

de kraamvogel



the most reliable
maternity care

Letter from a maternity nurse, to all
expectant mothers and fathers

+ experiences
from other proud mothers
and fathers

The maternity period,
what can you expect?

'You learn so much
in one week!'

YOU and your maternity nurse

In this brochure, you will read about the different ways in which de Kraamvogel will assist you, your baby, and your family – during your pregnancy, the delivery, and of course the postnatal period. When you have finished reading, you will have enough information to decide if you and de Kraamvogel are a match.

Maybe you have already made your mind up or maybe you even already registered at de Kraamvogel. In this case it is good to know that each year thousands of families are, just like you choosing the most reliable maternity care. There is most probably a family near you right now where one of our maternity nurses is ensuring that everything runs smoothly.

Because that is exactly what our maternity nurses like to do, giving 'their' families a good start. This is something that you will definitely notice. You will also discover that you can relax in your new role as a parent because your maternity nurse is an expert in her field. You will learn all you have to know about taking care of your baby, so that you can take over independently and with confidence after the maternity period.

And we will start with that right now. All the information you find in this brochure will start preparing you for parenthood.





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The maternity period, what can you expect?

If you are having your first baby, especially the first one, you probably have little idea of what to expect of parenthood. It helps to read up on it and maybe there are young families around you so you can get an idea. But...

*Your experience is unique.
Every baby and every family are unique.*

That is what the maternity nurses at de Kraamvogel are good at: adapting to your family, to your needs and what feels good to you. That is why you have an intake interview with one of our colleagues well in advance. During the intake interview you can indicate what is important to you, for example, what the maternity nurse should keep in mind during the delivery regarding older siblings or your household.

Of course, you don't have to tell us everything as you can rely on our maternity nurses having the awareness, professionalism, and experience to ensure everything progresses as it should.

Caring for mother and child is the priority

In order to help your family make a good start after the birth of your baby, the maternity nurse comes to your home

every day during the first days after delivery (maternity period). It is called maternity care for good reason: caring for mother and child is the priority during the maternity period. And of course, you whole family is in good hands.

Getting used to the daily schedule

Your baby needs to feed every few hours, needs to be changed regularly, have an occasional bath, get plenty of sleep and you, of course, also need time to enjoy your baby. That may sound simple enough, but it can take up the whole day. And many mothers and father don't always find the time to look after themselves properly. That is why during the maternity period, the maternity nurse will help your family to find a good daily schedule. So that you are well prepared for the time after maternity care.



What happens during a day of maternity?

The broad terms, the day proceeds as follows:

*The maternity nurse
comes at the agreed time*

Together you discuss how the night went.

You are given breakfast (in bed).

She checks and cares for your baby.

She gives you a check-up.

If you wish, she will help you shower.

*She keeps track of when it is time for breast/bottle-
feeding and gives you advice and help with it.*

**She monitors your and your baby's health
and, as required, coordinates with the midwife,
GP or other organisations.**

*During the day, both mother as father can
turn to the maternity nurse with any questions
or to address any feelings.*

**The maternity nurse also has time for
older siblings; perhaps by playing a game
or reading them a book.**

She cleans the bathroom and toilet(s).

**In consultation with you, she changes the
bedsheets, does the washing and tidies the house.**

*She makes sure you drink enough and
she gives you your daily portion of fruit.*

**She serves visitors with the traditional
'beschuit met muisjes'
(rusks with sugar-coated aniseed).**

*You may have questions about the rest of
the day or the upcoming night, you can
always talk to your maternity nurse
before she leaves for the day.*

**She records information in the Maternity
Guide (a sort of maternity diary).**

All important information in a row

Things you should know about maternity care

If you have a home delivery, the maternity nurse assists the midwife and she supports you. From fetching a glass of water to giving you an extra hand to squeeze.


In some hospitals, your maternity nurse may **assist the midwife during a polyclinic birth**.

