

TO PROMOTE THE HEALTH OF THE YOUNGEST

Resources available to parents of young children

Anglais



ne.ch

RÉPUBLIQUE ET CANTON DE NEUCHÂTEL



Brochure* intended for parents of young children



Promoting health involves bringing about living conditions which are favourable to engaging in a healthy lifestyle and maintaining it. Early childhood is the most suitable time to put this into practice. During pregnancy and the first months and years of life, a child grows rapidly and is affected by his environment. Experience acquired in that time span is crucial for his health for the rest of his life (World Health Organisation, 2009).

In the Canton of Neuchâtel, several organisations are dedicated to fostering children's health until the age of 4. They offer different services and are available to parents for all questions linked to their child(ren)'s development, health and education.

The Cantonal Public Health Service (Service de la santé publique) has decided to produce this presentation brochure to enable parents to become more familiar with these resources and to have easier access to them.

*The brochure is available in French and in several other language versions.
It can be ordered or downloaded in its electronic version at the following address:
www.ne.ch/promotionsante.

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Emergency number

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Health professionals

Pediatricians

The pediatrician is the professional reference person for child health. He or she looks after your child on a durable basis; this can result in a relation of mutual trust. Don't hesitate to consult him or her for any questions you might have.

› On the website

www.ne.ch/autorites/DFS/SCSP/Pages/NeMedReg.aspx

you will find a list of the medical doctors, especially pediatricians, who are authorized in the canton.

Midwives

Midwives provide support, guidance and care to women during pregnancy and at child birth. They work in hospitals or in private offices. Among other duties, they carry out pregnancy counselling, monitor high risk pregnancies and prepare for birth. They assist in birth delivery in hospitals, at home and in birthing centres. During post-partum, they look after mothers by instructing on breastfeeding and provide care for the new-born and infants. Midwives also take part in hygiene and education and suggest different courses (massages, child carrying, etc.). In order to find a midwife in your area, check the website below and ask your doctor for advice.

› My midwife at home

Né-Sens, Association neuchâteloise des sages-femmes à domicile
Ch. de la Toraille 1, 2027 Fresens, 079 280 48 28

› Fédération suisse des sages-femmes

www.hebamme.ch

Cost: most services provided by midwives are reimbursed by the compulsory health insurance (LAMal). Details are to be found on the website of the Federal Office of Public Health/FOPH (Office fédéral de la santé publique/OFS), partly in English, otherwise in French:

www.bag.admin.ch (topics «Health Insurance», then «Benefits» and select «Maternity Benefits» or «FAQ», filter by topics «Health Insurance», filter by sub-topics «Coverage of Maternity Services».

Health professionals

Hôpital neuchâtelois – Maternity ward

During pregnancy, the maternity staff offers pregnancy counselling, birth preparation meetings and also acupuncture and hypnosis consultations. A one hour-long consultation with a midwife is designed to set up a birth plan. In case of family situations requiring administrative steps, midwives are available to offer support and guidance. During child delivery, each woman is offered individual attention with – in addition to medical care – the possibilities of alternative services like acupuncture, use of a bath tub, massages and different positions for delivery. The personalised care is carried out during the stay at the maternity ward after birth and accompanies the parents in their new experience as parents with their baby. After returning home, the maternity ward can always be contacted in case of need.

> Hôpital neuchâtelois
Pourtales, Maladière 45, 2000 Neuchâtel, 032 713 33 07
www.h-ne.ch/hospitalisation-sejour-maternites-pourtales

Cost: please refer to conditions of reimbursement by compulsory health insurance (LAMaI).



Sexual Health and Family Planning

Centres de santé sexuelle-planning familial

The Sexual Health and Family Planning centres offer information, follow-up and support services on all questions pertaining to sexual health, for example: sexuality, birth control, planned or unplanned pregnancy, sexually transmitted infections, sexual orientation, violence, fertility, etc.

They are open to all with no distinction of age, sex, marital status, religion, nationality or sexual orientation, individually or in groups. Discussions are confidential and free of charge.

