
Student support "Peerko"

Who we are: We are students in helping-profession fields (mainly psychology) and we provide psychological support for Charles University students. As your schoolmates and peers, we can offer you understanding, a sense of belonging, and a safe space to share whatever bothers you. We are also trained in crisis intervention and therefore have the tools to help you through various difficult situations. We cooperate with CU Point Counselling services.

Who we are here for: We are here for all students at Charles University who find themselves in a "crisis." This could be any difficult situation, period or condition that one is unable to deal with on their own. For example, when one feels overwhelmed, doesn't know what to do, when the things that usually help suddenly aren't enough, or when one simply feels the need to talk to someone about it. No topic is silly or out of place. If something is weighing on you, we can take a look at it together – it's easier to carry when there are two of us.

How it works: We offer support in the form of one-off personal consultations, for which we have allocated 45-50 minutes. During this time, we will listen to you with complete acceptance and help you navigate your difficult situation so that we can then explore possible solutions together. If we find that a different type of service would be better suited for you, we will refer you to it. **We maintain confidentiality, consultations are anonymous.**

When and where to find us: The consultations take place at Kampus Hybernská (Hybernská 998/4), building D, 3rd floor on the left, room 304 (the doorbell marked „Poradna UK Pointu, Místnost 304“), always on:

1. **Monday at 12:00–16:00**

2. **Tuesday at 9:00–14:00**

I want a consultation – what should I do? You can book a specific time slot in the reservation app (in *Type of service*, select „Peer support by Peerko“), or you can just drop in:

1. **Making a reservation:** You can find all available slots in the [reservation app](#) – in *Type of service*, select *Peer support by Peerko*. Please make sure that English is included in the *Language* column in your chosen time slot. More about the app [here](#).
2. **Without a reservation:** The last hour of Peerko's opening hours is reserved for walk-ins, so you can simply knock on the door during these times (i.e. Mon 15-16:00 and Tue 13-14:00). To be on the safe side, check our social media before you arrive – you will find important news and updates there, including information about any unexpected cancellations. If you want to make sure beforehand that an English-speaking consultant will be present, you can email us.

Contacts:

Instagram: Peerko, z.s. ([@peerko.zs](#))

Facebook: Peerko, z.s. ([peerko.zs](#))

If you have any questions, you can send us an **email** at: peerko.ff@gmail.com