

TELEPHONE HELPLINES

Background, Current Situation and
Projections.

What is a Helpline?

- A Telephone Helpline is a service that offers support to callers. Information, orientation, **intervention (different levels)** and referral.
- There are helplines specialized in
 - Child abuse.
 - Drug Issues Problematic Use.
 - Gender Violence, among others.
 - Transgender people.
- The first helplines were created to help people at risk of committing suicide. The Crisis Intervention, via telephone, carried out by trained and supervised volunteers, was the beginning of the Helplines.



HISTORY OF TELEPHONE HELPLINES



- Mid 20th century. Initiatives to help prevent suicide.
- In England, the Anglican pastor Chad Varah in 1953 started telephone help in his London parish. He is the founder of The Samaritans (1953) and Befriends International (1974). Befriends International is a league of organizations whose purpose is to support volunteer programs focused on suicide prevention around the world.
- The development of the first intervention techniques and the procedure for using the telephone to save lives is attributed to the Suicide Prevention Center of the city of Los Angeles, United States, where the model that formed the backbone of the suicide prevention movement was developed in the late 1950s. (McGee, 1974).

HISTORY OF TELEPHONE HELPLINES

- The International Federation of Telephonic Emergency Services (IFOTES) is based in Geneva.
Founded in 1976 at the IV Congress of Telephone Helpline Services, which was held in Brussels.
- Lifeline. In 1963 the first service of this group was founded, in the Australian city of Sydney. Its founder, the superintendent of the Walker Central Methodist Church, created the telephone service as a way to give a quick response to the large number of people who came to ask for advice.
- Other experiences existed, exist, less registered, less known.



Actual Status of the Telephone Helplines

Non-Professional
Volunteers.
Non-Directive
Methodology.

Research in Crisis
Intervention
Methodologies.
Psychological First Aid.

Telepsychology,
Telemedicine,
Telehealth.
Remote Interventions.



INVESTIGATIONS ON THE TOPIC

- Some of the topics studied in this type of service are:
 - - Characteristics of volunteer telephone workers.
 - - The relationship between training and worker performance.
 - - Training models for telephone workers.
 - - The characteristics of the callers.
 - - The problematic content of the calls.
 - - The phases within the process.
 - - The result of telephone orientation contacts.

INVESTIGATIONS ON THE TOPIC

Revista Iberoamericana de Psicología y Salud (2015) 6; 39-52



REVISTA IBEROAMERICANA DE PSICOLOGÍA Y SALUD

Revista Oficial de la Federación Iberoamericana de Asociaciones de Psicología (FIAP)
[Official Journal of the Latin-American Federation of Psychological Associations]

www.elsevier.es/rips



Intervenciones psicológicas administradas por teléfono para la depresión: una revisión sistemática y meta-análisis

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Recibido el 24 de febrero de 2014; aceptado el 13 de septiembre de 2014

cionándose 17 estudios. En los estudios se evaluaron distintos tipos de intervenciones psicológicas, predominando las cognitivo-conductuales, con resultados, al menos, tan positivos como los obtenidos en intervenciones cara a cara, y con un tamaño del efecto significativo combinado entre pequeño y moderado, d de Cohen de $-0,42$ IC 95% $[-0,50, -0,34]$. En suma, este meta-análisis confirma que las intervenciones psicológicas telefónicas son una herramienta útil en el campo de la intervención psicológica de la depresión. No obstante, los resultados también advierten de falta de homogeneidad inter-estudios, $Q = 712,48$, $p < 0,001$, esto es, existen moderadores de los efectos que no pudieron estudiarse por falta de estudios.

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Types of callers requiring special procedures

- The Joker
- The aggressive
- The silent
- The obscene
- The chronic
- The unique advisor



Characteristics of Telephone Intervention

- The person has more control.
- The person can remain anonymous.
- Geographic and personal barriers can be overcome.
- The counselor (intervener) can remain anonymous.
- Lester



Scheme of the stages of the calls, according to the review of different models.

- 1- Welcome the caller, make a psychological contact, establish the relationship.
- 2- Listen to the subject's demand or problem, including a process of clarification of what is reported by the subject.
- 3- Joint search for possible solutions and agreement on the steps to follow.
- 4- End, close the call.
- 5- Follow-up and subsequent work.



START A SERVICE

- What is necessary when starting a Telephone Helpline service?
- Establish the purpose of the service.
- Define program financing.
- Plan the service and its start-up. Define the type of services to be provided. Only phone, also chat, text messages.
- Ethical standards and guidelines.
- Establish the necessary physical and technological conditions (landline, cell phone, all counselors together (offices, spaces), dispersed. Use of chat, with what interface).
- Establish type of personnel that will answer calls
Professionals, non-professionals, technicians, volunteers, hired.
Define the profile of counselors. Recruitment, selection, induction, training.

START A SERVICE

- Establish a system for monitoring, supervision, evaluation, and review of quality standards.
- Compliance with regulations and laws that may apply to telephone helplines.
- Establish call response methodology.
Include Crisis Intervention.
- Establish and maintain Cadastre of Available Programs. (Distinguish devices that provide online care). Methodology of referral to treatment centers with follow-up.
- Establish Cadastre of other specialized telephone assistance programs and emergency services.

TRAINING OF COUNSELORS

Relevant topics in a Telephone Helpline on Drug issues

- General Concepts of Problematic Drug Use
- Types of treatment according to the person's needs
- Treatment Modalities. Therapeutic models supported by evidence.
- Network of treatments available in the country, region / state. Real Knowledge.

- Crisis concept, theory, evaluation and intervention. Psychological first aid.
- Counseling, central concepts and strategies.

- Information and help telephones, central concepts.
- Help processes carried out by telephone, characteristics and application of strategies:
 - Establish contact and form a helping relationship.
 - Problem solving process and creation of resolution plans.
 - Motivational Interview



TRAINING OF COUNSELORS

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- Ethical standards in the helping relationship.
- Legal and regulatory regulations that apply when acting as telephone counselors.
- Assessment of level of complexity of drug use, use of instruments (screening) via telephone.
- Assessment of levels of crisis and suicide risk by telephone.
- Crisis Intervention Strategies.
- Central concepts of child abuse and gender.

OPERATORS

- Volunteers or Hired
- Health Professionals, Psychologists, Social Workers or Regardless of Profession.
- SELECTION PROCESS
- TRAINING AND INDUCTION PROCESS

HR ON TELEPHONES HELPLINES



CHALLENGE. DIFFERENCES AND SIMILARITIES.

OBJECTIVES OF A TELEPHONE HELPLINE ON DRUG ISSUES

- First you must define the meaning of the call.
- *Inform*
- *Guide*
- *To intervene*
- *Assess treatment needs*
- *To motivate*
- *Derive*

- Telepsychology, online psychological consultation or cyber therapy is the provision of psychological services through communication and information technologies. These services include **chat conversations, voice notes, video calls, and e-mail exchanges** with patients.

TELEPSYCHOLOGY REMOTE INTERVENTIONS

- TELEPHONE (LANDLINE, MOBILE)
- SYNCHRONOUS TEXT (INSTANT MESSAGING).
- ASYNCHRONOUS TEXT (EMAIL)
- VIDEO CALL

CHALLENGES

- Know, in greater detail, the experience of the telephone helplines in the region
- Continue integrating other means of remote intervention
- Maintain and improve the quality of care provided
- Review, integrate, the experience that Covid 19 has implied for these programs.

