

# 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.

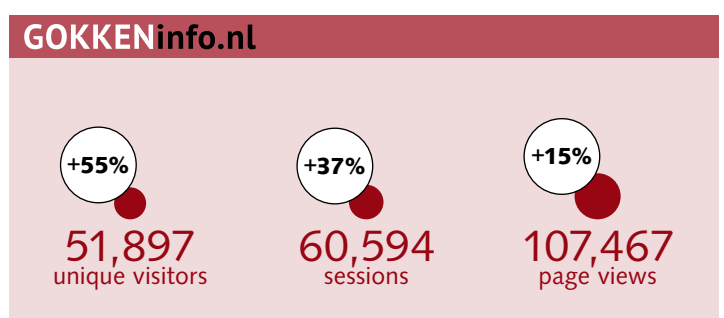
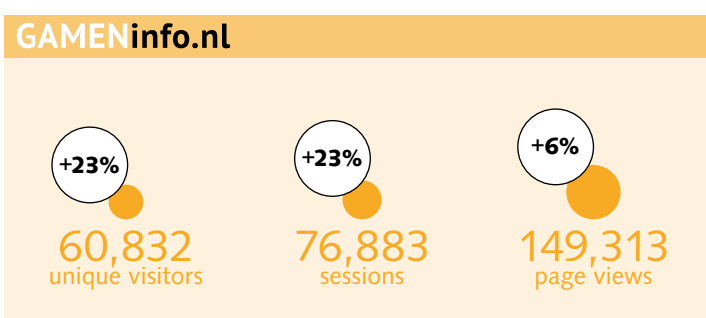
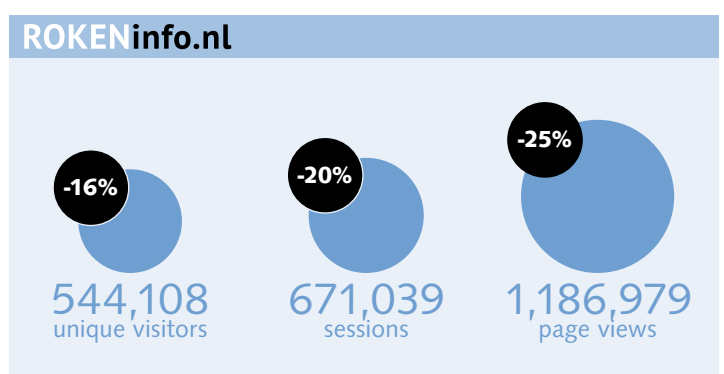
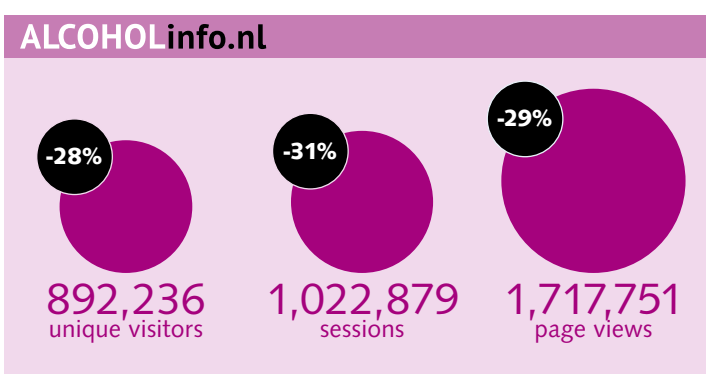
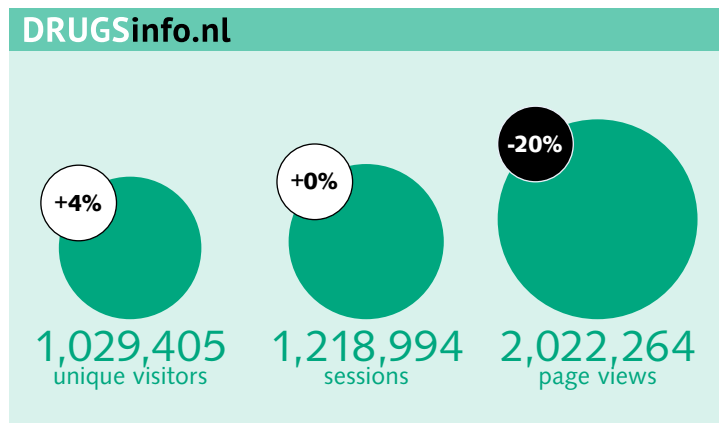
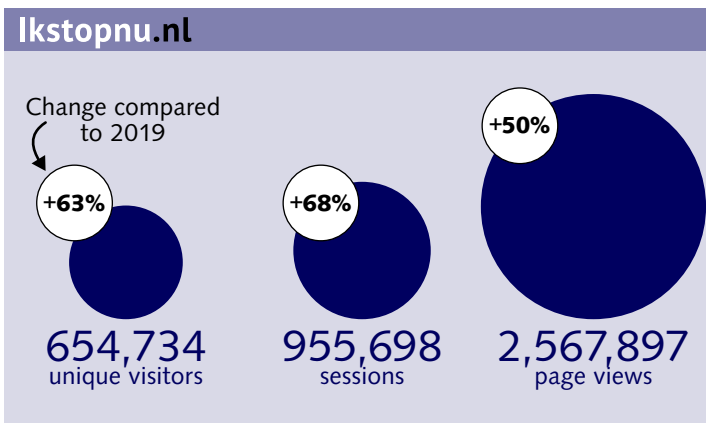
Ask your questions online or by telephone!

