

## A Message from the Chair

First, I am pleased to welcome Lifeline Ukraine to the BW family. It is always good to welcome new members to our community. It is however sad to welcome Lifeline Ukraine under such tragic national circumstances. As need for emotional support has grown in Ukraine, it is a testament to the strength of the BW network that Youthline in Lithuania, another of our members in the region, has been willing and able to offer support to callers from Ukraine. This has been both an additional workload for volunteers in Lithuania and has presented significant logistical challenges. Youthline deserve our thanks for their dedication, innovation and care in supporting our newest member organisation.

More broadly, this ability to help each other lies at the heart of the BW mission. Each of us and each of our centres works hard in their own context to meet the needs with which we are presented. But there are times when our best can feel it is not quite enough. It is then that the BW family is there to lend support. This ability to support each other is something that BW is seeking to improve and we hope to have some really useful developments in terms of connectivity and associated mutual support later in the year.

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Finally, I hope that you will enjoy reading this newsletter. It includes an interesting variety of articles from different centres and different perspectives. From these articles it is possible to see that although our contexts vary greatly, the core principles of teamwork, empathy and kindness lie at the heart of the work of all our members.

Thank you for your work in supporting those in crisis and for your commitment to Befrienders Worldwide.

Neil Hawkins  
Chair, Befrienders Worldwide

### To contact us:

To submit articles or information for the newsletter, please contact  
[communications@befrienders.org](mailto:communications@befrienders.org)

## Cyber Harassment

BW Sourire De Reda in partnership with Instagram Middle East and North Africa has launched a campaign to raise awareness on cyber harassment called **Click and Protect**



Social media is a place where people express themselves, get inspired, and connect with each other. And while the overwhelming majority of experiences people have online are positive, we know that many teens experience online bullying. The data collected by Sourire de Reda in this guide show that 62% of respondents have been victim of cyber harassment at least one time.

This is one time too many, and we need to address this. Instagram is committed to leading the fight against online harassment, and to making sure that social media is a safe and supportive place for all, especially for teens. This fight can only be won collectively and Sourire de Reda is a key partner in the fight against cyber harassment.

### **What is Cyber Harassment-**

Bullying that takes place on the social media and includes mockery, identity theft, threats, intimidation, insults, publications of a personal photo without consent, creation of a page or a group against a person, exclusion from a group on a website or a game.

## What is Harassment-Cont.

It may affect anyone not just youngsters and teenagers. Repeated violence that lasts a long time, and can be verbal, physical or emotional.

### SOUIRE DE REDA FIGURES ON HARASSMENT

Have you ever been the victim of physical or verbal harassment in your high school?

**YES**  
**51.9%**

Have you ever been violent towards someone?

**YES**  
**47.7%**

Have you ever witnessed an act of violence committed against a comrade?

**YES**  
**58.5%**

On the Internet, have you ever been a victim of humiliation or bullying?

**YES**  
**62.6%**

The survey was carried out by Sourire de Reda between 2012 and 2021 on a sample of 2683 young people.

How do victims feel when they are victims of cyber harassment? Several feelings are possible because we all react differently but common feelings are: anger, guilt, abandonment, betrayal, fear, loneliness, revenge, dark thoughts, shame, anxiety and self-esteem issues. Cyber harassment can lead to suicide.

The people carrying out the harassment do this because it gives them a feeling of power, revenge, popularity, wickedness and because they have self-confidence issues. Cyber harassment is often an expression of suffering.

Maybe the harasser is going through a difficult time. Unverbalised suffering can turn into violence directed towards oneself or towards others.

Witnesses to harassment often do nothing because they are indifferent, fear becoming a victim, do not know what to do or do not understand the impact of their silence. Witnesses often feel emotions comparable to those of the victims-we are all involved.

The victims can feel several emotions; each person reacts differently and can exhibit behaviour of, fear, loneliness, dark thoughts, shame, anxiety, betrayal, anger, guilt and abandonment. This is not right and something must be done.

## Protection tools against (Cyber)-Harassment

### Tool 1- Mute

Need a break from someone but do not want to unfollow or block? MUTE feature means that you will still be following them but it lets you decide when to view their content. Only you will know that you've muted them so you will not have to worry about causing offence or issues.

