



## Information in English

# Mother and Father Counselling Service

The mother and father counselling service supports parents of babies and infants with questions on education, care, stimulation and development of the child and helps parents with the organization of an age-appropriate surrounding for the child. The counselling includes among other services:

- Reinforcement of the parental authority by supporting consultations and guidance
- Regular observation of the child in its development
- Check-up on weight and body measurements
- Consultations at the time of breastfeeding and with breastfeeding problems
- Review on the individual nutrition of the child
- Tips for the prevention of diseases and accidents as well as on preventive medical examinations and inoculations
- Advisory support around the care for the healthy and ill child
- Support and counselling for sleeping and crying issues
- Counselling on educational issues and difficulties

The offers are free of charge. They cover home visits, counselling centres, telephone support, online support and parental education.

### Home Visits

A first consultation at the family's home in the familiar environment serves the purpose of getting to know each other and the creation of a foundation of trust for further consultations. If parents wish, the initial consultation can also take place at one of the counselling centres.

The mother and father counselling service will announce itself in writing or by telephone to parents of new-born children to schedule a time for a first appointment.

Parents can request on their part a consultation at home. The telephone number to schedule an appointment for a home visit is (in German and Italian language):  
Phone 081 300 11 30 (Monday to Friday, 08:00 to 10:30 and 13:30 to 15:00).



## Counselling Centres

At one of the counselling centres, you have the opportunity to get support with or without prior appointment. It is up to you, which counselling centre you would like to visit. You will find all necessary information on all counselling centres under [www.kjbe.ch/beratungszentren](http://www.kjbe.ch/beratungszentren).

You can book appointments by calling during the opening times at the preferred counselling centre, or under the telephone number 081 300 11 30 (workdays, from 08:00 to 10:30, or 13:30 to 15:00) (in German and Italian language).

## Telephone support

We are also happy to offer you telephone support on questions to the following topics: Breastfeeding, nutrition, education, going to sleep/sleeping through the night, health, growth and development, etc.

Telephone support in German and Italian under the phone number 081 300 11 30 (Monday until Friday, 08:00 to 10:30 and 13:30 to 15:00).

### *Parents Emergency Helpline:*

*It is very demanding to be a parent. This can also lead to crisis situations - particularly, in moments of the excessive stress. In exactly those situations, parents can call the parents emergency helpline with its 24-hour-helpline for assistance and relief - non-bureaucratic and, if required, also anonymous.*

*24h-help and support*

*Parents Emergency Helpline: T 0848 35 45 55*

*E-Mail: [24h@elternnotruf.ch](mailto:24h@elternnotruf.ch)*