



Listen and help

Anonymous. Competent. Confidential.

Annual Report 2014

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1. Foreword

An exciting, lively and eventful year is behind us.

1068 contacts were made to all the Kanner-Jugendtelefon (KJT) helplines. These figures underline the growing demand for advice. Access to telephone or online counselling is extremely easy: free, anonymous and confidential.

The number of calls to all our helplines increased compared to the previous year. Only the national KJT helpline number 116111 does not match the pattern. The process of switching to the new phone number 116111 is not yet complete. Our video (http://youtu.be/mF2DRqx_fk4), which was realised in the framework of a Europe-wide Child Helpline (CHI) project and launched with the help of a sponsor, should make a significant contribution to publicising the number 116111. Our ambassador team, which has been available to visit schools on request since the beginning of 2014, also actively supports the diffusion of the new 116111 phone number. We hope that in the coming year our concrete activities in the public sphere will have a clear impact on making it more familiar to all.

We know that we are dependent on the assistance of many people to enable an ever-growing number of children and adolescents to get to know the 116111 number over the next few years, so that they can use it in times of crisis. Kanner-Jugendtelefon can only be of help if our cooperation and networking with other support systems proves successful. Good things will result if we all work together.

Families with children are exposed to a variety of changes and challenges. Finding the right path is not always easy. There are always obstacles to providing our own children with a safety net, be it because of the challenge of overcoming normal developmental crises or because of the need to take on other controversial issues, such as those raised by the new social media, mobiles, Facebook, etc.

Forty-five specially-trained volunteers worked at KJT last year to support children, adolescents, mothers, fathers, grandparents, etc. through the growing challenges that lie between success and failure. KJT is staffed by people who listen and encourage.

In the area of data collection, we have developed new software and migrated our data. In 2015, therefore, we will be able to do our statistical surveys for the first time with the new database. We look forward to new possibilities, but we are also glad that this has already made our work perceptibly easier. Firstly, there is a need for training in order to integrate all our professionals and volunteers properly. We have also migrated our website, as this had become necessary – mainly for safety reasons.

Another important area of work last year was and remains the setting-up of an English-language online helpline – first for parents and then, from June 2015, for English-speaking children and adolescents. With this we are satisfying the need for counselling of a growing English-speaking population. Major milestones were the establishment of training, promotion and translation groups. The online helpline for English-speaking parents has now been launched, with 16 volunteers who have been specially trained for this service. Our website has been translated into English with the help of volunteers.

Finally, I would like to focus on the issue that affected everyone last summer: suicide among young people. KJT organised extra shifts to support parents and adolescents in relation to two cases of suicide. The parents' hotline advised and informed concerned parents, and the children's 116111 hotline provided round-the-clock help for adolescents for the first time. We were also a contact point for the press.

And so we come full circle. It is our hope and our endeavour to ensure that every child in Luxembourg is made aware of the 116111 Kanner-Jugendtelefon number when times are good, so that they give both themselves and us in the community another chance – anonymously and confidentially – before it comes to that final step in times of crisis.

This annual report provides insight into the development of our services during the last year, describes our national and international activities and brings our projects, both small and large, out into the open.

Special thanks go to our volunteer staff, who work with great joy and commitment for the needs of children and young people and give up their time for them.

Barbara Gorges-Wagner, Chargée de Direction

2. The KJT and its services

Kanner-Jugendtelefon

Anonymous counselling and information for children and adolescents, helpline number 1 1 6 1 1 1 for free consultations

Online Help

www.kjt.lu Personal and anonymous online counselling for children and adolescents

NEW English-language counselling for parents from 14 January 2015 and from June 2015 onwards also for children and adolescents

Elterentelefon / Ecoute parents

2664 0555 Parents' helpline: counselling and information for parents, grandparents and professionals

BEE SECURE Helpline

8002 1234 Advice and guidance for using the new media safely

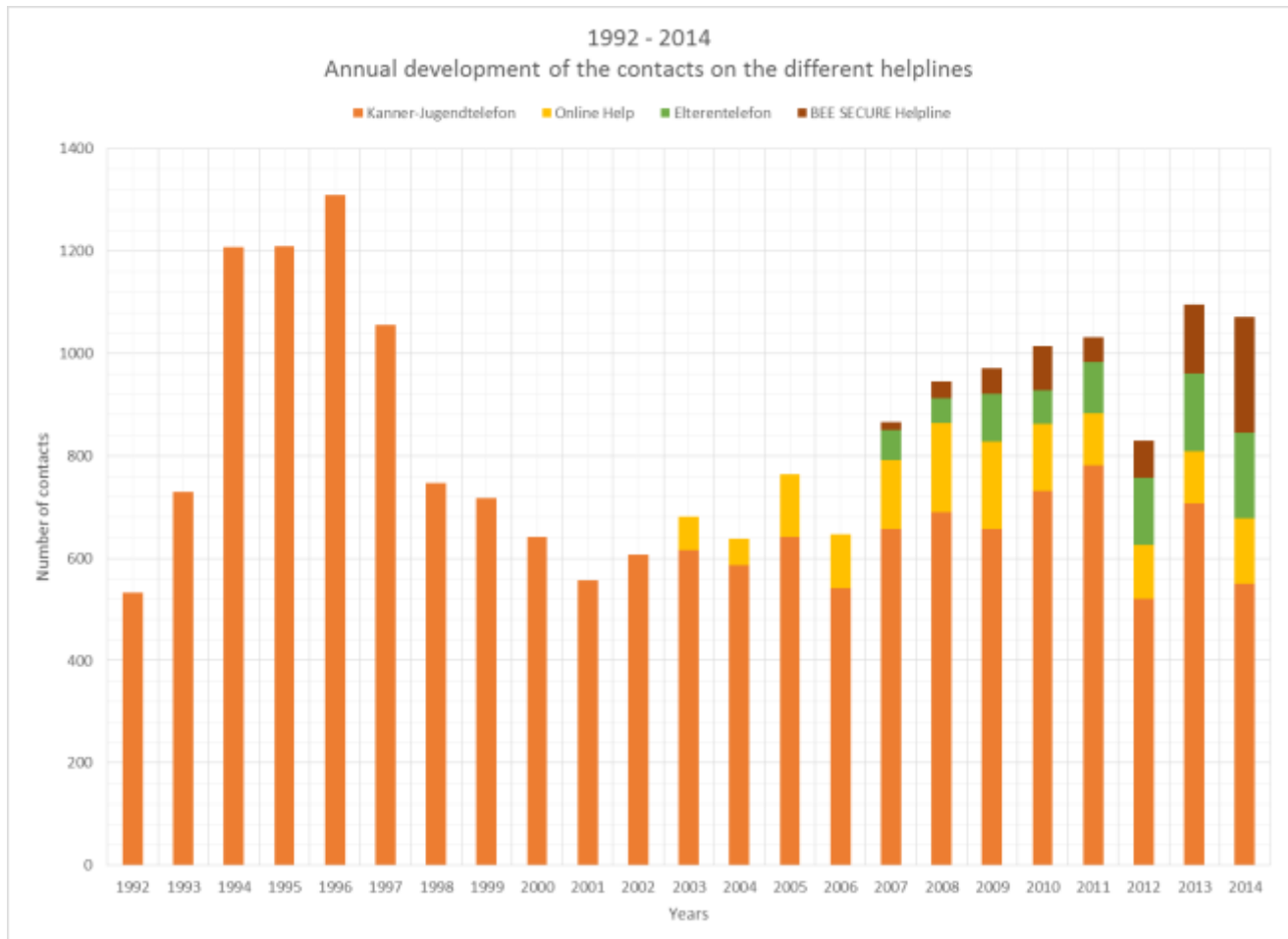
NEW Free consultations

BEE SECURE Stopleveline

Anonymous reporting of illegal content on the internet at stopline.bee-secure.lu

3. Numbers and current trends

Development from 1992 – 2014: Overall almost 20 000 contacts



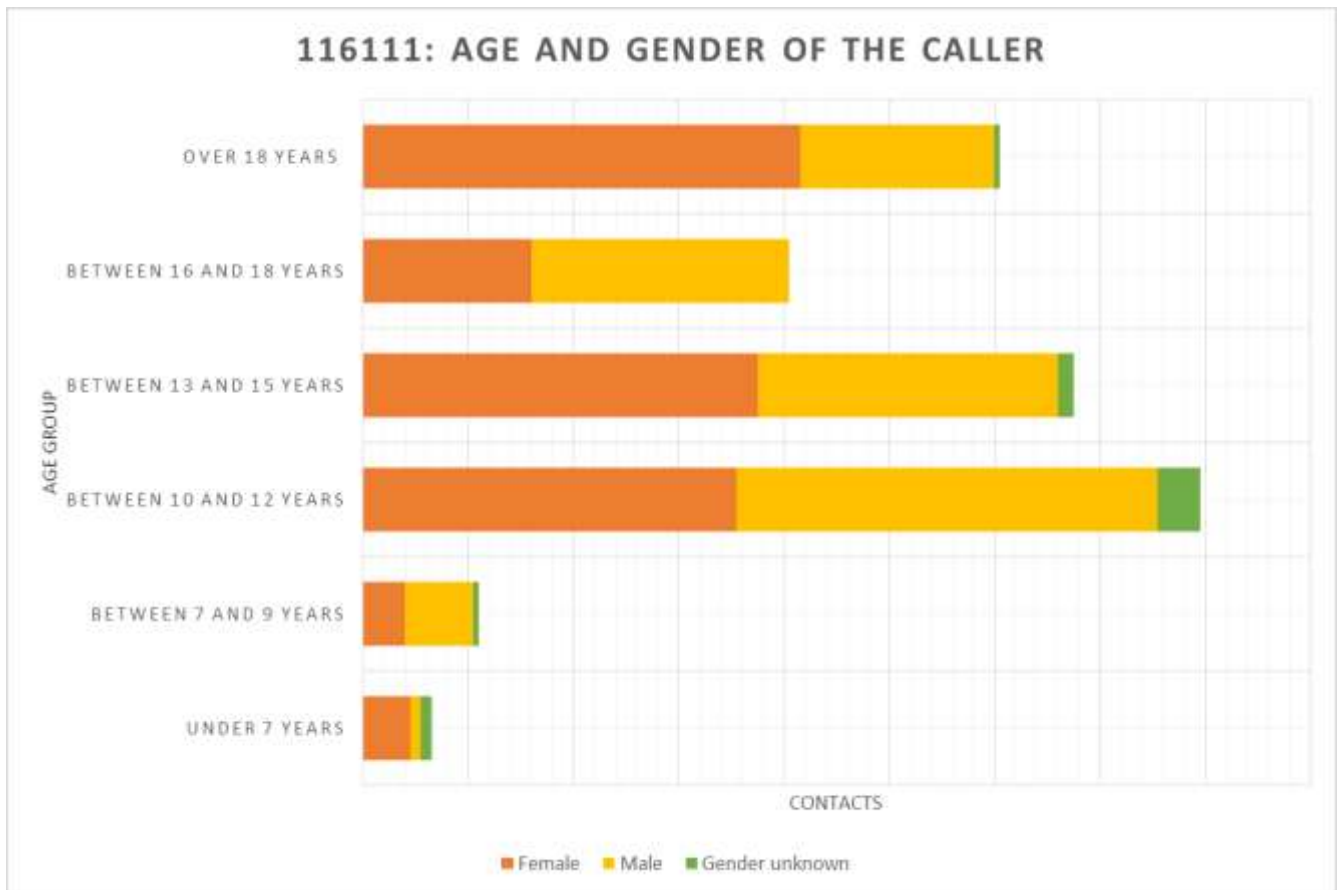
This overview illustrates the interesting development of our services from 1992 to 2014. All our services are on a low threshold and are based on the foundations of anonymity and confidentiality. The overall trend shows an ever greater need for counselling. In 2014, enquiries for online help and calls to the parents' helpline and the BEE SECURE helpline rose continuously. This can be seen in the overview.

The new KJT helpline number, 1 1 6 1 1 1, will establish itself further in the coming years. Here the numbers dropped compared to 2013, but they were still above those of 2012. We will actively work with all our partners in order to make sure that every child in Luxembourg knows the new phone number. The old phone number, which was used until the end of 2012, has been officially disconnected. We are frequently asked why we changed our old phone number. The 1 1 6 1 1 1 is a European phone number, which means that a child calling this number from any European country will automatically be connected with the local national helpline.

3.1 Kanner-Jugendtelefon 1 1 6 1 1 1 – listening and helping

Our specially-trained counsellors are all volunteers on the KJT helpline 1 1 6 1 1 1. Children and adolescents can contact the national helpline with their worries and questions. Every caller, male or female, is welcome. The counsellors take their time to listen and will accompany callers on their search for answers to minor and major problems.

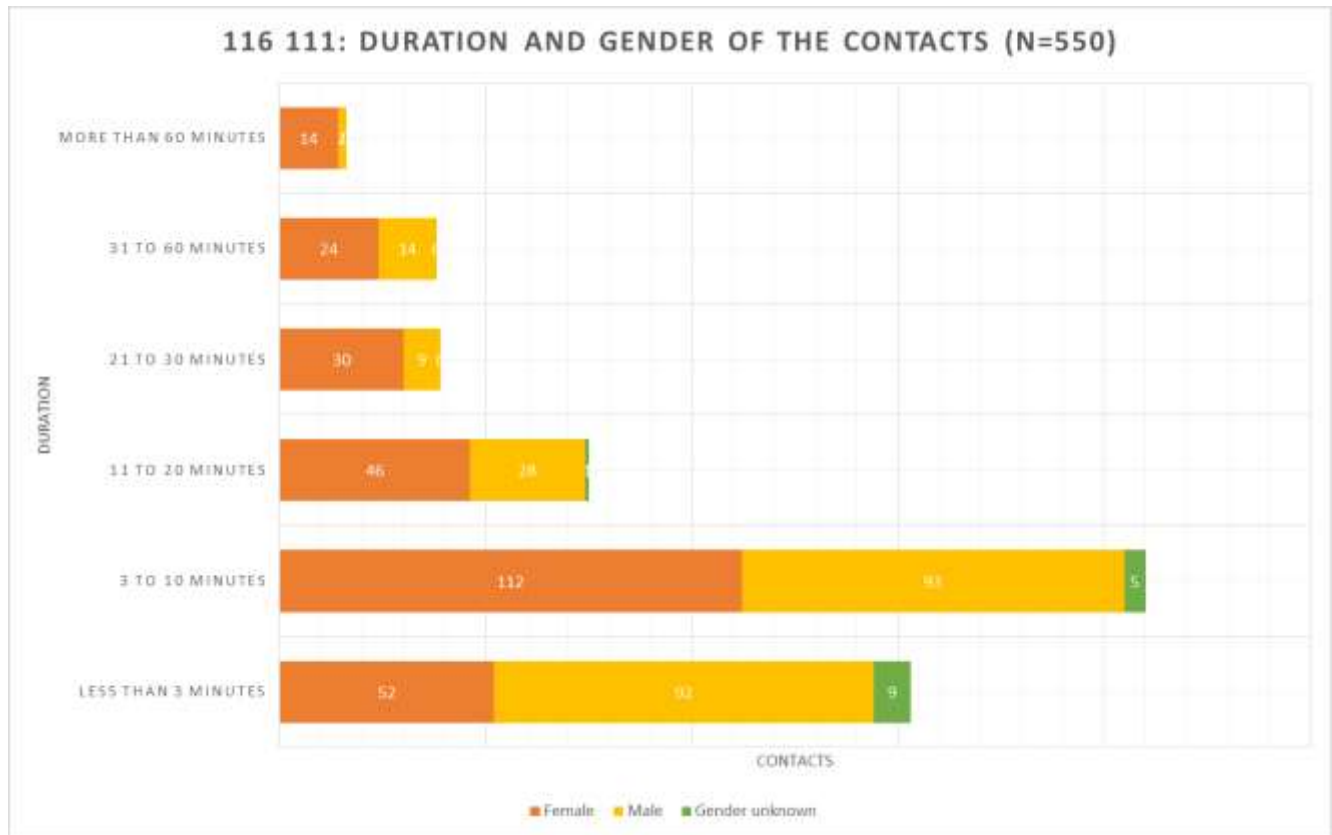
Age and gender of our callers



In 2014, 550 conversations took place (707 in 2013 and 521 in 2012). The gender ratio of callers is almost balanced, with female help-seekers still being a little more prevalent. This was not always the case. Our counselling service appears to be appreciated equally by girls and boys.