### Tool 3- Report

There is no place for bullying of any kind on Instagram. If you spot an account, photo, video, comment, message or story that is intended to bully or harass someone, report it within the app by tapping “...” on the top right corner of the post or profile, by swiping left on the comment, or by tapping and holding the message, and tapping “Report”.

### Tool 4- Filter the Comments

There are several options to help you manage the content you see and determine when comments are offensive or intended to bully or harass.

Instagram has built filters that automatically remove offensive words and phrases and bullying comments.

In the “**Settings**” go to “**Privacy**” and click on “**Hidden Words**”.

The filter “**hide offensive comments**” is automatically activated by default.

You can also control who comments on your content by for example limiting the comment option to people you follow. You can also choose to deactivate comments on your posts altogether. Or to hide your stories from certain people.

### Tool 2- Block

If you want to prevent all interactions with an account, you can block someone. This means that the person will not be able to see your profile, posts or stories on Instagram. People aren't notified when you block them, and you can unblock an account anytime if you choose



## PROTECTION TOOLS AGAINST (CYBER)-HARASSMENT

ASSOCIATION  
Société  
de l'Ontario  
1800-387-3877

Instagram

### Tool 5- Restrict or Limit

Protect your account from unwanted interactions. Once you Restrict someone, comments on your posts from that person will only be visible to that person.

You can choose to make a restricted person's comments visible to others by approving their comments. Restricted people won't be able to see when you're active on Instagram or when you've read their direct messages

## What to do if you are a Victim of Cyber Harassment

- Keep evidence by taking screenshots of insulting or defamatory comments;
- Log out from Social media;
- Remember that it's not your fault;
- Depending on the severity of the situation and when there is no way to find a solution report in police station accompanied with an adult;
- Don't respond to attacks and filter comments;
- Don't stay alone: Talk with people you trust or connect with a helpline in your country;
- Reports hateful behaviour and messages on the platform

### Resources

- Facebook
- Instagram
- Espace Maroc Cyber-confiance:  
<https://www.cyberconfiance.ma>
- Internet Watch  
Foundation:<https://report.iwf.org.uk/ma/>
- Sourire de Reda:  
[contact.sourire2reda@gmail.com](mailto:contact.sourire2reda@gmail.com)
- Helpline for Morocco:  
<https://www.stopsilence.org>
- Helpline worldwide: [www.befrienders.org](http://www.befrienders.org) to  
locate the helpline of your country



In 2020, Sourire de Reda became a reference NGO for Facebook and Instagram in the Middle East North Africa (MENA) region to help youngsters in suffering. Since 2021, Sourire de Reda is also a member of Enfance Maroc Cyberconfiance, the task force that launched the first reporting platform for online violence with several local and international partners (<https://cyberconfiance.ma/>).

Today, Sourire de Reda reinforces its mobilization against harassment and (cyber)-harassment by launching a joint campaign with Instagram called Click & Protect.

This campaign comes in videos in French and Darija, social media posts and an e-book. This e-book available in Arabic, French and English is meant to inform and raise awareness on (cyber)-harassment scourge that is alarmingly growing and to provide youngsters with concrete and actionable tools to protect themselves online.”

Meryeme Bouzidi Laraki  
President of Sourire de Reda

## **Bridging the Gap for Safety and Healing**

Around the world, bridge suicides have confounded suicide prevention organisations and volunteers as they struggle to find ways to address these tragedies. In Rhode Island, 2022 might bring a historic change that may inspire other befrienders worldwide to try again.

As of the printing of this article, more than 5,000 petition signers demonstrated their support for legislation mandating the installation of suicide prevention barriers on the Jamestown Verrazano, Newport/Pell and Mount Hope bridges over Narragansett Bay. The three bridges connect the internationally known summer vacation and sailing communities of Jamestown, Newport, Portsmouth and Bristol, Rhode Island.

The driving force for the petition and the legislation is the grassroots advocacy organisation Bridging the Gap for Safety and Healing, founded by Bryan Ganley, a Crisis Hotline/Listening Line volunteer for The Samaritans of Rhode Island for more than forty years as well as a survivor of suicides by family and friends and Melissa Cotta, a witness to a bridge jumper from the Mount Hope Bridge. Working on this issue since 2016, both Ganley and Cotta recently brought their passion and experience to a public hearing for the Senate legislation. They anticipated doing the same for the House legislation in the coming weeks.

