association solidarnost
THERAPEUTIC CENTRE FOR ADDICTED PEOPLE

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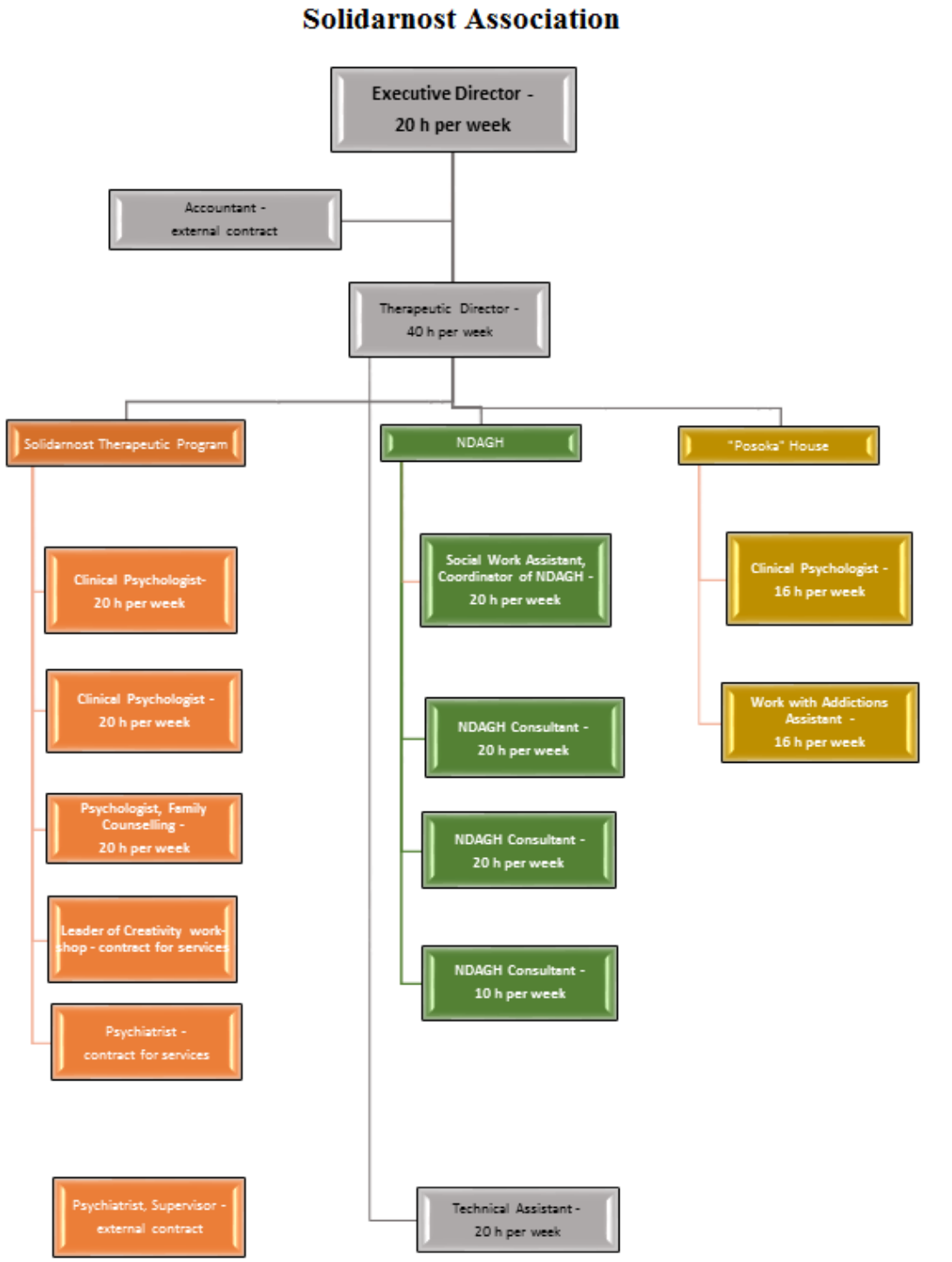
SUMMARY OF ACTIVITIES REPORT OF SOLIDARNOST ASSOCIATION

JANUARY – DECEMBER 2016
SOFIA

Solidarnost association has three main structures – a National Drugs, Alcohol and Gambling Helpline, therapeutic program and Low-threshold drop-in center “Posoka house”.

