



# Safer Internet Project SIC LT II

## Final Public Report (final)

2012–2014



Švietimo informacinių  
technologijų centras



Lietuvos Respublikos  
ryšių reguliavimo tarnyba



LANGAS Į ATEITĮ  
Asociacija „Langas į  
ateitį“



Viešoji įstaiga „Vaikų linija“



European Commission  
Information Society and Media

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## Introduction

Regulation of harmful Internet content is currently one of the critical issues in development of the information society, attracting scrupulous attention of European countries. The Internet may pose various risks if used by children and teenagers without adults' supervision. Parents, carers and teachers face themselves with constant concern over how to protect their children against various risks of virtual environment, such as cyber bullying, harmful and illegal content, etc. Having recognized the implications of such issue, the Centre of Information Technologies in Education under the Ministry of Education and Science of the Republic of Lithuania (CITE), the Communications Regulatory Authority of the Republic of Lithuania (RRT), NGO "Vaikų linija" (Child Line) and association "Langas į ateitį" (LIA), in collaboration with other partner organisations from public and private sectors, have implemented Safer Internet project SIC LT II funded by the European Commission.

The consortium of four cooperating organisations – the CITE, RRT, Child Line, and LIA – has been engaged in the activities of promoting the project in Lithuania. The project SIC LT II set the four key objectives: awareness-raising, hotline, helpline activities, and promotion of youth's initiatives. During the reporting period from 1 July 2012 to September 2014 a number of awareness-raising campaigns on the television, radio, and Internet were carried out with the aim to raise awareness of the society. As usual, the central events of the project were the Safer Internet Day celebrations on the 5 February 2013 and 11 February 2014. A number of other social campaigns and educational activities were carried out as well. Project website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt) was updated to provide children and their parents, teachers with relevant comprehensive information about safer use of the Internet and ways of self-protection against harmful information and other potential risks for young Internet users. Various awareness-raising instruments were developed. Lithuanian Safer Internet project team encouraged Lithuanian kids to compose "Net etiquette". The participants of the National Conference unanimously voted Lithuanian Kids Net Etiquette on the Safer Internet Day. Another important activity was operation of the hotline used for reporting on detected harmful or illegal Internet content. On 2014 SID SIC Lithuania organize nation-wide NETraditional lesson, which is recorded and can be used as very influential resource.

This Annual Report outlines the activities carried out during 27 months period in Lithuania under the project SIC LT II within the European Programme “Safer Internet”.

## ***Safer Internet Programme 2009–2014***

The Safer Internet is a programme of the Information Society and Media Directorate-General of the European Commission for the period 2009-2013. The Programme is a successor of the Safer Internet Action Plan implemented across the EU during the period 1999-2004 and of the Safer Internet plus Programme (SIP) 2005-2008 aimed at promoting safer use of the Internet and new online technologies, particularly for children, and fighting illegal content and content unwanted by the end-user. Within the SIP framework, actions were taken to cover a broader range of illegal and harmful content and conduct of concern, including racism and violence. All of this was part of the common and consistent EU approach to this issue.

The new Safer Internet Programme is designed to establish a knowledge base using Web 2.0 services for communications, e.g. social networks. Activities under the Programme are aimed at fighting not only illegal content, but also harmful conduct, such as children grooming and cyber bullying.

### ***Key objectives of the Programme:***

- ✓ Increase public awareness about harmful information and behavior on the Internet.
- ✓ Provide the society with possibilities of anonymous reporting on illegal or harmful Internet content and conduct, in particular, children sexual abuse, grooming or cyber bullying.
- ✓ Foster self-regulatory initiatives in this field and involve children in creating a safer online environment.
- ✓ Establish a knowledge base on new trends in the use of online technologies and their consequences for children's lives.

For implementation of the programme, national Safer Internet Centers (SICs) have been established across the European Union. National centers currently operate in 31 countries worldwide, unified under the INSAFE and INHOPE networks.

## Safer Internet Programme Project in Lithuania

Project **SIC LT II** (Safer Internet Centre LT II) in Lithuania (project period: 2012 to 2014) increased its activities under the *Safer Internet* programme in Lithuania. Safer Internet project are currently implemented by 4 partners: the Centre of Information Technologies in Education, the Communications Regulatory Authority of the Republic of Lithuania, association “Langas į ateitį” (LIA), NGO “Vaikų linija” (Child Line). The consortium has won the competition announced by the European Commission to implement the project from July 2012 to October 2014. The objective of the project SIC LT II is operation of the national SIC in Lithuania.

### ***4 core functions of the SIC:***

- ✓ awareness raising of the society about safer Internet and helping children, parents and educators avoid risks related to digital communications;
- ✓ operation of the hotline for reception and processing of user reports on illegal and harmful content on the Internet;
- ✓ operation of the helpline for children who have encountered grooming, taunt, bullying, harmful content or other intimidating experience of using online technologies;
- ✓ promotion of and support to Lithuanian children and youth initiatives towards creation of safer Internet space.

## ***Safer Internet SIC LT II Project Consortium Members***

### **Centre of Information Technology of Education (CITE)**

CITE mission is to assist the Ministry of Education and Science in introduction and application of information and communication technologies (ICT), providing educational community with necessary, secure and recent data and information. The Centre pursues the strategic goal of participation in creation of strategies and programmes related to introduction of ICT into education and implementation of the projects under such programmes in relation to the mission of the Centre.

#### **CITE is responsible for the following objectives:**

- ✓ Initiates and coordinates the work of various national and private organizations in computerization of educational and education administration agencies and development of ICT applications for educational processes.
- ✓ Initiates and coordinates international projects on introduction of the ICT into education.
- ✓ Promotes international cooperation between educators and students on a web-based learning platform.
- ✓ Organizes and carries out scientific research on the practices of modern ICT in education.
- ✓ Administers information systems of education.
- ✓ Develops and maintains computer networks in education.
- ✓ Accumulates the databases of educational statistics.

CITE managed implementation of the SIC LT II project and coordinated the activities of the SIC partners. CITE has developed and maintains the website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt), which is the main awareness raising instrument intended for Lithuanian society and educational community.

***For more information on CITE please visit [www.itc.smm.lt](http://www.itc.smm.lt).***

## Communications Regulatory Authority of the Republic of Lithuania (RRT)

RRT is an independent national regulatory authority governing electronic communications and postal sectors in Lithuania. RRT was established under the provisions of the Law on Electronic Communications of the Republic of Lithuania and the Directives of the European Union on regulation of electronic communications and post. The mission of the RRT is to ensure a variety of technologically advanced, high quality, safe and affordable information and communication technologies (ICT) and postal services (products) to every citizen of Lithuania and provide conditions for development of ICT and postal business to accelerate development of the information society.

Development of information society and building trust in electronic environment require substantial effort to be taken by private, public and non-governmental sectors on time and in a coordinated manner.

RRT took the initiative to lead the activities on network and information security and established a special Network and Information Security Department focused on four main areas in network and information security:

- ✓ user education and awareness raising;
- ✓ mitigation of negative impact of security incidents and illegal content;
- ✓ management of security incidents (CERT functions);
- ✓ encouragement of development of legal and standardization tools.

RRT was the Lithuanian coordinator of Safer Internet projects during the period 2007-2012 and operated the hotline. In this project, the RRT is the consortium partner in charge of operations of the hotline.

***For more information of the RRT please visit [www.rrt.lt](http://www.rrt.lt).***

## Association “Langas į ateitį” (LIA)

A non-profit association “Langas į ateitį” was established in 2002 by socially responsible Lithuanian businesses. Association encourages the development of information society of Lithuania cooperating with wide range of organizations including central and local authorities. The mission of the association is to promote the use of Internet and e-services in Lithuania, thus stimulating the growth of the standard of living and Lithuania’s competitive ability among European and world countries.

