

Having your baby at Kelowna General Hospital



Land Acknowledgement

Interior Health would like to recognize and acknowledge the traditional, ancestral, and unceded territories of the Dãkelh Dené, Ktunaxa, Nlaka'pamux, Secwépemc, St'át'imc, Syilx, and T̓silhqot'in Nations where we live, learn, collaborate and work together.



Welcome to the Kelowna General Hospital Family Birthing Centre Tour

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Congratulations!

Having a baby is an exciting time. This tour provides an overview of our maternity services so you know what to expect when you come to the hospital to have your baby.

When you are ready to have your baby, you will come to the Family Birthing Centre at Kelowna General Hospital. The Family Birthing Centre includes:

- Labour and Delivery
- Postpartum
- Neonatal Intensive Care Unit



Interior Health

Health and well-being for all

Quality | Integrity | Compassion | Safety

Healthy From the Start- Prenatal Program

Call Healthy From the Start Prenatal Program early in your pregnancy to:

- Talk to a public health nurse
- Learn about prenatal education and resources



824223 Feb 20-24

Call **1-855-868-7710** toll free
Sign-up at:
interiorhealth.ca/pregnancy





Joeanna's House

Opened in 2019 and steps away from Kelowna General Hospital, JoeAnna's House provides accommodations for out-of-town families with loved ones receiving care at KGH.

JoeAnna's House features 20 guest rooms, family kitchen and common area, outdoor areas, kids' play area, work-out facility and more.

**321 Royal Avenue
Kelowna, BC V1Y 0G4
250-470-0100**

<https://joeannashouse.com/>

About Kelowna General Hospital



You may use your cell phone and other wireless devices in most areas of the hospital. Please speak quietly when using your cell phone so you do not disturb others.

Kelowna General Hospital buildings and grounds are smoke free. If you or your support person are smokers, please talk to your doctor or midwife about ways to cope while you are in the hospital.

[QuitNow Services](#) provides free support 24/7 for people who want to quit smoking. Visit their [website](#) or call 8-1-1.





You must ask hospital staff for permission to take their photo or shoot video of them.

Privacy

You and other patients at the hospital have a right to privacy.

Photos and videos are only permitted before and after the birth. If you want your support person to take photos or video during a medical procedure or the birth, you must ask your health care team for their permission.

KGH – A Teaching Hospital

Kelowna General Hospital is a teaching hospital where nursing, residents, and medical students complete practical (hands-on) parts of their learning.

During your stay, you might meet students and be asked to have them play a part in your care.

Students give you care under the guidance of an instructor.



About Kelowna General Hospital

Did you know...

- more than 1800 babies are born at Kelowna General Hospital every year.



Your Support



We welcome the people you need to support you.

Many women choose to have one or two people with them during labour.



Indigenous Patient Navigator Services

Interior Health offers the support service of Aboriginal Patient Navigators to patients and their families who identify as Aboriginal.



The Aboriginal Patient Navigator can assist with:

- understanding the hospital system
- spiritual connection
- discharge planning
- community and hospital linkage
- access to community services

If you are interested in the Aboriginal Patient Navigator service, please ask at Patient Registration, or ask a nurse in the Family Birthing Centre.



Items for the baby can be left in the car until later. These include a safe baby car seat that you have put together and know how to use, one package of newborn diapers, baby wipes, and clothes and blankets for going home.

Things to Bring

- slippers (rubber sole, enclosed heel/toes)
- toothbrush, toothpaste and soap
- hairbrush, shampoo and conditioner
- comfortable pajamas and clothing
- list of medications
- breastfeeding pillow
- sanitary napkins (one package of large pads)
- supplies for your support person if they are staying with you (sleeping bag, pillow, towels, comfortable clothes/pajamas, toothbrush, toothpaste, soap, medications, etc.)

Parking



We are located at 2268 Pandosy Street in Kelowna, B.C.

You can enter the hospital through the main entrance on Pandosy Street. Have your support person drop you off at this entrance and then follow the signs to public parking.

You can also use the Rose Avenue entrance between 5:45am and 8:00pm. Have your support person park in a public parking lot.

In the case of an emergency, go to the Emergency Department entrance located on Royal Avenue.



Parking

Remember your stall number where you park in order to prepay at the meter on each floor of the parkade.

You will need to prepay at the meter and display the receipt on the dashboard.

Instructions are provided at the meters.