I. Organigram of the team working in the services till 31.12.2016



Organizational structure

In annex you can see the description of staff profiles.

II. Report of the National Drugs, Alcohol and Gambling Helpline activities for 2016

1. Introduction

The Bulgarian National Drugs, Alcohol and Gambling Helpline (NDAGH) was established in 2008 by "Solidarnost" Association for Rehabilitation of Addicted (www.solidarnost-bg.org) under a project financed until 2010 by the MATRA program of The Ministry of Foreign Affairs of the Netherlands.
The Bulgarian National Drugs, Alcohol and Gambling Helpline is a member of FESAT (The European Foundation of Drug Helplines; http://www.fesat.org/en/), along with about 50 other Drug Helplines in Europe.
NDAGH is the first service of its kind in Bulgaria, designed to provide to the whole of society extensive and reliable information on the types of psychoactive substances, effects and risks of drug and alcohol use and gambling, and on the methods for their treatment, rehabilitation centers in the country, as well as guidance for parents, relatives and teachers.

2. Channels of consultations

NDAGH provides telephone and Internet information and consultations via four information channels:

- Telephone line: 0888 99 18 66;
- Website: www.drugsinfo.bg.org;
- Live chat;
- Email.

3. Principles

In its work, NDAGH upholds four main principles:

- **Anonymity** – anyone can call the telephone line or use the chat and email to contact us without risk of identification and without fear of judgment.
- **Accessibility** – you can connect in real time with our team by phone 0888 991 866 or via chat from 9 am to 5 pm. Every day, and during the remaining hours of the day, you can look on our website, to listen to the voicemail recordings via automatic dialing, to send us an email, visit our blog or our pages on the social networks.
- **Objectivity** – we do not take sides “for” or “against” drug use, but help you make your choice by answering difficult and sometimes painful questions.
- **Professionalism** – our team consists of professionals who are trained to work in the field of addictions, as well as in telephone and Internet counseling.

4. The web site

The NDAGH website is the largest platform in Bulgaria related to the use, abuse and addiction to drugs and alcohol. Since 2010, NDAGH has been reinforcing its presence on the Internet through various social media:

- **Blog:** http://blog.drugsinfo-bg.org/
- **Facebook:** Drugsinfo-bg.org (https://www.facebook.com/Drugsinfobg.org/)
- **Google +:** Национална информационна линия за наркотиците, алкохола и хазарта (https://plus.google.com/102877758832964314203)
- **Twitter:** @Solidarnost2003 (https://twitter.com/Solidarnost2003)
- **YouTube:** Solidarnost Association (https://www.youtube.com/channel/UCTBEALVxYTYv6Kx_o74FUIw)

5. Consulting, informing and referring via telephone, chat and email: Statistics

5.1 Total number of contacts

In 2016, the team of NDAGH gave information, referring and consultation via telephone, email and chat to 665 people. Of these 375 were consultations via telephone, 233 – via chat and 57 – via email.

5.2 Reason for contact

In 372 of the cases, the reason was psychoactive substance use/ gambling by someone else. 160 of the cases (43%) concerned the use of psychoactive substances/ gambling by the child of the caller and 86 cases (23%) were about a relative of the caller who used psychoactive substances or gambled.
171 of the contacts concerned personal use of psychoactive substances or gambling.
The average age of children of the callers was 23.79 (minimum age – 14, maximum – 44)

5.3 Referral

The biggest part of the callers were referred to a psychologist or a social worker: 214 (49%), 124 people (28%) were referred to treatment/rehabilitation centers and 26 people (6%) were referred to a hospital for detox.

5.4 Gender of the callers

Most of the people who sought our help were women: 372. There were 225 men, and the people of unknown gender were 68 (in chat or email consultations we cannot always determine it).

