

NICU

SURREY MEMORIAL HOSPITAL

ADDRESS: NICU 2ND FLOOR CRITICAL CARE TOWER
13750-96 AVE SURREY, BC V3Z 1Z2

TELEPHONE: 604-585-5609

WEBSITE: www.fraserhealth.ca

VIDEO TOUR: Scan the QR code with your smartphone camera



At SMH NICU we believe parents are essential members of their baby's care team. We welcome you as partners in your baby's care, and value your needs, preferences and cultural beliefs.

At SMH NICU we provide intensive care to babies born at any gestation.

We are located on the 2nd floor of the hospital, in the Critical Care Tower (above the emergency department).

Parking

The closest parking lot to the NICU is in the underground parking near the main entrance off King George Boulevard. Automated pay stations are located near the entrances to the building.

Weekly or monthly parking passes are available for each family at reduced rates (one per family). Ask for more information at the NICU reception desk.

Getting Here

SMH is located near the King George Sky-train Station (about 10 to 15 min walk) and on many bus routes.

For more information on planning your trip via public transit please visit:

<https://www.translink.ca/>

Places to Eat

In the hospital:

- Cafeteria
- Tim Horton's
- Coffee Shop (North Lobby)
- Second Cup (Critical Care Tower)
- Gift Shop (Garden Walkway)

Near the hospital

- Tim Horton's
- Dairy Queen
- Starbucks
- Subway
- Quesada
- Brown's Social House
- Mucho Burrito
- and more

Health Care Team Members:

In addition to Nurses, Neonatologists and Clinical Associates (Pediatricians), you and your baby may be supported by other care providers, including:

- ✓ RESPIRATORY THERAPISTS
- ✓ SOCIAL WORKERS
- ✓ PHYSIOTHERAPISTS
- ✓ OCCUPATIONAL THERAPISTS
- ✓ DIETITIANS
- ✓ SPIRITUAL CARE
- ✓ LACTATION CONSULTANTS
- ✓ VOLUNTEER CUDDLERS

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Parents & Visitors

If infection control measures are in effect, visiting may be restricted.

Parents are welcome in the NICU anytime. We ask all parents & visitors to:

- wash their hands up to their elbows before entering the NICU
- complete the visitor health screening form each day they visit

Visitors:

- under 12 years old are limited to siblings
- are limited to 2 people per baby at a time (including parents).

Parents can identify family and friends that can visit when they are not present. Ask your baby's nurse how.

Places to Rest or Stay

We have a family lounge in the NICU with a fridge, microwave and television. Ronald McDonald Family Room also has space for you and your family to use while at the hospital.

Your baby's room has a single bed and small family area for you to stay. Ronald McDonald Family Room also has 4 sleep rooms for short term use. Talk to the NICU Social Worker or Patient Care Coordinator for information and availability.

The NICU Social Worker can assist families in finding other accommodation options nearby the hospital.

Routines

Parents are not considered visitors in the NICU. You are part of your baby's care team and we hope you will spend as much time as possible with your baby.

Your baby's nurse can show you all the ways you can provide care for your baby. This may include holding your baby skin-to-skin, changing their diaper, taking their temperature, taking part in daily rounds and more.



Amenities

Family Lounge: We have a family lounge located near our reception area with a:

- Fridge
- Seating area
- Microwave
- Telephone
- Hot and cold water
- Small play area

Ronald McDonald Family Room: A great place to take a break or visit with guests and other families. All NICU families are welcome to bring family, friends, and children to relax, play and visit. You can use this area to store food, prepare meals, watch TV, access the internet and a printer, do laundry, or have a shower.

Siblings are welcome to play in the family lounge and Ronald McDonald Family Room with adult supervision.

Breastfeeding Support

Please discuss your feeding goals with your baby's health care team. We are here to support you and your baby to meet your feeding goals.

Your baby's nurse will help you get started with hand expression and pumping. We have electric breast pumps and pump kits for use when you are in the NICU and will give you storage containers for pumping at home.

We also have Lactation Consultants to help with your breastfeeding goals if needed.

Support for Families

Support for families:

- PEER PARENT SUPPORT
- HOSPITAL VOLUNTEER
- VOLUNTEER CUDDLERS
- TRANSLATION SERVICES

Classes for families:

- AIRWAY MANAGEMENT
- FEEDING YOUR BABY AT HOME
- GOING HOME FROM THE NICU
- HELPING YOUR BABY TO FEED
- CAR SEAT SAFETY

Notes:

