



SOS Détresse

Mir hëllefен iwwer Telefon an online

Activity report 2021

Dear readers,

After a year marked by the pandemic, 2021 has allowed us to resume our activities almost as usual. Although COVID-19 continues to be part of our daily lives, most were gradually able to get used to the consequences and health measures related to the pandemic. And even though we were still far from it, a little more normality was already being felt, certain activities were possible again and reductions in hygiene measures had come into effect. However, our daily activities have not rested. While some manage to live well, or at least not too badly, with the threat of COVID-19, others suffer greatly. Whether it is isolation, anxiety, burnout, health, depression, the loss of a loved one, grief, suicidal thoughts... our volunteers have been fully present to support our callers and those who have written to us as best they can.

On the other hand, we have been able to launch new projects thanks to the acquisition of new positions by the Ministry of Family, Integration and the Greater Region, but also thanks to the support of your donations. Therefore, we are happy to welcome Jessica Levy (head of the basic training in English), Nadja Bretz (head of telephone counselling and further training) and Anne Collazo (secretary) to our team. And unfortunately we have to say goodbye to our dear colleague Edith Veneziano-Geimer, who retired after good and faithful service in our secretariat. As well as to Fabienne Schumacher, who left us at the end of August. Also, a new basic training started in January with 17 very committed volunteers. And our project to offer English telephone counselling was put on track with the start of our basic training for English-speaking volunteers in September. This first session was able to start with 19 participants.

Finally, I am very pleased to be able to send you our yearly activity report for 2021, giving you an overview of the commitment of our volunteers, the work of our professional team and the various fields of activity of the association.

I wish you a pleasant read,

Sébastien Hay
Executive director

Conversations on the phone

In total, there were **3740** conversations. In addition, there were **32** calls „offer to talk“¹ and **333** calls without message/error, resulting in a total of **4105** calls.

For the following statistics, only the **3740** calls resulting in a conversation were retained. As the remaining **365** calls could not lead to an exchange, it was not possible for us to collect the data required for statistical processing.

Number of calls by gender:

 **2683**

 **1055**

Undetermined **2**

Estimated age of callers per call:

9 under 15 years
34 between 15 and 20 years
354 between 21 and 30 years
491 between 31 and 40 years
493 between 41 and 50 years
1060 between 51 and 60 years
1004 between 61 and 70 years
295 over 70 years

¹ This new category includes the calls where the caller did not speak but stayed on the phone while the volunteer encouraged them to speak up.

Distribution of calls throughout the day

1298	in the	336	midday shifts	11.00 – 15.00
1250	in the	319	day shifts	15.00 – 19.00
1091	in the	309	evening shifts	19.00 – 23.00
97	in the	72	night shifts	23.00 – 03.00
4	in the	1	double shift	17.00 – 21.00

Thus, **1037** shifts could be filled throughout the year.

Unfortunately, **164** shifts could not be filled. We are continuously working to strengthen our team of volunteers in order to offer the greatest possible availability to our callers. So don't hesitate to contact us if you would like to join our team of volunteers or tell potentially interested people around you about volunteering at SOS Détresse.

For more information, you can visit our website www.454545.lu or contact us by e-mail at volunteering@sosdetresse.lu.

Central topics on the phone

The main topics from the **3740** telephone calls can be assigned to the following topic areas (several possible categories per call):

- 371** Dependence/addiction
- 90** Age-specific topics and problems
- 127** Work/training/school
 - 5** Emigration/immigration/integration
- 110** Financial problems
- 61** Violence
- 64** Legal questions and issues
- 617** Body/health/disability/illness/pain
- 2263** Psychological issues and problems, of which:
 - 273** Dealing with oneself
 - 62** Questions of meaning and values
 - 356** Dealing with strong feelings
 - 584** Loneliness and isolation
 - 91** Trauma
 - 897** Mental problems and psychiatric disorders
- 3** Pregnancy
- 16** Sexuality
- 92** Suicide risk
- 128** Overwhelming life/professional situation
- 62** Housing
- 1802** Interpersonal relationships, issues and problems, of which:
 - 323** Partnership/marriage
 - 467** Family relationships and contacts
 - 1012** Other interpersonal relationships and social contacts
- 208** Other
 - 14** Feedback/complaints/thanks
- 295** COVID-19

