

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.

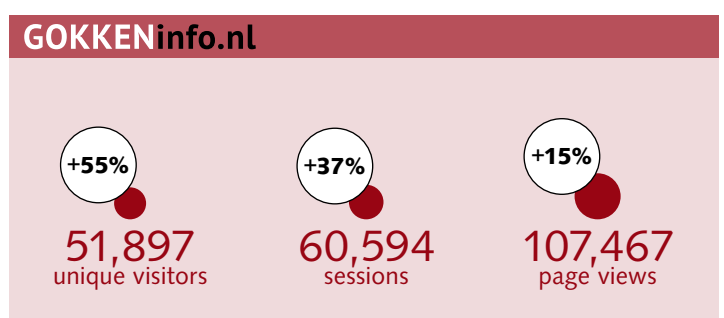
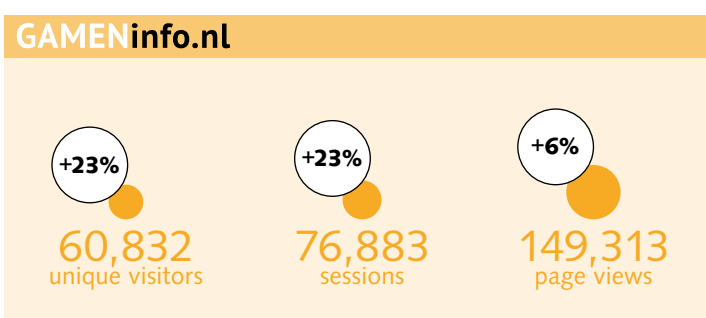
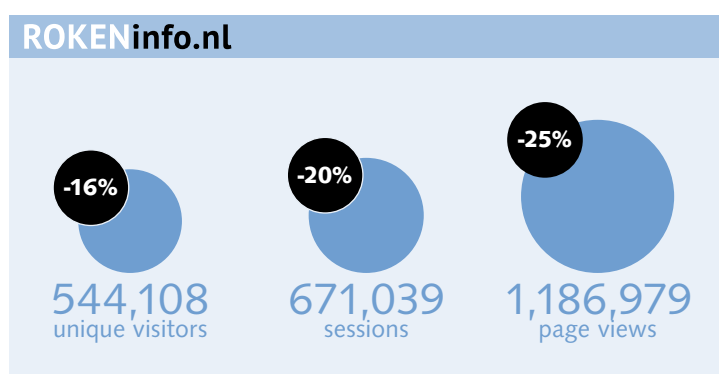
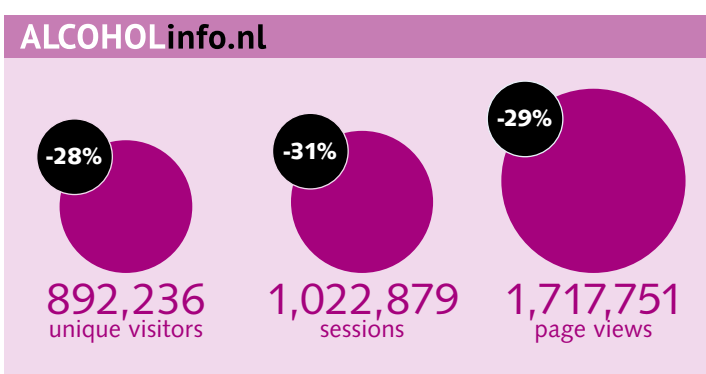
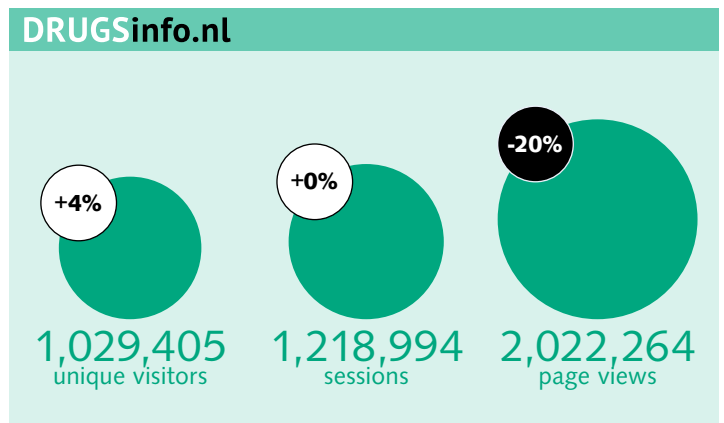
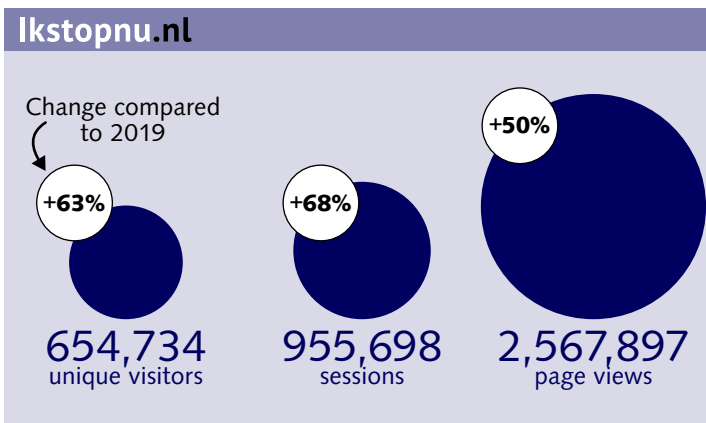
Ask your questions online or by telephone!

