



## *“LAY COUNSELLING IN HUMANITARIAN ORGANISATIONS”*

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LEONARDO DA VINCI –TRANSFER OF INNOVATION

# ***MAPPING***

*(OF INTERNET-SOURCES)*

# ***ON LAY COUNSELLING***

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## 1 Introduction to the Mapping Report

In combination with the Research Report on lay counselling this mapping aims at completing this overview by partly answering the question: What are the relevant activities currently executed in Europe and fitting the headline “lay counselling” as defined in the project proposal?

Our definition of lay counselling is as follows:

*A key activity in many humanitarian organisations is support to individuals in crisis provided by trained volunteers. This activity can be called social support, psychological support or lay counselling, and the activity is likely to consist of active listening, information sharing, and support to take informed decisions, all with the objective of empowering the individual to cope with stressful and critical situations, Furthermore, if a person needs professional help, the volunteer can ensure referral to the relevant specialists/doctors/therapists.*

Our focus lies on European and international organisations providing information material on lay counselling and/or being practically active in the field. Main areas of interest are:

- (Non Governmental Humanitarian) Organisations offering services fitting the definition of lay counselling → for now with the main focus on RC/RC Societies
- Networks, Associations, Research- and Competence centres, providing
  - ✓ Information material
  - ✓ Contact and collaboration between single organisations
- Other sources of relevant information on lay counselling (e.g. WebPages of research projects related to lay counselling)

The search for relevant internet sites was executed by using two search strategies:

1. direct internet search, by using keywords in major search engines
2. a small survey at the ENPS-meeting in Vienna (October 2010) and the integration of earlier results on surveys within the Red Cross/Red Crescent Societies

A third source of information is being developed and will be finalised at the workshop in Innsbruck (Feb. 2010): an online questionnaire that will fulfil two purposes:

- filling information gaps in our Report and this Mapping
- surveying the needs and eligible results of our project for end-user-organisations

**Therefore this mapping report is of preliminary character – it will be completed and updated after the feedbacks from the questionnaire are analysed.**

The internet sources included in the mapping are freely accessible, without any special authorisation, registration or fee. Online journals and comparable sources were excluded from this mapping – those types of material are covered in the Research Report.

The mapping-report in its recent form has a strong emphasis on European Red Cross/Red Crescent Societies. This arises from the amount of information that is currently available: RC/RC material was easily accessible for the time being. This imbalance will be regulated by the integration of the results of the questionnaire.

## 2 Mapping Results

### 2.1 VOLUNTEERISM IN GENERAL

As it is usually volunteers who practise lay counselling or psychosocial support, a general view on volunteerism can help to understand formal frameworks of lay counselling. The central focus of volunteering typically lies on benefiting other people, communities or societies as a whole – in contrast to primarily commercially oriented services. Many volunteer activities, often in combination with issues oriented on social and/or political questions, transform inhabitants to citizens and group single individuals to communities and societies.

These considerations are especially relevant for various forms of psychosocial support including lay counselling. In most cases psychosocial support/lay counselling directly address social as well as psychological needs. Nevertheless, it seems that different axiomatic approaches to lay counselling are possible: one with the focus on volunteerism, citizens supporting citizens, promoting and encouraging empowerment, strengthening communities and so forth. The other one would be a focus on lay counselling as a cheap way to bridge gaps that the “professional” support systems leave open. The everyday reality of lay counselling most likely is a hybrid with elements from both approaches. No doubt, the networks and institutions promoting volunteerism strongly refer to the first axiomatic approach.

Definition of volunteerism used by the European Volunteer Centre:

**VOLUNTEERISM:** refers to all forms of voluntary activity, whether formal or informal, full-time or part-time, at home or abroad. It is undertaken of a person's own free will, choice and motivation, and is without concern for financial gain. It benefits the individual volunteer, communities and society as a whole. It is also a vehicle for individuals and associations to address human, social or environmental needs and concerns. Formal voluntary activities add value, but do not replace, professional, paid employees.

The listing below assembles some examples for organisations promoting volunteerism in general, with no specific focal point on certain forms of volunteerism. All of them

- offer information,
- serve as networks and
- multipliers of key messages,
- aim at lobbying for volunteerism on a political level and
- support and/or organize public awareness campaigns.

The listing contains examples. In most European countries national organisations, at least partly serving the issues listed above, seem to exist. This could not be fully verified, due to

the fact, that national organisations often only have content in the national language(s) on their websites.

**Listing 1. Sample of organisations promoting volunteerism in general (listing in alphabetical order)**

<b>Austrian Council on Volunteerism</b>	<a href="http://www.bmsk.gv.at/cms/site/liste.html?channel=CH0143">http://www.bmsk.gv.at/cms/site/liste.html?channel=CH0143</a>	Example for a national council on volunteerism; supported by governmental agencies
<b>AVSO Association of Voluntary Service Organisations</b>	<a href="http://www.avso.org/">http://www.avso.org/</a>	The principal goal of AVSO is to promote and facilitate long term voluntary service. To achieve this goal AVSO lobbies at a European level against barriers to long term volunteering and the mobility of volunteers.
<b>European Volunteer Centre (Centre européen du volontariat, CEV)</b>	<a href="http://www.cev.be/1-news_home-EN.html">http://www.cev.be/1-news_home-EN.html</a>	The European Volunteer Centre is the European network of over 88 national, regional and local volunteer centres and volunteer support agencies across Europe, that together work to support and promote voluntary activity.
<b>European Year of Volunteering 2011</b>	<a href="http://europa.eu/volunteering/">http://europa.eu/volunteering/</a>	
<b>UNV United Nations Volunteers</b>	<a href="http://www.unv.org/en.html">http://www.unv.org/en.html</a>	“The United Nations Volunteers (UNV) programme is the UN organization that contributes to peace and development through volunteerism worldwide.”

## **2.2 LEGAL ASPECTS AND FRAMEWORK FOR VOLUNTEERISM**

As per definition lay counselling is usually carried out by volunteers, the general criteria for volunteerism apply to lay counselling as well as some general legal aspects of volunteerism. Different legislative frameworks exist throughout the European countries, an overview and details on specific countries can be found at the homepages of the Association of Voluntary Service Organisations (AVSO) and the European Volunteer Centre-Centre Européen du Volontariat (CEV):

<http://www.avso.org/en/activities/CEV&AVSO.htm> and  
[http://www.cev.be/legal\\_status.htm](http://www.cev.be/legal_status.htm)

In a joint project of the International Federation of Red Cross and Red Crescent Societies, the Inter-Parliamentary Union and United Nations Volunteers, a guidance note on Volunteerism and Legislation was published in 2004. One of the core problems concerning volunteerism and law is the lack of a legal definition and a unique legal status of volunteers in many countries. Several areas of law have an impact on volunteerism, which often complicates situations.

Areas of law that have an impact on volunteerism:

- Fundamental rights and freedoms
- International law
- Labour law
- Tax law
- Social welfare law
- Immigration law
- Regulatory frameworks for non-profit or charitable organisations

International law and immigration law for example often can't protect volunteers working in foreign countries, because they rarely offer an appropriate legal status for volunteers. This often results in using student-, tourist- or business-visa – none of which adequately fits the situation of volunteers.

The most obvious and common legal problems in regard to volunteerism result from overlappings of some areas of volunteer work with other activities and conditions (such as paid work or diplomatic activities as well as more complicated issues such as questions of taxation, insurance or liability).

## **DESIRABLE ELEMENTS IN LEGAL FRAMEWORKS**

### ***General principles of volunteering***

- *volunteers participate on the basis of freely-expressed consent;*
- *volunteering is not compulsorily undertaken in order to receive pensions or government allowances;*
- *volunteering is not carried out in expectation of any financial gain;*
- *volunteering complements, but must not result in, the downsizing or replacement of paid employment;*
- *volunteerism should be encouraged with a certain degree of autonomy from the public authorities, to safeguard its independence;*
- *volunteering is a legitimate way in which citizens can participate actively in the development of community and social life and address human needs;*
- *volunteers act for the common good and on the basis of a social commitment;*
- *volunteering promotes human rights and equality;*
- *volunteerism respects the rights, dignity and culture of the communities involved;*
- *volunteer recruitment is based on equal opportunity and nondiscrimination;*
- *volunteering is inspired by democratic, pluralistic, participative and caring social tenets.*

(Inter-Parliamentary Union, IFRC & UN Volunteers, 2004, p. 20)

Based on these general principles two measures could be of great value and adjuvant for the further development of volunteerism:

1. a clearly defined legal status for volunteers (in national laws and international law)
2. including elements corresponding to this code of conduct;

*“A **code of conduct** for volunteers and volunteer-involving organisations could include the following provisions:*

**Protection of volunteers:**

- *The right to receive the necessary information, training, supervision, personal and technical support for the discharge of their duties;*
- *Insurance against the risk of accidents and illness related to the volunteer activity;*
- *The right to work in safe, secure and healthy conditions;*
- *The right to be reimbursed for reasonable expenses related to the volunteer activity, as well as to be provided with basic subsistence support for food and accommodation whenever the volunteer assignment so requires, and previously agreed with the host organisation; and*
- *Appropriate accreditation, describing the nature and length of time of the volunteer activity, as well as certification acknowledging the volunteer's contribution at the end of the service;*

**Duties of volunteers:**

- *To respect the objectives and observe the regulations of the organisation in which they are involved;*
- *To respect the rights, beliefs and opinions of beneficiaries; and*
- *To participate in any necessary training courses provided by the host organisation.*

**Responsibilities of volunteer-involving organisations:**

- *To ensure that an appropriate insurance policy is in place for volunteers, covering eventual risks of accident or illness directly related to the volunteer activity;*
- *To reimburse any expenses incurred by volunteers in fulfilling their volunteer tasks, up to the reasonable limits previously agreed with the volunteer;*
- *To provide volunteers with appropriate infrastructure for the discharge of their duties;*
- *To provide appropriate information to their volunteers on the nature and condition of their voluntary assignment;*
- *To provide volunteers with appropriate training;*
- *To ensure safe, secure and healthy conditions at work, in accordance with the nature of the volunteer activity;*
- *To provide their volunteers with accreditation and issue a certificate acknowledging their contribution at the end of their service; and*
- *To assume third-party liability for any damages or injuries their volunteers may cause by any action or omission in the course their voluntary work, provided that the volunteers act with due diligence and in good faith”.*

(Inter-Parliamentary Union, IFRC & UN Volunteers, 2004, p. 21)

Currently – 2011 is the “European Year of Volunteering” – some promising initiatives are carried out in many European countries, to realize some of the above in national and international law (see: <http://www.avso.org>).

