

Welcome to the Special Care Nursery



We care for babies who are sick,
premature or who have special needs.



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Welcome!

The staff of the Special Care Nursery welcomes you and your baby to our nursery. Your baby is here because he or she needs special care from a highly skilled health care team. Our nursery also has medical equipment and technology that your baby needs.

As a parent, you have a special role. Your baby needs your love and care every day. During your baby's stay in the hospital, your baby's health care team will give you information, help and support. We will help you learn about your baby's health and how to care for your baby. We encourage you to take part in your baby's care as much as possible.

Family-Centered Care

The care we provide reflects what matters most to our patients and families. We call this family-centred care.

Based on what patients and families have told us, we will:

- Get to know you and your family and treat you with dignity and respect.
- Work together as a competent team.
- Communicate with each other and your family about your child's care.
- Give you prompt feedback on your child's progress.
- Ensure you understand the health concerns about your child.
- Partner with you in decisions about your child's care.
- Help you learn skills to take part in your child's care.
- Plan the next steps in your child's care together.
- Respond promptly when you or your family need help.
- Include persons who are important to you in your child's care.
- Provide a convenient, accessible, child-friendly, welcoming environment.
- Seek and respond to your family's comments about our care.

Getting Information About Your Baby

When can I see my baby?

You will be able to visit your baby usually within an hour of birth. Please come and stay with your baby as often as you can. You are very important to your baby and to your baby's health care team.

How can I find out how my baby is doing?

When you are in the nursery, the nurse will talk with you about your baby. Please ask the nurse any questions you have about your baby's health. Some information will given to you by the doctor only. If you are unable to be with your baby, we encourage you to call in.

Cambridge Memorial Hospital phone number (519) 621-2330 ext 4310 for Special Care Nursery

No information about you or your baby will be given over the phone or in person to other family members or friends. We tell people that only you, the parents, can share this information.

The nurse will arrange for you to speak with other members of the health care team. Team members can help you learn about your baby's condition and care. They welcome your questions at any time.

Coming to the Special Care Nursery (SCN)

How do we enter the SCN?

Enter through the pink doors and into holding area, then through sliding door. Please do not enter if closed (we may be performing procedures).

What is available for parents?

We have a number of out of the count beds that can be used by mothers and family if available.

Visiting the SCN

Who can visit my baby?

There may be times when we need to restrict visiting to the SCN. Your nurse will let you know if this happens.

People who are special to you may visit you. For your baby's safety we recommend that you limit the number of people who come to visit the nursery. Small, ill babies are more likely to get infections than adults or older children. In areas outside of SCN, 2 people may visit at a time and may not get to hold your baby.

Visitors must be 16 or older and in good health. Please tell your family member and visitor that we will ask them about their health before they visit the nursery. We do this to protect the babies from getting sick. Their bodies are not strong enough to fight germs. Germs that may cause only mild illness in an adult or older child may cause serious infection in a premature baby.

A parent needs to be with all visitors. Only 2 people may come in to see the baby at one time. This means that you can bring in one visitor at a time. Other visitors may wait in the family room, just outside the nursery.

We are a fragrance-restricted hospital.

Many people have asthma and other allergies. Please do not wear perfume, cologne, aftershave, scented hairspray or other scented products.

Can my other children visit?

Your children may come with you, if:

1. They are healthy at the time of their visit. Your children will not be allowed to visit if there is a chance they could spread an infection to others.
2. Their vaccinations are up-to-date. When your children arrive for their first visit, your baby's nurse will ask you about their health and vaccinations (immunizations). If your child has recently been vaccinated it is not possible to visit for at least 21 days after the date of the vaccination. If your children have been exposed to chicken pox, let us know.

These precautions are very important for your baby's health.

Brothers and sisters are welcome, but please, no other children under 16 years of age. During your children's visit, please keep them with you so you can watch them carefully.

When are visitors not allowed in the SCN?

