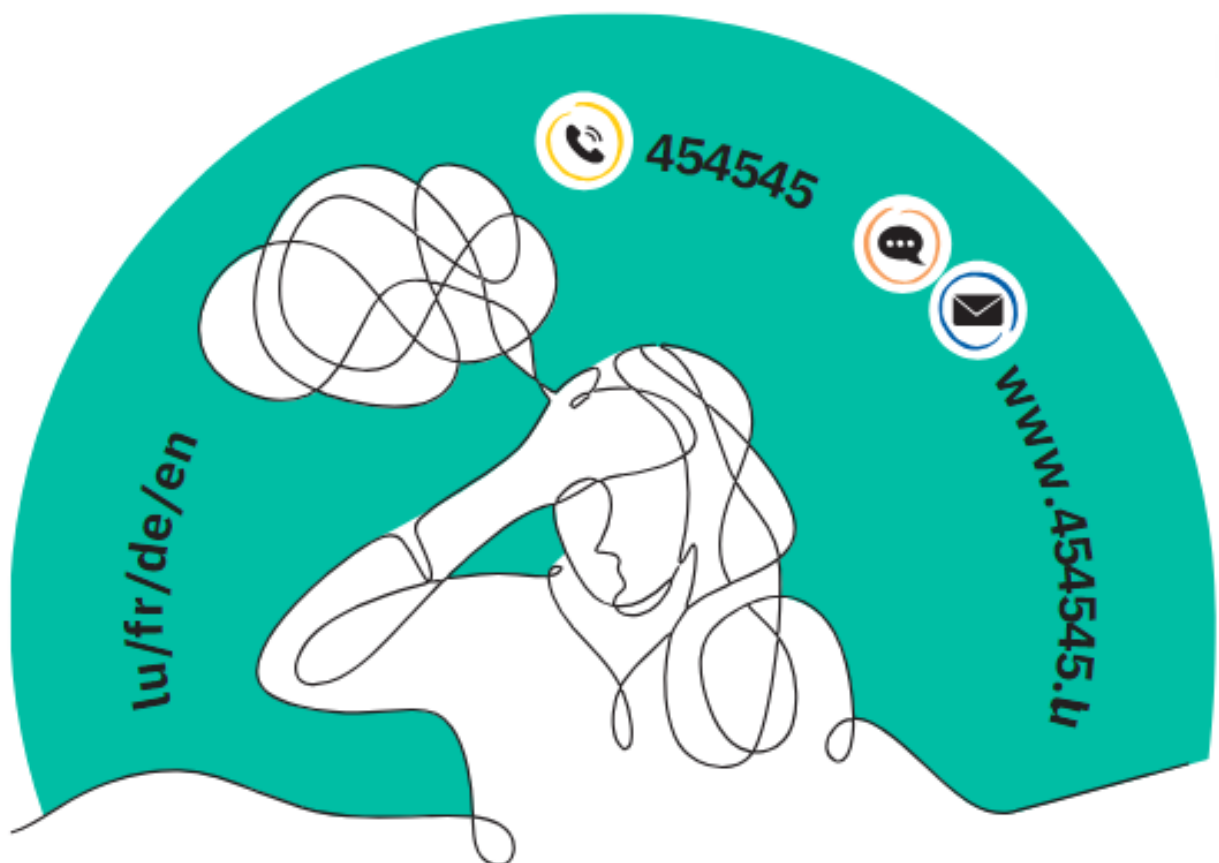


Activity report 2023



SOS Détresse

Mir hëllefem iwwer Telefon an online
anonym a vertraulech



Content

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Dear readers,

It is with great pleasure that I present to you the activity report for the past year. It was a year full of challenges, but also a year of growth, collaboration and commitment.

The remarkable dedication of our volunteers deserves special mention. With impressive commitment, they took almost 3700 calls and answered over 860 emails. This means that we received 30% more e-mail enquiries than in the previous year.

This is also thanks to the willingness of our volunteers to stand up for the concerns of others. They therefore form the centre-piece of our service and are the cornerstone of our daily work. Our volunteers are highly motivated and enable our services to run smoothly every day, and we would like to express our sincere thanks to all our volunteers.

The variety of calls and emails reflects the range of human challenges. Coping with interpersonal problems, and also the omnipresent loneliness, were particular concerns. Many of the people seeking help were also struggling with psychological stress or mental illness and felt abandoned during their illness.

Our volunteers were regularly supported in these daily challenges through ongoing supervision, further training and personal discussions.

A key aspect that has significantly shaped our organisation is the exponential growth of our professional team. Over the course of the year, our professional team has doubled, which means not only a quantitative, but above all a qualitative strengthening of our services. Each new member brings unique expertise and commitment, enabling us to competently address the diversity of concerns and needs of those seeking help.

The expanded expertise of our team is also reflected in the quality of the support we provide. The positive feedback we have received testifies to the impact and effectiveness of our services. This confirmation fills us with gratitude and motivates us to continue making a contribution to the mental health of our fellow citizens.

In addition to increasing our staff, we are also continuing to optimise our technological resources in order to meet the requirements of a modern, constantly changing society. The introduction of new means of communication and the updating of our infrastructure will

„We listen“

enable us to respond more efficiently to the needs of those seeking help and, for example, to further improve the accessibility of our telephone counselling service by allowing listeners to work from home.

Of course, we were only able to achieve this progress with the support of our sponsors, partners and dedicated employees. In particular, I would like to express my sincere thanks to our „Conseil d'administration“. Their continued support is invaluable and has enabled our service to implement some improvements and to continue our mission of emotional support and assistance.

We were also able to approach the Ministry of Family Affairs at any given time. They listened to all our concerns and provided us with continuous and reliable support. We are very grateful and delighted with this excellent cooperation.

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 invite you to browse through the following pages and gain a detailed insight into the activities and successes of our service over the

past year.

Together with you and our dedicated team, we remain fully committed to the mental health of our community.

With best regards,



Nadja Bretz
Executive director

„We listen“



Overwhelmed?



**45
45
45.lu**

We're here to listen to you.