### **2.3 SAMPLES OF ORGANISATIONS DEALING WITH LAY COUNSELLING AND PSYCHOSOCIAL SUPPORT**

This part of the Mapping-Report tries to give a representative overview on organisations dealing with lay counselling/psychosocial support and bear reference to Europe. This overview does certainly not contain all organisations that could have been listed here. Across Europe likely at least thousands of them exist, tens of thousands, if one counts single branches of larger institutions separately. Many NGOs are organized in a way that national and even regional branches act at least partly independent from each other and/or their umbrella organisations (e.g. the national RC/RC-societies, local initiatives of churches and congregations, Johanniter International, etc.).

These organisations could be classified by means of many possible categories. Whatever categories are chosen, many organisations don't just fit one. Therefore every grouping of organisations dealing with lay counselling can only be done by sometimes “forcing” organisations into categories – or by creating overlappings and double or triple counts.

The categories used here are:

- Networks
- Research and Competence Centres
- EU- and other Projects
- NGOs

To avoid repetitions every institution/organisation/project was listed only under one of the above categories – although many would suit more.

#### **2.3.1 Networks**

The primary function of networks in the context of lay counselling/psychosocial support is the establishment and continuance of contacts, information exchange, and often various forms of cooperation and coordination between organisations offering lay counselling. Networks often serve as multipliers in the distribution of relevant content, training materials and so forth.

The listing below constitutes a sample of important networks relating to lay counselling in Europe. Networks of worldwide grasp were also included, if they (with certainty or in all likelihood) have an impact on relevant European activities.

Listing 2. Sample of Networks relevant for Lay Counselling in Europe (in alphabetical order)

<b>Act4europe EU Civil Society Contact Group</b>	<a href="http://www.act4europe.org/code/en/hp.asp?Page=20">http://www.act4europe.org/code/en/hp.asp?Page=20</a>	The EU Civil Society Contact Group is an alliance bringing together eight large rights and value based NGO sectors acting in the public interest: CONCORD, the European NGO confederation for Relief and Development // Culture Action Europe, the Forum for the Arts and Heritage // EPHA, the European Public Health Alliance // EUCIS-LLL, the European Civil Society Platform on Lifelong Learning // EWL, the European Women's Lobby // Green10, a group of leading environmental NGOs active at EU level // HRDN, the Human Rights and Democracy Network // Social Platform, the Platform of European Social NGOs
<b>Befrienders Worldwide</b>	<a href="http://befrienders.org/">http://befrienders.org/</a>	Network for help-lines and suicide prevention
<b>ENPS European Red Cross/Red Crescent Network for Psychosocial Support</b>	<a href="http://www.rotekreuz.at/nocache/i18n/en/participate/enpsredcrossat/enps-home/">http://www.rotekreuz.at/nocache/i18n/en/participate/enpsredcrossat/enps-home/</a>	facilitate exchange of experience and developments in the psychosocial domain within the European RC/RC Societies
<b>ERNA</b>	<a href="http://www.erna.rs/">http://www.erna.rs/</a>	European Red Cross/Red Crescent Network on HIV, AIDS and Tuberculosis
<b>ESTSS European Society for Traumatic Stress Studies</b>	<a href="https://www.estss.org/">https://www.estss.org/</a>	The European Society for Traumatic Stress Studies, established in 1993, is the European network for professionals in the field of psychotraumatology. It seeks to ensure continued prominence is given to all aspects of traumatic stress and its many repercussions.
<b>IFOTES International Federation of Telephone Emergency Services</b>	<a href="http://www.ifotes.org/home_page/">http://www.ifotes.org/home_page/</a>	IFOTES brings together National <u>Associations</u> of Telephone Emergency Service which offer emotional support, immediately accessible to any person suffering from loneliness, in a state of psychological crisis, or contemplating suicide. These emotional support hotlines, mostly available 24 hours a day, enable those who call to benefit from a genuine human relationship based on non-judgemental listening, offered by experienced trained volunteers.
<b>ISTSS International Society for Traumatic Stress Studies</b>	<a href="http://www.istss.org">http://www.istss.org</a>	The International Society for Traumatic Stress Studies (ISTSS) is the world's premier trauma organization dedicated to trauma treatment, education, research and prevention. Through this organization, professionals share information about the effects of trauma, seeking to reduce traumatic stressors and their immediate and long-term consequences.
<b>Mental Health Europe</b>	<a href="http://www.mhe-sme.org/en.html">http://www.mhe-sme.org/en.html</a>	Mental Health Europe supports the emancipation of different groups in the mental health field in order to establish equal positions between the different parties and to ensure that mental health activities and mental health care really meet the needs of the population.
<b>NAV Network of Associations of Victims of Terrorism</b>	<a href="http://www.europeanvictims.net/">http://www.europeanvictims.net/</a>	The main aim of NAVT is to stimulate trans-national co-operation between associations of victims of terrorism and enhance the representation of victims' interests at European Union level.
<b>PERCO</b>	<a href="http://www.ifrc.org/what/diasters/about/types/manmade/perco.asp">http://www.ifrc.org/what/diasters/about/types/manmade/perco.asp</a>	Platform for European Red Cross Cooperation on Refugees, Asylum Seekers and Migrants

<b>VOICE Voluntary Organisations in Cooperation in Emergencies.</b>	<a href="http://www.ngovoice.org/">http://www.ngovoice.org/</a>	It is a network representing 83 European non governmental organisations (NGOs) active in humanitarian aid worldwide. Unlike its members, VOICE is not operational.
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### 2.3.2 Research and Competence Centres

Research and Competence Centres partly serve similar purposes as networks, but their focus lies more on the creation and dissemination of specific content and findings. Of course this makes them very influential multipliers too. Often they establish contacts between researchers and practitioners.

**Listing 3. Sample for Research and Competence Centres on Lay Counselling (in alphabetical order)**

<b>CRED Center for Research on the Epidemiology of Disasters</b>	<a href="http://www.cred.be/">http://www.cred.be/</a>	With a special focus on public health, epidemiology, structural and socio-economic aspects, CRED promotes research, training, and information dissemination on disasters. It aims to enhance the effectiveness of developing countries' disaster management capabilities as well as fostering policy-oriented research.
<b>Impact Foundation</b>	<a href="http://www.impact-kenniscentrum.nl/en/actueel">http://www.impact-kenniscentrum.nl/en/actueel</a>	The purpose of Impact is to promote high-quality and adequately organised psychosocial care after disasters. The tasks of Impact include combining experience and scientific knowledge, putting such knowledge into understandable form and making it available to various target groups and promoting cooperation among all parties involved.
<b>Reference Centre for Psychosocial Support</b>	<a href="http://psp.drk.dk/sw2955.asp">http://psp.drk.dk/sw2955.asp</a>	IFRC: Reference Centre for Psychosocial Support (PS Centre)

### 2.3.3 EU- and other Projects

Research projects usually are of temporary “existence”. Two aspects make them relevant for a mapping on lay counselling/psychosocial support anyway:

- Many projects make their outcomes available to the public by publishing relevant content on websites → the information remains on hand although the project might have been closed years ago.
- Usually the partners contributing to the projects remain active and accessible after the project is closed.

EU- and other Projects were included in the listing if the above is (in all likelihood) applicable and the content provided is of significant importance for lay counselling.

**Listing 4. Sample of EU- and other Projects dealing with Lay Counselling providing relevant Content (listing in alphabetical order)**

<b>EURESTE</b> European resources for victims of terrorism	<a href="http://www.eureste.org/index.php?lang=en">http://www.eureste.org/index.php?lang=en</a>	The aim of the project is to reflect on this phenomenon and to establish an inventory of useful European resources concerning this issue, and more particularly regarding the way the victims of terrorism and their families experience this tragedy.
<b>EUTOPA</b>	<a href="http://www.eureste.org/page.php?pagID=191">http://www.eureste.org/page.php?pagID=191</a>	European Guidelines for Targetgroup oriented psychosocial Aftercare in Case of Disaster
<b>IPPHEC</b> Improve the Preparedness to give Psychological Help in Events of Crisis	<a href="http://www.ipphec.eu/">http://www.ipphec.eu/</a>	The general objectives of the Project are to improve the knowledge and the procedures for psychological support in hospitals during the acute phase of a catastrophe, when a high number of people arrive at the hospital in a very short time.
<b>IPT</b> Informed Prepared Together	<a href="http://www.informedprepared.eu/">http://www.informedprepared.eu/</a>	IPT website is a gateway to resources, information and practical tools for developing the ability of individuals, communities and organisations to be better prepared to cope with emergencies and disasters.
<b>RED</b> Reinforce Rescuers' Resilience	<a href="http://www.cri.piemonte.it/progetti/red/">http://www.cri.piemonte.it/progetti/red/</a>	Aim of the project is: to collect knowledge on how to increase the resilience of rescue workers // to develop an instrument which can monitor the emotional state of the rescue workers and // to develop training material for the rescue workers.
<b>TENTS-TP</b> The European Network for Traumatic Stress – Training & Practice	<a href="http://www.tentsproject.eu/">http://www.tentsproject.eu/</a>	Traumatic events like disasters strike the wellbeing of entire communities. In the aftermath of natural and other disasters victims are in need of adequate psychosocial assistance. The TENTS-project is committed to the dissemination across Europe of evidence based practice for the assistance of victims of natural and other disasters. This project is funded by the European Commission, Directorate General Health and Consumer Protection (DG SANCO).

### 2.3.4 NGOs offering Lay Counselling Services

A web search for NGOs offering lay counselling is a bottomless pit. Different terms are used to name comparable services, some organisations specialise on very specific audiences while other try to give support to anyone in need. A possible further distinction between different types of NGOs offering lay counselling could be their size and/or integration in larger networks, institutions, umbrella organisations and so forth.

For example:

- small, local initiatives, having no significant contact with other institutions
- large, local organisations running one counselling centre or comparable services
- regional/national organisations running several branches
- international organisations running several branches in national sub-societies

For the purpose of this project operating figures of NGOs are of subordinate importance – as long their services fit the definition of lay counselling. Nevertheless, the focus of the listing

below lies on larger NGOs, because it can be expected that larger organisations put more emphasis on training materials.

The listing demonstrates that the target groups vary greatly between these institutions. Besides the differences, all of the below listed are offering services fitting the definition of lay counselling. All of them are potential end users of appropriate training material.

