

# Q<sup>w</sup>alayu House

## Family handbook



**children's**  
HEALTH FOUNDATION  
OF VANCOUVER ISLAND

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*Q̓walayu House is on the shared territory of the We Wai Kai and Wei Wai Kum First peoples, who have had a relationship with the land since time immemorial.*

## **Welcome to Q̓walayu House!**

We are happy to host you and your family as our guests. Funded and operated by Children's Health Foundation of Vancouver Island, Q̓walayu House is a home away from home for families who need to travel to Campbell River to access maternal and pediatric care. Inspired by the success of Jeneece Place, our home away from home in Victoria, Q̓walayu House provides a safe, comfortable, and supportive place for the entire family to stay, alleviating their emotional and financial stress.

Guests at Q̓walayu House include expectant parents and families from outside Campbell River whose children are accessing assessment, diagnostic, intervention, or medical services in Campbell River.

Q̓walayu House staff are dedicated to caring for all families that spend time with us. The entire staff team wants you to feel welcome and comfortable for your stay. The rest of this handbook contains information about how staff, guests, and visitors can work together to make each stay at Q̓walayu House the best experience possible. Please ask house staff if you have any questions. We are happy to help.

## **The meaning of Q̓walayu**

Q̓walayu (pronounced kwuh-lie-you) is an endearing term said to be used by Kwakwaka'wakw Elders when they speak of their babies and children as their reason for being. This word came forth through consultations with First Nations from Campbell River to Mount Waddington.

Stakeholders were keen to choose an Indigenous name that reflects the purpose of the home and acknowledges the rich culture and history of the Ligwilda'xw people. First Nations, Elders, and a traditional language group were involved in the naming process.

Q̓walayu Houses mixes the Bakwemgyala language and English and is a purposefully inclusive name meant to welcome all families into the home.

## Getting here

Q̓walayu House is located near the Campbell River Hospital, located at 375 2<sup>nd</sup> Avenue in Campbell River. Q̓walayu House is located behind Yucalta Lodge and can be accessed from 2<sup>nd</sup> Avenue.

There is dedicated family parking available to house guests directly in front of the house and in the lower overflow parking area.

## Address and contact information

### Q̓walayu House

565 2<sup>nd</sup> Avenue  
Campbell River, BC  
V9W 3V1

250-914-8949

[qwalayuhouse@islandkidsfirst.com](mailto:qwalayuhouse@islandkidsfirst.com)

## Cost

Our room rate is \$26.25 per room per night, including GST. If families choose to stay in the House's RV parking instead of a room, the rate is reduced to \$15 + GST per night.

Payment can be made via cash (we are unable to provide change), debit, or credit card at check-out. Unfortunately, we are not able to accept cheques.

Payment can be made on your behalf by a third party. Government-funded agencies rate is \$100 + GST per night. If a third-party payer isn't identified an invoice will be provided to the guest at check out. If cost is a barrier to staying at Q̓walayu House, please speak to the House Manager.

- We do strongly encourage guests reach out to potential providers for financial support as soon as possible. It is our goal to work with third-party funders prior to check in. Potential funders may include:
  - Extended family
  - First Nations Health Authority
  - Jordan's Principle
  - First Nations Band

If you need further information, please reach out to [qhmanager@islandkidsfirst.com](mailto:qhmanager@islandkidsfirst.com)

In lieu of a room fee, day use guests are welcome to leave a donation to Q̓walayu House.

## Check-in

Check-in begins at 3 pm. ID is required to complete the check-in process. A driver's license, status card, passport, social insurance number card, health care card, or similar identification will suffice. If you have lost or misplaced your ID, our staff will work with you to validate your information.

For your first visit, the check-in process will take about 30 minutes and will include a tour of the house. We will also review the house guidelines with you. For returning visits, check-in will take about 10 minutes.

Registered guests are free to come and go as they please. Guests are asked to sign out on the guest whiteboard when they leave and sign in when they return to ensure that house staff know who is in the building in the event of an emergency.

Guests are responsible for all items in their rooms.

If there's something you have forgotten, please do reach out to our team members as we are happy to provide information on nearby stores, services, and amenities.

If you arrive at Q'walayu House before 3 pm, we are happy to register you and store your luggage, and we invite you to use the common areas until your room is ready.

## Check-out

We understand that guests may not be able to provide an exact date of departure upon check-in due to the nature of health care and hospital visits. When you have more information, please notify house staff of your expected departure date.