Directly after delivery, the maternity nurse cares for you and **your newborn baby**. She helps you breastfeed your baby for the first time within the first few minutes if you will be breastfeeding.

There is plenty of time for mother and father to **enjoy** their baby in peace. And that is also the case for any siblings.

After the delivery, your maternity nurse will **keep a watchful eye** on you and your baby. She also helps the midwife clean up.

If you would like a shower after the delivery, then your maternity nurse will assist you. And she will make sure you can return to a **fresh, clean bed** and that your baby is placed with you.



How do you take care of your baby? How do you make sure your baby sleeps safely? What can you do against nappy rash? How does your baby let you know what he or she needs? Your maternity nurse will provide you with **all the information and advice** you need.

Your **baby's rhythm:** waking up, drinking, clean nappy, awake for a little while and then back to sleep for a few hours.

The health and care of mother and child is your maternity nurse's **first priority**. She also keeps an eye on how you feel and makes sure you get enough rest.

During the day, you do not have to be **overly quiet** when your baby is asleep. You can sing, turn on the radio, vacuum or take your baby to the supermarket in the pram.

You pay your own **hourly contribution** for maternity care. Ask your health insurer about this.

Being born costs your baby vast amounts of energy. **Your baby will sleep 16 to 20 hours** a day in the first days after birth.

9 benefits of de Kraamvogel

de kraamvogel 



1

Your wishes are the main focus after the birth

This means that the maternity nurse will adjust her work and approach to your situation and needs.

2

You can rely on complete support during your pregnancy, the delivery and afterwards

We work closely with your midwife, GP, hospital and the local healthcare clinic.

3

You are guaranteed quality care

The maternity nurse you receive will meet the requirements set by the care sector, health insurers, government and consumers, such as yourself. We have the Dutch Quality Mark for Harmonisation of Quality in Health Care (HKZ).

4

You can trust your maternity nurse's expertise

All of our maternity nurses receive ongoing training, and all of them are registered at the Maternity Care Knowledge Centre.

5

Your maternity nurse has attention for the entire family

So also for any brothers, sisters and your partner.

6

Your maternity nurse is also there for you if you need some emotional support

As becoming a parent is a major change.

7

You will be given help with breastfeeding or bottle-feeding

Your maternity nurse is trained by our lactation specialists. So that she can give you and your baby excellent support and guidance. Read more on page 16.

8

You maternity nurse can quickly arrange a lactation specialist for you

If despite the maternity nurse's guidance, breastfeeding isn't going as hoped our lactation specialists (breastfeeding experts) are ready to provide support to you and your baby.

9

You receive the Maternity Guide, a sort of diary of the maternity period

Your maternity nurse records the details of your and your baby's check-ups in the guide every day. It is important for you, your midwife and the local healthcare clinic. It also packed full of tips.



The most reliable maternity care

Our maternity nurses go to families like yours in almost all of central and northern Netherlands. That is a vast area. And all the maternity nurses from de Kraamvogel working with these families love their profession. In fact, they like nothing better than giving families a good start after the birth of a new family member. It is with good reason that each year hundreds of families near you choose a maternity nurse from de Kraamvogel.



*'A wonderful start
for our little family'*

M. van der Wal - Heerenveen

*'Our little bundle had
a brilliant start and we,
as brand new parents,
learnt a lot'*

Kirsten, Michael en Zanah
- Groningen

*'I learnt so
much from her'*

Ruby Sijrier - Makkum

*'She was a
great support
to me with
breastfeeding'*

Petra, Jim en Lynn
- Den Helder

*'Thanks to our sweet
maternity nurse, Thea,
our maternity period was
a wonderful cocoon of
peace and pampering!'*

Lotte, Arnaud en Lou
- Amsterdam

*'Our other two children
had a great week too'*

Dinja Annen
- Nieuweroord

*'Help from a maternity
nurse is more than
welcome, especially in
a family that already
has two children'*

Stefanie, Dennis, Enzo,
Sarah en Owen - Dronten

**"It's nice that there is someone to turn to with questions about your baby and about how to do things. Zara is our first and then you are not so sure about it all."
Daisy (25) and her husband Harun (28) had help from maternity nurse Diane.**

'You learn so much in one week!'



