



# JoeAnna's House

Better together.

# GUEST HANDBOOK

**Welcome to JoeAnna's House**

**321 Royal Avenue**

**Kelowna, BC V1Y 0G4**

**250-470-0100**

**KGH** FOUNDATION

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A message from the CEO...



The KGH Foundation, along with a host of community partners, joined together in 2019 to create JoeAnna's House as a safe haven and a home away from home for people facing challenging times with a loved one at KGH. This effort has demonstrated the caring and commitment our community has to ensuring people having to travel for care at KGH are provided a home base during their time here.

The House is named after Joe and Anna Huber, who lived a tradition of giving and supporting others in their community. Their family were founding supporters of the creation of the House and we are proud to have Joe and Anna as an inspiration for the caring in our community that this House represents. This House is the culmination of the efforts of thousands of people and we are proud to be able to offer hospitality on behalf of everyone who gave to make JoeAnna's House possible.

JoeAnna's House charges a nominal fee to make it affordable for everyone who needs to stay. The majority of costs to operate JoeAnna's House are donated by the community, with love and best wishes for recovery and resolution. We rely on the generosity of the community to keep this amazing home available for those who need it. We encourage all our guests to carry the word of JoeAnna's House back to your home communities to encourage others to make a gift, hold an event or do anything they can to contribute to ensuring this home away from home is available for the thousands of others who will follow behind you and enjoy the comfort and security of JoeAnna's House.

On behalf of the people who gave to make JoeAnna's House a reality we wish you and your loved ones our best wishes for recovery and a safe journey home.

Allison Young, CEO  
KGH Foundation

# **JOEANNA'S HOUSE GUEST HANDBOOK**

This handbook contains valuable information related to our Guests who stay at JoeAnna's House; please refer to it if you have any questions. We truly hope you have a warm and positive experience while staying at JoeAnna's House.

## **Organizational Description**

JoeAnna's House opened its doors to the first Guests on November 25th, 2019.

It is through the KGH Foundation and the many generous donors that JoeAnna's House has become a reality.

## **Vision**

JoeAnna's House is a shared home-away-from-home created to support families with loved ones requiring medical care at KGH.

Our hope is to create a home where families are safe and secure, allowing them to provide support to their loved one in care.

## **Philosophy**

Many families are in urgent or stressful situations. We strive to provide a nurturing environment, while respecting that families may value their privacy.

We will endeavour to be a positive aspect of people's experience, we will exercise respect for the situation each is facing, and we will be empathetic in our interactions with guests.

**JoeAnna's House**  
**321 Royal Avenue, the corner of Royal Avenue and**  
**Abbott Street**  
**Kelowna, BC V1Y 0G4**  
**P 250-470-0100 F 250-470-0102**  
**Email: [joeannashouse@kghfoundation.com](mailto:joeannashouse@kghfoundation.com)**

KELOWNA GENERAL HOSPITAL – MAIN SWITCH BOARD – 250-862-4000

**EMERGENCY - 911**

# ABOUT JOEANNA'S HOUSE

## Who Can Stay?

JoeAnna's House welcomes families who live **\*OUTSIDE OF THE AREA** and have a loved one who is admitted to Kelowna General Hospital. At any given time, one out of every four beds at KGH is occupied by a patient from outside the Central Okanagan. These patients are here for many different reasons; emergency trauma, cases requiring air ambulance, neonatal intensive care, open-heart or other surgery, serious illness or injury.

JoeAnna's House is also available to high-risk pregnant women who live outside of the area but are required to be close to the hospital, **a doctor's note must accompany the referral.**

Priority is given to residents of Interior Health and then within BC. Out of province and International residents will be offered a room for 2 nights if availability permits.

**\*OUTSIDE OF THE AREA** is considered to be Summerland to the South and Vernon to the North; exceptions will be considered on a case by case basis.

