

Youth Healthcare



Centre for Youth and Family (CJG)

Children develop at a rapid pace. Which can be fascinating and exciting for you as a parent, but it also raises questions. Why does my baby cry so much? What should I do if my toddler refuses to eat any vegetables? What if my children fight every day? At the CJG, we are happy to think along with you.

Youth Healthcare

As a parent, you want to be certain that your child is developing well. That is why growth, health, development, behavior, upbringing, and care are central to our conversations. Our youth doctors and nurses monitor your child's growth and development from birth until the age of 18. Therefore you will have appointments at the child health centre, and once your child is older with the school nurse or doctor. Occasionally we may visit you at home. For instance, shortly after your baby is born or if you have additional questions. Your child will also receive vaccinations in accordance with the National Immunization Programme.

Youth Support

At times you can feel like you need tips and support with parenting. For instance if bedtime turns into a nightly struggle, if you are worried about your teenager who is often feeling down, or if you are going through a divorce. In such cases, our youth and family coaches are ready to assist you. Together with you, they will assess what you and your child need. What steps can you take yourself? Who in your personal network might be able to offer a helping hand?

Take a look at our website for more information: www.cjgcapelle.nl

Professionals from youth healthcare and youth support services work together in four neighborhood teams. You can visit three locations in Capelle aan den IJssel for youth healthcare services. You will find an overview on the following page.



Change/cancel an appointment

Appointments can be cancelled and/or changed via this email address:

afsprakenlijngz@cjgcapelle.nl

or via this phone number: **010 24 23 200**

Would you please let us know on time?

Help line

Do you have questions about your child's development, upbringing or growth? You can reach our youth health nurses on: **010 24 23 200**

On our website you can find when our help line is available:

www.cjgcapelle.nl/contact

Contact moments

Youth healthcare aims to support you in raising your child, to provide you with information regarding their development and to detect any potential abnormalities at an early stage. You will be invited to an appointment at various points in time; we refer to these as "contact moments." You can find an overview of these contact moments on our website:

www.cjgcapelle.nl/ouders/jeugdgezondheidszorg

During each appointment, we will discuss when the next contact moment will take place.

Contactgegevens

Main location CJG

Oostgaarde & Middelwatering

De Linie 8, 2905 AX

Capelle aan den IJssel

cblinie@cjgcapelle.nl

Walk-in consultation hours

Tuesdays from 08:30 to 09:30

Thursdays from 16:00 to 17:00

Neighborhood location

Schollevaar

Stationsplein 20, 2907 MJ

Capelle aan den IJssel

cbchol@cjgcapelle.nl

Walk-in consultation hours

Fridays from 08:30 to 09:30

Neighborhood location

West-Capelle

's Gravenweg 25, 2901 LA

Capelle aan den IJssel

cbwest@cjgcapelle.nl

Walk-in consultation hours

Mondays from 16:00 to 17:00

Wednesdays from 08:30 to 09:30

In consultation with you as a parent or caregiver, we may decide to skip a contact moment or to schedule an extra one.

During the appointment, we aim to address all the questions you may have. Should you still have unanswered questions, or if you wish to discuss a specific topic in greater depth, please let us know; you can then make use of our supplementary services.

Extra support

Sometimes you need a little extra support. For example with:

- Breastfeeding
- Expecting a baby
- Parenting and growing up

We are happy to think along with you. You can always contact us if you are in need of extra support. Youth healthcare services are also available at all schools in Capelle a.d. IJssel.

You can find more information about our extra services at: www.cjgcapelle.nl

Training sessions

It can be helpful to exchange experiences with other parents and caregivers. This way you realize that you are not the only one who occasionally has questions. Through our free training sessions, you can get more information on specific topics, for example about the challenging early years, first aid for household accidents, toddler development or how to deal with adolescent behavior.

We also offer training sessions specifically for children and young people. Examples include the Rots en Water (Rock and Water) training, where children learn to stand up for themselves more effectively, or the KIES group, designed for children whose parents have separated.

On our website, parents and teenagers can also access online training courses covering various topics, such as fear of failure, divorce, or excessive social media use. These training courses are free of charge and completely anonymous.

Your file and privacy

Youth Healthcare Services work with a digital Youth Healthcare file. We use this to document all important information regarding your child's health, both for the present and for the future. It contains data concerning your child's growth and development, as well as information regarding your living and home circumstances. Vaccination records are also included; with your consent, these are transmitted digitally to the RIVM. Furthermore, the file incorporates medical data that is essential for the youth doctor and youth nurse to assess your child's health status. Following the final point of contact, the record is retained for a period of 15 years (as required by law).



Whenever it becomes necessary to request information from third parties or to transfer data to a third party, like a general practitioner or teacher, we will ask for your consent to do so. Any exceptions to this rule are outlined in our privacy regulations. Occasionally we participate in research projects; in such instances, anonymized data may be provided for research purposes.

If you move to a different municipality or if your child begins attending school in a different municipality, it is necessary to transfer your child's file. This transfer is carried out only with your consent. Should you choose not to grant consent for the file to be transferred to another JGZ/CJG organization, we will record this decision in the file; the file will then be stored in our digital archive for a period of 15 years following the last contact, after which it will be deleted.

You are entitled to request access to your child's file at any time. You also have the right to request corrections to be made to the file, provided that these are legally permissible. Would you like to learn more about this? You can find our full privacy regulations on our website: www.cjgcapelle.nl/over-het-cjg/privacy-en-klachten

Parent portal (ouderportaal)

You can view part of your child's file via the parent portal. Upon your first contact with Youth Healthcare Services, you will receive more information about the parent portal and how to log in.

SISA

The CJG is connected to the City-regional Instrument for a Coordinated Approach (SISA). SISA is a digital notification system that ensures involved organizations can jointly coordinate help and support in a timely manner when multiple care providers are involved with your family. You will always be informed about any notification.

Satisfaction survey

We are curious to hear your thoughts on our youth healthcare services. This allows us to provide even better support to families in Capelle. After visiting the CJG, you may receive an email containing a questionnaire. We would greatly appreciate it if you participated!

Complaints?

Do you have a complaint? Please discuss it with the professional involved first. Are you unable to reach a resolution together? Our website outlines the steps you can take next: www.cjgcapelle.nl/over-het-cjg/privacy-en-klachten

More information

On our website, you will find more information about our services, key themes, resources for young people and parents, parenting advice, news updates, and various brochures: www.cjgcapelle.nl