Your children, family members and visitors will not be allowed to visit if they have any of these problems:

- A rash, itchy skin or an infection on the skin or hands
- A cold, or a runny nose
- A cold sore, or feeling a cold sore is starting
- Diarrhea (loose or watery bowel movements) for at least 48 hours
- Vomiting (throwing up)
- Fever
- Recent exposure to someone with chicken pox, measles or the flu

If your children have any of these problems, please call your baby's nurse before you bring the for a visit.

If you are not feeling well or have a cold sore, talk with your baby's nurse. You can decide together the best thing to do.

Are there special times for visiting?

Parents are not considered visitors. You are part of your baby's health care team and are welcome in the nursery 24 hours a day.

Parents and visitors need to check with the clerk at the reception area when they come to visit. The clerk will check with your baby's nurse to see if it is OK to go in at that time.

Can parents get a parking pass?

There is an hourly rate for parking with a daily maximum. You pay at the machines when you leave the hospital.

Weekly pass available at parking lot machines. Contact the Social Worker who can assist you to obtain a monthly pass if needed.

For more information about the hospital parking services, call (519) 621-2330, ext. 1318

Infection Prevention and Control

Patient safety is our top priority. To keep our patients safe we must do everything possible to prevent infection. The babies in our nurseries are not able to fight germs as well as a healthy child or adult. An infection that would only give you a mild illness could seriously harm a tiny or sick baby.

Cleaning your hands is the best way to stop the spread of germs and infection. We encourage you to ask anyone having direct contact with your baby or touching your baby to clean their hands.

When you arrive at the Special Care Nursery:

1. Roll up your shirt sleeves so that you are "Bare below the elbows"
2. Remove all jewelry: rings, watches, bracelets.
3. Clean your hands with soap and water for at least 30 seconds.

For the rest of your visit, you may wash with soap and water, or use the alcohol based hand rub (if your hands are not soiled).

We encourage you to ask anyone who is going to touch your baby if they have cleaned their hands.

Protect your baby: Rules for all parents and visitors

- Bare below the elbows. No wrist watches, bracelets, rings (other than plain gold band), or other jewelry
- No fake nails, shellac or chipped nail polish
- No food or drink is allowed in the nursery, other than water in an unbreakable container or bottle with a closed top
- No stuffed toys
- Limit the number of visitors or family who touch your baby
- Do not visit if you are feeling unwell

Your Baby's Health Care Team

A special team of people will care for your baby. You and your family are an important part of this team. Your baby's health care team will provide accurate, up-to-date information about your baby. Team members will be happy to answer any questions or concerns you may have, and will help support you through your stay in the Special Care Nursery. Please speak with them whenever you need to. Together we can identify your baby's needs and design a plan of care to meet those needs.

Here are the team members you may meet:

Paediatrician	A doctor who is an expert in caring for children. The paediatrician is responsible for your baby's medical care. Many paediatricians work in the SCN. They take turns being "on-call", so that a paediatrician is always available. Morning rounds is a good time to talk to them or call their office.
Registered Nurse (RN)	The nurses who work in the SCN have training and experience in nursing of babies and their families.
Respiratory Therapist (RT)	The RT assists the nurses and doctors with the treatment and care of babies with breathing and lung problems.
Social Worker	The social worker: <ul style="list-style-type: none">• Can give you and your family practical and emotional support while your baby is in the hospital.• Works within the health care team to meet your needs, in hospital and when you are planning to go home.• Can help you get the resources you need to manage with a new baby.

Pharmacist The pharmacist works very closely with the doctor and nurse to provide safe medication therapy.

Learners As this is a teaching hospital, you may meet student doctors, student nurses and other learners on the health care team. Each student works under the close supervision of a fully trained health professional. With your permission, learners may be involved in your baby's care.

Other members of the care team include:

- Clinical Manager
- Laboratory technologists and technicians
- Diagnostic imaging technologists and technicians
- Midwives

If you have questions about patient care or SCN activities that your baby's nurse or the charge nurse cannot help you with, please ask to speak with the Clinical Manager.

Every baby's stay in the SCN is different. While other parents may have has similar experiences, we ask that you refer to your baby's health care team for the most accurate information.

