# Public Information Annual Report 2020



The Public Information Department of the Trimbos Institute provides reliable information and advice on drugs, alcohol, smoking, gaming, gambling and addiction. This information is shared by telephone, e-mail, live chats, websites, brochures, videos and (social) media. This annual report provides an overview of activities and key figures of 2020.

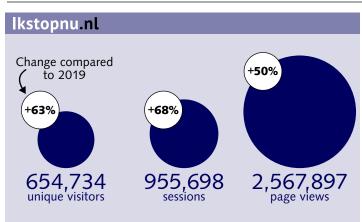
Ask your questions online or by telephone!

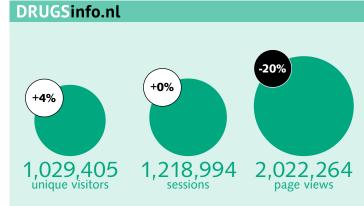
Listen to recorded information 24/7

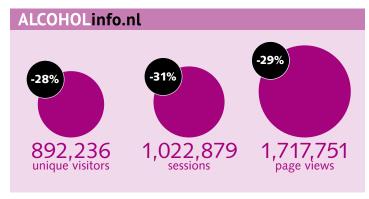
Telephone advice and information: Monday-Friday, 9am-5pm

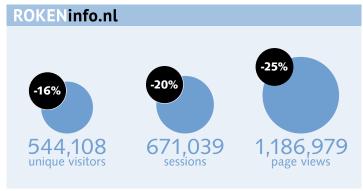
Ask questions via chat and e-mail

## 6 websites for advice and information













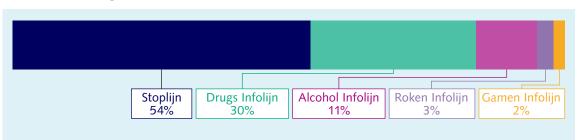
### Social Media





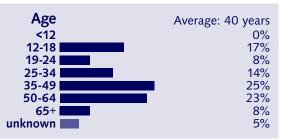
## Infolines and Stopline

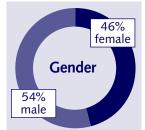


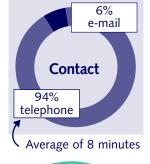




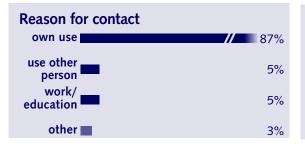
3226 questions answered









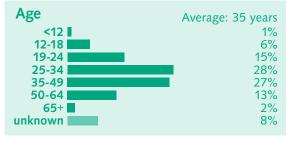


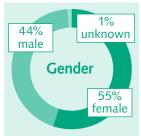
## Subjects 1. How to quit smoking

- 2. About (professional) help
- 3. NRTs and medications for smoking cessation



1810 questions answered

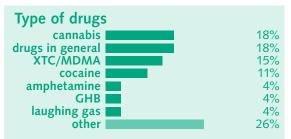






How do
I cope with
my child who
smokes
cannabis?

Sample question



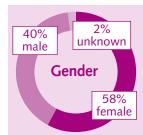
#### **Subjects**

- 1. Coping with a user
- 2. Risks
- 3. Psychological complaints after use



questions answered







I drink too much alcohol. Where can I get help? Sample question

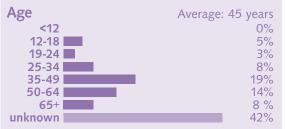


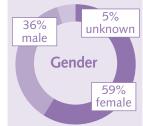
#### **Subjects**

- 1. Coping with a drinker
- 2. About (professional) help
- 3. How to quit drinking



questions answered







Average of 6 minutes



Sample question

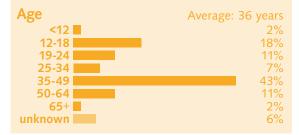


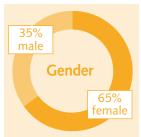


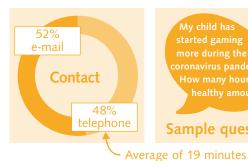
- 1. Other
- 2. Law and policy
- 3. How to guit smoking



questions answered







My child has Sample question



#### **Subjects**

- 1. Parenting
- 2. Coping with a gamer
- 3. Addiction

### Chat services

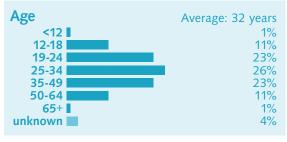
#### **NATIONAL** CHAT SERVICE

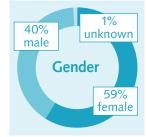
For questions about help with alcohol, drugs, smoking, gaming, and addiction

Available Monday-Friday, 1pm-5pm

I am addicted to cocaine, how can I quit?

questions answered Average chat time: 22 minutes

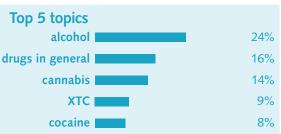




**Partnership** between Trimbos Institute and regional addiction treatment centers

Accessible through Public Information websites and websites of addiction treatment centers







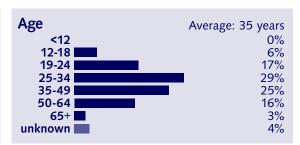
3. How to quit

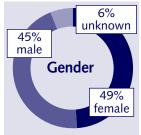
# Ikstopnu.nl

For information and advice on quitting smoking

Available Monday-Friday, 1pm-5pm

Average chat time: 16 minutes





### Other activities

#### 3 new video's



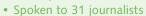
Everything you need to know about

**GHB** 

XTC

#### In 2020, Public Information:

• Provided 7 presentations and trainings on drugs, smoking, alcohol and gaming to groups such as the police, general practitioners and municipalities



- Reviewed Guideline Children of parents with psychological problems/addiction problems (KOPP/KOV) for youth care and youth protection
- Reviewed Guideline on mood problems for youth care and youth protection

#### Launch of 5 renewed websites

More accessible, with new design and content

- Alcoholinfo.nl
- Drugsinfo.nl
- Gameninfo.nl
- Gokkeninfo.nl
- Rokeninfo.nl



A renewed website about mental health was added: Mentaalvitaal.nl

#### Ikstopnu.nl Highlights

- Vlogs about quitting smoking
- · Video series 'Quit smoking', tips from a quit-smoking coach
- Campaign via social channels: 3 minutes about not lighting a cigarette
- Creating a new network: European Quitlines

#### Colophon

This is a publication of the Trimbos Institute SKU: AF1908

Financing: Ministry of Health, Welfare and Sport Text: Steven Biemans, Philip van der Wardt

Design: Rikkers Infographics

Head of department: Annemarie Pijnappel-Kok, +31 (0)30-2959418, akok@trimbos.nl



Mental Health and Addiction