



Cuddler Program

We have trained volunteers available to cuddle and comfort your baby if needed when you are unable to be with them in the NICU. If this is something you are interested in please let your nurse know.

Parking

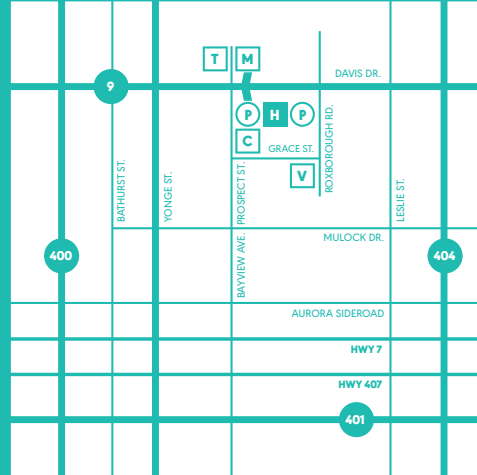
Parking passes are available for weekly and monthly rates. Please check the prices with the Parking Office, which is located on Level 1, near Tim Horton's.

Courtesy Room

For mothers whose babies remain in the NICU, we offer the option of a courtesy room so you may stay and sleep at the hospital. The room is a 2-bed room with a washroom, mini fridge, television and telephone. The room will be given based on the care of the babies in the NICU.

We kindly ask those who use the room to keep your area tidy, and be conscious of the noise level. Please do not share the key code required to enter the courtesy room with anyone else.

How To Find Us



- V** Southlake Village, 640 Grace Street
- M** Medical Arts Building, 581 Davis Drive
- H** Southlake Health
Bridge over Davis Drive – accessible from P3 of the Parking Garage and Level 3 of the Medical Arts Building.
- G** Stronach Regional Cancer Centre
- T** The Tannery Mall, 465 Davis Drive
- P** Parking

For more information, please contact:

**Neonatal Intensive Care Unit
Southlake Health**

Tel: 905-895-4521 ext. 2250
Fax: 905-952-2813
TTY: 905-952-3062

596 Davis Drive
Newmarket, ON L3Y 2P9

southlake.ca

Neonatal Intensive Care Unit



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NEONATAL INTENSIVE CARE UNIT

Southlake's Neonatal Intensive Care Unit (NICU) functions as a Level 2 Nursery. We stabilize and care for high-risk babies and transfer those requiring a higher level of care to a tertiary centre, such as The Hospital for Sick Children.

Although most of the babies in our NICU are born at Southlake, we accept transfers from other hospitals.

Hand Hygiene

In order to provide a safe environment for your baby, we require that every staff member, physician, parent and visitor practice frequent hand hygiene when in the NICU. This may include washing hands at a sink or using alcohol based rub provided throughout the unit. From time to time, we may remind you to wash your hands. Please feel free to remind staff, physicians and visitors to also wash their hands.

Confidentiality

Your baby's privacy is important to us. We ask that while you are in the NICU, you visit only your baby. Due to confidentiality, information cannot be shared with you regarding other babies in the NICU.

In certain situations, you may be asked to leave the NICU in order to maintain confidentiality. This includes during shift change, and may include the time of admission and stabilization of sick babies.

Visiting Policy

We recognize that having your baby in the NICU is stressful. To ensure the safety of our babies, our visiting policy is limited to a maximum of 2 visitors, one of whom must be a parent, at any one time. Parents are allowed in the NICU at any time to allow active involvement and participation, when conditions allow in the care of their babies. Bedside reporting takes place at shift change and all parents are welcome to attend. No one under the age of 18 will be allowed to enter the NICU.

Please wash your hands with soap and water upon entering and exiting the NICU. Please do not visit if you feel sick, unwell or have the following symptoms: cough, fever, runny nose, sore throat or diarrhea.

Parents are Important

We encourage parents to be involved in their baby's care during their stay in the NICU. This includes diaper changes, bathing and feeding.

The importance of skin to skin or kangaroo care is well documented to support the well-being of your baby. We encourage caregivers to do this if your baby's condition allows it.

Please provide diapers and wipes for your baby. You are also welcome to provide sleepers, receiving blankets and other items to personalize your baby's space. To maximize privacy, we ask that parents remain in their baby's bed-space during visits.

Breastfeeding

We will always support your plan to breastfeed your baby. At times, breastfeeding may need to be delayed due to your baby's prematurity or medical condition. In these situations your nurse will discuss other options with you. Please discuss with your nurse about pumping, collection and storage of your milk, and safe milk handling practices for you and your baby.

Breast pump rentals and purchases are also available. Please speak with your baby's nurse.

Rounds

Every day, the healthcare team meets to discuss the plan of care for your baby. The paediatrician will also visit daily. The visits will usually occur prior to 1:00 p.m., but may vary throughout the day, depending on their other clinical duties.

Please write down any questions or concerns that you have, so that you are prepared to discuss them with the healthcare team. We encourage you to talk directly to your nurse and doctor.