UNIL | Université de Lausanne
HEC Lausanne

# Daily Suffering:
# Helpline Calls during the Covid-19 Crisis[1]

Marius Brülhart[2] and Rafael Lalive[3]

University of Lausanne and CEPR

12 May 2020

*Abstract*:

We use helpline calls to measure psychological and social suffering in the population at a daily frequency. Our data are from Switzerland's most popular free anonymous helpline, focusing on the Covid-19 crisis period. We compare calls (a) between the pandemic period of 2020 and the corresponding period of 2019 and (b) along the timeline of the lockdown. We find the total volume of calls to have grown in line with the long-run trend. To the extent that calls did increase, this was mainly explained by worries linked directly to the pandemic: calls by persons over 65 and calls about fear of infection. Encouragingly, calls about violence were down on the previous year. Calls about addiction and suicidality increased during the initial phase of the lockdown, plateaued, and returned to their 2019 levels once gradual opening started. Calls about relationship problems decreased in the early phase of the lockdown, and gradually increased, again reaching 2019 levels once opening up started. Overall, these results suggest that psychological and social strain is of second-order importance relative to the medical anxieties generated by the pandemic.

[1] We are grateful to the board of the Swiss helpline "Die Dargebotene Hand (143)", and especially to Sabine Basler and Ursula Stahel, for providing us with the high-quality data for this analysis. Their professionalism and generosity are much appreciated.

[2] Professor of Economics, Department of Economics, HEC Lausanne, University of Lausanne; Marius.Brulhart@unil.ch; www.hec.unil.ch/mbrulhar; also member of the Swiss National COVID-19 Science Task Force.

[3] Professor of Economics, Department of Economics, HEC Lausanne, University of Lausanne; Rafael.Lalive@unil.ch; https://sites.google.com/site/rafaellalive/; also member of the Swiss National COVID-19 Science Task Force.

## 1. Introduction

How can one monitor the prevalence of psychological and social distress in the population at high frequency and in real time? And specifically now: how well are populations coping with the Covid-19 crisis? While medical and economic costs are being quantified and tracked at regular intervals, few measurements exist as yet on the concomitant psychological and social costs.

Previous literature in public health has found quarantine to damage mental health and to increase loneliness (Brooks *et al*. 2020), and to be perceived negatively (Blendon, 2006). Implementing a generalised lockdown is built on solidarity, as the non-infected are restricting their movements to reduce the risk of transmission for everyone, and adherence to it is a public good (Dayrit and Mendoza, 2020). And quarantine is often the only option as isolation becomes increasingly ineffective in a situation of rapid increase in infections (Day *et al*. 2006).

Switzerland adopted a partial lockdown of the country to tackle Covid-19. The government recommended staying at home as much as possibly, a mild form of isolation, and much less strict than quarantine. Nonetheless, individuals were much less in contact with other individuals, so the repercussions of the lockdown on psychological health could be substantial.

We investigate helpline calls as a way of monitoring suffering in real time. We analyse call logs of the main Swiss telephone and online helpline, "Die Dargebotene Hand".[4] This is a very well-known nationwide free service, funded through charitable donations. The helpline allows people in various situations of mental or social distress to speak anonymously to a friendly and well trained volunteer.[5]

Analysing calls to a helpline to gauge psychological and social strain is appealing for two main reasons. First, unlike survey answers, helpline calls can serve as a measure of "revealed anxiety" – given common inhibition thresholds, most people need to experience genuine distress before calling the helpline.[6] In that sense, helpline calls might be a more reliable gauge of the prevalence of severe psychological and social strain than survey responses. Second, helpline calls are logged on a daily basis and therefore allow for monitoring at high frequency and in real time.

An additional advantage in the Covid-19 crisis is that helpline calls can be expected to attain particular relevance during a lockdown, when face-to-face contacts are severely limited.

Switzerland has been in partial lockdown since Monday, 16 March 2020, after an announcement by the federal government on Friday, 13 March 2020. The plan for lifting the

[4] See https://www.143.ch/.

[5] Volunteers adhere to the standards of the International Federation of Telephone Emergency Services (www.ifotes.org). The fact that interlocutors are not professionals has been found to lower callers' inhibitions towards contacting such helplines.

