



‘How to set-up a Psychological Counseling Helpline in the COVID-19 context?’

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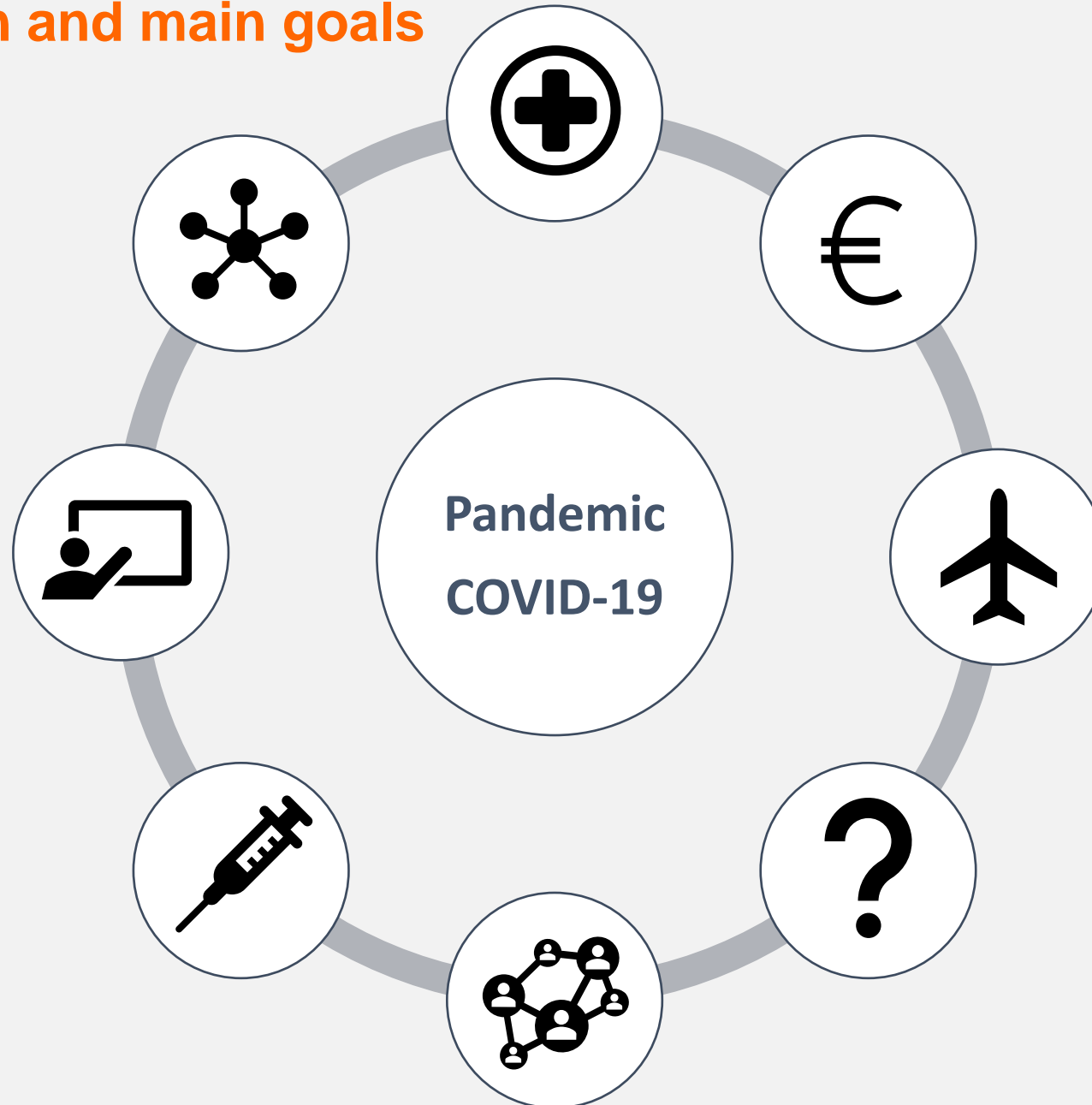
SUMMARY

