

# Welcome to the **Mother and Baby Unit**



Providing Patient and Family Centred Care

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Visiting Hours: 9:00 a.m. to 9:00 p.m. daily

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Bishop Dowling Wing, Level 3  
St. Joseph's Healthcare Hamilton  
Hamilton, Ontario  
Telephone: 905.522.1155 ext. 33314

# At Home

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



This is all done electronically by computer.

Go to: **ServiceOntario.ca/newborn**

When you go to this website, 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 a friend that is able to use a computer if you would like help.

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# Welcome

Welcome to the Mother and Baby Unit. We are part of the Women's and Infants' Program 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 your Baby Friendly™ Unit

There are 32 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 not to breastfeed after learning about the benefits.

A Lactation Consultant who is a person trained in breastfeeding works 7 days a week from 7:00 a.m. to 7:00 p.m. 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. If you have a breast pump please bring it with you to the hospital. You can buy one here if needed.

# Your Baby's Safety

We promote 'zero separation', which means your baby stays with you at all times until you are discharged.



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.

## If you need to leave the unit

For your baby's safety, you must leave your baby with a spouse, partner or support person. You cannot drop your baby off at the Health Care Team Centre in the middle of the unit. For example, if you plan to go outside to smoke, babysitting services are not provided.

# 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 cozy, 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.

## 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 on you throughout the shift as well.

## Telephones

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.

# Around the Unit

## Television



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.

## Wi-Fi

Please ask the unit clerk for a password to get wi-fi.

## 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.

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, kettle and microwave.



## Meals

Breakfast comes around 8:00 in the morning, lunch around noon and dinner around 5:00 p.m.

# Our Health Care Team

The members of your health care team include nurses, doctors, residents, interns, midwives, social workers, child life specialists, public health nurses, 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.

## 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 and talk to members of your health care team
- talk about your feelings about having a baby
- talk about feelings like being sad or overwhelmed that sometimes come with having a baby
- help with practical issues such as finances, housing, getting ready for your baby at home, decisions about parenting, etc.
- help you if you are dealing with any problems of addiction
- connect you with resources that may be useful such as new mothers' groups, parent drop-in centres and counselling services

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

## Public Health

A public health nurse will visit you in your room on the unit to:

- explore your family's needs when you go home
- explain the types of services offered in your community

## **Public Health continued**

For example, in the Hamilton area, public health services offered include:

- a phone call from a public health nurse to ask how you, your baby and family are doing and answer any questions you have about breastfeeding, newborn care, your recovery, etc.
- breastfeeding support such as breastfeeding clinics and meeting with a lactation consultant who can help you with your questions and concerns
- Health Connections Phone Line (905-546-3550) to help you with many types of questions and programs offered such as nutrition, infant safety, parenting, post-partum depression, growth and development and home visiting programs

## **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.

## **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 by anyone will not be tolerated.

## 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.

## 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 professions, colleges and universities.

## Research Centre

St. Joseph's is a research centre. Many new treatments and changes in 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.



## Visiting

Visitors are an important part of patient care. However, we need to limit the number of visitors to help prevent the spread of infection, ensure patient safety, help mothers rest and recover and give mothers and babies time and privacy to breastfeed.

During visiting hours you may have 2 visitors at a time in addition to your partner or support person.

## Visiting in Your Room

Keep your visits short. When there is an empty bed in your room do not use the empty bed for:

- putting coats, purses or toys on
- sleeping or sitting or
- changing diapers

# Children Visiting

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

Helpful hints from other parents:

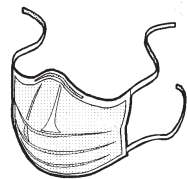
- visit when the child is healthy and rested
- bring a few quiet toys for your child to play with
- bring a snack for the child to eat in the Family Lounge

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 child 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.

# Infection Control and Patient Safety: Protect Yourself and Others continued

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.

