

ALMA France
a proximity helpline network
founded by

Pr. Robert HUGONOT
† 2010

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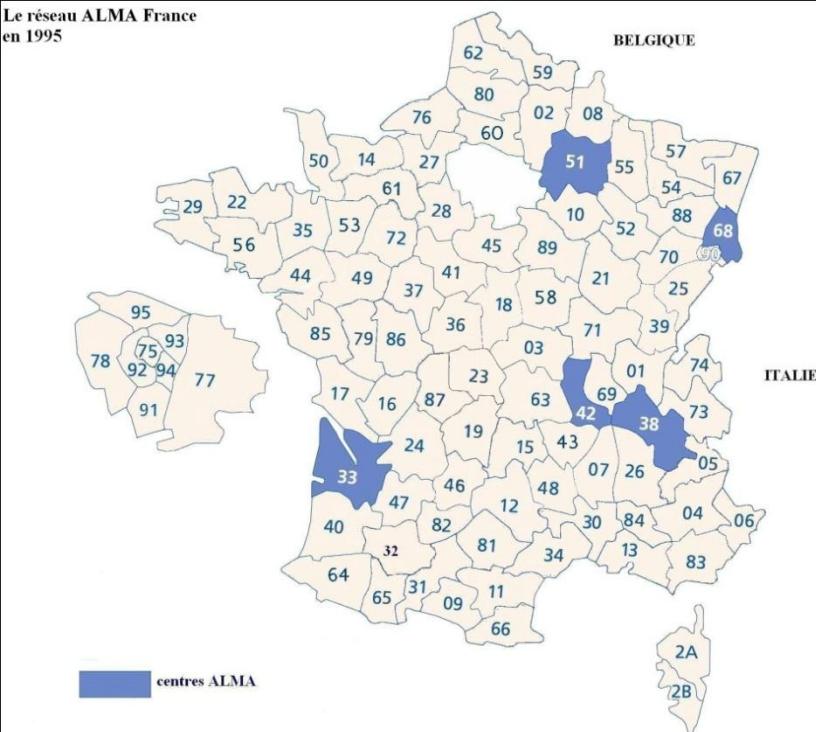
abuse against
the elderly and the handicaped
ALMA : a network with over 800 volunteers

training of the volunteers
alma methodology

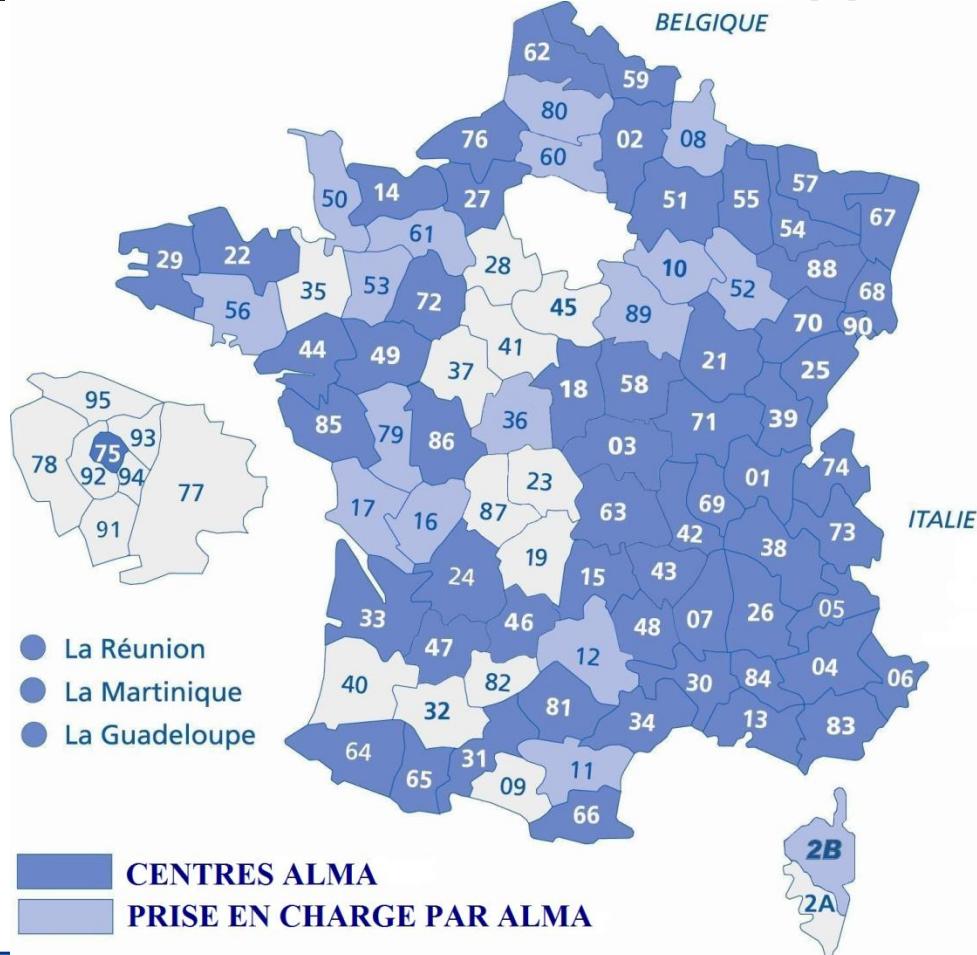
France counts 100 'départements' ALMA France covers 74% of the territory