Make sure your support person brings a small amount of cash for the parking meter. The machines also accept credit cards.

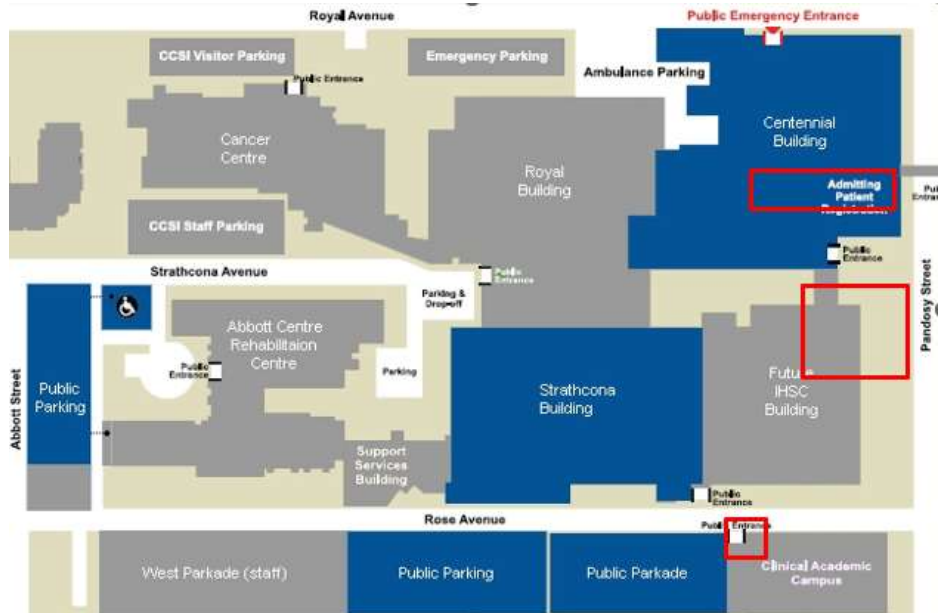


Entering the Centennial Building

The doors to the Centennial Building are open 24 hours a day. If you use this entrance follow the signs to the Centennial Building.

You may also enter the hospital from Rose Avenue, across from the public parkade. These doors are open 5:45am and 8:00pm.

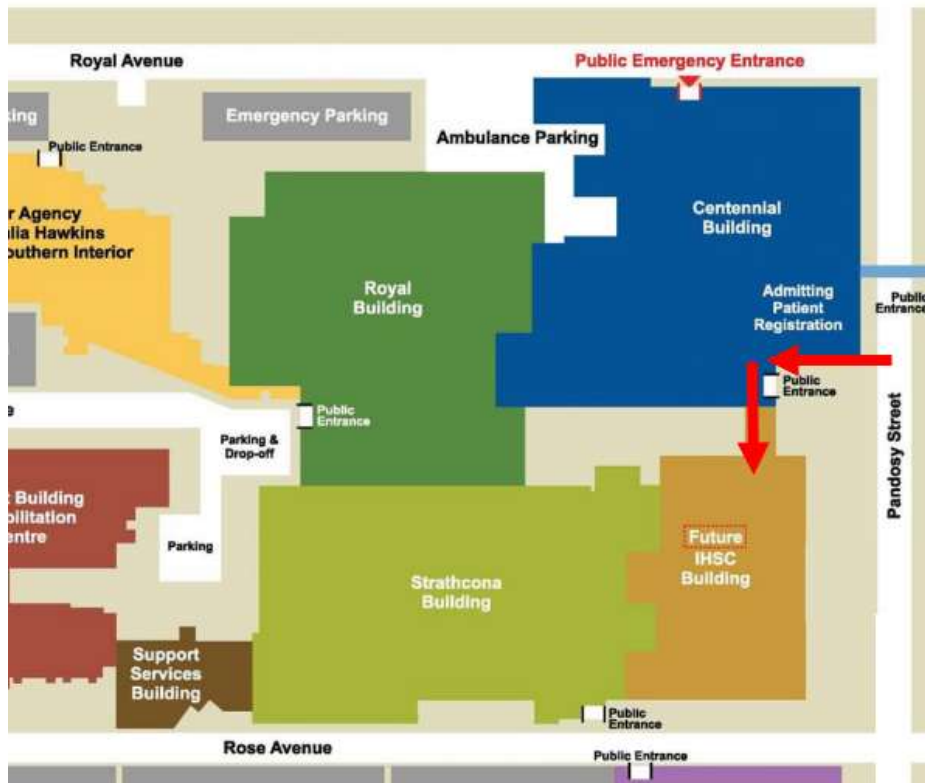
If you cannot walk comfortably, there are wheelchairs in the lobbies.



