

121 Emergency Helpline 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.

This week, women seeking support from our helpline rose to 58% as compared to last week's 42%. This is due to the increase in operators during all shifts, as well as increased advertising for the helpline on all social media platforms, such as our Facebook page with over 234,000 followers, and reached a total of 1,041,147 including likes, comments, shares and reaches during this week. Calls regarding abuse and violence and specifically domestic violence from partners, rose by 38% for females. During this week alone, there were 3 cases of attempted suicide due to sexual abuse, incest, harassment and attempted rape. Lastly, young men and adolescent boys under age 25 made up 64% of all men's calls, most of which contacting us regarding physical abuse from their parents.

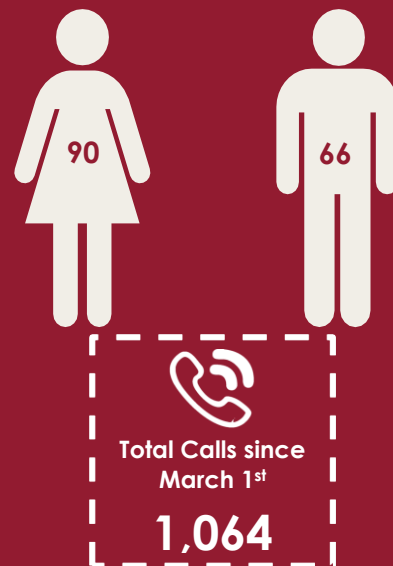
Contact Us:

West Bank and Gaza Helpline: 121

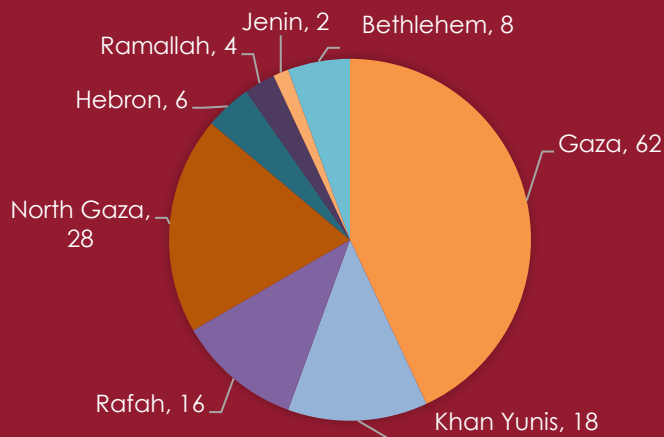
Jerusalem Helpline: 1800-500-121

WhatsApp Chat Counselling: 00972-59-4040-121

Total number of calls documented from
April 9 to April 16, 2020:



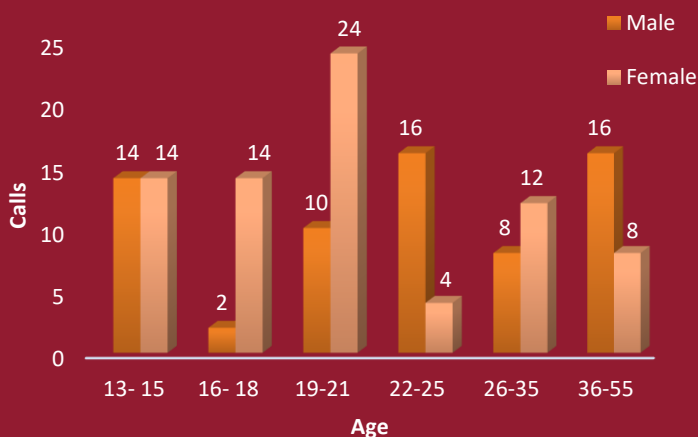
Calls by City



COVID-19 Information Requests



Calls by Age and Gender



Abuse and Violence Cases



MHPSS Cases