**Listing 5. Sample of NGOs offering Lay Counselling (listing in alphabetical order)**

<b>Children and War Foundation</b>	<a href="http://www.childrenandwar.org/">http://www.childrenandwar.org/</a>	The Children and War Foundation is a non-profit organisation dedicated to improve children's lives after wars and disasters.
<b>Danish Cancer Society</b>	<a href="http://cancer.dk/">http://cancer.dk/</a>	Aims: to prevent the development of cancer // to improve patients' chances of successful recovery // to limit the physical, psychological and social side-effects of cancer The main activities are within research // patient support // prevention
<b>Disaster Action</b>	<a href="http://www.disasteraction.org.uk/">http://www.disasteraction.org.uk/</a>	Disaster Action is a charity, founded in 1991 by survivors and bereaved people from UK and overseas disasters. Living all round the UK, our members have personal experience of over 25 disasters, including rail, air and maritime as well as natural disasters and recent terrorist attacks overseas. We came together to help create a health and safety culture in which disasters are less likely to occur, to offer guidance and support to others who find themselves similarly affected by major tragedy, and to raise awareness of the needs of survivors and bereaved.
<b>IAHPC International Association for Hospice &amp; Palliative Care</b>	<a href="http://www.hospicecare.com/">http://www.hospicecare.com/</a>	Our Mission is to collaborate and work to improve the quality of life of patients with advanced life-threatening conditions and their families, by advancing hospice and palliative care programs, education, research, and favourable policies around the world.
<b>IFRC International Federation of Red Cross Red Crescent Societies</b>	<a href="http://www.ifrc.org/">http://www.ifrc.org/</a>	The International Federation of Red Cross and Red Crescent Societies is the world's largest humanitarian organization, providing assistance without discrimination as to nationality, race, religious beliefs, class or political opinions. It comprises 186 member Red Cross and Red Crescent societies, a Secretariat in Geneva and more than 60 delegations strategically located to support activities around the world. There are more societies in formation. The Red Crescent is used in place of the Red Cross in many Islamic countries. The Federation's vision: To inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.
<b>TPO</b>	<a href="http://www.healthnettpo.org/en/">http://www.healthnettpo.org/en/</a>	TPO is an independent non-profit organization based

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<p><b>Transcultural Psycho-social Organization</b></p>		<p>in Amsterdam. TPO is an expert centre in the field of psychosocial and mental health care for survivors of war and organized violence. Its role is most important in the rehabilitation of communities that have been affected by violence or conflict, as this is the time people are more able to reflect on the events that have affected their communities. Its focus is on the poorest communities with minimal access to basic support systems across the world.</p>
<p><b>UKSLTG UK Sri Lanka Trauma Group</b></p>	<p><a href="http://www.uksrilankatrauma.org.uk/">http://www.uksrilankatrauma.org.uk/</a></p>	<p>UKSLTG is made up of mental health professionals and others interested in trauma related and general mental health matters in Sri Lanka. Activities are primarily aimed at “capacity building” in Sri Lanka through training of frontline workers. UKSLTG works in Sri Lanka through the partner organisation “Samutthana”. UKSLTG is carrying out training activities in three levels: level I – for volunteers and those with minimal skills, level II – for individuals who are working in the mental health field but may not have a profession and level III – for mental health professionals and other health professionals.</p>
<p><b>WADDEM World Association for Disaster and Emergency Medicine</b></p>	<p><a href="http://wadem.medicine.wisc.edu/index.html">http://wadem.medicine.wisc.edu/index.html</a></p>	<p>WADDEM is a non-operational, non-governmental organization with a primary focus on education and research. WADDEM's membership is comprised of various experts from disaster relevant fields, representing 55 countries worldwide. WADDEM is a non-profit organization and its international office is located in Madison, Wisconsin, USA. Fostering international collaboration, the organization is inclusive, culturally sensitive, unbiased, ethical, and dynamic in its activities.</p>
<p><b>War Trauma Foundation (WTF)</b></p>	<p><a href="http://wartrauma.nl/">http://wartrauma.nl/</a></p>	<p>WTF aims to strengthen psychosocial skills of local people and organizations in (post)conflict areas giving psychosocial support to children and adults affected by conflict and violence.</p>
<p><b>Caritas Internationalis</b></p>	<p><a href="http://www.caritas.org">http://www.caritas.org</a></p>	<p><u>Caritas Europa</u> brings together 48 organisations. They focus their activities on issues relating to poverty and social inequality as well as migration and asylum both inside and outside the European Union. This network works alongside European institutions, EU member states and many different public and private partners.</p>
<p><b>Johanniter International</b></p>	<p><a href="http://www.johanniter.org/">http://www.johanniter.org/</a></p>	<p>Johanniter International (JOIN) is the partnership of the national charities originally founded by the Orders of St John. Our members share a common approach to humanitarian welfare and social aid based on our Christian heritage. We serve humanity with emergency medical services and first aid, social care, international aid, training and youth work. We share our skills and resources to achieve more. We work with volunteers and employees to care for people in need in everyday life and in times of crisis. Our services and support are open to everyone.</p>
<p><b>Order of Malta</b></p>	<p><a href="http://www.orderofmalta.org/?lang=en">http://www.orderofmalta.org/?lang=en</a></p>	<p>The Order of Malta remains true to its inspiring principles, summarised in the motto “Tuitio Fidei et Obsequium Pauperum”, defence of the Faith and assistance to the poor and the suffering, which</p>

		become reality through the voluntary work carried out by Dames and Knights in humanitarian assistance and medical and social activities. Today the Order carries out these activities in over 120 countries.
<b>Samaritans</b>	<a href="http://www.samaritans.org">www.samaritans.org</a>	Samaritans is a confidential emotional support service for anyone in the UK and Ireland. The service is available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide.
<b>Samaritan International</b>	<a href="http://www.samaritan.info/view.php3?show=5100000310230">http://www.samaritan.info/view.php3?show=5100000310230</a>	The thirteen members contribute in the field of social services, rescue services, first-aid training and humanitarian aid overseas to the common work. The cooperation is also to be strengthened in disaster prevention and the development of international civil protection systems. SAMARITAN INTERNATIONAL serves to coordinate the activities among each other, to develop new cross-border partnerships and represents the interests of its members towards the European Union.

## **2.4 EXAMPLES IN EXTENSO FOR NGOS OFFERING LAY COUNSELLING**

Two NGOs have been selected as examples. With these two we want to go deeper into detail on the specific psychosocial activities: the European Red Cross/Red Crescent Societies and the Samaritans. Both organisations address spacious audiences and are not only specialised on specific groups. Both run several branches, offer face-to-face support as well as telephone services. Both organisations are training thousands of volunteers every year – for services appropriately nameable as lay counselling.

RC/RC branches can be found in all European countries, the Samaritans offer their services in the United Kingdom and the Republic of Ireland only. Roughly speaking the Samaritans equate a national RC-Society.

### **2.4.1 European Red Cross/Red Crescent Societies**

Volunteerism is a typical element for RC/RC-activities, for the “traditional” first aid and rescue services as well as for psychosocial support activities. The following key data reflects the crucial role of volunteers therefore fitting under the headline “lay counselling” very well. As mentioned in the introduction, the material presented here is derived from 3 main sources:

- Already available survey material on RC/RC psychosocial support actions; this kind of data might be a little out of date at some points as it was collected within the last 6 years
- a small survey at the ENPS-meeting in Vienna (October 2010) focusing directly on lay counselling (tables at the end of the country description)
- freely accessible data on the various internet sites of RC/RC societies

## AUSTRIA

Population:	8.2 million
Languages:	German
Number of RC Branches:	898
Number of RC Members:	Staff: 5,011 / Volunteers: 44,365
<a href="http://www.rotekreuz.at">http://www.rotekreuz.at</a>	

### Austrian Red Cross: Psychological/Psychosocial Support Activities

- In daily work, as part of the emergency medical service and ambulance service of the ARC by multi professional teams (consisting of psycho-social experts and experienced relief personnel). The service is on a voluntary basis and supports citizens after traumatic events such as loss of relatives, media pressure, etc.
- In the ARC disaster relief programme to support victims after disasters like floods, avalanches, etc. Both in Austria and also for Austrians abroad.
- In supporting Red Cross relief personnel, paramedics, ambulance officers and nurses after potentially traumatic deployments, on the basis of an adapted version of the Critical Incident Stress Management (CISM) model by Jeffrey Mitchell (Peer system).
- ARC is running a daily psycho-social telephone help-line together with the most popular radio-station "Hitradio OE3".

The psychological support activities are integrated into the Emergency medical and the disaster relief units of the Austrian Red Cross. The telephone help-line is a vertical activity within the psycho-social support programme but linked with the other services of the Austrian Red Cross.

Specific training modules in psychological support are provided for all personnel working in psycho-social support (experienced relief personnel, psycho-social experts and peers):

- 72 hours theoretical training,
- about 120 hours practical training,
- yearly refresher courses of minimum 8 hours theoretical training

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
All types of potentially traumatic incidents	See above	yes	yes	yes

## BELGIUM

Population:	10,3 million
Languages:	French, Dutch, German
Number of RC Branches:	220 (RC-Francophone)/ 275 (RC-Flanders)
Number of RC Members:	Staff: 2,026/ Volunteers: 503,415

<http://www.redcross.be/> (General starting site/partly English)

<http://www.rodekruis.be/> (Dutch)

<http://www.croix-rouge.be/> (French)

<http://www.roteskreuz.be/> (German)

### **Belgian Red Cross (Francophone):** Psychological Support Activities

Where and with whom:

Crisis situations (with individuals, groups or institutions). Either with direct or indirect 'victims', with rescue teams and personnel and managers.

These situations cover acts of violence, accidents, disasters within the community.

work with the community, the schools, with prison guards, with rescue personnel, international BRC delegates.

Type of intervention: psychosocial, psychological and psychothérapeutic interventions (Integrative Post-Traumatic Therapy and Hypnosis), training and information. Either with groups or with individuals according to need.

Within the Belgian Red Cross (fr.) activities are grouped within a specialist service: the Urgent Psychosocial Intervention Service (Sisu : Service d'intervention psychosociale urgente). Sisu is part of the rescue department which includes the national rescue service.

For transversal programmes we collaborate with colleagues in the various sections (elderly persons, school programmes, etc...)

Outside the Red Cross...

We are the official body used by the government (via the Public Health Dept.) to assure a response to psycho-social needs in disaster situations or major incidents in Belgium.

We assure the official response, as well, via the Foreign Affairs Dept., to care for home-coming Belgian expatriates.

