



Greetings to the Befrienders Family!

I hope that you and your loved ones are coping in these pandemic-affected times, which continue to be challenging for us all. I hope that you will forgive a few thoughts from me as a preface to the newsletter.

Primarily, I would like to offer my thanks on behalf of the Trustees of BW for the amazing work that you are doing. To give your time freely and generously in support of such a worthwhile and necessary cause is enormously kind. You may not be aware, but we are a community of over 10000 volunteers in 42 countries and over 300 centres.

I hope that this enables you to see that if there are ever times when you feel you are a lone voice or perhaps a lone office offering support, this is not the case. Together, the very considerable Befrienders family is working around the globe and around the international clock to support hundreds of thousands of people in crisis each year. Thank you.

I would also like to update you on developments within BW that have now come to fruition following several months of discussion and planning. BW has now rolled out the UK Samaritans E-Learning Core Development training programme which will allow all our centres to have access to this gold-standard training package. The training will be offered at a minimal charge to centres and should be invaluable in supporting and developing volunteers. We are extremely grateful to Samaritans UK for their kindness and generosity in making this possible. We are pleased to report that BW has launched the Seafarers' International Emotional Support Service (SEISS). This service is designed to support seafarers who may be experiencing emotional crisis while onboard ship and away from home. We are extremely grateful to the BW members centres that have offered to provide it. Please see article on SEISS page 9.

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To contact us:

To submit articles or information for the newsletter, please contact
communications@befrienders.org

Finally, I would like to highlight the interesting and impressive articles that make up this newsletter. Not only do we have updates from BW member in Ecuador, but also a summary of data from the BW Annual Returns survey. From these articles it is possible to see not just the skill and commitment of centres, but also their difference and diversity. Most importantly, it is clear that the collective heart of BW beats with the kindness and generosity of our volunteers. Without that kindness, none of what we achieve could be possible. Thank you for all that you are giving.

Neil Hawkins
Chair, Befrienders Worldwide

E-Learning Core Development Training Update



The E-Learning Core Development training was launched 1st October 2021 to all our BW members. BW wants to thank the Samaritans UK for their excellent support in helping to construct the E-Learning training for an International membership organisation.

There have been a number of inquires for the training and so far, 7 countries have requested licenses, with more expected in the New Year.

BW understands that many centres have their own training systems. However, this new training, which is very interactive and can be completed remotely, will possibly refresh or enhance your existing training methods.

BW are working with Samaritans UK to relaunch the E-Learning training in late January 2022.

Centre Case Study: ANIMA EC- A Great Start

In Ecuador, according to the National Institute of Statistics and Censuses (INEC) 2019, suicide is the first cause of mortality in Ecuadorian adolescents aged 10 to 19 years, and the third cause of mortality in ages 20 to 30 years.

The Institute of Neurosciences of the “Junta de Beneficencia de Guayaquil” Ecuador, in 2014, implemented the “Life Area” in the Hospital unit, for the observation and treatment of people with suicidal behavior.

With the intention of providing a complete crisis care, psychological and suicide prevention service, a helpline has been initially implemented in the emergency area for a period of approximately one year. That is taking advantage of new technologies, the Institute of Neurosciences developed in August 2019 the application called, “ÁNIMA EC,” which would fulfill the function of a free helpline.



OBJECTIVES AND WAY OF WORKING.

The “ANIMA EC” has the following objectives:

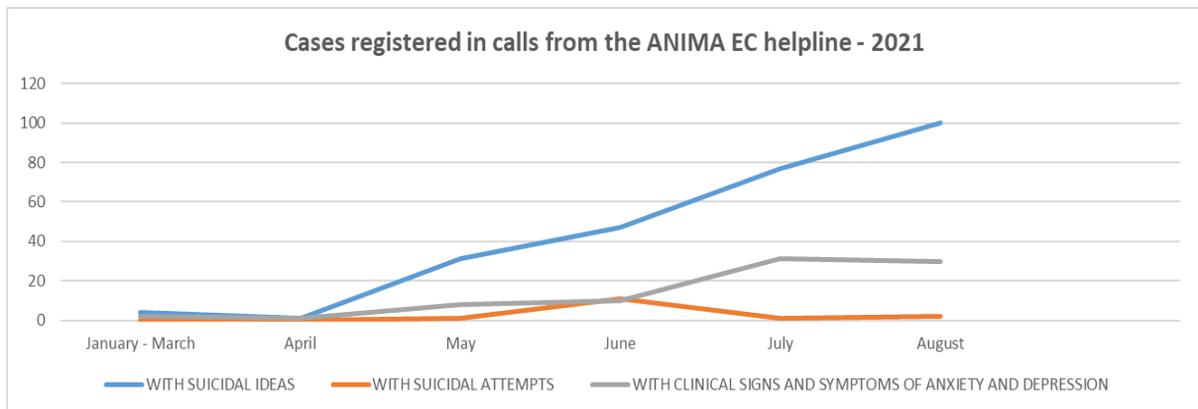
- Provide emotional support to people who are going through situations of psychological crisis, including moments of suicidal ideation or intentionality.
- Act in the prevention of suicidal behavior.
- Improve callers' quality of life and mental health level.
- Collate statistics for investigative purposes at the national level.
- "Anima EC" works with the coordination and supervision of two clinical psychologists, with training in crisis, emergencies, traumas, and interventions in addition to the support of fifteen highly trained volunteers in psychological first aid.