Referrals

In total, **253** callers were referred by the volunteers to institutions from the following areas of competence:



- 5** Acute emergency admission
- 22** Offers for elderly people
- 14** Work, training, school
- 90** Partnership, family, parenting
- 5** Financial problems
- 25** Violence
- 4** Immigration and integration
- 16** Physical health/illness
- 32** Mental/psychiatric illnesses
- 17** Legal advice
- 15** Addiction counselling and treatment
- 8** Housing

Mail counselling

In 2021, the incoming mails were answered by **9** volunteers and **2** psychologists. We were able to record a total of **694** incoming mail requests this year. In total, **308** people have contacted us by mail. Mailers wrote in Luxembourgish, French, German, English and Portuguese. Some of the users are looking for short-term support to clarify issues and questions that are important to them. Others, especially people who often suffer from trauma and difficult life circumstances, need more intensive and longer support and counselling.

Of the **308** mailers, **297** newly registered in 2021; the remaining **11** have registered at an earlier date and cannot be included in the following figures.

Gender distribution of the **297** new mail contacts:

	196
	54
intersexual/ other	5
without indication	42

Age distribution of the **297** new mail contacts:

42	under 15 Jahre
80	between 15 and 20 years
57	between 21 and 30 years
23	between 31 and 40 years
29	between 41 and 50 years
9	between 51 and 60 years
2	over 60 years
55	unknown

Central topics of the mailers

The central topics from the **694** mail requests can be assigned to the following problem areas (multiple answers possible):

- 6** Dependence/addiction
- 21** Age-specific topics and problems
- 41** Work/training/school
- 0** Emigration/immigration/integration
- 13** Financial problems
- 24** Body/health/disability/illness/pain

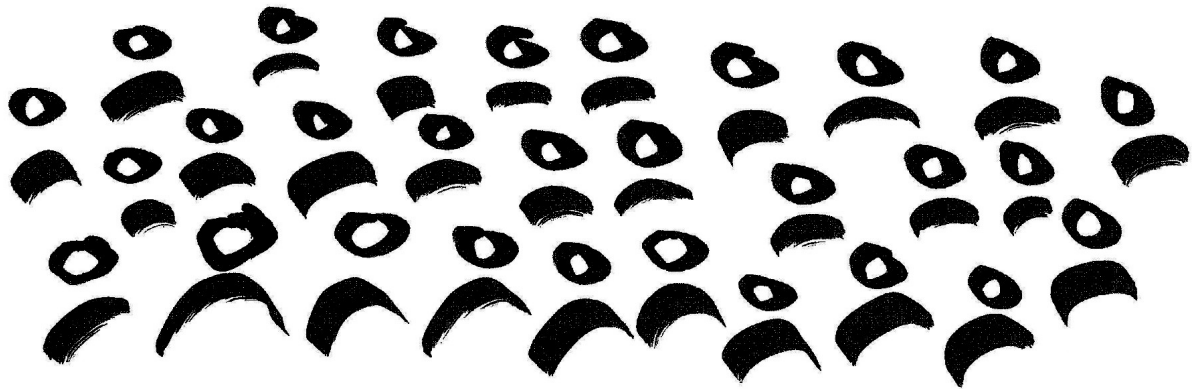
- 299** Psychological issues and problems, of which:
 - 70** Dealing with oneself
 - 71** Dealing with strong feelings
 - 28** Loneliness and isolation
 - 55** Trauma
 - 66** Mental problems and psychiatric disorders
 - 9** Questions of meaning and values

- 31** Violence by or against others
- 10** Self-harming behaviour/violence against oneself
- 5** Legal questions and issues
- 2** Pregnancy
- 16** Sexuality
- 49** Suicide
- 28** Overwhelming life situation/burnout

