

Crisis hotline: veterans press 1

Sociology



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Crisis Hotline: Veterans Press Client situation Crisis Hotline: Veterans Press addresses a scene at a crisis hotline that functions 24/7 for veterans who have hardships and stress after coming back from overseas because of military services (" Robot Check," n. d.).

Observed situation

Americas veterans commit suicide a rate of 22 daily. The Veterans Crisis Line is the leading in the U. S. Department of Veterans. The crisis hotline is the only one in America to attend to veterans who are in crisis and gets over 22, 000 calls monthly. The main aim of the hotline is the battle against suicide among the veterans who may have weapons around them.

Subjective situation

The clients claim that the crisis hotline offers poor care of veterans. The counselors, at times, talking directly to the camera and obviously under strain, question if or not they could have done more and talk briefly about their personal experiences on active duty. They do their best, daily, pressing on, leaving one to think about whether the DAV questions itself on a day to day basis, on what they should improve and how they can do more for other veterans (" Robot Check," n. d.).

Social worker viewpoint

The counselors are ever hurriedly typing on keyboards, talking to callers, and communicating with co-workers, as well as supervisors in their office space. When the calls roll in, the counselors quickly evaluate the situation of the callers that is if there are any weapons, children and family in the veteran's house. The operators, most of them being retired veterans, are well-situated to talk to their colleagues in the military (" Robot Check," n. d.). Following the end of a phone call optimistically that the veteran is safe, the supervisors <https://assignbuster.com/crisis-hotline-veterans-press-1/>

enter the counselors' cubicle to find out how they are doing.

References

Robot Check. (n. d.). Retrieved from <http://www.amazon.com/Crisis-Hotline-Veterans-Press-1/dp/B00KF8LP3S>