



COUNSELLING SUPPORT FOR REFUGEES



SOCIETY FOR PSYCHOLOGICAL ASSISTANCE

Are you feeling down?

**You can't stop thinking about your problems
and difficult experiences?**

You're having trouble sleeping?

You're worried about your future?

You're having problems getting along with people around you?

It's hard for you to adjust to your new situation?

You want to talk to someone but you don't speak Croatian?

Do you want support in reflecting on what to do next with your life?

Counselling Center Modus is a safe place where you can talk with a professional about your feelings and worries, and the things you don't know or are not sure how to handle. Conversation with a professional is based on understanding, acceptance without prejudice in trustworthy and confidential environment (which means that everything the counsellor and the client talk about remains among them). The counsellor is trained to listen with empathy (by putting himself or herself in your shoes).

What is psychological counselling?

Psychological counselling is providing support through conversation. The aim is to help you deal with and overcome issues you're having hard time managing. Sometimes we just can't figure out what to do next and we need someone to talk to, someone who will really listen.

The aim of this conversation is getting support in a safe and confidential environment with a professional who knows how to listen and understand, and can help you find a solution for your problems. The counsellor can't diagnose you or give you medicine, but through conversation he helps you find the answers and solutions. One counselling meeting lasts 60 minutes, and the conversation topics are determined by you and in agreement with the counsellor.

How the counselling works?

Conversation can help us in relieving accumulated feelings of worry, fear, frustration, anger, sadness. Talking helps us not to feel lonely and to get the support we need. When someone shows us understanding it is easier to cope with the troubles we are in. Talking also gives us the opportunity to discover new perspectives and get ideas that we haven't thought of before.

Who is counselling for?

Counselling is intended for any person in need of help, whether you're struggling with a specific, well-defined problem or you may not have an idea what the problem is but just have a sense that something isn't right. Maybe you're facing some communication problems or you're burdened with worries or feelings that disrupt your everyday functioning, dreams that trouble you, fears that haunt you, problems in relationships with the people around you or with your family.

Everyone of us sometimes come to a point where we just don't know what to do next, where it's too difficult and we're feeling lonely and misunderstood.

The team of counsellors in Center Modus also provide counselling with translation. All counsellors are fluent in English, but if you want to speak in your native language or some other language that you understand better, there are provided translators. They translate between the counsellor and the client for Russian, Turkish, French and Arabic languages.

If you are interested, contact us!
You can make appointments
in Croatian and English.

Center for Children, Youth and Family Modus
Kneza Mislava 11¹, Zagreb

Phone: 01/4826-111;

Fax: 01/4826-113;

Mob: 095/4826-111

E-mail: modus@dpp.hr

Web: www.dpp.hr

Facebook: www.facebook.com/ModusDpp

Opening hours:
Weekdays from 9am to 8pm



Ministry of Social Policy and Youth

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الاستشارة للاجئين



SOCIETY FOR PSYCHOLOGICAL ASSISTANCE

هل تشعر بالاكئاب؟
غير قادر على نسيان الايام الصعبة و المشاكل؟
لا تستطيع النوم بشكل جيد؟
هل أنت قلق كيف ستبدو حياتك؟
خائف مما سيحدث في المستقبل؟
لديك صعوبات في التعامل مع الناس؟
من الصعب أن تتأقلم مع البيئة الجديدة؟
تريد التكلم مع أحد, لكن لا تتكلم اللغة الكرواتية؟
تريد المساندة في التفكير كيف و ماذا بعد؟

مركز مودوس للاستشارة هو المكان الآمن يمكنك فيه التكلم عن الأشياء التي تقلقك و تجعلك تشعر بالاحباط و التي لا تعرف كيف تتعامل معها. تلك المحادثة المختصة أساسها الثقة, تبادل الآراء و المشاعر دون انحياز, و الخصوصية (أي أن الكل الذي يتكلم عنه الناصح مع الزبون يبقى سرا بينهم). الناصح الذي ستتكلم معه يريد أن يعرف كيفية أن تكون لاجئا و يستمع الى مشاركتك.

