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The theoretical bases of the service «telephone helpline» in Ukraine

ABSTRACT. The article has actualized the problems of formation and development of the service “Telephone helpline” as the specific form of social-psychological support in Ukraine.

Keywords: “Telephone helpline”, social-psychological assistance, telephone consultancy, advisor, subscriber.

Introduction

Every person has life problems. You cannot always tell somebody about your experiences. Nowadays people are becoming to feel lack of attention in modern society. Sometimes people have different ideologies and don't understand each other.

The main fact of human being is real dialog between people, based on oneself recognizing, disposition to hear and availability to answer.

People suffer from different stresses in modern society. Peoples' individual values are endangering because of the political, economic and spiritual crisis. A person often feels emotional pain and loneliness even when is not alone. Interpersonal communication is often so shallow and illiterate, that is hard for some people to find friends and there is no one to talk in difficult times, to tell about their problems, to ask for advice and get support. That is why the services “Telephone helpline” are becoming more common phenomenon in our country in the last twenty years.

Assistance as an aspect of social work provides also a telephone consultancy. Its using has some specific of support and shows new prospects.

Therefore, the service “Telephone helpline” is actual in modern society because of the immediate support of everyone who needs it.

The research aim of the paper is to consider the features of “Telephone helpline” as a particular form of social-psychological support in Ukraine.

Literature review

Modern researches suggest that consultation is a form of social-pedagogical assistance that promotes personal social development, helping to make own choices in various life situations, to perceive yourself and others equally, develops clients' skills in overcoming difficulties and solving problems (S. Arkhypova, L. Zavatska, N. Zaveryko, I. Zvereva, G. Laktionova, T. Lyakh, H. Maiboroda, N. Nikitina, R. Ovcharova, A. Plakhotnik, A. Pozhydayeva, I. Trubavina, O. Tiutiunnyk, M. Shakurova and others). Some

aspects of theory and practice of consultation have been reflected in works by M. Diachenko, M. Zakharov, P. Kaluhin, P. Perepelytsia, B. Fedoryshyn (problems of professional consultation of youth); N. Lavrychenko, M. Tymenko, M. Tulenkov (foreign experience of youth consultation); A. Mahovikova (telephone consultation as a type of social-psychological assistance, social support of children and youth).

Nowadays we can speak about formation of integral system Telephone helpline.

The first attempts to organize a telephone helpline have been known from the beginning of XX century. In this regard, let us remind about an example from some sources about that in 1906, in New York, Protestant priest Harry Warren woke from night phone call, the man begged the priest to meet.

"Tomorrow – answer the priest - the church will be open in the morning". The next morning he learned that the man, who phoned, had committed the suicide. Alarmed priest gave an announcement in the newspaper: "Before living life, call me at any time." In the same year, Pastor Warren organized «League - save lives," which purpose was to provide moral and psychological support by phone. In this way the first prototype of "Telephone helpline" has appeared.

But using of telecommunication to provide "spiritual" support for lonely people, widespread only in the 50s, and especially - in the UK.

The service of psychological helpline was established only after the Second World War in Europe. In 1948 psychiatrists H.Hoff and E.Rynhel organized center "Medical care for tired of life." Then at first the telephone service and appointment were combined into a single complex. But the largest impact in the development of telephone assistance was made in 1953, which is deals with the activities of the English priest Chad Vara, founder of the volunteers - non-professionals to help those who need support and participation.

He announced his phone number and called all who are lonely, confused and people with intent to suicide call him. Suddenly for himself calls were more than he expected. Chad Vara called his help "listening therapy" [3]. Soon he has got a lot of supporters. Thus the movement "Samaritans" was founded which philosophy was based on respect and tolerance between peoples` relations. Then "Samaritans" became an international independent organization «Befrienders International». Number of telephone assistance services were increasing, forming developed system as a result. In 1959 in Geneva was established the International Information Center for mutual support these organizations. In 1960 the first meeting of emergency psychological assistance workers took place there [3].

The ideas of Chad Vara reached the socialistic countries in 1966. Organization of this assistance was initially difficult. In 1967 in Hdansk and Wroslaw began work two independent departments of assistance by phone. They were called "Telephone Helpline". (It is believed that this name become part of the professional lexicon and became generally known here thanks to the impact of Polish experience).

The fondation of telephone service had a vital society importance. It has demonstrated a new method of prevention pathologies in society. For the name "Telephone helpline" had been added a term "anonymous friend" to emphasize disinterestedness and confidentiality of assistance.

