

Royal Columbian Hospital



Introduction

Having a baby is an exciting time! Coming to the hospital during your pregnancy, especially if it is unplanned, can be challenging.

You are in the hospital because of a condition in your pregnancy that makes us want to watch you and your unborn baby closely.

This booklet gives you and your family information about your stay. If you have questions, please ask your nurse.

We welcome your feedback. Let us know if you think we have missed any information in this booklet.

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Maternity Services at Royal Columbian Hospital

A little about our Maternity Services

Royal Columbian Hospital is a high-risk referral centre for maternity services in B.C. Families from the local community as well as from all over B.C. come to Royal Columbian Hospital for pregnancy care.

Our services include:

- Labour and Delivery
- Antepartum and Postpartum Unit
- Diabetes in Pregnancy and High Risk Obstetrics Clinic
- Antepartum Assessment Clinic, including our 'Antepartum Care at Home' Program
- Neonatal Intensive Care Unit (NICU)

Antepartum

(sounds like ant-ee-par-tum)

- The care of pregnant women before childbirth

Postpartum

(sounds like post-par-tum)

- The care of women who have recently given birth

Where can my family park?

There are several places your family can park:

- Underground parking lot – Enter off Keary Street
This lot accepts cash, debit, and credit card.
Coins are required to exit during these times:
 - from 12:00 AM to 6:00AM weekdays
 - 12:00AM to 7:00AM on weekends and holidays
- Hospital surface parking – Enter from Columbia and Sherbrooke Streets.
This lot accepts credit cards and coins.
- Allen Street surface parking – Enter off Keary Street.
This lot only accepts credit cards.
- Impark Public Lot – Enter off Keary Street
- Street meter parking located on Keary, Columbia, and Sherbrooke Streets
Some meters allow up to 10-hours



For more parking information, including long-term rates:

- Refer to the hospital's Parking Information brochure.
- Contact the Fraser Health Parking Administration Office at 604-930-5407.

What do I need to bring to the hospital?

You can have items brought from home to make your stay more comfortable.

Suggested items:

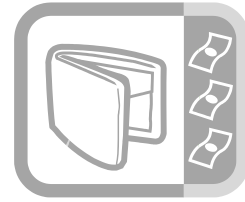
- personal care items such as soap, toothbrush, toothpaste, shampoo, body lotion
- comfortable clothing
- underwear and socks
- pyjamas and housecoat
- slippers
- shoes or sandals
- snacks and specialty foods
- books, magazines, bedside crafts
- music player such as an MP3 player with headphones
- pen or pencil and journal
- watch or bedside clock
- extra blankets, towels, pillows
- a padlock for the locker in your room

For labour and after birth, ask a family member or friend to pack a bag with the things you will need. They can bring these things to hospital later when you need them.

If you need something during your stay, you might find what you need in our Hospital Gift Shop. The Gift Shop is in the lobby by the Emergency Department. The Gift Shop volunteers also bring a cart around for those patients who cannot get to The Gift Shop.

What about valuables?

Leave cash, credit cards, or other valuables at home. You might want to have a small amount of cash on hand for visits to the Gift Shop.



While cell phones, laptops, tablets, and other devices can be helpful to pass the time, they could be stolen if left unattended.

The hospital is a public place with people coming and going. Remember to lock your valuables in your locker when leave your room or when you are not using them. You can also send them home.

We are not responsible for any lost or stolen items.

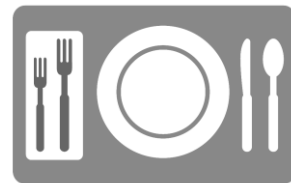
What can I eat while I am in hospital?

We provide three meals a day. Meal trays usually arrive at these times:

Breakfast – 8:30AM

Lunch – 12:30PM

Dinner – 5:30PM



Snacks: An evening snack comes with on your dinner tray. In our unit kitchen, we have a hot water faucet, microwave, ice machine, and coffee, tea, and cookies.

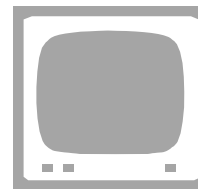
If you have any food allergies, food intolerances, or specific diet needs, please let your nurse know. Our dietitian is available to talk with you about any special or extra food needs, and answer any questions about nutrition.

Some women like to have food brought in from home. Please label your food with your name. You can keep any perishable food in the refrigerator located near the family lounge. Labels are available at the nurse's station.

Some local restaurant menus for 'Take-out' or 'Delivery' are available at the nurse's station.

How can I watch television?

You can choose to rent television services for your bedside. The 'Hospitality Network' is our television service provider. When you order television service, part of the money you pay is given to the hospital.



To rent a television, you can either order by phone or order by filling in a form.

- To order by phone, call extension 525658.
- To get an order form:
 - Ask the Hospitality Network technician when he or she comes to the unit.
 - Pick up one from the TV Rental Poster on the wall across from the nursing desk.
 - Ask your nurse.