In contrast to the previous year, where the age of most callers was between 13 and 15, 2014 clearly indicates that the largest group of callers is aged between 10 and 12. A similar age shift can also be observed on our online help service.

Duration of conversations on 1 1 6 1 1 1

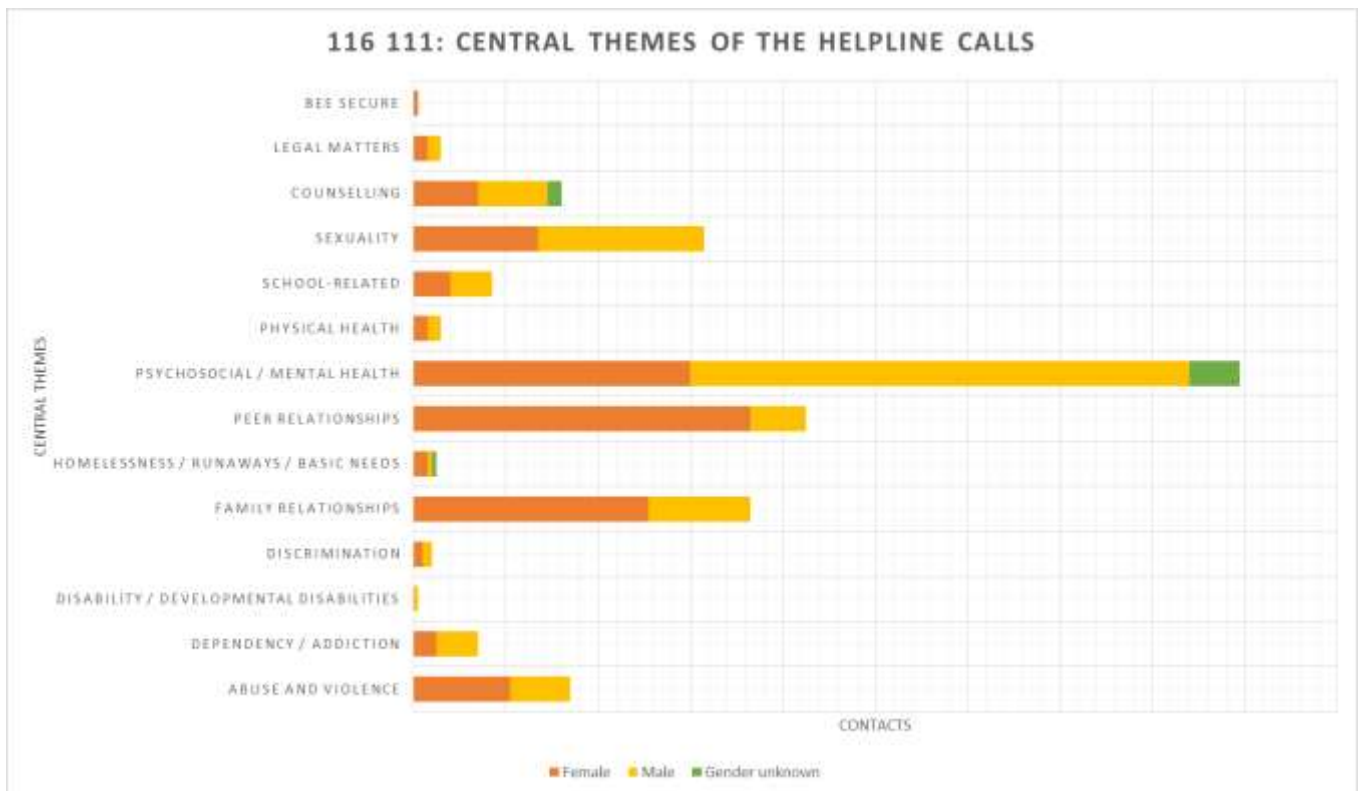


This year conversations were much longer than in previous years (260 in 2013, 153 in 2014). This illustrates the intensity of the conversations that took place.

Another noteworthy point is the even balance between female and male callers.

1 1 6 1 1 1: Central themes of helpline calls

In the context of the development of our new software, we have finally modified the long-overdue alignment of our problem categories with those of Child-Helpline (CHI). This enables us to make more nuanced statements, for instance on the important topic of bullying, which until now has been classified under other problem categories.



Key topics that emerged in 2014:

- Psychosocial and mental health
- Peer relationships
- Family relationships
- Sexuality
- Abuse and violence

There was a strong rise in psychosocial health-related calls to KJT. This can be explained by the fact that we now classify test calls under this specific category.

This category also includes all young people who call our helpline out of boredom. We understand these calls as a first approach to establish contact with us.

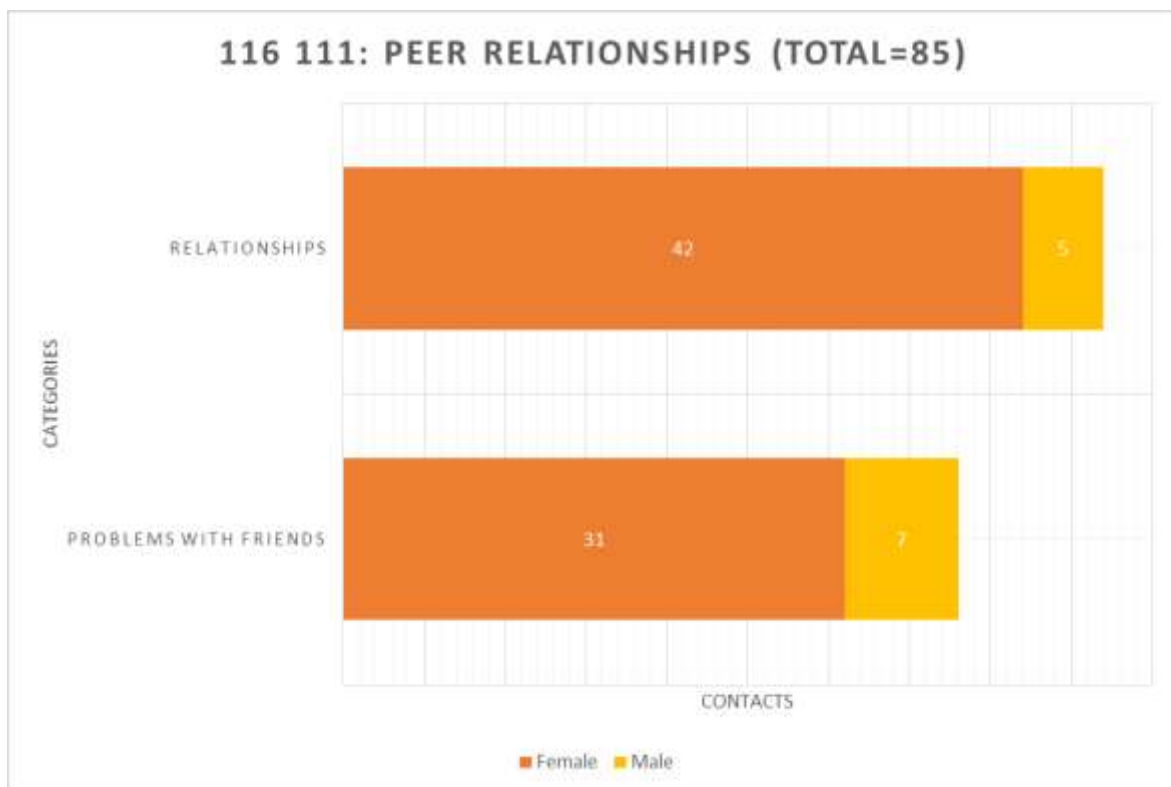
Young people seek to ascertain whether they can trust us, and if they could get back to us in an emergency. Boredom may also entail a risk of addiction. To counter this, our counsellors often help callers to collect different ideas on how to plan their free time.

The top issue in 2013, 'family relationships' has also been overtaken by the category 'peer relationships'.

As in previous years, the theme of sexuality, in all its facets, played a crucial role – this is a youth-specific topic.

The category 'abuse and violence' also ranked among the first five issues in 2014, replacing the category 'school'.

1 1 6 1 1 1: Peer relationships



The topic 'peer relationships', one of the key issues at KJT, is divided between two different categories: relationship problems and problems with friends.

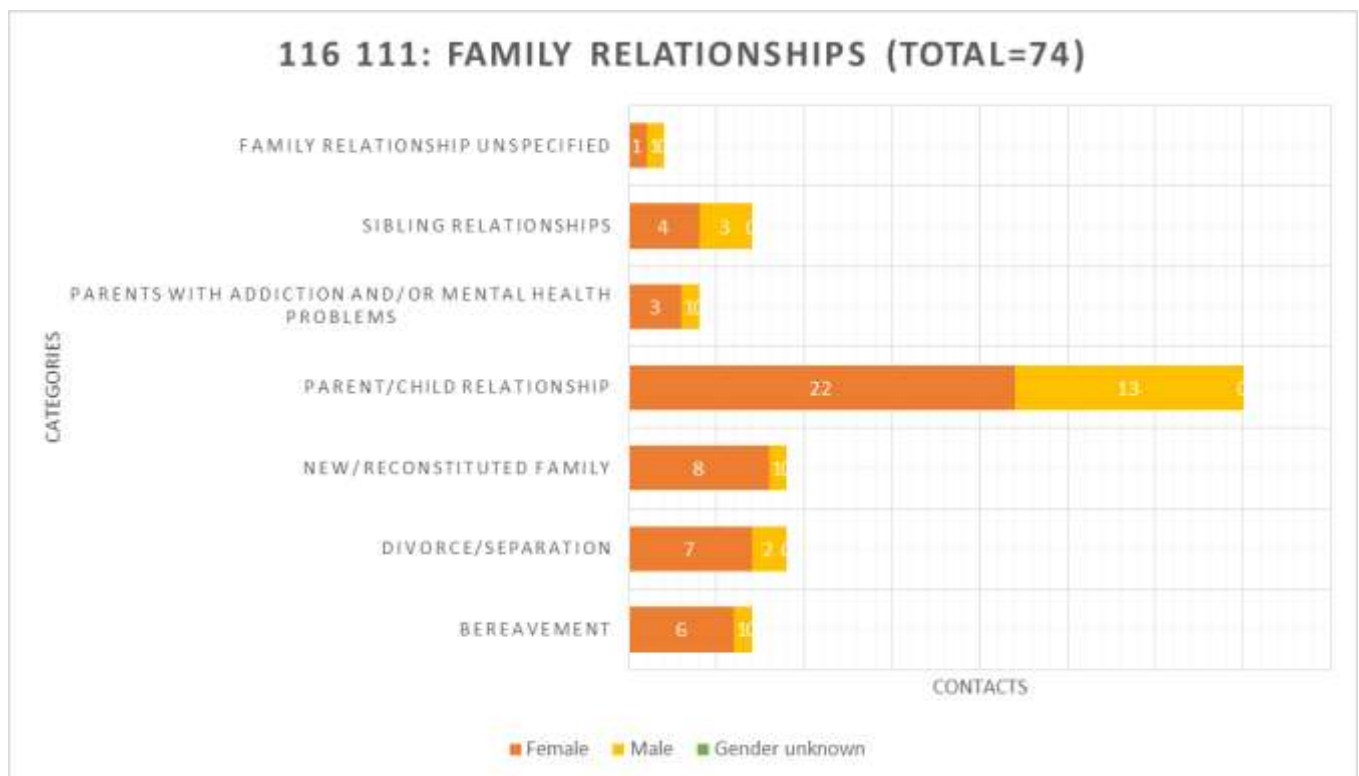
During 2014, relationship problems caused more young people to call KJT.

This category concerns conflicts with partners (jealousy, etc.), unreciprocated feelings, separation problems and questions like 'how to meet new people'/'how to talk to a boy or girl'/'how to tell someone you love them'.

In the 'problems with friends' category, arguments with a friend were the main reason for calling, closely followed by 'conflicts within a group of friends' (feeling disadvantaged, feeling excluded). Bullying often occurs in such conflicts.

Social networking conflicts were ranked in third place.

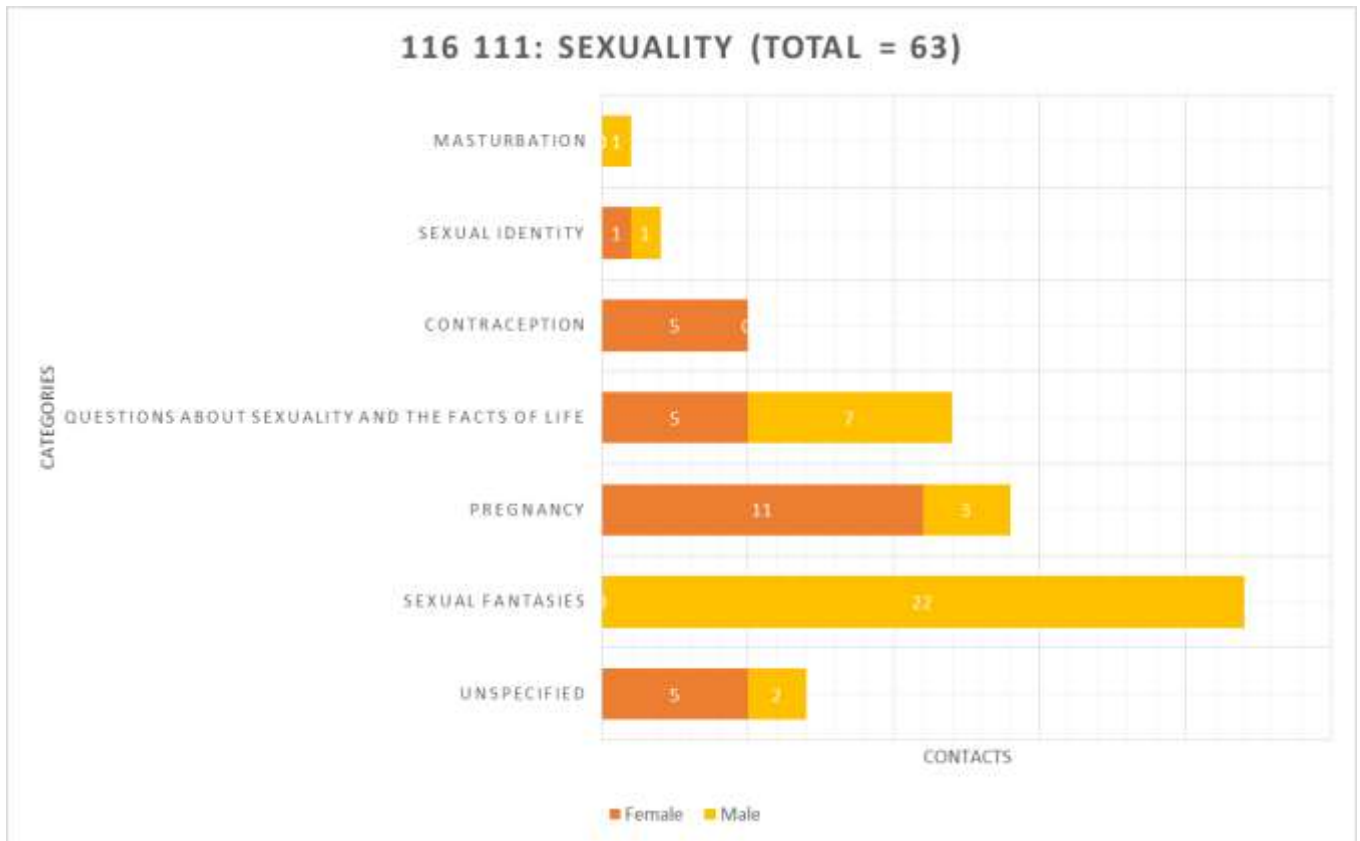
1 1 6 1 1 1: Family relationships



The topic 'family relationships' related overwhelmingly to conflicts between parents and children. These include punishments and making rules/setting limits (grounding, pocket money, etc.) and problems at school, but equally worries about a sibling. Children and adolescents call our helpline because they cannot talk with their parents about private issues. They often speak of constant parental criticism.

The key questions include where to turn when you no longer want to, or cannot, stay at home.