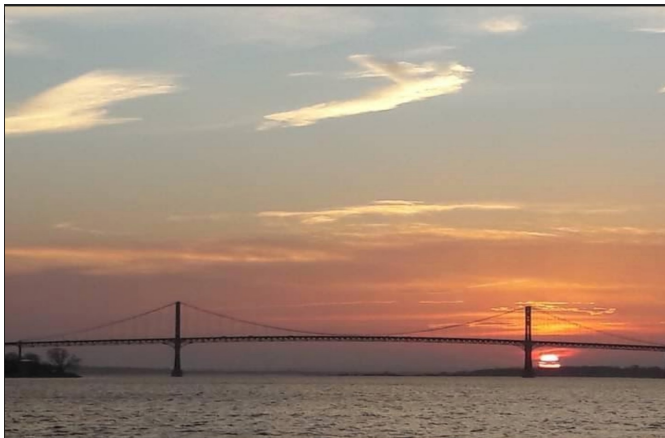


Before the pandemic, legislation was introduced in the Rhode Island General Assembly but was never brought to a vote. This year, with pandemic relief funding coming from the federal government to the states, all the parties involved are more hopeful that this might be the year a plan for engineering studies and installation of barriers becomes law.

The model for comparison and success cited by Ganley and Cotta is the Massachusetts Bourne and Sagamore bridges over the Cape Cod Canal. The U.S. Army Corps of Engineers manage both the canal and the bridges. Their written and verbal legislative testimony includes the following:

As per the Rhode Island Department of Health, from 2009-2018, there were at a minimum 33 bridge suicides in Bristol and Newport County. From November 2020 to October 2021, we know twelve (12) falls/suicides from Rhode Island's bridges over Narragansett Bay. Approximate total: 45. In comparison, per the Army Corps of Engineers, Cape Cod's Sagamore and Bourne bridges, where 12-foot-high suicide deterrent fences are installed, (the Corps) reported the following: "According to what information we have, during 28 years after the fencing was installed, between 1984 and 2012, a total of 7 persons committed suicide from the bridges. A far lower incidence rate than what was recorded for the years before the fencing was installed as part of the major rehabilitation project started in 1979." "Since 2013, we know of two attempts that were prevented thanks to the quick actions of state and local law enforcement officers".

The presence of fencing may deter attempts from occurring. It can also delay an attempt long enough to give law enforcement a chance to respond to an incident when one does occur successfully." The Corps acknowledges that additional incidents may have been reported to state or local authorities that they, the Corp, are unaware of.



The Cape Cod suicide prevention barriers, the first reported in the USA, were installed in the early 1980s through the advocacy and leadership of Monica Dickens, the great-granddaughter of Charles Dickens and the inspiration behind the creation of The Samaritans branches in the New England.

On April 3, 2022, the efforts to pass the legislation for suicide prevention barriers made front-page headlines in Rhode Island's Providence Sunday Journal newspaper. "Loaded guns for the Hopeless", written by reporter G. Wayne Miller includes video interviews with Ganley, Cotta, Samaritans of Rhode Island Executive Director Denise Panichas, a member of the Newport police and a survivor of a loved one's suicide from the Mount Hope Bridge.

A Google search will show more than 40 international, national, state and local news stories and web reports on this topic. Bridging the Gap for Safety and Healing also has a Facebook page.

To view the petition, visit: [tinyurl.com/ribridgingthegap](https://tinyurl.com/ribridgingthegap)

## In Search of a new Logo for BW

Help Please!

BW is also currently reviewing its key messaging and digital presence. As part of this review, we would like to ask for help designing a new BW logo.

BW is seeking a logo that can represent the idea of BW as the world's foremost suicide prevention network. If you have a volunteer interested in graphic design, please ask them to contribute. The logo design should:

Be a visual representation of the BW mission to link suicide prevention groups across the world.

It should be eye-catching and can include colour.

It should represent the compassion and community of the BW family

It can also include the text 'Global Suicide Prevention.'

The design selected will be used on the BW website and in all of BW's future communications.

The designer of the chosen logo will win a prize of \$250 US.