Firstly services "Telephone helpline" organized as centers of suicide prevention. Nowadays "Telephone helpline" provide services for persons with different emotional crises.

Despite the world recognition, the telephone assistance is comparatively new for Ukraine. The first service of telephone emergency assistance was established in Dnipropetrovsk in 1983 at the mental hospital.

During stagnation before developing system of telephone assistance services state and society did not consider it as a necessary part of social care.

With the easing administrative and bureaucratic pressure, preconditions for new services of emergency telephone assistance have appeared. In 1987 in Odessa "Youth Helpline" was organized at a charity fund as a non-profit public organization, from 1989 - "Telephone helpline" in Kiev at the city mental hospital. From 1989 in Poltava medical-psychiatric services "Telephone helpline" works at the regional drug treatment clinics.

On April, 1998 National Association of telephone advisors that includes Youth helplines at the centers of social services for family, children and youth was established by Ministry of Justice of Ukraine aimed to extend a system of helpline services [4].

Telephone helpline is a specialized formation of the Centers of social services for family, children and youth that provides expert emergency advice (anonymous and free of charge) by telephone to adolescents, youth and certain categories of people in crisis situations or when they need extra information on various issues [5]. T. Semyhina mentions that "Telephone helpline" is a form of social therapeutic care addressed to persons who are in crisis situations and seek help through telephone. Telephone helpline is structural section of social service or an independent specialized service, which activity aimed to expert emergency anonymous and free of charge psychological and psychotherapeutic care on telephone for adolescents, youth and certain categories of people in crisis situations or when they need information aimed to prevent delinquent, deviant and suicidal behavior [8].

The main tasks of Telephone helpline service are: social and social-pedagogical support for subscribes in solving their complicated life situations, prevention negative phenomena in youth environment, organize theoretical and practical activity in emission of telephone consultation, professional contacts with specialized services in our country and abroad [5].

Nowadays helpline services are differentiated by the following features: a focus on the target group (by age, problem or social grounds), the main method of work (telephone therapy, telephone consultation, "friendly advice"), their status (public, private, municipal, charitable), staff (professional, volunteer) [5].

Support by the service "Telephone Helpline" is free of charge and based on the principles of legality, humanism, recognition human (child) rights, accessibility, anonymity and confidentiality, professionalism, responsibility for observance of ethical and legal regulations, the absence of any political, ideological or religious pressure on the subscriber, voluntariness in acceptance help.

The role of telephone helpline is significant especially in situations of minimal opportunities to get qualified psychological advice.

The tasks of professional telephone consultation are:

- Providing accessibility and emergency of psychological telephone support for people regardless of their social status and place of residence;
- Providing asking for advice and help, trust during dialogue;
- Psychological consultation by telephone;
- Assistance in mobilization creative, intellectual, personal, moral and physical resources for solving crisis situations;
- Expansion subscribers` range of social and personal acceptable means to independently solving problems and overcoming difficulties, strengthening self-confidence;
- Informing about activity of social services and organizations;
- Referral to other services, organizations, institutions, promoting public appeal for help from professional psychologists (for full-time consultation);
- Making and circulation advertisement for information people about activity and services;
- Analysis of the reasons and sources of increased mental stresses of different age and social groups and informing about results to structures in the system of social care [1].

Advisory telephone assistance has a lot of advantages. Firstly, it is acceptable because of every day and around the clock helplines` work, and phone calls are possible in cases where there is no an opportunity to meet with a consultation personally. Secondly, telephone consultations are free of charge. Thirdly, anonymity and confidentiality between subscribe and consultant is guaranteed. Finally, the role of "Helpline" is not to organize traditional psychotherapy, but it is a way to save oneself from emotional stress, share their experiences, get support to change their painful emotional state.

The main technology of Telephone helpline is consultation. It is a procedure of examining client's problems, finding the ways to solve it and providing a necessary information. Consultation is a way of helping to one person by other using purposeful support for it [7].

Telephone support is provided by advisor. Advisor is a specialist who provides emergency psychological assistance by telephone. Subscriber is a person who applies for a psychological, information or law support on Telephone helpline.

Theoretical literature in the field of telephone consultation emphasizes main features of telephone support: range characteristics, a possibility to break off connection, «effect of trust» [6, c. 32].

As for range characteristics advisor can influences on subscriber in a distance. The sphere of professional activity extends from the cabinet that raises moral and professional responsibility for contact.