1 1 6 1 1 1: Sexuality

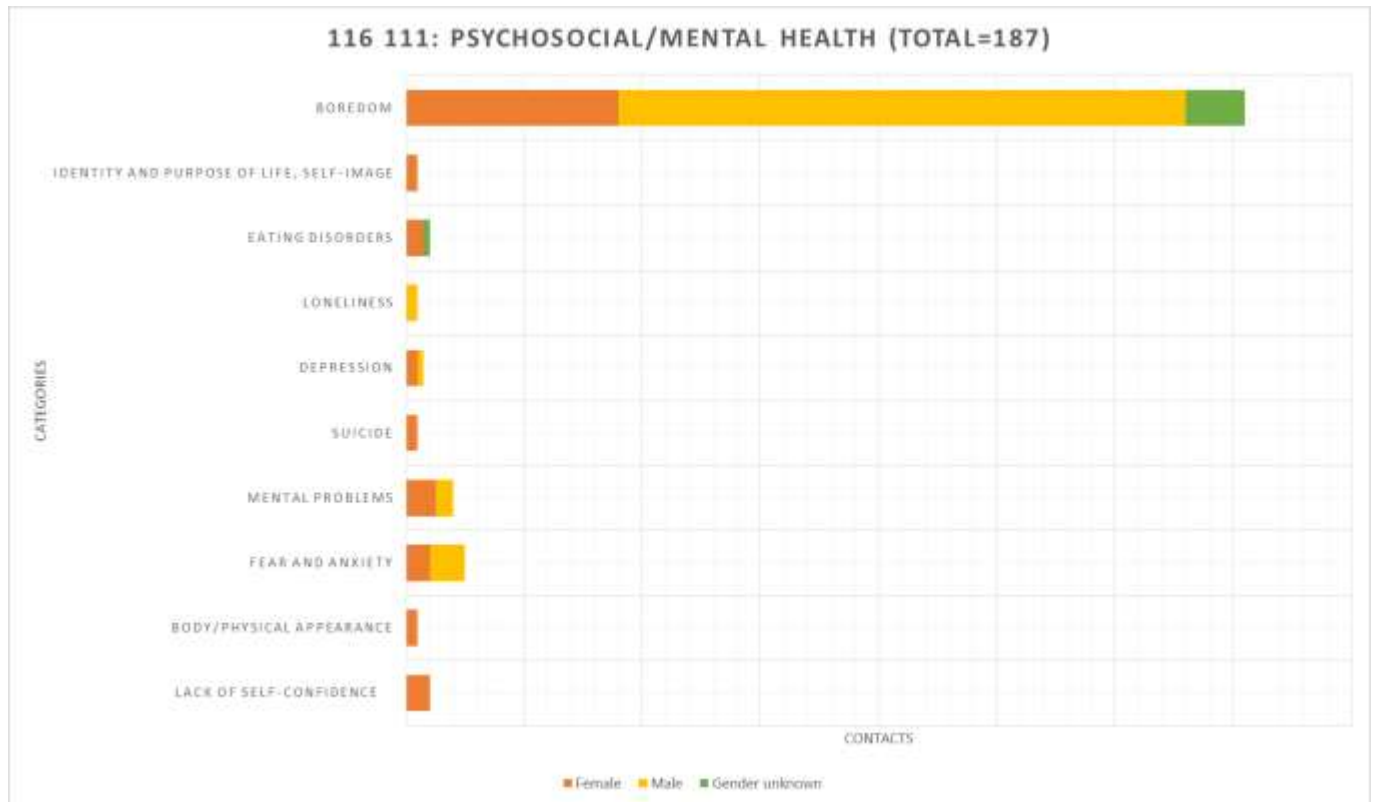


In the context of sexuality, the major concerns were pregnancy, contraception and questions about sexuality or sex education.

During adolescence, topics such as homosexuality, transsexuality or questions about one's sexual identity come into focus and often cause major concern.

It happens over and over again that 'sex-callers' try to exploit staff at KJT for their sexual fantasies. We take a firm stance against such people.

1 1 6 1 1 1: Psychosocial/mental health

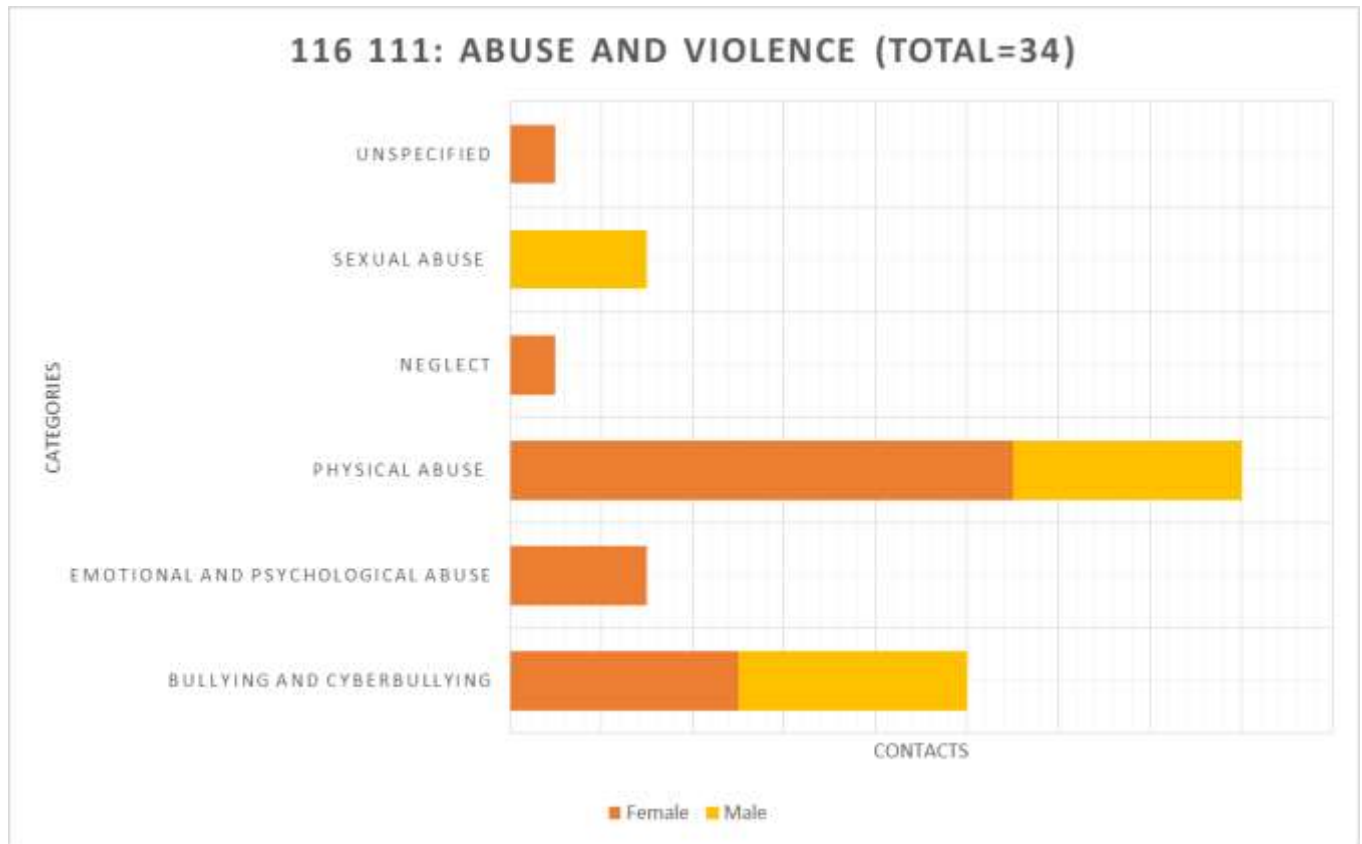


In 2014, KJT was contacted more than previously about the topic of psychosocial and mental disorder, despite the young age of the helpline callers. This is extremely alarming.

The topics were wide-ranging: anxiety and worries, specific mental problems and eating disorders. However, low self-confidence and depression were also common topics.

We were also a point of contact for adolescents with suicidal thoughts.

1 1 6 1 1 1: Abuse and violence



In the category of abuse and violence, the number of calls rose slightly compared to the previous year. As shown above, many calls were received concerning physical (domestic) violence. This should cause us some concern.

Very many calls were also received regarding bullying and cyber-bullying. Such cases are often serious and frequently appear in a form combining both physical and mental violence.

Cases of sexual violence are often reported by either the partner of the victim, or by friends of the victim.

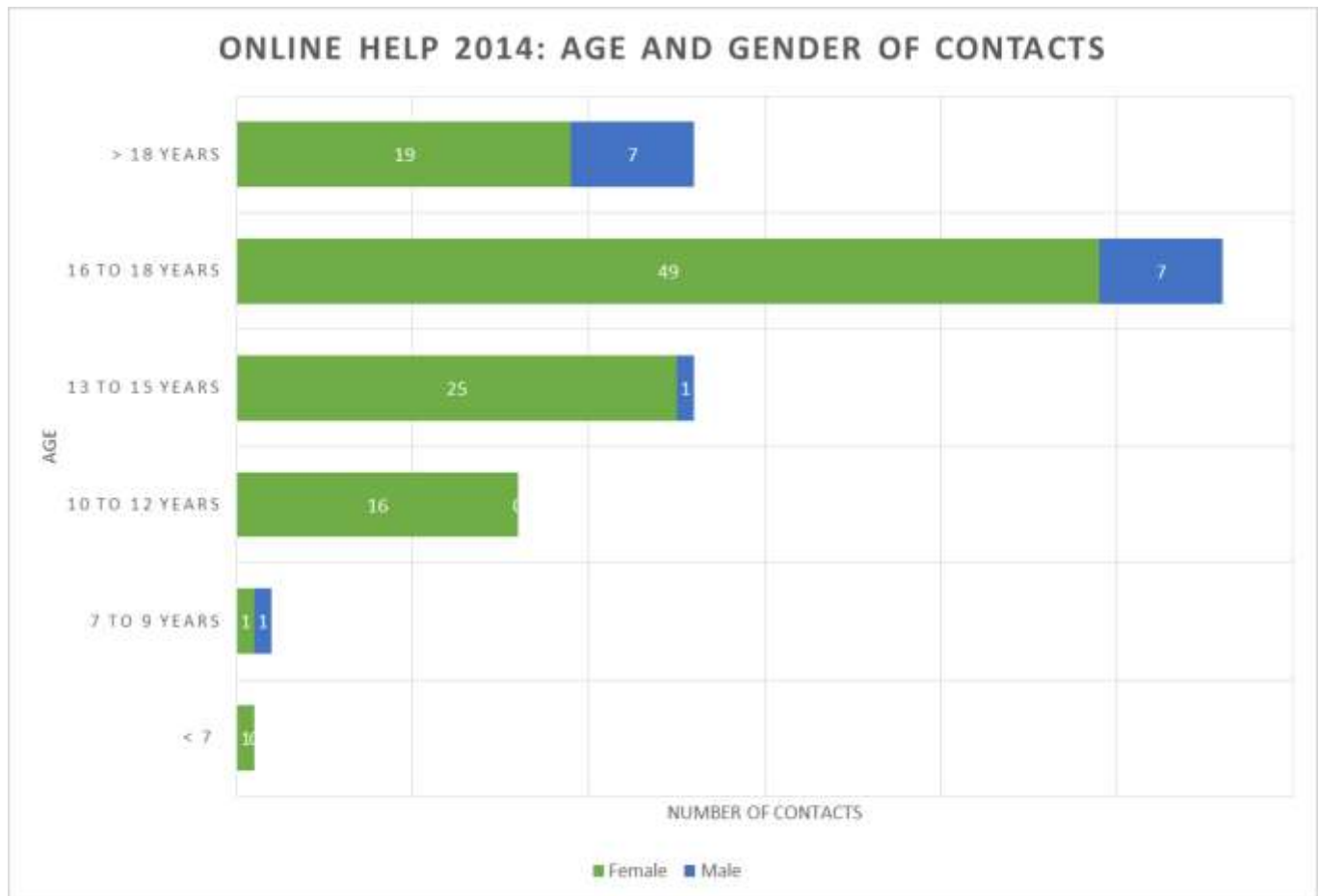
It is known that 70-90% of sexual and mental violence victims develop post-traumatic stress disorder. These numbers need to be taken seriously.

3.2 Online Help



On our internet site www.kjt.lu children and adolescents can contact us anonymously and will be provided with confidential and personal advice.

Online Help: Requests by age and gender

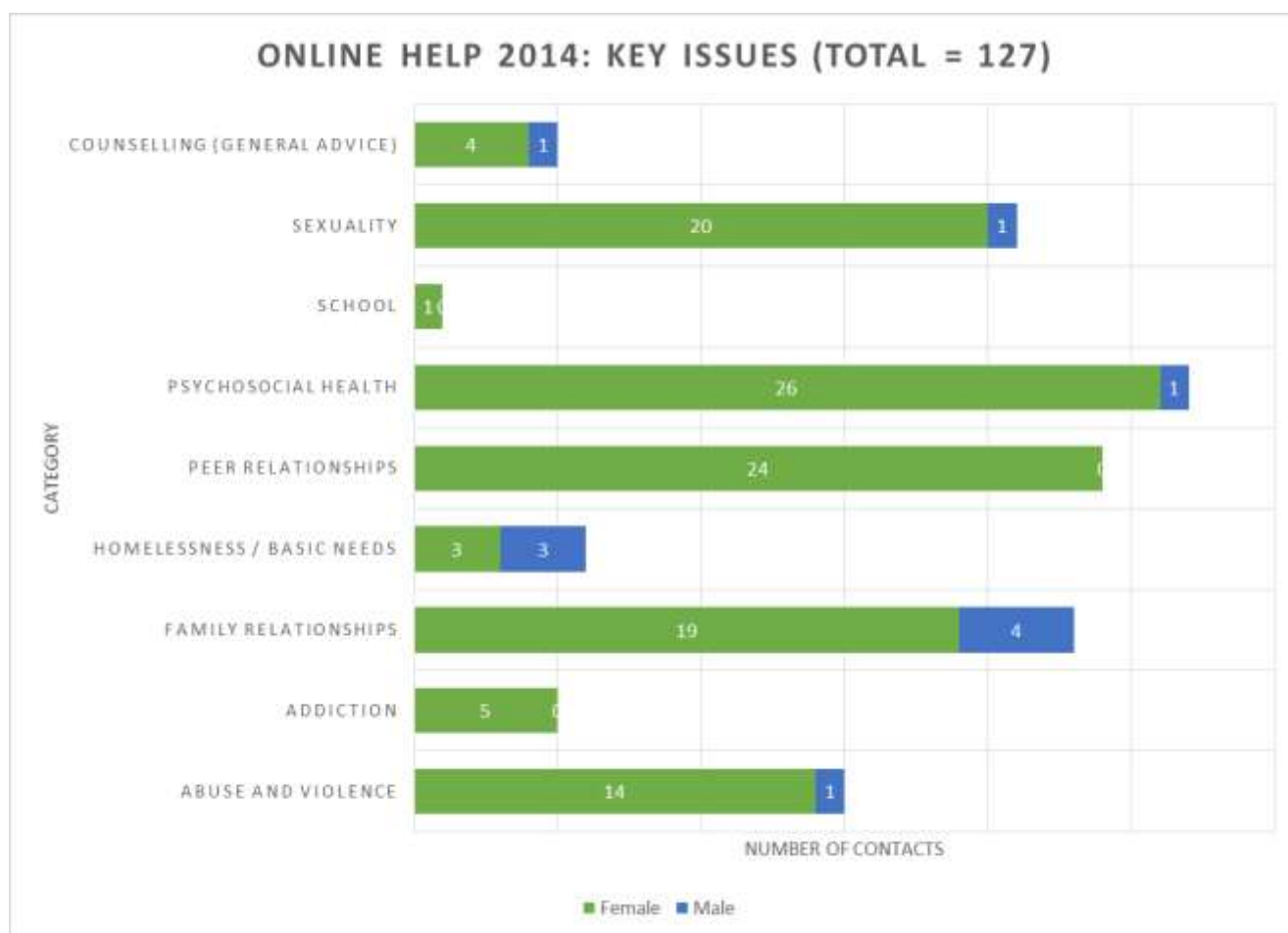


As before, most of those seeking online help were adolescents between the ages of 16 and 18. However we are seeing an increase in the number of those in the age ranges 13 to 15 and 10 to 12.

The shift in ages reflects the fact that internet users are getting younger and younger.

We also observed a small increase in boys seeking help.

