



Welcome to Royal Jubilee Hospital



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About Royal Jubilee Hospital (RJH)

Royal Jubilee Hospital (RJH), located in Victoria, is one of the main acute care facilities serving Vancouver Island and the Gulf Islands. The hospital provides a broad range of specialized and tertiary services, including cardiac care, renal services, oncology, general medicine, surgery, mental health and substance use, palliative care, and critical care. RJH is also home to the Heart Health and Renal Care Centres, serving as a regional referral site for patients across Vancouver Island. With modern facilities and a strong focus on patient-centered care, RJH supports both inpatient and outpatient services, medical education and clinical research. Centrally situated near downtown Victoria, the hospital plays a vital role in delivering compassionate, high-quality healthcare to the region's residents.

Royal Jubilee Hospital stands on the traditional lands of the Lekwungen people, known today as the Songhees and Esquimalt Nations, who have cared for these lands for countless generations. Island Health acknowledges the enduring impacts of colonization and remains dedicated to strengthening relationships with Indigenous communities, advancing reconciliation, and supporting equitable access to healthcare for all.

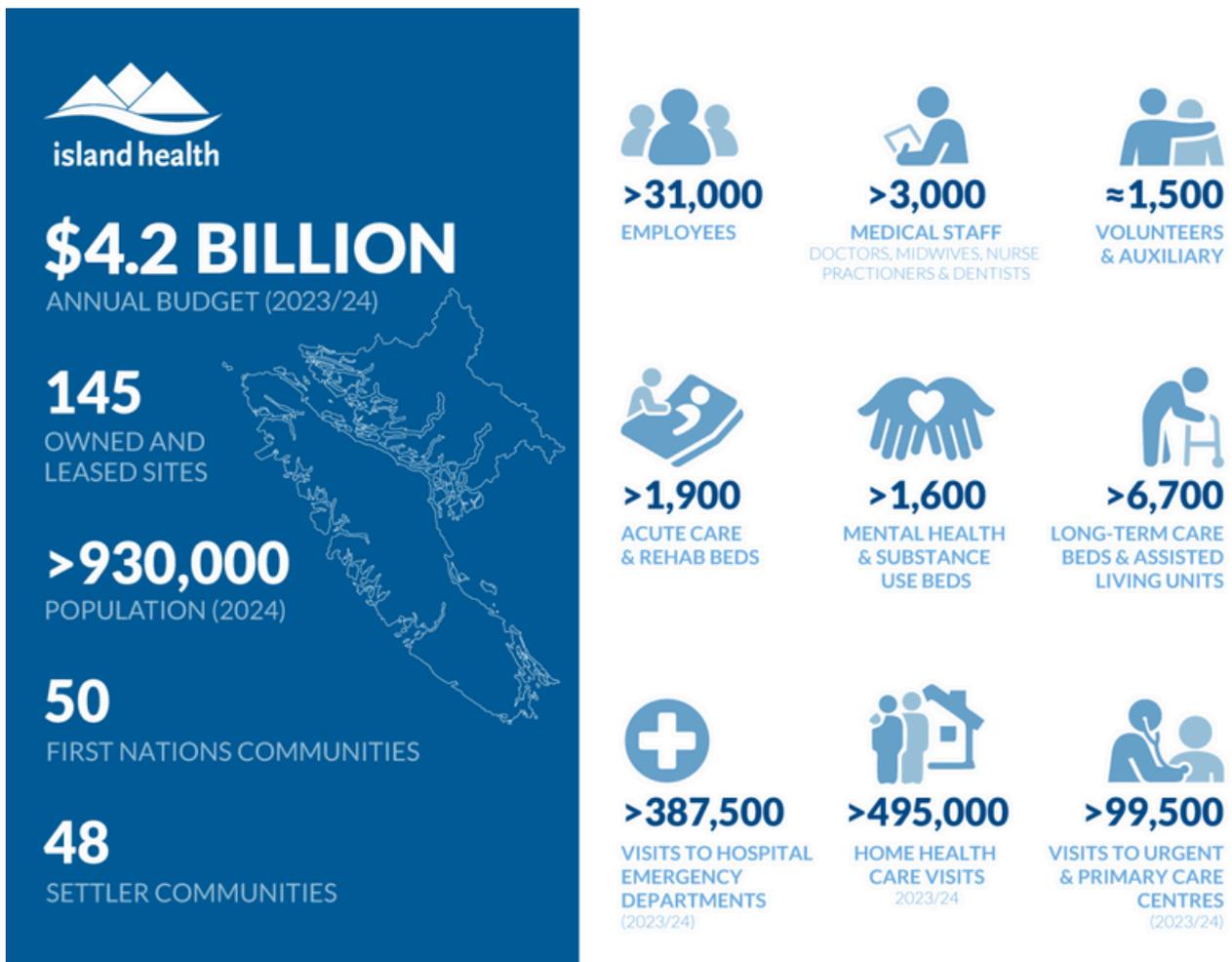


About Island Health

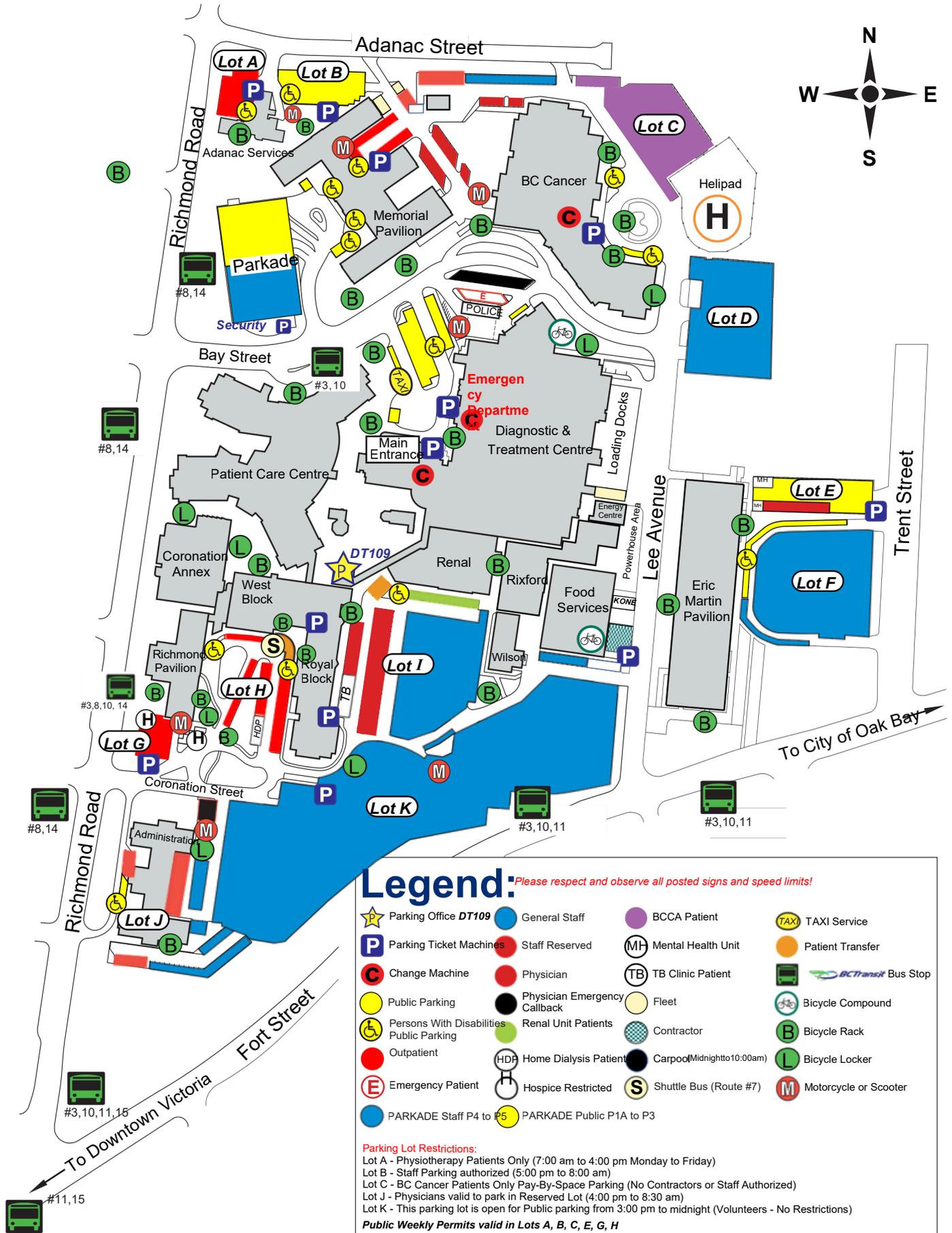
Island Health serves a diverse population across Vancouver Island, surrounding islands, and mainland communities north of Powell River. We provide a comprehensive range of services, including acute care, mental health, community care, and public health. Our dedicated team of healthcare professionals, 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.