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



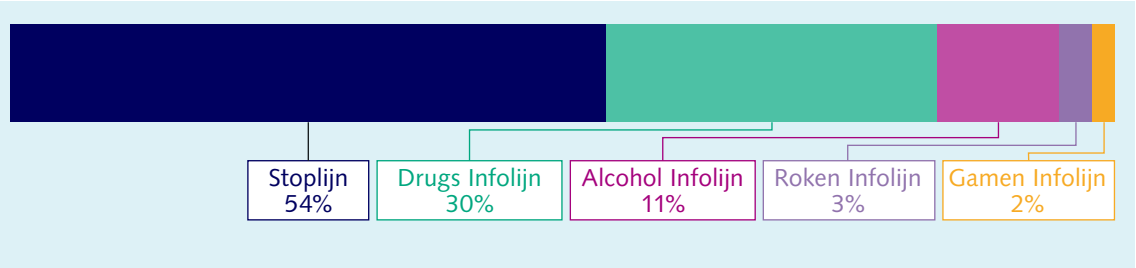
Reach of Facebook page

Likes

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

Infolines and Stoptlijn

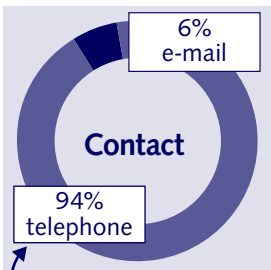
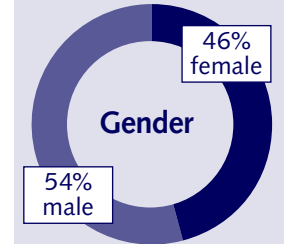
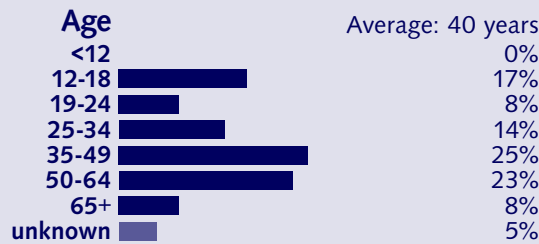
a total of
6035
questions were
answered on all lines
(e-mail and telephone)



Stoptlijn
0800-1995
GRATIS

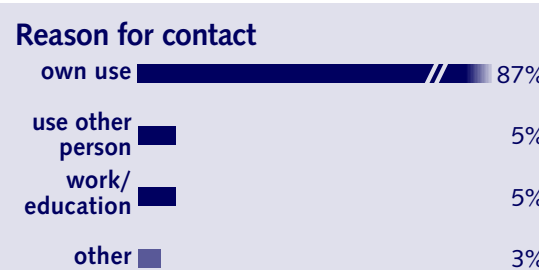
For information
and advice about
quitting smoking