[6] Hoax calls are explicitly dropped from the call counts used in our data.

lockdown was announced on April 16, 2020: restrictions on a small number of sectors in retail trade were to be relaxed on April 27, 2020, while schools and the remainder of retail trade were announced to reopen on May 11. We therefore analyse time-averaged effects of the lockdown as well as their evolution since the start of the lockdown by comparing daily helpline calls before and after March 13, 2020 to the number of calls over the corresponding period in the previous year.

## 2. Data and Estimation

We have obtained daily counts of calls to the helpline "Die Dargebotene Hand" (DDH) for the period 28 February to 6 May in 2019 and 2020, resulting in a total of 136 daily observations covering 63,639 calls.[7] The helpline answers some 470 calls per day, or 14,000 calls per month (30 days). Approximately 95% of "calls" are made by phone, with the remainder being lodged online (email and chat function).

Callers remain anonymous, but helpline operators fill in call reports featuring their best guess of the gender and age category of the caller, as well as up to three problem types per call. For the purpose of this analysis, we distinguish the following nine "problem categories":[8]

1. Fear of infection (available in 2020, not in 2019)
2. Economic worries
3. Physical health
4. Struggle with everyday life
5. Psychological suffering
6. Problems with relationships, family
7. Loneliness
8. Violence
9. Addiction, suicidality

Operators can log up to three problem types per call. On average in our data, 1.32 of those problem categories are recorded per call.

We use the daily counts of calls by caller type and problem category to track the evolution of revealed anxiety before and after the announcement of the Covid-19-lockdown in Switzerland on Friday 13 March 2020. The Swiss lockdown implied closure of schools and non-essential services. The lockdown was only partial insofar as people were still allowed to move around freely and some economic activities, mainly in the primary and secondary

[7] This is not the universe of calls nationwide, as DHH has a decentralised structure and not all regional call centres report their data. The data underlying this study cover mainly calls in German from the following nine cantons: Aargau, Basel-Land, Basel-Stadt, Bern, Fribourg, Jura, Neuchâtel, Solothurn and Valais. These cantons together account for some 40% of the Swiss population. The fact that helpline volunteers only operate in the three main national languages, German, French and Italian, could imply a certain selection effect in so far as immigrant populations with limited local language proficiency may not be able to avail of the service. As 2020 is a leap year, we average the call counts for 28 and 29 February 2020 so as to have the same number of observations in both years.

[8] In the raw data, 17 problem types are distinguished. We aggregate them to obtain meaningful groups and to avoid cases with too few observations. We do not consider the problem type "miscellaneous" of the raw data.

sectors, continued. First steps towards lifting the lockdown were announced on 16 April, which is why we also highlight that date in some of our graphs.

As a "control period", we compare the evolution during the Covid-19 crisis to the corresponding counts of calls on the same dates in 2019. As daily call counts fluctuate greatly, we show

- mean daily call counts in the sample periods for 2020 and 2019 (Figures 1 and 2),
- moving averages with a two-week window (Figures 2 and 4), and
- third-order polynomial fits allowing us to gauge the statistical significance of differences over time, within 2020 as well as between 2020 and 2019 (Figures 5 and 6).

We also report OLS regressions of call counts on various time measures, in Tables 1 and 2. Call counts are expressed in natural logarithms, in order for estimated coefficients to be interpretable as percentage effects. This allows us to control for weekend effects and for the fact that Easter fell nine days earlier in 2020 than in 2019. By allowing for square time trends, these regressions moreover allow us to test for possibly non-linear evolutions of certain call types. In this specification, the evolution of the number of problems would grow proportionally to calendar time, along the exponential trajectory of viral infection rates in the absence of social distancing. A quadratic specification allows testing whether calls grow first but decrease after the lockdown reduces the spread of the virus.

## 3. Results

Rather than discussing each graph and regression table individually, we present results by focusing straight away on what we consider the most important findings.

*Result 1: The volume of total calls is 5.7% higher in our 2020 sample period than in the corresponding 2019 period, in line with trend growth of previous years.*

The volume of calls between 28 February and 6 May 2020 was 32,694 (daily average 481), and it had been 30,945 in the corresponding 2019 period (daily average 455; see also the first panel of Figure 1). A joint test on the 2020-specific effects in the first column of Table 1 shows this increase to be statistically significant. However, the average annual growth rate in total calls over the 2016-2019 period had been 5.3%. The Covid-19-crisis therefore does not seem to have triggered an unusual increase in the total number of calls.[9]

[9] The definition of a "call" in our data is a call that is answered by a volunteer and results in a conversation. Sometimes, calls cannot be answered because lines are busy or because of technical issues. We are assured by the data providers that the relatively modest year-on-year increase in "calls" is not due to capacity constraints (in fact capacity was expanded at the outset of the crisis, but demand growth has remained below expectations).

