



CHAMPLAIN MATERNAL NEWBORN REGIONAL PROGRAM
PROGRAMME RÉGIONAL DES SOINS À LA MÈRE
ET AU NOUVEAU-NÉ DE CHAMPLAIN

Focus Group on Maternal-Newborn Health Services and Programs

**KINGSTON, FRONTENAC, LENNOX &
ADDINGTON AREA**

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INTRODUCTION

The Champlain Maternal Newborn Regional Program (CMNRP) conducted focus groups as part of one of its strategic priorities focused on enhancing the transition of maternal-newborn care from hospital to the community. The focus groups were one of the activities of the CMNRP *Mapping Maternal Newborn Services Workgroup*.

CMNRP is pleased to present a summary report of key findings and recommendations from the focus group that was conducted at the Kingston, Frontenac, Lennox & Addington (KFLA) Public Health in Kingston on January 13th, 2017 from 13:00 to 15:30. A total of **22 health care providers** from various organizations that provide maternal-newborn health services and/or programs¹ in the KFL&A area participated.

The purpose of this focus group was to:

- 1) confirm and identify additional maternal-newborn health services and/or programs currently available in this community;
- 2) explore the views of participants about the strengths, challenges and gaps of existing services and programs in relation to access, navigation and continuity of supports; and
- 3) identify opportunities for improvement and make recommendations to improve the current system.

The focus group was divided into four parts. Notes were taken and the session was audio-recorded in order to accurately capture participants' contributions. Information from the notes and the recording were reviewed, collated and presented in this report.

PART 1 – Document Current Maternal-Newborn Health Services & Programs

Prior to attending the focus group, participants received a list of maternal-newborn health services and programs that were identified by CMNRP *Mapping Maternal Newborn Services Workgroup* members through searches of portals (thehealthline.ca; 211.ontario) and websites of organizations as well as telephone calls with key informants. Copies of this list were available at the session to use as a reference.

In the first part of the session, participants were asked to identify services and programs that were missing from the list and those that were no longer available. Participants were encouraged to submit any additions or modifications to the list in writing to the facilitator following the session.

¹ For the purposes of this focus group, “maternal-newborn health services and programs” included services and programs offered during pregnancy, birth and the first few months after birth (up to 3 months).

An updated copy of the list of maternal-newborn health services and programs can be found in Appendix A.

PART 2 – Identify Strengths, Challenges and Gaps in Maternal-Newborn Health Services & Programs

Participants were tasked to identify strengths, challenges and gaps in current maternal-newborn health services and programs in their community. Participants were asked to consider how easy it is to access these services and programs, how people navigate in and between the various services and how the services are meeting the needs of childbearing families. Key findings from this exercise are presented below in Table 1.

TABLE 1 - STRENGTHS, CHALLENGES AND GAPS IN MATERNAL-NEWBORN HEALTH SERVICES AND PROGRAMS

Participants identified the **bolded areas** as applicable to all perinatal periods (prenatal, labour & birth and postnatal).

