

Nanaimo Regional General Hospital

Nanaimo Regional General Hospital is the primary care facility for the communities of Cedar, Gabriola Island, Lantzville, Nanoose Bay, Parksville and Qualicum Beach. It is also the designated regional referral hospital for communities north of Victoria, from Cowichan & Ladysmith to Port Hardy & the North Island, Port Alberni & the West Coast.

Contact Information:

1200 Dufferin Crescent

Nanaimo, BC V9S 2B7

Tel/Fax: (250)754-2141

Website: <http://www.viha.ca/children/>

The Neonatal Intensive Care Nursery

- The Neonatal Intensive Care Nursery (NICU) is located in the perinatal unit. It contains nine beds in a Level 2 care setting. The following are members of the team of health professionals you will find in the NICU:
- **Social workers** meet with every family in the NICU. The Social Worker is there to help families find the services and supports they need.
- **Neonatal Nurse Clinicians** are part-time educators and part-time bedside nurses. They help to coordinate the day to day functioning of the NICU. The neonatal nurse clinician is there to support families and nursing staff and answer any questions or concerns within the NICU.
- **Clinical Nurse Leaders** (CNL's) help coordinate the day to day functioning of the Perinatal unit including the NICU when the Neonatal Nurse Clinician is not available. The CNL's are there to support all families and answer any questions or concerns within the Perinatal unit.
- **Bedside Nurses** are specially trained in neonatal nursing. They give 24-hour care to your baby. They will keep you up-to-date about how your baby is doing and help you learn to care for your baby.
- **Lactation Consultants** are nurses who can help you with breastfeeding. Let your nurse know if you would like to talk to a Lactation Consultant.
- **Pediatricians** are physicians with specialty training in the care of babies and children. They will care for your baby in the NICU and may follow up with you in the community after your discharge home.
- **Registered Respiratory Therapists** work with babies that need breathing support. They also look after the equipment that helps babies breathe

Places to Stay

For long term stays, the social worker on staff will help you to sort out accommodation. Some of the available options are outlined below.

Name	Location	Telephone
Kiwanis Lodge	1233 Nelson St Nanaimo walking distance	250-740-2815
Travel lodge	96 Terminal Avenue North Nanaimo on the bus route	800-667-0598 hospital rates available
Variety of Hotels	15 min walk	hospital rates available

Places to Eat

On Site:

- Hospital Cafeteria, open from 8:00 a.m. - 6:15 p.m. 7 days a week
- Code Brew coffee kiosk, open 7am-8pm 7 days a week.
- Microwaves are available in the NICU and on the Perinatal unit.
- Meal vouchers are also available for those families in financial need. These are arranged for by the social worker or your nurse.

Off Site:

- There are several food outlets and a Fairway Market grocery store within walking distance from the hospital.

Parking

- On site parking costs \$2 for the first 2 hours then \$1 per hour after that
- Weekly parking passes are available at the ticket dispenser in the parking lot for \$25
- Free parking is available on the street outside the hospital.

Getting Around

- The Nanaimo Regional General Hospital is easily accessible by public transit – the #3, Bus. For transit schedules and schedule information, please check the transit web page at: <http://www.transitbc.com/regions/nan/schedules/map.cfm>
- For other travel subsidies, please refer to the previous chapter on Province-Wide Resources and Supports.

Visiting

Parents are welcome and encouraged to visit and spend time with their babies in the NICU at

anytime.

- As the nursery is a secured area, mothers are provided with an access card.
- Other family members and friends must therefore visit when the mother or family are present.
- We also require that there be no visitors in the nursery during handover time (between 7:00- 8:00 am and between 7:00- 8:00 pm) when the members of the health team are changing shifts.
- We are happy to update you on the status of your baby over the phone but we will not give out information about your baby to anyone else.

Breastfeeding Support

Breastfeeding is important. We therefore do what we can to provide you with the support and supplies necessary to help you breastfeed your baby.

- The nurses are qualified and experienced in helping new mothers and special care babies breastfeed.
- Lactation consultants are available on a varied schedule. Please let your nurse know if you would like to talk to a lactation consultant.
- Breast pumps and kits are available for mothers with babies in the NICU to use at no cost.
- The unit has a fridge for storing breast milk storage.
- There is also a quiet space on the unit for breastfeeding and pumping.

Other supports

We try to make your stay as comfortable and positive an experience as possible. The social worker supports every family to help them get the things they need. In addition:

- There is an interfaith room in the hospital and a part time Chaplin.
- A walk-in medical clinic is located within walking distance from the hospital.