



VICTORIA GENERAL HOSPITAL

ADDRESS: 1 HOSPITAL WAY, VICTORIA, BC

TELEPHONE: 250-727-4151

WEBSITE: <https://www.islandhealth.ca/our-locations/hospitals-health-centre-locations/victoria-general-hospital-vgh>



We are committed to provide a caring and empowering environment through nurturing, inclusiveness, communication, and unity. VGH NICU provide care for babies from all over Vancouver Island, the Gulf Islands, and the Mainland. Your baby will be cared for by a specially trained NICU multidisciplinary team. Our NICU focuses on family centered care and encourages families and caregivers to come as often as possible.

Getting Here

The main entrance of Victoria General Hospital is accessible by the following BC Transit bus routes #14, 22, 39.

If traveling by car from North Vancouver Island: Follow Trans Canada Hwy/BCe1S to Helmcken Road in View Royal. Take exit 8. Continue on Helmcken Road. Turn Left on Watkiss Way. Continue straight at the roundabout, turn left onto Hospital Way.

If traveling by car from the Mainland, or BC Ferries Terminal: Take Bce17S to Victoria. Take exit 11 onto Royal Oak Drive. Continue straight onto Wilkinson Rd. Continue onto Helmcken Rd. Turn right onto Watkiss Way. Continue straight at the roundabout. Turn left onto Hospital Way.

Places to Rest or Stay

Jeneece Place is a home where children and their families from out of town can stay while receiving medical care in Victoria, but there can be a wait list. It is located on Victoria General Hospital grounds.

The NICU social worker will assist you with finding accommodations at Jeneece place if desired, as well as provide a list of hotels and motels in the greater Victoria Area.

Parking

Visitor parking areas are located at the main entrance, as well as by the Emergency Department entrance. Surface lots parking pay stations accept coins or credit cards, but no change is provided. You can speak to the NICU social worker about other parking options.

Visitors

VGH NICU has unrestricted visiting hours. You may only have 3 people at your baby's bedside at once. You will be given 2 baby bracelets (one for each parent of caregiver) which need to be worn at all times. No one without a bracelet will be allowed to visit.

- Siblings of your baby of any age are welcome in the NICU, but must be well to come into the NICU. A "Sibling Health Screener" is required to be filled out every 24 hours. Other children 10 years and older may visit briefly but must also be well and required to fill out the health screening document.
- Hand Hygiene is required every time you enter the NICU. Rings, bracelets, and watches should be removed when in the NICU. Cell phones must be disinfected on entrance into the unit by either the UV Light disinfection machine or cell wipes.
- If certain infection control policies are in effect, visiting rules may change.

Places to Eat

Hospital Cafeteria "Simply Puur" - basement level, North end of hospital. Monday to Friday 7:30am - 6:30 pm.

Tim's On the Go (Main Entrance): Monday to Sunday 6:30am - 10 pm

Eagle Creek Village (across the road from the Emergency Department) offers many options for food including: Quality Foods, Tim Hortons, Cobs, Subway, Villages Pizza, and Starbucks.

Health Care Team Members:

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

- ✓ NEONATOLOGISTS
- ✓ RESPIRATORY THERAPISTS
- ✓ PHYSIOTHERAPISTS
- ✓ SOCIAL WORKERS
- ✓ DIETITIANS
- ✓ SPIRITUAL CARE
- ✓ PATIENT/FAMILY LIAISONS
- ✓ OCCUPATIONAL THERAPISTS
- ✓ VOLUNTEER HUGGERS

Routines

Nurses work 12 hour shifts 24/7 in the NICU. Shift change is at 7:30 am and 7:30pm. There is 1 designated Respiratory Therapist 24/7 in the NICU. Daily physician rounds take place between 8 -11 am.

You are invited to be at rounds everyday and take part in your baby's care planning.

Skin-to-skin is highly encouraged and recommended in our NICU. Your baby's nurse will help you with this. Some initial activities you will be taught to do for your baby are: taking your baby's temperature, diaper changing, and bathing.

If you have any concerns, speak to your baby's nurse, charge nurse, or physician.



Breastfeeding Support

The bedside RN has extra breastfeeding education and will support you. We provide pumping kits, milk containers, labels, and use of a breast pump. There is a fridge and deep freeze to store expressed breastmilk in the NICU.

There are privacy screens to allow for pumping at the bedside, or if you prefer, there is a separate family room that you can pump in.

Support for families

We offer weekly parent education sessions, discussing various topics you may encounter during your baby's stay. We have specially trained volunteer "Huggers" who work in the NICU. They are available daily at certain times to come and hold your baby if you are unable to be at the hospital, and consent to their services.

- ✓ CLASSES FOR FAMILIES
- ✓ TRANSLATION SERVICES
- ✓ CHILDCARE FOR SIBLINGS
- ✓ INDIGENOUS HEALTH
- ✓ HOSPITAL VOLUNTEERS

Amenities

We have a family lounge providing a small refrigerator for day use, day lockers (locks not supplied), TV, and a small play area for siblings. There is a meditation room on the 3rd floor. The "Oasis" is designated outside space with picnic tables and benches for staff and visitors. We are a non-smoking, scent free facility.

VGH has free Guest WiFi available for families.

Notes:

NICU Social Worker: 250-727-4306