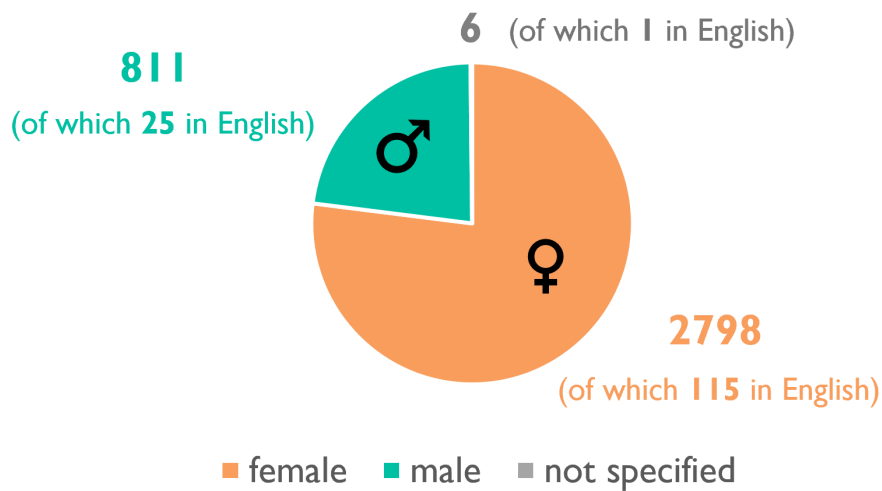
Conversations on the phone



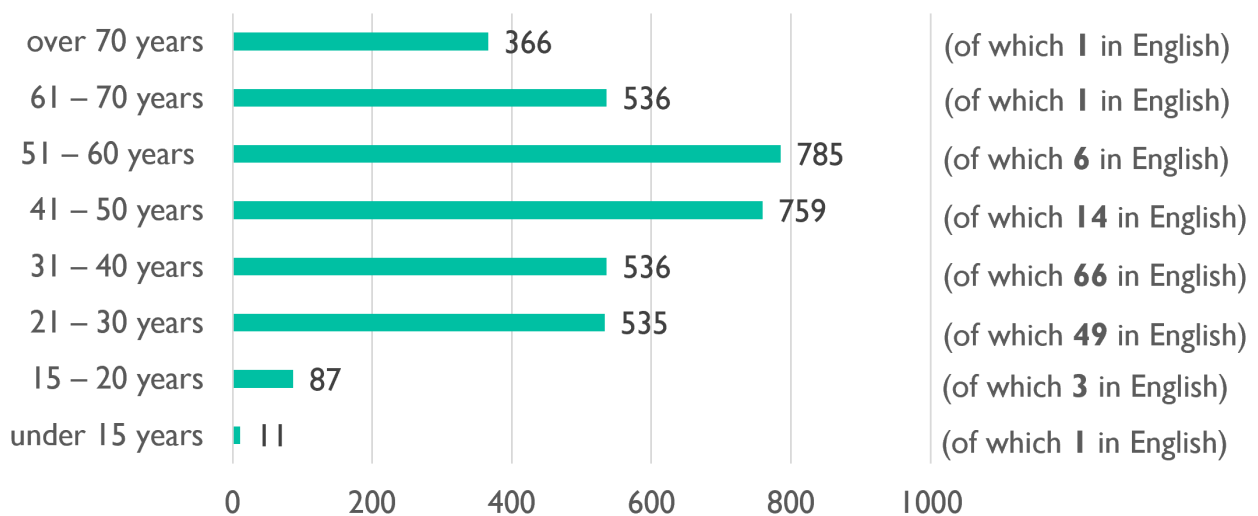
In total, there were **3420** conversations. In addition, there were **10** calls „offer to talk“ and **185** error calls without message, resulting in a total of **3615** calls.

For the following statistics, only the **3420** calls (of which **141** were in English) resulting in a conversation were retained. As the remaining **195** calls could not lead to an exchange, it was not possible for us to collect the data required for statistical processing.

Gender of our callers



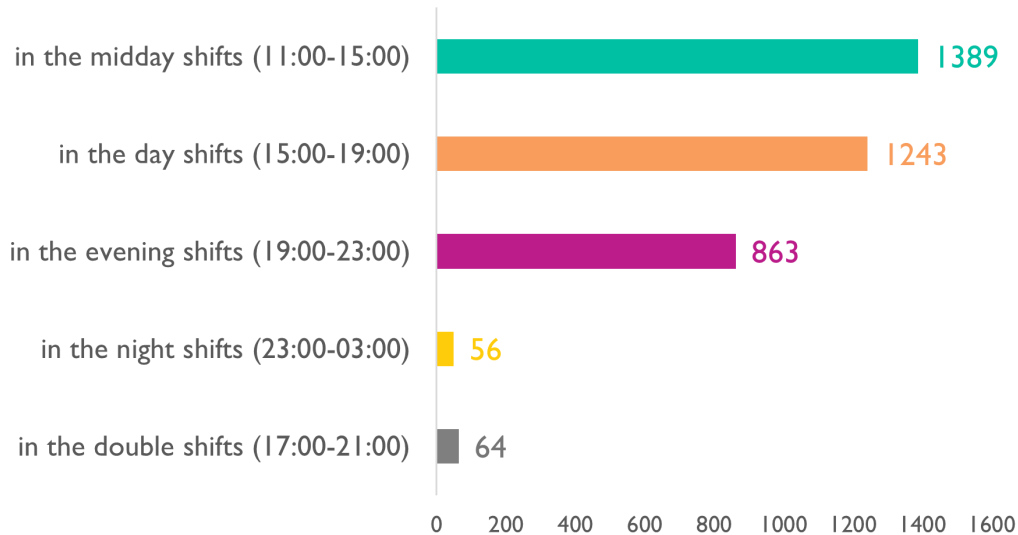
Estimated age of our callers



Conversations on the phone



Distribution of calls throughout the day



Conversations in English

Of the total number of calls, **141** conversations took place in English, **110** during an English shift (on a Wednesday) and **31** on another day of the week. Of these conversations in English, **50** took place during a midday shift (11:00-15:00), **56** during a day shift (15:00-19:00), and **35** during an evening shift (19:00-23:00).

