

SAMARITAN CONFIDENTIAL TELEPHONE SOCIETY

Emergency Telephone Services – a Tool for
Empowerment of Victims of Violence

Jasna Lamut

ZAUPNI TELEFON
116 123



SAMARIJAN
BREZPLAČNO 24h/DAN



MUTUAL SHARE

FOR

WOMEN CARE

In the next hour...

... we will have a closer look on how callers in mental distress can benefit from seeking help by using emergency telephone services...

SOCIETY CONFIDENTIAL TELEPHONE SAMARITAN

- Is a member of IFOTES.
- **IFOTES** stands for an international federation, founded in 1967 that brings together National Associations of Telephone Emergency Services which offer *emotional support, immediately accessible to any person*, suffering from loneliness, contemplating suicide, in cases of violence, or any other personal psychological crisis.
- INTERNATIONAL NORMS OF LISTENING SERVICES.

ZAUPNI TELEFON
116 123



SAMARIJAN
BREZPLAČNO 24h/DAN

SOCIETY CONFIDENTIAL TELEPHONE SAMARITAN

- ... is a **non-governmental, non-profit, humanitarian** and **voluntary** organization, acting in the public interest.
- The basic mission is the implementation of the programme "confidential telephone for calls in mental distress", which was professionally verified by the Social Chamber of Slovenia.
- An individual in need has the opportunity to call the free of charge telephone number 116 123, intended for adults in mental distress. A qualified volunteer is available to talk to him.
- In addition to implementing the programme, the society contributes, through various activities, to the detabulization of mental distress in Slovenia.

... OUR VALUES and
PRINCIPLES ...

- Mutual respect.
- Absolute anonymity.
- Non-stop availability (365 days a year).
- Free of charge.
- Laity.
- Rogerian method of counselling.

**ZAUPNI TELEFON
116 123**



SAMARIJAN
BREZPLAČNO 24h/DAN

... AND OUR AIMS ...

Rogerian non-directive method of counselling helps callers to:

- feel accepted and understood,
- confirm their right to live their own lives and to take responsibility for it,
- express and relieve their emotions,
- and through that - feel empowered.

Our aim is to offer an *emotional support the caller needs to take necessary action.*

**ZAUPNI TELEFON
116 123**



**SAMARIJAN
BREZPLAČNO 24h/DAN**

EXCEPTIONS

- WHEN THE
ROGERIAN
METHOD IS
NOT ENOUGH

In cases of *violence* or when a life is in *danger*: in case of threat of self-harm or threat or past experience of any kind of abuse or violence.

BUT... The principles of the **Society Confidential Telephone Samaritan** provide that a counselor is going to, in case of violence, react in a manner that respects principles of the **Code of Conduct in Society Confidential Telephone Samaritan** and **Law of Family Violence Prevention**.

Since our Society Confidential Telephone Samaritan is intended to anonymous call in psychical distress, **anonymity** of the caller and a counselor should be respected...

Examples and exception.



Our aim is to offer an easy accessible emotional support the caller needs at the given moment.

- Any caller has the right to be listened to and respected regards of his/her beliefs, convictions and personal choices.
- Listening is offered in a welcoming and open attitude and the listener's golden rule is never to impose any obligation to the caller.
- The contents of a call are highly confidential, especially with regard to any information pertaining to private lives.
- During a telephone conversation, the listener should remain strictly anonymous and the caller has the right to remain anonymous.
- Branches of IFOTES work on a voluntary basis, listeners having been selected, trained and supervised with a view to constantly improving their listening competence.
- Emergency Telephone Services are entirely free of charge to the caller.

INFORMING THE CALLER ABOUT AVAILABLE SOURCES OF HELP

(here are listed only some of
the GOs & NGOs in Slovenia)



CENTRI ZA SOCIALNO DELO
SLOVENIJE



DRUŠTVO ZA
NENASILNO
KOMUNIKACIJO
association
for nonviolent
communication

SOS TELEFON

080-11-55



DRUŠTVO ŽIVLJENJE BREZ NASILJA



Ženska
svetovalnica



Zdrženje za MOČ



POLICIJA
Anonimni telefon 080 1200



zavod emma

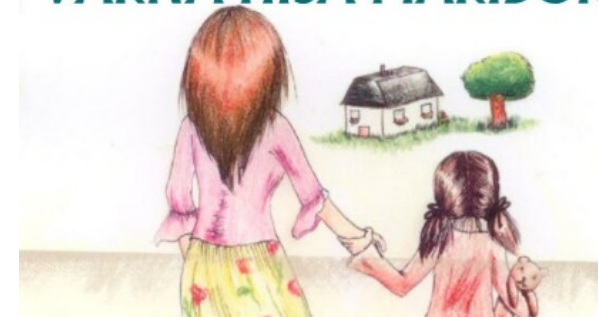
Center za pomoč žrtvam nasilja



**BELI
OBROČ
SLOVENIJE**

Društvo za pomoč žrtvam kaznivih dejanj.

VARNA HIŠA MARIBOR



Thank you!



MUTUAL SHARE
FOR
WOMEN CARE