### ***Main activity areas of LIA:***

- ✓ Association “Langas į ateitį” started its activities by initiating establishment of public internet access points (PIAPs) in Lithuania. Uniting the efforts of various initiatives during the last 12 years, the net of over 1200 PIAPs operates throughout the country (most of them in the public rural libraries).
- ✓ Since 2003 association “Langas į ateitį” has been providing trainings to adult Lithuanian citizens on computer, internet and e-services use. Today the association counts more than 120 thousand participants of its free classroom or web courses.
- ✓ In 2012 association “Langas į ateitį” introduced free e-services learning website [www.epilietis.eu](http://www.epilietis.eu). This website is the continuation of previous training projects.

While implementing various activities, association “Langas į ateitį” encourages safe use of information technologies among the citizens. In July 2012 the association became the official partner of the project SIC LT II and has been implementing safer internet training and awareness raising activities which are actively supported by the biggest Internet provider in Lithuania TEO LT, AB.

***For more information about association “Langas į ateitį” please visit [www.langasiateiti.lt](http://www.langasiateiti.lt)***



## Child Line Service (“Vaikų linija”)

Child Line is the service providing free and anonymous help to the children and teenagers by phone and on-line. Children and teenagers may contact the service in case of various issues they have encountered, such as disagreement with friends, parents or teachers; conflicts; difficulties in learning; being abused or bullied; the feeling of being lonely or unloved, or any other difficulties or troubles calling for advice. In July 2011 the Child Line launched consultation services for children and teenagers on the safety of electronic environment.

- ✓ Child Line offers support by phone and online;
- ✓ The service can be contacted on the toll-free phone number 116 111;
- ✓ The service is open for all children and teenagers in Lithuania;
- ✓ The service is anonymous, as it does not require presenting any name or surname of a child or teenager who wishes to contact the Child Line on the phone or by an online message;
- ✓ The service runs on the principle of confidentiality, which means that a child or teenager can be confident that the information he/she has shared with the Child Line will not spread beyond the walls of the service.

If a child needs additional support in his/her surroundings, specific social or legal advice, consultants at the Child Line can forward the call to State Child Rights Protection and Adoption Service. Its specialists will be able to initiate further support and maintain contact throughout the problem solving process.

Child Line may also be contacted by adults who

- wish to report on violation of child’s rights. In that case, the Child Line counsellors will forward the call to State Child Rights Protection and Adoption Service.
- would like to be consulted about children safe online communication issues. They could write an e-mail: [saugus.internete@vaikulinija.lt](mailto:saugus.internete@vaikulinija.lt).

**For more information on the Child Line please visit [www.vaikulinija.lt](http://www.vaikulinija.lt).**

# Project implementation in Lithuania

## National Cooperation

During the project key stakeholders and authorities promoting the project were identified, contacted during the project and agreed to take part in the project activities. The following public authorities, private sector and non-governmental organizations were represented in the Advisory Board of the project: the Centre of Information Technology of Education (CITE); Communications Regulatory Authority of the Republic of Lithuania (RRT); association “Langas į ateitį”; NGO “Child Line” (“Vaikų linija”); the Ministry of Education and Science of the Republic of Lithuania; the Children’s Rights Ombudsman of the Republic of Lithuania; Lithuanian National Radio and Television (media sponsor of the project); Police Department under the Ministry of the Interior of the Republic of Lithuania; Office of the Inspector of Journalist Ethics of the Republic of Lithuania; State Gaming Control Authority; Lithuanian Academic and Research Network LITNET; Association of Lithuanian Social Pedagogues; Lithuanian Human Rights League; the biggest Internet provider and telecommunications operator in Lithuania TEO LT, AB; UAB “Omnitel” mobile telecommunications operator.

The main goal of the Advisory Board is to ensure successful implementation of the project in Lithuania. The main objectives are coordination and supervision of the project; evaluation of project results and consideration of material changes in the project. Moreover, *ad hoc* Working Groups were formed for implementation of specific project tasks. The structure, governance, tasks, functions and responsibilities of the Advisory Board were determined and validated in the Rules of Procedure of the Board. Three sessions of the Working Group took place during implementation of the project.

Project friends: Information Society Development Committee under the Ministry of Transport and Communications; association “Infobalt”; UAB “Bitė Lietuva” mobile telecommunications operator; UAB “Microsoft Lietuva”, Microsoft branch in Lithuania; NGO “Paramos vaikams centras” (Children Support Centre); Rural Internet Access Points Association; UAB “Tildė informacinės technologijos”.

## Development of Awareness Raising Tools and Methods

Project website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt) is the main channel to report on potentially illegal or harmful Internet content, which provides latest information and advice on how to make the Internet safer. In reporting period, 212 new articles have been published on the website the website was visited 594 657 times.

The website shows efforts to adapt the information both for wider public and for separate target groups.

✓ **Practical tips for parents**, developed by the European Schoolnet together with company *Liberty Global* (<http://www.saferinternet.org/web/guest/digitaluniverse>), can be used by children as well:

- a. Privacy on Social Networks ([LT](#))
- b. Online Gaming ([LT](#))
- c. Blocking ([LT](#))
- d. Risks Online ([LT](#))
- e. Online Friends ([LT](#))
- f. Meeting Strangers ([LT](#))
- g. Personal Information (LT)
- h. Online Information (LT)

✓ **Rules of creating and making photos available to public** may sometimes be complex and difficult to understand; hence, the following tips can be relevant both to children and their parents: <http://www.draugiskasinternetas.lt/ccount/click.php?id=25>.

✓ For younger children a **short video** called “Pačiuok bananą” (Grab the Banana) could be very efficient, as it is aimed at teaching the young users on how to resist various temptations: <http://www.youtube.com/watch?v=nFIM6Hy3JJg>.

✓ **5 educational instruments**, developed by the INSAFE network and Safer Internet project Lithuanian team, could be useful for teachers wishing to make their lessons more interesting:

- i. Online Rights Poster (A3) (A4) (A5).
- j. Game “Feelings Barometer” (LT / EN).
- k. Lesson plans: primary education lesson plan (LT / EN) and secondary education lesson plans: (1) (LT / EN) and (2) (LT / EN).
- l. Game “Decide” (LT / EN).
- m. A guide to *YouTube*’s educational resources (LT / EN).

✓ The Safer Internet website also presents products created by students, such as **Lithuanian Kids Net Etiquette (LT and EN)** (<http://goo.gl/3vlbuK>) ([http://www.draugiskasinternetas.lt/repository/dokumentai/pazymejimai/2013/net\\_etiquette\\_2013.jpg](http://www.draugiskasinternetas.lt/repository/dokumentai/pazymejimai/2013/net_etiquette_2013.jpg)), that are useful as hands-on educational tools.

✓ The Safer Internet Lithuanian team has started publishing monthly newsletters (<http://www.draugiskasinternetas.lt/lt/misc/naujienlaskiai>), inviting teachers, school managers and school website administrators to look at the latest information. Newsletters of SIC LT II, promoting all SIC services and activities, are composed by SIC and the partners. Information, articles, studies – everything published in SIC Lithuania newsletters – are related to safer and better Internet topics and relevant to all educational society including parents. Newsletters are published on SIC website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt) and National Educational Portal [portalas.emokykla.lt](http://portalas.emokykla.lt) (available here and here). Regular project newsletters are planned to be publishing in the next period of the project.

✓ Section “Video materials” presenting video clips for students, teachers and parents by now has 25 video clips, key videos are presented there (recent videos below):

- ✓ Not only educational and influential, but also funny and attractive short movies against illegal online content <https://www.youtube.com/watch?v=S4HIqVwXMwo>;
- ✓ Short movie “Be safe on the Internet”, developed by one of our Safer Internet ambassadors and her students (with translation in sign language).

