

# Victoria General Hospital

Victoria General Hospital is an acute care facility, located just off the Trans-Canada Highway at Helmcken Road in the View Royal municipality of Victoria. VGH provides emergency, general surgery and medical treatment services to people in the south region of Vancouver Island.

## Contact Information:

Victoria General Hospital  
1 Hospital Way  
Victoria BC  
V8Z 6R  
Phone: (250) 370-8715

*Picture of NICU to be added*

## The Neonatal Intensive Care Nursery

The Neonatal Intensive Care Nursery (NICU) is located on the third floor of the hospital. It contains 22 beds in a Level 3 care setting. The team of health professionals working in the NICU includes:

- **Social Worker**, who meets with every family in the NICU to provide emotional and practical support.
- **Clinical Nurse Leader (Charge Nurse)**, who welcomes your family and new baby to NICU. They help coordinate day-to-day care of your baby and 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 in order to get home as soon as baby is able.
- **Lactation Consultants and Breast Feeding Counselors**, who are nurses that can help you with breastfeeding. Let your nurse know if you would like extra assistance.
- **Neonatologists**, who are pediatricians that specialize in the care of sick and extremely premature newborns in the NICU. They will keep you informed of any changes in your baby's condition.



- **Paediatricians**, who are doctors with specialty training in the care of babies and children. They will care for your baby in the intermediate care nursery and follow you in the community after your discharge home.
- **Residents**, who are doctors in training to become pediatricians. They work closely with the Neonatologists.
- **Occupational Therapists**, who follow the development of babies in NICU. 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 the NICU team to provide breathing support for babies that have breathing difficulties. The role of the RRT includes ventilator management; assisting with incubation, surfactant and nitric oxide administration and blood gas interpretation.

## Places to Stay

There is one Parents' Room with two beds available on the unit for mothers of babies in the NICU. There are also a number of beds in the Paediatric Unit that mothers can use if unoccupied. In addition, there is a family room with a double bed, but this is reserved primarily for mothers and babies preparing for discharge. All of these rooms are available at no charge.

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

<i>Name</i>	<i>Location</i>	<i>Cost</i>	<i>Availability</i>	<i>Meals or Kitchen</i>	<i>Telephone</i>
Easter Seal House	30 min bus ride	\$18 per parent	24hours	kitchen	yes
Empress Hotel	30 min bus ride	medical rate available	one room only	no	yes
Bed & Breakfast	Close by	\$60	ask social worker		
Comfort Inn, Blue Ridge Motel	Close by	\$50 medical rate available	24hours	kitchen	yes

## Places to Eat

The social worker can provide meal vouchers to those families in need.

### On Site:

- Hospital Cafeteria, open 7.30am to 6.30pm during the week and from 10.00am to 1.30pm on the weekends.
- On the Go Kiosk /Tim Horton's 7.00am to 7.30pm.

### Off Site:

- There is a corner store at Watkiss and Helmcken open from 7.00am to 9.00pm.
- Tillicum Mall, with a pharmacy, grocery store and a variety of restaurants is located at Burnside and MacKenzie open weekdays 9.30am to 9.00pm, Saturday 9.30 to 5pm and Sundays/Holidays 11.00 to 5pm.

## Parking

- Short term rate \$2 per hour. Long-term rates are available from the hospital at \$12.00 per week. Campers and RV's \$20 per week.
- Parking and transportation subsidies are also available from the social worker for those families in need.

## Getting Around

Victoria General Hospital is accessible by Victoria Regional Transit. Bus number 14 and 39 are crosstown to the University of Victoria and bus number 22 takes you downtown in about 45 minutes. For transit schedules and schedule information, please phone 250 382-6161.

- For other travel subsidies, please refer to the previous chapter on *Province-Wide Resources and Supports*.

## Visiting

Parents, extended family and friends are welcome to visit anytime.

- One parent or designated support person must come with visitors we allow only three at the bedside at one time.
- We ask that only brothers and sisters of the baby under the age of 14 visit in the NICU due to risk of infections.
- 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.

- There is a breast feeding lounge in the hospital that mothers can use.
- Breast pumps are available for mothers with babies in the NICU to use at no cost.

# 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:

- A chaplain is available from 8.30am to 4.00pm on weekdays and after hours support is available through the Hospital Switchboard. The Interfaith PrayerRoom is located in the North tower, Room 333, and is open 24hours.
- Translation services are available through the Hospital Switchboard 24hours a day.
- Mothers (out patients) can seek medical care at the Tillicum Mall Medical Clinic, 3170 Tillicum Road, Telephone (250) 381 8112.
- Special Care Parents Support Group meets Thursdays at 10am to chat, meet other parents and discuss care issues and difficulties with the facilitator.