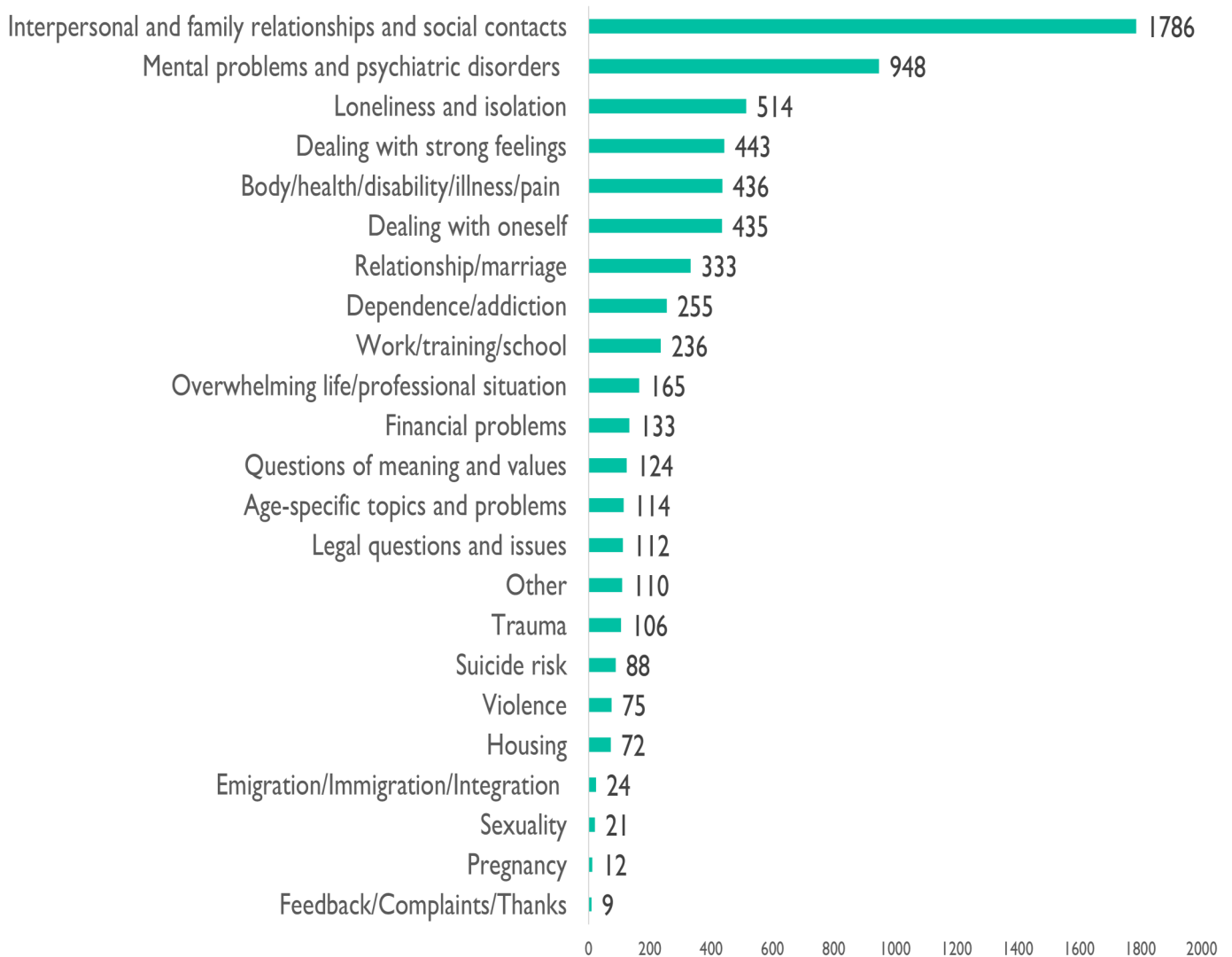


Conversations on the phone



Main topics

The main topics from the **3420** telephone calls can be categorised into the following problem areas (several possible categories per call):



Conversations on the phone



Main topics

The main concerns discussed, **including calls to our English helpline** (several possible categories per call) from the **3420** telephone calls received:

255 Dependence/addiction (5 in English)

114 Age-specific topics and problems (4 in English)

236 Work/training/school (36 in English)

24 Emigration/immigration/integration (10 in English)

133 Financial problems (13 in English)

75 Violence (7 in English)

112 Legal questions and issues (9 in English)

436 Body/health/disability/illness/pain (7 in English)

2570 Psychological issues and problems, of which:

- 435 Dealing with oneself (19 in English)
- 124 Questions of meaning and values (6 in English)
- 443 Dealing with strong feelings (41 in English)
- 514 Loneliness and isolation (12 in English)
- 106 Trauma (8 in English)
- 948 Mental problems and psychiatric disorders (18 in English)

12 Pregnancy (0 in English)

21 Sexuality (0 in English)

88 Suicide risk (8 in English)

Conversations on the phone



Main topics (continuation)

166 Overwhelming life/professional situation (11 in English)

72 Housing (0 in English)

2119 Interpersonal relationships, issues and problems, of which:

- 1072 Interpersonal relationships and social contacts (33 in English)
- 714 family relationships and contacts (33 in English)
- 333 other interpersonal relationships and contacts (37 in English)

110 other (15 in English)

9 feedback/complaint/thanks (0 in English)



Referrals

In total, **210** callers (of which **13** callers in English) were referred by the volunteers to institutions from the following areas of competence:

- 11** Acute emergency admission
- 13** Offers for elderly people
- 6** Work, training, school
- 51** Partnerschip, family, parenting
- 3** Financial problems
- 33** Violence
 - 1** Immigration and integration
- 13** Physical health / illness
- 40** Mental / psychiatric illnesses
- 16** Legal advice
- 19** Addiction counselling and treatment
- 4** Housing

