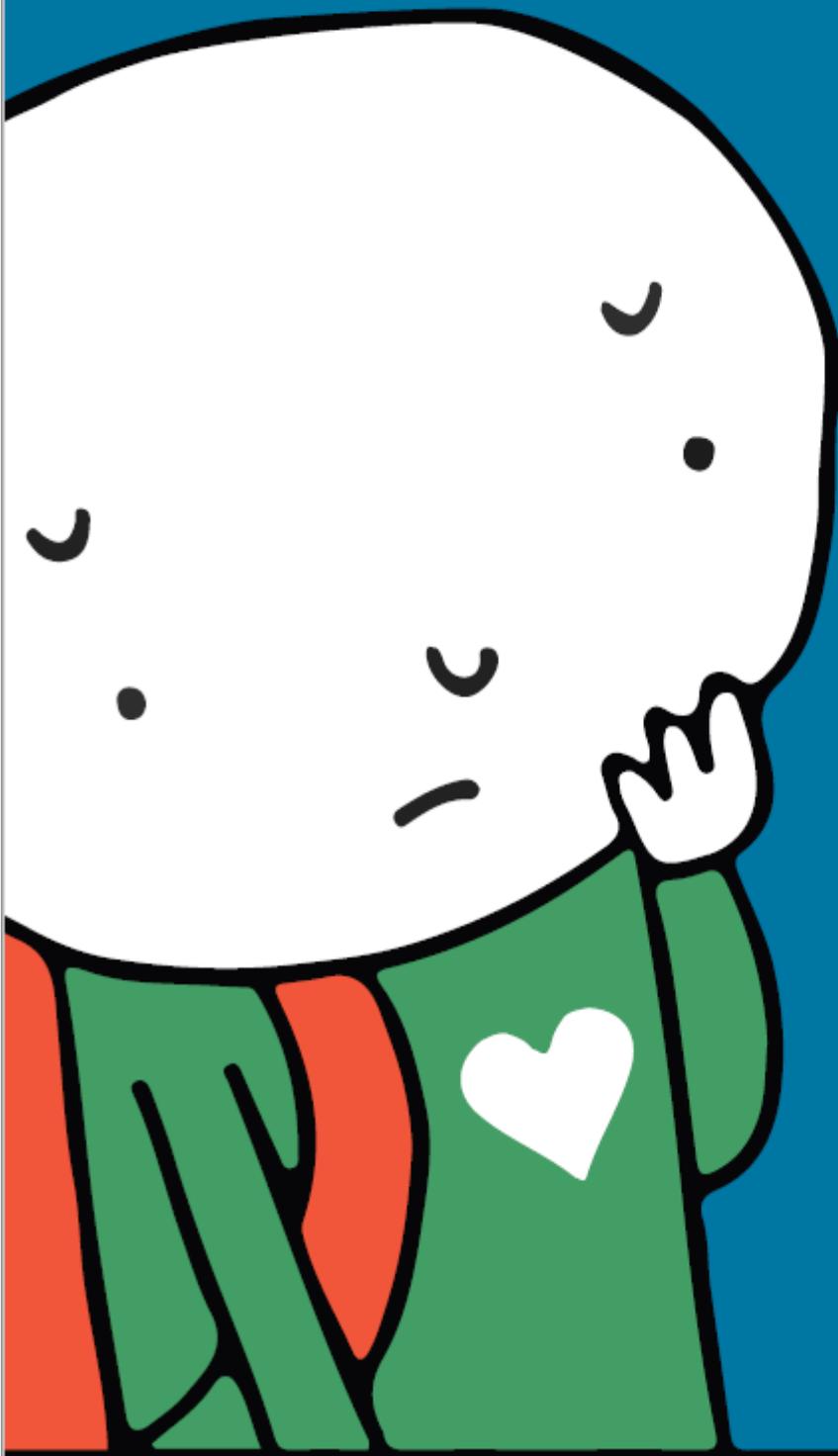


LISTENING
AND HELPING



2019

ANNUAL REPORT

ANNUAL REPORT 2019 – (KJT) Kanner-Jugendtelefon

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1.0 Preface

Dear Readers,

We are pleased to present the Annual Report for 2019 and hope you find it interesting and useful.

In 2019, we updated our visual presence. The year was dominated by our new BOD campaign that will extend over the next three years. BOD is the new mascot of the (KJT) Kanner-Jugendtelefon and is featured on our new green posters that are displayed in schools, "Maisons relais" (childcare centres), youth clubs, doctors' surgeries, etc. The posters invite children and young people to contact the telephone number 1 1 6 1 1 1 with their worries and in crisis situations, or to contact the Online Help www.kjt.lu.

Our thanks go to Farshad Afsharimehr, who volunteered with great commitment and know-how in the development of the poster and advertising material.

At the heart of the campaign is a certified training course for educational staff, which focuses on children's feelings and how to deal with them, together with the BOD mascot and the number 1 1 6 1 1 1. Many thanks to all those who so generously supported this project, and special thanks to Caritas Jeunes & Familles, which made it possible for that training course, entitled "Auch Kinder haben Sorgen - BOD hilft: Wie mit Kindern über ihre Ängste und Sorgen sprechen?" (Children have worries too - BOD helps: How to talk to children about fears and worries?), to be introduced in all "Maisons relais".

Thanks to everyone who so gladly participated in and learned a lot from the training course. BOD and dealing with feelings are a not inconsiderable success story.

The Red Cross and others are currently in the process of putting that training into effect in their centres in the context of "Bientraitance" (a constructive approach to care and education). We would also draw your attention to a short professional article about emotions entitled "En ligne de mire" (Focus point).

We have taken a big step forward this year towards our goal of bringing our national assistance number 1 1 6 1 1 1 to the attention of families, children, young people and educational staff.

Our ambassadors, now reinforced by BOD, have also contributed through their tireless efforts.

In crises, and in particular when a young person has suicidal thoughts, it can be difficult to communicate. Feelings of helplessness can be overwhelming, both for the young people concerned and their parents. Students of the European School have taken the opportunity to create a very impressive video under the patronage of Tessy Anthony de Nassau. The video shows vividly when and how teenagers can reach their limits and how unsettling this can be.

Thank you to everyone who made this fantastic project possible. Here, too, the main goal was to bring the KJT message "you are important" and "you are not alone" to the attention of as many young people as possible.

Compared to the previous year, contacts with those seeking advice have continued to increase on all our helplines, with the exception of parents' telephone lines. In total, 1713 (2018: 1618)

people contacted us through our helplines. On 1 1 6 1 1 1 we received 782 calls (2018: 767) and on Online Help we registered 237 (2018: 218) contacts by young people and parents; the Parents' Telephone was used 180 times by parents and professionals (2018: 221). The BEE SECURE Helpline was called 514 times (2018: 412).

The BEE SECURE Stopline presented us with a challenge: on a local server, large quantities of illegal material on the sexual abuse of minors were hosted on the Internet. Figures in the field of racism (219) have increased (2018:124).

The data collected are a valuable tool for identifying gaps in the child protection system and for our advocacy for the rights of children and young people. We must ensure that children and young people are heard and respected. (CHI) Child Helpline International, the international association of national helplines states: "Every child has a voice".

68 volunteers are involved in the counselling work at the KJT, they work largely anonymously and under the radar. They form the backbone of the KJT. In 2019, 13 new volunteers started training, and the English-language online team has also received reinforcements.

I would like to take the opportunity to express my thanks for everything, even if it has not been specifically mentioned here.

Thank you to everyone who has supported us in any way at all in carrying out our tasks!

Barbara Gorges-Wagner

Manager of (KJT) Kanner-Jugendtelefon

2.0 KJT AND ITS SERVICES



Anonymous counselling and information for children and youngsters.

Cost-free number 1 1 6 1 1 1



www.kjt.lu Personal and anonymised online counselling for children and youngsters ; since 2015 also in English for children, youngsters and parents



26 64 05 55 Elterentelefon (Parents' Phone): counselling and information for parents, grand-parents and professionals



Counselling and orientation concerning the safe use of digital media, cost-free number 8002 1234



Reporting illegal content online, anonymous via <https://stopline.bee-secure.lu>

3.0 NUMBERS AND CURRENT TRENDS REGARDING THE VARIOUS HELPLINES

1992-2019 DEVELOPMENT OF CONTACTS FOR VARIOUS SERVICES



This overview shows the development of the various counselling services from 1992 to 2019.

The (KJT) Kanner-Jugendtelefon was founded jointly, in 1992, by Croix Rouge, Fondatioun Kannerschlass, Ligue Médico-Sociale and Caritas Jeunes et Familles. Today these services remain responsible for KJT, under the lead management of Caritas Jeunes et Familles. The founding of the KJT in 1992 took place in connection with the ratification of the UN Convention on the Rights of the Child.

From the very beginning, KJT has adapted to the needs and development of society. The phone counselling service for children and young people was expanded in 2003 to include web-based online counselling, and in 2007 the Parents' Telephone and BEE SECURE Helpline were added.

In 2013, KJT introduced the uniform European phone number 1 1 6 1 1 1. This phone number enables children and young people to contact the helpline even from other European countries.

The most important goal of the KJT remains unchanged. All children and young people in Luxembourg should be aware of the national helpline 1 1 6 1 1 1. No child or young person should be left alone with their worries, questions and problems - especially in a crisis situation.

All helplines are based on the basic principles of anonymity and confidentiality, i.e. they are extremely low-threshold in terms of access.

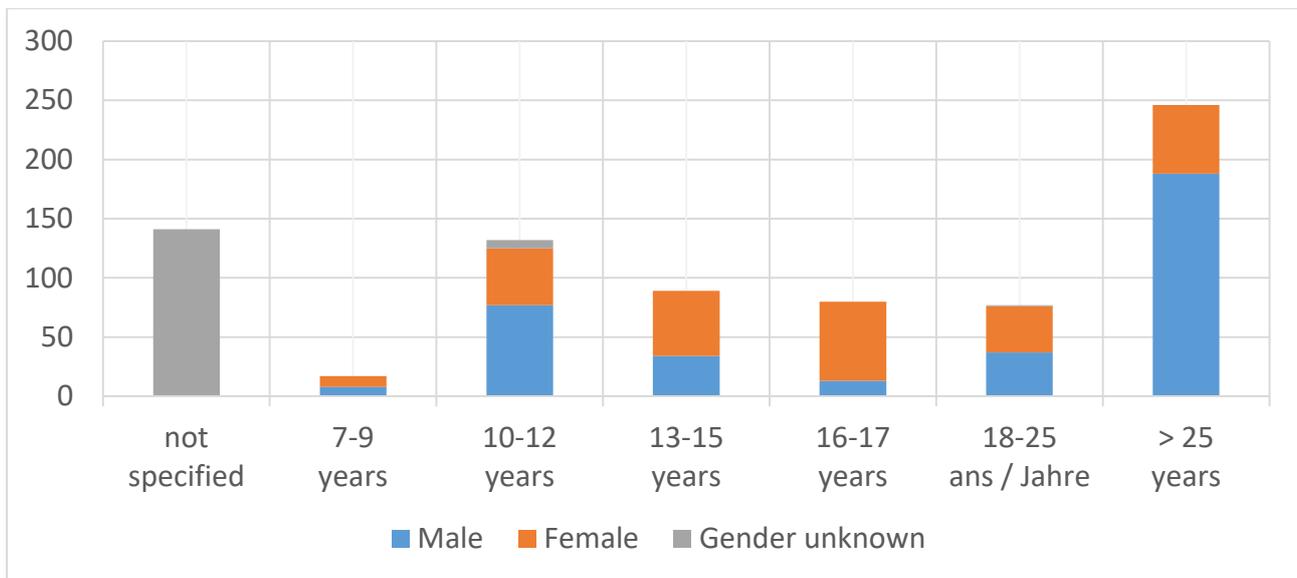
In 2019 we were contacted a total of **1713** times.

In comparison, we were contacted 1618 times in 2018. The figures reflect the need for support of children and young people, as well as parents and educational staff in problem and crisis situations. But they also show the impact of intensive public relations work and cooperation with partners on social networks. This is because only if the KJT services are known and accepted will they be used.

3.1 1 6 1 1 1 KANNER-JUGENDTELEFON

AGE AND SEX OF CALLERS

N= 782



782 children and young people contacted us about their concerns, questions and problems (767 in 2018).

