



Customer Case Study

North York General Hospital | Infant Protection System

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Nurses LOVE our Cuddles System!

The Cuddles Infant Protection System fulfills every need by providing comfort, care, safety and 'complete peace of mind!'

What is Cuddles?

The Cuddles Infant Protection System is 'nurse-friendly' and is designed to protect your infants with a soft, comfortable patented bracelet that is attached only moments after the babies are born. This System, combined with state-of-the-art RFID technology, monitors all areas and exits to eliminate the risk of a baby's removal from the unit. The baby receives an RFID tag (bracelet) that is attached to its leg by a soft, comfortable, stretchy, yellow band. This band contains two grey conductive stripes and informs the system *immediately* if the tag is removed, either by cutting, falling off or being pulled off.



With the **Growing Demand for Security**, we know that **ALL** hospitals and staff **must** always be on **high alert** and well prepared to handle incidents such as infant abduction. **Parents rely heavily on the hospital Staff to keep their infants safe and secure from birth until discharge.**

Their Needs ...

It didn't take North York General Hospital long to figure out what our Cuddles Infant Protection solution would mean for the safety of their infants. Cuddles was chosen, in part, because it enables nurses to spend less time managing a security system, and more time caring for infants. Nurse training on the Cuddles system takes *only* 30 minutes.

North York General has been serving the people of North Central Toronto and Southern York Region since 1968. The hospital embraces health by providing innovative and compassionate care for the whole family at every stage of life.

In October of 2008, a Request for Proposal (RFP) was issued for the 'Design, Implementation and on-going Support' of an Infant Protection System for the birth of approximately 5,800 babies per year.

It was AWARDED to Ahearn & Soper and installation was underway by April with the System going LIVE on May 4th!

Ahearn Staff Next Steps and Installation

Long before on-site installation began, the Ahearn service & Project Management groups created a plan and scheduled the appropriate staff. The A&S technicians involved were factory-trained and the manufacturer, Accutech-ICS certified our installation.

Lois was very complimentary when asked about the installation process, noting that our staff were considerate, quiet and kept the area clean.

Note: In addition, Ahearn has installed Cuddles at Brockville General Hospital, Hawkesbury General Hospital and Temiskaming Hospital. Both Brockville and Temiskaming have also installed the adult patient wandering version of the system. Other installations are pending.



"Cuddles is kind to infants and does not require Nurses to compromise patient care."
Lois MacInnis, Post-Partum Unit Manager