

Royal Columbian Hospital

Royal Columbian is a provincial referral hospital (tertiary/trauma care centre) located in New Westminster. The hospital has approximately 350 hospital beds. It is also a teaching hospital renowned and respected for its fast paced, leading edge environment specializing in trauma, cardiology, neuroscience, pediatrics and high risk obstetrics.

Contact Information:

330 E. Columbia St.
New Westminster, BC V3L 3W7
Phone: 604-520-4253
Fax: 604-520-4827
Website: www.fraserhealth.ca

Picture of NICU to be added

The Neonatal Intensive Care Nursery

The Neonatal Intensive Care Nursery (NICU) is located on the 2nd floor of the hospital. It contains 28 beds in a Level 3 care setting. The team of health professionals at 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.
- **Patient Care Coordinators**, who help coordinate day-to-day care. They supervise the staff nurses. You can bring any concerns about your baby's care to them.
- **Bedside 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.
- **Neonatologists**, who are pediatricians that specialize in the care of sick and premature infants.



- **Clinical Assistants**, who are pediatricians that have chosen to work only in the NICU. These doctors are responsible for the day-to-day care of the babies.
- **Residents**, who are doctors in training to become pediatricians. They work closely with the Neonatologists and Fellows.
- **Occupational Therapists**, who follow the development of all babies born weighing less than 1000 grams. 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.
- **Registered Respiratory Therapists**, who work with babies that need breathing support. They also look after the equipment that helps babies breathe.

Places to Stay

If your baby has been transferred to Royal Columbian hospital from somewhere else in the province, the social worker on staff will help you to sort out accommodation close by. Some of the available options are outlined below. A longer list of options can be obtained from the social worker. Medical rates at most hospitals and B&Bs can also be arranged.

<i>Name</i>	<i>Location</i>	<i>Cost</i>	<i>Availability</i>	<i>Telephone</i>
Inn at New Westminster Quay	10 min drive	3 night free stay for NICU families	Good	Yes
Best Western	5 min drive	\$139 - \$289	Good	Yes
Best Western Chelsea	10 min drive	\$79 - \$229	Good	Yes
Hillhouse B&B	2 blocks	\$65-\$75	3 rooms	Yes

Places to Eat

On Site:

- Hospital Cafeteria, open 7:30 a.m. to 6:30 p.m.
- Tim Horton's, open 6:30 am to 11:30 pm daily.

Off Site:

- There are several restaurants are within walking distance
- Lougheed mall, located a 10 minute drive away, has a variety of food outlets including a Safeway grocery store.

Parking

Parking passes are available from the parking attendant.

- \$6.50/day, \$30/week or \$50 for two weeks.
- \$60 per month in a private parking lot in the area.
- Limited metered parking for \$4 for 12 hours.

Getting Around

Royal Columbian Hospital is easily accessible by public transit. The hospital is located across the street from the Sapperton skytrain station. It can also be reached by bus. For transit schedules and information, please phone 604-953-3333 or refer to the website at: 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 must therefore visit with the mother or family there.
- 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.

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.
- Breast pumps and kits are available from the social worker at a discounted rate for mothers in financial need.
- We also provide bottles for milk collection.

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 and pharmacy are located within walking distance from the hospital.
- Translators are available on site.
- The hospital also offers a variety programs for families with babies in the NICU, including:
 - Getting to know your baby (OT facilitated)
 - Going Home Class (OT/PT facilitated)
 - Caring for your baby (RN facilitated)
 - Breastfeeding: Getting Started

Ask the Social Worker about when these are provided.