

# Know Before You Go



A guide to commuting for care to Kelowna  
from the Kootenays



**Disclaimer:** All of the information about travel, accommodations, places to eat and activities to do, as well as the maps, is available online for the general public. This information package is by no means meant to show preference for any specific businesses. If a business is mentioned, it is due to ease of internet access on Google, or because it is within close proximity to Kelowna General Hospital, and additional web links are provided to find other businesses that have not been mentioned. This information package does not represent the opinions of UBC, nor has it been sponsored by any of the highlighted businesses.

**Created by the Health, Ethics, and Diversity Lab at  
UBC Okanagan in October 2013 (updated March 2015).**



**a place of mind**

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**Commuting from a rural community to an urban centre for healthcare can be challenging for both the individual requiring care and their accompanying caregiver.**



This guide will help you and your family caregiver prepare for the commute to Kelowna by providing:

- ❖ A decision guide for the who, when, where, and how of your trip
- ❖ Information about getting to and around Kelowna General Hospital
- ❖ Information about what to do and where to eat in Kelowna
- ❖ A guide for talking with your doctors
- ❖ Financial aid information
- ❖ Advice from other people who have also commuted for care





# The Who, When, Where and How of Commuting for Care

## Who will you travel with?

- ☐ Spouse
- ☐ Son/Daughter
- ☐ Other Family Member
- ☐ Friend
- ☐ Independently

## When will you go?

Roads safe for travel?

<http://www.drivebc.ca/>

Big event to avoid in Kelowna?

<http://www.kelowna.ca/CM/page1267.aspx>

## How will you get there?

Own car: Oil Change? Proper tires? Need a tune-up?

Greyhound: <http://www.greyhound.ca/>

Trail: (250) 368-8400   Castlegar: (250) 365-7744   Nelson: (250) 352-9717

Rental car: <http://budget.ca/en/>   (other rental car options at [yellowpages.ca](http://yellowpages.ca))

Trail: (250) 368-3000   Castlegar: (250) 365-5733   Nelson: (250) 505-7368



## Where will you stay?

BC Government Medical  
Travel Accommodation: [http://  
csa.pss.gov.bc.ca/medicaltravel/](http://csa.pss.gov.bc.ca/medicaltravel/)

### Siesta Suites

Location: 1.5 km from Kelowna General Hospital

Amenities:

- Government medical rate
- Pool, hot tub & sauna
- Gas BBQ's & picnic areas
- Fitness room
- Laundry facility
- Free wireless internet
- No elevator

Phone: 1 (800) 663-4347

Website: [siestasuiteskelowna.com](http://siestasuiteskelowna.com)

### Hiawatha RV Park

Location: 3.2 km from Kelowna General Hospital

Amenities:

- Pool and hot tub
- Free showers
- Full hook-ups
- Laundry facility

Phone: 1 (888) 784-7375

### Southern Interior Rotary Lodge

For cancer patients and their family caretaker

Location: Next to the Cancer Clinic and Kelowna General Hospital

Amenities:

- Free parking
- Dining room with meals available
- Laundry facility
- Drivers to transport to medical appointments
- Elevator

Phone: (250) 712-2203

### Chesterfield Inn B&B

Location: One block from Kelowna General Hospital.

Amenities:

- Homemade breakfast
- Free wireless internet
- Wheelchair accessible
- Support from owners

