

# Richmond Hospital

The Richmond Hospital is a fully accredited community hospital located in a suburb of Vancouver at the corner of Gilbert Road and Westminster Highway. The hospital has 180 hospital beds. It also has a 24-hour Emergency Department. The Neonatal Intensive Care Nursery is located with the Maternity Unit on the third floor of the hospital's south tower.

## Contact Information:

7000 Westminster Highway

Richmond, BC

V6X 1A2

Tel: 604.278.9711

Fax: 604.244.5290

Website [www.richmondhealth.ca](http://www.richmondhealth.ca)



## The Neonatal Intensive Care Nursery

The neonatal intensive care unit (NICU) is located on the 3rd floor of the hospital. It contains three beds in a Level 2 care setting. The team of health professionals working in the NICU includes:

- **Social Workers**, who meet with every family in the NICU. The Social Worker is there to help families find the services and supports they need.
- **Nurses**, who 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**, who are nurses who can help you with breastfeeding. Let your nurse know if you would like to talk to a Lactation Consultant.
- **Occupational Therapists** are available for consult. They work with babies who need extra help with feeding and positioning.
- **Physiotherapists** who work with babies that need extra help with their development so as to reach their full potential.



Physiotherapists make referrals to community programs to follow a baby's progress. Physiotherapists also work with babies who need help clearing their lungs.

- **Respiratory Therapists**, who are available as required to work with babies who have difficulty breathing.
- **Dietitians**, who are nutrition experts that are available to consult with you and the team on your baby's nourishment.
- **Pediatricians**, who are doctors who specialize in the care of sick and premature infants.

## Places to Stay

A Parent Room in the NICU is available where a parent can stay for a short time. For longer term stays, the social worker on staff will help you to sort out accommodation. One available option is outlined below.

<i>Name</i>	<i>Location</i>	<i>Cost</i>	<i>Availability</i>	<i>Meals or Kitchen</i>	<i>Telephone</i>
<b>Ramada Hotel</b>	next to the hospital	\$59 (hospital rate)	good	no	yes

## Places to Eat

### On Site:

- Hospital Cafeteria, open 7:00am to 6:30pm, 7 days a week.
- Starbucks Coffee Bar, open 7:00am to 6:00pm on weekdays and from 10:00am to 6:00pm on weekends.

### Off Site:

- There is a mall with a food court with a grocery store and a variety of food outlets located within walking distance from the hospital.

## Parking

- Families with babies in the NICU can get a parking pass for \$40 per month.

## Getting Around

Richmond Hospital is easily accessible by public transit. For transit schedules and information, please phone 604 953 3333 or visit the web at <http://www.translink.bc.ca>

- 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.

- Other family members and friends are welcome as well if the baby's condition permits.
- We ask that all guests check in with the nursing station.
- We also require that there be no visitors in the nursery during handover time (between 7:15 - 7:45am and between 7:15 - 7:45pm) when the members of the health team are changing shifts.

# 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 NICU nurses are qualified and experienced in helping new mothers and special care babies breastfeed.
- Breast pumps and kits are available for mothers with babies in the NICU to use at no cost.
- The unit has a special fridge and freezer for storing breast milk.
- There are privacy screens and a lounge for mothers to breastfeed and pump.

# 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 two Chaplains: one of which is fluent in Mandarin- Cantonese.
- There are showers on site for families to use.
- A post partum exercise class is held for new mothers
- Interpreters are available on site.
- There are also an extensive variety of support groups in the community that the social worker can connect you to.