Online Help: Key issues



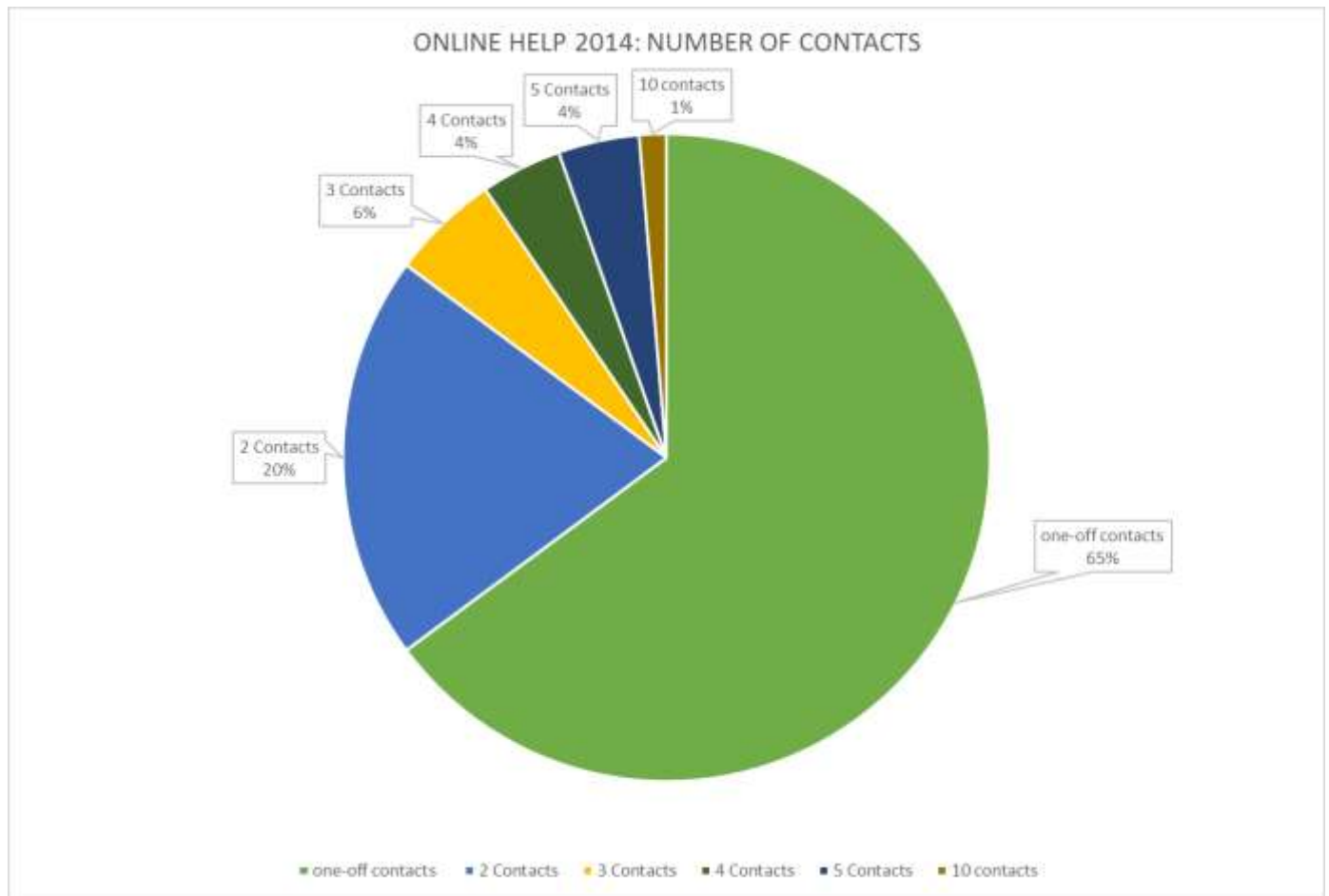
The key issues in respect of which online help is sought are:

- Psychosocial health
- Peer relationships
- Family relationships
- Sexuality
- Abuse and violence

Set out below is a break-down of the various issues raised.

The key issues for which online help were sought are the same as on the KJT phone number.

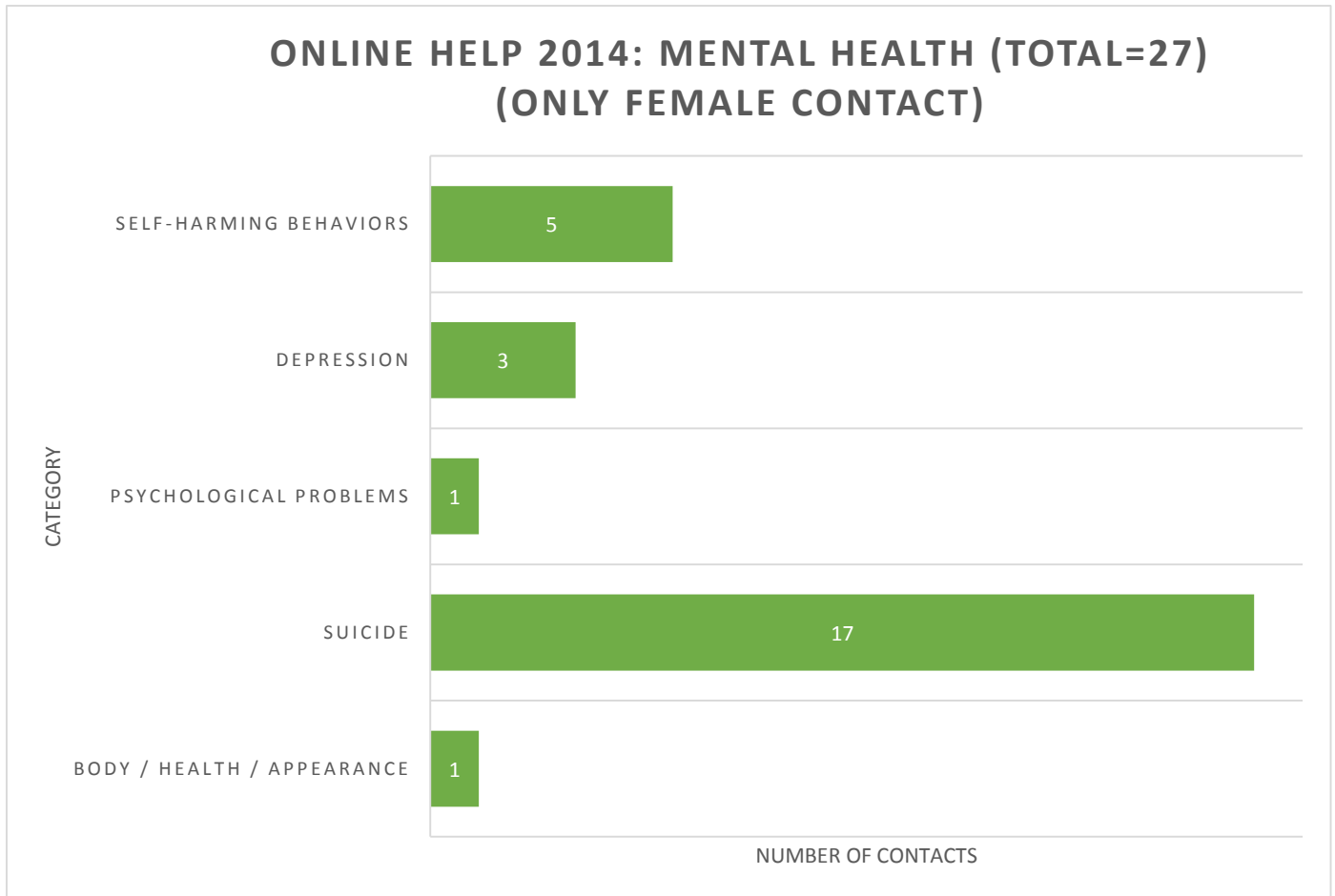
Online Help: Number of contacts



Most contacts are “one-off contacts”, i.e. personal and confidential advice was sent to the user.

In 2014 there was an increase in the number of multiple contacts, i.e. one counsellor would have several contacts with the same person. As a rule, first requests will be answered within 3 days and subsequent requests within 10 days.

Online Help: Psychosocial and mental health

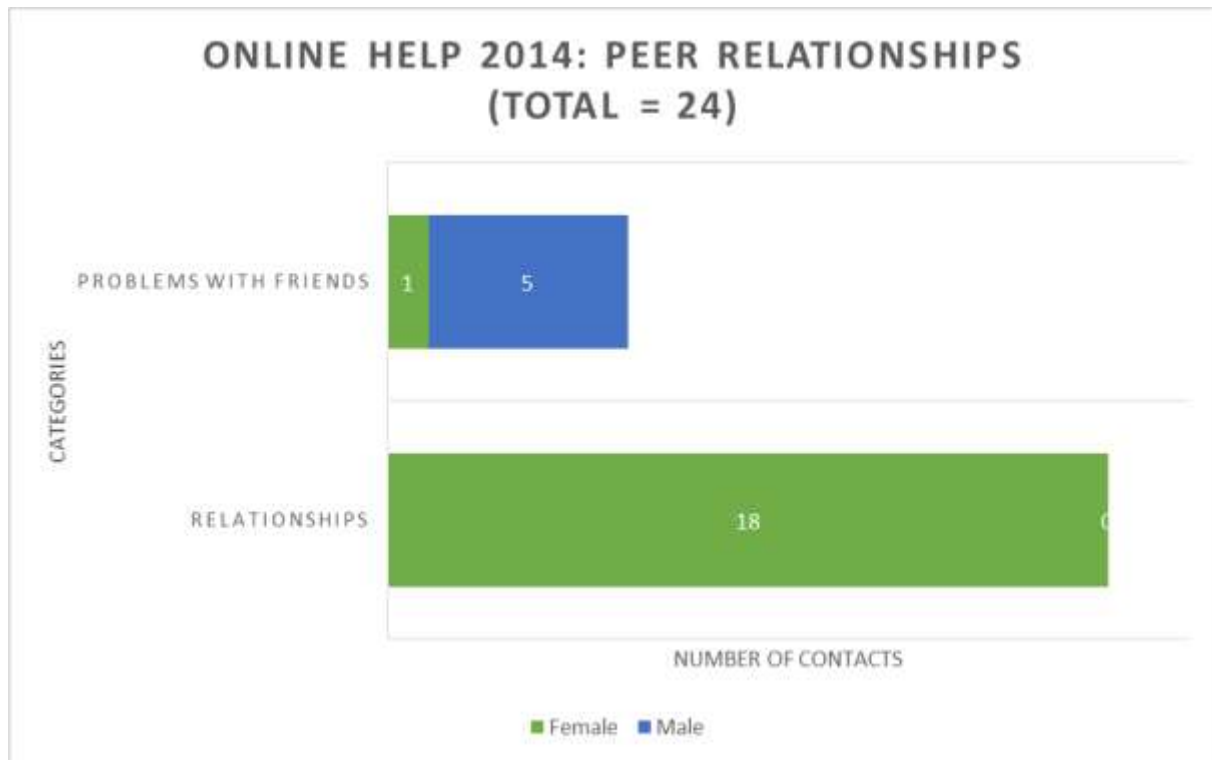


The statistics show the importance of online help in the area of suicide prevention. Under the heading “psychological problems”, the largest category is that concerning suicide (suicidal ideation, suicidal thoughts, etc.). A large number of contacts reported self-harming behaviour.

Most issues raised by young people between the ages of 10 and 18 are linked to serious problems.

KJT/Online Help anonymously and confidentially provide a safety net for children and adolescents at risk of suicide. KJT/Online Help welcomes them with all their fears, thoughts, fantasies and desires.

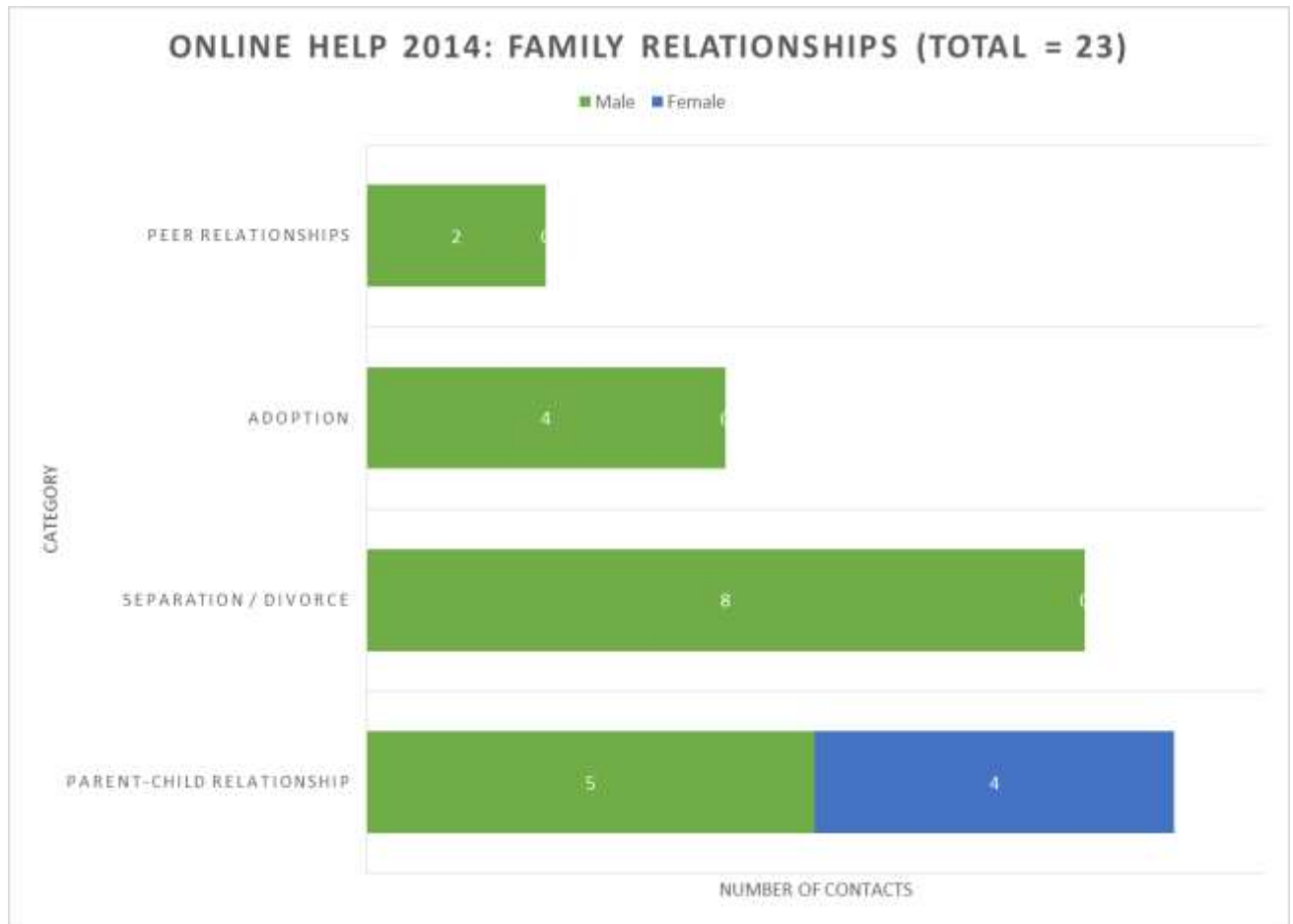
Online Help: Peer relationships



This category covers conflicts and worries concerning relationships with a partner, for example unreciprocated feelings, jealousy, fear of commitment, separation problems, how to make contact, online conflicts with a partner, etc.

Partnership issues were raised almost exclusively by girls seeking help. On the other hand, problems with friends were more often raised by boys (discrimination, exclusion, conflicts in social networks, arguments with friends).