<https://www.youtube.com/watch?v=zAq6ZnM1Chw&feature=youtu.be;>

- ✓ Video diary about bullying on the Internet and at classroom, developed by students:  
<http://www.youtube.com/watch?v=NCuudFQxMlk&feature=youtu.be;>
- ✓ Hand drawn comics “Safer Internet” (included into SID best practice resource catalogue) which won the SID 2014 competition:  
[http://www.youtube.com/watch?v=eswOJKSF\\_hE&feature=youtu.be;](http://www.youtube.com/watch?v=eswOJKSF_hE&feature=youtu.be;)
- ✓ “NETraditional lesson” record from SID 2014 national conference. 1st part and 2nd part :  
<https://www.youtube.com/watch?v=pXnwKUfAl78> and  
[https://www.youtube.com/watch?v=X22h\\_lI2ADc;](https://www.youtube.com/watch?v=X22h_lI2ADc;)
- ✓ Very handy and professional educational video “How to recognize bullying”, which helps to notice the thin line between jokes and bullying:  
[https://www.youtube.com/watch?v=\\_DJeRRyh1Qo;](https://www.youtube.com/watch?v=_DJeRRyh1Qo;)

- ✓ **Educational test “Are you safe on the Internet?”** (<http://testas.draugiskasinternetas.lt/>) for children and teenagers. The test is made of 10 questions that help self-assess own online behavior. The test can also be used by teachers, parents and social educators during the lessons dedicated to safer Internet.

- ✓ Since the beginning of their activities as Safer Internet ambassadors, they have developed quite a few tools and resource, which they have used in their Safer Internet themed lessons and events. Lesson scenarios, quizzes, sets of guidelines and much more can be found [here](#).

- ✓ New awareness tools developed by SIC Lithuania team in cooperation with partners and stakeholders:
  - ✓ SID 2014 infographic.
  - ✓ Advices for parents.
  - ✓ Modern technologies in our family (for parents).
  - ✓ Modern technologies in our family (for children).
  - ✓ Family rules sheet.
  - ✓ Safer Internet poster
  - ✓ Safer internet sticker “I am Safe”

✓ Few tools, which project team thought would be reusable and useful were localized:

- Bibi's story ;
- 2013 INSAFE gifts for schools;
- Lesson plan "Let's create better Internet together" for primary classes;
- Lesson plan "Let's create better Internet together" for secondary schools;
- Zero to eight report
- EU Kids Online report
- 30 Youth Manifesto proposals

Besides tools and resources SIC Lithuania and partners and stakeholders has developed new awareness raising methods:

- eSafety Label program ([www.esafetylabel.eu](http://www.esafetylabel.eu)) is localised in Lithuania;
- Development of series of Safer internet lesson plans for teachers – <http://pamoka.draugiskasinternetas.lt> – launched in November 2014. Lesson plans cover such topics as privacy and photos online, safe social networks, safe mobile devices etc. They will provide various possible activities that teachers could use for a school lesson on a certain topic;
- SID 2014 NETraditional lesson - High quality live streaming of NETraditional lesson was guaranteed by ISPs LITNET technical center. At 11 am, when lesson started, there were 853 unique page views. There were about 30 thousands viewers in Lithuanian schools. Find 2 parts of SID 2014 NETraditional lesson on Youtube: "NETraditional lesson" Part 1; Part 2 (Lithuanian). (more info in section SID 2014);
- Initiative "Kam to reikia" is professionals' initiative in schools, which helped to implement activities dedicated to Safer Internet subject and offered teachers and pupils an extraordinary opportunity to invite professionals to their schools to discuss online safety issues;
- Ambassadors' events for youth - On March – July 2014 CITE announced the competition "Safer Internet events in my school". School teachers trained as Social Web – Social Work project trainers and awarded by SIC as Safer internet ambassadors have organized with their students Youth activities and events at schools

presenting Safer Internet subject.

- Safer internet section at the learning website [www.epilietis.eu](http://www.epilietis.eu) (it is created and being supported by LIA). The safer internet section of the website (<http://www.epilietis.eu/index.php/mokymas/saugesnio-interneto-savaite-2014>) was developed to collect various educational materials created by SIC members as well as other project partner organizations. Such content as videos, educational games, tests are provided at the website. The teachers, librarians and other educators are encouraged to use these materials while organizing safer internet activities for their community members – young people as well as adults.

## Competitions for youth and ambassadors

Safer Internet project team encourages active participation of students and teachers from Lithuanian schools of general education in various competitions. These years has been marked by an unusually big number of competitions. As the *International Safer Internet Day* was approaching (5 February 2013), two competitions were held to attract the attention of even more students and teachers towards potential online risks and build their understanding on the relevance of the safer Internet topic to everyone: competition “Safer Internet Events at my School” and creative comics’ competition “Net Etiquette”. During the *Safer Internet Day*, even 32 winners of the comics’ competition and 10 creative teams from various Lithuanian schools were awarded!

***For more information please visit***

***([http://www.draugiskasinternetas.lt/lt/main/events/sid\\_2013\\_konkursai](http://www.draugiskasinternetas.lt/lt/main/events/sid_2013_konkursai)) and ([http://www.draugiskasinternetas.lt/lt/main/events/sid\\_2014\\_konkursai](http://www.draugiskasinternetas.lt/lt/main/events/sid_2014_konkursai))***

During the *Safer Internet Day 2013*, young journalists and other participants were encouraged to create video reports (<http://www.youtube.com/watch?v=rIIVPwO36TM>) and participate in the competition. 9 videos were awarded and presented in front of all participants.

***For more videos please visit (<http://www.draugiskasinternetas.lt/lt/main/day/vaizdas>)***

From April to June Lithuanian students and teachers were invited to participate in two-stage competition of video reports and clips “**Safe Online**”. The aim of the competition was to spread information about Safer Internet project and its objectives to even wider audience of Lithuanian students and teachers. 4 school teams selected during stage I proceeded to stage II, during which they had to arrange discussion at their schools and create video reports on the topic “Social Networks” (<http://goo.gl/Ub86et>). Three student teams participated in stage II of the competition and presented short video reports on the events held at their schools (209 participants):

- debates at Garliava Juozas Lukša gymnasium (56 participants)  
([http://www.youtube.com/watch?v=nAE8rGjQzOE&feature=player\\_embedded](http://www.youtube.com/watch?v=nAE8rGjQzOE&feature=player_embedded)),
- interactive forum at Klaipėda Aukuro gymnasium (108 participants)  
([http://www.youtube.com/watch?v=FQ\\_VZJxt9Hw&feature=player\\_embedded](http://www.youtube.com/watch?v=FQ_VZJxt9Hw&feature=player_embedded)),



- discussion at Alytus St. Benediktas gymnasium (45 participants)  
([http://www.youtube.com/watch?v=Ar3Fgq\\_rCbA&feature=player\\_embedded](http://www.youtube.com/watch?v=Ar3Fgq_rCbA&feature=player_embedded)).

Some of the young participants of Safer Internet events in Lithuania will also have the chance to take part at international events, such as Safer Internet students' summer camp in Romania and Safer Internet Forum for parents and youth in Brussels.

Students participated actively in the drawing competition "Twins and Teddy's Adventures in the Internet Ocean" ("Dvynių ir meškiuko nuotykių interneto vandenyne") held during spring campaign "Everyone joins eTwinning – everyone wins" ("Visi jungiasi prie eTwinning – visi laimi"). The competition announced within the framework of two international projects has inspired the students to take very active participation.

With regard to SID 2014 Lithuanian SIC organized three competitions for different age groups:

1. Paintings competition "Greet the Safer Internet" (pre-school and primary school students);
2. Creative comics' competition (1–8 grades); Movies made of the winners works can be seen [here](#).
3. Competition for online game ideas (9–12 grades).

Award ceremony of the winners of these competitions was held on February 11 during the SID 2014, winners got tablets, mp3 players, backpacks and other memorable souvenirs.

On March – July 2014 CITE announced the competition "Safer Internet events in my school".

- 1st place winner – Utenos Dauniškis gymnasium! Teacher Giedrė Sudniūtė together with students organized very successful and attractive event "Let's travel in the world of Information" see [more](#).
- 2nd place winner – Druskininkai „Atgimimo“ secondary school, social pedagogue Agnė Aleksonytė. For organizing non-traditional lessons. More about non-traditional lesson see [here](#).

Special award. Participants of the competition could win the main prize – trip to Safer Internet Forum in Brussel. Odeta Jurgutytė and Genadij Vasin and their teacher were selected to participate in Safer Internet Forum for creating short movie about main Safer Internet

guidelines, which has been discussed in their school during safer internet events. The movie is made in sign language. Short movie can be seen [here](#).