5.5 Age

The average age of people who used our services was 38.88 with a maximum of 70 and a minimum of 15.

5.6 City

The largest number of people who contacted the NDAGH were from Sofia: 217 (33%). The next cities are Varna (43 contacts), Plovdiv (25 contacts), Burgas (23 contacts).

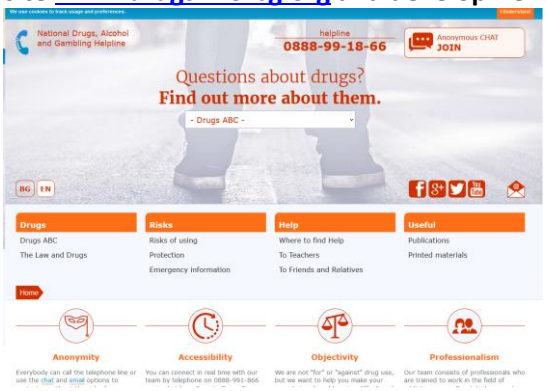
5.7 Origin of the contact

The main channel through which people found out about the NDAGH was the Internet. In 82% of the cases (545 contacts) they found us on the Internet. In 12% of the cases, the callers called again for secondary consultation.

5.8 Leading substances

In 2016, most people sought the services of the NDAGH because of problem alcohol use: 138 (21%). 119 people called because of cannabis use (18%), 89 – because of amphetamine use (13%) and 55 people called because of problem gambling (8%).

6. Maintenance of the website www.drugsinfo-bg.org and development of a new one



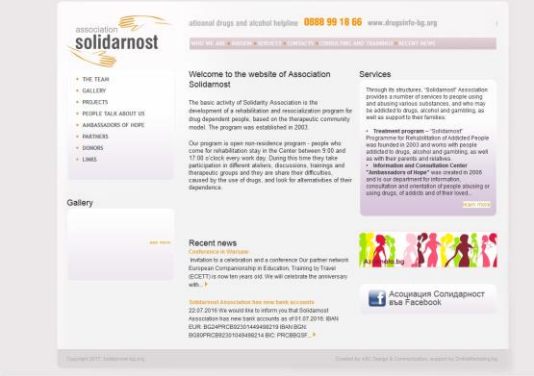
At the end of March, the new site of the NDAGH www.drugsinfo-bg.org was launched. It is clear now in the name of the Helpline that we provide consultations to people with problem gambling. The logo was also changed because the old one did not conform to modern requirements. In relation to our main goals for the year, we started to update the articles in the menu "Drugs ABC". We also created new menus.

- New menu "Questionnaires" – three interactive tests for drug use, alcohol use and gambling.
- New menu with information about gambling addiction.
- New questions added in the menu "Frequently asked questions".

- New menu with a map of the country showing the contacts of all services for drug users and people suffering from addiction.
- Reorganized list of services and a thorough update of the information in it.
- New articles about methadone and inhalants in the “Drugs ABC” menu.
- Thorough update of nine articles from “Drugs ABC”: Amphetamine and methamphetamine, Cocaine, Ecstasy, Heroin, Ketamine, Mephedrone, Opiates and Opioids, Magic mushrooms, Sedatives and tranquillizers.
- Started the update of the articles in “Drugs ABC” in the English version of the website.
- Updated information in the menu “Projects”
- Creation of two separate texts “Terms of use”- for the chat service and for all other services of the NDAGH.
- 106 of the old news articles were published on the new site and in 2016 were translated and published another 80 new ones.

In 2016 the website of the NDAGH was visited 145 195 times. Of these the absolute number of unique users was 114 189. The website traffic slightly increased.

7. **Maintenance of Solidarnost’s website www.solidarnost-bg.org and development of a new one**



The team of the NDAGH has maintained the website of Solidarnost since the beginning of 2016. Three new texts related to the addition of information about the NDAGH and Posoka House were created. News and new photos are published regularly. Changes on other texts were also made.
In August 2016, the preparations for the development of the new website began: we created an exemplary design; we established contact with the firm that will create the website and started working on the first tasks. The update of all texts in the menus and the photographs of the team members lies ahead. The development of the new website is planned to start in February 2017.
In 2016, the website of Solidarnost was visited 29 102 times. Of these the number of unique visitors was 24 914.

