

*Partners in your baby's care*

# Your first few days in the NICU

Your baby's name: \_\_\_\_\_

Pod: \_\_\_\_\_

Room Number: \_\_\_\_\_

To contact NICU from a hospital phone, dial 2136.

When using your cell phone or a home line,  
dial (604) 875-2136 or toll-free 1-888-300-3088.



**BC Women's Hospital Neonatal Intensive Care Unit (NICU) cares for newborns that require the specialized clinical services not available elsewhere in the hospital or the province.**



For more information:  
Scan the QR code above or visit  
our Neonatal Program Website  
at:  
<http://www.bcwomens.ca/our-services/neonatal-care/neonatal-intensive-care#Parent-resources>

The NICU at BC Women's Hospital is in the  
**Teck Acute Care Centre.**

- The NICU has seventy single family rooms, split into six pods, or groups.
- Rabbit, Ladybug, Dragonfly and Hummingbird pods are on the second floor.
- Bumblebee and Hedgehog pods are on the third floor.
- Rabbit pod supports mothers and their babies who need intermediate level care. Mothers and their babies receive care together, in the same room, from the same nurse.

Please remember:

- The NICU is a nail polish and fragrance-free environment.
- For the safety of your baby and others, balloons, stuffed animals and fresh flowers or plants are not allowed in the NICU.
- **Parents are welcomed and encouraged to stay with their baby 24 hours a day.**



Dear Parent,

On behalf of BC Women's Hospital (BCW) Neonatal Program care team, we welcome you to the NICU. We feel privileged to partner with you to provide specialized care and support for your baby, you, and your family during what can be a very stressful time. **You can call any time 604-875-2136 or toll free at 1-888-300-3088.**

**Parents often ask us "What can I do to help my baby?" There are some very important things that you can do for your baby right away.**

**Take part in your baby's care.**

You are not a visitor in the NICU; you are an important member of your baby's core care team. Being with your baby and providing as much of your baby's hands-on care as possible is linked to improved neurodevelopmental outcomes. Your healing touch is an important part of your baby's care and wellbeing. We encourage you to stay with your baby as much as you are able while your baby is in the NICU, including overnight. It is also very important that you take good care of yourself during your NICU stay. Part of this is finding a routine that works best for you and your family.

**Express your early milk.**

**Even small amounts of mother's own milk can help your baby fight off infections. Providing your own breast milk for your baby is shown to improve baby's health outcomes. Babies that drink breastmilk often go home sooner.** If you plan to breastfeed your baby, it is important that you begin to hand express your breast milk as soon as possible after giving birth. Your nurse will provide you with a pump and teach you how to express your milk. When you express your milk regularly, you grow a steady supply of your own milk for your baby. If you do not plan to breastfeed, you can give your baby the health benefits of early milk by providing drops of colostrum that all mothers produce following birth. Your doctor and nurse can give you more information.

**Your healing touch.**

While our NICU clinical team provides excellent medical and nursing care and expert support to ensure your baby's comfort, **your baby still needs you.** All babies, especially those who need the specialized medical care provided in the NICU, need the love and caring touch of their families. Research also shows that **talking, singing, reading** to your baby, providing **Kangaroo Care or skin-to-skin** and **breastfeeding** are important ways you can support your baby's health and development. If there are times when you are not able to be with your baby, we encourage you to arrange to have another family member or close friend stay with your baby. **Human contact is a very important part of the healing process, especially for premature and acutely ill babies.** Your baby's health care providers are here to show you all the ways you can be involved in your baby's care; you can care for your baby, even while your baby needs a lot of medical care.

**Voice your questions or concerns.**

**Please ask lots of questions. It is normal to forget the answers, and it is ok to ask again!** Your baby's health care providers are here to answer your questions and help you understand all aspects of your baby's care. You know your baby best; if you have concerns, please let us know.

**Transferring to a NICU Closer to Home and Going Home with Baby**

Our goal is to get you and your baby home as safely and as soon as possible. When babies no longer need higher levels of NICU care, they are often transferred to one of our excellent NICU partner hospitals before being discharged home. Your baby's doctor will meet with you to explain more when your baby is nearing this important milestone.

