

Dear friend and colleague,

We are delighted to present the latest edition of the BW newsletter.

The news starts with an article from BW in Japan including the announcement of the handover of the role of director of BW Tokyo, in May this year, from Ms Sachiko Baba to Ms Machiko Nakayama. We would like to thank Ms Baba for her service and dedication over the past 20 years and to wish Ms Nakayama every success.

Our newsletter continues with a description and images of the BW European conference which took place in Vilnius, Lithuania in June. There were approximately 50 participants from both Europe and around the world who were delighted with the opportunity to share experiences and learn from each other.

Everyone left the conference asking when and where will be the next event which was also a tribute to the superb organisation and hospitality of our host Youth Line, the BW member in

Lithuania.

We are indeed now looking for the location of our next regional conference, either in Europe or one of the other BW regions around the world, to take place in 2020. Therefore, if you may be interested to host this, please do contact your regional co-ordinator or any BW Trustee.

Next we have an article was submitted by Befrienders South Africa and discusses the important subject of the risk that volunteers could suffer stress and burnout due to the demands of the role of providing emotional support to our callers.

Then we have an article from Befrienders Kuala Lumpur describing their activities centred around World Suicide Prevention Day followed up with the final article from Befrienders Malaysia highlighting the launch of two new emotional support helpline services; Befrienders Kuching and Befrienders Muar.

We are always seeking contributions

and articles for our newsletters so please continue to send these to your regional co-ordinator or any BW Trustee.

Our last (but not least) message is to inform you that two of our founding Trustees, Professor Brian Mishara and Robert Paris, have stepped down from their roles after 6 years of service. We would like to thank both of them for their enormous contribution in helping to establish BW as an independent organisation. Although they are no longer on the BW Board, Brian and Robert have indicated that they would like to stay in close contact with BW and are willing to offer advice and work with us if and when needed in the future. These are offers we are delighted to accept!

This means that we now have vacancies on the BW Board for new Trustees and if you are interested to find out more please contact our Chair Martin at [chair@befrienders.org](mailto:chair@befrienders.org)

**The Befrienders Worldwide Team**

## Change at BW - Tokyo, Japan

On 19th May, Sachiko Baba handed over her role as the director of Tokyo centre to Ms Machiko Nakayama. She



**Ms Machiko Nakayama**

has been working for 20 years as a listening volunteer as well as a skilled trainer from the Initial Training to the Ongoing Training.

In Japan, March has usually the highest number of suicide as it is the end of the fiscal year in Japan which is from April to next March. So BW Osaka Japan had a special program in March 2018 from 11 am to 4 pm on Mondays to Thursdays. The contact method was LINE which is a popular SNS tool among young people. The total number of contact was 60. As expected, 70 % of the contacts were from the teenagers, 20% from the twenties, and 10% from the thirties or more.

The poster distributed to all the junior high schools and high schools in Osaka prefecture. (800 posters)



### To contact us:

To submit articles or information for the Newsletter, please contact the BW Secretary, Peter Barker ([pbarker@iconz.co.nz](mailto:pbarker@iconz.co.nz))  
Contact information for the Chair of the Trustees is: Martin Taylor ([chair@befrienders.org](mailto:chair@befrienders.org)).

# BW European Conference, June 2018

Story by Youth Line, Lithuania.

*Youth Line (emotional support line in Lithuania, working since 1991) is a part of Befrienders Worldwide and we've been in discussion about the opportunity to arrange some event involving many BW members from Europe and other countries. Finally, this amazing event happened! This year Youth Line was in charge of all the event, organizing it and trying to make all participants interested and happy.*

*Befrienders Worldwide European Region Conference "Responding to the needs of people affected by suicide" took place in Vilnius, Lithuania on 14-17th of June, 2018.*

*It was a blast to meet people from emotional support lines from all over the world, not only Europe.*

*We've had participants from New Zealand, Australia, South Africa, Brazil, Lebanon, Canada, Malaysia. As well people from United Kingdom, Denmark, Serbia, Moldova, Gibraltar, Portugal, France, Norway and Lithuania.*

*There were many plenaries where professionals from different countries and cultures shared their experiences and spread information about the suicide prevention as well shared how their organizations and branches work in different places in the world.*



*Delegates from Ireland; Malaysia and Europe*



*Brian Mishara, Befrienders Worldwide, Canada*



*Vaida Žliobaitė, Youth Line,  
Lithuania*



*Liuba Ceban, Suicide Prevention  
Lifeline, Moldova*



*Mia Atoui, Embrace LifeLine,  
Lebanon*



*It was amazing that people who met first time in their lives immediately had so much in common and the discussions were truly involving and joyful not only in the official part of the conference but during coffee breaks, lunch or free time too.*





***Andrius Mamontovas,  
Lithuanian musician and Youth  
Line friend***

***We had guests from different fields – politicians working in the emotional support field, as well one of the most famous musicians in Lithuania – Andrius Mamontovas who shared his story about his first contact with a person who had suicidal thoughts while Andrius was working in one of the most popular radio stations in Lithuania many years ago. And how that affected him which lead to Youth Line and Andrius working together on different project related to the emotional support and suicide prevention in Lithuania.***