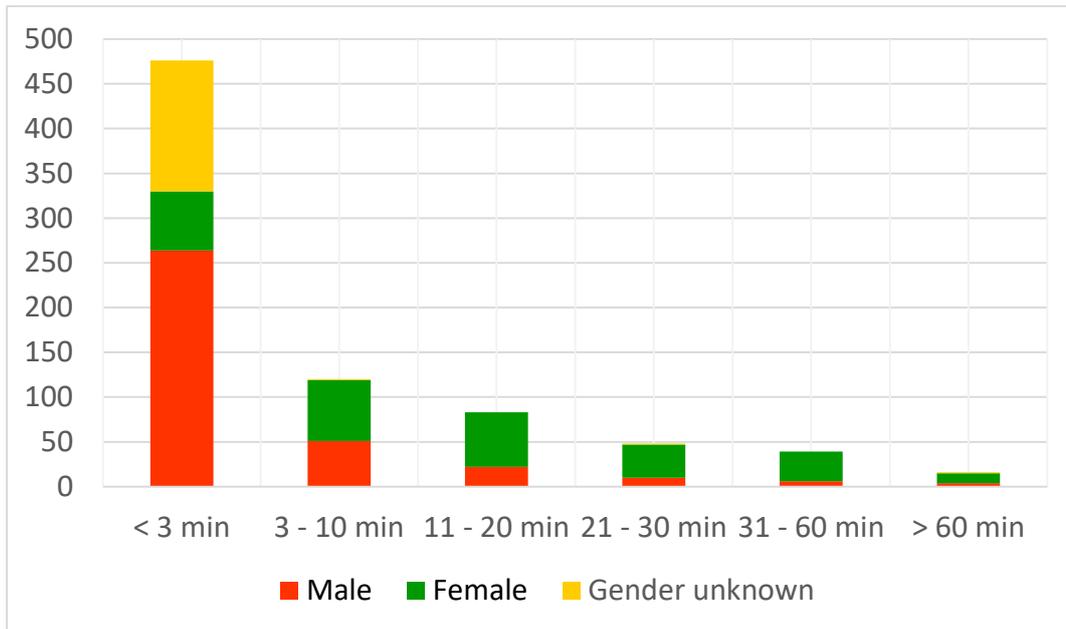
There was an even balance between the sexes.

The high frequency of calls from people over the age of 25 can partly be explained by the fact that there are some repeat callers who have often been using the helpline from a young age, knowing that they can always turn to the Kanner-Jugendtelefon in a crisis. Unfortunately, this year the high frequency of callers in this group is also due to an increased number of nuisance sex callers abusing the advice service of Kanner-Jugendtelefon for their own ends.

The group of callers between 10 and 12 years of age is in second place and, this year, their number exceeded that of the 13-15 age group. Young people in the 18 to 25 age group were in fifth place (fourth last year), above those aged between 16 and 17. We can therefore report that the callers were younger this year. This is probably due to the visits of our ambassadors to schools and classes in the third and fourth cycles. We also note this year that adolescents (principally girls) aged between 13 and 25 are using our online help service with ever greater frequency.

DURATION OF CALLS AND SEX OF CALLERS

N=782

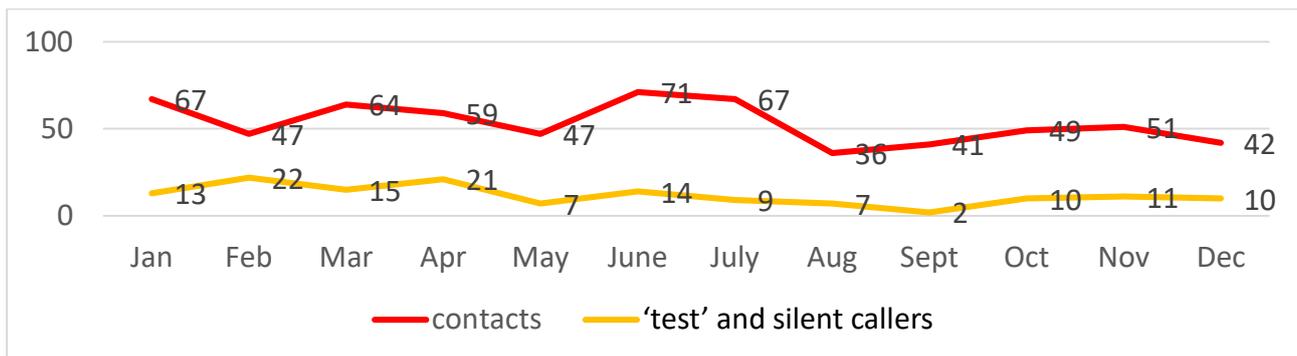


Contacts of less than three minutes were from children and young people who were exploring how the 1 1 6 1 1 1 number works. These are ‘test’ calls, fun calls or silent calls. Some of these callers do not (yet) dare to speak. We take all these conversations seriously and try to build up confidence. In some conversations it was not possible to ascertain the sex of the caller.

103 calls lasted longer than 20 minutes in total, and 55 even longer than 30 minutes.

NUMBER OF CONTACTS OVER THE YEAR

N=782



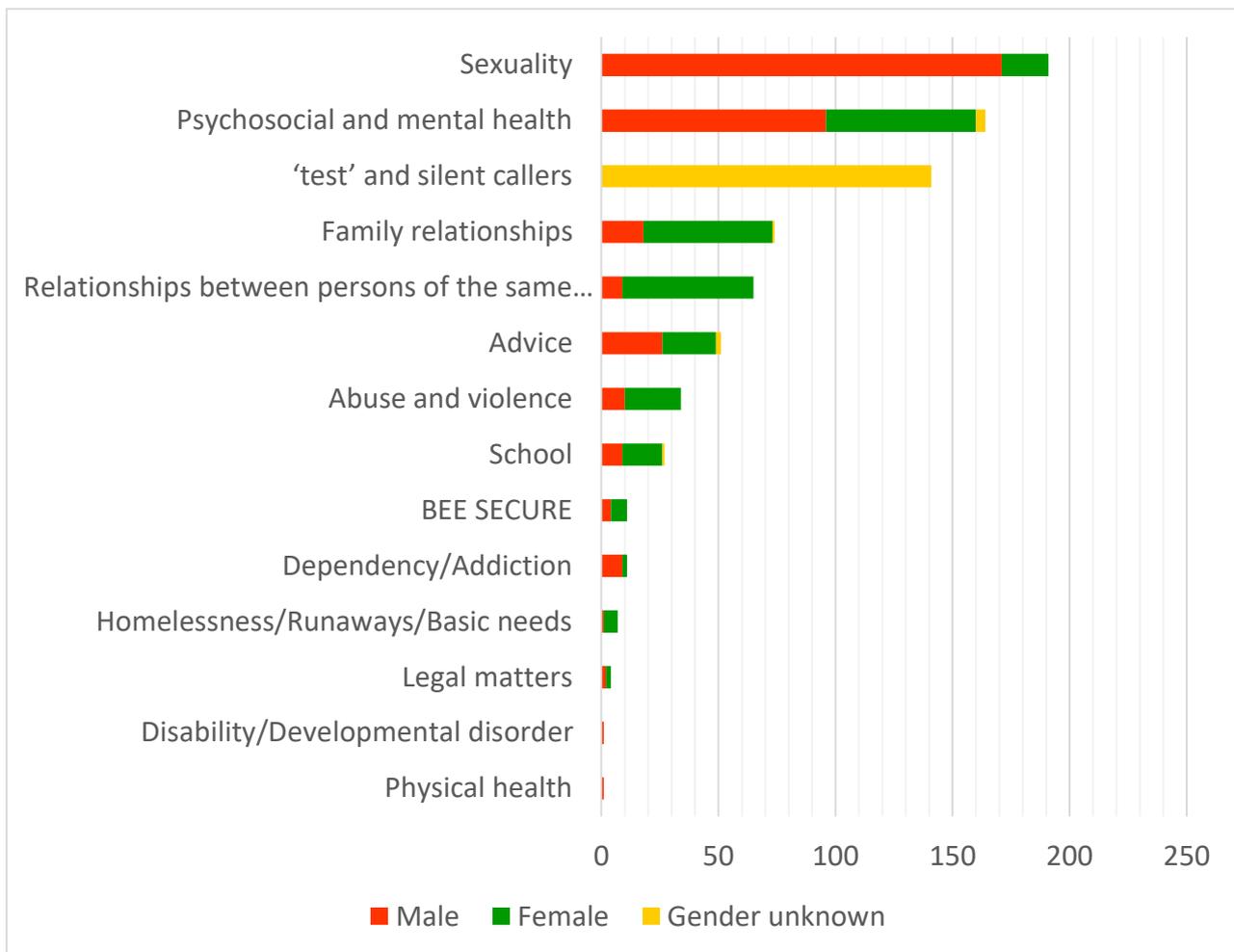
The graph shows the monthly number of contacts over the year.

In the course of the year there was considerable continuity, with peaks in January, March, June, July and November. Our contact figures correspond both to ambassadors’ visits, which were spread out over the year, and to our public relations work.

The number of ‘test’ and silent callers increased again in 2019 (141 in 2019, 128 in 2018, 159 in 2017).

MAIN TOPICS

N=782



The most common issues raised this year were the following:

- Sexuality
- Psychosocial and mental health
- Family relationships
- Relationships between persons of the same age
- Advice
- Abuse and violence

Statistically speaking, most of the young people brought up the subject of sexuality (191 calls). The figure can be explained, however, by the fact that this year, unfortunately, an increasing number of adults were making nuisance sex calls and abusing our advice service. Such calls are sadly not unusual in themselves on the Kanner-Jugendtelefon, but not to the same degree. It means that the number is blocked for children and young people who urgently need to talk to us. The high number of nuisance sex calls is reflected in this year's statistics, under the "sexuality" heading, with the result that that category has gone from fourth to first place. The subject of sexuality is nevertheless not in fact the leading concern of children and young people as the statistics would suggest.

We have taken various steps to protect our colleagues and limit nuisance sex calls.

In the category of sexuality, young people have questions concerning sexuality, love, sex and emotions, pregnancy, contraception and sexual identity.

The chief preoccupation of the children and young people who approached us this year was once again “psychosocial and mental health” (164 calls). Loneliness, depression, fears, worries and the lack of self-confidence, as well as eating problems, were the subjects discussed. Conversations in the “psychosocial and mental health” category are often associated with latent or acute suicidal thoughts.

In third place, children and young people contacted us with questions, problems and conflicts in their family relationships (74 calls).

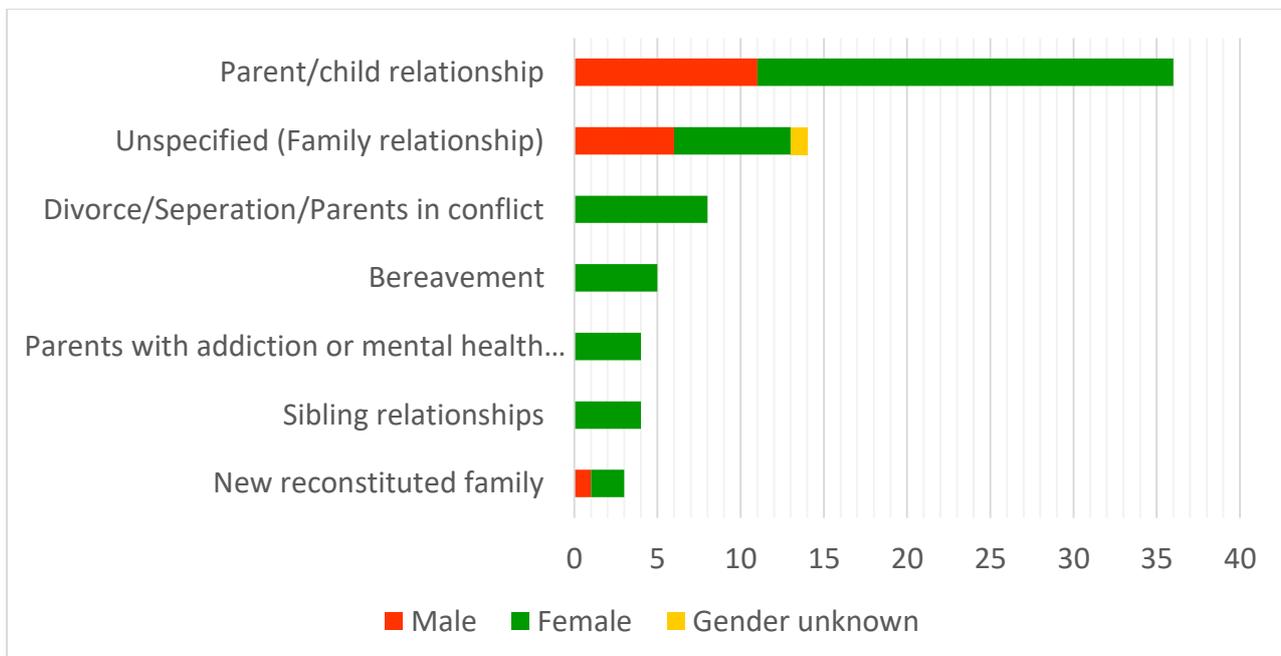
In fourth place came calls raising issues concerning “relationships between persons of the same age” (65), such as friendship, conflicts, love (How should I approach a boy/ girl? How should I tell someone I love them? etc.) and couple difficulties (jealousy, affection not shared, separation problems, etc.). Young people feel that they are treated badly by or excluded from their group of friends/social networks. Some of the conversations could have been categorised as “bullying” or “cyberbullying”.

This year again, it is the “advice” category (54 calls) in fifth place. It covers questions such as “What is the KJT?”, thanks for support or caller feedback, as well as specific issues (such as unemployment, financial difficulties, work/educational activities and leisure, questions on social services).

Lying in sixth place is the “abuse and violence category” (34 calls), which we will also deal with separately.

FAMILY RELATIONSHIPS

N=74



“Family relationships” were also an important topic this year. Children and young people, particularly girls, raised the issue of conflicts with their parents. They call because they cannot or do not want to talk to their parents.

Questions, worries and fears in the context of situations of separation and divorce constitute an important theme. Callers are confronted with parents at loggerheads with each other and escalating family situations. The fact of belonging to a "patchwork" family might make them feel insecure.

Callers also want to talk about the loss of a family member, or concerns relating to or conflict with a sibling or parent (depression, dependence or psychological problems).

