



الرقم المجاني 121
من جوال أو هاتف أرضي

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خائف؟ متوتر؟ قلقان؟
سوا معك ليل نهار بتسمعك

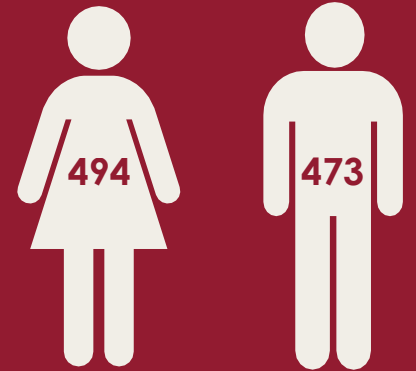
SAWA ORGANIZATION-121 Emergency Helpline Monthly Update

Sawa's 121 Helpline Listening Center, now currently operating under an emergency protocol, is operating 24/7 to meet the MHPSS, medical and legal support needs, of our fellow Palestinians struggling with the negative impacts of COVID-19.

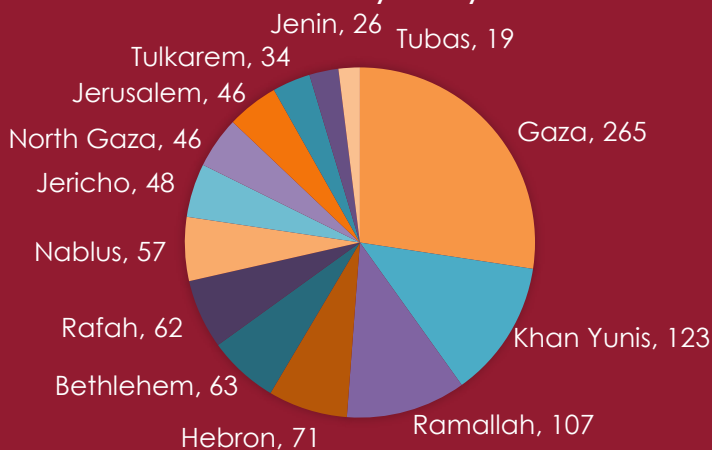
With the current economic and health situation deteriorating, each day is getting harder to live with the lack of income, basic needs, and the presence of abusive figures in their homes.

During the month of June, Sawa documented a 30% increase in calls since May of 2020. Sawa operators have answered 65% of the 24,000 callers attempting to reach Sawa's helpline; of which 967 have been documented counselling sessions. A total of 102 women reported physical, verbal and emotional abuse. The number of telephone counseling sessions related to attempted suicide and self-harm exceeded 50 cases, which raises the alarm, and calls for the recruitment and rehabilitation of specialists on methods of intervention and psychosocial support to deal with victims of dangerous behaviors and self-harm.

Total number of calls documented from **June 1 to June 30, 2020:**



Calls by City



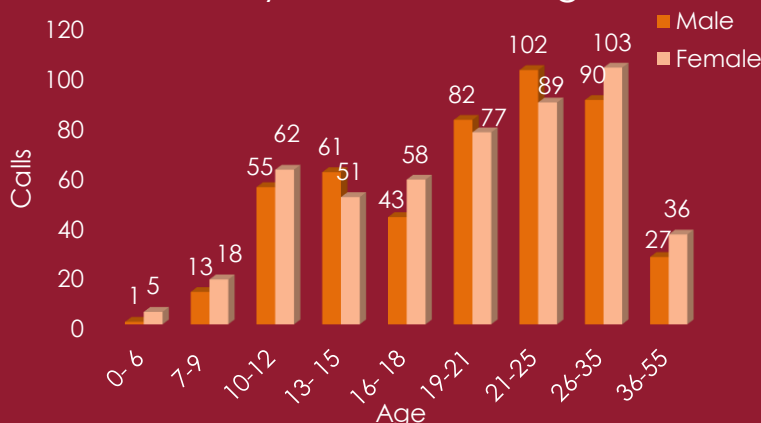
COVID-19 and Physical Health



Abuse and Violence Cases



Calls by Gender and Age



MHPSS Cases

