

2012
Dublin Branch
Annual Report

SAMARITANS

Life's worth talking about

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DIRECTOR'S REPORT

*"The friend who can be silent with us in a moment of confusion or despair, who can stay with us in an hour of grief and bereavement, who can tolerate not knowing... not healing...not curing...that is a friend indeed"-
Henri Nouwen.*



Samaritans' vision is that fewer people die by suicide.

Dublin Samaritans works to achieve this vision by being available 24 hours a day offering confidential emotional support to our callers. Within the branch

we do this by phone, text, email, face-to-face contact and letter writing, receiving 80,000 contacts in the past year. We also reach out to callers through our many outreach programmes in schools and hospitals and through contact with vulnerable groups in our local community. We support the seven prisons in Dublin, including the provision and support of Listener schemes in six of the prisons. Young offenders in St Patrick's Institution are visited by our volunteers on a weekly basis. The objectives of our work are to assist in reducing the number of suicides, reducing self-harm and helping to alleviate the feelings of those in distress.

Each year for the past three years we have held a week-long community initiative outside our branch. This year we visited Dublin's North Inner City, raising awareness of Samaritans, offering emotional support and linking up with groups in the area. During the week we spoke with approximately 7,000 people in the North Inner City area.

In the Dublin branch we have 280 active volunteers who, along with two branch support staff, ensure we are available to our callers 365 days a year. This year we invited interested members from the wider Dublin area to attend four open information nights where they learned more about our work. Some proceeded through a selection process and participated in one of the three Samaritans Initial Training sessions we ran during the year, resulting in 58 new volunteers joining our branch. We are very aware of the continuing increase in intensity of the calls we receive and are constantly looking at new ways of reaching out to our callers.

One of the initiatives that we hope will benefit our callers is our new freephone number. The European Commission decided that services of extreme social value should

have the same memorable number in all Member States. These numbers begin with the prefix 116, and **are free of charge for the caller**. The number 116 123 is assigned to emotional support help lines. Samaritans was awarded the free emotional support number in Ireland and the UK. TIF, the main telephony providers in Ireland, have committed to fund Samaritans' new freephone number for a period of two years and we hope to 'go live' with this number in the spring of 2013.

Our founder, Chad Varah, said of our callers: "We must try to find out what they are looking for, where they are going, and help them to grow from that point – from their point, not from our point." During 2010, brand research was carried out in consultation with callers, volunteers and the general public. The results of this research, together with the findings of a research project on our service carried out by the University of Nottingham, formed the basis of some changes to the way we present ourselves. Samaritan's



DIRECTOR'S REPORT

vision and mission will not change however. The new brand was launched in July and will be fully incorporated by March 2014.

This is the last report I will be writing as Director and I would like to take this opportunity to thank all the volunteers in the Dublin branch who have given me so much support during my three years in this role. A heartfelt 'thank you' too to the Dublin branch Chair, Malachy, and the Committee who give so generously of their time and expertise. To Dara and Annemarie in the branch support office, thank you both for your endless support. No task is ever too much for you and I really appreciate your help and guidance.

Finally, I would like to thank my Deputy Directors - Dorothy, Frances, John, Joy, Liam, Mary, Mary, Roger and Rosemary - who along with their teams have been totally committed to the running of our branch. Their wonderful energy and enthusiasm over the past three years has enabled the continued growth and development of our work within and outside our branch, always keeping our caller at the heart of our work. The support they have given me as Director goes beyond words and I deeply appreciate their continued effort and commitment.

Eileen Foley



CHAIRPERSON'S REPORT



The Committee in the branch is responsible for the administrative and financial affairs of Dublin Samaritans. The work of the Committee is to support the objectives of the charity and to ensure we are in a position to provide our service to callers 24/7, 365 days a year.

The Committee began the year with trustee training given

by Anthony, emphasising the individual and collective responsibilities of Committee members. All matters brought forward or to be decided upon were dealt with at the monthly meetings in an efficient manner, discussed, debated and progressed.

