

HNHB CCAC Rapid Response Nurse a lifesaver for Ancaster Family

Baby Isla Goodall is 9-months old and settling into her young new life with her parents and 4-year old sister Aislyn.

Last November, Isla and her family needed the help of HNHB CCAC rapid response nurse Heather Smith who assisted Mom Allie and Dad Sean after Isla had heart surgery. Heather connected with the family and addressed their questions and concerns once they were able to bring Isla home.



“Isla recovered really well from her surgery. We were grateful for that because we saw so many other children in the hospital who were very sick,” said Allie.

The family stayed at Toronto’s Ronald McDonald House during Isla’s surgery at the Hospital for Sick Children.

Once they arrived home, Heather assisted Isla’s parents in learning how to use equipment the baby needed and helped educate them on follow up care. Now that cough and cold season is here, there are some concerns for Isla because when she gets a cold, it turns into pneumonia.

“It’s been a huge help to call Heather, because when she gets a virus she’s vomiting up all her feeds,” Allie said. “Sometimes we call Heather with questions about what to do and that helps keep us out of the emergency department.”

“The family has had some challenges since Isla’s been home but overall, they’re doing an awesome job with the baby’s care needs,” Heather said.

“Babies can’t tell you if somethings wrong, and Isla is a very easy going baby,” Allie added. “She doesn’t fuss very often so we know there’s something wrong when she’s fussy. Heather has been the person we can reach out to quickly.”

Heather has as many as 20 children on her caseload at any given time. Some have had cardiac surgery and other health issues.

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