

	<i>“Your Advisor” project (Moshaver-e Hamrah-e To: Hemmat)</i>
Description of the experiences	<p>A society's well-being depends largely on mental health. People's health, including their mental health, is at risk when they experience crises, disasters, or accidents. All societies have faced problems due to the COVID-19 crisis. Therefore, people's mental health needs more attention, especially when they cannot get health and treatment services face-to-face. In order to ensure that individuals can easily access mental health services and receive confidential psychological counseling with peace of mind, a dedicated phone line, 3113, has been designated for public communication with mental health professionals and for the follow-up of high-risk cases.</p> <ol style="list-style-type: none"> 1. Obtaining permission from the university. 2. Coordination with the university's informatics unit to create a communication structure and implement the internet phone platform. 3. Establishing a virtual working group to provide technical content and training to the professionals involved in the program. 4. Organizing and assigning mental health specialists into three groups and devising a schedule so that each group handles citizen inquiries for 10 days from 8:00 am to 2:00 pm. 5. Supplying VOIP phones to health centers in affiliated towns and setting up a separate communication network for expert staff at the secondary level to manage follow-up cases. 6. Receiving a report detailing the number of calls and the duration of consultations with each consultant. 7. Promoting public awareness of this initiative through the creation of specialized educational materials focused on mental health topics, titled "Shahid Soleimani Plan".
Results and learned lessons	<ol style="list-style-type: none"> 1. During crises, it is crucial to prioritize the mental well-being of the community. 2. Ensuring individuals' privacy within service delivery facilities (appropriate physical settings) will also boost the involvement of target groups in seeking in-person services.
Suggestions	It is inevitable and necessary to address mental health alongside physical well-being during crises and pandemics.

"Mental, social, and addiction health management"

Report on measures to support the mental health of health workers:

1. Performing mental health screening of employees from selected centers for COVID-19 and providing counseling services for positive screening cases.
2. Teaching resilience and life skills
 - ✓ The ability to deal with negative emotions
 - ✓ Problem-solving skills
 - ✓ Effective communication skills
 - ✓ Stress management skills

Statistical report	Skills	Number of 90-minute workshops	Number of participants in the workshop
Teaching resilience and life skills	The skill of dealing with negative emotions		
	Problem-solving skills		
	Effective communication skills		
	Stress management skills		
	Healthy teenager		
	Prevention of smoking		
	Prevention of substance abuse		