

Welcome to the NICU

A guide to help you
become familiar with
our NICU and learn
about resources
available for you.



Thank You For Being Here

We know this is a challenging time for you and your family. The NICU might not have been a part of your plan. The WakeMed team is here to take care of your little one and support you along your NICU journey.

You, as your baby's parent, are the most important member of our team. A parent's love, gentle touch, calming scent, and soothing voice is something that cannot be replaced.

Thank you for taking the time to learn more about our unit and all the resources available to support you and your baby.



Introduction

Today we will learn about:

- Parenting in the NICU
- Caring for Yourself
- Caregiver, Support Circle, and Sibling
- Presence Guidelines
- Code of Conduct, food and cell phone policies
- NICU environment
- Your medical team and their roles
- Our hospital and spaces available to support you



Parenting in the NICU

You are the most important person in your baby's life! Your role on the team can't be replaced.

Your baby knows your voice, scent, and touch and being part of the NICU team will help your baby grow and develop.

As you learn about your baby and find ways to interact and connect, you will find the best ways to bond with your baby.

You can help your baby feel more comfortable by talking, touching, or holding your baby before, during or after needed medical treatments.



Caring for Yourself in the NICU



The NICU can be a very challenging time and every family manages this journey differently. It is important for parents to make time for self-care so they can be present and in a positive space.

Start with the basics

- Get sleep
- Eat and drink water
- Carve out some relaxation/recovery time for yourself.

Allow Emotions

- Give yourself permission to experience emotions instead of avoiding them.
- Connect with someone else such as a friend, family member, counselor, or fellow NICU parent.
- Consider journaling.

Use Supports and Resources:

- Both at the hospital and at home - ask for help when needed and see what resources would be a good fit.

Ways to Connect with Other NICU Parents

IN PERSON

Pizza for Parents

Friday from 5:30p-6:30p
NICU Family Lounge

Jimmy John's Lunch

Every other Wednesday
12:30p-1:30p
NICU Family Lounge

Parent to Parent (P2P) Support Program

Please ask your nurse or
provider if interested.

schedule of events posted every week

VIRTUAL

Parent to Parent (P2P) Support Program

Please ask your nurse or
provider if interested.

Hand to Hold

Virtual Support Groups



Guidelines

For Caregivers, Support circle, and sibling presence

- **Caregivers are welcome in the NICU 24 hours a day.** Our team supports your presence and your care for your infant.
- Parents are given a band number that is specific your baby. This is the security code to access the NICU.
- Please be mindful of who you share the band number with: anyone with the band number can receive the same information as you via telephone.



Guidelines

For Caregivers, Support circle, and sibling presence

- Any child visiting must be a sibling of your child that is currently in the NICU
- **Siblings 12 years of age and older** may come as frequently and as often as able
- **Siblings 4 to 11 years old** may come with a supervising parent.
- **Siblings under the age of 4** will require an additional supervising adult. They will only be able to be at the bedside for no longer than 5 minutes.

Sibling visitation may change during flu season.



Guidelines

For Caregivers, Support circle, and sibling presence

- Due to space and infection control standards, there is a maximum of **two** people at the bedside in our pod areas and **three** people in our private rooms.
- To protect our vulnerable population, individuals who are ill or exhibit signs of illness are restricted from the NICU.



Handwashing

Handwashing is the best way to protect your baby from infection.

1. Remove all jewelry from your hands/arms and keep sleeves above the elbows.
2. Clean under your nails with a nail pick.
3. Wash hands up to the elbows with soap and water for 30 seconds.
4. Dry off and use sanitizer on hands and arms up to the elbows.
5. Keep sleeves up above the elbows and jewelry off until you exit the NICU



Handwashing directions are at each scrub sink if you ever forget!

NICU Environment

Rounds: During daily rounds, your doctor and other members of the multidisciplinary team will come to your baby's bedside to provide medical updates on your baby and discuss their care plan.



Switching Rooms: Your baby will likely move bed spots due to their medical need or the need of another baby. If your baby's room/space is being change, team members will notify you as soon as possible.

Care Times: Time where you and your infant's nurse will provide hands on care. This includes temperature, diaper, nutrition/feeding.

Calling for an Update on Your Baby

You can call the NICU at any time for an update on your baby!

