

PROMOTING HEALTH FROM A VERY EARLY AGE

RESOURCES FOR PARENTS OF YOUNG CHILDREN



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BROCHURE FOR PARENTS OF YOUNG CHILDREN

In the canton of Neuchâtel, different organisations endeavour to promote health in children between 0 and 4 years old. They offer various services and assist parents or primary caretakers regarding issues linked to the development, health and education of their child(ren).

The department of Public Health has designed this presentation brochure to provide parents with information on these resources and make them more readily accessible.

We are happy that you are taking the time to read this brochure and hope that it will be useful for you! All the services presented here are accessible to all. There are however other existing services towards which your doctor or child protection services may orient you.

- The brochure is available in French, English and several other languages. It can be ordered or downloaded in electronic version on the website: <https://www.ne.ch/autorites/DFS/SCSP/prevention/Pages/Petite-enfance.aspx>
- The department of Public Health is not responsible for the activities proposed by the organisations presented in this brochure. The services that they propose do not therefore engage the responsibility of the department of Public Health.

CONCEIVING A CHILD

SEXUAL HEALTH CENTRES – FAMILY PLANNING

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have questions related to my sexuality
- I am looking for contraception
- I need emergency help in relation to my sexual life
- I want assistance in my pregnancy project

Sexual health centres provide information, assistance and support for all questions related to sexual health. They are open to all, individually, as a couple or as a group. Consultations are confidential and free of charge.

TOPICS ADDRESSED

- Sexuality
- Contraception
- Planned or unplanned pregnancy
- Sexually transmitted infections
- Sexual orientation
- Violence
- Fertility

- Free consultation (some services are subject to charges)

IN NEUCHÂTEL

Rue Saint-Maurice 4

→ 032 717 74 35

→ www.sante-sexuelle-ne.ch

IN LA CHAUX-DE-FONDS

Rue de la Serre 14

→ 032 967 61 87

→ www.chaux-de-fonds.ch/sante-sexuelle

GYNAECOLOGISTS

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am pregnant
- I need a medical follow-up, advice and support concerning pregnancy or birth giving
- I need guidance to find a place to give birth
- I am looking for advice concerning any gynaecology issue

Gynaecologists specialise in women's health and deal with the sexual health, in the broad sense, of women of all ages. They provide answers to questions on sexuality, reproduction, and screening. They also provide the necessary care during pregnancy and the following months. Gynaecologists are entitled to prescribe their patients and their partners an appointment at the infertility service (UFN) of the Neuchâtel Hospital Network (RHNe) in cases where they have problems conceiving a child.

TOPICS ADDRESSED

- Screening
- Medical follow-up
- Pregnancy
- Contraception
- Menstrual disorders
- Menopause
- Infertility

LIST OF THE GYNAECOLOGISTS OF THE CANTON OF NEUCHÂTEL

- <http://www.snm.ch/index.php/component/comprofiler/userslist/42-liste-gynecologie-obstetrique>

SWISS SOCIETY OF GYNAECOLOGISTS AND OBSTETRICIANS (SOCIÉTÉ SUISSE DE GYNÉCOLOGIE ET D'OBSTÉTRIQUE)

- 031 313 88 55
- www.sggg.ch/fr/

OTHERS

There are other services linked to the topic "Child conception", in particular the fertility service of the Neuchâtel Hospital Network (RHNe), which is intended for couples who wish to find answers to questions concerning fertility. Do not hesitate to talk about it with your gynaecologist.

MATERNITY CARE DURING PREGNANCY AND BIRTH

MIDWIVES

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am pregnant
- I need to prepare for the birth of my child
- I have given birth and wish to benefit from a follow-up for my baby and myself
- I have questions related to breastfeeding
- I need to talk to a healthcare practitioner

Midwives provide support, advice and care to women during their pregnancy, birth giving, and all the postpartum period. They are in charge of pregnancy consultations, the follow-up of at-risk pregnancies and birth preparation. Support to parents continues during the postpartum period to assist them concerning parenthood and provide advice on how the mother, father and siblings can adapt to the arrival of the new-born. They provide assistance in breastfeeding as well as medical and hygiene care. Courses are also proposed (massaging, baby carrying, etc.). Midwives assist birth giving in hospitals, at home or in birth centres.

