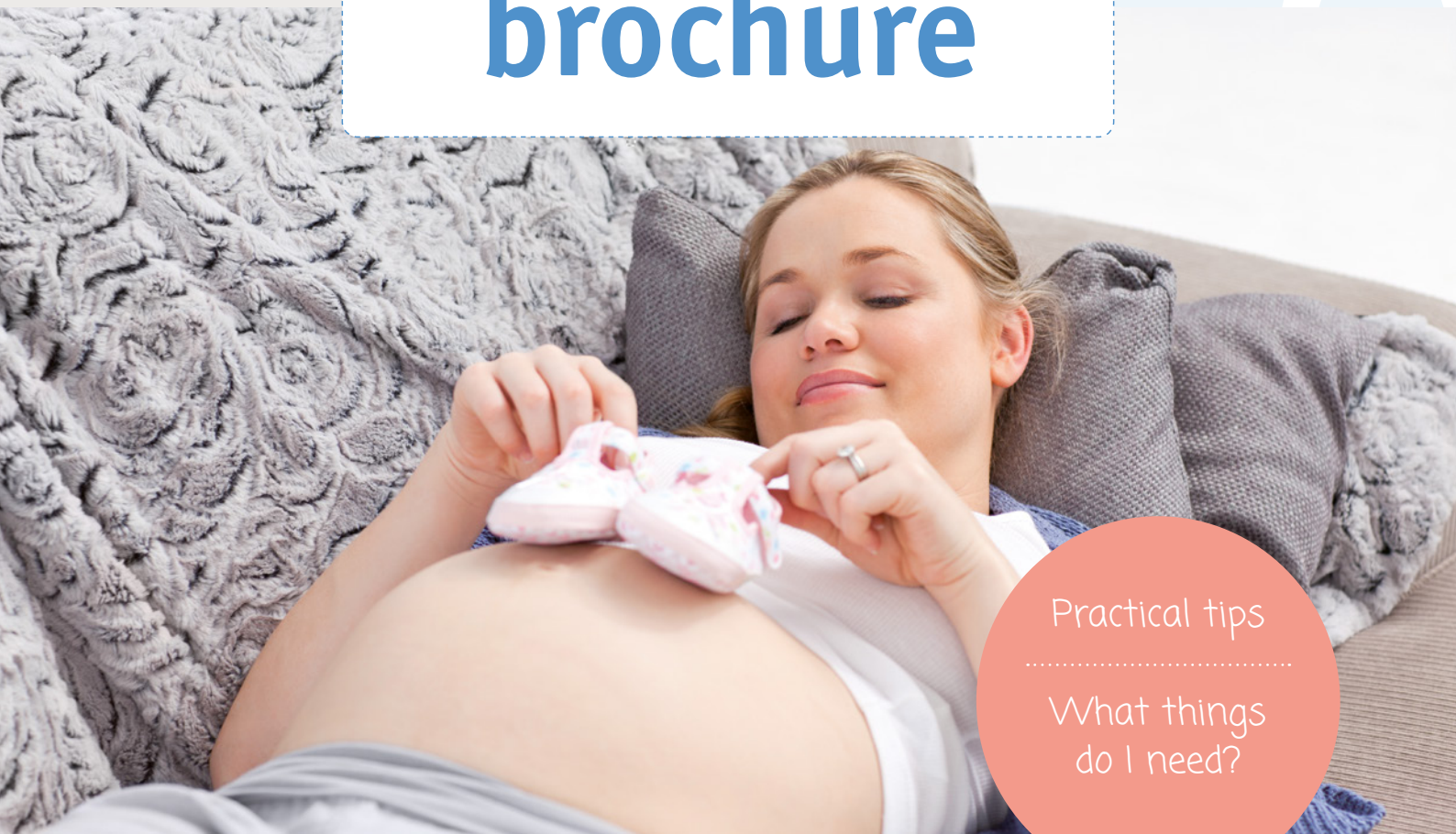


Kraamzorg de Waarden

# Information brochure



Practical tips

.....  
What things  
do I need?



## Congratulations on your pregnancy!

**A happy new life, that's something we wish every baby and parent. A beautiful beginning to your child's life. It is a moment to be celebrated by wishing you a happy new life!**

You're pregnant, always a special time. And at such a special time you need someone who understands you and can support you. Someone who recognises that you are dealing with a lot, and that you may even feel insecure at times. At times like this, you need someone who will eliminate any uncertainties and give you confidence for this new life.

You can find that person at Kraamzorg de Waarden! In this brochure, we tell you all about our organisation, your wishes and what we can offer you.

**Happy New Life!**



# Quality care and client satisfaction

Kraamzorg de Waarden is HKZ-certified and meets all quality requirements. In addition, we comply with all privacy legislation. For more information about this, see our Privacy Regulations.

Client satisfaction surveys show that our clients highly rate the services provided by Kraamzorg de Waarden. Recent figures show that our organisation scores considerably higher than other maternity care providers in particular when it comes to our employees' competencies! For more information about this, see [www.kraamzorgdewaarden.nl/kraamzorg-de-waarden/wat-vinden-onze-clienten](http://www.kraamzorgdewaarden.nl/kraamzorg-de-waarden/wat-vinden-onze-clienten).



# What can Kraamzorg de Waarden do for me?

## Postnatal and maternity care

We want to provide you with an unforgettable and relaxed postnatal care that will become a warmly cherished memory. Your postnatal weeks are one of the most important times in your life. This is why our maternity nurses will always coordinate your postnatal care in consultation with you, so that we can meet your wishes and expectations, within our possibilities. We want to get you off to the best start. Your health, care and nutrition are our priority. Our nurses will help you with this, ensuring rest and regularity, so that you can fully recover from childbirth and really enjoy your baby and your postnatal care. At the end of the first postnatal week, you will be able to take care of your baby on your own, with confidence and self-assurance. Do you have specific wishes, or did you have multiple births or a Caesarean section? If so, you have come to the right place for that too.

