



# Welcome to Nanaimo Regional General Hospital



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# About Nanaimo Regional General Hospital (NRGH)

Nanaimo Regional General Hospital (NRGH) is the primary healthcare facility serving central and northern Vancouver Island, supporting a regional population of over 300,000. The hospital provides a wide range of medical and surgical services, including critical care, maternity, mental health, and specialized cardiac care. NRGH is also a teaching hospital affiliated with the University of British Columbia and hosts the region's only Medical Imaging and Cancer Care facilities.

We respectfully acknowledge that Nanaimo Regional General Hospital is located on the traditional, ancestral, and unceded territory of the Snuneymuxw First Nation. We honour the deep connection of the Snuneymuxw People to this land and their enduring role as stewards of these territories.



# 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 honoring the stewardship of Indigenous peoples over the lands we serve.

island health

**\$3.6 BILLION**  
ANNUAL BUDGET (2022/23)

**145**  
OWNED AND LEASED SITES

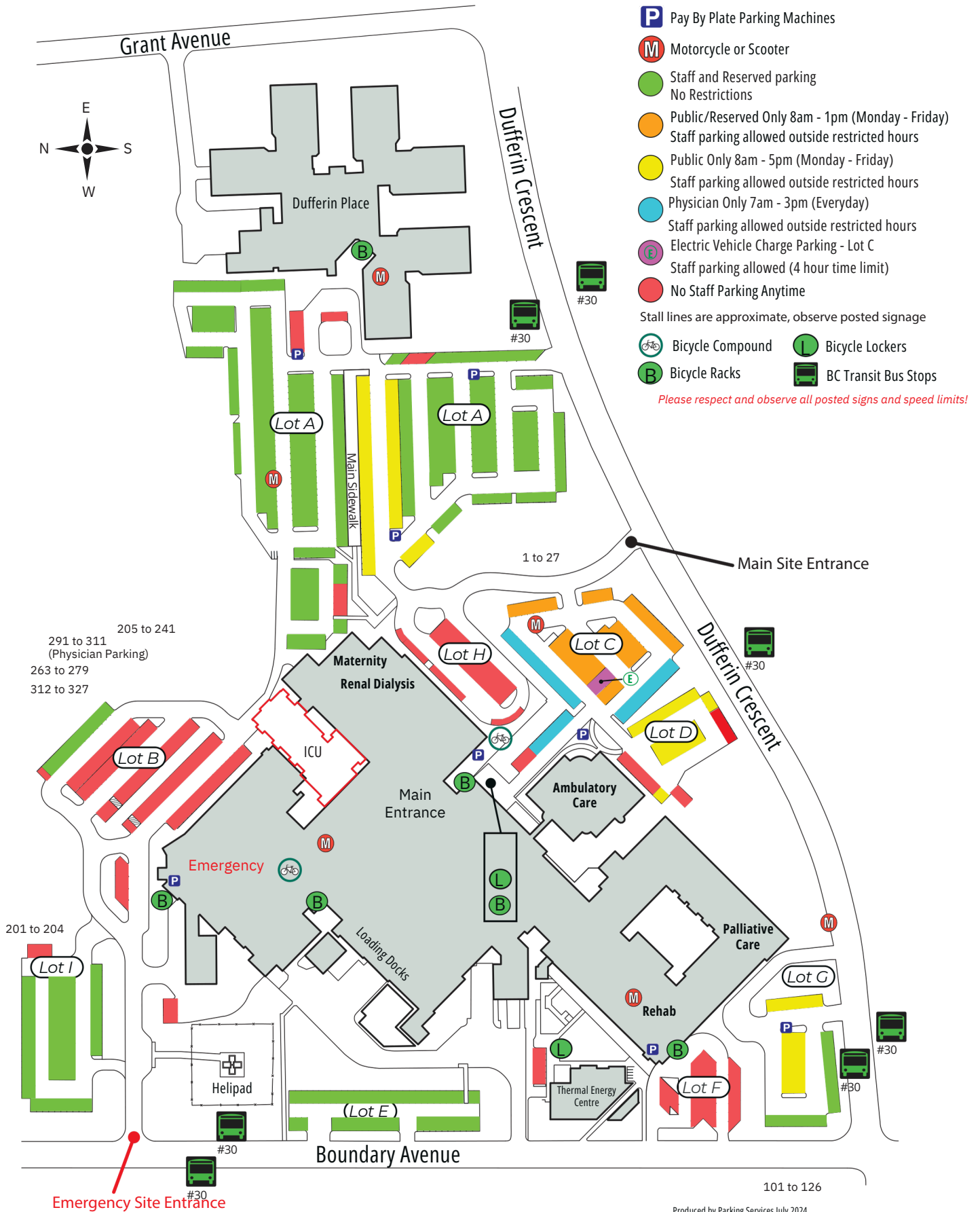
**>930,000**  
POPULATION (2024)