"It's nice that there is someone to turn to with questions about your baby and about how to do things. Zara is our first and then you are not so sure about it all." Daisy (25) and her husband Harun (28) had help from maternity nurse Diane. Our maternity period was very easy, nice and peaceful. Just not having to do too much. It is great, for example, that you don't have to do everything the moment you get up in the morning, like emptying



the dishwasher. And we got along with Diane really well.

I have to honestly say that I wasn't so keen to start with; having a stranger in the house. I like to do things myself and I thought 'I'll just do that'. But now, after Diane, I think differently. I was very pleased with her. Above all, she helped us to adjust to parenthood. It was all a bit harder than I expected. And my hormones were playing up. Very badly. I am not usually like that at all. So it was a bit of a shock for me too. It was great that we could talk to Diane about that too.



If you look at how much you learn in one week. A great deal. Changing nappies, taking Zara's temperature, how to hold her, dressing her. A long-sleeved shirt. Having to worm such a tiny arm into the sleeve and Zara would start crying too. I thought: 'Oh, am I doing this right?' It's simply a question of learning it all. Diane taught me what to look out for.

'How would I have done it without Diane?'

And then the whole nightly ritual of feeding, changing, cuddling and back to sleep. I didn't even know about that. Let

alone if Diane hadn't have been there! What would I have done then? We adopted her rhythm. You spend a week getting used to it and then we carried on with it.

The first day without Diane was nerve-racking, but she had prepared us really well. Luckily, Harun was free that day so we were together. It went really well. And the day after? That was just fine as well.

Who will be coming by during the maternity period?

The phone and doorbell will ring regularly during the maternity period. Your maternity nurse will help you arrange it all so it works out well for your family. Who will be knocking at the door?



Lactation specialist

Breastfeeding is completely natural but it doesn't always come naturally. Mother and baby need to get the hang of it. Your maternity nurse will support you and she can help you on your way. Should it continue to be difficult, your maternity nurse can arrange a consultation with one of our lactation specialists so that you and your baby receive professional support with breastfeeding. One consultation may be enough. Sometimes more are needed.

Midwife

After your delivery, your midwife will visit you a few times. To see how you and your baby are doing. And also to discuss the delivery with you. Most mothers and fathers like that. After all, it is one of the most amazing experiences of your life. And if you still have any questions, you can ask your midwife.

Trainee maternity nurses

The profession of maternity nurse is a valuable one, and enabling families like yours get a good start after the birth of a baby. De Kraamvogel provides apprenticeships and our qualified maternity nurses coach and supervise trainees during their placement. Should you object to a trainee accompanying your maternity nurse, you can indicate this during the intake interview. With a trainee present, you receive extra attention from two maternity nurses who, together, can do more work than one.

Hearing test and heel blood test

A nurse from the local child healthcare organisation will visit you at home to perform a hearing test and a heel blood test for your baby. She checks whether your baby's hearing is progressing as it should. She takes a small blood sample for the heel blood test. This is tested to detect the possible presence of a number of rare but serious genetic disorders. So it is a very important examination!





The health clinic (child healthcare organisation)

After the maternity period, your maternity nurse transfers the care of your baby to your local health clinic. With you, the nurse and the doctor at the health clinic monitor your child's growth and development. You can turn to them with all your questions, for example about feeding, caring for and raising your child. At the health clinic, your child will also be given vaccinations against a number of diseases (if you participate in the national vaccination programme).

You take your baby to the health clinic for the first time when your baby is four weeks old. The final time is just before your baby's fourth birthday. You will be called up for each visit.

Maternity visits

And then there are of course the maternity visits. You may want an 'after-birth party' so you can receive all visitors in one go. Or you may prefer to receive your family and friends one at a time. Your maternity nurse can help here and there if agreed on. And she will lovingly prepare the 'beschuit met muisjes' (or something else).