TOPICS ADDRESSED

- Pregnancy
- Birth
- Birth giving
- Pregnancy consultations
- At-risk Pregnancies
- Birth preparation
- Postpartum
- Breastfeeding
- Parenthood support

- Most of these services are reimbursed by the basic health insurance (LAMa1)

NÉ-SENS, ASSOCIATION OF HOME-BASED MIDWIVES IN NEUCHÂTEL

- 079 280 48 28
- www.ne-sens.ch

SWISS FEDERATION OF MIDWIVES (FÉDÉRATION SUISSE DES SAGES-FEMMES)

- 031 332 63 40
- info@sage-femme.ch
- www.sage-femme.ch

RHNE – MATERNITY SERVICE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am pregnant
- I need advice and support regarding pregnancy and birth giving
- I am looking for a place to give birth
- I need to talk to a trusted professional about my infant

During pregnancy, the maternity care team provides pregnancy consultations, birth preparation sessions, and acupuncture and hypnosis consultations. An interview is organised with a midwife to establish a birth plan. In addition, adviser midwives provide support and advice in the case of a difficult family situation. Every woman is provided with an individualised follow-up, which includes alternative methods. And this follow-up continues after the baby's birth.

TOPICS ADDRESSED

- Pregnancy
- Birth giving
- Individual follow-up
- Acupuncture
- Hypnosis
- Massages
- Water birth
- Courses

NEUCHÂTEL HOSPITAL NETWORK (RÉSEAU HOSPITALIER NEUCHÂTELOIS)

Pourtalès, Maladière 45

2000 Neuchâtel

→ 032 713 33 07

→ <https://www.rhne.ch/maternite>

BIRTH CENTRE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am pregnant
- I need advice and support regarding pregnancy and birth giving
- I need to talk to a trusted professional about my infant

Birth centres are an alternative to maternity services. This kind of setting allows for the establishment of a highly individualised physiological birth plan. The couple's follow-up is performed by the same midwives during the pregnancy, birth giving and after the child's birth. Services like birth preparation, haptonomy, acupuncture or yoga are proposed to future parents. Birth centres can only accept women who will not need a medical follow-up during birth giving.

TOPICS ADDRESSED

- Pregnancy
- Birth giving
- Individual follow-up
- Courses
- Yoga
- Acupuncture
- Massages
- Reflexology
- Haptonomy

TILIA BIRTH CENTRE

Chemin des Valangines 9
2000 Neuchâtel

032 724 12 23

→ info@tilia-naissance.ch

→ www.tilia-naissance.ch

EXCHANGING, MEETING AND FINDING ADVICE

NEUCHÂTEL RED CROSS, LE PATIO

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child is between 0 and 4 years old
- I wish to exchange with other parents
- I wish to share my experience or my concerns

The Patio at the Neuchâtel Red Cross is a space where the parents of children between 0 and 4 years old can come to share their experiences, their questions and their concerns regarding the education of their child(ren). A programme (upon registration) is organised around different topics linked to child development and to parenthood.

TOPICS ADDRESSED

- Exchange
- Experience sharing
- Advice
- Nutrition
- Education
- Family
- Development

- Free service
- 032 886 88 60
- puericulture@croix-rouge-ne.ch
- www.croix-rouge-ne.ch/services/le-patio/

THE JEUNESPARENTS ASSOCIATION

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am a young or future young parent (parents younger than 25)
- I wish to exchange with parents of my age
- I need advice and guidance
- I need support to start or finish a training course while being a young parent

The JeunesParents association provides support and assistance to future young parents and young parents. Gatherings and exchanges are organised amongst peers, as well as individual support and counselling. It is also possible to obtain support to start or continue training while being pregnant or a young parent.

TOPICS ADDRESSED

- Pregnancy
- Young mother
- Young father
- Abortion
- Training support
- Precariousness
- Experience sharing
- Mutual help

JEUNESPARENTS ASSOCIATION

- 077 474 73 37
- contact@jeunesparents.ch
- jeunesparents.ch

LA TROTTINETTE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child is between 0 and 4 years old
- I am looking for a place dedicated to listening, exchange, and play
- I want to spend time with my child

La Trottinette welcomes children aged between 0 and 4 accompanied by an adult (parents, grandparents, godfather, godmother, etc.). People come anonymously, without registration, to stay for a while, to talk or stay quiet, to play with other children and to meet other adults as well as professionals.

TOPICS ADDRESSED

- Welcoming parents and children
- Support
- Listening
- Exchange

LA TROTTINETTE ASSOCIATION

- Rue de la Serre 24
- 23000 La Chaux-de-Fonds
- 032 914 52 60
- info@association-la-trottinette.ch
- <http://www.association-la-trottinette.ch>

LA COURTE-ÉCHELLE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child is between 0 and 5 years old
- I am looking for a place dedicated to listening, exchange, and play
- I want to spend time with my child

La Courte-Échelle welcomes children aged between 0 and 5 accompanied by an adult. Children can play, move, talk, explore, discover life in society while the adults accompanying them can exchange, ask questions, play with their child and meet other parents as well as professionals.