1995



2011

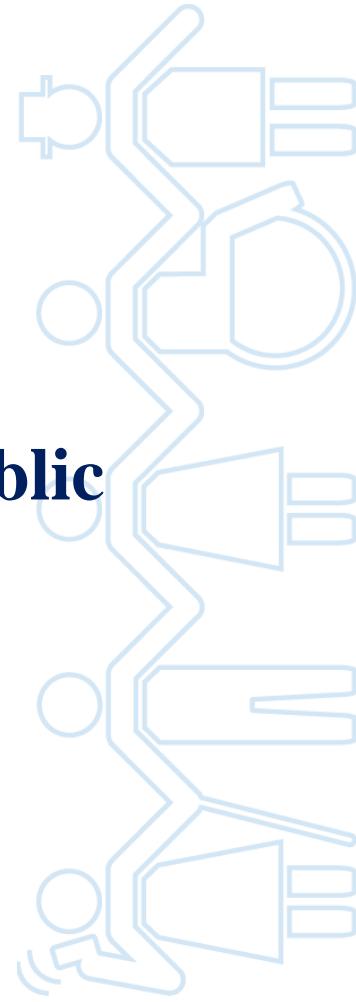


**A network of skilled volunteers
administrators, listeners, counsellors ...**

**Number of opening sessions through France :
97 per week**

**The network is open 260 hours/week to the public
980 volunteers :**

*Percentage : Listeners : 44% counsellors : 28%
administrative, training, etc. : 28%*





Goals of ALMA France

- Pledge for ABUSE PREVENTION MEANS
- Further expand network
- Support and strengthen ALMA centres
- Develop studies and research
- Extend partnerships (national and international)
- Inform and train about abuse

TRAINING

- **ALMA volunteers**
- **Professionals : medical, social helpers (home, institution)**
- **Retired public**
- **Politicians, etc.**

TRAINING METHODOLOGY to VOLUNTEERS

of ALMA CENTRES

Organisation of EACH ALMA centre



administrators

-found the centre, search for financial support, technical facilities
Recruits volunteers, organizes training sessions for them
-tightens bonds with advisory committee, other centres and ALMA France
-GUARANTEES ALMA ethical rules

Local advisory committee (medical, social, judicial proximity network)

-Is contacted punctually by the counsellors
-Takes measures improving the abuse situations
-informs ALMA about measures taken
-once a year, meet the ALMA team
-develops prevention of abuse on the département