We hope that your family's stay at BC Women's Hospital NICU is as comfortable as possible. We are here to support you and answer any questions you may have throughout your stay.

Sincerely,



Julie de Salaberry  
Senior Director, Neonatal Program



Dr. Julia Charlton MBBS, FRACP, PhD, Grad Dip Mental Health Sc  
Interim Senior Medical Director, Neonatal Program





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### Partners in Your Baby's Care

As parents, you are a vital part of your baby's core care team. We are here to support you. Talk with your baby's nurse about how you can participate in your baby's care. When you are not in the NICU, please call your baby's nurse at any time, and as often as you need.

When your health care team determines that your baby no longer requires the specialized services of BCW NICU, they will plan with you a transfer to a NICU closer to home. Your team will give you as much notice as possible and, if possible, offer you a choice of hospitals.

**Most babies are not discharged home directly from BC Women's NICU.**

## What you need to know when your baby is in the NICU

You can find detailed information about your baby's stay in the NICU, and the resources and support available to you. Check out **Patient Education > Neonatal ICU** on the television in your baby's room.

### Access cards

Your family will receive two (2) access cards when your baby is admitted. These cards will help you move freely through the NICU. These cards allow access directly to patient rooms.

It is important for the safety and security of all the patients in the NICU that you:

- Do not share your access card with others.
- Let your baby's nurse know **immediately** if your card is lost or stolen.
- **Return your access cards** to your baby's nurse or CNL (Clinical Nurse Leader) before your baby is discharged or transferred to another facility.



Please see the floor map on page 23 for instructions on how to access the NICU from post partum units.

### Finding your way

There are amenities for families, including a pump room, fridges, showers, family lounges, bedding and laundry facilities for your comfort and convenience. Please see the list on page 17 and floor maps on page 23.



Access more resources for parents and caregivers on our website by using the QR code or visiting:

<http://www.bcwomens.ca/our-services/neonatal-care/neonatal-intensive-care#Parent--resources>



## Parenting in the NICU

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As parents in the NICU, you are not alone. We are here to support you. Ask your baby's nurse about daily rounds and the communication tools in your room.

### **Parents are not visitors in NICU.**

You are part of your baby's **core care team**. We encourage you to spend as much time as possible with your baby.

### Your baby's Core Care Team

As parents or caregivers, you are an essential part of your baby's Core Care Team. This team also includes your bedside nurse, neonatologist or pediatrician, and respiratory therapist. We are here to support you. You are encouraged to stay with your baby 24 hours a day. We welcome you to participate in your baby's care and daily rounds.

You have a core care team communication tool on the white board in your room. You can fill in the details each day with the names of your core care team members using the dry erase marker provided or ask your nurse to help. You can assign a family member or close friend to stay with your baby when you are not able to be in the NICU. Parents are good medicine for their baby.



### Daily Rounds

At BC Women's Hospital, collaboration and shared decision making with families is standard care. Each day, the medical team will invite you into discussions about your baby's care during medical rounds and throughout the day. Rounds is where we review your baby's clinical information and make plans for future care. We encourage you to participate daily.

The laminated discussion guide on the white board in your baby's room can help you plan what you will talk about on rounds. Parents ask questions, bring forward concerns and let the team know what they notice about their baby's progress. Parents report on the amount of Kangaroo Care being provided, and preparation and feeding preferences for their baby. You can use the guide to make notes throughout the day.





## Siblings and Visitors

**All visitors and siblings are required to complete a health screening daily.**

### Siblings

- Siblings are encouraged to visit any time. However, siblings can not usually stay overnight in the NICU.
- A Daily Sibling Health Screening form must be filled out before siblings under 12 years old enter the NICU. Please talk to your baby's nurse
- **Other children, such as cousins and friends, must be at least 13 years old to visit.**



### Sibling Support:

- Siblings over three years of age can visit our Sibling Support Centre, see page 20 for more information.
- Sibling support for children under the age of three years old can be provided in the NICU. See Page 20 for more information.



### Visitors

Please plan to meet your visitor outside the unit, review and perform hand hygiene and then bring them to your baby's room.