TOPICS ADDRESSED

- Welcoming parents and children
- Support
- Listening
- Exchange

LA COURTE-ÉCHELLE

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

INFO-ENTRAIDE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am looking for a support group
- I wish to meet persons who have the same concerns as me
- I need to feel supported in issues that affect me

Info-Entraide is the contact and coordination point for all matters related to self-directed mutual support in the Canton of Neuchâtel. Self-directed mutual support gathers persons who experience a similar situation. It mainly takes the form of groups meeting with the aim of helping each other, exchanging solutions and gathering information. Info-Entraide provides a list of all the existing groups addressing various topics linked to health, mental health and social issues, some of which concern the parents of young children: for example, preterm births, single-parent families, children with allergies, rare diseases, or burn-out.

TOPICS ADDRESSED

- Mutual support
- Exchange
- Training
- Networking
- Discussion groups
- Support

INFO-ENTRAIDE SUISSE NEUCHÂTEL OFFICE

- 032 724 06 00
- 076 549 26 06
- info@infoentraideneuchatel.ch
- www.infoentraideneuchatel.ch

EPER – PARENTS SPACE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am looking for an attentive ear and support in my daily administrative procedures
- I am looking for activities to do with my child(ren)
- I wish to find a meeting and exchanging space

The Parents Space is a place dedicated to listening, advice and guidance for parents. It aims to increase autonomy and self-confidence, to reinforce social and parental skills, and to foster integration. Three action lines are proposed: psychosocial listening and administrative support, parent-children activities and information workshops for parents, and finally activities aiming at reinforcing basic skills in the digital field.

TOPICS ADDRESSED

- Listening and advice
- Administrative support
- Practice of French
- Gathering and exchanging
- Parent-children activities
- Information for parents
- Exchange and information for fathers
- IT skills

- Free service

EPER, ESPACE PARENTS

Ch. Des Valangines 97

2000 Neuchâtel

- sophie.sarr@eper.ch

- 078 936 44 78

- <https://www.eper.ch/project-explorer/espace-parents>

NEUCHÂTEL RED CROSS, FEMMES-TISCHE AND HOMMES-TISCHE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am a newcomer to the canton of Neuchâtel or I feel isolated
- I wish to exchange about my child's education or health
- I am looking for advice from other mothers or fathers

The Femmes-Tische and Hommes-Tische round tables gather 8 to 10 women or men who wish to discuss and reflect together in their mother-tongue on their knowledge and skills regarding important issues for their health and that of their family, for the development and education of their children, their integration, and their daily life. These gatherings are also an opportunity for participants to make contacts, to be listened to and to benefit from each other's experience. If needed, the Red Cross can also provide at-home interventions.

TOPICS ADDRESSED

- Contact with other mothers and fathers
- Information on services for parents and children
- Exchange
- Listening
- Social link between women or between men

- Free service

FEMMES-TISCHE, NEUCHÂTEL RED CROSS HOMMES-TISCHE, NEUCHÂTEL RED CROSS

- 032 886 88 60
- contact@croix-rouge-ne.ch
- www.croix-rouge-ne.ch/services/femmes-tische/
- www.croix-rouge-ne.ch/services/hommes-tische/

RECIF

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am a woman
- I am looking to acquire practical knowledge that would help my integration
- I wish to make friendly and social contacts

RECIF aims to support and foster the integration of migrant women and their children as well as to encourage gatherings and exchanges between women from different backgrounds. Three lines of action have been set up: training activities, activities for children, and a welcome space for gatherings and exchanges. RECIF provides a free care system for children between 4 months and 4 years old during courses, so that their mothers can take part in these courses. This is also an opportunity for the children to socialise and become familiar with the French language.

TOPICS ADDRESSED

- Training
- Child care during courses
- French language
- Socialisation
- Gatherings and exchanges

- Free childcare service

IN NEUCHÂTEL:

Rue de la Cassarde 22

- 032 730 33 50
- 2000@recifNE.ch
- www.recifne.ch

IN LA CHAUX-DE-FONDS:

Rue du Doubs 32

- 032 968 62 42
- 2300@recifNE.ch
- www.recifne.ch

ADOPTONS-NOUS & ACCUEIL FAMILIAL

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- We are going to adopt a child
- We wish to become a foster family
- I would like to know more about issues linked to adoption and foster care

The Adoptons-nous association provides a listening and support space for parents in a situation of pre- or post-adoption. It offers resources and information around this topic and organises workshops, discussion groups, conferences and training courses. A multidisciplinary team provides consultations at the Adoption and Foster care Centre (Centre d'Adoption et d'Accueil Familial) in Peseux.

