



FAQs for Families Enrolled in a ROKband Treatment Program

What is the length of a treatment program?

How long treatment lasts will largely depend on three main factors: your infant's age and rate of growth, the severity of your infant's head shape asymmetry, and the family's adherence to the ROKband wear schedule. From our chart analysis, average treatment time is 17 weeks, but it can range anywhere from 4 weeks to 26 weeks or more, depending on these factors. This is because:

- Younger babies have faster head growth, typically resulting in faster and more full correction
- Severe asymmetry requires more growth to correct the head shape, which generally requires more time with the baby wearing their ROKband
- If your baby isn't wearing their ROKband for the recommended wear time, we may not see the results we are aiming for, and may require more treatment time to get there

As these factors are out of our control from a clinical standpoint, we are unable to guarantee a particular result in a specific length of time. Our focus is on educating and supporting families to ensure the best possible experience and outcome for your baby.

Each baby is unique, and we ensure we are following the best treatment path for your baby by continuously assessing at each appointment, and making updates and modifications to their treatment plan as needed (this includes wear schedule, helmet fit, etc.). Please review this with your clinician if you have more questions about our treatment plans.

Will my baby need more than one ROKband treatment program?

Most families are pleased with their baby's head shape after they have completed their ROKband treatment program, and do not continue treatment with another. Our goal for all of our babies is to achieve a head shape that is within normal ranges, and most babies reach this stage after their initial treatment program is complete. It is possible, though, given that the severity, complexity, age and growth of each case is unique, that you and your clinician may decide your baby would benefit from a ROKband Retain treatment program. Please refer to your welcome package for more information about our treatment programs, and contact our client care team if you have any questions!

Will my baby have trouble sleeping in their ROKband?

Babies should not have trouble sleeping in their ROKband. For many babies, sleep or nap time is the most crucial time to wear the ROKband, as that is when they are receiving the most external pressure to their head, which is causing the asymmetry in the first place. Most babies adjust to the band quickly, usually in a matter of a day or two. We provide you with an introductory wear schedule for your baby, which will ease them into wearing their ROKband. We always start our families off with a few days of part-time band wearing at the beginning of treatment to make things smoother for everyone! With a proper ROKband fit and dressing your baby one layer cooler than usual, you should find your baby adjusting to their new headgear quickly.

How do I keep my baby's ROKband clean?

We provide a spray bottle of 70% alcohol solution with every treatment program. We strongly recommend only using this for cleaning your baby's ROKband, because alcohol will evaporate and won't leave any residue behind. That means less chance of any bacteria getting trapped inside the ROKband, and no sticky or smelly residue rubbing against your baby's head.

Clean the ROKband each time you take it off of your baby's head (at least once each day). Wipe dry with a lint-free cloth. Make sure to bring your alcohol bottle into the clinic for your follow-up visits so that we can refill it for you! After your baby has been wearing their ROKband for several weeks, or in warm weather, you may notice the band has a mild odour. This is normal and not harmful at all, it is usually a result of baby's sweat residue inside the band. If the smell becomes strong or bothersome, contact your clinician to see what we can do to help.

Troubleshooting Common ROKband Issues

We are proud to treat exclusively with ROKband, the most innovative and effective CRO available. Families love that treatment with ROKband means eliminating the majority of side-effect occurrences for their baby compared to treatment with traditional bands. However, every baby is different, and there is no way to predict exactly how they will react to wearing their ROKband. It is common for babies to show some mild skin irritation in the first few days of wear, especially if they have sensitive skin. However, most babies will adjust to their band within just a few days.

We have compiled a list of answers to the most frequent issues families have brought to our attention. Hopefully this will be a helpful resource for you throughout treatment. And remember, when in doubt, ask your clinician! We are here to make sure you and your baby have the best possible experience with your ROKband, and are always happy to help with any questions or concerns you have.