Parking Map



Legend: *Please respect and observe all posted signs and speed limits!*

★ Parking Office DT109	● General Staff	● BCCA Patient	TAXI TAXI Service
P Parking Ticket Machines	● Staff Reserved	MH Mental Health Unit	● Patient Transfer
● Change Machine	● Physician	TB TB Clinic Patient	● BCTransit Bus Stop
● Public Parking	● Physician Emergency Callback	● Fleet	● Bicycle Compound
♿ Persons With Disabilities Public Parking	● Renal Unit Patients	● Contractor	● Bicycle Rack
● Outpatient	HDP Home Dialysis Patient	● Carpool (Midnight to 10:00am)	● Bicycle Locker
E Emergency Patient	H Hospice Restricted	S Shuttle Bus (Route #7)	M Motorcycle or Scooter
● PARKADE Staff P4 to P5	● PARKADE Public P1A to P3		

Parking Lot Restrictions:
 Lot A - Physiotherapy Patients Only (7:00 am to 4:00 pm Monday to Friday)
 Lot B - Staff Parking authorized (5:00 pm to 8:00 am)
 Lot C - BC Cancer Patients Only Pay-By-Space Parking (No Contractors or Staff Authorized)
 Lot J - Physicians valid to park in Reserved Lot (4:00 pm to 8:30 am)
 Lot K - This parking lot is open for Public parking from 3:00 pm to midnight (Volunteers - No Restrictions)

Public Weekly Permits valid in Lots A, B, C, E, G, H

Facility Map



Facility Map: Legend

DIAGNOSTIC & TREATMENT CENTRE		LEVEL
Main Foyer		1
Admitting		
Café (Tim Hortons)		
Cashier		
Chaplain		
Parking Services		
Patient Information		
Ambulatory Unit		1
Bronchoscopy		
Colposcopy		
Cystoscopy		
Endoscopy		
Flexible Sigmoidoscopy/Sigmoidoscopy		
Clinics		
Dermatology Clinic	Clinic 3	1
Diabetes Education	Clinic 7	2
Electrodiagnostic Svcs.—Cardiac	Clinic 2	1
Enterostomal Therapy	Clinic 3	1
Lower Leg Wound Clinic	Clinic 3	1
Nutritional Counselling	Clinic 7	2
Ophthalmology—Medical	Clinic 5	2
Ophthalmology—Surgical	Clinic 6	2
Orthopaedic Cast Clinic	Clinic 3	1
Pacemaker Clinic	Clinic 2	1
Pre-admission/Anaesthetic	Clinic 1	1
Surgical Suture Clinic	Clinic 3	1
Transplant Clinic	Clinic 4	1
General		
Cardiovascular Unit (CVU)		3
Chapel (always open—access via D&T Hallway)		2
Coronary Care Unit (CCU)		3
Echocardiography		3
Electro Convulsive Therapy		3
Emergency Department and Area C		1
Intensive Care Unit (ICU)		5
Medical Imaging (x-ray, CT, fluoroscopy, ultrasound)		1
Pharmacy (retail)		1
Surgical Day Care		3
Surgical Services/Operating Rooms		3
RENAL UNIT		LEVEL
Haemodialysis		1
Kidney Care Clinic		2
ERIC MARTIN PAVILION		LEVEL
Psychiatric Day Hospital Victoria		6
Mental Health Services		1
CORONATION ANNEX		LEVEL
Medical Library		1
Island Medical Program		1
MEMORIAL PAVILION		LEVEL
Bariatric Program	Homer Wing	1
Brain Injury Program	Kenning Wing	1
Psoriasis Clinic	Kenning Wing	3
Regional Pain Clinic	Kenning Wing	2
Seniors Outpatient Clinic	Kenning Wing	1
PATIENT CARE CENTRE		LEVEL
All Nations' Healing Room Food	Atrium	1 1
Court Gift Shop Inpatient Units	Retail Wing	1
—Acute Care Inpatient Units—	Atrium	1-8
Mental Health		1-2
ADANAC PAVILION		LEVEL
Outpatient Physiotherapy		1
RICHMOND PAVILION		LEVEL
Electrodiagnostic Services—Neurology		2
Multiple Sclerosis Clinic Speech		2
Language Pathology Victoria Hospice		2
		3
		LEVEL
Internal Medicine Clinic		1
Anticoagulation Therapy Clinic		
Antimicrobial Therapy Clinic (OPAT)		
Medical Day Care		
Home IV Program		
IV Therapy Clinic		
Urgen Medical Assessment Clinic (UMAC)		
Respiratory		4
Adult Community Respiratory		
Adult Cystic Fibrosis Clinic		
Blood Gases		
Home Oxygen Program		
Overnight Oximetry Clinic		
Pulmonary Function Testing		
Sleep Lab		
General		
Atrial Fibrillation Clinic		3
Cardiac and Respiratory Rehab		3
Heart Function Clinic		3
Home Renal Dialysis Program		1
TB Program		4
Volunteer Resources Office		4
WEST BLOCK		LEVEL
Nuclear Medicine—Bone Scan/Bone Density		1
Outpatient Laboratory Transcranial Magnetic Stimulation (rTMS) Electro Therapy (ECT)		1
		1
		1

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)

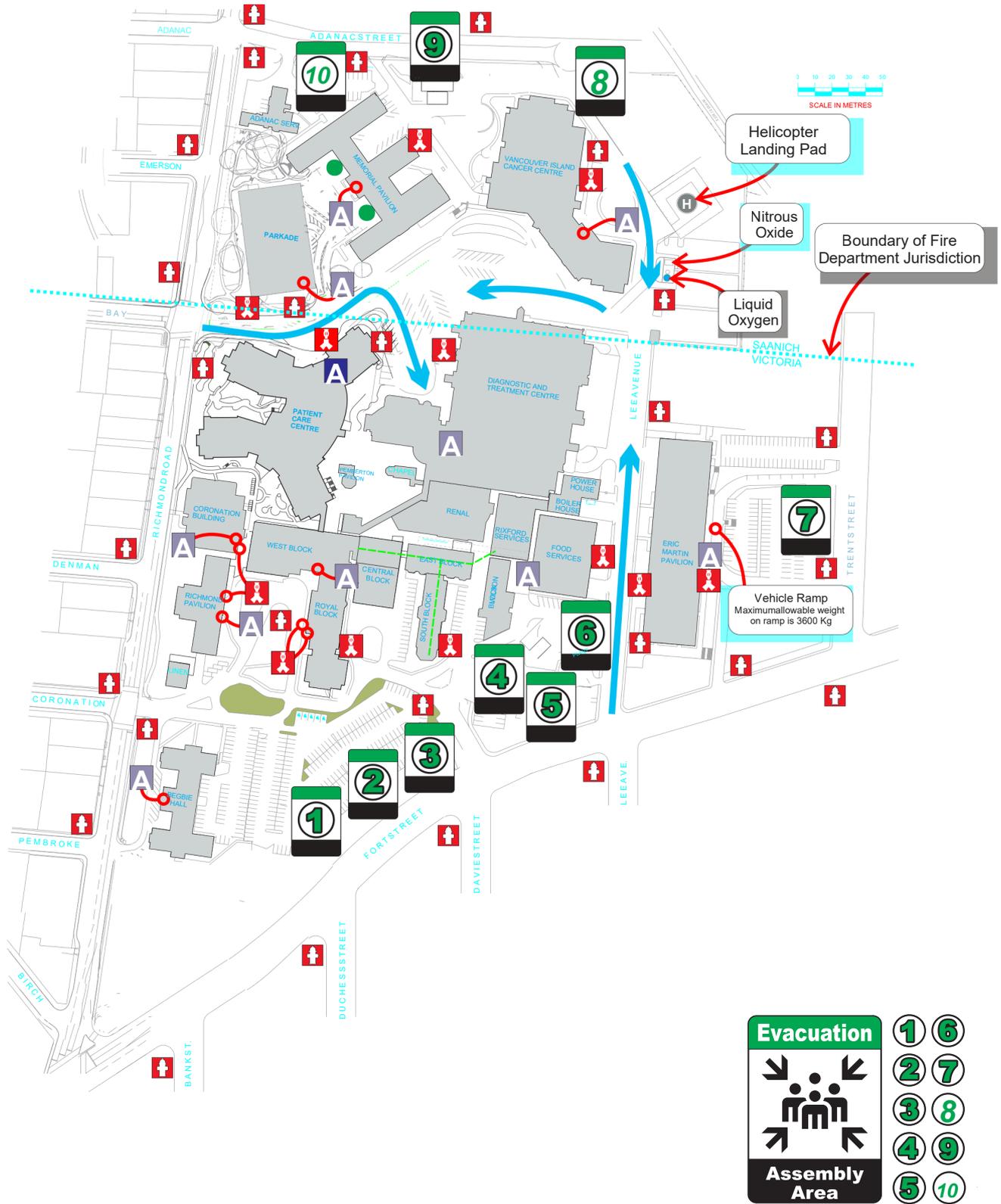
Code White - course 15626 (15min)