Frequently Asked Parent Questions

What do parents feel when their baby is in the SCN?

When a baby has a problem serious enough to require admission or transfer to the SCN, parents will feel many emotions.

Parents may have spent months or years looking forward to the arrival of a healthy newborn baby. When their baby's birth does not happen as they expected, they may feel grief, anger, guilt and an intense sense of loss. All of these feelings are normal. It is also normal for parents to feel a loss of control as many health care team members provide care for their baby.

Social workers are available for any questions or concerns you might have.

How can I take part in my baby's care?

During your first visit to the nursery you may feel anxious or unsure about what you can do to help your baby. You are an important, valued member of your baby's health care team. We encourage you to 'partner' with the people caring for your baby.

We will give you lots of information and support. To learn about your baby's condition and care, the health care team will give you printed information. They welcome all of your questions.

We hope that you will take part in your baby's care as much as possible. Some care may be changing diapers, repositioning your baby, talking, singing soothing, and holding skin to skin. We highly recommend either you or your partner to hold your baby skin to skin when possible. There are many benefits for you and your baby when you do this simple act.

How can I make my baby feel at home?

Bring in diapers, wipes and any personal items for your baby. Babies can usually wear their own socks and hats. If your baby is doing well, your baby can also wear his or her own clothes.

If you like, you can bring flannel blankets and one small, washable, unbreakable toy for your baby. The toy cannot be placed inside the incubator because of risk of infection. Please do not bring stuffed toys, as we cannot keep them in the SCN.

Please write your baby's last name on any items you bring to the nursery so that there is less chance that they will get lost.

Will our personal information be kept private?

We will protect the privacy and confidentiality of all the personal information you give us.

Information about your baby is shared only with you, the parents, and the other members of your health care team. The information is used to:

- Plan care for your baby
- Plan for future needs of all babies
- To keep statistics about babies

Cambridge Memorial Hospital is a teaching hospital. During daily teaching sessions called 'rounds' the health care team discusses the care of each baby. The team will make every effort to maintain privacy for each family. However, you may overhear these discussions. If you do hear something about another baby or family, please keep this information to yourself. Confidentiality for each family is important to us at Cambridge Memorial Hospital.

Can I take pictures in the SCN?

You can take pictures and video of your own baby at any time. Our hospital policy requires that you get permission in advance from any person you would like to photograph or video.

What can I post on my personal website?

You may want to post pictures of your baby on a personal website or social networking site such as Facebook®.

To include a picture with anyone else from the nursery (such as a caregiver, another baby or another parent), you must have permission to take the picture and to post it on your website.

Help us protect the privacy of caregivers, patients and families; do not put pictures or names of other people on the internet without their permission.

Following your Baby's Progress

Parents can follow their baby's progress in the SCN by asking your baby's nurse. Check the weight chart on the baby's isolette / bassinette.

Will my baby be transferred to Paediatrics?

There may be a possible transfer to Paediatrics where your baby and you can stay in the same room.

Health Information on the Internet

We encourage parents to learn as much as they can. Learning will help you understand your baby's condition, make decisions with the health care team and take part in your baby's care. The health care team will help, by talking with you, and giving you printed information to take home. The social Worker also has a small library of books that you may borrow.

Finding Information you can trust

Searching for information online can be challenging. There are so many websites and the information you find may not be accurate, complete or relevant to your situation. Some of the information may be hard to understand and can cause you more stress than necessary. Please make sure the website you are getting information from is authentic and reliable. Otherwise, talk with your healthcare professional for help. Here are three questions to help you find good information.

These websites can help you find good health information

- Evaluating Internet Health Information: <http://www.nlm.nih.gov/medlineplus/webeval/webeval.html>
- A Guide to Healthy Web-Surfing : <http://www.nlm.nih.gov/medlineplus/healthywebsurfing.html>
- Health on the Net Foundation: <http://www.hon.ch/pat.html>

Recommended Websites for Parents

Internet health information can help you have an informed discussion with the health care team. Please talk about the information you find on the internet with your baby's doctor or other members of the health care team. They know you and your baby, and can best answer your questions.

