

Public Information

Annual Report 2018

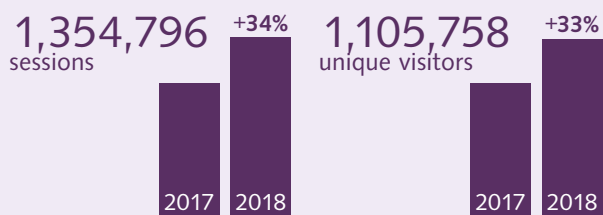
The Public Information Department of the Trimbos Institute provides reliable information and advice on drugs, alcohol, smoking, gaming and addiction. This information is shared by telephone, e-mail, online chats, websites, brochures, videos and (social) media. This annual report provides an overview of activities and key figures for 2018, including a significant increase in website visitors.

Ask your question
online or by telephone!

Listen to recorded
information 24/7

Our staff is available by
telephone from 9-17.
Monday to Friday.

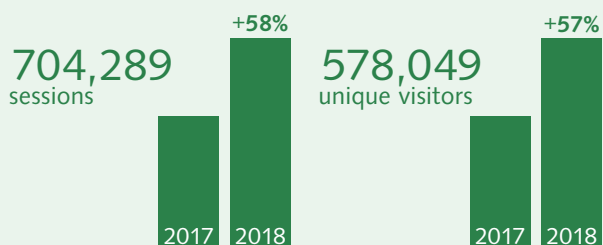
Alcoholinfo.nl



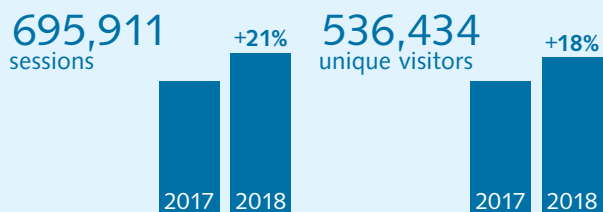
Gameninfo.nl



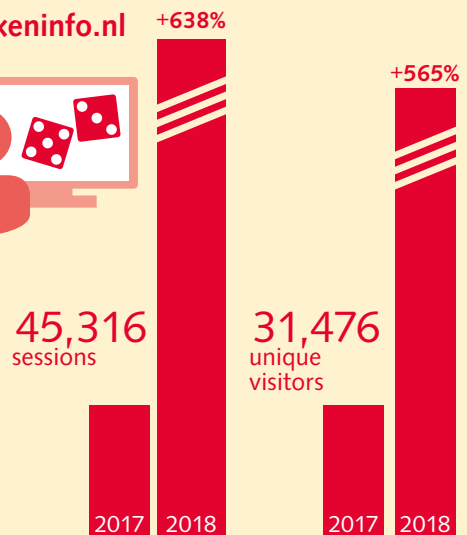
Drugsinfo.nl



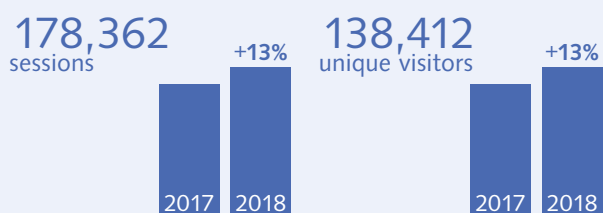
Rokeninfo.nl



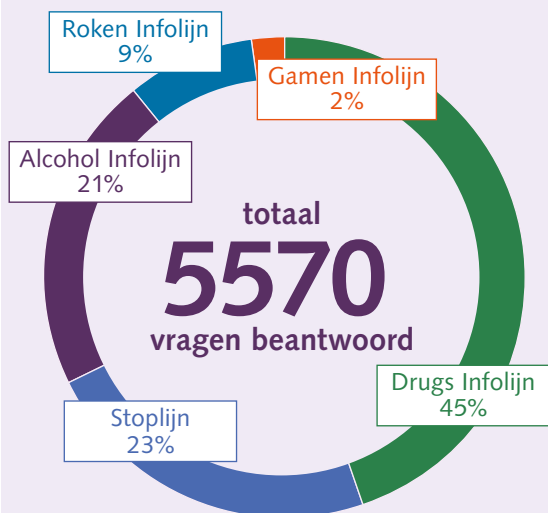
Gokkeninfo.nl



Ikstopnu.nl



Infolijn and stoplijn (e-mail and telephone)