STATISTICS OF THE “ANIMA EC” HELP LINE

In 2020, during the health emergency declared in Ecuador due to the COVID-19 pandemic, the ANIMA EC helpline registered a total of 287 calls.

During 2021, from January to August, ANIMA EC has answered a total of 661 calls, of which 357 have been for emotional support in crisis situations and 304 calls have been about guidance on other mental health issues such as depression, anxiety, and stress.

About the 357 calls for emotional support in crisis situations, 260 have been cases with suicidal ideation. 15 calls have been of cases of suicide attempt and 82 calls have been registered cases with clinical signs and symptoms of anxiety and depression, with a high risk of suicidal ideation.



*Written by: Clinical Psychologist José Rivadeneira Paredes, M.Sc.
Institute of Neurosciences*

The Global Webinar hosted by The National Council of Befrienders Malaysia (NCOBM)

The team at the NCOBM hosted a global webinar 12th to 14th November. This was attended by 390 participants from 37 countries. The theme of the conference was 'Bridging the G.A.P'.



**Befrienders
Worldwide**
volunteer action to prevent suicide

**BWW VIRTUAL
CONFERENCE**

BRIDGING THE G.A.P.

**8AM - 11AM (UTC), 4PM-7PM (MSIAN TIME)
12-14 NOVEMBER 2021**

HOSTED BY:



Life is Precious



SCAN HERE OR REGISTER
AT [BIT.LY/BWWVC2021](https://bit.ly/BWWVC2021)

G - Go forth as Befrienders

A - Attachments in the digital Age

P - Partnerships

The participants were welcomed to the conference by a very inspiring speech from the Malaysian Minister of Health, YB Khairy Jamaluddin, which was followed by a welcome address from the BW Chair Mr Neil Hawkins.

Each of the three days of the conference focused on one aspect of the theme and how, as Befrienders, we can try to bridge this G.A.P. Each day's topics were designed to be thought-provoking and to provide an interactive Q&A session.

Each day of the conference was moderated by a highly respected member of our organisation. Day one, with Myriam Bhari of *Sourire de Reda*, Casablanca, Morocco. Day two, Lea Zeinoun, of *Embrace Beirut*, Lebanon. Day three, Chrissie Murray, of *Samaritans Wellington*, New Zealand.

Conference presentations included *Volunteering and its Impact on Society, Challenges to Maintaining Connections in the Digital World, and Sustainability in Befriending*. There were also two very good motivational speeches from Sanja Djurovic from BW Serbia and Dil Piyaratha from SLS Sri Lanka.

The conference was shown two very emotional videos on coping with the loss of a friend to suicide which, were brilliantly produced by Befrienders Thailand.

There were some particular highlights during the conference especially from Mabel Wong Befrienders Ipoh, Malaysia and Karman Leung Samaritans China / Hong Kong. Their long journeys as befrienders highlighted many of the highs and lows of befriending and encapsulated the spirit of volunteering in the 21st century.

The team at NCOBM need special mention and thanks for the way in which they set about organising the conference. Everyone at the NCOBM organising team entered into the conference planning with a determination and drive that was inspiring. The team was led by the Chair of NCOBM, Saras Pillay to whom BW would like to pay particular thanks for her leadership. BW is reminded that to run a successful conference such as the one hosted by NCOBM, getting the right team together is crucial because there is a certain degree of stamina, perseverance, and good humour that will be required to see it to its conclusion.

BW expects to host more virtual conferences in the future, but also wants to ensure that when conditions allow, there will be more face to face conferences globally.

