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SAWA ORGANIZATION-121 Emergency Helpline Update

Sawa's 121 Helpline Listening Center, 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.

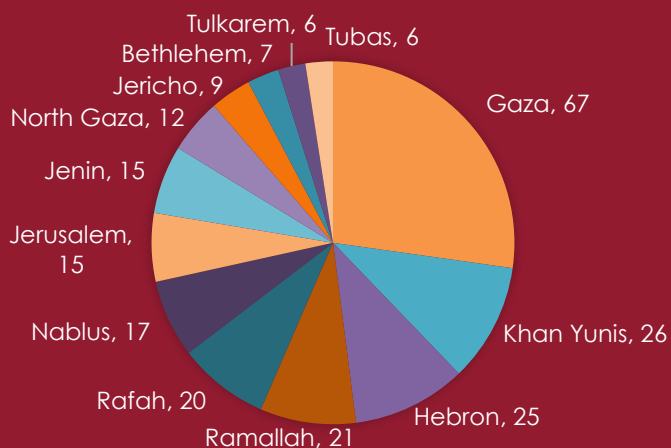
During the first two weeks of August, Sawa documented 246 counseling sessions. There have been 9 cases of rape reported from women ages 18-24 in the West Bank. Attempted suicide cases amongst boys and girls up to age 18 have increased, resulting in 10 cases just in these two weeks. Calls from women and girls regarding fear and anxiety make up a total of 20% of all counseling sessions provided. Approximately 50% of calls are now from the West Bank, whereas previous weeks, they made up only 20%.

Sawa's social media campaigns to raise awareness on counselling provided through the 121 Helpline reached 105,462 in comments, likes, and shares. Moreover, after the explosion in Beirut, Sawa began offering counselling and support to our fellow Lebanese people through WhatsApp Chat counselling.

Total number of calls documented from **August 1 to August 14, 2020:**



Calls by City



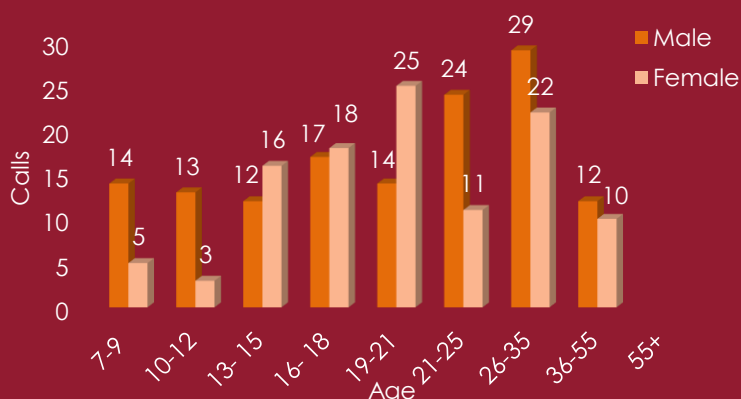
COVID-19 and Physical Health



Abuse and Violence Cases



Calls by Gender and Age



MHPSS Cases

