

This bachelor thesis deals with the specificity of work with seniors on the help line. The study mainly concerned with the main goals, the methods and the specificities of telephonic crisis intervention of seniors in the Czech Republic. In the first part of this thesis the main theoretic recourses which are necessary for understanding the second part of this study are discussed. Particularly this part is engaged in crisis and its meaning in human lives, the professional help in crisis and primarily telephonic help. In this part there are also specified the typical changes in old age and the development crisis in old age which may give a reason for calling the help line. The second part of this thesis introduces one of two help lines for seniors in the Czech Republic. The statistic data of this help line are presented in this part, too. This part also contains the case reports resulting from the development crisis and detailed description of the methodisc of work with seniors.