	PRENATAL	BIRTHING SERVICES	POSTNATAL
Strengths	<ul style="list-style-type: none"> Access to primary care providers. <i>*Patients without a family physician will be assigned one from a Family Health Team (FHT). Expectant families are prioritized; no wait times.</i> Availability of a wide range of services/resources (e.g. perinatal classes offered by KFL&A Public Health, Better Beginnings Community Health Centre (CHC), Childbirth Kingston, Kingston Pregnancy Care Centre) <i>*Expectant parents can chose services/resources that meet their needs</i> <i>*Some services/resources are free and some are not</i> <ul style="list-style-type: none"> Childbirth Kingston offers private tuitions and subsidies for childbirth education if needed (not advertised) Better Beginnings CHC offers childcare, 1:1 education, assistance with transportation Availability of services and resources over a wide geographic area Availability of services and resources for adolescent pregnancies (e.g. Adolescent clinic at KGH, Teens Loving Children Program) Access to prenatal care <i>*Availability of perinatal</i> 	<ul style="list-style-type: none"> Access to tertiary services <i>* "Great NICU"; Family integrated care model; rooming in available</i> <i>*Services for high-risk pregnancies and births</i> Promotion of best practices related to the Baby-Friendly Initiative (e.g. Skin-to-skin care) Access to social work services KGH has the lowest primary Caesarean section rate for tertiary centres in Ontario Birth friendly hospital <i>*Availability of care options (e.g. walking epidurals, waterbirth, scope of practice of midwives)</i> <i>*Unrestricted visiting policy</i> <i>*Doulas can attend Caesarean sections</i> Availability of a quiet room <i>*Affords privacy to families</i> Location of maternal-newborn services <i>*All located on one floor</i> Location of vaginal twin and breech births <i>*Depending on healthcare provider, they may be performed in birthing rooms</i> THRIVE program (Opiate and narcotic abstinence program) <i>*Good for breastfeeding babies, availability of rooming-in, collaborative interprofessional team (SW, NP, RT, MD, RM)</i> Availability of homebirths <i>*Midwives will travel distances of approximately 45 min.</i> 	<ul style="list-style-type: none"> THRIVE program (Opiate and narcotic abstinence program) <i>* collaborative interprofessional team (SW, NP, RT, MD, RM)</i> Access to Children Outreach Patient Clinic (COPC) (Emergency pediatric emergency service) <i>* seen by pediatrician</i> <i>*great resource/referral if healthcare providers have concerns</i> Access to a baby-friendly feeding room at KGH Availability/access to jaundice/bilirubin clinic at KGH (not in ER) Children and youth services are fairly well connected (planning table) Availability of follow-up for children with early developmental issues or other challenges (e.g. feeding, plagiocephaly) Access to support for military families (e.g. social services, financial support, counselling) Continuation of resources from the prenatal period in Ontario Early Year Centre (OEYC) (i.e. Food for Two Program) <i>*Mothers can obtain 1:1 support with public health nurse or OEYC staff if they don't see their primary care provider</i> Child life program actively involved in clinics at KGH and Hotel Dieu Hospital Healthy Babies, Healthy Children Home Visiting Program for families identified at risk and families in rural areas <i>*Follow-ups within 48 hours</i>

	PRENATAL	BIRTHING SERVICES	POSTNATAL
	<p><i>health care providers</i></p> <ul style="list-style-type: none"> • Access to services and resources for individuals who don't have OHIP coverage • THRIVE program (Opiate and narcotic abstinence program) * Collaborative interprofessional team (SW, NP, RT, MD, RM) • Availability of infertility services in Kingston *approx. 6 weeks wait time *No IVF treatment • Healthy Babies, Healthy Children Home Visiting Program for families identified at risk 	<ul style="list-style-type: none"> • Urgent care services provided by midwives and some physicians * 24/7 service pager • All babies are assessed within the first 24 hours • Comprehensive discharge summary document provided to families upon discharge and sent to primary care provider (includes antenatal, intrapartum and postnatal information, contact information of services) • ½ hour talk re: transition to home provided by Healthy Babies, Healthy Children Program 	<ul style="list-style-type: none"> • Availability of breastfeeding support services (e.g. La Leche League Kingston, Kingston Breastfeeding Connection) • Availability of nurse practitioner on Well Baby services (Monday to Friday, all day)
Challenges	<ul style="list-style-type: none"> • Access to services/resources after 28 weeks gestation *Mostly centralized in downtown Kingston *Access to services is difficult for families in rural areas • Access to in-person prenatal classes for families from rural areas *Limitations in terms of location, demand in certain areas, distance to travel, no public transportation, no child care, language barriers • Insufficient financial assistance for expectant parents receiving assistance from the Ontario Works program *Money allowance does not cover food and housing costs • Lack of midwifery capacity *# of unaccommodated clients, not meeting demand • Fragmented access/allocation of services *Disorganization re: provision of care and access to care (i.e. should it be by choice, by indication, by location, by funding) • Lack of awareness of existing maternal-newborn services/programs (families and healthcare providers) *Military families may return home (not in Ontario) for birth because they can't access or are not aware of existing services • Some families don't have access to online and/or telephone services/resources 	<ul style="list-style-type: none"> • Care of refugees *Language barriers, post traumatic stress experienced by families • Lack of parent space in NICU • Availability of water births *Only for midwifery clients *Installation of inflatable tubs • No tubs in birthing rooms, only showers • Location of certain services *Early pregnancy loss clinic and Fertility clinic are on the same floor as birthing services • Discrepancy between prenatal education and clinical practice (i.e. fetal monitoring) • Clinical skills of some physicians for breech births • Lack of continuity of care *Some families would like their own healthcare provider to assist their birth • Transportation issues for families in rural areas (e.g., call 911, taxi) • Lack of access to urgent care services *Not all healthcare providers offer 24/7 service pager)→ increased hospital visits [ED] • Limited services/resources for families experiencing a perinatal loss (pregnancy and infant loss) *New Early pregnancy loss clinic at KGH is addressing some of the issues • Management of surrogate pregnancies *no standards, legal issues 	<ul style="list-style-type: none"> • Care of refugees *Language barriers, post traumatic stress experienced by families • Variable linkages between healthcare services (e.g. hospital and CCAC) • Not enough public health nurses providing follow-up with Healthy Babies, Healthy Children Program • Access to breastfeeding support services * Limitations: not offered daily and/or on weekends, lack of availability of lactation consultants, lack of awareness of existing services by families and healthcare providers • Lack of access to healthcare providers for newborn follow-up within 48 hours (early discharge) • Lack of transition clinic (e.g. Monarch Centre in Ottawa) due to no resources • Lack of awareness of existing maternal-newborn services and resources (i.e. breastfeeding support) *Need for Information directory specific to maternal-newborn health services *Promotion of health information portals (e.g. 211 Ontario, Healthline) • Limited maternal follow-up in the first 6 weeks postpartum (especially patients followed by physicians) • Limited information about certain topics regarding postnatal care or postnatal complications for mothers and newborns (e.g. pelvic floor rehabilitation) *Group discussions being facilitated during Baby Talk Sessions provided by KFL&A Public Health vs 1:1 consultations • Limited services/resources for families experiencing a perinatal losses (pregnancy and infant loss)

