



**Vancouver Island Communication Centre
Nov 2010**

Introduction

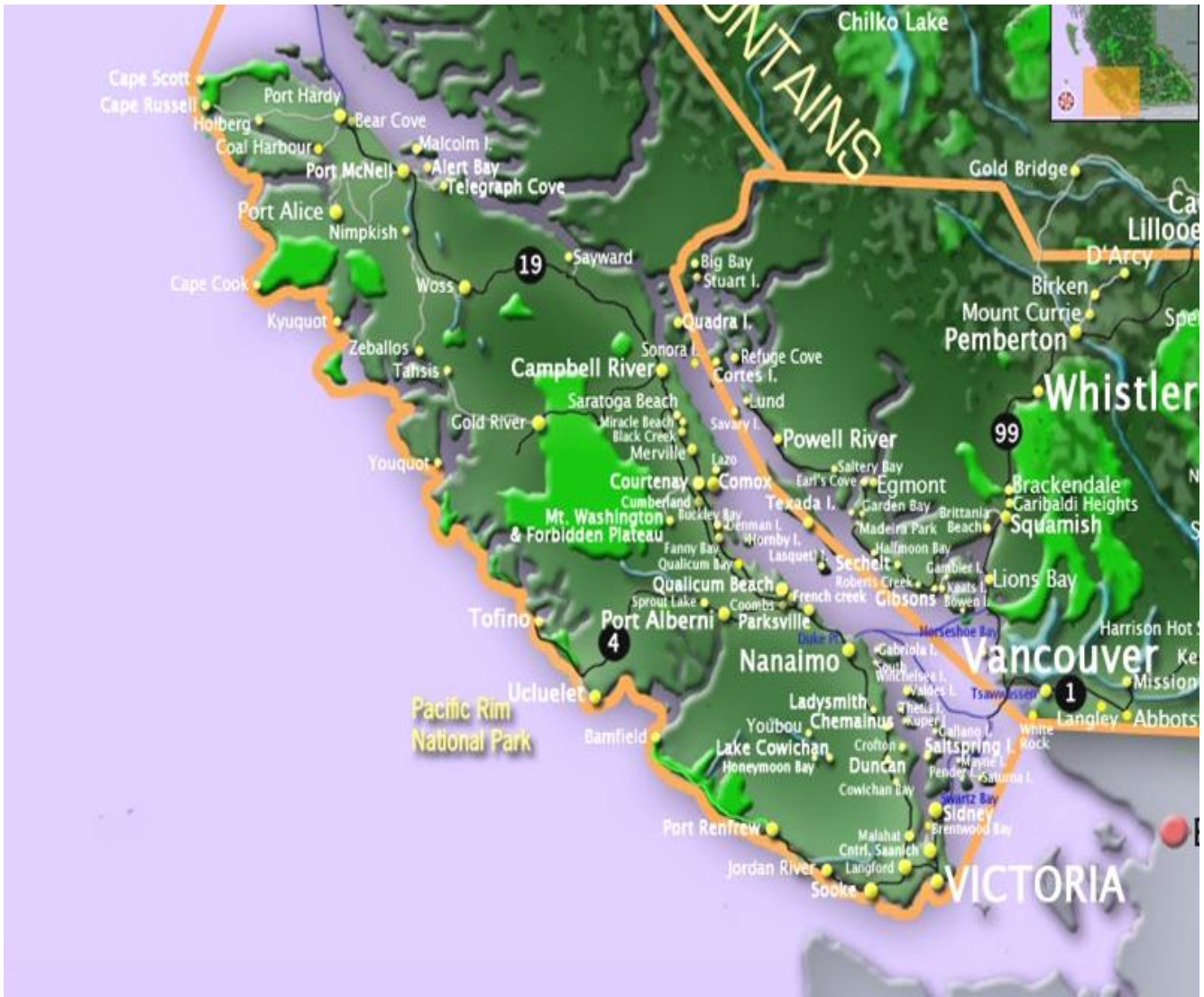
This manual is designed to assist you in learning basic information and geographic knowledge required to function as an Emergency Medical Call Taker (EMCT) or Emergency Medical Dispatcher (EMD) within the Vancouver Island Communication Centre

Geography is broken down by area, South Channel and North Channel.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

REGION 1

The Vancouver Island Communications Center is responsible for dispatching areas including Vancouver Island, North & South Gulf Islands, Northern Islands including Denman, Hornby, Texada, Lasqueti, Quadra, Cortes, Cormorant Island (Alert Bay), Malcolm Island (Sointula) & Campbell Island (Bella Bella). Vancouver Island Communications also dispatches the Powell River area which is located on the western coast of the mainland, located north of the Sunshine Coast. This area stretches from Saltery Bay South to Lund in the North.



VICC: GEOGRAPHY AND ORIENTATION MANUAL

VICC is divided into three dispatching channels – South, North and Transfer Desk

South Channel:

The South Channel covers the geographical area of Port Renfrew, Jordan River, Sooke, Langford, Colwood, Metchosin, Highlands, View Royal, Esquimalt, Vic West, Victoria, Oak Bay, Saanich, Central Saanich, North Saanich, Sidney, Salt Spring Island, Mayne Island, Galiano Island, Pender Island and Saturna Island.

North Channel:

The North Channel covers north of Aspen Road & Hwy 1 on the Malahat - including Mill Bay, Cobble Hill, Cowichan Bay, Duncan, Lake Cowichan, Crofton, Chemanius, Ladysmith, Nanaimo, Parksville, Pt. Alberni, Ucluelet, Tofino, Qualicum Beach, Qualicum Bay, Cumberland, Courtenay, Comox, Campbell River, Gold River, Tahsis, Sayward, Zeballos, Pt. McNeill, Pt Alice, Pt Hardy, Alert Bay and Sointula. Also covered by the North Channel dispatcher are the Northern Gulf Islands, Texada, Lasqueti, Denman Island, Hornby Island, Cortes Island, Quadra Island, Cormorant Island, Malcolm Island, Bella Bella on Campbell Island & the Powell River area from Lund north to Saltery Bay south.