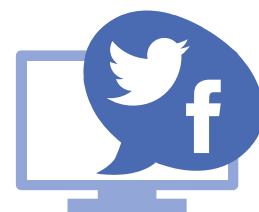
Details about the call and callers are described below

Twitter



@AlcoholDrugInfo
3876 followers(+746)

@InfoRoken
640 followers (+30)



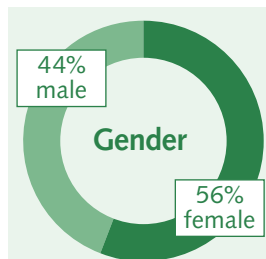
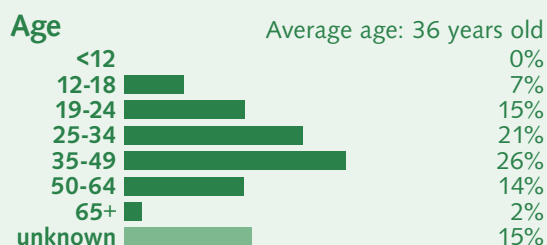
Social Media

Facebook

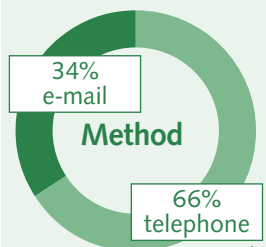


	Reach	Engagement	Likes
Ikstopnu	817.335	19.656	744 +43%
Gameninfo	271.216	90.394	2.390 +1.066%
Gokkeninfo	135.365	n/a	n/a
Roken, Alcohol en Drugs Info	48.564	3.690	728 +5%

2498
questions answered



**DRUGS
INFOLIJN
0900-1995**

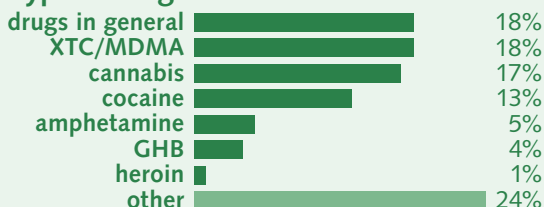


Average of 12 minutes

What are
the risks of
smoking pot on
daily basis?

Sample question

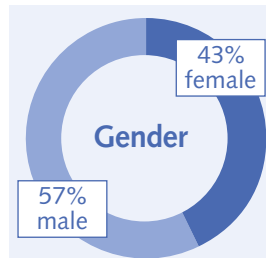
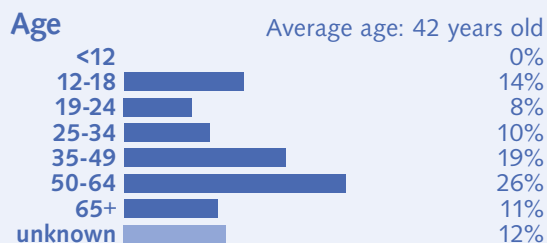
Type of drugs



Subjects

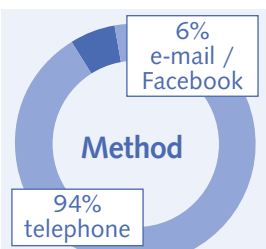
1. Risks
2. How to help users
3. Detection of drug use

1280
questions answered



**Stoplijn
0800-1995
GRATIS**

For information
and advice about
quitting smoking

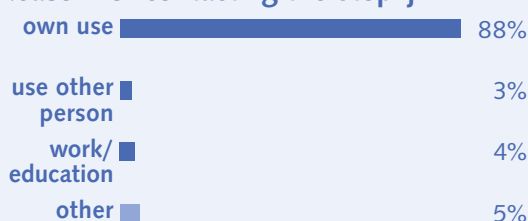


Average of 9 minutes

How do I
successfully
quit
smoking?

