

BCFRP - INFORMATION FOR SELF-BOOKING ACCOMMODATIONS FOR MEDICAL VISITS OUTSIDE OF OFFICE HOURS (*updated January 2025)

BCFRP Emails are monitored from 9:00am – 3:00pm Monday – Thursdays.

If a family is requesting same-day accommodations with less than 24 hours' notice or requesting accommodations outside of BCFRP's office hours and/or when BCCH have stopped confirming appointments on behalf of BCFRP for the day (after 12:30pm weekdays) **(and the request is urgent) - BCFRP may not be able to obtain confirmation for the appointment/admittance. Depending on the volume of requests, it may take us up to 5 working days to return a request.**

BCFRP cannot book accommodations without a confirmed appointment or admittance.

In these cases, families, or social workers (or other caregivers/support workers) may directly contact the BCFRP-partnered vendors below to book accommodations for the pending medical visit.

Once a team member from BCFRP obtains confirmation for the patient's appointment/admittance, they will send coverage for eligible dates to the hotel/vendor.

If the family/support worker has paid for the accommodations, the hotel/vendor will reimburse them for eligible dates once they receive coverage from BCFRP. ***Vendors can reimburse credit cards or designated accounts. Debit cards can only be reimbursed if the family is still at the hotel.***

Please note: If we ultimately cannot obtain confirmation through the hospital's scheduling database (CST/CERNER), or from an eligible staff member from BCCH, then **BCFRP cannot cover the cost of accommodation.**

Off-site appointments (appointments not at BCCH or Sunny Hill) are not covered by BCFRP.
Some types of blood work appointments are also not covered by BCFRP (appointments not scheduled through CST/CERNER).

The appointment needs to be scheduled through CST/CERNER to be eligible for coverage by BCFRP.

Following are vendors that families/support workers can contact directly to request accommodations when BCFRP is unable to obtain confirmation in time for a family's check-in date:

The vendor will usually ask the family to pay up-front for the accommodation or use a credit card deposit upon check-in.

Easter Seal House: 604-736-3475.

Accent Inn in Richmond or Burnaby: 604-273-3311.

Holiday Inn Express on Bridgeport (requires credit card): 604 273 8080

Holiday Inn on Cambie (requires credit card): 604 821 1818

If you do book accommodations with one of the above vendors, it is important to contact the vendor above directly, **by phone**, and speak to the front desk agent.

DO NOT BOOK ONLINE – as these bookings go through third party vendors and will not be eligible for coverage.

Once you have booked a reservation, **please email bcfrp@variety.bc.ca, and let us know once booked. Please include the confirmation number received from the Front Desk Clerk.** One of our team members will follow up at the earliest time we are able. If the booking has been made after 1:30 on Thursday afternoons, someone from our team will follow up on Monday morning as our office is closed on Fridays.