



## SOS Détresse

Mir hëllefén iwwer Telefon an online

Activity report 2022

# Dear readers,

On 15 May 1977, the phone rang for the first time at SOS Détresse, allowing us to celebrate our 45th anniversary in 2022. For more than 45 years, our volunteers have been providing daily support to the people who entrust them with their worries and needs online or on the phone. This anniversary is a significant achievement of our volunteers and shows what an important role our service has played in our society for many years. Therefore, our thanks and appreciation go to the dedication of all of our staff. We were able to honour this tireless commitment to our service appropriately within the framework of a public 45<sup>th</sup> anniversary celebration under the patronage of our Family Minister Corinne Cahen. Among many guests, we welcomed Dr. Stefan Schumacher, former President of the International Federation of Telephone Emergency Services IFOTES and Ms. Sonja Koppitz, moderator, podcaster and author. Both not only contributed to an exceptionally beautiful celebration, but also offered workshops for our volunteers and professionals on the following day, together with the *Télé-Accueil Liège* and the *Association des Anciens Combattants*. In addition, there was the opportunity for an intensive exchange together, as well as a social gathering.

In addition, our anniversary also attracted a lot of interest in the media, so that we were active in intensified public relations work. In addition to interviews with various radio stations, there were also articles in the *Luxemburger Wort* and *Tageblatt*.

Of course, our activities continued without interruption. Thus, our English telephone counselling could start and this every Wednesday with a highly motivated team of volunteers.

In 2022, regrettably, two staff members parted ways with our service. In addition, our Executive Director decided to resign from his position towards the end of the year.

Throughout all these challenges, the service has been actively supported by our “Conseil d'administration”, for whose valuable support we are grateful, as well as by the Ministry of Family and Integration. Our volunteers, as well as the team of professional staff, made it possible for our services to run smoothly, to whom we are deeply indebted. And last but not least, we would like to express our sincere thanks for the many small and large donations that continue to make our projects possible.

I am therefore pleased to be able to present our activity report to you and hope you enjoy reading it.

Nadja Bretz  
Executive director

# A special year

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## 454545 – A listening ear for 45 years

For 45 years now, volunteers have been what SOS Détresse is all about: it is through their valuable commitment that SOS Détresse can be there for people who need a listening ear. Even though much has changed over the past 45 years, one thing has remained the same: The values of anonymity, confidentiality, tolerance, respect, solidarity, empathy and appreciation shared by all (former and current) team members.

With this common culture, each individual, with their own personal strengths, contributes to the fact that we as SOS Détresse can be there for people in need and meet them as empathetic interlocutors.

We were therefore particularly proud to celebrate this 45<sup>th</sup> birthday with high symbolic value together with a public audience and an intensive internal training day.

## Public academic session

Under the patronage of Corinne Cahen, Minister for Family and Integration and for the Greater Region, an academic session with two inspiring contributions took place on 14 November 2022. First, Ms Sonja Koppitz read from her book "Spinnst Du? Warum psychische Erkrankungen ganz normal sind [Why mental illness is quite normal]". Afterwards, Dr. Stefan Schumacher gave a lecture entitled "Zuhörkompetenz lindert Not - Die Bedeutung von medienvermittelter Zuhörkompetenz für die Gesellschaft [Listening skills alleviate distress - The importance of media-mediated listening skills for society]". The evening was rounded off by the opportunity to discuss with the speakers in a convivial atmosphere.

## Internal training day for all staff members

An internal training day was held on 15 November 2022, which started with a joint workshop led by Dr. Stefan Schumacher ("Listening skills: Emotionale Begleitung Online und am Telefon [emotional accompaniment online and on the phone]"). Subsequently, three parallel workshops with different focal points were offered:

- „Qui suis-je comme écoutant [Who am I as a listener]?” by Aurélie Bogaerts and Marianne Maas (Télé-Accueil Liège)
- „Warum Wissen heilsam ist - Eine Journalistin mit Depression berichtet [Why knowledge is curative - A journalist with depression reports]” by Sonja Koppitz
- "Friddensmissiounen : Zaldoten/ex-Zaldoten am posttraumatesche Stress [Peace missions : Soldiers / former soldiers with posttraumatic stress]" by Christian Heinen (AAC SPL), Sylvain Eberhard (AAC SPL), Philippe Majerus (Fondation du Grand-Duc et de la Grande-Duchesse) and René Meneghetti (CHNP)

# Conversations on the phone

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In total, there were **3759** conversations. In addition, there were **12** calls „offer to talk“<sup>1</sup> and **323** calls without message/error, resulting in a total of **4094** calls.

