# 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 London Regional Cancer Program (LRCP)

☐ Enter LRCP and go past the elevators

☐ A2- LRCP 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 LRCP 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