## Keeping Your Baby Safe

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If you are feeling unwell, please talk with your baby's nurse before coming into the NICU.

### Patient Identification

You and your baby's safety are important to us. We want to make sure we provide the right care to the right patient. We will ask you questions to make sure we have the right patient. Your baby must always wear an identification band. If your baby's band gets lost, please ask your nurse for a new one.

### Medication Safety

It is important to understand what medications your baby needs, and why. It is also important to know about side effects. Please ask questions about your baby's medications.

### Falls

Always stay with your baby during weighing and bathing. When you move away from your baby, raise the crib side rails. If your baby is in an incubator, close the incubator doors. Ask staff for help when you move your baby from their cot, crib, or overhead warmer. Please tell staff if you feel dizzy, light-headed, or sleepy. They will help you put your baby back in their sleep space. Please ask staff about how safe sleep and skin-to-skin practices can prevent falls.

For the safety of your baby and others, balloons, stuffed animals, and fresh flowers are not allowed in the NICU. Please let visitors know that these items cannot enter your baby's room.

### Help Stop the Spread of Infection

Hand washing and use of alcohol-based hand sanitizers helps prevent the spread of infections. You will find sinks and alcohol foam rubs throughout the NICU. All staff, parents and visitors are required to clean their hands frequently.

Please wash or use hand sanitizer on your hands:

- when you enter or leave the NICU
- when you enter or leave your baby's room
- before and after you touch your baby (for example, before and after you feed your baby or after you change their diaper)
- before and after you eat or drink, touch phones, electronics, or your baby's equipment.
- after you sneeze or cough
- after you use the bathroom

**Wash your hands often to reduce your baby's risk of infection.**

Babies in the NICU are at risk for infections.  
Cleaning your hands will reduce your baby's risk of infection.  
Please remove nail polish and take off all rings, watches, and jewelry before cleaning your hands.



## Your baby's room

Please follow any special instructions (called 'additional precautions') on your baby's door. Please remove nail polish, rings, watches, and jewelry before you enter the NICU. This makes it easier to wash your hands well.

### Hand washing is everyone's responsibility.

It is "ok" to ask staff and volunteers if they have washed their hands before they touch your baby. Ensure visitors follow proper hand hygiene habits as well.

### To keep your baby safe from infections

- Small snacks and drinks in covered containers are permitted in your baby's room. Please do not leave open food in the room.
- We encourage you to eat your meals in the family lounge or in the cafeteria. There are food vendors elsewhere on the hospital campus. Please ask your nurse for directions to the hospital cafeteria, Starbucks, or Spirit Bear Cafe.
- Please do not eat in your baby's room during admission, rounds, meetings with members of your baby's care team or during procedures.



### Room Cleanliness

It is important to your baby's safety to keep the room and countertops free of clutter. Clutter can prevent easy access to the clinical care space. Clutter also prevents proper cleaning of the room and can lead to serious infections in newborns.

Please wear shoes in the NICU, other than when you are sleeping or resting in the rest area of your baby's room. Please do not put feet up on the furniture in your baby's room when wearing shoes.

**We will regularly request you to remove or put away belongings to ensure a thorough cleaning of your baby's room.**

### Sink Hygiene

The sink in your baby's room is for HAND WASHING ONLY. Do not wash dishes, food containers, brush your teeth or pour any liquids other than water. Please see the amenities and map on page 15 and 16 to find bathrooms and showers near your baby's room. Do not leave toiletries around the sink in your baby's room.

### Your privacy is our priority.

Please ask for consent from patients, families, and staff before taking any photographs, videos, or audio recordings of others



## Cell phones and personal electronic devices

We strive for a quiet and healing environment in the NICU. Many babies in the NICU are sensitive to light and noise. Please keep any electronics in your baby's room on quiet settings, and limit cell phone use at your baby's bedside.

It is impossible to remove all the germs cell phones carry, even by using a sterile wipe. To help protect your baby from infections, please clean your hands after using your cell phone and before touching your baby. Avoid using your phone when holding or touching your baby.



