patients in your work area
 <b>Code Orange</b> Mass Casualties Incident	Administrator In-Charge or Designate	All staff	Activate functional area or departmental plan as directed
 <b>Code Black</b> 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
 <b>Code Brown</b> 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
 <b>Code Grey</b> System Failure	Administrator In-Charge or Designate	System specialists, FMO	Give assistance as directed, refer to downtime and code procedures
 <b>Code Silver</b> Active Attacker	Anyone who discovers/witnesses/encounters an active attacker	All staff, Police	<b>RUN</b> if there is a safe escape route <b>HIDE</b> if you cannot evacuate <b>FIGHT</b> if your life is in imminent danger

# Emergency Colour Codes: Learning Hub Courses

The Learning Hub/Learning Management System (LMS) offers courses on emergency colour 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.

## **Mandatory courses**

Code Red - course 11484 (25 min)

Code Orange - course 15556 (15min)

## **Optional Courses**

Code Blue - course 16397 (15 min)

Code Green - course 12047 (20min)

Code Yellow - course 15336 (8min)

Code Black - course 15335 (15min)

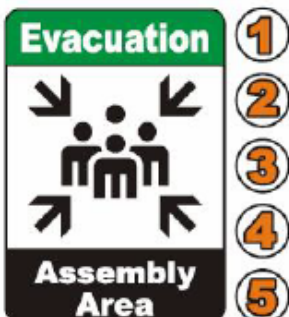
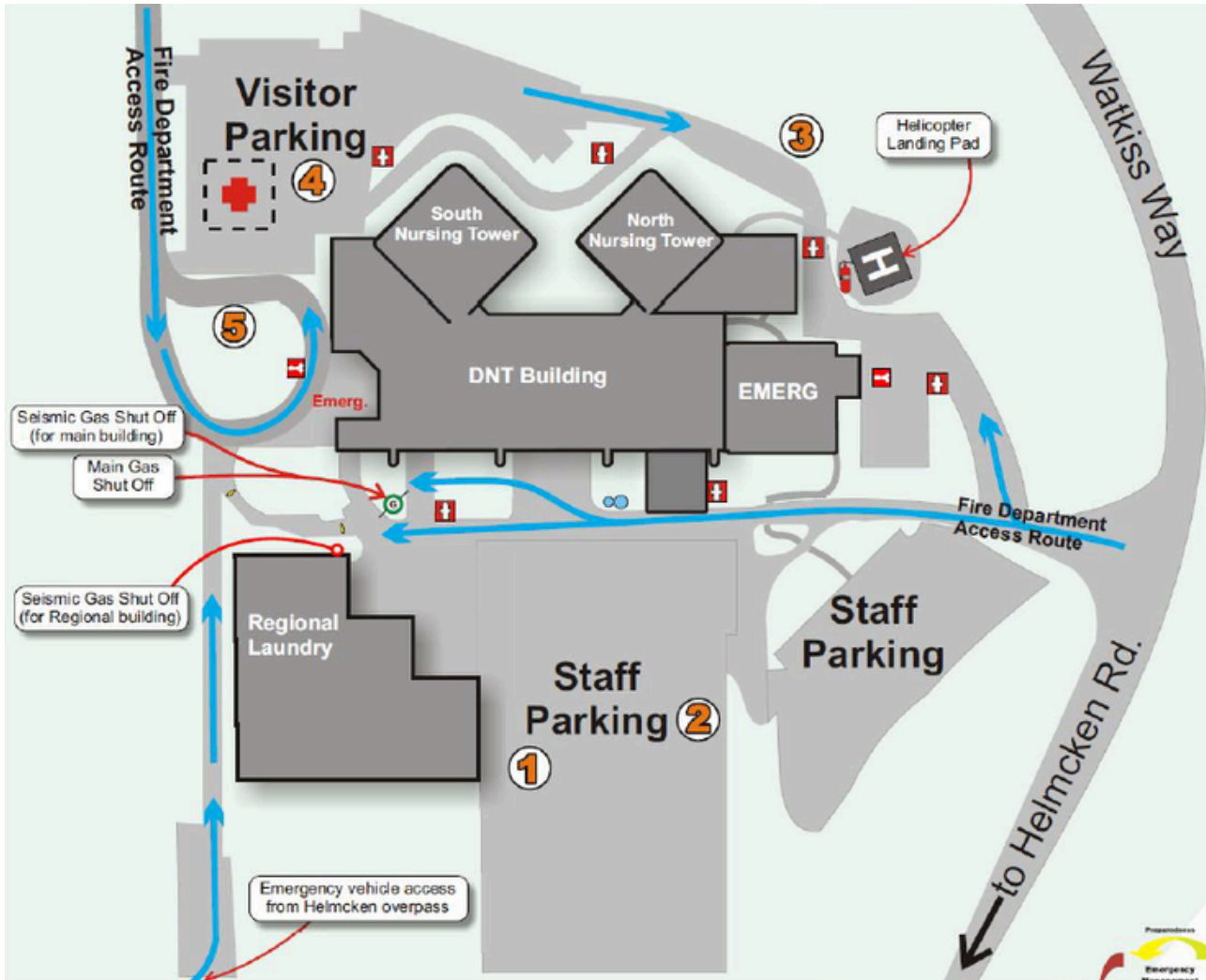
Code White - course 15626 (15min)