The Value of the BW Annual Returns

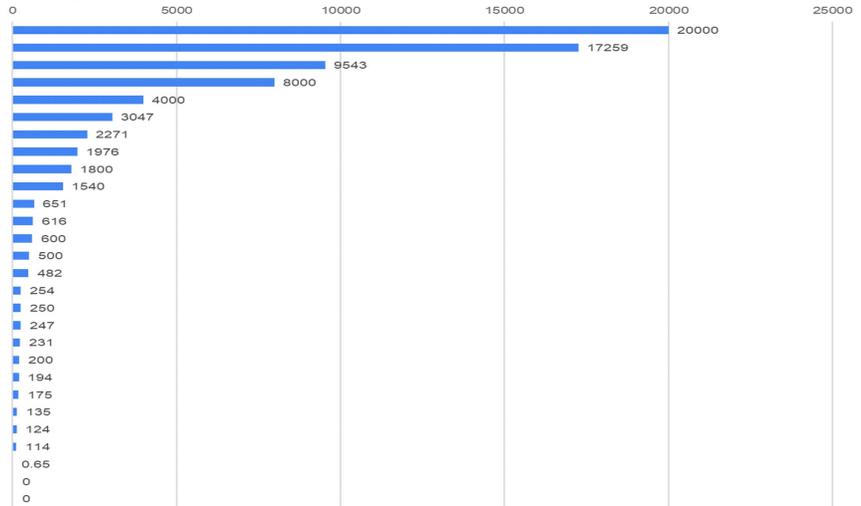
The following graphs show the type of data that we want to collect on an annual basis in order to measure changes and trends in our metrics.

In order to show the type of data that we can capture in chart form we have reduced the number of centres and anonymised them.

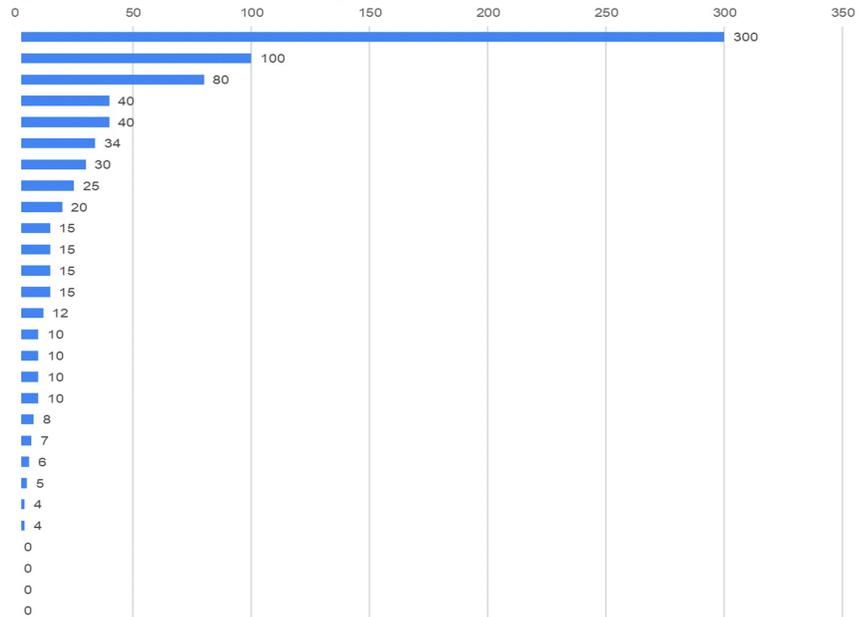
BW would like to stress that it is important to collate accurate data at your centre so that you can measure your impact. For BW, the information gathered enables us to look holistically at the data in order to better understand the issues across our global organisation. Additionally, we often receive requests from academic institutions asking BW for sample sets of anonymised data to assist in research.

Please see some examples of the data on the following pages.

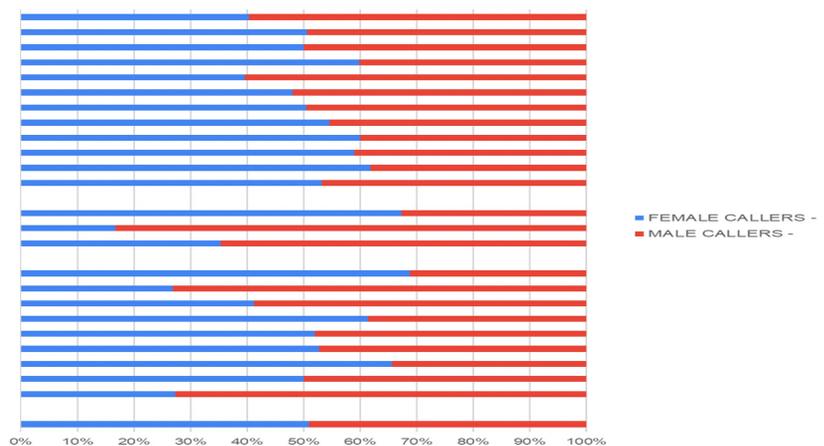
How many contacts had suicide thoughts in 2020?



