

## EMBRACE LIFELINE: LEBANON'S NATIONAL EMOTIONAL SUPPORT AND SUICIDE PREVENTION HELPLINE

IN COLLABORATION WITH THE NATIONAL MENTAL HEALTH PROGRAM AT THE  
MINISTRY OF PUBLIC HEALTH

### MONTHLY EMBRACE LIFELINE INDICATORS

JUNE 2020

#### **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 captures, analyses, and disseminates aggregate data related to the Embrace Helpline. The data is meant to offer a snapshot of the characteristics of callers to the helpline.

#### **Methodology**

Embrace Lifeline's trained operators capture anonymous data through a secure computerized system. The non-identifiable data is then analysed and reported on a monthly basis. While we strive to capture all data from all calls received, some data remain missing. However, 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 20xx. [www.embracelebanon.org](http://www.embracelebanon.org)

embrace



Lebanese Republic  
Ministry of Public Health  
National Mental Health Programme

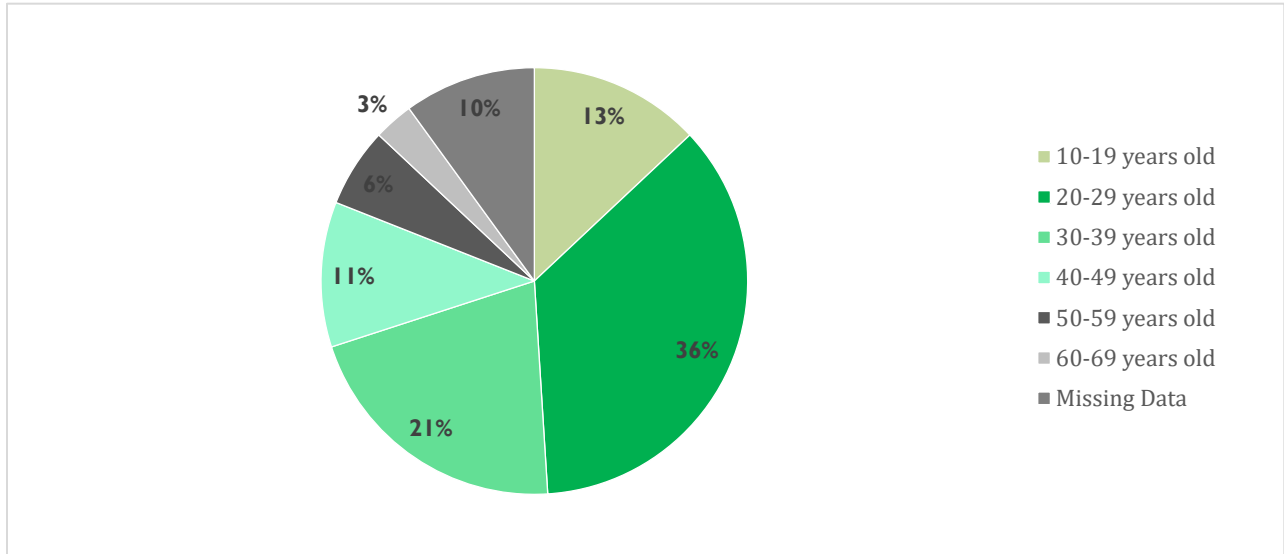
الجمهورية اللبنانية  
وزارة الصحة العامة  
البرنامج الوطني للصحة النفسية