Sample question

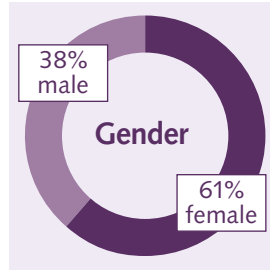
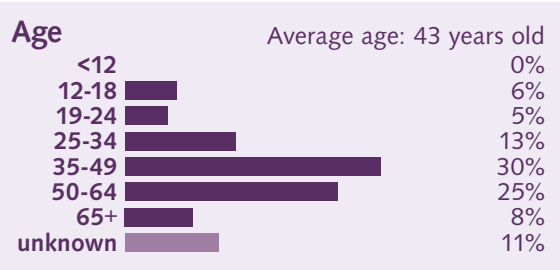
Reason for contacting the Stoplijn



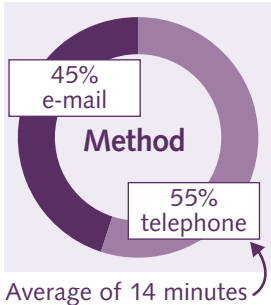
Subjects

1. Quitting smoking
2. Risks
3. Cigarette package warnings and information

1192
questions answered



**ALCOHOL
INFOLIJN
0900-1995**



I think that I drink too much, where can I find help?

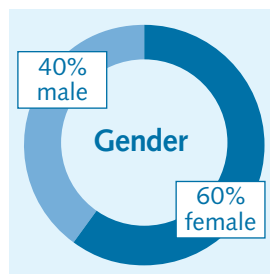
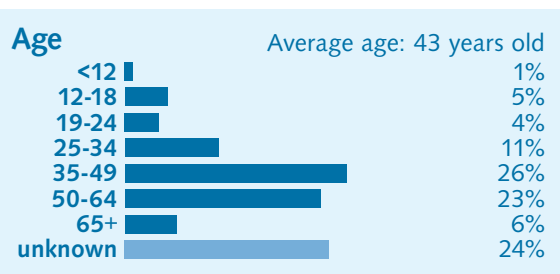
Sample question



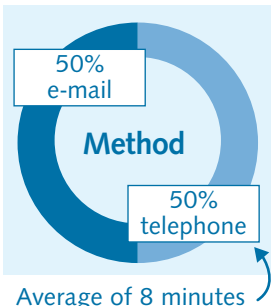
Subjects

1. How to help someone who drinks
2. Alcohol laws and policy
3. How to quit drinking

491
questions answered

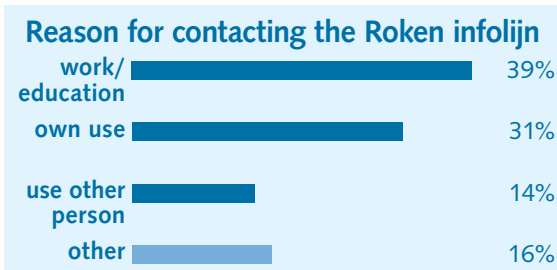


**ROKEN
INFOLIJN
0900-1995**



As an employer, am I obligated to offer a smoking area?

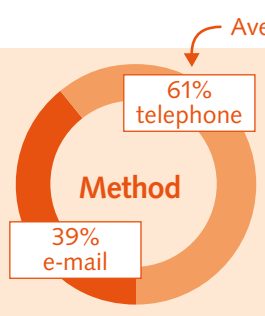
Sample question



Subjects

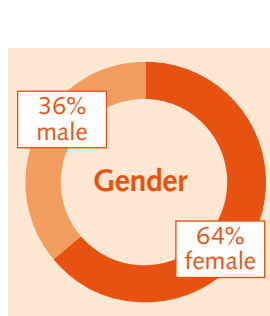
1. Quitting smoking
2. Smoking law and policy
3. Risks

109
questions answered

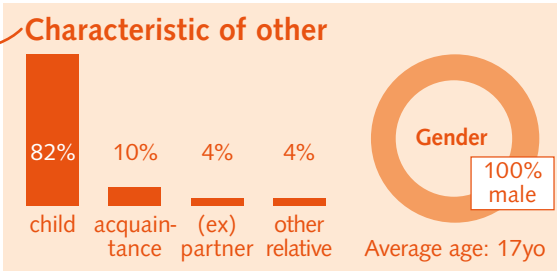


My child gets very angry when he has to stop gaming. How can I help him?