> Centre de santé sexuelle-planning familial **Rue Saint-Maurice 4, 2000 Neuchâtel, 032 717 74 35** **sante.sexuelle.ne@ne.ch, www.sante-sexuelle-ne.ch**

Reception: preferably on appointment on Mondays, Tuesdays, Wednesdays from 1 pm to 6 pm, Thursday from 5 pm to 7 pm, Fridays from 2 pm to 6 pm.

Cost: consultations are free of charge, emergency contraception costs 12.- CHF and pregnancy tests 10.- CHF, to be discussed in case of hardship.

> Centre de santé sexuelle-planning familial **de La Chaux-de-Fonds et du Locle** **Rue Sophie-Mairet 31, 2300 La Chaux-de-Fonds, 032 967 20 91** **sante.sexuelle.vch@ne.ch, www.chaux-de-fonds.ch/sante-sexuelle**

Reception: during opening hours, with or without an appointment. Check-up with a gynaecologist on appointment.

Permanence: Monday and Wednesday 12 am to 6 pm, Tuesday and Friday 3 pm to 6 pm.

Cost: consultation, emergency contraception (morning-after pill) and pregnancy test are free of charge, modest charge for prescriptions for contraception and gynaecological check-ups:

Under age 20: 15.- CHF for prescription and 22.- CHF for gynaecological check-up with vaginal swab.

Above age 20: 30.- CHF for prescription and 22.- CHF for gynaecological check-up with vaginal swab.

Subject to confidentiality requirements, the invoice can be sent to the health insurance.

Specialized services

Childcare centres of the Red Cross

Centres de puériculture de la Croix-Rouge

Childcare centres offer counselling for infants and young children until age 4, along with guidance for parents. Childcare nurses of these centres address the following issues: breastfeeding and weaning, nutrition, sleep, psychomotor development, care and education for their child(ren), also prevention (dental, home accidents, etc.), relations and interaction within the family.

Consultations are held in several towns and villages of the canton. A telephone permanence is also available for parents.

> **032 886 88 66** telephone permanence for the entire Canton, Monday to Friday from 8 am to 9 am.
puericulture@croix-rouge-ne.ch, www.croix-rouge-ne.ch

> **Centre de puériculture de Neuchâtel**
Avenue du 1^{er} Mars 2a, 2000 Neuchâtel

> **Centre de puériculture de La Chaux-de-Fonds et du Locle**
Rue de la Paix 71, 2300 La Chaux-de-Fonds

Reception: consultations without an appointment during hours indicated on website

www.croix-rouge-ne.ch, rubrique «familles et enfants/puériculture».



Specialized services

Office for Child Protection

Office de protection de l'enfant

The Office for Child Protection offers assistance to families encountering difficulties in educational or social matters by offering them ongoing care on a voluntary basis or on order. It is also the Cantonal consultation centre for all matters pertaining to child abuse.

> **Office de protection de l'enfant, Équipe des Montagnes**
Rue du Rocher 7, 2300 La Chaux-de-Fonds, 032 889 66 45

> **Office de protection de l'enfant, Équipe Littoral est et Val-de-Ruz**
Faubourg de l'Hôpital 36, 2000 Neuchâtel, 032 889 66 40
www.ne.ch/autorites/DEF/SPAJ/protection-enfant

Cost: free of charge.

Reception: child protection professionals are available to families and children for telephone consultations during opening hours.

Specialized services

Fondation Carrefour, AEMO – ages 0 to 18

AEMO (Action éducative en milieu ouvert/ «Open space educational action») is a service specialized in ambulatory educational care. It is intended for all parents and their children, aged 0 to 18, encountering educational, relational and/or social hardship and requiring support in parental practice in daily chores. Care is carried out on an individual basis and builds up at the family's rhythm according to its needs. AEMO assists you:

- in identifying and understanding the needs of the child, of the adolescents in order to foster physical, psychological, affective and social development.
- in enhancing the parents' educational skills.
- in supporting the creation and maintenance of «parent-child» links.
- in searching for solutions to everyday difficulties.
- in favouring social links.