***All people who participated in the conference had a chance to hear more personal stories: Jurate Samulionyte and Vilma Samulionyte – sisters from Lithuania – affected by suicide who created a documentary movie “Liebe Oma, Guten Tag!” about their grandmother’s suicide shared their touching story;***



***Jūratė Samulionytė and Vilma Samulionytė, talking about their documentary movie “Liebe Oma, Guten Tag!”***

*Jonny Benjamin and Neil Laybourn from United Kingdom shared their fantastic and almost unbelievable personal story: Stranger on the bridge. It truly touched each one in the conference and was a huge inspiration as well.*



*As after hard work you always need something relaxing, we had two Lithuanian folk singers as guests – sisters Agota and Dorote – who shared their knowledge and taught participants of the conference to sing polyphonic songs. There are just few examples to hear out how these songs sounds like.*





*Martin Taylor, Chairman of Befrienders Worldwide, United Kingdom*

*Martin Taylor – Chairman of Befrienders Worldwide – summed up at the final speech of the conference that this first meeting of Befrienders Worldwide members from different regions/countries/communities – was definitely successful and BW truly hope to have more similar events, hopefully in the upcoming near future.*

**Who knows where we will meet next and which organization of BW members will invite to the upcoming conference. But it's gonna be worth going to for sure!**

## **Stress & Burnout As A Befriender's Volunteer**

### *Why do people volunteer?*

Why do people volunteer?

Research done by Mark Snyder and Colleagues, (1999, 2002), found that there are five primary motivations why people volunteer:

- To satisfy personal values
- Concern about their community
- To feel better about oneself
- To gain a better understanding of other people, cultures or places
- To challenge oneself; meet new people; make new friends; further a career.

People who volunteer probably have many other things going on in their lives like full-time employment; families; studies. When we answer our Befriender telephone helpline with "The Befrienders, how can I help you?"

we find ourselves in various situations. If we ourselves do not attend to our own needs first, we are actually in no fit state to listen with compassion and kindness to a fellow human being who is experiencing emotional distress.

Some of the qualities required to be an effective Befriender volunteer are to be able to work with people in emotional distress and the need to be part of a team.

Our Befriender volunteers donate their time, energy and efforts to be available when someone contacts a Befriender Centre. To listen with empathy and understanding when callers share their life stories and speak their pain, can take an emotional toll and leave one with a

splintered heart.

We experience emotions that can cause stress while we are listening to a caller and may find it a challenge to retain our objectivity:

- Empathy – to relate with the caller's story
- Respect – have no personal experience – apparently the caller coped well with the situation
- Fear – the caller's story is a little too close to our own experience
- Frustration – 'pull yourself together' – a relationship that seems wrong
- Anger – we don't approve of the choices the caller made – prisoners; financial predicament
- Guilt – if only we could do

- something to help
- Hopelessness – a caller is suffering from a terminal illness
- Confusion – how are we supposed to feel when the caller's chain of losses has turned into a circle of despair.

Emotional empathy is the ability to respond with appropriate emotions when you listen to a caller; intellectual empathy is the ability to hear thoughtfully what the caller is sharing with you. A Befriender volunteer must have the capacity to understand a caller's point of view and the emotions the caller is trying to handle.

Secondary trauma, the indirect exposure to trauma through a first-hand account or narrative of a traumatic event, may contribute to burnout.

Burnout is the state of becoming emotionally and physically drained to the point that one cannot perform functions meaningfully - one feels overwhelmed. It is characterized by three main symptoms: emotional and physical exhaustion; depersonalized response toward others; reduced sense of personal accomplishment.

Five stages of burnout are:

1. contentment – a feeling of accomplishment in being part of a Befriender team to make a difference in our communities;
2. fuel shortage – expectations of a volunteer become more demanding by being asked to take on more than the volunteer can handle;
3. chronic symptoms – making

- excuses to not attend meetings; ongoing training sessions and duty shifts;
4. crisis – a confrontation with co-volunteers that may be taken out of context – the volunteer becomes disillusioned;
5. final breakdown – Befriender volunteer loses interest and resigns.

Negative effects of burnout spill over into every area of our life. This slow and insidious nature is the reason why many people 'hit the wall of burnout' without ever realising that they were burning out.

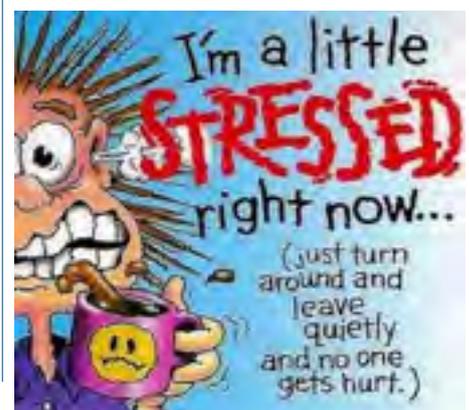
Stress involves too much – too many pressures that demand too much of one physically and psychologically and one finds oneself drowning in responsibilities. You know you are stressed - if you can just get everything under control, you'll feel better.

