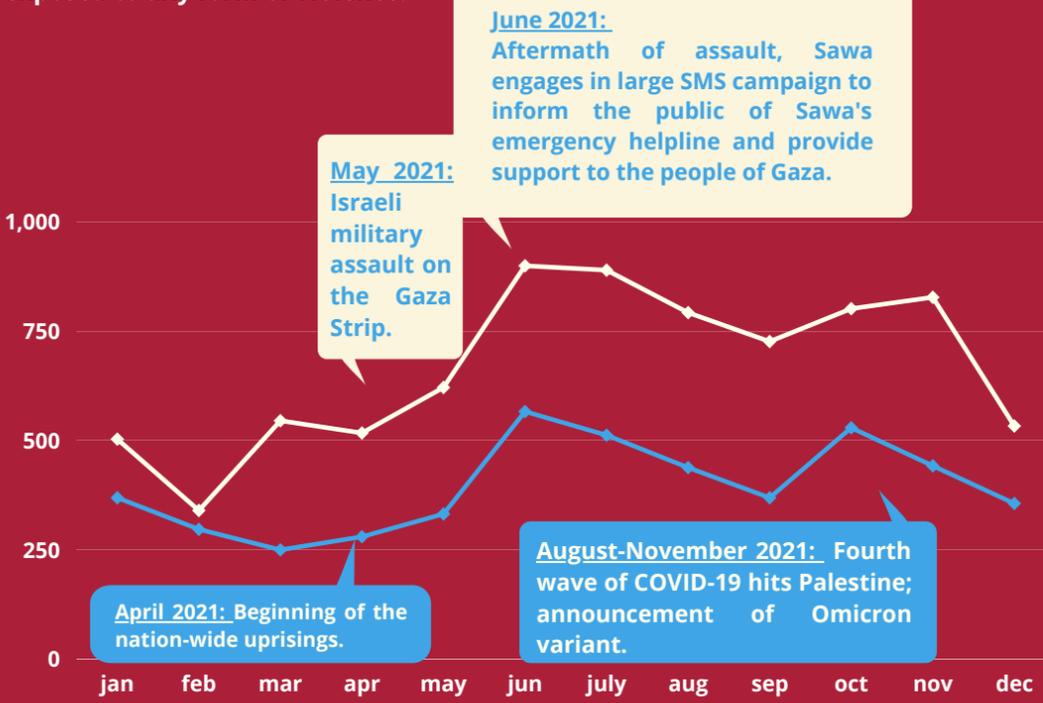


## SAWA ORGANIZATION 2021 ANNUAL FACTSHEET

Sawa has been working in emergency mode since March 2020, working on its 121 toll-free Helpline 24/7 to provide Palestinians with easily accessible primary psychosocial support as well as legal and medical consultations - during 22 months of emergency mode Sawa has provided 29,731 remote counseling sessions. Since May 2021, with the latest military assault on the Gaza Strip, Sawa has been working in double emergency mode and enacted protocols that were put in place during the previous attacks on Gaza in the last 13 years. 2021 has come to an end but the psychological consequences of both the military assault and the pandemic have continued to do their damage. Sawa is determined to continue to be a listening ear for all Palestinians who've been exposed to any form of violence.



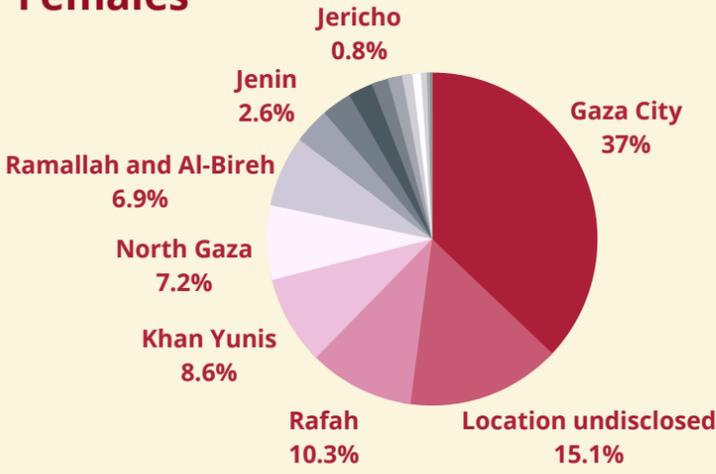
"I feel like the living dead...we are very exhausted, the children are afraid of any sound..."  
- Call to 121 Helpline, August 2021

