



Island Health

Welcome to West Coast General Hospital



Territory Acknowledgment

West Coast General Hospital respectfully acknowledges the traditional territory of the Hupacasath and Tseshaht First Nations. West Coast 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](#)



Table of Contents

| | |
|--|----|
| About West Coast General Hospital (WCGH) | 4 |
| About Island Health | 5 |
| Facility Map | 6 |
| Emergency Colour Codes | 7 |
| Evacuation & Assembly Areas | 9 |
| Telephone Directory | 10 |
| Food, Groceries & Shopping Around WCGH..... | 12 |
| Employee Resources | 13 |
| Site Teams | 14 |
| Newcomers Resources | 15 |
| Additional Information & Support | 16 |

About West Coast General Hospital (WCGH)

West Coast General Hospital (WCGH), located in Port Alberni, serves as the primary acute care facility for the Alberni Valley and surrounding West Coast communities. As part of Island Health, WCGH plays a vital role in providing accessible, high-quality healthcare services to residents across the region.

The hospital delivers a range of essential acute and community-based services, including emergency care, general medicine, surgery, maternity care, mental health and substance use services, laboratory and diagnostic imaging, and outpatient clinics. WCGH supports patients across the lifespan, offering coordinated care close to home while facilitating referrals to larger regional centres when specialized or tertiary services are required.

Situated in the heart of the Alberni Valley, West Coast General Hospital is committed to delivering compassionate, patient-centred care and strengthening the health and wellbeing of the communities it serves.

View the [Virtual Tour of West Coast General Hospital](#)



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



Facility Map



PARKING

There is no charge for parking. Please pay attention to spots reserved for Physicians and visitors.

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 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)

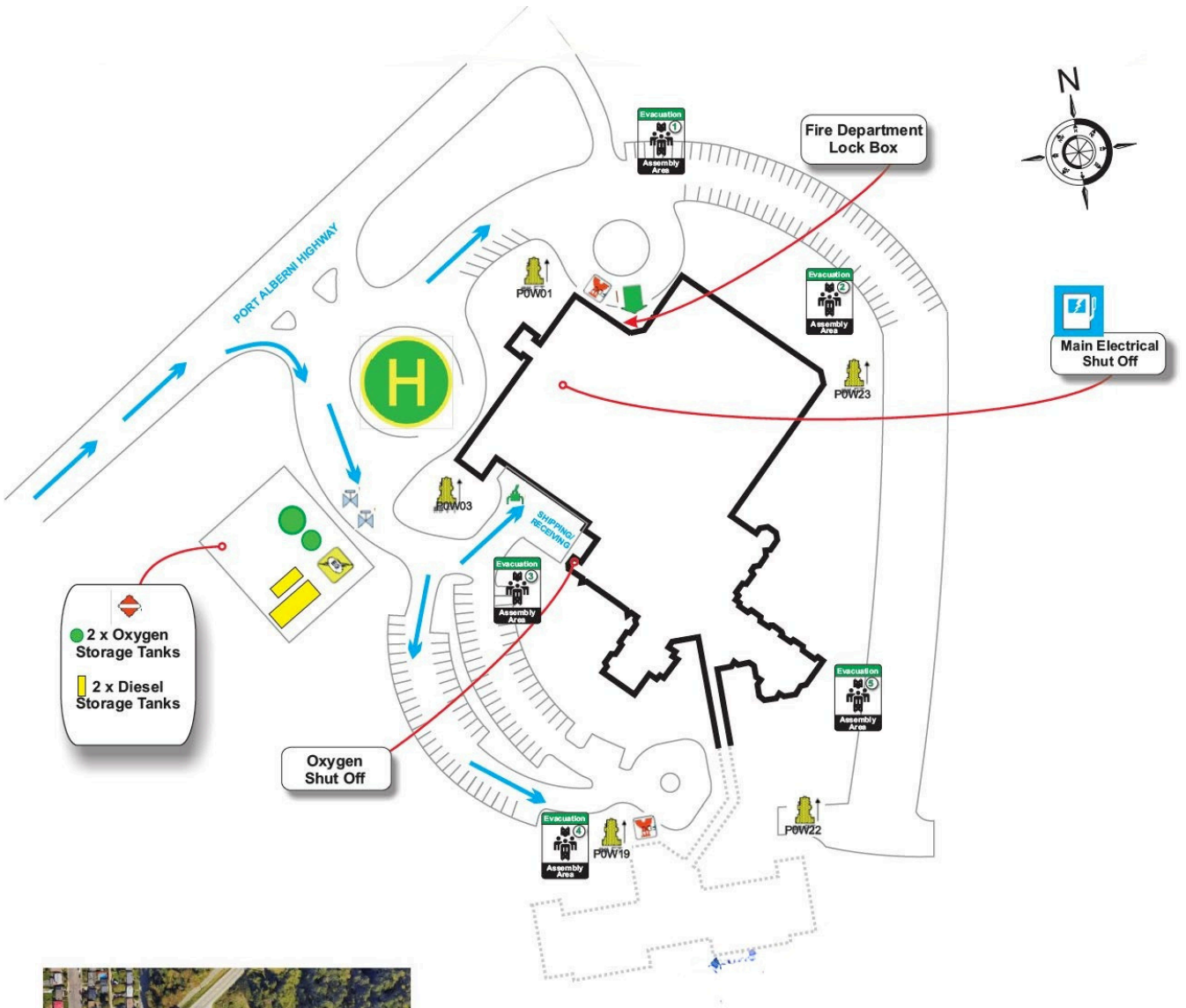
Code White - course 15626 (15min)