8. **Manufacture of advertising materials**

In 2016, 2000 leaflets with a new design made by the team and updated text content were printed.

9. **Contacts with other institutions, organizations and professionals**

- In the summer of 2016, we helped our colleagues from CEID-France to organize their internship in Bulgaria in September in the ECETT network.
- We periodically sent information about Solidarnost’s events to the National Patients’ Organization to publish in their newsletters.
- In December we presented our work to the staff of the Municipal Council on Narcotic Substances – Kardzhali during their visit at Solidarnost.

10. **Social media**

The team of the NDAGH maintains the following social media throughout the year:

- Facebook page Drugsinfo-bg.org – the official page of the NDAGH;
- Facebook page PartyFriends BG – another page of the NDAGH, created during a project;
- Facebook page Solidarnost Association – the official page of the organization;
- Google+ - page of the NDAGH;
- YouTube – joint channel of Solidarnost Association and the NDAGH;
- Twitter – joint account of Solidarnost Association and the NDAGH;
- Google My Business – official account of Solidarnost association
- Drugsinfo Blog – blog of the NDAGH. In 2016 the team of the NDAGH published 56 articles.

11. Module trainings of preventive character for school students

- On 7 March 2016, the team of the NDAGH finished the module trainings in 119 School "Acad. Mihail Arnaudov" which had started in October 2015. During this period, five classes of the fifth grade took part. The topic of the training was "Effects and risks of drug use".
- In 2016, the team made a specialized training for students of six classes of the ninth grade at the Professional high school of audio, video and telecommunications "A. S. Popov" in Sofia. The topic was "Protective factors and social skills". The training started on 11 January 2016 and finished on 16 May 2016.
- On 8 October 2016, the team held a seminar on the topic "Effects and risks of drug use. Protective factors and social skills" in Panagiurishte on the invitation of the Local commission against anti-social acts by under-age and minor persons. The training had three modules with a duration of 40 minutes each. The total duration of the training was 3 hours. Students from the ninth to the twelfth grade from three different schools took part.

III. Report of Therapeutic Program

The services of the rehabilitation program of Association Solidarity are for adults (people over 18 years old) addicted to drugs, alcohol, medicines or gambling, as well as their parents and relatives. The model of functioning is day therapeutic community – people live together during the day and they have a strongly defined structures with rules, therapeutic groups, individual consulting, seminars and workshops. The objective is to learn addicted people how to live in the society without drugs, how to take the responsibility and how to achieve their autonomy.

1. Statistics

In the period January – December 2016 year the team of the rehabilitation program of Association Solidarity had been working with **178 people overall**, of which:

- 133 people were consulted through telephone interviews and 8 persons through email consultations; the aims of these consultations are: support, motivation for treatment and direction according to the clients' needs. As a consequence of this, 80 people came for primary consultations face to face, taken place in the Information Center. The aims of these primary consultations are: evaluation, motivation for treatment and rehabilitation, also direction for detoxification and direction for suitable forms of treatment and other programs for rehabilitation and similar activities. Also many consultations of relatives and parents had been realized for giving support and some directions how to motivate their addicted relatives for treatment.
- 7 persons were already in the group since 2015 year;
- 5 persons were on individual consultations since 2015 year;
- 20 (12 since 2015 year) persons - parents and relatives of the participants in one of these two forms of therapeutic work; they are also direct users of the Program. They are provided with

more opportunities for acquiring knowledge of and skills for good parenting and for passing over to their children and young people efficient preventive messages against the misuse of narcotic substances.

- 1 persons in re-entry phase since 2015 year;

2. Tendencies for the period January – December 2016:

80 persons (addicts and/or their relatives) came for primary consultations.

