



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

HASTINGS AND PRINCE EDWARD COUNTIES

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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 community. The focus groups are 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 Hastings and Prince Edward County Health Unit in Belleville on March 3rd, 2017 from 13:30 to 1600. A total of **9 family members** and **34 health care providers** from various organizations that provide maternal-newborn health services and/or programs¹ in the following geographic areas participated: Prince Edward County, Hastings County, Tyendinaga, Quinte West, Madoc, Bancroft and Belleville.

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 audio-recording were reviewed, collated and is 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's Mapping Maternal Newborn Services Workgroup members through searches of portals (thehealthline.ca; 211.ontario) and organizations' websites as well as telephone calls with key informants. Copies of this list were available at the session to use as a reference.

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).

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. They were encouraged to submit any additions or modifications to the list in writing to the facilitator following the session.

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 within and between them 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"> • Communication and coordination of care between health services (e.g. referral from clinic to OB/GYN) • Picton Family Health Team offers comprehensive care • Coordination of visits (e.g. at Gateway CHC, first prenatal visit with care provider is followed with prenatal education session – helps to decrease transportation costs) • Prenatal classes <ul style="list-style-type: none"> ○ In-person classes: <ul style="list-style-type: none"> ▪ Well-advertised ▪ Very welcoming and non-judgmental ▪ Informative; relevant information provided ▪ Availability of prenatal classes <i>*more classes are being provided</i> ▪ Well attended <i>*180 registrations last year</i> ○ Online classes: <ul style="list-style-type: none"> ▪ Free of charge ▪ Well attended <i>*220 registrations last year</i> • Variety of services and programs offered by Hastings Prince Edward Public Health (HPEPH) • Food for You: Food for Two Program <i>*accessible, weekly drop-in for expectant families. Food vouchers and child care provided.</i> • HPEPH has a formal agreement with Quinte Midwives to complete 	<ul style="list-style-type: none"> • Communication between health care providers and families <i>*Well informed about care</i> • Support offered by health care providers • Competency of nurses <i>*They know what they are doing; are present to answer questions</i> • <i>*Addition of student nurses was seen as positive experience; great help</i> • Interprofessional collaboration (MDs, midwives and nurses) • Continuity of care provided by a family physician <i>*Will provide antenatal, intrapartum and postnatal care</i> • <i>*Will attend births of all his clients unless he is on holidays</i> • HBHC Public health liaison nurse (also a lactation consultant) promotes services offered by HPEPH [e.g. breastfeeding consultations, baby feeding drop-ins] as well as other services available in the community • Breastfeeding support offered by nurse practitioner 	<ul style="list-style-type: none"> • Midwifery model with 6 week follow-up. <i>*Good continuity of care</i> • HPEPH has a formal agreement with Quinte Midwives to complete HBHC screen prenatally and at 6 weeks postpartum • Prince Edward FHT- Family and Youth Outreach Nurse available to address health needs of families (e.g. coordination of care, HBHC screen, referral to resources, services and programs, breastfeeding support) <i>*Great resource!</i> • Prenatal preparation for postnatal period <i>*Well prepared by family physician</i> • Mom+Baby Group in Wellington <i>*Free weekly drop-in for new moms, breastfeeding support, social peer support with professional in attendance. Very supportive environment!</i> • Breastfeeding support offered by HPEPH (clinic, helpline and home visits) • HPEPH – BFI designated facility <ul style="list-style-type: none"> ○ BFI 20 hour education provided to internal staff x 3 years <i>*Trying to extend this in the community; aiming to provide consistent information to childbearing families</i> • Electronic discharge summary from hospital <i>*Facilitates breastfeeding support (i.e. at Gateway CHC, telephone call done prior to first week postpartum follow-up visit; 2/3 of calls lead to 1:1 session)</i>