TOPICS ADDRESSED

- Adoption
- Foster care
- Early attachment and traumas
- Adoptive normality
- Emotional insecurity
- Listening
- Support
- Training
- Exchange

ADOPTONS-NOUS & ACCUEIL FAMILIAL CENTRE

Route de Neuchâtel 39
Peseux

- 076 451 99 15
- info.centreaa@gmail.com
- www.adoptons-nous.ch

FOLLOW-UP OF HEALTH AND DEVELOPMENT ISSUES

PAEDIATRICIANS

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child does not have a referring health care professional
- My child is ill
- I do not know who to talk to about a problem related to my child

Paediatricians are the referring health care professionals of children. They follow children's health over the long-term and a relationship of trust can be established. In case of need, do not hesitate to ask your paediatrician any questions you may have.

TOPICS ADDRESSED

- Health
- Development
- Illness
- Injuries
- Long-term follow-up

LIST OF THE PAEDIATRICIANS OF THE CANTON OF NEUCHÂTEL

- <http://www.snm.ch/index.php/profil/user-slist/7-liste-des-pediatres>

NEUCHÂTEL RED CROSS, NURSING CONSULTATIONS IN EARLY CHILDHOOD

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I need advice on the care to be given to my child
- I have questions concerning my child's nutrition and development
- I would like a professional follow-up for my child

Nursing consultations in early childhood are intended for families who need support during the first 4 years of life of their child. Advice and support are provided to new parents on topics like child development, nutrition or sleep. During nursing consultations, parents are also offered assistance according to each family situation as well as information on preventive measures promoting good health.

TOPICS ADDRESSED

- Healthcare
- Breastfeeding
- Nutrition
- Psychomotor development
- Sleep
- Crying
- Family life

- Free service
 - 032 886 88 60
 - puericulture@croix-rouge-ne.ch
 - www.croix-rouge-ne.ch/services/consultations-infirmieres-petite-enfance
- Advice by phone, email or consultation at a centre (addresses available on the website of the Neuchâtel Red Cross).

OTHERS

Other services are available in the canton if you have any questions linked to the development of your child. This is the case, for example, of the Centre of Psychomotor education (Centre de psychomotricité) and of the Itinerant Education Service (Service éducatif itinérant). In case of need, your paediatrician can refer you to one of these services.

FINDING HELP IN CASE OF EDUCATIONAL, PSYCHOLOGICAL AND SOCIAL DIFFICULTIES WITHIN THE FAMILY

AGENCY FOR CHILD PROTECTION

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have education or social difficulties with my child
- My child suffers from difficult family relationships
- I have questions related to child abuse

The Agency for Child Protection provides support to families who encounter education or social difficulties, under the form of a voluntary follow-up or a mandate. It is also the cantonal consultation centre for all questions regarding child abuse. It can orient parents towards appropriate education services depending on the specific situation of the family. It is possible to obtain information without having to open a case.

TOPICS ADDRESSED

- Education difficulties
- Social difficulties
- Difficult family relationships
- Adoption and identity
- Development issues
- Mental or physical illness
- Placement
- Child abuse

- Free service

EASTERN SHORE – VAL-DE-RUZ

Faubourg de l'Hôpital 36
2000 Neuchâtel
→ 032 889 66 40
→ opene@ne.ch

WESTERN SHORE – VAL-DE-TRAVERS

Quai Philippe Godet 5
2000 Neuchâtel
→ 032 889 86 65
→ opeb@ne.ch

NEUCHÂTEL MOUNTAINS

Rue du Rocher 7
2300 La Chaux-de-Fonds
→ 032 889 66 45
→ opec@ne.ch

- <https://bit.ly/protection-enfant>

CARREFOUR FOUNDATION, AEMO

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have education, relational or social difficulties with my child
- I wish to reflect on my child's needs and find potential solutions to meet them
- My child needs assistance and support in his/her development
- My child is between 0 and 18 years old

The AEMO is intended for parents and children aged between 0 and 18 who encounter education, relational and/or social difficulties and who need practical support on parenthood in daily actions. The AEMO helps parents to identify and understand the needs of their child to enhance his/her physical, mental, emotional and social development while reinforcing parents' education skills and maintaining the parent-child relation. It provides regular meetings at home, outside or at the AEMO for a fixed period.

