



# SUICIDE ÉCOUTE IN A NUTSHELL...

## HISTORY AND PILLARS

- Created in 1994
- Co-founder Member of the UNPS<sup>1</sup>
- Awarded the seal of quality 'Aide en Santé' ( 'Health Help' ), from the INPES<sup>2</sup>, certifying the reliability of the service, in 2015
- Objective: Providing Help through Listening
- Ethics pillars: **Anonymity, No Judgement, No Advice**
- Free of political and religious opinions
- **24/7**, Volunteers only

## FINANCES

### BUDGET

Annual Budget : 90 k€

### INCOME

- Donations : 35%
- Administrations/Insurance Companies/Others :

INPES<sup>3</sup>, DGCS<sup>4</sup> / Paris / CRAMIF<sup>5</sup> / Fondation Sainte Geneviève<sup>6</sup>: 65%

### EXPENSES

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<sup>1</sup> National Union for Suicide Prevention (group of associations)

<sup>2</sup> National Institute for the Prevention & Education to Health

<sup>3</sup> This Institute has been renamed 'Santé publique France' (France public Health)

<sup>4</sup> General Direction for Social Cohesion

<sup>5</sup> Regional health insurance fund

<sup>6</sup> Christian Foundation

- Rent / Insurance / Electricity / Phone / Documentation : 35%
- Recruitment 30%
- Advertising: 35%

## RECRUITEMENT

Based on advertising campaigns, and Web site.

## RECRUITING PROCESS

- Interested people contact us (phone, web, mail) and are sent a form
- They fill in this form (motivation, etc.), and send it back to us
- Once the form is received, they are called, to check certain points
- If satisfactory, they will have two interviews, with two different recruiters
- If the two recruiters give their approval, the applicant can start the training process

## FIGURES

- In 2010, among 200 people applying, only 10 were retained.
- In 2017, **130 people applied**, 36 went through a first interview/call, 27 through a first interview/meeting, 21 through a second interview/meeting, 19 started the training, and **9 were finally retained**.

Note: Both the Applicant and SE<sup>7</sup> can stop the training of an applicant, at any moment

## TRAINING OF APPLICANTS

### DURATION

4 to 6 months

### PROGRAM

It consists of:

- At least fourteen 4h-training sessions with a trainer
- Four "theoretical" sessions (2h each), with a professional .

### DECISION

The decision of the recruiters, trainers, and the professional, for accepting a new listener, is

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<sup>7</sup> SE stands for Suicide Ecoute

based on the following criteria:

- evaluation of risk for the group
- evaluation of risk for the applicant
- proper usage of silence on the phone
- ability to respect the ethics (particularly regarding "no advice")
- patience
- ability to forget, in order to receive each call as if it were the first call of the caller;
- ability to find a proper relationship with a caller
- ability to adapt to any kind of call (vocabulary, silence, words, presence, ..)
- ability to deal with frustrations (no advice, no follow-up, difficulty to know whether you've been useful, failure to help a caller despite the wish to do so, the impossibility to really understand the situation...)

## TRAINERS

Trainers are co-opted by the existing group of trainers ; not all listeners are trainers. This requires some experience with the association, and some pedagogical skills.

## CALLS

### NUMBER

SE handles about 19,000 calls per year

### PROFILES

40% of the calls are from men and 60% from women, of all ages and social conditions

Most people calling (80%) are under the care of a psychiatrist, a psychologist, a psychoanalyst or a therapist.

50% of calls come from very regular callers

### ORIGIN

People call from Paris (23%), other regions of France including French overseas territory (77%)

### DURATION

Average duration of a call : 20 min.

### SUICIDE

SE receives sometimes calls from people who are in the process of a suicide attempt while



on the phone.

This kind of call occurs very infrequently. When a caller has swallowed a lot of drugs/medicine, a SE listener may suggest, depending on the call :

- either that the caller call for help (firemen, emergency services) - it is always better when the caller can call emergency services by himself –
- or that SE call help for the caller, provided of course the caller accepts to give his name/address/phone number.

## ANONYMITY

Of course, a listener at SE will never ask for the name or phone number of a caller – except under the exceptional case given above under “SUICIDE”, and even in those cases, it seldom occurs.

Note: Each call is regarded as a first call, despite SE receiving recurrent calls from some people. No follow up or tracking is ensured.

## ADVICE

While professional caregivers who know the caller can give advice, our ethics lead us to provide none.

Moreover, our ethics mention "No judgement" and, obviously, providing any advice requires an initial judgement of the situation, its reality, or of the caller.

Specific cases: people calling for a third party considering committing suicide. Nevertheless, even then, advice is usually not at all the core of such calls, since even those people call to be listened to.

## MEMBERS INVOLVEMENT REQUIRED

### DURATION

People joining SE are expected to remain active members (listeners) for at least 2 years

## LISTENING SESSIONS

SE members are asked to do a minimum of 48 four-hour listening sessions per year, including 12 sessions at night<sup>8</sup>.

The listener registers for a slot with the listener responsible for the schedule of listening sessions. This schedule responsibility is held for three weeks by one volunteer, and then transferred to another volunteer

## DEBRIEFING

SE members must attend a monthly debriefing with a professional.

Three dates are provided monthly, to make it possible for listeners to organize their schedule. A debriefing lasts three hours supervised by the professional

## TRAINING SESSIONS

Once or twice a year, training sessions are provided, on a specific topic (teenagers and suicide, etc...)

## PRACTICE

SE listeners have a yearly check of their listening practice with a fellow listener

## MEMBERS PROFILES

### TYPES

There are three member profiles:

- listeners (people who answer calls)
- administrative staff (secretary, accountant...)
- honorary members (people who have been members of SE in the past, none of these members are active listeners)

### NUMBER

We are about 55 listeners, 4 administrative members, and about 26 honorary members.

### GENDER

Among listeners, SE have 58% women, 42% men

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<sup>8</sup> Night : between 00 :00 and 08 :00 am

## AGES

The youngest listener is 26 years old (minimum age)

## SOCIAL BACKGROUNDS

There are active and retired people in SE, from very different professional backgrounds and nationalities.

## OTHER ACTIVITIES

### EXTERNAL

- Booths in some fairs
- Lectures for some public authorities (police, social workers, Universities ‘Café Santé’, ...)
- UNPS, involvement in national and World Days for the prevention of Suicide
- Relationships with other associations (SOS Help, SOS Homophobia, SOS Amitié, ...)
- Web site
- Chat / Mail : to be developed

### INTERNAL

- Internal Bulletin, every four months
- SE library management
- Administration :
  - board, interviews, recruitment actions (magazines, radio, forums, ...), sending requested documentation
  - actions to make our phone number known (radio, association, meeting with doctors, )
  - internal documentation
  - fund raising for publicizing SE's phone number, for recruiting new listeners and to cover general expenses (rent, electricity...)

Paris, September 2018

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