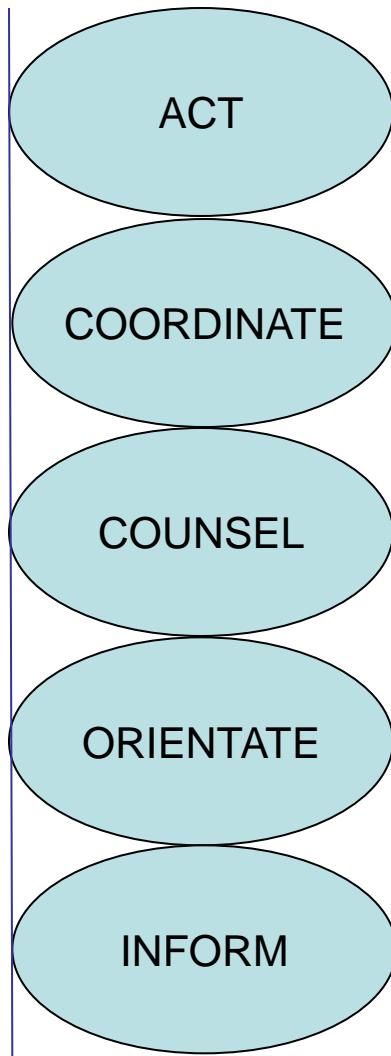
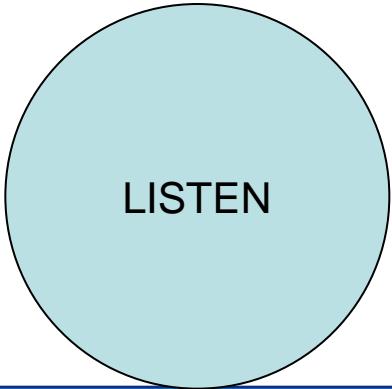
coordinator

listeners

counsellors

EVALUATION of DANGER in
a short or longer term

3977
National
number
et ALMA
listeners



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Profile of the retired and student volunteers



listeners

- Mr. or Mrs EVEBODY ready to learn !
- Mothers, fathers
- Persons who were faced with abuse
- Professionals from various backgrounds
- students

counsellors

- Social workers
- Medical and health professionals (doctors, psychiatrists, geriatricians...)
- Justice staff
- Psychologists
- Heads of institutions
- etc.

Learn about abuse and risks



abuse

Repeatedly ?

- Financial abuse
- Psychological abuse
- Physical, sexual abuse
- Refraining of citizen rights
- Medical abuse
- neglect

Risks (for whom ?)

- At home
- In institution
- Health problems
- Dependency on others
- Financial difficulties
- Lack of time
- Reduced, untrained staff, etc.

