

INTERNATIONAL NORMS

1. Telephone Emergency Services are available, at any time, to any person wishing to make contact, regardless of his/her age, sex, religion or nationality.
2. Any caller has the right to be listened to and respected regards of his/her beliefs, convictions and personal choices.
3. Listening is offered in a welcoming and open attitude and the listener's golden rule is never to impose any obligation to the caller.
4. The contents of a call are highly confidential within the Branches, especially with regard to any information pertaining to private lives.
5. During a telephone conversation, the listener should remain strictly anonymous and the caller has the right to remain anonymous.
6. Branches work on a voluntary basis, listeners having been selected, trained and supervised with a view to constantly improving their listening competence.
7. Emergency Telephone Services are entirely free of charge to the caller.

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