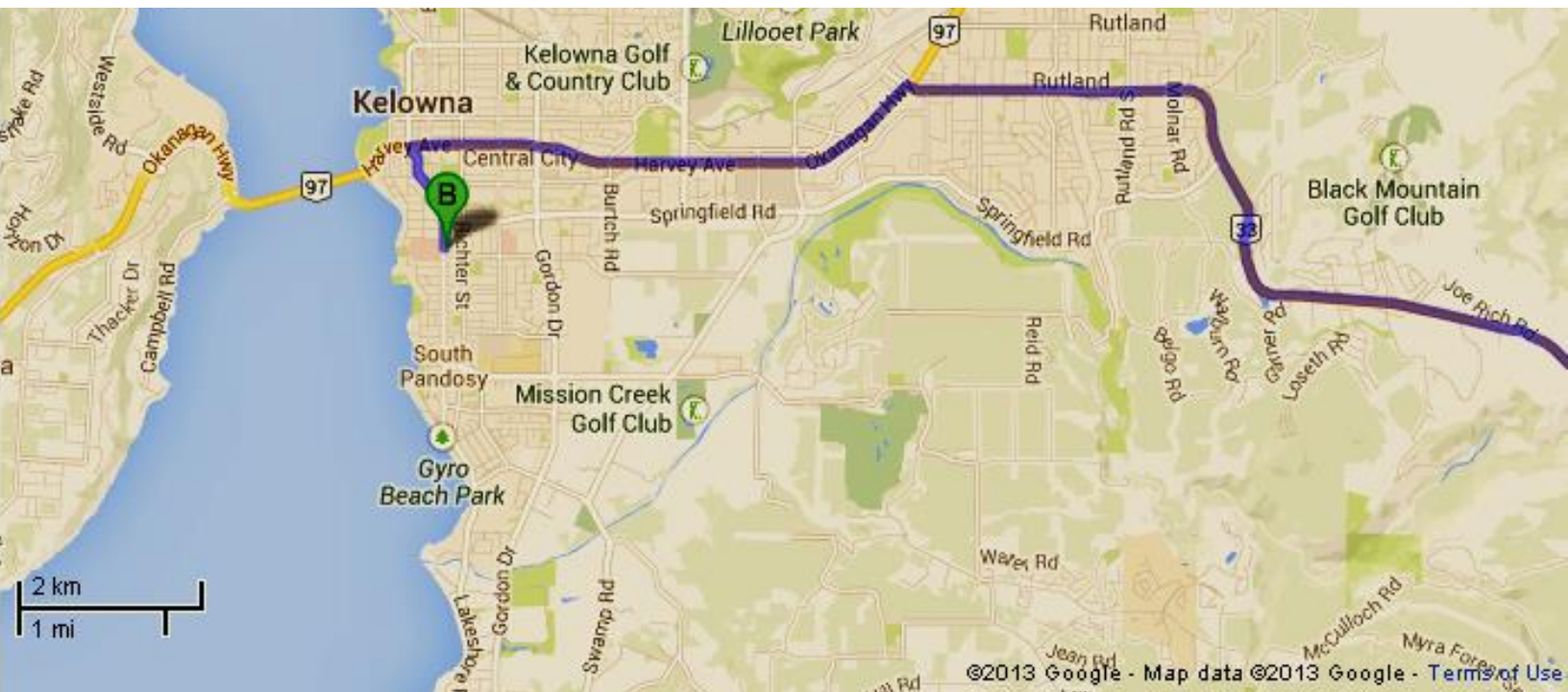
Phone: 778 215-3259

Website: [www.chesterfieldinnkelowna.ca](http://www.chesterfieldinnkelowna.ca)

Tourism BC Approved Accommodations:  
[www.hellobc.ca](http://www.hellobc.ca)



# Directions to Kelowna General Hospital and Cancer Agency



When coming from the Kootenays, you will be arriving via Highway 33 (BC-33 W)

Turn left onto Hwy 97 N/BC-97 S – 5.8 km

Turn left onto Pandosy St. (destination will be on the right) – 1.2 km

Address:

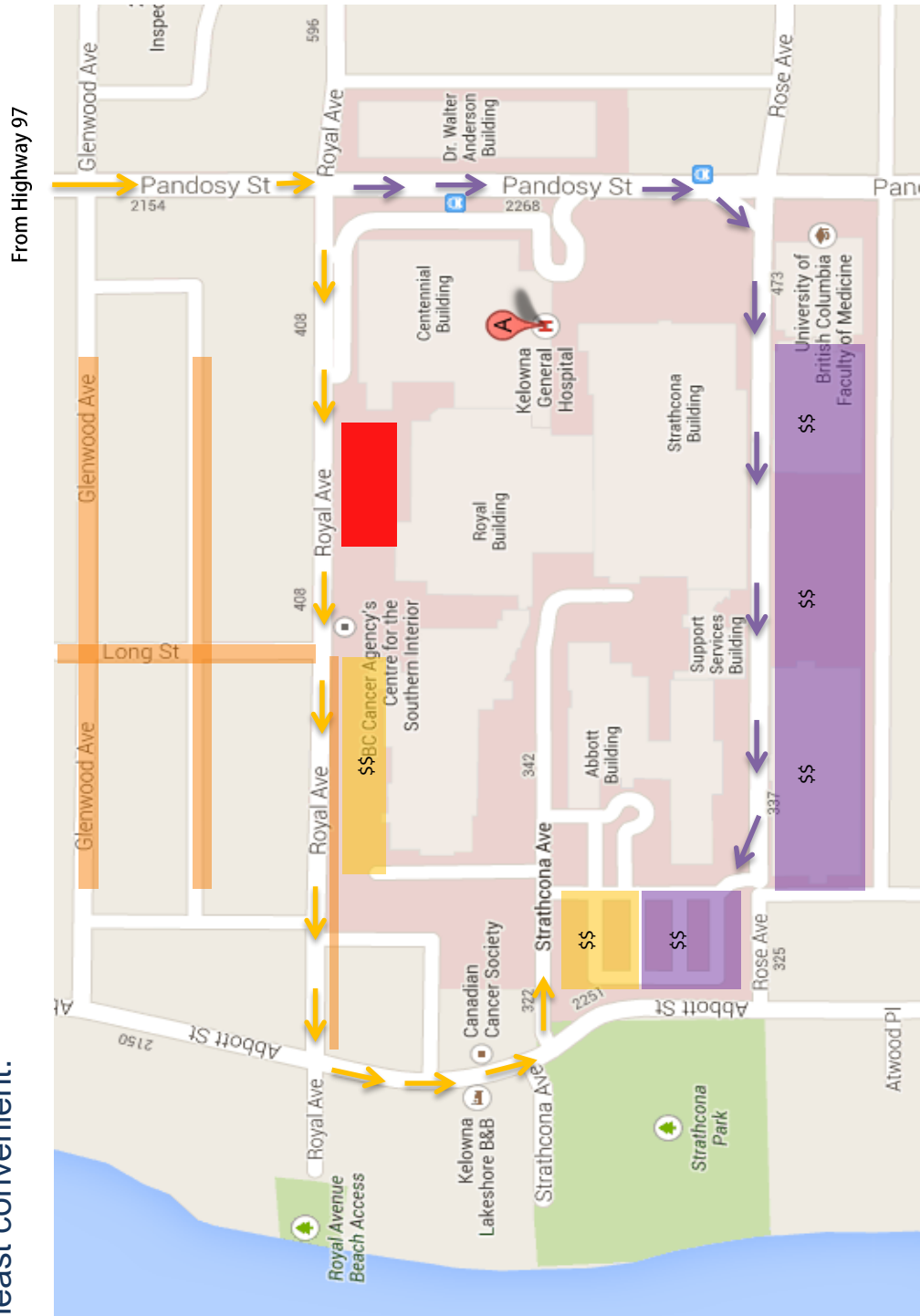
Kelowna General Hospital  
2268 Pandosy St  
Kelowna, BC V1Y 1T2

If you are going to the Cancer Centre, turn right on Royal Ave. before the hospital.

If you are going to the hospital, turn right on Rose Ave. after the hospital to access parking beside and behind the hospital.