“Telephone Helpline” provides maximum privacy. Anonymity is incomplete even without the production of documents when you visit the specialist because the consultant communicates face-to-face with the client and can learn about him(her) then. Phone contact provides maximum anonymity [11].

Such feature as an opportunity to interrupt the contact is a subscriber's possibility to interrupt the conversation at any time. It is more difficult during consultations face-to-face.

Those who apply by phone may be at a considerable distance from each other, but their voices heard in the proximity, that subscriber and consultant are nearby in some sense. This property of telecommunication promotes rapid formation of trust in conversation, facilitates inclusion in the discussion of personal problems. "Effect of trust" helps the consultant to work and contributes to its success [10, p.45].

There are some faults in work of telephone service: interference and noise on the line may complicate contact; consultant has not nonverbal information about the subscriber's behavior; opportunity to interrupt the conversation at any time complicates the assistance.

Subjective and objective factors impact on effectiveness of consultation management in the process of interaction between participations. Among them are: insufficient professional preparing, lack of practical experience, inadequacy in professional roles, boundaries (as for results of consultation work and criterions of its effectiveness, excessive identification with clients); deficient level of emotional and social support from colleagues and directors; imperfection of organizational structures and working process; luck of motivation; insufficient participation and responsibility; personal qualities (shyness, diffidence, excessive softness); specific factors (for example, ethical dilemmas) [9].

The important aspect of preparing of specialists in the field of consultation services by the Telephone helpline is mastering of technology of advisory conversation as a base of professional interaction in the system “subscriber-consultation” and professional qualities development of specialist in the service of advice by phone.

H. Abramova, M. Obozov, M. Molokanov emphasize that consultant would be able to empathy, emotional support, have necessary level of personal and social responsibility, openness, communicability, stress tolerance. Moreover one of the important consultant's characteristics is tolerance. Tolerance is a recognition of the right on acceptance cultural, religious, national, behavioral, valuable and others diversity between people [2].

The psychological helpline services base on the values set by the Universal Declaration of Human Rights of the Organization of United Nations in its activities. First of all it is the recognition of the dignity of all people; right on respecting for his thoughts, desires and that for which the person actually lives. Therefore providing telephone assistance is an expression of respect for the subscriber.

Therefore, respect for subscriber is the first principle of consultation. It is very important for client to take a decision in life situation yourself. The task of telephone advisor is to determine own values, individuality and independence. You should not try to change the subscriber's person. Telephone advisor should determine his position in subscriber's issues. But it does not mean the manipulation or thrust advisor's opinion on client.

The second principle is subscriber`s safety. Subscriber should be sure in absolute confidentiality. No information from client may not disseminate outside the organization, if it is not received consent. The duty of telephone service workers is to strictly observe confidentiality.

The third principle is voluntary. The members of telephone service are paid workers and volunteers, who take a considerable part of them. They work in the team. Voluntary has particular importance for the work in telephone service, where client wait that he will speak like with friend [4].

It is a pity, but, as from experience, mostly of people do not apply for the “Telephone helpline” because of some stereotypes.

Some people confused with a psychologist and psychiatrist and think that this specialist refers only mentally ill people, in fact a psychologist working with healthy people.

Others suggest that seek assistance from a psychologist is a weakness. In this case, for some reason no one consider weakness to apply to a lawyer, dentist or to the tailor. Some people hesitate to talk about their feelings and experiences, believing that we would not discuss our family and personal problems with outsiders. But it is the ability to talk about everything that bothers remained not known in the telephone communication.

Anyone who used the service "Helpline" was assured that it would be listened attentively, help to defuse negative emotions, help to find a way out of the situation, provide practical advice. It is need to talk to a wider audience, knowing that to be informed about the possibility of getting such services in time is very important.

Conclusions

Therefore, “Telephone helpline” is a way of providing emergency support for different groups in crisis or depression. Psychologists, social workers, doctors have to provide support for clients in reflection their feelings. Even before suicide a person wants to live and hope that it would be saved. World experience said that these forms of support are useful and necessary.

Deficient of information about helpline services is actual problem for our country.

Advertising often only repels potential clients because of presentation helpline service as treatment of diseases. Thus, a person does not feel himself as a client but as a patient, sick person. In addition, the mass media disseminate information according to that persons seek for help, supposedly get ready pattern of solving problem. It contradicts to one of the main principles of social work - self-help.

Nowadays, telephone consultation covers a variety of problems of people of all ages. The advisor use consultation technics and approaches according to the content ot clients` problems.

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