Email counselling

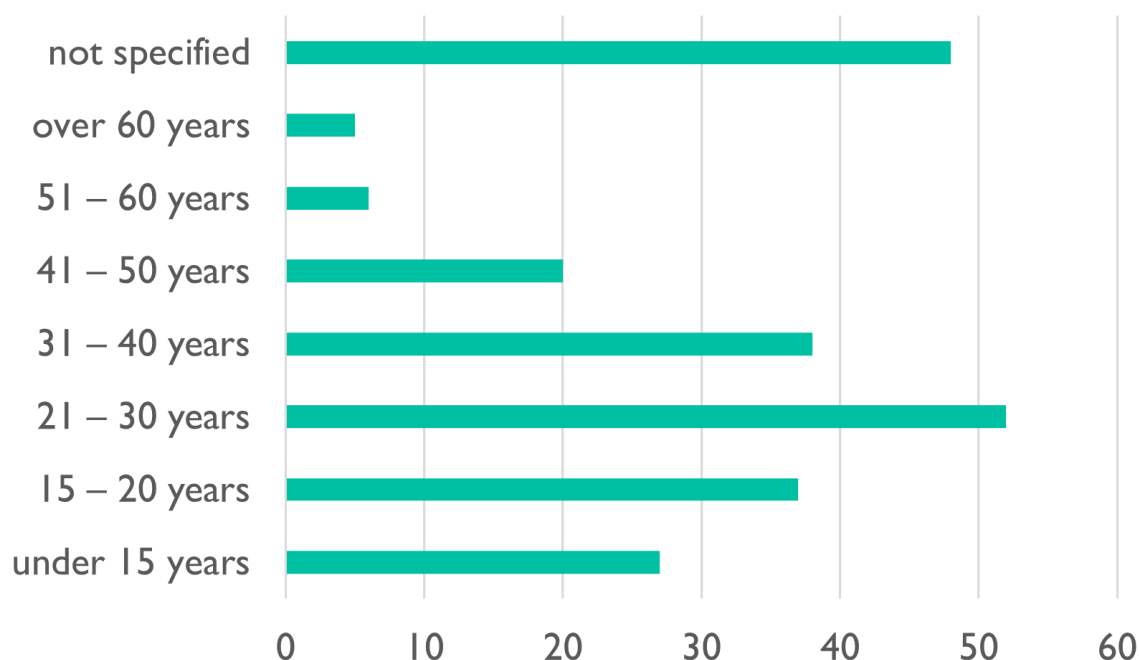


In 2023, incoming emails were answered by **7** volunteers and **2** psychologists.

We were able to record a total of **865** incoming email requests this year. In total, **248** people have contacted us by email. Mailers wrote in Luxembourgish, French, German, English, and Portuguese. Some of the users were looking for short-term support, whereas others, especially people suffering from difficult life circumstances, needed more intensive support and counselling. Of the **248** writers, **233** registered in 2023 for the first time; the remaining **15** registered at an earlier date and cannot be included in the following figures.



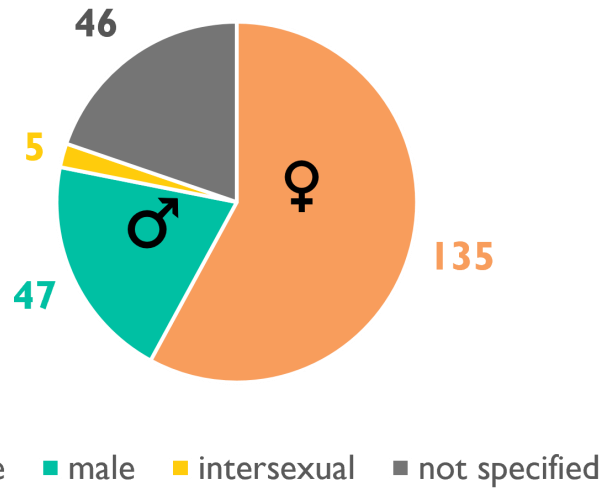
Age distribution of the 233 new mail contacts:



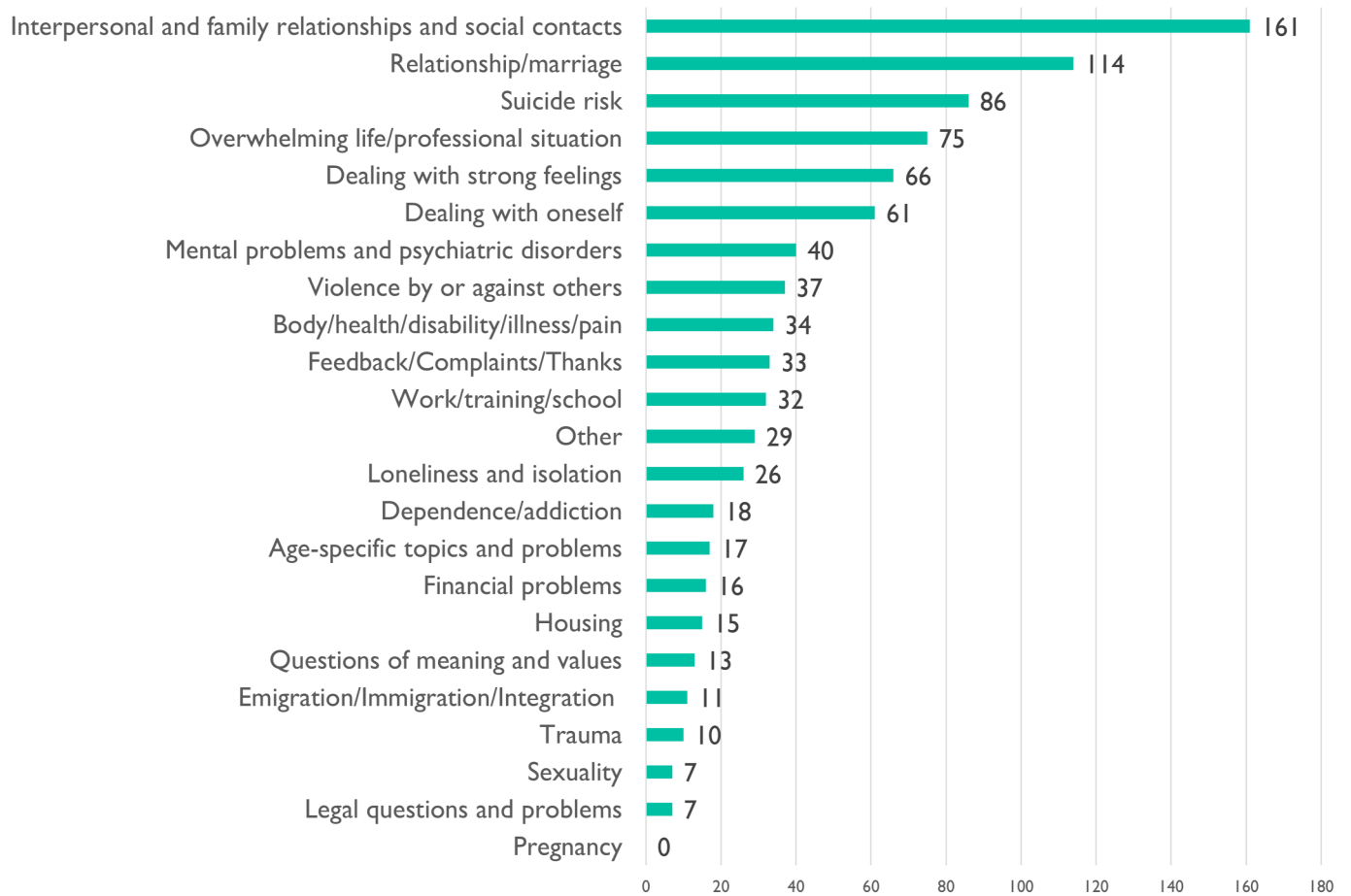
Email counselling



Gender distribution of the **233** new mail contacts:



The **main topics** from the **865 mail** requests can be assigned to the following problem areas (multiple answers possible):





Upset?



