



INTERNATIONAL CONSULTATION OF CHILD HELPLINES

27–29 SEPTEMBER 2022

STOCKHOLM, SWEDEN

RESILIENCE: CHILDREN AND CHILD HELPLINES IN TIMES OF CRISIS

LOGISTICS AND INFORMATION PACK

JUNE 2022



BRIS



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Welcome

Welcome address from Bris

Bris would like to welcome you to the 10th International Consultation of Child Helplines (IC 2022).

We hope that your three days in Stockholm will be filled with excitement, new knowledge and great exchanges with colleagues, now that we once again are able to meet in person. Our hope is that when these three days have passed and IC 2022 concluded, you will take with you the feeling that this consultation was important, and that it provided you with new strength and engagement to continue to provide support to children and youth.

It is together that we create this important platform for child helplines, and we are the ones making it possible for children and young people to be listened to as well as supporting them in getting their voices heard.

Magnus Jägerskog
Secretary General
Bris

Welcome address from Child Helpline International

The Supervisory Board and Team from Child Helpline International welcomes you to the 10th International Consultation of Child Helplines (IC 2022).

We hope that the IC 2022 will provide us all with the opportunity to come together once again, to share our information and experience, ideas and viewpoints, success stories and best practices.

It feels more vital than ever before that we have this opportunity to meet and greet each other face to face after the unprecedented challenges we have been dealing with over the past two years.

We are one family and share the same vision that every child has a voice and that no child should be left unheard!

Patrick Krens
Executive Director
Child Helpline International



1. Hotel

1.1 Location and amenities

Sheraton Stockholm is situated in the heart of Stockholm: an icon in Sweden's capital city. The location is near the Central Station, main shopping street, City Hall and Old Town. The hotel offers free high-speed Wi-Fi access.

For more information, please visit the Sheraton website: <https://www.marriott.com/en-us/hotels/stosi-sheraton-stockholm-hotel/overview/>

Here is a video of the Sheraton's facilities: <https://www.youtube.com/watch?v=TrffrqOi7mk>

1.2 Accommodation and meals

The conference fee includes:

- 3 nights of accommodation: 26 September (following check-in); 27 September and 28 September. Check-out is during the morning of 29 September.
- Check-in is from 03:00 pm(15:00), and check-out is until 12:00 pm (12:00 noon). The hotel offers luggage storage to guests before check-in and after check-out. The front desk is always open, day or night.
- All meals and coffee breaks from evening dinner on Monday 26 September until lunchtime on Thursday 29 September (3 breakfasts, 3 lunches and 3 dinners).*

** Please note that in the interest of minimising the IC 2022's environmental impact as much as possible, all food served during the event will be vegetarian. However, if you would prefer to have meat options available during your meals, please indicate this in the registration form.*

The conference fee does not include:

- Transfer in/out from the airport to the hotel.
- If you are staying additional nights before or after the conference, you will have to cover the cost for those nights yourself. Make your reservation at the Sheraton here: <https://www.marriott.com/en-us/hotels/stosi-sheraton-stockholm-hotel/overview/>

1.3 Credit card as deposit

A credit card is needed as a deposit for the hotel. **Please be sure to bring one with you.**



2. Transport

The easiest way to get around Stockholm city is with the metro. The metro runs frequently and is a very safe way of getting around Stockholm. Popular places like Djurgården are also accessible by ferries and trams.

2.1 Travelcards

With a SL travelcard, you can travel as much as you like throughout the county of Stockholm for the duration of the card. Travelcards are generally the best buy for visitors who plan to travel in Stockholm regularly during their stay.

Single tickets are expensive but if you are just visiting for a short time the single use travelcards or mobile tickets are perfect for you. However, if you are planning to travel around for several days, it is cheaper to buy a travelcard for a longer period.

You can buy travelcards for 24 and 72 hours or load any type of travelcard on an SL Access card. You need to pay a fee of 20 SEK for the card itself, but you can re-use your card during any future visits to Stockholm.

Tickets and travelcards are sold via SL agents, such as the convenience store Pressbyrån, at the SL Customer Centres and at Metro and commuter railway stations.

It is important to note that you have to buy your ticket before entering buses, the metro, the trams, railway trains and ferries. **There is no possibility to buy your tickets on board.**

This is the website for public transport, where you can plan your trip: <https://sl.se/en/in-english/>

2.2 Prices

75 minutes single journey: SEK 39 (adult fare)

24 hours: SEK 165 (adult fare)

72 hours: SEK 330 (adult fare)

7 days: SEK 430 (adult fare)

2.3 Validity of your travelcard

The 24-hour and 72-hour travelcards are valid for the chosen number of hours from the time of first use.

7-day travelcards and travelcards for longer periods of time are valid from 00.00 on the first day of travel until 04.30 on the day after the travelcard expires.

Travelcards are transferable and can be used by several travellers, but only one at a time.

Rail network map: <https://sl.se/globalassets/sl-spartrafik.pdf>



2.4 To and from Stockholm Arlanda airport

Arlanda Airport is located 40 kilometres / 25 miles north of Stockholm City.