For the following statistics, only the **3759** calls resulting in a conversation were retained (of which **32** in English). As the remaining **335** 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:

♀ **2894** (of which **28** in English)

♂ **859** (of which **4** in English)

Undetermined **6** (of which **0** in English)

Estimated age of callers per call:

**19** under 15 years (of which **1** in English)

**26** between 15 and 20 years (of which **0** in English)

**587** between 21 and 30 years (of which **9** in English)

**450** between 31 and 40 years (of which **3** in English)

**494** between 41 and 50 years (of which **9** in English)

**825** between 51 and 60 years (of which **2** in English)

**1058** between 61 and 70 years (of which **1** in English)

**300** over 70 years (of which **7** in English)

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<sup>1</sup> 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

<b>1326</b>	in the	<b>336</b>	midday shifts	11.00 – 15.00
<b>1308</b>	in the	<b>319</b>	day shifts	15.00 – 19.00
<b>1036</b>	in the	<b>281</b>	evening shifts	19.00 – 23.00
<b>89</b>	in the	<b>62</b>	night shifts	23.00 – 03.00

Thus, **998** shifts could be filled throughout the year.

Unfortunately, **210** 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](http://www.454545.lu) or contact us by e-mail at [volunteering@sosdetresse.lu](mailto:volunteering@sosdetresse.lu).

## Calls in English

Since the launch of the English support on 04 October 2022 (every Wednesday from 11:00 to 23:00), **all 39 English shifts have been filled**. Of the total number of calls, a total of **32** English conversations have taken place since October, of which **22** took place during an English shift and **10** on another day of the week. Of these conversations in English, **14** took place during a day shift, **9** during a lunch shift and **9** during an evening shift.

# Central topics on the phone

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The main topics from the **3759** telephone calls can be assigned to the following topic areas (several possible categories per call):

- 402** Dependence/addiction (of which **0** in English)
- 130** Age-specific topics and problems (of which **1** in English)
- 153** Work/training/school (of which **2** in English)
- 12** Emigration/immigration/integration (of which **0** in English)
- 79** Financial problems (of which **2** in English)
- 89** Violence (of which **0** in English)
- 44** Legal questions and issues (of which **0** in English)
- 536** Body/health/disability/illness/pain (of which **3** in English)
- 2440** Psychological issues and problems, of which:
  - 344** Dealing with oneself (of which **2** in English)
  - 94** Questions of meaning and values (of which **1** in English)
  - 382** Dealing with strong feelings (of which **4** in English)
  - 513** Loneliness and isolation (of which **2** in English)
  - 117** Trauma (of which **0** in English)
  - 990** Mental problems and psychiatric disorders (of which **2** in English)
- 9** Pregnancy (of which **0** in English)
- 21** Sexuality (of which **0** in English)
- 63** Suicide risk (of which **0** in English)
- 95** Overwhelming life/professional situation (of which **0** in English)
- 22** Housing (of which **0** in English)
- 1932** Interpersonal relationships, issues and problems, of which:
  - 321** Partnership/marriage (of which **7** in English)
  - 471** Family relationships and contacts (of which **5** in English)
  - 1140** Other interpersonal relationships and social contacts (of which **2** in English)
- 137** Other (of which **4** in English)
- 13** Feedback/complaints/thanks (of which **0** in English)

# Referrals

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In total, **170** callers (of which **8** callers in English) were referred by the volunteers to institutions from the following areas of competence:

- 7** Acute emergency admission
- 25** Offers for elderly people
- 2** Work, training, school
- 40** Partnership, family, parenting
- 5** Financial problems
- 22** Violence
- 0** Immigration and integration
- 8** Physical health/illness
- 44** Mental/psychiatric illnesses
- 7** Legal advice
- 13** Addiction counselling and treatment
- 8** Housing

# Mail counselling

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In 2022, the incoming mails were answered by **9** volunteers and **2** psychologists. We were able to record a total of **608** incoming mail requests this year. In total, **236** 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 **236** mailers, **221** newly registered in 2022; the remaining **15** have registered at an earlier date and cannot be included in the following figures.

**Gender distribution** of the **221** new mail contacts:

♀	<b>136</b>
♂	<b>45</b>
intersexual/ other	<b>4</b>
without indication	<b>36</b>

**Age distribution** of the **221** new mail contacts:

<b>18</b>	under 15 Jahre
<b>58</b>	between 15 and 20 years
<b>55</b>	between 21 and 30 years
<b>33</b>	between 31 and 40 years
<b>8</b>	between 41 and 50 years
<b>7</b>	between 51 and 60 years
<b>3</b>	over 60 years
<b>39</b>	unknown



## Central topics of the mailers

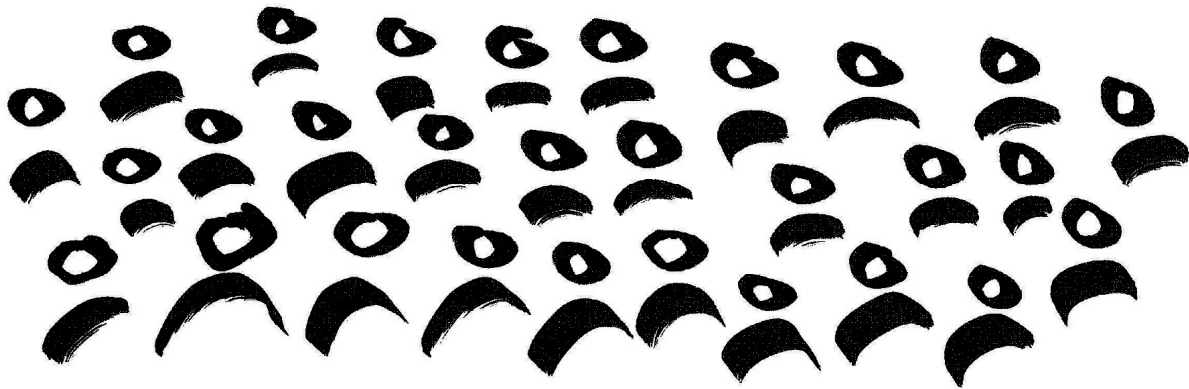
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The central topics from the **608** mail requests can be assigned to the following problem areas (multiple answers possible):

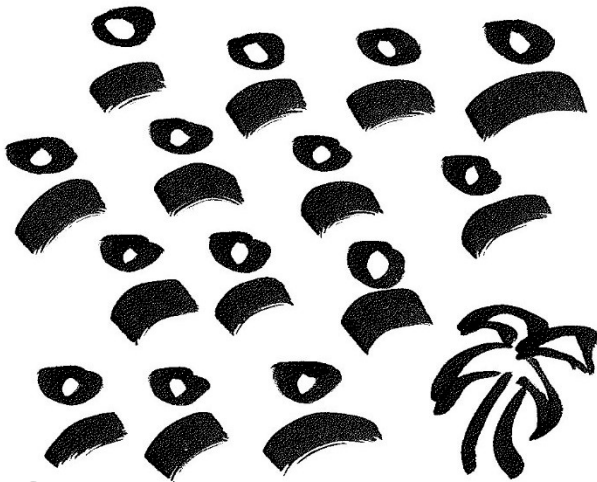
- 6** Dependence/addiction
- 13** Age-specific topics and problems
- 17** Work/training/school
  - 1** Emigration/immigration/integration
  - 7** Financial problems
- 23** Body/health/disability/illness/pain
- 257** Psychological issues and problems, of which:
  - 50** Dealing with oneself
  - 68** Dealing with strong feelings
  - 26** Loneliness and isolation
  - 52** Trauma
  - 51** Mental problems and psychiatric disorders
  - 10** Questions of meaning and values
- 16** Violence by or against others
  - 2** Self-harming behaviour/violence against oneself
  - 3** Legal questions and issues
  - 3** Pregnancy
- 11** Sexuality
- 32** Suicide
- 13** Overwhelming life situation/burnout
- 158** Interpersonal relationships, issues and problems, of which:
  - 64** Partnership/Marriage
  - 47** Family relationships
  - 47** Other interpersonal relationships
- 43** Feedback/Complaints/Thanks
  - 2** Housing
- 16** Other

