

# HelpLine needs a hand

by Cheryl Downton

A phone rings, and a HelpLine volunteer lineworker answers: the request may vary from a needed telephone number to assistance with a tenancy problem to a cry for help from someone who has no one to turn to. The required response will vary, but the need for a listening ear is constant. Imagine the difficulty when two or three phones are ringing, and only one pair of receptive ears is available.

Due to a large increase in the number of calls received by HelpLine, the agency is conducting a September training programme for all who are sincerely interested in helping to alleviate this situation. A potential lineworker need not be trained as a professional in a counselling field. The underlying

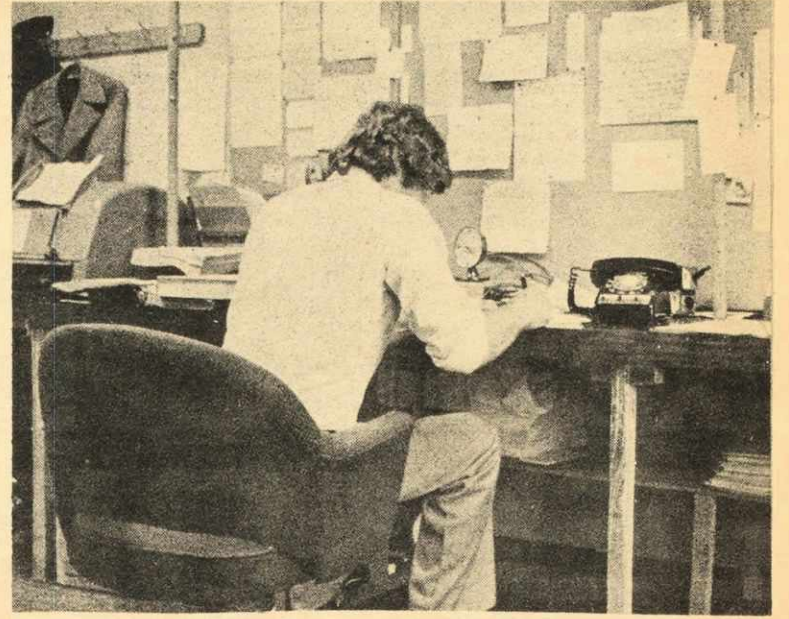
philosophy of HelpLine is that laypersons can be trained to respond positively to any number of problems. Present lineworkers include senior citizens, business people, nurses, teachers, students, the unemployed; all share the one quality which bonds them together—a genuine concern for the welfare of others.

It cannot be said that everyone responds equally well to all situations. Answering the phone and finding someone on the other end who says, "I'm going to kill myself. There is no other way.", is a very frightening but real occurrence. The training programme is designed to help the lineworker deal with such a situation in the best manner possible.

The people who make up the HelpLine are not crusaders who

have set for themselves the impossible goal of saving the people of the world. Instead, they recognize the frailty of human existence, are aware of the stresses and pressures placed upon individuals in the course of everyday living, and are prepared to give of themselves in order that others may benefit from their concern and compassion.

Volunteers are now being accepted for the September training programme. If you would like to become a lineworker within the HelpLine agency, and can commit yourself to a one year period with the Line, contact the Volunteer Bureau/HelpLine office at: 422-2048 and 422-6864 or call the HelpLine at: 422-7444 for an application.



"A hotline HelpLine is not a cure-all, but it plays an important part in helping people to survive crises, solve their immediate problems, or reach professional help. One of the most important functions of hotlines HelpLines is providing help quickly enough to reinforce the original motivation of the caller."

—Margaret O. Hyde  
Hotline 1976

BOY, THEY WERNT KIDDING THAT GETTING A PH.D IN CULTURAL ANTHROPOLOGY WOULD BE TOUGH... HERE I AM, MILES UP THE AMAZON, EMBARKING ON MY FIRST FIELD RESEARCH PROJECT...



AHEAD! TWO MEMBERS OF THE FIERCE JAWA-CABINGA TRIBE, RESPLENDENT IN THEIR NATIVE COSTUME... I SHALL ESTABLISH A KEEN RAPPORT THROUGH ONE OF MY TEXT'S INFALLIBLE APPROACHES...



GREETINGS, HOMBRES... HOW'S THINGS AT YOUR END OF THE RIVER? CARE FOR A SNICKERS BAR? HOW ABOUT SOME COLOURFUL, YET USELESS JEWELRY?



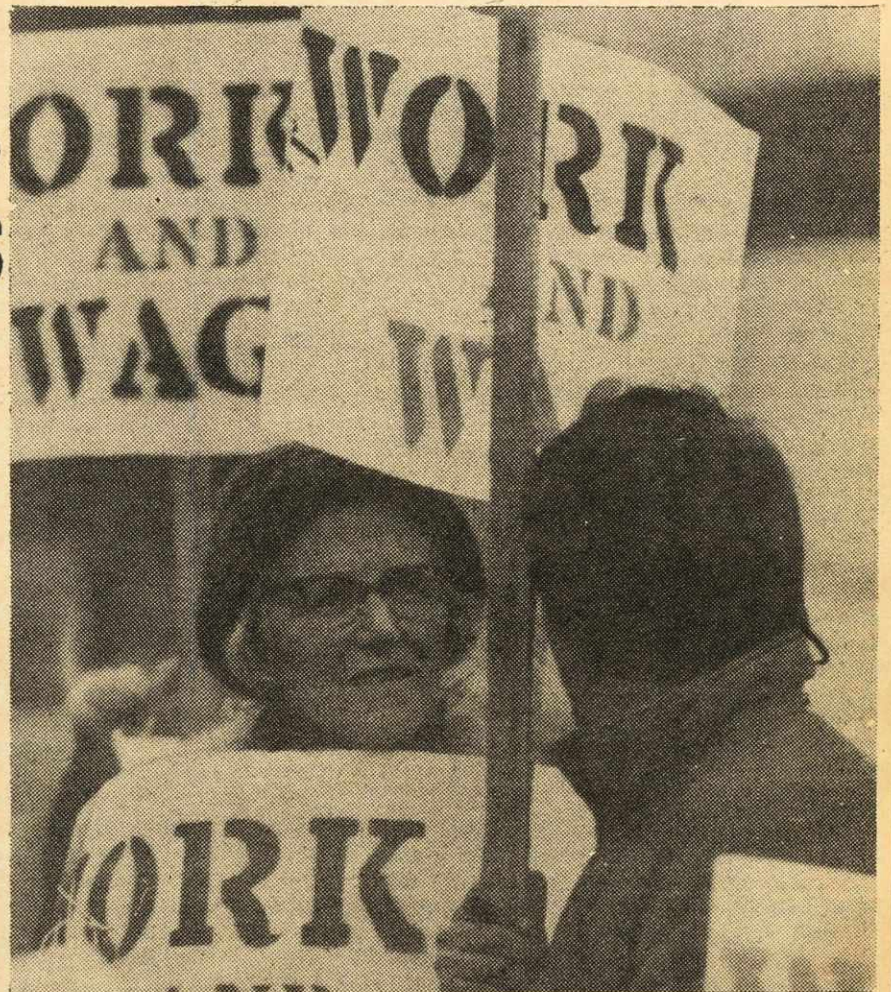
DEFINITELY THE WRONG APPROACH.



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