Code Brown - course 15337 (8min)

Code Grey - course 15338 (8min)

Code Silver - course 29687 (15min)

Evacuation & Assembly Areas



 MAXIMUM OPERATING PRESSURE
175PSI

Telephone Directory

ADMINISTRATION

Site Director (Kelli Walsh) 250-206-1924 (cell)
Site Manager (Jean Cushing) 250-731-7037 (cell)
Interim Site Manager (Sabrina Levac) 250-508-3106 (cell)
 Director Clinical Service Delivery (Leanne Frechette)
 Administrative Assistant (Janine Faris)
 Administrative Assistant (Kerrie Chernesky)
 Medical Director, Port Alb./West Coast Dr. G. dePape
 Recruitment & Retention Coordinator (Alison Sundstrum)
 CHIP

ADMITTING/SWITCHBOARD

Admitting (Main)
 Admitting (ER)

BIOMEDICAL

Rick

CANCER CARE CLINIC

Dr. Cecile Smit

CPD - CARDIOPULMONARY

0800-1500 weekdays, excl. stats

CHIEF OF STAFF

Dr. Tom Dorran 1-236-638-4708 cell

CSO (Coordinator Site Operations) (250)-735-0225

Doctor's Medical Library

Doctor's Lounge

Doctor's Sleeping Room (in doctor's lounge)

EMERGENCY – ER Entrance

Care Centre

Triage Desk

ER NUA

Clinical Coordinator ER/ICU/MDC (Tanya)

Nurse Educator ER WCGH/TGH

Medical Daycare Nurse 41414 NUA

INDIGENOUS LIAISON NURSE

Deb Melvin cell **250-730-2717**

John Brown cell **250-514-0951**

Indigenous Health Director (Jess McConnell) 250-735-1404 (cell)

Indigenous Health Manager (Ruby Ambrose) 250-508-4284

ER IPN Amanda Watts **250-206-3087 cell**

ER IPN Crystal Little **250-730-1117 cell**

All Nations Healing Room

Indigenous Health General Office Info.

FOOD & NUTRITION SERVICES

Cafeteria

Kitchen – diet changes

Manager/Coordinator Brian Spencer/Paul Urry

Supervisor's Office & Kitchen Phone (Jennifer Halvorson)

Dietician

FOUNDATION Erin/Paulette – Bookkeeper

GIFT SHOP

HEALTH RECORDS

48106 Angela Mallory, HIM & Admitting Supervisor **48119**
48104 Clerk, Chart Retrieval **48116**
41450 Clerk, Chart Retrieval **48118**
 41679 Clerk, FOI **48121**

