A bunch of lavender flowers

Description automatically generated 

Dear Parent or Guardian,

We are deeply sorry for your loss. Our hearts go out to you and your family during this profoundly difficult time. We want to offer our support and help honor the memory of your beloved baby in a way that feels meaningful to you.

In an effort to provide families with a lasting and respectful way to remember their child, we have introduced a secure digital scanning service to capture your baby’s footprints. Through our partnership with CertaScan Technologies and their FirstFootprint/memory parent portal, we are able to offer you complimentary keepsakes. These keepsakes will be available online just a few days after the prints are scanned and will include your child’s footprints, handprints and any photographs that may have been taken. Please know that all images captured by our hospital are stored securely in an encrypted cloud, trusted by leading healthcare institutions across the country.

If you choose not to download your keepsakes at this time, your baby’s prints and photos will remain available on the FirstFootprint website for one year.

To create your keepsake, please follow these steps:

To create your keepsake:

1. Visit [www.firstfootprint.com/memory](http://www.firstfootprint.com/memory)
2. Enter the customer ID located at the bottom left of the sample keepsake provided to you.
3. Enter the password your nurse has given you.
4. If you do not have the ID or password, please click on "Need Help Logging In?" to request assistance.

Please know that our thoughts are with you during this time of sorrow, and we hope that these keepsakes bring you some comfort and peace.

With our deepest sympathy,  
**Hospital Administration**