

NICU

KELOWNA GENERAL HOSPITAL

ADDRESS: 2268 PANDOSY STREET

KELOWNA, BC V1T-1T2

TELEPHONE: DIRECT NICU 250-862-4392

WEBSITE: www.interiorhealth.ca



We are a level 2B NICU and are located on the 4th floor of IHSC (Interior Heart and Surgical Centre). We are directly across Rose Avenue from the front Parkade and Clinical Academic Centre (Medical School). We practise family centered care and have facilities for a parent to stay overnight at their baby's bedside for most of the patient care areas. We believe that the family is the most important member of the care team and value their input.

Parking

There is a public parkade and several public lots on site.

Funding may be available to eligible families for parking passes.

Places to Rest or Stay

Accommodation list and Kelowna map books available on the unit.

Social work may assist families with navigating local resources and potential funding opportunities

Joe-Anna's House is a 20 room Home - Away - From - Home for families who have a loved one staying at KGH. Overnight accommodation is available to anyone from outside the Kelowna area at nominal cost. It is also available for day use to local people.

Getting Here

Turn south off Pandosy Street if accessing off Highway 97 (Harvey Ave.) The hospital is between Royal and Rose Ave. You will drive under the Skybridge and the main hospital will be to the south.

- Kelowna International Airport
- EBus
- Many cab companies

Visitors

We have no restrictions on visiting hours. Parents may come 24/7. Each parent will receive an arm band that must be shown before entering the NICU. Other visitors may come with a parent. If there are extenuating circumstances arrangements may be made for specific people to visit in the absence of the parents. We don't limit the number of people at the bedside as long as care is not impacted. Siblings of the baby may visit. All other children must be over 12 years of age.

- Anyone visiting the baby must be well and must wash their hands at the sink before entering the unit.
- No food or drinks are allowed in the unit.
- The unit is locked 24/7 so families must call to gain access.

Places to Eat

Hospital Cafeteria:

Strathcona Building 8 am to 6 pm

Royal Bistro:

Royal Building 730 am to 730 pm Weekdays
10 am to 6 pm Weekends

Parking Lot:

Centennial Lobby 7 am to 730 pm Tues to Sat. Reduced hours Sun and Mon.

Note: All restaurants on site are run by volunteers with all proceeds going to the KGH Foundation to support care in our hospital.

Health Care Team Members:

In addition to Nurses and Pediatricians, you and your baby may be supported by other care providers, including:

- ✓ RESPIRATORY THERAPISTS
- ✓ NEONATOLOGIST
- ✓ SOCIAL WORKERS
- ✓ DIETITIANS
- ✓ SPIRITUAL CARE
- ✓ OCCUPATIONAL THERAPISTS
- ✓ PATIENT/FAMILY LIAISONS
- ✓ ABORIGINAL PATIENT NAVIGATOR
- ✓ PHYSIO AVAILABLE ON A CASE BY CASE BASIS

Routines

Our nurses work 7:30 am to 7:30 pm and 7:30 pm to 7:30 am. We have a combination of open and semi-private spaces, and one private space. We have parent beds and one parent is welcome to stay at the bedside 24/7. We also have Kangaroo care chairs and encourage Kangaroo care. We do multi-disciplinary rounds once per week on Tuesdays at 11:30 am. You can also speak to anyone that care for your baby at any time. We have one Patient Care Coordinator (PCC) and a Nurse Educator who you can talk to if you have any concerns.



Breastfeeding Support

All of our NICU nurses have breastfeeding training and can assist you if you need help. We encourage mothers to pump at the bedside. We also have a Speech and Language Pathologist with NICU training who supports our families.

- We have pump kits available to purchase for the Symphony Breast pumps. We provide sterile breast milk containers
- Each bedspot has curtains for privacy.
- Human donor milk is available
- There is a breast milk storage fridge at each bedside. Frozen milk goes to a common freezer in the NICU

Amenities

- There is a shower for parents.
- There is one chapel and one spiritual care room on campus.
- JoeAnna's House offers amenities for day use.

Support for families

We have the following support available:

- ✓ HOSPITAL VOLUNTEERS
- ✓ TRANSLATION SERVICES
- ✓ INDIGENOUS HEALTH
- ✓ THERAPEUTIC HARP MUSIC MOST WEDNESDAYS

Notes:

- All members of the care team may be contacted through the NICU staff or Patient Care Coordinator