Code Brown - course 15337 (8min)

Code Grey - course 15338 (8min)

Code Silver - course 29687 (15min)

Evacuation & Assembly Areas



Telephone Directory

The auto attendant for all locals:
250-519-5300

**Switchboard 18000 Access &
Privacy Enquiries 11870 Acute
Neurology Clinic 18247**

Fax: 18070

Aboriginal Health 18914

Confidential Fax: 250-519-1524

Adult Comm Resp Care (R4) 18265

Fax: 11552

Ambulatory D&T Unit 18776

Amputee Clinic, Enhanced 11739

Atrial Fibrillation Clinic: 18632

Booking

Casts - Orthopedic Clinic 250-727-4339

Diabetes & Nutrition 18633 Echo 11550

Fax: 18495

Laboratory 18355 Medical Booking

RN, Angio 11590 Ophthalmology

18871 Fax: 18640 OR Booking:

ENT, Oral, Urol 11520 - Plast,

Cardio, Thoracics 11961 - Ortho

18415 - Gen, Pacers, Vasc 18445

Oph 11588

Surgical Suture 18917

Booking Diagnostic Imaging

Phone Tree 250-727-4455

Mammography-Screening

250-727-4338

Mammography-Diagnostic

250-727-4455

Ultrasound:

Routine 250-519-3475 Urgent 250-

519-3471 Cancellations 250-519-

3474 Fax (All Ultrasound): 250-519-

3472

Booking - EDS

Holter Monitors 14226 Fax: 14240

Neurology 18333 Fax 18170

Treadmill 15107 Fax: 14083

Cardiac Rehabilitation Program: 11601

Cardiac Short Stay 18797 Fax: 18918

Cardiovascular Unit 18351 Fax: 18885

Complex Headache Clinic 18150

Coronary Care Unit 18254 Fax: 18189

Corporate Office VIHA 18699 Fax: 18750

Diabetes & Nutrition Education 18322

Fax: 18357

Echocardiogram 18307

ECT Clinic 18624

Electrodiagnostics - (EDS)