Online Help: Family relationships

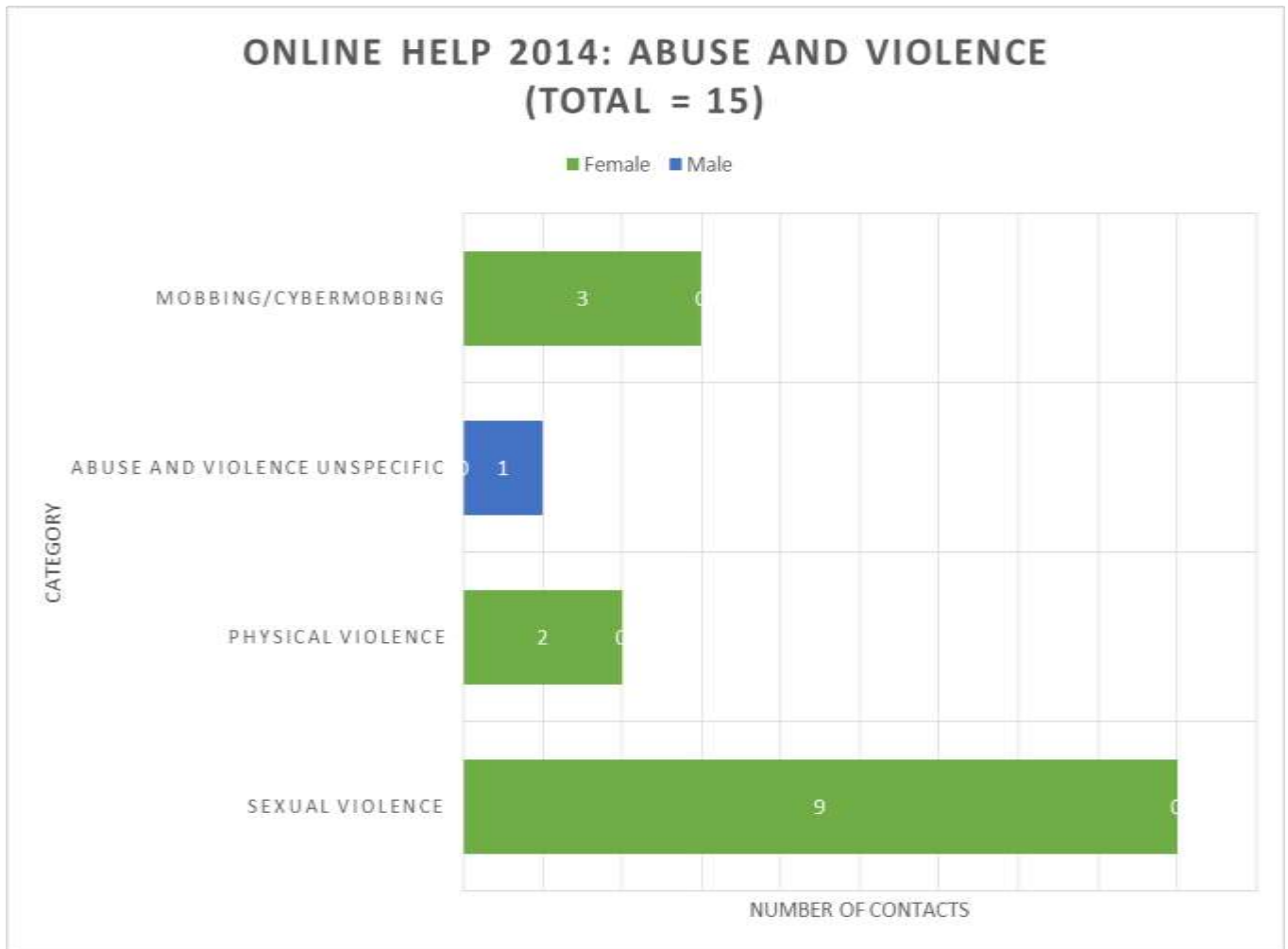


The core themes are parent-child relationships and the whole area of separation and divorce.

Conflicts between adolescents and their parents predominate, with the main potential conflict areas being rules, punishment, and restrictions on and the consequences of going out.

Separation and divorce often trigger problems within family relationships. To mention just a few scenarios, adolescents may be afraid that their parents are going to separate, fear quarrels between their parents or reject a new partner.

Online Help: Abuse and violence

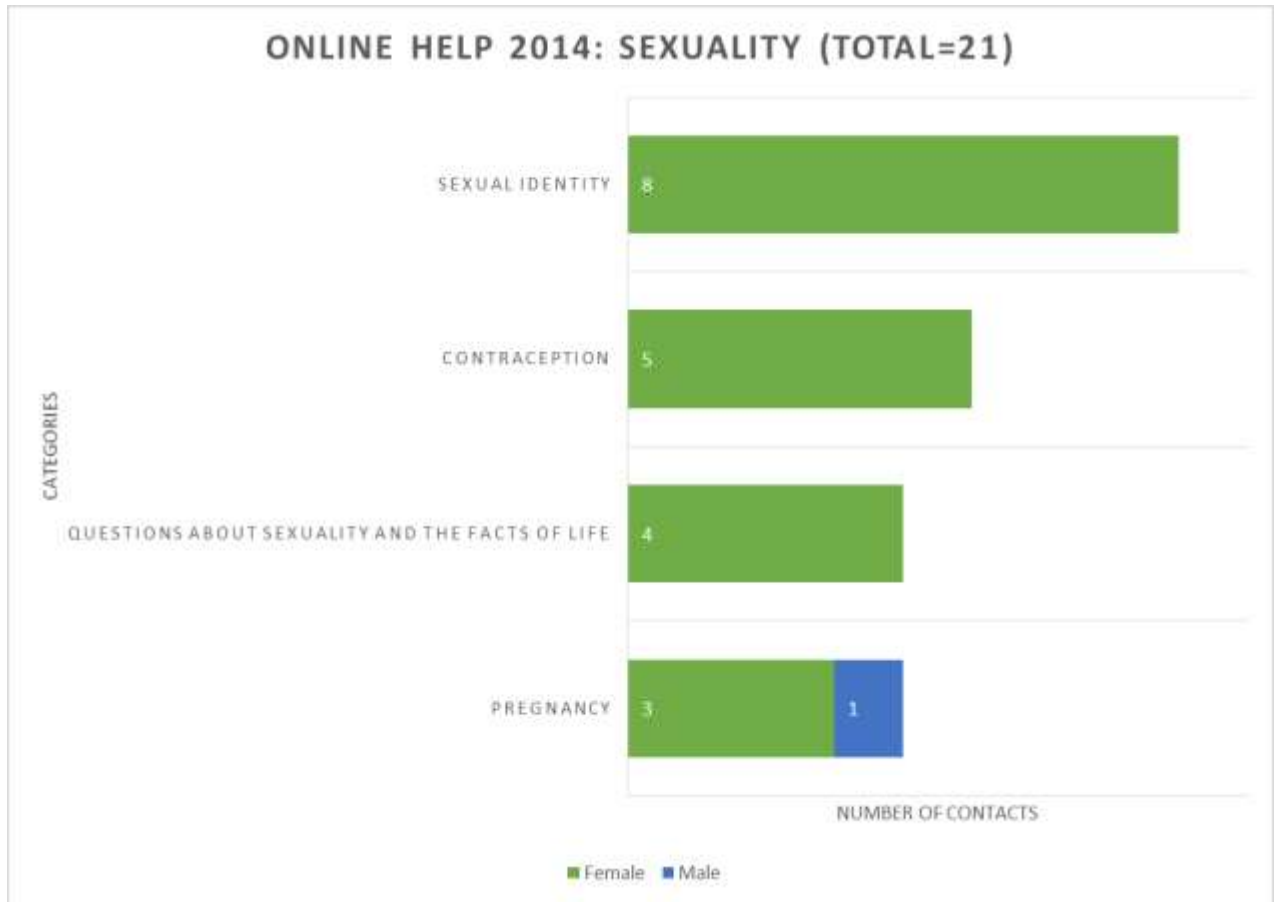


We are a contact point for children/adolescents who are subject to abuse and violence. We are contacted not only by young people who are victims of sexual abuse but also by those who are victims of physical and emotional abuse by way of (cyber)bullying.

These young people often feel ashamed of what they have undergone, they feel helpless and humiliated. In such situations it is particularly difficult for them to seek support and assistance. This is especially so in the case of sexual violence, where there is the fear of not being believed.

Here again, easy access to anonymous and confidential online help, with no direct contact with the counsellor, helps victims to overcome their fear and seek help and support. They retain autonomy and control over the steps they take.

Online Help: Sexuality

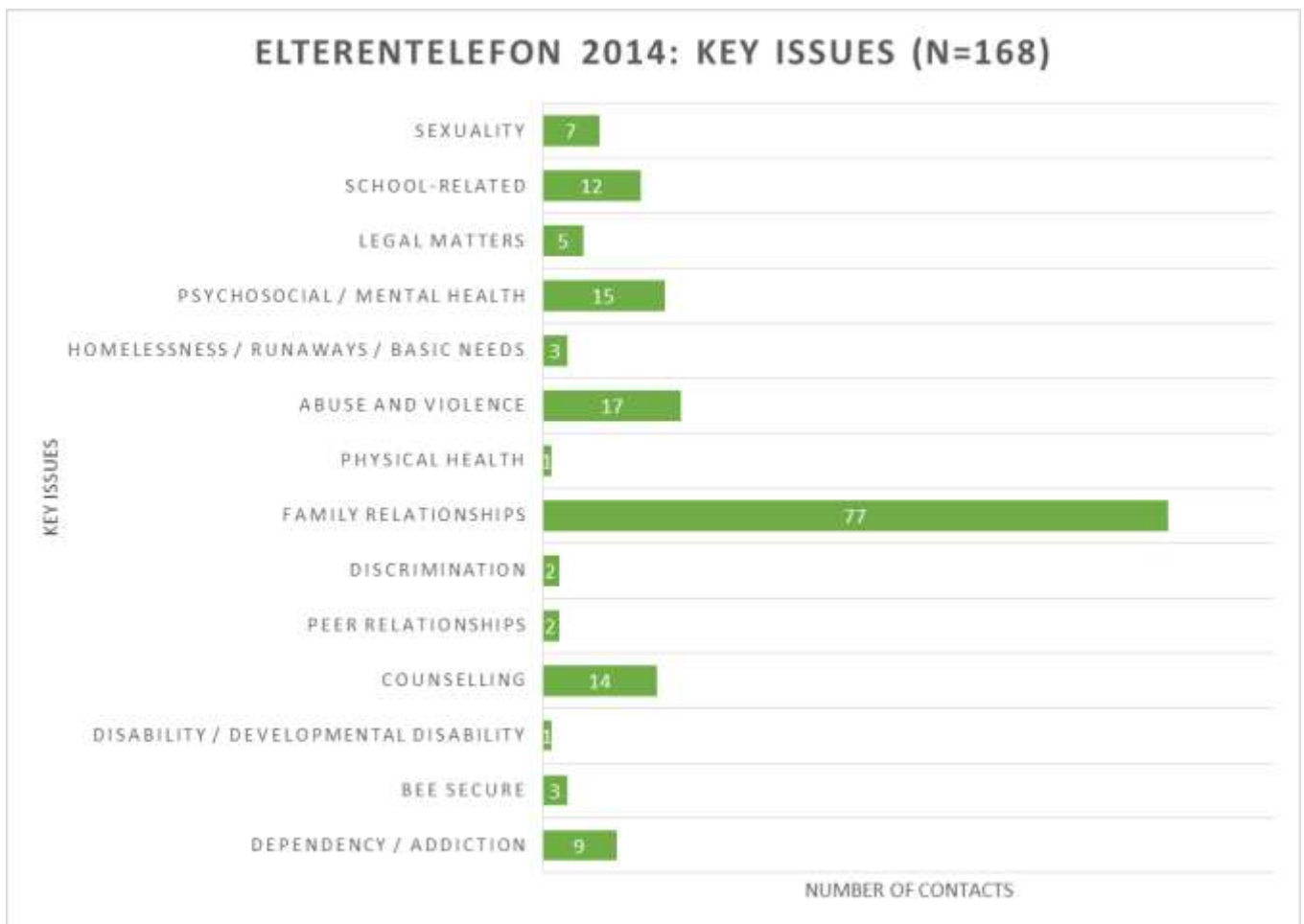


Last year, as in 2013, we received many questions concerning sexuality. It is striking too that there were many more contacts on the issue of sexual identity.

3.3 The parents' helpline "Elterentelefon"

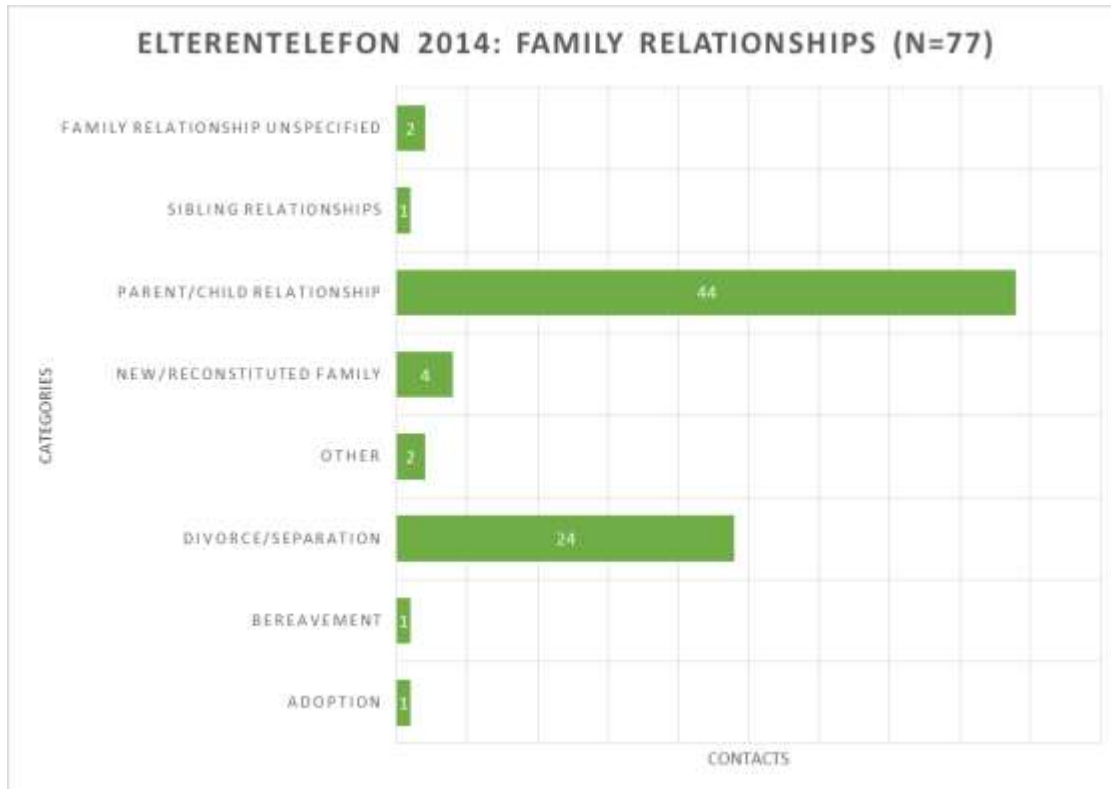
Since the foundation of the parents' helpline in 2007, there has been a continuous increase in the number of calls. In 2014, 168 people sought our help (132 in 2013).

Key issues



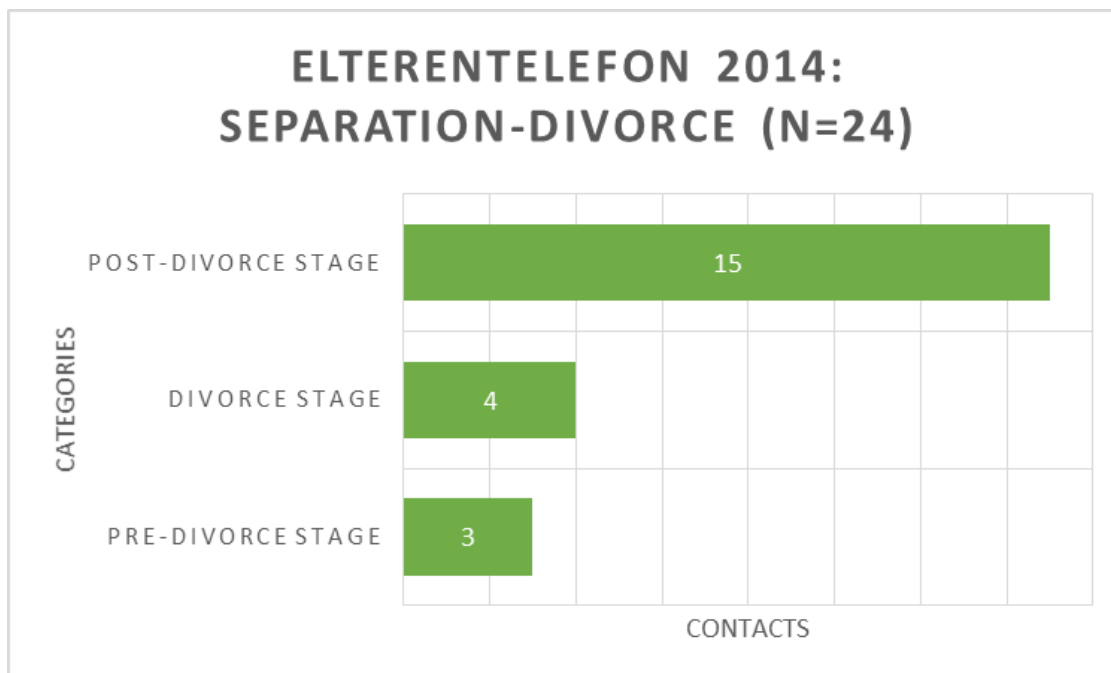
The topics raised by parents were the same as the previous year. The first-ranked categories were still 'family relationships', 'abuse and violence' and 'psychosocial and mental health'.