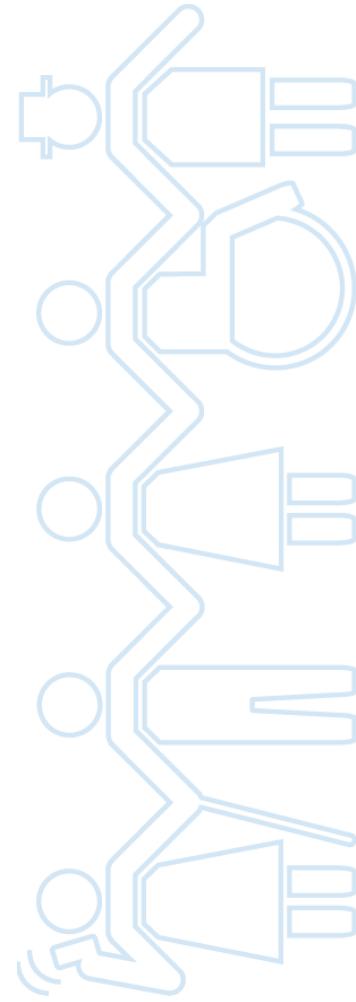


The HEART of an ALMA centre : listeners

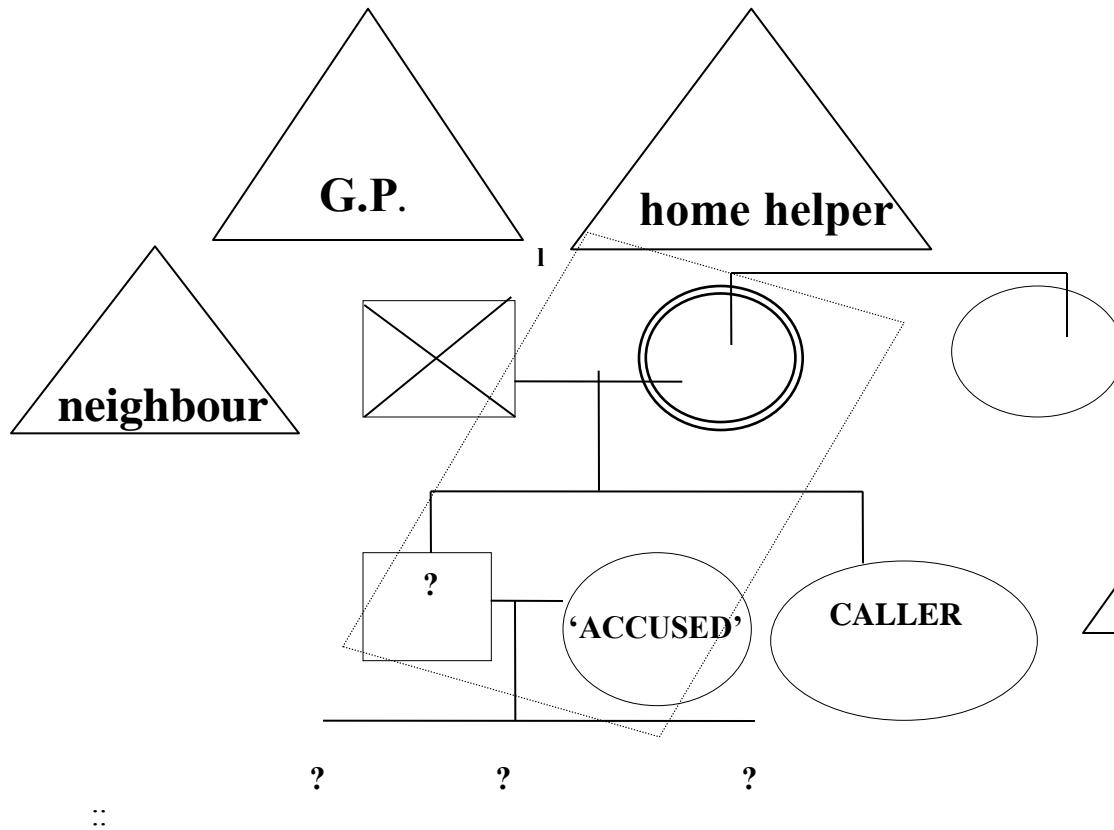


Listeners (2)

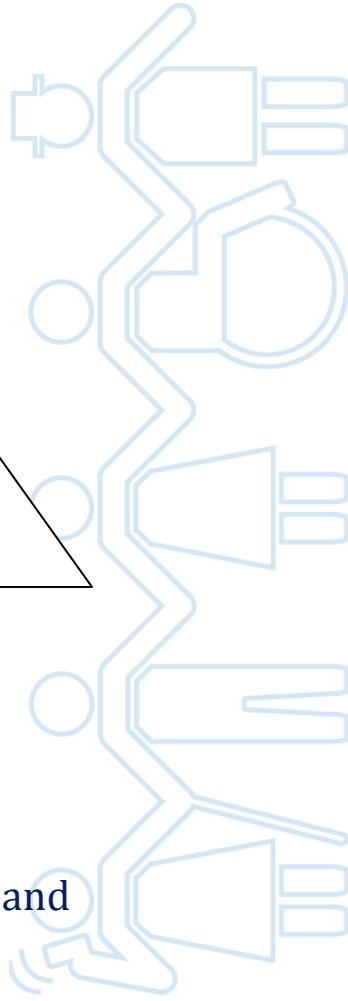
- listen with a systemic approach
draw sociogram
- search for information
- take notes, fills in dossiers
- transmits to counsellors
 - take part in analysis
- respect ALMA ethical rules



For listeners and counsellors : sociogram unique objective ALMA tool



A sociogram is a graphic representation which serves to reveal, visualise the relationships within the family with their external environment such as health and social services, work, friends, neighbours, etc.