In the case of an emergency, go to the Emergency Department entrance located on Royal Avenue.



Finding the Family Birthing Centre



The Family Birthing Centre (PNU) is located on the 4th floor of the IHSC Building.

If you enter from the main entrance go to the public elevators in the IHSC Building.

Take the elevator to the 4th floor and turn right.



Arriving at the Family Birthing Centre

When you arrive at the Family Birthing Centre, go to the reception desk. They will have your information on file.

The nursing unit assistant will ask you some questions about your visit and direct you to the most appropriate area.





***In the case of an emergency, please go directly to the Emergency Department entrance located on Royal Avenue.**

After Hours Access

Rose Avenue entrance is open from 5:45 am to 8:00 pm.

After 8:00 pm you must enter through the main entrance of the Centennial Building on Pandosy Avenue and check in at the Security desk if you need directions.

Once you arrive at the Family Birthing Centre, if there is no nursing unit assistant at the reception desk, use the phone on the wall to call into the unit to be let in.

Arriving at the Family Birthing Centre

You may be directed to the assessment area.
This area is used for:

- non-stress tests
- inducing labour
- to assess women who have come to the hospital in labour

The nurse will determine how your labour is progressing. At this time, you may have a fetal monitor placed on your belly to assess your baby.

When you are in active labour you will be moved to a Labour, Delivery, Recovery room (called the LDR room).



Accommodation



There are five Labour Delivery Rooms, at the hospital. These rooms are called LDR rooms.

Each LDR room has:

- a birthing bed
- a sleep chair that extends into a small bed for your support person
- a telephone
- a private washroom and shower

The LDR rooms are equipped with state-of-the-art equipment to accommodate you and your new baby.



Accommodation

A small kitchen on the ward (post delivery area) for you to use. It has an ice machine, refrigerator, toaster and microwave.

We encourage your support person to bring and label your snacks – you can keep your snacks in the kitchen's fridge.



Newborn Experience

At birth, your baby will be placed on your chest skin-to-skin to support the baby's breathing, initiate breast-feeding in the first half-hour and bonding.

If you are unable to do this, your support person is welcome to hold the baby on their chest for skin-to-skin support. The support person should wear a loose fitting shirt to do this more easily.

At this time, your baby will be assessed by your care provider and the nursing staff.



Newborn Experience

At this time your baby will also have identification (ID) bracelets placed on one ankle and one wrist.

You and your baby always need to have an ID bracelet on at all times.

Check to make sure the information on the ID bracelet is correct.

Your health-care team will check your ID bracelets before starting any procedure or giving medications.

Your baby's safety is important to us. An electronic security tag will also be placed on your baby's ankle. This tag will activate an easy to hear alarm if the baby is taken away from the unit.



Caesarean Delivery

Caesarean deliveries happen in a special delivery room. There are special delivery rooms on the Labour and Delivery unit and on the 2nd floor right below the unit.

First you have routine pre-operative procedures and then you go to the special delivery room for about one hour.

Along with your support person, several health-care team members are going to be in the delivery room with you.

You will see your baby as soon as she or he is born. Once your baby is checked over by the pediatrician, your support person can hold your baby and bring her or him to you.



Caesarean Delivery



You spend about an hour in the recovery area before going back to your room.



Neonatal Intensive Care Unit

At Kelowna General Hospital babies stay in the room with their mothers 24-hours a day.

The Neonatal Intensive Care Unit (NICU) is also located on the Family Birthing Center (PNU). The NICU cares for babies who need special attention at the beginning of their life.

Babies born early, full-term babies who unexpectedly become unwell, and babies with health problems may stay in the NICU.

Parents or guardians are welcome in the NICU to spend quality time with their new baby.



Family Waiting Areas

During your labour and delivery, family and friends are welcome to wait in the waiting area.

Your support person is welcome to visit with you anytime you choose.



Visiting



To prevent the risk of infection to new babies, we recommend that small children, other than your own, do not visit you in the hospital.

Your children must be attended at all times by a responsible adult.

Visitors must not have any infectious illness such as flu and colds.