Parent's helpline calls regarding "family relationships"



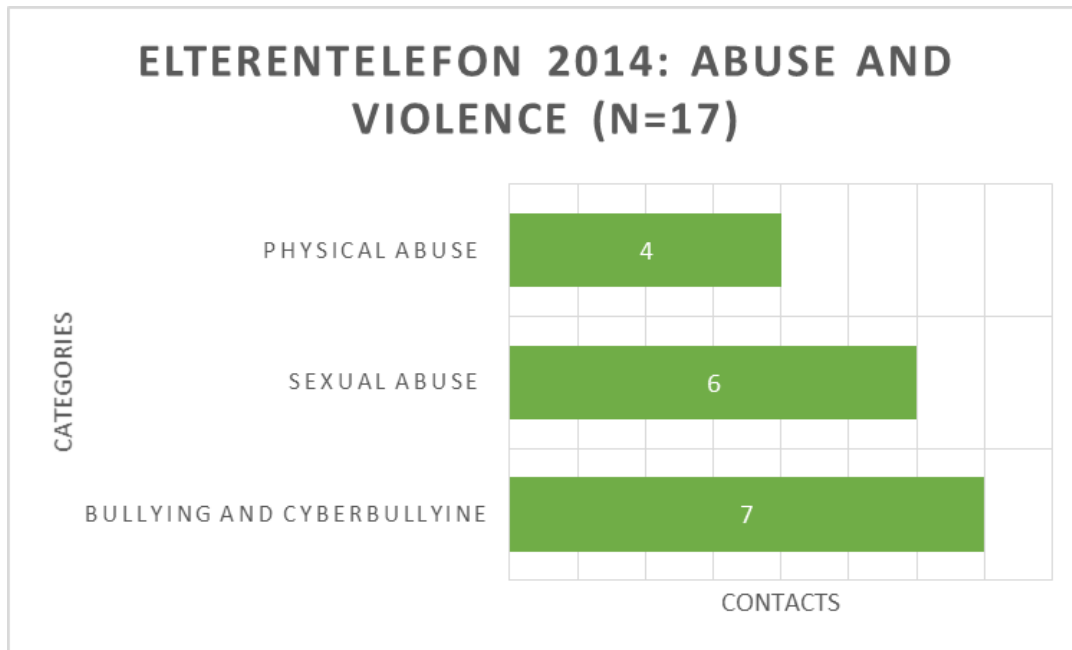
This diagram shows that questions about parent-child relationships were predominant; particularly in the context of separation and divorce.

Parent's helpline calls regarding "separation and divorce"



Parents use our counselling services at all stages of a separation/divorce. Last year we were increasingly contacted in the post-divorce stage, which is the stage of new beginnings, when questions are raised about visiting schedules and child custody, but also often about conflicts between the new partner and the child.

Parent's helpline calls regarding "Abuse and violence"

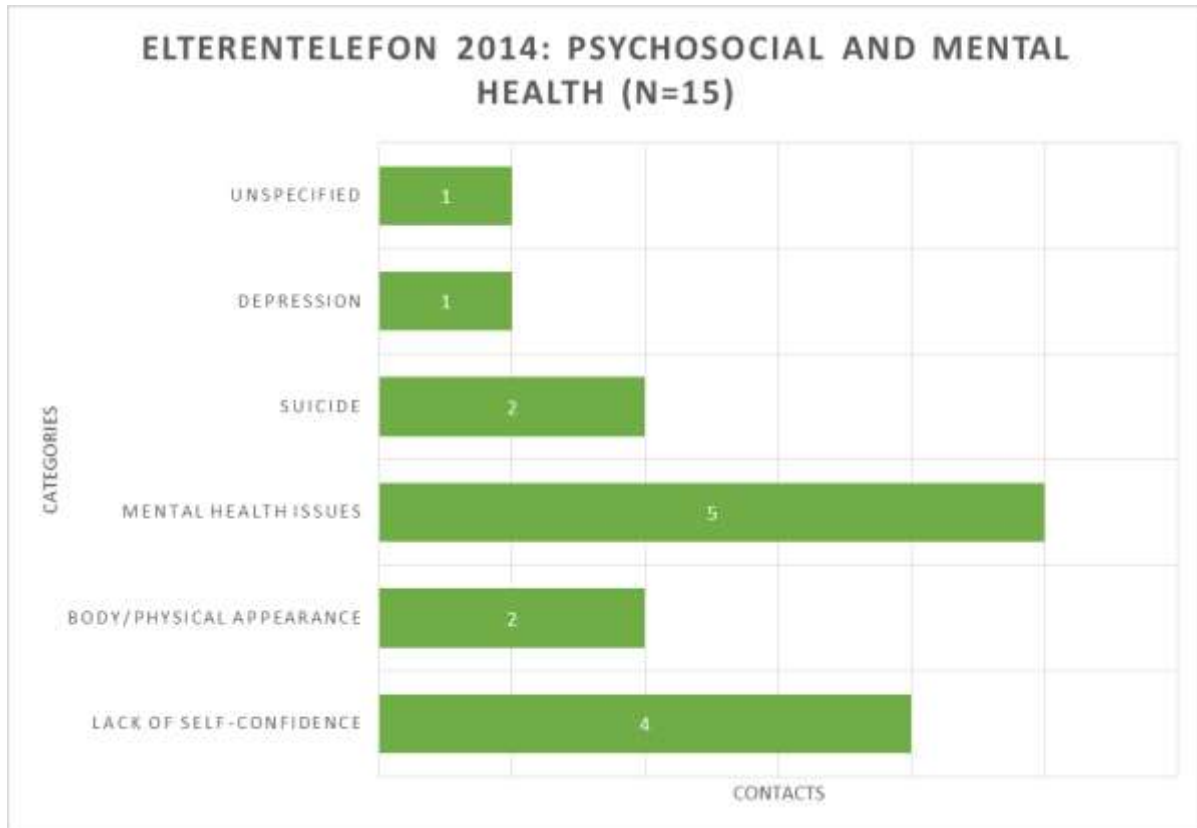


Primarily, parents worried because their children were being bullied (mainly by peers, once by adults and once exclusively through cyber-bullying).

Sexual abuse and violence were ranked second. Sexual violence happens mainly within the family.

The main perpetrators of physical and domestic violence were relatives, including the mother or father, but also people from outside.

Parent's helpline calls regarding "psychosocial and mental health"



"Psychosocial and mental health" topics on the parents' helpline were raised by parents with severe concerns about their children. Questions often related to mental problems, such as self-harming behaviour, aggression or concerns about the child's development.

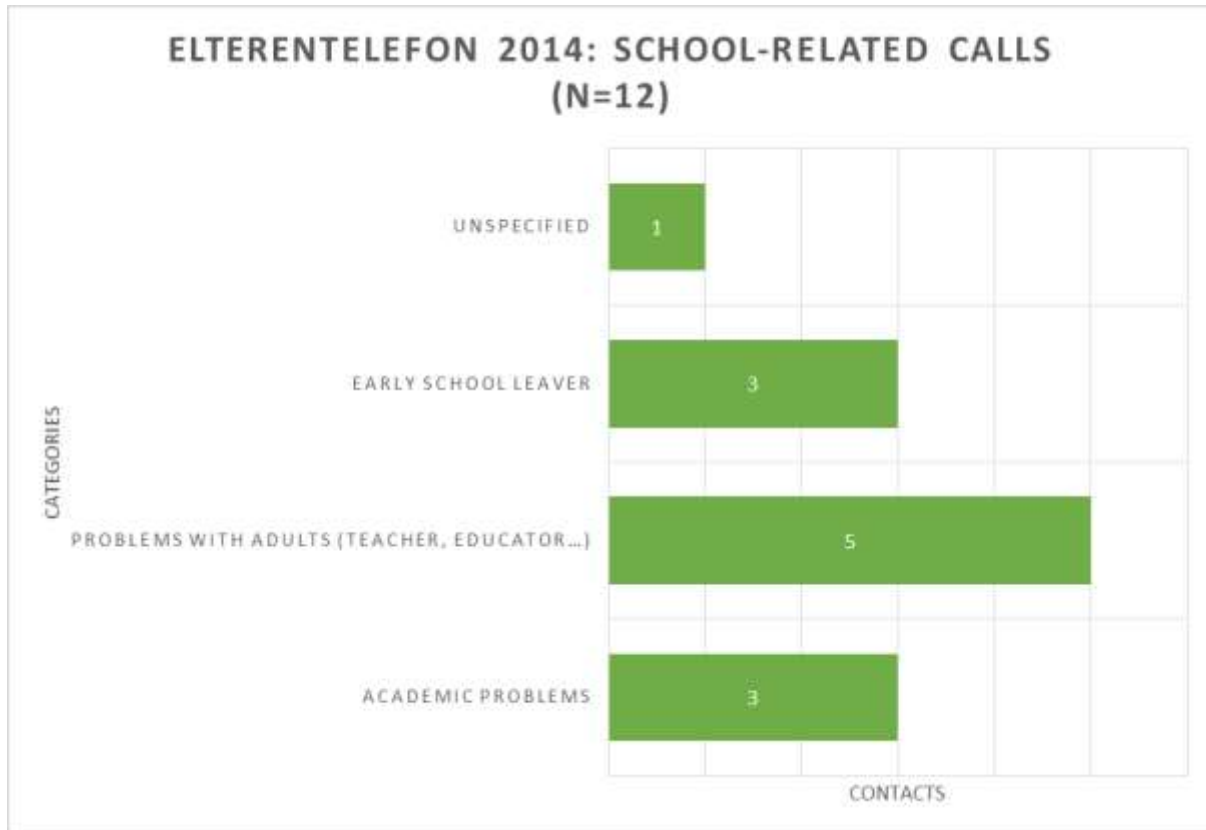
Helpline calls on the subject of "lack of self-confidence" were about self-worth problems, performance pressure, fear of failure, overstrain/overwork, concerns about the future or shame.

We also encounter suicidal themes on the parents' helpline.

Parents need understanding, clarification, orientation and support. We can often refer them to a suitable counselling office.

Other parents contacting the helpline have witnessed sudden changes in the behaviour of their children, whether old or young.

Parent's helpline calls regarding "school-related topics"



The fifth-ranked topic was 'school'. Here, problems with educators came first. This is often about disagreements with a teacher. The child or the parents feel misunderstood, unfairly treated or discriminated against.

Parents may have reached the end of their tether and worry about the future of their children: they are concerned their children might drop out of school or struggle to accept the fact that their children have decided not to continue with their education.

Conversations on 'school-related problems' concerned appraisal, the fear of not making it into the next school year, changing schools, performance pressure and motivation problems.

3.4 BEE SECURE Helpline



Kanner-Jugendtelefon is a partner of BEE SECURE and operates the BEE SECURE Helpline.

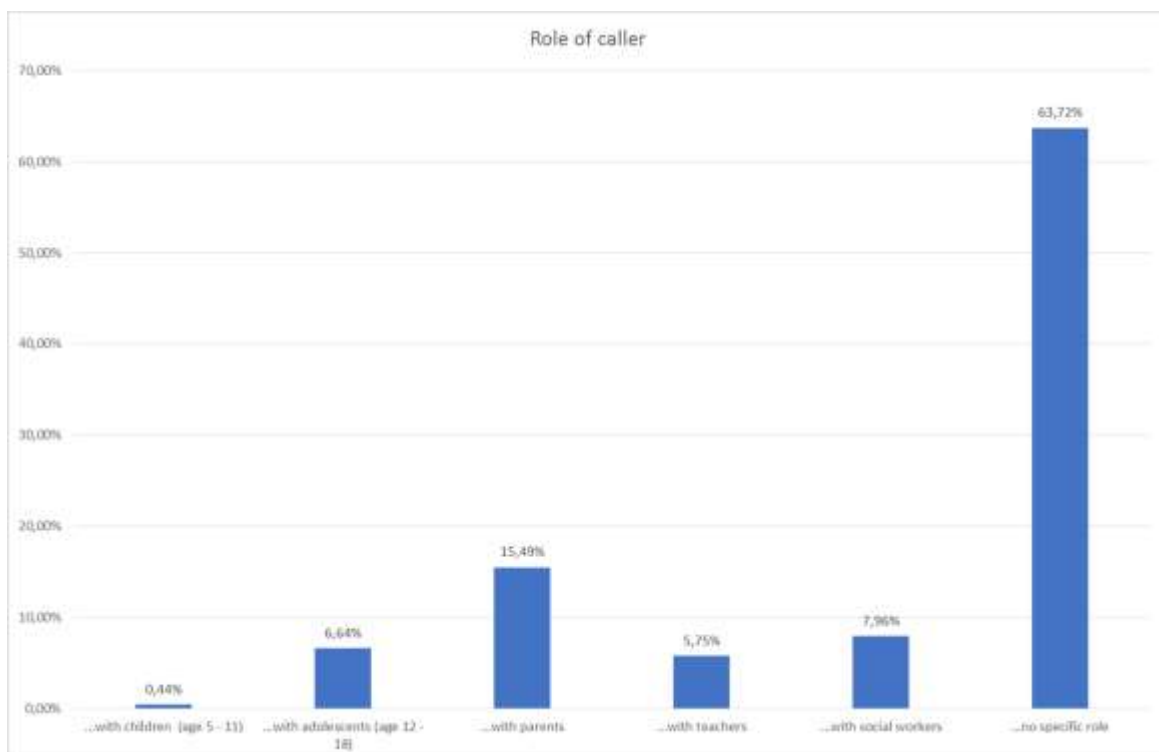
The BEE SECURE project is partly funded by the European Commission. As Luxembourg's safer Internet awareness-raising centre under the European Insafe network, it cooperates with similar structures across the continent.

The new BEE SECURE Helpline (8002-1234) gives children, young people, parents and educators the opportunity to seek personal counselling and guidance on all aspects of using the new media. All calls are free of charge.

In 2014 we received 226 calls (compared with 135 in 2013). The successful "Clever klicken!" campaign, which struck a chord with many people, was largely responsible for this near doubling of calls.

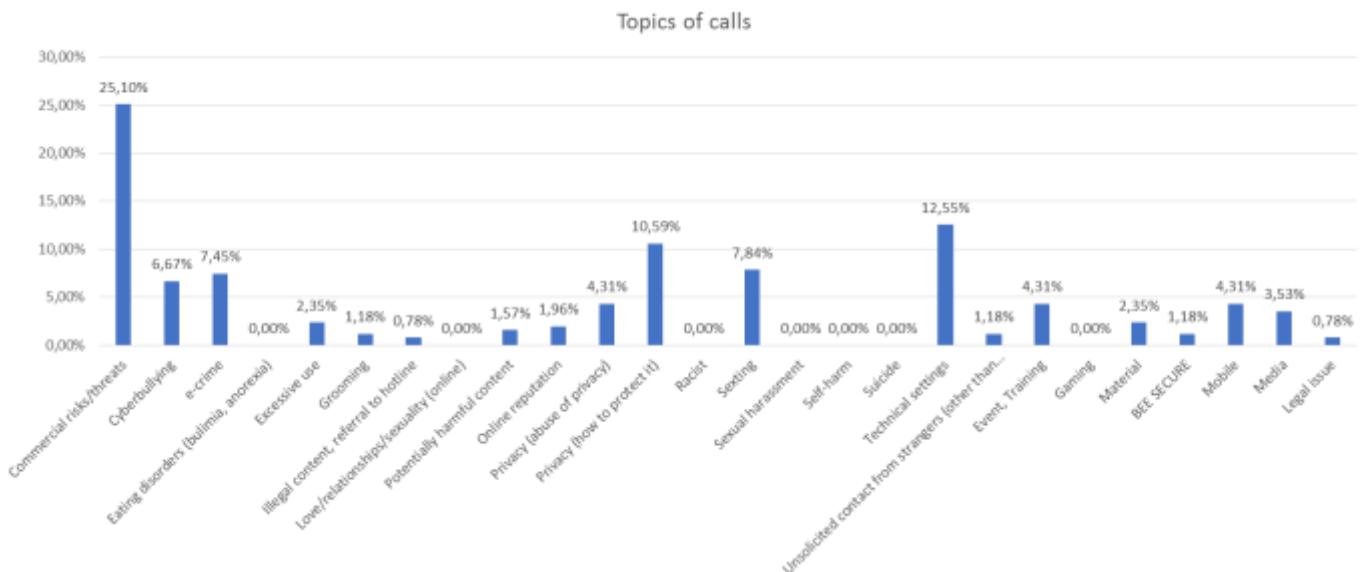
As in the previous year, in 2014 the majority of callers to the helpline were female (127, compared with 99 male callers).

