



# YOU &

## Crisis youth support

Dutch



Opgroeien

Jeugdhulp

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# WHEN TO USE THE CRISIS SUPPORT POINT?

## [Jij en de crisisjeugdhulp](#)

A serious argument breaks out at home. Or your mother is unable to care for you because she unexpectedly has to be admitted to hospital. Or... One of many other situations that require immediate help. In many cases, families arrange a solution themselves, for example by grandparents temporarily stepping in. But sometimes a solution cannot be found.

If you and your family are already receiving support, for example via a CLB (pupil guidance centre), it's important to let your support worker know that things are not going so well. He can then help find a solution. And if he can't, you can come to the crisis support point. That's called 'registering'.

**WRITE DOWN YOUR SUPPORT WORKER'S DETAILS HERE.**

My contact person in a crisis situation is:

Name:

Email address:

Telephone number:

Support workers register with the crisis network. If you do not yet have or know a support worker, the crisis network will work with you to find one who, together with you, can handle the registration, for example the pupil guidance centre of your school, your GP, and so on. ■

## WHAT IS THE CRISIS SUPPORT POINT?

The crisis support point is a service within the centre for general welfare work (CAW). It is made up of a team of support workers. They look for a solution together with you, your family, your support worker and anyone else involved in the crisis.

The support point is always accessible: 24 hours a day, 7 days a week. There is one support point in each province and in Brussels.

Support provided by the crisis network is always short term, but extremely intensive. Sometimes other people who know you and your family well are involved, for example grandparents, friends, etc.

This always takes place in consultation with you.

**The support centre can be reached 24 hours a day, 7 days a week**

## 3 TYPES OF SUPPORT

Together - family, support worker and crisis support point - you look for a solution to the crisis situation. Sometimes this doesn't work and the situation remains just as urgent and difficult. At that point, the crisis support point can bring in help from the crisis support programme. You will then receive support within 24 hours.

### THE CRISIS SUPPORT PROGRAMME OFFERS THREE TYPES OF SUPPORT.

**CRISIS INTERVENTION:** you will stay in a safe place, but somebody will have to investigate the crisis

The crisis support point offers crisis intervention. While this is taking place, you stay at home or with somebody who knows you. A counsellor visits you and, together with you, tries to find out what is the matter and what can be done about it. The support worker who registered you may also be involved. The counsellor holds discussions with you to hear your story:

- > What is going well?
- > What is going wrong?
- > What has to change?
- > What do you need for this?

A crisis intervention lasts one to three days and gets to the heart of the problem. The counsellor helps with setting out targets and agreements. Together you try to figure out a way of moving forward as a family.

**CRISIS COUNSELLING:** you are still safe at home, but you need counselling

The crisis support point offers crisis counselling. A counsellor visits you for up to four weeks, paying several visits a week. He talks to you and to your parents. Sometimes separately, sometimes together.

Together with you, the counsellor figures out a different way of dealing with each other and with the problems.

If you still need help after four weeks, the counsellor, together with you and the support workers involved, will see who can offer this help best.

## CRISIS STAY: your parent can't take care of you or you are no longer safe at home, and there's nowhere else to go

An acute crisis can seriously mess up family life. If you can't stay at home at the moment and need somewhere else to stay quickly, it is possible to make use of a crisis stay via the crisis support point. That is somewhere you can stay for up to seven days, for example a residential group in a youth facility or crisis foster family.

We prefer to offer you somewhere close to where you live. This way you can continue going to school and participating in your hobbies. But that isn't always possible.

Your support worker reaches an agreement with you and your parents on how you will keep in touch with each other. Only by phone? Or can you go visit?

In the meantime, you and your family receive counselling. The counsellor consults with you and your family on the best way to move forward once you return home. ■

# SUPPORT WORKERS ARE BOUND BY PROFESSIONAL SECRECY

When support workers talk with you, they are bound by professional secrecy. They are not allowed to pass on information about you and your family to others.

The crisis support point keeps the information about your family in a file.

Three agencies know what it contains: > the crisis support point;

> the service providing crisis support;

> the support worker who registered you with the crisis support point.

Have you already submitted a request for non-directly accessible youth support at the intersectoral gateway? In that case, the person who registered you will be informed of your crisis situation. He will monitor your situation so he can provide better support. ■

Support workers are not allowed to pass on information about you and your family to others. They are only allowed to pass on information from your file to other people if you agree to this.

## WHEN IS INFORMATION PASSED ON TO OTHERS?

Sometimes support workers are legally required to report a crisis situation to other people. Are you or somebody else in danger? Then your support worker must inform the police. But he will first tell you the steps he is planning to take.

What if the support worker is concerned about your situation but you and your family are not interested in receiving help? In that case he can contact a mandated service (support centre for youth care or Confidential Centre on Child Abuse and Neglect). Here again he will first tell you what steps he is planning to take. ■

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*Do you want to know more about the mandated services? Read the brochure 'You and the support centre for youth care'*

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## JUDICIAL CRISIS HELP: THE JUVENILE COURT JUDGE DECIDES

Your contact person at the crisis support point always asks whether you agree to crisis help.

Perhaps you don't agree with the help that the crisis support point suggests. Or perhaps your parents don't think there is any need for help.

Is somebody else worried about your situation? Then the juvenile court judge can decide that you must receive crisis help. Even if you or your parents disagree. That is called judicial crisis help. After crisis youth support has been completed, the juvenile court judge can also impose other help if that proves necessary. ■



## AFTER THE CRISIS

During the crisis help, the crisis support point maintains contact with the service providing the crisis help. The counsellor discusses with you - and possibly with other support workers involved - what help you will need afterwards.

Crisis help is only short term and cannot usually solve all the problems in a family. The help does, however, provide rest and safety. Together you will then look at what other support and help you need to solve any other problems and issues in the family. ■

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*You are not obliged to accept help after the crisis but it is generally a good idea*

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# QUESTIONS OR COMPLAINTS

Do you have a question? A complaint? Talk it over with a friend, your teacher, a support worker, a youth worker.

They will help you find a solution.

If that doesn't work, you can contact the JO line (Young People Helpline). That's the help line of Youth Support within Opgroeien.

**Call us free-of-charge on 0800 900 33**

- > Monday from 10.00 a.m. to 1.00 p.m.
- > Wednesday from 1.00 p.m. to 5.00 p.m.
- > Thursday from 10.00 a.m. to 1.00 p.m.
- > Friday from 1.00 p.m. to 5.00 p.m.

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