



Parent Connect Support Program Description & Frequently Asked Questions

Welcome! We are so happy you have decided to be matched with one of our dedicated volunteers. The Parent Connect Support Program is designed to give parents, like you, who are either on bedrest, in the NICU, or recently discharged from the NICU a chance to connect one-on-one with a veteran NICU parent. Many of our volunteers felt they did not get the support they craved while in the NICU or once they got home, and now want to give back to new parents. We want you to know, that no matter the outcomes from premature birth, there is hope.

Who are our Parent Connect Support Volunteers?

Our Parent Connect Support Volunteers are all trained volunteers who are also seasoned NICU parents. They are at least 18 months past their NICU discharge date and have gotten through that first year at home. Our Parent Connect Support Volunteers truly understand the challenges that come with caring for and raising a premature infant. We do our best to match families who have had similar experiences, whether that is an extended hospital bedrest, the gestational age of the baby, multiples vs. singletons, or various diagnoses of the child. They share a common bond with you that many of your friends or relatives may not...they have had the experience of having a critically ill baby in the Neonatal Intensive Care Unit.

What do our Parent Connect Support Volunteers offer:

Our Parent Connect Support Volunteers are parents who are there to listen. They will share their experiences when asked but will not impart their opinions, advice, religious or political views. They are there to give you hope. They are there to guide you to the local and national resources that may be helpful for you as a parent and your child(ren).

Our volunteers are not:

Our volunteers are not professionals. They are not psychologists, psychiatrists, medical doctors, nurses, or social workers. They will not give medical advice. While our volunteers may have children with similar diagnoses to your child(ren), every child is different, and all medical questions should be directed to your child's specialists. They will not be critical or judgmental of the choices or decisions you make with your doctors in the care of your child.

**What do I do if I don't "click" with my assigned Parent Connect Support Volunteer?**

We want the Parent connect Support Program to be a positive experience for everyone involved. If for any reason you are not happy with your match please contact the Parent Connect Support Program Chairperson as soon as possible. (Contact information is listed at the end of this document.) Do not worry about "hurting feelings", we only want to help you and are happy to match you with another volunteer if you choose.

How do I get in contact with my assigned Parent Connect Support Match?

The Parent Connect Support Program Chairperson will make the initial introduction either via email or in person. He or she will give you some basic background on the Volunteer's prematurity experience and will share basic information about your current situation with the Volunteer. From that point your contact may be made in any way you are comfortable with and you and your Connection agree on, whether that is by telephone, email, or in person visits.

How often will I be in contact with my assigned Parent Connect Support Match?

The frequency of contact is determined by you and your Parent Connect Support Match. But, please remember that our Parent Connect Support Matches are volunteers and are only available during daytime hours (9am – 6pm). If a need arises after hours feel free to leave a message on the Zoe Rose Memorial Foundation's toll free number 888.963.7673, someone will be in contact with you within 24 hours.

Contact information:

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