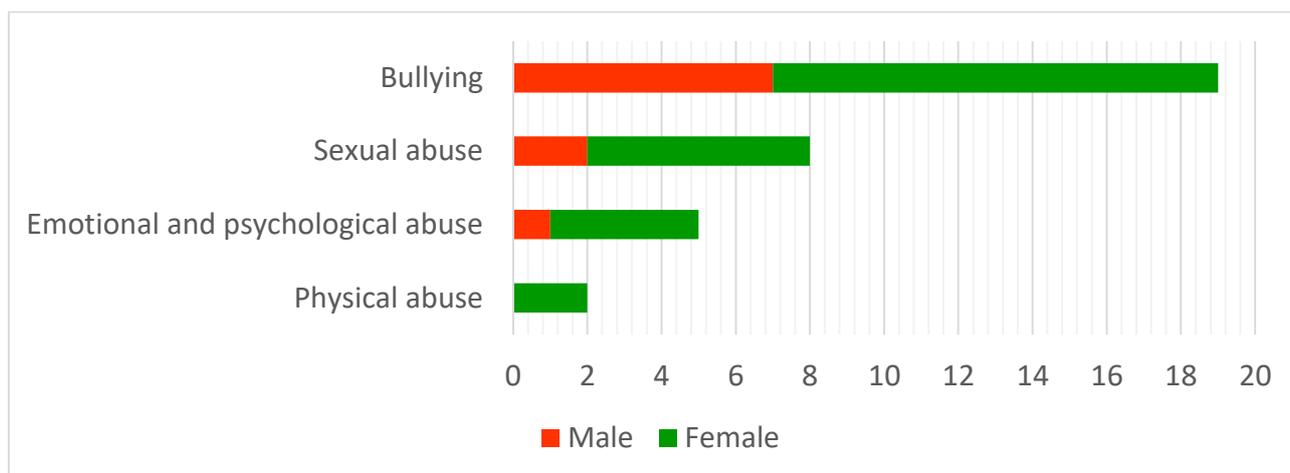
"Family relationships" were also an important topic this year. Children and young people, particularly girls, raised the issue of conflicts with their parents. They call because they cannot or do not want to talk to their parents.

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Callers also want to talk about the loss of a family member, or concerns relating to or conflict with a sibling or parent (depression, dependence or psychological problems).

ABUSE AND VIOLENCE

N=34



Children and young people have contacted us in deep distress. For some of them it was the first time they had dared to speak of their experience of violence. This might be sexual, psychological or physical violence, neglect, as well as bullying and cyberbullying.

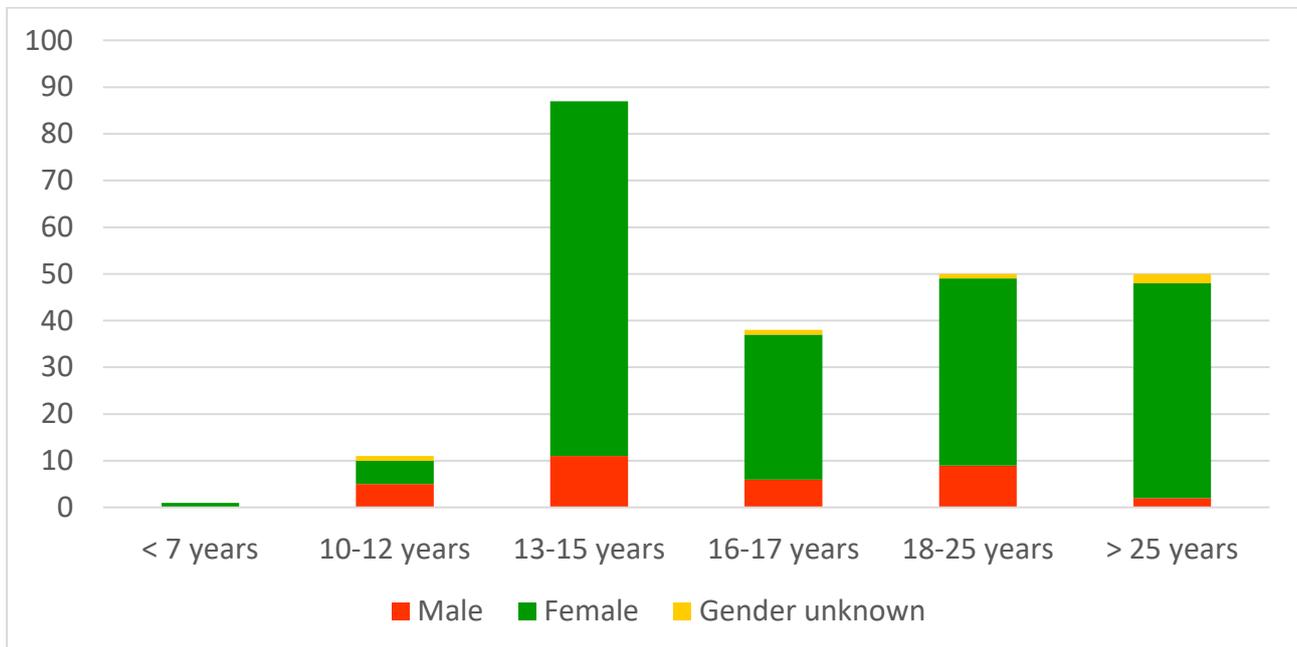
Calls on the subject of abuse and violence remained constant this year. As was the case last year, more girls contacted us on this subject this year.

Again this year, most children and young people spoke of their traumatic experiences in the context of bullying and cyberbullying. Bullying and cyberbullying occur in combination, the limits between school, family and leisure no longer exist. That situation is particularly stressful for young people because they have no place of protection. For the persons concerned it is above all the shame, the fear, isolation and withdrawal that make the search for help more difficult. They are exposed to physical and psychological violence. The low access threshold of Kanner-Jugendtelefon and its principles (anonymity, discretion) facilitate contacts. The Kanner-Jugendtelefon becomes a safe place where the persons concerned can find a sympathetic ear, comfort, clarity of advice, support and a sense of direction.

3.2 ONLINE HELP

REQUESTS BY AGE AND GENDER

N=237



Since 2007, children and young people have been able to reach us online via our website www.kjt.lu. Online Help is a format that is becoming ever more popular. This year alone, online requests from children and young people increased to a total of 237 (218 in 2018).

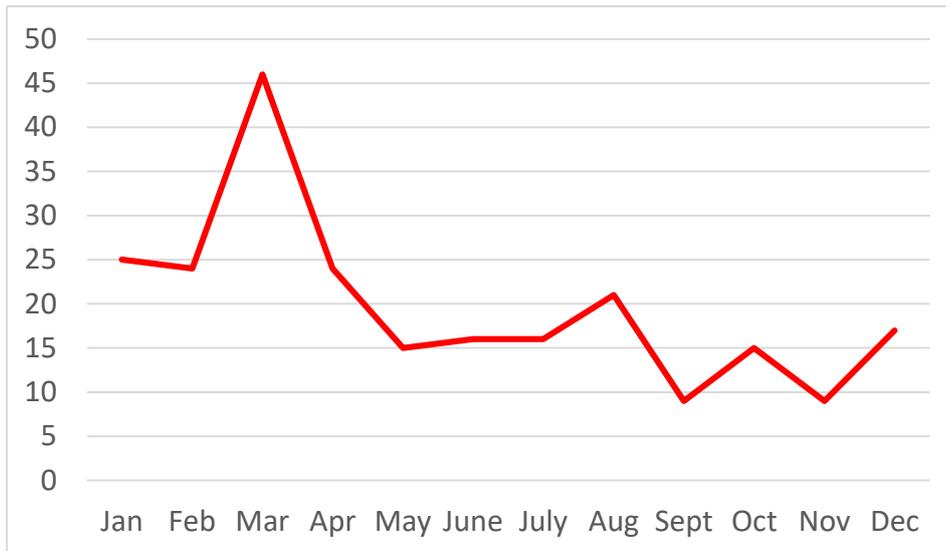
We are noticing that younger children and young people are reaching out to us online. Last year, 7 of the young people who contacted us were aged between 10 and 12, this year there were 11 in the same age group. This year again, we saw that older adolescents preferred online contact, whereas the younger groups (between 10 and 12 years) were more inclined to call the number 1 1 6 1 1 1. Both formats complement each other.

This year it was 13 to 15-year olds who contacted Online Help most often, which moved this age category from second to first place. Online requests from those aged 16 to 25 and above tended to balance out: the number of contacts from 16 to 17 year olds considerably diminished compared to the previous year (from first place with 70 contacts to fourth with 38 contacts this year); the number of contacts from 18 to 25 year olds was similar to previous years; contacts from people over 25 increased.

Girls and young women continued to be the main users of Online Help.

NUMBER OF CONTACTS OVER THE YEAR

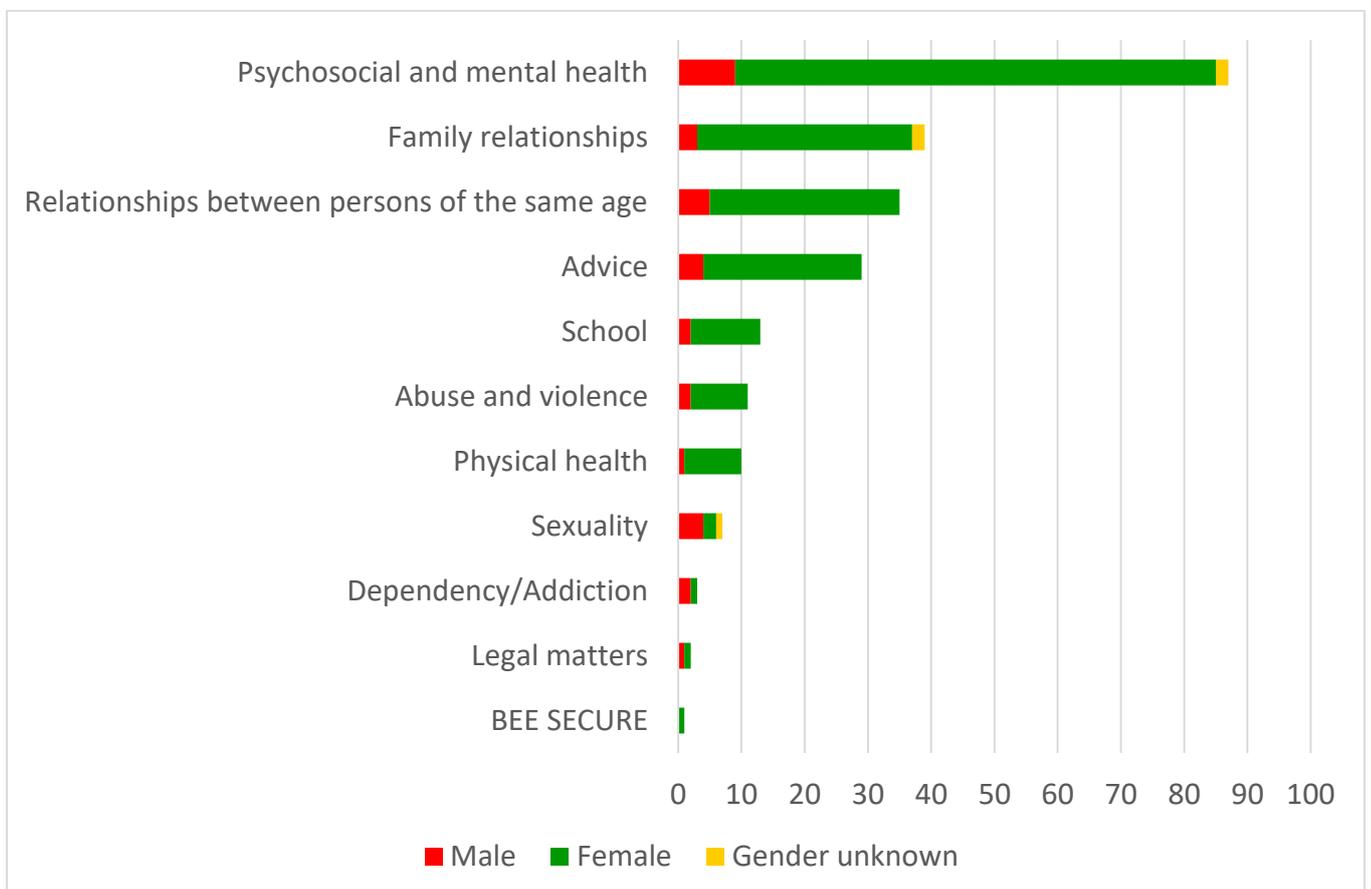
N=237



Online contacts reached an overall high level, but were more evenly distributed throughout the year. Once again, though, the usual March peak can be seen.

MAIN TOPICS

N=237



The Online Help was sought by young people on a variety of difficult topics. This counselling format was used particularly by young people in times of crisis, when they were feeling potentially or acutely suicidal.

“Psycho-social and mental health” topics were also the main priority this year. Feelings of pressure, loneliness, not feeling understood, heartbreak, exclusion, lack of self-confidence or self-worth, fears, depression, self-harming, worries, identity issues and school stress were cited.

Contacts concerning “family relationships” continued to hold second place. This covered primarily conflicts with parents and issues rising from parental separation, divorce or addiction problems.

