

## What else do you need to know?

A file is kept on every child that visits the child health centre. This is done to gain an insight into the health, growth, and development of your child from before birth until the age of 19. Kruiswerk West-Veluwe has to comply with the Personal Data Protection Law on keeping personal files.

'Kruiswerk West-Veluwe' owns your child's file and only employees of the Children's Health Centre have access to the file. If you change address, or when your child reaches the age of four, the file will be sent on to the Youth Health Care department of the organization that will take over the care of your child. If you disagree or if the new destination is unknown to Kruiswerk West-Veluwe, the file will be kept at the central archives of Kruiswerk West-Veluwe. After closure of care, the file will be kept for 15 years. If you wish to review the file, you need to contact the manager of Youth Health Care. A copy of the file, or parts of the file will only be forwarded to other individuals or organizations with your personal consent.

## Complaint handling

If you are not satisfied with the care you have received, please tell us. In general, a conversation with the employee or her/ his supervisor, will relieve the problem. If your complaint is not handled to your satisfaction, you can turn to the independent complaints committee. Contact the Central Care Office, or consult our website: [www.kwv.nl](http://www.kwv.nl)

## Careshops (Kruispunt Zorg & Service)

Here you can find all sorts of articles for (parents of) infants and toddlers.

Barneveld Haanschotenstraat 8  
Ede Maanderweg 12a  
Nijkerk Venestraat 13  
Wageningen Rooseveltweg 408e ('t Palet)

## Kruiswerk West-Veluwe

Postbus 575, 6710 BN Ede  
Tel. (0318) 650 777  
Fax (0318) 687 395  
e-mail [info@kwv.nl](mailto:info@kwv.nl)  
internet [www.kwv.nl](http://www.kwv.nl)

## Central Care Office

Working days from 07.30h-17.00h (0318) 650 777

## Central Appointment Office

Working days from 09.00h-14.00h (0318) 650 777: dial 1

## INFO

# YOUTH HEALTH CARE

by Kruiswerk West-Veluwe

*Your vital support  
in child care*





Welcome at the Children's Health Centre of 'Kruiswerk West-Veluwe'!  
'Kruiswerk West-Veluwe' is well known by many in this region for its care for children between the ages of 0 and 4. In this brochure we would like to inform you about the Youth Health Care, offered by Kruiswerk West-Veluwe.

## Organization of Youth Health Care

Youth Health Care is a division of Kruiswerk West-Veluwe, an organization for 'Parent and Child Care' and Home Health Care.

The aim of the Youth Health Care is to monitor the health, growth and development of your child in a structured manner. The regular check-ups reassure many parents. Our doctors and district nurses are also there for you to give you support and guidance on how to look after your child.

All these activities take place at the Children's Health Centre (in Dutch: 'consultatiebureau') and during home visits.

At the Children's Health Centre your child can receive all vaccinations of the Dutch National Vaccination Programme, up to the age of 4 years. The regional vaccination administration office (Prepas) will send you all vaccination forms.

## What can you expect from us?

- Home visits by the district nurse
- Regular check-ups at the Children's Health Centre
- Telephone Support
- 'Walk- in' hours
- Specialized help
- Courses and info-meetings
- Extra activities

## Home Visits

The City Council notifies Kruiswerk West-Veluwe of the birth of children, or the moving in of children into the area.

In the first week after birth, children are tested for several congenital disorders by drawing some blood from the child's heel (more information in different languages on [www.rivm.nl/hielprik](http://www.rivm.nl/hielprik)). After the birth of your child, within 4 till 7 days, one of our screeners will visit you at home for this 'newborn heel prik' (hielprik) and the 'Hearing Screening', a screening to test young babies hearing.

Subsequently, one of our district nurses will contact you for a home visit. Usually this visit takes place between the tenth and fourteenth day after the birth of your child.

If you have moved in with your child from another city or another country, the district nurse will also contact you to make an appointment for a home visit or a visit at the Children's Health Centre.

During the home visit you will meet the district nurse, and she will explain the care offered by our Youth Health Care.

She will make the first appointment for a visit to the Children's Health Centre, she will make a file of your child and she will give you the 'Growth Book'. This is a simple notebook, in which you, or the doctor or district nurse, can take notes on feeding, development, length, weight, and vaccinations. Appointments for the Health Centre are also written in this book and vaccination forms are best kept in this book.

You should always take this book with you when you come to the Health Centre.

The duration of an appointment at the health centre is limited.

If you need more time, it is possible to make an additional appointment. This can either be a home visit by the district nurse, or an extra visit to the health centre.

If you have any questions about your child, you can apply to the district nurse and if necessary, she can make a home visit. During a home visit the nurse will have more time to talk with you about the development and upbringing of your child.



## The Children's Health Centre

At the Health Centre you will encounter the following persons:

### The Assistant

She welcomes you at the Health Centre at the agreed time and will weigh and measure your child. The weight, length and circumference of the head will be registered in the 'Growth Book' and in your child's file. Next you will go to the doctor or the district nurse. At the end of your visit the assistant will make the next appointment.

### The Children's Health Centre Doctor

The doctor assesses the general health of your child, carries out a physical examination and monitors the growth and development of your child; she also monitors the overall care, feeding and upbringing of your child.