Code Brown - course 15337 (8min)

Code Grey - course 15338 (8min)

Code Silver - course 29687 (15min)

# Evacuation & Assembly Areas



# Telephone Directory

## The auto attendant for all locals:

250-519-5300

## Access & Privacy Enquiries 11870

### Booking

Cast Booking – Same Day 14367  
 Cast Booking – Advance VGH RJH SPH 14339  
 CFAU Adult/Antenatal Assessment 14266  
 CFAU Pediatric Outpatient 14299  
 Echo 11550  
 Endoscopy 14131, fax 14240  
 Nutrition Services 14203  
 OR - Ortho/Neuro 14263, Fax: 14193  
 OR - General/Dental/Oral 15508  
 OR - Urology/Paed's Plastics/Paed's Ophthalmology 14340, fax 14193  
 OR – Gynecology, Ear Nose Throat 14264, fax 14193  
 PFT (RJH) Outpatient only 11642  
 PFT (RJH) Inpatient only 18008, fax 18070  
 Rehabilitation – Outpatient Neuro 14070, fax 14075

### Booking EDS

Holter Monitors 14226, fax 14240  
 Neuro 18333, fax 18170  
 Treadmill 15107, fax 14083

### Booking Medical Imaging

Phone Tree – Press Options 14455  
 Mammography – Diagnostic 14455  
 Mammography – Screening 14338  
 MRI 14045 MRI – Cancellation Line 14508  
 Ultrasound – Routine 250-519-3475  
 Ultrasound – Same Day/Urgent 250-519-3471  
 Ultrasound – Cancellations 250-519-3474  
 Fax (All Ultrasound) 250-519-3472

### Services

**Adult Community Respiratory Care** 18265, fax 18973

**Corporate Office Island Health** 18699, fax 18750

## CFAU

Adult/Antenatal Assessment 14187, fax 14441  
 Gestational Diabetes Education 14361  
 Pediatrics - Outpatients 14247

