

## ABSTRACT

The thesis deals with the analysis of the risks of the work of dispatchers of the Emergency care Areión (in czech: Tísňová péče Aerión = TPA) for the elderly people. The aim was to find out what their dispatchers consider to be burdensome and demanding and what, on the contrary, helps them in emergency situations.

With the help of idiographic research with emergence, which I analyzed with using the principle of the grounder theory, I tried to answer by the interviews with five respondents how TPA dispatchers perceive their work and workload. Whether they feel competent to communicate and deal with people in crisis and perceive their competencies. What are all the factors and situations in the work, which are burdensome and demanding for the dispatchers and how they deal with such a burden. And finally, what could improve the overall quality of TPA work from the point of view of dispatchers.

In the theoretical part I deal with issues of aging and elderly as a target group of TPA social service. Next to the service itself; and the techniques of conducting crisis calls on emergency lines and telephone crisis intervention methods used on trust lines, as two types of work that are most closely resemble to the TPA social service.

**KEY WORDS:** elderly people, emergency care, crisis intervention, call techniques