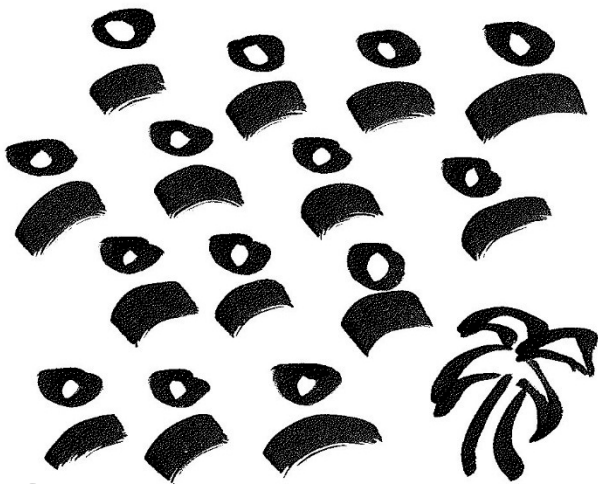
- 206** Interpersonal relationships, issues and problems, of which:
 - 64** Partnership/Marriage
 - 80** Family relationships
 - 62** Other interpersonal relationships

- 30** Feedback/Complaints/Thanks
- 3** Housing
- 21** Other

The team of volunteers (on 31.12.2021)



42 active volunteers currently guarantee shifts at SOS Détresse, of which **3** participants from the 2020 training group have joined the team during the year



9 volunteers took leave for personal, family or professional reasons

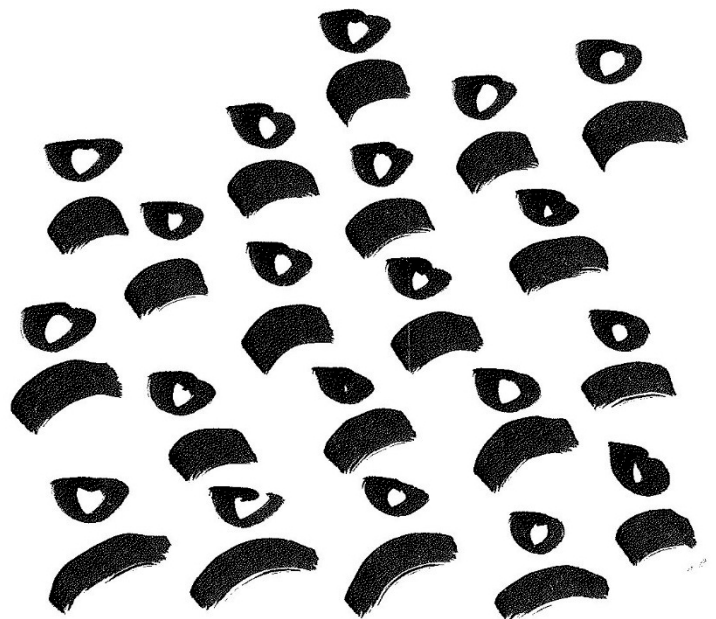
3 have said goodbye to SOS Détresse



9 members form the volunteer team of the mail counselling service



5 participants from the 2020 training group and **9** participants from the 2021 training group are being prepared for their service on the phone. In addition, **16** participants form the new English-speaking training group



12 volunteers in „Team II“ have been involved in tasks other than the service on the phone or mail counselling

The basic training

The basic training group 2021

The Luxembourgish basic training started in mid-January 2021 with **17** participants. On the cut-off date of 31 December 2021, **9** participants remained, while the remaining **8** participants left the basic training early due to professional, health or personal/family reasons.

And our first basic training for English speakers started in mid-September with **19** participants and continues in 2022 with **16** participants.

