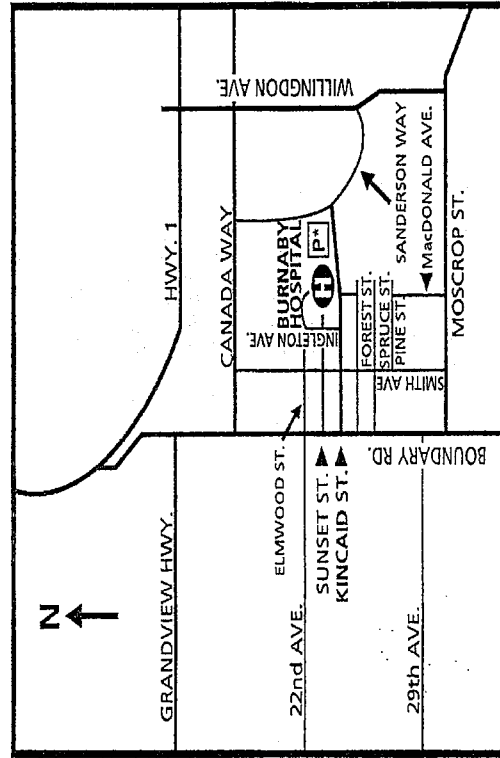


# at Burnaby Hospital



PE:524

© 2005 Edition  
Revised Jan 2011

Burnaby Hospital  
3935 Kincaid Street  
Burnaby, B.C. V5G 2X6  
604-434-4211

Direct Lines:

**Birthing Suite 604-412-6293**

Maternity Unit 604-412-6294

Neonatal Intensive Care Unit 604-412-6330

Childbirth Education 604-527-5472

Gestational Diabetes Clinic 604-412-6139

Admitting Office 604-431-2877

24 Hour Nurse Line 604-215-4700

Maternity Clinic 604-431-2822

Preferred Accommodation Office 604-777-8323 or 604-520-4759

# Table of Contents

	<u>PAGE</u>
Danger Signs in Pregnancy: When To Seek Medical Advice	1
About You	2
About Us	2
Hospital Admission Registration	3
Hospital Tours	3
What to Bring	3
Coming to the Hospital	4
Parking	4
Valuables	4
Security	5
Keeping Baby Safe	5
Outpatient Procedures	6
Birthing Suite	7
Special Procedures	8
Maternity Ward	9 - 11
Going Home	11
Neonatal Intensive Care Unit	12
Visiting Hours	13
The Burnaby Hospital Urgent Care Children's Clinic	14
Burnaby Hospital Resources and Services	15
Community Resources	16
Map	17

Maternity Pre-admission Questionnaire  
(Pre-registration) | Insert in centre of pamphlet

## **9 Danger Signs in Pregnancy: When To Seek Medical Advice**

---

**Call your Doctor or Burnaby Hospital Labour/Delivery at 604-412-6293 IMMEDIATELY if you have:**

- Vaginal bleeding – any bleeding during your pregnancy needs further investigation.
- Sudden onset of abdominal pain.
- Loss of amniotic fluid.
- Severe headache, dizziness, double vision.
- No fetal (baby) movement.
- Decrease or change in fetal (baby) movements.
- Signs of labour when you are not due for three (3) weeks or more:
  - ⇒ Abdomen becoming hard and then soft – contractions.
  - ⇒ Menstrual-like cramps.
  - ⇒ Dull low backache.
  - ⇒ Pelvic or thigh pressure.
  - ⇒ Sudden change in vaginal discharge.
- Unable to eat or drink longer than 24 hours because of illness.

## **About You**

---

You are going to have a baby. Congratulations! This booklet will give you information about your hospital stay:

- ⇒ Pre-registration
  - ⇒ Prenatal Classes
  - ⇒ Hospital tour, and other services in Burnaby Hospital.
- Please bring it and your "Baby's Best Chance" book with you to the hospital. We are happy to answer all your questions.