- New clients entered in the Rehabilitation program for the determined period – 22 persons; from the participants in the Daily Rehabilitation program two persons finished successfully in January and in November and continued in re-entry phase; one person prepared herself for the next phase – re-entry (in 2017).
- New clients for individual consultation for the period – 12 persons; from all people that took part in the individual consultations two of them finished successfully their rehabilitation.
- Almost all clients who did not enter in our program, according to their needs, were directed at hospitals for detoxification or other organizations, better suited to their clinical profile.
- The average group size for the period was not below 8 persons, and in September the total number of people reached in the daily programme was 14 persons.
- Trough the phase re-entry passed 3 persons, 1 of them finished successfully.
- All people that came in the Information Center received a plan with possible alternatives, information and contact details where and how to continue after the evaluation of their problem.
- 34 people accepted at the Program of "Solidarnost" in one of the two forms for participation. In the group form in the Daily Program - 22 persons and in individual form of consultations – 12 persons.

3. **Working with Volunteers:** During this year in the rehabilitation program we had 6 persons as volunteers; all of them were passed the training program and took part in all activities in the program.
4. **Workshops:** Workshops are part of the pedagogical work in "Solidarnost". During the workshops the participants enter in various relationships and learn new skills and values. They represent the "school of life", where relationships between participants allow apart from everything else effective therapeutic work in groups like groups for meetings and focus groups.
   4.1 Creativity workshop: The activity of Atelier Creativity is an impartible connected with participants in the program and their persons and interaction. On this point of view the topics and activities were preferred positive, optimistic and exalted. The overall objective of this workshop is to give expression to the inner world of the client, to the connection between their experiences and the outside world. This happens in a protected environment and is governed by the rules of group psycho-social work. Within that framework and with the help of trained process facilitators, clients can recreate the scene of his or her own life, and every client can be themselves or play a role in the lives of others. The clients went to three exhibitions and one visit in a Historical-Military musem.

   4.2 Photography workshop (PhotoFozzie):
   http://solidarnost-bg.org/groups_and_workshops/services/en

PhotoFozzie is the newest workshop in Solidarnost Program and was created in 2015 by clients successfully completed the Program and moved on in re-entry phase with the participation and constant help of the team of Solidarnost and volunteers. In this Workshop we had the following aims: To provide creative products – original photographs and to promote the organization's activities and people involved in them; Training and developing skills in photography for the clients in the Rehabilitation Program; Developing skills for public appearance in social media in people in a phase of Re-entry; Developing skills for organization some public activities and team working; Inclusion of the Rehabilitation Program participants into social life;

Organization of public events: This year on 24th of June on the occasion of 26th June – the International date of international day against drug abuse and illicit trafficking, people who take part in this workshop organized together with House Possoka 'Direction' (the drop-in center) **a photography exhibition** titled "***26 steps in my direction.***" The exhibition consists of 26 photographs taken by clients and team rehabilitation program especially for the event. We offered people to be part of our journey and feel the little things in everyday life that cannot fail to give us the strength to go forward, even in the most difficult moments.

4.3 Canine activities workshop: Four persons from the Rehabilitation program took part as voluntaries in the project Canine activates in groups for children with special educational needs. They were engaged in making photos from the group meetings and also helping some of the children during the meetings. The aim of this project was: to improve communication skills and way of connect with others we shell use canine-activities in the group work as an interactive method that uses the positive relationship of the child/adult to the dog and his/her interest in communication with the animal.

5. Participation in public events - Inclusion of the Program participants into social life through activities, such as sports tournaments, cinema visits, theatrical productions, exhibitions. **:**

5.1 In May the clients of the Rehabilitation program took part in the event Famillathlon, organized by Association Parents. Famillathlon is an event of family sports and a healthy lifestyle, which stems from the initiative of a group of French enthusiasts dared to unite in one family values and sport. More than 10 years French FAMILLATHLON displayed in one day a year on the streets of Paris, Chartres, and other cities Nyover children and their families to demonstrate the importance of sport for health and family unity.