We're here to listen to you.

The team of volunteers



Our volunteers are the basis and the heart of SOS Détresse. Without them, the many phone calls and emails would not be possible.

These people give their time to those seeking help. They listen, help them through times of crises, provide support and guidance and also look for ideas together with the caller.

The following figures provide an overview of how many people volunteered with us in 2023.

50 active volunteers currently guarantee shifts at SOS Détresse,

Of which **11** volunteers in the English-speaking group.

19 participants of the training groups 2021 and 2022 joined the team during the year.

11 participants of the Luxembourgish-speaking training groups 2022 and 2023, as well as

12 participants of the English-speaking training are currently being prepared for their service on the phone.

7 members form the team of the mail counselling service.

8 volunteers in „Team II“ have been involved in tasks on top of their service on the phone or mail counseling.

8 volunteers took leave for personal, family or professional reasons.

6 are no longer in the service of SOS Détresse



The team of volunteers



In addition to regular shifts on the phone, our volunteers write emails, take part in monthly supervision sessions and in further training programme. All of this in absolute discretion and anonymity, so that not much appreciation can be shown to them. Nevertheless, they help reliably, shift after shift and e-mail after e-mail. That is why we want to focus on our volunteers here.

We asked them what motivates them to be involved with SOS Détresse



My voluntary work gives me the feeling that I am continuing to provide a service to society. The support and appreciation of the team really motivates me.

I have always wanted to do voluntary work in my retirement and saw SOS Détresse as the best option for me. It remains important to me to be able to give things back.

I have had to endure many difficult strokes of fate in my life. I would like to pass on some of my experience to the world.

What counts in my commitment is that I receive positive feedback from our callers. Not all calls are good, that's ok. But I hear from many people that it was a very good conversation. That's a nice acknowledgement for me.

The fact that I know how to talk to people thanks to our training contributes to the success of my work. I can help in an empathetic and understanding way and am not just a "mute ear".

The basic training



The basic training in Luxembourgish started at the end of February 2023 with 12 participants. On 31.12.2023, 8 participants remained, while 4 participants left the basic training early due to professional, health or personal/family reasons.

Our second basic training in English started in September 2023 with 14 participants and we ended the year with 12 participants.

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

1st module — Self-experience:

- ◇ Get to know each other
- ◇ Appreciation and trust
- ◇ How humans learn
- ◇ The basic human needs for recognition, belonging and security
- ◇ The basic need for orientation and control
- ◇ The basic need for self-esteem
- ◇ The crutches of self-esteem and self-worth
- ◇ The basic need for pleasure maximisation and distress avoidance
- ◇ 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
- ◇ Attention, non-attention, conversation starters, giving feedback
- ◇ Active listening
- ◇ The question as a structuring element in leading the conversation
- ◇ Non-adequate behaviour in conversations
- ◇ Introduction into conversation techniques after Carl Rogers
- ◇ The 3 basic attitudes of empathy, unconditional positive regard and congruence
- ◇ Empathetic mirroring
- ◇ Factors that make empathy difficult
- ◇ The resources-oriented attitude in a helpful conversation
- ◇ Task clarification and solution-orientation
- ◇ Pauses in a conversation and ending conversations constructively
- ◇ The structure of a helpful conversation

The basic training



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 suicidality

4th module — practice:

Preparation for the service on the telephone, in practice

The basic training 2023 was led by the following staff:

- ◇ Dr. Jessica Levy (psychologist)
- ◇ Susana Campos (psychologist)
- ◇ Nadja Bretz (psychologist and psychotherapist)
- ◇ Roland Kolber (psychologist)
- ◇ François Luong (psychologist and psychotherapist)
- ◇ Josiane Zbinden (Social worker and family therapist)

The 2023 basic training in English was led by Dr. Jessica Levy and supported by François Luong in the second module.

Isabel da Silva from *Femmes en détresse* leads the course on domestic violence in both basic trainings.



The Monday evening group

From January to December: 12 sessions, 11 participants, led by Nadja Bretz

The Tuesday evening group English

From April to July: 4 sessions, 10 participants, led by Dr. Jessica Levy

From September bis December: 4 sessions, 11 participants, led by Julie Arendt

The Tuesday evening group

January: 2 sessions, 9 participants, led by Gaby Meyer

From February to December: 10 sessions, 9 participants, led by Josiane Zbinden

The Wednesday evening group

From January to December: 12 sessions, 7 participants, led by Helene Vesely

The Thursday afternoon group

From January to July: 9 sessions, 10 participants, led by Tom Schwartz

From September to December: 4 sessions, 11 participants, led by Danielle Schweich

