Welcome to the Neonatal Intensive Care Unit (NICU)

A Guide for Parents and Caregivers
About Us
We are a ten (10) bed unit that offers care to:

- infants born prematurely at twenty-nine (29) weeks and up
- infants that are sick when born and up to one (1) year of age

Where We Are Located
We are located on the 3rd Floor of the Center Tower of the hospital.

If using the South entrance elevators, turn left off of the elevator and proceed down a long hallway. We are halfway down the hallway on the right hand side.

If using the Center Tower elevators, turn right off of the elevator, then turn left and proceed down a long hallway. We are halfway down the hallway on the left hand side.

What if you do not speak English or French?
If there is a language barrier, we can arrange for translation services in many different languages. Please let us know how we can help, and we will make the necessary arrangements.

Gift Shop
Gift items, personal hygiene products and snack foods can be purchased in the gift shop, located in the Main Lobby on the 2nd Floor.

Hours of operation:
- Monday to Friday, 9:00am - 7:00pm
- Saturday and Sunday, 10:00am - 7:00pm
Parking
Parking is available:

- At the main entrance ($1.00/hour parking meters)
- Main parking lot on the South side of the building ($6.00/day)

If your baby will be at HSN for a longer period of time, parking passes can be purchased from the Finance Department located on the 1st Floor of the South Tower:

- $80.00/month
- $30.00/week

Parking tokens are also available in the gift shop:

- $6.00/token
- 10 tokens for $50.00

Chapel
The chapel is located on the 1st Floor of the North Tower and is open 24 hours a day.

Mshkikii-Gamig/Medicine Lodge
The Medicine Lodge is located in the Main Lobby just past Tim Hortons and is open 24 hours a day.

Volunteer Services
If you require extra assistance, please contact Volunteer Services at extension 3868. Their main desk is located in the Main Lobby next to the security desk.
Food Services

Tim Hortons
- Located in the Main Lobby
- Hours are subject to change

Rock Garden Café
- Offers hot and cold meals
- Located on the 2nd Floor of the South Tower
- Hours of operation:
  - Monday to Friday, 7:00am – 6:00pm
  - Weekends and Holidays, 10:00am – 2:00pm

Change and Vending Machines
- Available 24 hours a day
- Located on the 2nd Floor of the South Tower, outside the Rock Garden Café

Smoking
Smoking is not permitted anywhere on hospital grounds. Our policy states: “As a health care facility, Health Sciences North (HSN) has an important role to play in promoting health and wellness in our community. We value a healthy and safe environment for our patients, visitors and all who work at HSN and we thank you for your cooperation in maintaining a healthy environment for everyone.”

Washrooms
A washroom can be found at the back of the NICU. Please ask a nurse if you are unsure of its location.
Visiting Hours

- Parents and guardians are welcome 24 hours a day.
- Primary support members are welcome to visit at any time, but must be accompanied by a parent/guardian of the patient.
- Visitors of the patient and family may visit between the hours of 9:00 a.m. and 9:00 p.m. but must be accompanied by a parent/guardian/grandparent.
- Only two (2) visitors (including a parent or guardian) are allowed at the bedside at one time. The length of stay for the visit is limited to thirty (30) minutes.

Visitors are not allowed if they have any of the following symptoms:

- A rash, itchy skin, or an infection on the skin or hands
- Recent exposure to someone with chicken pox, measles or the flu
- A cold or runny nose
- A cold sore, or onset of a cold sore
- Diarrhea
- Vomiting
- Fever

Telephones

There is a phone at each bedside for you to use free of charge for local calls. You must dial 9 to access an outside line. If you need to make a long distance call, please dial 0 to speak to a switchboard operator.

Accommodations for Out-of-Town Visitors

Your nurse can provide you with a list of reasonably-priced overnight accommodations close to HSN.

Note: You may be required to provide proof of family hospitalization or ask for the “medical rate” when booking your accommodations.
Safety and Security
The NICU is a locked unit with a “buzzer” system for entry. Guests will be asked to identify themselves and who they will be visiting prior to entering the unit.