From the maternity nurse
To all expectant
mothers and fathers!





Dear Expectant Parent,

When you are giving birth or have just delivered, all of a sudden a strange woman arrives at your home: the maternity nurse!

That can be hard for some; a stranger in your house looking after you. Others enjoy it, she takes care of you and all you have to do is recover from the delivery.

Whatever the case, let me reassure you, we don't take over your entire house and you are in good hands. We won't rearrange your kitchen or go through all the cupboards. We will take care of the housekeeping, a breakfast and lunch. And we try to give you information so that after the maternity period you can take over caring for yourself and your baby.

The main thing that my colleagues and I do is keep a watchful eye on you and your baby; we are the eyes and ears of the midwife. If we are concerned about your health, we will contact your midwife immediately.

As we want you to recover properly, we perform check-ups and we make sure you get the rest you need. And that can differ greatly from one woman to another! We, of course, monitor your baby and you will get all the guidance you need. So that, as parents, you learn how to take care of, feed and get to know your baby.

You have a lot to take in during the maternity period. But I promise you, we will help you and your family make a good start. The most important thing is that you learn how to observe and listen to your baby.

During the maternity period, together we look for answers to questions such as: what does my baby want when it cries or behaves like this?

Whether you get me or one of my colleagues at your home, we will have done our job well if after the maternity period you can say: "I am glad you were here and it is good you are going. You have put us on track, we can do it."

A nice, beautiful and good start!

Mirjam
maternity nurse

Well prepared for breastfeeding and/or bottle-feeding

Have you already thought about how you will feed your baby? We consider breastfeeding to be the best start. That is why all our maternity nurses are trained by our lactation specialists, so that you and your baby are given a high level of assistance during the maternity period. We discuss your wishes and considerations during the intake interview. If you would like to read up on it already, visit the website www.dekraamvogel.nl.

Breastfeeding

Mother's milk is the most unique drink in the world. It is perfectly aligned to your baby's needs from the very first drop. And the composition changes as your baby gets older. With breastfeeding, your baby gets all the nutrients he or she needs to grow healthily and develop.

De Kraamvogel endorses the importance of breastfeeding, and follows the WHO/Unicef breastfeeding code.

For you this includes:

- Providing valuable information about the benefits of breastfeeding and how you can prepare yourself properly.
- As a mother, right after delivery, your naked baby is placed with you for at least one hour (this skin-on-skin contact is important for mother and child).
- You receive clear instructions on positioning your baby on the breast and how to ensure you produce enough milk.
- If despite her guidance, breastfeeding doesn't go as well as you had hoped, your maternity nurse will arrange a visit from one of our lactation specialists.



Bottle-feeding

If for any reason you can't or don't want to breastfeed, or should you wish to combine breastfeeding and bottle-feeding, your maternity nurse will assist you. She gives you advice on choosing the right formula, on determining how much milk your baby needs and about how to prepare the bottles. Your body will not

take any notice of your decision to bottle-feed. The hormones in your body will produce breast milk. And for the first few days after delivery, you will feel a build-up of pressure, resulting in leaking breasts. Your maternity nurse has tips for you on how to deal with this in the most pleasant way.

Breastfeeding in 5 steps

(by lactation specialist Susan)



1

During pregnancy your breasts prepare for breastfeeding. Sometimes a few drops may escape.

2

After delivery, your hormones influence the production of the first milk; this first milk is called colostrum.



3

Colostrum comprises only a few drops. That is enough for your baby to start with.

4

Colostrum is packed with important nutrients for your baby, such as antibodies, vitamins and minerals.

5

Place your baby on the breast as often as possible from birth. That will encourage the production of breast milk.

Arranged quickly and simply

Register at de Kraamvogel

It is advisable to register as early as possible during your pregnancy, preferably before the fourteenth week. Then we can ensure everything is arranged with your health insurer and coordinate with your GP, midwife and possibly your gynaecologist.