My thanks to my fellow Committee members for their time and commitment and the courtesy extended to the Chair throughout the year.

Finances are always a concern and one of the Committee's aims is to identify and source funding for the branch wherever possible. As an organisation and a branch, we have a positive and solid reputation and when we do seek contributions, we are fortunate to receive support from the public, companies and some corporations. This support can be monetary, goods or services and to all our supporters I would like to extend a very big thank you.

However, these are difficult times and raising and maintaining funding is increasingly difficult. In addition to our 'regular sources' of funding, we are attempting to source sustainable funding, which, if in place for a number of years, would greatly assist us in maintaining and expanding services and awareness of Samaritans to those in distress. We are most appreciative of those involved in this challenging area of funding, which is currently under the stewardship of David.

Our predecessors had great foresight in securing the present branch building. Over the last number of years we have had a policy of staged maintenance which has resulted in a building which is very serviceable and suitable for our needs, with a good and comfortable working environment for volunteers. As a result, we do not envisage that we will incur any major expenditure on the building in the coming year. Provision has been made for the installation of a generator to guarantee power in the event of a power failure. This not only safeguards our branch functions but also national operations as the regional telephone system is housed in the branch. I would like to thank our two volunteers, Bill and Bill, for their not

inconsiderable time and efforts in maintaining our building.

Another area of concern during the year was the branch's administration software system. The system needed to be upgraded and the outlay involved in changing and updating the system warranted a review on cost and performance grounds. David and Annemarie subsequently evaluated systems operating throughout the Samaritans organisation and, following a lengthy and detailed analysis, the Committee was asked to fund the replacement of the existing system, which was approved. The branch now has a system with many enhanced features that will benefit volunteers and the directorate and is widely used within the Samaritans organisation.

Chairpersons from branches around the country meet during the year to discuss concerns and share ideas and suggestions. These meetings were held in April and November this year.

While I have always been aware of the input of time and efforts by volunteers and staff, my first year as Chairperson has shown me that I underestimated the levels of commitment and dedication of all those involved in the operation of Dublin branch. It is very clear that many people are making efforts above and beyond the call of 'normal duties' and this is reflected in the high standards shown by those involved in all our activities. I also fully appreciate the amount of work undertaken by Dara and Annemarie, their professionalism and the manner in which they carry out their duties.

As my term of office begins, that of our Director Eileen and her directorate is drawing to a close. Eileen and her team of Deputy Directors have been exemplary in their roles and have admirably faced the challenges of providing service to callers and support to volunteers. Again, the time, personal sacrifice and commitment shown by Eileen and her team is considerable. On behalf of volunteers and our callers, I would like to express our thanks.

We look forward to welcoming a new Director and directorate in the coming months – they can be assured of our support over the next three years as they continue to further the aims and ethos of Samaritans in Dublin.

A final thank you to my trusted lieutenants, Aidan (Treasurer) and Mary (Secretary), to my predecessor Bernie (for being there!) and all those who have helped and supported me in the last year.

A handwritten signature in black ink, appearing to read 'Malachy Quinn'.

Malachy Quinn

PUBLICITY OFFICER'S REPORT

This year has been another busy one for publicity as we have strived to raise awareness of the Samaritans organisation in Dublin.

During the year, we updated and expanded Dublin Samaritans' website. Our online presence has also been enhanced by our Facebook page, which is actively promoted and constantly updated. Through the use of stories from the media as well as images from Samaritans events and notices of upcoming events, the newsfeed on the site has been kept moving at a pace. This has resulted in 3,617 followers as this Annual Report goes to print.



This year's Junior and Leaving Cert campaign was once again based around the re-use of materials produced in previous years, thus saving on the costs of designing a new campaign. The campaign was based on both bus back advertising and internal posters in Dublin Bus buses. Campaign posters were sent to each of the 189 second-level institutions in the Dublin area and a number of billboards were displayed throughout the city.

