

IFOTES (International Federation of Telephone Emergency Services)

Founded in 1967, brings together National Associations of Telephone Emergency Service which offer emotional support, immediately accessible to any person suffering from loneliness, in a state of psychological crisis, or contemplating suicide.

These emotional support hotlines, mostly available 24 hours a day, enable those who call to benefit from a genuine human relationship based on non-judgemental listening, offered by experienced trained volunteers. This support is entirely confidential and free of charge.

They are available to all, whatever their problems, their age, their sex or their convictions.

They endeavour to give the callers an opportunity for a better perspective of what they are going through, a clearer view of the situation, thereby fostering self confidence, leading to their taking new initiatives.

IFOTES' mission is to promote the exchange of experiences amongst its national members by organizing congresses, trainings sessions and seminars, which contribute to the quality of the services offered by its members. It also supports all efforts to create telephone emergency service centres and national associations worldwide.

IFOTES maintains relationships with organisations sharing the same concerns, such as the World Health Organisation (WHO), the International Association of Suicide Prevention (IASP), Life Line International and the Samaritans.

IFOTES IS CLOSELY RELATED TO ALL SITUATIONS OF PERSONS IN DISTRESS AND IN CRISIS AND TO THE PREVENTION OF SUICIDE

"The human being only really begins to exist from the moment when he enters into relationship with another person" (S.Weil)

"The secret of help to those in distress resides in the fact that people can regain confidence in themselves once they realize that they are worthy of the attention of others." (M.P. Warren)