Introduction

Embrace Lifeline is the national helpline in Lebanon for emotional support and suicide prevention. As part of its mission, and in collaboration with the National Mental Health Program of the Ministry of Public Health (MOPH), Embrace Lifeline keeps track of its provided services both for quality assurance purposes and to report on the impact, quality, and frequency of use of its services. The below numbers are meant to offer a snapshot of the population that the Embrace Lifeline serves, taking into consideration that this information is recorded as accurately as possible while not all information may be available at all times. The metrics in this document can be considered representative of calls received during the reported time-period.

To cite this report: Embrace Lifeline: Lebanon’s National Helpline (2020). Caller characteristics for the Month January 2019. www.embracelebanon.org
I. AGE OF CALLERS

The majority 57% of calls were from people between 20-29 years old, followed by 26% between 10-19 years old, followed by 12% between 30-39 years old, and the remaining at 2% or below (40-49 years old, 50-59 years old and 60-69 years old).

II. SEX OF CALLERS

FEMALE 55%
III. NATIONALITY OF CALLERS
LEBANESE 92%

V. COUNTRY OF CALLERS
LEBANON 100%

VI. REGION OF CALLERS
BEIRUT 32%

VII. MARITAL STATUS OF CALLERS
SINGLE 77%
VIII. CALLER LIVING WITH NUCLEAR FAMILY 72%

IX. HIGHEST LEVEL OF EDUCATION OF CALLERS HIGH SCHOOL 49%
X. **EMPLOYMENT OF CALLERS**

Each taken with N=369

*Percentages do not add up to 100% because each caller may have more than one status.

<table>
<thead>
<tr>
<th>Employment Status</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Unemployed</td>
<td>20%</td>
</tr>
<tr>
<td>Employed Full Time</td>
<td>32%</td>
</tr>
<tr>
<td>Employed Part Time</td>
<td>9%</td>
</tr>
<tr>
<td>Student</td>
<td>37%</td>
</tr>
</tbody>
</table>

XII. **CALLERS WITH PASSIVE SUICIDAL IDEATION**

n=106/137

51% of calls are from individuals who reported having passive suicidal ideations

XIII. **CALLERS WITH ACTIVE SUICIDAL IDEATION**

n=106/137

www.embracelebanon.org
38% of calls are from individuals who had active suicidal ideations when placing the call.

**XIV. CALLERS WITH ACTIVE SUICIDAL IDEATION WITH INTENT**  
\( n = 54/137 \)

38% of calls are from individuals who had active suicidal ideations WITH intent when placing the call.

**XV. CALLERS WITH PREVIOUS SUICIDE ATTEMPT**  
\( n = 90 \)

23% of calls are from individuals who had a previous suicide attempt.

**XVI. NUMBER OF SUICIDE ATTEMPTS IN THE PAST**  
\( n = 13 \)

![Pie chart showing the distribution of suicide attempts in the past.]

- 1 attempt: 30%
- 2 attempts: 8%
- 3 attempts: 8%
- 4 attempts: 8%
- 5 attempts: 46%

**XVII. SUICIDE ATTEMPT ONGOING**  
\( N = 137 \)

4% of calls are from individuals who had a suicide attempt that was ongoing during the call.

www.embracelebanon.org
XVIII. TYPE OF CALL

<table>
<thead>
<tr>
<th>Type of Call</th>
<th>Each taken with N= 137</th>
</tr>
</thead>
<tbody>
<tr>
<td>Emotional Distress</td>
<td>61%</td>
</tr>
<tr>
<td>Suicide Ideation Present</td>
<td>26%</td>
</tr>
<tr>
<td>Concerns about Covid-19</td>
<td>0%</td>
</tr>
<tr>
<td>Frequent Caller</td>
<td>9%</td>
</tr>
<tr>
<td>Third Party Caller</td>
<td>24%</td>
</tr>
<tr>
<td>Socioeconomic Concern</td>
<td>0%</td>
</tr>
<tr>
<td>Looking for Referrals</td>
<td>16%</td>
</tr>
<tr>
<td>Attempt in Progress</td>
<td>3%</td>
</tr>
<tr>
<td>Frank Callers</td>
<td>1%</td>
</tr>
<tr>
<td>Bereaved by Suicide</td>
<td>0%</td>
</tr>
</tbody>
</table>

*Percentages do not add up to 100% because each caller may express more than one concern.

XIX. ACTIVE SUICIDAL IDEATION AT THE END OF THE CALL

4% of calls are from individuals who had active suicidal ideation at the end of the call.

XX. ACTIVE SUICIDAL IDEATION WITH INTENT AT THE END OF THE CALL

1% of calls are from individuals who had active suicidal ideation with intent at the end of the call. Such callers are all identified as individuals who are struggling with chronic stress.

VI. CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL

85% of callers reported a decrease in the level of distress from the beginning of the call to the end. Thirteen calls were from individuals whose level of distress did not decrease from the beginning to the end of the call due to (1) high levels of distress or (2) looking for referrals with no intervention or (3) third party callers.