

TeamViewer Helps Suicide Prevention Volunteers Save Lives in Brazil

Suicide numbers throughout the world are on the rise. In Brazil, suicide is considered by the Ministry of Health to be a public health problem with a person taking their own life every hour, and three others attempting.

But suicide isn't a new problem. Since 1962, the CVV (ComoVaiVocê) or Life Valuation Center, has been helping to save lives by providing support and connection for those who are in despair and feel that suicide is the only answer. Manned by volunteers, the organization supports the 188 helpline where people can call 24 hours a day, free of charge, and speak with a trained volunteer to help them work through their problems or find other, more long-term assistance.

Trained volunteers also do one-on-one counseling in offices throughout the country and use chat applications when clients can't get to an office. This service opens channels of connection, enabling the 2,000 volunteers to help more than two million people throughout the country get the help they need to stay alive.

Sarah Roberta Gonçalves, an IT specialist and CVV volunteer, joined the organization after seeing a movie about suicide and researching the topic online.

"I wanted to help and found that CVV needed volunteers," she shares. "The selection process isn't easy, with four hour meetings one day a week and a lot of study in how to help those who are contemplating suicide."

From 2016 until recently, Sarah provided assistance by Skype, which was replaced by Jitsi VoIP software. Recently, her life took her abroad, so she uses her IT knowledge to support those in Brazil who are working with clients. As part of a team of 10 IT specialists supporting more than 2,000 counseling volunteers, Sarah and the IT team have their hands full.

"CVV responds to about 200 calls every day, provides face-to-face counseling, answers emails and responds to live chat," she says. "And as IT volunteers, we only have so many hours each week to make sure the software counselors use is always ready when they have to help those in need."

William Botoni, virtual station coordinator, and the IT team needed a remote access support solution that was easy to implement, use, and maintain, while providing the level of security counselors needed to protect themselves and clients. And he chose TeamViewer.

Challenges

- Supporting the IT needs of more than 2,000 volunteers throughout Brazil
- Enabling volunteers in offices, working on personal computers or using mobile devices to help those in crisis
- Integrating seamlessly with other software programs to ensure connectivity and the ability for those in need to make connections

Solution

TeamViewer enables a team of 10 IT specialists to support more than 2,000 volunteers from implementation of an array of software applications, through setup, to providing assistance for those who are on the frontline alleviating people's suffering and helping them to choose life.

About CVV

The CVV (ComoVaiVocê), or Life Valuation Center, is a nonprofit, philanthropic civil association that provides voluntary and free emotional support and suicide prevention for all the people who want and need to talk, under total secrecy and anonymity. Founded in Brazil in 1962, CVV is a Federal Public Utility and participated in the task force that developed the National Policy on Suicide Prevention of the Ministry of Health. CVV has been instrumental in the implementation of a national suicide prevention hotline and other emotional support activities that stimulate self-knowledge and better coexistence. The organization also maintains the Hospital Francisca Julia for people with mental disorders and chemical dependency.



TeamViewer Simplifies Support

CVV's services have changed a lot over the years with the advent of far-reaching and accessible communication technologies. From having crisis calls answered only when someone was available in an office or call center, to being able to connect with individuals from almost anywhere in Brazil, technology has made it possible for CVV to provide services in areas it wasn't able to reach before. Mobile devices and VoIP software have eliminated the barriers keeping some from receiving the help they need.

With volunteers across the country using a variety of devices, the IT volunteers turned to TeamViewer to make sure those on the front lines were able to provide the help needed for people in crisis.

Ensuring Security for Those in Need and Those Helping

TeamViewer understands that remote access support can be scary for some people. That's why TeamViewer uses technology based on the same standards as https/SSL, meeting and often exceeding today's security standards.

"Many people use their own computers to do this job," she says. "Since TeamViewer generates a new password for each session, we know we can trust it and so can the people we support."

This feature provides additional security against unauthorized access to the remote system, protecting the volunteers' data and keeping the data they collect about clients secure. The key exchange also guarantees full client-to-client data protection. This means that even TeamViewer's routing servers are not able to read the data stream.

"I have been using TeamViewer for several years, even before volunteering at CVV," says Sarah. "I don't know how we would be able to support everyone without it."

And this support includes not only a variety of software solutions, but also an array of devices and volunteers with varying IT knowledge.

"Sometimes our volunteers aren't well-versed in how to use computers or they have two computers and they use one exclusively for answering calls," Sarah says. "Since TeamViewer is very intuitive to use, it's easy to walk them through the implementation and the setup of the Jitsi (VoIP application), chat, and email software, as well as anything else they need to effectively help those who are contacting CVV for help."

When Sarah and her team begins setup for a volunteer, they don't know what kind of computer or operating system they have. TeamViewer's adaptability with Mac and Windows makes it easy for the team to provide support no matter the device. This also includes supporting mobile devices since some volunteers don't have computers. The IT team can even use their mobile devices to provide support, giving them more availability and options when it comes to serving others.

"TeamViewer is extremely stable and reliable," says Sarah. "I've never had a problem using it."

Time is very valuable when you are helping a person on the verge of despair. TeamViewer helps save time which in turn can save even more lives.

About TeamViewer

As a leading global remote connectivity platform, TeamViewer empowers users to connect anyone, anything, anywhere, anytime. TeamViewer offers secure remote access, support, control, and collaboration capabilities for online endpoints of any kind and supports businesses of all sizes to tap into their full digital potential. TeamViewer has been activated on approximately 2 billion devices; up to 45 million devices are online at the same time. Founded in 2005 in Göppingen, Germany, the company employs about 800 people in offices across Europe, the US, and Asia Pacific.

TeamViewer US
5741 Rio Vista Dr
Clearwater, FL 33760
USA
(800) 951-4573



www.teamviewer.com