Additionally two other nationwide competitions were organized: European Award “Best Content for Kids” in 2013 and “The Safer Internet Teacher of the Year” competition in 2014.

In Lithuania the European Award “Best Content for Kids” was organized in 2013. Totally 41 applications with positive content for kids and young people were received in four categories. The applications covered a wide range of the online content – websites and apps dedicated to education; websites introducing to culture, art and technology worlds; the websites of school teachers and libraries; school newspapers and radio stations ([http://www.bestcontentaward.eu/gallery\\_LT](http://www.bestcontentaward.eu/gallery_LT)). All competition participants and partners were invited to the award ceremony held on 18 December 2013 at the premises of TEO. The pictures from the ceremony – <http://goo.gl/h6uTvk>.

In cooperation with programme eTwinning, SIC Lithuania organized competition “Discover safe Internet”. Participants had to visually represent open source programs, which would let be safe on the Internet. Competition was organized in order to draw attention to positive online content, apps, and programs. The winners of the competition took a part in eTwinning student camp on 27 – 28 October, in Vilnius. The award for this competition was – possibility to participate in eTwinning annual students’ camp.

Competition „I protect and create Lithuania“ – November 2014, in Vilnius St. Christopher progymnasium was organized for the 4<sup>th</sup> time. This year competition focused on Safer internet subject. SIC LT II also awarded participants with diplomas, prizes and souvenirs with the project logo.

National competition “The Safer Internet Teacher of the Year” was launched in May 2014 with the cooperation and support of TEO – the industry partner of Safer Internet project and the biggest telecommunications provider in Lithuania. The goal of the competition was to encourage educators to share their creative lessons on internet safety. The competition ended in November 2014 and winners were announced during the national conference. The results of the competition – 16 detailed ideas for classroom activities that introduce internet safety to various age groups of students as well as parents. These ideas are shared online and promoted to other educators for their activities: <http://goo.gl/xPCvfi>. The pictures of national conference “Media and ICT literacy: the roles of adults and young people” and

competition award ceremony held on 21 November 2014 are available here:  
<http://goo.gl/7IWVRw>.

## Dissemination Events

Information about the Safer Internet project was presented to the society during various events and seminars.

In November 2012, the Safer Internet project was presented at the national exhibition “Mokykla” (School) in the form of a quiz and report on the INSAFE network campaign “Back2school”. In April 2013, the Safer Internet project was also presented at the exhibition during the event “Forum. Competitive Future of Lithuania” (“Forumas. Konkurencinga Lietuvos ateitis”) (<http://goo.gl/vSI8Gc>).

Get Online Week 2013 campaign organized by association “Langas į ateitį” in March 2013 promoted online test for youngsters “Are you safe on the internet?”

(<http://testas.draugiskasinternetas.lt/>).

In May 2013, e-lesson “ICT and Your Tomorrow” analyzing the topic “Your privacy in social networks” was held for high school senior students.



Safer internet issues were discussed during events for youth “ICT and Your Tomorrow” held from October 2012 to December 2013 (2000 participants)). The safer internet promoted at the project booth, also internet safety issues were included into presentations to students (pictures from event in Kuršėnai <http://goo.gl/ZhJKdv>).

In December, 2013 SIC team participated at the national exhibition “Mokykla 2013” (eng. “School 2013”): Safer Internet and eTwinning stand providing information for teachers and parents, organizing quiz to participants; presentations for teachers about online course “Safer Internet for Educators”.

Get online week 2014 campaign organized by LIA in March 2014. The activities of GOW2014 included internet safety topics: seminars in public libraries on online safety and digital jobs (1.000 participants), webinar “Get online week 2014. Your safe finances” (4.000 viewers in libraries and Youtube).

In November, 2014 SIC team participated at the national exhibition “Mokykla 2014” (eng. “School 2014”). Lithuanian Safer Internet Centre aims to inform and reach out wider audience – so this exclusive event – annual national education exhibition “Mokykla 2014” – is excellent platform to speak up about SIC activities. Project stand proposed children, youngsters and adults various handouts with project logo, invited them to perform different playful tasks. More than 1500 visitors from various Lithuanian regions took a part in a quiz, or simply discussed issues on the safer internet.

The SIC participated organizing the national conference “Media and ICT literacy: the roles of adults and young people” on 21 November 2014. The conference was dedicated to media literacy and internet safety topics, also the winners of “The Safer Internet Teacher of the Year” competition were announced and awarded (conference pictures <http://goo.gl/7IWVRw>). The co-organizers of the conference: the industry partner of Safer Internet project TEO, Education Development Centre, The Nordic Council of Ministers office in Lithuania and the Lithuanian SIC.

## Training Activities

- ✓ “Safer Internet for Educators” – free online course for teachers. (<http://moodle.draugiskasinternetas.lt>). The course covers such topics as online privacy, malicious online content, computer and personal data protection, introducing internet safety to children. The first group of educators started the e-course on SID2013. The results of the e-course – 17 groups and 2.116 participants.
- ✓ Seminars “Safer Internet for our Children” were held in February – April 2013 for social workers of children homes. Totally 9 seminars across Lithuania with 227 participants were organized. With the goal to benefit social workers’ needs, the seminars covered a variety of safer internet issues – personal data protection, organization network safety, social networks and many more. The participants were encouraged to further introduce online possibilities and threats to their children with the help of variety of interactive tools – videos, knowledge tests, games, lectures, discussions, etc.
- ✓ The online webinar for parents “How to ensure safer online and mobile phones communication for our kids?” (<http://www.youtube.com/watch?v=KfobpaOxSY0>) was broadcasted on 1 February 2013 directly from the studio of the national Martynas Mažvydas library to 500 libraries in other cities as well as rural areas. The webinar discuss issues on children’s safety in online environment and the related risks, children’s activities in the social networks, tips on how to identify and respond to cyber bullying. The wide net of libraries ensured large scale of reach; the webinar was watched live by 6500 parents.
- ✓ Free online course “Safer Internet for Librarians” was developed and introduced to public libraries. The tutored e-course was available during October – November 2014 with the 358 participants of all public libraries in Lithuania (<http://moodle.draugiskasinternetas.lt>).

## Training of Safer Internet ambassadors

- ✓ New ways to multiply SIC activities and to sustain its work in schools is Certification of Safer Internet ambassadors in schools and training of ambassadors. The first school teachers leaders in Safer internet activities were trained as Social Web – Social Work project trainers (<http://www.draugiskasinternetas.lt/lt/main/news/naujienos?id=12103> ) They have organized Youth activities and events at schools with their students, promoted Safer Internet skills and knowledge in school community and awarded by SIC as Safer Internet ambassadors.
- ✓ Introductions of ambassadors and their best practice presentations can be found here:
  - Agnė Aleksonytė
  - Angelė Buitkienė
  - Giedrė Jurelytė
  - Giedrė Sudniūtė
  - Jūratė Drazdauskienė
  - Kristina Kutiščeva
  - Lina Venskutė
  - Marija Suščinskienė
  - Svetlana Sčastnaja
  - Tadas Prakapas

10 June 2014 Centre of Information Technologies in held the first seminar for Ambassadors of the Safer Internet, which was attended by 14 teachers from various schools in Lithuania. Lithuanian programme's eTwinning administrator Violeta Čiuplytė, professional volunteer project's "Kam to reikia" director Živilė Drėgvaitė, Langas į ateitį (LIA) project coordinator Rita Šukytė, helpline Childline psychologist, volunteers' teacher Jurgita Smiltė Jasiulionė, Safer Internet Information Center representatives hosted the seminar. 12 teachers from various schools in Lithuania were awarded with the Ambassador of the Safer Internet certificates.

22 December 2014 Centre of Information Technologies in Education held training meeting of Safer Internet Ambassadors. This meeting was attended not only by SI ambassadors, but also their consultant from program "Social Web – Social Work", Inga Žemaitienė". P. Leonavičius, representative of Education Development Centre, who hosted the discussion

about IT education in primary schools and perspectives of IT inclusion into primary education curriculum. Attendees of training meeting talked over development of SIA website and ways to improve it. SIC LT II coordinator Natalija Ignatova made a review of the past period of the project and presented prospective highlights of the next period. SI ambassador Jūratė Drazdauskienė also shared experience from Safer Internet Forum (6 – 7 November 2014, Brussels), where she accompanied her student Odeta Jurgutytė and presented proposals on how to apply Youth Manifesto to education process.