The following topics and contents are part of the 4 modules of the basic training, both in Luxembourgish and in English:

1st module – Self-experience

- First evening to get to know each other
- Appreciation and trust
- People learn through interaction and experience
- The basic human needs for recognition, belonging and security
- The basic need for orientation and control
- The basic need for self-worth
- The crutches of self-worth and self-esteem
- The basic need for pleasure and avoidance of pleasure - dealing with feelings
- The basic psychological needs and our striving for consistency
- The development of human competencies and resources
- Crises and skills for coping with a crisis

2nd module – Conversation attitudes and techniques

- Listening is like being a vessel for the other person's narrative.
- Attention, non-attention, conversation starters, giving feedback
- Active listening
- The question as a structuring element in leading the conversation
- Non-adequate behaviour in conversations, giving feedback, brief repetition
- Introduction to conversation techniques according to Carl Rogers

- The 3 basic variables: Empathy, appreciation and congruence.
- Empathic mirroring
- Factors that make empathy difficult
- The resources-oriented attitude in the helper conversation
- Clarifying the task, resources-oriented and solution-oriented questions
- Breaks in the conversation, ending conversations
- The structure of helpful conversations

3rd module – Psychological topics:

- Relationships - Development, topics and problems
- Family - development, topics and problems
- The process of grief
- Anxiety and anxiety disorders
- The process of addiction
- Co-dependency, what addiction means for the family
- Violence within the family
- Trauma and post-traumatic stress disorder
- Depression
- Psychotic disorders
- Suicide and acute suicidal tendencies

4th module – The practice:

- Preparing participants for their service on the phone, in practice

The 2021 basic training was led by the following staff: Sébastien Hay (psychologist/psychotherapist), Jessica Levy (Doctor in psychology), Susana Campos (psychologist), Nadja Bretz (psychologist/psychotherapist), Steve Legille (psychologist/psychotherapist). Ms Evelyne Spautz from ViSaVi (Femmes en détresse) joined us for a course on domestic violence.

The 2021 basic training in English was led by Jessica Levy (Doctor in Psychology) and assisted by Laura Bastgen (Psychologist) during the second module.

Supervision and practical guidance

The Tuesday-evening-group I

From January to July: 7 sessions, 7 participants, led by Fabienne Schumacher and Nadja Bretz (from May)

From September to December: 4 sessions, 7 participants, led by Nadja Bretz and Gaby Meyer (from 30 November)

The Tuesday-evening-group II

From January to July: 9 sessions, 9 participants, led by Helene Vesely

From September to December: 5 sessions, 7 participants, led by Helene Vesely

The Wednesday-evening-group

From January to July: 8 sessions, 8 participants, led by Elisabeth Wohlgenannt

From September to December: 5 sessions, 8 participants, led by Elisabeth Wohlgenannt

The Thursday-afternoon-group I

From January to July: 7 sessions, 10 participants, led by Irmgard Forse and Nadja Bretz (from March).

From September to December: 5 sessions, 9 participants, led by Nadja Bretz

The Thursday-afternoon-group II

From January to July: 7 sessions, 9 participants, led by Irmgard Forse and Nadja Bretz (from March).

From September to December: 5 sessions, 9 participants, led by Nadja Bretz

The team of the SOS OnlineHelp

From January to June: 4 sessions, 7 participants, led by Elisabeth Wohlgenannt

From September to December: 1 session, 6 participants, led by Elisabeth Wohlgenannt

Individual supervision during practical guidance and as needed

Offered by Steve Legille.

Cooperation in the team of supervisors

Exchange and consultation between supervisors of the volunteer teams on the phone and the direction took place as needed and in 3 supervisors' meetings.