The Thursday evening group

From November to December: 2 sessions, 12 participants, led by François Luong

The team from the SOS OnlineHelp

From January to December: 4 sessions, 8 participants,

Led by Susana Campos, Jil Henkes and Martine Schintgen

Individual supervision during practical guidance and as needed

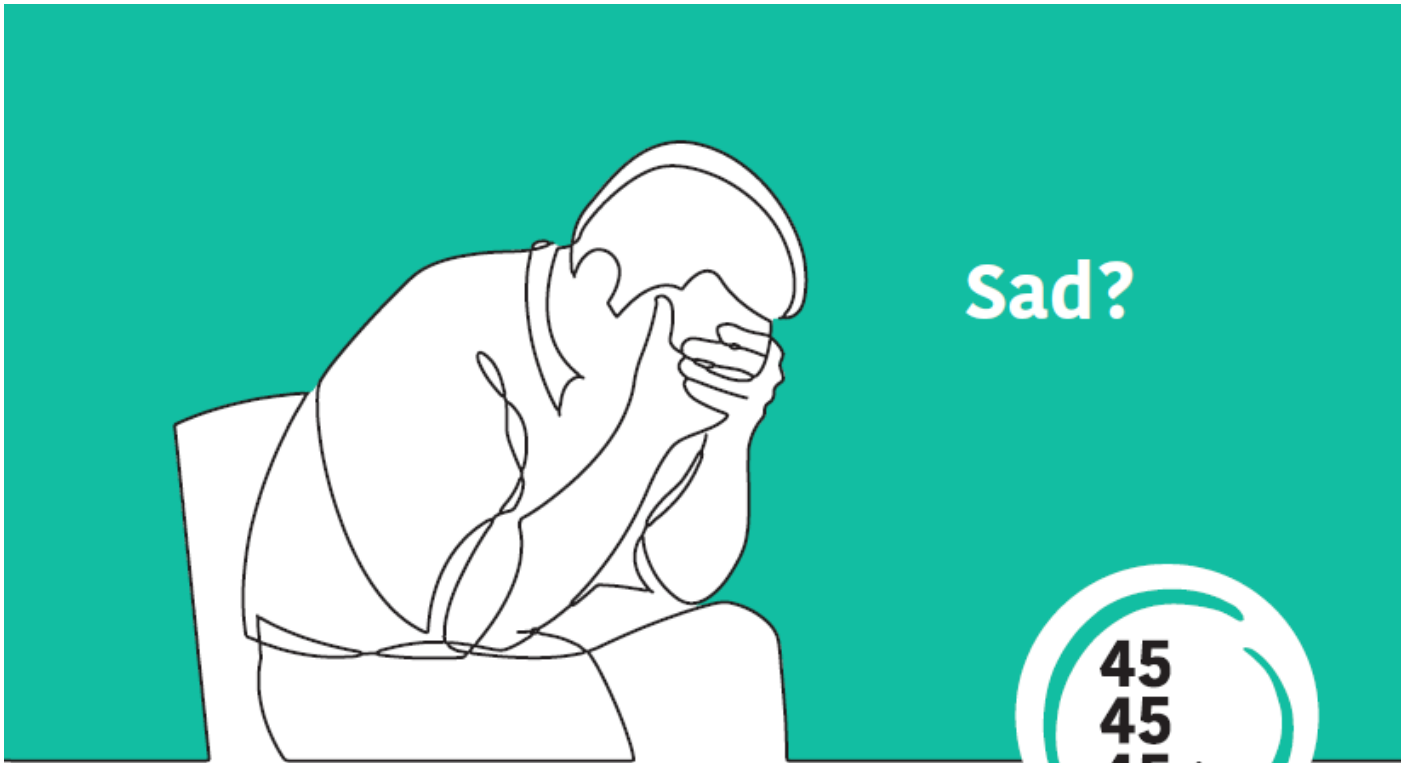
Offered by Dr. Jessica Levy, François Luong, Roland Kolber, Lynn Gales, Josiane Zbinden and Nadja Bretz

Collaboration 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.

Seminars and presentations

- ◇ Genauer nachfragen – Mehr Tiefe im Gespräch durch Fragen [Ask more precisely - More depth in the conversation through questions]
Seminar of 2 hours, led by Martine Schintgen
- ◇ Institutionen stellen sich vor [Institutions present themselves]: Zenter fir exzes-sivt Verhaalen
Seminar of 2 Stunden, led by Andreas König, Chargé de Direction of ZEV
- ◇ Die Landkarte ist nicht die Landschaft [The map is not the territory]
Seminar of 3 hours, led by Dr. Jessica Levy
- ◇ Psychohygiene:Achtsamkeit oder Mindfulness [Psychohygiene: Mindfulness]
Seminar of 2 hours, led by Susana Campos
- ◇ Psychohygiene: Innerer vs. äußerer Erwartungsdruck [Psychohygiene: internal vs. external expectations]
Seminar of 3 hours, led by Nadja Bretz
- ◇ Institutionen stellen sich vor [Institutions present themselves]: Quai 57 Abhängig-keit [Addiction]
Seminar of 2 hours, led by Gregory Lambrette, Chargé de Direction of Quai 57
- ◇ Èmgang mam Thema Suicide [Dealing with suicide]
Seminar of 2 hours, led by Dr. Fränz d’Onghia, Chargé de Direction of Prévention Suicide
- ◇ Luxemburger Gesetzgebung zum Lebensende [The Luxembourgish legislation on the end of life]
Seminar of 3 hours, led by Roland Kolber
- ◇ English:Yes, but
Seminar of 3 hours, led by Dr. Jessica Levy
- ◇ English: Minimax Interventions
Seminar of 3 hours, led by Dr. Jessica Levy



Sad?



We're here to listen to you.

The institutional level

Professional team 2023



Nadja Bretz
Psychologist
Psychotherapist
Executive Director

Phone counselling team



Dr. Jessica Levy
Psychologist



François Luong
Psychologist
Psychotherapist



Josiane Zbinden
Social worker
Family therapist



Roland Kolber
Psychologist



Lynn Gales
Social pedagogue
Therapist

Team of the online help



Susana Campos
Psychologist



Jil Henkes
Psychologist



Martine Schintgen
Psychologist

Administrative team



Liliane Müller
Accounting/Administration



Anne Collazo
Administration



Louis Jost
Economic Sciences B.Sc.

Main topics and contents of board meetings

- ◇ Preparation of our new premises
- ◇ Budgeting
- ◇ Public relations work
- ◇ Expansion of our public relations work in social media
- ◇ Review of the new advertising materials
- ◇ Further staff increases and recruitment
- ◇ Planning of the IFOTES Congress 2023
- ◇ Preparation of our summer excursion
- ◇ Change of personnel within our Board
- ◇ Presentation of the "Télétravail for volunteers" and "Online chat" projects
- ◇ Preparation and budget adjustment for the end-of-year party



Main topics of the staff council meetings

- ◇ Satisfaction of volunteers
- ◇ Quality of our supervision
- ◇ Planning of the IFOTES Congress 2023
- ◇ Further staff increases
- ◇ Instruments of our public relations work
- ◇ Reflections on the shift assignments of the telephone counselling service
- ◇ Analysing ongoing projects such as "Télétravail for volunteers"
- ◇ Discussions on the satisfaction of volunteers and professional team

Communication and sense of belonging in the team

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

- ◇ Meetings of the group of volunteers and professionals
- ◇ Regular discussions with the volunteers
- ◇ Staff meetings about improvement requests and opportunities, as well as satisfaction with volunteer work
- ◇ Structured interviews with all professional team members
- ◇ Our summer excursion day in July
- ◇ 4 institutional supervision sessions for the professional team
- ◇ IFOTES Congress 2023 in Italy/Lignano
- ◇ End-of-the-year party



IFOTES congress „Winds of Hope“
Acceptance and capacity for change
18.-22.10.23, Italy, Lignano

Photo:Nadja Bretz

Public relations



Photo Marc Schoengen

We had a stand at the CLAE's Festival des Migrations on 25-26 February 2023. The picture shows Susana Campos (left) and Dr. Jessica Levy (centre).