Transfer Channel:

The third channel is the Transfer Management Channel which includes designated vehicles from areas in Chemainus, Ladysmith, Nanaimo, Port Alberni, Courtenay & Campbell River. Frequently cars from other areas are assigned to the transfer dispatcher from the emergency fleet to accommodate bookings that overwhelm the assigned fleet.

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SOUTH CHANNEL

The South Channel covers the geographical area of Port Renfrew, Jordan River, Sooke, Langford, Colwood, Metchosin, Highlands, View Royal, Esquimalt, Vic West, Victoria, Oak Bay, Saanich, Central Saanich, North Saanich, Sidney, Salt Spring Island, Mayne Island, Galiano Island, Pender Island and Saturna Island.

SOUTH HOSPITALS

Galiano Island Health Care Centre - 908 Burrill Road Galiano Island

Lady Minto Hospital (LMH) – 135 Crofton Road Salt Spring Island

Mayne Island Health Care Centre - 466 Felix Jack Rd Mayne Island

Pender Island Clinic – 5715 Canal Rd North Pender Island

Royal Jubilee Hospital (RJH) – 1952 Bay Street Victoria

Saanich Peninsula Hospital (SPH) - 2166 Mt Newton X Rd Saanichton

Saturna Island Medical Clinic – East Point Road, Saturna Island

Victoria General Hospital (VGH) – 35 Helmcken Road Victoria (Regional Trauma Centre)

VICC: GEOGRAPHY AND ORIENTATION MANUAL

SOUTH MAJOR HIGHWAYS & STREETS

Major Highways

Highway 1

Also known as the Trans Canada Highway, TCH, Island Highway. Hwy 1 travels north – south on Vancouver Island. Hwy 1 starts at Mile 0 in St John's Newfoundland and ends at Mile 0 in Victoria, spanning 7821 km. On Vancouver Island, Hwy 1 starts in Victoria at Mile 0, Douglas St. and Dallas Rd. It's known as Douglas Street as it continues through Victoria, until Uptown Centre, 3575 Douglas St (Douglas & Carey) then continues north.

Landmarks on or near the South portion of Hwy 1 include Portage Inlet, Thetis Lake, Goldstream Prov Park, Mt Finlayson and the start of the Malahat Drive.

Highway 1A

Branches off Douglas St (Hwy1) in Victoria just North of Hillside, begins as Gorge Rd East, travelling East thru Saanich to Admirals where it changes to Craigflower (Old Island Hwy) thru View Royal into the city of Colwood. Hwy 1A branches off at Goldstream, where it eventually meets with the Trans Canada Hwy and ends.

Landmarks on or near Hwy 1A include The Gorge (Gorge Waterway), Portage Inlet, the 4 Mile House, Esquimalt Harbour and the 6 Mile Bridge. Access to the DND property on Wilfert Rd and Belmont Park are from Hwy 1A (Island Hwy).

Highway 14

Hwy 14 is an east – west highway on the southwestern coast of Vancouver Island.

Millstream Road becomes Hwy 14 at the Hwy 1 overpass. It is known as Millstream Road and merges into Veterans Memorial Parkway. At the intersection of Veterans Memorial and Sooke Rd, Sooke Road becomes Hwy 14, but is still known as Sooke Road. At Humpback Rd it becomes known as either Hwy 14, Sooke Rd or Juan de Fuca Hwy. At Otter Point Road and Sooke Rd, it is known as West coast Road. The highway continues to be known as Hwy 14, West coast Rd or Juan de Fuca Hwy until it ends in Port Renfrew.

Communities on or near Hwy 14 are Langford, Colwood, Metchosin, Sooke, Shirley, Jordan River and Port Renfrew. Landmarks on or near Hwy 14 include 17 Mile House, Sooke River, Sooke Potholes, East Sooke Regional Park, French Beach Prov Park, Juan de Fuca Prov Park, Botanical Beach, West Coast Trail, Juan de Fuca Trail and the Pacific Marine Circle Tour.

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SOUTH MAJOR HIGHWAYS & STREETS

Major Highways

Highway 17

Highway 17 is also known as the Pat Bay Hwy (abbreviated from Patricia Bay Hwy). It begins in Victoria at Belleville and Oswego, and is known as Blanshard Street until Blanshard and Vernon. Communities on or near Hwy 17 are Saanich, Royal Oak, Central Saanich, Brentwood Bay (ferry to Mill Bay), Sidney and North Saanich. Hwy 17 ends at the Swartz Bay Ferry Terminal.

Landmarks on or near Hwy 17 include Beaver Lake, Elk Lake, Island View Beach and Victoria International Airport.

Pacific Marine Circle Tour

Also known as The Circle Route, incorporates Hwy 14 from Colwood to Port Renfrew and continues on to Lake Cowichan. It then follows Hwy 18 to Hwy 1 in Duncan, and heads south along Hwy 1 back to Victoria.

Landmarks travelling east from Port Renfrew to Lake Cowichan include Lizard Lake and Fairy Lake.

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Major Streets and Intersections

Douglas St

Dallas	Mile 0
Belleville	700
Fort	1000
Yates	1300
Bay	2400
Cloverdale	3300

Douglas turns into Hwy 1 at Carey Road

Blanshard St

Branches off Douglas north of Southgate

Fort	1000
Bay	2400
Cloverdale	3300

Blanshard & Vernon becomes Hwy 17
Hwy 17 starts at Belleville & Oswego and is known as Blanshard St until Vernon.