TOPICS ADDRESSED

- Education difficulties
- Family difficulties
- Social and relational difficulties
- Support to parenthood
- Ambulatory education support
- Space for dialogue between parents and children

- Service offered to the population

AEMO, CARREFOUR FOUNDATION

AEMO LITTORAL, VAL-DE-RUZ AND VAL-DE-TRAVERS

Rue de la Fontaine 4

2034 Peseux

→ 032 886 89 11

→ aemo@ne.ch

AEMO LA CHAUX-DE-FONDS, LE LOCLE, VALLÉES DE LA SAGNE AND LES PONTS-DE-MARTEL

Léopold-Robert 51

2300 La Chaux-de-Fonds

→ 032 886 88 99

→ aemo.cdf@ne.ch

- http://www.fondation-carrefour.net/?page_id=19

NEUCHÂTEL RED CROSS, PSYCHO-EDUCATIONAL FOLLOW-UP

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have education difficulties with my child
- My family is going through a crisis linked to parenthood
- I need to reinforce my parenting skills and to restaure my relation with my child
- I am in a migration situation and I have integration difficulties

The psycho-educational follow-up provides support to children between 0 and 18 years old (and over) and their family. A two-person team composed of an educator and a psychologist visit families at their home, upon request from the parents or a professional. This service is provided to families who encounter integration, cultural adaptation, family, education, school, mental, social, communication, emotional, relational or violence issues. The psycho-educational follow-up staff works with all the members of the family to understand their difficulties and resources in order to find together remediation means and tools to enable them to regain an appropriate functioning and an agreeable family atmosphere.

TOPICS ADDRESSED

- Integration
- Cultural adaptation
- Education
- School difficulties
- Mental difficulties
- Social difficulties
- Communication
- Emotions
- Relations
- Violence

- Free service
- 032 886 88 60
- spe@croix-rouge-ne.ch
- <https://croix-rouge-ne.ch/services/suivi-psycho-educatif/>

NEUCHÂTEL MENTAL HEALTH CENTRE (CNP)

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I need help so that my child and/or I can feel better
- My child shows signs of mental suffering

The Neuchâtel mental health centre is the reference cantonal centre for all issues related to mental health. Anyone would naturally go to their doctor or paediatrician in the case of physical health problems. Likewise, it is as natural to obtain support to ensure one's mental wellbeing. Do not hesitate to ask for help if you need it.

The mental health service for children and teenagers of the CNP is more specifically intended for children between 0 and 18 years old and their family. It provides a large range of services for the care of children suffering from mental difficulties. Medical-psychological consultations are also proposed for children between 0 and 6 years old and their family, as well as for pregnant women encountering difficulties and their life partner. The CNP assesses and provides specific care to children, and offers support regarding parenthood.

TOPICS ADDRESSED

- Lack of wellbeing
- Mental disorders
- Specific care according to needs
- Support regarding parenthood
- Ambulatory consultations
- Neuro-psychological Assessment

- The services provided by the Neuchâtel mental health centre are covered by the basic health insurance system (LAMaI).

NEUCHÂTEL MENTAL HEALTH CENTRE – CHILDREN AND TEENAGERS

- <https://www.cnp.ch/soins-et-prestations/enfants-et-adolescents/>

NEUCHÂTEL MENTAL HEALTH COMMUNITY CENTRE – SHORE (CNP)

Rue de Vieux-Châtel 18-20
2000 Neuchâtel

- 032 755 23 11
- ea-ln.ca@cnp.ch

NEUCHÂTEL MENTAL HEALTH COMMUNITY CENTRE – MOUNTAINS (CNP)

Rue Jardinière 175a,
2300 La Chaux-de-Fonds

- 032 755 23 51
- ea-mn.ca@cnp.ch

NEUCHÂTEL MENTAL HEALTH CENTRE, COUPLE AND FAMILY CONSULTATION

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I need help to take stock of my couple or family relationship
- I need to give new meaning to my couple or family relationship

The Couple and family consultation service provides couple and family counselling to help you take stock and ensure that your couple and family becomes again a resource for you. It is sometimes necessary to give new meaning to couple or family relationships, do not hesitate to ask for help. Consultations linked to domestic violence are also proposed if needed.

TOPICS ADDRESSED

- Couples
- Families
- Lack of wellbeing
- Couple therapy
- Family therapy

NEUCHÂTEL MENTAL HEALTH CENTRE

Préfergier, bâtiment B
2074 Marin-Épagnier
→ 032 755 14 68
→ cf-in.consultation@cnp.ch

NEUCHÂTEL MENTAL HEALTH COMMUNITY CENTRE - MOUNTAINS

Rue Jardinière 157a,
2300 La Chaux-de-Fonds
→ 032 755 24 51
→ cf-in.consultation@cnp.ch

NEUCHÂTEL MENTAL HEALTH CENTRE, CHILDCARE GUIDANCE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child is between 0 and 6 years old
- I need to meet professionals as a parent or future parent
- I need advice related to the emotional or social development of my child

The childcare guidance unit is an outpatient structure for young children, their parent(s), their surrounding, and future parents. Its purpose is essentially to improve children's adaptation to their surrounding by giving a special focus to their emotional and social relations. The unit provides screening, assessments, as well as care for issues encountered by children and their parent(s): this may concern language, attention, attachment and behaviour disorders, or difficulties linked to parenthood. Care is adjusted according to the situation of each family.