	PRENATAL	BIRTHING SERVICES	POSTNATAL
	<p>HBHC screen prenatally and at 6 weeks postpartum</p> <ul style="list-style-type: none"> • Prince Edward FHT- Family and Youth Outreach Nurse available to address health needs of families (e.g. coordination of care, HBHC screen, referral to resources, services and programs) • Prenatal meetings organized with Quinte Health Care’s interprofessional health team to develop care plans for families with unique needs (e.g. NAS, surrogacy) • Accessibility of various services (e.g. prenatal visits, ultrasound) <i>*Very accommodating when booking appointments</i> • Memorandum of understanding between HPEPH and CHCs to provide local prenatal education • Belleville Pregnancy and Family Care provides 1:1 prenatal care for families who have limited resources 		
Challenges	<ul style="list-style-type: none"> • Prenatal Classes <ul style="list-style-type: none"> ○ In-person classes: <ul style="list-style-type: none"> ▪ mostly attended by older couples; may be uncomfortable for young mothers ▪ Late registration - may not attend all classes <i>*early registration is encouraged but is not happening</i> ○ Online classes: <ul style="list-style-type: none"> ▪ Take time and require access to internet ▪ Resources not updated; some links not working ○ Don’t have a good understanding of why people don’t attend classes and access prenatal services <i>*May be related to accessibility and lack of awareness of existing services and programs; not promoted by health care providers</i> • Availability and access to family physicians <ul style="list-style-type: none"> ○ For military community and general population ○ Long waiting lists ○ Inability to book timely appointments • Transportation in rural areas – don’t have gas money; lack of public transportation <i>*Difficult to get to appointments</i> 	<ul style="list-style-type: none"> • Planned Cesarean sections: <ul style="list-style-type: none"> ○ Lack of communication amongst staff <i>*not aware of booked cases</i> ○ Long delay between admission and time of procedure <i>*stressful experience for clients</i> • Some staff are not responsive to the needs of clients <i>*perceived as lack of support and care</i> • Communication styles used by health care providers with some clients (e.g. younger, older, heavier clients) <i>*Talking down to clients; judgmental</i> • Assumptions made by health care providers: <ul style="list-style-type: none"> ○ Infant feeding: Teen moms will opt to bottle feed vs. breastfeed <i>*Staff ‘pushing’ bottle feeding</i> • Knowledge of clients who are health care providers <i>*Expectation that they should know what to do (e.g. pain relief options, birthing positions, breastfeeding, care for their infant)</i> • Lack of support during emergency situations <i>*Left alone; no support person</i> • Communication between 	<ul style="list-style-type: none"> • Attitude of health care providers related to breastfeeding is reflected in the type of support offered <i>*Leads to feelings of failure and guilt if not able to breastfeed</i> • Culture of breastfeeding is changing and support lacking • Lack of knowledge re: breastfeeding methods (e.g. cup feeding) <i>*Health care providers and childbearing families</i> • Availability/access to lactation consultants <ul style="list-style-type: none"> ○ Only 3 in the region ○ Available Monday to Friday • Limited access to pediatric walk-in clinic offered at hospital <i>*Monday, Wednesday and Friday morning. Need more pediatric clinics that allow walk-ins if required</i> • ER physicians have limited knowledge in pediatrics <i>*Families don’t receive the care they need. Pediatricians are not consulted for ER cases.</i> • Lack of awareness of existing maternal-newborn services and programs <i>*Health care providers and childbearing families</i> • Poor communication between health care providers and families - Parents feel their concerns are not heard by health care providers <i>*various visits required to obtain help they need</i>

	PRENATAL	BIRTHING SERVICES	POSTNATAL
	<ul style="list-style-type: none"> Lack of awareness of prenatal breastfeeding classes (<i>Health care providers and families</i>) 	<p>health care providers and families re: support preferences</p> <ul style="list-style-type: none"> Lack of breastfeeding support <ul style="list-style-type: none"> No lactation consultants on staff Nurses provide lots of suggestions; they don't really take the time to help with latch and positioning Availability/access to HBHC Public health nurse liaison <i>*Service only available Monday to Friday from 8:00 to 16:00</i> Decreased hospital length of stay <i>*Barrier to establishing breastfeeding</i> 	<ul style="list-style-type: none"> Pediatricians in the region are not mandated to provide primary care <i>*Only offer consultation services, specialist care</i>
Gaps	<ul style="list-style-type: none"> Prenatal classes: <ul style="list-style-type: none"> Focused on young childbearing families <i>*Not meeting the needs of older expecting parents</i> Not accessible in certain areas High risk pregnancy care <i>*Families need to travel to Kingston</i> Lack of midwifery capacity <i>*# of unaccommodated clients, not meeting demand</i> Not enough 1:1 prenatal care outside of primary health care <i>*Provided by Helping Hands Program and Belleville Pregnancy and Family Care</i> Doula care - not financially available for general population <i>*Some doulas will do pro bono work or offer reduced rates depending on the family's situation</i> Lack of awareness of existing maternal-newborn services and programs <i>*Health care providers and childbearing families</i> Lack of perinatal mental health services and programs <ul style="list-style-type: none"> Only one private practitioner (<i>Fee for service</i>) Crisis intervention provided by only one organization No support groups Lack of knowledge re: use of medications in pregnancy Lack of knowledge re: Motherisk helplines and website 	<ul style="list-style-type: none"> Lack of perinatal mental health services and programs 	<ul style="list-style-type: none"> Lack of resources for fathers/partners on how to support new mothers (<i>e.g. breastfeeding support, postpartum depression</i>) Availability/access to family physicians <ul style="list-style-type: none"> No well-baby visits appointments; need to go to walk-in clinics Lots of 'orphan' clients Unable to refer postpartum clients to CHCs Lack of perinatal mental health services and programs

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 was invited to share the recommendations generated by their group. Ideas and suggestions are presented in Table 2.

