

Your Health Care – Be Involved

Your safety is our concern. In order to have the best health care become an active member of your health care team.

Here are some ways to Be Involved:

- Ask questions and talk about your concerns
- Know the medications you and your baby take
- Carry a current list of medications
- Carry a list of medical conditions, allergies, past problems and surgeries
- Make sure you know what to do when you leave the hospital, clinic, program or doctor's office

When you are involved, you can make better decisions about your treatment plan. For more information there is a booklet called "Your Health Care – Be Involved" published by the Ontario Hospital Association. You can download this book in many languages from www.oha.com

St. Joseph's
Healthcare  Hamilton

St. Joseph's
Healthcare  Hamilton

Welcome to the Maternal Newborn Unit



Providing Patient and Family Centred Care

Visiting Hours: 2:00 p.m. to 8:00 p.m. daily

Discharge Time: 11:00 a.m.

Bishop Dowling Wing – Level 3

St. Joseph's Hospital

Hamilton, Ontario

Telephone: 905-522-1155 ext. 33314

www.stjoes.ca

At Home

There are 4 very important jobs you must do when you are home.



This is all done electronically by computer and is called e-Registration. Go to:
<https://www.orgforms.gov.on.ca/IBR/start.do>

When you go to this site, follow the instructions to:

1. Complete baby's birth registration form
2. Apply for baby's birth certificate
3. Apply for Canada Child Benefits
4. Apply for baby's Social Insurance Number (SIN)

You may need some help doing this. Ask a member of your family or friend that likes using a computer if you would like help.

Fragrance Free

Many patients, staff and visitors are allergic to scented products. For everyone's safety, please do not use any scented products such as perfume, and cologne



Compliments and Complaints

At St. Joseph's Healthcare Hamilton we expect everyone will treat each other with dignity and respect at all times. We invite you to contact our Patient Relations Department at 905-522-1155 ext. 36838 when you have comments, compliments or complaints about the care you or your baby had here.



When you call with a compliment, we will pass this message on.

When you call with a complaint, we will work with you and your health care team to try and resolve the problem using respect, compassion, confidentiality and fairness for all involved. If no one is available when you call, please leave a message.

Your Comments are Welcome

We would like to know what we are doing well and where we can improve. You may get a form to complete before you go home. Please leave it at the nursing station or mail it back to us. If you do not get a form, ask your nurse or the unit clerk for one if you wish.

Food and Drinks

The cafeteria, on Level 2, offers a variety of snacks, meals and food. There is a coffee and snack shop on Level 1 by the main entrance and Level 1 of the Fontbonne Building. There are also vending machines around the buildings.



Chapel

The chapel is located near the main entrance. It is a quiet, peaceful place where everyone is welcome. Daily mass and special services are posted on the chapel door.



Smoking

There is no smoking at St. Joseph's Healthcare Hamilton. This means there is no smoking anywhere on the property inside or outside.



If you would like help to quit smoking talk to member of your health care team. We can help.

Gift Shop and Store

These are located near the main entrance. You can get cards, flowers, gifts, magazines, books, snacks, and much more here.

Inside this book...

Welcome	1
Baby Friendly™	1
Baby Safety	2
Around the Unit	3
Our Health Care Team	7
Confidentiality and Privacy	9
Visiting and Infection Control	11
Getting Ready for Home	15
Around St. Joseph's Hospital	18
Comments and Compliments	20
Your Comments are Welcome	20
Your Health Care - Be Involved	Back Cover

Welcome

Welcome to the Maternal Newborn Unit. We are part of the Newborn Family Centre at St. Joseph's Healthcare Hamilton.

This book will help you and your family learn more about the unit and St. Joseph's and what to expect when you are here.

About our Baby Friendly™ Unit

There are 36 beds on the unit. You will stay on this unit if you are waiting to have your baby but need to be in the hospital for medical reasons. After you deliver your baby, you will stay on this unit with your baby.

St. Joseph's is Baby Friendly™. This means that we support and promote breastfeeding as the best way to feed your baby. We also support mothers that decide to not breastfeed after learning about the benefits.



A Lactation Consultant who is a person trained in breastfeeding works 7 days a week from 7:00 am to 7:00 pm. All of the nurses on the unit have also taken breastfeeding courses as part of being Baby Friendly™. You can have help with breastfeeding any time of day.