**50**  
FIRST NATIONS COMMUNITIES

**48**  
SETTLER COMMUNITIES



# Parking Map













# Site Directory



Main Block		Level	Ambulatory Care Block		Level
Administration	1		Ambulatory Daycare Surgery	G	
Admitting	1		Cancer Clinic	B	
Boardroom	1		Diabetes Education	B	
Cafeteria	G		Endoscopy Clinic	G	
Cast Clinic	1		Home IV Program	B	
Chaplain Services	1		Nutritional Counseling	B	
CT Scanning	1		Plastics Clinic	G	
Day Surgery	2		Pre-Admission Clinic	B	
Electrocardiography (ECG)	1		Respiratory Clinic	B	
Facilities Maintenance and Operations (FMO)	G				
Electrodiagnostic Lab (EDL)	1		Emergency Wing		Level
Food and Nutrition Services	G		Emergency	1	
Foundation	1		Psychiatric Emergency Service (PES)	1	
Gift Shop	1		Psychiatric Intensive Care (PIC)	1	
Information	1		Rehabilitation Block		Level
Intensive Care Unit (ICU)	1		Chapel	B	
Laboratory	1		Electrodiagnostic Services (EEG & EMG)	G	
Lecture Rooms	G		Information Management / Information Technology (IM/IT)	B	
Library	G		Medical Daycare	B	
Housekeeping	G		Occupational Therapy	G	
Mammography	1		Palliative Care	B	
Materiel Management/Purchasing	G		Parking Office	G	
Medical Device Reprocessing Department (MDRD)	G		Physiotherapy	G	
Medical Imaging	1		Psychology	G	
Medical Records	G		Psychiatry Unit	G	
Nuclear Medicine	1		Rehabilitation Unit	G	
Nursing Administration	1		Speech Pathology	G	
Obstetrics	2		Transitional Level of Care	B	
Pace Maker Clinic	1		Volunteer Services	B	
Patient Rooms 1001-1030	1		Renal / Perinatal Block		Level
Patient Rooms 2002-2030	2		Dialysis Unit	1	
Patient Rooms 3001-3030	3		Hemodialysis Clinic	1	
Patient Rooms 4001-4030	4		Maternity	2	
Patient Rooms 5001-5030	5		Neonatal Intensive Care	2	
Patient Rooms 6001-6030	6				
Pediatrics	2				
Pharmacy	G				
Receiving	G				
Respiratory Therapy	1				
Social Work	G				

