

SAMARITANS IN SPAIN (SiS) – NEWSLETTER SEPTEMBER 2020



Hello Everybody,

The last six months have been really challenging for us all and although we are by no means yet back to “normal” it is now encouraging at least to see some of the children and students back for the academic year. All we can do ourselves is stay positive and make the best out of the current situation.

Samaritans in Spain Freephone 900 525 100

During the initial lockdown period in March – April when everyone was staying safe at home, our helpline was quiet. Since then, as everyone struggles with the longer-term effects of the pandemic on their work, financial, and personal lives, we have seen a significant increase in calls. By May we saw an increase of 54% on the same period in 2019 and by August the rise was 70% with far more serious issues too.

The Listener Shifts / Reopening of Drop-In from October

As advised in the August Newsletter, and as we have a number of Listeners returning to duties after the summer break we plan, from 3rd October, to reopen the HQ Drop-In for a couple of mornings a week 10am to 2pm with two Listeners on duty for telephone and face to face contacts. Those Listeners who are interested in taking up these initial shifts on Tuesdays and Saturdays please contact Carol Cox or Richard Hunt who are now working mainly from home on the Listener Service Administration. (They can still access emails sent to dropin.spainsams@gmail.com or you may contact them via the internal WhatsApp Sams rota/chat groups). If there is demand, we will of course open up further Drop-In shifts. We encourage any other volunteers within easy travelling distance to call in when we are open for a coffee and catch up with us as well. We would love to see you!

Back up will be provided for all shifts at the Drop In and on mobile (mainly Richard Hunt or Les Holloway). Any change in duty contacts are notified via the WhatsApp rota group. If you have any technical issues with phones / Megacall please contact Richard (who programmes the week ahead) or Carol.

Call Logs and statistics are now maintained by Ade Webster
ade.spainsams@gmail.com

We are very pleased to hear from the satellite teams and accept your support and suggestions. We always need extra help with handling emails from our callers too and thank you to all of you who have recently come forward to offer help!

There are a number of applications pending from people wishing to join us as Listeners. Where possible at Punta Prima and satellites we will try and fast track those with previous experience (UK Samaritans or similar) for one to one on the job training and mentoring. As mentioned before, the new UK **Samaritans training package** will hopefully be rolled out to overseas branches by early October and once our own trainers are able to deliver this (some in digital format) we will do so, as well as offer some refresher training. Any group training and dates will be dependent upon Covid restrictions.

We have had a few changes in personnel recently so just as a reminder as well here are some more contacts for other enquiries as we enter another period of transformation:

Recruitment, training, volunteer welfare in general please contact me lynda.spainsams@gmail.com or recently co-opted Trustee Wende Taylor Garwood tejassi@outlook.com

Punta Prima Charity Shop & Income Generation events

Trustee Les Holloway les.spainsams@gmail.com and Shop Supervisors Lesley Critchley or Sheila Jackson

Other Income Generation external fundraising and marketing - awareness (social media, website etc)

Trustee Donna Williams donna.spainsams@gmail.com

Finances, IVA, Audit, Banking etc, Trustee Treasurer

Ade Webster ade.spainsams@gmail.com

Legals, Contracts, Leases, Data Protection and other Policies

Trustee Secretary Jan Knight jan.spainsams@gmail.com

Please remember that there is a wealth of information about procedures, past newsletters etc on the **Volunteers Area of our website** www.samaritansinspain.com and please follow **Samaritans in Spain on Facebook** for news of other events.

We also have an ongoing campaign in the **local press** such as these that have appeared recently in the Costa Blanca News (North and South) and the Costa Calida Chronicle...if you have any ideas for press articles please contact me direct, and for social media posts please contact Donna Williams.

Samaritans in Spain

Your free support service
During these very unsettling times the Samaritans Free-phone number 900 525 100 remains open from 10.00 to 22.00 every day of the year to handle calls in English from anyone in emotional distress, of any age or nationality, from anywhere in Spain or its islands.

You do not have to be suicidal to call -whatever you are going through the specially trained volunteers will go through it with you, whether it concerns your health, isolation, work/money, addictions, violence, sexuality, abuse or relationships.