Around St. Joseph's Hospital

Pharmacy

The Pharmacy in the main lobby can meet all of your medication and health care product needs. It offers professional advice, education and fast and friendly service. The pharmacy accepts all drug plans. Any patient or visitor may use the pharmacy.



Parking

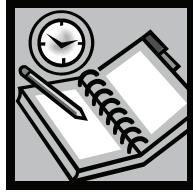
Follow the signs for parking. Visitor parking is off James Street South beside the Fontbonne Building. You can call the Parking Office at 905-522-1155 ext. 32750 to get a reduced rate to come and go all day, or a reduced rate 2 week pass or monthly pass. The parking lot off Charlton Avenue is premium parking. No in and out privileges, coupons, passes or validations are accepted here and it is more expensive to park here.

There are also local parking lots in the area if you do not mind walking.



Your nurse will also:

- Remind you about your follow-up appointments with your family doctor, midwife or pediatrician for you and your baby.
- Give you a discharge package to take home. This contains a child tax form, a birth certificate form, an information pamphlet on car seats, your baby's first health record and information from the Public Health and Social Services Department about the Healthy Babies, Healthy Children Program which helps families connect with community supports and services.



Discharge Time

Please arrange to leave by 11:00 a.m. If you need a wheelchair your support person can get one at any entrance. You should check at the Nursing Station before you leave.

If you are not able to leave by 11:00 a.m., you may have to wait in the patient lounge so the bed can be prepared for the next patient.

Your Baby's Safety

Your baby's safety is important to us. Each new mother, father or partner and baby will be given an identification band. The nurses will check your baby's band with your band any time you and your baby have been separated.

Never leave your baby alone.

If you need to go off the unit for a test, for example, you can leave your baby with a spouse, partner or support person if he or she is wearing a band. In this way your baby will remain safe. If there is no one to leave your baby with, talk to your nurse to arrange care for your baby.



Only a baby's mother or support person wearing a band will be allowed to take the baby out of the nursing station.

During your stay, your baby is not allowed off the unit.

Around the Unit

Rooms

The unit has rooms that hold 4 women (ward), 2 women (semi private) and 1 woman (private room). You will be in a room that is covered by your health plan.

If you want to upgrade to a private room or stay in the Celebration of Life room, you can speak to the unit clerk. The unit clerk will help you fill out the forms and help you arrange payment.

Celebration of Life Room

The Celebration of Life room is a special room that provides luxury private accommodations for a new mother, her partner and baby.



Ask the Unit Clerk about this room if you are interested. There is an extra charge for this room that you pay. Fees from this room are used by the St. Joseph's Healthcare Foundation to support patient care projects in the Maternal Newborn Child Program at St. Joseph's Healthcare Hamilton.

Breastfeeding and Newborn Assessment Clinic (BANA)

If you need continued breastfeeding support, your nurse will make an appointment at this clinic for you. When you are home you can call the BANA Clinic to make an appointment if needed.



All babies must be seen 24 to 48 hours after going home. You need to make a follow-up appointment with your family doctor, midwife or pediatrician to have your baby checked after going home. Call to make your baby's appointment before you leave the hospital.

As a new mother, you should also have a 6-week follow-up appointment with your health care provider for your own check up.

Discharge Home

When you are ready to go home, your nurse will:

- Check your identification band with your baby's band.
- Check your baby after you have placed the baby in the car seat.
- Check your health care form and give it to the unit clerk.



Here is an example of an Isolation Sign:

Contact Isolation is the most common isolation. When you and your baby are in Contact Isolation before entering the room everyone needs to:



When leaving your room, everyone needs to take off the gowns and gloves then wash hands well.

Getting Ready for Home

Time in Hospital

- If you had a vaginal birth you should expect to stay in hospital about 1 or 2 days.
- If you have a cesarean birth you may be in the hospital about 3 days.

Car Seat

Before going home you must bring a safe car seat to the hospital with the instruction manual. The base of the car seat should already be installed in your vehicle according to the manual.



