

Samaritans approach to community-based hotlines

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History and Scope of the Samaritans

- 1953 founded in the United Kingdom
- More than 40 countries and 50,000 volunteers
- 1st branch in the United States founded in 1974 – today 9 branches in 4 northeast states: 2 in New York; 2 in New Hampshire; 4 in Massachusetts; 1 in Rhode Island
- Samaritans represented at the National Strategy Council
- Samaritans involved in Regional/State activities
- Local Presence in each of our communities

What makes us unique – The Samaritans “Befriending” Model

- What is befriending?
- The 5 C's
 - Caring
 - Comfort
 - Communications
 - Community
 - Catharsis
- The role of active listening
- Adaptable to every culture, individual or profession

Volunteers are at our core

- Services provided to the isolated, despairing and suicidal by selected, trained, supported volunteers
- Volunteer profile
- Volunteer recruitment
- Volunteer commitment
- Volunteer support

Hotline Volunteer Training

- Learning to listen
- It's not about me
- Warning signs & risk assessment
- Expecting the unexpected
- It's about about how we live our lives

Community Education & Outreach

- Suicide prevention happens as we are there for people in crisis and when we educate the community about suicide prevention strategies
- Schools, social service agencies, businesses
- Gatekeepers
- What to notice, what to say, what to do

Survivor Support Groups

- Suicide prevention efforts – prevention, intervention, post-vention
- Working with survivors is both post-vention and prevention
- SafePlace is a facilitated support group for suicide survivors
- Free service, attend as often and for as long as needed

How we integrate with other suicide prevention efforts

- National, regional and state suicide prevention efforts
- Collaborations with other suicide prevention organizations – NAMI, AFSP, Departments of Public Health, Mental Health
- Links to other mental health services in the community

Questions & Discussion
