

Crisis is a part of our lives. There are situations that we are not able to solve only by our power, so we need an expert assistance. The most approachable form of help is telephone crisis intervention (TCI). The TCI is focused on stabilisation of acute state. I dealt with four organizations of telephone hotlines - for children, general and elderly population and hotline for victims of household violation. I described their work. Their help is immediate, available, anonymous for both participants, financial inexpensive. All the clients need in situations of crises is safeness and acceptance. According to the new law of social services, the workers of crisis hotlines have to improve their education in area of telephone crisis intervention. The organizations which deal with TCI often encounter problems with repeated calling of certain clients. These clients demand attention of hotlines workers because of compensation of missing relationship. The staff should provide other services and motivate clients into real relationships in their lives.