As ever, a significant part of the Publicity Committee's brief is the dissemination of information internally amongst our own volunteers. One of the ways in which we do this is by

publishing a newsletter twice a year. This year's copies in January and July once again met the high standards set in recent years.

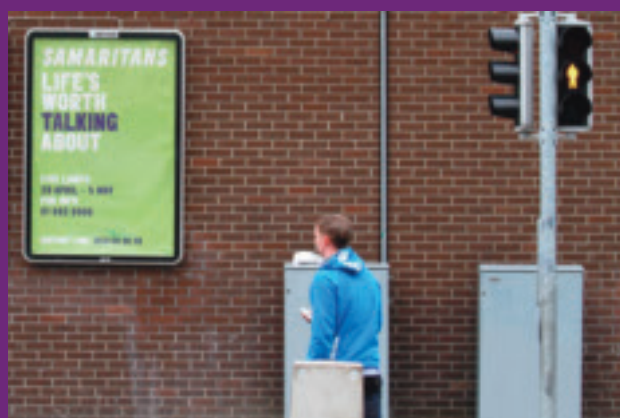
We marked Samaritans' annual awareness day on 24 July (24:7) with stands in the Blanchardstown and St Stephen's Green shopping centres. As always, we are very grateful to the shopping centres for facilitating us. We spoke to many members of the public and used our branded merchandise to remind people that we are there when they are in a time of need. Dublin Samaritans volunteers also turned out to welcome fellow volunteer David Exley, who called in to the branch as part of a marathon motorcycle ride to visit all 201 Samaritans branches in Ireland and the UK. David's challenge, known as David's Way Round, saw him cover a massive 6,000 miles over 7 weeks. Dublin's Lord Mayor Naoise Ó Muirí was on hand to welcome the Worthing-based volunteer as he arrived at the Dublin Samaritans branch.

**24 JULY IS
SAMARITAN
DAY**

We continued our series of one-week promotions targeting a particular area of Dublin. The series of events and promotions in the Five Lamps area of the North Inner City at the beginning of May proved very successful and was well received by the local community.

Work was completed on the placement of Samaritans stickers on the city's lifebuoys and lifebelts. Areas covered included the IFSC, the docks, including the Grand Canal docks, Bray and Greystones.

We received numerous invitations to attend events with an information stand to let people know what we do. The Young Social Innovators exhibition was a big event for us. We talk to attendees about our work and distribute our branded material. We receive a significant interest in volunteering as well as requests to give talks in schools.



PUBLICITY OFFICER'S REPORT cont.

I would like to take this opportunity to thank the publicity committee for their tireless work and for whom no task is too much, as well as the many others who have gone beyond their weekly duty to get the Samaritans message out to the people of Dublin.



PRISONS



Photography Courtesy of Maxwells

The Dublin branch has been working to support prisoners in Dublin for almost half of its time in existence, with volunteers first visiting prisons in 1991. Dublin branch now supports all prisons in Dublin, with Listener schemes in six of the seven prisons. A Listener scheme is a peer support scheme, where Samaritans select, train and support prisoners who volunteer to listen to their fellow inmates.

These Listeners support fellow prisoners in line with the values of Samaritans, providing 24-hour, on-site, confidential emotional support. Samaritans continue to visit St. Patrick's Institution on a weekly basis, where we provide direct emotional support to the young men. Those in prison also have the facility to telephone Samaritans in confidence.

This year we have run training in Mountjoy, the Training Unit, Cloverhill and Arbour Hill. We successfully trained 34 Listeners and a training course currently being run in Cloverhill has 10 new trainees. We introduced a Listener scheme in Dóchas Women's Prison earlier this year. This is the first time we have had Listeners in the women's prison, now Listeners are available to support their peers on a 24/7 basis.

