

The introduction and the first chapter of the master thesis Provision of Crisis Intervention to Children and Young People describe the natural tendency of individuals to aim for satisfaction in their lives and to fulfil their needs. This part also deals with the necessity of experiencing difficult life situations by children and young people when overcoming obstacles in the process of life development. Stages of development and obstacles related to these stages are briefly described in compliance with the well-known stages of development postulated by Erik Erikson.

The second chapter gives definition of the term 'crisis' according to Czech and foreign authors. This is followed by general explanation of possible causes of crisis states with reference to the scheme of life events by Holmes and Rahe. The chapter closes with typology of crisis.

The third chapter is devoted to crisis intervention with its characteristics and forms, including a list of institutions providing crisis intervention.

The fourth chapter is concerned with crisis intervention by telephone and description of its scope and limits. Moreover, the current situation of help lines in the Czech Republic and their importance is discussed followed by a more detailed introduction of the Safety Line. Using statistics, the average client of the Safety Line and the most common topics of calls are characterized. Description of crisis intervention itself follows with examples of fragments of calls between consultants and clients. Calls are defined as the key tool of telephone crisis intervention and its qualities and limits of use are considered. The focus is on dealing with the clients' and the helping consultants' emotions.

The fifth chapter is centred on consultants, their predispositions for the work of crisis intervention line consultant and their approach to their career of helping professionals. Pitfalls of this demanding work and unwanted tendencies of consultants are analyzed.