Elsewhere we have diverse contracts and conventions with other governmental or private services for specific projects.

Specific training modules in psychological support for specific groups:

- Impact and immediate management of a crisis situation: Directors, team leaders, managers.
- Psychosocial Interventions in crisis situations: For fieldworkers undertaking immediate and post-immediate psychosocial interventions for victims.
- Psychological Support for victims: Crisis psychology and psycho-trauma: Field workers undertaking psychological interventions
- Organisation and management of a call centre during a crisis: For telephone listeners working in a crisis situations.
- Planning and management of psychosocial aspects in disaster response plans: Managers and field workers.

### **Belgian Red Cross (Flanders)**

Psychological/Psychosocial support activities (Belgian Red Cross (Flanders) does not offer any type of therapy.)

#### Social Intervention Service:

- Offers psychosocial support in the initial phase of disasters and big accidents.
  - Offers psychosocial support to Red Cross volunteers involved in critical incidents (e.g. accident with ambulance, shoot-out at party, expats being kidnapped, etc.)
  - Has developed two training courses for the public.
1. Psychosocial First Aid – a six hours course for the public (yet exclusively being offered to RC volunteers as the need was high)
  2. A two hours course for teachers of secondary schools (age 14-18) in which the youth is offered some guidelines in dealing with victims of traffic accidents.

The Service for International Actions has coordinated a psychosocial project (CABAC) in Serbia-Montenegro (Vranje). Belgian Red Cross (Flanders) has closely cooperated with Zdravo da ste (Hi-Neighbour) a Belgrade based NGO specialised in psychosocial programmes.

Social Intervention Service is a separate service organised on a provincial level, and not on a community level. It can be considered a specialised programme.

The training courses for the public/RC volunteers are part of the training courses offered to all volunteers.

The course on victims of traffic accidents is coordinated by the Youth Red Cross of BRC-freelance.

The Service for International Actions CABAC programme in Serbia was carried out in cooperation with the IFRC and SMRC.

Social Intervention Service SIS – training for volunteers

- offers specific training courses to all their volunteers
- a basic TRAINING COURSE (40 hours + test)

- 5 ADDITIONAL REFRESHERS a year (2 hours each)

Other trainings:

Trained SIS-volunteers can specialise by joining additional trainings that enables them to be put into action for certain specialised tasks.

- Debriefing (of RC volunteers, personnel, etc. NOT of SIS volunteers)
- Individual support – training to prepare the volunteer for heavy duty activities outside the normal SIS structure (acting without team, coordinator etc.)

Main activities:

- ✓ supporting family members that are interviewed by Federal Police’s Disaster Victim Identification Team, including greeting the bodies,
- ✓ Assisting families of Missing Children – when no other service can offer this support
- ✓ Assisting families abroad – see “Missions Abroad training”
- “Missions Abroad” training  
Role play training that prepares the volunteer to go abroad to assist Belgians involved in disaster or accidents. Both individually affected persons or persons affected as a group. This training is only open to those that have successfully passed the “Individual Support” training.
- Training for Coordinators  
This intensive, heavy training prepares coordinators who will be responsible leading one of our centres during interventions. The coordinator must be able to look after a team, make quick but correct decisions, ... They are our crème de la crème.
- Social Intervention Service SIS – training for non RC  
offers trainings to its partners: partners are those organisations that work according to our structure, as such we can add on our volunteers and coordinators in case an emergency level gets upscaled
  - ✓ Emergency Care Team of the national airport – set up to set up and start up all centres – SIS volunteers join in as soon as they arrive)
  - ✓ Local smaller scaled psychosocial intervention networks on community level
  - ✓ National Railway company – personal for the emergency call centre
  - ✓ The Belgian Army emergency telephone centre
  - ✓ Trainings offered to companies that are interested in being prepared for several kinds of critical incidents. Banks, big companies with lots of employees, etc.

SIS was founded exactly 25 years ago and are very proud of it. ;-)

We have based our support on the needs of the victims, and had therefore to invest a lot in information management. One cannot offer psychosocial support when one does not have the crucial information the victims want: where is my beloved.

## **BOSINA & HERZEGOVINA**

Population:	3,9 million
Languages:	Bosnian, Croatian, Serbian
Number of RC Branches:	153 local / 10 cantonal
Number of RC Members:	Staff: 352 / Volunteers: 18,000

<http://www.rcsbh.org>

### Red Cross of Bosnia & Herzegovina, Psychological/Psychosocial Support Activities

- Home Care programme: psycho-social assistance provided to elderly and isolated
- Psycho-social assistance to returnees provided by 6 outreach mobile teams.
- Disaster Management programme: psychological component exists but needs to be developed

The Red Cross of Bosnia & Herzegovina does not participate in any bilateral support programmes however co-operation exists within the region and continuous support is rendered by the regional delegation.

### Needs & Challenges:

- Education of staff and volunteers
- Disaster Management strategy, training of teams to enhance psychological support component and to improve the link between disaster management and psychological support knowledge
- Work with the post-war communities
- Tracing: the psychological support component
  - ✓ Work with TB and HIV/AIDS patients
  - ✓ First Aid: to include a psychological support component
  - ✓ Care for carers, supervision

### Recommendations:

- Regional co-operation in psychological support issues
- Further training and joint projects

## BULGARIA

Population:	8 million
Language:	Bulgarian
Number of RC Branches:	28
Number of RC Members:	Staff: 400 / Volunteers: 11,300

<http://en.redcross.bg/> (English version)

The Bulgarian Red Cross undertakes psychological/psychosocial support activities within the following target groups:

- Training of trainers
- Youth
- Refugees
- Elderly
- Children

The Psychological Support Programme has been active within 4 departments of the Bulgarian Red Cross since 1982 and involves 9 staff members directly.

International Psychological Support meetings have been hosted since 1996.

Bilateral psychological support programmes include:

- 1 year programme with the American Red Cross : Training of trainers
- Home care programme with the Swiss Red Cross
- Psychological support for refugees with UNHCR
- Psychological support for the elderly with the Dutch Red Cross

### Needs & Challenges:

- Co-ordinating body for psychological support within the national head quarters
- Increased funds and fund raising for psychological support activities
- Psychological support – high priority in Bulgarian Red Cross 'Strategy 2010'

### Recommendation:

Better co-ordination within the national head quarters of the overall concept of psychological support: vision and policy for development and improvement of psychological support activities in the future.

## CROATIA

Population:	4.4 million
Languages:	Croatian
Number of RC Branches:	110 local / 20 county
Number of RC Members:	Staff: 550 / Members: 370,567

<http://www.hck.hr/?path=en> (English version)

The Croatian Red Cross undertakes the following psychological/psychosocial support activities:

- Psycho-social assistance to asylum seekers in the Asylum Home.
- Psycho-social assistance to returnees provided by the outreach mobile teams.
- Psycho-social counselling to drug-addicts and their families within the local Red Cross branches.
- Harm reduction programme: contains psychological support component.
- First Aid training: includes psychological support component

The Croatian Red Cross has significant experience in providing psychological and psycho-social assistance to the large number of refugees, displaced persons, returnees and other persons affected by war in Croatia and Bosnia & Herzegovina (1991-1995), both during and after the war time.

The Croatian Red Cross does not participate in any bilateral support programmes however co-operation exists within the region and continuous support is rendered by the regional delegation.

### Needs & Challenges:

- Working with victims of trafficking.
- Disaster Management strategy, training of teams to enhance psychological support component and to improve the link between disaster management and psychological support knowledge
- Working with marginalised groups (HIV/AIDS), disabled persons, etc.
- Working with the post-war communities
- Tracing activities, contacts with families of the missing
- Care for carers

### Recommendation:

Task Force to develop its activities in order to help the national societies in the region to include psychological support in their programmes.

**DENMARK**

Population:	5.4 million
Languages:	Danish
Number of RC Branches:	252
Number of RC Members:	Staff: 1193 / Volunteers 130,000
<a href="http://www.drk.dk">http://www.drk.dk</a>	

The Danish Red Cross undertakes the following psychological/psychosocial support activities:

- Victim support services
- Support groups for children of prisoners
- Training in psychological support
- Psychological support for volunteers,
- Psychological debriefing to delegates,
- PS in international situations (conflicts and disasters)
- The asylum department offers both psychological support, psycho-education programmes and professional psychological care to asylum seekers and staff working in this area
- The asylum department also offers education on psycho-social themes, teambuilding and inter-professional treatment to refugees as a commercial activity

Training in psychological support and provision of psychological support operate separately as specialised programmes. However the Danish Red Cross aims to integrate psychological support into all programmes.

Specific training modules in psychological support are provided for:

- Volunteers
- First Aid personnel
- Members of the Asylum Department
- The Public

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
Support to patient / relatives in hospitals	Active listening	yes	yes	yes
Support to dying + relatives in old people's homes, private homes	Active listening, peer support (volunteers)	yes	yes	yes
(support to offers to) all types of traumatic events	Crisis intervention (talk with trained volunteers)	yes	yes	yes
Violated women	Support	yes		

## Mapping Results

<ul style="list-style-type: none"> <li>• Visiting services: homes, prisons</li> <li>• Networks for immigrants</li> <li>• PSP to volunteers and families</li> <li>• Groups for children with parent in prison</li> </ul>	<ul style="list-style-type: none"> <li>• Peer support</li> <li>• Active listening</li> <li>• Networking</li> </ul>	yes	yes	yes
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### ESTONIA

Population:	1,3 million
Languages:	Estonian, Russian, Ukrainian, Finnish
Number of Society Branches:	16
Number of Society Members:	7,000

<http://www.redcross.ee/en> (English version - being built up)

Psychological/psychosocial support activities were established within the Estonian Red Cross in 1994 after the Estonia ship sinking disaster.

Psychological support activities are integrated within the following programmes:

- First Aid: 1,5 psychological support module/ 5 hour module for FA instructors (facilitated by the Icelandic Red Cross). Psychological support is provided to the public during large-scale events.
- Disaster Preparedness Units: 8 hour psychological support module with 8 hour follow-up

Psychological support programmes are provided for the public.

Bilateral programs:

- Psychological support first aid programme in co-operation with Icelandic Red Cross

#### Needs & Challenges:

- Psychological support instructor training within the Estonian Red Cross.
- Further training for psychological support instructors (eg. in the Reference Centre).
- A psychological support manual for psychological support instructors within the Disaster Preparedness Units.
- Issue: Differences in culture can be a problem within psychological support – for example when other society’s manuals are translated into different languages.

