

# CHILDLINE NEWSLETTER



6<sup>th</sup> April 2020

## CHILDLINE sees a 50 % increase in the calls amidst COVID-19 outbreak



CHILDLINE 1098, an emergency, toll-free, helpline for children has been functioning 24X7 without any disruption throughout the lockdown. Apart from handling the regular category of calls, CHILDLINE 1098 is currently experiencing calls of two categories; one related to information on Corona virus whereas the other calls is children suspected of contacting the virus or quarantined for the same. CHILDLINE has seen a rise in call volumes by 50% compared to their average regular calls. CHILDLINE has received 3 lakh calls in a week since the lockdown has commenced. On a daily basis, CHILDLINE call centre officers attend 300-400 calls

seeking information or guidance related to Corona virus among which 7-10 calls are from children who are symptomatic or suspected of the Corona virus or quarantined children fearing the same.

In spite of challenges such as personal safety, transportation and food CHILDLINE's call centre officers and on ground rescue teams have been constantly responding to calls from children on 1098 helpline number taking all safety precautions possible in these exceptional scenarios.

Currently, CHILDLINE's response team has had an increased liaison with local district administration and health departments to address the issues faced by the children and their families which in quite a few cases go beyond their mandate yet ensuring that children and their safety, security and health is kept at priority.

Resources and information on Covid-19

<https://www.childlineindia.org/a/covid19>

Donate to CHILDLINE and support our efforts to protect and rescue children.

[https://www.childlineindia.org/a/fundraiser\\_campaign/168477](https://www.childlineindia.org/a/fundraiser_campaign/168477)