ما هي الاستشارة النفسية؟

الاستشارة النفسية هي تقديم المساندة من خلال الحوار. في كثير الأحيان نجد أنفسنا في مواقف لا نستطيع حلها بأنفسنا أو بمساعدة الناس من حولنا. ببساطة لا نعرف ماذا بعد و نحتاج الى أحد أن نتكلم معه و الذي سيستمع إلينا.

الهدف من تلك الحوار أن تتلقى المساندة المختصة , و بكل أمانة و خصوصية, من الشخص الذي يعرف كيفية الاستماع و التفهم, و الذي يمكنه المساعدة في ايجاد حل لمشاكل التي أصابتك. الناصح وظيفته ليست تشخيص الامراض أو توصيف الأدوية, و انما المساعدة من خلال الحوار في ايجاد حلول و اجابات. الموعد الواحد للاستشارة مدته 60 دقيقة, أما الموضوع للتكلم فسيتفق عليه الزبون مع الناصح.

كيف يساعدنا الحوار؟

من خلال الحوار نحرر المشاعر المتراكمة من القلق, الخوف, الاحباط, الغضب, الحزن..... الحوار يساعدنا ألا نشعر بالوحدة و أن نحصل على المساندة التي نحتاجها. عندما أحد يظهر لنا أنه يفهم علينا, من الأسهل أن نتعامل مع الوضع الذي نحن فيه. الحوار ايضا يمكننا من اكتشاف وجهات نظر جديدة و الحصول على افكار لم تخطر على بالنا من قبل.

من يمكنه أن يستفيد من الاستشارة؟

الاستشارة مقصودة لكل شخص يحتاج المساعدة في التعامل و ايجاد حل لمشكلة معينة , أو يشعر بالاستياء. تلك المشاكل قد تكون في الارتباط مع الناس, أو أي شيء يقلقنا, مشاعر أو كوابيس التي تعذبنا, مخاوف التي تسود فكرنا, معاملة الناس و الأهل.... أثناء الحياة كل الناس أحيانا يصلون الى نقطة عندما ببساطة لا يعرفون ماذا بعد, يكون وضعهم صعبا و يشعرون بالوحدة .

فريق مركز مودوس يقدم الاستشارة مع الترجمة . الناصحون يتكلمون الانكليزية بطلاقة, و في حال تريد التكلم بلغة الأم أو بلغة تفهمها بشكل أفضل, هناك مترجمون يساعدون في التفاهم بين الناصح و الزبون للغات التالية: روسية, تركية, فرنسية, عربية.

إذا كنت مهتما، اتصل بنا. تحديد الموعد ممكن باللغة الكرواتية و الانكليزي

مركز مودوس للأطفال, الشباب و العائلات

Kneza Mislava 11¹, Zagreb شارع

هاتف: 014826111

فاكس: 014826113

خلوي: 0954826111

E-mail: modus@dpp.hr

Web: www.dpp.hr

ساعات العمل : من الاثنين الى جمعة من 9 الى 20



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Mülteciler için danışmanlık desteği



SOCIETY FOR PSYCHOLOGICAL ASSISTANCE

Üzgün müsün?

Zor deneyimleri ve sorunları hakkında düşünmeden edemez misin?

Eğer uyku sorunların mı var?

Hayatın nasıl olacak canını mı sıkılıyor?

Geleceğinde olaylardan korkuyor musun?

İnsanlarla ilgilerde sorunların var mı?

Yeni bir ortamda olmak senin için zor mu oluyor?

Sen birisiyle konuşmak istiyorsun fakat Hırvat dili konuşamıyorsun?

Bir sonraki ne yapacağını düşünürken destek istiyor musun?