EDS Cardiology 18231

Fax: 18658

EDS Neurology (RP2) 18333

Fax: 18070

Emergency

Control Desk 18212, Press 2

Fax: 18554

Unit Clerk 18212, Press 4

Enterostomal Therapy 18235

Epilepsy (RP2) 11721

RN: 17559 Fax: 18020

EP Lab 18246

Health Records

Enquiries 18644

Fax: 18550

Dictation 18800

Transcription (VGH) 250-727-4282

Heart Cath Lab 18420

Fax: 18736

Heart Function Clinic: 11601

Hospice 18715

Fax: 18625

Hospice Spiritual Care 12580

Hospital at Home 18156

Fax: 18188

NUA: 17671

Intensive Care Unit 18560

Fax: 18014 Critical Care Outreach

Team (CCOT): 778-679-8713

Internal Medicine Clinics (RB1)

Home IV 18817 Liver Care Clinic

13081 Medical Daycare 18220

OPAT Clinic 11829 **Island**

Medical Program 11825

Laboratory Call Centre 18355

Fax: 18301 In House

Collections 18608

Library (Medical) 18612/18723

Fax: 18274

Telephone Directory

LowerLeg Wound Clinic 11513

Medical Administration

Continuing Prof Development 18425

Medical Affairs 250-519-3562

Medical Device Reprocessing

Department (MDRD)

Mon-Fri: 18484

Sat-Sun: 12542

Medical Imaging

CT/Radiology/X-Ray/Flouro 18272

MRI, Ultrasound 18680

Nuclear Medicine (West 1) 18320 Service

Centre (Reports) 250-727-4353

Fax: 250-727-4320

Medical Photography - Multi-Media

12182

After Hours Emergency: dial 0

Mental Health

Administration 18175 Intake 250-519-

3485 Psychiatric Day Hospital 18126

USTAT-Urgent Psych Clinic 250-213-

4400

Withdrawal Mgmt-Sobering Centre

250-213-4444

Victoria Mental Health 18175

MS Clinic (RP2) 18398

NUA: 12881

Fax: 11834

Normal Pressure Hydrocephalus Clinic

18262 Fax: 11720

Nursing Unit Assistant (NUA) 12881

Ophthalmology

Medical - Clinic 5 18677 Fax: 18791

Surgical - Clinic 6 18691 Fax: 18074

Orthopedics Clinic 3 18603

OR - Main 18441

Fax: 18969

PAR 18446 / 18447

Pacemaker Clinic 18670

Fax: 18658

Pain Clinic (MP Homer 2) 11836

Fax: 11837

Parking Office 18303

Fax: 18635 Replacement

Vehicle 18835

Parkinson's Movement Disorder Clinic (RP1)

Local: 11859

Fax: 11720

Patient Care Quality Office

1-877-977-5797

Patient/Placement & Admitting

Admitting (Bed Control) 11630

Fax: 11635

Discharge 11631 History

Clerk 18280 Patient

Information 18244

Pre-Admission Clinic 18499

Fax: 18899

Pre-Admission Nurse 18308

Pharmacy

Retail (Outpatient) 18153

Fax: 11823

Dispensary (Inpatient) 18241

Fax: 18615

PICC Program - PICC RN 18257

Protection Services Dispatch 18575

Fax: 18870

Quality & Patient Safety 18779

Fax: 18137

Rehab Services

Burn & Wound Clinic 12688 Occupational

Therapy - Inpatient 18756 Physiotherapy:

