Important Phone Numbers

Emergency Services
9-1-1

Family Maternity Centre
Birchmount campus
416-495-2531
General campus
416-431-8138

Cashier’s Office
Birchmount campus
416-495-2400 ext. 5042
General campus
416-438-2911 ext. 6151

Breastfeeding Clinic
Birchmount campus
4th Floor, Unit 4B
416-495-2843
Monday, Wednesday, Thursday and Friday:
12:00 p.m. – 3:00 p.m.
General campus
2nd Floor
416-438-2911 ext. 2247
Monday to Friday:
10:00 a.m. – 3:30 p.m.

Registration Department
Birchmount campus
416-495-2400 ext. 5039
General campus
416-438-2911 ext. 6302

Birchmount campus
4th Floor, Unit 4C
3030 Birchmount Road
Scarborough, ON M1W 3W3
416-495-2531

General campus
2nd Floor, East Wing
3050 Lawrence Avenue East
Scarborough, ON M1P 2V5
416-431-8138

Reach us
www.tsh.to
WELCOME

Dear Expectant Family,

Thank you for choosing to deliver your baby at The Scarborough Hospital. We look forward to providing you with an outstanding care and delivery experience.

The Scarborough Hospital is sensitive to the cultural, religious or particular personal needs of our patients. We offer services in over 110 languages and try to accommodate any special dietary requirements our patients may have. Our focus is on making your stay as safe and as comfortable as possible as you prepare to bring your new life into our vibrant community.

Along with this booklet, we have provided an information package about our Maternal Newborn and Child Care Program to help you get ready to have your baby at The Scarborough Hospital.

Our package outlines what information you need to review to PREPARE for your admissions to the Family Maternity Centre. It also has information about what supports you can expect as you DELIVER your baby and how we will help you ADJUST following the birth of your baby. We have access to a host of services to help you while you are in our care and once you return to the care of your family physician.

Please take a few minutes to read the information provided. It will help you and your family understand which forms need to be completed in advance, where to go upon arrival and what care options are available to you, including doula and midwifery care.

We ask for your cooperation in having the following forms completed and brought with you to the hospital:

- Obstetrics Pre-Admission Questionnaire
- Anaesthesiologist Patient Questionnaire

We look forward to welcoming you and your family and we will endeavour to meet and exceed your care expectations.

If you have questions about our program, please feel free to contact one of our Family Maternity Centres.

Family Maternity Centres

<table>
<thead>
<tr>
<th>Birchmount campus</th>
<th>General campus</th>
</tr>
</thead>
<tbody>
<tr>
<td>416-495-2531</td>
<td>416-431-8138</td>
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**ABOUT OUR FAMILY MATERNITY CENTRES**

The Scarborough Hospital was the first hospital in Ontario to establish a home-like birthing unit. With close to 5,000 deliveries each year, the hospital's Family Maternity Centres have an excellent reputation for high quality care in a culturally sensitive atmosphere.

Our families are cared for by an interprofessional care team that includes physicians, nurses, obstetricians, paediatricians and midwives. Private labour-delivery-recovery rooms are available, and following the birth of their baby, families will be moved to the room of their choice.

**Finding us in the Hospital**

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**Birchmount campus**

**General campus**

2nd Floor, East Wing

3050 Lawrence Avenue East
Scarborough, ON M1P 2V5

**Birchmount campus**

4th Floor, Unit 4C

3030 Birchmount Road
Scarborough, ON M1W 3W3
PREPARING FOR CHILDBIRTH

As you PREPARE to have your baby and come to the hospital, there are a few things you may need to keep in mind. Our booklet is designed to help you navigate through your birthing experience.

BEFORE YOU LEAVE FOR THE HOSPITAL

Medications
It is important to prepare and provide your health care team with a complete list of your current medications. Please include the name, amount, and time you take each medication or supplement, eye drops or medical creams. Also, let us know if you are taking any herbal remedies or vitamins. In addition, please provide a complete medical history to your health care team so that they can work together to develop the best care plan for you and your baby. While at the hospital, if you do not understand something, feel free to ask questions and request translation or interpretation services if necessary.

Car Seat Safety
It is important to have a car seat that meets Canadian Motor Vehicle Safety Standards in order to leave the hospital with your baby. You will need to get this in advance of your arrival at the hospital.

Please read the owner’s manual for your car seat and your car. It is important to understand how your baby’s car seat works, how to properly install the car seat in your car and how to properly place your baby in the seat.

What to Bring to the Hospital
We encourage you to bring along only what you will really need while you are in the hospital. Please leave valuables and money at home.