### Babies and Screens

Babies, particularly those born prematurely, are sensitive to light and sound. Canadian Pediatric Guidelines recommend no TV or screen time for children under the age of 2 years.

## The television and remote in your baby's room

If you use the television in your baby's room, please keep the volume low or use the pillow speaker provided.

The pillow speaker remote also includes a "nurse call" button. Please ask your nurse how to use the speaker remote. Please do not use the "water," "pain" and "toilet" buttons to call your baby's nurse, unless you are in the Rabbit Pod, and you need help.

Please turn the TV off whenever you leave your baby's room.

### Closed Captioning

Use the television with closed captioning, turn the power on from the remote, select "LIVE TV," press the "OPT" button on the remote, then select "CLOSED CAPTIONS" then "ON" on the screen.

We recommend that you limit television whenever:

- Your baby is awake,
- You are holding your baby, or
- Your baby's incubator is uncovered.

If you choose to use the television while holding your baby, please ensure that they are facing towards you, the volume is low and away from TV.



We may ask you to turn the television off while health care providers are working with you or your baby, during procedures, rounds or meetings.



### **Your baby's room is also your room.**

Please store personal belongings in the cupboard and locking drawers.  
You may keep food and drinks in the small fridge beside the couch.  
Ask your baby's nurse how to control the lights, use the locks on the drawers, and where to find bedding for the pull-out couch.

### **Talk to your baby...often!**

It is IMPORTANT that you talk to your baby no matter how small or how sick from admission to discharge. We encourage you to read, sing and talk to your baby when they are awake and while you hold them. Talking to your baby helps console and comfort them in the stressful NICU environment, helps them know they are not alone and is critical to your baby's early and ongoing language development. Learn more in our Baby Talk class.





## Your healing touch

You and your baby will benefit from staying close to each other for extended periods of time as soon as possible after birth. Human contact is an essential part of healing, especially for premature and acutely ill babies. You can care for your baby through early and extended Kangaroo Care (skin to skin), facilitated tucking (hand hugging) or hand holding. Your healing touch is an important way you help soothe and calm your baby during nursing care and procedures like blood tests. If your baby was born preterm, they are processing a lot of sensory input during their stay in NICU. It may be instinctual to rock or stroke your baby, but this can overwhelm them. You can comfort your baby, and minimize their pain, with a constant and gentle hold.



- **Kangaroo Care** – is the skin-to-skin holding of your baby (wearing only a diaper) against your bare chest, secured with a wrap. Holding your baby in Kangaroo Care is one of the best things you can do to help your baby in the NICU. Your baby can feel your touch, smell you and hear your heartbeat. This will help your baby feel similar as to when they were in the womb. Provide extended periods of kangaroo care as much as possible.
- **Facilitated Tucking (hand hugging)** – is something you can do in preparation for Kangaroo Care or when Kangaroo Care is not possible. To do this, gently hold your baby's arms and legs folded in near their chest and stomach. The gentle pressure and boundary of your hand hug feels like the womb.
- **Hand Holding** - At times, you may only be able to hold your baby's hand or tuck your baby's arms or legs. Every moment of parental touch combined with your soothing words will help your baby.



To learn more about the importance of healing touch and Kangaroo Care for both you and your baby use the QR code or visit:

<http://www.perinatalservicesbc.ca/health-info/newborn-care>



## Learning to breastfeed

The journey to breastfeeding your baby begins the day your baby is born. Every drop counts...even your first drops of milk are very important. Your early milk, called colostrum, provides your baby with valuable immune protection and nutrients.

The first step to breastfeeding is building your milk supply.

- Starting at birth, you can provide Oral Immune Therapy (OIT) a small amount of your breast milk that helps protect your baby's gut supports your baby's immune system in the NICU. OIT can act like medicine for babies that cannot yet breastfeed.
- Hand expression is when you use your hands to remove your milk from your breasts. Early initiation of milk expression helps with later milk supply. Hand expression is a useful skill to learn for any nursing person. You can hand express to stimulate milk production, relieve breast fullness, and feed your baby with expressed milk.
- "Hands on" Pumping means using your hands to massage your breasts while using an electric breast pump, followed by hand expression. This increases your milk supply. It can also help you to produce milk that has more calories and fat.