# Kelowna General Hospital and Cancer Agency Parking

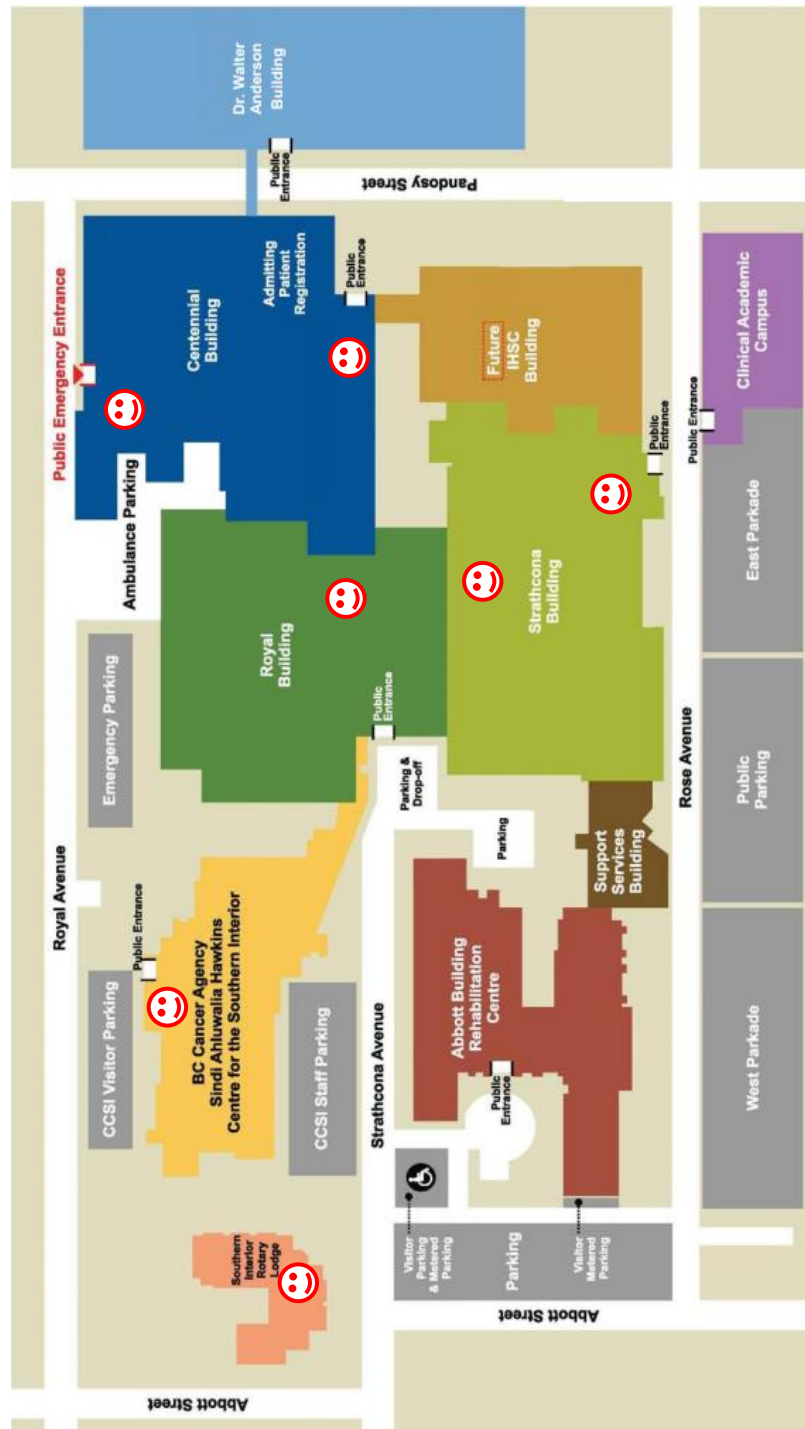
**Yellow** represents cancer centre parking. **Purple** represents general hospital parking. **Red** represents emergency room parking. The hospital parking costs money (about \$2.00/hour). You are allowed to park for free on the side streets by the cancer centre that are highlighted **orange**. If you park on Royal Avenue, only park on the hospital side of the street. Otherwise, you could get ticketed. The arrows lead you in the direction to check the different parking locations, with the last location being the least convenient.





# Kelowna General Hospital and Cancer Agency Map

Kelowna General Hospital is currently under construction, which can make it difficult to navigate. These maps should help you figure out where to go. There are also many volunteers that are there to help you out, represented by the red smiley faces on the maps.







## What to do in Kelowna?

### Visit Mission Creek Park

Mission Creek Regional Park has several benches along the river, walking and hiking trails for various abilities, and a smaller river in which salmon spawn every fall. There is also an Environmental Education Centre with information about the whole Okanagan region.