## **About Us**

---

- We offer Prenatal Classes in partnership with Douglas College, Birthing Suite, Maternity Unit, and Neonatal Intensive Care Unit. We provide family centred care with mothers and infants "rooming-in" together on the Maternity Unit. We want you to take an active part in your care during labour and birth, and while you learn to feed and care for your new baby.
- If your doctor/clinic does not deliver babies you may call the Birthing Suite at 604-412-6293 for a list of doctors available for maternity care.
- If you do not speak English, please arrange to have a family member or friend translate for you. This is very important during your labour and during the day when you are learning baby care. Interpreter Services are available, however can not be guaranteed.
- We try to meet your religious, cultural and personal wishes. Please let us or your doctor know before the birth of your baby if you have a special request.
- About 1,800 babies are born at Burnaby Hospital each year. We care for low and moderate risk families, and there is an obstetrician, pediatrician and anaesthetist "on call" 24 hours a day every day of the year.
- Our hospital is a non-smoking facility.

## *Hospital Admission Registration*

---

This booklet contains a registration form for you to complete. Please return this form to the hospital by the time you are 6 months pregnant.

When you come to the hospital for your delivery, tell the Admitting Clerk that you are pre-registered. This will speed up your admission.

Someone will take you to the Birthing Suite after admission.

## *Hospital Tours*

---

Tours are offered every Wednesday night (except if a statutory holiday). The tour takes about one hour and starts at 6:00 p.m. on the First Floor Lobby (east entrance/parkade). **No** pre-registration is required.

## *What to Bring*

---

We suggest you pack your suitcase before you go into labour. Here are some tips to help you decide what to pack:

- Comfortable clothes like nightgowns or sweat suits
- Supportive bras (nursing)
- Housecoat and slippers
- Underwear (several pairs)
- Soap, shampoo, toothpaste, shower cap
- Tapes/CDs for labour relaxation
- Partner's swimming trunks (helping you in shower during labor)
- Sanitary pads (large, absorbent)
- Baby clothes, sleeper, hat, receiving blanket, heavier blanket (for going home)
- Car seat (best brought in the day you are leaving)
- Sleeping bag, pillow, towels and pyjamas for your partner if he/she is staying overnight.
- Food/snacks for your partner (regular meals are provided for patients only)
- Watch
- Pen

## *Coming to the Hospital*

---

We are open 24 hours a day, 7 days a week, 365 days of the year. During your pregnancy talk to your Doctor or Midwife about coming to the hospital in labour. Unless told otherwise, you will probably be most comfortable at home in early labour. You may call the Birthing Suite at 604-412-6293 day or night if you have any questions or concerns.

When in Labour please enter the hospital through:

the Admitting entrance	7 a.m. – 6 p.m.
the Emergency entrance	6 p.m. – 7 a.m.

When you are on the Maternity Unit the closest entrance is the First Floor East Entrance (parkade).

All outside doors are locked after 9 pm. You must enter through Emergency after hours.

## *Parking*

---

There is short term parking immediately in front of the Admitting entrance. Once you are settled in the Birthing Suite your car will have to be moved to the parkade located a half a block east of Admitting. Please note restricted parking on the nearby streets.

If you leave the parkade after hours you will need coins or credit card to open the gate. Please bring quarters, \$1 and \$2 dollar coins. Check at the Parking Kiosk for hourly, daily and monthly rates.

## *Valuables*

---

The hospital is not responsible for lost or stolen items.

- Please do not leave wallets, jewellery, cameras, etc. unattended at any time.

## *Security*

---

- Exits on maternity are alarmed, locked, restricted and videotaped for security.
- Security guards are on 24 hours/day and conduct regular patrols of the units.
- All hospital staff wear photo ID so please check with your nurse if you have any concerns.

## *Keeping Baby Safe*

---

- Visitors must be healthy and not have a cold or flu. If visitors are sick ask them not to come and visit only after they are well.
- **Everyone coming into visit must wash their hands.**
- All people touching your baby must wash their hands including parents.
- **Never leave baby alone.**
- Do not sleep with your baby in your hospital bed. After feeding, put your baby to sleep in the crib next to your bed.
- Health Canada recommends that you put your newborn baby to sleep on his or her back on a firm flat surface. Sudden Infant Death (SIDS) is less common in babies who sleep on their backs.
- Do not let anyone you do not know take your baby. Always ask for hospital ID and call your nurse if you have any concerns.
- Never carry your baby in the hallway or out of your room; always push baby in their crib.
- Babies are not allowed out of the maternity unit except if accompanied by a staff member while admitted.
- Leave all identification bracelets on until after you get home with baby.