**FINLAND**

Population:	5.2 million
Languages:	Finnish, Swedish
Number of RC Branches:	12 districts, 600 local branches
Number of RC Members:	100 000 members, 10 000 active volunteers and 1147 Staff members
<a href="http://www.redcross.fi/en_GB/">http://www.redcross.fi/en_GB/</a> (English version)	

The Finnish Red Cross undertakes the following psychological/psychosocial support activities:

- Voluntary actions after minor or major accidents: primary care activities – including first aid, psychosocial support, shelter, food and transportation. Voluntary helpers act as an auxiliary resource for the authorities.
- Professional actions in minor or major accidents : professional care (defusings, debriefings, consultations...), is given and organised by the FRC emergency group of psychologists
- The FRC believes that psychosocial activities should somehow be integrated into all the FRC programmes. Programmes have separate needs and they create their own ways to use psychosocial aspects. The common goal for all programmes is to take more and more care of the helpers.

The FRC has a basic training course for volunteers (15h). There is also a training of trainers course.

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
All types of potentially traumatic incidents	<ul style="list-style-type: none"> <li>• Telephone counselling where needed</li> <li>• Peer support community programs</li> <li>• Peer support lay professional when needed</li> <li>• Brochure “you have been in a shocking event...”</li> <li>• For helpers help how to behave before, during and after helping</li> </ul>	yes	yes	yes
Social exclusion	<ul style="list-style-type: none"> <li>• Visiting services</li> <li>• Friend services</li> <li>• Facebook (virtual grandmom)</li> <li>• Visiting prisoners</li> </ul>	yes	yes	yes

**FRANCE**

Population:	59.8 million
Language:	French
Number of RC Branches:	100 Department Branches, 1,076 local branches
Number of RC Members:	15,685 staff, 50,000 volunteers
<a href="http://www.croix-rouge.fr/">http://www.croix-rouge.fr/</a>	

The French Red Cross undertakes psychological support (PS) and psychosocial support activities in the following areas:

- PS in disaster and emergency situations for the general public and for RC volunteers both nationally and internationally.
- PS for vulnerable populations such as refugee/migrant populations, for socially disadvantaged populations and prison populations.
- PS on a national telephone helpline and telephone helpline specifically for prison populations.
- Acting Secretariat of the European RC/RC Network for Psychological Support

Psychological support activities in the French RC are integrated into other programmes. The telephone helpline is a specific PS programme.

The French Red Cross has several training modules in psychological support:

A. For staff and volunteers:

- a basic three hour module for all staff and volunteers. Training of trainers for this module
- complementary modules for specific sections of staff and volunteers : For those working with asylum seekers ; on the telephone hotlines ; those going on humanitarian missions, liaison staff working with international delegates, volunteers working with the prisons and with socially deprived populations.

B. For the public:

- a specific module for training listeners working on disaster hotlines

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
<ul style="list-style-type: none"> <li>• Repatriation of French citizens</li> <li>• Natural disasters</li> <li>• Industrial disasters</li> <li>• Critical incidents</li> </ul>	<ul style="list-style-type: none"> <li>• Psychological support</li> <li>• Phone helpline</li> <li>• Support to the volunteers</li> </ul>	yes	yes	yes

## GERMANY

Population:	82,4 million
Languages:	German
Number of RC Branches:	19 regional branches, 528 district ranches, 5075 local chapters
Number of RC Members:	248,136 volunteers, 101,561 youth members, 75,356 employees, 20,099 RC nurses, 7,611 alternative works (instead of army service)

<http://drk.de>

The German Red Cross undertakes psychological/psychosocial support activities:

- in Civil Protection and in First Aid: On local/regional level we provide special groups to serve the people in emergencies, so called welfare service. These volunteers are working in disaster or conflict situations. They provide crises intervention, also called emergency after care teams. Partly the volunteers are the same acting in the above mentioned crises intervention teams in day trading. On regional level we developed training courses. GRC headquarters is thinking about possibilities of adoption of these training programmes within the whole Nat. Soc.
- In our medical service teams for disasters or conflict, which also work in all days emergencies, we mainly co-operate either with the a.m. crises intervention groups or the opportunities of the ambulance services of GRC. We are also co-operating with other relief or churchly organisations, the psychological service of the police, social organisations.
- The GRC have ambulance services where PS is given to victims and to staff/volunteers
  - ✓ in Services for Refugees and migrants: psycho-social support and counselling in 250 special advice centres across the country
  - ✓ psychological support and therapy for traumatised refugees / torture victims at centres in 3 locations (Berlin, Freiburg, Saar Region) – these centres operate as the GRC Trauma Network.

The above mentioned psychological support activities are integrated into its mainstream programmes for refugees and migrants. An integrated approach is used to combine reception of new comers, legal advice on asylum procedure and other legal matters, advice and counselling on migration related issues, psychological support and referral to other social services – either RC services, services provided by other charitable organisations or statutory services.

GRC headquarters and regional branches offer training to GRC social workers on issues like advice and counselling skills, skills in intercultural counselling.

The GRC trauma network developed tools for staff working with traumatised refugees (manuals and interview guidelines). It also carried out training seminars for GRC social workers and psychologists.

- in the international co-operation department:

Asia Unit:

Mongolia = Home based care for the elderly (to reduce sense of loneliness and isolation)

India = Community Based Disaster Preparedness (including mental preparedness)

Orissa (psychological first aid a) for staff (TOT) b) for communities/beneficiaries)

Andhra Pradesh (psychological first aid)

Activities are integrated into overall programmes.

We do not provide specific training modules. However we use training modules from other NS (e.g. Amcross in India) for target communities.

Field Personnel

- no specific training

- 1 short session (medical and psychological preparation - max. 1h) is included in the Basic Training Course for Delegates

GRC undertake no special psych. support programme for delegates

-GRC Children, Youth and Family Services

We offer support and counselling services to families in difficult circumstances and family phases, e.g. socio-educational help for families, family counselling, pregnancy counselling, debtor counselling, poverty prevention projects, help in special situations, statutory socio-educational provision for young people with problems (residential care, young people living with socio-educational support in the community, social group work), youth work (leisure time provision for the young).

Activities are integrated into overall programmes. We do not provide specific training module

- GRC Volunteering Department

GRC regional/local branches have built up crises intervention teams and serve injured or uninjured persons effected by an emergency. Whether these services and programmes are integrated in other programmes or work separately mainly depends on the local situation.

Psychological support within GRC is important, however in the area of international co-operation support we should focus on capacity building of locally available expertise (Training of Trainers etc...)

Psychological support for delegates becomes more and more important. GRC has no special programs for delegates. Until now we use briefing/debriefing options from IFRC/ICRC, only for GRC delegates in IFRC/ICRC missions.

The GRC migration department is currently looking into possibilities for developing psychological support services for undocumented migrants ('sans papiers') and victims of human trafficking.

The Emergency Services Department, e.g. Civil protection unit, at headquarters is looking for opportunities/strategies to integrate existing groups, training programmes, structures, co-operations and so on from regional/local branches into a GRC wide strategy.

## Mapping Results

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
All types of potentially traumatic incidents	<ul style="list-style-type: none"> <li>• crisis intervention</li> <li>• peer support</li> </ul>	yes	yes	yes

### GREECE

Population:	10,3 million
Languages:	Greek
Number of Society Branches:	75
Number of Society Members:	Staff: 554/ Volunteers: 37,780
<a href="http://www.redcross.gr/">http://www.redcross.gr/</a> and <a href="http://samarites.gr/start/en">http://samarites.gr/start/en</a> (partly English)	

The Hellenic Red Cross is developing psychological/psychosocial activities for the following target groups and fields:

- Individual and families
- The elderly and disabled
- Refugees and migrants
- Emergency cases (natural disasters or other types of disasters)

Psychological/psychosocial support activities include:

- Counselling
- Psychological-emotional support
- Empowerment
- Mobilisation for self action, decision making and perspectives for reorganisation of way of living
- Stress relief due to unemployment and lack of residence
- Family crisis
- Support of vulnerable groups (pregnant women, children, elderly people, disabled etc)
- Home-visits and volunteers' companionship
- Hotline for refugees' support

Psychological support activities operate separately within a specialised programme and are also integrated into other programmes.

The Hellenic Red Cross provides specific seminars in psychological support for its personnel and also for volunteers.

## Mapping Results

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
Provide health & prevention	Programmes providing health, first aid and CPR lessons, nursery at home, nursery to old people	yes	yes	yes
Rescue teams, fires	Rescue teams for accidents and fires, lessons for the first aid CPR, management of crisis <ul style="list-style-type: none"> <li>• Social support</li> <li>• empowerment</li> <li>• Peer support</li> </ul>	yes	yes	yes

### HUNGARY

Population:	10 million
Languages:	Hungarian
Number of RC Branches:	20
Number of RC Members:	Staff: 539/ Volunteers: 357,743
<a href="http://www.voroskereszt.hu/Table/in-English/">http://www.voroskereszt.hu/Table/in-English/</a> (English version)	

Many Hungarian Red Cross branches undertake the following psychological/psychosocial support activities:

- In the “Mother and child shelter” PS is provided to bothered mothers and children
- Supervision (both individual and team) as well as case analyses is organised for those working in social welfare institutions and child care
- Various training courses are held such as personal development / orientation for unemployed / job search (on how to behave at interviews)
- Within the framework of a co-operation agreement with Hungarian Airlines (MALÉV) in case of an air disaster voluntary psychologists of the Hungarian Red Cross provide psychological support
- In addition to them, all other training courses, such as baby care, home care, first aid on road, first aid in workplace, etc. include the basics of PS in order to form an adequate attitude in participants

These programmes are integrated into other programmes. The supervision and co-operation with airline programmes are independent vertical programmes.

- Training material for the groups affected by crises or disaster situations is available
- The individual and team support supervision program is already accredited.

There are three other accredited courses:

- Violence in family (bothered wives and children)

- “New knowledge on institution management” for the managers of social welfare institutions and for mental health professionals (HR management).
- Supervision

All the above training courses are acknowledged by credit points (that participants receive in recognition of their further training).

We would like to hold independent PS courses if funding would be granted. At present we are preparing the Hungarian RC PS training program for accreditation. If the program is accredited by the authorities we plan to extend it at the national level. As Hungary became full member of the EU in 2004 we try to identify means both material, financial that can support our training plans (information system, professionals, fees for trainers, training material, etc).