TOPICS ADDRESSED

- Outpatient care
- Assessments
- Care
- Psycho-emotional development
- Pregnancy
- Post-partum
- Parenthood
- Language disorders
- Behaviour disorders
- Attachment disorders
- Anxieties
- Phobias
- High potential (HP)

- These services are fully covered by the basic health insurance system (LAMa1).

CHILDCARE GUIDANCE UNIT, CNP

- <https://www.cnp.ch/soins-et-prestations/enfants-et-adolescents/guidance-infantile/>

LE LOCLE AND LA CHAUX-DE-FONDS

- Consultation ambulatoire des Montagnes
- 032 755 23 51

NEUCHÂTEL AND COUVET

- Consultation ambulatoire du Littoral
- 032 755 23 11

CSP - NEUCHÂTEL, COUPLE AND FAMILY CONSULTATION

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am looking for advice concerning my couple or my family
- I need help to find a balance in my couple or family relationship

The CSP - Neuchâtel provides couple or family consultations to all. It is a space where one can talk and seek professional advice to find solutions to various issues, such as difficulties in dialoguing, the arrival of a child, sexual life, or any other issue. Consultations are confidential and may be attended alone or in a couple. A hotline is also available.

TOPICS ADDRESSED

- Communication
- Couple intimate life
- Sexual life
- Arrival of a child
- Daily life
- Blended family
- Separation
- Verbal and psychological violence

CSP NEUCHÂTEL

- 032 886 91 00
- csp.neuchatel@ne.ch
- www.csp.ch/neuchatel/services/questions-de-couple

HOTLINE

- 0840 420 420
- www.permanencecouplefamille.ch

PSYCHOLOGISTS, PSYCHOLOGISTS-PSYCHOTHERAPISTS

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have sometimes felt overwhelmed since the birth of my child
- My child suffers from mental difficulties
- Our family encounters difficulties and needs psychological support

Psychologists and psychologists-psychotherapists offer care to persons who have psychological difficulties. They intervene to preserve, maintain or improve the quality of life or the wellbeing of patients, help them to develop their capacities or foster their social integration.

Therapy with a psychologist can be set up for many different reasons: mental disorders (phobias, depression, anxiety, etc.), complexes, romantic break-ups, burn-out, and many others. Psychological assessments can also be provided, and a psychologist can propose psychological support for temporary difficulties.

TOPICS ADDRESSED

- Psychological difficulties
- Behaviour issues
- Complexes
- Sexuality
- Mourning
- Mental disorders (depression, phobias, anxiety, eating disorders, etc.)
- Support to parenthood
- Couple and family therapy

NEUCHÂTEL ASSOCIATION OF PSYCHOLOGISTS AND PSYCHOLOGISTS-PSYCHOTHERAPISTS, (ANPP)

→ info@anpp.ch

→ <https://www.anpp.ch/>

Can be covered by the basic health insurance (LAMa) under certain conditions, which have been broadened since 2022 for psychologists-psychotherapists. You can contact the concerned professional for more information.

PSYCHIATRISTS AND CHILD PSYCHIATRISTS

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have been feeling overwhelmed since the birth of my child
- I am worried about my child's development
- My child has psychiatric difficulties
- I have mental disorders

Psychiatrists are doctors specialised in mental health, and child psychiatrists take care of children's mental health. Young children can have difficulties developing their autonomy and relations with others, and they can experience times of crisis. How can you support them during these phases? How should you react if there are tensions? With the support of the Child health guidance teams, who monitor their development in its medical, mental, relational and social dimensions. These specialists are certified and can prescribe medicines if it is necessary.

TOPICS ADDRESSED

- Mental disorders
- Behaviour issues
- Complexes
- Anxiety
- Depression
- Phobias
- Diagnosis
- Medication

LIST OF THE PSYCHIATRISTS OF THE CANTON OF NEUCHÂTEL

- <http://www.snm.ch/index.php/component/comprofiler/userslist/36-liste-psychiatrie>

Can be covered by the basic health insurance (LAMal). You can contact the concerned professional for more information.

OTHERS

Other services linked to education, psychological and social difficulties within families are available in the canton of Neuchâtel. This is the case, for example, of the services for the intensive family and parenthood follow-up (Suivi intensif Famille et Parentalité) and guidance for parents (Guidance parentale) provided by the Neuchâtel Red Cross, and the ASAEF provided by the Carrefour Foundation. All three services are dedicated to family support and are accessible through the referral of the Agency for Child Protection. In case of need, you can contact this agency or your child's paediatrician.