### Getting started

Ask your baby's nurse how you can start hand expressing your milk after giving birth. You can start hand expressing within the first 6 hours and, ideally, within the first hour, if possible. You can add an electric pump at 24 hours.

Pumping at your baby's bedside can help you make milk. You have your own pump in your baby's room. There is also a NICU pump room in the Dragonfly pod on the second floor (Please see the map on Page 23).

For most effective milk production, pump at least 8-10 times within 24 hours.

You have a pump kit in your room. Staff will deliver new pump parts to your room every evening. Please follow the instructions in your pump kit. These instructions explain how to clean the pump after each use through the day. Your nurse can answer questions about setting up and cleaning your pump and labeling your milk.

**Learn more about pumping and breastfeeding your baby while in the NICU.**

On the navigation screen of the TV in your room, select [Patient education > Neonatal ICU > Feeding](#).

The stainless-steel fridge in your baby's room is for storing your milk for the Milk Handling Room to pick up each day. Milk will be picked up from your baby's room between 8:30-9:30am and feeds will be delivered around 4:00pm daily.

- Please place milk you have expressed in the "Milk Pick Up" bin in the milk fridge in your room and tell your baby's nurse that you have placed milk in the fridge.
- The milk handling room can store up to fifty bottles of expressed milk for your baby. They will prepare and deliver your baby's feeds until you baby can breastfeed.
- If you have extra milk, please speak with a Lactation Consultant. They can teach you how to handle and store your milk safely.



## NICU parent classes and social events

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We offer drop-in classes where you can learn how you can care for your baby in the NICU. We also host events where you can meet other NICU parents.

You will find these classes and events on the calendar in your baby's room. If you have not received a calendar, ask your nurse to request one from a Family Engagement Advisor.

**12:30 PM on the second and fourth Monday of every month** 🧶🧶

### Beading Circle

Explore the act of beading, an art deeply rooted in Indigenous cultures in a fun, social environment with other NICU families. All tools and supplies provided or bring your own creations to share. Meet in the second-floor family lounge (T2-220).

**12:30 PM Every Tuesday** 🧠🧠

### Q&A: Infant Development

Bring your questions to a casual and informative drop-in class about your baby's development, preparing for transfer or home. A terrific way to meet other parents too! Facilitated by one of our Occupational Therapists or Physiotherapists in the second-floor family lounge (T2-220).

**2:00 PM Every Wednesday** 🧠🧠

### Family Coffee

Every Wednesday at 2:00 in the main Family Lounge (T2-220). Come out and meet other NICU families or grab a coffee and go. Coffee, tea, and snacks provided.

**12:30 PM on the first and third Thursday of every month** 🎵📖

### Baby Talk

A fun and interactive session that will talk about the value of reading and singing to your baby to promote early learning and language development. This fun, casual drop-in class is taught by a librarian from either the Vancouver Public Library or our Family Resource Library.

Meet in the second-floor family lounge (T2-220).

**12:30 PM Every Friday** 🍴🍴

### Family Lunch

Every Friday at 12:30 pm in the second-floor Family Lounge (T2-220). Choose from a variety of sandwiches, with gluten free and vegetarian options. You can take it to go if you need to.





## Resources and Support

### Beyond the Core Care Team

In addition to the core care team, there are a number of other resources available to support your family through this journey.

Your baby's nurse can connect you with any members of the NICU team for specific support or you can contact these supports yourself.

Resource	Contact
<b>Social Work</b>	Ask your baby's nurse
<b>Lactation Consultants</b>	(604) 875-2282
<b>NICU Psychologist</b>	Ask your baby's physician
<b>Family Engagement Advisor</b>	(604) 875-2000 ext. 1011
<b>Advisor, Indigenous Family Engagement</b>	(604) 875-2000 ext. 4369
<b>Indigenous Health</b>	(604) 875-2348
cultural support & patient assistance	Toll free: 1-888-300-3088 x 2348
<b>Spiritual Care</b>	Ask your baby's nurse
<b>Clinical Ethics</b>	(604) 875-3182
<b>Developmental Care Specialist</b>	(604) 875-2000 ext. 7032

