



INFORMATION ABOUT CORONAVIRUS (COVID-19) AND THE NEONATAL INTENSIVE CARE UNIT

Dear NICU Families,

In our Neonatal Intensive Care Unit (NICU) and Special Care Nursery (SCN), we embrace family-centred care and strive to integrate families into the care team. With guidance from BILH and the CDC, we continue to adjust our policies to protect babies, families, and staff in response to COVID-19.

- **If you are sick, you will not be able to enter the NICU.** If you are not feeling well or have symptoms of illness, please wait to come to the NICU until you are symptom free.
- Everyone entering the NICU will be asked a short set of questions to check for COVID-19 exposures, recent symptoms and contact with others with COVID-19. Those with any of these risks will be asked to wait to come to the NICU.
- **We want to support you being here as much as possible. We will allow two people that are 18 years and over into the unit per day. Examples: Two parents per day or one parent and one support person per day.**
- In-person visitation will be discussed with the NICU team and infection control to establish a plan for both suspected and COVID positive patients and families. Our care teams will work to facilitate virtual communication for these patients and their loved ones whenever possible. Families will be cleared to enter the NICU per hospital policy.
- Anyone entering the NICU will be asked **to wear a hospital mask**, which will need to be worn throughout their stay. You can get a new mask each day in the main entry lobbies by telling the Ambassadors you are coming to the NICU. In the NICU, please only wear masks provided by the hospital.
- We ask that all staff, parents, and visitors **practice physical distancing** both in and outside of the NICU. This means keeping at least 3 to 6 feet between you and other people, including those without any symptoms.
- A member of your baby's clinical team will provide you with updates. Please ask to speak with your baby's provider at any time with questions or concerns about your baby's care. Our care teams will work to facilitate virtual communication with families whenever possible.
- Family resource rooms are open for families with physical distancing and cleaning guidelines in place. One family at a time may use the family resource room and common areas.
- **As always, hand cleaning is of the utmost importance.** Please thoroughly wash your hands with soap or use alcohol-based sanitizers (such as Purell or CalStat) often. This includes when you are entering and leaving the NICU, entering into your baby's room, and before and after every contact with your baby. We ask that you practice these precautions outside of the NICU as well.

We understand that having a baby in the NICU can be a very stressful time for families. We hope you understand that these practices are needed to keep everyone in the NICU safe. We appreciate your cooperation. If you have questions, please don't hesitate to contact a member of your baby's health care team.

Sincerely,

Kathleen Tolland

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NICU Nursing Director