## Reliable and nearby

Our maternity nurses work in small teams and are either affiliated with an obstetrics practice or work closely with your midwife or GP. In many cases they also come to the hospital if you are

unable to give birth at home. The nurses are resident all over the areas we serve, so there will always be one nearby. We provide postnatal care near you, offering a friendly, small-scale feel but supported by the stability of a large organisation.

This information brochure explains what maternity care entails, so that you read about it in advance. After registering you will receive fun weekly information about the development of your child and your pregnancy. This will be supplemented by useful tips and advice, nice instructional videos, product information, special offers and much more. If you haven't done so yet, or if you registered through your health insurance or a different channel and still want to receive the weekly pregnancy email, register at [www.kraamzorgdewaarden.nl/zwanger/van-week-tot-week](http://www.kraamzorgdewaarden.nl/zwanger/van-week-tot-week).

## Bed raisers and other practical tools

You can order bed raisers of different heights from our website, as well as bed pans, back supports, and shower seats. All of this will be delivered to you free of charge and collected afterwards. All the costs are covered by your health insurance and do not affect your personal

excess. It would be a good idea to check how many bed raisers you will be needing in advance. At 37 weeks, your bed should be at a height of 80 cm, measured from the top of the mattress. Order items easily and quickly through Medipoint's order page. You will find a link on our website. Supplier Medipoint will deliver to and collect from your home, free of charge, throughout the Netherlands.

## Breastfeeding support

You can attend a breastfeeding course at various locations in our serviced area. These courses are given by our lactation specialists, who will teach you about breastfeeding. They are always available, during your postnatal care and afterwards. You can contact them by phone or email for advice. Please visit our website for more information.

## Intake interview

Our consultant will contact you around week 27 of your pregnancy to make an appointment for the intake interview. This interview takes place before week 34 of your pregnancy. If you are expecting a multiple birth, the interview will take place no later than Week 32 of your pregnancy.





If this isn't your first child, the intake interview takes place at home or by phone, depending on your health insurance. House calls are made only under special circumstances. You can explain your situation when making the appointment for the first interview. During the intake interview the consultant gives you information about your pregnancy, the birth and the upcoming postnatal week. The indication for postnatal hours will be coordinated based on the national Maternity Care Indication protocol. You can, of course, ask the consultant any other questions you may have.

#### Number of hours of postnatal care

It is important that you and your child get off to a good start. That's why the

Netherlands works with a national Maternity Care Indication protocol, intended to allocate the number of postnatal hours objectively and transparently. The consultant sets the number of hours that fit your personal situation with you. The number of hours that the maternity nurse is with you if you deliver at home are called partum hours and are separate from the postnatal hours. After the birth and during the postnatal care we reassess whether the number of hours is still appropriate. If not, the number of hours needed is determined in consultation with your midwife. You can also buy extra hours outside the indicated hours, at your own expense. If you are hospitalised for several days, the total postnatal hours at home are reduced.

#### Different nurses during postnatal care?

During your postnatal care weeks, a different maternity nurse may take over your care. That might be unavoidable due to high demand, holidays, illness or the part-time status of the nurse. For maternity nurses who have a family, working for eight straight days can be difficult. It may also be too much for the older nurses. We strive to be a good employer by offering our maternity nurses the option to work in four-day rosters, so that they can improve and maintain their working conditions and their pleasure in their work. We are also bound

by collective labour agreements and the Working Hours Act, which regulates obligatory rest periods for employees. All our maternity nurses are licensed and experienced, and they all love their job. If you get a different carer, rest assured that proper transfer has been arranged because our maternity nurse has been consulting with you daily on your expectations and wishes, as well as our possibilities. Those agreements are included in the care plan.

#### Deferred postnatal care or incubator aftercare

This type of care is intended for mothers whose baby, after being placed in an incubator or for another reason, comes home after ten days at the hospital. It consists of care for the baby, information and advice. To find out whether you are eligible for this type of care and how many hours will be reimbursed, it is best that you contact your health insurer or check the provisions of your insurance policy.

#### Health insurers

Kraamzorg de Waarden has a contract with all Dutch health insurers to provide postnatal care. All postnatal hours indicated fall under the Health Insurance Act and are part of the basic insurance package. You do have to pay a legally mandated personal excess for the postnatal hours provided (outside the delivery hours). For any supplementary insurance policies that you have, check your policy provisions to see whether the

## Early delivery assistance

All our maternity nurses are trained in early delivery assistance, which means that you can request a maternity nurse before your scheduled delivery. She can come to you as soon as dilation starts and help you throughout the entire birth. A safe, relaxed environment improves the normal process of the delivery and postnatal recovery. The nurse can motivate you and your partner or support you when the contractions begin. Should you want some time together, the nurse will be nearby if you need her. If you'd like to make use of this early assistance option, discuss it with your obstetrician, who will then know that a maternity nurse has to be called earlier. These hours are also covered by your health insurance. They are partum hours, separate from the postnatal hours, so they will not be deducted from your regular care hours.

personal excess can be reimbursed in its entirety or partially.

#### Care guarantee

As a large and flexible maternity care provider, Kraamzorg de Waarden is able to offer you a guarantee of care. This means that you can count on maternity care under any circumstances, even

during holiday periods or unexpected peaks in childbirth.

## The birth

Do you want to give birth at home or at the hospital? This can be a tough choice. Both options have their pros and cons. It is important that you choose the place where you feel most comfortable. For example, get more information about open days/evenings from your hospital of choice, or try out the journey to the hospital.