- By law your baby must be in a car seat when riding in a private vehicle. We will check that baby is correctly placed in the car seat before you leave.
- Infant car seat should be brought to hospital the day of discharge. This car seat should have a "CMVSS approved" sticker (Canadian Motor Vehicle Safety Standards). For recalls consult [http://www.hc-sc.gc.ca/etrip/ehdl.psb/juvenile\\_product\\_recalls.htm](http://www.hc-sc.gc.ca/etrip/ehdl.psb/juvenile_product_recalls.htm).
- [http://www.tsf-bcaa.com/buying\\_and\\_installing\\_a\\_child-seat](http://www.tsf-bcaa.com/buying_and_installing_a_child-seat).
- BCAA/ICBC Child Passenger Information Line: 1-877-247-5551 (do not call ICBC).

## *Outpatient Procedures*

---

For all outpatient procedures please report to the Admitting Department first so paperwork can be completed. You will then be directed to the appropriate area for your test.

**Non-Stress Test (N.S.T.)** is used to obtain a fetal (baby) monitor tracing **before** labour. It may be done for a number of reasons such as an overdue pregnancy. Your doctor will tell you why you are having this test.

This procedure is done in the Birthing Suite and takes approximately 45 minutes, Please have breakfast, lunch or small snack before coming to the hospital for the test.

**Ultrasound** may be used for a variety of reasons. It is an examination by which we can view your baby and the placenta by passing sound waves through the abdominal wall. It is usually done in the Radiology (X-ray) Department.

## *Birthing Suite*

The Birthing Suite is where you will deliver your baby. It has 5 (five) private birthing rooms with showers, and 2 (two) examination rooms.

We want you to share your hopes and worries with us and let us know what we can do to help.

We want you to decide who will be with you during your labour and birth. There are no visiting restrictions during this time. We ask that you respect the staff's requests to limit numbers of people in the room.

A lounge is available in the Birthing Suite for visitors and we encourage family to wait in the lounge rather than in the hallways. We ask that an adult other than mother and father care for siblings (brother or sister) while in the Birthing Suite.

We encourage you to be up and around during your labour. You may eat a light meal at this time if you wish and your doctor agrees. Your nurse will guide you.

We provide a radio/tape/CD player in each birthing room. Use some of the relaxation techniques you have been taught and which work best for you. Showers and hot water bottles for comfort are encouraged.

Unexpected problems may arise. We have up-to-date services and equipment to deal with emergencies. There is always an obstetrician, pediatrician, and anaesthetist "on call".

After you give birth you and your baby will stay in the Birthing Suite for a couple of hours. During this time you and your family will begin to know your baby. You will breastfeed, cuddle, and show him/her off to the world. You can take pictures and make phone calls to family and friends. You may use cellular phones in the hospital.

Later you and your baby will be taken to your room on Maternity for the rest of your hospital stay.

## *Special Procedures*

**Cesarean sections (C/S)** are performed in our Operating Room which is located across the hall from our Birthing Suite. Two types of anaesthesia are used:

- **Spinal/Epidural Anaesthesia** is the most common. With this anaesthesia you will be "frozen" from the waist down and awake for the surgery. You will be able to have **one** support person with you in the Operating Room.
- **General Anaesthesia** is used rarely. With this anaesthesia you will be asleep and because you are asleep no support person can be in the Operating Room.

For prebooked cesarean sections you will visit the Pre-admission Clinic before your surgery date. A nurse will talk to you about your surgery, and paperwork and blood work will be done. On the day of your booked surgery you will report to the Admitting area. From there you will be taken to the Birthing Suite where you will be prepared for your surgery:

- A nurse from the Delivery Suite will bring your support person to the Operating Room once your epidural/spinal has been inserted.
- Once your baby is delivered you will be able to hold your baby for a short time. Your partner and baby will be together and have a chance to get to know each other while you are in the Recovery Room (approximately 2 hours).