We currently have 43 Listeners across all schemes. As well as preparing the Listeners for the work they do within the prison, the training also helps them to develop and enhance their own skills and team-working abilities. As part of the operation of the Listener schemes, Samaritan volunteers meet with prison management on a regular basis, working with them to support the Listeners in the work that they do.

The 10th anniversary of the introduction of Listener schemes in Ireland was marked in 2012, and we are

delighted that the schemes continue to go from strength to strength. As part of our celebrations, a number of events took place, including the visit of the Oireachtas Committee to Wheatfield Prison to meet with our Listeners and learn more about the scheme within the prisons. We would like to thank the prison management of Wheatfield for facilitating this on the day.

Our Prison Support team once again delivered a one-day Listening Skills Course to 30 prison officers in August of this year. Places on the course were offered to all Dublin prisons supported by Samaritans. Officers attending represented all seven Dublin prisons.



We have also run a self-awareness course in St Patrick's Institution for young offenders. This course is run over three evenings and has been well attended this year. It will continue to be run up to the end of the year.

Every year, in each of the prisons we visit, the participation and the support of the prisoners, as well as the support of management, staff and the chaplaincy services, continue to be welcomed and greatly appreciated. We also continue to work with the Irish Prison Service to develop the services we provide. Finally, our Prison Support team and their dedication, support and work makes all that we do in prisons possible and continues to be greatly and warmly appreciated.



OUTREACH

Dublin Samaritans' Outreach programme aims to promote the work of Samaritans in a variety of ways so that people who may not otherwise know of our service understand what we do and realise that there is always someone available to talk to them.

Throughout the year, the Outreach team visited and spoke to various groups and attended many events. The following is a sample of some of the groups and events: delivering school talks, meeting St Vincent de Paul volunteers, attending various events during Arklow Youth Health Week and Ballymun Mental Health Week, speaking to young people on drug stabilisation programmes run by the Peter McVerry Trust, attending the St John of God lecture series. Outreach volunteers also visited groups recovering from mental health illness and people involved in alcohol and drug addiction programmes. During these visits, volunteers talk with the group informally, thereby encouraging interactive discussion on emotional health and the role that Samaritans can play.

Dublin Samaritans has further developed its Emotional Awareness programme for schools. During 2011/12, Outreach volunteers delivered 69 workshops in 48 second-level schools, reaching out to approximately 3,500 teenagers. We continue to increase our involvement in third-level colleges. Our Outreach programme also works with youth groups in Dublin and Wicklow to emphasise the work of Samaritans, provide information on emotional health and help young people develop their coping skills, including the importance of talking.

In response to communities' concerns about suicide, Outreach is working in partnership with other agencies to improve awareness and assist with training. Dublin Samaritans is continuing its association with the Smashing Times Theatre Company and their Acting for the Future programme. Volunteers sit on the post-drama discussion panel and participate in Smashing Times' drama workshops in schools and communities.

Dublin Samaritans is continuing to run its Feet on the Street programme, reaching out to people on the streets of Dublin, passing on the Samaritans message and being available for those who might want a listening ear. Feet on the Street volunteers are available on the second Friday of every month in the Central Bank area of Dublin and also on special event nights, including Leaving Cert, Junior Cert and Halloween. Thank you to all those who volunteer. It's not easy to spend two hours outside on a cold winter's night, but all who have been there know how rewarding it

can be. Our Feet on the Street programme in the RECO in Ballymun continues. We meet with the young people there to talk with them about what Samaritans do.



Dublin Samaritans spent a week in the Five Lamps area of the North Inner City reaching out to the local community. The theme for the week was "Life's Worth Talking About". Our aim was to raise awareness of Samaritans and the work we

do, reach out to those who may be in need of emotional support and link up with groups with whom we hope to work in the future. We spoke at local churches and engaged with people outside the churches prior to and following the services. We spoke with groups of community development workers and leaders of various projects in the area, after school and youth support staff and leaders and youth groups. We visited several projects in the area and spoke at community gatherings. In addition, we operated Feet on the Street daily in the Five Lamps area where we were able to speak to passers-by, some on a very casual basis and others on a more serious level. We hope that having a presence in a local community will show the human face of Samaritans, making it easier for those who might not otherwise have considered contacting us to do so. Volunteers found the experience rewarding and were affirmed by the warm welcome we received. Thank you to the volunteers who gave their time to this event in the Five Lamps area.

