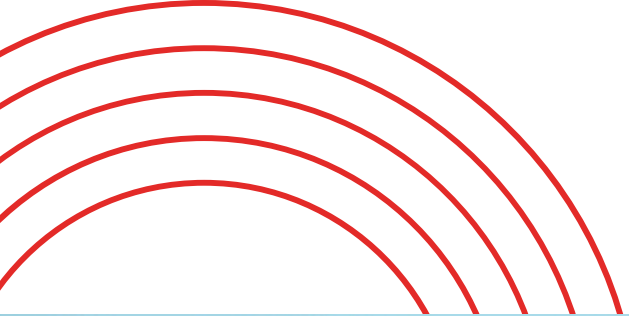




Regional Consultation of Child Helplines

Americas and the Caribbean

Bogotá, Colombia

22 - 24 SEP 2026



viguías⁺
Centro de Atención y Vigilancia



ALCALDÍA MAYOR
DE BOGOTÁ D.C.

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SALUD



Regional Consultation of Child Helplines

Americas and the Caribbean

Every day, child helplines respond to contacts from children and young people in crisis. You listen. You counsel. You protect. Across the Americas and the Caribbean, 23 child helplines in 15 countries are doing this work and facing similar problems. However, they often do this in isolation and build solutions separately.

RedPaPaz, Línea 106 and Child Helpline International, together with our Regional Representatives for the Americas & Caribbean—Leevun Solomon and Angelina Sosa Lovera—are delighted to invite you to participate in our Regional Consultation of Child Helplines in the Americas and the Caribbean. This will be the first opportunity in several years for the region to come together in person. It is a space to reconnect, share practice, and strengthen how we respond to the needs of children and young people. The consultation will be co-created with members. Your experiences, priorities, and ideas will directly shape the agenda.

Details

- **Dates:** 22, 23 and 24 September, 2026
- **Location:** Bogotá, Colombia
- **Venue:** Universidad El Bosque

Background - Organizers

Red PaPaz has been working since 2003 to protect the rights of children and adolescents in Colombia and Latin America. Red PaPaz leads the VIGUIAS Safe Internet Center, the first Spanish-language center of its kind in Latin America, with the expertise and experience to protect, prevent, assist, and guide children, adolescents, and young people as they navigate the internet. VIGUIAS includes **Te Guío**, a confidential and free child helpline for adolescents over the age of 14 that provides support regarding personal boundaries, consent, and inappropriate sexual behavior—both in face-to-face and digital settings—that may cause discomfort, confusion, or distress.

Línea 106 “El poder de ser escuchado” is a remote listening, assistance, psychosocial intervention, and/or crisis support child helpline operated by the **District Health Secretariat of Bogotá, Colombia**. Launched in 1997, it operates 24 hours a day, 7 days a week, providing a space for guidance and emotional support to the city’s residents. This service is staffed by a team of psychology professionals and offers various channels of assistance (phone, WhatsApp chat, Facebook, email). In addition to the support it provides to users, it coordinates access to health, justice, and social protection services when necessary.

Child Helpline International (CHI) is the global network of child helplines. We work to ensure that every child and young person has a voice – and that voice is heard. Established in 2003 by 49 founding child helplines, CHI now brings together over 150 members in more than 130 countries and territories. Together, we create a powerful, global network.

Our network is united by the commitment to protect and promote children's rights, providing safe, accessible platforms for children to seek help, support, and guidance. CHI acts as the coordinating body for its members, strengthening their capacities, amplifying their voices, and advocating for improved policies and systems that safeguard children at every level. Our members are at the heart of our work. Each child helpline is uniquely embedded in its national or local context, providing services that reflect the specific needs of the children and young people they support.



Americas and Caribbean Region

There are currently 23 child helpline members from 15 countries in the region. Presently, there is no harmonized number in the Americas and Caribbean Region.



Regional Consultations

On a bi-annual basis, member child helplines meet to reflect on the state of children in the region, their contribution to creating a safe environment for children, as well as share experiences and best practices in the provision of services for the children

Objectives of the Consultation

The overall objective of the Consultation is to provide a platform for dialogue and engagement between child helplines to:

- Facilitate the sharing of ideas, knowledge, learning, experiences and good practices with one another.
- Create an international platform to discuss how child helplines are integral to child rights, including receiving support in cases of violence against children and mental health issues.
- Welcome new members to the network.

Participants

The Consultation is primarily intended for member child helplines in the Americas and the Caribbean. It is also open to prospective members, as well as child protection and children's rights organisations, governments, regional and international partners, and representatives from the telecoms and technology sectors. Around 50 participants are expected.

Through the [Unheard Voices](#) project, we especially encourage participation from countries and territories where child helplines are not yet established or are not currently part of the Child Helpline International network.

Who should attend?

Directors, helpline managers, programme leads, and other staff shaping child helpline strategies and services are warmly invited to attend, alongside partners working to strengthen access to child helpline support across the region

Agenda

We invite member child helplines across the region to co-create the agenda. We will focus on core challenges identified through the last regional space, and data, including violence against children across contexts; mental health and crisis response; rapidly evolving online risks and harms; family relationships and caregiver engagement; and sustaining services under increasing demand and limited resources.

Members are encouraged to complete a short survey to highlight priorities, suggest topics, and express interest in sharing their good practices, with responses directly shaping sessions, contributions, and the final agenda. After submissions have been received, members will be contacted and a draft agenda will be shared.

Please complete the survey before August 31st through this link [here](#).

Fees

There is no participation or conference fee for this event. Each participant is responsible for securing their own accommodation and return flight to Bogotá. Lunches will be provided across three days of the Consultation.

About Bogotá

Please refer to the handout in the attachment for key information about weather, currency, and things to see and do in Bogotá.

How to Register

Secure your spot by registering through this link [here](#) or by scanning the QR code below.



Register here