## Safer Internet Day 2013 Activities

10<sup>th</sup> edition of the *International Safe Internet Day* was celebrated on 5 February 2013. Following the topic and slogan of this year's *Day – Online rights and responsibilities and Connect with respect –* the Safe Internet project team together with Lithuanian students developed the code of *Lithuanian Kids Net Etiquette*: the students were asked to provide tips on online etiquette by completing an online form and later voting for the most popular statements. 600 Lithuanian students adopted the code of *Lithuanian Kids Net Etiquette* at the National Conference and Youth Forum held on the *Safer Internet Day*. Lithuanian (<http://goo.gl/z3Lhrb>) and English (<http://goo.gl/i6aFNw>) versions are available for download.



This year's *Safer Internet Day* in Lithuania was exceptional, as representatives from four different cities – Vilnius, Kaunas, Šiauliai and Klaipėda – could directly participate in the events connected via teleconference, during which the Lithuanian students adopted the code of *Lithuanian Kids Net Etiquette*. For moments of the event please visit

(<https://vips.liedm.lt/konferencija/SID2013>).

## Other Safer Internet Day 2013 Events

On 5 February, parents were invited to attend the webinar on children's safety in online environment and the related risks. The webinar is available on the *Safer Internet* website (<http://www.draugiskasinternetas.lt/lt/adult/vaizdas>) and *YouTube* (<http://goo.gl/PKLRZ4>).

From 5 February, educators were invited to register for the distance learning course "Safer Internet for Educators" updated and expanded by important topics on online conduct by the association "Langas į ateitį". On the same day the test for children and youth "Are you safe on the internet?" was published (<http://testas.draugiskasinternetas.lt/>).

On 8 February TV program "Tūkstantmečio vaikai" (Children of the Millennium) discussed safer Internet issues. From February to April association "Langas į ateitį" invited social workers of organizations operating in children's care to participate in seminars on safer use of the Internet, information and personal data protection, social networks, protection of children from online risks.

During the events, learning and fun are always side by side – this year students could try their strengths in the *Young Journalists' School*, take part in the lottery by NGO "Child Line", ask questions related to Internet safety that were later answered by psychologists at the NGO "Child Line", etc.

## Safer Internet Day 2014 activities

### **NETraditional online lesson**

Lithuanian SIC aims to involve more children from all-over Lithuania, so to reach this goal, during SID 2014 every school had an opportunity to attend online lesson, which was held during the main SID 2014 event. NETraditional online lesson was targeted to 10-13 age group students. This lesson's teachers and experts were famous Lithuanian people, who guided youngsters through the Internet and encouraged them to perform different playful tasks there. NETraditional online lesson was broadcasted to all Lithuanian schools during SID 2014, at 11.00 am local time. It was promoted on the national policy level, via the SIC project website, consortium partners, MoES and industry partners channels.



2014 SID national Youth conference were attended by 400 participants and live broadcasted to reach around 30 000 viewers.

### ***Other Safer Internet Day 2014 Events***

Safer Internet Week in libraries. On February 10-15th public libraries of Lithuanian municipalities were invited to join Safer Internet Week activities. Online safety is a daily issue in Lithuanian public libraries as they provide ICT training and consultations to local community members throughout the year. Librarians were invited to dedicate one special week to discovering new ways and various activities for raising awareness on safer internet issues. To support the librarians, a list of suggested materials and activities on internet safety was provided. Libraries were free to choose from proposed lesson plans, videos, educational materials, tests, educational games and other materials developed by Lithuanian Safer Internet Centre and its partners. The interactive safer internet lessons in libraries covered a variety of activities and target groups. The activities involved discussions on responsible and respectful online behavior; discussions on online possibilities and threats; safe personal finances (safe use of online banking and other e-services); and a wide range of fun competitions for children – such as drawing, tests and quizzes.

The results were quite impressive – over 100 libraries in both cities and remote areas were involved in activities, which, together, attracted more than 5,000 participants. The positive side effect of the initiative was the strengthened relationship among local community members – libraries and schools, libraries and children's day centers, libraries and parents – these relationships are expected to continue.

Professionals' initiative in schools. On February 10-14 vocational volunteering project "Kam to reikia" helped to implement activities dedicated to SID and offered teachers and pupils an opportunity to invite professionals to their schools to discuss online safety issues. The project initiated by industry partners as TCC Omnitel, Swedbank, and involved more professionals from Microsoft, Barclays, others. Project team visited 100 schools and met with around 2200 students.

## Contribution to the European Network Insafe

National SIC Lithuania is the member of the European network Insafe. Insafe network is comprised of 31 national SICs in EU member countries, and Iceland, Norway and Russia. Each national SIC which takes part in the activities of Insafe carries out society education and awareness raising campaigns, offers helpline services, pursues close cooperation with youth aimed at ensuring evidence-based approach of various representatives of the society towards development of better Internet.

***For more information on the Insafe network please visit [www.saferinternet.org/about](http://www.saferinternet.org/about)***

Participation of the Lithuanian consortium in the Insafe and INHOPE activities during the reporting period:

- ✓ Insafe educational meeting and session of the Advisory Board in Budapest in September 2012 (CITE, LIA, Child Line)
- ✓ Safer Internet and Youth Forum in Brussels in October 2012 (CITE, RRT, LIA)
- ✓ Insafe and INHOPE partner meeting in Brussels in December 2012 (CITE, RRT, Child Line)

Insafe educational meeting and session of the Advisory Board in Tallinn in March 2013 (CITE, LIA, Child Line)

Lithuania's participation in the educational meeting in Tallinn deserves particular reference. Lithuania presented Lithuanian Kids Net Etiquette (validated by the Lithuanian students at the National Conference and Youth Forum during SID 2013) for the competition of awareness raising instruments and resources that took place during the meeting. For the competition Lithuania also presented other awareness raising tools prepared by the project partners, such as test for the youth and distance course for educators.

- ✓ September 2013 Insafe training meeting in Malta, where SIC Lithuania team members not only gained experiences, but Childline participated in the activities for helplines and shared their best practices.
- ✓ October 2013 Safer Internet forum in *Brussels*. *Youth representative* from Lithuania were selected to visit YEP and SIF, impressions of all Lithuanian participants and EK project

officer were shared. Speaker dr. Robertas Povilaitis had a speech *Supporting and providing for our youngest users online*.

- ✓ March 2014. Insafe training meeting and Theme Cluster meeting in Bratislava:
- ✓ June 2014. 1st European anti-bullying network conference „ Bullying and cyberbullying across Europe“ . The main goal of this network is to formulate a common European Strategy and to process/disseminate best practices of addressing bullying. Childline is one of the partners and initiators of this network (<http://www.antibullying.eu/>)
- ✓ September 2014 Insafe training meeting and Helpline Theme Cluster meeting in Vilnius: speaker dr. Robertas Povilaitis – Bullying the inside story. CITE presented “Net Etiquette” in resource competition. This meeting’s resource competition had a special note. As the Insafe network is celebrating its 10th anniversary, the network got the opportunity to vote for the best resource of the past 10 years. It was a tight race, and hence two winners got elected. The French SIC who developed a video game scanner for parents and the Slovakian SIC with its award-winning cartoon “Sheeplive”. The silver medal went to the Belgium SIC with its Master F.I.N.D. resource, a game for young people on online privacy. The Greek SIC won bronze for its short movie “To Pantopoleion” which highlights the risks that online behavior without critical thinking, ethics and safety may bring. Lithuanian SIC organized participants’ visits and shared practice in Lithuania at Vilnius International School, where Greek representative held an improvised lesson about threads hidden on the Internet and one of the VIS teachers presented Bring Your Own Device methods they successfully use in their educational process. Second group of participants visited Educational Center for the Deaf and Hard of Hearing of Lithuania, and Helpline, where they got acquainted with work process and aims of these institutions.
- ✓ September 2014. „Keeping Children and Young People safe Online“, Warsaw. Childline participation in the activities for helplines, sharing best practices.
- ✓ November 2014. Safer Internet Forum “Growing up digitally”, Brussels was attended by all partners’ representatives, two advisory board members (Mindaugas Raguotis - Lithuanian National Radio Television and Dainora Muraškienė - LITNET) and SI ambassador Jūratė Drazdauskienė, where she accompanied her student, youth representative Odeta Jurgutytė, who actively participated in Youth Panel activities and

shared her experiences about safer internet education to deaf and students with hearing disorders.

