

Surrey Memorial Hospital

Surrey Memorial Hospital is one of thirteen hospitals in Fraser Health. It is the second largest hospital in the province. It has a dedicated pediatrics emergency area and is the regional referral centre for specialized pediatrics and maternity care. It also has the biggest single-room maternity unit in Western Canada.

Contact Information:

13750 96th Avenue
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The Neonatal Intensive Care Nursery

The Neonatal Intensive Care Nursery (NICU) contains 24 beds (20 Level II and 4 Level III), located on two floors:

- NICU 1 is located on the first floor of the South Tower
- NICU 2 is on the second floor of the South Tower

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.
- **Patient Care Coordinators** are responsible for the day to day functioning of the unit, providing support to parents and staff.
- **The Clinical Nurse Educator** provides education and clinical support to the staff.
- **A Charge Nurse** supervises the staff nurses. You can bring any concerns about your baby's care to them.
- **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.
- **Neonatologists** are pediatricians that specialize in the care of sick and premature infants.
- **Residents** are doctors in training to become pediatricians. They work closely with the Neonatologists and Fellows.
- **Occupational Therapists** 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** 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** work with babies who need breathing support. They also look after the equipment that helps babies breathe.

Places to Stay

- There is one Parent Room located in NICU 2. This room is reserved mainly for parents who are taking their baby home the following day. However, mothers who are discharged for the Postpartum unit or who arrive under emergency circumstances can also stay in this room.
- For longer term stays, the social worker on staff will help you to sort out accommodation.
- Some of the available options are outlined below. Special rates for families with babies in the NICU can often be arranged by the social worker.

Name	Location	Telephone
Sandman Suites Guildford	10608 151A St Surrey (10 - 15 min drive)	1-800-276-7415 (ask for medical rate)
Days Inn	9850 King George Hwy Surrey (5 min walk)	1-800-663-0660

Places to Eat

On Site:

- Hospital Cafeteria, open 7:00am to 6:30pm during the week and from 8:00am to 6:00pm on the weekends.
- Java Hut coffee kiosk, open from 7:00am to 8:00pm Monday to Friday
- Kidz Café, open from 8:00am to 4:30 Monday to Friday.

Off Site:

- There are a wide variety of food outlets including grocery stores (Save-On-Foods and Safeway) located near by.

Parking

- There are a number of areas and lots in and around the hospital for parking.
- Rates at all meters and parking lots are:
- \$2.50 for the first hour and \$2.00 every hour thereafter;
- \$9.00 - daily maximum;

- \$22.50 – weekly pass
- \$70.00 - monthly pass
- Cash or credit card required for all parking lots. Exact change or credit card required for meters.

Getting Around

- Surrey Memorial Hospital is accessible by public transit. For transit schedules and information, please phone 604-953-3333.
- 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.

- We ask that other family members and friends visit with the parents there.
- In order to not overwhelm the space, we request that only two people visit at a time.
- We also require that there be no visitors in the nursery during handover time (between 7:00- 7:30am and between 7:00- 7:30pm) 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.

- Our nurses are qualified and experienced in helping new mothers and special care babies breastfeed.
- Breast pumps are available for mothers with babies in the NICU to use at no cost.
- The unit has a special fridge for storing breast milk.
- There is also a lounge where mothers can 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 a Chaplin.
- There is a washroom with showers for families with babies in the NICU to use.
- Translation services are available in most languages and Punjabi interpreters are on site, seven days a week.
- There is a walk-in medical clinic a 10-15 minute drive from the hospital.