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

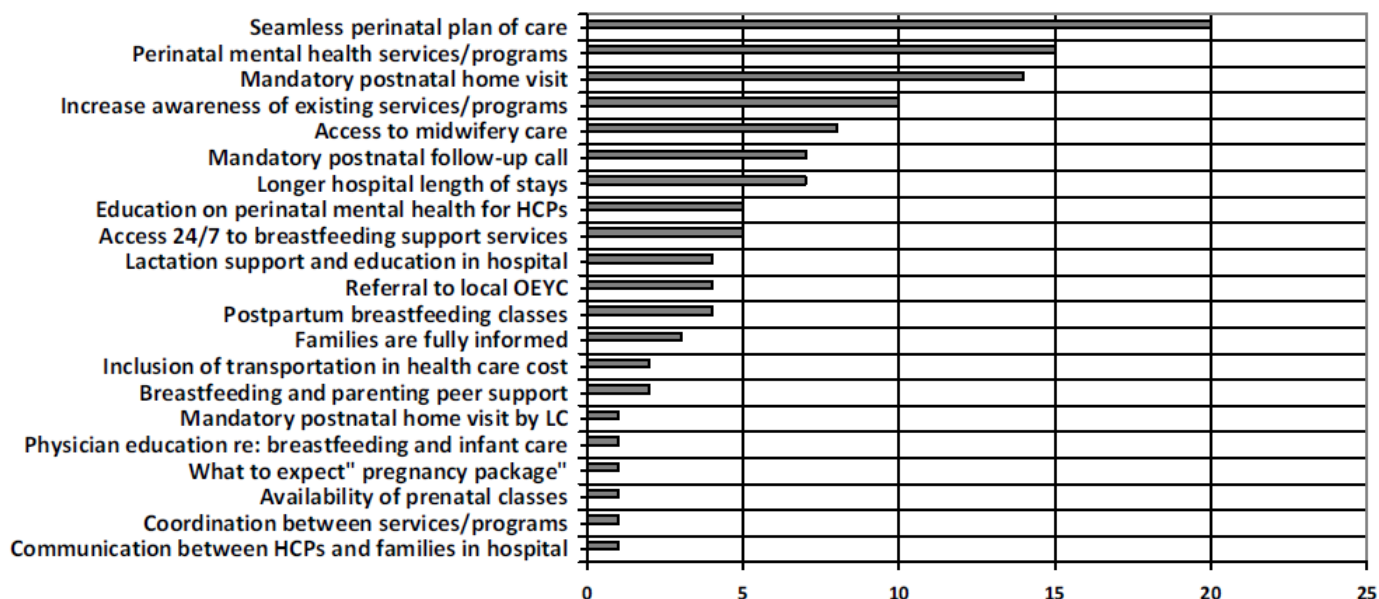
PRENATAL	BIRTHING SERVICES	POSTNATAL
<ul style="list-style-type: none"> • Provide breastfeeding class for support persons (e.g. fathers/partners, grandparents) • Offer support groups for fathers • Increase perinatal mental health services/programs *Information, education and support groups • Development of a ‘What to Expect’ pregnancy package to be distributed by primary care providers (include existing services and programs in area, how to prepare, things to think about) • Improve availability of prenatal classes (should be offered all year round; at different times) • Improve awareness of existing maternal-newborn services and programs • Increase access to midwifery care • Improve coordination between health care services/programs • Ensure that the right services/programs are available for various groups (e.g. young moms, multiples) 	<ul style="list-style-type: none"> • Improve access to midwives and ensure that they practice at their full scope • Improve communication between health care providers and childbearing families (From triage to hospital discharge) • Ensure that clients are well-informed <ul style="list-style-type: none"> ○ Ensure that they know where to find information and resources to prepare for labour and birth if they have not attended prenatal classes (e.g. website with resources, services and programs) * One-stop shop ○ Ensure that they are fully informed re: choices for birth, birth experience, procedures (e.g. induction of labour, c-sections) • Increase number of family physicians with intrapartum training and experience to care for women with low-risk pregnancies and births • Improve quality of lactation support and education provided to childbearing families *Ensure a transition plan is in place prior to discharge • Provide consistent education to nurses at the unit level re: teaching related to maternal and newborn care • Enhance hospital preparation of expectant parents by coordinating prenatal tours for clients from health care providers in the community (e.g. doula) 	<p style="text-align: center;">1st week</p> <ul style="list-style-type: none"> • Make it mandatory for all families to receive a postnatal home visit from a HBHC public health nurse after hospital discharge instead of follow-up telephone call • Ensure that every breastfeeding mom receives a home visit from a lactation consultant within 3 days of hospital discharge • Improve provision of education re: the care of premature babies • Include the following content in prenatal classes: <ul style="list-style-type: none"> ○ Care and recovery after an emergency Cesarean section ○ Do’s and don’ts for feminine hygiene products ○ Intercourse after birth • Improve provision of education re: breastfeeding and pumping • Health care providers need to be more open-minded by actively listening to parents and respecting their decisions • Ensure that families know where to seek legal advice when things get difficult (e.g. custody issues, financial issues) • Ensure that all families receive a postnatal follow-up call after hospital discharge • Continued recruitment efforts should be made to obtain family physicians for this area • Increase birth centre/ hospital

