



# Low-threshold peer support and peer support group for the close ones – what we have learned over the years

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# What is Tiltti (Eng. Tilt)

The logo for Tiltti is located in the top right corner. It features the word "tiltti" in a bold, red, lowercase sans-serif font. Below it, the Finnish phrase "Tietoa & tukea pelaamisen hallintaan" is written in a smaller, black, lowercase sans-serif font. The logo is set against a white background that is shaped like a cloud, with a light blue cloud graphic partially overlapping it from the left.

**tiltti**

*Tietoa & tukea  
pelaamisen hallintaan*

- Information and support for gambling (and gaming) related harm
- For problem gamblers (and gamers) and their closed ones
- Walk-in, low threshold services
- Service users offer peer support
- The Finnish Blue Ribbon, NGO
- Part of Helsinki Gambling Clinic

# Services Only for Close Ones

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- From 2010 to 2017 we have been providing themed evenings for close ones
- The themes were, for example welfare, how to support the gambler, tools to promote close one`s own recovery, many themes related to the economy, expert by experience
- In the beginning of a year 2018 we did a survey among close ones
- Main result: many respondents had not felt that they received peer support

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- We have always said that gamblers are the path to closed ones
- A letter to close ones

# Services Only for Close Ones

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- Since autumn 2018 we have been providing monthly Walk-in services called "Open doors" from 4pm to 6pm
- Peer support group takes place on the same day from 6pm to 7:30pm
- Two workers
- Our adopt recovery-oriented approach
- We hold individual meetings with each first-time visitor

# Who we meet (2017-2023)

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- We collect information about the number of visits, not about individual people.
- Close ones usually are spouses and parents (80%)
- Siblings and friends (14%)
- Grandparents (5%)
- Friends (1%)

# Harm described by closed ones (01/2021-04/2023)

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1. Anxiety, stress and depression 68%
2. Worrying and constant thoughts about the problem 66%
3. Seeking guidance on how to support the gambler 66%
4. Mistrust 65%
5. Inquiring about the available support and treatment for themselves 58%

# Harm described by closed ones

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pelaamisen hallintaan*

6. Shame and guilt 50%
7. Interpersonal problems or relationship problems 40%
8. How to talk about gambling problem with gambler 33%
9. Close one's own financial difficulties caused by the gambler 16%
10. Being a victim of embezzlement 5%



# Low-threshold peer support group from a worker`s perspective

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- We cannot predict who will attend to open-doors and peer support group and what their individual situation will be
- We must make sure that everyone feels safe
- Our job is to ask “How are You”
- It is important to make sure that everyone leaves with a positive mood
- We aim to create a welcoming environment

# Challenges we have faced

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- Shifting the focus to the close one themselves
- How to talk about financial difficulties but not only of those
- Mistrust usually covers everything, but does it?
- Talking about enabling sensitively
- If only one visitor how to convincing a single visitor to come again

# Successes with close ones

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- They acknowledge the need for help and support (They recognize that they have their own recovery path)
- The awareness of the gambling problem and how it affects gambler (lying, concealment, getting into debt)
- They can recover despite the situation of the gambler
- They have understood how important it is to take care of their own well-being

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- It is important to understand that the actions or inactions of close ones do not cause gambler to start gambling again
- They define themselves how they support the gambler without exhausting themselves
- The understanding that providing financial support to the gambler is a humane manner
- All emotions and feelings are valid



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# Thank You!