	PRENATAL	BIRTHING SERVICES	POSTNATAL
	<ul style="list-style-type: none"> • Care of refugees <i>*Language barrier, post traumatic stress experienced by families</i> • Limited services/resources for families experiencing a perinatal loss (pregnancy and infant loss) • Access to quality diagnostic imaging services (e.g. ultrasound) <i>*Limitations related to location of services</i> <i>* Quality of images is variable depending on location</i> • Access to doula services, birth companions program, labour coaches <i>* Limitations related to cost, awareness of existing services and capacity</i> <i>* Doula collective is currently being formed “Kingston Doula Collective” and plan to provide subsidies</i> <i>* Teen groups would benefit from this type of support</i> 		
Gaps	<ul style="list-style-type: none"> • Lack of services/resources for perinatal mood disorders <i>*Limitations related to availability/access to healthcare providers, awareness of existing services, stigma, frequency of follow-up</i> <i>* New program “No parent left behind”</i> • Access to primary care providers in private practices • Lack of services for families with addiction problems 	<ul style="list-style-type: none"> • No designated parking for pregnant/labouring women • <i>No coordinated 24/7 call service</i> • No lactation consultants • Lack of standardized breastfeeding practices • Lack of services/resources for perinatal mood disorders <i>*Limitations related to availability/access to healthcare providers, awareness of services, stigma</i> • Lack of services for families with addiction problems 	<ul style="list-style-type: none"> • Lack of services/resources for perinatal mood disorders <i>*Limitations related to availability/access to healthcare providers, awareness of services, stigma, frequency of follow-up</i> <i>* No parent left behind Program, more sessions required to meet the demand</i> • Access to primary care providers in private practices • Lack of services for families with addiction problems

PART 3 – Recommendations to Improve Maternal-Newborn Health Services & Programs

Participants were then divided into groups and tasked with identifying 3 ways to improve services and programs for one of following time periods: prenatal, birth and postnatal. Participants were asked to think about services/programs that could be created, enhanced or improved. A representative from each table shared the recommendations generated by their group. Ideas and suggestions are presented below in Table 2.

