

Welcome to VGH Sim! We're looking forward to having you join us at the centre. Please read through the document below for information on the booking process.

- 1) Review the rooms, equipment and other resources available to book through VGH Sim under the 'Facilities and equipment' tab of our website (<https://www.vch.ca/en/location-service/vancouver-general-hospital-simulation-centre-vgh-sim>). If you already know what you would like to book but want more information, select one of the first four documents under that tab. To view everything we have available, select the 'All resources' document.
- 2) Once you know what you would like to book, visit our availability calendar: <https://check.vghsim.ca/>. This shows our resources' availability based on booked requests. Please note this calendar only includes availability for the centre's regular open hours (Monday-Friday 08:00-16:00, excluding holidays). If you would like to make a booking outside of regular hours, please email the VGH Sim team at vghsim@vch.ca.
- 3) To submit a booking request, fill out our form: <https://book.vghsim.ca/>. Make sure to include all the resources you would like to book as well as how you would like the rooms and equipment set up at the time your booking begins. Please note requests are processed in the order in which they are received. Allow at least 3 business days for a team member to review your request. If we have any questions, we will reach out to you via the email address/phone number you provided - please ensure this information is correct.
- 4) Once VGH Sim staff have processed your request, the booking will appear on your Client Hub account. If this is your first time booking, a team member will create an account for you and send you an automated email with information on how to access your account. You can log in to your Client Hub account here: <https://hub.vghsim.ca/>. There is a user manual and tutorial video on how to use the platform available once you log in.
- 5) If anything changes between the time you submit your booking request and the time of your booking, you have two options:
 - a) If you are wanting to change around your setup details, you are able to edit these yourself, directly through Client Hub. However, **you cannot add or remove resources, change the time of your booking or cancel your event**. If you make edits in Client Hub, please make sure that your booked resources match up to what you have written in the setup details.
 - b) If you are wanting to add or remove resources, change the time of your booking or cancel your event, please contact the VGH Sim team (email us at vghsim@vch.ca or call us at 604-875-4623 during business hours).
- 6) Once booked, please review the 'Preparing for your session' tab of our website to access some additional resources including manikin orientation videos, manikin information sheets and instructions for shipping & receiving.

Booking Instructions

- 7) On the day of your session, please check in with a VGH Sim staff member in the staff office (once you enter the centre, you should see floor signage) or call us at 604-875-4623 for assistance. We will orientate you to the space and make sure any equipment and tech components are ready to go.
- 8) **Before leaving for the day, please make sure to:**
 - a) Enter the statistics for your booking. The email address associated with the booking on Client Hub will receive an email notification on the morning of the session as a reminder to enter this information. Entering statistics takes less than 2 minutes and is vital for the VGH Sim team to plan and allocate resources for future clients.
 - b) Return the room and equipment to the way you found them. Please wipe down any equipment that was used and return it to its original location. This includes the crash cart, which must be reset after each session (each drawer has images to show where equipment must be placed back).
 - c) Check in with a VGH Sim team member. Let us know when you are leaving so that we can turn off all the equipment and set up for the next session.

If you have any questions, please reach out to the VGH Sim team at vghsim@vch.ca or 604-875-4623.

If you are booking a wet lab session, a member of the VGH Sim Team will reach out to you for more information