



الرقم المجاني 121
من جوال أو هاتف أرضي

القدس 1800500121

+972594040121

خائف؟ متوتر؟ قلقان؟
سوا معك ليل نهار بتسمك

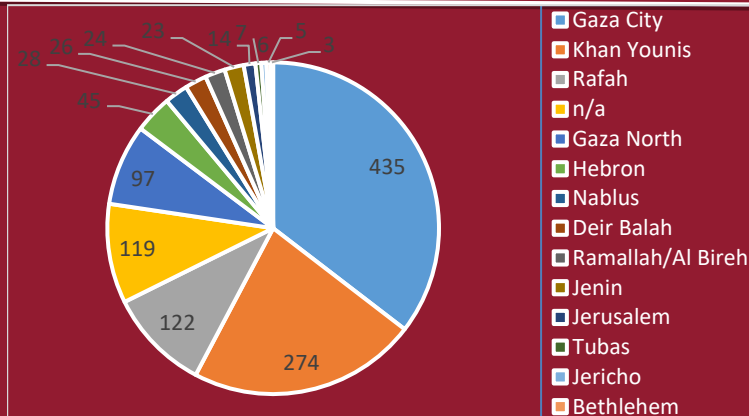
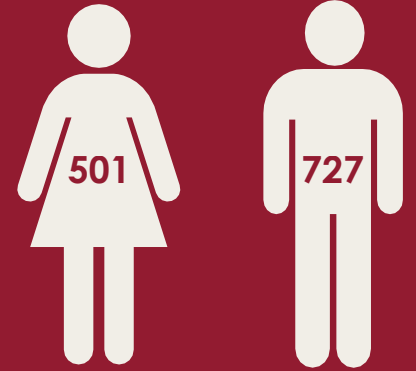
SAWA ORGANIZATION-121 Emergency Helpline Update

Sawa's 121 Listening Center has been operating under an emergency protocol for over 15 months to offer support due to the Corona pandemic. Since May 10th 2021, Sawa has been working with a second emergency triggered by the War on Gaza. 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.

During the month of May 2021, Sawa documented 1228 counseling sessions, compared to the 523 cases received in the same month of May last year (+ 135%). In the first two weeks of May, 82% of all the calls were received by Gazans who suffered from fear and anxiety caused by the ongoing shelling. A 7-year-old boy, told us: "We are all together in one room. If something happens, we will die together." A man witnessed: "We are in the shelters. There were buildings next to us, all of them fell at the same time on top of each other. I got out of the house and I saw people's body parts piled on each other."

After the armed escalation, the number of calls from Gaza increased to 91% of all calls. The most common expressions in the calls have been: fear, stress, hopelessness and uncertainty for the future. To assist the distressed population particularly with psychosocial counseling Sawa is boosting the capacity of the Listening Center and improving its referral pathways.

(1228) Total number of calls counselling sessions from
May 1 – May 31, 2021:



Armed Conflict



Abuse and Violence Cases



MHPSS Cases



Counseling by Age Group, May 2021