Should it be required to extend your stay after birthing or after expiry of initial referral, a second referral will be required that indicates stay is extended for additional health care and a new anticipated departure date.

On the day of departure, check-out time is 11 am.

Before you check-out, please:

- Empty room garbage and recycling into the larger receptacles. Please be sure to sort recycling into the correct bins. These bins are located in our pantry.
- Remove all food from the kitchen (cupboards, drawers, fridge, freezer).
- If any medication is being stored in the fridge, connect with staff for the return of medication.
- Return room keys and any equipment that has been signed out during the stay.

At check-out, guests pay the balance of their bill, unless third-party billing has been arranged.

Please note any damage done to House property during your stay may result in a charge covering the cost of repair or replacement.

If you are not yet ready to leave Campbell River at 11 am, we are happy to store your luggage and we invite you to use the common areas until you depart.

## House guidelines

At Qʷalayu 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 member of your family 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. If another guest has an allergy, signs will be posted throughout the house asking that you do not store or consume products containing the allergen. Please respect this request. Qʷalayu House cannot guarantee that your allergen will be kept off the property.

### Drugs and alcohol



Qʷalayu House is an alcohol and drug (including cannabis) free environment. Any guest found to be using alcohol and/or drugs on Island Health property will be asked to leave immediately.

### Supervision of children



Qʷalayu House welcomes families, including children receiving health care and their siblings, or the children of expectant parents.

Childcare services are not provided at Qʷalayu House, and young children must always be under the direct supervision of their parents or another adult. Teens may be at Qʷalayu House without the direct supervision of their parents for short periods of time (though parents must remain at the House). Parents will be notified if there are any issues.

## 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 communal kitchen fridge. Please remember to request the return of your medication at check-out.

## Guide/service animals



Qwalayu House welcomes trained and certified service dogs that are required to do work or perform tasks for a person with a disability. Emotional support animals are not considered to be service animals. Service animals must be identified at time of booking. Guests are required to provide proof of their animal's certification and veterinary records demonstrating good health. Service animals are allowed in their owner's room and in all common spaces except the kitchen. If other guests are scared of dogs, you may be asked to keep your service animal in your room. Service animals should always be on a leash or harness or in a crate. Staff will encourage other guests to respect that your animal is a working service animal and will ask other guests to refrain from engaging with your service animal.

You are responsible for the care and supervision of your service animal, including toileting and waste removal, cleaning up accidents, and managing your animal while at Qwalayu House. Guests may be asked to remove their service animal from the property if another guest is allergic to the animal, if the animal is not controlled effectively, or if the animal threatens the health and/or safety of staff or guests of Qwalayu House.

## Hand hygiene



You are encouraged to wash your hands frequently to promote good hygiene and reduce the risk of illness. We are using communal spaces with multiple high touch areas. Please wash your hands upon entry to Qwalayu House, after using the washroom, changing diapers, or assisting children with toileting, before preparing food, before and after eating.



## Housekeeping



Q<sup>w</sup>alayu House provides house linens, including bedding, towels, washcloths, and kitchen linens. We request that bed linens are changed weekly. Please ask us for sheets at your convenience and we will be happy to provide them. 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.

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

Please alert House staff to any soiled linens as soon as possible to avoid unnecessary staining.

## 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



Q<sup>w</sup>alayu House promotes safe sleep practices. Should you require a baby bed for your newborn, please request\* one from House staff. Please let staff know if a play pen is required in your room. If you notice any damage to the play pen or baby bed, please inform House staff.

*\*Please note we have a limited number of baby beds and play pens.*

## Smoking



Q<sup>w</sup>alayu House is a smoke-free facility. This includes tobacco products, cannabis, and/or vaping. Further, there is no smoking allowed anywhere on the grounds of the Campbell River Hospital.

## Low-scent environment



For various reasons, many guests cannot tolerate strong smells. Q<sup>w</sup>alayu House is a low-scent environment. Please refrain from using heavily scented hygiene products while here, and refrain from using perfume or cologne.

## Sharps (e.g. needles and syringes)



Safe sharps disposal is available at Q<sup>w</sup>alayu House. Sharps containers are located in public bathrooms.

## Weapons and violence



There is a zero-tolerance policy for the storage and/or use of weapons at Q<sup>w</sup>alayu House. Any guest found to be in possession of a weapon will be asked to leave immediately. There is zero tolerance for violence (physical or verbal) at Q<sup>w</sup>alayu House.