We offer regular meetings at home or on the premises of AEMO, a space where parents, children, adolescents can express themselves, in co-operation with the different partners. Our services are for limited periods of time.

> AEMO Peseux

Place de la Fontaine 4, 2034 Peseux, 032 886 89 11
aemo@ne.ch

> AEMO La Chaux-de-Fonds

Avenue Léopold-Robert 51, 2300 La Chaux-de-Fonds, 032 886 88 99
aemo.cdf@ne.ch, www.fondation-carrefour.net

Cost: No financial contribution is requested. The institution is funded by the Canton of Neuchâtel and works in close connection with the Office for Child Protection.

Reception: on appointment.

Permanent telephone line during office hours.

Specialized services

Psycho-educational counselling service of the Red Cross (Aged 0 to 18 ans and older)

Service Psycho-éducatif de la Croix-Rouge

The «Service Psycho-Educatif (SPE)» offers specific psycho-educational counselling at home for families, children and adolescents facing different problems.

The SPE provides families confronted with integration problems psycho-educational assistance at home and within the environment of the child (aged 0 to 18 and older) and of his family. These situations are the consequence of acculturation and education, family and school problems or difficulties arising from deficient and disrupted psychosocial situations or from violence. The SPE intervenes at home and explores the difficulties encountered in close co-operation with all family members; it mobilises the potentials and resources in order to strengthen family skills and help acquire autonomy. The SPE can intervene several times a week with - separately or together - an educator and a psychologist.

Work is achieved in close co-operation with the Offices for Child Protection and in accordance with the requirements of the psycho-educational concept and the guidelines of the Red Cross.

> **Service Psycho-éducatif, Soutien familial et aide à l'intégration**
Croix-Rouge Suisse - Canton de Neuchâtel
Site de La Chaux-de-Fonds
Rue de la Paix 71, 2300 La Chaux-de-Fonds, 032 886 88 60
www.croix-rouge-ne.ch/accueil/familles-et-enfants/psycho-educatif/

Cost: families aren't asked for any financial contribution. Services are funded by the public services (Département de l'éducation et de la famille/ Cantonal Department of education and Family Matters through the Service de protection de l'adulte et de la jeunesse/Adult and Youth Protection Service).

Reception: Permanent phone consultations during office hours.

Specialized services

I Itinerant Education Service **Service Éducatif Itinérant, SEI**

The SEI offers early-stage special education, within the family context, to all children ages 0 to 6 with a handicap, retarded development or whose development is hampered or limited. The SEI combines all educational and pedagogical measures intended to improve the developing potential of the young child. It accompanies the parents and offers, at the child's home, assessment services, preventive and educational support as well as appropriate stimulation. The SEI belongs to the «Domaine de Compétence Ecoles spécialisées» (Specialized schooling Department) of the Foundation les Perce-Neige.

> SEI, Service Éducatif Itinérant
Saars 131, 2000 Neuchâtel, 032 710 15 02
www.perce-neige.ch/index.php/service-educatif-itinerant

Cost: The Cantonal «Office de l'enseignement spécialisé» sets out decisions authorizing early-stage special education measures; counselling is free of charge for families. The parents' application can be endorsed by doctors, therapists, teachers, social workers, etc.

Reception: contact by phone.



Specialized services

P psychomotor Development Centre Centre de psychomotricité

This cantonal centre is in charge of psychomotor screening, prevention and therapy for children and adolescents of the canton aged 0 to 8. Psychomotor therapy is intended for persons of all age groups experiencing difficulties in communicating, expressing themselves and behaving and whose hardship is due to body functions. Consultation offices are located throughout the Canton.