*Result 2: The strongest increases in call numbers in the 2020 lockdown relative to the corresponding 2019 period are observed for persons aged >65 (+29%).*

This can be gleaned from Table 1, and it is illustrated in Figure 1.

Given the greater health risks posed by Covid-19 to the elderly, it is unsurprising to see their revealed anxiety increasing the most. We see no significant difference in the increase of calls by men and women.

*Result 3: The problem categories that increased most in the 2020 lockdown relative to the corresponding 2019 period were "fear of infection" (new category), "loneliness" (+20%), and "struggle with everyday life" (+19%).*

This can be gleaned from Tables 2a and 2b, and it is illustrated in Figure 2.

These findings suggest that the direct effects of the pandemic and the lockdown were the main sources of revealed anxiety.

*Result 4: The problem categories that decreased most in the 2020 lockdown relative to the corresponding 2019 period were "violence" (-25%), "economic worries" (-13%) and "relationships, family" (-7%).*

This can be gleaned from Tables 2a and 2b, and it is illustrated in Figure 2.

These findings suggest that, on average over the lockdown period, "collateral" social strain through domestic violence and tensions within households did not increase relative to more normal times. On the contrary, calls motivated by such problems were down compared to the previous year.

The decline in calls about violence is particularly encouraging, given widespread fears about the effect of stay-at-home policies on domestic violence. The Swiss lockdown was relatively soft, allowing people to move around outside freely. Hence, this pattern probably cannot be explained by victims being unable to call because they are locked in with their aggressors.

The relatively low number of calls for economic reasons may be explained by the fact that the Swiss government acted early and decisively to compensate workers for lockdown-related income losses.

*Result 5: Since the onset of the lockdown, the volume of total calls has remained relatively stable.*

This can be gleaned from the specifications in Table 1 that feature the variable "Days since 13 March", and it is illustrated in Figures 3 and 5.

We find no statistically significant linear increase in total calls since the onset of the lockdown. Total calls by gender and age subgroups look similarly stable over time. Overall,

therefore, this analysis implies no indication of a gradual worsening of revealed anxiety over the duration of the lockdown.

*Result 6: Over the course of the lockdown, the prevalence of the problem category "fear of infection" has been decreasing.*

This can be gleaned from the specifications in Table 2a that feature the variable "Days since 13 March", and it is illustrated in Figures 4 and 6.

The decreasing trend in the frequency of calls about "fear of infection" is likely due to increasing learning about and familiarity with the pandemic situation.

*Result 7: In the first month of the lockdown, the prevalence of the problem category "addiction, suicidality" increased, while the prevalence of the problem category "relationships, family" decreased.*

This can be gleaned from the specifications in Table 2b that feature the variable "Days since 13_March", and it is illustrated in Figures 4 and 6.

Our estimations suggest that in the initial weeks of the lockdown, problems with relationships, addiction and suicidality were increasing. After about one month of lockdown, the prevalence of these problems no longer appears to have increased. The reverse time pattern is observed for problems with relationships and family.

## 4. Conclusions

Overall, we find that psychological and social strain as measured through calls to the helpline seems to have been remarkably limited during the Covid-19 crisis: total calls grew in line with the long-run trend.

To the extent that calls did increase, this was mainly explained by worries linked directly to the pandemic: callers aged over 65 and calls about fear of infection. Small increases are observed also in calls about loneliness and struggle with everyday life, which can be attributed directly to people having to adjust to life under the lockdown.

Widespread fears about a spike in domestic violence related to the partial lockdown, however, are not borne out by this analysis. On the contrary: calls motivated by acts of violence are both down on the corresponding period of the previous year and falling further as the lockdown is progressing. Also, calls about family and relationship issues decrease in the first weeks of the lockdown and return to 2019 levels by the time the end of the lockdown is announced.

Increases in the initial weeks of the lockdown are observed for calls addiction and suicidality. While the social and psychological strain of the lockdown might not manifest itself in outright violence, these observations suggest that such strain nevertheless existed.

Our analysis mainly focuses on the period since the lockdown and compares it to the corresponding period of 2019. The observed effects on psychological and social strain appear second order to the economic and medical ramifications of the pandemic.