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

## Twitter



@AlcoholDrugInfo  
3768 followers (-83)

@InfoRoken  
677 followers (+7)

## Facebook



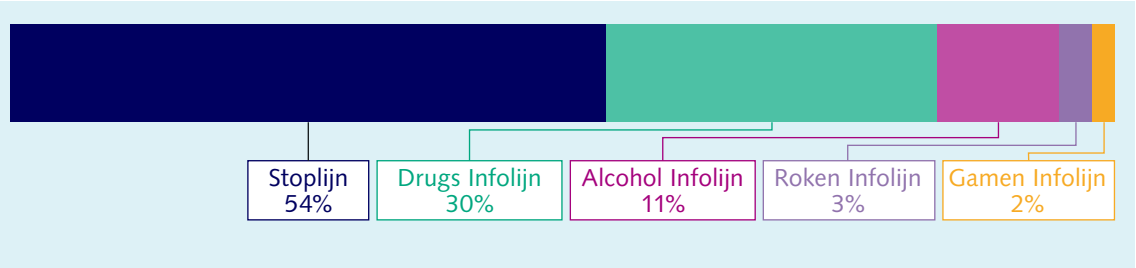
### Reach of Facebook page

Likes

|                       |           |     |
|-----------------------|-----------|-----|
| Ikstopnu              | 1.136,712 | 908 |
| Gameninfo             | 108,551   | 614 |
| Gokkeninfo            | 503,895   | 558 |
| Alcohol en Drugs Info | 2,093     | 347 |

# Infolines and Stoptlijn

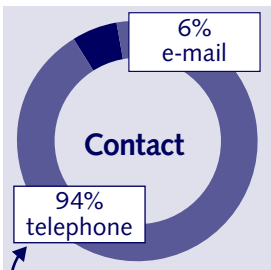
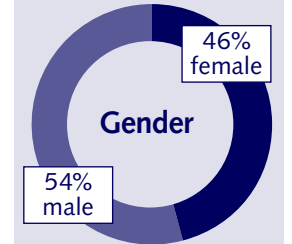
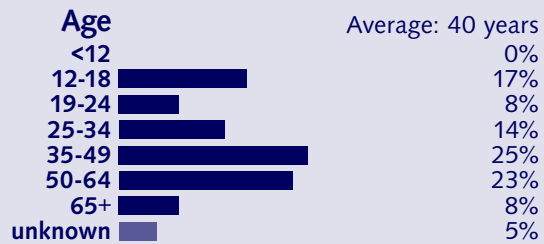
a total of  
**6035**  
questions were  
answered on all lines  
(e-mail and telephone)



**Stoptlijn**  
**0800-1995**  
GRATIS

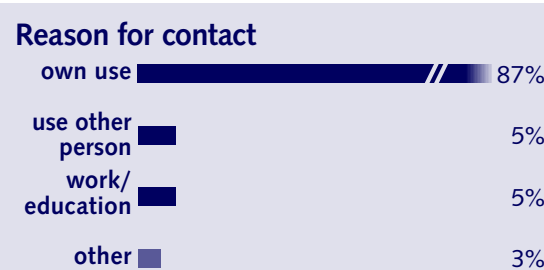
For information  
and advice about  
quitting smoking

**3226**  
questions answered



I just  
quit smoking.  
How can I resist  
a cigarette  
craving?