We would like to know what websites you recommend for other parents.

You can also find support groups online. It may be helpful to share information and discuss concerns with others, but be cautious about taking advice from people you do not know. Before taking any action, talk with a member of your baby's health care team.

General Information

- Canadian Paediatric Society: www.cps.ca/
- Health Canada: www.hc-sc.gc.ca
- Canadian Neonatal Network: www.canadianneonatainetwork.org
- Informed Health On-line: www.informedhealthonline.org

Child Care

- Canadian Coalition for immunizations awareness and promotion: <http://www.immunize.cpha.ca/en/default.aspx>
- Transport Canada Road and Car Safety: <http://www.tc.gc.ca/eng/motorvehiclesafety/safedrivers-childsafety-car-index-873.htm>
- Canadian Paediatric Society: Caring for Kids: <http://www.caringforkids.cps.ca/>

Breastfeeding

- Infact Canada: www.infactcanada.ca
- Motherisk: www.motherisk.org
- LaLeche league Canada: www.lllc.ca/

Premature Baby

- Premature Baby – Premature Child: www.prematurity.org

Rare Diseases

- Ontario Newborn Screening Program: www.newbornscreening.on.ca
- National Institutes of Health: www.nih.gov/
- Office of Rare Diseases: www.rarediseases.info.nih.gov/

Make Your Home Smoke-Free

There are many things to think about before you bring your baby home. To protect your baby from possible harm, you will want to make your home as safe as possible. To 'child-proof' your home, consider the safety of your baby's crib, change table and toys etc. We encourage you to also think about the safety of the air in your home.

If someone in your home is a smoker, protect your baby from the harmful effects of environmental tobacco smoke or 'second hand' smoke.

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What is second hand smoke?

Second hand smoke is made up of:

- Smoke from the end of a cigarette, cigar or pipe, and
- Smoke that is inhaled by the smoker first, then exhaled into the air

Second hand smoke contains over 4000 chemicals. Some of them are associated with or known to cause cancer. There is no safe level of exposure to second hand smoke.

How does second hand smoke affect my baby?

Second hand smoke is harmful to everyone, but especially dangerous to your baby because his or her lungs and immune system are still developing.

Babies who breathe in second hand smoke:

- Have higher risk of dying from Sudden Infant Death Syndrome (SIDS)
- Have more frequent infections of the ears and lungs (cough, pneumonia, bronchitis and croup)
- Are more likely to develop asthma
- May have problems with thinking skills and score lower in tests

How can I protect my baby?

Talk with your family. Make a decision together to protect your baby by making your home and car smoke-free. It is helpful to tell guests and babysitters about your decision, before they come to visit.

Here are some suggestions as you plan for a smoke-free home:

- If there is a smoker in your home, strongly encourage that person to quit and help him or her to stop smoking. There are many resources available to help people quit smoking. Some are listed below.
- If the smoker is not ready to quit, ask him or her to smoke outside the house. You may need to insist, because your family's health depends on this. It is not safe to smoke in another room as smoke can travel from room to room. Opening a window or using a fan does not help. It is harmful to smoke in the house even if the baby is not there at the time. Smoke clings to clothes, curtains, carpet and other materials in the room after someone has been smoking in the room.
- Smoking in a car with a child is illegal in Ontario. Removing outer clothing and washing hands after smoking lowers the effects of second-hand smoke for your baby. It is important not to smoke in your family vehicle. The small, enclosed space of a car makes the amount of harmful chemicals much higher.
- If you (or anyone caring for your baby) smokes, do not leave small children alone to go outside to smoke. Ask a neighbour to watch the children, or plan a walk or other activity and take the children with you.

Where can I get more information?

- Talk with your doctor or pharmacist
- Health Canada
- www.quit4life.com/index_e.asp
- www.hc-sc.gc.ca/hc-ps/tobac/quit-cesser/index-eng.php
- Canadian Lung Association www.lung.ca/
- Canadian Cancer Society – Smokers' Helpline
- www.smokershelpline.ca or call 1-877-513-5333