Who's calling?



The above diagram shows that, more than in the previous year, many callers rang with personal concerns (63.72%) rather than on behalf of someone else (a parent for a child, a social worker for a school pupil, etc.). This was probably because of the theme of the "Clever klicken!" campaign. The specific problems raised (see the next diagram) were largely to do with direct technical questions – security settings, phishing emails, etc.).

Main problems raised by callers



In 2014, more even than in the previous year, the core topics were commercial risks (phishing, chain mails, misleading terms of use), technical settings (anti-virus programmes, filters, parental control software and spam) and privacy protection.

We also heard from victims of sexting, cyberbullying and grooming. Concerned parents used the helpline to voice worries about their children's addiction to social networks or computer gaming. As well as giving technical advice, therefore, we were also called on to provide counselling.

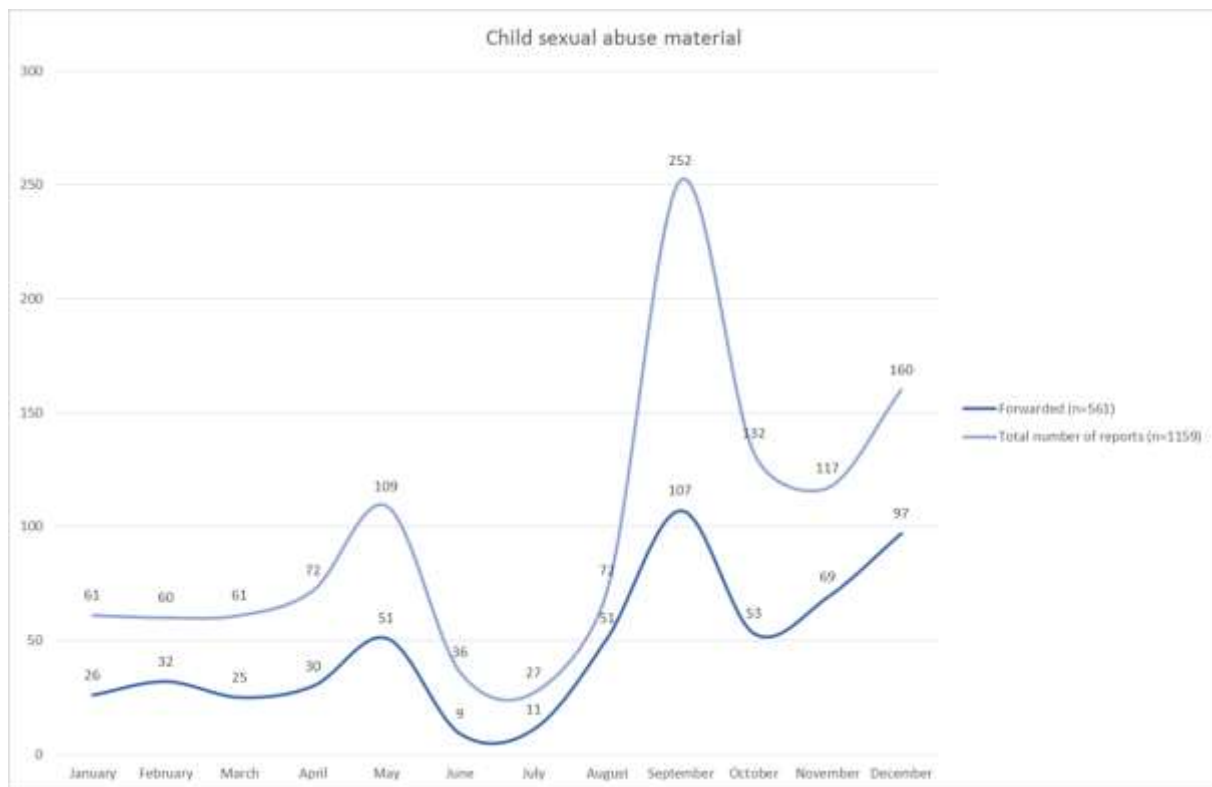
The BEE SECURE Helpline is manned exclusively by Kanner-Jugendtelefon's trained professional staff.

3.5 BEE SECURE Stopline



Illegal Internet content can be reported to us using the BEE SECURE Stopline.

Sexual abuse depiction statistics

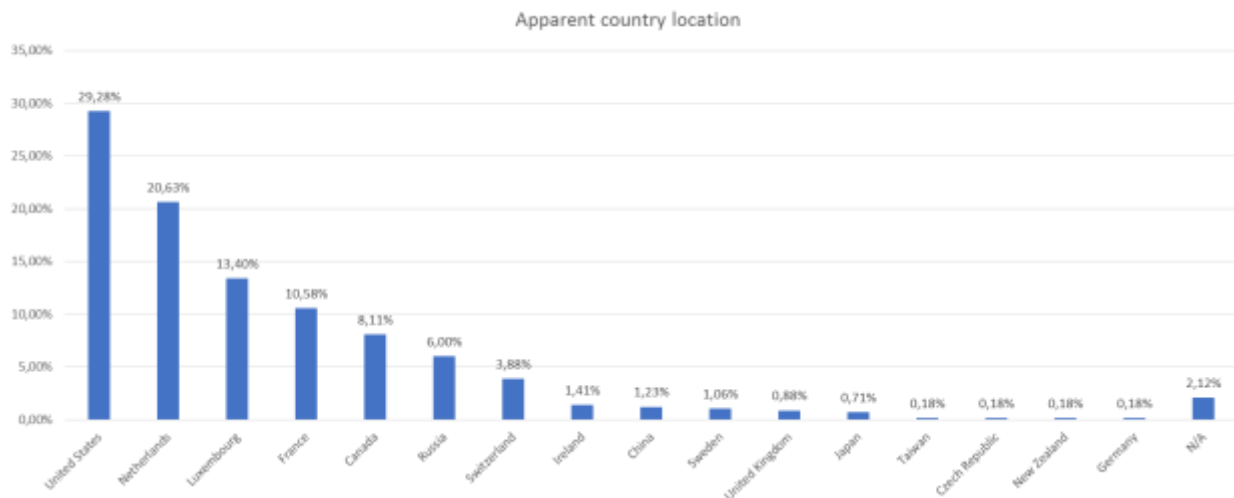


In 2014 we were sent 1159 depictions of the sexual abuse of minors. This figure was 48% lower than in 2013 but similar to 2012 (1 156 reports).

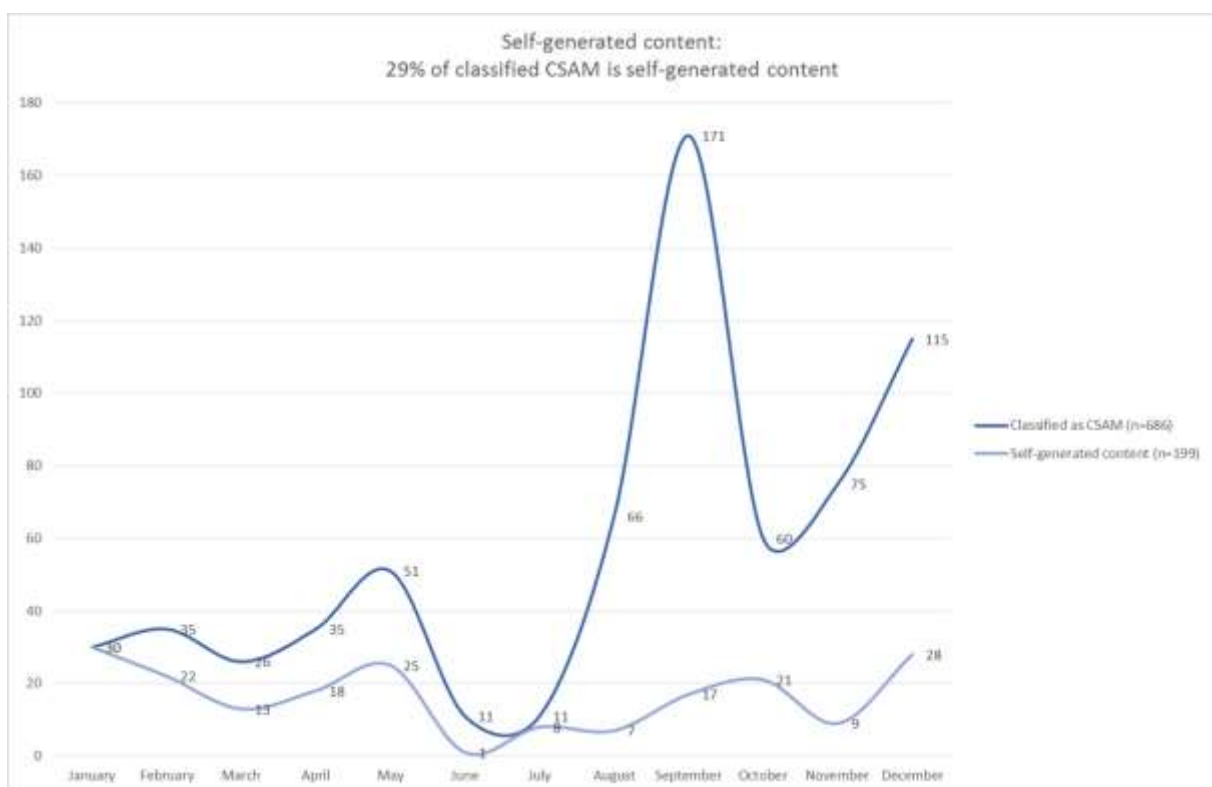
638 of these reports (59%) were examined by specially-trained staff and found to relate to illegal activity.

561 reports (48%) were forwarded to the criminal investigation authorities and/or the relevant partners in the Inhope hotline network.

125 reports (11%) were received via the Inhope network.

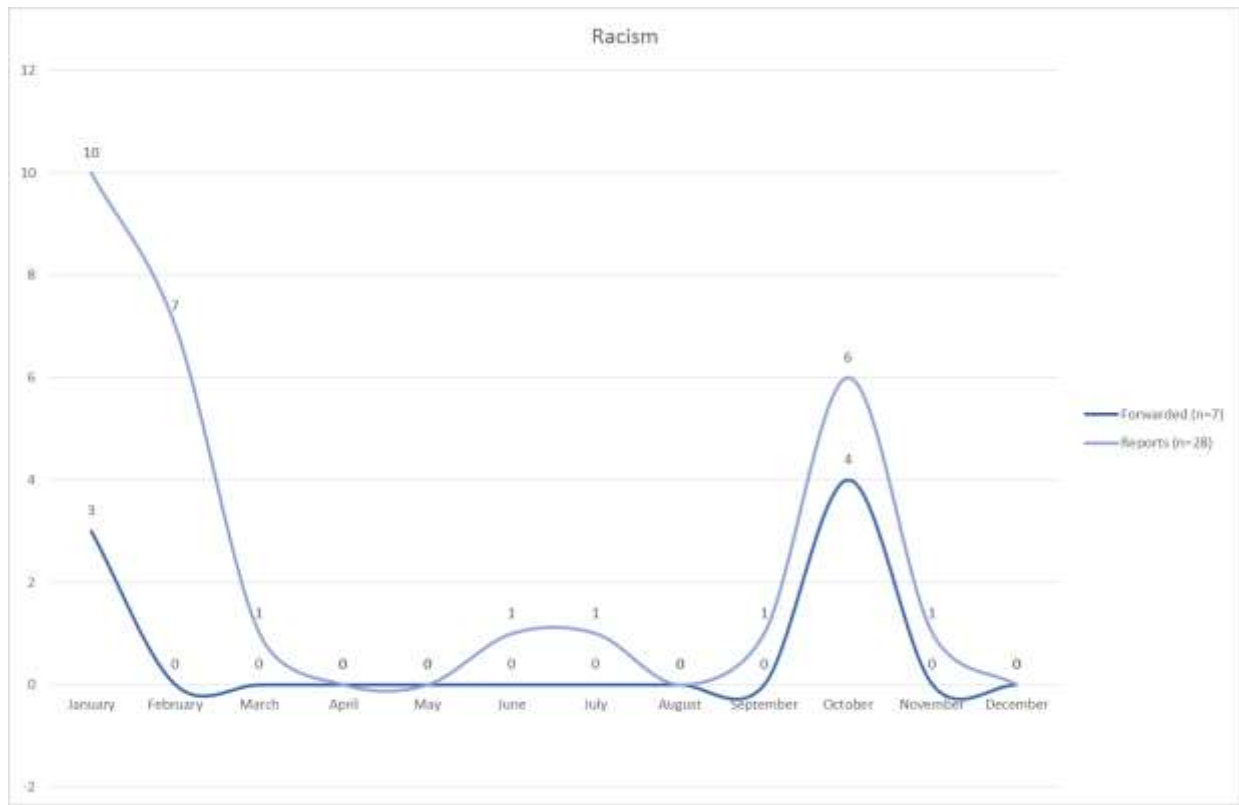


The above diagram shows that 13% of these depictions of sexual abuse originated in Luxembourg. All of the corresponding reports came to us via the Inhope network.



199 reports of the depiction of sexual abuse (29%) can be classified as self-generated "sexting". Unfortunately we do not know why this content was generated. In certain cases we are only able to surmise that it was produced in the context of grooming or blackmail, but in others it may have come from stable relationships or from children's sexual experimentation.

Racism



Compared with the previous year, in 2014 we received 40% more reports of potentially discriminatory, racist and revisionist content (28 reports). Seven of these were forwarded to the criminal investigation authorities and/or the relevant partners in the Inhope network.

4. New projects

4.1 Development of online help for parents in English



In January 2014 the Luxemburger Wort wrote about Kanner-Jugendtelefon's new counselling service "Online Help supporting parents".

This project was set up following a survey in 2012. The outcome of the survey showed a clear need for English counselling for English-speaking families and institutions.

91% of the parents who were contacted (20 men and 75 women) were in favour of the creation of an English-language helpline.

The main interest related to the following issues: school, living in Luxembourg and puberty.

The survey showed clearly that there was a need for and interest in an English-speaking helpline.

We therefore published an article in the Wort about our need for volunteers and financial support for this project. Around 30 volunteers contacted us and we received EUR 10.000,- as starting capital.

In the meantime we continued to work on the realization of the project. One of the main elements was to develop manuals for training English-speaking counsellors.

In March 2014 we organised an information evening at which three groups were set up:

- a training group for online help/phone counselling for children/adolescents and parents;
- a translation team for our website/working papers in English;
- a promotion/sponsorship outreach team.

At the end of April 2014 we started with the intensive and time-consuming task of training the first group of 20 English-speaking volunteers. At the end of 2014 this group was ready to start the English Online Help service under supervision.

At the same time we set up a team to translate our webpage into English. This was a technical pre-condition for Online Help service.

At the end of 2014 we received more funds from sponsors. We started with the resources we had and continued our ongoing search for more financial support in order to ensure the quality of counselling (training, supervision) and to give form to the urgent need for external publicity. The first queries from parents have now been dealt with.

Our thanks to all those who have strongly supported this project.

4.2 Ambassadors visit schools – No-one should be on his own

This project was a direct consequence of the effort to find new ways of directly contacting children and adolescents. The idea of KJT ambassadors was born.

A team of volunteer ambassadors was trained to create awareness of the KJT project in Luxembourgish schools (primary classes 5 and 6).

A child-friendly concept for creating awareness of KJT in schools was put in place by the University of Luxembourg in cooperation with the KJT management as part of a module on “Planning social and educational intervention” and was then tested. The Ministry of Education, Children and Youth gave us permission to take our project to primary schools.

The volunteers worked with the children on the following topic:

“To whom can I turn when I am helpless, have nobody to talk to or need help?”