"I saw horrible images during the war and I keep seeing them...I'm always so afraid and anxious and I can't focus on my studies...What do I do? How do I stop feeling this way?"  
- Call to 121 Helpline, December 2021

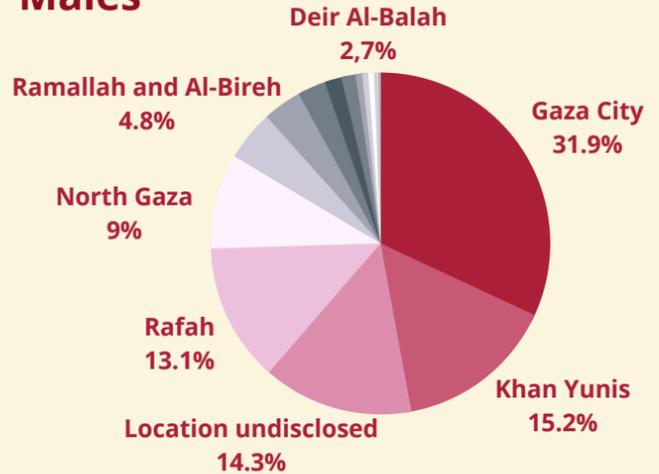
Sawa's male and female callers throughout 2021

### Locations that callers reached Sawa from, 2021

#### Females

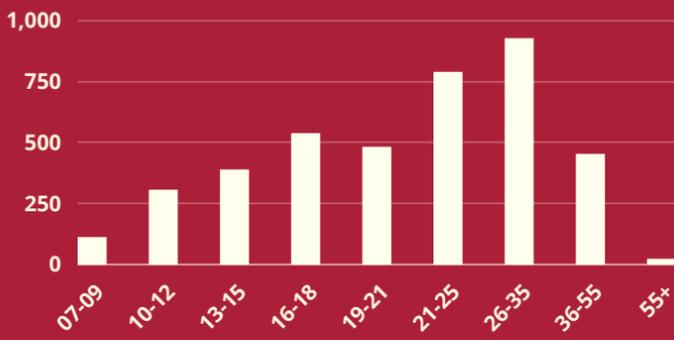


#### Males

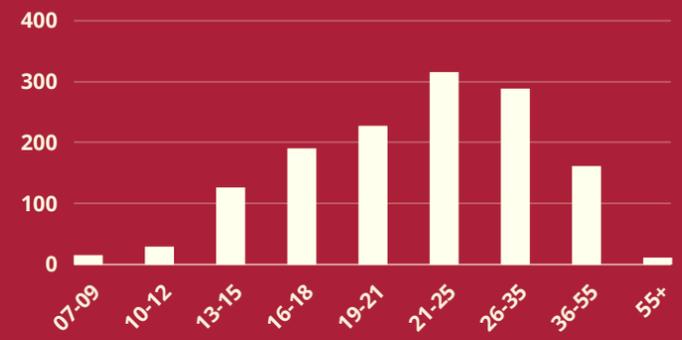


### Callers by age and location, 2021

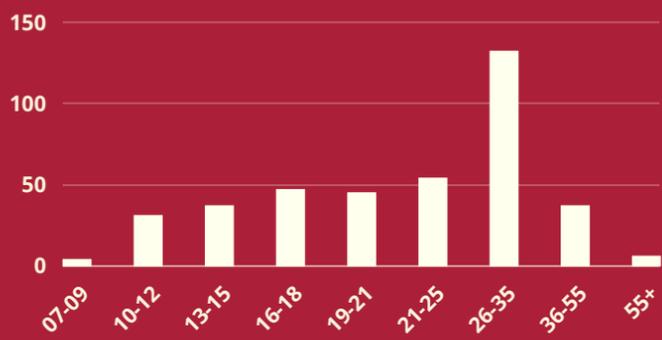
#### Gaza City



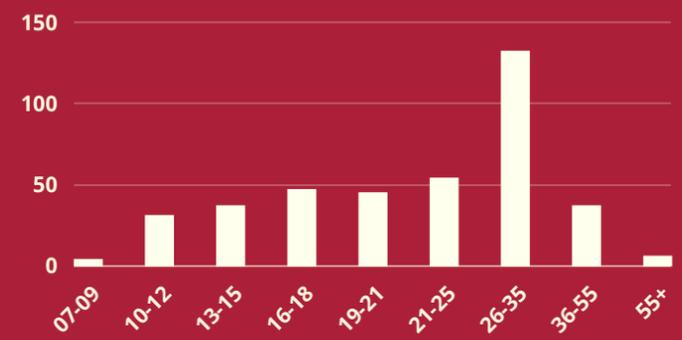
#### Khan Yunis



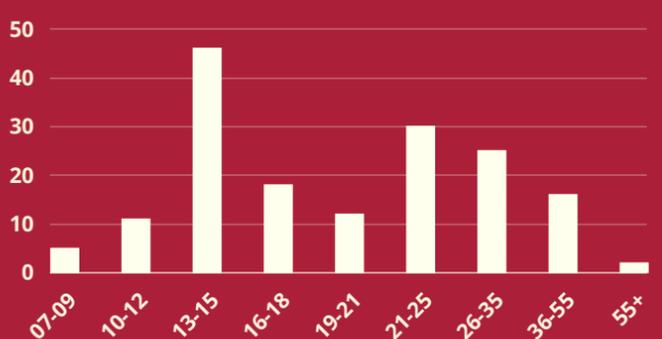
#### Hebron



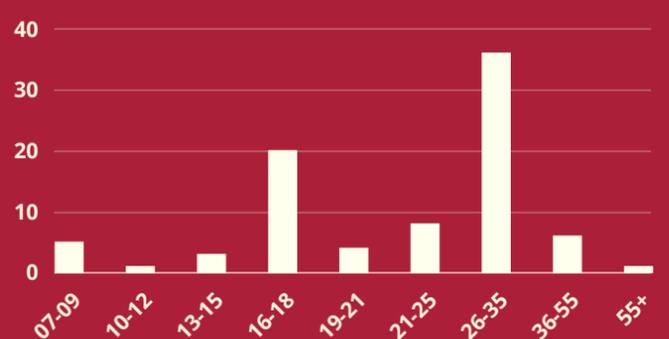
#### Jenin



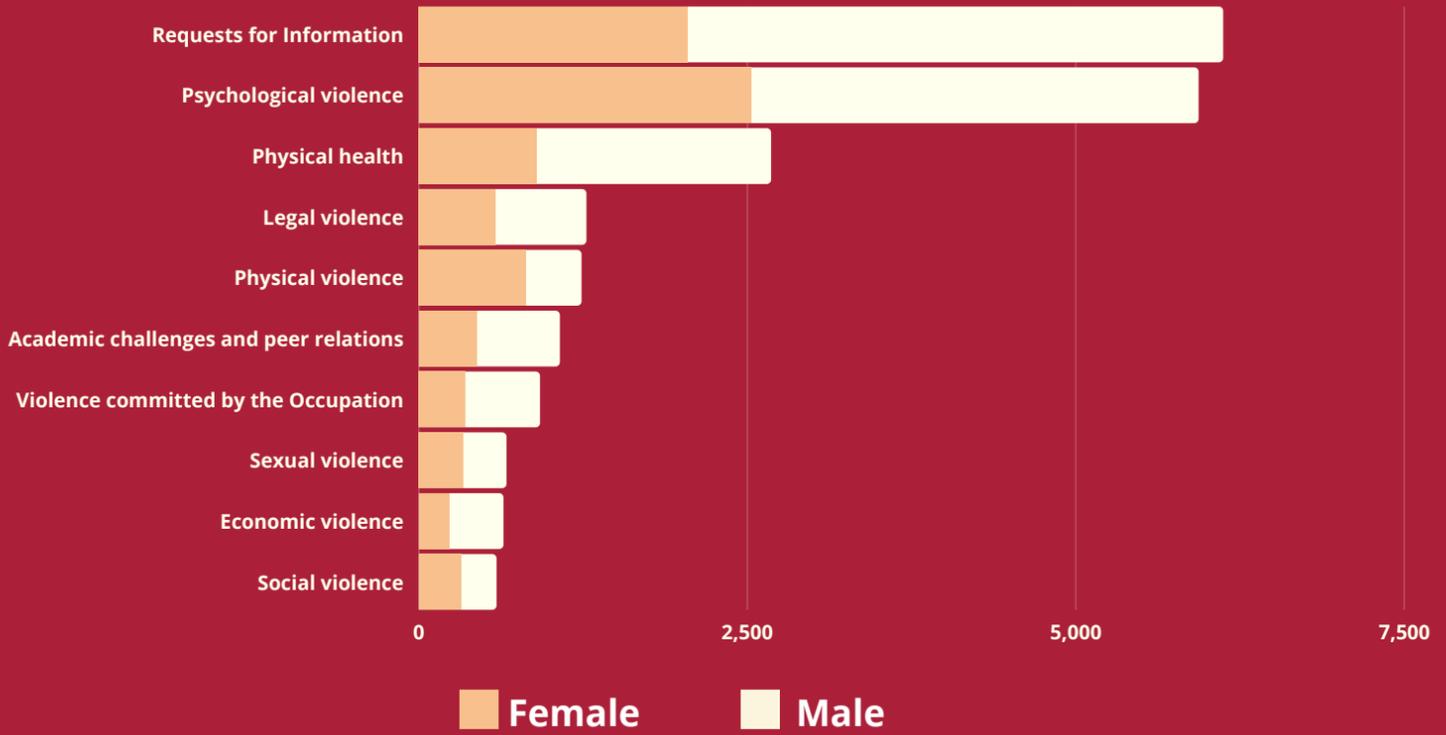