Sample question

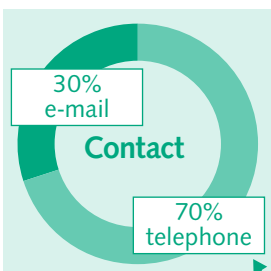
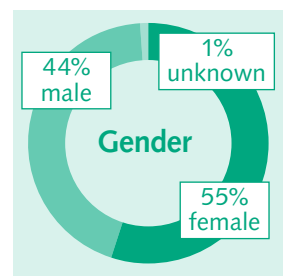
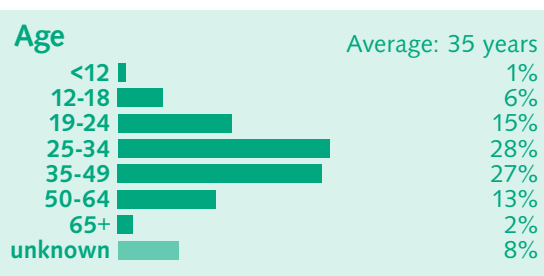


Subjects

1. How to quit smoking
2. About (professional) help
3. NRTs and medications for smoking cessation

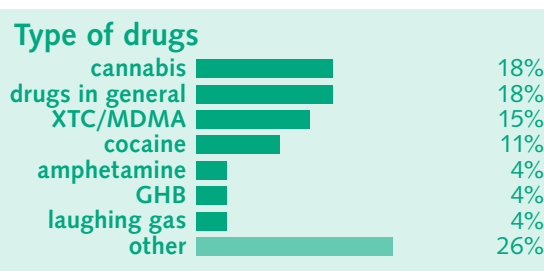
**DRUGS**  
Infolijn  
**0900-1995**

**1810**  
questions answered



How do  
I cope with  
my child who  
smokes  
cannabis?

Sample question



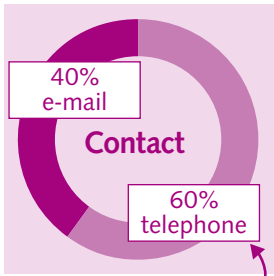
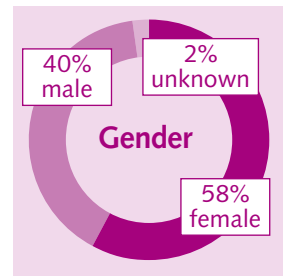
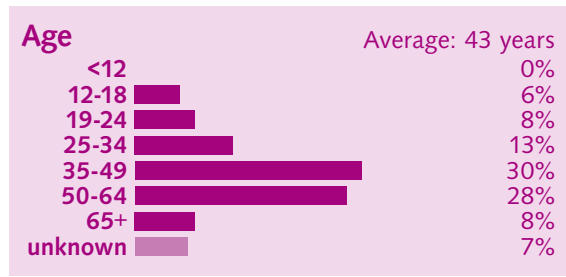
Subjects

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

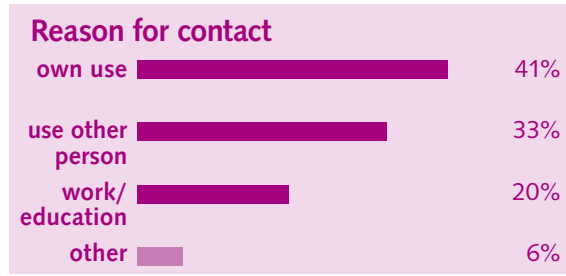
Average of 16 minutes



**668**  
questions answered



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



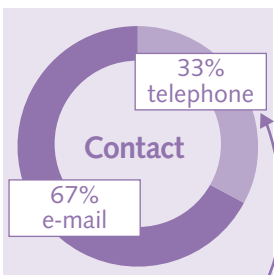
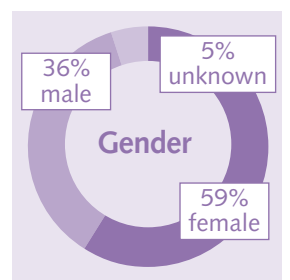
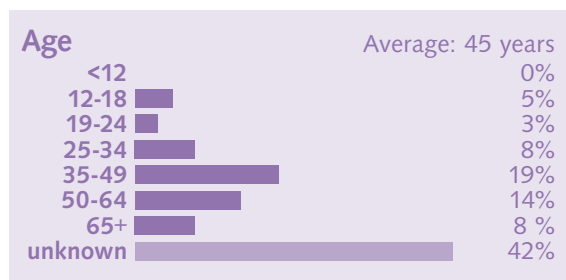
**Subjects**

