

Volunteer Orientation: Wayfinding Tour, University Hospital (UH)

Important information for navigating zones:

- Zones A, B & C are located within the main building and can be accessed on each floor
- Zone D is the staff Parking Garage with Human Resources on the top floor. It is referred to as PDC (Perth Drive Complex)
- Zones are colour-coded (A=Red, B=Blue, C=Orange, D=Green)
- Room numbers are read in this order: Zone, Floor-Room Number
 - For example, A1-503: A=Zone; 1=Floor, 503= Room
 - LL is Lower Level (basement)
- Inpatient Units, levels 4 – 9 are accessed from the main elevators and are located in the A Zone
- Outpatient Clinics on levels 4 – 9 are accessed via the Outpatient Elevators and are in the B Zone

Within each zone:

- Pay attention to the names of the clinics/programs you are passing in case you get stopped in the future.

Level 1

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| <ul style="list-style-type: none"> <input type="checkbox"/> Start your tour from the Volunteer Office <input type="checkbox"/> From the volunteer office, turn right and follow red “Emergency” signs and find: <ul style="list-style-type: none"> <input type="checkbox"/> House Phone <input type="checkbox"/> Washrooms <input type="checkbox"/> A Entrance (wall signage) <ul style="list-style-type: none"> ◦ Access to Emergency Room (external access only- direct patients/visitors to this exit and turn left) ◦ Wheelchair storage ◦ After Hours security ◦ Access to Parking Garage <ul style="list-style-type: none"> ▪ Pay station located on main level of parking garage (cash or credit) ▪ Bank Machine (ATM) beside pay station <input type="checkbox"/> Return to main lobby by following signs to Main Entrance | <p>Once in main lobby, find the following:</p> <ul style="list-style-type: none"> <input type="checkbox"/> Elevators <ul style="list-style-type: none"> ◦ Elevators 1-4 are public elevators <ul style="list-style-type: none"> ▪ Considered main elevators Prescription Centre (Pharmacy) <input type="checkbox"/> Bank Machine (ATM) <input type="checkbox"/> Sanctuary <input type="checkbox"/> Tim Horton’s <input type="checkbox"/> Information Desk <ul style="list-style-type: none"> ◦ Send here for directional inquiries ◦ Volunteers on duty from 8 a.m. to 7 p.m. Monday to Friday, and 12 to 4 p.m. Saturday and Sunday <input type="checkbox"/> Patient Registration <input type="checkbox"/> Main Doors to Hospital <ul style="list-style-type: none"> ◦ Access to Parking Garage ◦ Bus stops on both sides of street ◦ Wheelchair storage ◦ Wayfinding Kiosk <input type="checkbox"/> Gift Shop <input type="checkbox"/> Go down hallway on left of Gift Shop <input type="checkbox"/> Business Office <ul style="list-style-type: none"> ◦ Donations to LHSC Foundation done here <input type="checkbox"/> Return to Main Lobby <input type="checkbox"/> House phone <input type="checkbox"/> Elevators 9 and 10 are public elevators <ul style="list-style-type: none"> ◦ Used for outpatient areas (clinics) <input type="checkbox"/> Stairs <input type="checkbox"/> Return to main elevators and go to Level 2 |
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Level 2

- Exit elevator and find:
- Wayfinding Kiosk
- Surgical Care Reception (Operating Room [OR] Waiting Room)
 - Volunteer Desk
 - Operating Room Tracking Boards/Electronic Boards
 - Outpatient elevators
- Follow signs to Intensive Care Unit (ICU)
 - Volunteer Desk
- Washrooms
- House phones
- Stairs
- Return to main elevator and take to level 3

Level 3

- Exit main elevator and turn right
- Follow signs toward Cafeteria (Tim Horton’s) and find:
- Stairs
- House phone
- Washroom
- Bank Machine (ATM)
- Wayfinding Kiosk
- Enter Cafeteria and find:
 - Operating Room Tracking Board/Electronic Board
 - Find exit of cafeteria
- Look for signs to “UWO Link”- hallway that links to Robarts Research Institute/Dental Sciences Building/Schulich Dental Clinics (Western University)
- Signs to Auditorium A, B and C
- Outpatient Elevators
- Return to main lobby

Key Phone Numbers

- Security extension 52281 (*Use for Lost and Found*)
- Information Desk extension 33163 (*Use for patient location*)
- Volunteer Services extension 33134