It will be interesting to follow the situation as the lockdown restrictions are lifted further, to validate the findings based on helpline calls by those based on surveys and administrative records such as police reports, and, perhaps most importantly, to compare the Swiss helpline data with those for other countries with different policy responses to the pandemic. More broadly, helpline data could be used to monitor societal suffering also in "normal" times.

**References**


Blendon, R. J., DesRoches, C. M., Cetron, M. S., Benson, J. M., Meinhardt, T., & Pollard, W. (2006) Attitudes Toward The Use Of Quarantine In A Public Health Emergency In Four Countries: The experiences of Hong Kong, Singapore, Taiwan, and the United States are instructive in assessing national responses to disease threats. *Health Affairs, 25* (Suppl1), W15-W25.

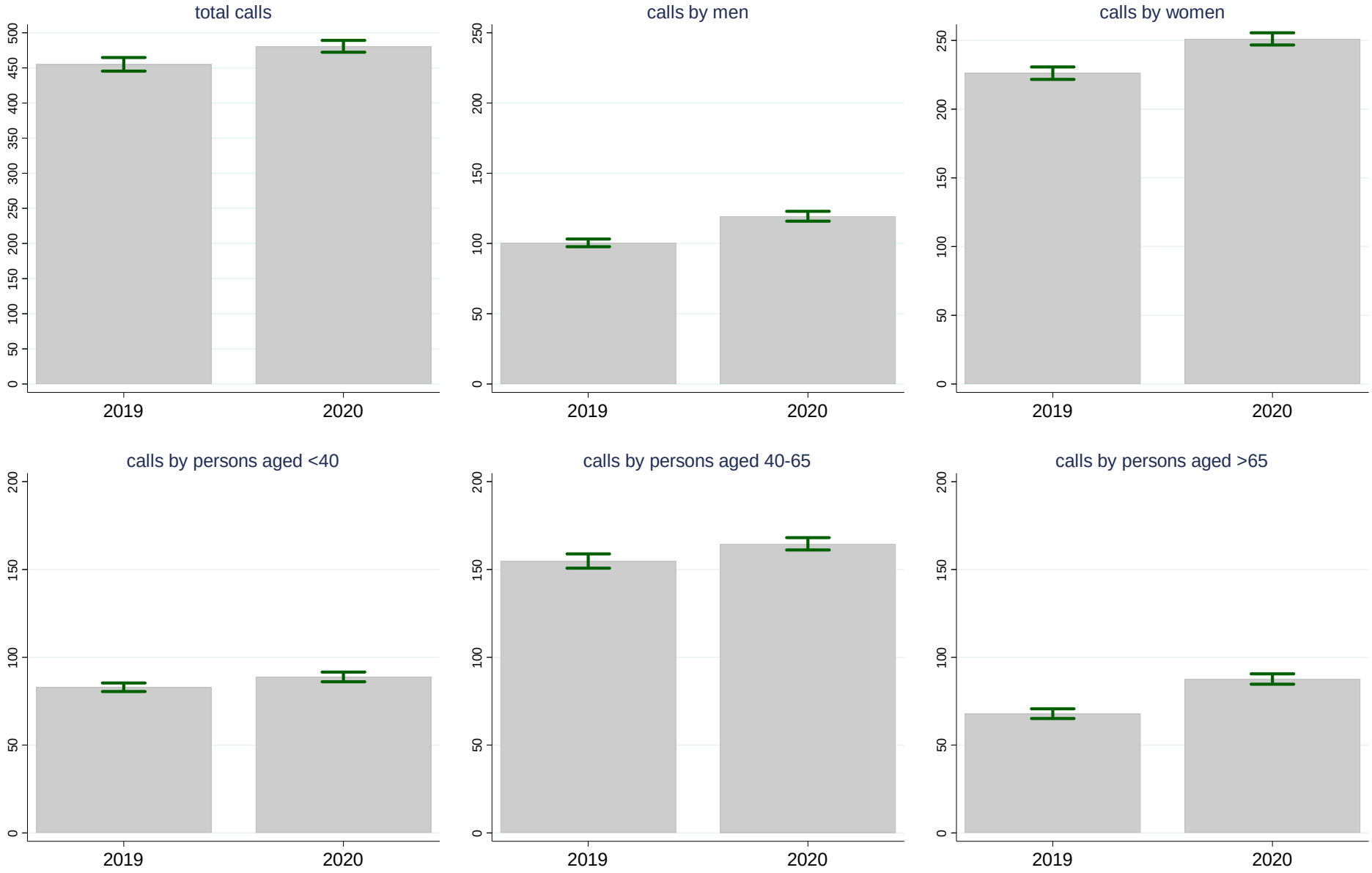
Brooks, S. K., Webster, R. K., Smith, L. E., Woodland, L., Wessely, S., Greenberg, N., & Rubin, G.J. (2020) The Psychological Impact of Quarantine and How to Reduce It: Rapid Review of the Evidence. *The Lancet* .