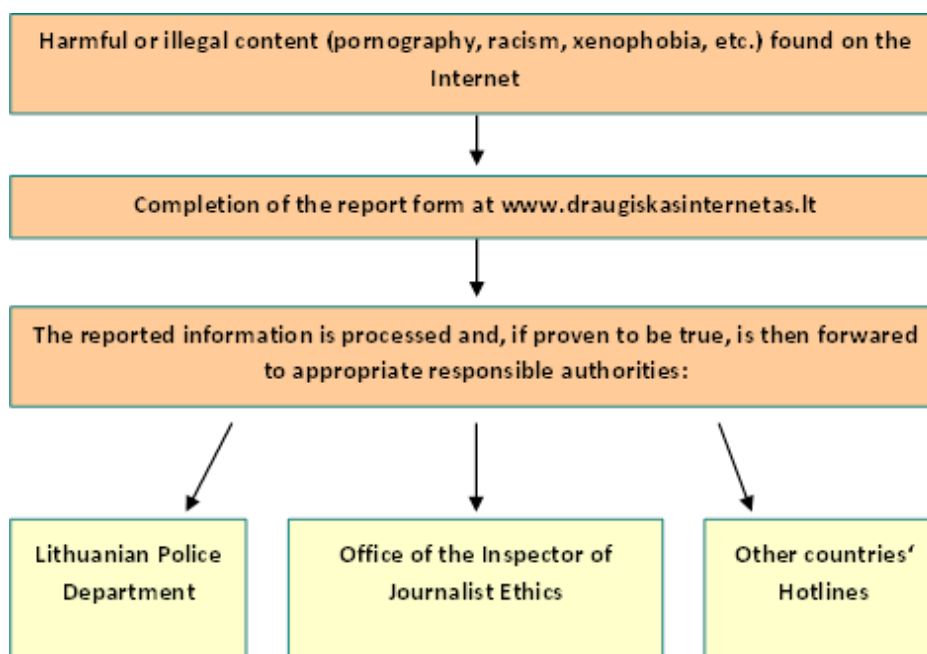
## Safer Internet Hotline

The hotline was established by the RRT in 2007 within the framework of the Safer Internet Programme of the European Commission. Reports are accepted and processed according to the operational procedures manual validated by the Police Department under the Ministry of the Interior of the Republic of Lithuania and the Office of the Inspector of Journalist Ethics of the Republic of Lithuania under agreements with the RRT.

Report on illegal or harmful content, such as pornography, child sexual abuse, content inciting racial or ethnic hatred, information leading to violence or other negative influence on minors can be submitted by completing a special online report form at <http://www.draugiskasinternetas.lt/lt/main/report>. Banner of the hotline can be seen on every page of the project website:



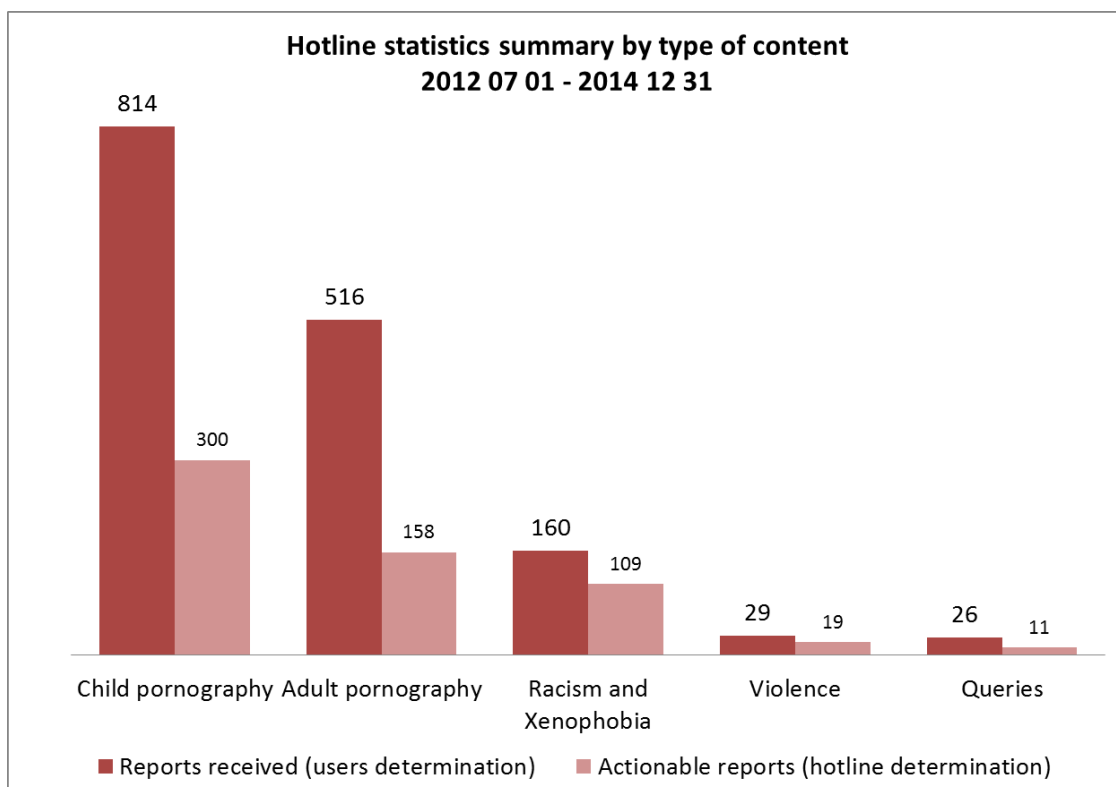
All reports are processed by the Hotline operators. If a report has proven to be true, and illegal or harmful information is found on a Lithuanian server, the report is then forwarded to appropriate Lithuanian authorities (Police Department or the Office of the Inspector of Journalist Ethics) for further investigation. Following the investigation, the mentioned authorities take appropriate measures against the persons who have published the unwanted content. If the website containing the unwanted content is located on a foreign server and this content is considered to be illegal in the respective country, the information is passed to the hotline of the respective country or the Police Department (see the chart below):



From 1 July 2012 to 31 December 2014 **1638 reports on illegal or harmful Internet content were received and processed by the hotline and the following actions were taken:**

- 108 reports were forwarded to the Police Department for further investigation;
- 61 reports were sent to the Office of the Inspector of Journalist Ethics;
- 212 reports of potentially illegal child sexual abuse visual material were submitted to other countries' hotlines, members of INHOPE (the International Association of Internet Hotlines);
- 145 reports were forwarded to Lithuanian and foreign ISPs with appropriate warnings on illegal content published on their networks and notice to take down (NTD) such content;
- 11 responses to the queries were made;
- 60 reports were duplicates of those reports, where the above described actions were already taken;
- the rest of the reports were not processed further because the reported Internet content was not harmful or illegal pursuant to the Lithuanian legal acts, or was published on the foreign servers in the countries that do not consider such content to be illegal (e.g. pornography is considered to be legal in a number of countries).

