



**PATRONATO NACIONAL DE LA INFANCIA (PANI)**  
**National Institution for the Protection of Children**

## **The Information and Counseling Center**

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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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# 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 immense, 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

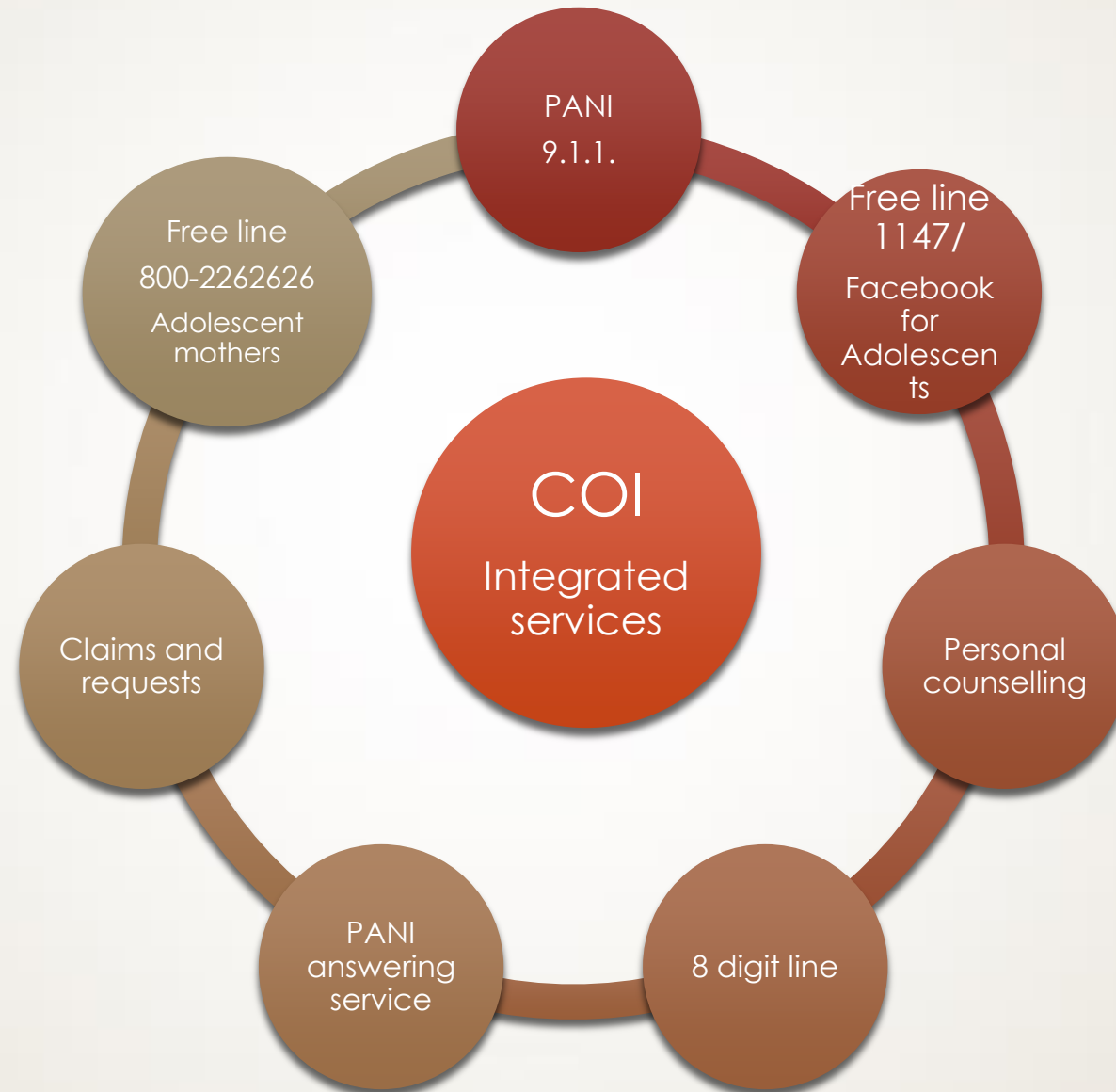
**Counseling:**  
Psychological and legal

**Promotion:**  
Of children rights, taking  
into account their  
development, languages  
and cultures

**Guarantee:**  
Social empowering through  
citizen participation and  
monitoring

**Prevention:**  
Strengthening of protective  
factors in the family and the  
community

# COMPONENTES DEL COI





# 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

Tipo de llamadas (2013)	Cantidad
Consultas	3637
Información de Servicios	240
Denuncias	40
<b>Total</b>	<b>3917</b>

# Counseling and reports via INTERNET ([www.pani.go.cr](http://www.pani.go.cr))

Works 24 hours, referrals are assumed on weekdays

Datos 2013	Cantidad
Consultas	389
Ilegible / Incompleta	46
Información de Servicios	212
Denuncias	740
<b>Total</b>	<b>1387</b>

## **Tel. 800-226-2626**

### **Free line for adolescent mothers**

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.

Llamadas atendidas 2013	6311
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# 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	Cantidad
Llamadas atendidas	4392
Mensajería de Facebook	1269

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



**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

A mockup of a Facebook page for an organization called PANI. The page has a blue header with the text "SI TE MOLESTAN EN CLASES" in large white letters. To the right of this text is a large meme of a trollface with a wide-eyed, screaming expression. Below the header, on the left, is a smaller version of the trollface meme. To the right of the meme is the text "If they bother you in class, why don't you call 1147?". Below the header, on the right, is another trollface meme with the text "¿POR QUÉ NO LLAMÁS AL 1147?" below it. The page name "PANI" is displayed in bold, followed by the text "A 82 864 personas les gusta esta página · 21 308 personas están hablando de esto". To the right of the name are buttons for "Actualizar información de la página", "Te gusta", and "Siguiendo". Below the name is a description: "Organización gubernamental Luchando por los derechos de los niños, niñas y adolescentes desde 1930... y ahora con memes :trollface:". At the bottom of the page are several tabs: "Fotos", "Cacería de PedoBear", "Denuncias", and "Me gusta". The "Me gusta" tab shows a thumbs-up icon, the number "82 864", and a dropdown arrow. The "Cacería de PedoBear" tab shows a red background with a cartoon bear and the text "CACERÍA de PEDOBEAR". The "Denuncias" tab shows a brown bear head. The "Fotos" tab shows a photo of a man giving a thumbs up with the text "LÍNEA 1147" above him.

# 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
➤ <b>PANI (ADOLESCENTES)</b>	<b>82.570</b>
➤ MINISTERIO DE CULTURA Y JUVENTUD	81.270
➤ MINISTERIO DE TRABAJO Y SEGURIDAD SOCIAL	71.056
➤ FUERZA PÚBLICA	73.195
➤ <b>PATRONATO NACIONAL DE LA INFANCIA</b>	<b>56.639</b>
➤ 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 !!!