## ICELAND

Population:	290,000
Languages:	Icelandic
Number of RC Branches:	51
Number of RC Members:	70 staff/18,200 members and 1,500 active volunteers

[http://www.redcross.is/page/innflytjendur\\_lang\\_enska](http://www.redcross.is/page/innflytjendur_lang_enska) (English version)

### Icelandic Red Cross: Psychological/psychosocial Support Activities

Psychological First Aid (PFA) – Icelandic Red Cross (IRC) have trained 20-30 instructors who are providing courses around Iceland. Courses are held for IRC volunteers, the general public and for professionals such as teachers, nurses, doctors and psychologists. The IRC has a well defined role in the Icelandic Civil Defence concerning various matters and one is PS/PFA.

A crisis response team – IRC has a volunteer contract with 20 professionals (mostly psychologists). These groups meet regularly (at least six times a year) and once a year there is a workshop on a topic concerning disasters and its aftermath. Members of the group can be alerted to respond in disasters.

Publishing of books and leaflets – the IRC has both written and translated various materials concerning PS/PFA. This is a material, which is aimed at different groups of people such as teachers, parents, children and the general public. Some of the material is distributed for free and some of it is sold to a low price.

The PS activities are integrated into the National Societies Disaster Preparedness plan. All IRC staff and volunteers who take part in the DP activities have had a course in PFA. The IRC is preparing an advanced course for these volunteers to follow up their knowledge

o Does your National Society provide specific training modules in psychological support? If so, for whom?

Yes. There are specific training modules for the Training of Trainers in PS/PFA and all the instructors who are providing courses in PFA follow specific modules prepared specially for that purpose.

All IRC staff and volunteers who take part in the DP activities have had a course in PFA. The IRC is preparing an advanced course for these volunteers to follow up their knowledge.

The IRC has trained volunteers in other NS in PSP through bi-lateral programmes.

o Do you have any additional comments regarding psychological support within your National Society?

In Iceland there are three big crisis teams: The IRC team is one, one is by the National hospital and one is especially for Search and Rescue people. IRC is participating in an ongoing project along with the Directorate of Health and the Healthcare system in Iceland to create small crisis team through out Iceland and finding ways to educate and support the members of these teams. In every team there will be one member from the Red Cross.

## IRELAND

Population:	3.6 million
Languages:	English, Gaelic
Number of Society Branches:	122
Number of Society Members:	Staff: 14 / Volunteers: 1,500
<a href="http://www.redcross.ie/">http://www.redcross.ie/</a>	

### Irish Red Cross : Psychological/Psychosocial Support Activities

The Irish Red Cross undertakes both local and professional psychological support activities.

Psychological support activities include:

- CISD – Stress Awareness Programme
- Peer Support Training with National Ambulance Training School

Psychological support activities are integrated – Basic Life Support Courses and AED training are integrated into Emergency First Responder Training

- Specific training modules are provided in psychological support:
- Stress awareness by CISD Facilitator for volunteers, mountain rescue and carers
- Selection and training of a regionally based Peer Support Group (15 members) – to be used in a Responder Roll for any event.

Recognising that stress can lead to post-traumatic stress if left unchecked, the Irish Red Cross aims to educate and update all volunteers on stress management.

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
All types of potentially traumatic incidents	<ul style="list-style-type: none"> <li>Peer support</li> <li>Professional Back Up</li> </ul>	yes	yes	yes

## ITALY

(no information from the survey 2005)

<http://www.cri.it/>

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
All types of potentially traumatic incidents	<ul style="list-style-type: none"> <li>crisis intervention</li> <li>peer support</li> </ul>	yes	yes	yes

## LATVIA

Population:	2,5 million
Languages:	Latvian, Lithuanian, Russian
Number of RC Branches:	30
Number of RC Members:	140 Staff / 1,459 Volunteers
<a href="http://www.redcross.lv/start.php?lang=en&amp;id=1">http://www.redcross.lv/start.php?lang=en&amp;id=1</a> (English version)	

Latvian Red Cross: Psychological/Psychosocial Support Activities

The Latvian Red Cross psychological support programme was established in 2002.

Psychological support activities in the Latvian Red Cross are focused on:

- Educating Disaster Preparedness Units via an 8-hour programme to provide psychological support during large-scale events (concerts, competitions, etc).
- Providing support within the Home Care programme
- Psychological support will soon be included within the First Aid 15 hour programme.

Bilateral psychological support programmes include:

- Training of Latvian psychological support instructors by Icelandic psychologists

Needs & Challenges:

- Second level and deeper training for psychological support instructors (eg. within the Reference Centre).
- A psychological support manual for psychological support instructors of Disaster Preparedness Units.
- A psychological support booklet for Disaster Preparedness members.

Recommendations :

- Psychological support booklets and manuals should be created based on local, sub-regional and psychological and social needs.

## LIECHTENSTEIN

Population:	33.436
Languages:	German
Number of RC Members:	1330 (total)

<http://www.rotekreuz.li/>

The Liechtenstein Red Cross Society does not operate specific psychological/psychosocial support activities however psychological support forms a component within the following services:

- Ambulance Service
- Mother and Child Health Care
- Children's Home- where eastern European children spend holidays

## LITHUANIA

Population:	3.4 million
Languages:	Lithuanian, Polish, Russian
Number of Society Branches:	42
Number of Society Members:	9,109

<http://www.redcross.lt/>

Lithuanian Red Cross Psychological/Psychosocial support activities take place in the following areas:

- First Aid: A 12 minute psychological support training module is provided within the introduction section of 6,12 &18 hour training courses. A 1 hour module within a 24 hour programme is provided for First Aid instructors.
- Visiting Nurses: The Lithuanian Red Cross has 30 visiting nurses and 300 trained volunteer nurse-assistants. An 8 hour psychological support module within a 96 hour

course is provided for volunteers and a 14 hour psychological support module within a 288 hours course is provided for nurses.

- Disaster Preparedness: Began in 2002 when 10 psychological support instructors went through training organised by the Icelandic Red Cross in Riga.

Bilateral programmes:

- Training of psychological support instructors by the Icelandic Red Cross
- Visiting Nurses: provide every day care for category 1 & 2 invalids.

Needs & Challenges:

- Second level/deeper training for psychological support instructors (eg. in Reference Centre).
- Psychological support manual for instructors and volunteers within Disaster Preparedness units.
- Psychological support re-education for volunteer visiting nurses.
- Psychological support booklets and manuals should be created based on local, sub-regional and psychological and social needs.

## MONACO

Population:	33,000
Languages:	French
Number of RC Branches:	1
Number of RC Members:	Staff: 45 / Volunteers: 501

<http://www.croix-rouge.mc/croixrouge/wwwnew.nsf/HomeGb> (English version)

The Red Cross of Monaco undertakes psychological/psychosocial support activities within the area of First Aid. The main focus is on raising awareness of psychological support ('Sensibilisation au Soutien Psychologique': SSP). Areas targeted include:

- First Aid staff
- Staff departing on specific missions
- SSP in disaster situations
- Debriefing after missions

Training in psychological support is integrated within the First Aid programme as part of the general training programme or as an optional module.

The Red Cross of Monaco is open to new ideas and programmes regarding psychological support.

**NETHERLANDS**

(no information from the survey 2005)

<http://www.rodekruis.nl>

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
All types of potentially traumatic events	Volunteers for volunteers → peer support	no	no	yes
All types of potentially traumatic events	counselling	yes	yes	no

**NORWAY**

Population:	4.5 million
Languages:	Norwegian
Number of RC Branches:	435
Number of RC Members:	Staff: 432/ Volunteers: 225,000
<a href="http://www.rodekors.no/English/English/">http://www.rodekors.no/English/English/</a> (English version)	

The Norwegian National Society undertakes two types of psychological/psychosocial support activities:

1) Specific Psychological Support Groups (PSG):

- Approximately 20 PSGs are located all around the country. These groups have their origin in local branches. Their members are recruited among experienced Red Cross volunteers in the local branches or from the special divisions; Search and Rescue Corps, Visitor Service or Child Relief. The members of these groups do their ordinary volunteer work daily in the local branch or special divisions, but are prepared to turn out on behalf of their psychological support group in case of emergency
- The objective of these groups is to assist people after critical events that they are not capable of solving themselves, or that are too “small” for the professional psychological support apparatus. These groups may be called in to help in connection with car-accidents involving foreign tourists, missing persons relatives, suicide etc. The groups can be called by the police, priest, doctor, child care department or other official authorities.
- PSGs operate separately as a specialised programme.

## 2) Search and Rescue Corps

- There are 325 local Search and Rescue Corps all over Norway. These Corps provide an important contribution to the country's rescue service, and are called when someone is reported missing, when major accidents occur or in the event of a natural disaster.
- Since the work of these groups both can be dangerous and dramatic, and most of the members of the Search and Rescue Groups are relatively young people, the Norwegian Red Cross has put emphasis on giving help to the helpers, a kind of internal psychological support.
- Psychological support in practice: In their service the corps members may have to take care of injured people and their relatives- for example while waiting for ambulances to arrive.

Training is provided in psychological support:

- The Search and Rescue Groups have integrated psychological support in their ordinary training programmes for new members, focusing on helping the helpers.
- PSGs have their own overall plan. The Norwegian Red Cross HQ arranges one annual meeting for the leaders of the different groups. Since these leaders are responsible for the training of new members in the local groups, they work with the standardised national training programme based on the overall plan in the annual meeting. Mainly professionals are used as external speakers.

One of the objectives in the Strategy for the Norwegian Red Cross for the National Assembly period 2002 – 2005 reads "...2.6 - Provide crisis care and psychological support to people in a difficult situation in life..."

The Norwegian Red Cross volunteers carry out daily caring work by visiting inmates in prisons, talking to children on the Red Cross Telephone Helpline for Children and Adolescents, visiting people in hospitals etc. Much of these volunteer activities include psychological support work on a minor basis ("The best medicine for a person is another human being", Jens Meinich, founder of the Visitor's Service)

However the Norwegian Red Cross has not achieved what it wanted with the Psychological Support Groups in the nine years since they were started on a national basis, neither in number/recruitment nor in how they are used.

As a national society the Norwegian Red Cross wants to work more actively with psychological support in general, and with the Psychological Support Groups in peculiar.

