



## The Palestinian Working Woman Society for development

### Progress Update: COVID-19 Emergency Situation

22 March – 4 April 2020

#### Progress Update:

As part of its emergency plan and response activities to psycho-social support and the prevention of gender-based violence, PWWSD has shared open-line (hotline) numbers with the general public in Ramallah, Bethlehem, Tulkarem, Nablus, Qalqilia, Jenin, Hebron, and Gaza. Since the beginning of home-quarantine in Palestine on 22 March 2020.

In total, PWWSD delivered **510** consultations (quick phone calls between 1-5 mins), **206** directly related to GBV, in addition to **125** individual counseling sessions over the phone, **71** directly related to GBV as shown in the following table:

Governorate	# of individual consultations	# of GBV-related consultations	# of individual counseling cases	# of GBV-related counseling cases
Ramallah	20	8	3	3
Nablus	27	12	2	2
Hebron	19	13	2	2
Jenin	13	12	3	3
Qalqilia	23	6	4	4
Bethlehem	13	2	48	6
Tulkarem	9	7	3	1
Gaza (Gaza city, Middle, North, South)	386	146	60	50
<b>Total</b>	<b>510</b>	<b>206</b>	<b>125</b>	<b>71</b>

PWWSD's social awareness activities have reached a total is of 155,296 individuals with 8051 engagements. These included social media posts on the official Facebook page.<sup>1</sup> These posts served to raise awareness and knowledge of the general public on mechanisms to dealing with psycho-social stress that is caused by COVID-19 emergency situation, dealing with children, emotional distress, fear and anxiety, and time management.

<sup>1</sup> PWWSD FB Page can be reached through the following link: <https://www.facebook.com/pwwsd/>

Furthermore, PWWSD teams across the West Bank and Gaza created Facebook and Whatsapp groups through which they have direct contact with the rights-holders who show interest and willingness to exchange experiences and feelings related to the emergency situation in their areas.

In Gaza, a total of 1,916 SMS messages were sent to PWWSD rights-holders in addition to 243 were conducted in order to inform them on the available services of PWWSD during the state of emergency.

**Links to the main posts:**

#	Topic	Link
1	<b>Awareness posts</b>	<ol style="list-style-type: none"> <li>1. <a href="https://www.facebook.com/pwwsd/photos/a.364859853619251/2518979644873917/?type=3&amp;theater">https://www.facebook.com/pwwsd/photos/a.364859853619251/2518979644873917/?type=3&amp;theater</a></li> <li>2. <a href="https://www.facebook.com/pwwsd/photos/a.635084916596742/2514864781952070/?type=3&amp;theater">https://www.facebook.com/pwwsd/photos/a.635084916596742/2514864781952070/?type=3&amp;theater</a></li> <li>3. <a href="https://www.facebook.com/pwwsd/photos/a.364859853619251/2513287838776431/?type=3&amp;theater">https://www.facebook.com/pwwsd/photos/a.364859853619251/2513287838776431/?type=3&amp;theater</a>.</li> <li>4. <a href="https://www.facebook.com/pwwsd/photos/a.364859853619251/2504625136309368/?type=3&amp;theater">https://www.facebook.com/pwwsd/photos/a.364859853619251/2504625136309368/?type=3&amp;theater</a>.</li> </ol>
2	<b>PWWSD Produced Videos</b>	<ol style="list-style-type: none"> <li>5. <a href="https://www.facebook.com/watch/?v=352847572301192">https://www.facebook.com/watch/?v=352847572301192</a>.</li> <li>6. <a href="https://www.facebook.com/watch/?v=726292787903735">https://www.facebook.com/watch/?v=726292787903735</a>.</li> <li>7. <a href="https://www.facebook.com/watch/?v=518311002190461">https://www.facebook.com/watch/?v=518311002190461</a>.</li> </ol>
3	<b>Radio/TV Episodes</b>	<ol style="list-style-type: none"> <li>8. <a href="https://www.facebook.com/HawanaWatan/videos/vb.1355737917855983/223919572020889/?type=2&amp;theater">https://www.facebook.com/HawanaWatan/videos/vb.1355737917855983/223919572020889/?type=2&amp;theater</a>.</li> <li>9. <a href="https://www.facebook.com/FajerTV/videos/vb.148912658649563/952455315265045/?type=2&amp;theater">https://www.facebook.com/FajerTV/videos/vb.148912658649563/952455315265045/?type=2&amp;theater</a></li> <li>10. <a href="https://www.facebook.com/FajerTV/videos/vb.148912658649563/170820730566128/?type=2&amp;theater">https://www.facebook.com/FajerTV/videos/vb.148912658649563/170820730566128/?type=2&amp;theater</a>.</li> <li>11. <a href="https://www.facebook.com/RadioTMFM/videos/vb.26908796979/2685228381574550/?type=2&amp;theater">https://www.facebook.com/RadioTMFM/videos/vb.26908796979/2685228381574550/?type=2&amp;theater</a>.</li> </ol>

**Coordination and Networking with other service providers, emergency teams, local councils... etc**

As part of its efforts to provide women in need with the needed services, PWWSD team across the West Bank and Gaza has been in constant coordination with different actors, mainly:

1. Emergency Commissions in Bethlehem, Yatta and Dura/Hebron, Jenin, and Qalqilia to provide food and sterilization packages to families identified by PWWSD throughout the received cases.
2. PWWSD contacted the Palestinian Union of Social Workers and Psychologists in Bethlehem and Nablus to coordinate efforts for providing people with psycho-social services.
3. Palestine Doctors Association (Jerusalem Medical Association JMA) to provide psycho-social help to doctors and people who were quarantined in Beit Sahour and Bethlehem PWWSD counselors were able to reach the medical team that was quarantined at Maslamani Hospital/Beit Sahour for psycho-social support as well as a number of people quarantined in the National Center of Bethlehem
4. Family Protection Unit in Bethlehem to provide support one of the spotted GBV-cases.

5. Local Councils at different villages in Bethlehem, Nablus, Ramallah, Qalqilia, Tulkarem, Jenin, Gaza, and Hebron to raise awareness on available psycho-social services for people in general and women in specific and ask their support to publish the open-line numbers.
6. Ministry of Social Affairs to nominate names of families who are in need of economic support in Bethlehem and Ramallah. The family in Ramallah contacted PWWSD counselor informing her that she will be receiving aid this month; however, the families in Bethlehem will receive aid during April.
7. Medical Relief in Ramallah to inform them about PWWSD services; the Medical relief also expressed their support in providing needed medicine to anyone who cannot reach/afford it. They also stressed the importance of joining efforts at these times to assure all people have access to the available services.
8. Women-led CBOs, PWWSD shadow councils, and cooperatives across the different governorates to spread awareness on the available services and ask their support in sharing the open-line numbers across the groups they work with.

### **Main Challenge/s:**

1. Most of the women and girls that are being contacted through PWWSD open-line expressed that they are uncomfortable in sharing their feelings and discussing specific details due to the presence of their children, husbands and other family members all day inside the houses which affects the numbers of calls received by PWWSD counselors. However, the counselors expressed their availability outside the usual working hours to women so they can be reached whenever the time is convenient.
2. Some of the women noted that their phones are usually with either their husbands or children which does not allow them to be part of the social media groups through which PWWSD team publish awareness video or contact the women on daily basis.

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