#### Nablus



#### Bethlehem



### Top 10 counselling session topics on Sawa's 121 Helpline, 2021



### On COVID-19

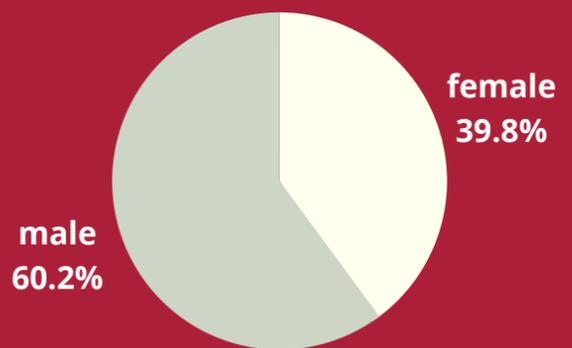
#### "I have Corona and I'm so scared..."

Call to 121 Helpline, October 2021

- About 79% of all calls on COVID-19 were from males, and 21% from females.
- About 81% of these calls were from the Gaza Strip, notably the Gaza City and Khan Yunis Governorates.
- Calls related to COVID increased during August, the beginning of the fourth wave, and increased again with the announcement of the Omicron variant.
- Callers who would call to inquire on information related to COVID-19 would be referred to Sawa's doctor, would be advised to follow the instructions of the Palestinian Ministry of Health, or would be provided with evidence based updates from organizations such as the World Health Organization.
- Younger callers would call asking if the COVID-19 vaccine was safe, and they would be encouraged to take it.
- Callers who expressed anxiety when catching COVID-19 were provided with MHPSS support and instructions on how to limit the spread.

### Sawa's e-doctor

- # of remote medical consultations via the Helpline = **372**
- **342** from the Gaza Strip, **30** from the West Bank



### Sawa - PSEA Channel

- Sawa is a member of the PSEA Network and serves as interagency intake channel for SEA claims.
- If you know or suspect that a humanitarian worker or anyone affiliated with a humanitarian agency is or might be engaging in sexual exploitation and/or abuse, you have the obligation to report.
- You can do that using SAWA's toll-free number: 121 (for Gaza and West Bank) or 1-800-500-121 (for East Jerusalem), or via Whatsapp: + 972 594040121.
- Your complaint will be treated seriously and confidentially.