### Communication is Important

If you have any questions or concerns about your baby's care, please ask your baby's nurse or doctor. If you feel that your concern has not been resolved, you can speak directly with the following NICU team members:

Contact	Name	Email	Phone Number
<b>Clinical Nurse Leader (CNL)</b>	Will vary day to day		(604) 875-2136 and ask for a CNL
<b>Program Managers (PM)</b>	Cecilia Chow Ashley Robinson	<a href="mailto:Cecilia.Chow@cw.bc.ca">Cecilia.Chow@cw.bc.ca</a> <a href="mailto:Ashley.Robinson@cw.bc.ca">Ashley.Robinson@cw.bc.ca</a>	(604) 875-2595 (604) 875-2000 ext. 8158
<b>Executive Director, Neonatal Program</b>	Julie de Salaberry	<a href="mailto:JDSalaberry@cw.bc.ca">JDSalaberry@cw.bc.ca</a>	(604) 875-2768
<b>Patient Care Quality Office (PCQO)*</b>		<a href="mailto:pcqo@phsa.ca">pcqo@phsa.ca</a>	1-888-875-3256

\*The PCQO is also here to accept your feedback, provide an opportunity to resolve those concerns, and identify areas for quality improvement if you do not feel comfortable speaking to a member of our NICU team.

We also accept your compliments, and it is our pleasure to pass on those comments to the programs and ensure staff are recognized for exceptional care.



## NICU amenities

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All NICU families are welcome to use the family washrooms, showers and lounges in the Ladybug, Dragonfly, Hummingbird, Hedgehog and Bumblebee pods.

### 2nd Floor:



#### Family Lounge

open to NICU families

- Kitchen area
  - Meal tray return cart
  - Water and ice machine
  - Refrigerator, toaster, microwave, coffee, and tea
- Play space
- Child and adult seating areas with televisions
- Clothing washer and dryer
- Washroom



#### Rabbit Pod - Mother Baby Care

- Refreshment station
  - Meal tray return cart
  - Water and ice machine
  - Refrigerator, toaster, microwave, coffee, and tea
- Two washrooms for families, one with a shower



#### Ladybug Pod - Complex Care

- Washroom for families



#### Dragonfly Pod

- Two Washrooms, one with a shower
- Family bedroom
- Pump room (for all parents of NICU babies)
- Family meeting room, in the back corridor



#### Hummingbird Pod

- Two washrooms for families
- Family space with
  - Clothing washer and dryer

### 3rd Floor:



#### Bumblebee Pod

- Two washrooms for families
- Family lounge with seating area and a television
  - Meal tray return cart
  - Water and ice machine
  - refrigerator, toaster, microwave, coffee, and tea



#### Hedgehog Pod

- One washroom for families with a shower
- Family meeting or sitting room



## Campus Amenities and Parking

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### Parking at the hospital

You are eligible for free parking at BC Women's Hospital because your baby requires care in the NICU. Parents and/or designated caregivers are encouraged to be with their baby as much as possible, including overnight.

A form to register for your parking exemption was included in your admission package. Please fill it in and return it to your baby's nurse as soon as you are able.

**Please note that parking rules still apply.**

Please do not park in Reserved, Valet or stalls that indicate a time limit as these stalls are not exempted.

### Family Volunteers

Helping you spend time with your baby in the NICU.

You are the most important person in your baby's care. Our volunteers can help you spend as much time as possible with your baby.

NICU Family Volunteers welcome and support parents, families, and visitors in the NICU. Volunteers may also comfort and interact with select babies. Volunteers interact with babies in a developmentally appropriate way.



**Wayfinding** - Finding your way around the NICU can be confusing. Our family volunteers can help you get where you need to go.

**Refreshments and companionship** - Our volunteers can bring you a cup of tea or sit and chat while you are with your baby. Ask your nurse to page a volunteer.

**Reading, cuddling, and hand hugging** - If you need to be away from your baby, a volunteer can keep your baby company. Volunteers can read softly to your baby, cuddle them or hand hug them as appropriate. Please tell your nurse if you are interested.



