

**HOW CAN
I HELP MY SON TO COPE?**

HOW CAN I HELP MY DAUGHTER?

HOW TO COMMUNICATE WITH MY DAUGHTER?

WHAT TO DO TO HELP HIM?

MY 10 YEARS OLD SON IS WORRIED ALL THE TIME.

**HOW CAN I REACH
OUT TO MY SON?**

**MY DAUGHTER
HATES HER SISTER.
HOW TO CHANGE
HER ATTITUDE?**

IS THAT NORMAL?

**IS MY DAUGHTER'S
BEHAVIOUR BAD?**

DOES HE HATE ME?

**AM I THE ONLY ONE
FEELING THIS WAY?**

**HOW CAN I
SUPPORT MY
DAUGHTER?**

**WHERE CAN I GET
HELP FOR MY SON?**

**SINCE WE MOVED
HERE, MY SON IS
NOT DOING WELL
AT SCHOOL. HOW
CAN I HELP HIM?**

**DIVORCE HAS BEEN
VERY DIFFICULT ON
MY CHILDREN,
HOW TO HELP
THEM TO GET
THROUGH IT?
IS SHE NORMAL?
WHAT TO DO?
DOES HE NEED HELP?**

**HOW
TO SUPPORT
MY CHILDREN?
HOW?
WHERE TO SEEK
SUPPORT FOR
PARENTING?**

**Parenting Questions
and Concerns ?**

You Are Not Alone.

Online Help is here to support you.

“

I am happy. You helped me to have a better contact with my daughter. Thanks! ”

– Jean A.

“

Now my understanding of my son is much better. This enabled us to establish a better communication and to improve the relation. Thank you. ”

– Joanne T.

“

My situation seemed helpless. Now I have a clear idea. Thank you for helping! ”

– Michael J.

What is Online Help?

Online Help is an email service aiming to support parents and carers of children by providing direct access to experienced and trained counsellors.



Online Help is offered by Kanner-Jugendtelefon (KJT), the organisation and specialist for helplines in Luxembourg for over 20 years.

The founding organisations of KJT are Caritas Jeunes et Familles a.s.b.l. in collaboration with Croix-Rouge, Fondation Kannerschlass and Ligue Medico-Sociale within a framework of a convention with the Ministry of National Education, Childhood and Youth. KJT is internationally networked with Child Helpline International (CHI), INHOPE, The European NGO Alliance for Child Safety Online (eNACSO) and Insafe through The National Safer Internet Center, BEE SECURE.

Who can contact us?

Many people who email us are speaking about their concerns for the first time and our counsellors understand how hard this first step can be.

You are not alone.

Each year, the number of contacts we receive from parents and carers increases. Parents, step-parents, carers and grandparents email us because they wonder if their worries are justified, or if their child's behaviour is really of concern. Others have children struggling to get the help that they need, or need coping strategies to manage their child's behaviour. Many parents feel guilty – they feel that their child's problems are all their fault. Our counsellors are skilled in listening and do not judge.



How to start?

- 1** Go to www.kjt.lu and click on Online Help on the right side of the screen.
- 2** In the field "Pseudo" you can use a nickname to stay anonymous.
- 3** Once you have sent your message, a window will open where we will recap your nickname and you will receive a code for your request.
- 4** To see your reply, you need to login with your nickname and the code for your request. Then you will have access to your answer.

You will get a personal and confidential answer to your first request within 3 days, at the latest. If a regular contact is established, you will get your answer usually within 7 to 10 days.

Our principles

Anonymity

You don't need to tell us your name or to give us any details about yourself. By emailing us, you stay completely anonymous.

Confidentiality

Our employees are bound to confidentiality. No information will be passed on.

Self-determination

Parents contacting us, will receive our support to clarify the depth of their concerns. They alone decide whether there are consequences, and if any, what those should be. We support them in their quest to find their own solutions, and if necessary, we show the way for further counseling.

Openness

We are open to all questions and issues and we believe that it is always worthwhile to seek dialogue with others, especially if the problems worsen or accumulate.

Respect

We respect everyone who contacts us no matter what his/her circumstances are.

Tolerance

We unconditionally respect the philosophical and religious beliefs of the parents.



Online Help

supporting parents

Offered by:



www.kjt.lu

Supported by:



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