Quadra St

Southgate	500
Fort	1000
Yates	1300
Bay	2400
Hillside	2700
Finlayson	3100
McKenzie	3900
West Saanich	4300

Quadra St turns into West Saanich Rd after crossing over the Pat Bay Hwy

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Cook St	Dallas	0
	Fairfield	500
	Fort	1000
	Yates	1300
	Bay	2300
	Hillside	2600
	Maplewood	3200
	Maplewood branches off Cook at the 3200 block, then Cook becomes Cloverdale at the Cook, Quadra & Cloverdale intersection.	
Shelbourne St	Begbie becomes Shelbourne at Chestnut St 2000	
	Bay	2500
	Hillside	3000
	McKenzie	3800
	Cedar Hill	4400
		Shelbourne turns into Cedar Hill which turns into Cordova Bay Rd, known as the Mt Doug Parkway as it travels through Mt Doug Park.
Fort St	Wharf	400
	Douglas	600
	Cook	1000
	Richmond	1800
	Foul Bay	1900
		Fort St is one way running west to east starting at Wharf St and at Foul Bay turns into Cadboro Bay Rd.
Bay St	Catherine	100
	Government	500
	Quadra	900
	Shelbourne	1600
	Richmond	1800
Hwy 1A	Admirals Rd	100
	Colwood Overpass	400
	6 Mile Rd	1500
	Goldstream Rd	1800

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Hwy 17

McKenzie Ave	4000
Quadra overpass	4300
Royal Oak Drive	4600
Sayward Rd	5500
Tanner Rd	6300
Keating X Rd	6700
Mt Newton X Rd	7800
McTavish Rd	9100
Beacon Ave	9800
Wain Rd	10600

One Way Streets

Fort	West to East
Johnson	West to East
Yates	East to West
Pandora	East to West

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SOUTH CHANNEL COMMUNITIES

CENTRAL SAANICH / BRENTWOOD BAY

Central Saanich is on the Saanich Peninsula, approximately 25 km north of Victoria. The community of Saanichton is located 20 km north of Victoria, accessed from Hwy 17. Crossing time via BC Ferries between Brentwood Bay and Mill Bay is 25 min. Patients are usually transported to SPH.

Central Saanich police is dispatched by Westshore RCMP. Fire is dispatched by Saanich Fire Dispatch.

GALIANO ISLAND

Galiano Island is northeast of Salt Spring Island, accessed via BC Ferries. Galiano is in a group of islands known as the South (Southern) Gulf Islands. There are no communities on the island, with most amenities found at Sturdies Bay or Montague Harbour.

Patients are transported to Galiano Island Health Care Centre, which is staffed by a Dr. and an RN. Both are on call after hours. RCMP is dispatched by West Shore RCMP and Fire is dispatched by Langford Fire.

ESQUIMALT

Esquimalt is immediately west of Victoria. It is home to the Pacific Fleet of the Canadian Forces – CFB Esquimalt. There is a large military community in Esquimalt, between military service personnel and civilians employed by the DOD.

Police are dispatched by Victoria City, and Fire is dispatched by Saanich Fire.

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SOUTH CHANNEL COMMUNITIES

MAYNE ISLAND

Mayne Island (South Gulf Islands) is east of Salt Spring Island, accessed via BC Ferries. Miners Bay is the main commercial centre of the Island.

Patients are transported to Mayne Island Health Care Centre, which is staffed by a Dr. and an RN. RCMP is dispatched by West Shore RCMP and Fire is dispatched by Langford Fire.

JORDAN RIVER

Jordan River is halfway between Sooke and Port Renfrew, off Hwy 14. Jordan River (also seen on some maps as River Jordan) is a small logging community. Jordan River is second to Tofino in popularity with surfers on Vancouver Island.

RCMP is dispatched by West Shore RCMP and Fire is dispatched by Langford Fire.

PENDER ISLAND

Pender Island (South Gulf Islands) is east of Mayne Island and accessed via BC Ferries. North and South Pender Island are the second most populous of the southern Gulf Islands. The Islands are separated by a narrow channel and linked by a bridge over the channel. The Penders have no village or town centre, with the Driftwood Centre being the main business centre.

Patients are transported to Pender Island Health Care Centre. The Dr. is on call after hours. RCMP is dispatched by West Shore RCMP and Fire is dispatched by Langford Fire.

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SOUTH CHANNEL COMMUNITIES

PORT RENFREW

Port Renfrew is a small community at the end of Hwy 14 on the southwest coast of Vancouver Island, 107 km from Victoria. Port Renfrew is a popular fishing destination, and is best known as the trailhead for both the Juan de Fuca Marine Trail and the West Coast Trail. The Pacific Marine Circle Tour travels between Port Renfrew and Lake Cowichan.

RCMP is dispatched by West Shore RCMP and Fire is dispatched by Langford Fire.

SAANICH / OAK BAY / ROYAL OAK

Saanich is the largest municipality in Victoria. The Galloping Goose Trail continues through Saanich. Royal Jubilee Hospital and Victoria General Hospital are located in Saanich.

Police are dispatched by Saanich Police Department and Fire is dispatched by Saanich Fire.

SALT SPRING ISLAND

Salt Spring Island is the largest, most populated and most visited of the Southern Gulf Islands. Salt Spring island is mapped as both Salt Spring and Saltspring. Salt Spring has four communities – Ganges, mid-island and the largest town in the Gulf Islands. Fulford Village, Vesuvius Bay and Fernwood. Crossing time for BC Ferries between Fulford Harbour and Swartz Bay is 35 min. and between Vesuvius Bay and Crofton is 20 min. Fernwood, on the northeast coast of the island has a Government Wharf off Walker Hook Rd.

Patients are transported to Lady Minto Hospital in Ganges.

