

What is the CLB, in plain language?

The CLB is the Pupil Guidance Centre. The CLB helps children and young people who attend school.

Every school works with a CLB, but the CLB is not part of the school. So it is a separate organisation.

Help from the CLB is always **free of charge**.

What can you ask the CLB?

- Do you have a question about help or care at school?
- Do you need help choosing what to study or which work you want to do later?
- Are you experiencing difficulties at school? Is your reading or writing not so fluent? Is learning difficult or just too easy? Do you find it difficult to concentrate? Are you not sure how to study your lessons properly?
- Are you having problems at home? Are you being bullied? Are your parents getting divorced? Are you not sure how to behave around friends? Do you have a lot of stress?
- Do you not have any friends? Do you not feel comfortable with yourself? Do you feel sad, angry, lonely and so on? Do you want to talk about that?
- Do you have any questions about your health: am I growing properly? Can I see and hear well? How do I eat healthily? What about puberty? Smoking, alcohol, gaming etc. Is that okay? What can I do about that?
- And so on.

Ask the CLB your question!

Your parents and your school may also ask the CLB a question.

How do you ask the CLB a question?

- through your school: ask your school for the CLB contact details. Or ask this via www.onderwijskiezer.be.
- at www.clbchat.be: you can chat anonymously with the CLB for free. The staff member does not work for the CLB of your school. Your parents may also chat with the CLB.

- via blinkers.clbonline.be if you attend a secondary school: log in with your personal learning ID. You can get that from your school. You can reach your CLB directly in that way. You can ask your question or request an appointment through Blinkers. You can also find out any information and be able to review your file. Your parents can log in to Blinkers at www.burgerprofiel.be.
- At www.onderwijskiezer.be, you can find out information regarding which subjects to study, learning to choose, motivation and ways in which to study

How does the CLB work?

A CLB staff member will first talk to you or your parents. You and your parents may always bring someone with you to the CLB. This will be someone whom you trust, such as a teacher, a friend, your brother or sister.

The CLB staff member:

- will listen to you
- will explain how the CLB works
- will work with you in order to find a reply to your question

The CLB employs a **variety of staff members**: psychologists, educators, doctors, social workers, nurses. They will work together, talking to each other about how they can help you even better.

The CLB will invite you to attend at specific times. This is called a "systematic contact moment". This will happen five times between your first year at pre-school and your sixth year at secondary school. In pre-school, your parents will accompany you. The CLB will monitor your growth and development. The CLB will also offer free vaccinations, for instance against measles, mumps and rubella in your fourth year of primary school. It will explain this first. You or your parents will decide. You will also have the opportunity to ask questions.

Whoever works at the CLB will have **professional secrecy**. If you tell something to someone at the CLB, that person is not allowed to tell anyone else.

Sometimes the CLB will work with your parents, your school or social workers. Then the CLB can help you better. The CLB will discuss that with you first.

Are you really in danger? Then the CLB does not have to abide by professional secrecy. But again, the CLB staff member will discuss that with you first.

Do you have any questions about professional secrecy? Ask a CLB staff member.