Train: The Arlanda express train takes you from Arlanda Airport to Stockholm city. The platform is easily accessible at the airport where it is located underneath the arrival terminals. Departure: every 15 minutes (for most of the day). Travel time: 20 minutes.

<https://www.arlandaexpress.se/>

Prices: 299 SEK one way, 579 SEK return.

Coach: Flygbussarna Airport Coaches departs every 20 minutes between Arlanda Airport and the Stockholm City Terminal (located next to the Central Station). Travel time to Arlanda: 45 minutes.

<https://www.flygbussarna.se/arlanda>

Prices: 119 SEK one way, 189 SEK return if booked online.

Commuter trains: Commuter trains (operated by the public transport company in Stockholm, SL) to Stockholm depart twice every hour from Arlanda Central Station in Sky City. The total travel time between the airport and Stockholm Central Station is 40 minutes.

Prices: 159 SEK one way (ticket + airport surcharge) if purchased at the SL Center at the airport.

Taxi: Taxi services are available at Stockholm Arlanda Airport and Bromma Airport. The travel time from Stockholm Arlanda Airport to the city is approximately 40 minutes, and from Bromma Airport to the city is approximately 20 minutes, depending on the time of day. Credit cards are readily accepted.

We recommend the companies Taxi Stockholm and Taxi Kurir.

<https://www.taxistockholm.se/en/>

<https://boka.taxikurir.se/en/>

Prices: Around 535–675 SEK.



3. Meals and restaurants

3.1 Lunch and dinners at the hotel

Lunch is included all three days of the consultation (27-29 Sep) and will be served at the hotel. On 26 and 27 September, dinner will also be served at the hotel.

3.2 Dinner at City Hall

For dinner on 28 September, delegates are invited to a walking buffet and a guide who will tell us about the City Hall. The City Hall is famous for its Nobel Prize gala dinner. The dinner is by courtesy of the City of Stockholm.

You can read more about City Hall here: <https://cityhall.stockholm/>

Please note that you will be offered one non-alcoholic drink at each meal. If you wish for something else to drink such as an alcoholic drink or more than one soft-drink other than water, you will have to cover your own costs.

3.3 Allergies and dietary requirements

This event aims to minimising its ecological impact. All food is therefore vegetarian by default. Meat is available but must be actively selected.

Please note that if you have any food allergies or dietary requirements, you should let us know by updating your personal information on the registration site (check your confirmation e-mail for more details). If you don't let us know beforehand, we will assume that you want vegetarian food and don't have any allergies!

3.4 Tipping

Tipping is not mandatory in Sweden. You only do it if you have had a nice experience, with both food and service, and a usual tip is 10%. The amount depends on how much the bill comes to. Some people round the amount up by 5-10%, some do not tip at all. Service charges are often included in the bill at sit-down restaurants and waited tables in bars, so giving extra should be seen as icing on the cake.



4. Language

Although Swedish is the official language in Sweden, English is widely spoken.

5. Sightseeing

5.1 Gamla Stan - Old Town

Gamla Stan is like a living, pedestrian-friendly museum, filled with sights, restaurants, cafés, bars and places to shop for souvenirs. The narrow, winding cobblestone streets, with their buildings in different colours, give Gamla Stan its unique character and is often regarded as a must-see for tourists visiting Stockholm.

For more information, please visit: <https://www.visitstockholm.com/see-do/attractions/district-guide-old-towngamla-stan/>

5.2 Djurgården

Beloved by both Stockholmers and visitors alike, Djurgården is a tranquil oasis in the middle of Stockholm. The island has been in the Crown's possession since the 15th century. Like no other place in Stockholm, it gathers many of the city's most famous museums and cultural attractions (the Vasa Museum, Gröna Lund, the Abba museum and Skansen to name a few).

Additionally, it is also characterised by its green nature, parks and family-friendly activities. Djurgården can be reached by bus, tram or ferry from central Stockholm, though on a beautiful summer day a walk along Strandvägen - from The Royal Dramatic Theatre to Djurgårdsbron - is highly recommended.

For more information, please visit: <https://www.visitstockholm.com/o/djurgarden/>

For more tips on what to see and do in Stockholm, please visit: <https://www.visitstockholm.com/>



6. Currency, credit cards and money in Sweden

The krona is the official currency of Sweden and usually written kr or SEK.

1 SEK = 0.093 EUR

1 SEK = 0.104 USD

1 EUR = 10.68 SEK

1 USD = 9.58 SEK

For up-to-date conversion rates, please visit: <https://www.xe.com/>

6.1 Credit cards and cash

Sweden is widely regarded as the most cashless society on the planet. Most of the country's bank branches have stopped handling cash; many shops, museums and restaurants now only accept plastic or mobile payments. Most terminals in stores are supporting the use of payment with contactless cards.

There is no need to worry! Major debit and credit cards (some restrictions may apply to American Express) are widely accepted throughout Sweden at banks, hotels, stores, restaurants, taxis, car rental companies, and for air, ship and rail tickets.

7. Climate

September is still a pleasant month in Stockholm, with temperatures in the 10-15°C range (50-60°F) and the occasional temperature spike.

