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Pacific Post Partum Support Society:

Postpartum Depression and Anxiety:

A Reference Manual for Telephone Support Volunteers

The *Reference Manual for Telephone Support Volunteers* contains information on:

- postpartum depression
- rights & responsibilities
- women with special issues
- supporting women to take practical steps
- PPPSS structure and services
- helping skills & techniques
- what helps
- record-keeping guidelines
- ethical guidelines
- PPPSS mission, philosophy, beliefs
- the PPPSS telephone support volunteer (TSV) program

The voices of women in the postpartum support groups illustrate and support the material being covered.

Who should use this manual?

This Reference Manual for Telephone Support Volunteers is intended for those who are interested in the specialized information necessary to offer telephone support services to women who are experiencing postpartum depression/anxiety. We recommend that you also read "Postpartum Depression and Anxiety: A self-help guide for mothers", published by PPPSS.

The PPPSS model we describe in this manual will not work in every community, some of which have unique needs and resources. But the principles and experience on which our model is based will provide a framework for an individualized support program. While such a program may differ in many ways from the PPPSS model, we recommend that it retain the principle that all volunteers should be provided with adequate supervision and support.

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