JoeAnna's House is unable to accept walk-in guests; a referral form must first be submitted. The referral form can be found on our website at [www.joeannashouse.com](http://www.joeannashouse.com); anyone can complete the online form. Bookings are available for family members and/or friends only; **patients are not able to stay at JoeAnna's House.**

We are always full with a waitlist so in order to accommodate as many families as possible once a patient is discharged from the hospital, the family members and/or friends must vacate their room the same day by 3PM. If a patient passes, the family will be offered one additional night.

We are only able to offer one Guest room per family. A family is defined as one (1) person up to a maximum capacity of four (4).

**JoeAnna's House management reserves the right to make decisions regarding the eligibility for initial, continued or repeat stays by any Guests, as well as room location and assignment.**

## Day Use – call 250-470-0100 for further information

## Can I bring my pet to JoeAnna's House?

The only animal allowed to stay at JoeAnna's House is a BC Certified Guide Dog or BC Certified Service Dog. These dogs require the proper certification through the Ministry of Public Safety and Solicitor General. Proper documentation is required prior to arrival. Dogs cannot stay at JoeAnna's House unsupervised at any time; it is the Guest's responsibility to care for and clean up after them.

## Where is JoeAnna's House Located?

We are located on the corner of Abbott Street and Royal Avenue. Follow 'H' signs, turn on Royal Avenue toward the Emergency entrance to the hospital; we are conveniently located at the end of the street just down from the Emergency Department.

## What does it cost to stay at JoeAnna's House?

Room Rate is \$25.00/night per family, no tax. We accept cash, debit, VISA or MasterCard. Payment is required weekly and at the time of check out. All third party funding arrangements must be made with management prior to the family checking in to JoeAnna's House.

## Can I book a room for a specific date?

Few families can know exactly when or for how long they will need to be in town and some will arrive right from a doctor's office or the Emergency Department in an emergent situation. Because of the wide variety of the nature of our Guests' situations we will not always know whether we have available accommodation. Room requests can be made at any time however, we can only guarantee a room 24 hours prior to arrival or immediately if required. If we are at capacity you will stay on the waitlist until a room becomes available.

## **STAYING AT JOEANNA'S HOUSE**

### **CHECK IN**

**Each and every time you enter JoeAnna's House you must remove your outdoor shoes and sanitize your hands prior to moving throughout the house. Please bring indoor shoes or slippers with you.**

The doors are never closed at JoeAnna's House; we always have an Employee on hand to receive and check you in. At check in you will be presented with a Guest Release Form and Standard Precaution Form, parking pass and key card. A short tour and orientation outlining JoeAnna's House policies and guidelines will follow. Allow 10-15 minutes to complete check in and orientation. In instances where the situation is emergent, we will allow for the orientation to take place at a later time so that you can go to be with your loved one.

**Each adult must present valid Government Issued photo ID. E.g. Driver's license, Passport or similar identification.**

Once you are registered, oriented and settled in, please feel free to come and go as needed; your key card will work on the parking lot and garden doors as well as your Guest room and the Gym. For security reasons Guests returning to the house after 10pm or prior to 6am will have to buzz for an Employee to open the door.

Guests are responsible for ALL items that they bring into JoeAnna's House. JoeAnna's House does not cover loss or damage to Guest personal property or vehicle.

Incidentals such as toothpaste and toothbrushes are available for Guests who may have arrived urgently or forgot something; please ask an Employee if there is anything you need. Alarm clocks are available at reception.

### **CHECK OUT**

Before checking out Guests are asked to leave their room tidy (remove garbage and recycling to the bins at the back door) and place all soiled towels in the tub. Please remove personal items from the dresser and safe, grab your phone chargers and empty your fridge and pantry bins.

Please go to reception to **pay for your stay, return your room key card, parking pass and any other items you have signed out.**

Once you have returned home we will email you an online Guest Experience form to complete. It is very important for us to know what worked well or ideas you might have to make JoeAnna's House better for our future Guests. We would also like to know your story and appreciate it if we could share it either with your name attached or anonymously. Sharing personal stories helps the community understand the need families have and engages them to provide ongoing support for JoeAnna's House. It is through their support that we are able to continue to operate from year to year.

