

Annotation

The goal of my bachelor thesis is to map and introduce the possible forms of online help by organizations dealing with telephone crisis intervention in the Czech Republic. The theoretical part is mostly based on Czech (specialized) literature supplemented with knowledge of foreign literature. On this base the themes of crises and crises intervention and help are generally introduced. Also more specific themes of online communication and possibilities of providing support through online communication systems are dealt with. As a part of this thesis the ethical issues of working with the client and the theme of quality of services provided are mentioned.

The practical part is mainly concerned with the comparison of online help provided by the specific organizations and by the Safety Line. The research was made on the bases of quantitative principles using a structured questionnaire. It is primarily focused on the practical functioning of providing services and then of what nature the client's contacts actually are.