My baby has broad pink or red areas on their head from their ROKband

- Every baby's skin can have a unique reaction to something new. Sometimes, you may find pink or red areas on their skin when you remove their ROKband. Broad, light pink areas where the foam meets their skin are very normal; this means that the ROKband has good contact and hold on that

part of their head, which is necessary for keeping the ROKband in the right position! This pink area should fade within 30-60 minutes of removing the ROKband. If that is the case, continue wearing as usual. If the affected area is a brighter red colour, wait for the colour to fade, then try replacing the ROKband with a slightly looser fit. Monitor your baby's head to see if that has fixed the irritation. If the bright redness returns, take a photo and email it to your clinician; we may need to make an adjustment to your ROKband fit.

My baby has raised / bumpy red areas on their head from their ROKband

- If there is raised redness, ie: red and bumpy around where the internal foam meets the skin, that would most likely be a heat rash. Remove the ROKband to let the bumpy redness fade before you continue use, and dress your baby in cooler clothes (removing socks helps a lot to keep baby cool!). Heat rashes are more common in summertime when it's hot outside and babies are sweating more. This usually happens as your baby is adjusting to their ROKband in the first week or two of treatment. If you don't see any improvement after cooling your baby down, take a photo and email it to your clinician; we may need to make an adjustment to your ROKband fit.

My baby has small, bright red spot(s) of irritation on their head from their ROKband

- If there is a dime sized, angry red spot that still lingers after 45 mins - 1 hour of removing the ROKband, keep the ROKband off until the mark completely fades. After the mark is gone, put the ROKband on again, and monitor your baby's head to see if it returns. If the redness comes back, contact your clinician for assistance. If it never occurs again in the same location, we are not concerned about it, as it was an isolated incident. (Also, check to see if the mark has developed due to a corner of the foam being folded up where it meets the baby's skin. Fixing this usually will allow the red mark to fade.)
- If the irritation mark is pink, but still a dime size mark, monitor it to see if it fades on its own. If it's consistently there and starts to get more red, contact your clinician for assistance.

My baby's ROKband doesn't seem to be fitting properly

- We do our best to ensure that we get a great fit on your baby's head when you come in for your ROKband fitting appointment. However, in some cases, we may have to make some additional adjustments after the fact. It may also take some at-home practice to make sure you are placing the band correctly onto your baby's head. If it seems like your baby's ROKband is too loose on their head, take the band off and replace it back onto their head so that the velcro closure area is closing more tightly. The foam padding in the ROKband should have good contact with their skin which may leave a temporary, broad pink contact area where the foam is holding onto their head. This is normal and means we have a good fit in that area. You may notice the band shifting slightly as your baby moves around, or lays in different positions. This is also normal, as is the need to occasionally reposition the ROKband on the baby's head. If the ROKband is falling down over your baby's eyes, or is rotating so that the sideburn areas are covering their ear, let your clinician know. For a quick review of fit problems, you can take a photo and email it to your clinician; we will let you know whether you should come in for an adjustment, or if you can continue to reposition the ROKband yourself at home.

My baby's brow or eyelid seems to be drooping due to the ROKband

- We call this 'Pirate Eye' - when the forehead portion of the ROKband makes it hard for your baby to fully open one eye, or causes their brow to droop under the ROKband. You may only notice this when your baby looks upward, but it may be noticeable when they are looking straight ahead. You can try to reposition their forehead / eyebrow skin under the ROKband by gently lifting the skin up as you fasten the ROKband velcro on top. Most of the time, this will fix the baby's Pirate Eye! As long as the ROKband isn't causing skin irritation, we don't need to be too concerned; this won't negatively affect their eye musculature at all. However, if you find your baby has irritation around their eye or eyebrow, or is showing other eye troubles, take a photo and email it to your clinician; we may need to make an adjustment to your ROKband fit.

Do I need to contact my doctor about any skin irritations I notice?

- If you are concerned about your baby's ROKband wear, and the above advice has not addressed your concern, remove the ROKband, take a photo, and email it to our team. We will reply as soon as possible and advise on how to proceed. Most of the time, these skin irritations come down to a fit or padding issue, but your clinician will know if something else is going on, and will advise you to contact your doctor if necessary.