For the safety of your baby, we need to ensure a safe transfer of nursing care during shift changes.

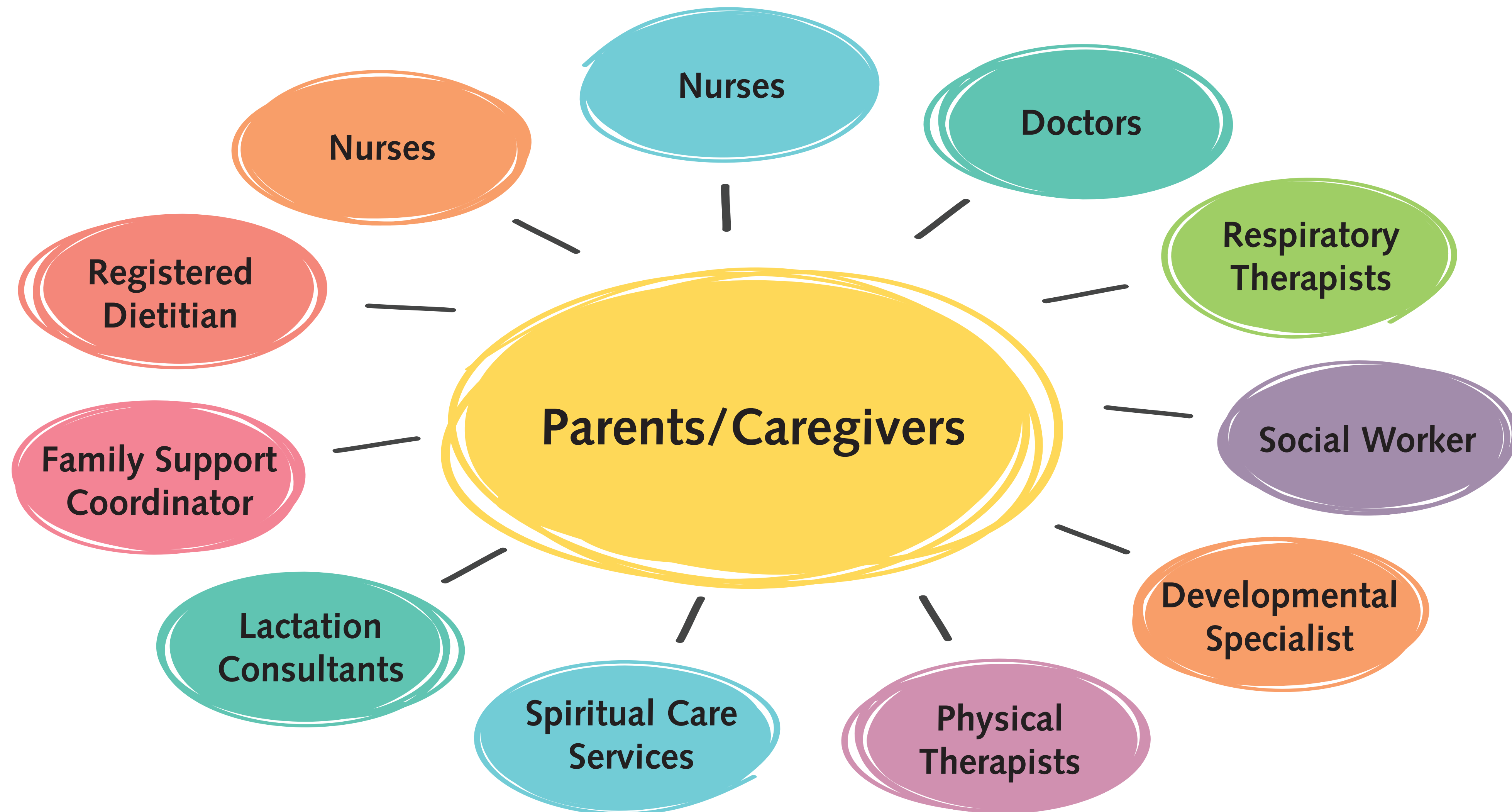
Please limit phone calls during 6:30-7:30 am and 6:30-7:30 pm.

