

IFOTES NEWS

N.2/2011 - 20 December 2011

EDITORIAL

Enriching moments at IFOTES meetings often result from the discussions about work and projects in the different countries. With the agenda item "news from member associations" the exchange of knowledge is a subject of each session and is often continued during the breaks and at dinner. Sharing our experiences is not only a source of new ideas and motivation for further development it also strengthens the overall sense and concern for quality and values in TES work.

At our last meeting in Celje (Slovenia) the topics ranged from the 20th anniversary celebrations of Slovenian TES, our kind hosts, to the financial difficulties caused by the changed political circumstances and the ensuing new fundraising problems and concepts (Hungary and the Netherlands).

The delegate from Norway explained a new system for national statistics and some projects from different countries with a special response were presented.

With this newsletter IFOTES wants to offer a platform to share projects and successes. All representatives would be happy to give further information.

Annemarie Grether, IC member - Editor



IC members in Celje Slovenia during a break: on the left Eva Brandisz from Hungary, in the middle Cvjeta Pahljina from Slovenia, on the right Marie-Luise Mateika from Austria.

This issue...

- ✓ **Editorial**
- ✓ **IFOTES Training**
- ✓ **25th Anniversary of TES SLOVENIA**
- ✓ **There are many reasons for loving life – AUSTRIA**
- ✓ **What's going on in FRANCE ?**
- ✓ **Volunteers survey in GERMANY**
- ✓ **The King of Spain at the 40th Anniversary of Telefono de La Esperanza- SPAIN**
- ✓ **Info Point: EU initiatives and programmes**

IFOTES Training on violence spread in member Federations

In some countries, trainers who attended the first IFOTES Training "Transforming aggression into balanced emotion" (Berlin, June 2011) and got IFOTES certification, start imparting their knowledge to the local colleagues and enable them to give the training to the volunteers. In the **Netherlands** the trainers workshop is scheduled now in December, **Germany** and **Switzerland** will follow in February-March 2012.

IFOTES would be interested to get a feedback from these national and local workshops of training trainers and volunteers. An evaluation process has been implemented. The first results will be available hopefully before next summer.

Member federations and TES trainers who could not attend the training in Berlin and are interested in taking part in a further workshop in 2012 can contact IFOTES at training@ifotes.org.

25 years of telephone emergency association »Call of hope«

On October 13th, 2011 the Slovenian emergency association »Call of hope« organized a celebration in the beautiful baroque hall at the National home in Celje. The title was »Joy of living« to emphasize the effort in helping people to find those things, which will mitigate their path through life. It is very important that we are happy with our professional work. We can find joy in our hobbies like dancing, music, painting or sports. Relationships between people are also very important. They of-

ten get complicated and we need the help of someone. This help can be offered by our friends, by people we trust, but often there is no appropriate person. At that time we can call the telephone emergency service, 116 123. The feeling of **being needed is definitely the most precious experience in volunteer work** at telephone emergency service.

We invited a guest of honour to speak about her experience of joy when working as an ambassador of volunteering, Mrs. Barbara Miklič Turk was not there in person, but she sent us a beautiful letter on this subject. Mr. Stane Rozman explained his experience of joy by working for the city and people of Celje. The president of IFOTES, Mr. Stefan Schumacher, spoke about the joy he is experiencing as a leader of our organization and his personal attitude towards questions life gives us. A longstanding friend of our association from TS Graz, Mr. Franz Weritsch, told us that the biggest joy in his life was marrying his wife. I spoke about my work as a leader of the Celje telephone emergency association for 25 years and as a volunteer.

In the last five years the suicidal coefficient has decreased by one third. For decades we had about 600 suicides per year, the number in 2010 has lowered to 416. The number of abortions has also decreased from 14000 to 4000 per year; the number of births has slightly increased from 17000 to 19000 per year. We believe that **our work at TES Slovenia has helped to make positive changes.**

We also invited preschool children, pupils from secondary schools from Celje and retired persons (i.e.all generations) to present their experience of joy to us through songs and dancing by playing musical instruments and by solo and choir singing. We thought that it was important that **pupils from secondary schools participate in the event in order to get in touch with volunteer charitable work.** School of Media also participated with an acted documentary (12 min). They exemplified our work by simulated conversation showing how we help people to solve serious life dilemmas.