RCMP is dispatched by West Shore RCMP and Fire is dispatched by Langford Fire.

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SOUTH CHANNEL COMMUNITIES

SATURNA ISLAND

Saturna (South Gulf Islands) is east of Pender Island, accessible by BC Ferries, but only from Village Bay on Mayne Island – the route to reach Saturna from Vancouver is Swartz Bay to Mayne Island to Saturna Island. Most of the population is centered around Lyall Harbour and Boot Cove. There is a clinic on Tuesdays only.

The Fire Department is dispatched by Langford Fire.

SIDNEY/NORTH SAANICH

Sidney is on the Saanich Peninsula, east of Hwy 17 and 26 km north of Victoria. Victoria International Airport is located in Sidney. North Saanich occupies the northern portion of the Saanich Peninsula. Communities in North Saanich include Deep Cove, Sidney and Swartz Bay. Crossing time via BC Ferries to Tsawwassen is 1 hr. 35 min. Washington State Ferries Terminal is in Sidney, travelling to Anacortes.

Patients are usually transported to Saanich Peninsula Hospital.

RCMP is dispatched by West Shore RCMP and Fire is dispatched by Saanich Fire.

SOOKE

Sooke is 45 km west of Victoria on the southwest coast of Vancouver Island, accessed by Hwy 14. The Galloping Goose continues from Roche Cove Regional Park to the Sooke Potholes to Leechtown. 107's response area is northwest to Jordan River, southeast Kangaroo Rd & Hwy 14.

Patients are usually transported to Victoria General Hospital, and the Sooke crew will often transport patients brought in by Port Renfrew.

RCMP is dispatched by West Shore RCMP and Fire is dispatched by Langford Fire.

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SOUTH CHANNEL COMMUNITIES

VICTORIA/VIC WEST VIEW ROYAL /

Victoria is located at the southern tip of Vancouver Island. The second of two Washington State Ferry Terminals is in Victoria – the MV Coho in the Inner Harbour. The Victoria Clipper also docks in the Inner Harbour. Harbour Air (flying to Vancouver, Nanaimo, Richmond, Langley and the Gulf Islands) and Kenmore Air (flights to downtown Seattle) fly out of the Inner Harbour, and Helijet has flights between Victoria Harbour and Vancouver Harbour, and between Vancouver Airport and Victoria Harbour. The list of neighbourhoods in the City of Victoria are: Burnside, Chinatown, Downtown, Fairfield, Fernwood, Gonzales (Foul Bay), Gorge/Tillicum, Harris Green, Hillside-Quadra, James Bay, Jubilee (North/South), North Park, Oak Bay Border (Foul Bay Rd), Oaklands, Rock Bay, Rockland, Selkirk, Songhees (part of Vic West), Vic West (Victoria West).

JAMES BAY:

James Bay is located in Victoria, south of the Inner Harbour and downtown core. Access to James Bay is along Belleville, Douglas or Government Street. Police are dispatched by Victoria City and Fire is dispatched by Victoria Fire.

WEST SHORE / WESTERN COMMUNITIES

West Shore is composed of the city of Colwood, and the communities of Langford, the Highlands, Metchosin, View Royal and a portion of the Malahat Drive (Hwy 1). St Anthony's Clinic has a walk-in Treatment Centre. The area is both urban (Colwood) and rural, with many recreational opportunities. RCMP is dispatched by West Shore RCMP, with their communication centre located on Atkins Ave. Fire is dispatched by Langford Fire Dispatch and their communication centre located on Peatt Road.

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NORTH CHANNEL

The North Channel covers north of Aspen Road & Hwy 1 on the Malahat - including Mill Bay, Cobble Hill, Cowichan Bay, Duncan, Lake Cowichan, Crofton, Chemanius, Ladysmith, Nanaimo, Parksville, Pt. Alberni, Ucluelet, Tofino, Qualicum Beach, Qualicum Bay, Cumberland, Courtenay, Comox, Campbell River, Gold River, Tahsis, Sayward, Zeballos, Pt. McNeill, Pt Alice, Pt Hardy, Alert Bay and Sointula. Also covered by the North Channel dispatcher are the Northern Gulf Islands, Texada, Lasqueti, Denman Island, Hornby Island, Cortes Island, Quadra Island, Cormorant Island, Malcolm Island, Bella Bella on Campbell Island & the Powell River area from Lund north to Saltery Bay south.

NORTH HOSPITALS

Bamfield Health Centre – 353 Bamfield Rd Bamfield
Campbell River Hospital (CRH) – 372 2nd Ave Campbell River
Chemainus Health Care Centre (CHCC) – 9909 Esplanade Chemainus
Cowichan District Hospital (CDH) – 3045 Gibbins Rd Duncan
Cormorant Island Health Centre – 49 School Rd Alert Bay
Cortes Island Health Centre – Beasley Rd Cortes Island
Gabriola Island Medical Clinic – Berry Point Rd Gabriola Island
Gold River Health Centre – 601 Trumpeter Dr Gold River
Hornby Island Medical Clinic – Noburn 4 Hornby Island
Kyuquot Health Centre – 100 Okime Island, Kyuquot
Ladysmith Community Health Centre – 1111 4th Ave Ladysmith
Nanaimo Regional General Hospital – 1200 Dufferin Nanaimo (Central Vancouver Island Trauma Centre)
Port Alice Health Centre - 1090 Marine Dr Port Alice
Port Hardy Hospital - 9120 Granville St Port Hardy
Port McNeill Hospital - 2750 Kingcombe Port McNeill
Powell River Hospital (PRH) - 5000 Joyce Ave Powell River
RW Large Hospital - 88 Waglisla St Bella Bella
Sointula Clinic - 25 2nd Ave Malcolm Island
St Josephs Hospital (SJH) - 2137 Comox Ave Comox
Tahsis Hospital - 1085 Maquinna Dr Tahsis
Texada Clinic - 2603 Sanderson Gillies Bay
Tofino Hospital - 261 Neill St Tofino
West Coast General Hospital (WCGH) - 3949 Port Alberni Hwy Port Alberni
Zeballos Health Centre - 500 Parkway Dr Zeballos

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NORTH MAJOR HIGHWAYS & STREETS

Major Highways

Pacific Marine Circle Tour

Also known as The Circle Route, incorporates Hwy 14 from Colwood to Port Renfrew and continues on to Lake Cowichan. It then follows Hwy 18 to Hwy 1 in Duncan, and heads south along Hwy 1 back to Victoria.