Pre-Natal Classes
Pre-natal and Childbirth Education Classes are offered at The Scarborough Hospital. The classes provide families with important information and skills preparation that are fundamental to childbirth and the first few weeks of parenthood.

For more information or to register for a class, please contact:

Effie Pallotta
Tel. 416-752-2977
Email newlifeprenatal@gmail.com

You can also get more information about the classes on our website at www.tsh.to
HANDY LABOUR & DELIVERY CHECKLIST

For Labour
- Your health card
- List of current medications (including vitamins and herbal supplements)
- Your birth plan and pre-natal medical records, if you have a midwife
- Robe, dressing gown, wrap, sweater
- Slippers and/or socks
- Lots of undergarments
- An old nightdress or a t-shirt to wear while in labour
- Massage oil or lotion, if needed
- Snacks and drinks
- Things to help you relax or pass the time, such as books, magazines, games, etc.
- A headband or hair elastics
- Pillows
- Personal toiletries, such as shampoo, soap, toothbrush, toothpaste, lip balm, tissues
- Music and player

For the Birth Partner
- Comfortable shoes
- A change of clothes
- Watch with a second hand, to time contractions
- Your choice of recording device (mobile phone or a camera)
- Address book or a list of phone numbers
- Snacks and drinks

For After the Birth
- A comfortable going-home outfit
- Nursing bras (2-3)
- Breast pads
- Nursing pillow
- Feminine hygiene products (napkins ~20)
- Nightshirt wrap or t-shirt suitable for breastfeeding
- Pen to complete hospital documents

For Your Baby
- An infant car seat
- Two or three sleepers for baby to wear while you are in hospital
- Baby blankets
- Burp cloths or receiving blankets
- Diapers, baby wipes, baby blankets for discharge
- Socks or booties
- Hats
- One outfit for the trip home (all-in-one stretchy outfits are easiest)
- Jacket or snowsuit for winter babies

If possible, we ask that you give us a call so that we can prepare for your arrival.

Birchmount campus
Family Maternity Centre
416-495-2531

General campus
Family Maternity Centre Triage
416-431-8146
ARRIVING AT THE FAMILY MATERNITY CENTRE TRIAGE

The purpose of our Triage Room is to provide you with an immediate assessment to determine if you may or may not be in labour. When you arrive, you will be assessed and a decision will be made as to whether or not you should stay or go home.

You are encouraged to call and speak to the nurse before coming in.

Birchmount campus 416-495-2531
General campus 416-431-8146

Some Important Points to Remember:

- If you have a birth plan, please give it to the Triage Nurse.
- One support person may accompany you and stay with you in the Triage Room. Others will be asked to wait in the waiting room.
- Your questions are welcome at any time during your stay in the Triage Room. Please let us know if you need translation or interpretation services.
- Most women are encouraged to walk around, eat and drink once the initial assessment has been completed.

FAQs  Frequently Asked Questions about Family Maternity Centre Triage

Who will assess me? An experienced obstetrical nurse will perform the initial assessment and answer your questions and concerns. The on-call obstetrician will also assess you and determine if you are in labour and should be admitted to the hospital. We have obstetricians available 24/7. Please be sure to let us know if you have religious or cultural traditions that require you to only be seen by a female care provider.

How will I be assessed? The nurse will ask you questions related to your pregnancy and your present condition. Your physical assessment will include your vital signs and listening to your baby’s heart rate. If needed, an internal examination may be performed.
WHO IS AVAILABLE TO HELP ME?

Our care team is made up of seasoned professionals including obstetricians/gynaecologists, anaestheologists, midwives, nurses and doulas. Their first priority is your and your baby’s safety and comfort.

Obstetricians/Gynaecologists
Obstetricians/gynaecologists are physicians who have successfully completed specialized education and training in managing pregnancy, labour and the time-period directly following childbirth.

Anaestheologists
The anaesthesiologist is a specially trained doctor who can provide counsel on pain relief during labour. They can offer you a variety of pain management options, outlined in the section, Pain Relief During Childbirth on Page 16.

Midwives
Our Midwifery Program provides complete care to healthy women, with low-risk pregnancies, throughout their pregnancy, labour and birth. Their practice embraces the belief that mothers are active decision-makers in their own and their baby’s care. If you choose to have a midwife deliver your baby, here is what you can expect:

- **Continuity of Care** – Midwives provide 24-hour coverage for mothers during pregnancy, labour, birth and up to six weeks after the birth.
- **Informed Choice** – An exchange of information is provided to a mother enabling her to make choices about her care and the care of her unborn child. This information sharing is conducted in a relaxed and non-authoritarian atmosphere.
- **Choice of Birthplace** – Mothers may choose to give birth at home or in the hospital.