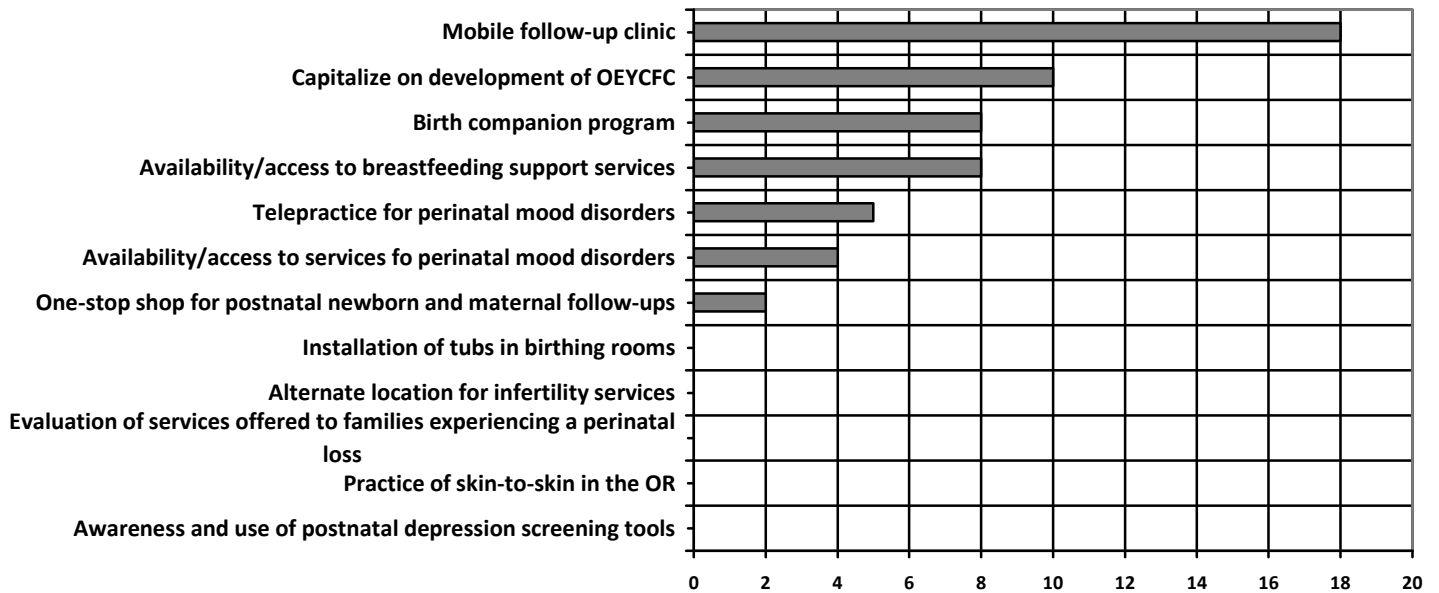
TABLE 2 - OPPORTUNITIES FOR IMPROVEMENT OF MATERNAL-NEWBORN HEALTH SERVICES AND PROGRAMS

PRENATAL	BIRTHING SERVICES	POSTNATAL
<ul style="list-style-type: none"> Development of a birth companion program (peer-to-peer support) <u>Suggestions:</u> <ul style="list-style-type: none"> Investigate grants for trained support Volunteer program (grant to investigate community need, capacity, etc.) Improve availability and access to services for perinatal mood disorders <u>Suggestions:</u> <ul style="list-style-type: none"> Advocacy for psychotherapy (e.g. cognitive behavioral therapy) vs use of psychotropic medications Increasing awareness and access of peer support programs 	<ul style="list-style-type: none"> Investigate possibility of installing tubs in birthing rooms with upcoming birthing unit renovation plan 2023. Consider alternate location for infertility services (e.g. bloodwork) <u>Suggestion:</u> <ul style="list-style-type: none"> Review alternatives with stakeholders involved Evaluate services being provided to families experiencing a perinatal loss <u>Suggestions:</u> <ul style="list-style-type: none"> Obtain feedback from bereaved families Share opportunities for improvement to hospital administrators based on feedback of bereaved families Improve practice of skin-to-skin in operating room <u>Suggestions:</u> <ul style="list-style-type: none"> Plan for ongoing evaluation of newborn by NICU RN if BU RN is not available. Ensure partners are offered the opportunity to provide skin-to-skin if mother is not able to by providing them a gown instead of a scrub top. Develop a plan with stakeholders involved. 	<p><u>Postnatal: Week 1</u></p> <ul style="list-style-type: none"> Explore creation of a mobile follow-up clinic that would provide comprehensive services such as well baby check, bilirubin check, breastfeeding support, mental health and addiction services. <i>*Offering transportation and child-friendly</i> Increase awareness and use of postpartum depression screening tools [e.g. Edinburg Postnatal Depression Scale (EPDS)] Increase access and availability of breastfeeding support services <u>Suggestions:</u> <ul style="list-style-type: none"> Offering daily drop-ins at consistent hours Offering various modalities (i.e. Skype) to address the needs of families in rural areas <p><u>Postnatal: Week 2- 3 months</u></p> <ul style="list-style-type: none"> Create a 'One-stop shop' for postnatal newborn and maternal follow-ups (similar to Ottawa's Monarch Centre) <u>Suggestion:</u> <ul style="list-style-type: none"> Foster use of community hubs in rural areas Capitalize on the development of Ontario Early Years Child and Family Centers (OEYCFC) <u>Suggestion:</u> <ul style="list-style-type: none"> Bring resources to locations where families already go Work towards better integration of services Promote use of telepractice for perinatal mood disorders <u>Suggestion:</u> <ul style="list-style-type: none"> Train nurses to be able to offer this type of therapy.