The Circle Route accesses Lake Cowichan at Mesachie Lake

Highway 19

Also known as the New Island Highway or Inland Highway, it continues from Nanaimo to Port Hardy, north-south. From Nanaimo to north of Aulds & Hwy 19, it is known as the Nanaimo Parkway. From north of Northwest Bay Road and the Hwy 4A overpass, it is known as the Parksville By-pass. North of Campbell River it is known as the North Island Hwy. At Port Hardy, the Holberg Road branches off of Hwy 19 and leads to Holberg, and Cape Scott Prov Park.

Communities and landmarks on or near Hwy 19 are Nanaimo, Lantzville, Nanoose Bay, Parksville, Qualicum Beach, Qualicum Bay/Bowser, Deep Bay, Fanny Bay, Buckley Bay (ferry to Denman and Hornby Islands), Union Bay, Royston, Cumberland, Courtenay, Comox, Campbell River, Sayward, Woss, Telegraph Cove, Port McNeill and Port Hardy.

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MAJOR HIGHWAYS & STREETS

Major Highways

Highway 19A

Also known as the Oceanside Route, West Island Hwy or Old Island Highway. There is a 12 km stretch of Hwy 19A in Nanaimo, from the Departure Bay turnoff and joining on to Hwy 19 in North Nanaimo. Hwy 19A travels north-south, and branches off from Hwy 19 at the south end of Parksville. It continues to the junction of Hwy 19, Hwy 28 and Hwy 19A in Campbell River.

Communities and landmarks on or near Hwy 19A are Parksville, Qualicum Beach, Bowser, Buckley Bay, Royston, Courtenay, Merville, Black Creek, Saratoga Beach, Oyster River and Campbell River.

Highway 28

Also known as the Gold River Highway. Travels east -west between Campbell River and Gold River.

Highway 30

Also known as the Port Alice Road, is a northeast-to-southwest route connecting Port Alice with Hwy 19, between Port Hardy and Port McNeill.

Highway 101

Hwy 101 is the main north-south route on the Sunshine Coast. The Powell River route runs from Saltery Bay (ferry from Saltery Bay to Earls Cove) north to Lund.

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NORTH MAJOR HIGHWAYS & STREETS

Major Streets and Intersections

*****looped road**

Hwy 1

Exit	Intersection	Community
	South Shawnigan Lake Rd	Malahat
	Whittaker	
	Frayne	Mill Bay
	Shawnigan Mill Bay	
	Cobble Hill Rd***	Cobble Hill
	Hutchinson	
	Fisher	
	Koksilah	Cowichan Bay
	Cowichan Bay***	
	Trunk	Duncan
	Mays	
	Hwy 18 / Herd	
	Mt Sicker	
	Westholme	
	Henry	Chemainus
	Chemainus Road	Ladysmith
	Davis***	
	Brenton-Page	
	Cedar***	Ladysmith / Nanaimo
	Yellowpoint Rd	
102	Nanaimo River Rd	Nanaimo
106	Duke Point Highway	
107	Hwy 19	

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NORTH MAJOR HIGHWAYS & STREETS

Major Streets and Intersections

Hwy 19

Exit	Intersection	Community
16	5 th (College)	
18	Jinglepot***	
21	Northfield	
24	Mostar	
28	Aulds	
30	Ware	
33B	Lantzville	Lantzville
39B	Northwest Bay Rd***	Parksville
46	Hwy 19A (Truck Scales)	
60	Hwy 4 / Memorial	Qualicum Beach
75	Horne Lake Rd	Bowser
87	Cook Creek Rd	Deep Bay
101	Buckley Bay Rd	Buckley Bay
117	Comox Valley Parkway	Cumberland
127	Piercy	Courtenay
130	Dove Creek Rd / Strathcona Parkway	
144	Hamm Rd	Black Creek
161	Jubilee Parkway	Campbell River
167	Willis Rd	
169	Hwy 28 / Hwy 19A Menzies Bay Main Line Sayward Rd	Sayward
	Mt Cain exit	
	Beaver Cove Rd	Port McNeill
	Campbell Way	
	Bear Cove Hwy	Port Hardy
	Holberg Rd	

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NORTH MAJOR HIGHWAYS & STREETS

Major Streets and Intersections

Highway 19A

Hwy 19	Parksville
Hwy 4A	
Lee Rd	French Creek
Memorial	Qualicum Beach
Buckley Bay Connector	Buckley Bay
Royston Rd	Royston
Comox Valley Parkway / 29 th St	Courtenay
17 th St / Bridge	
Veterans Memorial Parkway	
Hamm	
Oyster River Bridge	Courtenay/Campbell River
Jubilee Parkway	Campbell River
Hwy 28 & Hwy 19	

Highway 4

Hwy 4A	Coombs
River Rd	Port Alberni
Sutton Pass	
Tofino Ucluelet Junction	

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NORTH CHANNEL COMMUNITIES

ALERT BAY

Alert Bay is on Cormorant Island, east of Port McNeill, accessed via BC Ferries. Cormorant Island is in a group of Islands known as the North (Northern) Gulf Islands.