## EMBRACE LIFELINE JUNE 2020 MONTHLY REPORT

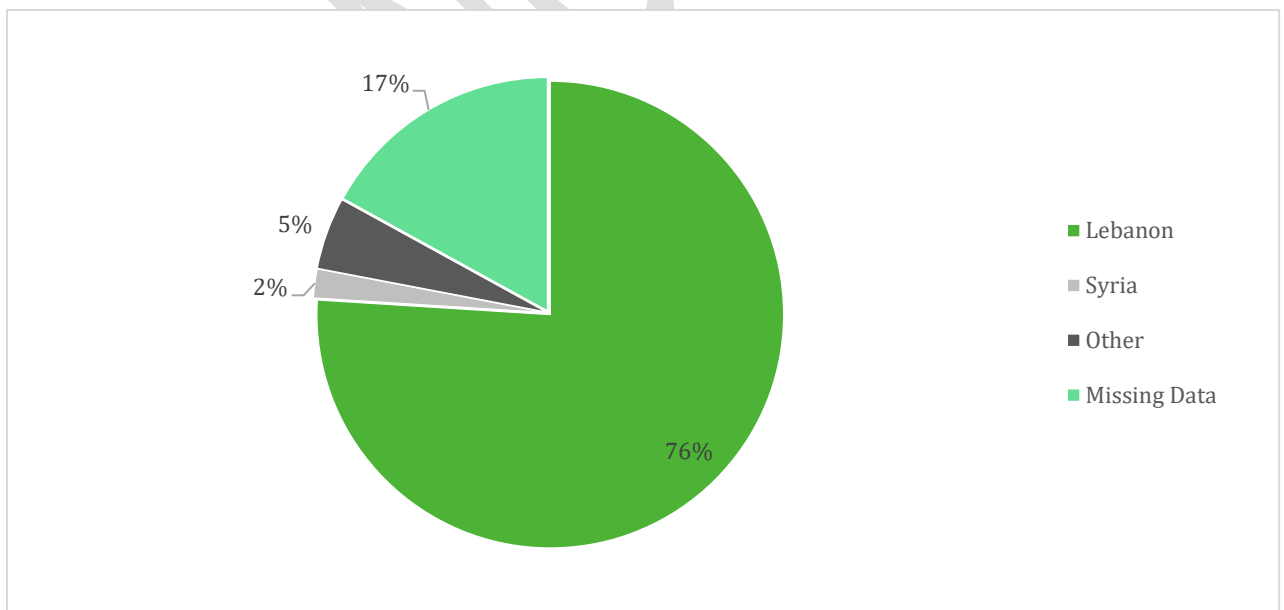
<b>DATE</b>	<b>MAY 2020</b>	<b>TOTAL NUMBER OF CALLS</b>	<b>561</b>
-------------	-----------------	------------------------------	------------

<b>I.</b>	<b>AGE OF CALLERS</b>	<b>MEAN AGE:</b>	<b>30</b>
-----------	-----------------------	------------------	-----------



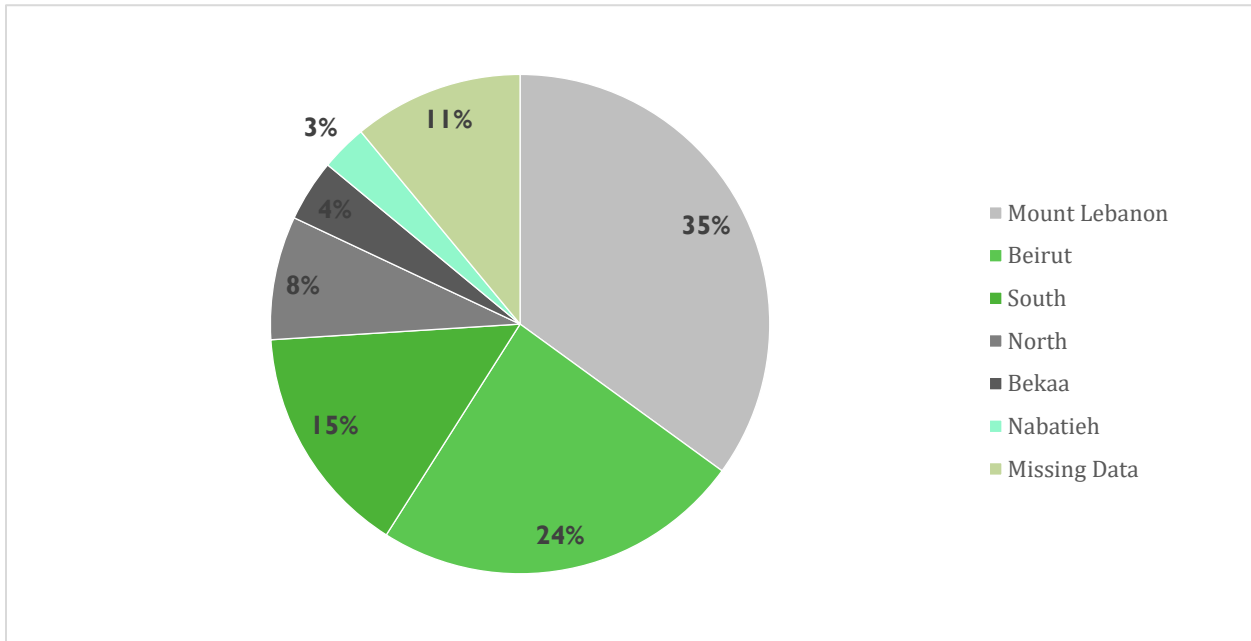
<b>II.</b>	<b>SEX OF CALLERS</b>	<b>MALE</b>	<b>46%</b>
		<b>FEMALE</b>	<b>54%</b>