WakeMed NICU (919)-350-8466

Updates are available in your preferred language



Medical Team

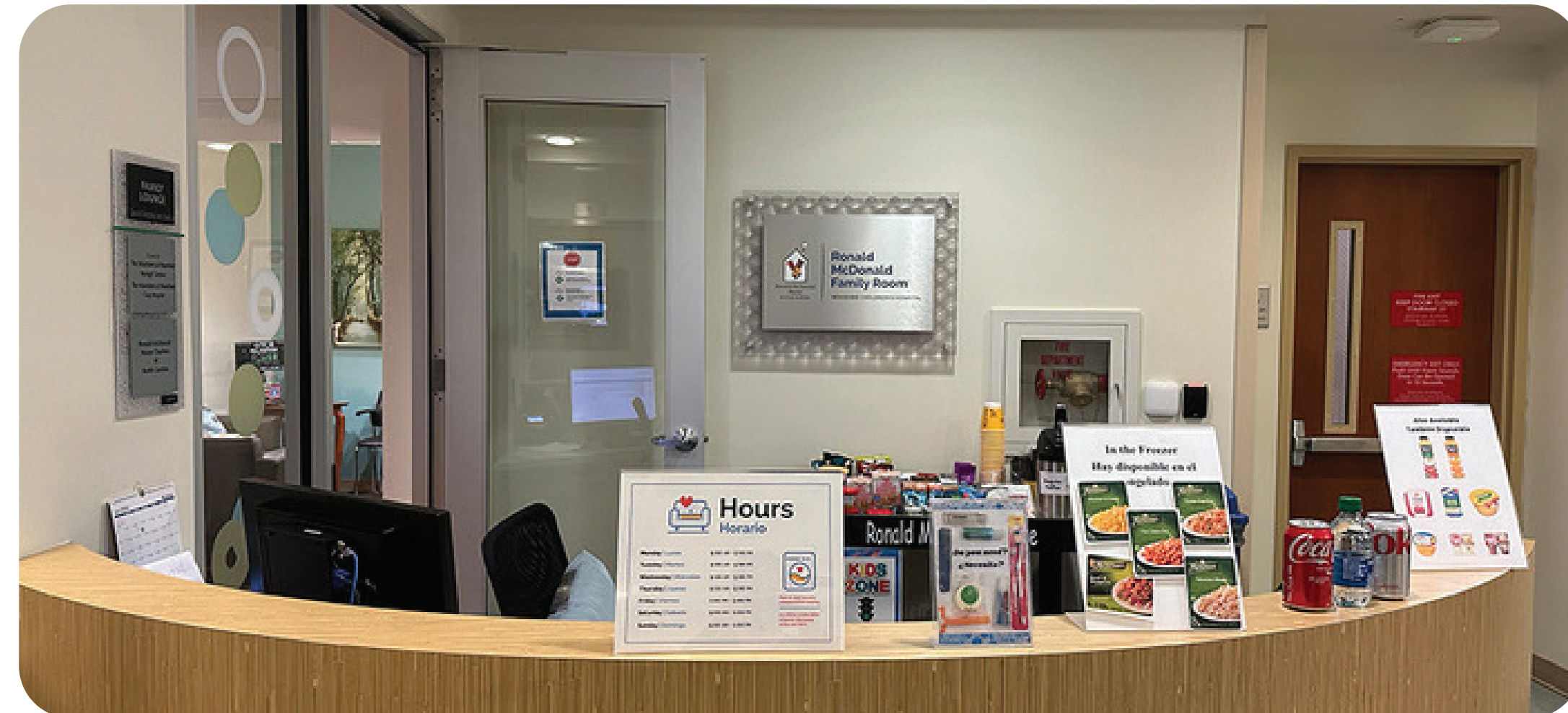


Spaces Available to You



NICU Family Lounge

located next to the double scrub sinks in the NICU



Ronald McDonald Family Room

located past the double doors on the other side of the NICU, follow our signs!

Additional Spaces Available to You



Cafeteria and Panera Bread

located next to the double
scrub sinks in the NICU



Chapel

located on the third floor of the Main Tower between
3A and 3B. The chapel is available for patients,
families and staff for private meditation.

Welcome to the NICU

QUESTIONS?

Please reach out to our
FamilySupport Program
Coordinator,
Savannah Staten
Sstaten@wakemed.org