The Outreach programme is continuing to grow at a rapid pace. Thank you to our 42 committed volunteers without whom we would not be able to reach into so many sectors of our society and communicate our message.

FUNDRAISING

We are all aware how difficult it has become over the last few years for charities in Ireland to raise funds. With government cutbacks and declining disposable income, Dublin Samaritans is seeing at first hand the funding challenges ahead.

Our profile with the general public is still high, and for this we are grateful. The relevance of our work could be said to be more important than ever, given the difficult economic times we live in. This has helped in our receiving funds from various sources throughout the year. These include corporate donations, bequests and a donation from a philanthropic organisation. We also received a donation from a concert run by the family of a late, long-serving volunteer. Church gate collections are still very important to us, as is our annual carol singing service on Grafton Street. These events not only bring in funds, but also raise our profile and increase awareness among the general public.

With the continued expansion of our activities, both inside and outside the branch, funding is becoming more important. Over the next two years we will need to look



at more long-term funding to support these activities. This will enable us as a branch to concentrate on our mission and not have to worry about where the resources are to be found.

A special thanks to all the

volunteers who have helped with fundraising throughout the year. To the volunteers and their family members who helped with the church gate collections, especially on those cold winter days, we thank you sincerely. Also a special thanks to the volunteers who counted and sorted the cash collected during the year and helped to bank it

FINANCE

The financial statements for the year ended 30 September 2012 were audited by KPMG and approved by our Committee on 17 January 2013. The accounts are summarised in this report and the complete set is available on request.

Income for the year of €401,000 was 12% ahead of last year's figure, due to an increase in donations and the receipt of some significant bequests. Total expenditure was well managed and showed a reduction of 12% on the previous year. This was due mainly to a reduction in the overall advertising/publicity and insurance costs, offset somewhat by an increase in repairs and maintenance to our Centre building. Overall, there was a surplus for the year of €38,000 which was a €69,000 improvement on the prior year deficit, due mainly to the increase in our income receipts.

Whilst the outlook for income receipts in 2013 is difficult to budget for, we are conscious that our expenditure must be managed well, given our heavy reliance on voluntary donations which have been a vital support to us over the years.

It is recognised that these are challenging economic times for all in this country, and we are very grateful to all our friends and supporters who ensure through their donations and financial assistance that we continue to provide our services. In particular, we would like to acknowledge the support of the HSE, Irish Life, The Irish Times and Q-Park. A final word of gratitude to volunteers and friends, who sustain us with their donations and fundraising efforts.

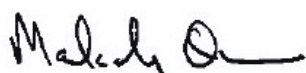
A. Carr
Honorary Treasurer

INCOME AND EXPENDITURE

SAMARITANS DUBLIN BRANCH

Income and Expenditure
Account for the year ended
30 September 2012

	2012 €		2011 €	
INCOME				
Donations	133,761		102,284	
Bequests	127,172		124,247	
Chairperson's Appeal	14,260	275,193	12,360	238,891
Friends Activities	19,685		20,063	
Other Fundraising	25,779		25,434	
Training Fees	-	45,464	4,900	50,397
HSE Grant		50,049		50,279
Deposit Interest		23,704		16,182
Other Income		1,200		975
Total Income		395,610		356,724
EXPENDITURE				
Fundraising Costs	8,564		6,479	
Advertising & Publicity	37,422		73,463	
Branch Contribution to General Office	34,482	80,468	31,343	111,285
Staff Pay Costs	107,304		105,676	
Conferences & Travel	12,715		11,634	
Training Costs	7,374	127,393	7,640	124,950
Insurance	6,993		9,296	
Light & Heat	9,550		9,169	
Repairs & Maintenance	44,064		33,718	
General House Expenses	11,724	72,331	13,292	65,475
Telephone	20,864		21,199	
Printing & Postage	11,409		13,373	
Audit Fees	4,816		4,816	
Outreach Expenses	1,146		1,710	
Prison Expenses	1,980	40,215	-	41,098
Bank Interest & Fees	714		1,213	
Depreciation	44,004	44,718	44,004	45,217
TOTAL EXPENDITURE		365,125		388,025
Excess of expenditure over income		30,485		(31,301)