- the subject was discussed in class
- each session took around 1-2 teaching hours

The ambassadors seek to make children and adolescents aware that everybody may, sooner or later, have a problem, large or small, to deal with and that all children have the right to receive help. No one need stay on his own. Children and adolescents are encouraged to call the KJT number 116111.

Since mid-2014 our ambassadors have been invited quite regularly into schools, and they report substantial interest among the children. These direct contacts have had an obvious impact on both our phone and Online Help services.

We look forward to receiving more invitations.

4.3 Film project

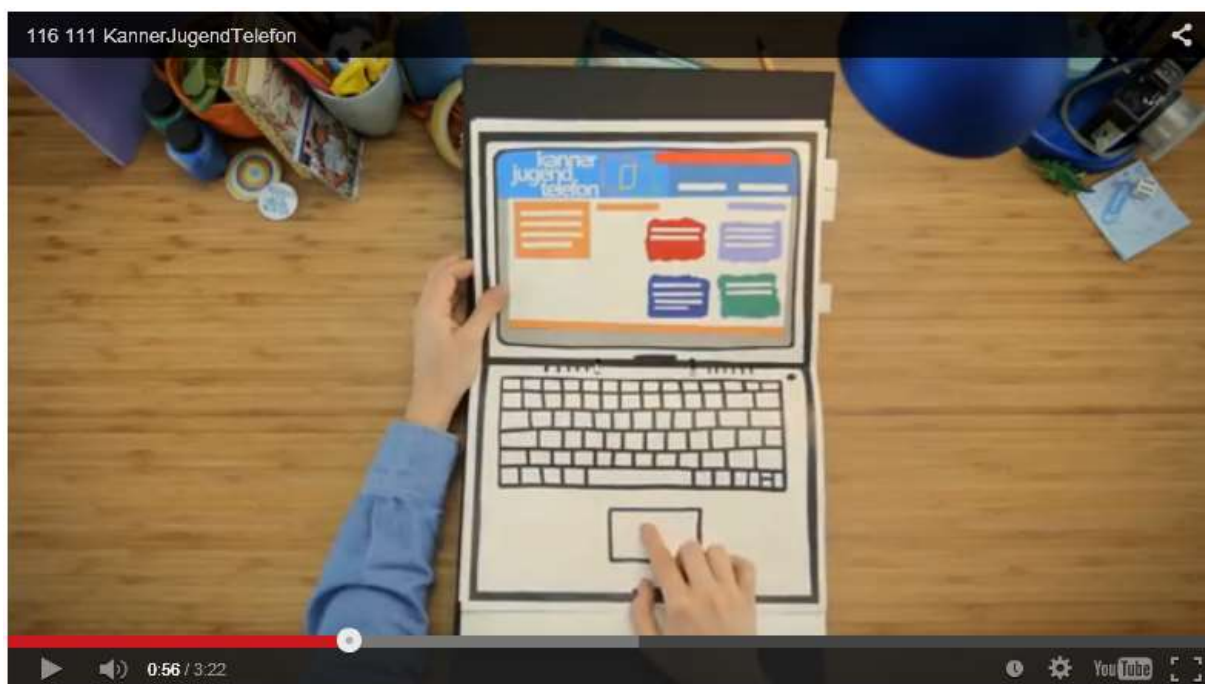
The new KJT phone number, 116111, will take some time to be known.

Faced with this challenge, one of our sponsors came up with a fantastic idea for which we received funds to help us develop an international film project.

Through our membership of Child Helpline International (CHI), a documentary film in English has been translated into Luxembourgish and adapted for our national helpline.

The documentary shows in an original way how KJT functions. A young adolescent was chosen to do the voiceover in a recording studio, and the goal was to encourage children and adolescents to phone us.

Thanks to all who made this project feasible.



Under the motto "watch, enjoy, like, share, tweet" we encourage everyone to watch our new film http://youtu.be/mF2DRqx_fk4 and forward it to friends and acquaintances.

5. Public relations and press

Public relations are a very important part of our work.

The key tasks are to make regular updates of our webpage and Facebook page, publish in-depth articles in the Luxembourgish press and maintain our presence in schools and at a range of events.

WEBPAGE

Our webpage has been updated, adapted and migrated to the most recent Joomla version to ensure that we meet the latest safety standards.



This was made necessary not only by the launch of our new English-language Online Help for parents. It also allows us to reach a greater number of people, with the result that we meet the needs of Luxembourg's multicultural population.

PRESS AND PUBLIC RELATIONS WORK: What has happened so far?

19.12.2014 Anonymous encouragement (the KJT philosophy: listening and joining forces to find an answer): <http://www.journal.lu/article/anonyme-mutmacher/>

19.06.2014 Anonymous counselling: Kanner-Jugendtelefon on www.caritas.lu:
<http://www.caritas.lu/Actualit%C3%A9s/Anonyme-Beratung-Entwicklung-des-%22Kanner-Jugend-Telefon%22>

28.05.2014: Interview with Barbara Gorges-Wagner on Radio 100,7:
http://www.100komma7.lu/lu/d-archiven-vum-radio-100,7/archiv/programmesemissionfiche/n_252662/dossier-vum-dag

22.05.2014 Interview with Kanner-Jugendtelefon, BEE SECURE and ORK on RTL:
<http://tele.rtl.lu/emissionen/top-thema-magazin/3014917.html>

20.05.2014 Interview with Barbara Gorges-Wagner on Eldorado:
<http://news.eldo.lu/aktuell/headlines/33435.html/49550.html>

20.05.2014 Interview with Barbara Gorges-Wagner on RTL Radio:
<http://replayaudio.newmedia.lu/2014/05/20/f603ce2b707e5d422cdc8b259d3eb572.mp3>
<http://replayaudio.newmedia.lu/2014/05/20/684bfa402d398ae5a9ae3cd3809947f3.mp3>

19.05.2014 RTL television interview
<http://tele.rtl.lu/emissionen/de-journal/3014731.html>

14.04.2014: Interview on Radio 100,7 on the topic "Easter holidays as a critical event"
http://www.100komma7.lu/files/6/12/250366_invite-vum-dag.mp3

March 2014: 707 children and young people have contacted the number 116111
www.rtl.lu/letzebuerg/519869.html

In addition to our publications and presentations in the press, we were very visible thanks to our posters in the Luxembourgish town buses.

In 2014 all communes and doctors received a KJT information pack by post.

6. Networking and cooperation with other organisations

A. National networking and cooperation

In 2014 our networking remained strong. We were active in various working groups:

- Young mothers
- Porno AG
- Intervention in schools (ESA)
- Plan PUE (emergency plan school)
- Cooperation SNJ-KJT-Police
- Cooperation SNJ-KJT
- Trauma AG
- S.O.S. Détresse

May 2014: Invitation from the Police; subject "Preventing addiction – an evaluation of the situation in Luxembourg"

Events

Safer Internet Day 2014
Teenage Dream, Diekirch
Conference ECPAT
Multimedia week, City Concorde
On Stéitsch
Parents' evening, commune of Weiler-la-Tour, presentation of the "Elterentelefon"

Organisation of training sessions and seminars:

Last year we continued to offer seminars for SCRIPT (Service de Coordination de la Recherche et de l'Innovation pédagogique et technologique).

- "What is happening with you?" – When my pupils' worries worry me. What can I do as a teacher to support and strengthen my pupils?
- Cyberbullying

We gave more seminars on BEE SECURE:

Parents	
BEE SECURE for parents	24
Facebook: All in One	8

Seniors	
BEE SECURE for silver surfers	2
Children and adolescents	
BEE SECURE for schools	4
BEE SECURE for youngsters	15
Teachers	
Presentation on sexting	
Educators	
Special Seminar for LTPES Dageselteren	
Bibi on the Internet: Internet for 3-6 year old children in the pre-school and external environment, EFJ	
How to deal with the media in daily childcare, Agence Dageselteren	
General	
BEE SECURE for the general public (Clever klicken)	2

A. International networking and cooperation

Kanner-Jugendtelefon is an active member of the following international associations:

Child Helpline International

Child-Helpline meeting, London

INSAFE: European network of Safer Internet Centres

Insafe training meeting, Bratislava
Insafe training meeting, Vilnius
Bursary Exchange, Bulgarian Helpline, Luxembourg

INHOPE: International association of Internet hotlines to fight illegal Internet content

INHOPE communications workshop, Amsterdam
INHOPE Annual General Meeting, Warsaw
INHOPE Horizons Working Group, Berlin
INHOPE General Assembly, Dubrovnik

eNACSO (European NGO Alliance for Child Safety Online)

eNACSO meeting, Budapest
eNACSO meeting, Rome

7. Ongoing training for volunteers

Our phone and online counsellors are confronted with a great variety of problems. Ongoing and in-depth training is needed to secure the quality of our counselling. Our staff are required to attend ongoing training and must participate in at least two of the training sessions on offer.

In 2014 we offered the following sessions for our volunteers:

Friday 7th March, 19.00-22.00; Saturday 8th March 2014 09.00-17.00

Patchworkfamily: what do I need in order to give good counselling?

Speaker: Diplom-Psycholog Hans Dusolt, director of Caritas – counselling for parents, children, adolescents and families – in Munich/Sendling.

Wednesday, 12th March, 19.00

All about sexuality. What possibilities does the family planning service offer?

Friday 16th May, 19.00-22.00; Saturday 17th May, 09.00-17.00

Facebook: how can we support children, adolescents and parents to make use of Facebook in a positive way?

Speakers: George Knell, Barbara Gorges-Wagner

Wednesday 18th June, 19.00

Anonymous gaming addicts. An address for counselling and what it can offer

Speaker: Peter Kagerer

Wednesday 9th July, 19.00

The children's judge in daily life

Guest speaker on "The Ombudsman for Children's Rights – a special joy": René Schlechter

Saturday 19th July, 09.00-13.00

Supervision I. Changing one's view and taking advantage of the group

Speaker: Barbara Gorges-Wagner

Friday 26th September, 19.00-22.00; Saturday 27th September, 09.00-17.00

Sexual violence against children: why, prejudices, point of view. How can we give support and be with them?

Speakers: Barbara Gorges-Wagner and Nadine Vinandy (Planning Familial)

8th November, 09.00-13.00 2014 (Itzig)

Supervision II. Changing one's view and taking advantage of the group

Speaker: Barbara Gorges-Wagner

Wednesday 12th November, 19.00 (Itzig)

Riicht Eraus

Speaker: Daniela Cabeta

Friday 5th December, 19.00-22.00; Saturday 6th December, 09.00-18.00; Sunday 7th December, 09.00-14.00

Acting in a respectful way with your own limits and those of others. How to achieve this here, in daily life and during counselling?

Speakers: Barbara Gorges-Wagner, Theatre educator Peter Klein and Aline Hartz

Monday 24th March, 19.00

Information evening: candidate volunteers for English Online Help

One session had to be cancelled due to the speaker's illness.

Supervision: change of view

Supervisory sessions are crucial to the quality of our counselling service and are compulsory for all staff. They take place every month and are given by specialists.

Supervision group I Aline Hartz

Supervision group II Irmgard Forse

Supervision group III Dorothee Jacoby Urban

Parent hotline supervision: Barbara Gorges-Wagner

Online supervision: Barbara Gorges-Wagner

December 2014: Information evening to start a new period of training

40 volunteers came together on this evening to receive information about working with Kanner-Jugendtelefon.

8. Data collection

We have developed a new software system for statistical purposes. We are looking forward to all the new possibilities this offers, but at the same time we are glad that this has already made our work perceptibly more efficient.

In the near future we need to focus on the quality of our staff and volunteers in order to increase their feeling of "belonging" to the organization. In the meantime we have migrated our webpage, as this was very necessary to meet technical requirements.

9. Focus on "Resilience"

Two Wolves

An old Indian woman sat at the campfire with her granddaughter. It was already dark, the fire crackled and the flames tickled the sky. After a moment of silence, the old lady said: "Do you know how I sometimes feel? It's like two wolves that are fighting each other inside my heart. One of them is vengeful, aggressive and savage. The other one is affectionate, gentle and compassionate." "Which one will win the battle and conquer your heart?" the girl asked. After some thought the old woman answered: "The one I decide to feed".

Resilience – What reinforces the mental state?

Resilience is a wonderful word. It describes the gentle but persistent strength of a reed that is being pushed down by the wind, but that is able to straighten itself again time after time. A big oak can be uprooted and destroyed by a storm, but a reed rises as if nothing happened.

On first standing, a child will fall. It stands up again, falls again, takes a few steps and falls once more, and does so over and over again until it can walk upright. Every child is highly motivated to belong to the human species, which walks upright.

An adolescent who has just received a bad mark will not be devastated. He will learn from his failure, get up and carry on.

A couple that divorces is not on the edge of ruin. The family will reorganize; the members of the family will grasp any opportunity that presents itself.

Resilience describes the internal endurance that allows people to perceive pressure, conflict and defeat as challenges of life, not only helping them to cope but even to progress.

Last year KJT noted an increased incidence of mental issues like fear and sorrow, depression and even suicidal thoughts. This significant increase was observed not only in adult callers, but also in adolescents.

Sometimes in our lives our bouncebackability vanishes and lets us down. During phone calls or online consultation sessions we try to restore and empower the caller's resilience. We encourage the "fallen" to "stand up again".

The Indian woman's story above demonstrates that we reinforce those things that we direct our attention to. Which wolf will we feed? KJT supports the love of life, emphasizes people's strengths and directs us to those things that bring us happiness.

Resilience is not congenital. It is not a static skill but rather one that can change over time. Resilience is a skill that comes to the surface during tough life situations. This is why, during child raising, it is very important to confront children with appropriate requirements. This allows them to build up a good capacity for resilience. Children will get confronted with experiences which we cannot protect them against.

A child, adolescent or adult with good bouncebackability is also someone who will not lose faith in himself and the world during adverse situations.

At KJT we try to empower those seeking help by reminding them of their own potential and encourage them to develop those things that are blocked by adverse situations. Life is full of circumstances that will bring us down. It is important that we don't stay down but rise again and again.

It is our consultants' task, in a competent and committed way, to help people protect themselves against falling.

10. Outlook

A. Public relations work

In 2014, our focus was on public relations work and we introduced two projects with great enthusiasm:

- Film project
- Ambassadors for the KJT

It is now essential to continue both projects. We aim to promote the now available film in every possible direction. This is why we are thankful for any support and we hope that the message of the 1 1 6 1 1 1 will reach as many children and adolescents as possible.

Our ambassador project lives on invitations from schools, day-care centres, etc. We have made a good start and we want to further intensify this.

B. English-language Online Help

The foundations of the Online Help service for English-speaking parents have also been laid and the project has got off the ground. We have a team of sixteen counsellors accompanied and supported by English-speaking trainers. We have also built a translation team which enables us to run a trilingual website (German, French and English).

It is now crucial to firmly establish our online help in order that as many parents as possible can make use of it. Accordingly, this is also a part of our focus on public relations work.

In this context, a conference will be held on 9th June at the International School of Luxembourg.

In June, we will also launch the English Online Help service for children and adolescents. Targeted public relations work will be part of the new launch.

Another important step is to integrate English Online Help fully into the KJT organization. The idea is to organize a joint event in 2016.

It is extremely important to us to strengthen and further develop our national networking.

One part of this will mean bundling synergies and strengthening our collaboration with partners like Fondation Kannerschloss, the Red Cross and the Ligue medico-sociale, whilst keeping in mind the constantly changing social situation.

In 2006 we started the parents' helpline as a pilot project; it is of note that this service will turn 10 years old in 2016/2017.

11. The KJT team

Barbara Gorges-Wagner

Aline Hartz

Georges Knell

Margit Wypchol

Carole Braganca

Emine Gül

12. Donations

We would like to thank AFP-Niederanven, Arcelor Mittal, Six, Rotary Club Luxembourg Hearts and the children's choir "Leifeckercher aus dem Kordall" for their generous donations.

You can support us with a donation. Our bank account details:
IBAN: LU16 0019 1300 0412 6000 – Caritas J+F asbl KAJUTEL

Our warmest thanks to all those who have supported Kanner-Jugendtelefon with their commitment and their work.
The effort and time invested has proven invaluable for many children, adolescents and parents.



Kanner-Jugendtelefon is carried by:



Caritas Jeunes et Familles

in collaboration with:



Fondation Kannerschlass



Ligue médico-sociale



Croix-Rouge

within a framework of a convention of the Ministry



Ministerial agreement: CO-FC/014/2008 & EF/SFCA/007