Patients are transported to Cormorant Island Health Care Centre. RCMP is dispatched by Courtenay. Fire is dispatched by Campbell River.

BELLA BELLA

Bella Bella (Waglisla) is on Campbell Island, north of Vancouver Island, accessed via BC Ferries from Port Hardy (June to Sept only) or by air.

Patients are transported to RW Large Hospital. RCMP is dispatched by Prince George RCMP.

BOWSER

Bowser is 21 km north of Qualicum Beach, accessed from Hwy 19A or east at the Horne Lake exit off Hwy 19. Communities within 173's response area include Bowser, Qualicum Bay, Deep Bay, Fanny Bay and Dashwood.

Patients are usually transported to NRGH, occasionally to SJH or WCGH.

RCMP is dispatched from Courtenay RCMP and Fire is dispatched by Campbell River Fire.

CAMPBELL RIVER

Campbell River is 2.5 hrs. north of Nanaimo and 4 hrs. north of Victoria. Campbell River is accessed from either Hwy 19 or Hwy 19A. Oyster River is halfway between Campbell River and Courtenay.

Patients are transported to CRH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire. There are both full time and volunteer Fire Departments.

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NORTH CHANNEL COMMUNITIES

CHEMAINUS

Chemainus is located between Nanaimo and Victoria, approximately 1 hour from either city. Chemainus is accessed from the south at Hwy 1 and Henry Rd, Hwy 1 and River Rd or north from Hwy 1 and Chemainus Rd. A portion of Hwy 1A runs between Chemainus and Crofton, but it is usually known as Chemainus Rd or Crofton Rd.

Kuper and Thetis Islands are accessible by BC Ferries. Patients are usually transported to CHCC or CDH.

RCMP is dispatched by Nanaimo RCMP and Fire is dispatched by Nanaimo Fire.

CORTES ISLAND

Cortes Island is located in Desolation Sound, east of Quadra Island and Campbell River, in a group of Islands known as the Discovery Islands. The Discovery Islands is a chain of 6,000 islands along the BC coastline between Washington and Alaska. There are three communities on Cortes Island – Whaletown, Manson's Landing and Squirrel Cove. Access to Cortes Island is via BC Ferries – Campbell River to Quadra Island to Cortes Island. Crossing time between Cortes (Whaletown) and Quadra Island (Heriot Bay) is 45 min.

Patients may be transported to the Cortes Clinic, or to CRH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

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NORTH CHANNEL COMMUNITIES

COURTENAY

Courtenay is approximately 3 hours north of Victoria, 1.5 hours north of Nanaimo, 1 hr. south of Campbell River. Hwy 19A enters the south end of Courtenay, becoming West Island Hwy and then Cliffe Ave. Courtenay is accessed from Hwy 19 at the Comox Valley Parkway (south entrance), Piercy Rd or Dove Creek Rd (east exit, Strathcona Parkway to Mt Washington is the west exit). Hamm Rd exits east off Hwy 19, accessing Black Creek, Merville and Oyster River. Communities close to Courtenay are Black Creek, Merville, Oyster River, Mt Washington, Forbidden Plateau and Royston.

Patients are transported to SJH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire. There are both full time and volunteer Fire Departments.

CUMBERLAND

Cumberland is located southeast of Courtenay. There are two exits off Hwy 19 to Cumberland – Royston Rd and Cumberland Rd (west side is the Comox Valley Parkway). Communities close to Cumberland include Mt Washington, Forbidden Plateau and Royston.

Patients are usually transported to SJH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

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NORTH CHANNEL COMMUNITIES

DENMAN ISLAND/ HORNBY ISLAND

Denman Island (North Gulf Islands) is located east of Buckley Bay and west of Hornby Island, accessed via BC Ferries.

Occasionally patients are transported to the Denman clinic, but most often to SJH.

Hornby Island First Responders and the local Dr respond to all calls on Hornby Island.

Travel time from Buckley Bay to SJH is approximately 30 min. Crossing times: BC Ferries Denman West to Buckley Bay is 10 min. and Denman (Gravelly Bay) to Hornby Island (Shingle Spit) is 10 min.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

DUNCAN

Duncan is approximately 1 hr. north of Victoria and 1 hr. south of Nanaimo. Hwy 1 travels through Duncan.

Patients are transported to CDH.

RCMP is dispatched by Nanaimo RCMP and Fire is dispatched by Nanaimo Fire. There are both full time and volunteer Fire Departments.

GABRIOLA ISLAND

Gabriola Island is east of Nanaimo, accessed via BC Ferries. It is also a South Gulf Island dispatched by the North Channel.

Patients are either transported to the local clinic or to NRGH.

RCMP is dispatched by Nanaimo RCMP and Fire is dispatched by Nanaimo Fire.

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NORTH CHANNEL COMMUNITIES

GOLD RIVER

Gold River is 90 km (2 hrs.) west of Campbell River, accessed via Hwy 28. Hwy 28 runs through Strathcona Prov Park, the largest Provincial Park on Vancouver Island. There is very little cell phone reception in Gold River or along Hwy 28. There are no telephones between Campbell River and Gold River.

Patients are transported to the Gold River Health Centre.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

LADYSMITH

Ladysmith is 30 min. south of Nanaimo and 30 min. north of Duncan. Hwy 1 travels through Ladysmith. Communities in the Ladysmith area are Saltaire, Yellow Point and the south end of Cedar.

Patients are transported to either Ladysmith Community Health Centre or NRGH.

RCMP is dispatched by Nanaimo RCMP and Fire is dispatched by Nanaimo Fire.