**Check out time is 3PM.**

During your stay if you need to leave temporarily, for any reason, you must checkout of your room and ask to be placed back on the waitlist for the date of your return. This way we are able to accommodate as many families as possible.

## WHAT JOEANNA'S HOUSE HAS TO OFFER OUR GUESTS

JoeAnna's House is open 24/7, 365 days a year and serves families from the many communities throughout the province of BC. We have 20 well-appointed guest rooms, 3 of which are barrier free/wheelchair accessible. We offer a variety of amenities to help make our families feel as comfortable as possible. We are conveniently located steps away from Kelowna General Hospital and are in close proximity to Lake Okanagan, walking paths and parks. Kelowna's South Pandosy shopping area is only blocks away and offers grocery shopping, restaurants and pharmacies. A list of local services is located in our Guest Handbook at the Business Centre.

### Common Areas

- Communal Kitchen
  - Large, bright and fully equipped kitchen with 4 individual working stations
  - Shared fridges and freezer for families to use
  - Complimentary Coffee and Tea (**for Guests only**)
  - Personal Pantry Box
  - Communal Fridge, Freezer and Pantry
- Comfortable Living Room
- Dining Room
  - Private Booths and Tables
  - High chair available on request
- Gym (must be 16 years of age or older to use)
- On-site Guest Laundry Room (no charge)
  - Laundry soap
  - Iron and Ironing Board
- Business Centre with Computer
- **Free Wi-Fi - JoeAnna's House – Guest Password – JoeAnna321**
- Children's Play Area
  - Games, Puzzles, Toys etc.
- Adult Activity Area
  - Puzzles
- Outdoor Areas - Seasonal
  - Patio with seating
  - BBQ Area
- On-site Guest parking (no charge)
- Beach towels available on request
- Sewing Kit available on request
- Eye Glass Repair Kit available on request
- Day Use

### Guest Rooms

- Several bed configurations, 2 queen beds or 1 queen bed and double sofa bed, etc.
- Bed side table
- Closet with dresser for storage of clothes
- Phone for local calls (Dial '0' to reach a JoeAnna's House employee, Dial '9' for an outside line)
- 49" TV
- Safe
- Private full bathroom
- Shampoo, Conditioner, Soap and Hair Dryer
- Playpens and toddler cots available upon request

## **GUEST AGREEMENT AND JOEANNA'S HOUSE GUIDELINES**

The following guidelines have been established to ensure Guests, Employees, Volunteers and Visitors are all made to feel safe, secure, respected and comfortable. We understand that our Guests are here to support their loved one who is receiving medical attention at Kelowna General Hospital. However, **JoeAnna's House operates with limited Employees and Volunteers so we must work together as One Big Family sharing the workload.**

Once checked into your room, it is your responsibility to keep it clean. Cleaning solution, rags and toilet brushes are located in each Guest bathroom and Guests are required to bring their garbage/recycling downstairs to the bin(s) at the end of the hall. A small vacuum and Swiffer are located in the closet in our Guest Laundry if your floor needs cleaning during your stay.

**Guest rooms are checked by an Employee or Volunteer twice each week to ensure they are being kept clean and orderly.** At this time, we will replace all out of stock amenities - toilet paper, facial tissue and soap products and we will exchange soiled bathroom and bed linens. Place bathroom linens in the bathtub. Bed linens should be exchanged every two weeks at a minimum. Please strip only the fitted/flat sheets and pillowcases and our Staff will leave you clean ones to remake your bed. Duvets, striped top sheets and pillow protectors will be replaced as needed. Please do not bring linens downstairs. If you need something exchanged outside of regular attending days our staff is happy to come remove and replace whatever item(s) you need.