## Sibling Support Centre

The centre provides safe, short-term sibling support (up to two hours in the Centre) with play in a creative setting for siblings who are on campus while their sibling is in care or receiving care.

### Sibling Support Centre - Centre Visit

As a non-licensed, volunteer-supported environment, the centre will support children or youth that are ages three and older. One volunteer will play with up to four children at a time. All children visiting the centre must be toilet-trained and able to feed themselves. The centre has age-appropriate learning activities such as arts and crafts, board games, movies, video games and quiet spaces to read or rest.



The centre will also provide a single-serve nutritional snack, for children who may wish to have a healthy snack break during their stay.

Our volunteers will work to help reduce the fear and anxiety siblings may have about their brother or sister's hospital stay and alleviate wait-time stress on families or siblings.

### Centre's open hours

The centre's pilot hours are Monday to Friday excluding statutory holidays, from 8:45 a.m. to 3:15 p.m.

The centre's scheduled available times are:

- 8:45 a.m. to 10:45 a.m.
- 11 a.m. to 1:00 p.m.
- 1:15 p.m. – 3:15 p.m.

### Under Three – Sibling Support Service - Volunteer Visit

The Under Three Sibling Support Service, is a volunteer-led service for siblings of patients staying in the hospital or visiting clinics. It is designed for short-term visits (choice of a block of 3 hours or under) and meets the needs of children under three years of age. One volunteer will play with one sibling during a booking time.

Research has shown that fear and anxiety are reduced in siblings of sick children through distraction/play/activities and entertainment, as well as allowing the parents/care providers time to focus on the child in care without worry.

Ask your baby's bedside nurse to book support for your sibling that is under three years old.

### Under Three operating hours

The Under Three Sibling Support hours are Monday – Friday from 9:00 AM to 7:00 PM, excluding statutory holidays and dependent on volunteer availability and staff point-person availability.



To learn more about sibling supports use the QR code or visit:

## Family Library



The Family Library empowers patients, families, and community members with health information. People in BC and the Yukon can borrow from our collection for free.

We connect patients, their children and families, supporters, and members of the public with health resources, free of charge. Our collection includes print books, eBooks, CDs and DVDs, games, and teaching tools.

If you live within BC or the Yukon, you are welcome to:

- Borrow items from our collection, and
- Contact us for help finding health information.

You are welcome to check out items in person. Or you can request them through our catalogue, by email, or by phone, and we will mail them to you.

Visit us in-person to:

- Use our computers, internet, fax, and printer, and
- Borrow from our fun reads collection (children's and teen books only)