#### Home birth

The Netherlands is unique in that so many women give birth at home. Midwives and maternity nurses are highly trained to assist you at home with the birth of your child. You get extra care hours for this assistance with your labour. Your midwife or GP will determine with you when the maternity nurse should come. You can phone us 24 hours a day on 088 130 17 18.



#### Assistance with home birth

The maternity nurse will get all the necessary tools ready for the delivery (if that hasn't been done already), support you and your partner during the delivery and help keep things relaxed. She will assist the midwife in the delivery. After the birth, she will take care of you and the baby and stay with you for at least two hours after the delivery, closely monitoring the health of both of you.

#### Hospital birth

You go to the hospital when dilation starts. The midwife will call the hospital. In some hospitals, our maternity nurses are present to assist with the delivery. You have to take care of the transportation yourself. Basic insurance does not cover the costs for outpatient hospital births. Supplementary insurance does cover part of these costs, so make sure that you read your policy provisions thoroughly. After giving birth as a hospital outpatient you are sent home as quickly as possible. As soon as you know

when you can go home, you can call for a maternity nurse. If you give birth at the hospital because of a medical indication, these costs are reimbursed.

### Birthing centre

Birthing centres are being opened in more and more regions. You don't need a medical indication to give birth at these centres. Your own midwife will go with you, and our maternity nurses assist in some centres. The costs are the same as those for an outpatient hospital birth.

### Start-up care

If you gave birth at the hospital or a birthing centre, we provide evening and night start-up care as needed, as long as we have enough staff. Start-up care is a minimum of 2 hours. If we're short-staffed, you can use Baby Manager (see [www.babymanager.nl](http://www.babymanager.nl)) or the instructional videos on our website (see [www.kraamzorgdewaarden.nl](http://www.kraamzorgdewaarden.nl)).

## Breastfeeding and formula

### Breastfeeding

Breastfeeding is the best start that you can give your baby. We will do our best to make sure breastfeeding is successful - our maternity nurses will fully support and assist you in the process. We also have lactation specialists to give you that little extra support when you need it. You also have the option of taking a

breastfeeding course through our organisation beforehand, to prepare you for breastfeeding. The course is given by one of our own lactation specialists. Some benefits of breastfeeding for your baby:

- protection against infections
- protection against allergies
- specially formulated for your baby.

Some benefits of breastfeeding for you:

- it can positively influence the attachment process between you and your baby
- breast milk is always available and at the right temperature.

In most cases our maternity nurses have a breast pump. Using a pump is a very individual matter and depends on your circumstances during the week of postnatal care. So don't purchase a breast pump before your postnatal care week. You can rent or buy a breast pump from [www.dadashop.nl](http://www.dadashop.nl).

### Bottle feeding baby milk formula

There can be a variety of reasons for opting for standard formula feeding. If there are allergies and/or eczema in the family and you decide not to breastfeed, hypoallergenic formula feeding can be a good choice. Don't start bottle-feeding before consulting with your midwife or GP. In any event, make sure you have a package of formula and 2 bottles at home. Our maternity nurse will also

provide all the assistance you need for bottle feeding, and instruct you on how to prepare the baby milk formula.

Advantages of formula:

- anyone can feed the baby
- you know exactly how much your child is getting.

## Our maternity nurses

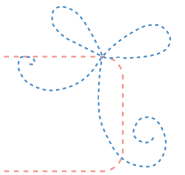
All our maternity nurses are licensed and continuously update their training in compliance with the latest guidelines. They will tailor the care to your specific needs and respect your personal space, lifestyle and religious beliefs. We assume that our clients and our maternity nurses interact respectfully. It goes without saying that they are also specialised in postnatal care following a Caesarean or multiple births. All the nurses have completed first aid and resuscitation training. Besides assisting with deliveries, their tasks include:

### Monitoring the health of mother and child

The health of mother and child is paramount. The maternity nurse will help you with self-care and do a daily check of your temperature, pulse, fluids, cervical condition, breasts, legs, urine, stools, and stitches if applicable. In short, she focuses on your general well-being and makes sure you get enough rest. Care for the child includes checking the



Our maternity nurse Sanne keeps a blog, which you can read at [www.kraamzorgdewaarden.nl](http://www.kraamzorgdewaarden.nl)



baby's urination, stools, umbilical cord, colour, breathing, drinking and weight. She will look after the baby's general well-being too. Everything she checks is recorded in the care plan log, so that your midwife or GP always remains up to date. The nurse has regular contact and consultations with your midwife. She is also the midwife's eyes and ears and the first to signal potential complications. If there are changes in your or your baby's health, the nurse will alert your midwife or GP.

### General health information and recommendations

The maternity nurse will teach you how to take care of the baby and give you information, advice and practical tips. She fulfils an important role in assisting with both breastfeeding and bottle feeding.

### Basic housekeeping

Depending on the number of postnatal hours the maternity nurse may perform some basic housekeeping tasks in

addition to caring for you and the baby. She will ensure hygienic conditions in the home. In addition to the nurse's regular tasks, you can make direct arrangements with her about other things you find important. Such mutual agreements can be made if sufficient hours are available. The nurse will also listen to you and receive your visitors, plus provide care and attention to other family members and involve them in the care process. She will do her best to make your postnatal care an unforgettable experience that will become a warmly cherished memory.

### Care goals, agreements and evaluation

The maternity nurse will request daily feedback on the services provided to you. In addition, she will discuss with you the formulation of the goals for certain aspects of your care. Whether or not the goals are achieved will be evaluated during and after the care. The agreements made are recorded in the care plan log. This allows for proper transfer to your midwife or GP, as well as

other medics and children's healthcare services.

### Always available, 24 hours a day

Has your nurse gone home and you have a question or are unsure about something? You can call our expert staff 24 hours a day, seven days a week. The phone number is:

**(088) 130 17 18**

There is always someone available to answer your question. If necessary, they will refer you to an expert or have an expert phone you back.