Nurses
Our Family Maternity Centre staff are highly skilled and specially trained to provide patient-focused, family-centred care meeting the needs of women throughout all stages of labour.

Doulas
Doulas are professionally trained in childbirth and provide emotional, physical and informational support to mothers who are expecting and experiencing labour or have recently given birth. They typically provide non-medical support during labour, such as relaxation, comforting touch and positioning. They support both parents in the birthing process.

Paediatricians
These specialists can be present at delivery to provide support for newborns requiring enhanced or specialized care.

INSURANCE COVERAGE AND PATIENT ACCOMMODATION PROGRAM

The Ministry of Health and Long-Term Care pays for a wide variety of services for all residents with a valid health card. However, these services do not include the cost of a private or semi-private room. If a patient/guarantor chooses to have this type of accommodation, then a daily charge will apply. Non-residents, visitors and Canadian residents who do not have provincial health care coverage must pay for all charges incurred (including services, tests and other procedures).

If you wish, you may request a room upgrade. We will need to confirm your insurance coverage in order to accommodate your preferences. We will make every effort to meet your request noting that you will be billed for all expenses not covered by your insurance. You, your support person or someone you designate will need to go to the Registration desk to sign all the necessary papers.
If you have questions about Registration, you can reach us at:

Birchmount campus    General campus
416-495-2400 ext. 5039  416-438-2911 ext. 6302

Patient Accommodation at The Scarborough Hospital
We offer three different types of patient accommodation: ward, semi-private and private. Ward rooms have four beds and are offered at no charge to all patients with a valid Canadian health card. Private or semi-private rooms can be requested at the following Preferred Accommodation rates:

- **Private Room** – One bed with private bathroom available at $290.00 per day*
- **Semi-private Room** – Two beds with a shared bathroom is available at $235.00 per day*

*Please note that rates are subject to change without notice.

Either your insurance plan or the patient/guarantor is responsible for paying the Preferred Accommodation charge. These charges are not covered by The Scarborough Hospital or any publicly funded provincial health plans.

What does The Scarborough Hospital do with the money it makes from the Patient Accommodation Program? A large portion of the fee covers the room expenses. The remaining revenue goes directly back to the Family Maternity Centres and will be used to improve patient care and services.

If I requested a private or semi-private room, am I guaranteed to get one? Although all requests are considered, room assignments are subject to availability. If a patient is not placed in the requested Preferred Accommodation, the status will be monitored and when a room becomes available, the patient will be moved.

Once I have been placed in my preferred room, can I be transferred out? Yes. If it becomes medically necessary for another patient to be placed into a private or semi-private room and no rooms are available, it may be necessary to transfer you to another room regardless of your ability to pay. We appreciate your understanding in these circumstances as patient safety remains our priority at The Scarborough Hospital.

What if I am given a room that I did not request? On occasion, the hospital will place a patient (who has asked for a ward room) in a Preferred Accommodation room. Should this happen, you will not be charged for the use of a private or semi-private room. However, you will be moved as soon as the appropriate level of accommodation becomes available.

Does my original request remain active throughout my stay at the hospital? Yes. Your request remains active until you contact our Finance Department and notify them about any changes in your request.

Can my partner sleep over during my stay? Yes. Your partner is welcome to stay if you have a private room. Out of respect for others, overnight stays for partners are not available in a ward room.

What do I have to do to change my accommodation during my hospital stay? You or someone you designate must go to the Cashier’s Office, between 8:30 a.m. and 4 p.m. Monday to Friday to change your original Request for Accommodation form. If your request is outside regular business hours, call 416-495-2400, ext 2442 (Birchmount campus, Bed Allocation) or 416-438-2911, ext. 6280 (General campus, Emergency Registration Desk) and leave a message. You can also use this number to reach us for more information about the program.
MATERNAL NEWBORN SELF-MEDICATION PROGRAM INFORMATION FOR MOTHERS

Following the birth of your baby, you will be given your own pain medication to take when you need it – just as you would at home.

FAQs
Frequently Asked Questions about the Self-Medication Program

What will I be given? While you are in the hospital, your nurse will give you a Self-Medication Package after your baby is born. These medications are for your use only. If you had a natural or Caesarian birth, your medication package will contain:
- 10 – 400 mg Ibuprofen tablets
- 10 – 500 mg Acetaminophen tablets

What do I have to do? Your nurse will give you information about your pain medication, including how many tablets to take, when and how often. She will also ask you if you are allergic or sensitive to any of these medications. A pharmacist is also available to speak with if you have additional questions or concerns.