Who can contact us?

- ✓ you are over 18 years old
- ✓ you live in the Grand duchy of Luxembourg
- ✓ you feel the need to talk to somebody

Call 454545 or write via 454545.lu

At the beginning of 2023, we launched our Instagram account.

R T L LËTZEBUERG

SOS Détresse baut Offer aus

Zanter kuerzem kann een nieft den 3 Amtssproochen och op Englesch gehollef kréien.

Vum Hierscht u gëtt et och een neien Online-Chat, fir den éischte Kontakt nach méi ze vereinfachen.

Our English telephone counselling service received attention at rtl.lu.



Photo:Norry Stoltz

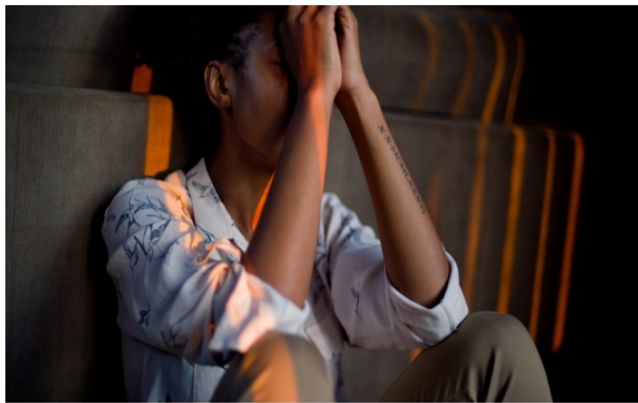
The municipality of Betzdorf presented us with a donation of 1000EUR on 22/02/2023.

Susana Campos (right) and Nadja Bretz (left) received the donation from Jean-François Wirtz.

«Une période sensible» : SOS Détresse réconforte les personnes isolées



De: Christelle Brucker ■ Dans A la Une, Politique-Société Mis à jour le 04/01/23 19:15 | Publié le 04/01/23 6:00



Un mal-être qui peut se muer en véritable souffrance (Photo d'illustration : Pixabay)

An interview with Susana Campos was published in the Quotidien on 4 January 2023.



Photo:Nadja Bretz

We were present at the Foire Seniors at Luxexpo on 22.04-23.04.2023, among others with Nadja Bretz, Josiane Zbinden, Roland Kolber, Lynn Gales.

We also had a stand at the Plateforme Sociale "Foire d'échange entre acteurs de l'aide sociale" of the Ministry of Family Affairs on 05.07.23, manned by Dr Jessica Levy and Josiane Zbinden.



Photo: Familienministerium

Public relations



Nadja Bretz was interviewed about mental health by rtl.lu/Pierre Weimerskirch on 21 July 2023.



Photos: Marc Schoengen

Darkness into light, DIL, on 04.05.2023 with Josiane Zbinden and Dr. Jessica Levy.



Our advert in the September 2023 issue of Muselzeitung featured a new design for the first time.



Photo:SOS Détresse

We were also represented at the senior citizens' fair of the municipality of Bertrange on 14.10.2023,

as well as at the ALICE Day on the Belval campus on 24 October 2023 on the "Development and prospects of the social sector in Luxembourg". Pictured here are Roland Kolber and Josiane Zbinden.

Conferences and social network

- ◇ Collaboration 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.
- ◇ Collaboration with the "**Zenter fir exzessiivt Verhalen a Verhalenssucht**" and participation in their symposium "Jenseits der Kontrolle" for the 20th anniversary of anonymous Glécksspiller.
- ◇ Leading a one-day training course on "**Conversation and dialogue techniques**" for the staff of the "**Domestic violence**" helpline of "**ProFamilia**" and "**Fondation Maison de la Porte Ouverte**".
- ◇ Collaboration and partnership with "**Prévention Suicide**" and participation in the 13th symposium "**Prévention Suicide et Schizophrenie**".
- ◇ Collaboration with the "**Agence du Bénévolat**" and participation in its "**Assises du Bénévolat**" and "**Journée du Bénévolat**" conferences.
- ◇ Collaboration and partnership with "**Femmes en détresses**" and participation in the symposium "**Networking in cases of violence against intimate partners**" for the 20th anniversary of the "SAVVD Service d'Assistance aux Victimes de Violence Domestique".
- ◇ Cooperation and partnership with "**Mäi Wëllen, Mäi Wee - Association pour le Droit de Mourir dans la Dignité Lëtzebuerg Asbl**" and participation in their conference "Euthanasia et assistance au suicide : Mythes et Réalités" on 28.09.23.

- ◇ Cooperation with IFOTES "**International Federation of Telephone Emergency Services**" and participation in their congress "**Winds of Hope-Acceptance and Capacity of Change**" from 18-22 October 2023 in Lignano, Italy.



As part of the IFOTES congress "Winds of Hope", Dr. Jessica Levy led the workshop "Yes, but..."

