

KELSEY MANN- VETERAN PARENT PARTNER -HEALTH SCIENCES CENTRE, WINNIPEG MB

INTRODUCTION

- Previously, the veteran parent partner role at HSC was donation funded. However, this year the position became an operationally funded permanent position
- The veteran parent program is a vital program in our NICU that supports families in a multitude of ways
- We have several volunteers who are NICU parent graduates and share their lived experiences with families



Kelsey Mann, the Veteran Parent Partner and her son Cameron at 30 weeks

Leaving the NICU with her family after 57 days

PARENT EDUCATION

- Parent education sessions (2x monthly)
- Admission/orientation checklist (in development)
- Breastfeeding and pumping support (2x monthly)
- Reading program

NICU ENVIRONMENT

- Offers tours to families who are:
 - referred from the fetal assessment unit and will likely have a baby in NICU
 - candidates to transfer to HSC Children's Hospital
- Wall of hope- is a tribute to past families and displays stories and photos. It provides inspiration and a beacon of hope for all who pass through the unit
- Bringing a cultural lens to holiday celebrations and events in the NICU



Family flags placed on door and bedside on multicultural day



Celebrated Diwali

STAFF EDUCATION AND SUPPORT

- Veteran parent partner participates in:
 - NICU nurse orientation
 - Nursing education days
 - FICARE and patient care committees
 - Weekly social work rounds



Celebrated Halloween with footprint cards and superhero costumes. For those who do not celebrate we had neutral templates. We encouraged families to join in on the fun!

PSYCHOSOCIAL SUPPORT

- Upon NICU admission veteran parent meets all new families & checks in with parents who are still admitted on separate floor
- Veteran parent visits bedside daily and collaborates with multidisciplinary team
- Weekly coffee & snacks
- Creating a NICU Journal (in progress) to gift to families
- Improving the number of babies being held in the NICU
 - Cuddler program - currently being revamped
 - Kangaroo care - ensure a plan is in place with families to increase skin-to-skin time



Holiday ornaments which include a ribbon the length of the baby, a dumbbell with baby's weight and name on the back