Call Bells

Each bed and bathroom has a call bell. If you need help, press the red button. The unit clerk at the Nurses' Station can talk to you through your room speaker. If you do not need help right away, tell the person on the speaker. The nurse will come to help you when available. This should be within 10 minutes. If not, please call again as the Nurse may be looking after other patients when you call.

If you need help right away, please tell the person on the speaker who answered your call. Urgent calls are answered first. Your nurses will check you throughout the shift as well.

Telephones

Telephones are hooked up each day in the afternoon. You can arrange to have a telephone by paying a service charge at the Patient Accounts Office in the main lobby.



If you have a telephone at your bedside, dial 88 then the number. If you need to change rooms in the hospital, your telephone will go with you at no extra charge. You can use the phone in the Family Lounge as well.

Pay Phones

There are also taxi phones and pay phones at each entrance. Please turn all cell phones off.

Television

There is a television at each bedside. Cable TV can be rented by filling out a television rental card found on the wall outside the nursing station. You can drop the card off there as well. Cable service is started between 3:00 and 4:00 p.m. daily. Fees must be paid in advance to the television person. If you do not have a TV guide at your bedside, ask the television person for one.



Free Patient Education Television

Channels 82, 84 and 85 are free on all TVs. There are health education programs on these channels. You do not use any earphones to listen. Just turn on your TV and turn the dial to the channel you want. If the voice does not come on, talk to the television person.

Privacy and Confidentiality

We are committed to protecting the privacy of all patients, visitors and staff. We want to make sure everyone is comfortable and safe. While we encourage the participation of our patients and families in their health care, it is important to understand that taking photographs or videos (cellphones and cameras) is prohibited unless those involved have given consent to having their pictures taken.



Wash your hands well for 15 seconds:

- after you sneeze or blow your nose
- after using the toilet or bathroom
- after touching something on the floor
- after changing your baby's diaper
- before you put on a gown or gloves
- each time you enter or leave the unit or a hospital building
- each time you hold your baby



Do not be shy while you are here:

Help our staff remember how important it is to wash their hands by asking any member of your baby's health care team, "Did you clean your hands?"



Tell your visitors to wash their hands before and after each visit and before and after holding the baby.

**JUST CLEAN
YOUR HANDS**

Isolation and Visitors: Patient Safety

If you and your baby are in isolation there will be a special sign on your door. The sign will show everyone what they need to do visit with you and your baby safely.

Your nurse will give you an information sheet on what you need to do when in isolation. Your nurse will help you and your visitors as well.

Keeping Your Baby Healthy

Newborn babies are not ready to fight off all the germs that they may be exposed to. Germs that may cause only a mild illness or no illness in an older child or adult may cause a serious infection in a baby. Careful handwashing prevents the spread of germs to your baby.

Why is handwashing important?

- Clean hands reduce the spread of germs.
- Germs, like cold or flu can make you sick.
- Clean hands can save lives.

If your hands are visibly soiled, you must wash with soap and water. Otherwise, you may use the alcohol based hand rub.

Handwashing with Hand Rub



If you want to take pictures and/or record an event, please talk to your health care provider or the manager, supervisor or person in charge.

Family Lounge

This lounge is across from the nursing station. If you have a lot of visitors, please go to the lounge with them to visit.

Washrooms

All women staying on the unit have a washroom in their room. Family members and visitors must use the washrooms on:

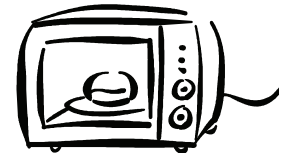
- Level 3 near the nursing station
- Level 2 outside the cafeteria
- Level 1 in the main lobby near the main entrance



Family members and visitors are not allowed to use the patients' washrooms.

Pantry

There is a pantry next to the Family Lounge. All mothers are welcome to help themselves to milk, juice and bread or bring their own food. There is also a toaster and microwave.



Meals

Breakfast comes around 7:30 in the morning, lunch around 11:30 a.m. and dinner about 5:00 p.m.

Our Health Care Team

The members of your health care team include nurses, doctors, residents, interns, midwives, social workers, unit clerks and spiritual care specialists. There are also students in all of these professions on the unit.

The nurses work as a team. During each shift, there is one nurse who is responsible for each mother and baby. As a team, other nurses will help you with your care or your baby's care.