Day, T., Park, A., Madras, N., Gumel, A., & Wu, J. (2006) When Is Quarantine a Useful Control Strategy for Emerging Infectious Diseases?. *American Journal of Epidemiology, 163* (5), 479-485.

Dayrit, M., & Mendoza, R. U. (2020) Social Cohesion vs COVID-19. *Available at SSRN 3555152*.

# Figure 1: Total calls

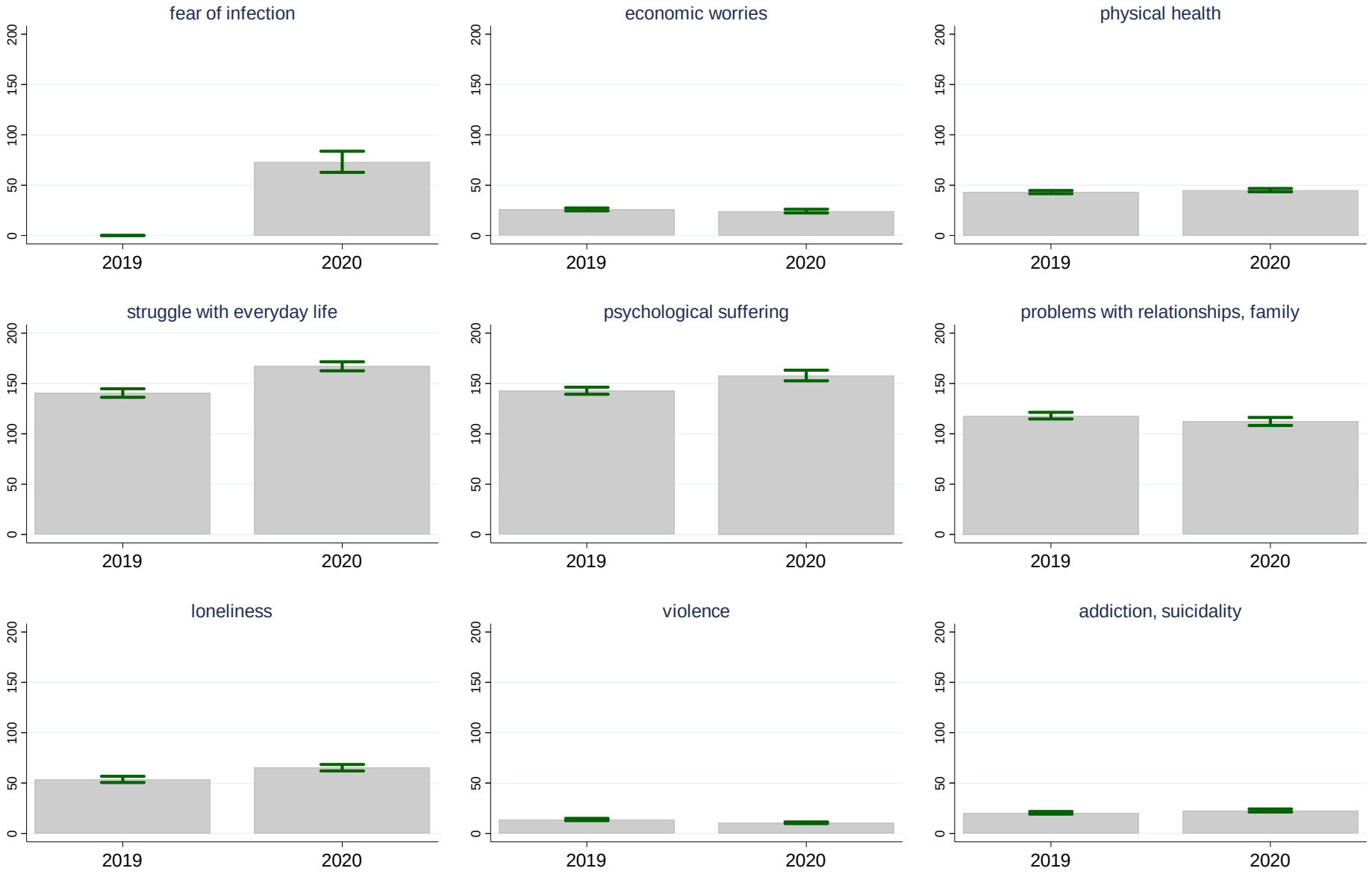
(daily averages for 28 February - 6 May, 95%-confidence intervals)