## 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.



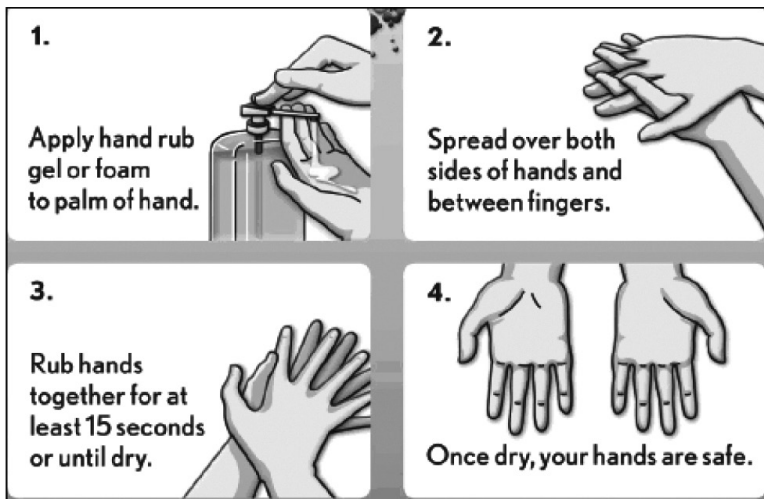
Wash your hands well for 15 seconds:

- 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.**

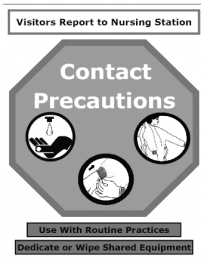


# Isolation and Visitors: Patient Safety

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 to visit with you and your baby safely. Your nurse will help you and your visitors as well.

## 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:



Wash Your Hands



Put on a gown



Put on gloves

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

## Car Seat

Before going home you must bring a safe car seat to the hospital:

- The car seat must have an up-to-date Canada Motor Vehicle Safety Standards label on it.
- You must have already read the manual and know how to use the car seat correctly including how to adjust the straps and put your baby into the seat safely.
- The base of the car seat should already be installed in your vehicle according to your manual.
- Be sure to only use products that come with the car seat such as the head rest pads. Do not use any that do not come with the car seat such as extra blankets.



## 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. Babies are seen up to 6 weeks old.

**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 and tell your nurse.

## Breastfeeding and Newborn Assessment Clinic (BANA)

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 card form and give it to the unit clerk.
- Review the “from Hospital to Home” book with you before you leave.



# Around the Hospital

## Out-Patient 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 costs more to park here.



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

## 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 and in our Family Lounge on the unit.

## 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.



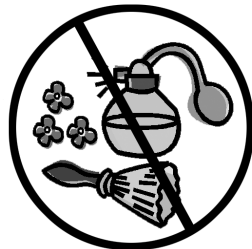
If you would like help to quit smoking talk to a member of your health care team. We can help.

## Gift Shop and Store

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

## 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. 33838 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.



# What to bring to the hospital

## You will need:

- medications you take regularly in labelled pharmacy containers
- a pen and paper
- non-slip footwear such as socks, shoes and/or slippers
- books, magazines, etc.
- soap, shampoo and deodorant (all unscented)
- toothbrush and toothpaste
- at least 2 packages of long, maxi or super absorbent sanitary pads and 3 to 4 pairs of comfortable full brief underwear
- breastfeeding pads
- box of tissues
- nightgown, bathrobe and bra (a supportive bra that opens easily is best for breastfeeding)
- tops that open in the front to support skin-to-skin contact with baby
- comfortable clothes or maternity clothes to wear home, clothes that open at the front are best for breastfeeding

## For your baby:

- unscented baby wipes, baby wash, vaseline
- baby diapers – at least 20 newborn diapers
- baby clothes such as undershirts, sleepers, hat and blankets for using in the hospital and taking baby home – do not take hospital clothing or blankets home
- approved car seat (see page 19 for more information)



# What not to bring to the hospital

- ✘ Do not wear or bring scented products** such as perfume, cologne, aftershave, scented lotions and hair products. The chemicals in fragrances can cause health problems for some people.
  
- ✘ Do not bring baby powder or talcum powder.** These products affect the air everyone breathes and the smoke detectors.
  
- ✘ Do not bring money or valuables,** such as jewellery and credit cards. St. Joseph's Healthcare Hamilton is not responsible for lost or stolen items. Valuables are locked in the hospital vault until you are discharged. You cannot take them in and out of the vault.

# 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 titled, “Your Health Care – Be Involved” published by the Ontario Hospital Association. You can download this book in many languages from [www.oha.com](http://www.oha.com).



# Notes:



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St. Joseph's  
Healthcare  Hamilton

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