Malachy Quinn
Chairperson



Aidan Carr
Treasurer

BALANCE SHEET

SAMARITANS DUBLIN BRANCH

Balance Sheet
at 30 September 2012

	2012	2011
	€	€
FIXED ASSETS		
Tangible Fixed Assets	413,435	457,439
Investments	50,000	50,000
	463,435	507,439
CURRENT ASSETS		
Debtors	28,000	28,000
Prepayments & Accrued Income	26,679	19,362
Bank & Cash	716,096	629,059
	770,775	676,421
CURRENT LIABILITIES		
Creditors & Accruals	(77,004)	(57,139)
NET CURRENT ASSETS	693,771	619,282
NET ASSETS	1,157,206	1,126,721
REPRESENTED BY		
Reserves at start of year	1,126,721	1,158,022
Excess of expenditure over income	30,485	(31,301)
RESERVES AT END OF YEAR	1,157,206	1,126,721



Malachy Quinn
Chairperson



Aidan Carr
Treasurer

STATISTICAL REPORT

COMPARING 2011/2012 WITH 2010/2011 DATA

Summary. There was a small increase in phone contacts in 2011/2012 and large increases in face-to-face and email contacts. There was a decline in text contacts due to the fact that more branches in the Irish region are now providing a text facility. Financial concerns of callers increased but the pattern of other concerns was broadly stable. Patterns of concerns and severity of reactions differed sharply between services, being more extreme for text and email contacts.

OVERALL CONTACT INFORMATION

While the total number of contacts was about 80,000 in both years, patterns of particular modes of contact varied considerably (Table 1) with telephone, face-to-face and email contacts up by 3%, 11% and 2% respectively and text contacts down considerably.

	2010/2011	2011/2012	% Change
Telephone contacts	48,156	49,282	2.3
(including contacts less than 10 seconds)	(75,901)	(75,040)	
Door contacts	1,362	1,468	7.8
Email contacts	1,251	1,489	19.0
Text contacts	2,732	1,958	-28.3
Grand total of all contacts	81,246	79,955	-1.6

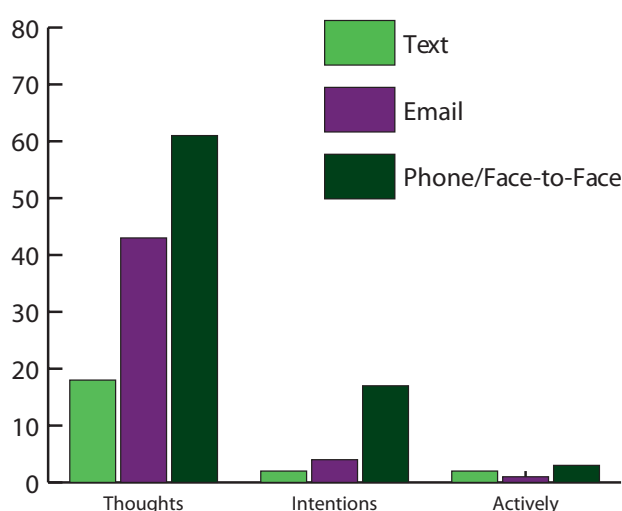
TABLE 1: BREAKDOWN OF CONTACTS BY VARIOUS CATEGORIES IN 2010/2011 AND 2011/2012 AND CHANGE OVER THE TWO YEARS.