# Who will I be dealing with?

## The staff of De Waarden

Kraamzorg de Waarden not only employs maternity nurses.

You may also meet with other staff before and during the postnatal care.



### Consultant

During the intake interview, our consultant will inform you about matters that are important when giving birth and receiving postnatal care. They will also discuss the requirements with regard to our maternity nurses' occupational health and safety. See our General Terms and Conditions on Page 13. Together, you will determine the number of postnatal care hours, based on your situation and the maternity care indication protocol. All of our consultants have ample experience as maternity nurses.

### Planner

The planner is in charge of deploying the maternity nurses. She takes the agreements the consultant made with you during the intake interview into account.

### Maternity nurses

It goes without saying that our expert maternity nurses have a solid training and extensive practical know-how. Every year they follow a comprehensive continued education programme to remain up to date with the latest

insights and developments in their field. Kraamzorg de Waarden also sees the training process as a social responsibility. Trainee maternity nurses learn everything they need to know to be professional practitioners. Interns and new staff members are supervised during the entire postnatal care period by a maternity nurse, to learn all the ins and outs of daily practice. To safeguard the future quality standards of the profession we ask that, in addition to an experienced maternity nurse, you also welcome an intern or maternity nurse-in-training to your home.

### Workplace trainer

The workplace trainer coaches maternity nurses as they adjust to their practice. She discusses the care together with you and the new staff member, and takes your personal situation into account. If needed, arrangements can be made for the trainer to be present on a daily basis to offer support.

### Lactation specialists

Our lactation specialists are always there for you, to provide extra support with breastfeeding, tailored to your situation. Do you have problems

placing the baby, or is the milk not flowing? The maternity nurse will initially assist you in this process. She receives extra training every year from our lactation specialists so that she can give you the best possible help. If problems persist, the maternity nurse, the midwife or you yourself can contact one of our lactation specialists at any time. They can advise you by phone or come to your house during or after the postnatal care week. Many health insurers reimburse these consultations partially or in their entirety. You can consult with our lactation specialists during as well as after your pregnancy. Our team of lactation specialists is available from Monday to Friday from 8:00-16:00 (excluding holidays) on (088) 130 17 17.

### Team coach

The team coach is the point of contact for the maternity nurse. She can make a house call while the maternity nurse is working there during the first postpartum week.



**Tip: The lactation specialist can also help you after the postnatal care.**

# What do I really need to know?

## Terms and conditions of maternity care

Our maternity care services are bound by various provisions.

They apply not only to registration, but also to maternity nurses' working conditions, for example.



## Confirmation of registration, changes or cancellation

### Registration and care contract

Your contract automatically becomes valid after digital registration through our website or registration through your health insurance. We will send you a written care agreement.

For registrations by phone or through trade fairs or markets, the contract becomes valid after you have signed and returned it.

You have the right to cancel the contract at no cost up to 14 days after it becomes valid.

If you are younger than 18, the care contract should always be signed by a legally appointed guardian.



### Changes

In the course of the pregnancy changes can take place that will affect the postnatal care, for example if you move, get a new phone number or email address, or transfer to a different insurer. You should notify us immediately of these changes at [klantenservice@kraamzorg.org](mailto:klantenservice@kraamzorg.org).

We will update your information right away.

### Cancellation

If circumstances change and you cannot or do not want to use our services anymore, please notify us immediately at [klantenservice@kraamzorg.org](mailto:klantenservice@kraamzorg.org). In such cases there will still be a charge for the registration costs, as well as for the intake interview if it already took place.

## Service terms

Kraamzorg de Waarden provides maternity care in according to the applicable general terms and conditions for maternity services. Additional terms and conditions may apply with regard to our maternity nurses' occupational health and safety.

### Working conditions

Working in the maternity field is physically taxing. We would therefore draw your attention to the following:

- To prevent the maternity nurse from having back problems, your bed must be at a height of 80 to 90 cm, measured from the top of the mattress to the floor. This is required during labour and the postnatal care. If the bed does not meet the height requirements, our maternity nurses will not change the bed sheets. The same is true if the bed is positioned against a wall or under a sloping ceiling.
- You cannot give birth or receive care on a waterbed. You will need another bed that can be adjusted to the suitable height.
- Cords, plugs and electrical devices the maternity nurse works with should be safe.
- The place where the maternity care is being provided must be easily accessible.
- Running water should be available on the floor where the birth takes place and you spend your postnatal care.
- If the staircase doesn't have a banister, and/or if you have a particularly steep staircase of a staircase with narrow steps, our maternity nurses are not allowed to carry anything in their hands while ascending or descending the stairs.
- If you use a bath for a home birth, make sure that you have long sterile gloves for the maternity nurse. This is compulsory for births in baths/pools.





- The Tobacco Act gives our staff the right to a smoke-free working environment. We therefore kindly request that you refrain from smoking anywhere near our staff.

#### Transportation costs

The transportation costs incurred by the maternity nurse on her way to and from your home are covered by Kraamzorg de Waarden. When the nurse uses her own car to provide services to your family, there is a fixed charge of € 0.27 per km, payable directly to the maternity nurse.

Your family members are only allowed to travel with the maternity nurse if she has passenger insurance. If the nurse uses your car, you are liable for any damages caused by the maternity nurse.

#### Parking

Parking may be a problem in large urban areas. If this is the case in your neighbourhood, we kindly request you apply for a special parking permit for your maternity nurse. The nurse will charge you for any parking costs she incurs.

#### Use of keys

Lending keys to your maternity nurse is at your own risk. Kraamzorg de Waarden cannot be held liable for any loss or theft.