1. Contextualization of the pandemic situation and the need for responses focused on emotional support and promoting psychological resilience
2. Articulation with national health authorities and other partners
3. Psychological intervention in crisis situations
4. Technical requirements and training of Psychologists
5. Psychological intervention protocol design and conception
6. Technical and scientific supervision
7. Troubleshooting

Q & A

1. CONTEXTUALIZATION AND MAIN GOALS

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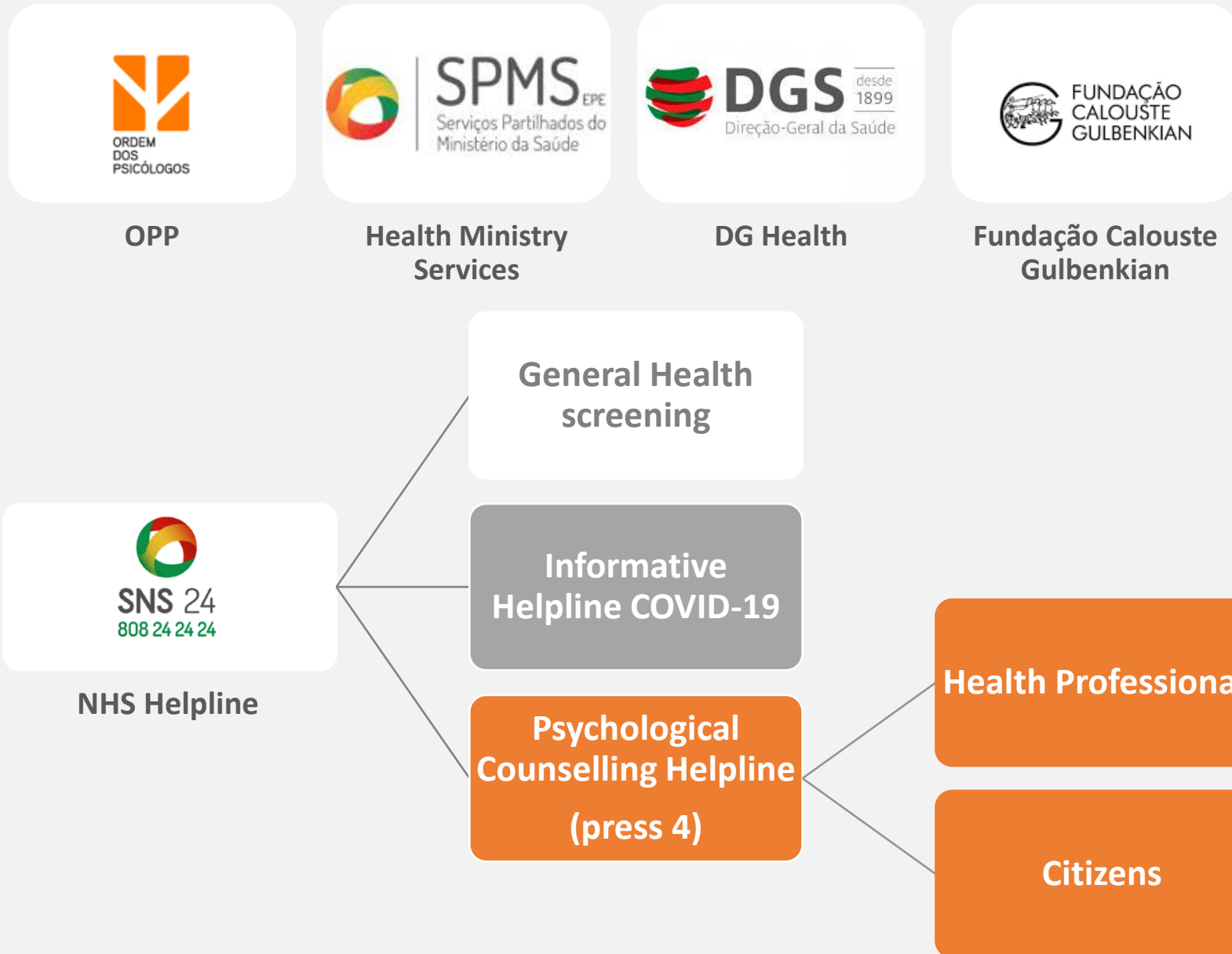


