

2026 Consulta Regional de Líneas de Ayuda a la Infancia Américas y el Caribe

AGENDA

Version 21.09.2026

GUIDING QUESTIONS

- What questions or challenges would you like others to help you think through?
- What good practice do you want other child helplines to know about?
- What resources do other child helplines need to implement your good practice?

MONDAY 21 SEPTEMBER 2026: DAY 0 & ARRIVAL

TIME	SESSIONS
All Day	Check in to your hotel and explore Bogota – see promotional guide on website.

TUESDAY 22 SEPTEMBER 2026: DAY 1

TIME	SESSIONS
08:30 – 09:00	Walk-in and coffee
09:00 – 09:30	Opening Words Moderator(s): Alejandro Castañeda - Red PaPaz Speaker(s): • Atenea • Carolina Piñeros Ospina - Directora - Red PaPaz • Maria Fernanda Romero Tovar – Secretaria de Salud • Carlos Javier Aguilar - UNICEF (Senior Adviser, Child Protection and Migration) • Leevun Solomon - Regional Representatives - Child Helpline International • Laura Holliday - Child Helpline International
09:30 – 12:00	Session 1. Mental Health, Crisis, And Underlying Pressures Objective: To share experiences regarding tele-counseling processes in mental health for children and adolescents. Moderator(s): Rodrigo Lopera Isaza – Línea 106

	Speaker(s): • Tania Cruz Cordero - Child Helpline International • Prof. Olga Díaz Usme - Universidad El Bosque • Luz Helena Buitrago León - Universidad El Bosque (Maestría Salud Mental Comunitaria) • Edwin Gonzalez - Linea 106 • Patricia Behrens - 2NDFLOOR Youth Helpline • Angelina Sosa - Línea Familiar Contigo Reflection Questions for Group Discussion: • What mental health issues are prevalent in your countries? Have you recognised new trends among children - if so, what are they? • What does data and research tell us? • What best practices in supporting children's mental health (prevention, intervention, partnerships, etc.) could you share from your child helpline/organization? What factors contributed to the implementation of these practices? (e.g., organizational, social, political, etc.). What lessons can you share with the other group members? • What areas of cooperation among child helplines do you identify that would be useful for strengthening mental health interventions for children and adolescents? • How can we reimagine outreach by integrating prevention and early intervention directly into community engagement efforts?
12:00 – 13:30	Lunch at Universidad El Bosque
13:30 – 15:00	Session 2a. Violence Against Children Across Contexts: Trends, Risks, And Responses Objective: Understand current trends and risks of violence against children across different national contexts, and identify concrete responses from helplines, including use of the Pathfinder Global Alliance and preparation of national pledges for the 2nd Global Ministerial Conference on Violence Against Children in Manila. Moderator(s): Alejandro Castañeda - Red PaPaz Speaker(s): • Tania Cruz Cordero – Child Helpline International • Maria Julia Garcete - INN OEA • Fabio González – ECPAT • Laura Suárez – ICMEC • Luis Eduardo Ríos - UNICEF Colombia Reflection Questions for Group Discussion: • What violence issues are prevalent in your countries? Have you recognised new trends among children - if so, what are they? • What does data and research tell us? • In what ways can child helplines help accelerate efforts to end violence against children? • In advance of the 2nd Global Ministerial Conference on Violence Against Children in Manila, how can we best prepare and encourage national pledges? What were your experiences in the last Ministerial Conference in Bogotá?

15:00 - 16:30	Session 2b. Child Helplines and Crisis Response Objective: Examine how child helplines can support emergency and disaster response, drawing on Colombia's recent experience with the San José del Palmar earthquake, and identify the operational needs and partnerships required to strengthen that role. Moderator(s): Alejandro Castañeda - Red PaPaz Speaker(s): • Rodrigo Lopera Isaza - Línea 106 • Andreanne Deschamps – Kids Help Phone • Laura Holliday – Child Helpline International Reflection Questions for Group Discussion: • Can you tell us a little bit about the last time your child helpline had faced an emergency context such as natural disasters, pandemics, public health concerns or armed conflict? • What existing protocols or capacities do child helplines have for responding to natural disasters and other large-scale emergencies? • What kind of coordination with civil protection authorities, government agencies, and other emergency responders is needed for helplines to be effective during a crisis? • What specific needs do children and caregivers have in the immediate aftermath of a disaster (for example: separation from family, safety information, psychological first aid), and how well-equipped are helplines to meet them? • What can helplines learn from each other's crisis-response experience, and what would help them prepare in advance rather than improvise during an emergency?
16:30	End of day 1