# The team of volunteers (on 31.12.2022)

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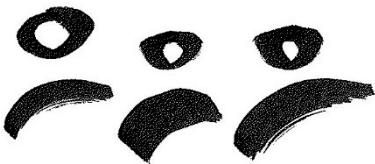


**50** active volunteers currently guarantee shifts at SOS Détresse,  
of which **6** participants from the 2021 training group have joined the team during the year



**9** volunteers took leave for personal, family or  
professional reasons

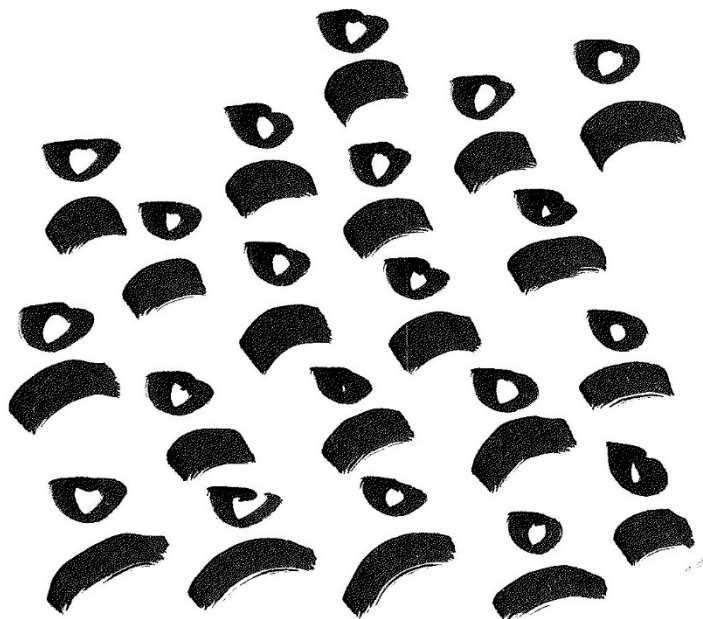
**5** have said goodbye to SOS Détresse



**9** members form the volunteer team of the  
mail counselling service



**13** participants from the 2022 training group are being  
prepared for their service on the phone. In addition, **12**  
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

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## The basic training group 2022

The Luxembourgish basic training started in mid-January 2022 with **21** participants. On the cut-off date of 31 December 2022, **13** 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 2021 with **20** participants and continues in 2022 with **12** participants.

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

### **1<sup>st</sup> 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

### **2<sup>nd</sup> 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

### **3<sup>rd</sup> 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

### **4<sup>th</sup> module – The practice:**

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

The 2022 basic training was led by the following staff: Dr. Jessica Levy (psychologist), Susana Campos (psychologist), Nadja Bretz (psychologist/psychotherapist).

The 2022 basic training in English was led by Dr. Jessica Levy (psychologist) and supported by Laura Bastgen (psychologist) during the second module. Isabel da Silva from ViSaVi (Femmes en détresse) has joined us for a course on domestic violence.