**Management reserves the right to enter a Guest room at any time if deemed necessary.**

### **JoeAnna's House Employees & Volunteers**

JoeAnna's House is staffed 24/7. The compliment of Employees at JoeAnna's House is a mixture of paid full-time, part-time and casual Employees and Volunteers that are recruited, vetted, oriented and trained to service the Guests of JoeAnna's House in the best way possible. All Employees and Volunteers have completed and passed the Criminal Record Check as laid out by the Province of B.C. Criminal Justice Department. All Employees and Volunteers adhere to the policies, procedures, rules and regulations of JoeAnna's House just like the Guests. Please recognize that the Employees and the Volunteers are here to work with you!

### **Tips, Gifts, Gratuities & Loans**

Volunteers and Employees are not allowed to accept compensation or rewards from individuals or agencies for their service. Employees and Volunteers cannot lend money or accept loans from Guests or agencies; families should never ask a Volunteer or Employee for a loan.

### **In the event of a Fire Alarm**

- 1) Evacuate JoeAnna's House immediately
- 2) Close any nearby windows or doors as you walk through JoeAnna's House to the exit
- 3) As you walk, direct and if possible, assist others to the **muster point in the parking lot**
- 4) Wait for the Fire Department to take over evacuation
- 5) Remain calm

### **In the event of an Emergency**

- 1) If there is an urgent situation where outside assistance is required **DIAL 911 immediately**
- 2) As soon as possible communicate the emergency to the Employee on duty or Volunteer

### **Medical Care**

Employees and Volunteers are not to perform or participate in any medical procedure or evaluation; in the event of emergency we will call 911. Employees and Volunteers are not able to assist anyone who has fallen or to get in or out of a wheelchair or high chair. In the event of a fall we will make the person comfortable and call 911 for assistance.

### **First Aid Kit**

Available at reception



## **Parking**

There are a limited number of Guest parking spaces provided at JoeAnna's House. Only one vehicle per family is permitted; oversized or recreational vehicles are not allowed at any time. At the time of your arrival we will log your name, license plate #, make and model of your vehicle and issue you a parking pass. This pass is to remain on the dash of your vehicle at all times and be visible to Employees. Should the pass be lost or not visible and the vehicle cannot be identified as connected with a registered Guest, it will be towed. There are no extra parking stalls; additional Guests and Visitors must park on the street. At time of check out all parking passes need to be returned.

## **Hand Washing**

**EVERYONE must wash their hands every time they enter the house or kitchen as this is the single most effective way to prevent the spread of infections. "Good" hand washing techniques include using an adequate amount of sanitizer or soap, rubbing hands together to create friction, and rinsing under running water. Please also wash your hands properly before and after working in the kitchen.**

## **Kitchen/Dining Room**

JoeAnna's House operates under a shared-kitchen premise. This type of operation works well for Guests that are coming and going at all hours. Guests are encouraged to co-operate and respect the space and property of others in JoeAnna's House. JoeAnna's House is well equipped with four full cooking stations and the tools needed to prepare and serve meals. You are able to help yourself to items in the **Communal Fridge, Freezer and Pantry**; each family has their own designated **Pantry Box** and **Fridge Box** to store personal items. All items not in your bins must be labeled with your room number and the date; labels are available in the kitchen. There is a small fridge specifically for breast milk and medications; again all items must be labeled with the date and your room number.

Guests are asked to clean up after cooking, eating and consuming beverages; this includes but is not limited to cleaning of counter surfaces, the cooking areas and sanitizing dining areas. Dishes must be washed and put into the bus bins which are available beside the sinks. KNIVES and other sharp objects must never be left in a sink or unattended on a countertop. **The Kitchen is CLOSED between 10-11:00pm for deep cleaning; there is NO access to the kitchen during this time.**

**All food and beverages (except water) must be consumed in the kitchen and dining areas only.**

**We are NOT a gluten free or nut free environment.** Should you have a severe allergy please notify an Employee during the check-in process. We will post an appropriate memo in the kitchen and pantry.

## **BBQ - Seasonal**

There is a gas BBQ located on the patio just off the kitchen; please follow the instructions to light and use the BBQ. Please scrape and clean the BBQ after use so that it is ready for the next family.