Closing date for designs: 31<sup>st</sup> May 2022

Designs should be sent to: [dlwwatkins@gmail.com](mailto:dlwwatkins@gmail.com)

## Our newest member of BW- Lifeline Ukraine



BW is delighted to be able to welcome Lifeline Ukraine as an honorary member of BW.

Lifeline Ukraine is a national, professional suicide prevention and mental health support hotline, operating 24 hours a day, seven days a week. Ukraine too often loses veterans to suicide, and this problem needs to be addressed.

Lifeline Ukraine was established to provide help for veterans and their family members. First and foremost, the hotline now serves all people from Ukraine in any language they choose. As mentioned by Neil in his opening address, BW is pleased that our team in Lithuania, Youth Line, is assisting Lifeline Ukraine in handling the high number of callers, reflecting BW's true spirit of collaboration and global connectivity.



## **Improving our Digital Presence for the organisation and our members**

As part of our digital review, BW is keen to introduce a “community platform,” an online tool where our members can connect more easily and exchange ideas.

A sub-committee made up of BW trustees has been working on reviewing and selecting the most suitable provider for the community platform. The platform will be fully customisable, which will allow us to design our architecture for the system.

Using a more dynamic communications platform to allow content to be shared will get our members more involved and enable them to share their own opinions and opportunities within the forum.

BW hopes that our members will see great value in how they can engage with each other autonomously through multiple channels and networking tools that the platform allows.

The sub-committee is now finalising the findings and will notify all BW members as soon as the review is complete.

## **Samaritans UK/ROI Core Development E-Learning Training**

Samaritans UK/ROI have kindly provided BW with a free 1-month trial to review a complete module for the Core Development E-Learning training.

This has been sent out to all our centres with instructions for logging in. BW is keen to allow our members to review the training content before deciding whether to use it.

Additionally, and very importantly, we have been working with our BW CHS Belgium team and their professional trainer Simon Dwyer on making sure that before embarking on a training programme using the E-Learning training modules, due consideration is given to the task ahead.

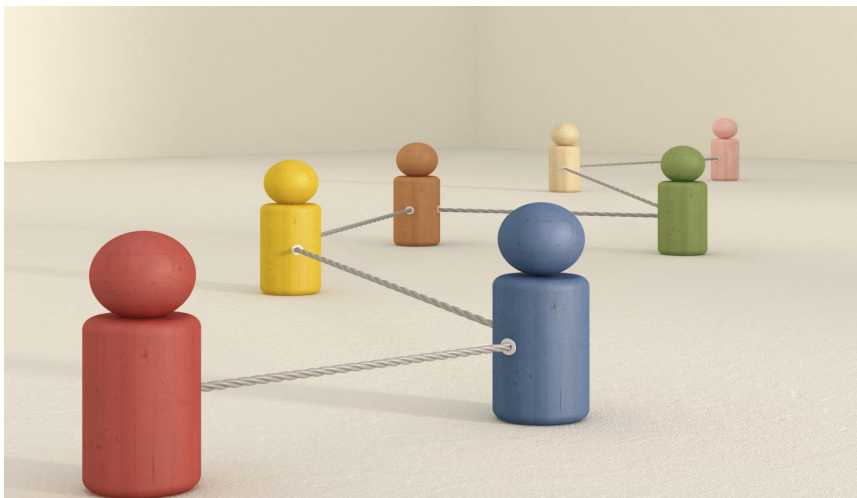
Working with BW, Simon has prepared a video that we will send to our members at no cost. The video will provide an overview of all the modules in the E-Training package with recommendations for identifying training needs and how they can be integrated into your organisation.

The video will cover:

**Training needs analysis-** Processes, Expectations and Barriers

**Training Portal and module Overview-** How does this training portal address your training needs and cultural differences?

**Implementation considerations-**What is required to achieve a sustainable training programme.



## **BUILDING YOUR PICTURE**

- Organisational Values and Expectations Primary Tasks
- Core skills
- Trainee and Trainer Module Content

The video should be used by those members tasked with training, executive members of each centre, and volunteer members.

There are several reflection pauses throughout the video where the training is stopped to allow discussion on the issues raised in the video.

BW looks forward to sending this out to all our members very soon following the final review by the BW sub-committee.