## Maternity Ward

Our Family Centered Care approach is continued during your hospital stay. "Rooming-in" with your baby gives you the chance to get to know your baby and learn baby care. Each bedside has a telephone.

The Maternity unit has private, semi-private, and ward rooms. Your B.C. Medical insurance covers the cost of ward rooms. There is an extra charge for private or semi-private rooms. Please bring your Visa/Mastercard or cheque on admission if you want a private or semi-private room. You will be asked to complete a "Preferred Accommodation Request" form. You will either pay the hospital for the private- or semi-private room and later claim a refund from your Extended Health coverage, or arrange for the hospital to directly bill your Extended Health Insurance Company. Call the Preferred Accommodation Office for current prices (604-777-8323 or 604-520-4759 Mon-Fri 0700 -1500 hrs.).

Fees for non-residents and services not covered by medical are available from the Finance Department (604-520-4066).

The average length of stay in hospital is 2 days for a vaginal birth and 3 days for a Caesarean birth. Discharges may be sooner or later depending on medical condition.

With our Self-Administered Medication Program (S.A.M.) you will be able to take medications as you need during your hospital stay. Your nurse will explain this process.

Our Family Lounge has a seating area for family and visitor use, and includes an electric kettle, toaster, fridge and microwave. This is a shared area and we ask that you consider the other patients and their families in the use of this area.

If you bring food into the hospital please put your name on it before placing in the fridge, and please remove it when going home.

## Overnight Companion

In order to meet the needs of all patients and staff we ask that you note the following:

- You are staying to help and support your partner.
- Children are **not** allowed to stay overnight.
- Please bring your food as we provide meals to patients only. Cafeteria service is available for buying food at regular meal times. Hot meal service ends around 6:00 p.m. Some food is available after hours from vending machines located in the cafeteria on the third floor.
- Please consider others by making sure you are dressed for a public place.
- A cot will be provided. Please bring a sleeping bag, pillow and towels as these items are for patients only. During busy times these may be in short supply.
- The nursing staff will be in and out of the room through the night as care is provided 24 hours a day. The light may need to be turned on and there will be talking when the nurse helps mother and baby.

## Teaching

Our goal is to help you learn and practice the skills you need to care for yourself and your new baby. Let us know how we can help and what you need to learn. To help you feel comfortable with your new baby, during your stay with us we will teach you how to:

- Feed your baby. Our nurses are available to help you learn to breastfeed your baby.
- Bath your baby. Bath demonstrations are given on the ward.
- Change diapers and care for the umbilical cord.
- Know normal baby behaviours so that you can recognize problems if they occur at home.
- Safely place your baby in the car seat.
- Discharge teaching class is available daily at 1000 hours on the unit.

**Free Parent Channel** is available in addition to group and personal teaching. This channel runs 24 hours a day and the guide hangs from the T.V. set at your bedside.

Cable T.V. is available. Please complete the rental form and drop it in the slot. The T.V. person comes to the unit each afternoon. Price is subject to change.

## *Going Home*

**Please arrange to leave the hospital before 11 a.m. on the day that you are going home.**

You will be given the birth registration papers by your nurse just before leaving the hospital. Only one set per baby is given out. These papers are for registering your birth, and obtaining a birth certificate and medical coverage. We suggest you use pencil first in case of mistakes.

If you need to replace these official government forms you must contact the Vital Statistics office at 604-434-5936, **not the hospital.**

## *Neonatal Intensive Care Unit*

Our Neonatal Intensive Care Unit (NICU) is available for babies who are not able to "room in" with their mothers. Some reasons for this might be premature birth, or baby needing oxygen, or treatment for infection. Babies in NICU are looked after by a paediatrician and RNs with specialized training.

A parent room is available across the hall from NICU for families. Most mothers will spend the night before discharge with their baby in this room.