48836 Transcriptionist (at NRGH) **1-250-740-2628**

41763 **(WCGH in-house only: Local 52628)**

48813 Dictation Line (at NRGH) **1-866-755-7614**

48806 **WCGH in-house only: Local 57614**

41058 **HOUSEKEEPING/LAUNDRY** **48411**

Laundry 0600-1400 **48410**

Office (Sue Booth) 0800-1600 M-F **41030**

Housekeeper MDC 1100-1900 Sun-Thurs **41687**

2700 Wing Housekeeper 0900-1700 **41688**

2800 Wing Housekeeper 0800-1600 **41031**

Cleaner M-F 0730-1530 **41031**

Cleaner Evenings 1530-2330 **41032**

ER Days & Evenings 0700-2300 **41032**

Night Shift 2300-0700 **41024**

LDRP & Psych 1000-1800 **41420**

ICU 1200-2000 **28777 or 1-888-296-3963** **18777**

HUMAN RESOURCES **41326**

IMIT (Onsite 41023 – Steffan Varem/Kelly Black)

Infection Control (Lisa Krueckl)

INTENSIVE CARE

Care Centre **48159**

Quiet Room (Family Room) **48158**

Doctor's Sleep Room/On Call Lounge **48161**

Staff On-Call Lounge **48160**

ICU Portable (Patient Phone) **41075**

ICU Cordless **41090**

Respiratory Therapist (Berni) Cell: 587-434-3509 **41086**

Respiratory Therapist (Katlyn) Cell: 250-371-4898

LDRP (Labour/Delivery/Recovery/Postpartum)

Care Centre **48194**

Nursery **48191**

LDR Portable **41415**

Physician On-Call Lounge **48192**

LABORATORY

Accessioning/Mail Room **48137**

Blood Bank **48140**

Lab Site Supervisor **48829**

Core **48135**

Manual Bench **48535**

Send Out **48141**

Receptionist **48608**

Section Heads **48111**

Lab Emerg/STAT bloodwork – 24/7 **Vocera**

Vocera – ask for WCGH Lab Collector **28000**

Senior Medical Lab Assistant **48872**

Urinalysis **48138**

Main Entrance **41094**

Telephone Directory

MAINTENANCE

| | |
|--|--------------|
| Electrical Supervisor (Dwain Ward) (cell 250-735-1077) | 48844 |
| Maintenance Supervisor (Larry Hodgson) (cell 250-206-0060) | 48407 |
| Maintenance Engineer | 48405 |
| Electrical Shop | 41092 |
| Manager's Office (Victor Noll) (cell 250-954-8215) | 48853 |
| General Maintenance | 48406 |
| Secretary (Carolyn) | 48854 |
| FMO Flex Desk | 41012 |
| On-Call Supervisor after hours 1500-0700 (250-724-8840) | |
| Electrician (Shift) | 48844 |
| Shift Engineer | 48405 |
| On Call Engineer (after hours) 250-731-1324 | |

MATERIALS MANAGEMENT

| | |
|--------------------------|-------|
| Distribution, desk phone | 48401 |
|--------------------------|-------|

MDRD – Medical Device Reprocessing

| | |
|----------------------------------|-------|
| Reprocessing Room (1000-1800) | 48179 |
| Decontamination Room (0730-1530) | 48178 |

MEDICAL DAYCARE (AMBULATORY)

| | |
|--------------------------|--------------|
| Care Centre Nurse | 41414 |
| Care Centre NUA | 48108 |
| Ambulatory Overflow | 48168 |

MEDICAL IMAGING

| | |
|---|--------------|
| Reception | 48611 |
| Bookings | 48871 |
| Image Library | 48149 |
| CT Scanner | 48611 |
| Supervisor | 48154 |
| Radiologist onsite (Mon, Thur) | 48157 |
| Radiologist (Tue, Wed, Fri) | 56961 |
| General Radiologist | 48155 |
| Mammography/Ultrasound | 48611 |
| Mobile MRI Unit | 43060 |
| Medical Imaging afternoon shift techs weekend dx & evenings | 41035 |

MEDICAL/SURGICAL

| | |
|---|--------------|
| Care Center | 48180 |
| Hospice Family Room | 48300 |
| Report Room | 41422 |
| Report Room Office (STR) | 41061 |
| (CNE Perinatal/Pediatric (Danielle Eely) | 48229 |
| Clinical Coordinator (Isabel Contant) | 48197 |
| CNL (Chanchal Sharma) | 48124 |
| Clinical Nurse Educator (Janie Harlow) | 48131 |
| Meeting Room A (Rm 2335) | 48108 |
| Meeting Room B (Rm 2330) | 48110 |
| Meeting Room C (Rm 2340) | 48114 |

