

Welcome to Q̓walayu House!

We are happy to host you and your family as our guests. Q̓walayu House is a home away from home in Campbell River that provides a place for families to stay while their children receive care at the adjacent North Island Hospital Campbell River or from nearby health care providers. At Q̓walayu House, we prioritize the comfort, wellbeing, and safety of all guests. For that reason, the following guidelines have been created:

Allergies

If you or a family member has a known allergy, please alert staff at booking and/or check-in to ensure that signs can be posted alerting other guests of the allergy. Q̓walayu House cannot guarantee that your allergen will be kept off the property.

Drugs, alcohol, smoking, and weapons

Q̓walayu House is an alcohol, drug (including cannabis), and smoke free environment. Any guest found to be using alcohol, drugs, or smoking will be asked to leave immediately. Any guest found to be in possession of a weapon will be asked to leave immediately.

Guest medications

Medications should be stored in guest rooms. If a medication requires refrigeration, please ask staff for access to a locked box to ensure safe storage of medication in the kitchen fridge.

Hand hygiene

You are encouraged to wash your hands frequently to promote good hygiene and reduce the risk of illness. Please wash your hands upon entry to Q̓walayu House, after using the washroom, changing diapers, or assisting children with toileting, before preparing food, before and after eating, and any time that hands are visibly dirty.

Housekeeping

In guest bedrooms, daily tidying is your responsibility. In shared spaces, guests are asked to tidy up after themselves and to ensure all shared spaces are in good working order before leaving the room. House staff are responsible for cleaning commons areas.

House linens

Q̓walayu House provides house linens, including bedding, towels, washcloths, and kitchen linens. If your child has a special blanket or soft toy, please run these items through the dryer on hot for 20 minutes before introducing them into the House.

Photography/videography

To protect the privacy of our other guests, please do not include them in your photos or videos without their consent.

Safe sleep

To protect infants, Q̣walayu House promotes safe sleep practices. Please let staff know if a crib or cot is required in your room. If you notice any damage to the crib and/or cot in your room, please alert House staff immediately. If you have questions about safe sleep practices, please let ask any staff member.

Scent-free environment

For various reasons, many guests cannot tolerate strong smells. Q̣walayu House is a scent-free environment. Please refrain from using heavily scented hygiene products while here.

Sharps

Safe sharps disposal is available in the public washrooms at Q̣walayu House.

Supervision of children

Child care services are not provided at Q̣walayu House, and young children must be under the supervision of their parents or another adult at all times. Teens or tweens may be at Q̣walayu House without the supervision of their parents. Parents will be notified if there are any issues.

Visitors

You are welcome to have visitors at Q̣walayu House, subject to reasonable limitations on time and numbers. As Q̣walayu House has many shared spaces, it is important that other guests feel comfortable regardless of visitors. Visitors are subject to the same guidelines as guests and will be asked to leave if they are unable to respect the guidelines. Guests are responsible for their visitors.

In the event of an emergency

Please note the fire and emergency exits and plan your exit route in case of emergency. If the house needs to be evacuated, please meet in the muster area located in our lower parking lot. Staff will complete a count here to ensure that anyone who was in the house at the time of the emergency has safely exited. Do not leave before this count has been completed.

If you have any questions, ask any staff member. We're happy to help!