## NICU Visiting Hours

There is OPEN visiting for two (2) people at one time in NICU. Brothers and sisters are allowed in one at a time with a parent. The nurse will instruct you in proper hand washing which must be done prior to coming into the nursery.

The Nursery is closed during Doctors Rounds and at change of shift and nursing report between 6:30 and 7:30 a.m. and p.m.



## Visiting Hours

### Birthing Suite

There is open visiting in the Birthing Suite with no restrictions at this time. We do ask that you respect the staff's request to limit numbers of visitors in the room. Photographs and videos are allowed unless the mother, nurse, or the doctor/midwife asks for them to be stopped.

### Maternity Unit Visiting Hours

Open visiting, but please respect mothers need to rest.

### When You Visit...

Mothers need rest and privacy. We recommend **short visits** so that you and your baby are not exhausted, and have time for rest, nursing care and learning.

Hand washing is the most important infection control measure in protecting babies. Anyone handling the baby must wash their hands first. Persons with coughs, colds, cold sores or any other contagious condition should not visit mothers and babies.

Young children brought into visit **must not** be left unattended.

If you are sharing a room we ask that you have only two visitors at a time. You may use the lounge, lobby or cafeteria on the third floor to avoid overcrowding in the rooms.

**Babies are not to be taken off the Maternity Unit for security reasons.**

## The Burnaby Hospital Urgent Care Children's Clinic

- A referral based clinic for children ages newborn to 16 years of age, who require specialized care in a timely manner.
- To serve the children of the surrounding Burnaby Hospital communities.
- Staffed by paediatricians 7 days per week.
- Open from 4:30 p.m. until 8:00 p.m. Monday to Friday, and 09:00 a.m. until 1:30 p.m. on weekends and statutory holidays.
- Closed December 24, December 25, January 1, Good Friday and Easter Sunday.
- Laboratory and x-ray available on site.
- Located in Burnaby Hospital on the 5th floor (follow signs). You can enter through the main doors until 8:00 p.m.
- The phone number for the Clinic is 604-412-6292.
- Emergencies continue to be cared for in the Emergency Department. (The Paediatricians will be available for assistance as needed for these patients)

## *Burnaby Hospital Resources and Services*

---

There are many services and resources available in Burnaby Hospital. Some of them are:

- We have a Social Worker on the unit Monday, Tuesday, Thursday and Friday. She can provide counselling, a variety of supports and community resource information. Phone #: 604-412-6575.
- The Parent Channel - free 24 hour parent education at each bedside on Maternity. The guide hangs from the T.V.
- Electric breast pumps are available for in-hospital use.
- Pump kits are available. A \$25.00 deposit is required to borrow these kits which will be returned to you when you go home.
- Cable T.V. rental is available on all wards.
- Free Bedside Telephone on Maternity.
- Dietary Counselling - inform your nurse if you require a special diet.
- Chapel located on first floor, open 24 hrs/day.
- Lottery kiosk located on 3<sup>rd</sup> floor.
- Bank machine located in lobby on 3<sup>rd</sup> floor (Admitting area).
- Cafeteria - 3<sup>rd</sup> floor.
- Gift shop is located on the 3<sup>rd</sup> floor.

## *Community Resources*

---

### **Health Units:**

**Burnaby Health Unit**  
Deer Lake Centre  
#300-4946 Canada Way  
Burnaby, B.C.  
Phone: 604-918-7605

**Evergreen Community Health Centre**  
3425 Crowley Drive  
Vancouver, B.C.  
Phone: 604-872-2511

**Vancouver North Community Health Office**  
1651 Commercial Drive  
Vancouver, B.C.  
Phone: 604-253-3575

other Community Health Units are listed in the blue pages of your telephone directory under Municipalities.

### **Breastfeeding Support:** City of Burnaby

**Burnaby Health Department Clinics**  
Call for Details

**Wednesday** - North Burnaby  
604-918-7605

**Thursday** - South Burnaby  
604-918-7605

**La Leche League**  
Mother to Mother Breastfeeding Support  
Lower Mainland Info: 604-520-4623

**24 Hour Nurse Line**  
604-215-4700

For breastfeeding assistance in other municipalities, please call your public health nurse or local health unit.