### The District Nurse

The district nurse will talk with you about the care, feeding and general upbringing of your child; she also pays attention to the growth and development of your child.

Both the doctor and the nurse will vaccinate your child if needed. All the workers at the child health centre work closely together, to give your child the best possible care!

### The appointment schedule

During the baby period (0-15 months) we schedule 9 appointments at the Health Centre for your baby.

During the toddler period (1,5 - 4 years) we schedule 5 appointments.

If necessary, more or fewer appointments can be arranged.

The following schedule shows at what ages your child will visit the Health Centre, who your appointment is with (doctor or nurse) and at what ages your child will be vaccinated.

### Babyhood

Age	Consultant	Vaccinations
1 month	Doctor	
2 months	District Nurse	DKTP-Hib1 + Pneu 1; evt. HepB1
3 months	Doctor	DKTP-Hib2 + Pneu 2; evt. HepB2
4,5 months	District Nurse	DKTP-Hib3 + Pneu 3; evt. HepB3
6 months	Doctor	
8 months	District Nurse	
10 months	Doctor	
12 months	District Nurse	DKTP-Hib4 + Pneu 4; evt. HepB4
15 months	Doctor	BMR + MenC

### Toddler period

Age	Consultant	Vaccinations
1,5 years	District Nurse	
2 years	Doctor	
2,5 years	District Nurse	
3 years	District Nurse	
3,75 years	Doctor	DTP + aK

<b>DKTP</b>	diphtheria, pertussis (whooping cough), tetanus, and poliomyelitis (polio or infantile paralysis)
<b>HiB</b>	haemophilus influenza B
<b>Pneu</b>	pneumococcal infection
<b>HepB</b>	hepatitis B
<b>BMR</b>	mumps, measles, and rubella (German measles)
<b>MenC</b>	meningitis C
<b>DTP</b>	diphtheria, tetanus and poliomyelitis
<b>a/K</b>	pertussis, acellular vaccine

The website [www.rijksvaccinatieprogramma.nl/rvp](http://www.rijksvaccinatieprogramma.nl/rvp) contains more information about the entire programme and the diseases against which your child can be vaccinated. This includes frequently asked questions and separate brochures with details on each disease (in different languages), which you can download. You can also contact the Children's Health Centre for more information about the vaccinations.



### Appointments

The time available for each appointment is 15 minutes. Your appointment time is the time you are expected by the doctor or the district nurse.

**We ask you to come 10 minutes earlier, for the weighing and measuring of your child.**

To give good care to your child, it is important that you come to your appointments. We do the best we can to run to schedule, but need your co-operation. Please arrive in time and be prepared for a total visit time of about 45 minutes.

### Costs

The activities of the Youth Health Care are free of charge for parents, as they are government funded.

You can imagine that the Children's Health Care time is precious time for Kruiswerk West-Veluwe. Each appointment costs about 25 euro, even if you don't make it! Therefore we need your co-operation: if you are unexpectedly unable to come, please notify the central appointment office of Kruiswerk West-Veluwe *as soon as possible*.

**If your child is ill**, please contact the central care office of Kruiswerk West-Veluwe. You can consult the person on the phone, to see if you need to make a new appointment or if you can still come. A cold, for instance, is generally no reason to postpone a vaccination.

### Contact by Telephone

#### Central Care Office

If you have any questions or if you wish to contact someone at your Children's Health Centre, you can phone the nurses at the Central Care Office of Kruiswerk West-Veluwe. They will try to answer your question or contact your Children's Health Centre.

#### Central Appointment Office

If you want to make or change an appointment for the Children's Health Centre, you can call the central appointment office.

### Walk-In-Hours

Kruiswerk West-Veluwe has a 'walk-in' option, once or twice a week, in most of the Children's Health Centres. These 'walk-in' hours offer you the opportunity, to visit your health centre, without an appointment, in between regular visits. You can have your baby weighed, or ask short questions about feeding, care, or upbringing. In those centres where there is no 'walk-in-hour' you can make an appointment with the District Nurse for an additional weighing appointment or you can call the Central Appointment Office for an extra visit to the Children's Health Centre.

### Specialized Help

Special problems sometimes require special help. Where necessary, the Doctor or District Nurse can arrange an appointment for you with a pedagogogue, dietician or others.

### Courses and Info Meetings

Kruiswerk West-Veluwe organises lots of courses and info meetings for parents with young children. For further information about this subject contact the Central Care Office or visit our website: [www.kwv.nl](http://www.kwv.nl)

### Extra Activities

In some cities in the area in which Kruiswerk West-Veluwe operates, extra activities are organized. For instance the 'MIM programme' (mothers inform mothers). Ask your District Nurse or the Central Care Office for availability in your town.

### Why have we got Youth Health Care?

Under Dutch Law, every child in The Netherlands has a right to a protected and safe childhood, to receive health care and an early detection and help when there are problems in growth or development.

Youth Health Care has a number of official tasks, duties and responsibilities in the health protection en preventative health care of children.

The Youth Health Care of Kruiswerk West-Veluwe offers this care for children from 0-4 years.

After these four years, this care will be taken over by the Youth Health Care of the GGD (Local Area Health Authority).