

Kaan Pete Roi

Emotional Support and
Suicide Prevention Helpline

Portfolio 2024



THE FRIEND WHO CAN BE SILENT WITH US IN A MOMENT OF DESPAIR OR



CONFUSION

WHO CAN STAY WITH US IN AN HOUR OF



GRIEF OR BEREAVEMENT

WHO CAN



TOLERATE

NOT KNOWING



NOT HEALING



NOT CURING



THAT IS A FRIEND WHO CARES.



-HENRI J.M. NOUWEN



Kaan Pete Roi
09612 119911

3pm to 3am
every day

Contents

04 Note from
Founder

06 Note from
SAJIDA Foundation

08 Staff
Members

09 What is
Kaan Pete Roi?

11 Key Features
of Kaan Pete Roi

12 KPR in
Numbers

13 Outreach and
Raising Awareness

19 Accomplishments

20 Building
Community

24 Aims for
Future






Note from Founder

In early December 2023, I sent this text to the Kaan Pete Roi management team:

"Yesterday, someone I had never met before found out that I was from Kaan Pete Roi at an event. At the end of the event, she came up to me and said quietly, "Apu, the reason I am alive is because of Kaan Pete Roi. It saved me. I called once at 2.30 in the morning...I had no one else. It saved me."

It always takes my breath away, that you all have created this!

We have long days sometimes, with no calls, or with difficult calls, or with traffic, or heat or rain, or our system breaking down, or our food not arriving on time, or any other number of difficulties! But you all are doing amazing, incomparable work. Keep it up. Ten years, but I hope we are still just getting started."



I'm happy to now share this text message more widely, because it perfectly sums up my pride, gratitude, and joy about the work we have done together! Over the past eleven years, our volunteers have answered thousands of calls from individuals in need, providing them with a place of hope. I am so grateful to everyone who has supported us and made our work possible; I am equally grateful to our callers, who trust us in their hardest moments. Most of all, I am grateful to SAJIDA Foundation. I could tell you how many more hours (we are now open until 3am every night!), how many more volunteers (we now run a training every month!), how many thousands and thousands of more calls we have been able to answer because of SF's support. But that would not tell you how SF's collaboration has been a gentle shade against the things that are rough, a clear ladder pointing up, an answer to so, so, so many questions! For this, I am endlessly grateful.

Thank you to everyone who has been a part of our journey.