PRENATAL	BIRTHING SERVICES	POSTNATAL
		<p>length of stays in order for families to receive more education and care</p> <ul style="list-style-type: none"> • Establish a seamless perinatal plan of care (<i>from prenatal to postpartum period</i>) • Increase physician education re: infant care and breastfeeding by offering CMEs • Identify physician champions re: breastfeeding practices • Improve the use of technology in the provision of health care <p style="text-align: center;">2 weeks – 3 months</p> <ul style="list-style-type: none"> • Ensure that all frontline/direct care providers receive education on perinatal mental health (<i>e.g. resources, existing services/program, interventions</i>) • Offer perinatal mental health support groups • Ensure 24/7 access to local breastfeeding support services • Offer every family a handout (or magnet) on where to go to obtain help • Ensure that continuity of care and consistent care is provided to families. <i>*They should be able to see the same health care provider more than once</i> • Transportation should be included in the cost of health care • Offer more breastfeeding and parenting peer support programs • Provide postpartum breastfeeding classes • Every family should be referred to their local OEYC

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 3 priority recommendations to address in order to improve maternal-newborn health services and programs in Hastings & Prince Edward Counties are:

1. Establish a seamless plan of care for childbearing families (from the prenatal to postpartum period)
2. Increase perinatal mental health services and programs
3. Make it mandatory for all families to receive a home visit from a HBHC public health nurse after hospital discharge instead of a follow-up telephone call

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 **Hastings Prince Edward Public Health** for its assistance in planning and for hosting the session.

APPENDIX A

Care Mapping Pathway of Maternal Newborn Care Spectrum (from pregnancy to postnatal period)

- Hasting & Prince Edward Counties –

(Prince Edward County, Hastings County, Tyendinaga, Quinte West, Madoc, Bancroft and Belleville)

Pregnancy Confirmation/Test:

- Pharmacy
- Walk-in Clinics
- Family Medicine: Private Practices
- Family Health Teams: [Prince Edward FHT](#); [Bancroft FHT](#); [Brighton Quinte West FHT](#); [Central Hastings FHT](#); [North Hastings FHT](#); [Queen`s FHT](#)
- NP-led Clinics: [Belleville Nurse Practitioner-Led Clinic](#)
- Community Health Centers: [Belleville and Quinte West Community Health Centre](#), [Gateway Community Health Centre](#)
- Diagnostic Imaging Clinics: [Belleville X Ray and Ultrasound](#); [Bluewater Imaging](#) (Belleville); [Kente X-Ray and Ultrasound](#) (Belleville); [Quinte Health Care](#) (Belleville); [Trenton Diagnostics](#)
- Medical laboratories: [Quinte Health Care](#) (Belleville, Trenton, Picton); [Lifelabs](#) (Bancroft, Belleville, Trenton, Picton); The Medical Clinic (Bancroft)
- Hastings Prince Edward Public Health: [Sexual Health Clinics](#)
- [Bancroft Pregnancy Care Centre](#)
- [Belleville Pregnancy & Family Care Centre](#): Free Pregnancy Tests, Information on Pregnancy Options, Post Abortion Care Program
- [Birthright of Belleville](#): Free Pregnancy Tests



Prenatal Care:

- OB/GYN: Private Practices
- Family Medicine: Private Practices
- Midwifery Practices: [Quinte Midwives](#), [Midwifery Services of Haliburton-Bancroft](#)
- Family Health Teams: [Prince Edward FHT](#); [Bancroft FHT](#); [Brighton Quinte West FHT](#); [Central Hastings FHT](#); [North Hastings FHT](#); [Queen`s FHT](#)
- NP-led Clinics: [Belleville Nurse Practitioner-Led Clinic](#)
- Community Health Centers: [Belleville and Quinte West Community Health Centre](#), [Gateway Community Health Centre](#)
- Diagnostic Imaging Clinics: [Belleville X Ray and Ultrasound](#); [Bluewater Imaging](#) (Belleville); [Kente X-Ray and Ultrasound](#) (Belleville); [Quinte Health Care](#) (Belleville, Picton, Bancroft); [Trenton Diagnostics](#); The Medical Clinic (Bancroft)
- Medical Laboratories: [Quinte Health Care](#) (Belleville, Trenton, Picton, Bancroft); [LifeLabs](#) (Bancroft, Belleville, Trenton, Picton); The Medical Clinic (Bancroft)
- Hastings Prince Edward Public Health: Healthy Babies, Healthy Children
- [Mohawks of the Bay of Quinte - Community Wellbeing Centre](#): Family Health and Child Development Program



Prenatal/Nutrition/Parenting/Breastfeeding Education:

- **Hastings Prince Edward Public Health** : Online Prenatal Course (Gift of Motherhood), In-Person Prenatal Classes, Prenatal Breastfeeding Education, Prenatal Smoking Cessation Program, Food for You: Food for Two (Canadian Prenatal Nutrition Program), Healthy Babies, Healthy Children, Raising Healthy Kids (Facebook page), Infant Feeding Classes, Reproductive Health InfoLine: 613-966-5500 x 675, Child Health CARELine: 613-966-5500 x 223
- **Family Health Teams:**
 - **Central Hasting FHT:** Diabetes Program
 - **Prince Edward FHT:** Mom-2-Be Prenatal Consultations; Baby and Beyond Group (Teen Group), Individual Prenatal and Breastfeeding Consultations, Birthing Classes, Breastfeeding Information/Support, Home Visits
- **Community Health Centres:**
 - **[Belleville and Quinte West Community Health Centres](#)** (Belleville and Trenton): Prenatal Education, Car Seat Clinics, THRIVE Program, Triple P Parenting Program, Healthy Cooking on a Budget
 - **[Gateway Community Health Centre](#)**: Prenatal Education With Early Years Nurse (Early Pregnancy Education for Expectant Parents and Support Persons, Post-Delivery Health and Lifestyle Education, Individual Consultation in 1st Trimester, Prenatal Classes During Third Trimester, Cradling Arms, Car Seat Clinics
- **Mohawks of the Bay of Quinte - Community Wellbeing Centre:** Prenatal Classes, Canadian Prenatal Nutrition Program, [Diabetes Education Program](#), [Maternal Child Health & Healthy Babies](#), [Healthy Children](#)
 - Family Health and Child Development Program
- **[The Hub – Prince Edward ChildCARE Services](#)**: Prenatal Education, Triple P Parenting Program, Infant Massage, Babies & Beyond, Bears & Cubs, Good Food Box
- **[Ontario Early Years Northumberland](#)**: Prenatal Classes (Brighton, Trenton, Hastings), Positive Parenting Discussion Group (Brighton, Trenton), Food for You, Food for Two (Trenton)
- **[Métis Nation of Ontario](#)** (Bancroft): Aboriginal Healthy Babies, Healthy Children; Canadian Prenatal/Postnatal Nutrition Program
- **[Community Development Council Of Quinte](#)** : Good Food Box
- **[Bancroft Pregnancy Care Centre](#)**: Pregnancy support, Preparing for baby
- **[Family Space Quinte \(Belleville\)](#)**: Triple P Parenting Program, New Parent Group, Early Learning Playgroups, Early Literacy Program, Grandparents Group, Daddy n' Me, Live Love Latch
- **[Belleville Pregnancy & Family Care Centre](#)**: Prenatal Program, Parent Program, Men's Program, Women's LEAD Program, Clothing and Equipment Support
- **[Birthright of Belleville](#)**: Maternity and Baby Clothes; Referrals to Various Services (Medical, Financial, Employment, Housing, Education, Social Assistance, Professional Counselling), Information on Pregnancy and Childbirth, Prenatal Development and Care, Parenting Skills, Child Care, and Child Safety, Career Development and/or Continuing Education, Community Programs and/or Social Assistance, Adoption
- **[North Hastings Children's Services](#)**: Food for You, Food For Two Program, Triple P Parenting Program
- **[Lennox & Addington Resources for Children](#)** (LARC): Aboriginal Healthy Babies, Healthy Children
- **Community Partners for Success:** Parenting Education (e.g. Budgeting, Food Preparation, Menu Planning), Parent Support Groups
- **Trenton Military Resource Centre:** Babies and Beyond, Family Services
- **[Birth Smarts](#)**: Enhanced Prenatal and Newborn Education
- **[Carrie Taylor](#)**: Hypnobirthing Childbirth Educator
- **Highland Shores Children's Aid:** [Parenting Programs](#) (Parenting for Success, Triple P Positive Parenting Program, Helping Hands); [Parenting Resources](#)
- **Doulas:** [Joanna Howard](#), [Barb Matteucci](#) (Bereavement Support), [Melissa Skinkle](#) (Birth Pool Rental), [Lesley Lavender](#), [Michelle Stroud](#) (Reflexology, Reiki Master, Prenatal Yoga Classes, Birth Pool Rental, Bereavement Support), [Ashley Turgeon](#) (Reflexology, Placenta Encapsulation, Birth Pool Rental), Amanda

Lazarski, [Sarah Stogryn, Heather Neville](#) (Pregnancy Fitness), [Melissa Anthony](#) (Childbirth Education), [Ashley Mitchell](#) (Lactation Educator, Fertility and Pregnancy Reiki), [Monika Gerritsen](#), Natalie Blower (Placenta Encapsulation), [Sarah Gardner-Stavroff](#) (Prenatal Yoga, Reflexologist, Prenatal Education)

- **Mary Joan Brinson MSW** - Certified Emotionally Focused Therapist): Prenatal/Postnatal Support, Perinatal Mood Disorders, Pregnancy Loss

Websites, Phone and Online Support:

- [The Canadian Association of Family Resource Programs](#) (FRP Canada)
- [Dad Central Ontario - 24hr Cribside Assistance](#) (online resource for fathers)
- [Eat Right Ontario](#): 1-877-510-5102
- [Telehealth Ontario](#): 1-866-797-0000
- [OMama](#) (app/website)
- [The Mother's Program](#)
- **Public Health Agency of Canada**: [Breastfeeding & Infant Nutrition](#), [Healthy Canadians: Healthy Pregnancy](#)
- **Health Canada**: [Prenatal Nutrition](#)
- **Transport Canada**: [Car Seat Safety](#)
- **Dr. Jack Newman** – [Breastfeeding Inc](#)
- [International Breastfeeding Centre](#)
- [Health Before Pregnancy Website](#) (Best Start Nexus)
- **Society of Obstetricians and Gynaecologists of Canada**: [pregnancy.sogc.org](#)
- [Motherisk](#): Motherisk Helpline: 1-877-439-2744, Alcohol & Substance: 1-877-327-4636, Morning Sickness: 1-800-436-8477, Exercise in Pregnancy: 1-866-937-7678
- [Best Start Health Nexus](#): Prenatal Key Messages
- **Institut national de santé public**: [From Tiny Tot to Toddler](#)
- **SickKids**: [AboutKidsHealth](#)



