

VGH Simulation Centre

Shipping & Receiving Instructions



Please make sure these instructions are read carefully as failure to do so may result in your package being denied delivery.

Deliveries cannot be dropped off at Shipping & Receiving (S&R), they do not have the space to store deliveries for our bookings. The person delivering must call the VGH Sim Team at 604-875-4623 so that a team member can escort them up to the centre. This must be arranged ahead of time with the VGH Sim Team.

The address for the Shipping & Receiving department:

Vancouver General Hospital Simulation Centre

Attention: VGH Sim Team 604-875-4623

C/O Shipping and Receiving Vancouver General Hospital

902 West 10th Avenue

Vancouver, B.C. V5Z 1M9

Canada

- The shipping and receiving entrance is at 902 West 10th Avenue, Vancouver
 - This allows you to park and unload the package/equipment
- The shipping and receiving area is open between Monday – Friday, 7:00 a.m. – 3:00 p.m.
 - Please call the session support phone at 604-875-4623 when you are in S&R for a VGH Sim staff member to give you access to the service elevators. **Note that our staff do not have any transport equipment and cannot assist in the transport of packages - please plan accordingly**
- The maximum dimensions of the equipment, including packaging, cannot exceed 203cm in height and 290cm in width
- Delivery returns must also be scheduled with VGH Sim as the centre is not always open for access and storage space is very limited

Please note that the centre is periodically closed during the week to accommodate weekend bookings. Email us at vghsim@vch.ca to schedule a delivery time when we are available. We facilitate lots of simulation events throughout the day and may not be available at all times during regular centre hours (Monday-Friday 08:00-16:00).

****Due to the very limited storage space available at VGH Sim, we are unable to store packages for long periods of time. Please ensure that you have pre-arranged a delivery and pickup date with the VGH Sim Team to confirm your equipment is able to be safely stored.****