

Organisations involved in Tele-Assistance 2011

Tele-Assistance					
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<p>CERTH (Centre for Research & Technology, Hellas)</p> <p>Involved in tele-assistance through the European AAL project called REMOTE</p>	Greece	<p>Building on its integration approach, the project will provide <i>secondary users</i> (who are professionals), with tools for continuous monitoring and access to patient data. This will enable the implementation of patient-centred tele-healthcare while reducing paper work and travel.</p> <p>Doctors will be able to gain access to electronic medical records, real time data (transmitted through wireless and wired links) and records of the patient's condition (body temperature, blood pressure), activities (physical activity, medication, food and water consumption), and changes in their life environment. Professionals will be supported further by decision tools, which will assist in creating personalised, disease care plans for patients whilst providing daily feedback to patients. All of these modules will be Web-based to enable professionals to access them at any time and location, while a selection of</p>	<p>Designing multi-user controlled home environments, in order to offer the comfort, security and safety required, especially in rural and isolated areas. The project aims at providing autonomy, self-confidence, mobility and well-being, as well as developing elderly-oriented applications and services which will be designed to enhance their self-care, social interaction, and skills maintenance. Overall, the elderly will be supported in learning to understand their condition and live successfully with it (autonomously, yet under the remote and unobtrusive surveillance of professional carers and/or of family members and friends). Therefore, elderly people will be supported in managing their own risk factors; performing self-healthcare, such as dietary and medicine management etc. This also includes maintaining strong communication and interaction links with families, friends and other caregivers or everyday</p>	<p>Remote health and social care for independent living for the isolated elderly who have chronic conditions.</p> <p>REMOTE is a pan-European research project concerned with the needs of the elderly and physically impaired. The focus is upon those whose independent life is at risk with chronic conditions, who are socially isolated and live in geographically remote areas.</p>	<p>Contact: Metallinou Rosina</p> <p>Call: +30 2310498210</p> <p>http://www.certh.gr/communication.en.aspx</p> <p>REMOTE project: (http://www.remote-project.eu/).</p>

them will operate (through adapted interfaces) on mobile devices.

The project will provide support for an independent life at home with the aid of Aml (Ambient Intelligence) and tele-healthcare. The elderly's personal environment will be enhanced with various kinds of monitoring and automation tools, which will trace their activities and health condition, as well as detecting potential risks or critical situations. For this purpose the project will use the scale-up of existing research prototypes and new systems to collect human and context-related data (including sensors attached to a person's body, or sensors and actuators installed in houses or cars). As a growing number of elderly live alone with an increase in rural areas, monitoring their activity and medical data in this manner will help address and reduce the growing gap between urban and rural areas and thus increase this group safety and provide a better quality of care.

events, for instance shopping, visiting friends, vacations, etc.).

All the applications and services developed will be supported by an open framework that will allow for the development and integration of new services and new delivery platforms. The REMOTE technology will be derived from following a user-centred design that will focus on delivering device-independent (PC, PDAs, mobile phones, etc) interface designs, which will be able to adapt to diverse interaction profiles. This technological approach will be validated and optimized by following user-and evidence-based studies both under protected and in real contexts (project pilots in selected countries and regions of Europe), and on reviewing the cost efficiency of the proposed solutions. Ultimately, the knowledge and lessons learnt throughout the project will be developed into appropriate guidelines for developers and feed into the standardisation process. This will satisfy the cost reduction and standardisation requirements of *tertiary end-users*.

