

Fight Against Corona virus: Child Helpline 1098

Bangladesh Child Helpline-1098 has been working for 24 hours for child support. The global outbreak of coronavirus is in great danger today. From the beginning, we have closely observed its activity. Besides, if Bangladesh is affected by this new virus, what should Helpline do? With the guidance of national project director, We were planed A,B and C. considering the situation, we execute the plan. Within the time we are aware our helpline facilitator on coronavirus as advised by the World Health Organization.

It as extremely important that people in a critical situation can get necessary information from a reliable source and quickly. Considering that the emergency situation if the spread of the coronavirus, it will create causing a multitude of questions among many residents that are not directly related to health, we considered it necessary and extended our existing supports. We are providing information from child helpline Center specifically for people to be able to get answers to these questions about coronavirus.

Adult and children are calling to child helpline 1098 to get information about different matters concerning the coronavirus and the spread of the virus, but not medical advice and consultation. As well as we trying to reduce high psycho-social Impact on Women & Children from COVID-19 through the provide counseling.

During the time CHL provided some specific supports:

- Information on preventive method on coronavirus (WHO)
- Support center information as well phone number.
- Counseling
- Parent how to guide/ deal their children during the home lockdown period
- Coordination with the local authority
- Coordination for emergency ambulance support.

CHL emergency period service modality (from 25 March 2020 to till):

- Periodically roster wise 4(2+2) helpline facilitator has been staying at Call center (unlimited time) for manage the helpline centrally.
- 16 Helpline facilitators and counselors working at their home and they are receiving the calls from 1098 through the call forwarding methodology.
- Over the online helpline manager monitoring the activities and rout the calls periodically to the home based service providers (Helpline facilitators).

Ten days CHL call status from 25 March to 03 April 2020:

SL	Date	Received call
1	25-Mar-20	2170
2	26-Mar-20	2214
3	27-Mar-20	1997
4	28-Mar-20	1853
5	29-Mar-20	1658
6	30-Mar-20	1549
7	31-Mar-20	1794
8	1-Apr-20	1645
9	2-Apr-20	1605
10	3-Apr-20	1412
	Total	17897