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

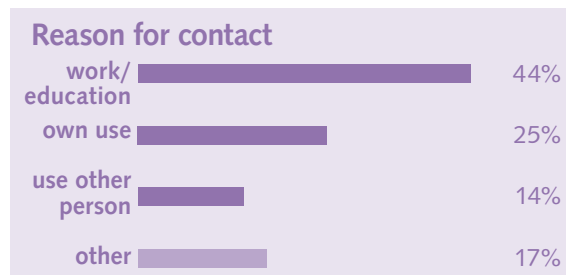
Average of 17 minutes



**195**  
questions answered



**Where can I find a licensed quit-smoking coach?**  
Sample question



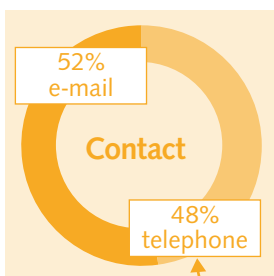
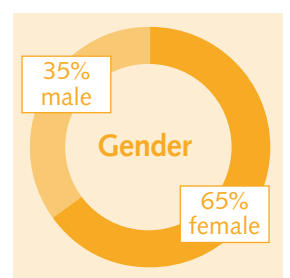
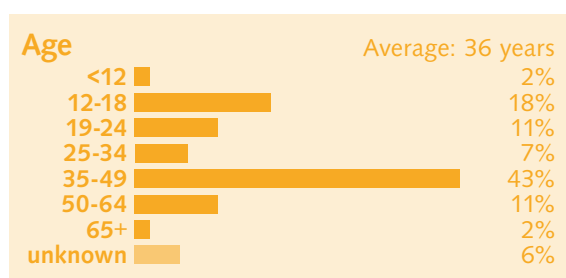
**Subjects**

1. Other
2. Law and policy
3. How to quit smoking

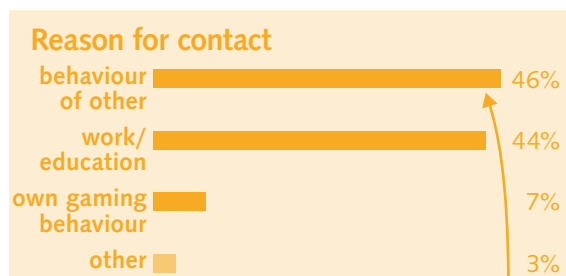
Average of 6 minutes



**136**  
questions answered



**My child has started gaming more during the coronavirus pandemic. How many hours is a healthy amount?**  
Sample question