1. Contextualization and main goals

- Provide **psychological support in a crisis situation** through brief psychological counseling via telephone to adolescents and adults (health professionals and non-health professionals);
- Provide a response to the emotional impact generated by the COVID-19 pandemic based on **stress and anxiety management strategies**;
- Contribute to the **ability to manage emotions in crisis situations** through psychological counselling via telephone (and not through psychotherapeutic support);
- Contribute to **reducing the likelihood of developing psychological health problems** resulting from experiencing a crisis situation, through psychological resilience factor;
- Promote the adoption of **pro-health and pro-social behaviors** through guidance for website with information and content on psychological health literacy.

2. ARTICULATION WITH NATIONAL HEALTH AUTHORITIES AND OTHER PARTNERS

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3. PSYCHOLOGICAL INTERVENTION IN CRISIS SITUATIONS

3. Psychological intervention in crisis situations

Psychological First Aid
(five principles - Hobfoll)

counselling

information

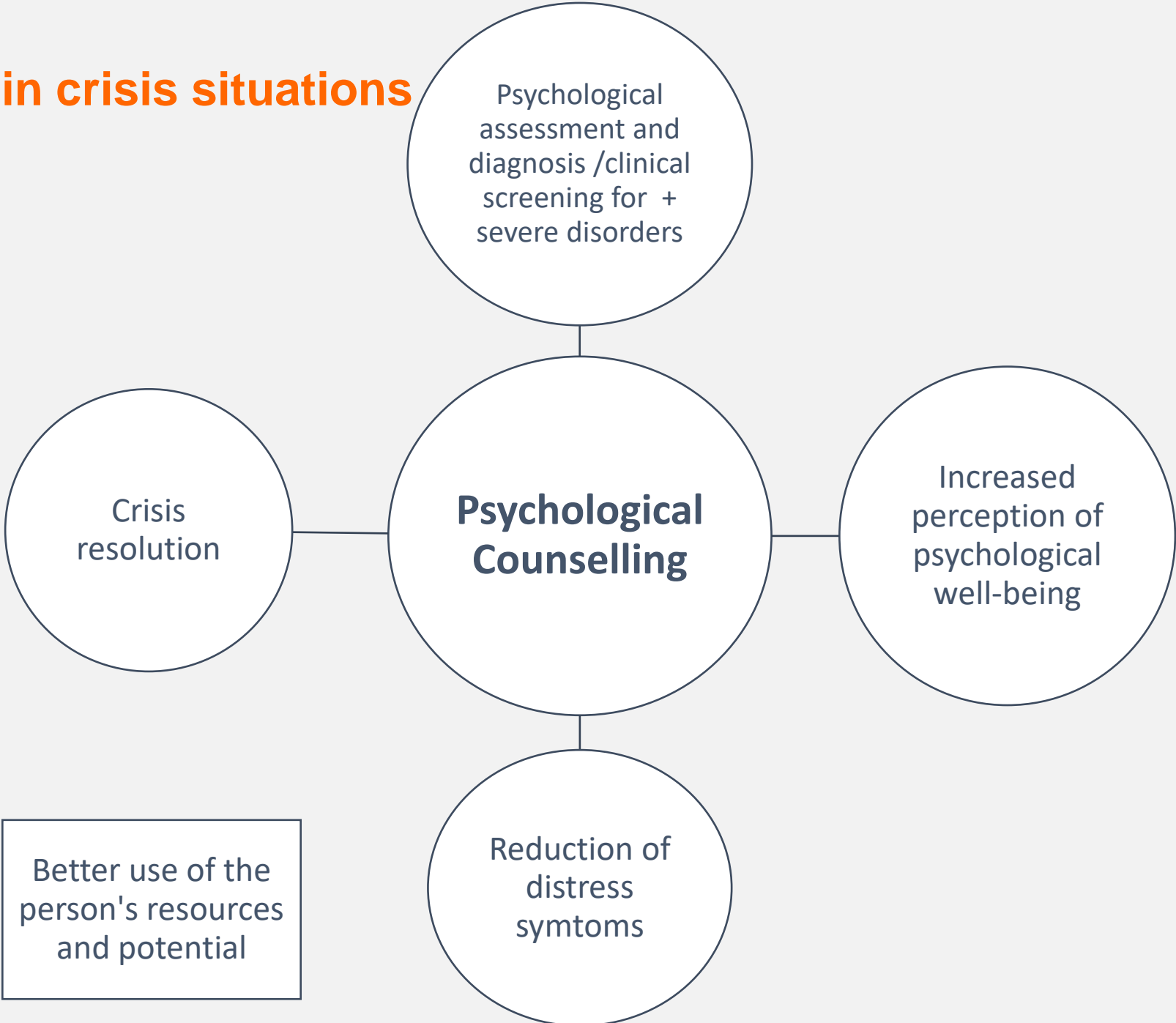
referral

follow-up

Decision making

Problem solving

Better use of the person's resources and potential



4. TECHNICAL REQUIREMENTS AND TRAININGS OF PSYCHOLOGISTS

4. Technical requirements and trainings of Psychologists



4. Technical requirements and trainings of Psychologists

OPP e-learning
Training Course
'Psychological
Counselling Helpline'