Childbirth:

- **Hospitals**: [Quinte Health Care](#): Neonatal Abstinence Syndrome Program (Support, Rooming In)
- **Midwifery practices**: [Quinte Midwives](#), [Midwifery Services of Haliburton-Bancroft](#)
- **Doulas**: [Kim Belanger-Mills](#) (Postpartum Doula Services), [Joanna Howard](#), [Barb Matteucci](#) (Bereavement Support), [Melissa Skinkle](#) (Birth Pool Rental), [Lesley Lavender](#), [Michelle Stroud](#) (Reflexology, Reiki Master, Prenatal Yoga Classes, Birth Pool Rental, Bereavement Support), [Ashley Turgeon](#) (Reflexology, Placenta Encapsulation, Birth Pool Rental), Amanda Lazarski, [Sarah Stogryn, Heather Neville](#) (Pregnancy Fitness), [Melissa Anthony](#) (Childbirth Education), [Monika Gerritsen](#), Natalie Blower (Placenta Encapsulation), [Sarah Gardner-Stavroff](#) (Prenatal Yoga, Reflexologist, Prenatal Education), [Ashley Mitchell](#)
- [Belleville and Quinte West Community Health Centre](#): THRIVE Program



Post-Partum/Post-Birth:

- **Family Medicine**: Private Practices
- **OB/GYN**: Private Practices
- **Pediatricians**: Private Practices
- **Doulas**: [Kim Belanger-Mills](#) (Postpartum Doula Services), [Joanna Howard](#), [Barb Matteucci](#) (Bereavement Support), [Melissa Skinkle](#), [Lesley Lavender](#), [Michelle Stroud](#) (Bereavement Support), [Ashley Turgeon](#) (Placenta Encapsulation), Amanda Lazarski, [Sarah Stogryn, Heather Neville](#), [Melissa Anthony](#), [Monika Gerritsen](#), Natalie Blower (Placenta Encapsulation), [Sarah Gardner-Stavroff](#), [Ashley Mitchell](#)
- [Quinte Pediatrics and Adolescent Health](#): Pediatric Services at Quinte Health Care, Regional Consulting Group

- **Midwifery Practices:** [Quinte Midwives](#), [Midwifery Services of Haliburton-Bancroft](#)
- **Hastings Prince Edward Public Health:** Healthy Babies, Healthy Children (Home Visiting), Raising Healthy Kids (Facebook Page), Child Health CARELine: 613-966-5500 or 1-800-267-2803x223, [Immunization Clinics](#), [Baby Feeding Drop-In](#), Breastfeeding Consultations, Canadian Prenatal Nutrition Program
- **Community Health Centers:**
 - [Belleville and Quinte West Community Health Centre](#): THRIVE Program
 - [Gateway Community Health Centre](#): Well Baby/Child Visits, Cradling Arms
- [Community Development Council Of Quinte \(CDC Quinte\)](#): Good Food Box, Good Baby Box
- [Family Space](#): Baby's First Class, Baby Club, Infant Feeding Club, Playgroups
- [The Hub Child & Family Centre](#): Infant Massage, Playgroups, Prenatal and Infant Wellbeing
- **Trenton Military Resource Centre:** Babies and Beyond, Family Services
- [Community Development Council Of Quinte](#) : Good Food Box, Good Baby Box
- **Mohawks of the Bay of Quinte - Community Wellbeing Centre:** [Maternal Child Health & Healthy Babies/Healthy Children](#) (Home Visits, Good Baby Box, Postpartum Doula Care)
- [Métis Nation of Ontario](#) (Bancroft): Aboriginal Healthy Babies, Healthy Children; Canadian Prenatal/Postnatal Nutrition Program
- **Family Health Teams:** Bancroft FHT: Well Baby Program; Prince Edward FHT: Individualized Support From Family Outreach Nurse, Babez 'n Arms (Mom/Baby/Peer Support)
- **NP-led Clinics:** [Belleville Nurse Practitioner-Led Clinic](#)
- [Bancroft Pregnancy Care Centre](#): Care Cupboard, Support
- **Mary Joan Brinson MSW** - Certified Emotionally Focused Therapist: Postpartum Support
- **We Share Baby:** Clothing and Baby Items

Websites, Phone and Online Supports:

- [Nipissing District Developmental Screen](#)
- [Healthy Canadians: Infant Care](#)
- **Public Health Agency of Canada:** [Infancy](#)
- [MotHERS Program Website](#)
- [CPS Caring for Kids](#)
- [EatRight Ontario](#)
- [Immunize Canada](#)
- **Institut national de santé public:** [From Tiny Tot to Toddler](#)
- **SickKids:** [AboutKidsHealth](#)



Prenatal and Postnatal Wellness:

- [Sprout Massage Therapy](#): Prenatal Massage
- [Belleville Integrative Health Centre](#) : Chiropractor, Medical Acupuncture, Pelvic Floor Physiotherapy
- [Forever Young Chiropractic & Massage](#): Prenatal and Pediatric Services
- [The Physio Centre](#): Joanna Kirby, Registered Massage Therapist
- [Quinte Naturopathic Centre](#)
- [Scott Allin](#) (RMT): Massage Therapy
- [Stephanie Postma](#) (RMT): Massage Therapy
- [Heron House Pilates and Yoga](#): Pilates, Yoga, Rebounding and Personal Training



Breastfeeding Support:

- **Hastings Prince Edward Public Health:** Healthy Babies, Healthy Children (Home Visiting), Baby Feeding Drop-Ins, Breastfeeding Consultations, Raising Healthy Kids (Facebook Page), Child Health CARELine: 613-966-5500 x 223
- **Midwifery Practices:** [Quinte Midwives](#), [Midwifery Services of Haliburton-Bancroft](#)
- **Family Health Teams:**
 - **Bancroft FHT:** Baby Feeding Drop-In, Breastfeeding Support
 - **Queen's FHT (Belleville site):** Dr. Rebecca Holmes (Breastfeeding Support, Frenotomy)
 - **Prince Edward FHT:** Lending of Breast Pumps, Individualized Support from Family Outreach Nurse, Babez 'n Arms (Mom/Baby/Peer Support)
- **Community Health Centres:** [Gateway Community Health Centre](#): Home Visits; [Belleville and Quinte West Community Health Centre](#)
- **Mohawks of the Bay of Quinte - Community Wellbeing Centre:** [Maternal Child Health & Healthy Babies/Healthy Children](#), Nursing Mother Support Group, Sara Maracle: Lactation Consultant
- [Belleville Nurse Practitioner-Led Clinic](#)
- [Family Space Quinte:](#) Infant Feeding Club, Playgroups
- [North Hastings Children's Services](#)
- [The Hub Child & Family Centre:](#) Breastfeeding Support, Mom/Baby Drop-In
- **Breast Pump Rentals:** Kelly's Home Health (Belleville, Trenton), Shopper's Drug Mart (2 locations in Belleville)
- **La Leche League:** [Belleville](#)
- **Doula:** [Ashley Mitchell](#) (Lactation Educator/Breastfeeding Support)

Websites, Phone and Online Supports

- **Best Start Resource Centre Nexus:** [Healthy Mothers, Healthy Babies Breastfeeding](#) *Free, Bilingual On-line Course on Breastfeeding
- [Motherisk](#): Medication and Breastfeeding: 1-877-439-2744; Alcohol and Substance: 1-877-327-4636 or
- [Breastfeeding Inc-Jack Newman](#)
- [INFACT Canada](#)
- [Bilingual Online Ontario Breastfeeding Services](#)
- [Infant Risk Centre](#)
- **Telehealth Ontario 24/7 Breastfeeding Support:** 1-866-797-0000 or TTY 1-866-797-0007
- **Breastfeeding protocols for Healthcare Providers:**
 - [Baby Friendly Initiative Ontario](#)
 - [Breastfeeding Committee for Canada](#)
 - [BFI Strategy for Ontario](#)

SPECIAL SERVICES ALSO ACCESSED BY WOMEN/FAMILIES

Adolescent Pregnancy:

- Prince Edward Family Health Team: [Babies and Beyond](#)
- [Belleville Pregnancy & Family Care Centre](#): Prenatal Program, Clothing and Equipment Support

Fetal Anomalies or Life Limiting Diagnosis

- Kingston General Hospital: [Fetal Assessment Unit Ultrasound](#), [Kingston General Hospital Prenatal Genetics](#), [Kingston General Hospital Neonatal Care Unit](#)

Children with Disabilities

- [Quinte Children's Treatment Centre](#)
- Hotel Dieu Hospital Kids Inclusive: [Special Infant Clinic](#), [Infant and Child Development Program](#)
- [Highland Shores Children's Aid](#): Families First
- Counselling Services of Belleville and District: [Infant and Child Development Program](#)

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

- Kingston General Hospital: [Neonatal Care Unit](#), [Women's Clinic](#)
- [Bereaved Families of Ontario – Kingston Region](#)
- [Edith Fox Life and Loss Centre](#)
- [Hospice Quinte](#): Bereaved Mothers Group
- [The Heart of Hastings Hospice](#)
- [Bancroft Pregnancy Care Centre](#)
- [Belleville Pregnancy & Family Care Centre](#): Post Abortion Care Program (Individual Peer Counselling and Support Groups)
- [Butterfly Girls](#): Quinte Butterfly Run
- Mary Joan Brinson MSW - Certified Emotionally Focused Therapist: Postpartum Support
- [Pregnancy and Infant Loss Network](#) (PAIL Network): 1-888-301-7276

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](#), [Infant and Child Development Program](#)
- [Quinte Children's Treatment Centre](#)
- Counselling Services Belleville & District: Infant and Child Development Program
- Hotel Dieu Hospital Kids Inclusive: [Infant and Child Development Program](#)

