



Samaritans in Spain

Misuse of Service(abusive) and Sex Calls Protocol

Introduction

The main purpose of the Samaritans in Spain Listening Service is to provide support to individuals while maintaining the wellbeing of its listeners. Listeners are not obligated to accept sexual or abusive calls. Training is provided to help identify and handle such calls, and this protocol outlines the subsequent steps following these incidents.

Reporting and Immediate Response Procedure

- After an abusive or sexual call, the listener records the details and codes the call as either 8 or 9, depending on the nature of the incident.
- The listener submits the call log according to standard procedure.
- Upon receipt of a call log coded 8 or 9, the call log coordinator will what's app message the Trustee Listener Operations and Welfare. This message includes the listener's shift details, a summary of the incident notes, the call code and any relevant information regarding previous calls.
- Fast Track Support: If the listener requires immediate support or is unable to continue their shift due to the impact of the call, they should contact either their Offloader or the Trustee Listener Operations and Welfare without delay.

Assessment and Support

The Trustee Listener Operations and Welfare reaches out to the listener to discuss the effect of the call and to gather additional information. Any previous calls identified are investigated for similar occurrences which will determine whether the caller should be blocked.

This enables us to make sure we are making the appropriate decision whether to block someone and to record the reason why. Noting that the decision to block a caller MUST only be made by a Trustee.

Blocking the Caller

If it is decided that the caller should be blocked, the Trustee Listener Operations and Welfare sends an email to MegaCall to initiate the blocking process.

Nb when Trustee Listener Operations and Welfare is unavailable cover will be provided by the Trustee Recruitment and Training