## Visitors



Visitors are welcome at Q̣walayu House, subject to reasonable limitations on time and numbers. It is crucial that all guests feel at ease in our shared spaces. Therefore, we ask that visitors adhere to the same guidelines as our guests. Failure to comply with these guidelines may result in visitors being asked to leave the premises. Please note that guests are responsible for their visitors and must accompany them during their visit at all times.

We kindly request that guests communicate with their visitors prior to their arrival at Q̣walayu House. Please meet your guest at the door as our staff will neither confirm nor deny your presence at Q̣walayu House.

For the safety of all, we require visitors to sign in upon arrival at Q̣walayu House and sign out upon departure. Visiting hours are from 8:00 am. to 9:00 pm. We appreciate your co-operation in adhering to these time restrictions.

## 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 the lower parking lot. Staff will complete a count 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.

## Power outages

In the unlikely event of a power outage, we want to assure our guests that Q̣walayu House is equipped with a generator that seamlessly activates to maintain uninterrupted power throughout the house. Please know that essential services, including lighting in common areas, refrigeration, and other critical systems, will continue to function without interruption.

You may notice there are outlets with distinctive grey plug points throughout the House. These are powered directly by our generator, ensuring continued access to electricity during such instances. Additionally, our staff are readily available to provide guests with flashlights for added comfort and convenience during any temporary power disruptions.

## Use of common spaces

### Kitchen

Our kitchen is a shared space. It works best when guests respect each other's food and co-operate to keep the kitchen clean.

Q'walyu House offers a well-stocked kitchen, with various cooking implements and kitchen tools. If you need something and you can't find it, please ask staff. We provide some basic ingredients for cooking (cooking oils, spices, etc.) but welcome you to bring the items that you need to eat the meals that you prefer. Any food that is unmarked in the pantry, cupboards, or marked with a shared sticker in fridge is available for all to use. Labels are provided so that guests can identify their food.

Every room has access to food storage. Numbers on the cupboard handles correspond to your room number, keys are available to lock drawers; please request from House staff. Additionally, every room has a bin in the fridge and freezer. Please keep your food contained to one bin. Should you need more space please reach out to the staff. Please store and eat all your food in the kitchen and dining area to ensure that guest rooms are kept as clean as possible.

Before you start preparing snacks or meals, please wash your hands. Please clean up promptly after using the kitchen, prior to departing to dining room. Dishes can be run through the dishwasher. If the dishwasher is full, please add detergent, run it on "normal" cycle, and turn the sign from "dirty" to "clean." If the machine is labeled "clean" and is no longer running, feel free to put dishes away. If you're unsure of where something goes, just ask. Please wash pots and pans by hand.

After using the counters, kitchen table, microwave, and oven, please wipe them down promptly using the cleaning spray and dishcloths provided. As well, please clean up spills to ensure the health and safety of all other House guests.

Guests are encouraged to recycle whenever possible. Recycling bins are in the pantry and can hold paper, cardboard, cans, glass, and hard plastic containers. Anything that can't be placed in the recycling can be disposed of in the garbage.

There is a gas barbecue for your use. You can find it on the main deck off the great room. Please use the instructions provided to light and use the barbecue. Please reach out to the team after cooking for the scraper/cleaner to clean BBQ and wash all utensils so that it is ready for the next family.

When you're heading home, please collect your food from the cupboard, fridge, and freezer. If you'd like to leave anything behind for other guests to use, please remove or cross out any labels you had placed on your food previously and add a yellow sticker.

## **Living space**

Q'walayu House offers various comfortable spaces for relaxing and spending time together. We offer a large living room, a multi-purpose well-being space, a children's multi-purpose room, a relaxing lounge area, and outdoor patios.

Our wellness room is especially welcoming for private conversations, meetings, spiritual practices such as smudging, yoga, or meditation, and it also provides an outgoing phone for guest use. To reserve the wellness room, please reach out to a Q'walayu House staff member.

While the living spaces are shared, guests are encouraged to enjoy the space while considering the needs and preferences of others. It is appreciated if guests straighten up the area they've used to ensure it remains welcoming for other guests. Considering noise levels and being mindful of space allows all guests to enjoy their time at Q'walayu House. If you wish to use the private rooms, please confirm their availability with staff.