LAKE COWICHAN

Lake Cowichan is 28 km west of Duncan, accessed by Hwy 18. Communities in Lake Cowichan's area are Honeymoon Bay, Caycuse, Gordon Bay and Mesachie Lake on the South side of Cowichan Lake and Youbou on the North side of Cowichan Lake.

There is logging road access to Nitinat, Bamfield and Port Alberni.

Patients are transported to CDH

RCMP is dispatched by Nanaimo RCMP and Fire is dispatched by Nanaimo Fire.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

NORTH CHANNEL COMMUNITIES

MILL BAY

Mill Bay is located 41 km north of Victoria, along Hwy 1. Access to Shawnigan Lake is at Shawnigan Mill Bay Road, west off Hwy 1.

Crossing time via BC Ferries from Mill Bay to Brentwood Bay is 25 min. 137's response area includes Arbutus Ridge, an over 55 gated adult village, north to Hwy 1 and South Cowichan Bay Rd, south to South Shawnigan Lake Road, west through logging roads towards Port Renfrew.

Patients are usually transported to CDH, occasionally to VGH.

RCMP is dispatched by Nanaimo RCMP and Fire is dispatched by Nanaimo Fire. Arbutus Ridge has a First Responder system, and should be notified of all calls in Arbutus Ridge.

NANAIMO

Nanaimo is located 111 km north of Victoria. The Hwy 1 and Hwy 19 junction is at the south end of Nanaimo/Cedar. Hwy 1 continues through Nanaimo, then forks into Hwy 19A (Terminal Ave), Hwy 1 (Stewart Ave) and Newcastle Ave. Hwy 1 continues as Stewart to the Departure Bay Ferry Terminal. Crossing times for BC Ferries to the mainland: Departure Bay to Horseshoe Bay (1 hr. 40 min) and Duke Point to Tsawwassen (2 hrs.). Departing from Nanaimo Harbour is BC Ferries to Gabriola (20 min.), foot passenger ferry to Newcastle Island and Protection Island. There are residences on Protection Island, and First Responders. Newcastle Island is a nature reserve. There are no vehicles (other than golf carts) on either Protection or Newcastle Island. Other communities within the Nanaimo response area are Lantzville, south Nanoose,

Patients are transported to NRGH, which is also the central Island trauma centre.

RCMP is dispatched by Nanaimo RCMP and Fire is dispatched by Nanaimo Fire.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

NORTH CHANNEL COMMUNITIES

PARKSVILLE

Hwy 19 branches into Hwy 19A at the south end of Parksville (Parksville Weigh Scales), with Hwy 19A becoming the “Oceanside Route”. There is another exit east off Hwy 19 at the Hwy 4A over pass. Communities close to Parksville Errington, Coombs, Lasqueti Island and Nanoose Bay.

There is a walk in clinic, but patients are transported usually to NRGH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

PORT ALBERNI

Port Alberni is accessed along Hwy 4, and is approximately 1 hr. west of Nanaimo. Communities close to Port Alberni are Nitinat (better road conditions than accessing from Lake Cowichan) and Bamfield. Bamfield is 102 km southwest of Port Alberni, along a mostly unpaved logging road. The travel time is approximately 2 hrs. There is an outpost clinic in Bamfield, staffed by RNs, who are also on call after hours.

Patients are transported to WCGH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

PORT ALICE

Port Alice is located on Neroustsos Inlet, 45 min. northwest of Port McNeill and 45 min southwest of Port Hardy. Hwy 30 – Port Alice Rd – exits west off Hwy 19 halfway between Port McNeill and Port Hardy. Communities close to Port Alice are Jeune Landing (float plane dock) and Rumble Beach. Port Alice can also be accessed by water taxi from Coal Harbour.

Patients are transported to Port Alice Hospital.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

NORTH CHANNEL COMMUNITIES

PORT HARDY

Hwy 19 ends in Port Hardy. Communities within 126's response area include Beaver Harbour, Fort Rupert IR, Quatsino IR, Tsulquate IR, Holberg (50 min.) and Winter Harbour (90 min.). BC Ferries Discovery Passage route stops travels between Port Hardy and Klemtu, Bella Bella, Shearwater and Ocean Falls. The Inside Passage route usually has no stops, and crosses directly to Prince Rupert. There are specified dates with stops at Bella Bella.

Patients are transported to Port Hardy Hospital.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

PORT MCNEILL

Port McNeill is accessed from Hwy 19, exiting east onto Campbell Way. Communities near Port McNeill include Beaver Cove, Mt Cain, Telegraph Cove and Woss.

Patients are transported to Port McNeill Hospital. Transfers are usually to CRH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

POWELL RIVER

Powell River is located on Hwy 101, and can be reached from Vancouver in the south via BC Ferries from Horseshoe Bay to Langdale, driving from Langdale to Earls Cove then BC Ferries from Earls Cove to Saltery Bay (crossing time 50 min.). Travel time from Saltery Bay to Powell River is approximately 30 min. Powell River is also accessed from Vancouver Island via BC Ferries from Comox (Little River Ferry Terminal) to Westview Terminal in Powell River (crossing time 1 hr. 20 min.). Hwy 101 travels from Saltery Bay (south) to Lund (north). Communities close to Powell River are Sliammon IR, Lund (30 min from Powell River) and Savary Island (10 South west of Lund by water taxi). Patients are transported to PRH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

NORTH CHANNEL COMMUNITIES

QUADRA ISLAND

Quadra Island is the largest of the Discovery Islands, located east of Campbell River. Access to Quadra Island is via BC Ferries from Campbell River (crossing time 10 min.) There are three communities on Quadra Island – Quathiaski Cove, Heriot Bay and Cape Mudge (Yuculta).

Patients are transported either to the Quadra Island Medical Clinic or CRH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

QUALICUM BEACH

Qualicum Beach is 12 km northwest of Parksville, accessed by either Hwy 19A or Hwy 19 & Memorial Ave. Communities close to Qualicum Beach include Coombs, Errington, Whiskey Creek and French Creek.

