

Poster

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Poster 14

[P-14-05] A Questionnaire Survey on the experiences of hotline counselors involved in suicide prevention in Tokyo

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Background: Suicide prevention is an extremely crucial mental health-related issue that needs to be addressed. The situation in Tokyo remains serious, with approximately 2,000 people taking their own lives each year. Tokyo has been working on comprehensive measures for suicide prevention.

Various issues need to be addressed, and the importance of support for suicide prevention workers has been pointed out. We conducted a questionnaire survey targeting hotline counselors, who directly provide support to individuals who attend consultations, with the aim of suicide prevention.

Methods: Anonymous questionnaires (partially using paper medium) were administered online. Participants are suicide prevention hotline counselors in Tokyo who have agreed to participate. They belong to three organizations that agreed to cooperate in the study, out of seven organizations listed in the Tokyo Metropolitan Government Bureau of Social Welfare and Public Health's list of consultation services.

Results: Responses were obtained from 66 individuals. Two organizations were volunteer-centric consultation agencies, while another was a consultation agency comprising full-time and part-time counselors. Over 50% of respondents were aged 60~69, 70% were female, and 73% were volunteers. All respondents had prior experience dealing with individuals with suicidal ideation, 80% had prior experience dealing with individuals who revealed that they were contemplating suicide (75% among volunteers alone). Over 70% of respondents had received consultations regarding individuals close to the counselor and over 90% had received consultations from individuals who had previously attempted suicide. Approximately 80% had experience receiving consultations from bereaved families. The *presence of, as well as relationships with one's companions* was frequently mentioned in the open-ended answers received regarding factors that supported them.

Discussion: Suicide prevention counselors receive consultations regarding suicide, including that from individuals contemplating suicide. Increasing available support for suicide prevention support providers is desirable.