## POLAND

Population:	38,632 million
Languages:	Polish
Number of RC Members:	180 000 members, 290 000 volunteers, 600 staff

<http://www.pck.pl/>

The Polish Red Cross undertakes the following Psychological/Psychosocial Support activities:

- Home Care programme, PRC nurses
- Women Centres, psycho-social assistance provided to women
- Help line for children
- FA courses / Disaster Management programme: PRC is working on establishing firm co-operation with MoI, Dep. for Civil Security, Fire Brigade and NGOs with the idea to disseminate information and provide training for the staff and volunteers in PS

In the past, a 32 hour training in FA was given to people in the crisis teams. The PRC wishes to develop PS training within the disaster preparedness teams and volunteers

Future comments on PS: The PRC wishes to work with the task force in the Central European region in order to build up PS capacity for staff and volunteers, to increase co-operation within the local and regional areas and develop training.

## ROMANIA

Population:	22,4 million
Languages:	Romanian, Hungarian, German
Number of RC Branches:	47
Number of RC Members:	NHQ Staff : 25 / Volunteers : 15,100

<http://www.crucearosie.ro/>

The Romanian Red Cross undertakes the following psychological/psychosocial support activities :

- Training of trainers
- Deployment of psychological support team to disasters
- Psychological support activities have been performed by volunteers with psychological backgrounds since 1997.
- An international seminar on psychological support was hosted in 2003.

Bilateral psychological support programmes include:

- First aid emergency programme with German Red Cross : Training of trainers
- Regional psychological support for the elderly with the Swiss Red Cross

Needs & Challenges:

- More effective co-operation on psychological support issues with neighbouring national societies.
- Prioritisation of psychological support within national society plan.

Recommendation:

- Elaboration of an overall psychological support strategy within the society.
- More active exchange of activities regarding psychological support activities with neighbouring national societies.

## SLOVAKIA

Population:	5.4 million
Languages:	Slovak, Hungarian
Number of RC Branches:	41
Number of RC Members:	Staff: 292/ Volunteers: 160,000

<http://www.redcross.sk/>

### Slovak Red Cross: Psychological/Psychosocial Support Activities

- Volunteers for the Slovak Red Cross are being trained to provide psychological “first aid” support to affected groups.
- Psychological support is integrated into other programmes (disaster management, First Aid,..).

### The Slovak Red Cross co-operates with:

- The Ministry of Defence
- The Ministry of Internal Affairs (firemen),
- Members of the Slovak Psychological Association

Valuable experience and information are gained at workshops organised by the IFRC Regional Delegation in Budapest

Specific training in psychological support was provided for Disaster Management units, for the first time in September 2004. Approximately 40 volunteers and 10 professional employees were trained over a 1-2 day period.

The Slovak Red Cross recognises that psychological support training is expensive and aims to train 10 trainers of psychological support for the society.

## SPAIN

Population:	40,1 million
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Languages:	Spanish
Number of RC Branches:	912
Number of RC Members:	Staff: 7,136/ Volunteers: 812,409

<http://www.cruzroja.es/>

The Spanish Red Cross undertakes the following psychological/psychosocial support activities:

- Psychological support relating to the immigrant programs
- Psychological care for (women) victims of domestic violence and aggressions
- Support to families of patients with Alzheimer
- PS to patients affected by HIV and drug dependency
- Psycho-social intervention with relatives and people affected by catastrophes
- Formation and training in PFA to participants in emergencies
- Psychological briefing and debriefing of our NS delegates involved in international activities.

The SRC has both integrated PSP activities and specialised (vertical) PSP activities. PSP is integrated into the disaster response programme (all volunteers have PS training) and, at the same time there is a specific psycho-social intervention team.

The PSP of the Spanish Red Cross include the participation of multi-disciplinary teams. In these teams there are different kind of professionals involved like psychologists, social workers, physicians, nurses, and also volunteers (first aiders who make accompany tasks). In some social-welfare projects the professionals involved in the teams are paid but in the disaster preparedness and response programmes the staff is mainly made with volunteers.

The SRC has specific training modules in psychological support:

a training module for volunteers working in emergency or disaster situations The Basic Training module in Psychological Support takes 8 hours. The contents are based on the following topics:

- stress; reactions after a traumatic situation
- and how to cope with them.

To provide these courses there is a network of monitors (instructors) trained in Psy. Support issues.

The ERIES psycho-social intervention teams have to follow a 24 hour specialised training module. The content of this module, there is a common part for all the team members and there are concrete workshops in relation with the professional profile.

Currently we are working in the specialised training for the professionals who work in the social and health projects.

**SWEDEN**

Population:	8.9 million
Languages:	Swedish
Number of RC Branches:	1,700
Number of RC Members:	Staff: 635/ Volunteers: 318,000
<a href="http://www.redcross.se/">http://www.redcross.se/</a>	

The Swedish Red Cross undertakes the following Psychological/Psychosocial Support activities:

- social programmes such as the visiting service
- telephone helpline
- victim support in national disaster situations

The specifically trained volunteers in PS, working in PS activities, are integrated into groups for national disaster preparedness.

The SRC has two specific training modules in psychosocial support: a one day training module and a two day training module. Both staff and volunteers are trained in this module. A large group of volunteers undertaking PS activities are trained in these modules. These modules are offered commercially to enterprises.

The goal of the SRC is that all volunteers requiring PS knowledge for their voluntary work will be trained.

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
Disasters that take place outside Sweden	SRC responsible for crisis support in national response unit	yes		
evacuations	SRC responsible for support in airports	yes	yes	
Everyday accidents, fires, etc.	<ul style="list-style-type: none"> <li>• SRC open up meeting points, serving tools, etc.</li> <li>• Hotline</li> <li>• Support groups</li> <li>• Support weekends</li> <li>• Support for volunteers</li> <li>• Trainings PSP, psycho education</li> </ul>	yes	yes	yes

## SWITZERLAND

Population:	7.2 million
Languages:	German, French, Italian, Romanic
Number of RC Branches:	31
Number of RC Members:	Staff: 4,000/ Volunteers: 35,000

<http://www.redcross.ch/e/index-de.php> (English version)

### Swiss Red Cross: Psychological/Psychosocial Support Activities

- Therapy and counselling of traumatised refugees
- Training programmes for conflict resolution and management (mediation), mainly in the school setting
- Project for (internal) debriefing of delegates
- Active role in steering committees on a national (Netzwerk für psychologische Nothilfe) and international level (European RC/RC Network for Psychological Support)
- In the future the SRC will be responsible for the certification of training programmes for psychological support for volunteers
- Mainly specialised (vertical) programmes (e.g. conflict training, psychotraumatology).
- The topic of psychological support is integrated in the training / formation of volunteers in social services.

### Specific training modules in psychological/psychosocial support

- Experts in treatment and counselling for traumatised refugees
- Conflict training (e.g. in schools)
- Integrated in First Aid workshops for volunteers

Regarding psychological we have to distinguish between support in exceptional (e.g. debriefing in First Aid) and everyday situations (e.g. psychological training in social projects). In addition we have two general key groups, the vulnerable clients and the caregivers. Therefore the projects may differ substantially, regarding the specific context.

## UNITED KINGDOM

Population:	59.2 million
Languages:	English
Number of RC Branches:	68
Number of RC Members:	3000 Staff / 81,195 Volunteers

<http://www.redcross.org.uk/>

British Red Cross psychological/psychosocial support activities:

A) For personnel: The Stress Awareness & Management Programme which includes five dimensions:

- 1) Policy
- 2) Training module
- 3) Colleague Support Scheme
- 4) Psychological Assessment Facility
- 5) Employee Assistance Programme for Staff and delegates

This programme is linked in to the Emergency Planning and Response programme and all other service programmes operating on a daily basis.

B) For individuals affected in major incidents: Emotional support in centres set up for casualties, survivors, relatives and friends, evacuees etc. Emotional support includes befriending, listening, accompanying to hospitals and mortuaries, delivering messages (informing them of bad news), acting as a communicator between them and professional institutions i.e. Police etc.

This programme is an integral aspect of emergency response activities.

Specific training modules in psychological support are provided for staff, delegates and volunteers:

- Managing Stress – Helping Yourself (1 day)
- Managing Stress – Helping Others (1 day)
- Managing Stress – The role of the Manager (1 day)
- Bearing bad news (1 day)

A mini 1½ hour psychological support dimension is also provided in the emergency planning and response briefing session which every emergency response volunteer should complete before they provide an emergency response.

The British Red Cross is at the present time developing a role to work on an individual/family basis alongside a Police Family Liaison Officer who will be assigned in every case of homicide,

road death, major incident. The Police provide the investigation and identification support and the Red Cross (perhaps with other organisations) will provide practical and emotional support as appropriate.

Types of events	Types of lay-counselling offered	Target groups		
		Directly affected people	bereaved	Volunteers within the organisation
All types	<ul style="list-style-type: none"> <li>• crisis intervention</li> <li>• peer support</li> <li>• telephone support</li> <li>• reception centres</li> </ul>	yes	yes	yes

## 2.4.2 Samaritans

The Samaritans are a NGO very strongly working with volunteers fitting our project definition of lay counsellors. They offer their services in the United Kingdom and the Republic of Ireland. Samaritans is a confidential emotional support service, the service is available 24 hours a day for people who are experiencing feelings of distress or despair, including those which may lead to suicide. Volunteers offer support by responding to phone calls, emails and letters. Alternatively people can drop in to a branch to have a face to face meeting.

Number of Branches:	201 (UK and Republic of Ireland)
Number of Volunteers:	18,470 (UK and Republic of Ireland)

<http://www.samaritans.org>

The information below is mainly taken from the “Information resource pack 2010” published on the Samaritans website:

<http://www.samaritans.org/pdf/Samaritans%20Information%20Resource%20Pack%202010.pdf>

All data on the Samaritans given here relates to the year 2009 (if not otherwise specified in the text).

There are 201 Samaritans branches across the UK and Republic of Ireland, Channel Islands and Isle of Man including Festival Branch in Britain and Correspondence Branch. Irish Festival Group also provides support at festivals and other events in Ireland.

Samaritans is a volunteer-led organisation, which remains one of its continuing strengths and also employs a small number of paid staff at its Central Office. There are many volunteering opportunities within Samaritans.

- Listening Volunteers provide the emotional support service to callers by telephone, email, SMS, minicom [telecommunications device for deaf people], letter and face to face. (Number: approx. 17,000)
- Support Volunteers carry out essential tasks to ensure efficient management of the local branches, such as administration, finance and publicity. (Number: 873)
- Shop Volunteers run Samaritans shops to fundraise and raise awareness of Samaritans within local communities. (Number: 430)

Since 2003 Samaritans External Training Services has trained over 6,000 people in handling difficult contacts, enhanced communication skills and managing stress in the workplace.