Your nurse will give you a chart called a Medication Record. On this, you will record:
- The date and time that you took your medication and,
- The number of tablets you took.

Please give your Medication Record to your nurse upon discharge.

Please keep your Self-Medication Package in a safe location away from children.

What if I don’t understand the program? Your nurse will explain the program and answer your questions. If you still have concerns, a pharmacist is also available to speak with you. If you are taking any other medications, let your nurse know.

Be sure to let us know if you require translation or interpretation services.

Do I have to participate in this program? It is your choice whether or not to participate in this program. If you have decided NOT to participate, let the nurse know and she will bring your pain medications when you ask.

Major Insurance Companies

<table>
<thead>
<tr>
<th>Company</th>
<th>Phone Number</th>
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<tbody>
<tr>
<td>Blue Cross Ontario</td>
<td>416-626-1688</td>
</tr>
<tr>
<td>Canada Life</td>
<td>416-597-1456</td>
</tr>
<tr>
<td>Claims Secure</td>
<td>1-888-513-4464</td>
</tr>
<tr>
<td>Desjardins Financial</td>
<td>1-800-463-7870</td>
</tr>
<tr>
<td>Empire Life</td>
<td>1-800-267-0215</td>
</tr>
<tr>
<td>Equitable Life</td>
<td>1-800-722-6615</td>
</tr>
<tr>
<td>Global Benefits</td>
<td>416-635-6000</td>
</tr>
<tr>
<td>Great West Life (Winnipeg)</td>
<td>1-800-957-9777</td>
</tr>
<tr>
<td>Green Shield</td>
<td>1-888-711-1119</td>
</tr>
<tr>
<td>Industrial Alliance</td>
<td>1-800-363-3540</td>
</tr>
<tr>
<td>Johnson Insurance</td>
<td>1-800-638-4753</td>
</tr>
<tr>
<td>Liberty Health (Manulife)</td>
<td>1-800-268-3763</td>
</tr>
<tr>
<td>Manulife Financial</td>
<td>1-800-268-6195</td>
</tr>
<tr>
<td>Maritime Life (Manulife)</td>
<td>416-687-5001</td>
</tr>
<tr>
<td>Standard Life</td>
<td>1-800-499-4415</td>
</tr>
<tr>
<td>Sunlife</td>
<td>416-753-4300</td>
</tr>
</tbody>
</table>
PAIN RELIEF DURING CHILDBIRTH

The amount of pain or discomfort a woman has while having a baby varies from person to person and from pregnancy to pregnancy. Only you know how much discomfort you are having. Your nurse, obstetrician, midwife and anaesthesiologist are available to help discuss pain relief methods to help you make the right decision for you. The anaesthesiologist is a specially trained doctor who can provide counsel on pain relief during labour. Here are some pain relief options for you to consider.

Breathing and Relaxation Techniques
Either your labour and delivery nurse or your midwife can instruct you in breathing exercises and other methods such as massages. These can all help make you more comfortable during labour. A doula may also be available to assist you. Coupled with these more natural techniques, we offer Jacuzzi tubs and large showers for natural water therapy, which some women find very relaxing.

Gas
A mixture of Nitrous Oxide (laughing gas) and oxygen can be provided for you to breathe. You have to start breathing the gas as soon as you feel a contraction. The gas will make the contraction more comfortable but it will not take away the pain or harm your baby. You may feel lightheaded.

Medication
Your obstetrician can order narcotic medication to be given intravenously or into your muscle. This medication will provide some pain relief but it won’t take all the pain away. The medication can make you drowsy and nauseous.

Epidural Anaesthesia
All of the previous methods will make you more comfortable but you will still have some discomfort. Some women will want more pain relief, which can be provided with an epidural anaesthetic, administered by the anaesthesiologist. Epidurals can provide very good pain relief. The anaesthesiologist will speak with you first to determine if it is safe to perform an epidural anaesthetic. In some women, due to certain medical conditions, it may be unsafe to perform this procedure.

Placing an Epidural
Local anaesthetic is injected in your skin on your back to numb it and a needle is then inserted through the numb area. A thin plastic tube is then inserted through the needle and the needle is removed. Medication is injected through the plastic tube and this takes away the pain. It usually takes about 20 minutes for the medication to work. The plastic tube allows medication to be given continuously to keep you comfortable as long as you are in labour. It can also be used to provide pain relief for a Caesarean section, should you need it.