Modus Danışma Merkezi ne yapacağını bilmediğin ve onlarla nasıl başa, endişelenmeyin şeyler ve hayal kırıklığı hakkında konuşabildiğin güvenli bir yerdir. Anlayışa dayalı bu tür bir profesyonel konuşma, (her şeyi danışmanı ve müşteri konuşmak aralarında kalması anlamına gelir) demek ki önyargısız, şefkat ile ve gizli. Seninle konuşacak kişi senin nasıl hissettiğini duyduğunu tam anlamak ister.

Psikolojik danışma nedir?

Psikolojik danışma tartışmayı desteklemektir. Çok sık biz kendi başlarına veya çevremizdeki insanların yardımıyla çözemeyeceği durumlarda buluyoruz kendimizi. Biz zaten nasıl devam edeceğimizi bilmeyip bizimle konuşabilecek ve bizedinleyecek birine ihtiyacımız var.

Böyle bir diyalog amacı güvenli ve gizli bir ortamda sizi dinleyen ve anlayan ve aynı zamanda sizi rahatsız bir soruna çözüm bulmanıza yardımcı olabilir bilen profesyonel destek personeline olsun. Bir danışman teşhis yapan veya ilaçlar reçete eden bir kişi değil, fakat sizinle konuşarak cevaplar ve çözümler aramakla yardımcı biridir. Her danışma toplantısında danışman ve müşteri danışma konusundan anlaşıyorlar. Bir danışma toplantı 60 dakika sürer.

Konuşma bize nasıl yardımcı olur?

Konuşma korku, hayal kırıklığı, öfke, üzüntü gibi affet birikmiş duygular salıverir. Konuşma bizi yalnız hissetmeyip ve istediğimiz destek almak ile yardımcı olur. Birisi bizi anlıyor gösterdiği zaman, kendimizi içinde bulduğumuz durumla başa çıkmak için daha kolaydır. Ayrıca konuşma bize şeylere yeni bir bakış açısı keşfeder ve aklımıza önce gelmeyen fikirler verebilir.

Kimlere danışma yardımcı olabilir?

Sebebi ne olursa olsun memnun hissetmeyip herhangi bir sorunun çözmesinde daha iyi başa çıkmak için yardıma ihtiyacı herhangi bir kişi için tasarlanmıştır. Bu iletişim sorunları olabilir, bizi boğan endişelendiren duygular, bizi yükleyen meraklar ve sorunlar, bize musallat korkular, rahatsız eden rüyalar, çevrenizdeki insanlarla olan ilişkiler, aile ilişkileri... Yaşayan tüm insanlar bazen ne yapacaklarını bimeyerek canı sıkıldığı bir noktaya gelirken zor ve sık sık yalnız ve takdir edilmeyen hissederler.

Modus Merkez ekip danışmanlık ve tercüme ile sağlamaktadır. Danışmanlar çok iyi İngilizce konuşabiliyorlar. İstersen kendi anadillerinde ya da bildiğin başka bir dilde konuşmak istersen, danışman ve müşteri arasında anlayış yardımcı çevirmenlere sağlanan: Rusça, Türkçe, Fransızca ve Arapça.

Eęer ilgileniyorsanız, bize ulaşın!
Randevular, Hırvatça ve İngilizce olarak mevcuttur.

Çocuklar, Gençler ve Aile Merkezi
Kneza Mislava 11¹, Zagreb

Tel: 01/4826-111;
Faks: 01/4826-113;
Mob: 095/4826-111
E-mail: modus@dpp.hr
Web: www.dpp.hr

Facebook: www.facebook.com/ModusDpp

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SOUTIEN PSYCHOLOGIQUE POUR LES RÉFUGIÉS



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Tu ressens de l'angoisse?

Tu ne cesses de penser aux expériences traumatisantes?

Tu dors mal?

Tu t'inquiètes pour demain?

Tu n'espères plus rien de ton avenir?