In conclusion I would like to thank my colleagues at IFOTES international committee who have honored our association with their presence. At the same time they proved that we are a part of the international network which is trying to make the world a better place.

Cvijeta Pahljina, MD psychiatrist, logo-therapist and President of "Call of hope" association

www.ifotes.org
Contact info@ifotes.org

There are many reasons for loving life. Which are yours?

Street action of Telefonseelsorge Austria on World Suicide Prevention Day, September 10th 2011



Placing focus on reasons that make life worth living – this call was published by the Emergency Service via facebook. <http://www.facebook.com/Lebenlieben>

And it resulted that apparently there are many, totally normal things that make life worth living:

“... because something totally small-meaningless can be unbelievably beautiful and because life is like a box of chocolates – you never know what you get.” (Thank you Forrest for this intelligent saying!) to quote a post on facebook.

On Saturday, 09-10-2011, these website posts were presented in many public places in Austria. In addition, pedestrians were invited to write down their reasons for loving life onto little cards and then hang them up on a laundry line – placed for all to see.. As a little „thank you“ they were treated to colourful balloons, sweets or an apple.

Often little, totally normal things were named as making life worth living: „Enjoying life together with other people,“ „being able to get out of bed healthy in the morning“, „being together with my family“, „listening to mu-



sic – I always enjoy that“
 The background for this action was a serious one. TES – Telefonseelsorge Austria is often confronted with acute suicidal thoughts. 1261 people committed suicide



throughout Austria more than twice the number of people killed in motor accidents.

Statistics also show that men are far more endangered. On the other hand, all Emergency Service Institutions have had the experience that even in severe situations of life crisis help is possible – and that people are glad and thankful when they can overcome their crisis due to the help offered..

With their action on World Suicide Prevention Day, “Telefonseelsorge Austria” means to draw attention to exactly this: Help in a crisis is possible.

A second thought: it is meaningful and fulfilling to bring to consciousness in good times what makes life worth living and loving, so as to also have resources at more difficult times.



For the TES volunteers, who usually stay totally anonymous on the telephone, it was a fully new experience to actively step into contact with the people in public places throughout Austria.

And the experience was a very good one.

There was fundamental interest in the subject and also pondering, thankfulness and also very personal conversations about people’s own lives.

Especially impressive was the moment in which 213 balloons of hope were let into the sky over the Dove Market in Linz, in remembrance of those people for whom life had become too much of a burden.

Music performances, wonderful clown performances, colourful decorations, interesting conversations and wonderful weather – all this was very harmonious and heartfelt.

Marlies Matejka, Director of Telefonseelsorge Vienna

What’s going on in France?

The solitude year.

In France, the Prime Minister has declared loneliness the great national cause 2011. S.O.S Amitié and 23 other associations headed by the Saint Vincent de Paul association have been selected for their action in this field. The great national cause grants a free access to the national media. A TV and radio campaign, aiming at drawing attention to loneliness dramas has been launched by François Fillon. Every month was dedicated to a specific category of lonely persons : disabled persons, the elderly

The National listening day

For the second consecutive year, November 8 has been the “ National Day of Listening”. S.O.S Amitié has organised an important conference in Paris, with the participation of well-known philosophers and sociologists and many events in other cities. The goal was not only to promote listening on helplines, but also to underline the importance and benefits of listening with care to others in the family, in the community, or in society at large. The specific case of countrymen, and their high suicide rate was underlined.

Marie-France Cano, IC member France

Volunteers survey in Germany

The volunteers of the German Telephone counselling are highly motivated.

They consider their work useful and important not only to those seeking help on the phone, but also for their own development.

This is the conclusion of a large-scale survey, conducted by TES Germany. To mark the European Year of Volunteering, more than 8000 German volunteers were interviewed. The survey asked for motivation, experience, expectations and satisfaction of the volunteers but also for the type of support required from the professionals.

The survey will provide a basis for optimising the work and give the volunteers a clearer profile in public.

German TES volunteers have an above average level of education. They feel highly responsible in their independent work and they perceive it as interesting and satisfying.

Acquiring new skills and gaining experiences is named as the most important personal motivation. Volunteers work about 30 hours a week. About 20-25% are male. The average age is with 40 to 50 years for women and 60 to 70 years for men quite high. Most of them live in stable family situations.

