Good practice

EMERGENCY MENTAL HEALTH INTERVENTION – ONLINE COUNSELING DURING COVID-19 LOCKDOWN IN ALBANIA

Lockdown March–June

Limited access to services

Psychological needs

Requests for online psychological and health support increased at www.nukjevetem.al

Team of 40 counsellors

Provided direct chat counselling sessions and answered health related concerns

Service stats March–November

1786 online chat sessions
751 Q&A professional advice
30 minutes (average length session)
860 hrs. of online counselling

32% 68%

0% 25% 50% 75%

Anxiety/ Health anxiety
Depression
Job loss
Relationship crisis

13-17 yo 18-25 yo +26 yo
30% 58% 12%

Financuar nga LevizAlbania

Në projekt i Agjencisë Zvicerane për Zhvillim dhe Bashkëpunim SDC
Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Agjencia Zvicerane për Zhvillim dhe Bashkëpunim SDC

LEVIZ Albania
Local Democracy in Action