

JEEVAN AADHAR- ADOLESCENT HELPLINE, BHOPAL

To address the need to implement Adolescent friendly Reproductive and Sexual Health Counseling services a helpline was established at district level in JP HOSPITAL Bhopal , in collaboration of NRHM Bhopal and CMHO , Bhopal, Madhya Pradesh. The aim is to fill the huge gap in information related to reproductive sexual health, contraception, pregnancy infant and child health related issues and availability of reliable information on these issues.

The overall objective of the process was to provide helping hand to adolescents in the special needs and to empower them through counseling skills so that they are better equipped to respond to their needs more effectively, efficiently and with greater sensitivity.

Jeevan aadhar is Adolescent Helpline and counseling cell caters mainly to adolescent section of the population, to provide reliable and confidential information on ARSH issues. The services, however, does not substitute for the services of a qualified doctor. Here we provide Psychological Counseling, Educational counseling, Sexual and Reproductive Health counseling, Vocational Counseling, Nutritional counseling and Life skill related counseling telephonically as well as face to face counseling at the toll free no. 1800-233-1250. The timing is 8 am -8pm all days working except national holidays.

Aadhar Gyan Dhatri Samiti is looking after the HR part. The team comprises of project director, counselor –in- charge, 2 project coordinators, 6 project associates and 2 office assistants. The entire team is well qualified and trained by professionals.

COMPILED REPORT OF CALLS RECEIVED at JEEVAN AADHAR

(FROM 1ST APRIL 2015- 31MARCH 2016)

The helpline started working at district level but we are catering calls from whole MP as well as all over India. We proposed to make it state level helpline. Although the helpline is established for adolescents only, we are getting calls from age range of 10-58years.

Table 1-Total number of calls received at helpline from 1st April 2015 to 31st March 2016.

| | |
|------------|-------|
| Total call | 32693 |
| Male | 26231 |
| Female | 5422 |
| Blank call | 1040 |

Table 2-Age and sex wise callers detail

| Age | Male unmarried | Male married | Male total | Female unmarried | Female married | Female total |
|-------|----------------|--------------|------------|------------------|----------------|--------------|
| 10-14 | 371 | 2 | 373 | 163 | 1 | 164 |
| 15-19 | 13852 | 42 | 13894 | 2758 | 23 | 2781 |
| 20-25 | 7022 | 289 | 7311 | 987 | 151 | 1138 |
| 26-30 | 933 | 611 | 1544 | 167 | 226 | 393 |
| 30+ | 103 | 658 | 761 | 33 | 286 | 319 |

Table 3- Counseling Area wise call details

| Sno. | Area | Male | Female | Total |
|------|---------------------|------|--------|-------|
| 1 | Nutrition | 1760 | 833 | 2593 |
| 2 | Skin | 991 | 475 | 1466 |
| 3 | Premarital | 19 | 7 | 26 |
| 4 | Sexual | 5036 | 65 | 5101 |
| 5 | Contraception | 1021 | 133 | 1136 |
| 6 | Abortion | 0 | 16 | 16 |
| 7 | RTI/STI | 678 | 424 | 1102 |
| 8 | Substance abuse | 5 | 1 | 6 |
| 9 | Stress | 1036 | 341 | 1377 |
| 10 | Depression | 16 | 9 | 25 |
| 11 | Suicidal | 49 | 12 | 61 |
| 12 | Violence | 1 | 10 | 11 |
| 13 | Sexual abuse | 7 | 5 | 12 |
| 14 | Educational | 5489 | 1108 | 6597 |
| 15 | Career | 3422 | 560 | 3982 |
| 16 | Personal | 3767 | 773 | 4540 |
| 17 | Reproductive health | 687 | 540 | 1227 |
| 18 | General health | 1667 | 417 | 2084 |
| 19 | Growth | 858 | 307 | 1165 |
| 20 | Other mental health | 7 | 0 | 7 |

| | | | | |
|----|--------|------|-----|------|
| 21 | Others | 1621 | 400 | 2021 |
|----|--------|------|-----|------|

Clients in helpline for face to face counseling

There is provision of face to face counseling in Jeevan Aadhar Helpline to adolescent

From April 2015 to March 2016, total 176 clients registered in the clinic with different psychological issues. The foot fall in the helpline for the face to face counseling was 489.

Table 4 – Areas of In-house counseling sessions

| | Area of counselling | Male | Female | Total |
|----|---------------------|------|--------|-------|
| 1 | Nutrition | 24 | 30 | 54 |
| 2 | Skin | 2 | 6 | 8 |
| 3 | Premarital | 1 | 0 | 1 |
| 4 | RTI/STI | 2 | 0 | 2 |
| 5 | Substance abuse | 1 | 1 | 2 |
| 6 | Stress | 7 | 5 | 12 |
| 7 | Depression | 1 | 4 | 5 |
| 8 | Suicidal | 8 | 4 | 12 |
| 9 | Sexual health | 10 | 0 | 10 |
| 10 | Educational | 13 | 3 | 16 |
| 11 | Career | 16 | 15 | 31 |
| 12 | Personal | 21 | 30 | 51 |
| 13 | Reproductive health | 0 | 35 | 35 |
| 14 | General health | 1 | 6 | 7 |
| 15 | Growth | 4 | 3 | 7 |
| 16 | Mental health | 1 | 3 | 4 |

Suicide is one of the most preventable forms of death. The majority of the time, youth who attempt suicide have given definite signs or talked about suicide. The key to prevention are recognizing the warning signs and knowing what to do to help. Through Jeevan aadhar helpline we helped 12 clients to give up the thought of suicide. It is observed that most of the suicidal youth don't want to die, they just want their pain to end and suicide may seem like their only option. Talking about suicide provides them opportunity for communication and search better options to live life happily.

In premarital counseling we helped the young couples who are going to get married very soon. They came with lots of apprehensions and queries regarding their married life. Counseling provides support to them by giving information to empower them. In

this we gave counseling regarding physical health reproductive health, nutrition, contraception self awareness etc.

Career counseling is done by empowering the client by career consultant of our team. she helped them to explore their strengths and weaknesses and by opening the world of work to them.

Stress, aggression, bullying , abuse , affairs etc are the issues handled under the category of behavioural issues.

10 children with poor scholastic performance were the referral cases of schools . these adolescents are helped to solve their problem in academics.