SEARCH for more information : what are risk factors ?

highest probability

Beneficial

Lowest probability

?

R

I

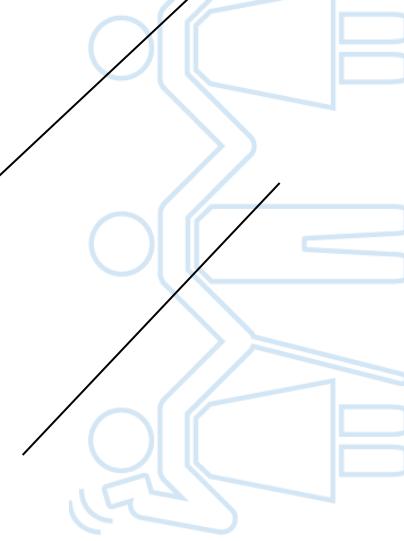
S

K

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death

Prejudicial



SEARCH FOR PROBLEMS? DIFFICULTIES ? HELPING SERVICES

SOCIAL

MEDICAL

Beneficial JUDICIAL

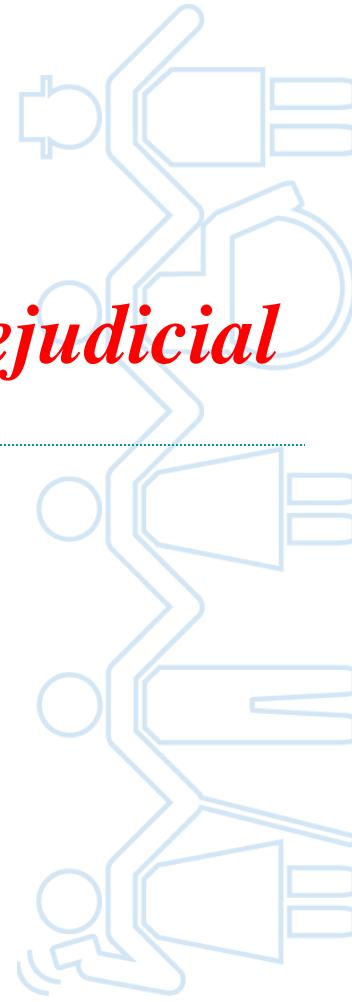
PSYCHOLOGICAL

FAMILY
PRESENCE

etc.

V	A
I	B
C	U
T	S
I	E
M	R
S	s

Prejudicial



clarification of situations



CALLERS
Professionals
Family members
friends, neighbours
'Victims' rarely

LISTENERS **listen and search for information**

- Who is involved ?
- What is the health status of all persons involved ?
- Where ? at home, in institution ?
- Who knows about the situation ?
- What are the problems, the complaints
 - Are they repeated ?
 - Since when ?
- Are there other witnesses ?
 - Do the victims get social or medical help ?
- What are the caller's questions ?
- What is expected from ALMA ?

abuse in institution :

Listeners fills in dossiers : Counsellors complete them



MALTRAITANCE en INSTITUTION DOSSIER CONFIDENTIEL									
<i>Page remplie par les écoutants 1er appel ou courrier</i>									
ALMA France									
oui	non								
audiotel									
oui	non								
		Numéro national		Personne(s) Âgée(s)					
		oui	non	oui	non				
concerne Personne(s) Handicapée(s) oui non									

1. Date d'ouverture du dossier :
2. Noms des écoutants :
3. Noms des référents :
- 4. IDENTIFICATION** : (ne pas laisser de case vide, noter "inconnu" si le renseignement fait défaut)

Centre ALMA :

NOM de l'appelant

NOM de l'INSTITUTION :

N° de dossier :

1er appel sur la demande de
la(les) "victime(s)"