A. Psychological Counselling model

B. Psychological assessment /screening and referral criteria for intervention

C. Psychological First Aid

D. Psychological Counselling on different disorders

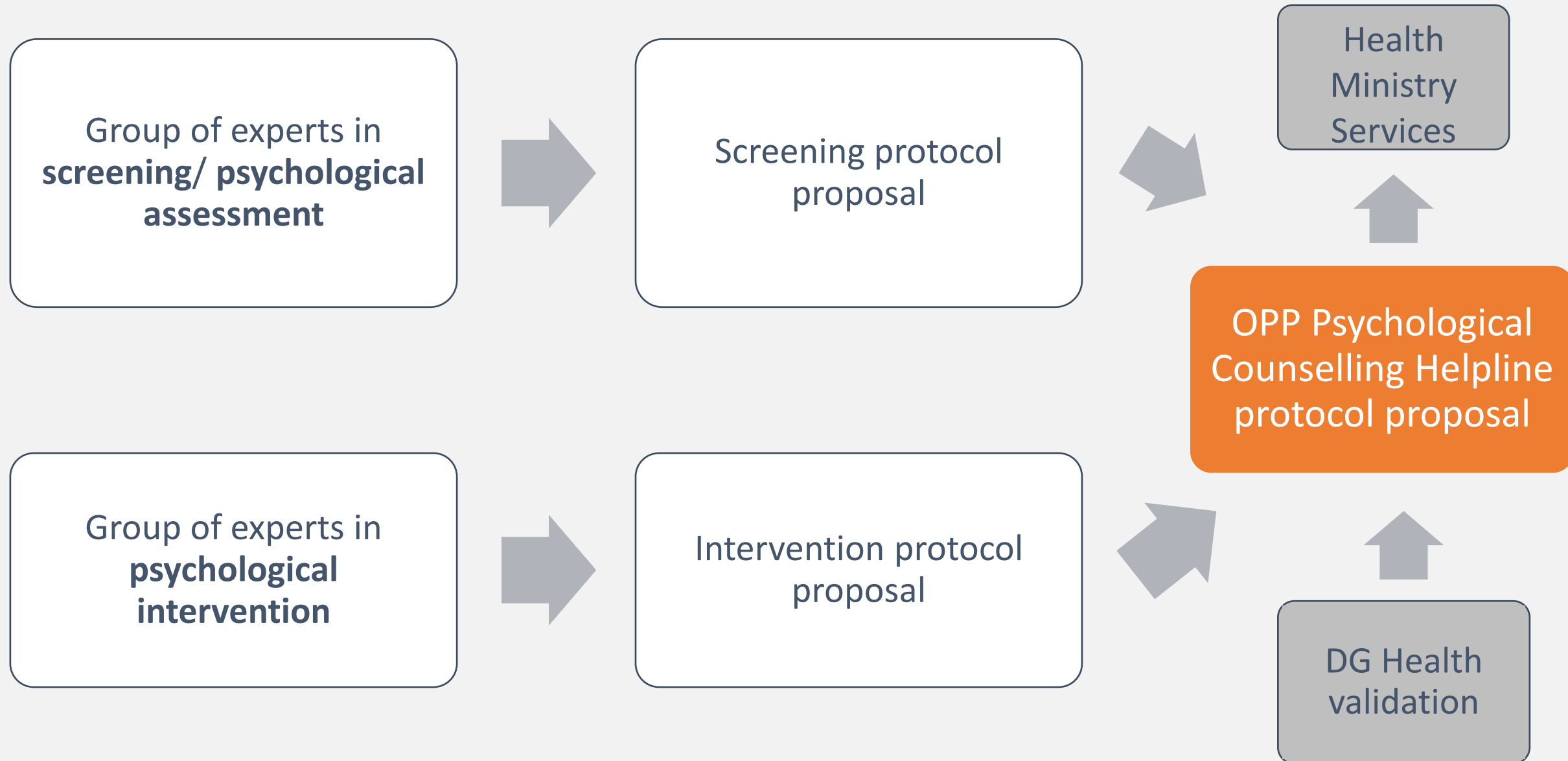
E. Intervention with specific groups (adolescents, elderly adults)