5.2 In June the team of Solidarnost participated in the conference "Kostinbrod living and thinking sustainably" which was organized by the students of the school "Dr Petar Beron" in the city. The event was inspired by the global objectives of sustainable development, which were presented on 25 September 2015 by the United Nations (UN) and signed by the leaders of 193 countries. 17 global targets aspire to three outstanding achievements in the economic, social and environmental development over the next 15 years, namely: to eradicate extreme poverty; to deal with inequalities and injustice; to deal with climate change. Association "Solidarity" was invited to participate on the theme "Good health - alcohol, cigarettes, and drugs."

5.3 In August the clients of the Rehabilitation program took part in the sport event – a football meeting, passed under the slogan "Not all people are dependent, but all are dependent are people." This tournament was organized for all persons from different therapeutic rehabilitation programs in Bulgaria. This football match was organized with the support of the Bulgarian Football Union.

IV. Low-threshold drop-in center "Posoka house": a report of operation and activities in 2016

Low-threshold center "Posoka House" was established in December 2015 with financial support of Femmes d'Europe, Futur 21 and Renovabis , it started work with clients in February 2016.

1. Posoka House stoffers socials services that aim to reach addicts:

1.1 **Shelter** during the opening hours of the center - Tuesdays, Wednesdays and Fridays between 11AM-3PM. Clients can keep warm in winter and are offered shelter from rain or high temperatures in summer.

1.2 **Washing machine** and dryer are available to our clients. A self-regulated schedule is managed, in which the clients put their requests to use the equipment.

1.3 **Warmand/or refreshing drinks** are offered in the center. Posoka provides a coffeemachine and a hot water kettle as well as coffee, instant soup, tea and more instant drinks available to our clients.

1.4 **Vitamins**–we have soluble vitamins and OTC supplements and general (non-prescription) medication available to help improve the overall health of our clients.

1.5 **Psychiatrist consultation** – at the request of the client a consultation with a psychiatric doctor can be appointed. After the consultation the client can be directed to specialized medical facility for treatment, at the discretion of the physician.

1.6 **Legal advice**–if a client is in need of legal advice an appointment with a lawyer can be made. The lawyer (consultant)can direct clients to different institutions, to seek and defend their rights in respect of the civil law and the client's rights and needs. Law consultant can assist in the preparation of various documents and help clients in a wide range of legal issues they are facing in their daily lives.

1.7 **Psychological counseling** and case management – all services provided at Posoka House are anonymous but, if requested by the client, case management, psychological counseling

and follow-up can be provided. Staff provides crisis intervention, conflict mediation, motivational work and other services.

1.8 Social advice – helping clients in different situations and difficulties encountered in their lives.

1.9 Upon request of the client our staff provides assistance to **access other services**, which are not offered by the center- government institutions, police, prosecutors, medical services and others.

1.10 Information brochures related to the topics of substance use and various types of addiction, HIV/ AIDS and STI (sexually transmitted infection); infectious diseases; opportunities for rehabilitation.

1.11 Health Consultancy – cooperating with partner organizations that specialize in harm-reduction and health care for injecting drug users (Initiative for Health, Caritas)

1.12 We are in **cooperation with a medical center**, which offers counseling for uninsured, indigent individuals. The center can help make an appointment with General Practician or a consultation with a medical specialist.

2. Statistics

2.1 In 2016 the center had 156 working days in which 65 addicted clients have used the service. 38 people came to the center more than once, 26 were regular clients (coming at least once a week) and 7 people came to the center at least once a month.

2.2 Use of services in 2016:

Services such as shelter, hot drinks and refreshments, vitamins and spreading of informational brochures have been enjoyed by all clients in every working day of the center.

Washing machine and dryer were used 98 times.

There were 4 consultations with a psychiatrist and 5 consultations with a lawyer.

Social consultations are held in all of the operating days. Staff provides advice to clients in relation to their needs and according to the difficulties they encounter in their daily lives. Our team also assists clients to deal with conflict situations inside and outside the center.

One psychological counseling session is held. There is no case management in 2016.

3 clients have been helped to get access to medical care in ER.