## Echocardiography 14440

## EDS – Electro diagnostic Services 14200

## Endoscopy 14234, Fax: 14317

## Enterostomal Therapy (RJH) 18235

## Facilities Maintenance & Operations 14206

## Health Records Enquiries 14195, fax 14114

Dictation 14444

## Transcription 14282

## Intensive Care – Neonatal 14151

## Intensive Care – Pediatric 14186

## Labour/Delivery – 14244, Fax: 14424

## OR-Main (Doctors/Staff Only) 14152, fax 14439

## PAR (Doctors/Staff Only) 14248

## Paeds Medical/Surgical Day Care 14247

## Surgical Day Care (Adult) 14153

## Surgical Day Care OR 14057

## Surgical Day Care PAR 14156

## Patient/Placement & Admitting

## Patient Information 14157

## Admitting 14502, fax 14032

## Discharge 14503

## History Clerk 14192

## Pre-Admission Clinic 14269 or 14109

## Pre-Admission Nurse 14270, fax 14391

## Pharmacy Dispensary 14291, fax 14065

## Protection Services

## Lost & Found 14599

## Rehabilitation

Inpatient Therapy Svs (PT, OT) 14173, fax: 14437

Inpatient Therapy Svs (Speech) 14090 Fax: 14075

Outpatient Rehab (PT, OT, Speech) 14070

Neuro Psychology/Psychiatry 14090 Fax: 14075

Rehab Medicine 14221, Fax: 14225

# Telephone Directory

**Respiratory Therapy - Inpatient** 14252, Fax: 14429

**Social Work** 14170

**Spiritual Care Services** 14278

**Stores** 14166

**Switchboard** 14212

**Volunteer Resources** 14134

## SUPPORT

**Service Desk (Computer/Technical)** 18777

**Clinical Service Desk** 18777 Option #3

**Switchboard** 18000

**Bio-Medical** 18706

**FMO Building Maintenance** 18363

**Housekeeping** 18900

**Hospital at Home** 14397, fax 14013

**Infection Prevention & Control** 13817, fax 14003

**Internal Medicine Clinic (UMAC)** 15107, fax 14083

## Laboratory

Call Centre 14401

Results 18355

**Library (Medical)** 14204, Fax: 14370

## Medical Administration

Continuing Professional Dev 18425

Medical Affairs (at FRMC) 250-519-3562

## Medical Genetics

14461, fax: 14295

## Medical Imaging

Enquiries 14208

MRI/Nuclear Medicine 14115, fax 14448

Radiologists 14208

## Image Service Centre (Reports)

14353, Fax: 14320

## Multimedia Services (HR Access)

Medical Photography 15458

After Hours Emergency: dial 0

## Nutrition Services

14203, fax 14168

## Paeds Asthma/Allergy Clinic

14230

## Parking

Decals/Passes 14050, fax 14055

Replacement Vehicle 18835

Patient Care Quality Office

1-877-977-5797

Pulmonary Function Tests (RJH) 18008

## Patient Wards

3A South (Mother/Babe) – 14136, fax 14431

3B South (Mother/Babe) – 14135, fax 14040

4A South (Gastro/Gen Med) – 14139, fax 14227

4B South (Gen Med) – 14433, fax 14434

4C North (Pediatrics) – 14185, fax 14012

4D North (Pediatrics) – 14183, fax 14012

5A South (Orthopedics) – 14174, fax 14043

5B South (Stroke/Med Sub Acute) – 14144, fax 14486

5 North (Neuro Rehab) – 14035, fax 14062

6A South (Neurosciences) – 14177, fax 14044

6B South (Neurosciences) – 14366, fax 14396

6C North (Gen Med) – 14147, fax 14393

6D North (Gen Med) – 14140, fax 14363

7A South (Women's) – 14137, fax 14436

7B South Gen Surgery – 14138, fax 14487

7D North (Restorative Care Unit) – 14590, fax 14591

Antepartum – 14243, fax 14041

Emergency – 14181, fax 14596

Emergency Unit Clerk – 14105

Intensive Care – Adult 14154, fax 14392

# Food, Groceries & Shopping Around VGH

## ON SITE

- VGH Cafeteria, with a [Rotating Menu](#)
- Good Earth Café
- Gift Shop
- Vending Machines

## NEARBY

- The Nest Café
- Eagle Creek Village Shopping Centre:  
Quality Foods, A Step Above, Tim Hortons, COBS Bakery, Subway, Villages Pizza, Starbucks, Sushi K, I.D.A. Forbes Pharmacy, Dollar Tree



# Employee Resources

## [Cultural Safety](#)

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

## [Library Services & Information](#)

The onsite library at VGH provides access to information resources and services to support clinicians and staff in delivering safe, high-quality patient care. Library services are available to staff, physicians, and placement students.

## [Employee & Family Assistance Program \(EFAP\)](#)

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

## [Safety Hub](#)

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

## [Critical Incident Stress Management \(CISM\) Services](#)

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



# Site Teams

## Addiction Medicine Consult Services

This specialized team offers consultations to support inpatient care for patients with suspected or known substance use disorders. Services include assessment, discharge planning, and assistance with managing substance-related harms.

## Fit Testing

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

## Indigenous Liaison Nurses & Patient Navigators

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

## 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 Victoria](#)

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



# Additional Information & Support

## **Onboarding Support**

VGH Coordinator:  
tamar.znaty@islandhealth.ca  
General Inquiries:  
onboarding@islandhealth.ca

## **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

## **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

## **Victoria Hospitals Foundation**

Learn more about VHF's impact and ways to support