Hotline statistics summary by type of content is provided below:



Promotion of the hotline was given particular attention. Visual information about the hotline was prepared for the annual exhibition of the year 2012 “Mokykla 2012” (School 2012) and references for reporting on illegal or harmful content were provided. On 5 February 2013, 10<sup>th</sup> edition of the International *Safer Internet Day* was celebrated in the Lithuanian Exhibition and Congress Centre LITEXPO. During the event, children validated the code of Lithuanian Kids Net Etiquette they had developed (about one thousand of Lithuanian students had contributed to development of the Code). During the event, the hotline was introduced to children; website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt) was advertised as the channel to report on the illegal or harmful content. Following celebration of the *Safer Internet Day* that was covered widely in various mass media, presented in institutions of education and among the academia, the hotline received an increased number of reports compared to the previous months. Members of the Seimas (Parliament) of the Republic of Lithuania who participated at the celebration of the *Safer Internet Day* were particularly interested in Lithuanian Safer Internet project activities. Comprehensive information on the implemented project, activities of the hotline, statistical information as well as review of the related issues were presented in the Information Society Development Committee of the Seimas. It was emphasized that in most cases, Lithuanian hotline operators could not take appropriate measures regarding illegal or

harmful content, because majority of this kind of content was found in the countries where legislation did not prohibit such content.

During promotion of hotline activities in 2013, 3 press releases providing detailed statistics of the reports and 3 information notices on options of reporting to the hotline were published. Representatives of the hotline attended 5 radio and 3 television programmes, 2 articles about the hotline were published in national newspapers, 15 national and 14 local public web portals. During the period from 1 January to 30 June 2013, information about the hotline reached 1.09 million of Lithuanian audience via the mass media.

Trainings on the topic “Implications of Child’s Psychology and Behavior Having Encountered Harmful Content and Deviant Behavior Online” was held from 20 to 21 June 2013 for Safer Internet project participants from RRT. During the trainings, influence of the mass media on child’s development and solution of social issues, influence of harmful online content on a child’s psyche, options of coping with information stress, prevention measures in case of child’s encounter with harmful influence of the Internet were examined.

Visual information about the hotline was prepared for the annual exhibition of the year 2013 “Mokykla 2013” (School 2013) and references for reporting on illegal or harmful content were provided. Hotline representative made a presentation for teachers and parents about the activities of national Hotline, providing practical information how to deal with harmful content.

On 11 February 2014, 11<sup>th</sup> edition of the International *Safer Internet Day* was celebrated in the Lithuanian Exhibition and Congress Centre LITEXPO. During SID 2014 every school had an opportunity to attend NETraditional lesson, which was held during the main SID 2014 event. President of the Republic of Lithuania Dalia Grybauskaitė was the patron of the main SID 2014 event and this encouraged more press and media channels to attend the event. NETraditional lesson was the part of main SID 2014 event. Lesson targeted to 9-13 age group students. This lesson’s teacher and experts were famous Lithuanian people, who guided youngsters through the Internet and encouraged them to perform different playful tasks there. During the event, the website [www.draugiskasinternetas.lt](http://www.draugiskasinternetas.lt) was advertised as the channel to report on the illegal or harmful content. Following celebration of the *Safer Internet Day* that was covered widely in various mass media, the hotline received an increased number of reports compared to the previous months.

During promotion of hotline activities in 2014, 5 press releases providing detailed statistics of the reports and 2 information notices on options of reporting to the Hotline were prepared. Representatives of the hotline attended 8 radio programmes and 2 television programmes, 5 articles about the hotline were published in national newspapers, 16 national and 14 local public web portals. During the period from 1 January to 30 June 2014, information about the hotline reached 1.36 million of Lithuanian audience via the mass media.

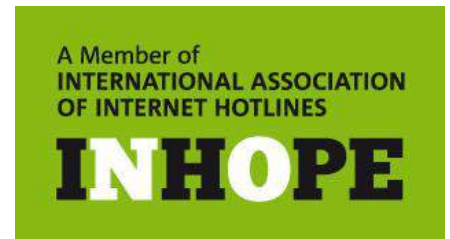
Trainings on the topic “Reference stress and coping techniques. Theory and Practice” were held from 29 to 30 May 2014 for Safer Internet project participants from RRT. During the trainings, influence of the mass media on child’s development and solution of social issues, influence of harmful online content on a child’s psyche, options of coping with information stress, prevention measures in case of child’s encounter with harmful influence of the Internet were examined.

Visibility of the hotline is of great priority to the RRT. 4 new video clips about hotline (June 2014) were disseminated through the national TV channel, YouTube and through the websites of project partners. Also the new banner was created and spread between partners, schools, internet portals, etc. Hotline was the main public relations coordinator during the Insafe meeting in Vilnius, Lithuania on 16-18 September, 2014. Interviews to the TV (1) and radio (4) were given and publications in press (12) were made. At the same time it was a great opportunity to present to the public activities of the hotline and harmful content problems. And finally the hotline was promoted largely during exhibition “School 2014” at Litexpo exhibition centre in November 2014 and also in October 2014 at the conference of the Childline „Virtual space challenges for the prevention of bullying”, where presentation about the hotline activities was made.



## International activities

In May 2008 Lithuanian hotline launched by the RRT joined the INHOPE network (the International Association of Internet Hotlines). INHOPE is co-funded by the *Safer Internet* programme. At the moment 48 hotlines in 42 countries worldwide (mostly from EU) are the members of



INHOPE. Membership in INHOPE and cooperation with other hotlines are very beneficial to the Lithuanian hotline in terms of exchanging experiences and seeking prompt removal of illegal content from the Internet. Participation of representatives of Lithuanian hotline in INHOPE meetings and other events during the project is described below:

- ✓ INHOPE hotline operators' trainings in Amsterdam, August 2012
- ✓ INHOPE hotlines meeting on the eve of the Safer Internet Forum in Brussels, October 2012
- ✓ INHOPE General Assembly in Amsterdam, November 2012
- ✓ Regional Insafe and INHOPE meeting in Brussels, December 2012
- ✓ INHOPE General Assembly in Riga, April 2013
- ✓ INHOPE General Assembly in Utrecht, November 2013
- ✓ INHOPE Communications workshop in Amsterdam, April 2014
- ✓ INHOPE General Assembly in Warsaw, June 2014
- ✓ INHOPE General Assembly in Dubrovnik, November 2014

Skills required for investigation of reports, locating the server of internet content and the use of INHOPE Report Management System (IHRMS) acquired during the trainings were very useful to perform functions of the hotline efficiently.



Presentation about the activities of the hotline was made in the General Assembly in Amsterdam in 2012. Active exchange of good practice with other hotlines was taking place during events of INHOPE. We should stress also active participation of hotline's representatives in the working groups of INHOPE: Network expansion technical group, IHRMS and P2P working groups. Hotline was constantly providing statistics of the reports received and other information to the INHOPE when requested.

## Safer Internet Helpline

Child Line operates offers support and provides advice to children and teenagers on the issues of safety in electronic environment. Child Line is accessible on a toll-free phone number **116 111** and online at [www.vaikulinija.lt](http://www.vaikulinija.lt). Children and teenagers who contact the Child Line on the phone can share with the counsellors the experiences of seeing intimidating online images, their thoughts on communication with strangers, report on their computers being hacked or their personal information being stolen and published otherwise, on being bullied in cyber space by their peers, as well as other experiences. Consultants of the Child Line are ready to listen to and support the child, help find the solution and provide the necessary information that would help cope with the encountered difficulties. Child Line has offered the possibility for parents to ask for support in relation to child's safety in electronic environment. Psychologists of the service provide consultations to parents/carers by e-mail [saugus.internet@vaikulinija.lt](mailto:saugus.internet@vaikulinija.lt). During the recent years, the Child Line was addressed 783 times by children and adults in relation to risks of electronic environment.

Besides the offered support, the Child Line organizes various social events.

One week in March „Child Line“ initiates " Action Week WITHOUT BULLYING" aimed at changing the attitude of society towards bullying from favourable into unfavourable. Major tasks of the "Action Week WITHOUT BULLYING":

- to bring all partners together to cooperate to reduce bullying in Lithuania;
- change the attitude of society towards the problem of bullying in Lithuania.

During Action Week different activities organized by partners draw the attention of the children, parents, teachers, other society groups either directly or indirectly towards the problem of bullying in Lithuania and encourage reducing it.