PART 4 – Identify Top 3 Priority Recommendations for System Improvement

Participants were asked to vote for the top 3 priority recommendations that were presented in Table 2. The results are presented below in Table 3.

TABLE 3 - VOTING RESULTS FOR PRIORITY RECOMMENDATIONS FOR SYSTEM IMPROVEMENT



The top priority recommendations to address in order to improve maternal-newborn health services and programs in the KFL&A area are:

- Creation of a mobile follow-up clinic
- Capitalize on the development of Ontario Early Years Child and Family Centers (OEYCFC)
- Development of a volunteer birth companion program
- Increase availability and access to breastfeeding support services

CONCLUSION

The findings and recommendations identified by this focus group will be included in the final regional report that will be produced when all focus groups from across the Champlain and South East LHINs have been completed, as part of this project's deliverables.

This valuable information will be key to the CMNRP network and partner organizations as we all work together to ensure appropriate maternal-newborn health services are available and explore opportunities to enhance awareness about them.

ACKNOWLEDGMENTS

CMNRP would like to sincerely thank the participants for their time, participation and contributions in the focus group. Thank you also to the **KFL&A Public Health** for its assistance in planning and for hosting the session.

APPENDIX A

LIST OF MATERNAL-NEWBORN HEALTH SERVICES AND PROGRAMS (FROM PREGNANCY TO POSTNATAL PERIOD)

- Kingston, Frontenac and Lennox & Addington-

Pregnancy confirmation/test:

- Pharmacy
- Walk-in Clinic
- Family Medicine: Private Practices
- Family Health Teams: [Kingston FHT](#), [Maple FHT](#), [Sharbot Lake FHT](#), [Lakelands FHT](#), [Loyalist FHT](#), [Queens FHT](#)
- Community Health Centres: [Kingston CHC](#), [Napaneer CHC](#)
- [Kingston Pregnancy Care Centre](#): : Pregnancy test; Information on Pregnancy; Abortion Procedures and Risks, and Abortion Alternatives; Peer Counselling and Advocacy; Post Abortion Grief Support; Sexual Health
- [Birthright](#)
- Diagnostic Imaging Clinics (Hospital or Community): [Kingston General Hospital](#), [Lennox and Addington County General Hospital](#)
- Medical Laboratories (Hospital or Community): [Kingston General Hospital](#), [Lennox and Addington County General Hospital](#), [Lifelabs](#) [Kingston (3 locations), Napaneer]



Prenatal Care:

- Family Medicine: Private Practices
- Family Health Teams: [Kingston FHT](#), [Maple FHT](#), [Sharbot Lake FHT](#), [Lakelands FHT](#), [Loyalist FHT](#), [Queens FHT](#)
- Midwifery Practices: [Community Midwives of Kingston](#)
- Community Health Centres: [Kingston CHC](#), [Napaneer CHC](#)
- OB/GYN: Private Practices
- Kingston General Hospital (Outpatient Clinics): [KGH's Regular Obstetrical Clinic \(Armstrong 5\)](#) - Low Risk Obstetrical Care, High Risk Obstetrical Care and Adolescent Obstetrical Care; [KGH's Fetal Assessment Unit](#); [KGH's Prenatal Genetic Services](#); [The MoThERS Program](#)
- Diagnostic Imaging Clinics (Hospital or Community): [Kingston General Hospital](#), [Lennox and Addington County General Hospital](#)
- Medical Laboratories (Hospital or Community): [Kingston General Hospital](#), [Lennox and Addington County General Hospital](#), [Lifelabs](#) [Kingston (3 locations), Napaneer]



Prenatal/Nutrition/Parenting/Breastfeeding Education:

- [Birthright](#)
- [Family and Children's Services of Frontenac, Lennox and Addington](#)
- KFL&A Public Health: [Baby Talk Drop-ins](#); [Child & Babytalk phone line](#); [KFL&A Public Health-online and in person prenatal classes](#); [Breastfeeding Classes](#); [Child and Babytalk in KFL&A on Facebook](#); [Healthy Babies Healthy Children \(HBHC\)](#) (free home visiting program); [Food For You Food For Two](#)
- [Metis Nation of Ontario Aboriginal HBHC](#) (Kingston): Aboriginal Healthy Babies Healthy Children
- [Ontario Native Women's Association Aboriginal HBHC](#) (Napaneer): Education and Support: Breastfeeding, Pre & Postnatal Nutrition, Growth & Development, Parenting, Bonding; Home Visiting