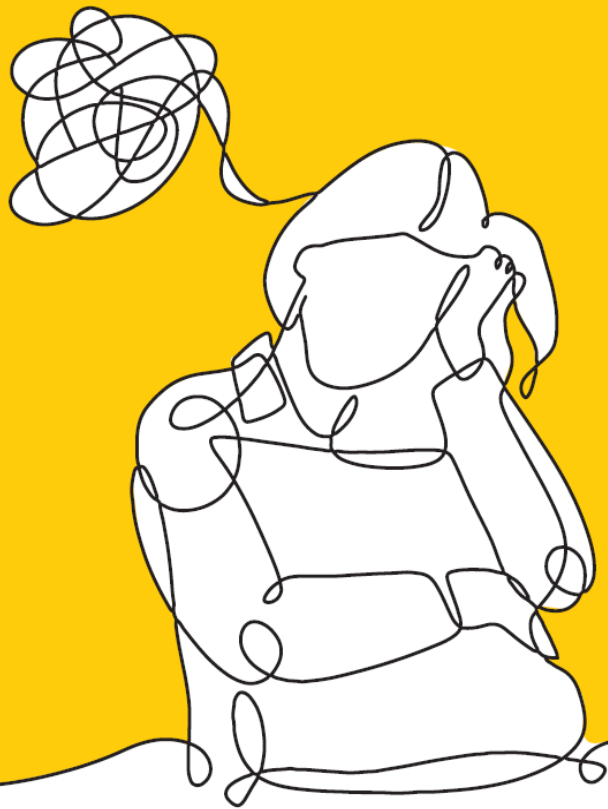
Photo:IFOTES

- ◇ Exchange with **143.ch** regarding their experiences with the "online chat" project.
- ◇ Partnership and cooperation with the **KJT Children and Youth Helpline** and participation in an exchange regarding public relations work.
- ◇ Regular collaboration with other organisations from the national and international network.
- ◇ Cooperation and partnership with the "**Association Des Anciens Combattants 1939-1945, Des Forces De Nations Unies Et Des Soldats De La Paix Luxembourgeois**" and participation in their end-of-year celebrations.
- ◇ Regular contacts with services and organisations 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 to a service that meets their needs if necessary.

The end-of-the-year celebration of the "Association Des Anciens Combattants " with Nadja Bretz, Christian Heinen and René Meneghetti, among others.



Photo:Association Des Anciens Combattants



Anxious?



We're here to listen to you.

Dispatching and distribution of posters and other material

- ◇ Regular mailing of posters and digital advertising to public transport throughout the year
- ◇ Dispatching of our posters and brochures to the municipalities, various advice centres and businesses in the Grand Duchy
- ◇ Dispatching of our posters and brochures to all police stations in the Grand Duchy (Photo at the Esch police station)

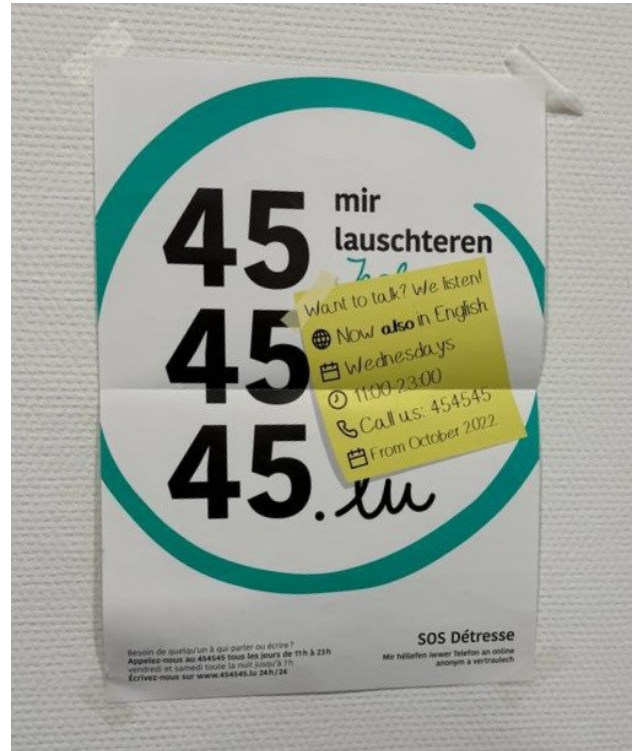


Photo:Yannik Lippert

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.

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

A special „thank you“ to all the **private individuals** who made a donation to us during the year. Your contributions mean 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? Then join our team of volunteers!

Then you surely want to find out more about the commitment at

SOS Détresse – Mir hëllef an 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?

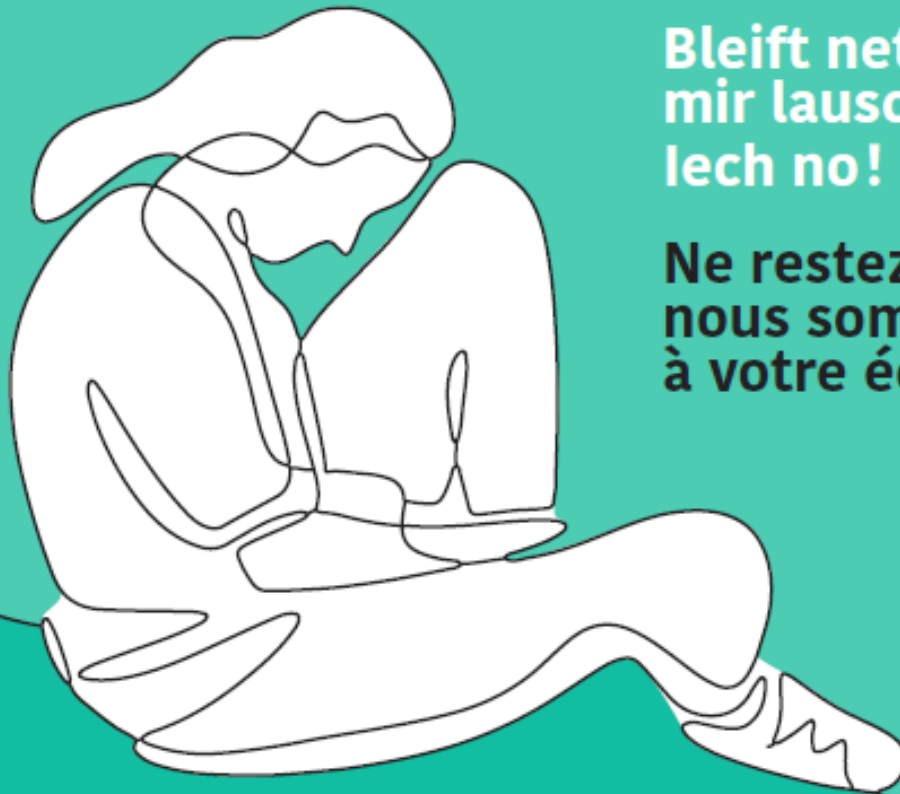
We are happy about every transfer to our donation account:

BCEE IBAN LU20 0019 5000 1190 4000

SOS Détresse

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anonym a vertraulech

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45.lu



Bleift net eleng,
mir lauschteren
lech no!

Ne restez pas seul,
nous sommes
à votre écoute !



Telefon

454545



Chat & E-Mail

454545.lu



Dons: BCEE LU20 0019 5000 1190 4000