CALLER PROFILES FOR CALLERS CONTACTING US IN THE BRANCH (PHONE AND FACE-TO-FACE) AND BY EMAIL AND TEXT.

Suicide rating by service (% of callers)

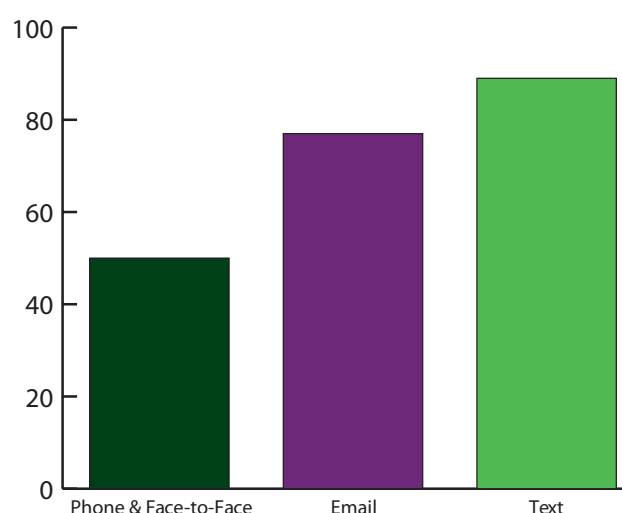
There was a very different pattern among callers from the three services. The proportion of callers with suicidal feelings increased from about 18% for phone and face-to-face to 43% for email and 61% for text (see Figure below).

SUICIDAL INTENTIONS BY CONTACT METHOD



Even allowing for the multiple contact nature of email and text threads this is a great difference between services.

% OF CALLERS WHO ARE FEMALE FOR THE THREE SERVICES



STATISTICAL REPORT

Gender of callers

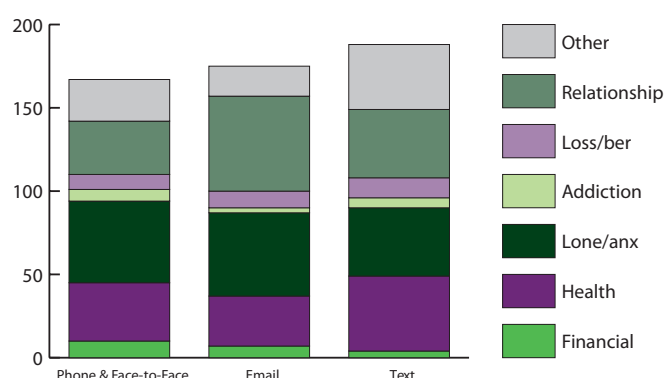
The percentage of female callers has been very constant over the years and was on average 50% for phone and face-to-face, 77% for email and 89% for text. The text service is therefore almost exclusively female used. (These percentage figures are adjusted for unspecified gender rates of 1%, 23% and 7% for the three services.)

COMPARISON OF ISSUES OF CONCERN RAISED IN PHONE AND FACE-TO-FACE CONTACTS IN 2010/2011 AND 2011/2012

The record sheets allowed volunteers to reflect issues raised in calls under a number of headings such as Financial, Health, Loneliness/anxiety, Addiction, Loss/bereavement, Relationship and 'Other'. (a category that was introduced in early 2011). Multiple responses were possible. We compared the results for March to September 2011 with those from October 2011 through September 2012. Concern with financial issues rose from 8.4% to 10.4% for callers recorded as having any issue and from 5.7% to 6.2% of all issues recorded. The pattern of issues was broadly similar in both years. The primary issues were still loneliness (29%), health (21%) and relationship issues (19%).