Prenatal/Nutrition/Parenting/Breastfeeding Education (cont'd):

- **Kingston Community Health Centers** (Kingston and Napanee area): [Better Beginnings for Kingston Children](#) (BBKC) - Prenatal Classes (Individual and Group Classes); Prenatal Breastfeeding Classes; Prenatal and Infant Groups (Infant Group, Teens Loving Children, Baby's Coming Prenatal Class); Parenting Programs (Bounce Back & Thrive, Right from the Start, You Make the Difference); [Family Visiting Program](#); [Street Health Centre](#); [Thrive](#); [Good Food Box](#)
- [Kingston Military Family Resource Centre](#)
- **Kingston General Hospital**: Prenatal Tours
- [Kingston Pregnancy Care Centre](#): Prenatal Classes, Adoption Support (Pre & Post)
- **La Leche League** (Kingston)
- [More To Life Kingston](#): Prenatal Classes
- [Limestone Advisory for Child Care Program](#) (Kingston and the Islands): Teens Loving Children, Parenting Groups and Workshops for Mothers and Babies
- [The Child Centre](#) (Sharbot Lake)
- [Lennox & Addington Resources for Children](#) (Napanee): Aboriginal HBHC
- [Childbirth Kingston](#): Prenatal Classes
- [Hypnobabies Kingston](#): Prenatal Classes
- [Youth Unlimited: Teen Moms Mentoring Program](#) (Kingston): Prenatal Classes
- [Queen's FHT](#) : Dietician Services, Lactation Consultant for Prenatal Breastfeeding Consultations

Websites, Phone and Online Supports

- [Kingston Pregnancy Care Centre](#): 613-545-0425
- [Dad Central Ontario - 24hr Cribside Assistance](#) (Online Resource for Fathers)
- [EatRight Ontario](#)
- [Health Before Pregnancy Website](#)
- **Public Health Agency of Canada: [Healthy Canadians: Healthy Pregnancy](#)**
- [Motherisk](#)
- [OMama](#)
- [The MotHERS Program Website](#)
- [pregnancy.sogc.org](#) (Society of Obstetricians and Gynaecologists of Canada)
- [Best Start Health Nexus](#)
- [The Canadian Association of Family Resource Programs FRP Canada](#)



Childbirth:

- **Hospitals:** [Kingston General Hospital](#)
- **Midwifery practices:** [Community Midwives of Kingston](#)
- **Childbirth Kingston** (Doulas): [Rachel Erb](#), [Hayley Mooney](#), [Roycene Perry](#), [Laura Gibbons](#), [Lisa Bowman](#), [Alyssa Green](#), [doula Royah](#), [Sue Cross](#),
- [More To Life Kingston](#): Doula Services
- [Kingston Pregnancy Care Centre](#): Labour Support
- [Queen's FHT](#)



Post-partum/Post-birth

- **Kingston General Hospital** : [Obstetric and Newborn Care](#); [Adolescent and Obstetrical Care](#); [The MotHERS Program](#)
- **Family Medicine**: Private Practices
- **OB/GYN**: Private Practices
- **Pediatricians**: Private Practices
- **Hotel Dieu Hospital**: [Children's Outpatient Clinic](#); [KidsInclusive Centre for Children & Youth Development](#)
- **Midwifery Practices:** [Community Midwives of Kingston](#)
- **Family Health Teams:** [Kingston FHT](#), [Maple FHT](#), [Sharbot Lake FHT](#), [Lakelands FHT](#), [Loyalist FHT](#), [Queens FHT](#)

Post-partum/Post-birth (cont'd):