- Inpatient 18756

- Outpatient (Adanac) 18264

Speech Therapy 18382

Renal Unit 18290

Fax: 18940

Respiratory Therapy 18655

Fax: 18831

Seniors / Geriatrics

Geriatric Services 18509

Fax: 18285

Geriatric Outpatient Clinic 18354

Fax: 18814

Geriatric Psychiatry 11554 Seniors

Health Intake 18565 Seniors

Outpatient - OT 11508 Seniors

Outpatient - PT 11507

Social Work 18339 Spiritual Care

Services 18207 Surgical Daycare

Admissions 18361

Fax: 18809

Surgical Suture Clinic 18619

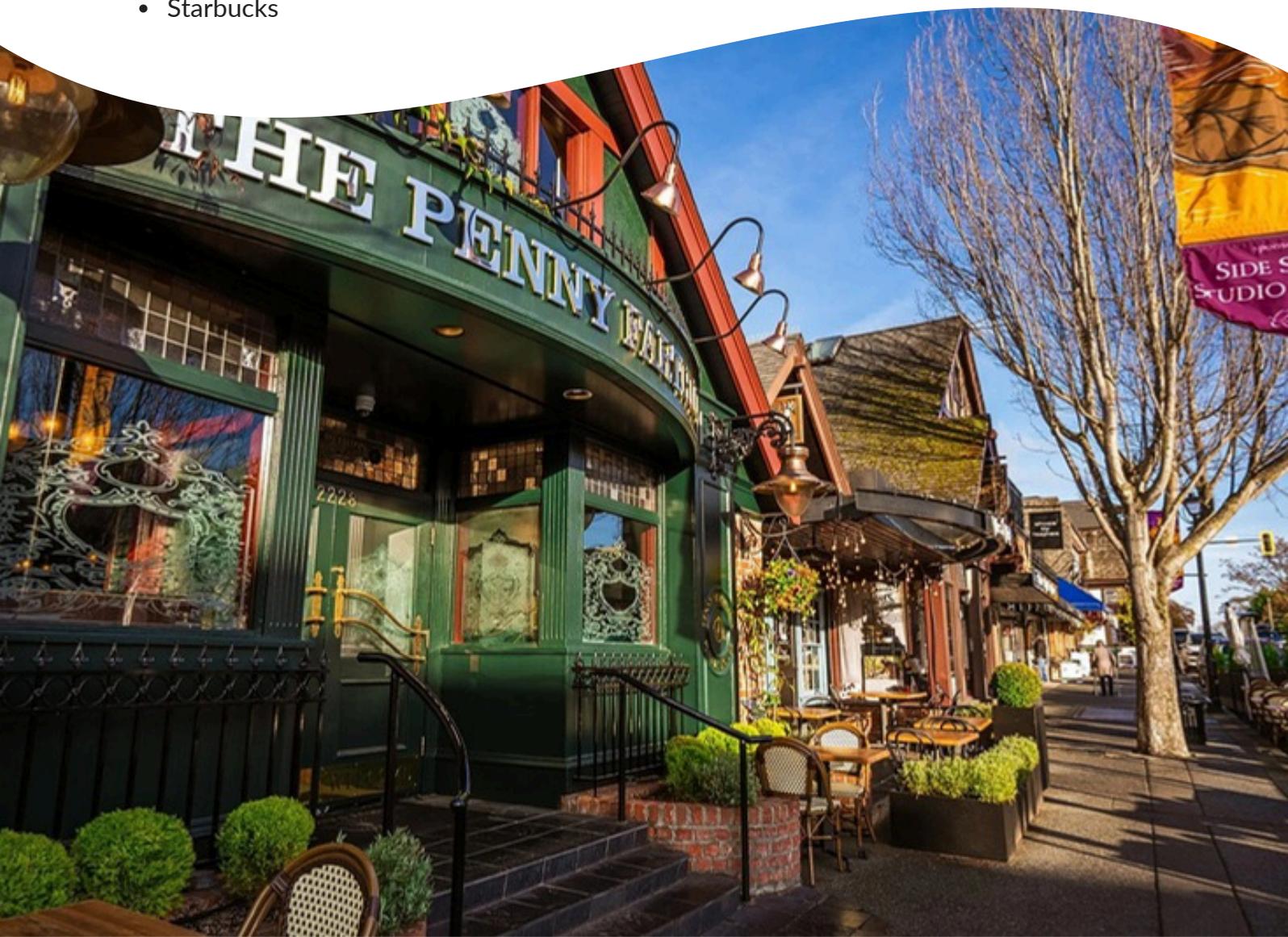
Food, Groceries & Shopping Around RJH

ON SITE

- Good Earth Café
- Subway
- Gift Shop
- Vending Machines

NEARBY

- Save-on-Foods
- Urban Grocer
- TOGO Sushi
- Christie's Carriage House Pub
- GoodSide Pastry House
- Pizzeria Prima Strada
- White Spot
- Starbucks



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

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.

Library Services & Information

The onsite library at RJH provides access to information resources and services to support clinicians and staff in delivering safe, high-quality patient care.



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

Onboarding Coordinator:
Email: tamar.znaty@islandhealth.ca
General Inquiries:
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

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