#### Liability

Kraamzorg de Waarden accepts no liability except in the case of serious fault or gross negligence. In the event of an employee causing material damage, a personal excess of € 100 per incidence applies. The damage should be reported to our organisation without delay. (You should keep the damaged items so the damage can be expertly assessed).

#### Privacy policy

Kraamzorg de Waarden respects your privacy, and treats and protects the personal data of its clients and website visitors with the utmost care. We comply with the requirements set by the General Data Protection Regulation (GDPR). In order to be able to provide you with postnatal care, we will need some information about you. We will record this information in our patient records and share it with third parties (such as a doctor or midwife) if necessary. We will do this only if you give us prior consent to do so, except in cases where sharing data is necessary to help medical practitioners identify risks or because you are being handed over to another practitioner. In addition to the above, we will naturally observe our duty of

confidentiality as outlined in the care contract. We will retain your data for the statutory retention period and destroy it afterwards. You have the right to inspect your records at any time. Please see the privacy statement on our website for additional information.

#### Camera monitoring inside your home

You are kindly requested to safeguard the privacy of our maternity nurses. More specifically, you are requested to observe the following rule: You are legally prohibited from having any form of camera monitoring inside your home while our maternity nurses are performing their duties. If you have a camera monitoring system inside your home, you are requested to switch it off while our maternity nurse is at your house. This request has been included in our additional terms and conditions. By signing our care contract, you also agree to these additional terms and conditions.

#### Photos and videos

Once your baby has been born, you will undoubtedly want to record the precious moments. If you plan to share photos in which your maternity nurse is visible on your social media, please ask her permission to do so beforehand. If you'd like to nominate your maternity nurse for Topper of the Day honours, you can do so at [sanne@kraamzorg.org](mailto:sanne@kraamzorg.org)

## What else is important?

### Other facts about postnatal care

#### Division of responsibility between maternity nurse and midwife

Your midwife is responsible for the postnatal care. If there are any problems, the maternity nurse will always consult with the midwife.

#### Medication policy

Our maternity nurses are not allowed to recommend or administer medications. This falls under the responsibility of your midwife or GP.

#### Obligation to inform clients about deploying maternity nurses-in-training

Kraamzorg de Waarden is a certified teaching organisation, which means that care may be provided by a maternity nurse-in-training. We collaborate with several schools and multiple learning trajectories. Trainee maternity nurses practise their profession under expert guidance.

#### Consequences of the Working Hours Act and collective labour agreements

When employing maternity nurses, Kraamzorg de Waarden complies with the Working Hours Act and collective labour agreements (CLAs).

#### Other terms and conditions

If the terms and conditions are not complied with during the provision of care, you can talk with the maternity nurse about it. If no solution is found, she will contact her team coach, who will then join you in trying to find a suitable solution.

#### BSN control

Our staff is legally required to check your citizen service number (BSN) when the care starts. The maternity nurse will ask you for valid proof of identity.

#### Confidentiality

The staff of Kraamzorg de Waarden is bound by confidentiality regarding anything they hear, see or experience during the performance of their duties.

#### Reporting code

Any institution that comes into contact with children is required to work with the national reporting code. The purpose of the reporting code is to support professionals in dealing with signs of domestic violence and child abuse.





### Evaluation

We set great store by your opinion, to help us to continue improving the quality of our care services. You can give us feedback on the customer evaluation form that will be sent to you digitally a few weeks after the postnatal care ends.

### Complaints

Though we strive to give you the best possible care, there may be situations in which you are not fully satisfied with the care provided. If you do not arrive at a solution with the maternity nurse, please contact our complaints department. Submit your complaint promptly, so that we can try to resolve it during the postnatal care period.

Any complaints about damage must be submitted in writing within 5 working days of completion of the postnatal care.

If your complaint is not handled satisfactorily, please let us know – preferably in writing and immediately. The complaints procedure at Kraamzorg de Waarden complies with the Healthcare Quality, Complaints and Disputes Act (WKKGZ). For more information, see the complaints procedure in our website.

### Participation Council

The Participation Clients of Care Institutions Act stipulates that every care provider must have a participation council, which promotes the interests of clients who use maternity care. It also assesses the effects of the organisation's policy on the care and services provided to clients. To this end, it gives solicited and unsolicited advice to the management on topics relevant to clients. The council follows the organisational policy critically and checks whether the clients' interests are really being responded to. You can reach our participation council by calling 088 130 17 17 or via [www.kraamzorgdewaarden.nl](http://www.kraamzorgdewaarden.nl).



# What do I need?

## Layette list

You will need quite a few things during and after the birth. We've put together a detachable list for you, so you don't forget anything. It's handy to take with you when you go shopping for the layette. The maternity package is easy to order through our webshop: [www.dadashop.nl](http://www.dadashop.nl).



**Tip:** We recommend you wash the layette in advance, for reasons of hygiene and to avoid skin irritations. Do not use fabric softener. You can use a clothes dryer.

**Advice:** Before you buy, we recommend you visit [www.consumentenbond.nl/testbaby-kind](http://www.consumentenbond.nl/testbaby-kind) or [www.kinderveiligheid.nl](http://www.kinderveiligheid.nl) for information about the various things you will be needing.

### Maternity package

Every mother-to-be needs a basic maternity package. You can request this package from your health insurer or order it from our website, [www.dadashop.nl](http://www.dadashop.nl).

### Other supplies

- 1 roll toilet paper
- 1 packet of salt (to rinse the birth laundry)
- 2 buckets (one new/clean to fill the baby bath)
- 2 dustbin bags
- emergency lighting (torch)
- 1 soap dispenser or hand gel, unscented (if it isn't included in the maternity package)
- 1 bottle disinfectant (if requested by the midwife)
- 1 roll kitchen towel/paper towels
- 1 measuring cup or bottle with nozzle (to rinse)
- 1 pack plastic sandwich bags (to dispose of sanitary napkins)
- 1 pair long sterile gloves (required for water birth at home).