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<p>The Finnish Association for Mental Health.</p>	<p>Finland</p>	<p>“Mielenterveys”</p> <p>Provides a number of ways to assist people suffering from suicidal thoughts, mental disorders and who are in a crisis.</p> <p>The Association’s assistance is facilitated and realised through the SOS Crisis Centre.</p> <p>The SOS Crisis Centre provides psychological first aid in emergencies and accidents and coordinates the crises helpline (telephone). The National Crisis Hotline is available weekdays from 9am- 6am, Saturday 3pm-6am and Sunday 3pm-10pm.</p>	<p>The Association has 40 years of experience in crisis assistance. The SOS Crisis Centre in Helsinki deals with all crisis assistance and rehabilitation to assist in people's capacity to cope. The Centre also addresses prevention methods to reduce social exclusion, mental health problems and suicide.</p> <p>The FAMH responds to social challenges by employing new models to promote mental health and provide help and assistance in crises. Through its co-operative networks the FAMH offers support and help, continually raising awareness of mental health issues. The FAMH also receive clients for short-term counselling, chart the progress of clients’ as well as providing further assistance or rehabilitation when needed.</p>	<p>The service is aimed at anyone experiencing life situation crisis, traumatic crisis, children in crisis, and adolescents in crisis. The service also provides professional help and referrals to children and adults when necessary.</p>	<p>Contact: Susanna Winter</p> <p>Susanna.Winter@mielenterveysseura.fi</p> <p>Tel: 00358 9 413 50510</p> <p>http://www.e-mielenterveys.fi/en/sos-crisis-centre/</p>

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The Finnish Association for Mental Health.	Finland	<p>“Tukinet”</p> <p>The Tukinet service started in 2000, and provides assistance through email and online chats.</p> <p>Provides one to one support with either a professional councillor or trained voluntary worker.</p>	Tukinet is run by a local mental health association called ‘Vammalan-Huittisten seudun mielenterveysseura’	Aimed at adults and young people in difficult life situations.	<p>Email: tiedotus@tukinet.net</p> <p>https://www.tukinet.net</p>
Association for the Psychological Health of Children and Adolescents (APHCA)	Greece	<p>A telephone helpline available from 9.30am - 20.30 pm on weekdays, and 9.30 pm - 14.00 pm on Saturdays. Calls are anonymous.</p> <p>It is staffed entirely by child psychiatrists, clinical psychologists and mental health visitors who directly respond to the calls</p> <p>The purpose of the helpline is the primary prevention of mental health issues in children and adolescents, through early identification of problems, psychological support, guidance and appropriate referral to centres for further intervention.</p>	<p>There are two formats to the A.P.H.C.A telephone helpline:</p> <ol style="list-style-type: none"> 1. “<i>Helpline Connection 801 801 1177</i>”, which is dedicated exclusively to parents and adults wishing to talk about issues related to children and adolescents up to 18 years old. 2. The “<i>116 111 European Number for Child and Adolescent Helpline Services</i>” is dedicated to children and adolescents up to 18 years who have mental health issues. This is funded and supervised by the Ministry of Health and Social Solidarity. 	This is a helpline open to children and adolescents, as well as parents, educators, mental health professionals and anyone who has concerns regarding young peoples’ mental health.	<p>Contact: Dr. Evie Athanassiadou Psychologist- Psychotherapist Director of Helpline-Connection</p> <p>Tel: +30 210 6431488</p> <p>Email: grammi1177@epsype.gr</p> <p>http://www.epsype.gr/site map en.aspx</p>