Rates for TV rental are listed on the order form. Channel packages available are: Basic TV (channels 2-28), and Premium TV (channels 2- 58).

Payment is due when the service is being activated. You can place your payment in the drop box located by the TV Rental Poster.

Can I get internet access?

Fraser Health has a free Guest Wireless Network. We offer this service to patients and visitors while in the hospital. Inappropriate web sites are blocked. Illegal file sharing and downloading are not acceptable uses of this service.



To connect to the wireless network, your user ID is '**fhguest**'. The password changes on the 1st day of every month. Ask your nurse for the current password.

Can I use my cell phone?

Many people ask us about using cell phones in the hospital. You are welcome to use your cell phone in your room unless we specifically ask you not to use it.

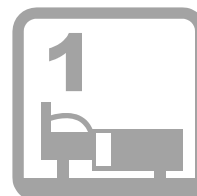


When in other parts of the hospital, please check posted signs as to where cell phones can be used.

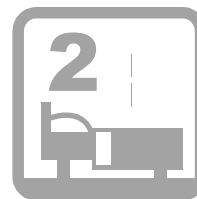
All rooms have telephones.

Can I have a private room?

If you would like a private room or a shared room with another patient (called semi-private), you can ask your nurse. This is called 'Preferred Accommodation'. There is a charge for this service.



Extended Health Benefit plans cover all or part of the cost of Preferred Accommodation. If you do not have an Extended Health Benefit plan and wish to have Preferred Accommodation, refer to your registration package for more information including the cost.



If Preferred Accommodation is not available, we add your name to a list. As soon as a private or semi-private room is available, we will move you to that room.

There is no charge for rooms that have 4 beds. The cost is covered by Medical Services Plan.

When can my friends and family visit?

General visiting hours

11:00AM to 8:00PM

Partners and family members visiting hours

8:00AM to 10:00PM

If you are in a 4-bed room or semi-private room, please keep your visitors to **2 at a time**. Respect the needs and comfort of the other women in your room.



If you wish to visit with more than 2 people at a time, please use our family lounge area.

Children are welcome as long as they come with a responsible adult. We recommend children have their childhood immunizations up to date. We might ask for proof of immunization if a specific disease is in the community, such as measles.

If you have a special situation where your visitors need to visit you outside our regular visiting hours, please talk to your nurse beforehand. We will see what can be arranged.

Please direct all your visitors to use the public washroom across from the elevators. Bathrooms in patient rooms are for patients only.

Can my partner or visitors stay overnight?

We are pleased when you have people here to support you during this unexpected hospital stay.



To meet the needs of all of our patients, we have the following guidelines:

- You can only have a support person stay overnight if you are in a private or semi-private room. There is not enough room in a 4-bed room for cots.
- We provide a cot. Only patients can use hospital beds.
- Your support person must bring his or her own sleeping bag, pillow(s), linen, and personal care items.
- Please ask your support person to dress suitably for a public place.
- The washrooms and showers in your room are for patient-use only. Your support person must use the public washroom across from the elevators.
- Meals are only provided to patients. Your support person can buy food from the following places:
 - Cafeteria, located in the basement , open Monday to Friday from 6:00AM to 6:30PM
 - Tim Horton's, located next to Emergency, open 7 days a week from 6:30AM to 9:30PM
 - Vending machines, located in the cafeteria and in the lobbies of the main floor and 3rd floor

Please prepare your support person for disturbances through can happen during the night as we care for moms and babies. We might turn on the light and talk to other patients in the room. We do our best to keep our pregnant women in different rooms from women who have just had babies, but sometimes we must put them in the same room.

If you are in a 4-bed room and wish to have a support person stay with you overnight, please talk to your nurse or our social worker about other options.

Looking after yourself and your baby while in the hospital

Keeping active

While in hospital, you might be less active than usual. We encourage you to do what you can to stay as active as your condition allows.



When you are less active, the following can happen:

- You can get constipated.
- You might not sleep as well.
- You can feel bored.
- You could have aches and pains in your body.
- Your muscles can get weaker.
- You could get blood clots.

Talk with your nurse about ways to stay active and help prevent these things from happening.

If you leave the unit to go for a walk or have a change of scene:

- Check with your nurse before you leave.
- Sign out on the sheet at the nurses' station.
- Let your nurse know you are back on the unit.

If you need a wheelchair, ask your nurse to help find one on the unit. You might need to ask your family member or friend to bring one from the Emergency or Main Entrance of the hospital.

Learning more about your condition

We have some information and pamphlets on common health conditions in pregnancy. Ask your nurse for information on your condition.

Before babies are born, we know there are times when they are awake and moving and other times when they sleep. As babies grow, their movement is easier to feel. You will probably notice a pattern of when your baby is awake and when your baby is sleeping.

To track your baby's movement, we give you an instruction sheet and chart to count the movements (called 'Instructions for Fetal Movement Counting').

Printshop #256766

‘Antepartum Care at Home’ Program

You were admitted to hospital because of a condition in your pregnancy that makes us want to watch you and your unborn baby closely. With some select conditions, we can monitor your health and the health of your baby at home.