## **Outdoor and Deck space**

Outdoor and deck space has been designed for our guests' comfort and enjoyment. The spaces include outdoor seating and play area with some outdoor toys. Please help yourself to what's available here.

With all spaces, please let us know if something that would be beneficial is missing and please be sure to clean up after use. We are committed to the ongoing comfort of our families.

## **Guest privacy and confidentiality**

All Q'walayu House guests are asked to respect each other's right to privacy. This includes a guest's illness or reason for staying in the house, the health care treatment a guest is receiving, and the personal circumstances of all guests staying here.

The information collected by House staff is kept in confidence and is governed by Personal Information Protection Act requirements. When you are asked to provide information, it is for the following reasons:

- To confirm eligibility to stay at Q'walayu House
- To help staff meet your specific needs while you stay at the House

- To receive and process payments
- To support our administrative procedures
- Occasionally, to provide information about upcoming events, fundraisers, meetings, campaigns, or initiatives. You may opt out of these communications.

All debit and credit information is collected and stored securely. We use this information only for the purpose supplied and we do not retain individual card information for guests.

## Access to rooms by staff

The Q̣walayu House team is committed to ensuring a comfortable stay for our guests. Each week, our team will conduct a thorough room changeover, including the replacement of all linens. As part of our standard protocol, any food or beverages discovered in rooms will be relocated to the kitchen. Upon your arrival, our staff will inform you of the specific day of the week designated for this service.

Should you require fresh bed linens in between scheduled changeovers, please don't hesitate to contact our team to assist you. Additionally, for your convenience, towels and cleaning supplies can be found in the linen closets on each floor. We strive to ensure your stay is as comfortable and convenient as possible.

## FAQs

### Who else will be at Q̣walayu House during my stay?

At Q̣walayu House, you'll find staff, other guests, and volunteers. Staff are working 24/7 so someone is always available to answer your questions and to assist you. Other guests will be in the house for stays of various lengths. Volunteers may also be present, and they perform a wide range of duties including cooking and baking, leading activities for families, performing maintenance, and generally helping around the House.

### Can I do laundry at Q̣walayu House?

Yes. There are washers and dryers available to guests. Laundry detergent is supplied. Please promptly remove clothing from the washer and dryer once the wash or dry cycle is done.

### What supplies are available to me at Q̣walayu House?

In addition to basic kitchen supplies, Q̣walayu House has a play pen and baby beds available for guest use (*available on a first-come, first-served basis*). Each guest room has two beds, a TV with cable services, and a bathroom. Linens are provided. Wi-Fi is provided.

### Are there quiet hours at Q̣walayu House?

Loud or disruptive behaviour is not allowed at any time. Designated quiet hours are from 8 pm to 8 am. At this time, please be respectful of other guests' need for quiet time.

**Who do I talk to if I have a question or concern?**

Please approach the staff member on duty and they'll be happy to answer your questions and to help you however they can.

**Where can I eat and drink in the house?**

Please eat and drink in the kitchen and dining room areas and not in guest bedrooms or other shared spaces. This helps to keep the house clean and safe.

**Can I use Q'walayu House for the day?**

Yes, day use is allowed for families with children receiving health care who need a break from the hospital environment. Day use guests can use the shower, laundry facilities, office area, and all other common areas.

**What happens if I get sick while staying at Q'walayu House?**

Guests with a cough, fever, or flu symptoms, or ill with diarrhea and/or vomiting should notify staff. If possible, and appropriate, guests should return home. If this is not possible, guests should stay in their room as much as possible to prevent the spread of germs and where a mask in public spaces. As always, guests are encouraged to wash their hands frequently.

**What should I wear while staying at Q'walayu House?**

Please maintain an appropriate dress code. This means being fully clothed with shoes or slippers in all common areas.

## Nearby services and amenities

Qwalayu House is centrally located in Campbell River, and many amenities are nearby.

