

Abstrakt

In this thesis I deal with the topic of help to the seniors in crisis situations, through the social service emergency hotline of Život 90. The first part is focused on the old age topic and its problematics. There is also detailed analysis of the emergency hotline with its possibilities and limit. There is part dedicated to the description of the technical equipment, as well as social work that is being exercised there. Part of the thesis is dedicated to the statistical information, focused on the number of active users and the number of cancellations of registrations. The practical part is dedicated to the research that maps the satisfaction and trust of the clients to the emergency hotline of the Život 90. Finally, the closing part, deals with number of case reports.