

Good practice

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

Lockdown
March–June



Limited access to
services

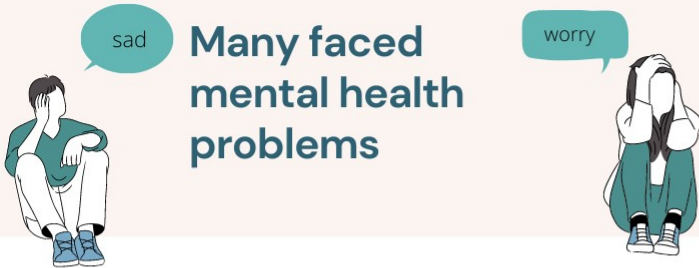


Psychological needs

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



Many faced
mental health
problems

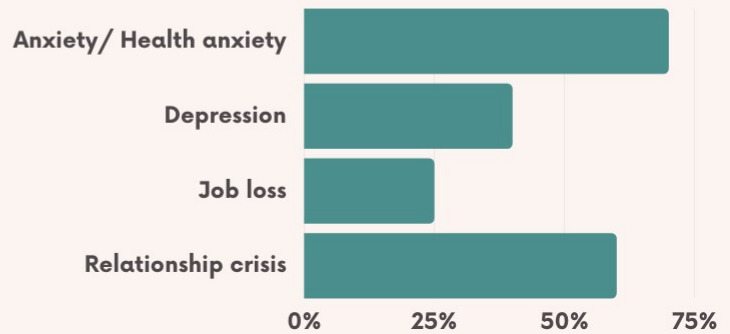


Team of 40
counsellors

Provided direct chat
counselling sessions and
answered health related
concerns

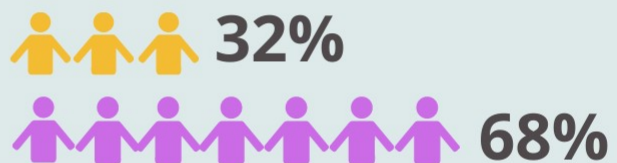


Most common issues



Service stats March–November

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



nuk je
vetëm

Financuar nga LevizAlbania



Një projekt i Agjencisë Zvicerane për
Zhvillim dhe Bashkëpunim SDC



Schweizerische Eidgenossenschaft
Confédération suisse
Confederazione Svizzera
Confederaziun svizra

Agjencia Zvicerane për Zhvillim
dhe Bashkëpunim SDC