ISSUES OF CONCERN IN 2011/2012 -

% OF ALL ISSUES RECORDED CLASSIFIED BY ISSUE



COMPARING PHONE AND FACE-TO-FACE WITH EMAIL AND TEXT CALLERS

Although some issues were broadly of equal concern for callers from all services there were important differences

(see following Figure). Financial issues were of lower importance to text callers while relationship issues were very high for email users (57%) and health issues higher for text callers (45%).

TABLE 2: CALLERS' CONCERNS BY MODE OF CONTACT: PERCENTAGE OF CALLERS MENTIONING EACH ISSUE.

Issue	Ph&FtoF	Email	Text
Financial	10	7	4
Health	35	30	45
Lone/anx	49	50	41
Addiction	7	3	6
Loss/ber	9	10	12
Relationship	32	57	41
Other	25	18	39

Callers mentioning self-harming

One final issue that was striking was the high percentage (32%) of text contacts mentioning self-harm as compared with 11% for email and less than 1% for phone/face-to-face contacts. The multiple nature of contacts in email and text threads may partly explain this.

RECOGNISING AND RESPONDING TO SIGNS OF SUICIDE RISK

SIGNS OF SUICIDE RISK

It is very difficult to tell if someone is suicidal or depressed, as people in crisis have unique feelings and react in different ways. Some factors can indicate suicide risk and these are outlined below.

Use what you know; has the person:

- Experienced a recent loss (a loved one, pet, job)?
- Experienced a major disappointment (failed exams, missed job promotions)?
- Experienced a change in circumstances (retirement, redundancy, children leaving home)?
- Experienced physical/mental illness?
- Made a recent suicide attempt?
- A history of suicide in the family?
- Begun tidying up their affairs (making a will, taking out insurance)?

VISUAL CLUES

- Withdrawn?
- Low-spirited?
- Finding it difficult to relate to others?
- Taking less care of themselves?
- Different in some way, for example unusually cheerful?
- Tearful, or trying hard not to cry?
- More irritable?
- Finding it hard to concentrate?
- Less energetic, and seems particularly tired?
- Eating less (or more) than usual?

THINGS TO LISTEN FOR – DOES YOUR FRIEND TALK ABOUT:

- Feeling suicidal (it's a myth that people who talk about it don't do it)?
- Seeing no hope in the future, no point in life?
- Feeling worthless, a failure?
- Feeling very isolated and alone?
- Sleeping badly, especially waking early?
- Losing their appetite, or eating more than usual?

WHAT CAN I DO?

Talking about feelings can make all the difference between choosing to live or die. If you're helping someone who feels suicidal please take care of yourself as well:

- Trust your instincts, if you're concerned, you're probably right.
- Ask the person how they are feeling and listen to the answer.
- Encourage your friend to seek help and to talk to someone they trust
- Remember that it is difficult to support someone who is suicidal on your own. Encourage your friend to seek emotional support and talk to someone they trust – maybe friends, family, medical services and/or Samaritans.
- Contact us yourself. We may be able to contact the person you are worried about.



DUBLIN SAMARITANS ONLINE



NOTES


SAMARITANS


24 HOURS A DAY – 365 DAYS A YEAR

 **TELEPHONE** 1850 60 90 90
in Northern Ireland 08457 90 90 90

 **EMAIL** jo@samaritans.org **TEXT** 087 2 60 90 90 www.dublinsamaritans.ie

 Find us on Facebook

 **WRITE TO**
Samaritans
112 Marlborough Street, Dublin 1
All replies are sent in plain envelopes and do not mention Samaritans by name.

 **VISIT THE DUBLIN CENTRE**
from 10 a.m. to 9 p.m. every day.
No appointment necessary. Wheelchair accessible.
112 Marlborough Street, Dublin 1.

Athlone * Ballymena * Bangor * Belfast * Coleraine * Cork * Craigavon * Derry
Drogheda * Dublin * Ennis * Galway * Kilkenny * Limerick * Newbridge * Newry
Omagh * Sligo * Tralee * Waterford

 **VOLUNTEER RECRUITMENT LINE**
1890 200 091