# 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 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.

## **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)

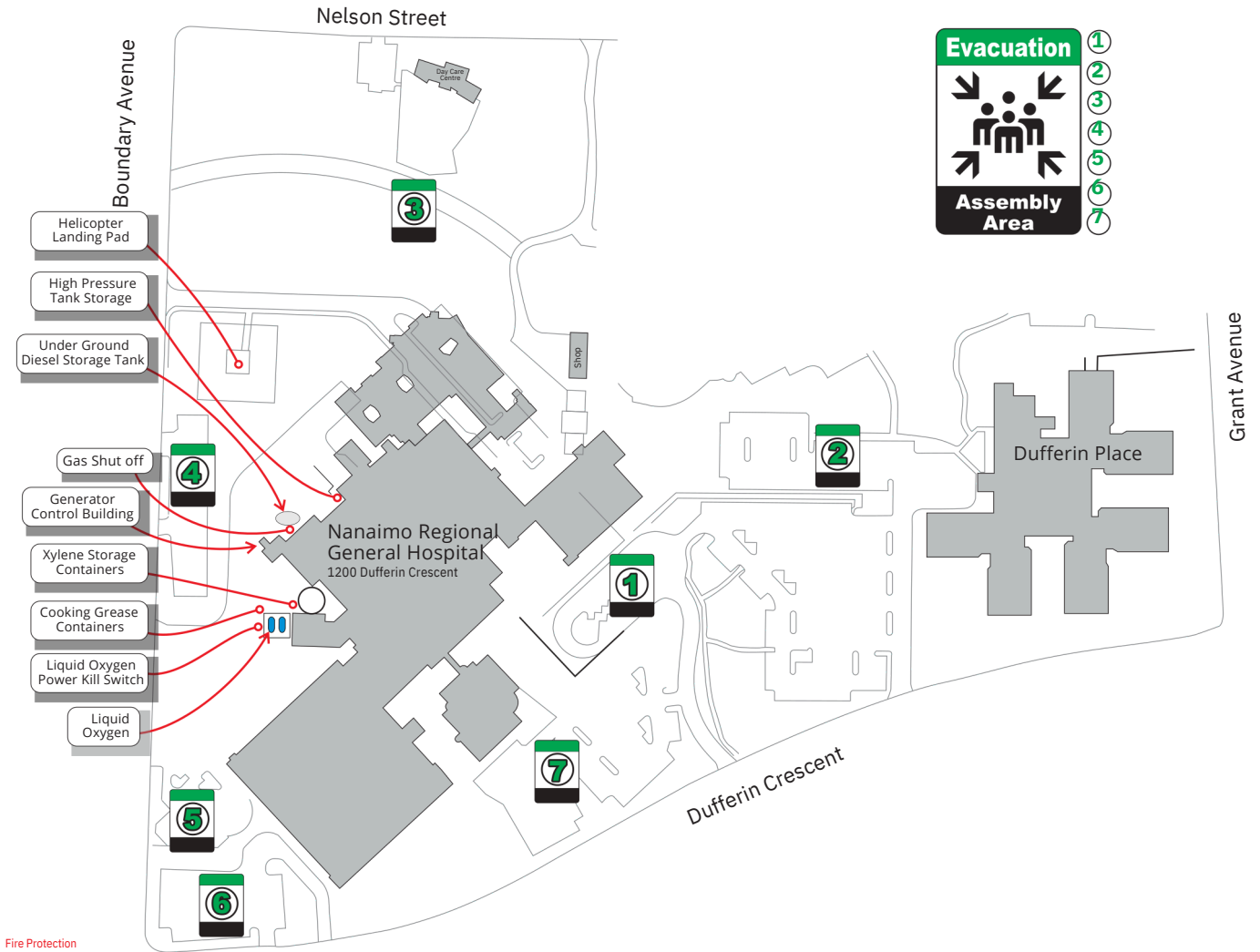
Code Brown - course 15337 (8min)

Code Grey - course 15338 (8min)

Code Silver - course 29687 (15min)



# Evacuation & Assembly Areas



# Employee Resources

## Cultural Safety

Review all resources and training programs offered to learn and create a culturally safe environment at Island Health.

## Library Services & Information

Provides access to information resources and services supporting clinicians and staff in providing safe, excellent patient care. Onsite services are available at NRGH for staff, physicians and placement students.

## 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.

## 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.



# Food, Groceries & Shopping Around NRGH

## ON SITE

- NRGH CafeteriA with a [Rotating Menu](#)
- Code Brew
- Auxiliary Gift Shop
- Vending Machines

## NEARBY

- **Grocery Shopping:** Save On Foods, Country Grocer, Sabzi Mandi Supermarket
- **Food/Restaurants:** Ali Baba Pizza, Tim Hortons, Subway, Huang Lan, O'Falafel, Drip, Off The Hook
- **Things to do:** Modo Yoga, The Bloc Bouldering Gym, VRCORE, Anytime Fitness.



# Newcomers Resources

## [Welcome to Canada](#)

Moving to Canada is an exciting yet challenging experience. These resources guide newcomers on what to expect in their first weeks, covering essential topics like finding housing, starting work or school, accessing healthcare, managing finances, and building community connections. These publications help simplify the transition and ensure a smoother integration into Canadian life.

## [Welcome to British Columbia](#)

If you are new to B.C., be sure to review the B.C. Newcomers' Guide! It is designed to help newcomers settle into the province smoothly. It provides detailed information about key aspects of life in B.C., such as getting a BC Services card, navigating the local driving system, enrolling children in school, and opening a bank account.

## [Welcome to Nanaimo](#)

New to Nanaimo? These pages highlight Nanaimo's unique charm, community values, and resources for residents, including guidance on city services, local attractions, and events. Whether you're exploring the city's neighborhoods or looking for ways to engage with the community, this serves as a helpful starting point for becoming part of Nanaimo.



# Additional Information & Support

## **Onboarding Support**

NRGH Coordinator:  
keshia.keele@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

## **Nanaimo & District Hospital Foundation**

Learn more about NDHF's impact and ways to support



