

Online Help helped me feel a lot better about myself and what I'm capable of doing.

I can always count on them, if I want to talk to someone and there's no-one else, they are always there. 😊

Someone took the time to hear my problem and I felt stronger, I felt I was able to handle the problem. 😊😊

I was being bullied at school and being cyber-bullied at home. I felt so alone and kept asking myself why no-one liked me. Then I contacted Online Help. I went through my problems with the counsellor and she was so helpful. I finally found the strength to break free from the bullies and find friends who really care about me. Thank you so much! 😊

My parents were getting divorced and I felt scared and really, really anxious. Although I was nervous about contacting Online Help my counsellor was really nice and he always made me feel like I had someone to talk to when I couldn't talk to my parents.



Online Help
supporting children and youth

Offered by:



www.kjt.lu

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**KEEP
CALM
AND
CONNECT
WITH
ONLINE
HELP**


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What is Online Help?

When life gets challenging, it can really help to talk to someone. Online Help is a **private** and **confidential** service for children and young people. Online Help is open 7 days a week and you can send a message to one of our trained counsellors at anytime and about anything – no problem is too big or too small.

What can you contact Online Help about?

Sometimes it can help to share what's going on with someone outside of your family and friends circle. You can contact Online Help about anything. Maybe something has happened at home or school and you are not too sure what to do about it. You might be feeling sad, angry, scared or lonely, or you just need to talk to someone who understands. Or you might have a question that you would like answered.

Our counselors are trained to help with all situations. Young people often contact us about:

- ▶ friends
- ▶ boyfriends / girlfriends
- ▶ problems with parents / siblings
- ▶ school (bullying, homework, exams, teachers)
- ▶ sex
- ▶ depression
- ▶ anxiety
- ▶ divorce
- ▶ violence or abuse

How to start?

- 1 Go to www.kjt.lu and click on Online Help



- 2 Click on Ask a Question



- 3 Fill out the form, choose a nickname and write your question and the security code shown at the bottom of the page and submit



- 4 Right after that you will see a confirmation with your nickname and unique code



- 5 To access your answer, you need to login with your nickname and unique code

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 use your own email address. By using our Online Help service you will remain completely anonymous.

Confidentiality

Online Help is a private and confidential service. This means that whatever you write stays between you and Online Help. **The counsellors are under a duty of confidentiality, and absolutely no information will be divulged to anyone at all.** All Online Help messages will go to your Online Help account, which can only be accessed with your secret code, not your personal email account.

Self-determination

Online Help supports you to come up with ideas and to seek your own solutions. Also, depending on the situation, we can guide you to other institutions to get help. But you alone determines the next steps you want to go.

Openness

We don't have an answer to every question, or a solution to every problem. We are, though, open to every sort of request and type of subject-matter and we are absolutely sure that it is always worth talking things over.

Respect

We respect everyone with his or her own personality and life experience.

Tolerance

Online Help will unconditionally respect your thoughts, ideas and beliefs.