FINDING CHILD- CARE AND HELP FOR DAILY CHORES

NEUCHÂTEL RED CROSS, HOME CHILDCARE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child is less than 12 years old
- I have a temporary childcare issue
- My child is ill, or I am ill, and I need someone to take care of my child.

The Home childcare service intervenes at home when a child is ill to allow parents to go to work, when the parent is in the incapacity of taking care of his/her child, or when the usual childcare solution is exceptionally unavailable.

TOPICS ADDRESSED

- Care of ill children
- Emergency childcare solution
- Home childcare

HOME CHILDCARE SERVICE (SERVICE DE GARDE D'ENFANTS À DOMICILE), NEUCHÂTEL RED CROSS

- 032 886 88 65
- ged@croix-rouge-ne.ch
- <https://croix-rouge-ne.ch/services/garde-enfants-a-domicile/>

NEUCHÂTEL RED CROSS, BABY-SITTING

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am looking for an occasional childcare solution
- I wish to find a trained baby-sitter
- I want to encourage youth employment

With this service, parents of children over 3 months old can ask for a babysitter certified by the Red Cross, to take care of their child(ren) at home. These babysitters have received theoretical training from the Red Cross and they have completed an internship in a childcare centre. After their registration at the babysitting service, parents are sent a list of babysitters.

TOPICS ADDRESSED

- Babysitting
- Care of healthy children

BABY-SITTING SERVICE, SWISS RED CROSS

- 032 886 88 60
- contact@croix-rouge-ne.ch
- <https://croix-rouge-ne.ch/services/baby-sitting/>

OUT-OF-HOME CHILDCARE

OFFICE OF DAY CARE CENTRES AND SPECIALISED EDUCATION INSTITUTIONS (OSAE)

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I am looking for a childcare solution:
 - In a day care centre: pre-school (childcare centre and workshop: 0-4 ans) or extracurricular (4-12 years old)
 - At a child-minder's home (nanny)

The OSAE coordinates childcare centres, workshops, day care as well as all other forms of out-of-home childcare. Childcare centres are community spaces where children are taken care of by an educational team. Care at a child-minder's home is a form of care where children are within a family as an alternative to childcare centres. They are completely integrated in the family's life and childminders make sure that they are safe. Workshops are places where children can develop social relations, expression through their body and their creativity.

TOPICS ADDRESSED

- Childcare
- Collective day care
- Family day care
- Social relations

OSAE, CONTACTS FOR THE DIFFERENT OUT-OF-HOME CHILDCARE POSSIBILITIES

- <https://www.ne.ch/autorites/DEF/SPAJ/accueil-extrafamilial/Pages/parents.aspx>

CARE AT A CHILD-MINDER'S HOME

- 032 717 74 53
- <http://www.mamansdejour.ch>

FINDING BEREAVEMENT SUPPORT

AS'TRAME

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My family is in mourning or has gone through a separation
- A member of my family or myself is severely ill or has mental disorders

As'trame provides support to families affected by a loss, a parental separation, a severe illness or a parent's mental disorder. The association intervenes early with families who are in situations that could disrupt the family link and have a negative impact on the children's future. Its intervention is limited in time. It is based on a participatory and creative approach, and takes care of children and family relations.

TOPICS ADDRESSED

- Support
- Accompaniment
- Mourning
- Parental separation
- Illness
- Mental disorders

AS'TRAME NEUCHÂTEL

Rue Louis-d'Orléans 21
2000 Neuchâtel

→ 079 704 90 07

→ <https://www.astrame.ch/neuchatel.html>

AGAPA SUISSE-ROMANDE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have experienced miscarriage
- I am looking for bereavement support

Agapa Suisse-Romande provides accompaniment and support to persons who have been affected by perinatal loss, and persons who are concerned by the loss of a brother or sister before birth. Loss can sometimes lead to the sudden reappearance of a difficult life story or childhood wounds: the association also proposes specific support to persons affected by this. It offers a space where people can talk, feel welcomed, listened to, and recognised concerning what they are experiencing and feeling. It proposes different forms of support: individual sessions, sessions in a couple, discussion groups, cafés where perinatal loss is discussed, and accompaniment groups.

TOPICS ADDRESSED

- Support
- Accompaniment
- Perinatal loss
- Survival in a context of miscarriage
- Childhood wounds

- 077 521 54 00
- info@agapa-suisseromande.ch
- www.agapa-suisseromande.ch

NOTRE PETITE PARENTHÈSE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- I have experienced miscarriage
- We have trouble conceiving a child
- I am looking for support and advice

The Notre petite parenthèse association organises discussion groups around the topics of perinatal loss and infertility. It offers a space and a time of rest to share and exchange in a benevolent environment with other persons having experiences related to these issues. Even if they are not hosted by therapists, these discussion groups can provide useful resources and advice.