# Supervision and practical guidance

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## **The Monday-evening-group**

From September to December: 5 sessions, 13 participants, led by Nadja Bretz

## **The Tuesday-evening-group I**

From January to July: 9 sessions, 14 participants, led by Gaby Meyer

From September to December: 5 sessions, 11 participants, led by Gaby Meyer

## **The Tuesday-evening-group II**

From January to July: 9 sessions, 7 participants, led by Helene Vesely

From September to December: Fusion with the Wednesday-evening-group

## **The Wednesday-evening-group**

From January to July: 9 sessions, 10 participants, led by Elisabeth Wohlgenannt

From September to December: 5 sessions, 11 participants, led by Helene Vesely

## **The Thursday-afternoon-group I**

From January to July: 9 sessions, 9 participants, led by Nadja Bretz

From September to December: 5 sessions, 9 participants, led by Tom Schwartz

## **The Thursday-afternoon-group II**

From January to July: 7 sessions, 9 participants, led by Nadja Bretz

From September to December: Moved towards Monday evening

## **The team of the SOS OnlineHelp**

From January to June: 4 sessions, 9 participants, led by Elisabeth Wohlgenannt

From September to December: 1 session, 9 participants, led by Susana Campos

## **Individual supervision during practical guidance and as needed**

Offered by Jessica Levy and Nadja Bretz.

## **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

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## Seminars and presentations

- « Flight» - A film night on the topic of alcoholism  
1 seminar of 2 hours, led by Susana Campos
- Alkohol- Gefährdung, Missbrauch, Abhängigkeit [Alcohol- risk, abuse, dependence]  
1 seminar of 3 hours, led by Nadja Bretz
- Angststörungen und Panikattacken [anxiety disorders and panic attacks]  
2 seminars of 3 hours each, led by Nadja Bretz
- Institutionen stellen sich vor [Institutions present themselves]: InfoMann  
1 seminar of 2 hours, led by Francis Spautz, Chargé de direction InfoMann a.s.b.l
- Psychohygiene: Einführung in die Entspannungsmethode Autogenes Training [Mental hygiene: Introduction into the relaxation technique autogenic training]  
1 seminar of 3 hours, led by Dr. Jessica Levy
- Autismusspektrum Störungen [Autism spectrum disorders ]  
1 seminar of 2 hours, led by Martine Schintgen
- Menschen mit Psychosen besser verstehen und ihnen empathisch begegnen [Better understand and empathise with people with psychoses]  
1 seminar of 3 hours, led by Dr. Jessica Levy
- Borderline und selbstverletzendes Verhalten besser verstehen [Better understand borderline and self-harming behaviour]  
1 seminar of 2,5 hours, led by Nadja Bretz
- Institutionen stellen sich vor [Institutions present themselves]: CNAPA  
1 seminar of 2 hours, led by Elena Bienfait, Chargée de direction CNAPA a.s.b.l.  
*Cancelled due to illness*
- Chrëscht dagsfilm [christmas film]  
1 seminar of 2 hours, led by Susana Campos

# The institutional level

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## Professional staff

- Sébastien Hay / Psychologist and psychotherapist: Executive director
- Liliane Müller-Kohl, Anne Collazo: Administration
- Steve Legille (until end of April), Nadja Bretz / psychologist and psychotherapist: Telephone counselling and further training
- Susana Campos / psychologist, Martine Schintgen / psychologist: Mail counselling
- Dr. Jessica Levy / psychologist: basic training and phone counselling in English
- Corinne Hennico / psychologist (until end of October): Online chat

## Main topics and contents of the staff council and board meetings

- Exchange and preparation of our 45th anniversary
- Discussions on the satisfaction of volunteers with their voluntary work at SOS Détresse
- Exchange about the quality of the supervision groups
- Discussion of the staff situation and staff recruitment
- Discussion and exchange about the need for new premises with regard to our training offers
- Preparation of our summer excursion
- Change of personnel within our governing board
- Presentation of the project "Online chat for our volunteers"
- Exchange about an expansion of our public relations in the social media
- 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
- Summer outing day in July
- Institutional supervision for the professional team took place
- 45. anniversary celebration with academic session and many workshops
- End-of-year party