Important: If you use a bath for a home birth, make sure that you have long sterile gloves for the maternity nurse. Without these gloves she is not allowed to assist you with the water birth.

**Tip! Bring clean clothes for your partner to the hospital when you give birth in a bath. There is a good chance that the clothes will not stay dry.**

### Mother

- 1 digital clinical thermometer (no ear thermometer or infra red thermometer)
- 3 sets bed linen (2 if there is a dryer at home).

### Baby

- 1 digital clinical thermometer (no ear thermometer or infra red thermometer)
- min. 3 rompers, sizes 50-56, 62-68\*
- min. 3 sets of clothing, sizes 50-56, 62-68\*
- 2 caps\*
- 12 hydrophilic nappies/cloths\*
- 6 hydrophilic washcloths\*
- 8 burp cloths\*
- 2 packs disposable nappies: 18 nappies (preshaped) with accessories if using cotton nappies\*
- cradle or crib and mattress\*
- 2 moltons or flannel slipcovers\*
- 3 bottom sheets or fitted sheets (2 if there is a dryer at home)\*
- 3 top sheets (2 if there is a dryer at home)\*
- 2 baby blankets (when purchasing blankets, pay attention to the season)\*
- 2 aluminium seamless hot water bottles\*
- 2 hot water bottle sleeves (non-padded)\*
- 1 changing mat
- 1 baby bath and 1 bath stand (preferably with drain stopper)
- baby (soap free) wash gel
- 1 hairbrush and comb
- 2 bad caps or 2 large bath towels\*
- Vaseline (for buttocks/face)
- as needed: carton nail file

### For formula feeding

- 2 bottles\*
- 2 pacifiers, special for newborns\*
- 1 bottle brush
- type of food in consultation with midwife or GP

### For breastfeeding

- nursing bra (2 or 3)
- nursing pads
- as needed: storage containers or bags
- as needed: nursing pillow

### We alert you to the following vitamins:

- Vitamin K
- Vitamin D

**Tip: You cannot get the breastfeeding started, are having problems with it, or want to stop because you're going back to work? Order an electric breast pump from [www.dadashop.nl](http://www.dadashop.nl)**

### Supplies for household tasks:

- 6 household cloths (washable at 60°C)
- 1 mop
- 1 mopping stick
- 1 portable laundry basket

\* Adjust the number of articles depending on the number of babies. If you expect a small baby, adjust the size of the clothing too.





# What do I bring to the hospital?

## Giving birth at the hospital

Your midwife or GP will determine when exactly you will go to the hospital for the birth. You can call us 24 hours a day on 088 130 17 18. Call as soon as possible after your baby is born (even if it's the middle of the night), once you've signed the discharge papers.



### For the mother-to-be:

- ☐ hospital card
- ☐ proof of identity
- ☐ insurance card
- ☐ pregnancy card
- ☐ care plan from Kraamzorg de Waarden
- ☐ your regular medication
- ☐ glasses or contact lenses
- ☐ two pyjamas/nightgowns or loose-fitting T-shirts
- ☐ toiletries and cosmetics
- ☐ enough comfortable underwear with a supportive (nursing) bra and
- ☐ comfortable, warm socks that are not too tight
- ☐ bathrobe, if you wish
- ☐ slippers
- ☐ a set of clothing to go home in
- ☐ parking money and change for a wheelchair
- ☐ debit card
- ☐ mobile phone and charger
- ☐ camera
- ☐ tablet/iPad/music
- ☐ reading material
- ☐ something to eat and drink.

### For the baby:

- ☐ romper(s) or top(s), e.g. sizes 50/56 and 62
- ☐ 2 sets of clothing: 1 set if you have to stay overnight, 1 set to go home in
- ☐ socks
- ☐ 2 caps
- ☐ coat
- ☐ blanket
- ☐ approved car seat



# What should I pay attention to?

## Safety advice

Your baby's safety is, of course, of the utmost importance.

Kraamzorg de Waarden keeps abreast of the latest developments in the field.



### Safe sleep

Here are some recommendations so that you can create a safe sleeping environment for your baby. The cradle or crib should have a bottom with ventilation holes or a slatted base to ensure that the baby's mattress can be properly ventilated and health hazards (such as the formation of mildew) can be averted in the long term. Air must circulate, so the sides should not be closed. The distance between the rods must not exceed 6.5 cm. Crib bumpers are not recommended. Children younger than 2 years sleep the safest in a baby sleeping bag or under a blanket with a sheet. A sleeping bag is safe when it fits properly and the neck and arm holes go in at the right place. Make the bed with the blanket and sheet in a solid and short



fit, with the feet against the foot of the crib.

### Blanket, sheet and mattress cover

Do not use a loose blanket and/or sheet in the cradle or bed, as it could obstruct the baby's breathing. If your baby's mattress has a mattress protector with a ventilating top layer or a honeycomb structure, our maternity nurse may advise you to remove the mattress protect from the cot temporarily if you use hot water bottles during the postpartum period. If your baby does not get cold during the night and (after the maternity period) no

more hot water bottles are used, the mattress pad can be used as usual.

### No stuffed animals, soft bedding and baby nests in the bed

If you are going to use any pillow-like products, such as a bumper, pillow, baby

nest, nursing pillow or cuddly toys, be sure to always supervise your baby. Your baby's face may sink into such objects, covering their nose and mouth, which could prevent them from breathing.

You can find more information about sleeping safely and a safe sleeping environment for your child at [www.veiligheid.nl](http://www.veiligheid.nl), [www.opvoeden.nl](http://www.opvoeden.nl) and on [www.consumentenbond.nl](http://www.consumentenbond.nl)





When buying stuffed animals, make sure they have no soft plastic parts. Keep a close eye on your baby if you put them in a baby nest, and do not place the nest in your baby's cot. Do not put any hot water bottles in a baby nest, as your baby could get burned.

