

Victoria Hospital

Important information for navigating zones:

- Level 1 and level 2 connects to all Zones, A, B, C, D and E
- Level 3 connects Zones B, C and D
- To access higher floors, take the elevator of the zone associated with the room number
- Zones are colour-coded (A=Orange, B=Blue, C=Red, D=Green, E=Yellow)
- Room numbers are read in this order: Zone, Floor-Room Number
- For example, D3-406: D=Zone; 3=Floor, 406=Room

Within each zone:

- Use signage to help you navigate!
- Take note of stairs, elevators, and washrooms (including accessible and baby change stations).
- Black phones on the wall are called “house phones” and are for calls within the hospital only.

Zone A

- ☐ Start your tour from the Volunteer Office (D3-406)
- ☐ From the Volunteer Office, go past the Sanctuary to Zone C elevators
- ☐ Take elevator to level 2
- ☐ Follow signs to Zone A
- ☐ A2- Prescription Centre (Pharmacy)
- ☐ A2- Adult Mental Health Outpatients (Interior access for authorized staff only. Patients and families enter through exterior door 4, Zone A)
- ☐ Head towards Verspeeten Family Cancer Centre
- ☐ Enter Verspeeten Family Cancer Centre and go past the elevators
- ☐ A2- Verspeeten Family Cancer Centre Main Reception
- ☐ A Entrance, level 2 (street level, Commissioners Road)
 - Wheelchair storage
 - Access to Parking Lot 1 (P1) and bus stop
 - Pay at parking booth when exiting parking lot or Pay Station by A2 Entrance (cash or credit)

- ☐ Take elevator to A1
- ☐ Turn right off elevators

Find the following:

- ☐ A1 Entrance, Door 2 (Wellington Road)
- ☐ A1- Tim Hortons
- ☐ Stairs to level 2
- ☐ Exit Verspeeten Family Cancer Centre by going back to the elevators and going to Zone C
- ☐ Find Zone C elevators and go past them
- ☐ Follow wall signage to Zone B

Zone B

Find the following:

- ☐ B Entrance, level 1 (street level, Baseline Road)
- ☐ B Entrance, Door 3, level 1- Access to Parking Garage (P8)
 - Parking Office is in the ground floor of the parking garage
 - Parking Pay station located on level 1 of Parking Garage (cash or credit)
 - Wheelchair storage
- ☐ B1- Bank Machine (ATM)
- ☐ B1- Wayfinding Kiosk
- ☐ B1- Guide Station/Information Desk
 - Send here for directional inquiries
- ☐ B1- Victoria's Place Gift Shop
- ☐ B1- Prescription Centre (Pharmacy)
- ☐ Take stairs or elevator to B2
- ☐ Enter atrium

Once in atrium, find the following:

- ☐ B2- Access to Parking Garage (P8)

- Parking Pay Station is on level 2 of the parking garage through walkway (cash or credit)
- Wheelchair storage
- B2 Bank Machine (ATM)

☐ B2- Tim Hortons

☐ B2- Guide Station/Information Desk

- Send here for directional inquiries

☐ B2- Wayfinding Kiosk (beside Guide Station)

☐ B2- Patient Registration/Admitting

☐ Operating Room Tracking Boards/Electronic Boards

☐ Take elevator to B3

☐ Go to Zone C and find Zone C elevators

Zone C

☐ Take elevators to level 2

☐ Go towards Prescription Centre and follow signs to C entrance

☐ C2- Wayfinding Kiosk – on the wall; looks like a black TV

☐ C Entrance, level 2 (street level, Commissioners Road)

- Access to Parking Lot 1 (P1), Parking Lot 2 (P2) and bus stop
- Pay at parking booth when exiting parking lot or Pay Station up the stairs outside (cash or credit)
- Wheelchair storage

☐ C2- Guide Station/Information Desk

- Send here for directional inquiries

☐ Continue past Guide Station to Zone D

Zone D

☐ D Entrance, Door 2, level 2 (street level, Commissioners Road)

- Access to Parking Lot 1 (P1) and Parking Lot 2 (P2)

☐ Find D zone elevators and take elevator to level 3

☐ D3- Faye's Café /Cafeteria (Tim Hortons)

- Operating Room Tracking Board/Electronic Board
- ☐ D3- Business Office
- ☐ D3- Boutique Gift Shop
- ☐ D3- Garden Shoppe
- ☐ D Entrance, level 3 (walkway/link) (Commissioners Road)
 - Access to Parking Lot 1 (P1)
 - Parking Pay Station is at end of walkway (cash or credit)
 - Wheelchair storage
- ☐ D3- Volunteer Services
- ☐ Take elevator to D1
- ☐ Follow red “Emergency” signs
- ☐ D1- Emergency Department (Adult/Children)
 - Waiting room is through the double doors
- ☐ Turn left and go to Zone E

Zone E

- ☐ GO2HR
- ☐ Occupational Health & Safety
- ☐ E Entrance, level 1 (street level, Baseline Road)
 - Access to Parking Lot 7 (P7) and bus stop
 - Pay at parking booth or Pay Station when exiting parking lot (cash or credit)
 - Wheelchair storage

Find the following:

- ☐ E1- Tower Shop Gift Shop
- ☐ E1- Guide Station/Information Desk
 - Send here for directional inquiries
- ☐ E1- Wayfinding Kiosk
- ☐ E1- Indigenous Healing Space
- ☐ Take elevator to E2

- ☐ E2- Tim Hortons
- ☐ Follow wall signage to Zone D elevators
- ☐ Take elevator to D3
- ☐ End tour at Volunteer Service

Key Telephone Numbers

Switchboard

Telephone: Press 0 to reach an operator - Use to locate a patient and doctor/clinic locations

Security

Telephone: 519-685-8500 extension 52281 - Use for lost and found

Volunteer Services

Extension: Extension 58112