

P8 "I think counseling services need to be provided (for parents of preterm children). I don't want to say they should be mandatory because I don't think that's fair, necessarily, but highly encouraged. I do think that there is a lot of trauma to process. And counseling is expensive. Don't have benefits, or you can't like it's hard. So, I did go to counseling. And I do feel like it made a big difference for me."

P9 "I would say the thing that was the biggest support, like other than my immediate family, and all that, was the those like, parent groups (Facebook groups), that I was mentioning...Because the parents in there, for the most part, are optimistic. And so that was like, what I was missing most in the NICU...the parenting groups gave me hope, where the actual professionals did not. So, I think something that would be really helpful for parents in my situation is to, for people (healthcare providers) to connect them (parents) to those groups, or at least let them know that they exist..."

P3 "...that there wasn't really anything that was offered to me, like, how to care for yourself, or, or how, what things you might experience coming out of the NICU now being discharged. I remember, like being totally freaked out, you know, bringing her home, you know, and they said, Oh, in two days, you have to go for your RSV shot. And then tomorrow, you have to go into the ophthalmology clinic, and I was like, I'm just bringing her home today. And I gotta go back to the hospital tomorrow. And the day after, I have to go for the RSV shot. And I was just like, just didn't even want to get in the car with her. I was so scared. And I don't remember there being anything that could have helped me, like anything that they would have sent me home with. There wasn't a phone number to call, there wasn't like, a parent support group that I could have contacted."

P11 "It's very hard to get funding from the government for this type of stuff (preterm birth), because you sign up for this and next thing, you know, government wants 100 forms signed saying like to prove that this is, is what it is right...that's a very stressful aspect of it. If there's more support in that direction..."

P13 "it (preterm delivery) was a very big detriment to my mental health, I would say. They're just, you know, and there was, there was no support for me at first. And I found that like, even in the hospital, it was like there was no- like, it wasn't, it, obviously, the focus wasn't on me, it was on it was on the children. And then from even after being discharged, like there was no real check in for me, and I, on my own see there's like social media groups of parents for premature children. And that's actually how I started being able to connect with people who understood. So, I think once I was able to do that, and you know, ask these questions that, you know, people understand what I'm, where I'm coming from"

P20 "...similar to when you have a child with a disability, and you collect like special services at home, or Easter Seals or something like that, to have a program like that, that would be set up for preemie babies, or moms to submit their expenses that were because of having a premature baby would

have been so helpful. Like from parking to, you know, setting up the nursery different because they needed a certain angle in their beds. So now you need one of those angled pillows underneath their mattresses so that they don't aspirate. Like there was every, everything was out of pocket, there was no way to, to have that expense covered. So, a program or a benefit of some sort from the government would have been extraordinarily helpful.”

P20 “I think it would have been helpful to have a program from the hospital with other parents that you could relate to. So, you know, I found a lot of the physicians and the nurses and the social workers and everything were great, but at the end of the day, they didn't have that personal experience with their own child so it was very hard to hear what they had to say. Or their advice that they were giving. Once I was able to connect with another mom that was going through the same thing, I found that super helpful, so if the hospital had a support group for moms like this...”

P24 “I think that just my ability to access a therapist was the number one thing that kept me sane while we just got out of the NICU and being able to talk to other NICU parents about their stay there as well.”