Warmly,

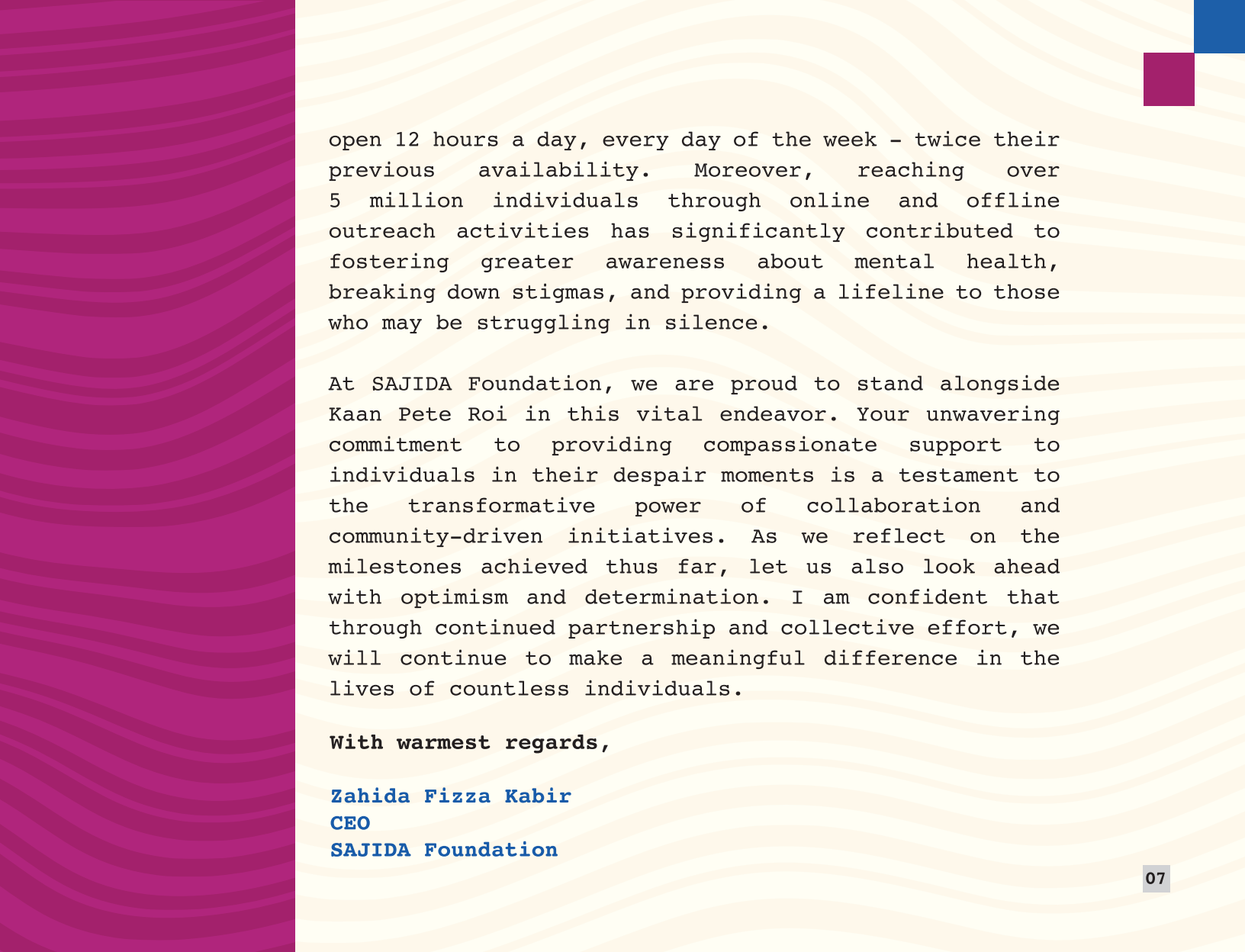
Yeshim Iqbal
Founder and Director



Note from SAJIDA Foundation

I am honored to extend my warmest regards and deepest appreciation to the entire team at Kaan Pete Roi as they publish their annual portfolio. In April 2020, amidst the unprecedented challenges brought forth by the global pandemic, our organizations came together with a shared vision to address the critical need for mental health support in our community. It was a partnership rooted in empathy, determination, and a commitment to serving those in need.

Since the inception of our collaboration, the impact generated by Kaan Pete Roi has been nothing short of remarkable. From a threefold increase in daily calls to a doubling of volunteer pool, and the extension of operational hours, these achievement underscore the dedication and passion of the Kaan Pete Roi team. With the SAJIDA Foundation's support, Kaan Pete Roi is now



open 12 hours a day, every day of the week - twice their previous availability. Moreover, reaching over 5 million individuals through online and offline outreach activities has significantly contributed to fostering greater awareness about mental health, breaking down stigmas, and providing a lifeline to those who may be struggling in silence.

At SAJIDA Foundation, we are proud to stand alongside Kaan Pete Roi in this vital endeavor. Your unwavering commitment to providing compassionate support to individuals in their despair moments is a testament to the transformative power of collaboration and community-driven initiatives. As we reflect on the milestones achieved thus far, let us also look ahead with optimism and determination. I am confident that through continued partnership and collective effort, we will continue to make a meaningful difference in the lives of countless individuals.

With warmest regards,

Zahida Fizza Kabir
CEO
SAJIDA Foundation

Staff Members



Arun Das
Senior Manager
Helpline Operations



Ashik Abdullah
Senior Manager
Training and Outreach



Aysha Siddika
Senior Manager
Volunteer Management



Labim Maliat
Volunteer Coordinator



Jarin Sadia
Volunteer Coordinator



Redwanul Alam Alif
Volunteer Coordinator



Md. Jahid Hasan
Volunteer Coordinator



Tahmid Anjum Nishat
Volunteer Coordinator



What is Kaan Pete Roi?