## **Supervision of Children**

Guests with children 15 and under must provide appropriate and responsible supervision for children at ALL times. JoeAnna's House does not provide supervision or childcare services. **Children 3 and under must be within arm's reach of an adult at all times as we are not a childproof friendly environment.**

## **Children's Play Area**

Our play area is specifically created to engage children with the many toys, books and puzzles available. We ask that items are not removed from the play area. It is the parent's responsibility to ensure the play area is tidied when their children are done playing.

## **Laundry Room**

Our washing machine is plumbed with a laundry soap dispenser. We ask that you do not leave laundry unattended and **please remove all of your belongings from the washer and dryer as soon as your loads are finished** so that others can use the machines. It is to your benefit that someone else NOT handle your laundry as JoeAnna's House is not responsible for items that go missing.

## **Living Room**

The living room is for all guests to share. Please do not sleep, lie down or put your feet up on the furniture in the living room area. **Food is not allowed in this area.**

## **Quiet Time**

10:00 pm - 7:00 am, 7 days a week. Loud or disruptive behavior is not permitted at any time. Please take special care to be respectful of other Guests need for rest or quiet time during quiet hours. Videos, FaceTime, ZOOM meetings or speakerphone calls are not permitted in the common areas unless you have headphones or ear buds, private conversations should be taken in your Guest room.

## **GYM**

Hours are from 6:00 am to 10:00 pm daily. The gym is a wonderful asset to our amenities and is here to help Guests alleviate their stress. Guests can access the gym with their Guest room key card; children 16 and over are allowed to access the exercise equipment. Food and drinks (other than water) are not allowed in the gym. Please look for and follow the rules posted on the wall in the gym.

## **Business Centre**

We have a shared computer for our Guests to use to check or send emails or look up important information. When you have finished using this public computer, please ensure you log out of your accounts (banking, email, etc.). We are happy to assist you with faxing and printing as long as it does not exceed 5 pages. Should you require more printing we can direct you to other local services in the area to assist you with your needs. Please be respectful of others and use this computer for its intended purpose. If someone is waiting to use the computer we ask that you limit your time and communicate to them when it will be available.

## **Wi-Fi**

Wi-Fi is available throughout JoeAnna's House. Use of programs that allow illegal use of copyright materials are strictly prohibited. Please sign onto **JoeAnna's House – Guest, Password – JoeAnna321**

## **Lost & Found**

We will make every effort to determine who a lost article belongs to; if we are unable to find the owner we will keep it for 30 days. Articles will be disposed of in an appropriate manner.

## **Candles/Open flame**

Sensitive smoke detectors are located in all areas of JoeAnna's House; candles or any other open flame are not allowed.

## **Dress Code**

We have created a home environment for everyone therefore Guests and Visitors are required to be fully clothed at all times in the common areas and outdoor garden space. There is a park/beach right across the street if you want to sunbathe. Bare feet are not allowed in the house; indoor shoes or slippers are required. Individuals refusing to comply with the dress code will be asked to remedy the situation immediately or leave the premises.

## **Scent Free**

We ask that you refrain from strongly scented body lotions, perfumes or air fresheners that may affect those who have either respiratory issues or allergies. Please be aware that Kelowna General Hospital is also scent free.

## **Security/Security Cameras**

For everyone's safety the doors at JoeAnna's House are locked 24/7. Do not prop these doors open; if assistance is required please ask an Employee or Volunteer for help. Please be aware that there are security cameras located in all common areas inside JoeAnna's House as well outside at all entrances. Key cards are disabled between 10:00 pm and 6:00 am; Guests are expected to buzz in.

## **Visitors/Deliveries**

Visiting hours are from 9:00am-5:00pm. There are **a maximum of two (2) Visitors allowed for any one family at a time. Visitors are asked to limit their stay to one (1) hour.** Guests should arrange to meet their Visitor(s) at the parking lot door. Visitors are required to park off site and sign in and out at the reception desk so that Employees are aware of who is in the house, especially in the event of an emergency. All visits must take place in the common areas of JoeAnna's House as Guest rooms are for Guests ONLY. Communal beverages and food as well as the use of JoeAnna's House amenities are for Guests ONLY.

