The Information and Counseling Center

A good practice in the use of Information and Communication Technology for the benefit of children, adolescents and their families in Costa Rica

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Presidente Ejecutiva PANI
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Introductory remarks

- On behalf of 1.3 million children and adolescents who live in Costa Rica, and all the other children of the world
- In a country where access to television and telephone services is almost total, and digital interest is widespread
- The challenges are inmense, considering the need to educate children, parents, educators and the community in general, with regard to the factors that determine whether technology benefits or harms children
- Powerful economic, cultural, social, interpersonal, and personal interests are at stake.
- Studies on perception, use of technology in class and the potential with adolescents so demonstrate
In other words, how to promote “digital citizenship (NAEYC, 2012, Position Statement)

“Adults helping children develop an emerging understanding of the use, misuse and abuse of technology and the norms of appropriate, responsible and ethical behaviors related to online rights, roles, identity, safety, security and communication” (p.10)

One example...
The Center for Counseling and Information at PANI

Created in 2009, it is a technological platform that includes a communication network and a team of trained professionals in the area of childhood and adolescence.

Some of the services are provided around the clock 365 days a year, others from 7:30 in the morning until 10pm.
Objectives of the Center

- To receive reports or claims related to the violation of children´s rights.
- To provide information and counselling regarding children´s rights.
- To strengthen children´s right to participate and to give their opinion.
- To promote actions that guarantee their rights.
- To reflect the best interests of the child inside and outside of the institution.
Services are:

- Accessible
- Immediate
- Developmentally appropriate for clients
- Free for all
- With national coverage
- Available
- Provided by professionals

Using technology:

- Telephone services (especially for children and adolescents)
- 9-1-1 Emergency number
- INTERNET (web page and social networks)
**Strategic objectives**

- **Counseling:** Psychological and legal
- **Guarantee:** Social empowering through citizen participation and monitoring
- **Promotion:** Of children rights, taking into account their development, languages and cultures
- **Prevention:** Strengthening of protective factors in the family and the community
COMPONENTES DEL COI

- Free line 9.1.1.
- Free line 1147/
- Facebook for Adolescents
- 8 digit line
- Personal counselling
- PANI answering service
- Claims and requests
- Adolescent mothers

COI Integrated services
911 Network

- Assumes situations or imminent danger and high risk situations and initiates alerts
- Mobilizes institutional services for attention and protection for children
- Offers counseling in issues related to children and adolescents
- Provides psychological intervention in crisis situations
- Works 24 / 7 and is the responsibility of professional teams with psychologists and lawyers.

Calls received in 2013:
38,932
Telephone services

- Telephone services for people who require information on children’s rights.
- Works 7:30am – 4pm and also provides legal services

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<thead>
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<th>Tipo de llamadas (2013)</th>
<th>Cantidad</th>
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<tr>
<td>Consultas</td>
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<tr>
<td>Información de Servicios</td>
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<tr>
<td>Denuncias</td>
<td>40</td>
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<tr>
<td>Total</td>
<td>3917</td>
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Counseling and reports via INTERNET (www.pani.go.cr)

Works 24 hours, referrals are assumed on weekdays

<table>
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<tr>
<th>Datos 2013</th>
<th>Cantidad</th>
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<td>Consultas</td>
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<tr>
<td>Ilegible / Incompleta</td>
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<tr>
<td>Información de Servicios</td>
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<tr>
<td>Denuncias</td>
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<tr>
<td>Total</td>
<td>1387</td>
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Specialized services for adolescent mothers to promote their development and to help them guarantee a better life for their children.

- Awareness
- Counseling and information
- Emotional support
- Adolescent mother’s right to education
- Service is provided by psychologists 7 am – 10 pm.

Tel. 800-226-2626
Free line for adolescent mothers

Llamadas atendidas 2013  6311
LÍNEA TELEFÓNICA GRATUITA 1147 PARA NNA MENSAJERÍA PRIVADA DE FACEBOOK PANICR

- To express, share ideas, feelings, doubts, experiences about their rights.
- They receive counseling, information and help, to make decisions according to their development.
- Promotes the right to participate, : to help children and adolescents know their rights, defend them and therefore, strengthen our democracy.

**Datos 2013**

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¿What do they call us about?
Line 1147 and FACEBOOK PANICR

- Bullying
- Family conflicts
- Couple issues
- School problems
- Adolescent work
- Neglect
- Sexual abuse
- Psychological maltreatment
- Physical abuse
- Pages in facebook
- Drug abuse
- Daily life issues
- Congratulation messages
FACEBOOK PANICR PARA ADOLESCENTES

Si te molestan en clases
¿Por qué no llamas al 1147?

If they bother you in class, why don’t you call 1147?
RANKING DE INSTITUCIONES ESTATALES EN FACEBOOK

PANI + PATRONATO NACIONAL DE LA INFANCIA 139.209 (TOTAL DE FANS)

- CASA PRESIDENCIAL COSTA RICA 126.900
- MINISTERIO DE EDUCACIÓN PÚBLICA 97.117
- CAJA COSTARRICENSE DE SEGURO SOCIAL 93.820
- INAMU 89.417
- PANI (ADOLESCENTES) 82.570
- MINISTERIO DE CULTURA Y JUVENTUD 81.270
- MINISTERIO DE TRABAJO Y SEGURIDAD SOCIAL 71.056
- FUERZA PÚBLICA 73.195
- PATRONATO NACIONAL DE LA INFANCIA 56.639
- ICE A TU LADO 49.257
¿QUÉ ESTAMOS LOGRANDO GRACIAS AL USO DE LAS TICS?

- We are taking in their language
- Educating them about their rights and responsibilities
- Listening to what they need
- Answering their questions (through private messages)
- Giving support to protect their rights
- Helping families establish healthier relationships with their children and adolescents
“We cannot get to the point that we expect more from technology than from the people around us, because then, we will be really alone, and therefore, lost” (Diego Delfino, “I share, ¿then I exist?, La Nación, June 8, 2014)
Thank you very much
MEMES, MEMES EVERYWHERE !!!