MSIP (Dallas)

| | |
|-----------------------------|--------------|
| WCGH Staffing | 48124 |
| Activity Aide | 48189 |
| NRGH-ER Registration | 57644 |

WESTHAVEN

| | |
|--------------------------------|-------|
| Manager, Westhaven, Eagle Park | 48856 |
| Team Lead (Linda May Peddle) | 48856 |
| Portable Phone | 48204 |

OPERATING ROOM

| | |
|---|--------------|
| Clinic Office – Day Care (Rm 2241) | 48170 |
| CNL – OR/PAR/SPD (Andrea Massop) | 48166 |
| OR CNE (Laurel Dunkley) | 48190 |
| Endoscopy Room | 48177 |
| OR Care Centre | 48171 |
| OR Aide | 41074 |
| PAR – Nurses Station | 48176 |
| Staff Lounge – OR Suite | 48175 |
| Endoscopy Scheduler (Darlene) OR | 48874 |
| Scheduler (Sharlene) | 48827 |
| Palliative Care Coordinator Jessica Blackburn (250) 731-5614 | 41729 |

PHARMACY

| | |
|---------------------------------------|--------------|
| Dispensary | 48145 |
| LTC Area | 48823 |
| Manager (Ammar Anjarwalla) | 48845 |
| Pharmacist Desk | 48400 |
| Clinical Pharmacist Office | 48127 |
| Project Pharmacy Tech. (Teresa Davis) | 41655 |

PHYSICAL MEDICINE

| | |
|---------------------------------|--------------|
| Care Centre | 48812 |
| Director (Gillian Kamma) | 48226 |
| Portable Phone | 48125 |
| Occupational Therapist (Sheila) | 41659 |
| Occupational Therapist (Sarah) | 41697 |

PROTECTION SERVICES

| | |
|--|------------|
| STAT | 222 |
| Security Office – Non Emergency / Dispatch | 41666 |
| Security Dispatch | 18575 |

PSYCHIATRY

| | |
|---------------------|--------------|
| Care Centre | 48195 |
| Patient Phone | 41013 |
| Dr. Ean Smit | 41019 |

SENIORS NURSE

| | |
|---|-------|
| Home & Community Office 250-731-1313 | 41731 |
| SHIPPING & RECEIVING (Gill) | 48401 |
| Social Worker (Linda Fynes) | 48822 |
| ER/Psych | 41774 |
| Speech & Language Pathologist (Shelby Hughes) | 48133 |
| Spiritual Health Practitioner (Lydia Collin) | 41424 |

STAFFING

| | |
|------------------------------------|--------------|
| Nanaimo Staffing | 63549 |
| Short Call | 21000 |
| Telehealth Office (Rm 2245) | 48419 |
| VOCERA | 28000 |
| VOLUNTEER RESOURCES | |
| Victoria Snow | 41071 |

WESTHAVEN

| | |
|--------------------------|--------------|
| Care Centre (NUA) | 48875 |
| Activity Department | 48211 |
| CNE – (Allison Fagan) | 41680 |
| Staff Break Room | 48205 |
| Team Conference Room | 48206 |

Food, Groceries & Shopping Around WCGH

ON SITE

- WCGH Cafeteria, with a [Rotating Menu](#)
- West Coast Cafe
- Gift Shop
- Vending Machines

NEARBY

- Save-on-Foods
- McDonald's
- Tim Horton's
- Quesada
- Subway
- Shoppers Drug Mart



Employee Resources

[Respectful Workplace](#)

Island Health has a Respectful Workplace Policy, which applies equally to all persons associated with Island Health. Visit this page to learn about the program, including services offered and ways of reporting.