As in the previous year, difficulties in “peer relations” lies in third position. Conflicts with friends (discrimination, disputes, exclusion, etc.) and partnership issues (unrequited affection, fear of commitment, jealousy, separation issues, etc.) were brought up.

The “counselling” category remains stable. This covers mainly repeated contacts: we remain in contact with some young people over longer periods. Also included are feedback and specific questions (relating, for example, to unemployment, financial difficulties, work, educational and leisure activities, and questions on social institutions).

This year, it is striking that the “school” category has risen from 7th to 5th position. Young people tell us of pressure relating to performance, anxiety, stress, concentration difficulties and also their fear of the future and lack of prospects.

The topic of “abuse and violence” has also been brought up increasingly, moving from 8th to 6th place. This is often the first time young people dare to broach topics such as sexual, physical or psychological violence. The easy access to online assistance is crucial.

The topic of “sexuality” went from 5th to 8th place. These contacts include conversations on gender identity, pregnancy, questions concerning sexuality and sex education, as well as contraception. Generally, nuisance sex callers rarely contact Online Help.

ENGLISH ONLINE HELP

Despite our presence at English-language events (Darkness into Light) and school Open Days, the need for online help in English remains unchanged; it has even decreased slightly (37 contacts in 2018).

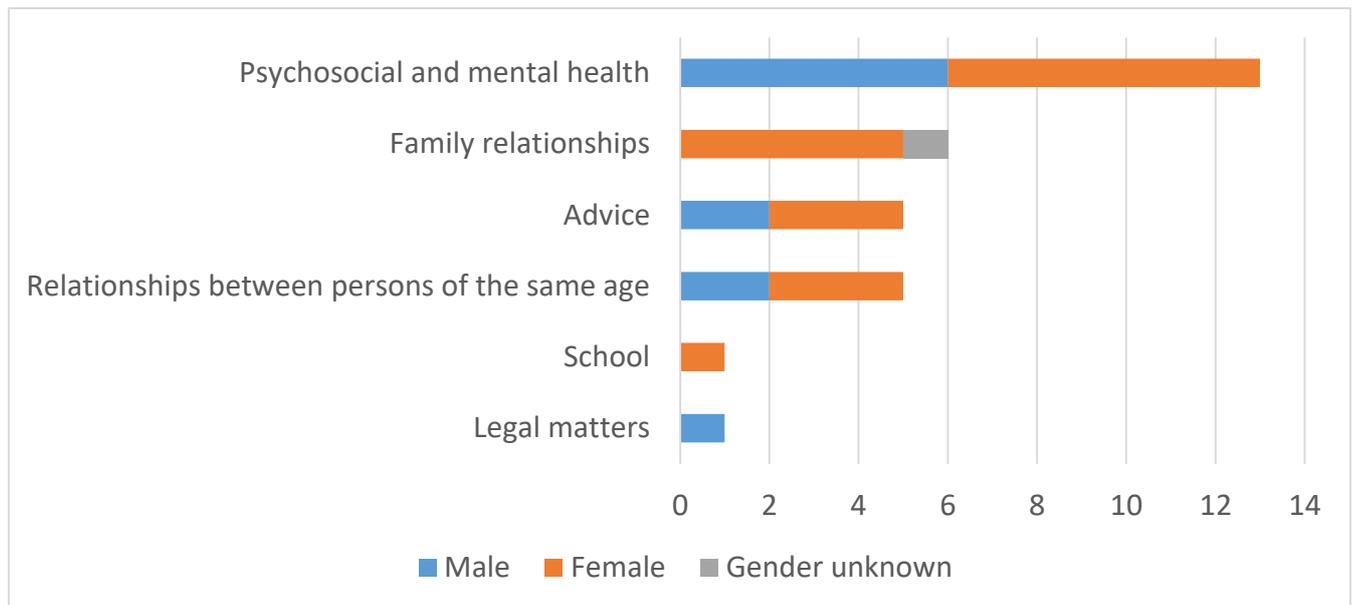
Again, this year, most requests came from children and young people, and we noticed that those contacting us were younger than previously. Most contacts came from 13 to 15-year olds, followed by the 16 to 17-year olds. Slightly more girls (19) contacted Online Help than boys (11).

In the course of our public relations campaign in English-speaking groups, we noticed a growing number of anglophone callers reaching out to the BEE SECURE Helpline.

We hope that the new video we have produced together with students from an international school will also encourage older adolescents to contact us (more about this video in Chapter 7).

MAIN TOPICS

N=31



“Psycho-social and mental health” were once again the main topics that the English-language Online Help revolved around, followed by “family relationships”. Young people reached out to the English language Online Help on multiple and complex subjects. This form of consultation is particularly used by young people in crisis who are latently or acutely suicidal.

“Counselling” has moved up from 10th to 3rd place. This category mainly involved multiple sessions over a period of time. Such contacts have increased, which suggests a good quality of counselling.

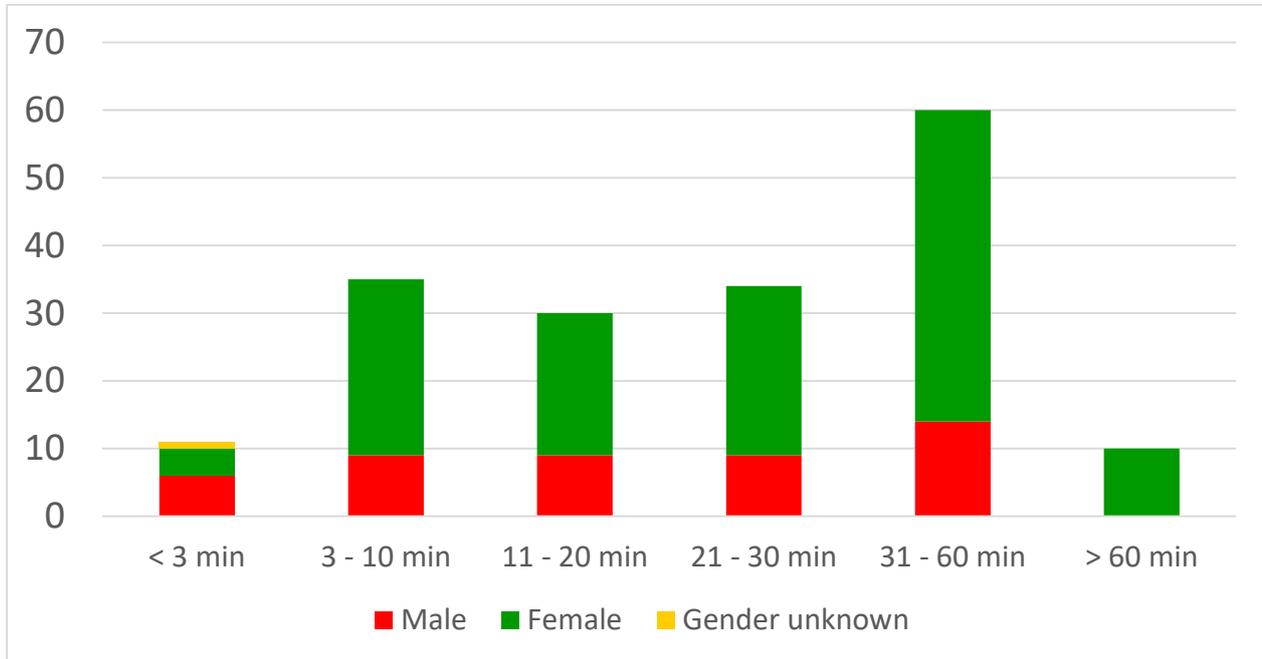
Noticeable also is the shift of the topic “school” from 9th to 5th place. Here, too, young people report performance pressure, fear, stress, concentration problems and also fear of the future and lack of prospects.

A lower number of contacts was also registered under the heading “sexuality”.

3.3 ELTERENTELEFON (PARENTS' PHONE)

INTERACTIONS BY DURATION AND GENDER/LENGTH OF CALLS AND WHETHER FOR SON OR DAUGHTER?

N=180



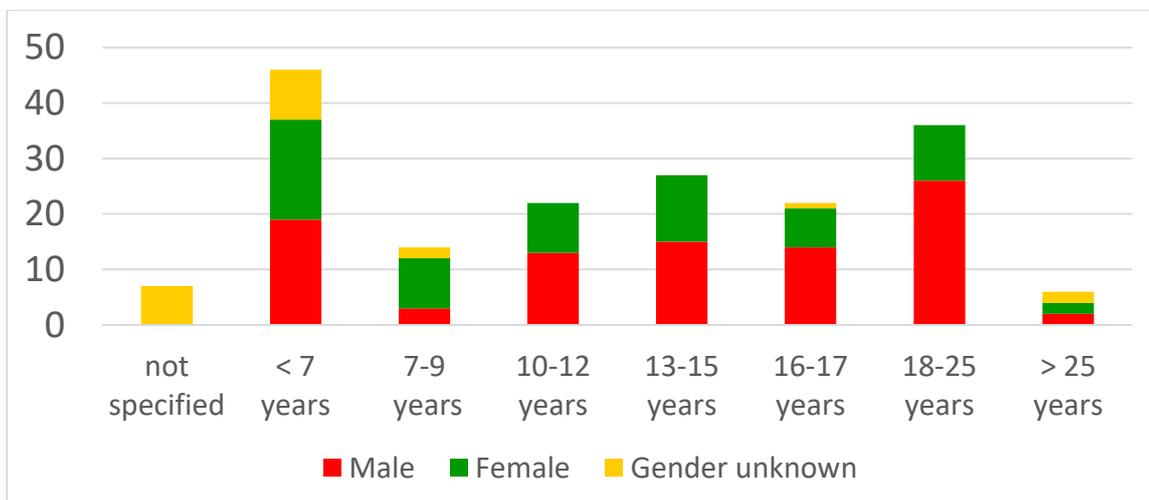
Once again, many parents took advantage of the direct and uncomplicated counselling the Parents' Telephone offers. 180 callers received initial guidance and support.

"Regular" callers, who reach out to the counselling line weekly, dropped away in 2019, apparently having been successfully redirected to other bodies.

The duration of calls evened out slightly as compared with the previous year. A third of the calls (33,3%) lasted 30 to 60 minutes.

CHILDREN BY AGE AND GENDER

N=180



The graph shows that the questions parents ask about their children span all age groups. The age group of children under 7 years shows a distinct increase, as does that of the 18 to 25-year olds.

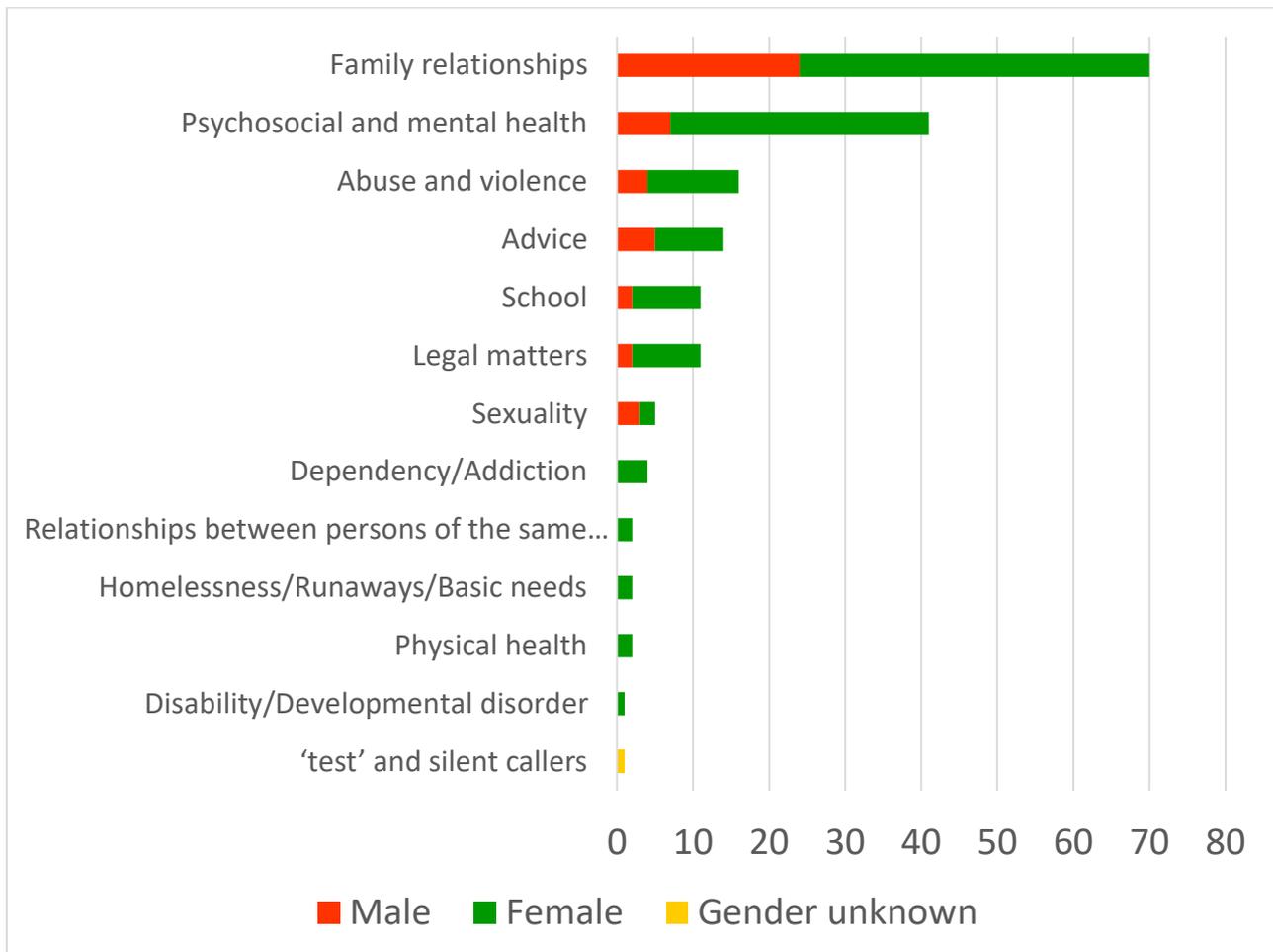
The parents of under 7 year olds are mainly unsure of parenting techniques; the age group calling for the 10 to 15-year olds are parents who are challenged by their children's puberty and are looking for guidance and options on what to do. The parents' questions relate to boys and girls alike, as was the case the previous year. We merely notice more questions relating to girls in the 7 to 9 age group; this is then reversed in the group concerning 10 to 12-year olds, in which conversations predominantly revolve around boys.