WEDNESDAY 23 SEPTEMBER 2026: DAY 2

TIME	SESSIONS
09:00 – 09:30	Walk-in and coffee
09:30 – 12:00	Session 3. Digital Risks And Rapidly Evolving Online Realities Objective: Identify key online harms issues and emerging trends, and exchange good practices in supporting children's safety and wellbeing online. Moderator(s): Alejandro Castañeda - Red PaPaz; Laura Holliday - Child Helpline International Speaker(s): • Tania Cruz Cordero - Child Helpline International • Bianca Orrico Serrão & Juliana Cunha - Safernet Brasil • Laura Suárez - ICMEC • Juan Moncaleano Arboleda - Childlight/UniAndes • Julien Hayois - UNICEF Colombia • Erika Moreno Cárdenas - Red PaPaz • Laura Holliday - Child Helpline International Reflection Questions for Group Discussion: • Which online harms are prevalent in your countries? Have you recognised new trends among children - if so, what are they? • What does data and research tell us? • What do we already know about cyberbullying / technology-facilitated child sexual exploitation and abuse / harmful content and exposure / mental health impacts of being online? What forms can it take? • Where do children you speak with most commonly encounter AI in their online lives, and what does data and research tell us about this? • What successes or good practices in supporting children's safety and well-being online can you share, and what helped enable them?
12:00 – 13:30	Lunch at Universidad El Bosque
13:30 – 16:00	Session 4. Family Relationships And The Role Of Caregivers Objectives: To explore the evolving landscape of family relationships and caregiving in the region by examining the key factors shaping contemporary challenges, the conditions that allow children to experience genuine support, connection, and belonging within their families, and the practical approaches child helplines can use to support children and caregivers navigating family-related difficulties. Moderator(s): Tania Cruz Cordero - Child Helpline International; Rodrigo Lopera Isaza – Línea 106 Speaker(s): • Tania Cruz Cordero - Child Helpline International • Alejandro Lopez Sole - Universidad Católica del Uruguay • Guiovani Martín - El Instituto Colombiano de Bienestar Familiar (ICBF) / Línea 141 • Carmen Veloz - Línea Familiar Contigo Reflection Questions for Group Discussion: • What are children and young people telling us about their family relationships? Have you recognised new trends among children - if so, what are they?

	• What does data and research tell us? • How do we support children who feel pressure to meet expectations from families and feel “not good enough”? How do we support children who feel misunderstood or judged by parents and caregivers? • How do we engage caregivers who may not understand children’s experiences, particularly in digital environments, when child helpline resources may be limited? • What can the child helpline do to support family and caregivers?
16:00	End of day 2

THURSDAY 24 SEPTEMBER 2026: DAY 3 & DEPARTURE

TIME	SESSIONS
09:00 – 09:30	Walk-in and coffee
09:30 – 12:00	Session 5. Sustaining Services Under Pressure Moderator and Speaker: Rebecca Shields – Kids Help Phone Reflection Questions for Group Discussion: • How are child helplines managing increasing demand and expectations for immediate support? • How do we demonstrate the value and impact of our services in ways that strengthen sustainability? • How do we do this with limited funding and resources? How do economic and political instability affect the demand for child helpline services? • How can we create sustainable, community-driven ecosystems that better support vulnerable children in small island communities?
12:00 – 13:30	Lunch at Universidad El Bosque
13:30 – 14:30	Session 6. Network Updates CHI Objective: Gain insights into CHI's current programmes. Moderator(s): Laura Holliday – Child Helpline International; Tania Cruz Cordero – Child Helpline International Speaker(s): • Patricia Behrens - 2NDFLOOR Youth Helpline • Laura Holliday – Child Helpline International • Tania Cruz Cordero – Child Helpline International Reflection Questions for Group Discussion: • What is one insight or learning from this Consultation that you will carry back home with you?
14:30 – 15:00	Closing Words Moderator(s): Alejandro Castañeda - Red PaPaz
15:00	End of day 3 and departure