There were 33,835 enquiries from potential volunteers, including 32,960 people interested in becoming listening volunteers and 875 people interested in becoming support volunteers. There were 9,649 applications to join Samaritans (9,263 listening volunteers and 386 support volunteers), from which 6,065 people were selected for Samaritans training (5,837

as listening volunteers and 228 as support volunteers). 4,304 new volunteers completed their training in 2009, including 4,066 listening volunteers and 238 support volunteers.

Nature of all Dialogue Contacts 2009

Suicide attempt in progress	16,344	0.6%
Has suicide plan	92,914	3.6%
Feeling suicidal	408,190	15.1%
Distressed	1,462,815	54.2%
Not distressed	328,063	12.2%
Not accepting service	182,500	6.8
Abusive	19,887	0.7%
Unknown Nature of Contact	186,069	6.9%

### 3 Concluding Note

- Large variety of Lay counselling types
- Many different providers
  - ✓ From small counselling branches to large networks and organisations
  - ✓ target groups: from very specialized to „every human problem“
  - ✓ Top-down and bottom-up “foundations”:
    - Large institutions developing new branches and projects
    - Local initiatives building up services independently
- The term lay counselling used very seldom; psychosocial support mentioned more often; Samaritans: (active) listening volunteers
- Use of terms varies:
  - ✓ Psychological support
  - ✓ Psychosocial support
  - ✓ Emotional support

Mostly similar services named differently

The wheel seems to have been reinvented rather often

At least within the organisations there seems to be a consensus about psychosocial support/lay counselling
- Terms of contact: mostly personal via telephone or face to face
- Online not much information to
  - ✓ Recruitment
  - ✓ Selection
  - ✓ Training

This has to be done via the questionnaire!

## 4 Sources

### Online Documents (links last checked on February 6th 2011)

Samaritans: *Information Resource Pack 2010*.

<http://www.samaritans.org/pdf/Samaritans%20Information%20Resource%20Pack%202010.pdf>

*Volunteerism and Legislation: A Guidance Note*, 2004, A joint project of the International Federation of Red Cross and Red Crescent Societies, the Inter-Parliamentary Union and United Nations Volunteers.

[http://www.unv.org/fileadmin/docdb/pdf/2003/Guidance\\_Note\\_en.pdf](http://www.unv.org/fileadmin/docdb/pdf/2003/Guidance_Note_en.pdf)

### Websites (links last checked on February 6th 2011)

Act4europe

EU Civil Society Contact Group

<http://www.act4europe.org/code/en/hp.asp?Page=20>

Austrian Council on Volunteerism

<http://www.bmsk.gv.at/cms/site/liste.html?channel=CH0143>

AVSO

Association of Voluntary Service Organisations

<http://www.avso.org/>

Befrienders Worldwide

<http://befrienders.org/>

Caritas Internationalis

<http://www.caritas.org>

Children and War Foundation

<http://www.childrenandwar.org/>

CRED

Center for Research on the Epidemiology of Disasters

<http://www.cred.be/>

Danish Cancer Society

<http://cancer.dk/>

Disaster Action

<http://www.disasteraction.org.uk/>

ENPS

European Red Cross/Red Crescent Network for Psychosocial Support

<http://www.rotekreuz.at/nocache/i18n/en/participate/enpsredcrossat/enps-home/>

ERNA

<http://www.erna.rs/>

ESTSS

European Society for Traumatic Stress Studies

<https://www.estss.org/>

EURESTE

European resources for victims of terrorism

<http://www.eureste.org/index.php?lang=en>

European Volunteer Centre (Centre européen du volontariat, CEV)

[http://www.cev.be/1-news\\_home-EN.html](http://www.cev.be/1-news_home-EN.html)

European Year of Volunteering 2011

<http://europa.eu/volunteering/>

EUTOPA	<a href="http://www.eureste.org/page.php?pagID=191">http://www.eureste.org/page.php?pagID=191</a>
IAHPC International Association for Hospice & Palliative Care	<a href="http://www.hospicecare.com/">http://www.hospicecare.com/</a>
IFOTES International Federation of Telephone Emergency Services	<a href="http://www.ifotes.org/home_page/">http://www.ifotes.org/home_page/</a>
IFRC International Federation of Red Cross Red Crescent Societies	<a href="http://www.ifrc.org/">http://www.ifrc.org/</a>
Impact Foundation	<a href="http://www.impact-kenniscentrum.nl/en/actueel">http://www.impact-kenniscentrum.nl/en/actueel</a>
IPPHEC Improve the Preparedness to give Psychological Help in Events of Crisis	<a href="http://www.ipphec.eu/">http://www.ipphec.eu/</a>
IPT Informed Prepared Together	<a href="http://www.informedprepared.eu/">http://www.informedprepared.eu/</a>
ISTSS International Society for Traumatic Stress Studies	<a href="http://www.istss.org">http://www.istss.org</a>
Johanniter International	<a href="http://www.johanniter.org/">http://www.johanniter.org/</a>
Legal status of volunteers in European Countries	<a href="http://www.avso.org/en/activities/CEV&amp;AVSO.htm">http://www.avso.org/en/activities/CEV&amp;AVSO.htm</a> and <a href="http://www.cev.be/legal_status.htm">http://www.cev.be/legal_status.htm</a>
Mental Health Europe	<a href="http://www.mhe-sme.org/en.html">http://www.mhe-sme.org/en.html</a>
NAVT Network of Associations of Victims of Terrorism	<a href="http://www.europeanvictims.net/">http://www.europeanvictims.net/</a>
Order of Malta	<a href="http://www.orderofmalta.org/?lang=en">http://www.orderofmalta.org/?lang=en</a>
PERCO	<a href="http://www.ifrc.org/what/disasters/about/types/manmade/perco.asp">http://www.ifrc.org/what/disasters/about/types/manmade/perco.asp</a>
RC Austria	<a href="http://www.roteskreuz.at">http://www.roteskreuz.at</a>
RC Belgium	<a href="http://www.redcross.be/">http://www.redcross.be/</a> (partly English) <a href="http://www.rodekruis.be/">http://www.rodekruis.be/</a> (Dutch) <a href="http://www.croix-rouge.be/">http://www.croix-rouge.be/</a> (French) <a href="http://www.roteskreuz.be/">http://www.roteskreuz.be/</a> (German)
RC Bulgaria	<a href="http://en.redcross.bg">http://en.redcross.bg</a>
RC Croatia	<a href="http://www.hck.hr/?path=en">http://www.hck.hr/?path=en</a>
RC Denmark	<a href="http://www.drk.dk">http://www.drk.dk</a>
RC Estonia	<a href="http://www.redcross.ee/en">http://www.redcross.ee/en</a>
RC Finland	<a href="http://www.redcross.fi/en_GB/">http://www.redcross.fi/en_GB/</a>
RC France	<a href="http://www.croix-rouge.fr/">http://www.croix-rouge.fr/</a>
RC Germany	<a href="http://drk.de">http://drk.de</a>

RC Greece	<a href="http://www.redcross.gr/">http://www.redcross.gr/</a> and <a href="http://samarites.gr/start/en">http://samarites.gr/start/en</a>
RC Hungary	<a href="http://www.voroskereszt.hu/Table/in-English/">http://www.voroskereszt.hu/Table/in-English/</a>
RC Iceland	<a href="http://www.redcross.is/page/innflytjendur_lang_enska">http://www.redcross.is/page/innflytjendur_lang_enska</a>
RC Ireland	<a href="http://www.redcross.ie/">http://www.redcross.ie/</a>
RC Italy	<a href="http://www.cri.it/">http://www.cri.it/</a>
RC Latvia	<a href="http://www.redcross.lv/start.php?lang=en&amp;id=1">http://www.redcross.lv/start.php?lang=en&amp;id=1</a>
RC Liechtenstein	<a href="http://www.rotekreuz.li/">http://www.rotekreuz.li/</a>
RC Lithuania	<a href="http://www.redcross.lt/">http://www.redcross.lt/</a>
RC Monaco	<a href="http://www.croix-rouge.mc/croixrouge/wwwnew.nsf/HomeGb">http://www.croix-rouge.mc/croixrouge/wwwnew.nsf/HomeGb</a>
RC Netherlands	<a href="http://www.rodekruis.nl">http://www.rodekruis.nl</a>
RC Norway	<a href="http://www.rodekors.no/English/English/">http://www.rodekors.no/English/English/</a>
RC Poland	<a href="http://www.pck.pl/">http://www.pck.pl/</a>
RC Romania	<a href="http://www.crucearosie.ro/">http://www.crucearosie.ro/</a>
RC Slovakia	<a href="http://www.redcross.sk/">http://www.redcross.sk/</a>
RC Spain	<a href="http://www.cruzroja.es/">http://www.cruzroja.es/</a>
RC Sweden	<a href="http://www.redcross.se/">http://www.redcross.se/</a>
RC Switzerland	<a href="http://www.redcross.ch/e/index-de.php">http://www.redcross.ch/e/index-de.php</a>
RC United Kingdom	<a href="http://www.redcross.org.uk/">http://www.redcross.org.uk/</a>
RC/RC Bosnia and Herzegovina	<a href="http://www.rcsbh.org">http://www.rcsbh.org</a>
RED Reinforce Rescuers' Resilience	<a href="http://www.cri.piemonte.it/progetti/red/">http://www.cri.piemonte.it/progetti/red/</a>
Reference Centre for Psychosocial Support	<a href="http://psp.drk.dk/sw2955.asp">http://psp.drk.dk/sw2955.asp</a>
Samaritan International	<a href="http://www.samaritan.info/view.php3?show=5100000310230">http://www.samaritan.info/view.php3?show=5100000310230</a>
Samaritans	<a href="http://www.samaritans.org">www.samaritans.org</a>
TENTS-TP The European Network for Traumatic Stress – Training & Practice	<a href="http://www.tentsproject.eu/">http://www.tentsproject.eu/</a>
TPO Transcultural Psycho-social Organization	<a href="http://www.healthnettpo.org/en/">http://www.healthnettpo.org/en/</a>
UKSLTG UK Sri Lanka Trauma Group	<a href="http://www.uksrilankatrauma.org.uk/">http://www.uksrilankatrauma.org.uk/</a>
UNV United Nations Volunteers	<a href="http://www.unv.org/en.html">http://www.unv.org/en.html</a>

## Sources

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**VOICE**

Voluntary Organisations in Cooperation in Emergencies.

<http://www.ngovoice.org/>

**WADEM**

World Association for Disaster and Emergency Medicine

<http://wadem.medicine.wisc.edu/index.html>

War Trauma Foundation (WTF)

<http://wartrauma.nl/>