Online: www.dekraamvogel.nl/aanmelden

Or call: 088 77 88 500

When you have registered we will give you:

A registration confirmation with a care agreement. Inform your health insurer yourself that you have selected maternity care from de Kraamvogel.



The intake interview takes place between week 30 and week 34. Before that time, we will contact you to make an appointment. You will receive information about the maternity care and the number of hours of maternity care you will receive. We also discuss what you consider important during the maternity period. Based on that, we can make sure the maternity care is optimally aligned to your needs.



Log in details for www.mijnkraamvogel.nl. On the site you can view your details and notify us of any changes.



A card containing the number that you (or your partner) can call when labour starts. So you can hang it in a prominent spot, for example.

By going to www.mijnkraamvogel.nl, you can notify us of any changes after you have registered with us.





What are your rights as a client?

You naturally want to be assured that de Kraamvogel is an excellent maternity care organisation. Then it is good to know that we have all our business in order.

- **Delivery Terms & Conditions:** applicable to all agreements we make with you and other parties.
- **The Dutch Domestic Violence and Child Abuse Reporting Code Act:** this statutory reporting code enables us to respond properly to (possible) signs of domestic violence and child abuse.
- **Complaints procedure:** if you are not satisfied with something, you can contact our customer service with your complaint. You can read more about the complaints procedure and find the complaints form on our website.
- **Clients' Participation Council:** this council represents the interests of all our clients based on the Dutch Participation by Clients of Care Institutions Act. You can also become a member.
- **Privacy:** we record all data that is required to provide you with maternity care. This information is recorded in accordance with the Data Protection Act. That means we never give your personal information to third parties without your permission. Our staff are bound by a duty of professional confidentiality.

If you would like more details, you can find all the information on www.dekraamvogel.nl. Or get in touch with us, we can send you or provide you with specific information.

Extras provided by us to you

When you have registered with De Kraamvogel, you benefit from various extras during your pregnancy and the maternity period. And even more so if you become a member of the Members' Association. Then your whole family will receive various products and services for free or at discounted prices.

Advice on breastfeeding


Will you be breastfeeding? You can rely on our expert guidance, as our own lactation specialists are ready to help. If required, your maternity nurse can arrange a consultation by telephone or at your home.

Breast pump rental


A professional breast pump is sometimes required during the maternity period. To get your breast milk flowing properly, for example. Your maternity nurse can tell you all about it. You can order the pump online from us. It will be delivered within 24 hours.

Maternity care package


If you require or would like additional maternity care, you can use our maternity care package: three half days of extra care. You can use it before or after the standard maternity period.



Free home consultation
for members of the
Members' Association



The first week is
free for members
of the Members'
Association



More than 70%
discount as a member
of the Members'
Association



Download the free checklist on
www.dekraamvogel.nl/info-advies/birth-list

'What do I need now that I am having a baby?'

Information meeting about breastfeeding

Breastfeeding is completely natural. But as a new mother, you have to get the hang of it. And there is plenty you can learn beforehand. About positioning, pumping, building up, and decreasing, knowing if your baby is drinking enough, preventing breast infections and cracked nipples, and about combining breastfeeding with work.



Go to dekraamvogel.nl to find out when there is a meeting near you

Pregnancy course

Are you going to follow classes? That is one question you will probably be asked now you are pregnant. There are numerous classes in all shapes and sizes. We have compiled a list for you on www.dekraamvogel.nl. See what's happening in your area and what suits you.