<b>III.</b>	<b>NATIONALITY OF CALLERS</b>	<b>LEBANESE</b>	<b>76%</b>
-------------	-------------------------------	-----------------	------------

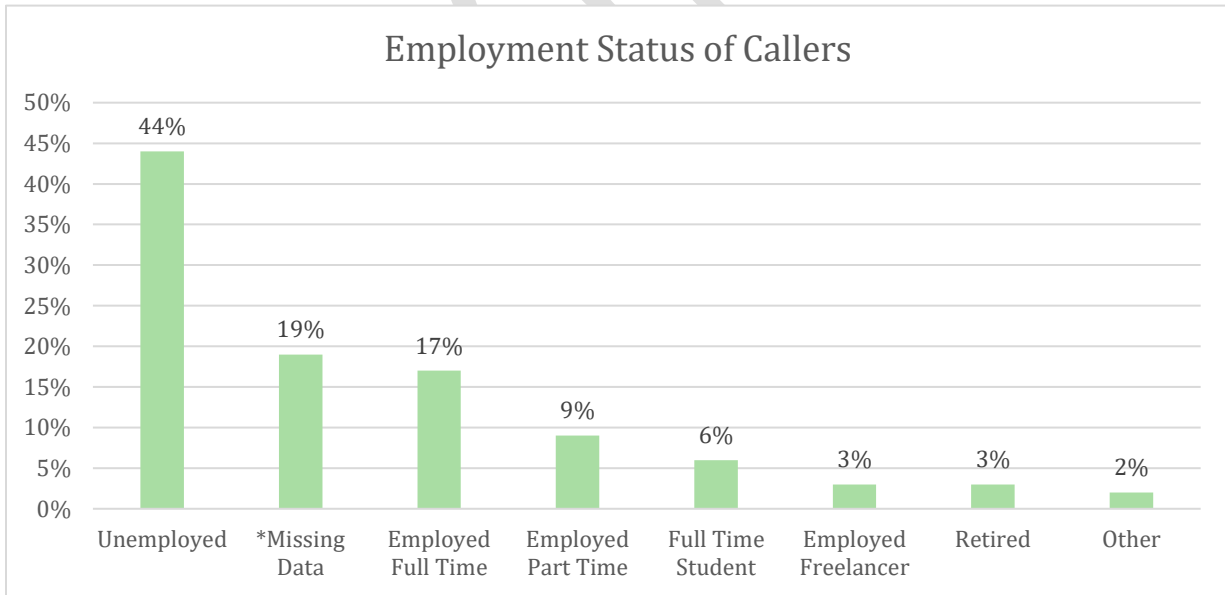


## EMBRACE LIFELINE JUNE 2020 MONTHLY REPORT

<b>IV.</b>	<b>REGION OF CALLERS</b>	MOUNT LEBANON	35%
------------	--------------------------	---------------	-----



<b>V.</b>	<b>EMPLOYMENT OF CALLERS</b>	Each taken with <b>N= 561</b>
*Percentages do not add up to 100% because each caller may have more than one status.		



EMBRACE LIFELINE JUNE 2020 MONTHLY REPORT

<b>VI.</b>	<b>CALLERS REPORTING DECREASE IN LEVEL OF DISTRESS FROM BEGINNING TO END OF CALL</b>	N=213
<b>92%</b> of callers reported a <b>decrease in the level of distress</b> from the beginning of the call to the end. Sixteen calls were from individuals whose level of distress did not decrease from the beginning to the end of the call due to high levels of distress.		

<b>VII.</b>	<b>CALLERS REPORTING CONCERNS REGARDING COVID-19</b>	N=561
<b>8%</b> of callers reported having concerns regarding COVID-19. Concerns include the virus itself, quarantine, and other related stressors.		

DO NOT COPY