

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 (VFCC)
- Enter VFCC and go past the elevators
- A2- VFCC 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 VFCC 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