F. Referrals and follow-up

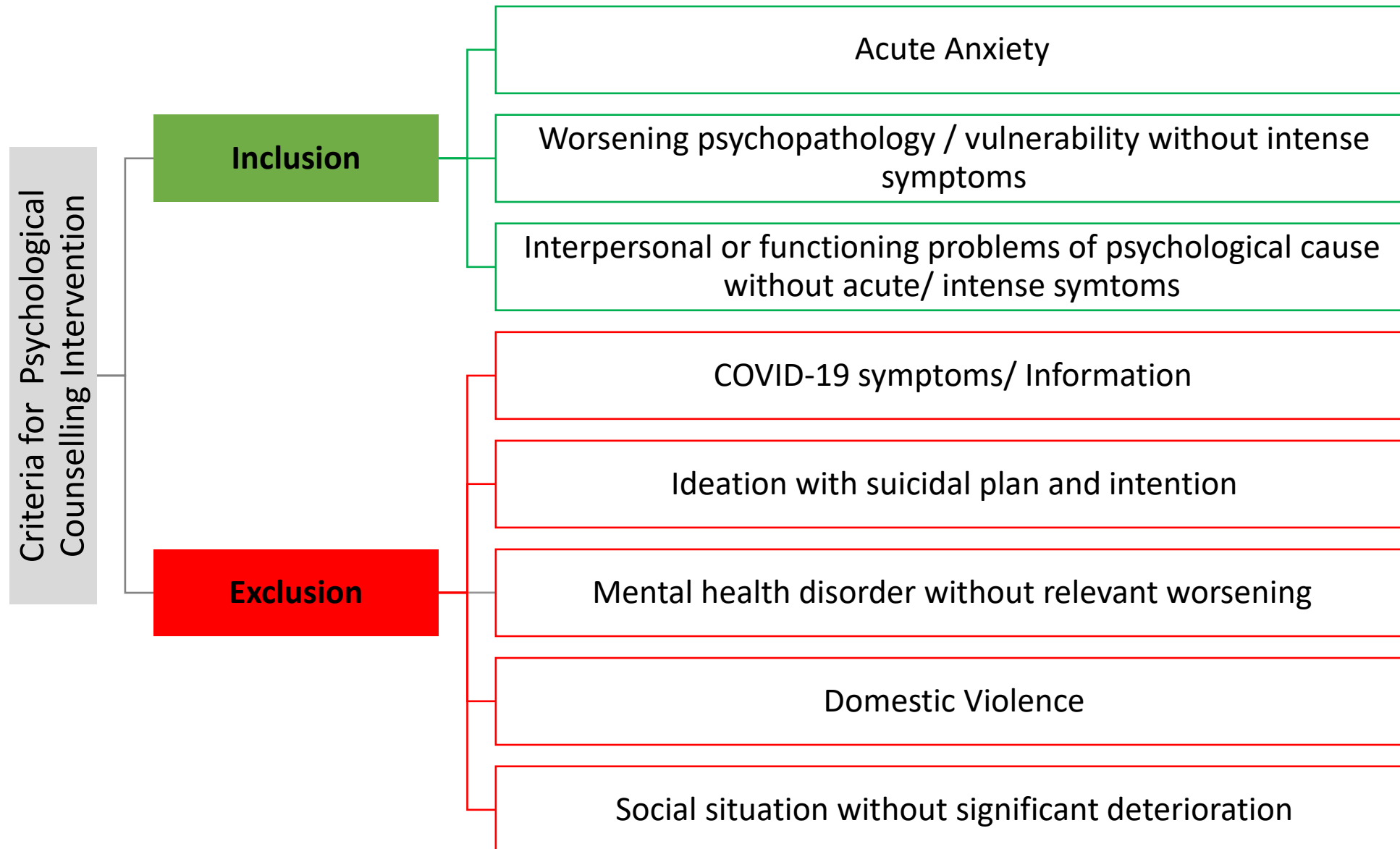
G. Ethics and professional decision making

5. PSYCHOLOGICAL INTERVENTION