**As a Guest at JoeAnna's House you are responsible for your Visitors at all times ensuring that they abide by JoeAnna's House Guidelines as laid out in this handbook.**

## Phone Calls

Anyone calling into the main switchboard is required to give the name of the registered Guest before being transferred to the Guest phone extension. We will not screen callers for Guests.

## Illness/Flu Shot

Guests who are exposed to a communicable illness or disease and Guests who are feeling sick with a cough, flu symptoms, fever, diarrhea and/or vomiting should follow these guidelines:

- Notify an Employee immediately if you or anyone in your family is feeling sick
  - Self-isolate within your room as quickly as possible until you are feeling better
- Visitors who appear to be ill will not be permitted to visit JoeAnna's House
- **WASH YOUR HANDS, WASH YOUR HANDS, WASH YOUR HANDS**

It is advisable to make sure you are not exposing your family member or anyone else in the hospital with your illness or that you are not exposing anyone in JoeAnna's House unnecessarily.

## Abuse

At JoeAnna's House we have zero tolerance for inappropriate language, bullying, aggression, physical or verbal threats. Abuse will not be tolerated by a Guest or Visitor towards an Employee, Volunteer or other Guests. If a Guest feels threatened by another Guest or Visitor notify an Employee immediately and if needed we will call 911. If deemed necessary the Guest and/or Visitor will be asked to vacate the premises immediately.

## Property Damage/Theft

Should a Guest or Visitor cause damage to the property or if theft should occur, the Guest will be asked to reimburse JoeAnna's House for missing or damaged furnishings, linens or towels. Should damage accidentally occur please notify an Employee as soon as possible.

## Prohibited Items

- **Smoking/Cannabis/Alcohol/Illegal Drugs**  
The use of any tobacco products, e-cigarettes, cannabis products (whether for medical purposes or recreational use), alcoholic beverages, illegal drugs is not permitted anywhere within JoeAnna's House or on the property.

Evidence of any of the above items being used in guestrooms, bathrooms or any other part of JoeAnna's House, inside or out, may lead to you being asked to leave the premises. Charges will apply for special cleaning if required.

- **Weapons**  
All weapons are strictly prohibited anywhere on JoeAnna's House property. Should any be discovered, the proper authorities will be called and you will be asked to leave the premises immediately.

## Social Media

Employees and Volunteers are not able to accept a request from a family to personally be friends on social media, nor should they ask a family member to accept a friend request. We would like to invite you to follow/like JoeAnna's House at <https://www.facebook.com/joannashouse/>.

The KGH Foundation social media channels are:

Facebook - <https://www.facebook.com/kgfoundationkelowna/>

Instagram - [https://www.instagram.com/kgf\\_foundation](https://www.instagram.com/kgf_foundation)

Twitter - <https://twitter.com/kgfoundation>

LinkedIn - <https://ca.linkedin.com/company/kgf-foundation>

Please be aware that for confidentiality reasons Guests, Employees and Volunteers are not permitted to post photos from within or outside on the property of JoeAnna's House on any social media platform that include images of Guests unless prior permission has been granted.

## **CONFIDENTIALITY/RELEASE OF LIABILITY/CONSENT - GUEST RELEASE FORM WILL BE SIGNED DURING REGISTRATION**

### **Confidentiality**

Each individual who comes to JoeAnna's House is required to respect the rights to privacy surrounding each Guest(s) situation. We are committed to and legally bound to protect a Guest and/or Patient's privacy and ensure confidentiality. During your time as a Guest at JoeAnna's House, it is possible that personal or other confidential information may be overheard or viewed; you understand that any such information obtained will be kept strictly confidential. By signing this document, you agree not to disclose or seek any confidential information that has come to your attention in verbal, written or computerized form concerning a Patient, Guest, Employee or Volunteer of JoeAnna's House and the KGH Foundation and you understand that photography/videography of Employees, Volunteers or other Guests is prohibited without their written consent.