Tu as du mal à entretenir des rapports avec ton entourage?

Tu souhaiterais parler à quelqu'un, mais tu ne parles pas le croate?

**Tu as besoin de soutien pour la réflexion sur tes
démarches futures?**

Le centre de soutien psychologique "Modus" est un endroit sûr dans lequel tu peux venir évoquer tes inquiétudes et tes frustrations, les événements que tu ne sais pas gérer et face auxquels tu ne sais pas comment te comporter. Notre conversation structurée est basée sur la compréhension, l'acceptation sans préjugés, l'empathie et la confiance (ce qui signifie que tout ce qui se dit entre toi et le conseiller restera entre vous). Le conseiller avec lequel tu vas discuter souhaite véritablement se mettre "dans ta peau" et veut savoir ce que tu ressens.

Qu'est-ce que le soutien psychologique?

La consultation psychologique consiste à apporter le soutien par la parole. Souvent, on se retrouve dans des situations que nous ne savons pas gérer seuls ou même avec l'aide de notre entourage. Nous ne savons tout simplement pas comment procéder et nous avons besoin de quelqu'un qui puisse nous écouter et avec lequel nous pouvons discuter.

L'objectif de ces échanges est que vous obteniez un conseil professionnel dans un contexte de confiance et de sécurité avec une personne qui saura vous écouter et comprendre et ainsi vous aider pour que vous trouviez la solution aux problèmes qui vous tourmentent. Votre conseiller n'est pas une personne qui va dresser un diagnostic ou vous prescrire des médicaments mais plutôt une personne qui vous aide à trouver des réponses et des solutions par la parole. Les conversations durent une heure et vous déterminerez les thèmes que vous souhaitez aborder de concert avec votre conseiller.

Comment la parole peut-elle nous aider?

Par l'art de la conversation, nous pouvons exprimer les sentiments accumulés, les soucis, nos peurs, nos frustrations, nos colères et douleurs. Parler avec quelqu'un nous permet de ne plus nous sentir isolés et de recevoir le soutien dont nous avons tous besoin. Lorsque quelqu'un nous dit qu'il nous comprend, cela nous aide à supporter la situation dans laquelle nous nous trouvons. Echanger par la parole nous permet aussi d'entrevoir les choses avec un nouveau regard, de suggérer de nouvelles idées auxquelles nous n'avions pas pensé auparavant.

A qui s'adresse cette aide psychologique?

Recevoir des conseils psychologique est un besoin qui se manifeste chez toute personne qui a besoin d'aide pour mieux trouver une solution à tel ou tel problème auquel il ou elle est confronté ou à une situation insatisfaisante. Il peut s'agir de difficultés de communication, de soucis qui nous affligent, d'émotions qui nous submergent, de choses que nous imaginons et qui nous font souffrir, de peurs qui nous assaillent, des relations avec notre entourage ou au sein de la famille etc. Au cours de la vie, tout un chacun peut se trouver confronté à une impasse. Face à ces difficultés, on se sent souvent seuls et incompris.

L'équipe du Centre Modus est là pour vous conseiller et vous soutenir avec un service de traduction/interprétation. Les conseillers parlent couramment l'anglais, mais si vous souhaitez vous exprimer dans votre langue maternelle ou dans une langue que vous compreniez mieux que l'anglais, il y aura un/e interprète qui vous aidera à vous faire comprendre en russe, turque, français et arabe.

**Si vous êtes intéressés, manifestez-vous!
Vous pouvez prendre rendez-vous
en croate ou en anglais.**

Centre pour l'enfance, la jeunesse et la famille "Modus"
Rue Ulica kneza Mislava 11¹, Zagreb

Tel: 01/4826-111;

Fax: 01/4826-113;

Portable: 095/4826-111

E-mail: modus@dpp.hr

Site internet: www.dpp.hr

Facebook: www.facebook.com/ModusDpp

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