PROTOCOL DESIGN AND CONCEPTION

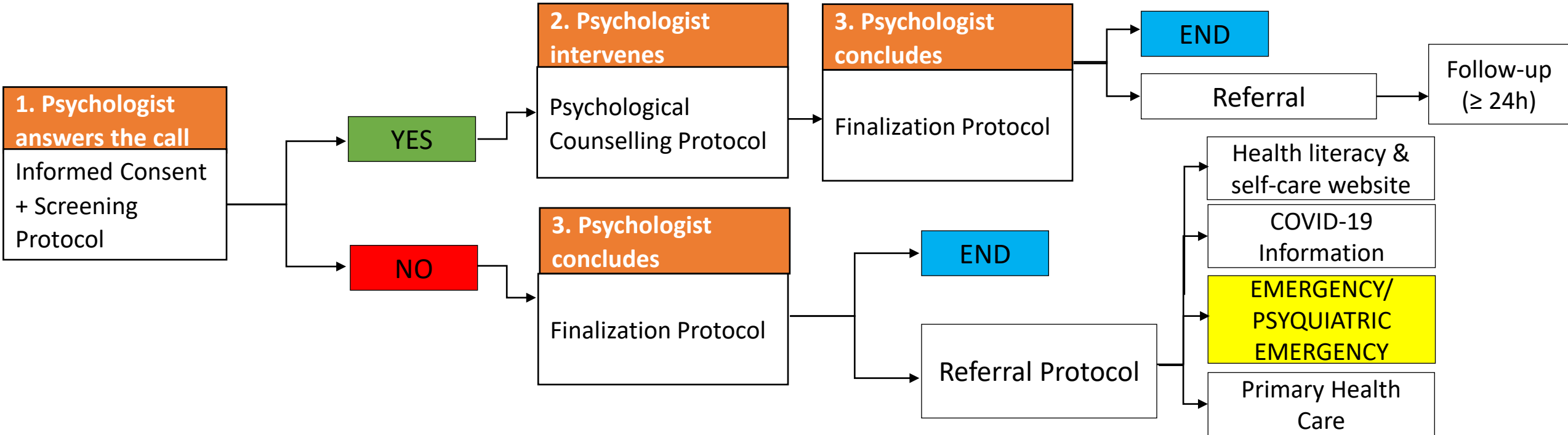
5. Psychological intervention protocol design and conception