- **KFL&A Public Health:** [Baby Talk Drop-ins](#); [Child & Babytalk phone line](#); [Child and Babytalk in KFL&A on Facebook](#); [Healthy Babies Healthy Children \(HBHC\)](#); [Food For You Food For Two](#); [Introducing Solids Food Class: KFL&A Public Health](#); [Immunization Clinics](#)
- **Metis Nation of Ontario Aboriginal HBHC** (Kingston): Home Visits, Service Coordination and Referrals
- **Ontario Native Women's Association Aboriginal HBHC** (Napanee): Home Visiting, Breastfeeding Support
- **Kingston Community Health Centers** (Kingston and Napanee areas): [Better Beginnings for Kingston- Children \(BBKC\)](#): Infant Groups (Teens Loving Children), Parenting programs, Parent groups, Family visiting; [Street Health Centre](#); [Thrive](#)
- **Mother Circle Kingston:** Drop-ins for Moms With New Babies
- **Limestone Advisory for Child Care Program** (Kingston and the Islands): Teens Loving Children, No Parent Left Behind, Peek-a Boo Baby Groups
- **The Child Centre** (Sharbot Lake)
- **Lennox & Addington Resources for Children** (Napanee): Aboriginal HBHC
- **Kingston Family Military Centre**
- **Youth Unlimited: Teen Moms Mentoring Program**
- **More To Life Kingston:** Postpartum Home Visits
- **Walk-in clinics**

Websites, Phone and Online Supports

- [Healthy Canadians: Infant Care](#)
- **Public Health Agency of Canada:** [Infancy](#)
- [MotHERS Program Website](#)
- [CPS Caring for Kids](#)
- [EatRight Ontario](#)
- [Nipising District Developmental Screen](#)
- [Immunize Canada](#)



Breastfeeding Support:

- **Kingston Community Health Centers** (Kingston and Napanee Areas): [Better Beginnings for Kingston- Children \(BBKC\)](#) - [Family Visiting Programs](#), [Prenatal and Infant Groups](#); Breastfeeding Peer Support Program; Thrive; Breastfeeding Families; Individual Breastfeeding Support
- **KFL&A Public Health:** [Baby Talk Drop-ins](#); [Child & Babytalk Phone Line](#); [Child and Babytalk in KFL&A on Facebook](#); [Healthy Babies and Health Children \(HBHC\)](#); [Breastfeeding Clinics](#)
- **Kingston General Hospital:** [Breastfeeding Support](#)
- **Private Lactation Consultants:** Andrea Jachim
- **La Leche League Kingston**
- **Midwifery practices:** [Community Midwives of Kingston](#) (Kingston Breastfeeding Connection)
- **Queen's FHT:** [Breastfeeding Drop-in and Support](#), Individual Counselling, Home Visits
- **Kingston Pregnancy Care Centre**

Websites, Phone and Online supports

- [Healthy Mothers, Healthy Babies Breastfeeding](#) (Best Start Resource Center)*Free, Bilingual On-line Course on Breastfeeding
- **Breast Pump Rental Services:** [Ameda](#), [Medela](#)
- **Telehealth Ontario 24/7 Breastfeeding Support:** 1-866-797-0000 or TTY 1-866-797-0007
- [Breastfeeding Inc-Jack Newman](#)
- **Motherisk:** Medication and Breastfeeding: 1-877-439-2744; Alcohol and Substance: 1-877-327-4636 or www.motherisk.org
- **Global Health Media:** [Breastfeeding Videos](#)

SPECIAL SERVICES ALSO ACCESSED BY WOMEN/FAMILIES

Fetal Anomalies or Life Limiting Diagnosis

- **Kingston General Hospital:** [Fetal Assessment Unit Ultrasound](#), [Kingston General Hospital Prenatal Genetics](#), [Kingston General Hospital Neonatal Care Unit](#)
- **Hotel Dieu Hospital Kids Inclusive:** [Special Infant Clinic](#), [Infant and Child Development Program](#)

Perinatal Loss (Miscarriage, Termination of Pregnancy, Stillbirth, Neonatal Death)

- [Bereaved Families of Ontario](#) (Kingston)
- **Kingston General Hospital:** [Neonatal Care Unit](#), [Women's Clinic](#), Early Pregnancy Loss Clinic
- [Pregnancy and Infant Loss Network](#) (PAIL Network) : 1-888-301-7276
- [Kingston Pregnancy Care Centre](#)

Preterm Birth

- **Kingston General Hospital:** [Neonatal Intensive Care Unit](#)
- **Hotel Dieu Hospital:** [Children's Outpatient Clinic](#) (COPC)
- **Hotel Dieu Hospital Kids Inclusive:** [Special Infant Clinic](#) (Neonatal Follow-up Clinic), [Infant and Child Development Program](#), Early Years Team (Multidisciplinary Support), Feeding Team (Swallowing and Oral Motor Only)

High Risk Pregnancies

- **Kingston General Hospital:** [High Risk Obstetrical Clinic](#)