### **Release of Liability**

By signing below, I release and forever discharge and hold harmless JoeAnna's House and the KGH Foundation from any and all liability, claims and demands of whatever kind or nature, either in law or in equity, resulting from my role as a guest at JoeAnna's House. I understand and acknowledge that this release discharges JoeAnna's House and the KGH Foundation and their events from any and all liability or claim with respect to any and all injury, disability, death or loss, or damage to person or property that may result during my stay at JoeAnna's House. I express my understanding and intent to enter into this release or liability willingly and voluntarily.

### **Consent**

JoeAnna's House asks that you grant permission to the KGH Foundation and its affiliates and sponsors to use of any photographs, motion pictures, recordings involving you or any other record for any purpose including, but not limited to, promoting, advertising and marketing purposes.

## **PRIVACY POLICY – PERSONAL AND FINANCIAL INFORMATION**

The Employees at JoeAnna's House are responsible for any personal information they collect or use. Management is responsible for implementing policies and procedures to protect personal information. Any and all personal information gathered by JoeAnna's House Employees will be kept in confidence, in accordance with the Personal Information Privacy Act requirements.

JoeAnna's House collects personal information for the following purposes:

- To better determine family members' needs and eligibility to stay
- To meet the needs of the family during their stay
- To receive or arrange for payment
- To allow for effective administration and support for its policies for JoeAnna's House
- To utilize contact information and permission to inform Guests about upcoming activities, JoeAnna's House events, fundraisers, meetings, campaigns or initiatives. Guests can also choose to NOT have any further communication with JoeAnna's House

For Foundation Employees - information collected may/or may not, at the discretion of the Guest, be used for the following purposes:

- To gather stories that will give JoeAnna's House the opportunity to engage the public regarding information about Guest stays and it's program
- To promote donations
- To establish and maintain a client base and history

JoeAnna's House does not collect, use or disclose your personal information without your permission or that of a third party payer, unless otherwise notified by writing, permission either verbally or electronically. By receiving and reading this document it is deemed that you are giving your permission to collect, use and disclose of your personal information for the purposes set out in this Privacy Policy.



## ABOUT THE KELOWNA GENERAL HOSPITAL and the KGH FOUNDATION

### History of Kelowna General Hospital

Kelowna General Hospital was founded on philanthropy. It opened in 1908, on land donated by the Kelowna Land & Orchards (KLO) Company, with just 19 beds and has grown exponentially to meet the needs of an ever-expanding community.

With the state-of-the-art Interior Heart & Surgical Centre, psychiatry units for youth and adults, updated medical inpatient unit in the Centennial Building, enhanced laboratory and clinical departments in the Dr. Walter Anderson Building, a world-class maternity ward, and an academic campus that serves as a satellite for the University of British Columbia Medical School, KGH has become one of BC's leading healthcare centres.



The Interior Health Authority provides the highest level of medical care ever seen in the Interior in an integrated critical care facility supported by a full range of clinical supports closer to home and loved ones.

### KGH Foundation

The KGH Foundation was established in 1978 to support the growing demand by local philanthropists to close the gap between the provincial standard and what is possible in the delivery of advanced medical care in the southern interior.

We are the lead fundraising organization for the Kelowna General Hospital and its associated care facilities, JoeAnna's House and the Central Okanagan Hospice House. We all will face a medical emergency or serious illness at some point in our lives.



And when we do, access to state-of-the-art medical facilities and the highest quality patient care is the difference; a promise of hope, relief, comfort, and peace in the face of the unknown. Together with our donors, through partnership, structured investment and imagination, we build the foundations for change and world-class health care right here at home.

## From the foundation up, together, we build excellence.

Contact Information  
Kelowna General Hospital Foundation  
2268 Pandosy Street  
Kelowna, BC V1Y 1T2  
250-862-4438

To contact any Employee please email [info@kghfoundation.com](mailto:info@kghfoundation.com)