The questions parents have regarding 18 to 25-year olds concern mainly boys and men. These include severe conflicts between a parent and a young person that often turn to violence. Triggers for hands-on violent conflict are often inadequate housing and a lack of affordable accommodation for young adults in Luxembourg. These parents are overwhelmed and want their children to leave home.

Parents are also often worried about more far-reaching topics, such as lack of prospects, unemployment, depression and social isolation.

MAIN TOPICS

N=180



The main topics were

- Family relationships
- Psychosocial und mental health
- Abuse and violence
- Counselling
- School

Like last year, family relationships (conflicts, rules, consequences, detachment, parents' search for guidance in the context of separation and divorce, etc.) is the main theme for the Parents' Telephone, followed by the "psychosocial and mental health" category. Parents observe behavioural changes and problems in their children (such as withdrawal, dropping of hobbies, irritability, aggressiveness and anxiety, depressive moods and suicidal utterances). They are concerned and looking for answers as to how to understand and deal with their children's behavioural problems.

Unfortunately, the number of contacts asking for help on 'abuse and violence' has risen (from 5th place – together with the topic 'legal questions' – to 3rd place), mainly around serious (cyber)-bullying. Parents feel helpless and are afraid for their children, who have suicidal thoughts. Parents of young adults who live at home and often have no immediate prospects (school drop-outs, unemployed, etc.) tell of heavily escalating and recurrent conflict.

In 4th place came counselling conversations, which include specific questions (such as unemployment, financial difficulties, job/training and leisure time), as well as feedback from callers, questions concerning the Parents' Telephone, press queries, and inquiries regarding volunteer work with the KJT.

Despite the fact that conversations around the topic of 'school' dropped from 3rd to 5th place, performance pressure and stress remain a main topic for parents. The parents feel pressured when they discover their children have learning difficulties or come home with low grades.

3.4 BEE SECURE HELPLINE

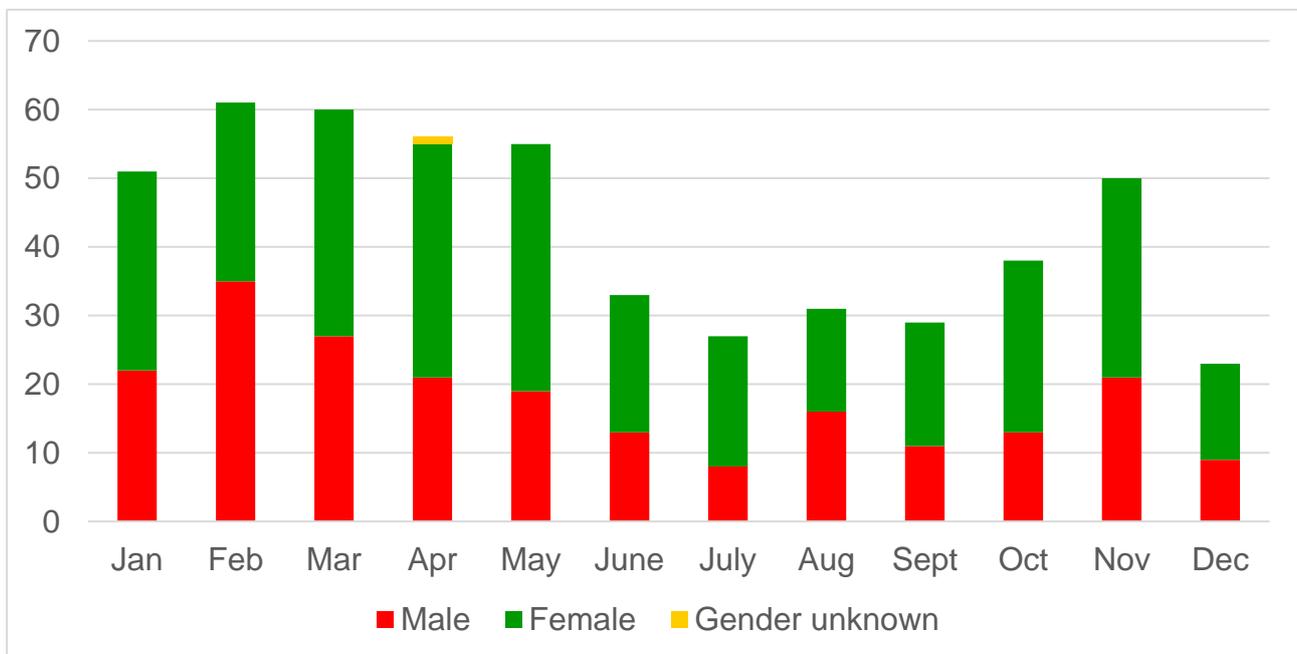
The BEE SECURE Helpline can be reached on the telephone number 8002 1234. Children, young people, parents and other adults can find advice and help here in all areas of new media. Phone counselling is free and anonymous.

In 2019, the BEE SECURE Helpline was contacted 514 times for information, advice and help. The BEE SECURE Helpline thus recorded an increasing number of contacts compared to 2018 (412).

Through the campaigns "Love Stories 4.0" and "#checkyourfacts" we reached young people as well as parents and professionals and encouraged them to contact us with their questions.

CONTACTS BY GENDER

N=514



As in the previous year, there were significantly more female callers (298) than male callers (215) in 2019. Children and young people are increasingly taking advantage of the BEE SECURE Helpline. Main topics of conversation were:

- E-Crime
- Data protection
- Technical settings
- Sexting
- Cyberbullying
- (Use of) smartphones

Enquiries via contact form

447 inquiries (107 women, 83 men, 257 unknown) received via the BEE SECURE contact form

on the website were answered and/or forwarded. Citizens receive guidance, assistance and support. The main topics of written contacts are similar to those of phone counselling.

- E-Crime
- Information about BEE SECURE
- Technical settings
- Privacy
- Cyberbullying

As part of a pilot phase, starting in 2016, a handful of specially trained volunteers supports the work on the BEE SECURE Helpline in a defined context.

3.5 BEE SECURE STOPLINE

The following illegal content online can be reported anonymously via the BEE SECURE Stopleveline:

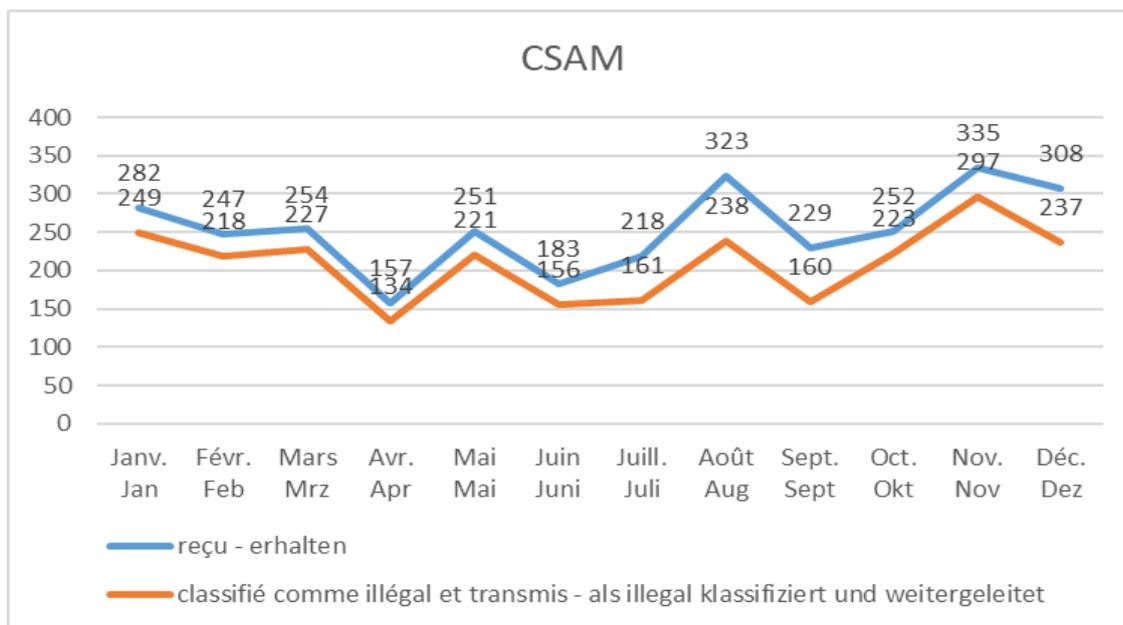
- Child sexual abuse material (CSAM)
- Racist, revisionist and discriminatory content
- Terrorist content

Reports are processed in cooperation with national and international authorities and partners.

Thanks to the work of the BEE SECURE Stopleveline, two women had to stand trial in 2019 for hate speech and racist statements on Facebook. (Article <https://www.rtl.lu/news/national/a/1344718.html> ; <https://www.wort.lu/de/lokales/marathon-sieger-beleidigt-frau-droht-geldstrafe-5d88efcfa2cc1784e34c108>).

CHILD SEXUAL ABUSE MATERIAL

N=3039

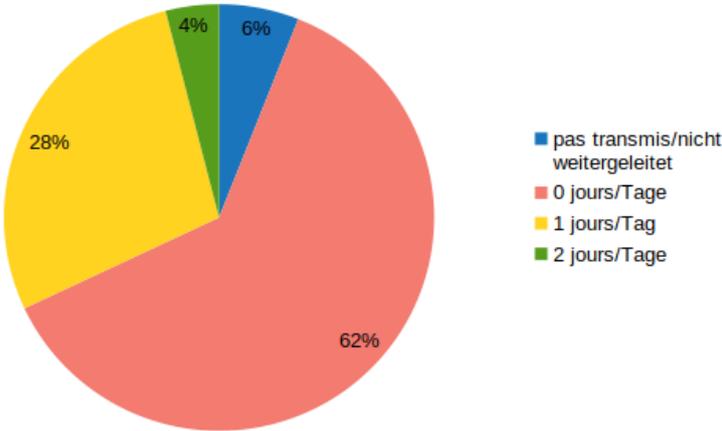


The graph shows the monthly reported URLs that were checked by the BEE SECURE Stopleveline team and, where their content was illegal under Luxembourg legislation, forwarded to the competent authorities such as police and/or partner hotlines of the INHOPE (International Association of Internet Hotlines) network.

In 2019 a total of 3039 URLs were reported. 2521 were classified as illegal and forwarded to the competent authorities. The figures show a steady increase compared to previous years. We are working with all stakeholders to remove illegal material from the Internet as quickly as possible, which is the safest way to protect victims. In the process, cooperation with key stakeholders has been intensified, such as cooperation with law enforcement authorities. The BEE SECURE Stopleveline is nationally and internationally networked in the fight against sexual abuse of children (CSAM).

90% of the reported and illegal material is forwarded to the responsible authorities within 24 hours.

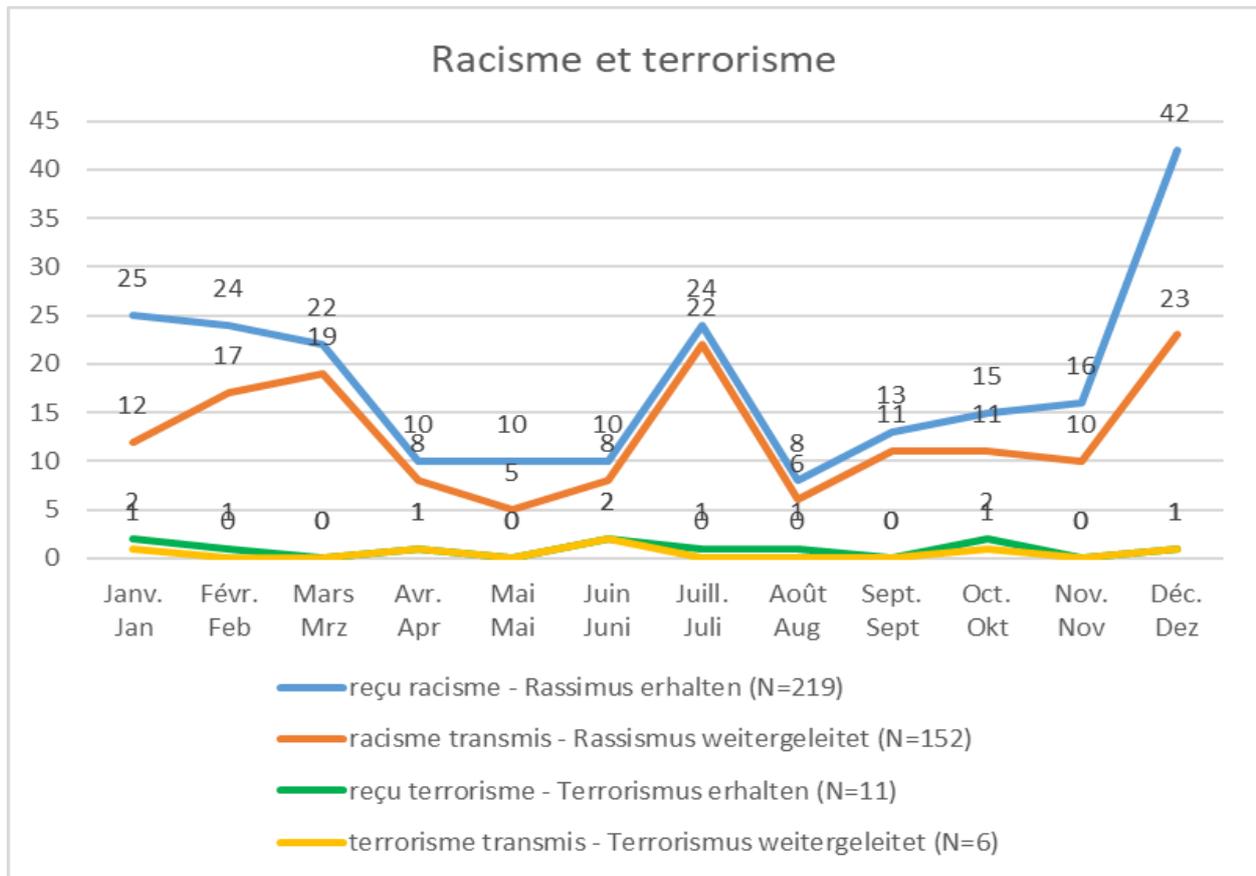
transmis aux autorités compétentes
an zuständige Behörden weitergeleitet



RACISM AND TERRORISM

N=219 (Racism)

N=11 (Terrorism)



In 2019, a total of 219 reports were registered in the field of **racism, revisionism and discrimination**. These were also analysed - 152 were classified as illegal and forwarded to the competent authorities. Compared to 2018, the number of reports (124) as well as reports classified as illegal (69) in this area has increased – in particular reports in the area of xenophobia account for a major part of these figures.

In 2019 the BEE SECURE Stopline team received 11 reports in the field of **terrorism**, which is approximately the same level as in the previous year (2018: 9). Six of these reports were forwarded to the competent authorities, which is double the number in the previous year (2018: 3).

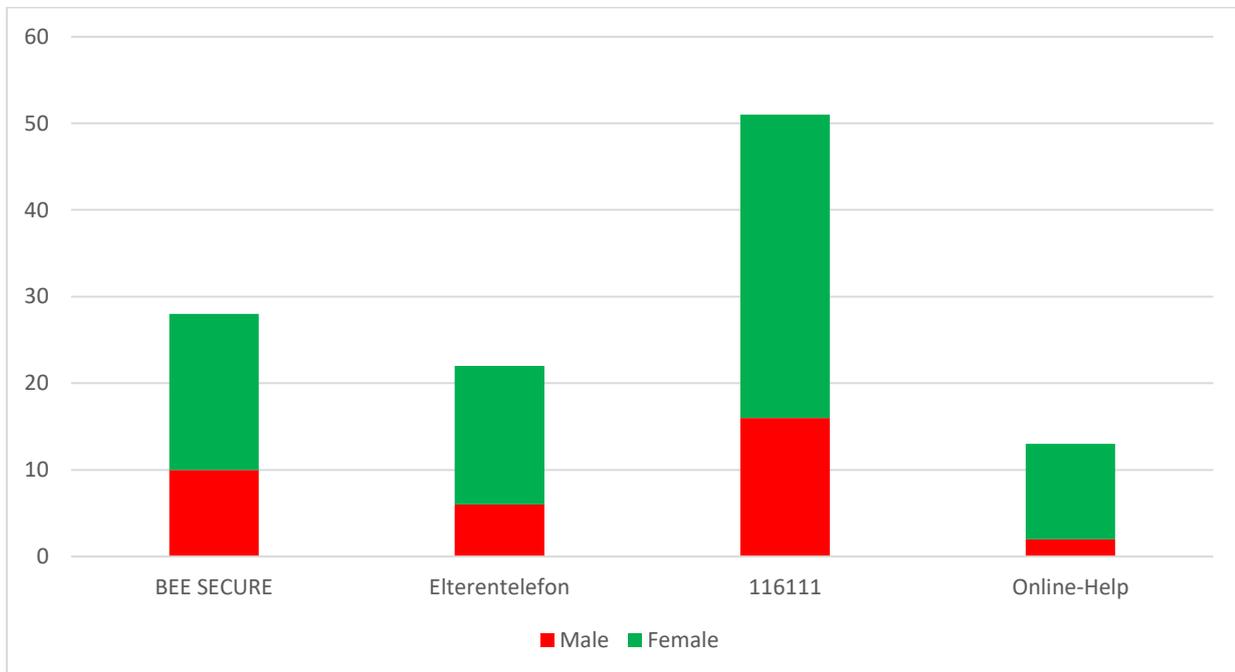
4.0 EVERY CHILD HAS A VOICE

Combined together, the topics "abuse and violence", "bullying and cyberbullying", as well as suicidal tendencies on the various helplines: 1 1 6 1 1 1, Online Help, Parents' Telephone and BEE SECURE Helpline, show the total figures for those topics at the KJT.

The experience of violence, of suicidal thoughts and suicidal intentions (latent or acute) are particularly stressful topics that affect the well-being and mental health of children, young people and parents. This is where conversation is particularly important. At the KJT, children and young people find a safe place to which they can turn in confidence, protected by anonymity, confidentiality and low-threshold access.

A. ABUSE AND VIOLENCE

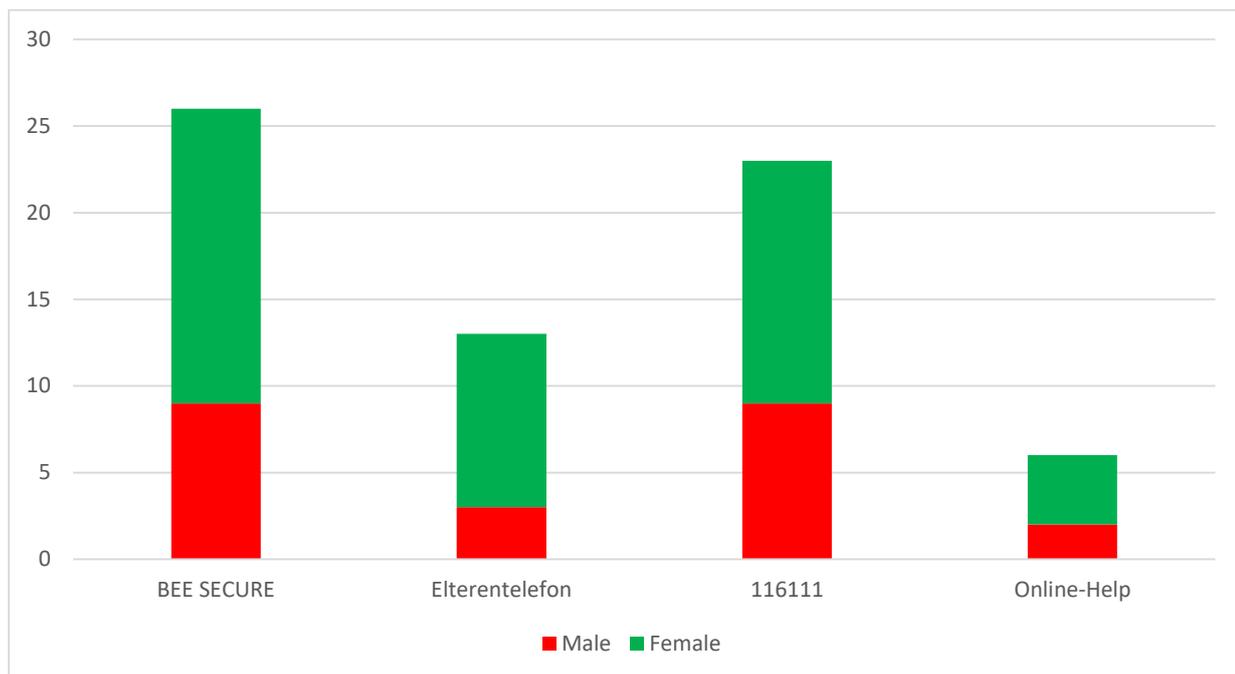
N=114



The issue of abuse and violence remained acute at the KJT (114 contacts).

In this context, the 1 1 6 1 1 1 Kanner-Jugendtelefon was the most frequented. (1 1 6 1 1 1: 51 contacts; BEE SECURE Helpline 28; Parents' Telephone 22; Online Help 13). The low threshold is the entrance door for children and young people; it allows them to speak for the first time ever about experiences of violence. Feelings of shame and guilt, fear and helplessness often stand in the way and make it difficult to seek help.

Bullying and Cyberbullying N=68



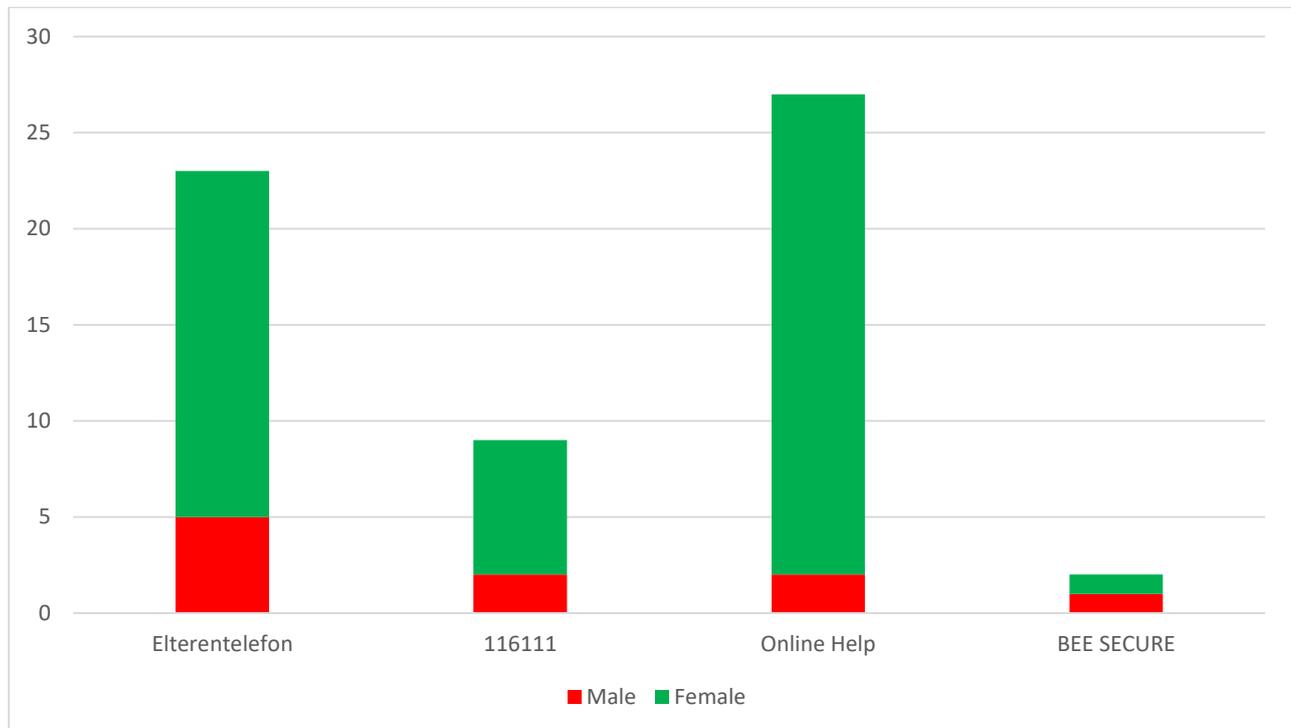
More than half of the callers on the subject of "abuse and violence" (68 out of 114) were affected by bullying/cyberbullying. Here the number of callers rose slightly: BEE SECURE Helpline (26), Kanner-Jugendtelefon (23), the Parents' Telephone (13) and Online Help (6).

As you can read at page xx, we received further calls/enquiries from children and young people who were directly or indirectly exposed to physical, psychological or sexual violence and/or were suffering from neglect.

B. SUICIDE

N=61

The increase in contacts on the subject of suicide is particularly striking. This year, we were there for and supported 61 children, young people and parents directly in the context of risk of suicide. This is almost twice as many contacts as in the previous year (35 contacts in 2018). On this topic, we were mainly contacted by female callers.



As in previous years, most contacts related to this topic reached us via Online Help (27). Children and young people often have the impression of being trapped in a hopeless situation. They talk of feeling that they are a burden on others. But they also feel lonely, not respected, helpless and hopeless. Life seems meaningless to them. Suicidal crises are often accompanied by self-harming behaviour.

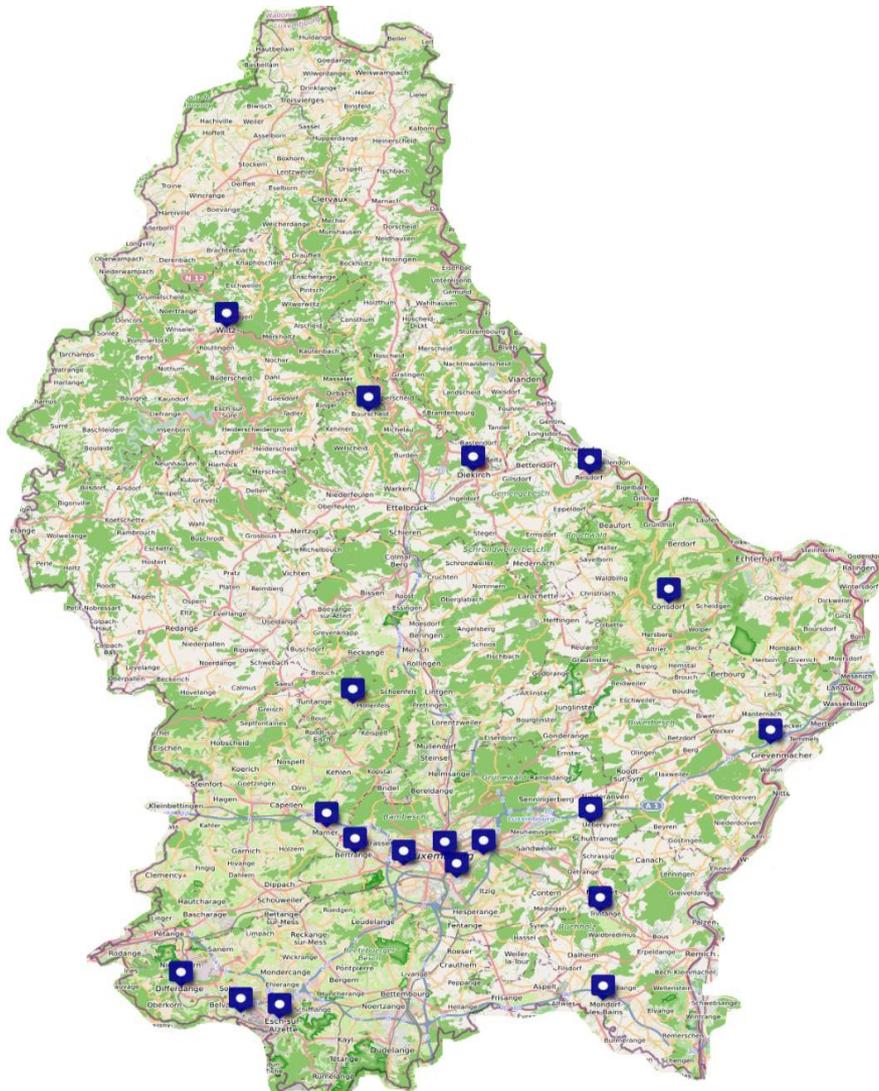
On the Parents' Telephone we counselled concerned parents (23), in the context of suicidal behaviour, who were deeply concerned about their children. They reported on the changes they had observed in their child, such as social withdrawal, isolation, depressive behaviour, self-harming behaviour. They felt overwhelmed and also helpless; they were afraid for their child. The parents were looking for answers in dealing with and supporting their children.

5.0 KJT AMBASSADORS

The Kanner-Jugendtelefon (KJT) has been actively supported by its ambassadors since 2014. The team of ambassadors, consisting of eight volunteers, presents the Kanner-Jugendtelefon and in particular the Helpline Number 1 1 6 1 1 1 in the form of workshops. If necessary, the team of ambassadors is supported by professionals. The exchange of ideas on the KJT services and the basic principles of the Kanner-Jugendtelefon is confidence-building and facilitates access for children and young people. In this way, children and young people as well as teaching staff not only get to know the Helpline Number 1 1 6 1 1 1, but also the circumstances in which they can access it. The ambassadors try to reach as many children and young people as possible. The motto is: "Life changes. Now you're doing well, but if you're not doing so well, you have the telephone number 1 1 6 1 1 1".

All invitations are very welcome!

This year again, the ambassadors were in demand, with 42 outreach activities in schools and 9 information stands. As the following map shows, the ambassadors travelled throughout the country.



In addition to workshops in schools and maisons relais, the Ambassadors participated in the Caritas Jeunes et Familles “Gefillswelten” - “World of Emotions” - Day in April 2019. For this all-day event, a workshop adapted to the theme of emotions was prepared and offered at one of the 26 stands. The BOD mascot of the Kanner-Jugendtelefon was also present. 507 children took part in the “World of Emotions-Day”.



The first visits to three international schools in the country should also be highlighted. In this multicultural context, the ambassadors were able to show that neither the Kanner-Jugendtelefon nor its team of ambassadors is limited by language barriers. This is another important step towards making the national helpline 1 1 6 1 1 1 accessible to all children and young people in the country.

As in previous years, the ambassadors have also supported us in many other events such as Digi Rally, Teenage Dream, World Play Day, Foire de l'étudiant, Foire interinstitutionnelle, Darkness into Light, University Practice and Contact Day, BOD training courses.

Without the ambassadors, our public presence in its present form and frequency would not be possible. The ambassadors give KJT a face.



6.0 PUBLIC OUTREACH

KJT has been raising its public profile in various ways:

Facebook, Instagram, YouTube, interviews, reports, activities, conferences, events

YouTube:

The video "1 1 6 1 1 1 KannerJugendTelefon", which explains how KJT works, was viewed 79 times on YouTube in 2019.

The BOD video, which encourages children and young people to confide in someone and not be left alone with their worries, was viewed 19 times (Facebook 18204, Instagram 18857)

The new BOD video, which focuses on the beginning of the school year and encourages students to contact the Kanner-Jugendtelefon if they have any questions or concerns, was viewed 14 times (Facebook 3385, Instagram 1678).

The end of the year was marked by a new video, which was planned and filmed by students for students. It shows difficult situations in which children and young people can find themselves. Tessa De Nassau, patroness of the Kanner-Jugendtelefon, emphasizes that with the Kanner-Jugendtelefon, everyone can find someone to listen to them. This video has been viewed 219 times (Facebook 3033).

Website: www.kjt.lu

Our website had 6991 visits in 2019.

Shipping and distribution of material:

Available material and new material, which can be ordered through the website, is regularly sent to schools, maisons relais, counselling institutions, youth centres, communes, etc.

Publication of articles and interviews in the press (in German, Luxembourgish and English)

- **24.12.2019: rtl.lu**
Neie Video beschreift de schwieregen Alldag vu ville Jonken
- **23.12.2019: rtl today**
Luxembourgish school students star in new child helpline video campaign
- **20.12.2019: Tageblatt**
Jeder ist wichtig. Ich bin wichtig.
- **20.12.2019: Journal**
„Du bist nicht allein“
- **20.12.2019: Tageblatt.lu**
Kanner-Jugendtelefon / Schüler kreieren Videoprojekt gegen Mobbing

- **19.12.2019: rtl**
De Magazin
- **09.09.2019: rtl.lu**
De BOD vum Kannerjugendtelefon
- **12.08.2019: 100,7**
Invité am Moies-Magazin: Barbara Gorges-Wagner
- **18.07.2019: Journal**
Kein Einzelfall
- **15.07.2019: LW**
Der eine Anruf fuer den es sich lohnt
- **06.07.2019: moien**
Kanner-Jugendtelefon: Fräiwëlleger gesicht!
- **02.07.2019: rtl.lu**
Le service d'écoute recherche de nouveaux collaborateurs bénévoles
- **28.06.2019: rtl.lu**
Fräiwëlleg Mataarbechter gesicht
- **26.06.2019: eldo.lu**
De Kanner-Jugendtelefon sicht nei Mataarbechter
- **25.06.2019: Tageblatt**
Freiwillige Helfer gesucht
- **20.05.2019: Journal**
Digitaler Druck
- **19.05.2019: eldo.lu**
2018 esou vill Ufroe wéi nach ni
- **17.05.2019: rtl.lu**
Nei Kommunikatiounstechnologien Haaptursaach fir Problemer bei Jonken
- **17.05.2019: Journal.lu**
Digitaler Druck

- **09.05.2019: eldo.lu**
1'728 Säfte gemellt mat kannerpornographeschem Contenu
- **15.04.2019: paperjam.lu**
Plus de 2.000 contenus illicites dénoncés sur le net
- **10.04.2019: L'essentiel**
Du contenu illégal signalé
- **10.04.2019: lessentiel.lu**
2 200 contenus illégaux signalés au Luxembourg
- **04.02.2019: eldo.lu**
Safer Internet Day 2019: "Zesumme fir e besseren Internet"

Participation, Presentation, Kanner-Jugendtelefon Stands, Events

- | | |
|--|---|
| ➤ Digi Rallye | ➤ St Georges "Welcome Day" |
| ➤ Teenage Dream | ➤ Darkness into Light |
| ➤ Weltpilddag (World Play Day) | ➤ Practice and contact day at uni.lu |
| ➤ Foire Interinstitutionelle | ➤ World of Emotions Day - Gefillswelten |
| ➤ Discover Luxembourg | ➤ BOD Training |
| ➤ Day of Children's Rights at Parc Merveilleux | |

National KJT presence in the context of BEE SECURE

- Safer Internet Day 2019
- Teenage Dream
- Digi Rallye
- Students' Fair (Foire de l'Etudiant)
- Lux Film Festival

CONFERENCES, TRAINING AND ROUND TABLES

09.11.2019 : 11th National Suicide Prevention Days organised by the "Service Information et Prévention" of the Ligue Luxembourgeoise d'Hygiène Mentale asbl - Leadership of the workshop "La prévention du suicide à l'ère numérique", together with SOS Détresse, BEE SECURE and the Centre de Prévention du Suicide, Brussels.

7.0 Patronage of Tessy Antony de Nassau

At the end of 2019, a significant project saw the light of day, after only a few weeks, thanks to the wonderful commitment of the various participants. It almost felt like a winter's fairytale come true.

Tessy Antony de Nassau took on the patronage of the project. Committed students of the European School, a voluntary project manager, European School I, the production company Crossfire Agency, RTL and KJT helped to turn it into a reality.



The participants in the project all wished to contribute to ensuring that children and young people are not left to deal with their worries and get through crises alone. To that end, they need to know that the Kanner-Jugendtelefon is available and how they can get in touch with its counsellors. The project aims to make the KJT a well-known and accepted resource for children and young people alike.

The final video captures the emotions of the young participants and is based on their day-to-day experiences. It focuses on situations chosen by the youngsters: bullying, a lack of self-esteem, social peer-pressure and the constant fighting of parents. In the video the initiator, as well as the students, give encouragement to their peers not to remain alone in situations that feel overwhelming. Instead they suggest either calling the KJT on 1 1 6 1 1 1 or using the online help service www.kjt.lu.

Tessy Antony de Nassau gives her support to the Kanner-Jugendtelefon and encourages children and young people with the message: “You are important” and “Ask for help”. She prompts them to seek help during difficult times instead of remaining alone.

European School I spontaneously decided to become a partner in the project. Without the help of RTL Luxembourg, which acted as the project sponsor, the voluntary project manager, the production company “CrossFire Productions”, the photographer Kaori Jolliffe and the pianist Nika Nizza, this project could not have succeeded.



The end result of all this commitment and effective cooperation on the part of the participants is a must-see video of one-and-a-half minutes, available on all our social media platforms (Facebook, YouTube, Instagram, [kjt.lu](https://www.kjt.lu)).

Please share this video as often as possible.

In doing so, you will be contributing to ensuring that no children and young people remain alone.

8.0 INTERNATIONAL COOPERATION

Internationally networked: strong together for children and young people

(KJT) Kanner-Jugendtelefon, with its services, is internationally integrated. This requires active participation in meetings as well as cooperation and further training in online meetings.

Child Helpline International (CHI)



CHI is a global network that supports the establishment and work of national helplines for children and young people and contributes to their quality assurance. The work of CHI is based on the principle of the United Nations Convention on the Rights of the Child (UNCRC), which emphasises children's rights to privacy and protection from harm.

This year, the European helplines for children and young people exchanged information in online meetings and via the international common platform.

The German-speaking helplines for children and young people met together in Vienna on 11 October 2019. "Nummer gegen Kummer" from Germany, "Rat auf Draht" from Austria and "Pro Juventute" from Switzerland took part in an intensive exchange of information.

INSAFE

Insafe is a European network of national organisations that aim to promote awareness of safe and responsible use of the Internet among young people.

12.06.-13.06.2019: INSAFE Meeting, Crete, Greece



23.10.-25.10.2019: INSAFE Meeting, Ljubljana, Slovenia



21.11.2019: Safer Internet Forum, Brussels, Belgium

INHOPE

The Internet knows no national borders. In order to work effectively in the fight against the sexual abuse of children online, it is therefore important for complaint bodies to be networked worldwide. This network, which now comprises 47 complaint centres from more than 45 countries, enables national hotlines to forward reports of content hosted nationally to the appropriate INHOPE partner. In this way the reports can be followed up in the country of origin and the material can be removed as quickly as possible.



28.01.-31.01.2019: INHOPE Annual General Meeting and Training Meeting, Berlin, Germany



24.06.-27.06.2019: INHOPE Training Meeting, Dublin, Ireland



21.11.2019: INHOPE General Assembly, Brussels, Belgium

9.0 BASIC AND ADVANCED TRAINING OF VOLUNTEER

Volunteers encounter different and multi-faceted problems in counselling and their readiness to work with us has set them on a path of lifelong learning. Supervision and advanced training are obligatory. Both further the quality assurance of the counselling work undertaken.

Advanced training courses 2019 (in Luxembourgish, German and English):

- 27.02.2019: Theme night: "Service de médiation scolaire stellt sich vor", speaker: Lis de Pina
- 11.03.2019: Theme night: "Trauerwee asbl stellt sich vor", speaker: Simone Thill
- 14.03.2019: "Auch Kinder haben Sorgen - BOD hilft: Wie mit Kindern über Ängste und Sorgen sprechen?", speaker: Barbara Gorges-Wagner
- 29.-30.03.2019: "Innere Ressourcen aktivieren mit dem Zürcher Ressourcenmodell", speakers: Dr. Andrea Mohr, Barbara Gorges-Wagner
- 26.-27.04.2019: "Schreibwerkstatt für Online-Berater-Innen", speaker: Christina Faber
- 13.05.2019: Theme night: "Migration in der Beratung", speaker: Kerstin Hazibar
- 15.05.2019: Theme night: "Migration in counselling", expert: Kerstin Hazibar
- 24.-25.05.2019: "Veränderung von Sexualität und Paarbeziehungen im digitalen Zeitalter – ein Thema für die Beratungsarbeit?" speakers: Aline Hartz, Sally Stephany
- 14.-15.06.2019: "Introduction to the 4-factor-model" by Birgit Knatz, speakers: Barbara Gorges-Wagner, Aline Hartz, Lynn Frank
- 05.-06.07.2019: "Kommunikationspsychologische Modelle in Aktion", speaker: Barbara Gorges-Wagner
- 03.08.2019: Supervision: "Oft genügt ein Blickwechsel, um klarer zu sehen". speaker: Barbara Gorges-Wagner
- 18.10.2019: "Empathie - bei sich sein und den anderen begegnen. Wie kann das gut gelingen?" speakers: Elke Dosch, Barbara Gorges Wagner, Aline Hartz
- 13.11.2019: Theme night: "The Grief Recovery Method", expert: Libby Kramer
- 09.12.2019: Theme night: "Grenzenlos emotional: Von impulsiv bis Borderline (Buchvorstellung)", speaker: Dr. Martine Hoffmann

Basic training

We are happy to welcome 13 new volunteers who completed their basic training in 2019 and are now in the internship phase.

The basic training was led by Barbara Gorges-Wagner and Aline Hartz.

The English-speaking online team has also been strengthened. 7 volunteers have completed the basic training and are now in the internship phase.

Supervision

Supervision group I: Alix Heymann

Supervision group II: Stefan Kühne

Supervision group III: Clarissa Schmithuesen

Supervision of parent counsellors: Barbara Gorges-Wagner

Supervision of online counsellors: Rene Meneghetti

Supervision of English-speaking online counsellors: Lynn Frank; Anne Marie Holm

10.0 Focus point: Fear

“Inviting the woman in black in”, or why fear is important in our life



Feelings can become confused and need to be sorted out before we can find inner peace amidst a chaos of emotions, ranging from happiness to grief, anger and fear. In some life situations, it is fear that dominates events.

How can we handle the phenomenon of fear and develop a constructive attitude?

“Fear” is something that is essential to life and yet makes our lives difficult.

On the one hand, fear is necessary for survival. It is a physical, mental and psychological signalling system within us, that is intended to help to protect and preserve our lives. Fear invites us to act more mindfully and carefully with ourselves. It draws our attention to risks and dangers, enabling us all to mobilize the forces necessary in critical situations.

On the other hand, we experience fear as an extremely disturbing, crippling, bewildering and unsettling feeling when it is thrown out of balance and goes to extremes.

The Swiss psychoanalyst C.G. Jung once depicted fear in the threatening form of a woman cloaked in black, knocking incessantly at our front door. It doesn't help at all if we just creep into the farthest corner of the house because, no matter where we hide, we will still keep hearing the endless knocking. Jung suggests we should gather our courage and invite the woman in. We should sit down at a table with her and start a conversation. The woman “in black” will then gradually turn into a “wise” woman.

Fear has something dark, “black”, uncomfortable and unsettling about it that we want to escape from.

On the other hand, it shows its light and “white” side when it saves us from making a mistake, protects us from impending danger or encourages us to be mindful. In retrospect it will be seen to have been a “wise” counsellor in our lives. A life without fear is not only unimaginable, it would also be dangerous.

Our life is a never-ending process of maintaining a fine balance between new and seemingly conflicting opposites that in reality complement each other: opposites such as me and you, holding on and letting go, tradition and progress, talking and remaining silent. Every time we veer off too far in one direction, we lose our equilibrium. This then translates into the uneasy feeling of fear.

It is important to take this fear seriously and to dare to take steps in the other direction. Finding the right mental balance is always an adventure that fully challenges us and moves us forward. If we lose that balance, fear will generally rise to the surface as “an uneasy feeling”.

It is not helpful to be ashamed of fear in all its different forms. Nor is it useful to hold back, deny or numb fear. Fear guides us throughout our whole life, helping us in the difficult task of maintaining the right balance, with the aim of preventing us in sufficient time from falling into one extreme or another.

Talking about fears means becoming more aware of them and learning to understand them better, as there is always a reason, a trigger behind every fear. If we avoid discussing our fears, that will only increase the tension. In other words, the worst we can do about our fears is to keep them to ourselves.

We need someone to talk to about our fears, someone who will listen and help us understand them, so that they don’t grow like a pumpkin, getting bigger and bigger.

Teachers and education professionals also need to get to grips with their own fears if they are to be able to talk to children and young people about their fears of failure, of separation, fears for the future or social anxieties, without being judgmental.

We all need encouragement and support if we are to fulfil our tasks as mothers, fathers, parents and ultimately raise happy, healthy and loving children.

Hopefully this article will give you precisely such encouragement.

11.0 PROSPECTS



BOD Mascot on the road and Chat Counselling under construction

We are especially grateful for the wonderful support that KJT receives from so many people and organisations; this encourages us to press on with the course we have chosen.

Much has changed since the launch of the 2018 "BOD" publicity campaign, which will extend over the next three years. Our BOD mascot is now very popular; it adorns our new posters and on the BOD postcards it draws attention to the issues that affect children and young people. BOD is present in BOD videos, on Instagram, Facebook and YouTube. BOD goes into schools with the ambassadors and draws attention to the 1 1 6 1 1 1 services. BOD is already being identified by children and young people with KJT. The certified training course "Children have worries too - BOD helps: How to talk to children about fears and worries" supports the campaign and has been very well received. The central topic of the training is the question of how to talk to children about feelings and how to use BOD. If it is difficult or impossible to talk to someone face-to-face, BOD points to the 1 1 6 1 1 1 number (www.kjt.lu). The training thereby contributes to promoting the well-being and mental health of children in Luxembourg. Caritas Jeunes et Familles was the first to offer "BOD" training externally, as in-house training for all its teams of educational staff. The response was immense. In the future, the training will be offered once a year for newly-employed teachers. In 2021, educational staff who are already trained will be offered in-depth advanced training. In 2020, Croix-Rouge will continue with in-house training for its own educational staff; other organisations have already requested it.

In 2020 it is planned to launch Chat Counselling for young people. Feedback on the project is supportive and encouraging. Peer-to-peer counselling is to be offered in the form of a chat: Trained young people, backed up by professional staff of the Kanner-Jugendtelefon, will advise young people. Chat is a popular communication format often used by young people. In many European countries, young people can already use Chat to address their concerns with a trained team of counsellors. Thus we will be expanding our range of assistance and communication services by offering Chat Counselling in addition to telephone and online counselling. 2020 will be used to prepare the groundwork and train professional staff, as well as to recruit and train young people. In a pilot phase, we hope to start with "peer-to-peer counselling" in 2021, supplemented by the offer of a chat with professionals.

In parallel, we will be refreshing our website with the aim of further improving security, clarity and user-friendliness, especially on mobile phones. In particular, the Online Help section will become more user-friendly and an area for our new Chat offer will be included.

We are guided in our projects by the idea of offering young people communication formats that are relevant to them and will directly support, strengthen, relieve and offer encouragement to them in their lives.

Exciting times await us in the next few years and we look forward to rising to new challenges.

Exciting moments await us in the coming years. We are looking forward to them.

12.0 THE KJT TEAM



Barbara Gorges-Wagner, Dipl. Pedagogue, Executive Manager
Aline Hartz, Dipl. Psychologist
Sally Stephany, M.Sc. Psychologist
Luc Ulmerich, B.Sc. Psychologist
Margit Wypchol, Technical Assistant
Carol Braganca Kayser, Secretariat

13.0 DONATIONS

We would like to thank all those who have supported the work of the KJT with their donations. Sometimes these even enable us to break new ground.

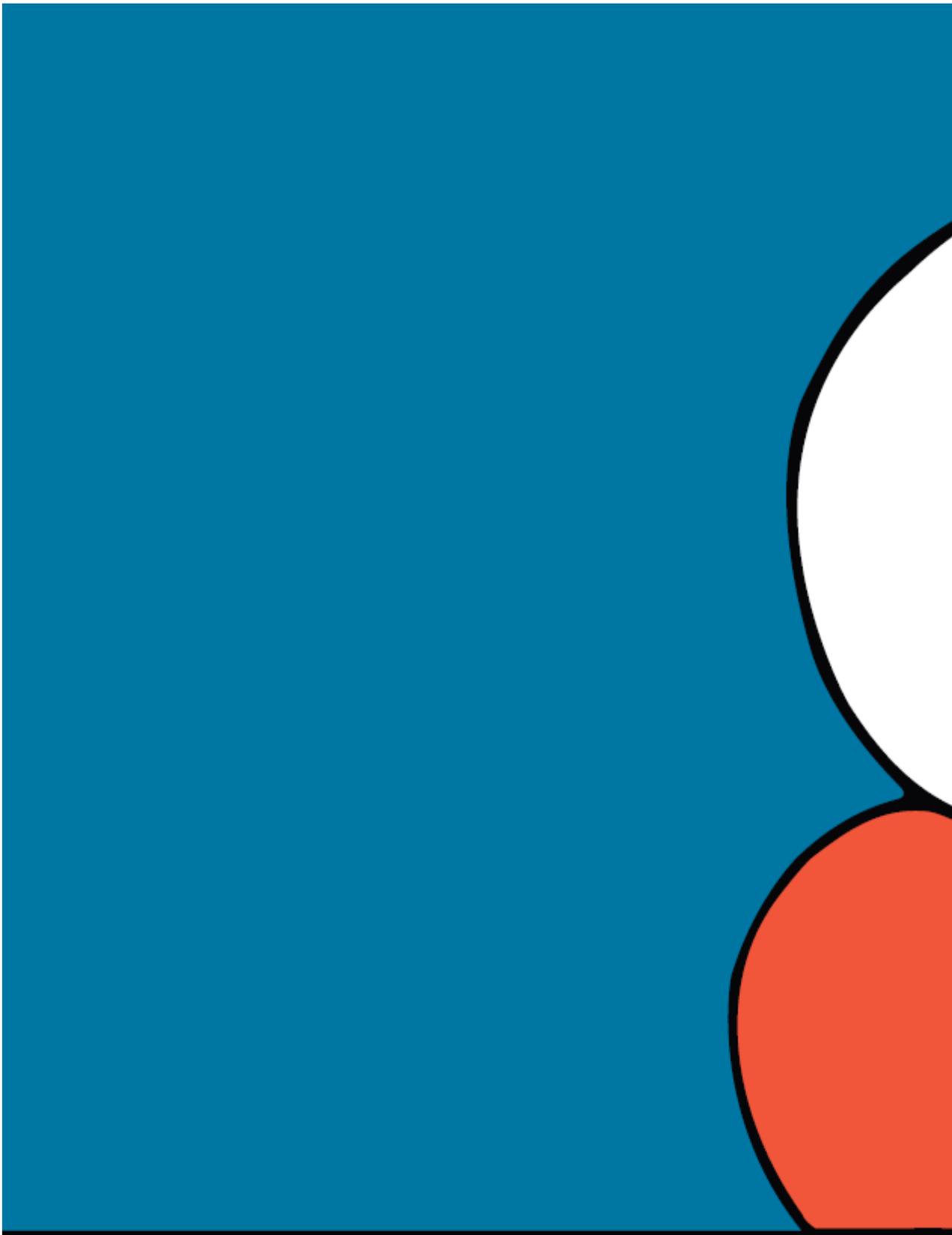
If you would like to support us with a donation, here are our bank account details:

BCEELULL; LU16 0019 1300 0412 6000; Caritas J+F asbl KAJUTEL

Many thanks also to all those who have supported the work of the KJT this year, often with incredible commitment.

You are helping to provide an invaluable service for children, young people and their parents – and for society as a whole.

You have done an important service for children, young people and their parents, for society.



Men.lu Ministère de l'Éducation nationale,
de l'Enfance et de la Jeunesse
Ministerielle Genehmigung: CD-FC/014/2008 & EF/SFCA/007