However, the weather can still be quite unpredictable in September, and there might be both rain and sunshine during your stay! Please check the weather forecast before arriving to make sure you bring clothes appropriate for the weather. The temperature drops in the evening so please bring something to keep you warm.

For up-to-date weather information for Sweden, you should visit the SMHI site (Swedish Meteorological and Hydrological Institute), where you'll also find maps and graphs with weather information: <https://www.smhi.se/q/Stockholm/>



8. Electrical outlet

Sweden uses the Europlug (Type C and F) for electricity, which has two round prongs and outputs 230 volts of power in Sweden.

8.1 USB Power Adapters

Virtually everyone who travels has a cellphone that will need daily charging, and many also bring tablets and laptop computers that will need power. These devices' power cords generally automatically adapt to whatever the voltage is, so you will likely not need a power converter to charge them in Sweden, but you will need a USB power adapter to fit into the plugs in Sweden.

9. Safety and security in Stockholm

Stockholm is one of the safest cities in the world. It is a city with a low crime rate. The 2017 Safe City Index ranked it as the third-safest city in the world with under five million inhabitants. It also placed Stockholm in the top 10 worldwide in terms of personal security, infrastructure security and health security.

Even though the crime levels are low, there is some petty crime like pickpocketing, mostly around tourist landmarks and crowded places such as bus, metro and train stations, airports, or shopping centres. Avoid flashing your valuables in public or leaving them in plain sight and that should minimise the risk of someone stealing from you.

Taxis and other means of transportation are safe and reliable in Stockholm. It can be very expensive otherwise. But book taxi trips with the companies we recommended.

The taxi service Uber is also available throughout Stockholm.

10. Laws in Sweden

Sex workers: To visit a sex worker is illegal in Sweden.

Drugs: Both selling and using drugs is illegal in Sweden.

Drinking and driving: Sweden has a more or less zero-tolerance policy when it comes to drinking and driving. The limit is 0.2 mg per ml. 0.5mg.

Littering: It is illegal to litter in Sweden. This applies to both littering on purpose and littering by negligence (being careless or thoughtless). Even dropping small amounts on the street can earn you a fine of 800 SEK. Litter includes all types of waste, such as cigarette butts, chewing gum and paper tissues.



11. About this event

It is our very great pleasure to invite you to the 10th International Consultation of Child Helplines (the “IC 2022”).

The 10th International Consultation was originally planned for 2020, but due to the coronavirus pandemic this was unfortunately postponed. However, we hope that the IC 2022 will now provide us all with the opportunity to come together once again, to share our information and experience, ideas and viewpoints, success stories and best practices. And this time, it feels more vital than ever before that we have this opportunity to meet and greet each other face to face after the unprecedented challenges we have been dealing with over the past two years.

The theme for the IC 2022 is “Resilience: Children and Child Helplines in Times of Crisis”. In 2020, mental health and violence continued to be the two main reasons for contact reported by our Child Helpline Members globally. Over half of all counselling contacts were related to one of these two topics, clearly showing that it is our members who are at the forefront of addressing the global mental health crisis that children and young people are confronting. We will focus on the resilience of children and young people, especially with regard to their mental health during the Covid-19 pandemic (social distancing, school closures and other fundamental changes in society) and during extreme crises such as the Russian-Ukrainian War (the devastation and the massive displacement of children and young people as a result). We will also look at how child helplines can further strengthen children’s resilience, and provide them with support to improve their situation in society, and the resilience of our Child Helpline Members, who have shown tremendous fortitude in the face of global lockdowns, and significant impacts on how child protection services have been able to operate.

We will also address cross-cutting issues and core membership activities affecting the work of child helplines, including technology, quality of service and data, and transversal themes such as gender, diversity and inclusion, and child online protection.

We will continue to develop the IC 2022 agenda over the coming months in consultation with members. Please refer to the Concept Note for more information.

11.1 Date and time

Tuesday 27 September 2022, 9:00 AM CEST – Thursday 29 September 2022, 4:30 PM CEST

11.2 Location

Sheraton Stockholm Hotel,
Tegelbacken 6,
10123 Stockholm.
Sweden.



12. Invitees

All members of Child Helpline International are invited to join us in Sweden. A full list of members can be found on Child Helpline International's website: <https://childhelplineinternational.org/helplines/>

This event is also open to prospective members, child protection and children's rights organisations, youth organisations, government representatives, regional and international bodies, telecoms and technology industry partners, foundations, intergovernmental entities and philanthropic organisations.

13. Covid-19

There could be some coronavirus-related restrictions for entering Sweden at the time of the International Consultation. Please consult your national authority's information for an overview of the rules that (might) apply to you before you travel to Sweden.

Child Helpline International and Bris will be monitoring the situation closely in the run up to the event.

14. Languages and translations

Please note that the official language of the International Consultation is English. We are doing our utmost to have simultaneous interpretation in Spanish, French and Arabic at all plenary sessions and whispering interpretation available during workshops and at the Regional Spaces.

More information will be available upon arrival.



Contacts

If you should have any questions or need to contact any in charge of the meeting, you can call on these numbers.

15. Emergency

112

16. Bris

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17. Child Helpline International

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18. Sheraton

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