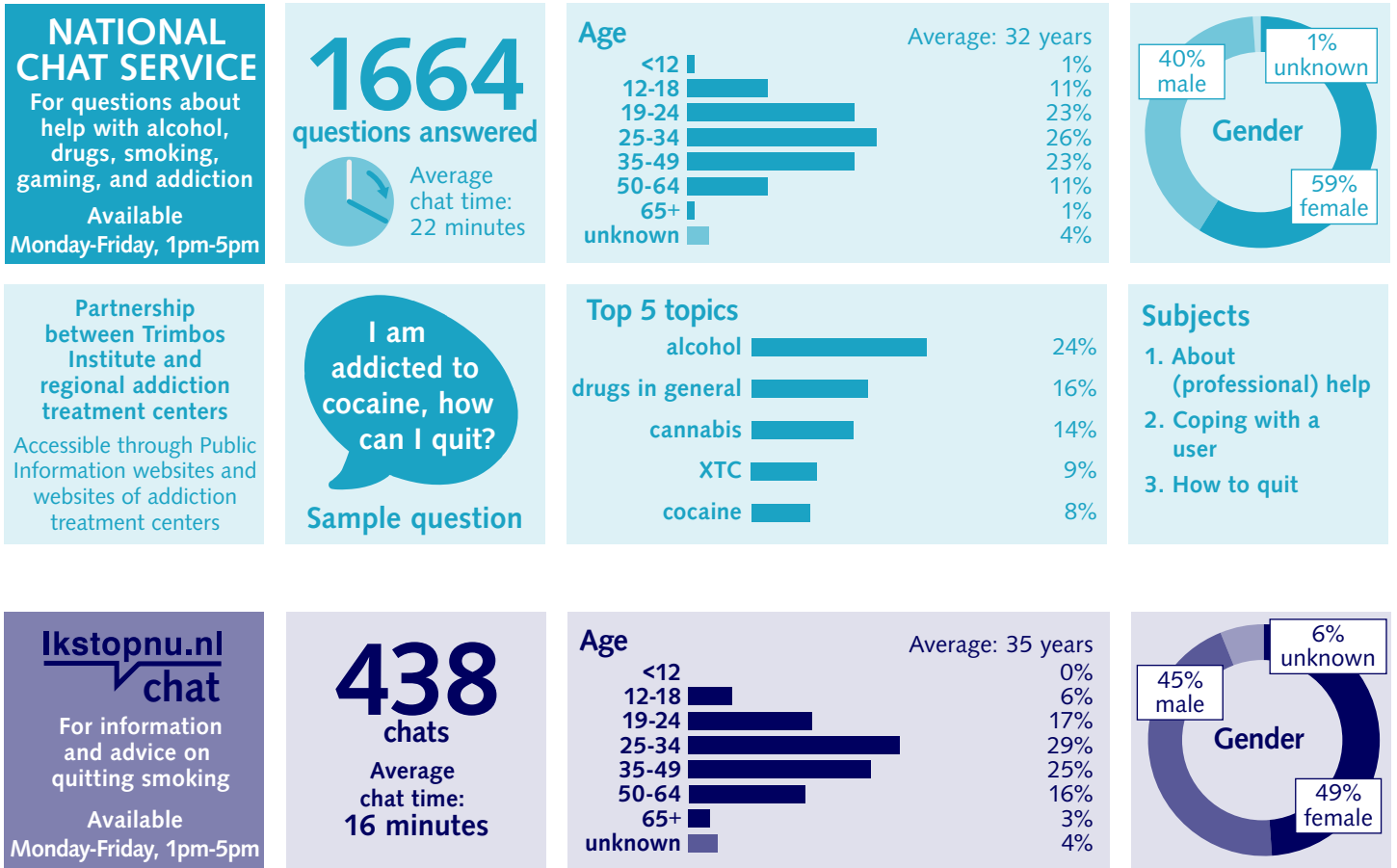
**Subjects**

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

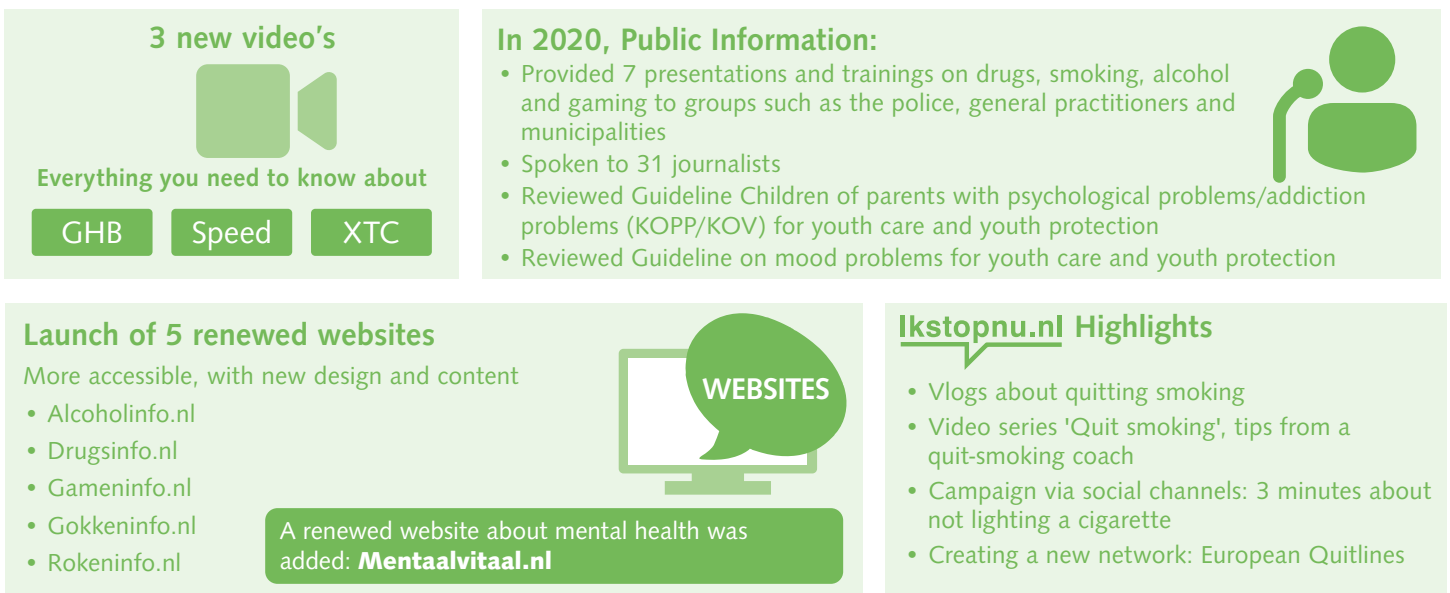
Average of 19 minutes

91% is child

# Chat services



# Other activities



## Colophon

This is a publication of the Trimbos Institute  
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