Handwashing

You can stop the spread of germs!

Wash your hands:

- before and after touching your baby
- before and after being in your room

Use soap and water or an alcohol-based hand sanitizer.



After the Birth

After delivery, you and your new baby will move to a postpartum room on the on the same floor to rest and get to know one another.

All of our nurses are trained to attend to all of your mother, baby and basic breastfeeding education needs.

Your support person can stay in the room with you 24-hours a day. They should bring something appropriate to wear for sleeping and a sleeping bag.

We do our best to honour your preferred accommodation request, but this is not always possible when the unit is busy.

There is a small kitchen area for you to use. It has an ice machine, refrigerator, toaster and microwave.



After the Birth



It is important that your baby is never left alone while at the hospital. Do not leave the unit with your baby until you have been discharged.

While you are here, your baby will have a blood test to identify a number of treatable disorders and Newborn Hearing Screening.

Ask your nurse for details about these tests.



Going Home

Most mothers stay in the hospital for 24 hours after an uncomplicated vaginal delivery and 48 to 72 hours after a Caesarean delivery.

Before going home you will need to complete required paperwork and your doctor and your baby's doctor will need to write orders.

You will want to have loose fitting clothes for yourself and pre-washed clothes for your baby to wear home.



Going Home

Babies must always travel home in a special baby car seat.

On your discharge day you need a safe car seat and suitable linens (receiving blankets, wash clothes, etc.) to help support your baby's head in the car seat. This is important even if you are getting a ride from a friend or taking a taxi.

Have your support person bring the car seat and linens to your room before you are ready to go home.

Your nurse will check that your baby is secure in the seat before you leave.

For information on safe car seats go to www.childseatinfo.ca, or call the Child Seat Information Line at 1-877-247-5551.





After Discharge: Public Health Nurse

A public health nurse will contact you 24 to 48 hours after you are discharged from the hospital.

The nurse will do an assessment of you and your baby and answer any questions you may have.

If you have concerns before the nurse calls you can go to the [HealthLink BC website](#) or call 8-1-1 or your doctor or midwife.

Important:

Make sure that you update your contact information before leaving the hospital.



[PublicHealthMaternityCare](#)

Public Health - Maternity Care

Program offers services throughout the Central Okanagan including: Oyama, Lake Country, Rutland, Big White, Kelowna, Fintry, West Kelowna, and Peachland.

Program operates 7 day/week, 365 days/year.

Public Health Nurses/Registered Nurses specializing in postpartum and newborn assessment.

Public Health Nurses/Registered Nurses with Lactation Consultant designation or advanced certification in breast/chest feeding.



Breastfeeding

Lactation consultants and nurses with additional breastfeeding certification are available to help you in the hospital and from Public Health Services.

Healthy From The Start has a Breastfeeding Phone Line at:

1-855-868-7710

Find breastfeeding information online at:

[La Leche League](#)

[HealthLink BC](#)

[Breastfeeding.com](#)

[Dr. Jack Newman: Breastfeeding online](#)



Breastfeeding

Contact your local Public Health Office for breastfeeding support.

Breastfeeding, like any new skill, takes time, patience, and practice to get it right.

Breast milk is nature's perfect food for babies.

Breastfeeding benefits babies, moms, dads, families, and our environment.

Kelowna Health Centre

505 Doyle Avenue
250-469-7070

Rutland Health Centre

285 Aurora Crescent
250-980-4825

West Kelowna Health Centre

160-2300 Carrington Road
250-980-5150



Special Circumstances

A registered social worker is available to help you and your family.

The social worker can meet with you and your family before, during or after your stay at the hospital.

If you would like to meet with a social worker ask a member of your health-care team for a referral.

Some helpful online links:

[Central Okanagan Child Development Association](#)

[Kelowna Community Resources - Family Services](#)

[Kelowna Community Resources - Adoption Centre of B.C.](#)



Contact Us



You can call the Family
Birthing Centre at:

Labour & Delivery Unit
250-862-4471

Postpartum Unit
250-862-4393

**Neonatal Intensive Care
Unit (NICU)**
250-862-4392



End of the Tour

You have reached the end of the Virtual Tour of Kelowna General Hospital's Family Birthing Unit.

If you need more information, you can try these online links for general resources:

- [Best Chance Website](#)
- [Newborn Screening Health File](#)
- [Period of Purple Crying](#)
- [Postpartum Depression](#)