Patients are usually transported to NRGH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

SAYWARD

Sayward is located at Kelsey Bay, 80 km north of Campbell River, exiting east off Hwy 19 at Sayward Rd. Communities close to Sayward are Mt Cain and Woss.

Patients are usually transported to CRH.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

NORTH CHANNEL COMMUNITIES

SOINTULA

Sointula is on Malcolm Island, northeast of Port McNeill. Malcolm Island is one of the North Gulf Islands, accessible via BC Ferries. As the clinic has limited operating hours, patients are usually transported by water taxi to Port McNeill Hospital. RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

TAHSIS

Tahsis is 64 km northwest of Gold River. The access road to Tahsis is an active logging road. Patients are transported to Tahsis Hospital. RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

TEXADA ISLAND

Texada Island is west of Powell River, accessed by BC Ferries from Westview (Powell River) Ferry Terminal – crossing time 35 min. Texada is included in the North Gulf Island Group. Communities on Texada Island are Van Anda (aka Vananda) and Gillies Bay. Patients are transported to Texada Island Medical Clinic. RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

NORTH CHANNEL COMMUNITIES

TOFINO

Tofino is at the northern end of Hwy 4, Pacific Rim Hwy on the Esowista Peninsula. Tofino is 42 km north of Ucluelet and 34 km north of the Tofino Ucluelet Junction. It is 105 km (2 hrs. travel time) from Port Alberni to the Tofino Ucluelet Junction, with poor cell phone and radio reception. From Port Alberni to Sutton Pass - halfway point (travel time, not distance) – is a newer 2-4 lane highway. From Sutton Pass to Tofino Ucluelet Junction, it is an older, narrow and winding road. The communities of Ahousat and Opitsat are close to Tofino.

Patients are transported to Tofino General Hospital.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

UCLUELET

Ucluelet is at the southern end of Hwy 4, 8 km south of the Tofino Ucluelet Junction.

Patients are transported to Tofino General Hospital.

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

ZEBALLOS

Zeballos is approximately 40 km southwest of the Zeballos / Hwy 19 Junction. Communities close to Zeballos are Fair Harbour (36 km unpaved road), Oclucje IR and Kyuquot. Kyuquot has an RN clinic (Bamfield and Kyuquot are the only VIHA Outpost clinics on Vancouver Island).

Patients are transported to Zeballos Clinic or Port McNeill Hospital

RCMP is dispatched by Courtenay RCMP and Fire is dispatched by Campbell River Fire.

VICC: GEOGRAPHY AND ORIENTATION MANUAL

REGION 1

HOSPITALS

Royal Jubilee Hospital	201	Victoria
Victoria General Hospital	202	Victoria
Saanich Peninsula Hospital	217	Central Saanich
Lady Minto Hospital	206	Ganges
Cowichan District Hospital	203	Duncan
Chemainus Health Care	505	Chemainus
Ladysmith Health Care	506	Ladysmith
Nanaimo Regional Hospital	501	Nanaimo
Westcoast General Hospital	851	Port Alberni
Tofino Hospital	854	Tofino
St. Joseph's Hospital	502	Comox
Campbell River Hospital	508	Campbell River
Tahsis Health Care	861	Tahsis
Port McNeill Hospital	511	Port McNeill
Port Hardy Hospital	510	Port Hardy
Powell River Hospital	111	Powell River
R W Large Hospital	904	Bella Bella

NORTH AND SOUTH CHANNELS

FERRY TERMINALS

ALERT BAY - SOINTULA
BRENTWOOD BAY - MILL BAY
BUCKLEY BAY - DENMAN ISLAND
CAMPBELL RIVER - QUADRA ISLAND
CHEMAINUS - KUPER ISLAND
CHEMAINUS - THETIS ISLAND
COMOX (LITTLE RIVER)- POWELL RIVER (WESTVIEW)
CROFTON - SALT SPRING (VESUVIUS BAY)
DENMAN ISLAND - HORNBY ISLAND
NANAIMO (DEPARTURE BAY) - HORSESHOE BAY
NANAIMO (DUKE POINT) - TSAWWASSEN
NANAIMO (NANAIMO HARBOUR) - GABRIOLA ISLAND
PORT HARDY - BELLA BELLA, BELLA COOLA, SHEARWATER, KLEMTU
PORT HARDY - PRINCE RUPERT
PORT MCNEILL - ALERT BAY
PORT MCNEILL - SOINTULA
POWELL RIVER (SALTERY BAY) - EARLS COVE
POWELL RIVER (WESTVIEW)- TEXADA ISLAND
QUADRA ISLAND - CORTES ISLAND
QUALICUM BEACH - LASQUETI ISLAND (foot passenger only)
SALT SPRING ISLAND (LONG HARBOUR) - GALIANO ISLAND
SALT SPRING ISLAND (LONG HARBOUR) - MAYNE ISLAND
SALT SPRING ISLAND (LONG HARBOUR) - PENDER ISLAND
SALT SPRING ISLAND (LONG HARBOUR) - TSAWWASSEN
SIDNEY - ANACORTES
VICTORIA (INNER HARBOUR) - PORT ANGELES
VICTORIA (SWARTZ BAY) - GALIANO ISLAND
VICTORIA (SWARTZ BAY) - MAYNE ISLAND
VICTORIA (SWARTZ BAY) - PENDER ISLAND
VICTORIA (SWARTZ BAY) - SALT SPRING ISLAND (FULFORD HARBOUR)
VICTORIA (SWARTZ BAY) - SALT SPRING ISLAND (LONG HARBOUR)
VICTORIA (SWARTZ BAY) - TSAWWASSEN