### 2013

Activities Week (“Veiksmo savaitė BE PATYČIŲ”) initiated by the Child Line was held in Lithuania from 19 to 23 March. 35 non-governmental, public and private organizations, foreign diplomatic missions, offices of international organizations and 1130 schools, kindergartens and other institutions of education of the country joined the initiative. Lithuanian celebrities Andrius Mamontovas (singer), Arnoldas Lukošius (singer), Nomeda Marčėnaitė (artist), Ingrida Kazlauskaitė (singer), Donatas Baumila (singer), Darius Rakauskas (actor) also shared their thoughts on bullying. For more information on the initiative please visit:

<http://www.bepatyciu.lt/lt/savaite-be-patyciu/veiksmo-savait-be-patyci-2013/>.

During the events, discussions were held on the topics of prevention of bullying, promotion of respectful communication in electronic environment besides other domains. Child Line presented its functions of support related to safer internet and spread the guidelines of response to improper behaviour in cyber space throughout the initiatives. Publication “Cyber Bullying and Prevention” (“Elektroninės patyčios ir jų prevencija”), flyers with tips for parents, children and teachers can be downloaded from <http://www.bepatyciu.lt/lt/biblioteka/>. Informative poster for institutions of education about support offered by the Child Line can be printed, published on the websites or downloaded [here](#).



## 2014

For the fifth time ChildLine organized Anti-Bullying Week (“Veiksmo savaitė BE PATYČIŲ”) on the 24-30<sup>th</sup> of March, 2014. More than 1137 educational institutions (schools, kindergartens, NGOs) took part in the anti-bullying week, also media, famous Lithuanian people, artists and the President of Lithuania supported the initiative. Partners and friends of this initiative in various public statements and activities for children and adults encouraged to talk about emerging issues concerning Lithuanian situation in the context of bullying and to look for the the prosperous solutions together.

Lithuanian President Dalia Grybauskaitė expressed her support for the initiative by writing on Facebook account an open invitation to contribute to the initiative and donate for "Child Line". Bullying Awareness Activities Week was supported by the famous Lithuanian people: Marčėnaitė, prof. Dainius Pūras, prof. Justinas Žilinskas, prof. Leonidas Donskis, Tomas Bagdanskis, Ignas Staškevičius, Beata Nicholson, Arnoldas Lukošius, Egidijus Knispelis, Giedrė Beinoriūtė, Aistė Jasaitytė, Dalia Michelevičiūtė, Saulius Baniulis, Palmira Galkontaitė, Raminta Vyšniauskaitė, DJ Emma.

Child Line and the Embassy of Sweden in Lithuania organized event for partners and friends of initiative to discuss about bullying issue problem in our society. About the relevance of the problem of bullying spoke Swedish Ambassador Cecilia Ruthström-Ruin, Minister of Education and science Dainius Pavalkis, director of the Child Line Robertas Povilaitis. The founder of kindergarden network “Childhood garden” Austėja Landsbergienė, first Secretary of Norwegian Embassy Ingrid Susanne, musician Jurgis Didžiulis with his wife Erica Jennings and other friends and partners of initiative attended the event. For more information on the initiative please visit:

<http://www.bepatyciu.lt/lt/savaite-be-patyciu/veiksmo-week-without-bullying-2014/>.

During the events, discussions were held on the topics of prevention of bullying, promotion of respectful communication in electronic environment besides other domains.

Child Line presented its functions of support related to safer internet and spread the guidelines of response to improper behaviour in cyber space throughout the initiatives.

Booklets for children can be found here:

<http://www.bepatyciu.lt/lt/savaite-be-patyciu/veiksmo-savaite-be-patyciu-2014/vaikams-kaip-galiu-prisidti-prie-patyci-mazinimo/>

Guidelines for parents and educators can be downloaded here:  
<http://www.bepatyciu.lt/lt/savaite-be-patyciu/veiksmo-savaite-be-patyciu-2014/suauqusiems-kaip-galiu-prisidti-prie-patyci-mazinimo>.

Also, Child Line's website [www.bepatyciu.lt](http://www.bepatyciu.lt) ("without bullying") was updated. In this website children, parents and school workers can find main information considering bullying and its prevention.

Moreover, Child Line created educational film „Communicate safely in the virtual space!“ (“Virtualioje erdvėje bendrauk saugiai!"). A short educational film presents three children with different stories regarding safer internet topics: excessive use, online relationships and bullying. Recommendations for children how to deal with these problems are represented by the children and comments form Child Line, please, see here:  
[https://www.youtube.com/watch?v=Hf\\_4YNxoZmY](https://www.youtube.com/watch?v=Hf_4YNxoZmY).

## Project visibility and impact

During the reporting period, Lithuanian SIC carried out the public survey and have made detailed comparisons for the last years.

Survey sample is 2 289 respondents: 806 teenagers and youth representatives (aged 14–18) and 1 483 adults participated in the survey.

Analysis of the results reveal, that adult's interest about children activities on the Internet is growing. 77 percent of parents claimed that they are interested in what children "are doing" on the Internet. Adults more often than youngsters threats on the Internet such as offensive or illegal content (71 %), sexting (54 %), cyber bullying (53 %), disclosing personal information (53 %).

The majority of adults (77 %), as well as during the previous period (70 %) agree that threats and risks exist online. Meanwhile much less youngsters agree with this opinion (57 %).

In fact, adults less often than teenagers or youth face security violations online. Children are almost 6 times more likely to suffer from cyber-attacks and almost 5 times more often face illegal and harmful Internet content.

A lot of parents and custodians still admit their lack of knowledge on how to teach children to use the Internet safely. Unlike adults, 83 % of children claim that they know how to safely use the Internet; however, as few as 11 % of them have not faced violations. On the other hand, although young people face more violations, they claim that they do not suffer more damage than adults.

Obviously that it is important for parents and children to talk to each other, but unfortunately, relatively few parents are doing it, as can be seen from the survey results.

Several of the general conclusion about the SIC visibility is about the difference between adults and youngsters. 1) Adults are less aware of the hotline and the helpline, operated by The Communications Regulatory Authority of the Republic of Lithuania and Public Institution "Vaikų linija" and "Safer Internet" project, yet they are more motivated to use them and talk about them with children. Despite greater awareness, children are less likely to report violations. 2) Threats and dangers posed by the Internet are more seriously considered by parents than children. More than half of adult respondents consider that every mentioned Internet threat is faced frequently.

## Contact information

### SAFER INTERNET INFORMATION CENTRE

#### Centre of Information Technology of Education (CITE)

Suvalkų Str. 1, LT-03106, Vilnius

<http://www.itc.smm.lt>

Tel.: +370 5 235 6150

Project coordinator – Natalija Ignatova

([natalija.ignatova@itc.smm.lt](mailto:natalija.ignatova@itc.smm.lt))

Project Administrator – Agnė Karaliūtė

([info@draugiskasinternetas.lt](mailto:info@draugiskasinternetas.lt))



### SAFER INTERNET AWARENESS/TRAINING CENTRE

#### Association “Langas į ateitį”

J. Rutkausko str. 6, LT-05132, Vilnius

<http://www.langasiateiti.lt>

Tel.: +370 5 239 7813

Project coordinator – Rita Šukytė

([rita.sukyte@langasiateiti.lt](mailto:rita.sukyte@langasiateiti.lt))



**LANGAS Į ATEITĮ**

### SAFER INTERNET SUPPORT LINE

#### NGO “Vaikų linija” (Child Line)

Algirdo Str. 31, LT-03129, Vilnius

<http://www.vaikuliniija.lt>

Coordinator – Robertas Povilaitis

[robertas@vaikuliniija.lt](mailto:robertas@vaikuliniija.lt)



**Communications Regulatory Authority of the Republic of Lithuania (RRT)**

Algirdo Str. 27A, LT-03219, Vilnius

<http://www.rrt.lt>

Project coordinator – Vilius Nakutis

[vilius.nakutis@rrt.lt](mailto:vilius.nakutis@rrt.lt)

Public Relations – Rasa Karalienė

[rasa.karaliene@rrt.lt](mailto:rasa.karaliene@rrt.lt)