The offer for further training

Seminars and presentations

- « La forêt de mon père » - A film night on the topic of mental illness in families
1 seminar of 2 hours, led by Susana Campos
- L'équilibre au quotidien : « Evacuer son stress rapidement : c'est possible ! »
1 seminar of 2 hours, led by Christiane Steffens-Dhaussy (Institut Re-Sourcen)
- Sexualität und Paarbeziehungen im Digitalzeitalter
1 seminar of 3 hours, led by Aline Hartz and Sally Stephany (Kanner-Jugendtelefon)
- Institutionen stellen sich vor: „Häusliche Gewalt im Großherzogtum“
1 seminar of 2 hours, led by: Service PSYchologique pour Enfants et Adolescent(e)s victimes de violence domestique und Service d'Assistance aux Victimes de Violence Domestique (Femmes en détresse asbl.)
- Was gibt es in der Ecoute 1 und 2 für technische Möglichkeiten?
1 seminar of 2 hours, led by Fabienne Schumacher
- LGBTQ+, welche Bedeutung versteckt sich hinter diese Buchstaben?
1 seminar of 2 hours, led by Nadja Bretz
- Genauer Nachfragen – Mehr Tiefe im Gespräch durch genaueres Nachfragen
Cancelled
- Der Umgang mit „Schwierigen Anrufern“
1 seminar of 2,5 hours, led by Steve Legille
- „Normal/Abnormal“
1 seminar of 2,5 hours, led by Nadja Bretz
- Einladung abgelehnt – Anerkennung eigener Bedürfnisse hin zur Selbstfürsorge
Cancelled

- Wohlfühlseminar Psychohygiene im Alltag: Einführung in die Achtsamkeitsmethode Zapfen
1 seminar of 2 hours, led by Susana Campos
- Institutionen stellen sich vor: ADEM
1 seminar of 2,5 hours, led by Rachelle Welter (ADEM)
- Paarbeziehungen – womit zu rechnen ist
1 seminar of 2,5 hours, led by Steve Legille

The institutional level

Professional staff

- Sébastien Hay / Psychologist and psychotherapist: Executive director
- Liliane Müller-Kohl, Edith Veneziano-Geimer (until end of October), Anne Collazo (since mid-September): Administration
- Fabienne Schumacher (until end of August) / psychologist, Steve Legille / psychologist and psychotherapist, Nadja Bretz / psychologist and psychotherapist (since beginning of September): Telephone counselling and further training
- Susana Campos / psychologist, Martine Schintgen / psychologist: mail counselling
- Jessica Levy / doctor in psychology: head of basic training

Main topics and contents of the staff council and board meetings

- Celebration and honouring of a long-time volunteer for her 40 years of commitment
- Discussions on the volunteers' satisfaction with their voluntary work at SOS Détresse
- Exchange about the occupation rates on the phone shifts
- Agreement on the geographic limitation of our online help service
- Extension of our public relations work
- Presentation of the project "Telework for our volunteers"
- Preparation of our end-of-year party

Communication and sense of belonging in the team

Many missions of our organisation can only be secured thanks to our cooperation with volunteers. The sense of belonging and communication was strengthened through the following activities:

- Meeting of the group of volunteers and professionals
- Regular talks with the volunteers and resumption of talks about the satisfaction with their volunteering
- Unfortunately, our summer outing day could not take place due to health restrictions
- Institutional supervision for the professional team took place

Project work

- Continue the reorganisation and computerisation of our library for the benefit of our volunteers and professionals
- Continuation of the fundamental restructuring of our website
- Continuation of the IT update and introduction of new functions to some of our internal tools: statistics, InSoLux, database.
- Conceptualisation and launch of the first basic training for our project "Telephone counselling in English" in September
- Conceptualisation of the project "Teleworking" for our volunteers of the telephone service

Social network

- Support of SOS Détresse for the hotline “**Violence Domestique**” run by the associations "Fondation Maison de la Porte Ouverte" and "Fondation Pro Familia", which are conventionalised with the Ministry for Equality between Women and Men.
- Cooperation and partnership with the "Service Information et Prévention" of the Ligue, the Kanner-Jugend Telefon, as well as the organising committee of Darkness Into Light Luxembourg for the organisation of the third edition of the event “**Darkness Into Light**” in **Luxembourg**
- Exchange with Mr. Friedgen (group leader) and Mr. Berens (section leader) from the “**Groupe de Support Psychologique**” about a training on listening techniques for their volunteers
- Conducting a one-day training on “**conversations and conversation techniques**” for the volunteers of the “**Groupe de support psychologique**” of the Corps grand-ducal d'incendie et de secours
- Exchange with Mr. Richartz (president) and the team of the **non-profit association “Eran, eraus... an elo?”** to support their conceptual work on the topic “**Ënnerstëtzung iwwer Telefon vun de Prisong Gefaangenen**”
- 2 half-day training events on the topic “**Einsamkeet - méi wéi eleng sinn**” for the City of Luxembourg as part of the Sécherheets- a Gesondheetswochen
- Regular contacts with services and institutions of the social network in Luxembourg to keep the information about their offers and services up to date. This is necessary for our database, which is used to refer our callers, if necessary, to a service that meets their needs
- Regular collaboration with other organisations from the social sector