4. IDENTIFICATION : (ne pas laisser de case vide, noter "inconnu" si le renseignement fait défaut)

	APPELANT			"VICTIME(S)"			"AUTEUR(S) PRESUME(S)"		
NOM Prénom									
Anonyme(s)	Oui	Non		Oui	Non		Oui	Non	
Adresse									
Téléphone									
	Oui	Non	Inconnu	Oui	Non	Inconnu	Oui	Non	Inconnu
Si c'est un GROUPE	1.	Famille : préciser					1.	Famille : préciser	
	2.	Equipe de soignants					2.	Equipe de soignants	
	3.	Personnels administratifs					3.	Personnels administratifs	
	4.	Personnels d'encadrement					4.	Personnels d'encadrement	
	5.	Stagiaires					5.	Stagiaires	
	6.	Association : préciser					6.	Association : préciser	
	7.	Autre-préciser					7.	Autre-préciser	
		Inconnu							



abuse at home :

Listeners fills in dossiers : Counsellors complete them



MALTRAITANCE A DOMICILE DOSSIER CONFIDENTIEL

Page remplie par les écoutants 1er appel ou courrier

ALMA France	oui non
Audiotel	oui non

Numéro national

oui non

concerne Personne(s) Agée(s)

oui non

Centre ALMA :
NOM de l'appelant
NOM de la "victime"
N° de dossier :
concerne Personne(s) Handicapée(s)
oui non	

1. Date d'ouverture du dossier :

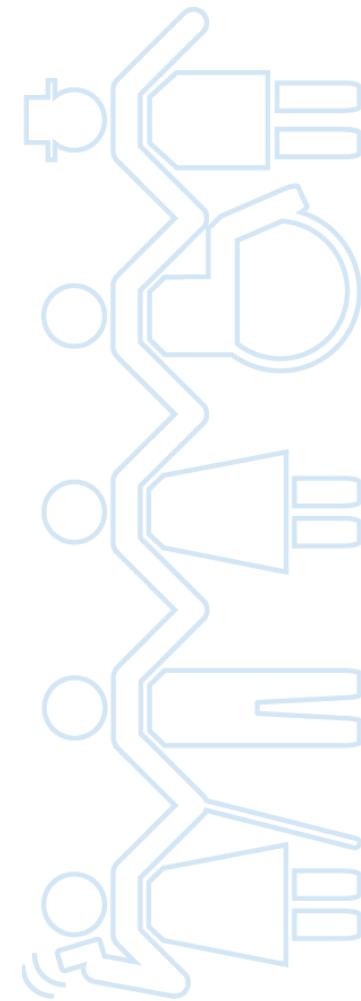
1er appel sur la demande de
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2. Noms des écoutants :

3. Noms des référents :

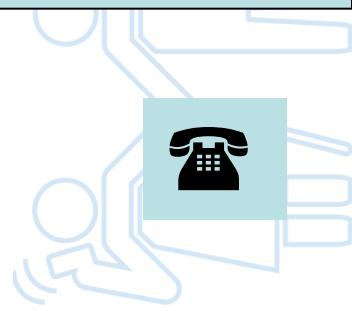
4. IDENTIFICATION : (ne pas laisser de case vide, noter "inconnu" si le renseignement fait défaut)

	APPELANT			"VICTIME(S)"			AUTEUR PRESUME		
NOM Prénom									
Anonyme	Oui	Non		Oui	Non		Oui	Non	
Adresse									
Téléphone									
Couple	Oui	Non	Inconnu	Oui	Non	Inconnu	Oui	Non	Inconnu
Sexe	Homme	Femme		Homme	Femme		Homme	Femme	
Age									
Etat civil (entourer la réponse)	1. Marié 2. Union libre 3. Divorcé ou séparé 4. Veuf 5. Célibataire 6. Inconnu	1. Marié 2. Union libre 3. Divorcé ou séparé 4. Veuf 5. Célibataire 6. Inconnu		1. Marié 2. Union libre 3. Divorcé ou séparé 4. Veuf 5. Célibataire 6. Inconnu	1. Marié 2. Union libre 3. Divorcé ou séparé 4. Veuf 5. Célibataire 6. Inconnu				



COUNSELLORS
ALERT
COUNSEL - GUIDE
TIGHTEN BONDS
with medical,
social and judicial services
ENCOURAGE mediation

CALLERS
Professionals
Family members
friends, neighbours
‘Victims’ rarely



The HEART of an ALMA centre : counsellors



Multi-disciplinary counsellors

↳ inform, counsel callers

↳ follow through, monitor dossiers from first call to 'solution'