High Risk Pregnancies

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

Adoption and Foster care

- [Adoption Council of Ontario](#)
- [Highland Shores Children's Aid](#)
- [Belleville Pregnancy & Family Care Centre](#)
- Mohawks of the Bay of Quinte - Community Wellbeing Centre: [Mohawk Family Services](#)
- Private Adoption Practitioners: Josefina Campbell (Belleville)

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

- [Conflict Resolution Counselling Services - Partner Assault Response Program \(PAR Program\)](#)
- Quinte Health Care: [Domestic Violence Sexual Assault Response Program](#)
- [Sexual Assault Centre for Quinte and District](#): 1-800-909-7007
- Sexual Assault/Domestic Violence Response Program: 1-877-477-8617
- [Alternatives for Women](#)
- [Highland Shores Children's Aid](#)
- Mohawks of the Bay of Quinte - Community Wellbeing Centre: [Mohawk Family Services](#)
- Trenton Military Family Resource Center: [Family Violence Crisis Team](#)
- [Three Oaks Shelter for Women and Children](#): 1-800-267-0533
- [Prince Edward – Lennox & Addington Social Services](#)
- [Maggie's Resource Centre](#)

Websites, Phone and Online supports

- Sexual Assault Helpline (24 hr): 1-877-544-6424
- The Assaulted Women's Helpline: 1-866-863-0511
- Tyendinaga Mohawk Family & Children Services Crisis Line: 613-967-2003
- Quinte Health Care: Open Line Open Mind: 613-310-613-310-6736 (OPEN)
- [Ontario Association of Children's Aid Societies](#)
- [Ontario Ministry of Children and Youth Services](#)
- [Ontario Ministry of Community and Social Services](#)

Shelter and Transitional Housing

- Mohawks of the Bay of Quinte - Community Wellbeing Centre : [Red Cedars Shelter](#)
- [Three Oaks Shelter for Women and Children](#): 1-800-267-0533
- [Alternatives for Women](#)

Drug, Alcohol and Smoking

- Hastings Prince Edward Public Health: We Can Quit Smoking Clinics, Tobacco Talk Line
- Alcoholics Anonymous (Belleville): 613-962-8700
- North Hastings Alcoholics Anonymous, Alateen, Al-Anon: 1-888-214-0473
- Centre for Addictions and Mental Health (Trenton): 613-546-4266
- Family Health Teams: Bancroft FHT: Mental Health & Addiction Program; Central Hasting FHT: Addictions Counselling; Queen's FHT: Smoking Cessation; North Hastings FHT: Smoking Cessation; Prince Edward FHT: Smoking Cessation; North Hastings FHT: Smoking Cessation
- Community Health Centers: [Belleville and Quinte West Community Health Centre](#): THRIVE Program; **Gateway Community Health Centre**: Smoking Cessation, Mental Health & Addictions Counselling.
- [Belleville Nurse Practitioner-Led Clinic](#): Smoking Cessation
- [Change Health Care](#)
- [Peer Support South East Ontario](#)
- [Addictions and Mental Health Services Hastings Prince Edward](#)
- [National Native Alcohol Drug Abuse Program](#)
- [Drug and Alcohol Helpline](#): 1-800-565-8603

Websites, Phone and Online supports

- [Centre for Addiction and Mental Health](#)
- [Connex Ontario Health Services Information](#)
- [Drug and Alcohol Helpline](#) : 1-800-565-8603
- Openline Openmind: 613-310-6736
- Motherisk (Alcohol and Substance): 1-877-4636 or <http://www.motherisk.org/>
- [Canadian Cancer Society Ontario Division Smokers Helpline](#): 1-877-513-5333
- [Pregnets](#)

Perinatal Mental Health

- **Quinte Health Care:** [Crisis Intervention Centre](#), [Open Line/Open Mind](#): 613-310-6736,
- [Trenton Military Family Resource Center](#): Mental Health Services, Counselling Services
- [Counselling Services of Belleville & District](#)
- **Family Health Teams:** [Prince Edward FHT](#); [Bancroft FHT](#); [Brighton Quinte West FHT](#)
- **Community Health Centers:** [Belleville and Quinte West Community Health Centre](#), [Gateway Community Health Centre](#): Mental Health Counselling
- **Children's Mental Health Services**
- **Mary Joan Brinson MSW** (Certified Emotionally Focused Therapist): Advanced Clinical Training in the Treatment of Pregnancy & Postpartum Mood Disorders, Individual and Couple Therapy, Free Telephone Consultations: [613-848-3683](#)
- **Mohawk Family Services:** Maternal Child Health Program
- **Hasting and Prince Edward Counties Assertive Community Treatment Team**
- [Addictions and Mental Health Services Hastings Prince Edward](#)
- **Providence Care mental Health Services**
- **CONNECT Counselling Services**
- **Belleville Support Centre:** Peer Support Programs, Access to Resources, Educational Programming and Social/Recreational Activities
- **Picton Support Centre:** Mobile Intentional Peer Support
- **Canadian Mental Health Association: 613-969-8874**
- [Mental Health Helpline](#): 1-866-531-2600