All babies will wear a security bracelet ("HUGS" tag) around their ankle. These bracelets will trigger an alarm and lock the unit doors if a baby comes close to the exits (where you see yellow caution tape on the floor), or if the strap or tag is tampered with in any way. Please do not adjust or try to remove the bracelet without first speaking to the nurse caring for your baby.

Your baby will also be wearing an armband on one wrist or ankle. Please make sure that your baby’s armband has the correct name and information. Please also feel comfortable to alert staff if you see them starting a procedure or giving medication without first checking your baby’s armband, or if the armband has been removed.
Who Will Take Care of Your Baby

Physicians
Doctors, residents and medical students rotate on a weekly basis. Depending on how long your baby is here, you may meet a few teams during your stay.

Nurses
Registered nurses and nursing students are an excellent resource if you have any questions.

Pharmacists
On-site pharmacists help the team make the best decisions for your baby’s medication, from dosing to drug interaction.

Therapists
A variety of therapists, including respiratory therapists, physiotherapists, occupational therapists, and speech language pathologists, may be involved in your baby’s care.

Dietitians
Dietitians will work with staff to plan meals for your baby’s hospital stay, if needed. They can help you with special dietary needs relating to your baby’s treatment, religious beliefs, allergies, and personal preferences.

Social Workers
Social workers can help you and your baby cope with being in the hospital. You can request a social worker through your nurse or doctor.

Other Team Members
Your health care team may also include milk preparation staff and spiritual care resources.
How We Will Care For You
Parents and caregivers are important members of the care team. We offer a Sleep Room should you need to lie down or decide to spend the night. Please see the Ward Clerk in the Birthing Centre for access to this room. If your baby is stable and close to being discharged home, you and your baby can spend the night in our Care By Parent Room. Our nurses will be just outside the door should you run into any trouble or have any questions.

Being Involved in Your Baby’s Care
We encourage you to take part in the daily bedside rounds with your baby’s medical team. These rounds are a great opportunity to ask questions, make suggestions and ensure that you are involved in the plan of care for your baby.

If you are unable to stay with your baby, we welcome you to call the unit at any time during the day or night. Please ask to speak to the nurse who is caring for your baby by providing your baby’s first and last name. (705-523-7100 ext. 4724)

To protect your baby’s privacy and confidentiality, we will only give information to parents or legal guardians. Staff will not offer any information to extended family or any friends of the family.

Communicating Your Concerns
Please speak with your baby’s nurse regarding any comments/concerns you may have during your baby’s stay. If your baby’s nurse is unable to address your concerns, please speak to the Charge Nurse or the Clinical Manager of the NICU at extension 1553.

Please complete the Patient Satisfaction Survey prior to your departure. You can deposit your confidential survey in the white locked box on the left hand side of the hallway on your way out of the unit. Your feedback is always appreciated!
Breastfeeding/Expressing

Breastfeeding is an important way to help your baby grow strong. If you are experiencing difficulties with breastfeeding, our nurses will offer support and can put you in contact with a Lactation Consultant.

Breast pumps are available throughout the unit and breast pump kits can be purchased from the Birthing Centre.

If expressing/pumping at the hospital:
- Containers and labels for your breast milk are provided
- Label the containers with the date and time of expression and bring it to the nursing desk for storage instructions

If expressing/pumping at home:
- Freeze the milk immediately and bring it to the hospital frozen

Going Home

Most patients have their release signed the morning or afternoon that they are discharged from HSN. Before you leave, you and your baby’s nurse will discuss medications, follow-up appointments, and care to be given at home. If you have any questions or concerns, please ask your nurse at this time.

Your nurse will review your baby’s detailed discharge checklist and ask you to sign it prior to discharging your baby. This checklist ensures consistent care throughout your baby’s stay and helps the discharge process run smoothly and quickly.