[Cultural Safety](#)

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

[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](#)

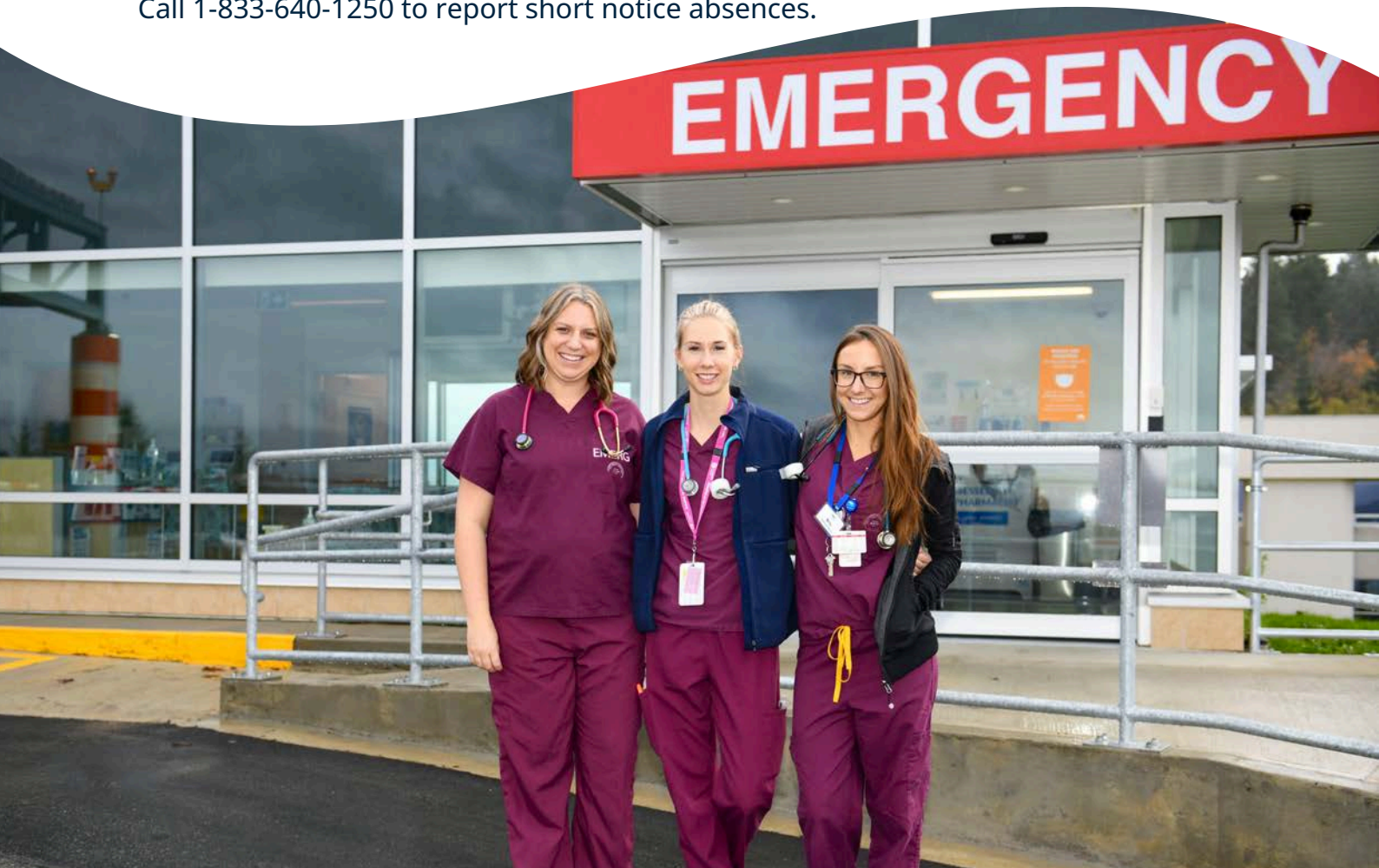
Access information and resources on workplace health and safety through Island Health's Health, Safety & Prevention and Wellness & Ability Management programs.

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

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

[MySchedule Absence Reporting System \(MARS\)](#)

Call 1-833-640-1250 to report short notice absences.



Site Teams

[Medical Laboratory](#)

Visit to book an appointment at the West Coast General Hospital lab, also available for staff.

[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.