■ Kaan Pete Roi (KPR) is Bangladesh's first and only emotional support and suicide prevention helpline, staffed by trained volunteers, which people can call to receive immediate support. The mission of the helpline is to alleviate feelings of despair, isolation, and distress through compassionate, open-minded listening. KPR opened its lines on April 28, 2013 and has operated uninterrupted since, celebrating more than a decade of supporting those in distress in 2023. During and after the COVID-19 pandemic, KPR's operations have been supported by the SAJIDA Foundation, allowing immense growth and an expansion of the helpline to be available to callers for 12 hours every day.

■ Such helplines exist in over 40 nations in the world and play an important role in suicide prevention and the promotion of mental health. Kaan Pete Roi is the first of its kind in Bangladesh and is a member of Befrienders Worldwide, a global authority on suicide prevention.



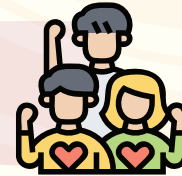


Key Features of Kaan Pete Roi



**Active
Listening**

**Volunteer-
staffed**



Accessible



Confidential



KPR in Numbers



Open from
3pm to 3am
every day



55,000
calls



of which 25% are after midnight

25% of callers
are suicidal

100% of completed
calls successfully de-escalated



More than 50 batches
of volunteers, trained more than 700



Online outreach
to more than 10 million





Outreach and Raising Awareness

Kaan Pete Roi organizes and takes part in numerous awareness-raising and skill-building workshops, at academic institutions, workplaces, festivals, and by invitation to anyone who is interested in working with us.



Miniversities by
Dhaka Flow,
BRAC University



Ada Lovelace
Celebration



Ali Asgar and Abdullah
Degree College, Munsiganj





**Math Olympiad
Team**



**Department of Criminology,
University of Dhaka**



**Shulpur High School,
Munsiganj**





Moulovibajar,
Sylhet



Project Hashimukh



Volunteer for
Bangladesh





World Mental Health Day
Celebration, TSC, DU



Nodi Rocks Concert,
Jahangirnagar University



Mon Utshob,
Bangla Academy





Live talk show featuring Nishat Majumdar, Redoan Rony, Dr. Muhammed Zafar Iqbal, Arun Das, Samir Obaid, and Elita Karim

Mood and Wellness Festival, ULAB



Arnob performing at the fundraising concert for KPR, which also featured popular bands Nemesis, Shunno, and Dreek



Accomplishments



KPR has NEVER BEEN CLOSED

**100% of completed calls
successfully de-escalated**



**Research from KPR published
and presented nationally and internationally**





Building Community

Kaan Pete Roi's phone calls are all answered by helpline volunteers. We also have several volunteers who work with us in a variety of different ways outside of answering calls, such as in outreach and administration. Our diverse and hardworking group of volunteers are the heart and soul of Kaan Pete Roi, and the service is available due to their tireless effort. To ensure their safety, wellbeing, and enjoyment during their time with us, we do a variety of activities to build community and to give the volunteers the opportunity to express themselves and contribute to KPR's growth.





10 year Celebration

Celebrating a decade of
service, run entirely
by volunteers!

KPR with Arnob

Popular musician Arnob
comes to KPR to share
his experiences and enjoy
an evening of music!





KPR Tour/Picnic

**Taking the full set
of volunteers to
Cox's Bazar, Bangladesh
to enjoy the beach
together!**

Volunteer Debriefing and Experience Sharing

**Group meetings to discuss
the calls we receive help
volunteers with self-care
and call handling.**





Yearly Certificate-giving Ceremony

KPR volunteers get a
certificate every year
they stay with us!

Festivals and Holidays

We make a point of
celebrating national
holidays and festivals -
since the helpline is
never closed, there's
always someone in our
office to celebrate!





One Important Aim for the Future..

Kaan Pete Roi is working towards one important long-term goal of being open 24 hours a day, 7 days a week, with everyone in Bangladesh and beyond knowing we are there for them - though we will need your continued donations and support to get there!



Helpline Number
09612 119911

Helpline is open
everyday
3pm to 3pm

Email
info@kaanpeteroi.org

Website
kaanpeteroi.org

Social
facebook.com/kaan.pete.roi
instagram.com/kaan.pete.roi

POWERED BY