3226
questions answered



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

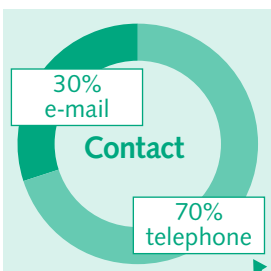
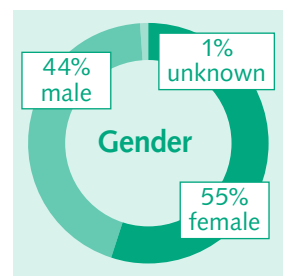
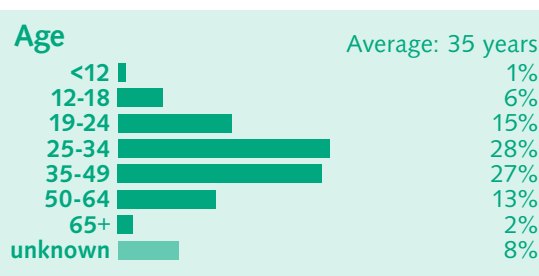
Sample question



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

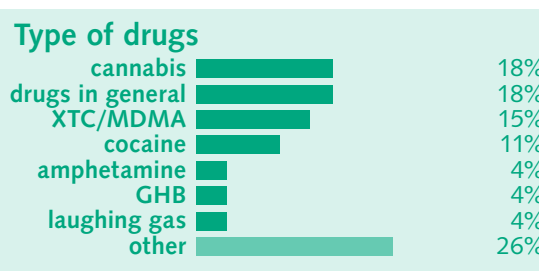
DRUGS
Infolijn
0900-1995

1810
questions answered



How do
I cope with
my child who
smokes
cannabis?

Sample question

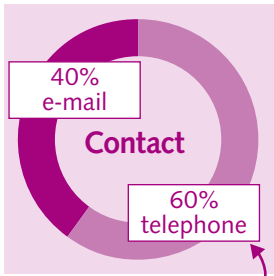
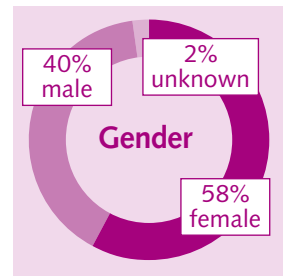
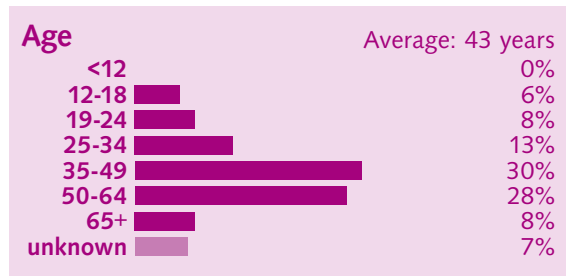


- Subjects
1. Coping with a user
 2. Risks
 3. Psychological complaints after use

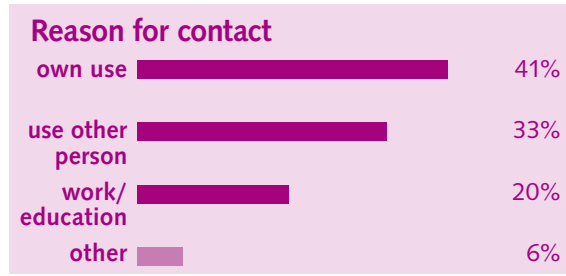
Average of 16 minutes



668
questions answered



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



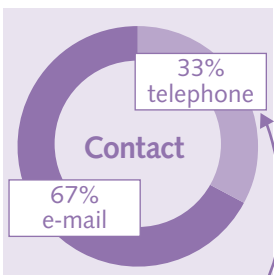
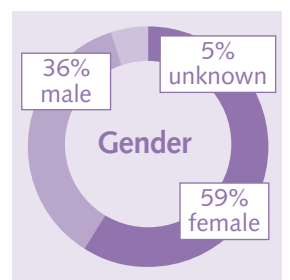
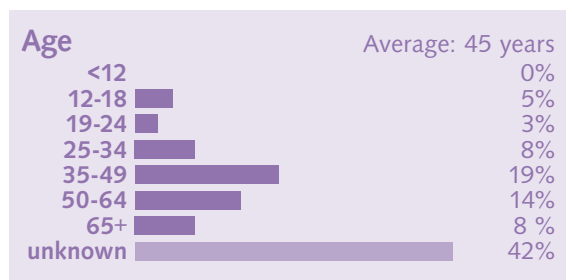
Subjects