In general the volunteers get a lot of appreciation and a good professional support from their direct contact person at the posts. With an average of 8 years they remain in activity quite long.

The main reason for this is the good training and supervision provided.

The results of the survey justify the high investment of TES Germany in education and on-going training. In the future more younger people and more men should be found for the telephone service. A certain broader range in the socio-economic background would be desirable.

ETH Zurich has conducted a similar survey in German-speaking Switzerland. The preliminary results are in accordance with the German study.

IIFOTES is checking possibilities to spread the survey to all members. Certain running projects of the quality group, for example concerning the training, shall ensure the possibility of comparing results.

The King of Spain chair of the Honour Committee for the 40th celebrations of Telefono de la Esperanza in Spain.

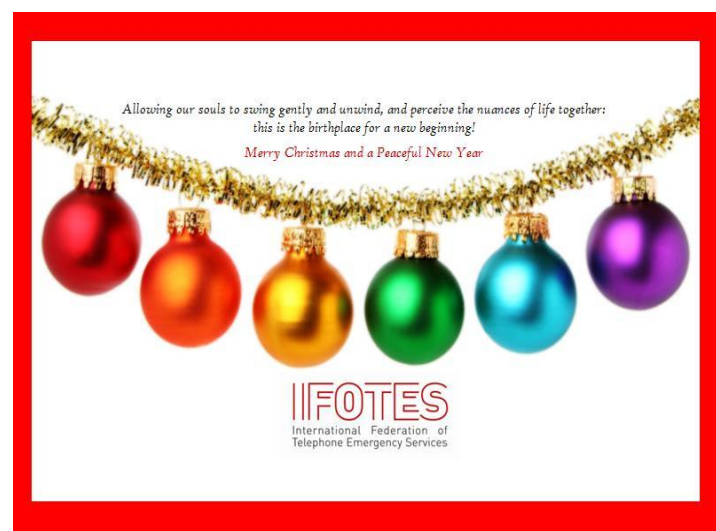
Juan Carlos I, King of Spain, accepted the chairmanship of the Honour Committee of the celebration to commemorate the 40th anniversary of Telefono de La Esperanza, in Madrid, October 2012.



Last October, in a letter addressed to the International President of Telefono de la Esperanza, Jesus Madrid Soriano, the Head of the Royal Household, Rafael Diaz-Caro Spottorno, in-

formed that Juan Carlos I, King of Spain, has seen fit to accept the chair of the Honour Committee, thereby closing the commemoration of the 40th anniversary that began last September with the launch of the biography of Serafin Madrid, founder of Telefono de la Esperanza, in Sevilla.

Jose Maria Sanchez Orantos, IC member Spain



EU initiatives and programmes

2012 European Year for Active Ageing and Solidarity between Generations

There is a lot to life after 60 and society is coming increasingly to appreciate the contribution older people can make. That's what active ageing is about: getting more out of life as you grow older, not less, whether at work, at home or in the community. And this can help not just you as an individual but society as a whole. **It is also key to maintaining solidarity between generations** in societies with rapidly increasing numbers of older people.

The challenge for politicians and stakeholders will be to improve opportunities for active ageing in general and for living independently, acting in areas as diverse as employment, health care, social services, adult learning, **volunteering**, housing, IT services or transport.

Many initiatives and events will take place all over Europe. A chance for all of us to reflect on how Europeans are living longer and staying healthier than ever before and to realize the opportunities that represents.

Active ageing can give the baby-boom generation and tomorrow's older adults the opportunity to:

- stay in the workforce and share their experience
- keep playing an active role in society
- live as healthy and fulfilling lives as possible.

More information in

<http://ec.europa.eu/social/ey2012.jsp?langId=en>

Grundtvig Education and Training lifelong learning

Focus on Grundtvig actions - Senior volunteering projects

This action gives European senior citizens the opportunity to take part in volunteering projects in a European country other than their own, allowing them to learn and share their knowledge and experience. Projects support partnerships and exchanges of senior volunteers between local organisations located in two countries participating in the EU's Lifelong Learning Programme. Each organisation sends and hosts up to six volunteers during a two-year project. Volunteers, who should be aged 50 and over, will usually spend from three to eight weeks abroad working for projects in fields including social protection, the environment, sport and culture.

See more in

http://ec.europa.eu/education/grundtvig/doc986_en.htm