### Sawa's 121 App

Encouraging women to report harassment and providing a convenient channel to mark an appointment for a medical consultation with Sawa's e-doctor.



# of users as of 2021:  
**678**

### Sawa Facebook Trusted Partnership

Sawa can directly report to Facebook in the event we receive reports of cyber-harassment, blackmail, or bullying, and remove accounts that are shown to engage in cyber violence.



# of cases in which intervention was successful and individual was protected: **6**

## Sawa's 17th Annual Conference 2021 - 'Double Pandemic: Sexual Violence during COVID-19'

- Held on December 14th, 2021, after two years of delay due to COVID-19.
- About 120 attendees both live and virtually.
- Speakers with years of experience in the fields of psychosocial health and sexual violence in Palestinian society held discussions with each other and with the audience on the repercussions of violence on the Palestinian family, the ways by which violence has manifested in new ways in the era of COVID-19, and the dimensions in relation to mental health.



## Sawa's published research study in collaboration with the Feminist Humanitarian Network (FHN)

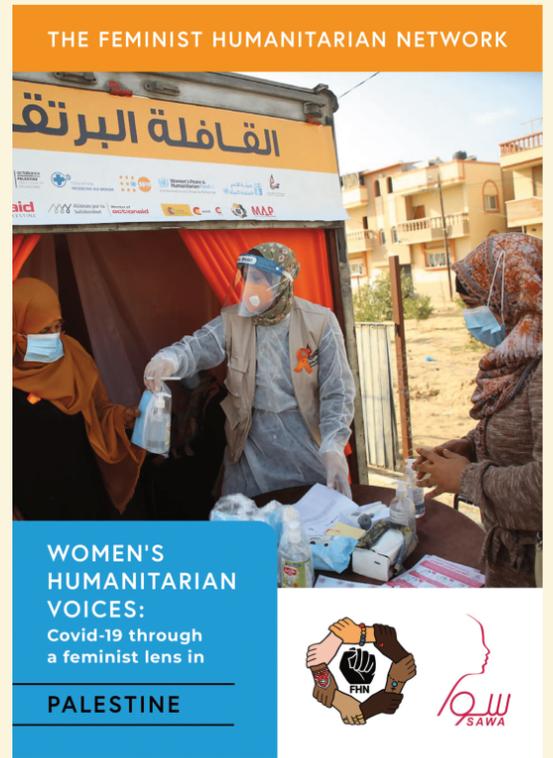
### Women's Humanitarian Voices: Covid-19 through a Feminist Lens in Palestine.

*"During Covid, some women have to deal with three lockdowns at the same time: the occupation AND Covid AND the violence of their husbands."*

Women in Palestine, who face multiple forms of oppression in 'normal' times, have been hit even harder by the pandemic.

The study presents the voices of Palestinian women's rights organizations and their perspectives on the state of women in Palestinian society and the work that has been done to continue to provide service to them in the wake of COVID-19.

Click [here](#) to read the full study.



## Sawa's 2021 Annual One-Minute Film Competition - 'Different but Equal'

- This competition was designed for young film makers across Palestine and all the Arab world to enable them to express their views of equality, or lack of equality, that exists in different manifestations in their societies.
- Sawa had the pleasure of seeing **116 films** submitted from 13 countries across the Arab world including **Palestine, Jordan, Lebanon, Egypt, Saudi Arabia, Algeria, Tunisia, Sudan, Iraq, Yemen, Libya, Syria, and Morocco.**
- **1,849,140** interactions (including 1,742,996 reached, 94,435 views, 8,465 likes, and 3,244 comments on Facebook, Instagram, and Tik Tok).
- Sawa has already begun accepting submissions for the 2022 competition.

### Congratulations to this year's winners:

1. *Equal Opportunities* by **Serdar Mohammad Zankanah** from **Iraq**
2. *Stop, that's Enough!* by **Hiba Al Ratel** from **Lebanon**
3. *Blame on the Middle* by **Samar Al Bana** from **Palestine**
4. Audience's Choice Winner: *Vanishing Memory* by **Samah Salah** from **Palestine**

Click on the title to watch on Sawa's Facebook.