You can also send an email to pat@samaritansinspain.com and visit the website www.samaritansinspain.com

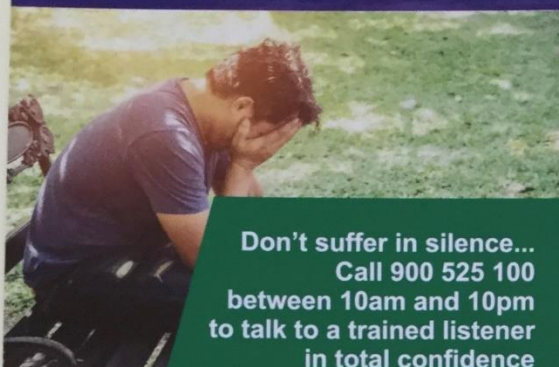
If you would like to support this vital charity you can donate just €1 each month via the secure online payment option https://www.teaming.net/samaritansinspain?lang=en_UK

Samaritans in Spain (formerly Costa Blanca Samaritans) operates under licence from Samaritans UK and is fully registered as a 100% non-profit organisation in Spain with headquarters in the Valencia region (ref CV-01-042952A, NIF G54341466) and with national registration number Valencia 1 - 611253.



900 525 100

The Community Hub *Samaritans In Spain*

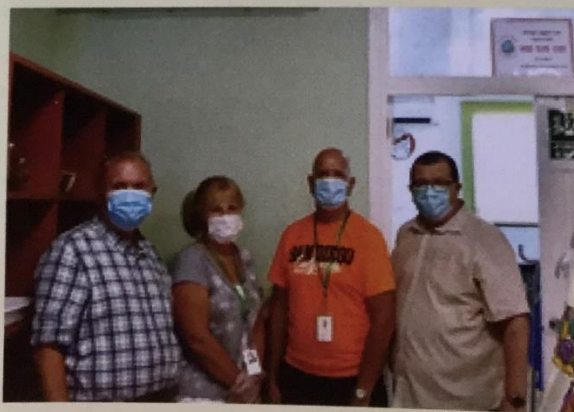


**Don't suffer in silence...
Call 900 525 100
between 10am and 10pm
to talk to a trained listener
in total confidence**

DISTRICT GRAND LODGE OF MARK MASTER MASONS OF SPAIN SUPPORT SAMARITANS IN SPAIN

The Mark Master Masons of Spain held a Charity Sing-a-Long and offered to support Samaritans in Spain from the proceeds. **'We decided to use that support to install a new A/C unit in our Punta Marina shop to make it more comfortable for our volunteers and customers alike'** said the Samaritans President, Lynda Brettle. Lynda continued by saying **'Initially the Mark Master Masons pledged 900€ but when the total bill came to 1,068€ the District Grand Master, R.W.Bro. Barrie Roy Mansell very kindly authorised the full amount to be paid from the District Charity Account.'** The total given to Spanish based causes from the Mark Master Masons of Spain Sing-a-Long event now totals 2,928€.

The Assistant District Grand Master, W.Bro. Terry Porter along with the District Grand Secretary, W.Bro. Ian Crawford visited after the installation was completed to see the results and to thank Samaritans in Spain for all that they do to support those in crisis during these difficult times. They can be seen in the picture (standing under the new A/C unit) with Les Holloway, one of the Trustees and Sandra, one of the shop volunteers.



Samaritans in Spain is a fully registered charity and offers an English-speaking emotional support service for anyone in distress here in Spain, of any age or nationality, wherever you may be located within mainland Spain or the Islands. You do not have to be suicidal to call – whatever you are going through the specially trained volunteers will go through it with you, whether it concerns Brexit, Covid, your health, isolation, work/money, addictions, violence, sexuality, abuse or relationships.

The charity is funded through the kind donations of the public and from sales in our charity shop, in Punta Marina, which is open Monday to Saturday. The income generated is used to support the work of our volunteer Listeners and to fund the **FREEPHONE** number **900 525 100** which is available from 10am to 10pm every day of the year, including weekends and holidays. You can also access support by emailing us **pat@samaritansinspain.com**.

For further information about our service, on how to volunteer and on how to donate please visit: **www.samaritansinspain.com**

You can support us in a very easy way by donating just 1€ each month via the secure online payment option at https://www.teaming.net/samaritansinspain?lang=en_UK



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Our financial resources are still limited but under control. The main income is of course generated through the Shop and average income for 2020 per week is 767€ compared to 1,180€ for 2019. We had a 677€ negative balance on Income versus Expenditure in August so we are obliged to continue to withhold expenses. Our priority remains to control and reduce costs. IVA submissions so far have resulted in no charges with the outcome for July and August still awaited.

We have been coping remarkably better than some other organisations in these unprecedented times and due in no small part to the loyalty and dedication of all our superb volunteers – whether you are on the front line as Listeners. working in the Shop or in other support roles. Without your loyalty and dedication there would be no Samaritans in Spain and the service we provide is needed now more than ever.

It has been a remarkable achievement over the past 6 months – congratulations to everyone! You are all amazing!

Lynda Brettle

President

lynda.spainsams@gmail.com

www.samaritansinspain.com