[Employee Health Advisors](#)

Provide immunizations and Tuberculosis Screening for staff; [book an appointment at your local immunization clinic.](#)



Newcomers Resources

[Welcome to Canada](#)

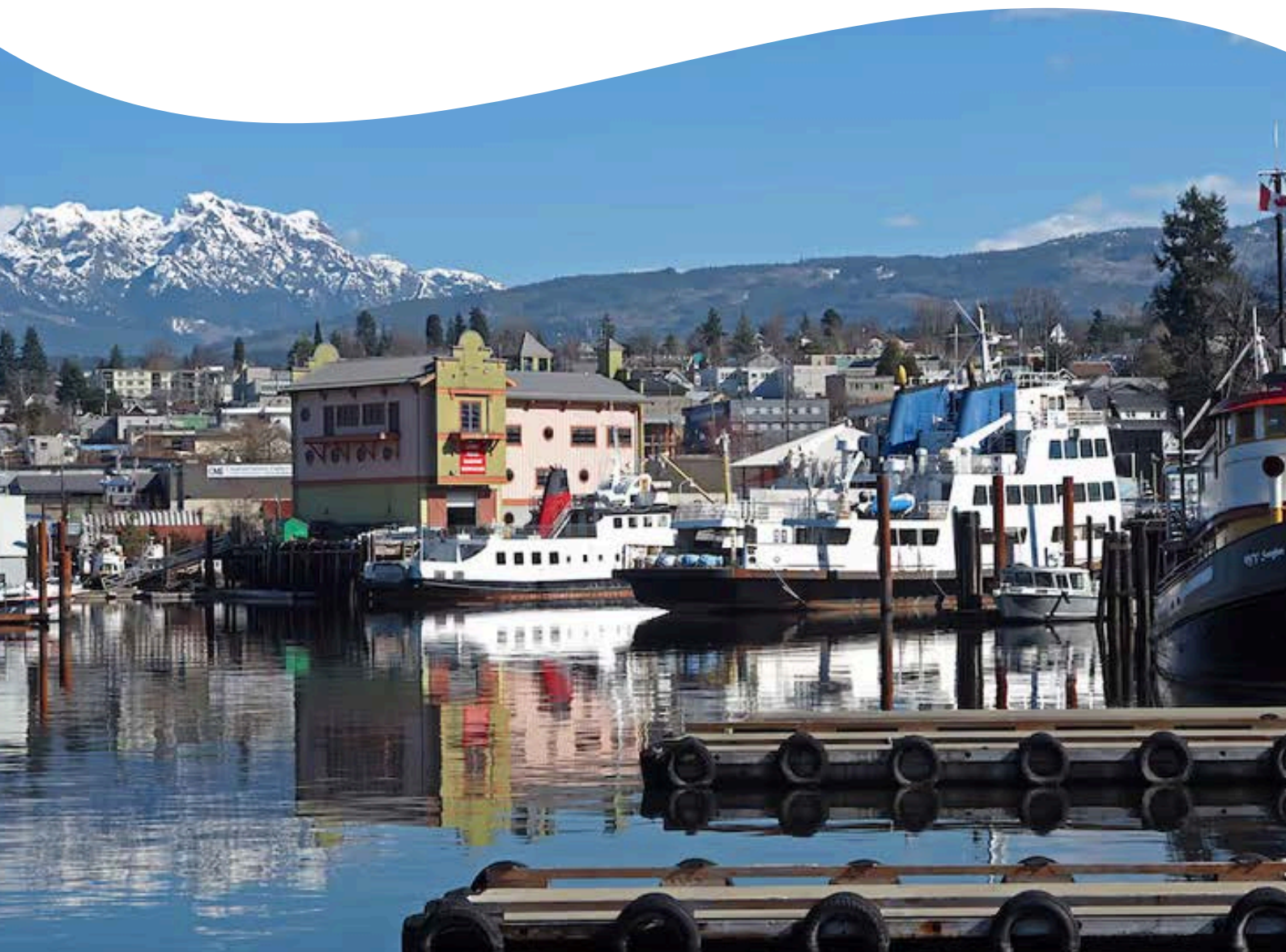
Moving to Canada is exciting but can be challenging. These resources guide newcomers on essential topics like finding housing, starting work or school, accessing healthcare, managing finances, and building community connections to ensure a smooth transition.

[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 Port Alberni](#)

If you're new to Port Alberni, 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 learning about Port Alberni's neighborhoods or looking to become more involved, this serves as a helpful starting point.



Additional Information & Support

Onboarding Support

Email: 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

[West Coast General Hospital Foundation](#)

Learn more about WCGHF's impact and ways to support

[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