## Project work

- Editorial contributions on current topics on our website
- Continuation of the IT update and introduction of new functions for some of our internal tools: statistics, InSoLux, database
- Complete revision of the psychological third part of basic training
- Operationalisation of the English-language telephone counselling
- Conceptualisation of the project "online chat" for our volunteers of the online team

## Social network

- 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**
- 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
- Cooperation and partnership with the **„Association Des Anciens Combattants 1939-1945, Des Forces De Nations Unies Et Des Soldats De La Paix Luxembourgeois"**
- Cooperation and partnership with the Fondation ProFamilia and Fondation Maison de la Porte Ouverte in the framework of the "domestic violence" helpline.
- 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 on a national and international level (e.g., Kanner-Jugend Telefon, Télé Accueil Liège)



# Public relations

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## Conferences and public presentations

- Partner at the event “**Darkness into light**” in Luxembourg, 7 May
- Partner of the Casino 2000 ("Play it safe") in Mondorf on 1 June
- Presence at the Foire Séniors [Seniors Fair] in Bertrange on 15 October
- Public celebration of the 45th anniversary under the patronage of the Minister of Family, Corinne Cahen, on 14 November

## Presence in the media

- Donation **DILL** 2022
- Participation in the broadcast " Happy Hour " by Wendy at **Radio ARA** with the committee of DILL, 28 April
- Interview **Chronicle.lu** " Darkness into light Luxembourg 2022 ", 05 May
- **Muselzeitung** May 2022, donation of the association "Art et Création" in Mondorf
- Article at **RTL** "SOS Détresse ass all Mëttwoch vun 11 bis 23 Auer op Englesch erreechbar [SOS Détresse available in English every Wednesday from 11am to 11pm]" and **RTL Today** "SOS Détresse service coming soon in English" 27 September
- Article in **Chronicle.lu** "SOS Détresse Helpline Available in English from October" 27 September
- Article in **Télécran** 29 September "Bleibt nicht alleine [Don't stay alone]"
- Participation in RTL's **podcast "The Lisa Burke Show"**, 30 September
- Interview **Delano** "Discreet helpline now available in English", 05 October
- **Radio 100,7** - "Dagdeeglech" - "SOS Détresse, d'Telefonshotline 454545 elo och Hëllef op Englesch [the hotline 454545 now also offers help in English" 11 October
- Participation in the **podcast** "Stëmmen aus der Psychiatrie [voices from psychiatry]" in the context of the **Semaine de la Santé mentale** on 13 October
- Article in the newsletter of the municipality of Clerf "**De Cliärrwer Reider**" – fall 2022
- 04 November: Interview on **Radio ARA** "The breakfast show"
- 09 November: Interview on **Radio ARA** "Come Together"
- Article in the **Tageblatt**, 14 Nov. " Bei Einsamkeit, Sorgen oder auch Panikattacken, SOS Détresse hilft, wenn niemand zum Reden da ist [In case of loneliness, worries or even panic attacks, SOS Détresse helps when there is no one to talk to]"
- Article in **Luxemburger Wort** 03 Dec. "Es tut gut, über seine Sorgen zu sprechen [It feels good to talk about your worries]", and in French "SOS Détresse, 45 ans d'écoute et d'aide au bout du fil", 04 Dec.
- **Radio 100,7** – presentation of SOS Détresse in the broadcast "Am Fong", 15 December

- Interview in a reportage of **RTL** "D'Ex-Zaldoten an hir post-traumatesch Belaaschtung [former soldiers and their post-traumatic stress]" 24 December
- During the year, press releases were sent out on the launch of our **new Luxembourgish basic training** in February, as well as on the launch of our new service of **telephone counselling in English** in October and the celebration of our **45<sup>th</sup> anniversary** in November.

## New media/internet

- Creation and publication of a new thematic dossier "**World Suicide Prevention Day**" on our website
- Publication of a **video** for the launch of English-language telephone support
- Presence on **Facebook** through regular posts and updating our news and media on our website **www.454545.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.

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...

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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](http://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