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

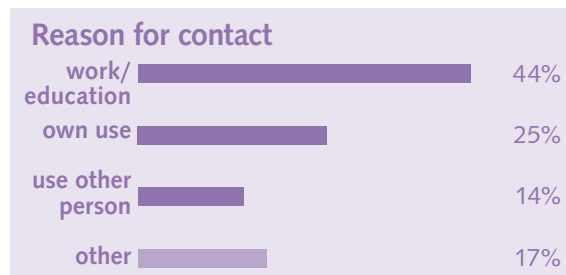
Average of 17 minutes



195
questions answered



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



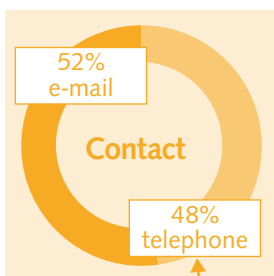
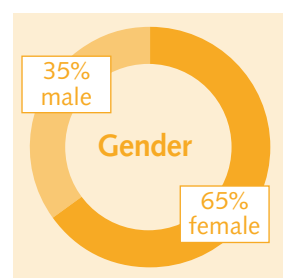
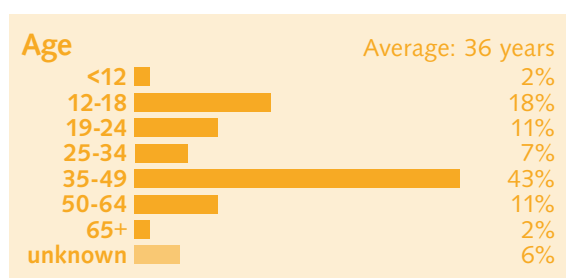
Subjects