### Grocery stores, nearest to furthest

M&M Food Market, 223 Dogwood Street (Note: Frozen food is sold here, not fresh)

Quality Foods, 465 Merecroft Road

Healthyway Natural Foods, 1121 Cedar Street

Thrifty Foods\*, 1400 Ironwood Street

Real Canadian Superstore\*, 1424 Island Highway

Walmart Supercentre\*, 1477 Island Highway

Discovery Foods, 2273 Island Highway South

*\*Also has a pharmacy.*

### Pharmacies, nearest to furthest

Pharmasave, 277 Evergreen Road

Mountain View Pharmacy, 111B Dogwood Street

Shoppers Drug Mart, 1297 Shoppers Row

North Island Pharmacy, 1371A Cedar Street

London Drugs, 260-1400 Dogwood Street

Save-On Foods, 400-1400 Dogwood Street

Thrifty Foods, 1400 Ironwood Street

Loblaw Pharmacy (inside Superstore), 1424 Island Highway

Walmart Supercentre, 1477 Island Highway

Shoppers Drug Mart, 101-801 Hilchey Road

Willow Point Pharmasave, 101-2276 Island Highway South

*Looking for information on accommodations, restaurants, parks, entertainment, churches, or other services? Just ask – we'd be happy to help you!*

## Transportation

Uber: Download the app

Waving Flags Taxi 250-287-8294

Peake Driving Services 250-203-5222

Campbell River is served by BC Transit. To find bus routes, visit [www.bctransit.com/campbell-river](http://www.bctransit.com/campbell-river). Bus fare is \$2 for adults. Children twelve and under are free.



## Exploring Campbell River

Campbell River has many programs and services to support families. Some are listed below.

Organization	Address	Phone number
Campbell River Community Centre	401-11 <sup>th</sup> Avenue	250-286-1161
Centennial Outdoor Pool	230 4 <sup>th</sup> Avenue	250-923-7911
Discovery Fishing Pier	655 Island Highway	778-346-1868
Discovery Passage Aquarium	621B Island Highway	250-914-5500
Museum at Campbell River	470 Island Highway	250-287-3103
Quinsam Fish Hatchery	4217 Argonaut Road	250-287-9564
Sportsplex (Sports courts, gym, weight room, splash park, skate park)	1800 South Alder Street	250-923-7911
Strathcona Gardens Recreation Complex (Pool, rink, gym)	225 South Dogwood Street	250-830-6777
The Reef Indoor Playground	170-1324 Island Highway	250-205-5867
Vancouver Island Regional Library	1240 Shoppers Row	250-287-3655

## Easy Walking Trails – made for the whole family

Beaver Lodge Lands

Rotary Sea Walk

?uxstalis – Tyee Spit

Miracle Beach Provincial Park Trails

Baikie Island Nature Preserve

Elk Falls Suspension Bridge

To learn more about things to do here visit <http://campbellriver.travel>

Additionally, the group “Helping Children in Campbell River” collates an online calendar, which is available at <http://www.crfamilynetwork.ca/community-calendars>. This contains information on free family programs including StrongStart, recreation programs, literacy programs, and more.

## **Additional assistance for families**

Laichwiltach Family Life Society – 441-4<sup>th</sup> Avenue, 250-286-3430  
KDC Health, 1400 Drake Road, 250-286-9766

Please reach out to Public Health Nursing at 250-850-2110. They are available to assist seven days per week with items such as, but not limited to:

- Prenatal classes and support
- Infant health and feeding
- Long-term support
- Connection to other services
- Wellness navigation
- Funding navigation

Families in need of additional support may qualify for our Bear Essentials program. Bear Essentials is a family support program that assists with the costs of health-related travel and equipment for Island kids. The program is designed for families that struggle to afford the associated costs or that have barriers limiting their ability to access health care or equipment for their child.

Referrals to the Bear Essentials program are accepted from health care professionals. For more information, please connect our Program Navigators at [beaessentials@islandkidsfirst.com](mailto:beaessentials@islandkidsfirst.com) or by phone at 1-833-751-0874.

## **About Children's Health Foundation of Vancouver Island**

Children's Health Foundation of Vancouver Island has invested in the health of Island kids for nearly 100 years. Our vision is to ensure all Island families have access to the health care they need. Thanks to the generosity of our donors, we can bring supports closer to home and help transform the lives of children and youth living with physical and mental health challenges. We collaborate with communities, partner organizations, and donors to fund programs and provide supports to address the daily and often urgent health care needs families face when caring for a child with complex health challenges.

Our crucial fundraising work began with inpatient support for kids with polio and other physical health challenges in 1927 and has evolved with every emerging health care need in the decades since.

We know kids may only be 21% of our Island's population, but they are 100% of our future. Help us invest in this future and join us as champions for the health of every Island family:

<https://islandkidsfirst.com/>