↳ Encourage the callers and witnesses to take measures

↳ support the professionals in coordinating helping measures

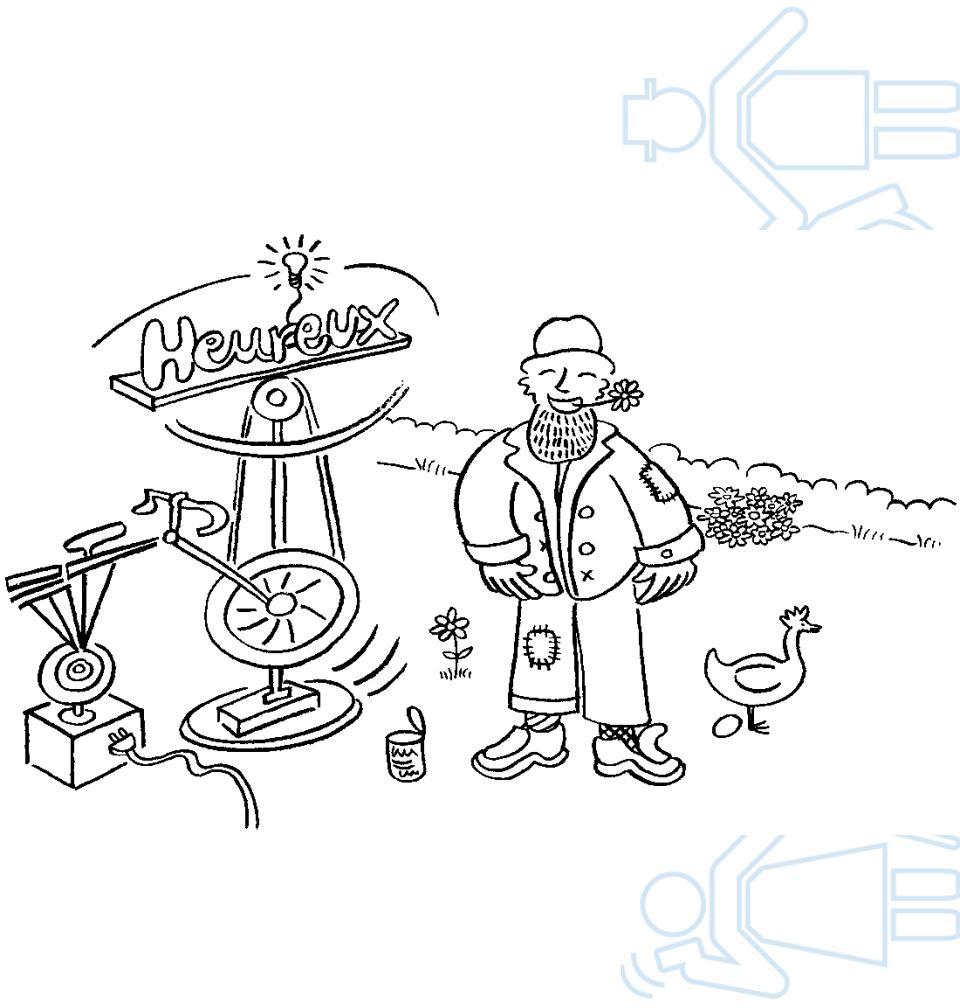
↳ refer to the advisory committee when necessary

