

## 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 aggression on the Palestinians and COVID-19.

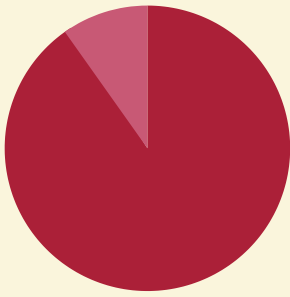


Total Cases since the outbreak of the Pandemic on March 1st 2020

**13,624**

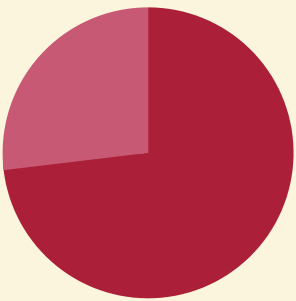


Calls from the West Bank  
9.8%



Calls from the Gaza Strip  
90.2%

Calls Unanswered  
26.9%



Calls Answered  
73.1%

➤ The world may have moved on from Israel's latest assault on Gaza, but Palestinian families are still suffering from the devastation and the psychological toll that has come with it. Of all documented cases among the Gaza Strip and the West Bank, **approximately 90% of Sawa's counselling sessions remain from the Gaza Strip.**

➤ During the month of June 2021, Sawa documented **2,161 counseling sessions: +75.98%** since May 2021.

➤ MHPSS sessions saw a stark increase between May and June **(+89.4%)**.

➤ Sessions related specifically to armed conflict increased between May and June by **244%**.

➤ More reports of children suffering nightmares **(+290%)**, fear & anxiety **(+81.5%)**, problems in school **(+169%)**, and family problems **(+150%)**.

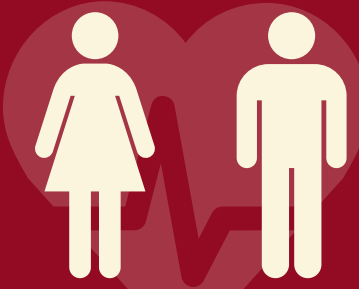
➤ The month of June 2021 saw Sawa answering **73.1%** of all calls, with **21.2%** unanswered.

ARMED  
CONFLICT



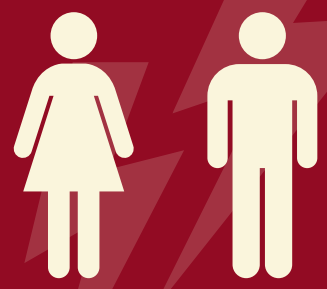
163  
171

MENTAL HEALTH &  
PSYCHOSOCIAL SUPPORT



237  
313

ABUSE AND  
VIOLENCE



61  
9

### Counselling Sessions by Age group