Burnout may be the result of unrelenting stress but it isn't the same as too much stress. It is about feeling empty, devoid of motivation and beyond caring. You don't see any hope of positive change in the situation. Depression is a clinically diagnosed mood disorder - one cannot experience pleasure and experience intense sadness.

There are different types of depression and may need professional help. While they are separate conditions, individuals experiencing prolonged unrelieved burnout, run the risk of depression that have grave implications for the quality of care we offer to our callers.

By recognizing and watching out for the warning signs, undo the damage of burnout by managing stress and seeking support to build resilience to stress - taking care of physical and emotional health. The process of recovering from burnout include: the necessity to slow down; take a leave of absence and get support. As Befriender volunteers we need to debrief after handling an emotionally drained call by sharing our feelings and experiences with a fellow volunteer. We need to set 'empathy-boundaries' and strive for balance between our commitments and abilities. Open communication between volunteers and effective project management are essential. Volunteers need to be appreciated and recognized for their commitment to a cause they feel passionate about. It's not for money, it's not for fame. It's not for personal gain. It's just for love of fellow man. It's just to give a helping hand. It's your reward in your heart. It's a feeling that you've been a part of helping others far and near. That makes you want to volunteer.

**Provided by Befrienders South Africa**



# Suicide Prevention Day Activities Befrienders Kuala Lumpur

## 1. Television Appearance:

### A) NTV7 Feel Good Show (Live) - Depression and Suicide

<https://youtu.be/WxKjhBqr-Tc>



### B) Astro Radio News - The Struggles with Suicidal Thoughts

[https://m.facebook.com/story.php?story\\_fbid=2392779730766291&id=777814895647730](https://m.facebook.com/story.php?story_fbid=2392779730766291&id=777814895647730)



### C) Astro Awani News - The Befrienders KL and Suicide Prevention

<http://www.astroawani.com/video-malaysia/hari-cegah-bunuh-diri-sedunia-256399>



## 2. Online News:

A) <https://www.thestar.com.my/opinion/letters/2018/09/10/befrienders-kl-on-call-round-the-clock/>

B) <https://www.malaymail.com/s/1671029/world-suicide-prevention-day-working-together-to-prevent-suicide-victor-tan>

C) <http://www.mm Gazette.com/world-suicide-prevention-day-working-together-to-prevent-suicide-befrienderskl/>

## 3. Social Media:

A full-day interactive discussion on issues related to Suicide Prevention on our Twitter account:

<https://twitter.com/BefriendersKL/status/1038831523007348737>



## 4. Public Forum:

Public Forum on Suicide Prevention

Date: 13 October 2018

# With Heartfelt Gratitude To All Our Befriender Volunteers

## *Greetings from Befrienders Malaysia*

I'm pleased to inform of the following developments in Befrienders Centres in Malaysia;

### 1. Launch of Emotional Support Helpline Service of Befrienders Kuching

Befrienders Malaysia is pleased announce the launch of the helpline service of the Befrienders Kuching Centre, commencing on 1 August 2018. The Befrienders Kuching Centre is also involved in outreach programmes to the community to raise awareness for mental health and suicide prevention.

Befrienders Kuching was officially registered by ROS on 10 January 2018.

Anyone in despair, feeling depressed or needing emotional support are welcome to contact the helpline service, The service is non-sectarian, non-religious, non-political, non-directive and is provided free of charge. Confidentiality is assured.

Our Congratulations and Best Wishes to the Chairman and volunteers of Befrienders Kuching.

### 2. Launch of Emotional Support Email Befriending Service by Befrienders Muar

We pleased to announce the launch of the emotional support email service by the Befrienders Muar Centre, commencing on 1 August 2018. This service is in addition to the helpline service and community outreach programmes provided by the Befrienders Muar Centre.

Befrienders Malaysia conveys its Congratulations and Best Wishes to the Chairman and volunteers of Befrienders Muar for the successful development of its services.

Anyone in despair, feeling depressed or needing emotional support are welcome to contact the helpline service, The service is non-sectarian, non-religious, non-political, non-directive and is provided free of charge. Confidentiality is assured:

*Befrienders Muar email Befriending service: [sam@befriendersmuar.org](mailto:sam@befriendersmuar.org)*

### There are now nine Befrienders Centres in Malaysia:

Befrienders Ipoh  
Befrienders Johor Bahru  
Befrienders Kota Kinabalu  
Befrienders Kuala Lumpur  
Befrienders Kuching  
Befrienders Malacca  
Befrienders Muar  
Befrienders Penang  
Befrienders Seremban

Admin enquiries:  
[befrienderskch@gmail.com](mailto:befrienderskch@gmail.com)



[www.befrienders.org.my](http://www.befrienders.org.my)



**NEED SOMEONE TO BE  
A LISTENING EAR?**

**WE ARE LAUNCHING ON  
1 August 2018**

**Operation Hours: 6:30PM - 9:30PM**

**CALL US: 082 - 242800**



[www.befriendersmuar.org](http://www.befriendersmuar.org)  
Emailing - [sam@befriendersmuar.org](mailto:sam@befriendersmuar.org)  
Admin -  
[admin@befriendersmuar.org](mailto:admin@befriendersmuar.org)

