



OAS | CICAD



Survey

Drug Helplines

Results report



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November, 2020

The questionnaire



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In these difficult times of the COVID-19 pandemic, several international organizations are recommending support to people through helplines. Helplines are easily accessible to citizens and are relatively low cost to operate. In order to collect basic information about the current status of helplines, particularly those set up for individuals with drug and/or alcohol use problems, we kindly ask you to respond to the following questions:

1. Does your national drug commission have a telephone helpline for people who have problems with drug and/or alcohol consumption?

Yes

No

2. Is there any other public or private organization in your country that has a telephone helpline for people with drug and/or alcohol problems?

Yes

which one?

No

3. If there are other types of helplines, not oriented to the consumption of drugs and/or alcohol, please provide details below:

4. Do you need any kind of support, advice or training for the implementation of helplines?

Yes

No

5. Please provide any additional comments below:

Response Period: July 23 to August 7, 2020

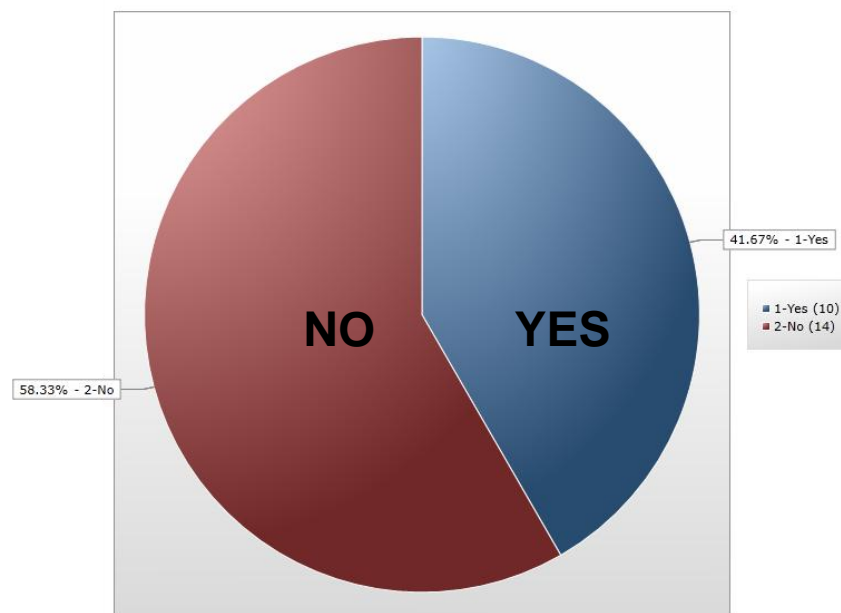


Number of countries that
answered the survey

(N)=24

P1. Does your national drug commission have a telephone helpline for people who have problems with drug and/or alcohol consumption?

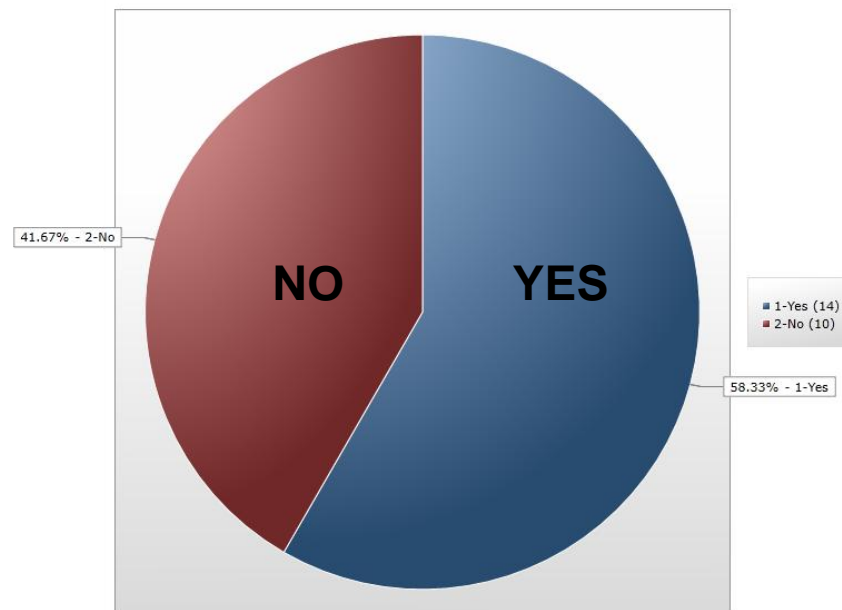
	FREQUENCY	%
YES	10	41.67
NO	14	58.53
TOTAL	24	100.00



Argentina, Chile, Ecuador, Grenada, Guatemala, Jamaica, México, Paraguay, Perú and Uruguay.

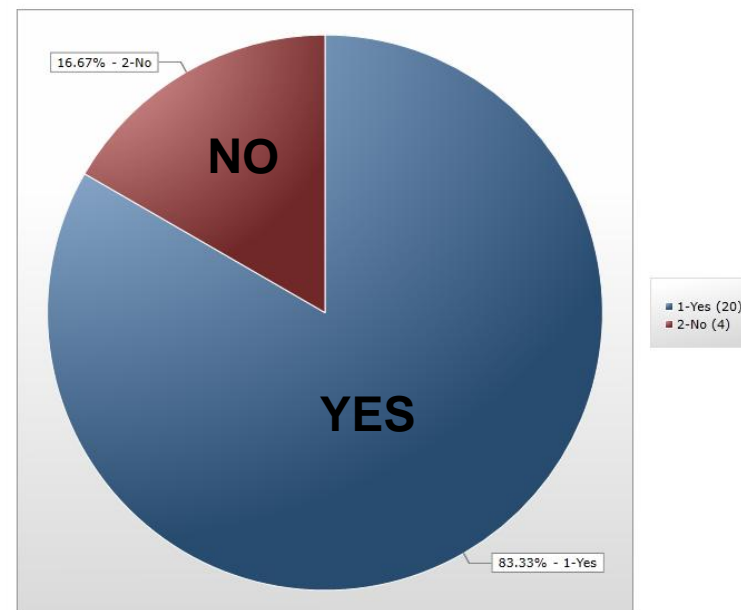
P2. Is there any other public or private organization in your country that has a telephone helpline for people with drug and/or alcohol problems?

	FREQUENCY	%
YES	14	58.33
NO	10	41.67
TOTAL	24	100.00



P4. Do you need any kind of support, advice or training for the implementation of helplines?

	FREQUENCY	%
YES	20	83.33
NO	4	16.67
TOTAL	24	100.00





- Support, advice and/or training is required to create and improve services using helplines
- Resources for managing transfers through the telephone line
- Educational and promotional material for the mental health line
- Best practices in drug counseling through helplines to different target populations: adolescents, pregnant women, gender consideration
- Counseling approaches for different substances
- Training on COVID-19 and drug use issues.



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**END OF THE PRESENTATION
THANK YOU VERY MUCH**