TOPICS ADDRESSED

- Discussion groups
- Support
- Listening
- Perinatal loss
- Desire to have children
- Infertility

- 079 500 74 13
- nopetitepa@gmail.com
- www.notrepetiteparenthese.com

IN CASE OF EMERGENCY

IN CASE OF EMERGENCY, CALL 144

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child is injured or has unusual severe physical difficulties
- My child needs emergency care

→ Emergency call : 144

Call 144 is the emergency call number. It enables you to call for an ambulance. You must call this number when your child is clearly in danger. It is possible to use the emergency call 144 for children and for adults.

THE PAEDIATRIC HOTLINE

THIS SERVICE IS FOR ME FOR EXAMPLE IF

- My child is ill
- My child has a minor injury
- The paediatrician is unavailable

PAEDIATRIC HOTLINE

→ 0848 134 134

The paediatric hotline is the emergency number specialised for children. You can contact the hotline when your child is ill or has a minor injury and your paediatrician is unavailable.

OTHER EMERGENCY NUMBERS

DUTY SERVICE (DOCTOR, CHEMIST, DENTIST)

→ 0848 134 134

SWISS POISONS INFORMATION SERVICE

→ 145

AGENCY FOR CHILD PROTECTION NEUCHÂTEL MOUNTAINS

→ 032 889 66 45

AGENCY FOR CHILD PROTECTION EASTERN SHORE – VAL-DE-RUZ

→ 032 889 66 40

OTHER USEFUL ADDRESSES

YOUTH WORKER – SPAJ

The youth worker's role is to raise awareness and provide information concerning children's rights, to support and/or guide youngsters and persons working in this field, and to coordinate the State services dedicated to extracurricular activities for youngsters.

The youth worker's team also provides a list of parent support services and of activities to do during the holidays on www.ne.ch/cataloguefamilles

SOPHIE NEUHAUS,

Fbg de l'Hôpital 36
2000 Neuchâtel

→ 032 889 82 46

→ sophie.neuhaus@ne.ch

→ <https://www.ne.ch/dej>

SANTÉ PSY

SantéPsy.ch is a platform dedicated to the issue of mental health for the Latin cantons of Switzerland. The website proposes different contents and resources on many topics: for example parenthood, youth, how to take care of one's mental health, or how one can help a relative.

→ www.santepsy.ch

L'ÉDUCATION DONNE DE LA FORCE (ÉDF) – NEUCHÂTEL

The édf-NE association is a network of professionals, associations and institutions working in the field of parenthood support in the canton of Neuchâtel. The website: www.edf-ne.ch mainly consists in a list of services, which are indexed with key words (tags) and links that directly refer you to the corresponding web-sites.

→ www.edf-ne.ch

THIS BROCHURE WAS DESIGNED ON THE INITIATIVE OF

The department of Public Health

The department of Public Health is active in different areas where the cantonal health policy is implemented, in particular the prevention and promotion of health. In this context, different programmes and activities regarding early childhood are currently proposed.

**DEPARTMENT OF PUBLIC HEALTH – OFFICE
FOR THE PROMOTION OF HEALTH AND FOR
PREVENTION (SERVICE DE LA SANTÉ PUB-
LIQUE – OFFICE DE LA PROMOTION DE LA
SANTÉ ET DE LA PRÉVENTION)**

Rue des Beaux-Arts 13

2000 Neuchâtel

→ 032 889 52 19

→ SCSP.OPSP@ne.ch

→ www.ne.ch/promotionsante

IN COLLABORATION WITH

The Office of day care centres and specialised education institutions (OSAE)

The OSAE's role is to regulate, monitor and provide advice to all the institutions welcoming children, at home, in day care centres, at child-minders' houses or in foster families.

OFFICE OF DAY CARE CENTRES AND SPECIALISED EDUCATION INSTITUTIONS (OSAE)

M. Marc Dunant, chef d'office

Faubourg de l'Hôpital 23-25

2000 Neuchâtel

→ 032 889 66 34

→ www.ne.ch/accueilextrafamilial

The Youth worker

The Youth worker is in charge of implementing the cantonal policy regarding youth. Her role is to raise the general public's awareness, in particular that of young persons, of children's rights and to make herself available for information and advice.

YOUTH WORKER

M^{me} Sophie Neuhaus

Faubourg de l'Hôpital 36

2000 Neuchâtel

→ 032 889 82 46

→ www.ne.ch/autorites/DEF/SPAJ

NOTES