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

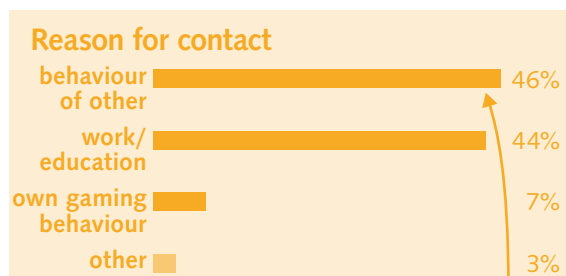
Average of 6 minutes



136
questions answered



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



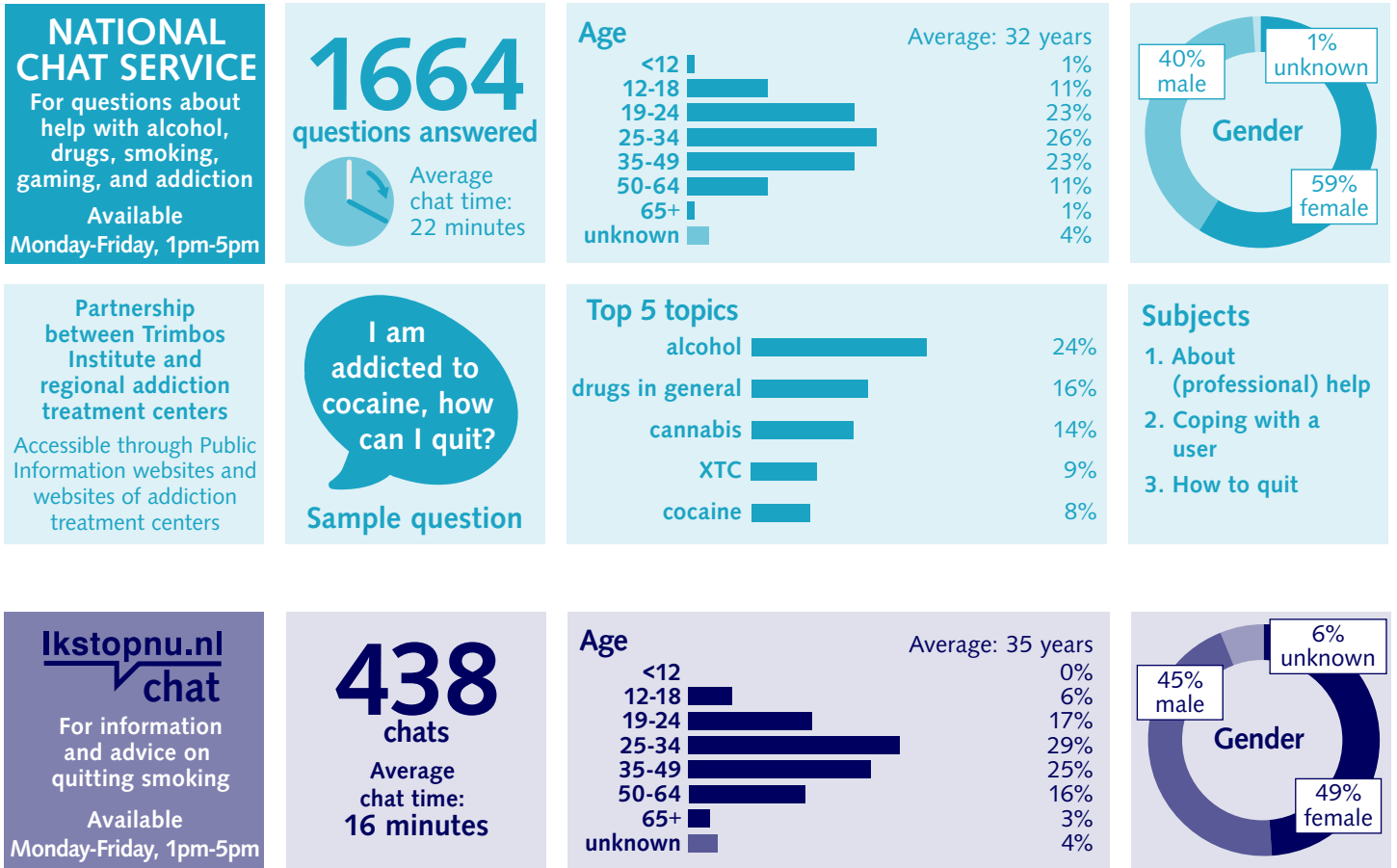
Subjects

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

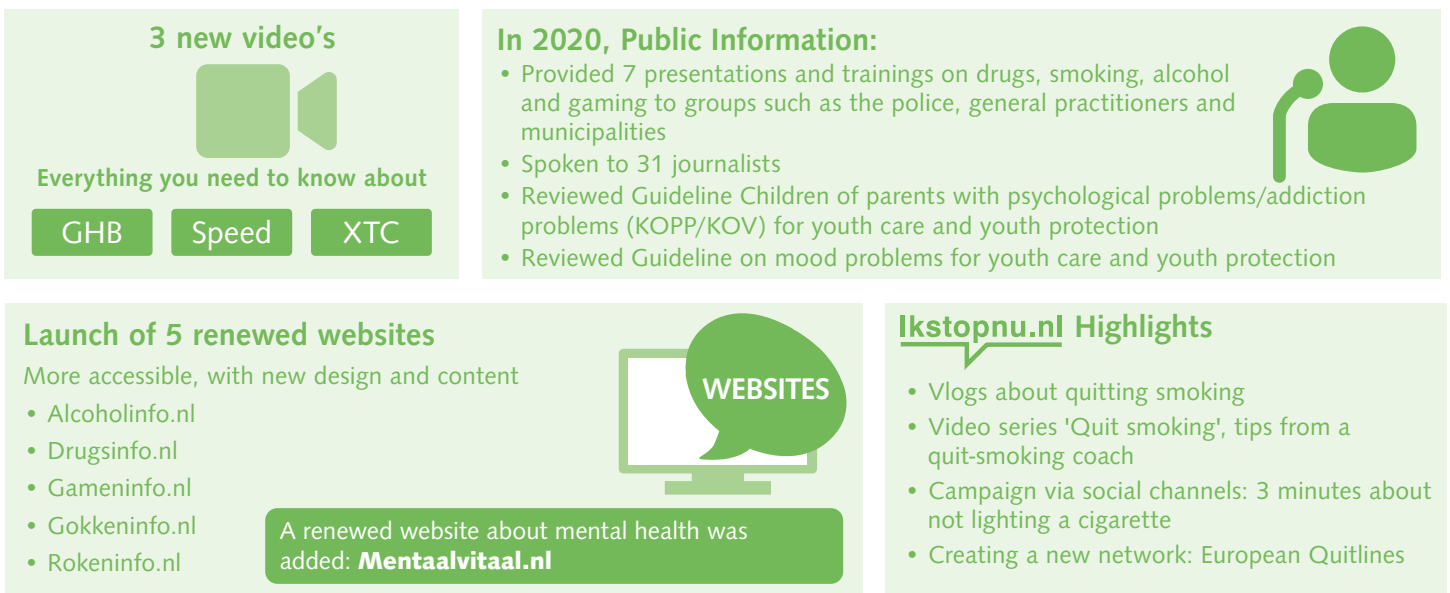
Average of 19 minutes

91% is child

Chat services



Other activities



Colophon

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