You can get a discount for certain classes as a member of the Members' Association

Lending free equipment online

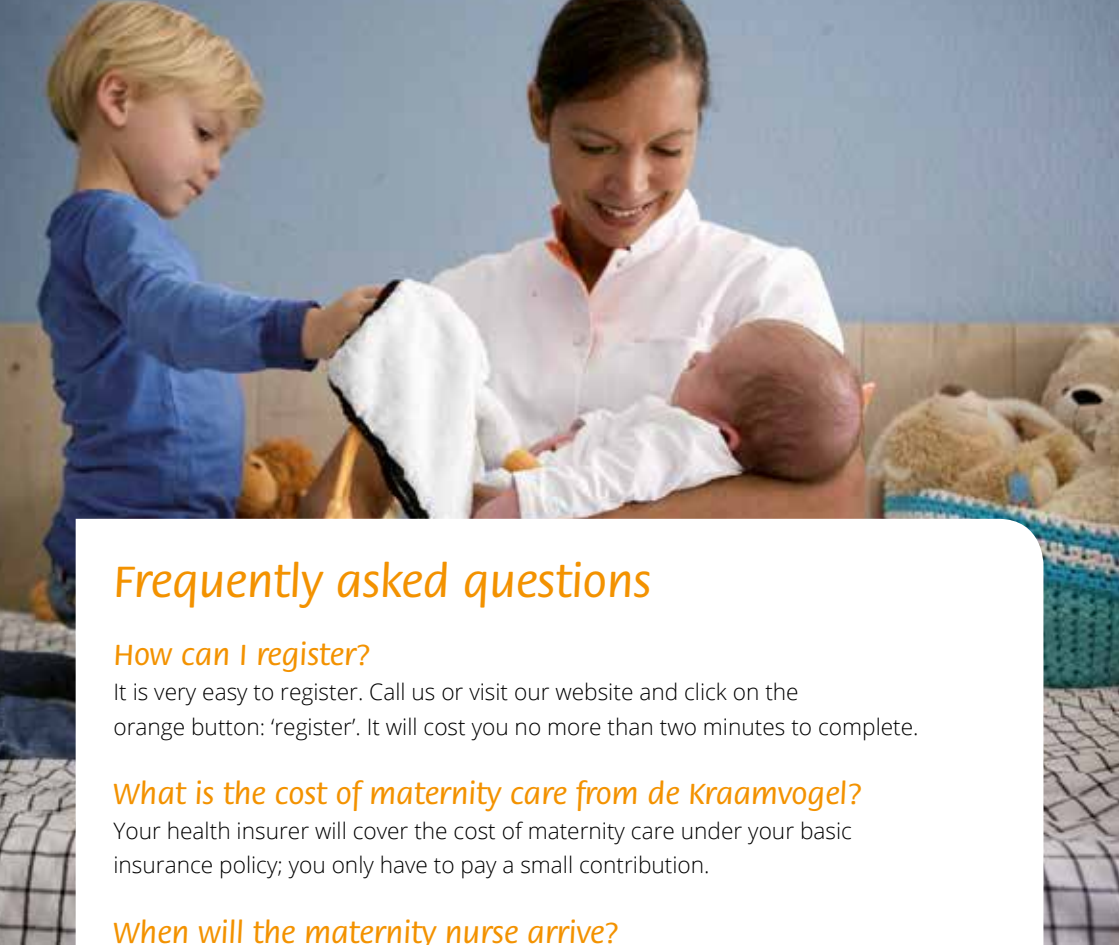
Very handy at this time. Consider bed raisers (blocks), a back support, shower stool, bedpan, all items which are quite large and that you need only briefly. You can loan them for free and have them delivered to your home at no cost.



Devices on loan as a member of the Members' Association

Join the Members' Association now...

After registering at De Kraamvogel you can apply to join the Members' Association. Click on www.dekraamvogel.nl for more information.



Frequently asked questions

How can I register?

It is very easy to register. Call us or visit our website and click on the orange button: 'register'. It will cost you no more than two minutes to complete.

What is the cost of maternity care from de Kraamvogel?

Your health insurer will cover the cost of maternity care under your basic insurance policy; you only have to pay a small contribution.

When will the maternity nurse arrive?

If you are having a home birth, your midwife will call the maternity nurse. She will assist during your delivery. If you have given birth in hospital, you call us to let us know what time you will be home.

Online: www.dekraamvogel.nl/aanmelden

Or call: 088 77 88 500

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de kraamvogel