› Centre de psychomotricité
Secrétariat, Rue de l'Écluse 67, 2000 Neuchâtel, 032 889 49 64
<http://www.ne.ch/autorites/DEF/SEEO/psychomotricite/Pages/accueil.aspx>



Specialized services

Child and Adolescent Psychiatry of the Centre neuchâtois de psychiatrie Centre neuchâtois de psychiatrie – Enfance et adolescence (CNPea)

The Department of Child and Adolescent Psychiatry of the Centre neuchâtois de psychiatrie (Neuchâtel Psychiatry Centre) is intended for children aged 0 to 18 and their families. It offers a wide scope of measures providing care for children and adolescents with psychological disorders. Mental health centre consultations, managed by specialized teams, are intended for children aged 0 to 6 and their families as well as for pregnant women in a difficult situation and their spouses. Assessment and specific care of the young child, as well as support to parenthood are also offered.

➤ **CNP Enfance et adolescence**
Outpatient consultation for children and teenagers and child guidance
Rue du Vieux-Châtel 20, 2000 Neuchâtel, 032 755 23 11
ea-ln2.ca@cnp.ch

➤ **CNP Enfance et adolescence**
Outpatient consultation for children and teenagers and child guidance
Rue du Parc 117, 2300 La Chaux-de-Fonds, 032 889 69 66
ea-mn.ca@cnp.ch

Cost: Services covered by the compulsory health insurance (LAMal).

Reception: on appointment.
Phone consultations during office hours.



Specialized services

Services offered to migrant families

Contact Mother Network - Réseau mères de contact

This network is a project set up by the Cantonal Service de la cohésion multiculturelle and the Red Cross. It is specifically intended for mothers of young children who recently arrived in the canton and / or are in a situation of social isolation. It offers a cherished moment for listening, mingling and exchanging views with women sharing similar concerns. These gatherings between the young mother and a « contact mother » offer the opportunity to provide information on health, educational and lifestyle matters in the Canton.

➤ **Réseau mères de contact**
Croix-Rouge Suisse – Neuchâtel
Avenue du 1^{er} Mars 2a, 2000 Neuchâtel, 032 886 88 60
www.croix-rouge-ne.ch

RECIF

RECIF is an association for all women, whether foreign or Swiss, seeking a meeting point for exchanging views, wishing to acquire practical skills to facilitate integration or desiring to create friendship and congenial contacts. RECIF is also involved in health issues, suggests preventive actions and develops awareness of issues related to health in general and establishes links with the already existing health network in the Neuchâtel area. Health professionals intervene also, once a month, in French instruction courses offered by RECIF. The « Espace-Enfant » of RECIF welcomes children aged 4 months to 6 years while their mothers are attending a French language course, and organizes mother and child activities.

➤ **RECIF**
Rue de la Cassarde 22, 2000 Neuchâtel, 032 730 33 50
2000@recifNE.ch, www.recifne.ch

➤ **RECIF**
Rue du Doubs 32, 2300 La Chaux-de-Fonds, 032 968 62 42
2300@recifNE.ch, www.recifne.ch

Child home-care service and baby-sitting

Service Garde d'Enfants à Domicile de la Croix-Rouge (GED) (Child home-care service of the Red Cross)

The GED offers relief and support to parents of children under 12 years of age facing illness or occasional hardship. It intervenes when parents must work and don't know whom to refer their sick child to, when they are ill themselves or endure a difficult situation or when they exceptionally cannot refer to their usual child-care institution. Red Cross baby-sitters intervene at home, are trained by the Red Cross and have long experience.

> Service de Garde d'Enfants à Domicile Croix-Rouge Suisse - Canton de Neuchâtel 032 886 88 65

Cost: according to household gross income. A flat rate of 20.- CHF is also charged for travel expenses (plus possible parking fees) . In case of financial problems or for more information, contact the Red Cross.

Reception: contact by phone, from Monday to Friday between 8 am and 12 am (and afternoons for emergencies only from 2 pm to 5 pm).



Child home-care service and baby-sitting

Child-parent Welcome Facilities

«La Courte Échelle» and «la Trottinette» are places of reception, gathering, sharing and leisure-time activities for children between birth and their 4th or 5th birthdays, accompanied by a parent or any adult they are acquainted with.

Both children and parents find a living space where words are expressed and enables them, without obligation, to voice their impressions on what they discover, what they experience day after day, what challenges them. With the secure feeling provided by a parent, the child experiences life within a group and develops both self-confidence and self-esteem.