Public relations

Conferences and public presentations

- Participation in the webinar “**Action to raise awareness of the risks of terrorist financing and money laundering**” (by the Ministry of Foreign and European Affairs), 21 January
- Partner at the event “**Toutes les choses géniales**” at Kinneksbond: public relations and information stand, 2 and 3 February
- Participation in the 3rd Lux-MicroHub webinar “**Current COVID-19 vaccines: technology, safety and efficacy**” (by the microbiology department of the “Laboratoire national de santé”), 4 February
- Partner at the event “**Darkness into light**” in Luxembourg (virtual version): 24-hour Facebook posts, 8 May
- Extension of the partnership at the event “**Toutes les choses géniales**” at Kinneksbond: public relations and information stand, 20 and 21 May

Presence in the media

- During the year, press releases were sent out on the launch of our **English-language basic training** in September, on our new **Luxembourgish basic training** in early 2022, and on **World Suicide Prevention Day**
- Publication of an advertisement in the “**Muselzeitung**” and the “**Sauerzeitung**” of September 2021
- Publication of an advertisement in the “**Guide des dons et legs**”
- Publication of an advertisement in the “**Carnet du Lycée Technique des Professions de Santé**”
- Publication of an advertisement in the “**Guide des pensionnés du Luxembourg**”
- Creation of a video presenting SOS Détresse for the **Service Seniors** of the City of Luxembourg and publication on their website on 18 May
- Article in the Luxemburger Wort “**Wenn Corona auf die Psyche schlägt**”, 19 January
- Interview on Radio ARA in the programme “**ARA Bistro**”, 22 January
- Article in the magazine Revue “**Von Mensch zu Mensch**”, 27 January
- Interview on Radio 100,7 “**E bessche Geschicht**”, 12 June
- Interview on Radio 100,7 “**Anonym Hëllef iwwert Telefon**”, 24 November

New media/internet

- Creation and publication of a new thematic dossier “**World Suicide Prevention Day**” on our website
- Presence on **Facebook** through regular posts and updating our news and media on our website **www.454545.lu**

- Partnership with Mikkele in the **totebag action “Self-love”** on her website www.mikkele.lu

Dispatch and distribution of posters and other material

- Regular mailing of posters during the year to public transport
- Mailing of our posters and brochures to the municipalities, various advice centres and companies in the Grand Duchy

Acknowledgements

Many heartfelt THANKS to the **Darkness into light Luxembourg committee** and to **Pieta House** for their generous donation, which came about through the participation of so many people at the event despite the constraints of the pandemic.

We also thank **Facebook** for their very generous donation in support of our work and the help we are providing to the population in relation to the pandemic.

We thank **Mikkele** for her kindness and for choosing us as a beneficiary for her tote bag campaign “Self-love”.

As every year, many **Luxembourgish municipalities** and **associations** support our commitment with a donation, for which we are very grateful.

And we especially thank **all the private individuals** who made a donation to us during the year. Your contribution means a lot to us and touches us deeply. It shows us that you support and encourage the commitment of our volunteers. On behalf of all our volunteers: THANK YOU FROM THE BOTTOM OF OUR HEARTS!

You also want to support us...

Would you like to donate your time and actively help in our team of volunteers?
Then you surely want to find out more about the commitment at
SOS Détresse - Mir hëllefen iwwer Telefon an online.
You are cordially invited to visit our homepage www.454545.lu.

Would you prefer to support us with a financial donation?
We are happy about every transfer to our donation account:

BCEE IBAN LU20 0019 5000 1190 4000