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Obiteljskicentar centre	Croatia	<p>Hallo for help programme-</p> <p>A 24hr helpline available 365 days a year.</p> <p>Supervision and support is also provided to users through an alarm devise, which is worn as a bracelet around the arm or neck. By pressing the 'bracelet' help is sent from the socio-central station.</p> <p>A link to the electricity in the house is also provided by the alarm.</p>	<p>The program is operationally implemented from a technical base for HALO HELP.</p> <p>The purpose of the programme is to increase psycho-physical security, and the quality of life for elderly and disabled people who are suffering from rapid deterioration as a result of underlying disease or conditions such as sudden fluctuations in blood sugar/pressure, stroke/ heart attack, choking, bleeding, painful contractions (Parkinson's, multiple sclerosis, myasthenia).</p>	Provides supervision and assistance to elderly and disabled people living alone.	<p>Contact: Mrs. Perica Vučemilović</p> <p>Email: halo.za.pomoc@hi.t-com.hr</p> <p>http://obiteljskicentar-sdz.hr/infopult/hr/pruzatelji_usluga/</p>
Tuke Involved in the MonAMI project	Slovakia	A 24-hour emergency call centre which monitors and/or controls the home environment and user status by using a sensor network.	The MonAMI project will demonstrate that accessible, useful services for elderly people and people with disabilities living at home can be delivered in mainstream systems and platforms. This will be achieved through close cooperation with users and by involving key mainstream actors throughout the whole process.	For the disabled elderly.	<p>Contact: Dusan Simsik: dusan.simsik@tuke.sk</p> <p>MonAMI Project www.monami.info</p>

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Tele-Onthaal	Belgium	<p>A 24 hours to 24 hours, 7 days on 7 helpline is available along with web-chat, which is offered on the website through prearranged appointments during specified times.</p> <p>The service is provided by a large team of volunteers who are professionally trained.</p>	<p>A widely spread initiative which is more than 30 years old. If necessary further information and professional help will be sent/offered to the caller.</p> <p>The service covers all problems and concerns however big or small, for instance; fear, depression, loneliness, health and disease, domestic violence, bullying, relationships, sexual abuse, grief and suicide.</p>	The telephone and web service is available to anyone wishing to chat about general problems.	<p>Contact: Mrs Jose De Kesel</p> <p>http://www.tele-onthaal.be/nl/</p> <p>Email: federatie@tele-onthaal.be</p>
<p>'Centre for teaching coping skills'</p> <p>(Centar za zivotne vestine)</p>	Serbia	<p>A national helpline aimed at suicide prevention.</p> <p>The helpline operates from 8pm until 6am (the rationale behind these working hours is the assumption that this is the time when people in crisis have most negative thoughts and are isolated).</p> <p>The free helpline listens and empathises but also offers constructive advice and problem solving with the help of trained professionals, such as clinical psychologists, counsellors and psychotherapists.</p>	<p>Alongside the provision of psychological help and support, the Centre also provides:</p> <ol style="list-style-type: none"> 1. Training in suicide prevention, risk assessment, interventions and post interventions for health professionals and other NGOs. 2. Sensitizing society to suicide through Media (TV and press) as well as advising Serbian press on the most appropriate ways of reporting suicide. 3. Dissemination of the associated risk factors surrounding suicide in a bid to remove stereotypes and myths. 	Open to anyone facing crisis or having suicidal thoughts.	<p>Contact: Branka Kordic (Director)</p> <p>Tel: +38-11-2763388/0800-201-200</p> <p>Email: info@kriznicentar.com</p> <p>http://www.kriznicentar.com/</p>

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Druglijn	Belgium	<p>A telephone helpline which is available on working days from 10 a.m. until 8 p.m. You can also email and chat through the website 24/7.</p> <p>Five regular staff members and twenty volunteers operate the helpline.</p>	<p>The DrugLijn is a service providing anonymous information, advice and guidance regarding all questions on alcohol, drugs, psychoactive medicine and gambling.</p> <p>The DrugLijn is part of <u>VAD</u>, the Dutch acronym for "Association for Alcohol and other Drug problems".</p> <p>The DrugLijn is an active member of <u>FESAT</u>, the European Foundation of Drug Helplines.</p>	Provides specific advice on drugs, what to do in a crisis as well as the prevention of drug and alcohol abuse.	<p>Tel: +32 (0) 423 03 33</p> <p>http://www.druglijn.be/over-de-druglijn.aspx</p>
KJT	Belgium	<p>A comprehensive service provided through:</p> <ol style="list-style-type: none"> 1. A telephone helpline 2. An internet forum 3. Email 4. Online chat <p>A completely anonymous service provided by trained volunteers.</p>	<p>KJT has been active since December 1, 1981. The Children and Youth Phone was founded as it was considered important to provide children with a parental figure to offer help and guidance.</p>	Children and young people who are in a crisis, who have suffered a serious crime such as injury, rape etc. Open to anyone facing crisis or having suicidal thoughts.	<p>Contact: Grieke Forceville (Director)</p> <p>Email: griek.forceville@preventiezelfdoding.be</p> <p>Tel: 02/649 62 05</p> <p>http://www.preventiezelfdoding.be/index.php?f=zml</p>