The park is situated partway along the Mission Creek Greenway, a 22 km path along Mission Creek. The park entrance is at 2363 Springfield Road, and the first entrance to the greenway is 3927 Lakeshore Road (on the corner of Truswell Road).

<http://www.greenway.kelowna.bc.ca/>

### Stroll the Boardwalk

Kelowna has a path along the water stretching from Strathcona Park by the hospital, through City Park and downtown, all the way to Waterfront Park. In the summer, there is often live music in the downtown parks during the evenings.

### Shop Local, Eat Fresh

The Kelowna Farmers' & Crafters' Market offers over 165 farmers, ethnic foods, vendors and artisans.

Location: Corner of Dilworth and Springfield

Wed and Sat 8am – 1pm  
April through October

<http://www.kelownafarmersandcraftersmarket.com/>

### Watch a Movie

Paramount Theatre – Downtown  
(250) 762-9066

Famous Players – By the mall  
(250) 860-1611

Xtreme – West Kelowna  
(250) 869-3939

Grand 10 – North on Hwy 97  
(250) 861-2929 ext. 8038

### Other Activities

<http://www.tourismkelowna.com/do/>

## Where to eat in Kelowna?

### Restaurants and Cafés

Blenz Coffee \$  
2823 Pandosy St. (250) 717-1577

Boston Pizza \$\$  
545 Harvey Ave. (250) 861-5883

Chutney Cuisine of India \$\$  
3011 Pandosy St. (250) 980-0718

Earls On Top \$\$\$  
211 Bernard Ave. (250) 763-2777

Hector's Casa (Mexican Cuisine) \$\$  
2911 Pandosy St. (250) 860-3868

The Keg Steakhouse and Bar \$\$\$  
1580 Water St. (250) 763-5435

Marmalade Cat Café \$  
2903 Pandosy St. (250) 861-4158

Mizu Japanese Restaurant \$  
2684 Pandosy St. (250) 862-8022

Original Joe's Restaurant and Bar \$\$  
2728 Pandosy St, (250) 717-5637

Soy Asian Fusion Restaurant \$  
101-2900 Pandosy St. (778) 478-0458

Yamas Restaurant (Greek Cuisine) \$\$\$  
1630 Ellis St. (250) 763-5823

### Grocery Stores

Lakeview Market  
3033 Pandosy St. (250) 762-2913

Save-On-Foods  
3175 Lakeshore Rd. (250) 860-7787

Mac's Convenience Store  
2147 Richter St. (250) 763-8666

Nesters Market Grocery Stores  
1111 Lawson Ave. (250) 717-8263

Safeway  
697 Bernard Ave. (250) 860-0332

For more restaurant  
locations, visit  
[yellowpages.ca](http://yellowpages.ca).



## Talk to Your Doc

### Family Doctor

What do you need to know about your health, illness and medications before you arrive in Kelowna? Does your doctor need you to tell the Kelowna doctor anything important?

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### Kelowna Doctor

What do you need to remember from your visit with the Kelowna doctor? Is there anything you need to tell your family doctor when you return?

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## Financial Aid

### The Canadian Cancer Society Financial Support Program

- Subsidizes travel-for-treatment related costs such as transportation, accommodation and symptom control medications.
- Financial support begins after approval of the application. (Previous expenses cannot be claimed.)
- Financial need is required.


Toll Free 1-888-939-3333

Website: [www.cancer.ca](http://www.cancer.ca)





## Facts and Advice

The background of the infographic is a photograph taken from the driver's perspective inside a car. The steering wheel is visible in the lower left, and the dashboard with a speedometer is in the lower right. The car is on a paved road that curves into the distance under a bright blue sky with scattered white clouds.

Being prepared for unexpected events such as bad weather or slow traffic

Be prepared to switch primary and secondary drivers if the primary driver is the one who is unwell. (It may mean the secondary driver needs to practice driving before the commute.)

“Make the best of the commute by using it as an opportunity to rest, enjoy the scenery and interact with others.”

“Learn from others who have been through the same experience”

Have a “just in case” bag in the car with emergency equipment, blankets, extra medication, etc.

Have a mantra, song, poem, etc. to repeat while getting radiation to help relieve tension and stress.

Being well organized