You will be cared for under the doctor, midwife or health care provider who delivered your baby. Your baby will be cared for by your family doctor, pediatrician or the unit rotation doctor.

You and your spouse, partner or support person are important members of our team. We want you to be involved in planning and giving care to your baby. Please feel free to ask any questions or voice any of your concerns.

Helpful hints from other parents:

- visit when the child is healthy and rested
- bring a few quiet toys for your child to play with
- bring a snack for the child to eat in the Family Lounge

There are times when no children can visit. This may be for Infection Control reasons. Please ask your nurse if it is all right for a brother or sister to visit.

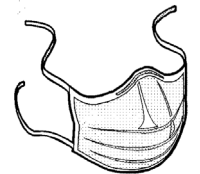
Infection Control and Patient Safety: Protect Yourself and Others

Adults and children should not visit if they do not feel well or have:

- chills, fever, new cough or sore throat
- diarrhea in the last 48 hours
- nausea or vomiting
- sign of an infection such as rash or open sores

Family or friends that have any of these symptoms cannot visit your baby. Make sure any child visiting has had the chicken pox or has been immunized for chicken pox.

If you, as a parent are not feeling well or have a cold sore, talk to your nurse. You can decide together the best thing to do to protect your baby. You may need to wear a mask, gloves and gown while caring for your baby.



Visiting

Visiting hours are from 2:00 pm to 8:00 pm daily.

You are allowed 2 visitors at a time. This includes your spouse, partner or support person. If you have more than 2 visitors, please take them to the Family Lounge to visit so you do not disturb others. Please check with your nurse to see if there are any restrictions to visitors on the unit at the current time.

Your spouse, partner or support person may come during the day at any time from 8:00 am to 10:00 pm.

Visiting in Your Room

When there is any empty bed in your room do not use the empty bed for:

- putting visitors' coats, purses or toys on
- allowing anyone to use it for sleeping or sitting
- changing your baby's diaper

Visiting for Brothers and Sisters

If you have other children they can visit but there are some rules. Children must be with an adult.

During the visit, the adult must:

- remain with a child at all times
- always watch and control a child's behaviour
- make sure a child does not disturb others

Social Work

A social worker is a professional counsellor who provides support and counseling to any mother, couple or family who has concerns or problems.



A social worker can help you:

- understand the hospital system
- talk to members of the health care team
- deal with the stress and fears relating to having a baby
- deal with the feelings of anger or depression that often come with having a baby with medical problems or abnormalities
- work out problems with practical matters such as finances, housing, and getting ready for your baby

A social worker can also:

- provide personal, marriage or family counselling
- put you in touch with organizations which may be useful such as new mothers' groups, parent drop-in centres, and counselling services to help you with adoption plans

If you wish to speak with a social worker ask your nurse, doctor or midwife to have a social worker visit you.

Confidentiality and Privacy

In keeping with the Health Care Act, no information about you or your baby will be given over the telephone or in person to family and friends. We tell others that any information can only be given to parents.

Culture and Religion

Although, St. Joseph's is a Catholic organization, all faiths are recognized and respected here.



If you want to, please share any of your beliefs that will help us get to know you and your baby.

The Spiritual Care Team consists of chaplains who are men and women from many denominations. They are trained to be with patients, families and staff. A member of this team can be contacted for you if you ask.

Violence in the Workplace

St. Joseph's Healthcare Hamilton is working to prevent violence in the workplace. The goal is to provide a healthy, safe, secure and violence-free place for patients, staff and visitors. Violent or abusive behaviour will not be tolerated.

Teaching Centre

St. Joseph's is a teaching centre. This means that you may have students involved in your care.

We welcome students from all health care profession colleges and universities.

Research Centre

St. Joseph's is a research centre. Many new treatments and changes in the health care come from research done here.



You may be asked to take part in a research study with or without your baby. Make sure you understand the details of the study and how you would be involved before you sign a research consent form.

If you do not wish to be in a research study, you and your baby's care will not be affected in any way. All usual treatments will continue.

The Sherman Library

The Sherman Library is on the 2nd floor of the Juravinski Tower. You can ask the librarian for help finding information. You can read the information in the library or you may be able to pay for a copy to take home.