Spinal Anaesthetic
With a spinal anaesthetic, a small needle is inserted into your back and the sack covering your spinal cord is punctured. A small amount of anaesthetic is injected into the fluid surrounding your spinal cord and the needle is removed. Pain relief is immediate; however, it will only last for one to two hours.

Combined Spinal/Epidural
With this method, a spinal anaesthetic is performed first and an epidural catheter is placed through the same needle. This provides the immediate pain relief for the spinal and allows for continued pain relief with the use of the epidural catheter.

Side Effects of Epidural or Spinal Anaesthesia
You blood pressure may decrease. Your nurse will monitor your blood pressure frequently so that any unsafe decrease in blood pressure can be treated. Your legs may become weak and numb. This may prevent you from walking. Your skin may feel itchy.
Complications of Spinal Epidural/Anaesthesia
Your anaesthesiologist is a highly trained physician who will safely perform this procedure; however, despite this, complications can occur. The most common complication is a headache and it happens in 1 out of 100 patients. The headache can be severe and last for several days. Your anaesthesiologist can provide treatment if you require it. Serious complications, such as seizures, death or permanent paralysis are rare. The risk of permanent paralysis is about one out of 200,000 patients.

Summary
Each woman has a different amount of discomfort when having a baby. There are various ways available to limit the amount of discomfort. You should discuss this with your nurse, midwife, doula, doctor or treating anaesthesiologist to make the decision that is right for you.

WHAT TO EAT OR DRINK WHEN IN LABOUR
Unless otherwise instructed by your doctor or midwife, bread, crackers, pasta, rice, potatoes, clear broth and fruit juices are excellent sources of energy in early labour.

Once in active labour, items such as water, juice, Popsicles, Jell-O and clear broth are suggested. A small refrigerator and microwave are available for your use on the unit. Partners/family members/friends may want to bring snacks for themselves and/or for you. Please be sure to label all food and containers so you can easily identify and retrieve them.

IDENTIFICATION
All of our staff members wear identification so you can recognize a staff person from a visitor to our facility.

Please be sure to wear your identification band and verify that the information on the band is correct. It must match the identification band on your baby.

Our staff members are instructed to check both your and your baby’s identification band before performing any procedure and giving any medications.

Do not release your baby or child to any caregiver who is not wearing hospital identification.

HAND WASHING
Hand washing is a simple and important step in ensuring your and your baby’s safety in the hospital or at home. Clean your hands often using hand soap or hand sanitizer and encourage your guests/visitors to do the same. Also, be sure to cover your mouth/nose when coughing or sneezing. Practise the “sleeve sneeze” to avoid sneezing directly into your own hands.
CARING FOR YOUR BABY IN THE HOSPITAL

Please keep track of how many times your baby wets and soils his/her diaper while in the hospital and share those details with your nurse.

If you are transporting your baby outside the patient room, the baby should always be transported in his/her crib.

Your baby should always sleep in his/her crib and not in your bed.

FOLLOWING THE BIRTH OF YOUR BABY

Please call and wait for your nurse to help you the first time you get up to walk around, use the washroom or have a shower. Be sure to pack slip-resistant socks, slippers, or shoes to wear while in the hospital.

You may experience a great deal of emotions after the birth of your baby. Please feel free to discuss how you are feeling with your nurse.

After you and your baby have been discharged, if needed, we will schedule a Newborn Follow-up Appointment with specially trained nurses. These nurses, who care for newborns, help to ensure that you and your baby are both progressing well.

GENERAL INFORMATION

Visitors

Immediate family members can visit anytime; however, we encourage extended family members and friends to visit you and your baby during our regular visiting hours between 4:00 p.m. and 8:30 p.m., so that mothers and babies have some time to rest.

TV/Phone Services

There is a flat rate fee for the activation and use of the telephone during your stay.

TV/phone rental services are provided by Hospitality Network. A portion of the revenue from rental services are returned to The Scarborough Hospital – and reinvested in caring for you.

For information on how to rent a TV/phone during your stay, turn the TV on in your patient room and follow the directions. Alternately, you can pay for your TV and telephone services when you register.

Wireless Access

The Scarborough Hospital is pleased to offer patients and visitors free wireless access through our guest Wi-Fi network. This allows users to send and receive email, and surf the Internet on their own wireless-enabled laptops or mobile devices.

The guest network is available in all patient areas of the hospital.

For information on connecting to the hospital’s wireless internet, visit http://www.tsh.to/patients-families/patient-information/planning-your-stay/