↳ respect ethical rules

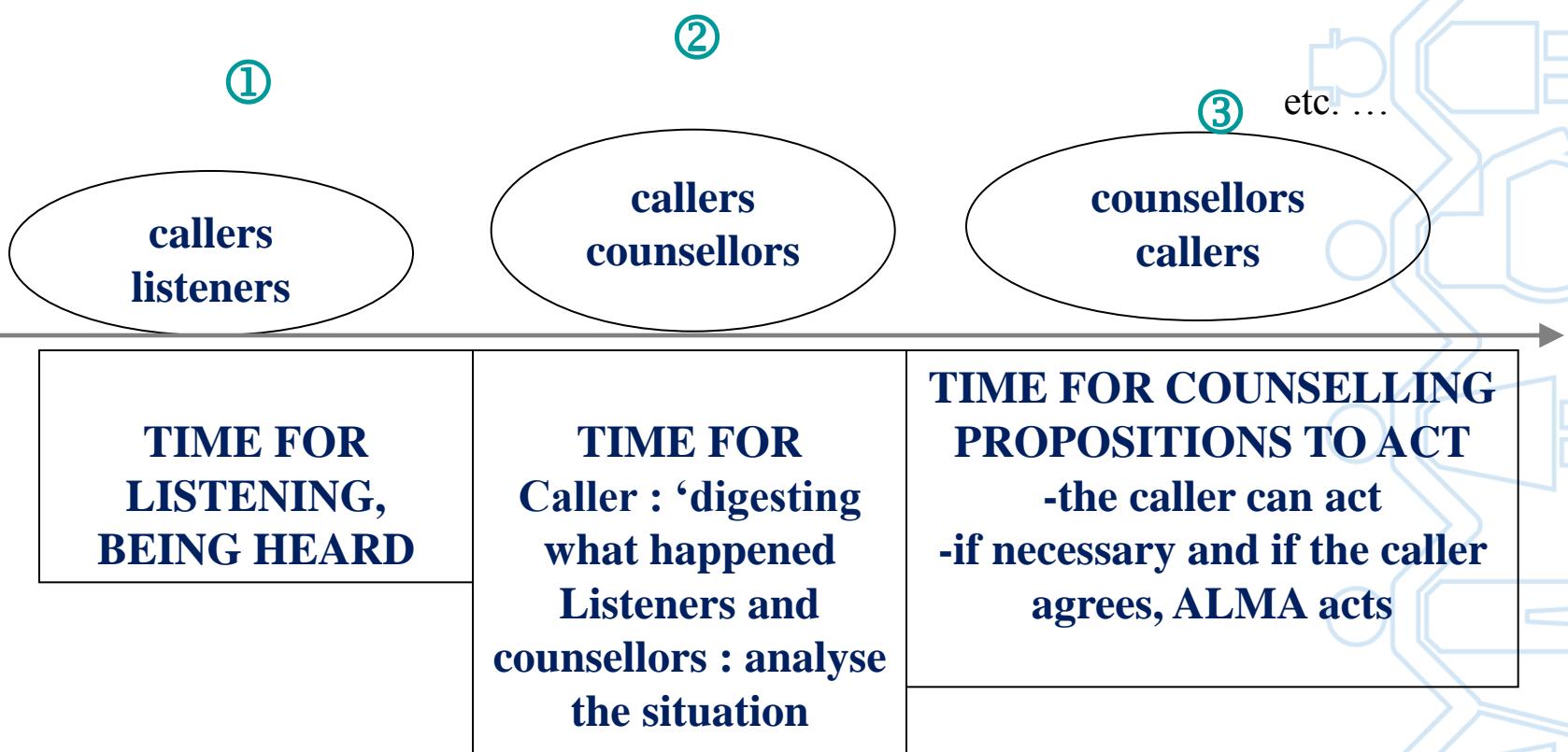
Is the complaint relevant ?



- **3 calls : this 70 year old man is mistreated, neglected, abandoned ! Do something !!**
- **ALMA calls the mayor of the town !**
- **This man is well known and HAPPY ! in HIS way !! ?
Not according to the life values of the callers !!**



We give time to time... or hurry up slowly !



ALMA ETHICAL RULES

➡ DOUBLE LISTENING

➡ MULTI-DISCIPLINARY ANALYSIS AND COUNSELLING

➡ CONFIDENTIALITY, DISCRETION

➡ PROFESSIONAL SECRET

➡ NO JUDGEMENT, IMPARTIALITY

➡ ACT WITH AGREEMENT OF CALLERS/VICTIMS

➡ FOLLOW UP WITHIN THE LEGAL TEXTS (danger to victim ?)

➡ RESPECT THE DIGNITY OF ALL PERSONS INVOLVED



Thank you for your attention

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