#### Hot water bottles

When using hot water bottles, safety and prevention of burns is very important. For that reason, you must never put a hot water bottle in the baby's car seat, pram, small cradle of co-sleeper bed, as the area is so small that not enough distance can be observed between the baby and the hot water bottle. However, you can use a hot water bottle to pre-heat your baby's car seat, pram, small cradle or co-sleeper. You should be careful with bottles in the following cases:

- Does the cap have an inner rubber cap that is in poor condition? Replace the rubber or the entire cap.
- Is the bottle damaged, does it have rust stains or dents? Do not use the bottle.
- Is the screw thread damaged? Do not use the bottle.
- Always check the bottle for leaks. Does the cap leak? Replace the cap or the entire bottle. Use of other/electric models is at your own risk.

If you have any concerns or want more information about a specific product or

product group, visit:  
[www.veiligheid.nl](http://www.veiligheid.nl), [www.opvoeden.nl](http://www.opvoeden.nl) and  
[www.consumentenbond.nl](http://www.consumentenbond.nl).

#### Baby changing table

The baby changing table should be solid. A good working height is around 90 cm.

#### Baby tub or sink

Whether you bathe the baby in a baby tub or sink, the recommended height is 90 cm.

#### Smoking? Not near the little one

We strongly advise against smoking during and after pregnancy or in the immediate vicinity of your child.

- There is clear link between smoking and crib death. Chances of crib death are higher if the mother actively smokes during and after the pregnancy. Passive smoking also increases the risk of crib death.
- Babies and young children are sensitive to smoke. The smoke irritates the eyes and the mucosa of the mouth, nose, throat and airways.
- Chemicals that settle on surfaces when someone is smoking (third-hand smoke) may travel upwards again later, after which they can be inhaled. Such substances may be ingested orally or absorbed through the skin. Since babies tend to touch a lot of things and put many things into their mouth, they are at a greater risk of ingesting

third-hand smoke.

- Babies and young children who grow up in a smoky environment are already beginning to smoke at a young age. This can be detrimental to the child's health in the short and the long term.
- Children whose parents smoke clearly have a greater risk of developing breathing problems than children of non-smokers. The risk of asthma is also demonstrably greater when parents smoke around the baby.
- For more information, visit [www.rokeninfo.nl](http://www.rokeninfo.nl) and [www.ikstopnu.nl](http://www.ikstopnu.nl).

Our maternity nurses will not smoke before or while performing their duties at your place.

# And when I go into labour?

## The baby announces itself

You're finally there: you're going into labour! If you prepare in advance, you will feel more confident and relaxed.



### Labour and postnatal care at home

Your midwife or GP will determine when it's time to contact Kraamzorg de Waarden. You can call us 24 hours a day on 088 130 17 18. If you want the maternity nurse to be there earlier, you can use early delivery assistance. Discuss this with your midwife.

### What should happen first?

- Bring both the room where you will be delivering and the baby room to a temperature of 23°C.
- Place one or two hot water bottles in the cradle or bed. It is helpful to wrap the baby's clothes around a hot water bottle. Have six nappies ready and place two buckets by your bed: one for the laundry and one with a bin

**Tip:** Before labour, have a loose-fitting T-shirt ready. Even for home births it makes sense to have things ready in case you unexpectedly have to deliver the baby at the hospital.



liner for gloves, maternity mats, pads, placenta, etc.

- Have a torch ready just in case there's an unexpected power cut.

The midwife will need a table to place all her materials (an ironing board will also do).

### Labour at the hospital and postnatal care at home

Your midwife or GP will determine when you will go to the hospital for the birth. In many cases the maternity nurse will come along to the hospital to support you and assist the obstetrician or midwife if the birth location changes. After the baby is born, contact us as soon as possible to let us know when

you are returning home. You can call us 24 hours a day on 088 130 17 18. We will coordinate with you the time at which the maternity nurse will come to your home.

### Call us

1. As quickly as possible after the baby is born (also at night).
2. Once you have signed the discharge papers.

**Tip:** To transport your baby from the hospital to its new home, we advise you to use a car seat that meets all the European safety requirements. Practise using the car seat beforehand so that you know how it works.



How about the JGZ  
(Children's healthcare services)?

## What home care can do

Once your postnatal care period is over, the maternity nurse will hand care for your baby over to the JGZ. However, you may also receive support from their paediatric care specialist while still receiving postnatal care.

Our maternity organisation and Children's Healthcare Services (JGZ) are two different organisations that work together. Children's Healthcare Services is involved in the following aspects of maternity care:

- organising pregnancy and postnatal gymnastics
- offering parenting courses
- running a free clinic for infants and toddlers
- information and advice about your baby's growth and development.

**Hearing test and Guthrie test (heel prick)**

During the first postpartum week, someone from JGZ will visit you.

They will test your baby's hearing. Both ears will be tested, which can take a couple of minutes. Your baby will also receive a heel puncture en some blood will be drawn. This will be examined for the possible presence of a number of metabolic diseases.

## Transfer

At the end of postnatal care, the maternity nurse and your midwife will jointly transfer you to the Children's Healthcare Services in your region. Verbal transfers are also made in special circumstances.

### Free clinic

The district nurse will make an appointment for an intake visit at your home. She will explain how things work with the free clinic and fill in your baby's medical record. She will also answer any questions you might have about care and feeding. At the clinic, the physician and the nurse will give you advice about feeding, care and parenting. Your child will receive regular physical examinations and may also get vaccinated against certain diseases there.

Where can I go for...