**To learn more about the Family Library use the QR code or visit:**

<http://www.bcwomens.ca/our-services/support-services/family-library>

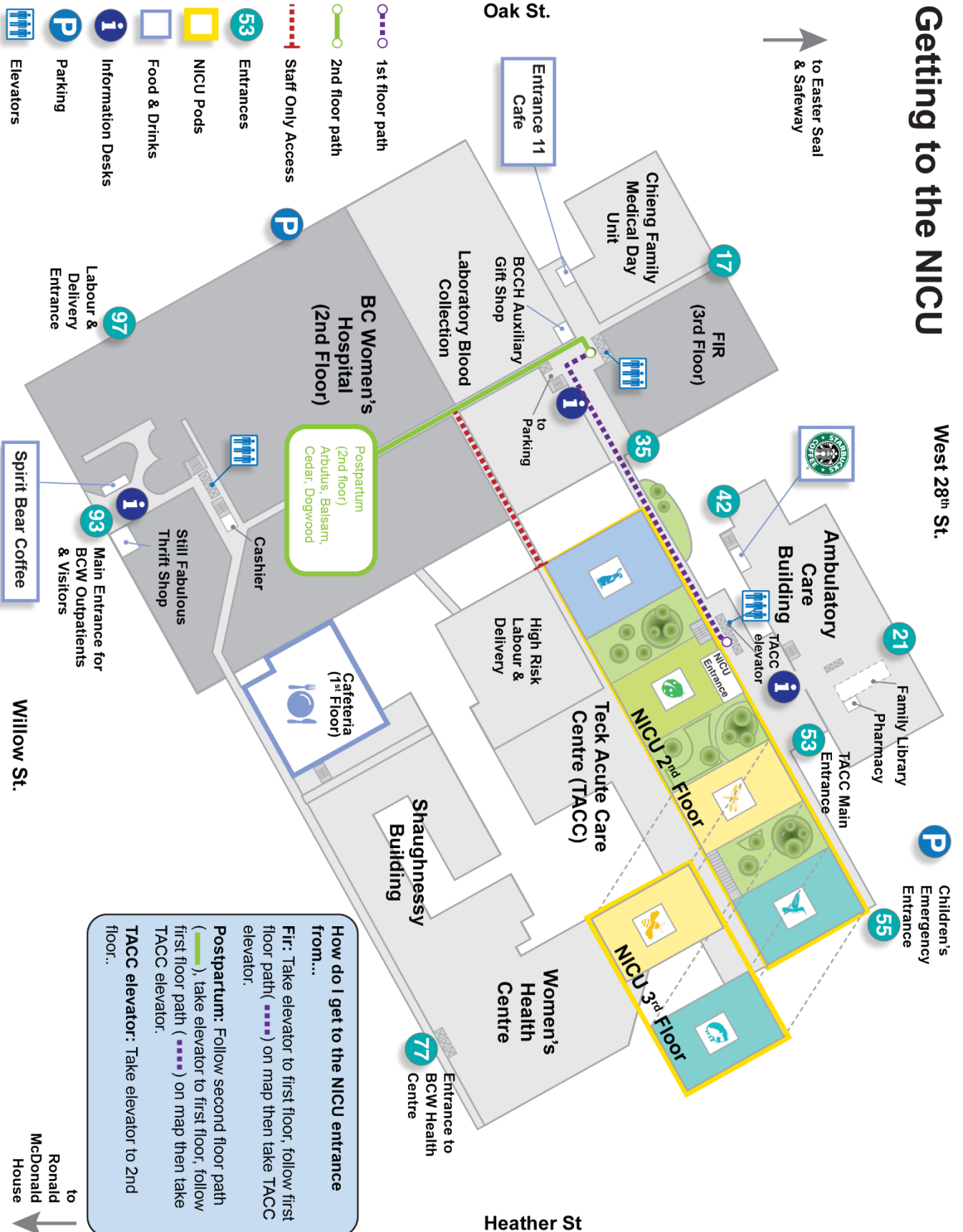




# BC Women's & BC Children's Hospitals Campus Map

## Getting to the NICU

West 28<sup>th</sup> St.









## Family Experience Survey

Dear NICU Families, we hope to stay in touch,

BC Women's Hospital, Neonatal Program would like to invite you to complete our Neonatal Family Experience Survey. We are requesting permission to use the email you list below to send you a link to our survey. Your personal information is collected in accordance with section 26(e) of the Freedom of Information and Protection of Privacy Act, solely for the purpose of sending you a survey link. We will not use your email address for any other purpose.

If you choose not to provide your email and/or complete our survey it would not impact any future service, you may receive from the program and/or the hospital.

The Neonatal Program values your opinion and thank you for your assistance in our efforts in improving our program. If you require any further information about this survey, please contact the Program Manager at [\\_CW\\_NICU\\_PM@phsa.ca](mailto:_CW_NICU_PM@phsa.ca).

Baby name(s):

(Please print)

First name(s)	Last name
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Baby date of birth:



Parent / caregiver:

Email address (Please print)	Signature:	Date:
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Parent / caregiver:

Email address (Please print)	Signature:	Date:
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The Neonatal Program does like to stay in contact with NICU families to send notification of NICU Family Events. Please let us know if you would like to be contacted via email for these purposes.

- ☐ **I would like to receive information or an invitation to upcoming NICU Family Events and/or Parent Volunteer opportunities via the email address provided above.**

Instructions to Nursing Staff/CNL/NUC/Family Engagement Advisors: Please place completed forms in white basket labelled "Completed Family Forms" located in each pod team care station.

June 10, 2021

