

# 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

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## The Neonatal Intensive Care Nursery

The Neonatal Intensive Care Unit (NICU) is located on the 3rd floor of the hospital. It contains six 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.
- **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.
- **Occupational Therapists** are available for consult. They work with babies who need extra help with feeding and positioning
- **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** are available as required to work with babies **who have difficulty** breathing
- **Dieticians** are nutrition experts that are available to consult with you r baby's nourishment
- **Pediatricians** 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 social worker on staff will help you to sort out accommodation.

## 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, 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 monthly parking pass from the parking machine.

### **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.

- Grandparents and siblings are welcome as well if the baby's condition permits.
- We ask that all guests check in at the nursing station.
- We also require that there be no visitors in the nursery during handover time (between 7:00 – 8:00am and between 7:00 - 8:00pm) 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 pumping room 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.