Adoption and Foster Care

- [Adoption Council of Canada](#) (Ottawa)
- [Adoption Council of Ontario](#) (Toronto)
- [Family and Children's Services of Frontenac, Lennox and Addington](#)
- [Adoption Resource & Counselling Services](#)

Family Violence, Sexual Assault, Woman Abuse, Child Abuse and Welfare

- [Family and Children's Services of Frontenac, Lennox and Addington](#)
- **Kingston General Hospital:** [Sexual Assault and Family Violence Program](#)
- K3C Community Counselling Centres - Women's Program
- Lennox and Addington Interval House - [Women's Outreach Service](#)
- [Sexual Assault Centre Kingston](#)
- [Dawn House Women's Shelter](#)
- [Kingston Interval House](#)

Websites, Phone and Online Supports

- **Assaulted Women's Helpline:** 1-866-863-0511 or 1-866-863-7868
- **Kingston Interval House Crisis Line:** 1-800-267-9445 or 613-546-1777

Shelter and Transitional Housing

- [Dawn House Women's Shelter](#)
- [Kingston Interval House](#)
- [Kingston Youth Shelter](#)
- [Home Base Housing – In From the Cold Emergency Shelter](#)
- [Ryandale Shelter for the Homeless](#)

Drug, Alcohol and Smoking

- **Addiction & Mental Health Services - Kingston Frontenac Lennox & Addington (KFLA):** [Counselling and Treatment](#), Motherwise Program for Mothers With Addiction (Pregnant or Have Children up to age 6)
- [KFL&A Public Health:](#) Take Control, Take Control Baby Steps

- **Kingston Community Health Centers** (Kingston and Napanee Areas): Smoking Cessation Counselling
- [Al Anon - Alateen Family Groups](#)
- [Alcoholics Anonymous Kingston](#)
- [Hotel Dieu Detoxification Centre](#)
- [Change Health Care](#)
- **Kingston Community Health Centre:** [Thrive](#), [Street Health Centre](#)
- [Salvation Army Harbour Light Centre](#)
- [Queen's FHT](#): Smoking Cessation Clinic, One-on-one Counselling

Websites, Phone and Online Supports

- **Addiction & Mental Health Services Crisis Line Kingston Frontenac** : 613-544-4229 or 1-866-616-6005
- **Addiction & Mental Health Services Crisis Line Lennox & Addington**: 613-354-738 or 1-800-267-7877
- **Alcoholics Anonymous Help Line** (Kingston): 613-549-9380
- [Centre for Addiction and Mental Health](#)
- [Connex Ontario Health Services Information](#)
- [Drug and Alcohol Treatment Info Line](#) : 1-800-565-8603
- **Motherisk** (Alcohol and Substance): 1-877-4636 or <http://www.motherisk.org/>
- [Canadian Cancer Society Ontario Division Smokers Helpline](#): 1-877-513-5333
- [KFL&A Public Health Tobacco Information Line](#): 613-549-1232 or 1-800-267-7875 x 1333
- [Pregnets](#)
- [The Lung Association](#)

Perinatal Mental Health

- **KFL&A Public Health:** Child and Babytalk Phone Line: 613-549-1154 or 1-800-267-7875 x 155
- [Addiction and Mental Health Services](#)
- **Psychotherapists:** Private Practices
- **Psychiatrist:** Private Practices
- **Psychologist:** Private Practices
- **Individual, Couple and Family Therapist:** Private Practices
- Hotel Dieu Hospital : Women's Reproductive Psychiatry Clinic: 613 544-3400 x 255
- [Limestone Advisory for Child Care Program](#) (Kingston and the Islands): No Parent Left Behind

In Home Postpartum and Parenting Support:

- **Kingston Community Health Centres:** [Better Beginnings for Kingston Children](#), [THRIVE](#)
- [KFL&A Public Health HBHC](#)
- [Metis Nation of Ontario Aboriginal HBHC](#) (Kingston)
- [Ontario Native Women's Association Aboriginal HBHC](#) (Napanee)

Websites, Phone and Online Supports

- [Canadian Mental Health Association](#)
- **Best Start Nexus:** [Life with a New Baby](#)
- **Mental Health Helpline:** 1-8660531-2600 or www.mentalhealthhelpline.ca
- **Telehealth Ontario:** 1-866-797-0000 or TTY 1-866-797-0007
- [Pacific Postpartum Support Society \(BC\)](#)
- [Peel Postpartum Mood Disorder Program](#)
- [Postpartum Progress](#)
- [New Dad Manual](#)