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Telefonseelsorge 142	Austria	<p>Telephone and email assistance.</p> <p>A 24 hour service, 7 days a week throughout the year. Confidential and free.</p> <p>Staffed by volunteers from various professions who are trained in counselling.</p>	<p>The service is provided throughout Austria in different provinces. Callers select their nearest province.</p>	<p>Open to all individuals in a crisis and suffering from loneliness, relationship problems, anxiety and depression.</p>	<p>Contact: Gerhard Baldauf (Director)</p> <p>Email: sekretariat.telefonseelsorge@graz-seckau.at</p> <p>Tel: ++43/316/68 63 61-10</p> <p>http://www.telefonseelsorge.at</p>
Tele Accueil. Federation of Tele-centers	Belgium	<p>A Telephone helpline which is free and confidential.</p> <p>400 trained volunteers operate telephone hotlines across the 6 centres, listening and offering emotional support.</p>	<p>The federation of Tele-centres incorporates 6 centres in Brussels, Namur, Walloon Brabant, Charleroi, Mons-Hainaut, Luxembourg and Liege. The Federation was founded in 1976.</p> <p>Tele- Home is a member of the International Federation of Telefonica Emergency Services (IFOTES).</p> <p>Tele-Home is recognized by the public authorities as a centre of crisis and suicide prevention.</p>	<p>Aimed at all groups suffering from crisis and suicidal thoughts.</p>	<p>Tel: +32 02 538 49 21</p> <p>http://www.tele-accueil.be</p>

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<p>Community and Technology Centre Tikoteekki,</p> <p>which is one part of The Finnish Association on Intellectual and Developmental Disabilities (FAIDD)</p>	Finland	<p>Tele- assistance is used in a number of ways:</p> <ol style="list-style-type: none"> 1. Providing online help via the phone/Skype to a wide variety of problems. This is the most frequently used method. 2. Tele-assistance is used to assist in the assessments of clients, for instance, by remotely controlling the clients' computer where the centre is able to make updates on the users communication software. 3. Using videoconference calls for different situations. <p>Videoconference calls enable teaching and the ability to give presentations. Tikoteekki is not involved in this element but is contributing to the process by offering recommendations for the remote interpreter service. Kela is a provider of social security benefits for all residents of Finland and will be responsible for arranging the remote interpreter service.</p>	<p>Established in 1995, Tikoteekki collects and distributes knowledge concerning AAC methods and the latest technical advances in communication devices. Aside from this service, Tikoteekki also provides training to teachers, therapists and caretaking professionals.</p> <p>Tikoteekki promotes the best possible communication methods for people with complex communication needs. Most of the people who have difficulties in either speech reception or expression can benefit from using alternative communication methods (AAC methods), communication aids and supportive computer programs. These tools can be effectively used to support or substitute oral communication.</p> <p>The Tikoteekki Centre sits within the FAIDD framework, coordinating with a national network of 11 regional Tikoteekki centres, which are located throughout Finland.</p>	<p>For people with reception or expression problems caused by, for instance, cerebral palsy, developmental disabilities, developmental language disorders, different neurological disorders or brain injuries.</p>	<p>Contact: Jari Väisänen</p> <p>Email: jari.vaisanen@kvl.fi</p> <p>http://papunet.net/yksikko/en/</p> <p>FAIDD http://www.kehitysvamma-liitto.fi/en</p>