

Where to seek help for children and adults

Even when we do our best for a child, there are times when our own resources are not enough and professional help is needed. Parents and caregivers are not expected to be mental health specialists, but when your child—or you yourself—find yourselves in crisis, it is important to know where to turn for help. The earlier you seek professional support, the greater the chance that both you and your child will start to feel better.

If the difficulties your child is experiencing are related to the school environment, you can contact the school counselling services, which may include:

- an educational counsellor
- a school prevention specialist
- a school psychologist
- a special education teacher

Outside of school, there are also many professionals and services that can help children, including psychologists, psychiatrists, crisis helplines, mobile applications, and websites.

Telephone helplines and online resources – help for children

PARENT HELPLINE (RODIČOVSKÁ LINKA)

Operates as part of the Linka Bezpečí organization and is intended for parents, other family members, teachers, and all adults who are concerned about children. The Parent Helpline is anonymous and offers crisis intervention and basic social counselling by phone and online.

- 🌐 rodicovskalinka.cz
- 📞 +420 606 021 021
- ✉️ pomoc@rodicovskalinka.cz
- 💬 chat.rodicovskalinka.cz

CENTRUM ANABELL

Provides help and support to people with eating disorders and their loved ones. Counselling is available for children aged 12 and over. The centre can also be contacted in cases of mental distress, such as anxiety or fear. Counselling is free of charge. Appointments can be arranged by phone or email.

- 🌐 anabell.cz
- 📞 +420 774 467 293
- ✉️ i-poradna@anabell.cz

FAMILY AND SCHOOL HELPLINE (LINKA PRO RODINU A ŠKOLU)

Provides support to families experiencing family or intergenerational conflicts, such as parental separation, custody disputes, parental abductions, or children running away. The helpline can also be contacted if a child has behavioural problems at school or is experiencing bullying. Parents, relatives, educators, children, and members of the general public can reach out.

🌐 linkaztracenedite.cz

📞 +420 116 000

✉️ 116000@cestazkrize.net

👉 linkaztracenedite.cz/chat

APERIO – HELPLINE FOR MOTHERS AND FATHERS

Intended for parents dealing with difficult divorces, relationship conflicts, or parenting issues. The helpline supports parents in being a source of stability for their children during challenging life situations. Calls are anonymous.

🌐 aperio.cz

📞 +420 739 416 408

CHILD CRISIS CENTRE TRUST HELPLINE

Provides continuous professional support to at-risk children, adolescents, and their families who have experienced abuse, neglect, or violence. The helpline is also available to anyone facing another type of life crisis.

🌐 ditekrize.cz

📞 +420 777 715 215 / +420 241 484 149

✉️ problem@ditekrize.cz

👉 ld_dkc

HOUSE OF THREE WISHES (DŮM TŘÍ PŘÁNÍ)

Offers help and support to children and families in difficult life situations, those struggling with parenting, wishing to better understand their child, or noticing problems at school or with peers. Support is also available in cases of parental conflict related to children.

🌐 dumtriprani.cz

CENTRUM PRO DĚTI MEZIPATRO

Individual and group support for children.

📞 +420 724 865 400

✉️ hanakrusberska@dumtriprani.cz

CENTRUM PRO RODINY DELTA

Individual and family counselling focused on rules of coexistence and communication.

📞 +420 602 662 063

✉️ luciehanzlova@dumtriprani.cz

CENTRUM RODINNÉ TERAPIE HORIZONT

Support with family relationships, parenting, school issues, and peer relationships.

📞 +420 606 664 262

✉️ kamilamrkovicova@dumtriprani.cz

CENTRUM PŘEMÝSLA PITTRA PRO DĚTI

Short-term residential care for children in need of immediate help.

📞 +420 607 199 291

✉️ veronikavejvodova@dumtriprani.cz

Telephone helplines and online resources – help for adults

Supporting a child can sometimes be so demanding that you may need someone to talk to yourself, or you may experience long-term exhaustion or psychological distress. There are many anonymous helplines and online resources available for adults.

BONA

Provides professional support to people with mental illness and their loved ones, including supported housing, employment support, assistance with everyday situations, and counselling. Email communication is anonymous.

 bona-ops.cz

 ipomoc@bona-ops.cz

OPATRUJ.SE

Also available in Ukrainian.

Provides information on building psychological resilience, caring for mental health, and helping yourself and others. The website also includes a directory of contacts and information for people in the Czech Republic affected by the war in Ukraine.

 opatruj.se

NEPANIKAŘ

Offers a clear map of psychological help for children and adults. The website includes telephone and chat counselling, as well as the "Nepanikar" mobile app, which provides first psychological aid. Topics include depression, anxiety, panic, self-harm, suicidal thoughts, eating disorders, and emergency contacts. Email and chat communication are anonymous.

 nepanikar.eu

 nepanikar.eu/poradna

UKRAINIAN CRISIS HELPLINE

Operates outside Ukraine as well. From the Czech Republic, you can call daily between 9:00 and 19:00. Support is provided by Ukrainian-speaking psychologists.

 +420 800 012 058

LINKA LIA

Provides psychosocial assistance to all people affected by the war in Ukraine, regardless of age or legal status in the Czech Republic. You can choose between a crisis helpline and a social counselling information line. Calls are free of charge and unlimited, and the crisis helpline is anonymous. Support is available in Ukrainian, Russian, or Czech. Crisis support is also available by email.

 linkalia.cz

 +420 800 60 10 20

 help@linkalia.cz

Psychotherapy

If you would prefer to talk to someone non-anonymously, either in person or online, you can contact a psychotherapist. If you are insured with one of the health insurance companies listed below, you may be eligible for a contribution toward psychosocial support, with part of the cost reimbursed by your insurer.



VZP

- contribution of CZK 500 per session, up to 10 sessions (maximum CZK 5,000)
- applies also to children aged 7 and older (for minors under 18, the application must be submitted by a legal guardian)

🌐 dusevnizdravi.vzp.cz

ČPZP

- contribution of CZK 500 per session, up to 5 sessions (maximum CZK 2,500)
- available also for children aged 7 and older

🌐 cpzp.cz/preventivni-program/64

ZPMV

- contribution of CZK 500 for a consultation with a clinical psychologist and CZK 1,500 for a child

🌐 zpmvcr.cz/pojistenci/bonusy-na-prevenci

VOZP

- contribution of CZK 500 for counselling for parents of children with mental disorders (consultation with a child psychiatrist, clinical psychologist, or speech therapist regarding the child's treatment plan)
- also includes an eight-week online program supporting personal well-being based on mindfulness principles

🌐 vozp.cz/prispevky-na-prevenci#program-zdrava-duse

Psychotherapy

TERAPIE.CZ

Provides free therapy to people in the Czech Republic who have relatives in Ukraine, to Ukrainians in and outside the Czech Republic through online therapy, and to volunteers involved in humanitarian aid.

🌐 terapie.cz/hlavu-nad-vodou-ukrajina

Czech Psychological Alliance for Global Change

Offers free in-person or online psychological support to Ukrainians living in the Czech Republic or fleeing the war. Support includes crisis intervention and initial sessions, with further arrangements by agreement. Services are available in Czech, English, Russian, Ukrainian, and other languages.

🌐 cpng.cz/l/psychologicka-pomoc-ukrajine

VOS: Mental Health Plan (App Store) – also available for free in Ukrainian

This app provides a wide range of psychological support tools for everyday life and crisis situations, including breathing exercises, mood tracking, guided journaling, and unlimited chat with psychological counsellors. The app also provides information on where to seek help in difficult moments.