> La Courte Échelle

Rue des Fausses-Brayes 3, 2000 Neuchâtel, 032 724 45 15
info@lacourteechelle.ch, www.lacourteechelle.ch

Cost: indicative rate: at least 3.- CHF per family.

Reception: Possibility to come at any time, with no prior registration, at times indicated on website.

Children are admitted until their 5th birthday.

> La Trottinette

Rue de la Serre 24, 2300 La Chaux-de-Fonds, 032 914 52 60
info@association-la-trottinette.ch, www.association-la-trottinette.ch

Cost: Indicative rate: at least 3.- CHF
(possibility to be granted assistance by Pro Juventute).

Reception: Possibility to come at any time, with no prior registration, at times indicated on website.

Children are admitted until their 4th birthday.

Child home-care service and baby-sitting

Day care

Several opportunities are offered in the canton to parents or future parents in search of a solution to have their child(ren) looked after.

> Out-of-home care

All useful information to be found on the website of the Office de l'accueil extrafamilial (OAEF)

www.ne.ch/accueilexfamilial

> Day Care

All useful information to be found on the website of the Office de l'accueil extrafamilial (OAEF)

www.ne.ch/accueilexfamilial

ou sur www.mamansdejour.ch

> Red Cross child-care at home

Please refer to information on page 15.

> Red Cross Baby-sitting

The Red Cross also offers baby-sitting services by young persons who successfully followed training it offers. Interested parents can contact the baby-sitting service which will get them in touch with a baby-sitter.

Service de baby-sitting Croix-Rouge, 032 886 88 65

www.croix-rouge-ne.ch

Other useful addresses and links

Other useful addresses and links

> Education gives force

Association L'Éducation donne de la Force-NE

This network gathers numerous associations, institutions, organisations and trainers who are active in parenthood issues. An introduction and the contacts for each member are to be found on the website: www.edf-ne.ch

> Pro Juventute messages to the parents

Pro Juventute produces messages for parents; they can be found at the following website address:

www.projuventute.ch/Messages-aux-parents. They contain practical information on education, children's rights and health.

> Planète santé

Information pages on health issues. Contents are approved by Swiss doctors. The website is independent from industry and insurance companies.

www.planetesante.ch

This brochure has been produced upon the initiative of:

Cantonal Public Health Service (Service de la santé publique)

This service operates at different levels to implement the Cantonal public health policy, especially in the areas of prevention and health fostering. Within this framework, different programmes and activities pertaining to childhood are currently being organized.

Service de la santé publique

Mme Lysiane Ummel Mariani, déléguée à la promotion de la santé
Rue Pourtalès 2
2000 Neuchâtel
032 889 52 19
www.ne.ch/promotionsante
lysiane.mariani@ne.ch

In co-operation with:

Out-of-home Care (L'Office de l'accueil extrafamilial)

This Office's mission is to authorize, supervise and advise all structures receiving children in residential care and to secure their protection.

Office de l'accueil extrafamilial

Mme Christine Schurch Blant, cheffe d'office
Faubourg de l'Hôpital 34-36
2000 Neuchâtel
032 889 66 34
www.ne.ch/accueilextrafamilial

Youth Delegate (Le Délégué à la jeunesse)

The duties of the Youth Delegate are to implement the Cantonal Youth Policy. They consist of developing public awareness, especially among the young people, of children's rights and of being available for information and advice.

Délégué à la jeunesse

M. Alex Pedrazzi
Faubourg de l'Hôpital 34
2000 Neuchâtel
032 889 85 41
www.ne.ch/autorites/DEF/SPAJ

**A health problem?
Dial the right number:**



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Emergencies



On duty :
Doctor
Pharmacist
Dentist

0848 134 134



Pediatric hotline :
032 713 38 48

ne.ch

Other emergency numbers

Toxicology

Centre Suisse d'information Toxicologique: **145**

Child Protection: Office de protection de l'enfant

«Montagnes» area team, **032 889 66 45**

«East Littoral and Val-de-Ruz» area team, **032 889 66 40**