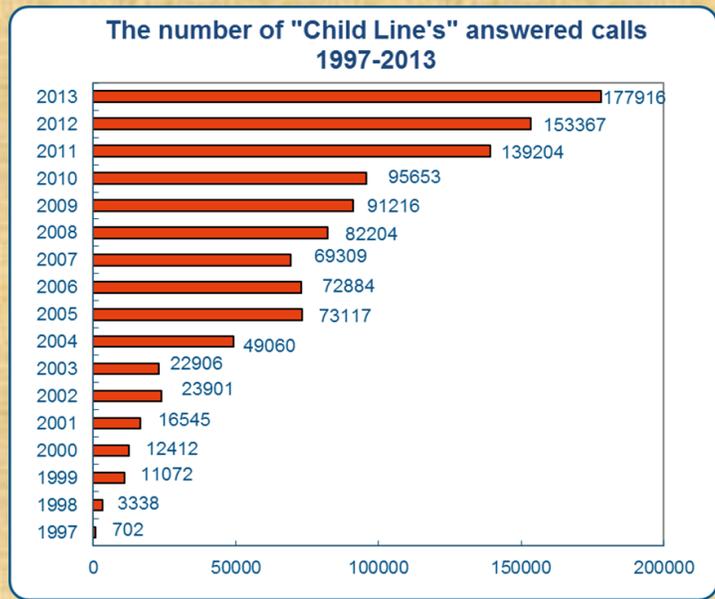


„Child Line” („Vaikų linija”)

“Child Line” established in 1997 provides free and anonymous help for the children and teenagers by phone and on-line.

“Child Line” consultants listen to the children's stories and try to find ways together to solve their difficulties, to encourage them to share their worries with the people they trust.

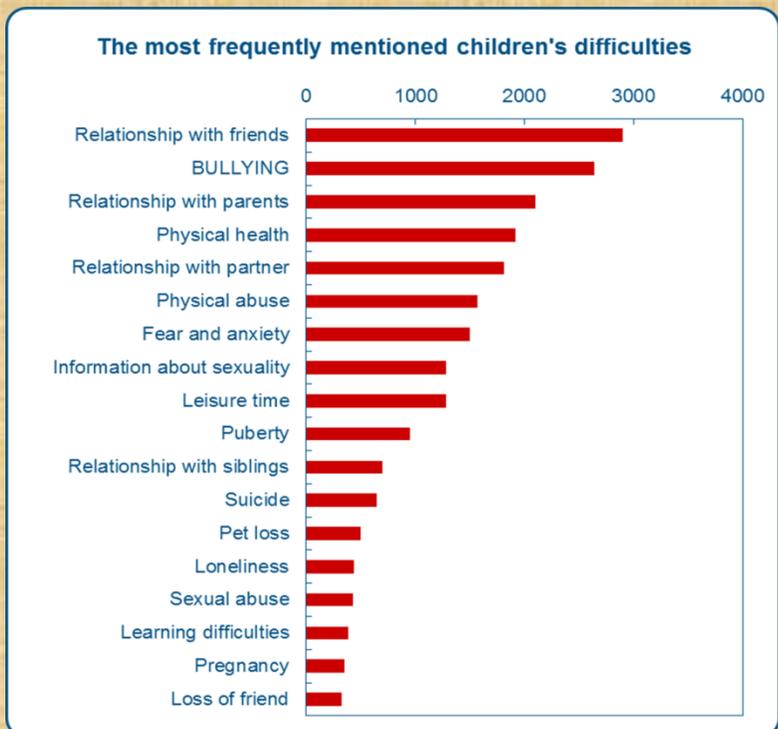


By providing help to children on the European helpline number **116111**, "Child Line" cooperates with the professionals of the National Children's Rights Protection and Adoption Institution which makes it possible to secure access to emotional support, to social and legal counselling services.

Over 17 years, “Child Line” has answered more than **1 million** children calls and more than **11 000** emails asking for help. Last year “Child Line’s” consultants answered **178 000 children calls** – the biggest number ever since. However, the number of attempted calls is much bigger. Last year "Child Line" could answer **1 out of 18 children calls**. These records show the great need for that kind of service and growing “Child Line” accessibility for children.

Emotional support for children is given by more than 130 counselling workers – almost **120** of them are **volunteers**.

The most frequently mentioned children's difficulties are problems and worries about **relationship with parents, peers, experienced bullying and abuse**. The mental health and wellbeing, concerns about sexuality and puberty are also often mentioned themes in children's and adolescents' talks with “Child Line's” counsellors.



"Child Line" mission is not only to provide help to children and teenagers by phone and on-line, but also to raise the awareness of adults and all the society about the reasons that make children suffer and about the ways to help them.



"Child Line's" projects and initiatives:

Campaign „WITHOUT BULLYING“. The fundamental goal of this campaign initiated by "Child Line" in 2004 is prevention of bullying and violence. The campaign is targeted at creating safer environment in schools and kindergartens, but not that only; it aims to secure safer life for adults by focusing on the significance of this problem and the need to raise public awareness.



One week in March "Child Line" initiates **"Action Week WITHOUT BULLYING"** aimed at changing the attitude of society towards bullying from favorable into unfavorable. More than 1137 educational institutions (schools, kindergartens, NGOs) took part in the anti-bullying week this year. These educational institutions from all of 60 municipalities participated in this week by organizing various activities. The website of the campaign is www.bepatyciu.lt.

Project „Safer Internet“. In July 2011 "Child Line" joined the project "Safer Internet" which has been implemented in Lithuania since 2005 in



compliance with the EC Programme. The functions of "Child Line" within the framework of this project is to provide support service for children and teenagers by answering online questions and telephone calls from children related to their use of online technologies, particularly in relation to harmful contact (grooming), harmful conduct (cyberbullying), harmful content and uncomfortable or scary experiences in using online technologies; to consult parents online on the issues of child safety on

internet.

For many years „Child Line" has been the member of the **Lithuanian Association for Emotional Support Services**, founding member of **„Child Helpline International"** (<http://www.childhelplineinternational.org>) that unites 173 child helplines in 142 countries over the globe, founding member of the **European Anti-bullying Network** (<http://www.antibullying.eu>) that unites 17 organizations from 13 European countries. "Child Line" is also a member of **Safer Internet consortium in Lithuania** (www.draugiskasinternetas.lt) and is associated with **INSAFE network** (<http://www.saferinternet.org>).