*Data from Swiss helpline Die Dargebotene Hand (Tel. 143)*

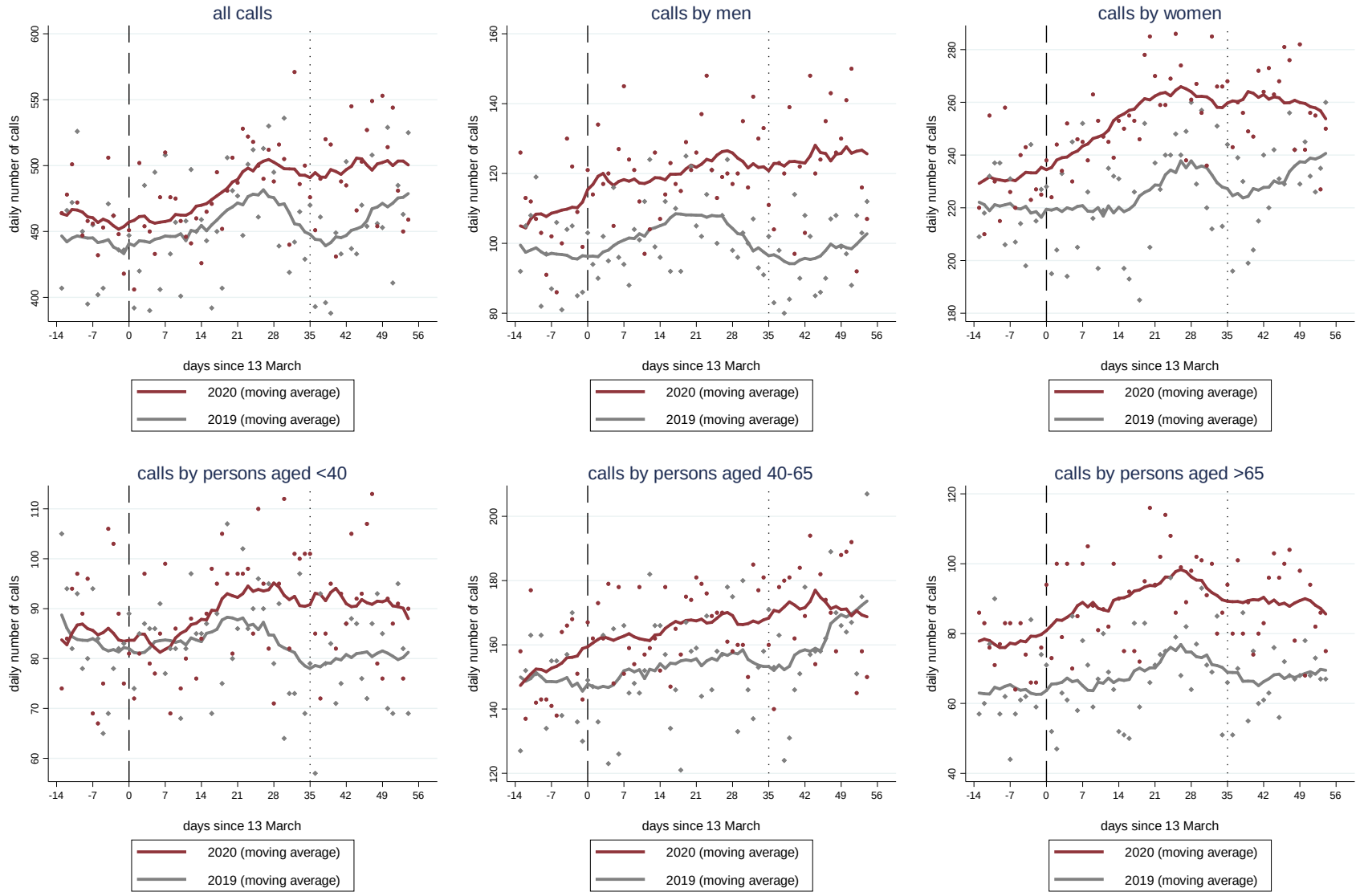
# Figure 2: Calls by problem category

(daily averages for 28 February - 6 May, 95%-confidence intervals)



