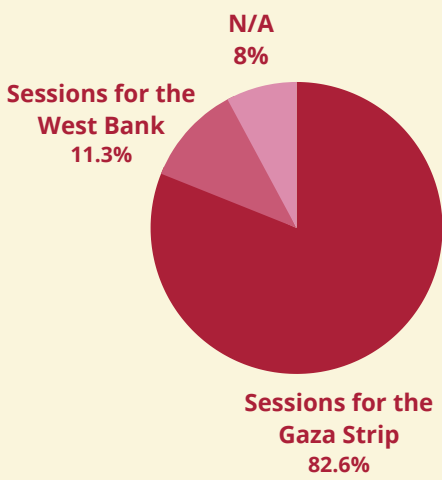


SAWA ORGANIZATION-121 Emergency Helpline Update

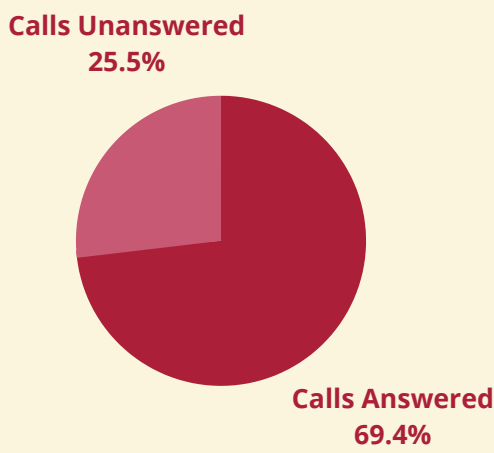
Sawa's 121 Listening Center has been operating under an emergency protocol since May 10th 2021. It is active through a toll-free helpline available 24/7 to respond to MHPSS, medical, and legal support of our fellow Palestinians struggling with the negative impacts of the military aggressions carried out against them by Israel as well as the ongoing crisis of COVID-19.



Total sessions since the outbreak of the Pandemic on March 1st 2020
18,381



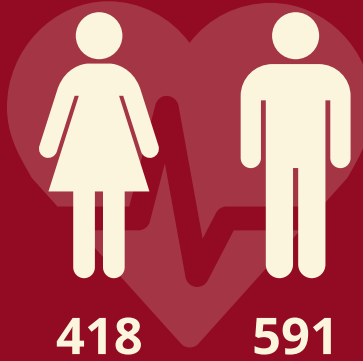
- The Gaza Emergency continues, **with about 82.6% of August 2021's counselling sessions coming from the Gaza Strip.**
- About **83.3%** of all MHPSS counselling sessions were from the Gaza Strip; **92.6%** of all counselling sessions related to violence from the occupation were also from the Gaza Strip.
- The Helpline continues to see consecutive cases of nightmares and bedwetting as a result of the last war (nearly 50 sessions), along with stuttering and speech problems due to fear and anxiety (16 sessions).
- About **91.1%** of all counselling sessions related to physical health were from Gaza. About 25% of all medical consultations dealt with cases that inquired about physical pain. There were also more frequent questions related to COVID-19 overall, alongside the beginning of the 4th wave that has swept the region.
- This month, sessions with women increased by **45.1%** since July. Physical violence sessions on the Helpline have increased from July to August by about **17%**, alongside a slight **7.2%** increase in sessions related to sexual violence.
- Sawa has begun updating its database in order to further improve its documentation mechanism. All categories have had their subcategories modified in accordance with the Ministry of Women's Affairs' latest National Gender-Based Violence Registry.
- The month of August 2021 saw Sawa answering **69.4%** (26,132 calls) of all attempted calls (37,655), with **25.5%** unanswered.



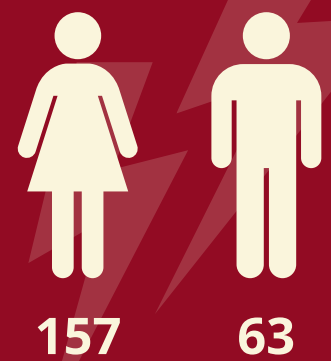
PHYSICAL HEALTH



MENTAL HEALTH & PSYCHOSOCIAL SUPPORT



PHYSICAL VIOLENCE



Counselling Sessions by Age group