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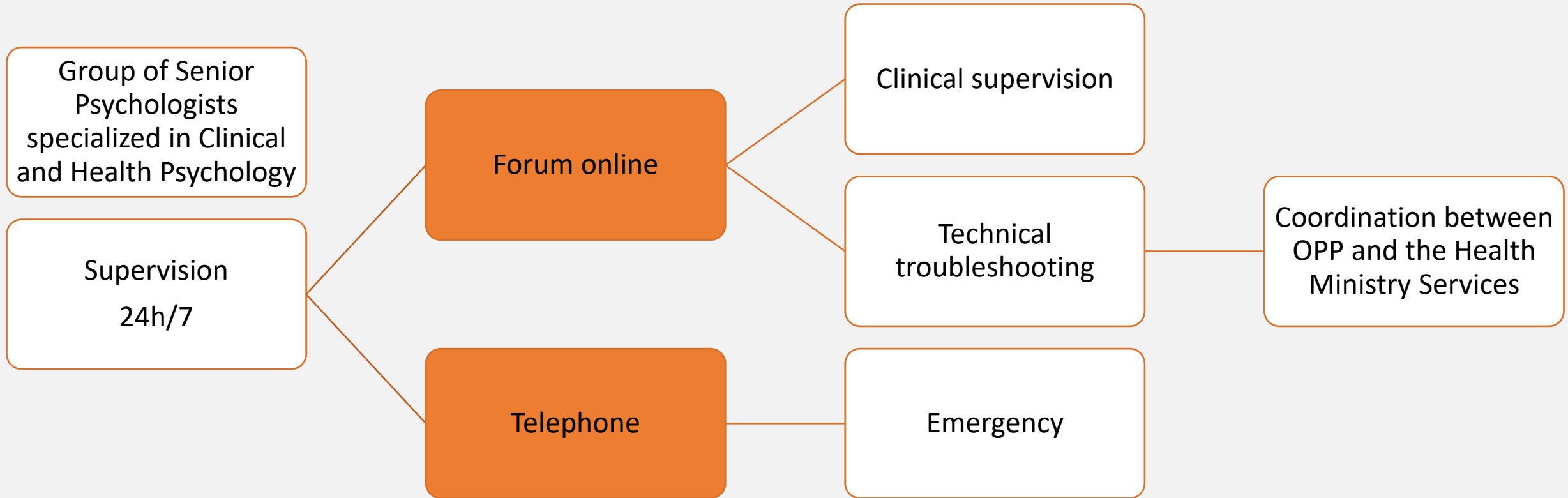


5. Psychological intervention protocol design and conception



6. TECHNICAL AND SCIENTIFIC SUPERVISION

6. Technical and scientific supervision



7. TROUBLESHOOTING

7. Troubleshooting

- ↘ Time frame
- ↘ Financial model / sustainability
- ↘ Public procurement (HR)
- ↘ Technological infra-structure (web app)
- ↘ Other Mental Health players
- ↘ Problems related to referrals due to psychiatric emergencies
- ↘ Communication and dissemination strategy



Obrigada!
Thank you!

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