Your care team decides if you are safe to be at home with your family. If we feel you can safely be monitored at home, your nurse reviews with you what you need to know and teaches you the things you need to do to monitor your health and the health of your baby.

Once home, a home care nurse visits you regularly. During the visit, this nurse checks your blood pressure and your baby’s heart rate, reviews your care plan, and answers any of your questions.

If you have any questions about this program, talk to your nurse or ask to speak with the homecare nurse.

Neonatal Intensive Care Unit Tours

For some women, there is a chance the baby could be born early or have special medical needs when born. These babies are cared for in our Neonatal Intensive Care Unit (NICU). If your doctor thinks there is a chance your baby might need care in this unit after birth, your doctor will ask one of our baby doctor specialists to speak to you (called a neonatologist, sounds like *nee-oh-nay-tol-oh-jist*).

After speaking with the specialist, you are welcome to tour our Neonatal Intensive Care Unit. Many women and their support persons find a tour of the unit very helpful. The NICU nurse gives general information on the layout and equipment often used. You might be able to see a baby that is close to the gestational age of your baby.

People and Resources Available for You and Your Family

Dietitian

Good nutrition is important for the growth and development of your baby. A dietitian is available Monday to Friday. Ask your nurse to speak to our dietitian if you have questions about your diet or have special diet needs.

Lactation consultant

Lactation consultants are specialists in breastfeeding. The lactation consultant can help prepare you for breastfeeding challenges. A lactation consultant is on the Antepartum and Postpartum Unit each day. Ask to speak to the lactation consultant should you have questions or concerns about breastfeeding.

Social Worker

Having to stay in the hospital during your pregnancy can result in any number of issues or concerns. Our social worker can offer support to help deal with these changes in your life. They are also able to connect you and your family with community resources for help with finances, accommodations, transportation, relationship issues, or other needs.

Physiotherapist

Our physiotherapists can help you make a plan to keep your strength and stay as active as possible. Some women experience back and leg pain from pregnancy and from not being as active as usual. The physiotherapist can treat this if needed.

Spiritual Care Worker

Spiritual care workers can give you and your family support for your spiritual well-being. We have a list of spiritual care providers who can come in and visit you. We also have a list of nearby religious services should your partner or support person wish to attend. There is an interfaith chapel on the second floor of the Columbia Tower.

Aboriginal Liaison

For aboriginal peoples, being in hospital can bring unique challenges. Ask your nurse how to contact our aboriginal liaison for help and support.

Massage Therapy

Students from local colleges of massage therapy come to the hospital one day a week when they are in their final course. If your condition allows, you can have a relaxation massage in your room.

Therapeutic Touch

Therapeutic touch uses the energy field around your body to help relax you, balance your body's energy, and promote a general sense of calmness and well-being. We volunteers who are trained practice therapeutic touch. Ask your nurse to make a request through Volunteer Services.

Library

Children's and Women's Hospital in Vancouver has a Family Resource Library. Resources are available to all B.C. residents. To request resources, you can borrow online or by phone. The resource can either be mailed to you or picked up by a family member or friend.

To search the Library Catalogue, go to the Children's and Women's Hospital Library web page:

www.bcchildrens.ca/kidsteensfam/familyresourcelibrary/library.htm
or scan this QR Code



- To order online, once added to your shopping cart, follow the instructions to borrow the resource.
- To order by phone, call 604-453-8335.

Perinatal Pampering Program

We are fortunate to have a volunteer program on the unit called 'Perinatal Pampering'.

These lovely volunteers come into the unit throughout the week and provide small recreation programs at the bedside for our patients.

These volunteers have a many talents and skills. They have a real interest in supporting our patients. They can teach knitting and crocheting, and show you how to do a variety of craft projects. From knitting a baby blanket, giving a manicure or foot massage, to creating a bracelet, or starting a scrapbook, these ladies can do it all! Ask your nurse to call a Perinatal Pampering volunteer.

A big thank you to our hospital Auxiliary who generously donates money for this program!

Local Services

Grocery stores	Thrifty's, open 24 hours, 270 E. Columbia Street Choices Natural Foods, 8683 10 th Avenue, Burnaby
Closest Bank	ATM Cash Machine, in the hospital near the Emergency Department TD Canada Trust, 280 E. Columbia Street
Fast Food	Tim Horton's, in the hospital by the Emergency Department Starbucks, E. Columbia Street and Sherbrooke Street Subway near Hospital Street and E. Columbia Street
Pizza	Panago Pizza, eat in or take out, 485 E. Columbia Street Gino's Restaurant, 431 E. Columbia Street
Places of Worship	Knox Presbyterian Church, 318 Keary Street Ask for a listing of other churches close by
Sky Train	Closest Sky Train Station is 'Sapperton', located on Keary Street across from the hospital
Transit	For bus routes, call TransLink at 604-953-3333 or go to www.translink.ca



www.fraserhealth.ca

This information does not replace the advice given to you by your health care provider.

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