How many volunteers did the help centres recruit in 2020?



BREAKDOWN OF MALE AND FEMALE CONTACTS



Welcome to two new members of the BW family



Eluliin is a lifeline emotional support service and is based in Estonia, with its headquarters in the capital, Tallinn. It has been providing emotional support services for nearly 25 years and will celebrate this milestone in June 2022. BW are delighted to welcome Eluliin and all its members.



BW would like to welcome Ngaymai which means “tomorrow is a new day,” and operates an emotional support organisation which was established in the Vietnam capital, Hanoi, in March 2021. Ngaymai has a strong resource pool of volunteers who are very enthusiastic to work with BW and its members around the world.

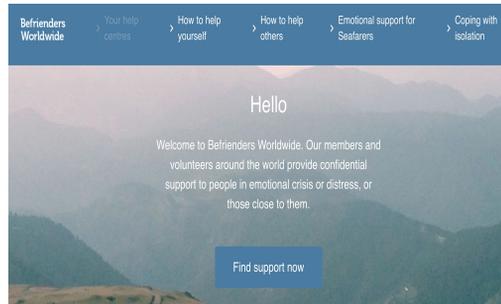
The Seafarers International Emotional Support Service (SIESS)

Seafarers are a vital link in the global supply chain and notwithstanding the pandemic, seafarers lives at sea are exposed to increased emotional issues due to longer voyages, loneliness and isolation, with resulting increases of anxiety and depression with regular thoughts concerning suicidal ideation.

On 1st November 2021, BW launched its emotional support service for seafarers at four (4) of its global centres: Southcoast Samaritans USA, Samaritans in Spain, Samaritans China / Hong Kong and In Touch Philippines. I would like to echo the sentiments of Neil in his welcome address and thank all of the four BW SIESS teams for their dedication, passion and commitment to help all seafarers with emotional distress.

The SIESS service has been possible thanks to the generosity of the Seafarers Charity Ltd which has provided the grant funding for the service to take place and BW would like to express our gratitude for the grant and for their trust in BW to deliver this service.

The help app has its own module - Emotional support for seafarers and when it is clicked, the following page appears as below.



Welcome to Befrienders Worldwide Seafarers' Page

If you have emotional concerns that are affecting you, please call now at the times listed below. Thank you.

You may call any centre (below) which is open – wherever you are in the world. They are open 7 days a week

Please say that you are a SEAFARER and you have contacted them via the Befrienders Worldwide website. (Of course, all calls remain strictly confidential and you need not give your name)

The current time is **14:53 UTC**
(This is the Coordinated Universal Time)

USA	Spain	CHINA/HK	Philippines
Samaritans Southcoast	Samaritans in Spain	The Samaritans	In Touch Philippines
Status: OPEN NOW	Status : OPEN NOW	Status: CLOSED	Status: OPEN NOW
Call +1 508 673 3720	Call +34 900 876 216	Call +852 2896 0000	Call +63 2 889 376 03
Operating hours:	Operating Hours:	Operating Hours:	Operating Hours:
From: 13:00 UTC To: 04:00 UTC	From: 09:00 UTC To: 21:00 UTC	From: 11:00 UTC To: 14:00 UTC	From: 16:00 UTC To: 15:59 UTC
Local Time: UTC-5 hrs	Local Time: UTC+1 hrs	Local Time: UTC+8 hrs	Local Time: UTC+8 hrs

Your call is important. If you cannot get through please wait and try again.

Since the launch of the service there have been 1,127 visitors to the page with a conversion rate of 35% (*Clicking on to the website or the phone number*).

The number of phone clicks is 204 as of 27th December. The home page has been accessed from 56 different countries in 12 languages. Not all clicks to the phone are followed through and during this 2-month trial period there may be some hesitancy to make contact with a SIESS volunteer. The service is being monitored very closely by BW and our service providers Base Creative.