1 client has been accompanied to the border police for inquiry.

3 clients are directed to a medical center for free medical check-ups.

3. Working with volunteers and donors:

3.1 Volunteers: Posoka works with volunteers through the online platform TimeHeroes. We have at least one volunteer helping our team on each shift. Volunteers undergo pre-selection training that guides them in the specific ways of working with addicted clients and particularly - in the context of low-threshold center. Each volunteer signs a volunteering contract with the organization. Volunteers sign declarations of confidentiality and ethical relationships with clients and pass a test period before they engage in activities to acquire a certain level of trust.

In 2016 the activities of Posoka house have been supported by 19 volunteers.

3.2 Donation program: Since November Posoka runs a campaign to raise donations such as hygienic and cosmetic products for our clients. This initiative is supported by the TimeHeroes online platform. So far 24 people have been involved in the donor campaign.

3.3 Events: In 2016 (June 24th) Posoka has organized a photographic exhibition, together with "FotoFozzie" photographic studio (which is part of the activities of Solidarnost Association). The exhibition was entitled "26 steps in my direction" and was organized to mark the International Day against Drug Abuse and Illicit Trafficking. All funds raised from the sale of the exhibits were used to purchase hygiene and cosmetic products for the clients of Posoka.

4. Administrative changes

4.1 Relationship with Fracarita Iternational

After two-year negotiations with the Brothers of Charity Congregation we reached the point of association to the network of organizations of Association Fracarita International. Fracarita International is a non-profit organization with a mission to support the services of the Congregation on different continents. The services are in the sphere of psychological wellbeing, support of disadvantaged people and education. The Brothers of Charity works with disadvantaged people and therefore the programs of Solidarnost are included in their mission. Bulgaria is the second country on the Balkan Peninsula after Romania to attract the interest of the Congregation. The General Assembly of Solidarnost Association approved the association to Fracarita International. From now on, our organization shall be named Fracarita Bulgaria and the names of the therapeutic program and services shall remain Solidarnost. We have made changes to the Statutes that bind us more deeply with the mission and aims of Fracarita International. New people from the Brothers of Charity and Fracarita International have been elected as members of the Management Board and General Assembly and they will support the management of the organization and our financial resources in order to achieve a management and financial stability, development of the services in accordance with the aims of Fracarita International.

- Brother René Stockman, Superior General of the Brothers of Charity and President of Fracarita International and Raoul Geboers, volunteer of the Fracarita International are the new members of the Management Board and General Assembly;
- Brother Jos Mathijssen, coordinator of Fracarita International has become a member of the General Assembly. We are expecting the Court to approve the changes.

4.2 Our sponsors

Solidarnost was financially supported in 2017 by several organizations.

In Bulgaria:

- The National Center of Addiction funded a project for socially disadvantaged people who do not have the resources to pay their participation fees for the rehabilitation program. Six places were funded for 5 months.
- The Union of Brewers in Bulgaria provided a part of the funds needed for the development of the new website of Solidarnost.
- The International Women's Club funded a project for socially disadvantaged people who cannot pay their participation fees for the rehabilitation program. Three places were funded for 9 months.

From abroad:

- Compagnons de Trempoline provided the funds needed for the rent and overhead expenses of Solidarnost.

- Futur 21 funded a large part of the activities of the rehabilitation program, The National Drugs, Alcohol and Gambling Helpline (NDAGH) and Posoka House
- Renovabis funded a part of the activities of the rehabilitation program and the manufacture of brochures about addictions.
- L'Abbaye de Leffe funded a part of the activities of the rehabilitation program and Posoka House.
- Solvay Sodi supported current expenses of Solidarnost.
- Private donors supported the activities of the rehabilitation program and the NDAGH through the Roi Baudouin Foundation.

The Management Board and the team of Solidarnost would like to express their deep gratitude towards all people whose donations enabled us to continue our work and to help the people suffering from addiction in Bulgaria!

Note: We can provide the entire report of activities in Bulgarian language. To ask it, please write us at elena@solidarnost-bg.org or info@solidarnost-bg.org.