Sample question



**GAMEN
INFOLIJN
0900-1995**



Subjects

1. Dealing with gaming addiction
2. Risks
3. Upbringing

NATIONAL CHATSERVICE

Partnership between Trimbos Institute and a number of institutions for addiction care.

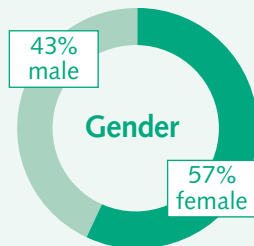
For questions about help with alcohol, drugs, smoking, gaming, and addiction



Average chat time: 18 minutes

Can I take XTC if I'm on antibiotics?

Sample question



NATIONWIDE CHATSERVICE

Available Monday to Friday from 1pm to 5pm

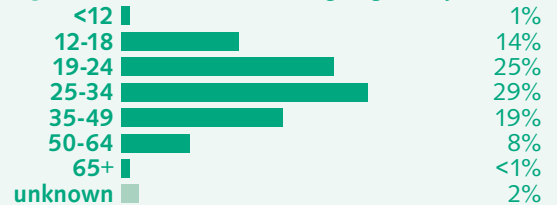
1655 questions answered



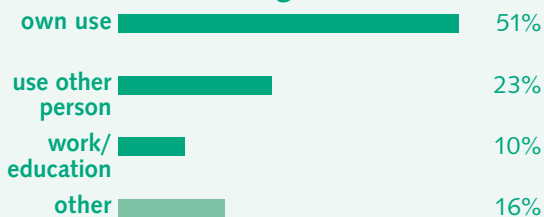
Accessible via Trimbos websites and websites of institutions of addiction care

Age

Average age: 29 years old



Reason for contacting



Subjects

1. Assistance
2. Dealing with user(s)
3. Complaints after use (43% about mental health; 57% about physical health)

Brochures about substances



Order or download for free via the webstore of the Trimbos-instituut:

www.trimbos.nl/producten-en-diensten/webwinkel/bestellijsten/inhoud/?lijst=7

In 2018, the Public Information department at the Trimbos Institute has:

- Given more than 20 presentations and trainings about drugs, smoking, alcohol and gaming to groups such as the police, doctors, and municipalities.
- User satisfaction survey completed with an average score of 8,5
- Spoken to more than 80 journalists.



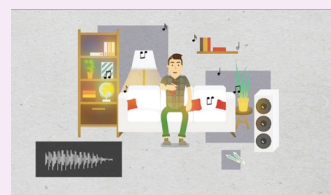
Other activities

Videos

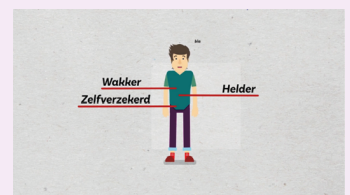
Three short films illustrate the key facts about alcohol, cannabis, and cocaine



7 things you should know about alcohol



7 things you should know about cannabis



10 things you should know about cocaine

White paper on gaming behavior

The factsheet '(Un)healthy gaming behavior of Dutch youth' describes key facts and figures regarding gaming.



NET and EA

The Public Information department provides information and updates from the National Expertise Center for Tobacco and the Expertise Center for Alcohol

Colophon

This is a publication of the Trimbos Institute.

SKU: AF1705

Financing: Ministry of Health, Welfare and Sports

Text: Leonie Kamps

Design: Rijkers Infographics

Head of department: Annemarie Pijnappel-Kok, +3130-2959418, akok@trimbos.nl

Trimbos
instituut

Netherlands Institute of
Mental Health and Addiction