**More information  
about breastfeeding**

**Lactation specialists**  
**Kraamzorg de Waarden**  
phone: (088) 130 17 17  
(Mon-Fri during office hours)  
(088) 130 17 18  
(Sat and Sun and holidays: from 10:00-12:00)

**La Leche League Nederland**  
(information on breastfeeding)  
phone: (0111) 41 31 89  
[www.lalecheleague.nl](http://www.lalecheleague.nl)

**Kenniscentrum Borstvoeding**  
(Information on breastfeeding)  
[www.borstvoeding.com](http://www.borstvoeding.com)

**Learn more about parenting, safety products and safe sleep**

[www.opvoeden.nl](http://www.opvoeden.nl)  
Informative website for reliable  
information about parenting,  
from desire to have children to puberty.

**VeiligheidNL**  
phone: (020) 511 45 11  
[www.veiligheid.nl](http://www.veiligheid.nl)

**Consumer Association**  
www.consumentenbond.nl/veilig-slapen

**More information about pelvic issues**  
[www.bekkenbodem4all.nl](http://www.bekkenbodem4all.nl)  
 Helpline: (0184) 64 18 12  
 (Mon from 9:00-12:00 and Thu from 13:00-16:00)

**Nutrition Centre**  
phone: (070) 306 88 88  
[www.voedingscentrum.nl](http://www.voedingscentrum.nl)

**More information about smoking**  
[www.rokeninfo.nl](http://www.rokeninfo.nl) and [www.ikstopnu.nl](http://www.ikstopnu.nl)

[www.deverloskundige.nl](http://www.deverloskundige.nl)  
Website of the obstetricians' association,  
with extensive information about pregnancy,  
birth and postnatal care.

## What if I want to read more?

On the internet you can find a variety of informative, beautiful, funny and cool books about pregnancy, birth, nutrition and parenting. You can also borrow many of these books from the public library.



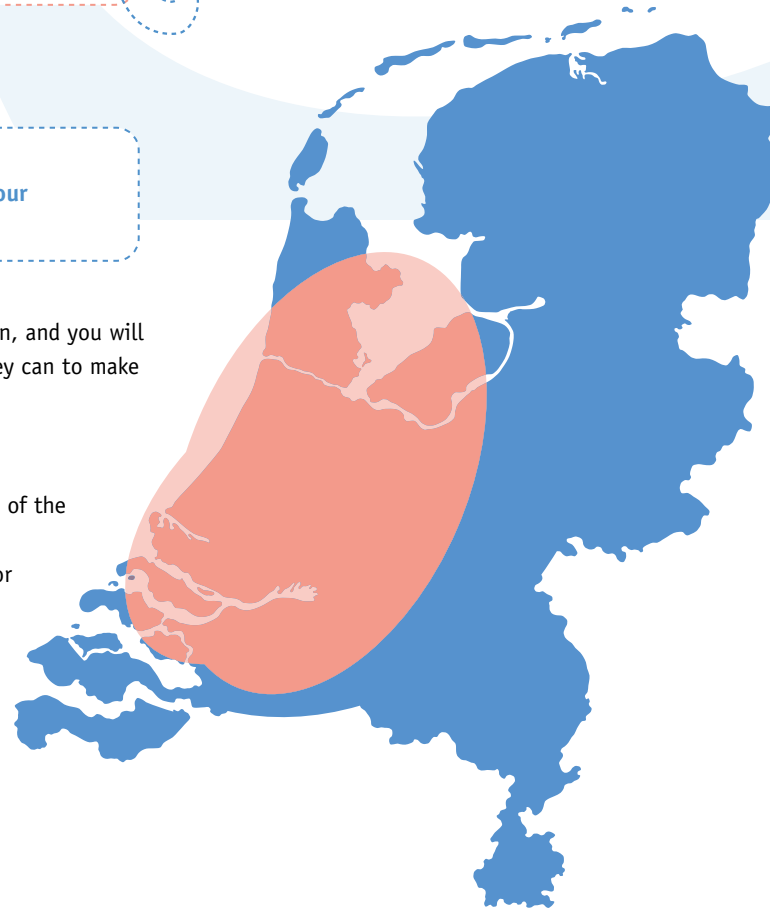
For more information, visit our extensive website [www.kraamzorgdewaarden.nl](http://www.kraamzorgdewaarden.nl)

Our maternity nurses work in small teams and are either affiliated with an midwife practice or work closely with your midwife or GP.

Kraamzorg de Waarden is a reliable and professional organisation, and you will experience that our licensed maternity nurses do everything they can to make your postnatal care go as pleasantly and as well as possible, giving your new family the best possible start.

Kraamzorg de Waarden works in accordance with the guidelines of the WHO code and UNICEF, and has an ISO/HKZ quality certificate. Kraamzorg de Waarden employs certified lactation specialists for questions about feeding. Kraamzorg de Waarden has a contract with all Dutch health insurers to provide maternity care.

Kraamzorg de Waarden has locations in:  
Alphen aan den Rijn, Gorinchem, Gouda, Hillegom,  
Huizen, Oud-Beijerland and Schoonhoven.



Kraamzorg de Waarden / Admix/vsnr. 15-220823

'You just have to be able to cope with the irregularity and shifts on weekends, nights and holidays. But if you can, there's no profession more beautiful than this: maternity nurse.'



#### Stichting Kraamzorg de Waarden Groep

Mailing address: PO Box 538  
2870 AH Schoonhoven  
General phone number (088) 130 17 17  
Delivery line (088) 130 17 18  
[info@kraamzorg.org](mailto:info@kraamzorg.org)  
[www.kraamzorgdewaarden.nl](http://www.kraamzorgdewaarden.nl)



## We're looking for colleagues!

Interested? Find out more at  
[www.werkenindekraamzorg.nl](http://www.werkenindekraamzorg.nl)

