

Victoria General Hospital

Victoria General Hospital (VGH) is an acute care facility, located just off the Trans-Canada Highway at 1 Hospital Way 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 6R5
Phone: (250) 727-415
Website: www.viha.ca

The Neonatal Intensive Care Nursery

The Neonatal Intensive Care Nursery (NICU) is located on the third floor, south tower of the hospital. It contains 22 beds, of which 6 are designated as Level 3. The NICU cares for very premature infants, from 23 weeks gestation to full term. 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 to provide emotional and practical support.
- **Nurse Clinicians** welcome 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.
- **Clinical Nurse Leader and Clinical Nurse Educator** are available Monday to Friday during the day to support you and your family.
- **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 in order to get home as soon as baby is able.
- **Neonatologists** 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.
- **Pediatricians** 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.



- **Pediatric Surgeons, Pediatric Radiologists, Pediatric Cardiologist, Pediatric Neurologist, Geneticist, and Pediatric Anaesthetist** are all available in our hospital.
- **Clinical Pharmacist** is available Monday through Thursday to assist in the needs of your baby.
- **Residents** are doctors in training to become pediatricians. They work closely with and under the supervision of the Neonatologists.
- **Occupational Therapists** follow the development of babies in NICU. They work with babies who need extra help with feeding and positioning.
- **Dietician** is available Monday to Friday to assist with the care of your baby's nutritional needs.
- **Nursing Unit Assistant** is available at the main desk of the nursery to help with any of your questions.
- **Physiotherapists** work with babies that need extra support 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 the NICU team to provide breathing support for babies that have breathing difficulties. The role of the RRT includes ventilator management; assisting with intubation, surfactant and nitric oxide administration and blood gas interpretation.

Places to Stay

There is a Courtesy Room with two beds available on the Mother Babe Unit for mothers of babies in the NICU. In addition, there is a family room with a pull-out couch (double bed), but this is reserved primarily for families preparing for discharge. All of these rooms are available at no charge. Our Social Worker will allocate rooms based on availability.

- For longer term stays, the NICU social worker will assist you to find accommodation.

Places to Eat

On Site:

- Hospital Cafeteria, 8:30am - 6:30pm Monday to Friday
- On the Go Kiosk /Tim Horton's 7:00am to 7:30pm: Hours vary on weekends and holidays.

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 .75 per 2 hours.
- Long-term rates are available from the hospital at \$26.75 per week.
- There are Campers and RV sites close to the hospital.

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:

- One parent or designated support person must come with visitors. Only three at the bedside at one time due to space restrictions.
- We ask that only brothers and sisters of the baby visit in the NICU due to risk of infections. No other children under the age of 14 can visit but can view through the window.
- We also ask that there be no visitors in the NICU 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 shift.

Breastfeeding Support

We provide you with the support and supplies necessary to help you breastfeed your baby:

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

Other supports

- A chaplain is available from 8:30am to 4:00pm on weekdays and after hours support is available through the Hospital Switchboard: The Interfaith Prayer Room is located in the North tower, Room 333 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:

- NICU Parents Support Group meets Thursdays at 10am to chat , meet other parents and discuss care issues and difficulties with the facilitator: