



CHILDLINE

EMOTIONAL SUPPORT TO CHILDREN PROVIDED BY TELEPHONE AND INTERNET

www.vaikulinija.lt

www.facebook.com/vaikulinija

Childline is an anonymous and confidential counselling and emotional support to children and adolescents from Lithuania. The main goal of Childline is to improve a psychological well-being of Lithuanian children and adolescents. The main activity of Childline is counseling children and adolescents by telephone, which is provided since 1997. Since 2004 Childline has expanded the communication channels with children and started providing psychological help by Internet in Childline's website www.vaikulinija.lt.

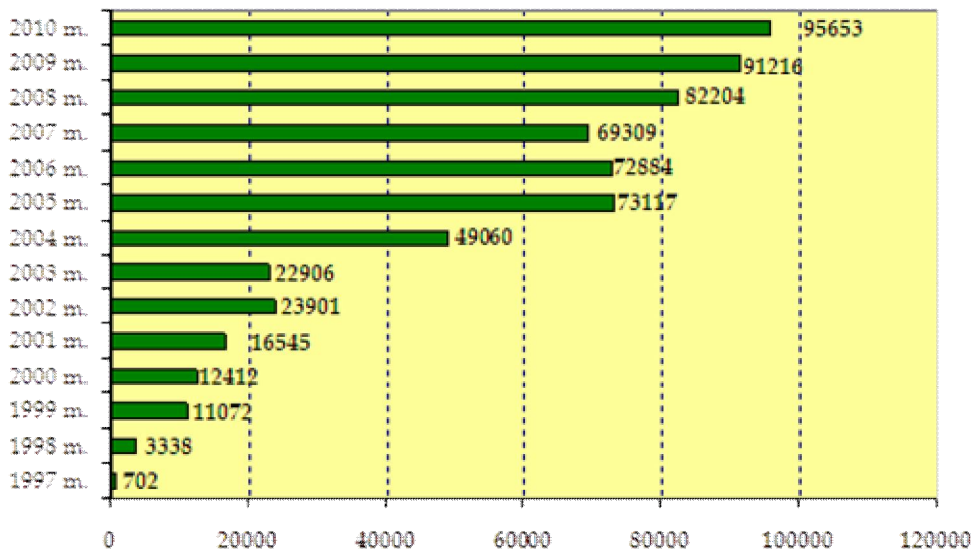


Figure 1. Number of Childline responded calls

From the beginning Childline has gradually expanded provided help: recruited and trained more volunteers, worked longer hours, so number of responded calls and answered letters was growing every year.

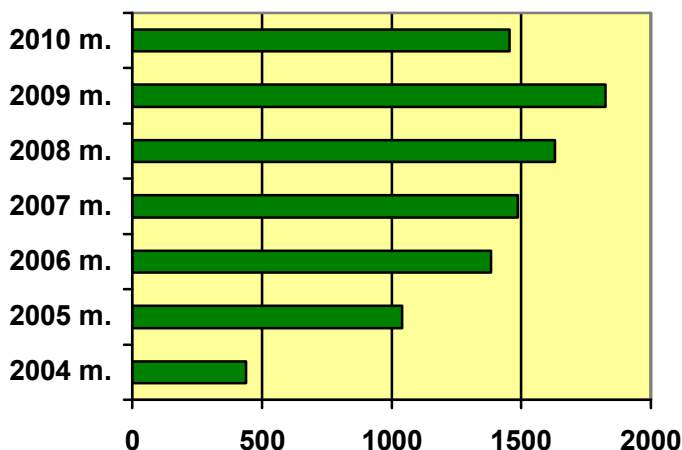


Figure 2. Number of "Land of Listener" answered letters

Despite constantly growing answered calls and letters, wide public campaigning revealed the enormous need for psychological support which unfortunately exceeds the limits of the service.

CAMPAIGN „WITHOUT BULLYING“

www.bepatyciu.lt

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Childline anti-bullying campaign was launched on February 2004. The campaign aims to promote friendly, tolerant and respectful relationships without bullying and violence among children and adults. The activities of the campaign were implemented at various levels as the best possibility to reach the audience and make a change in the society.

- **Societal level**

The goal of activities at the societal level was to change mistaken public attitudes towards bullying, to influence state policy by transferring good practices from other countries in the field of promotion of mental health and prevention of violence. Raising public awareness of the bullying problems was implemented by intensive communication with media, working with State agencies, organization of various events (International conference, Carnival of Friendship), by publishing information relevant for various groups of the society, by involving celebrities.

- **Community level**

The goal of activities at this level was to promote friendly, respectful relationships in schools, to build safe school atmosphere without bullying and aggression. Trainings about effective methods of combating violence and bullying for professionals working with children were carried out in various Lithuanian schools.

- **Family level**

Childline aims to educate and train parents how to deal with bullying problems if the child is a bully, victim or observer. Various trainings, informative meetings were organized; leaflets with information about bullying for parents were published.

- **Individual level**

Childline provides help at individual level for children and adolescents by an anonymous and confidential counseling via telephone and internet, provides emotional support, and empowers children's resilience.