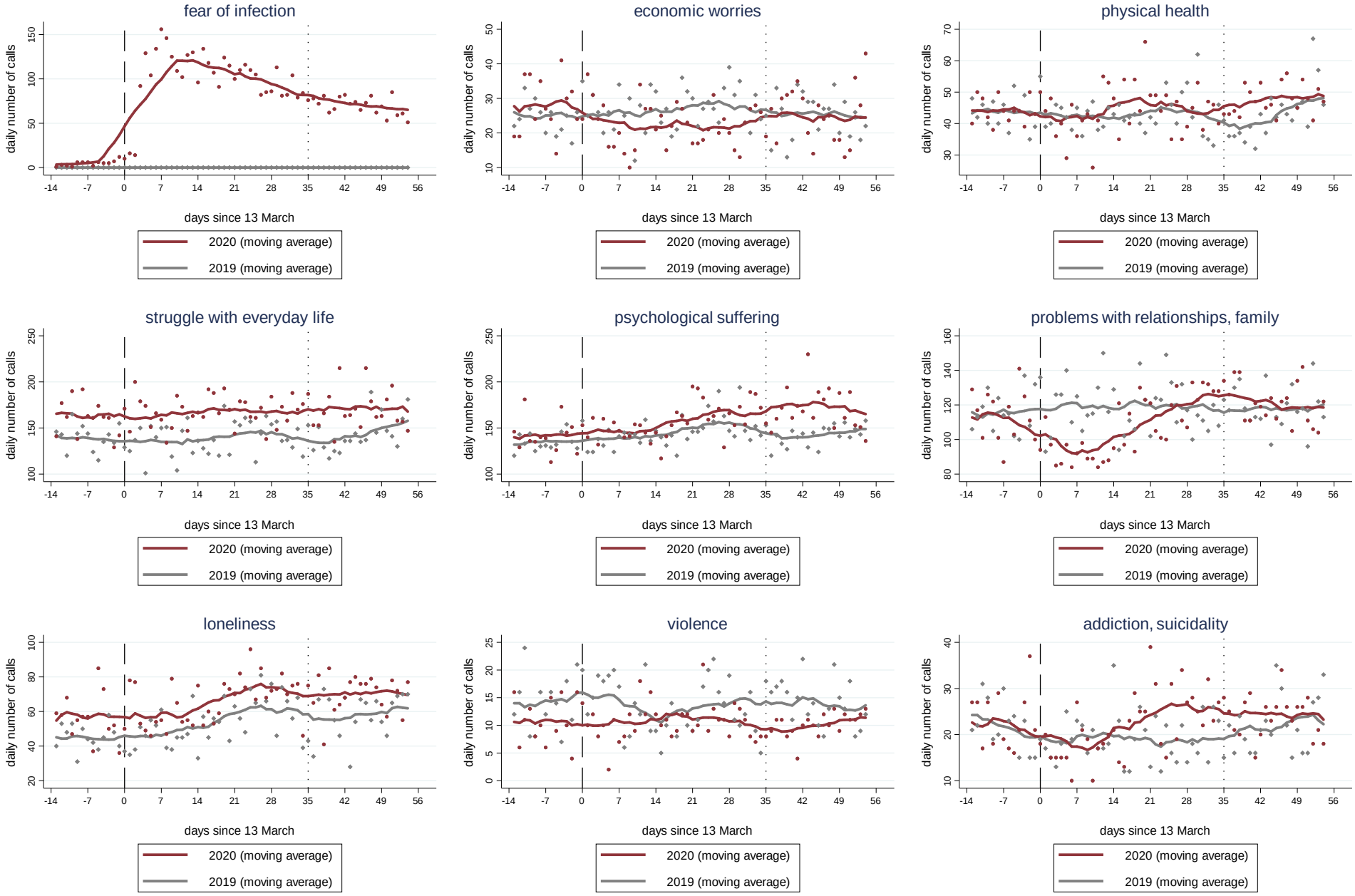

*Data from Swiss helpline Die Dargebotene Hand (Tel. 143)*

# Figure 3: Total calls (with moving average)



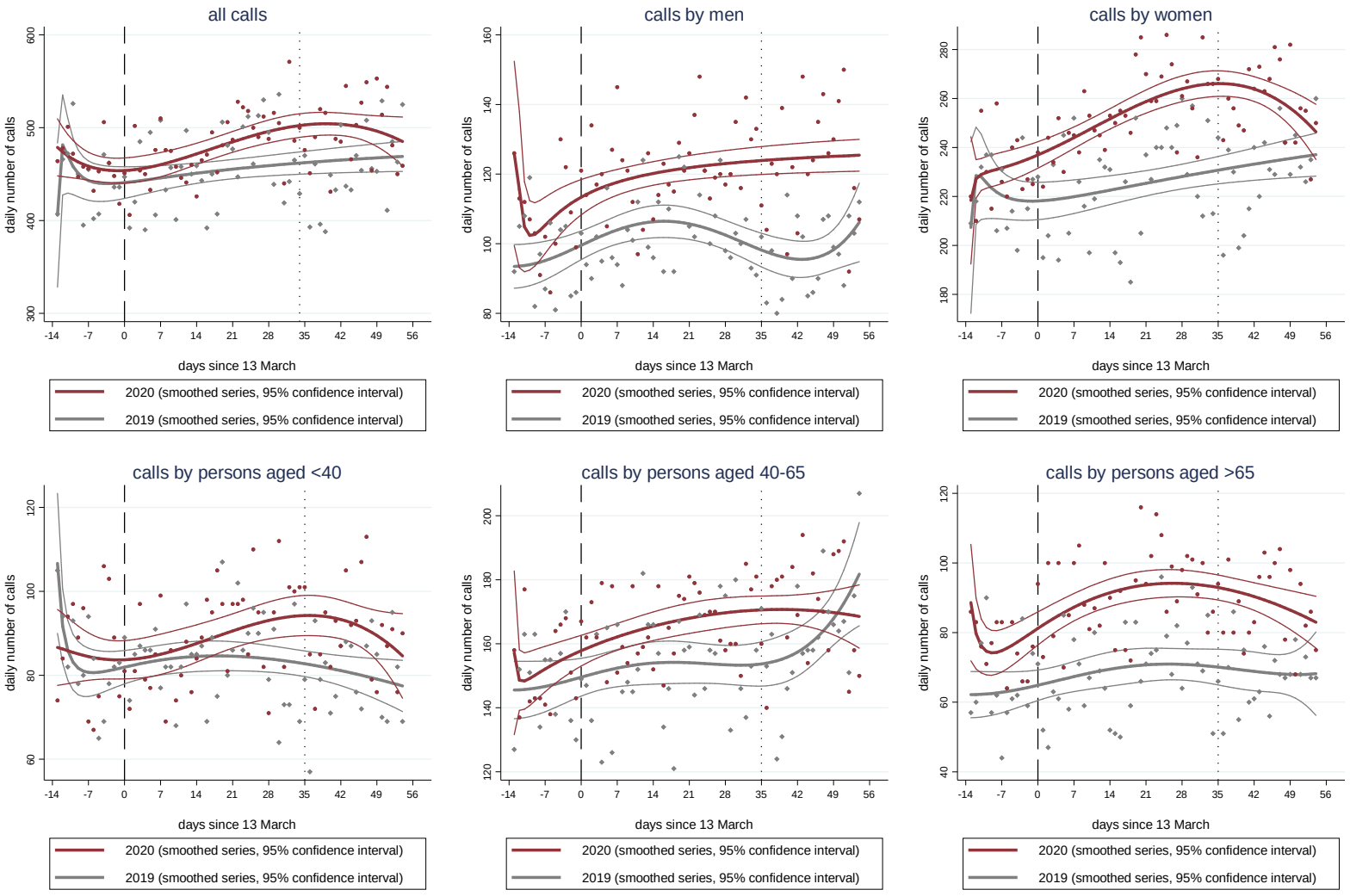

*Dashed (dotted) vertical lines: announcement of partial lockdown (first steps of lockdown release); data from Swiss helpline Die Dargebotene Hand (Tel. 143)*

# Figure 4: Calls by problem category (with moving average)



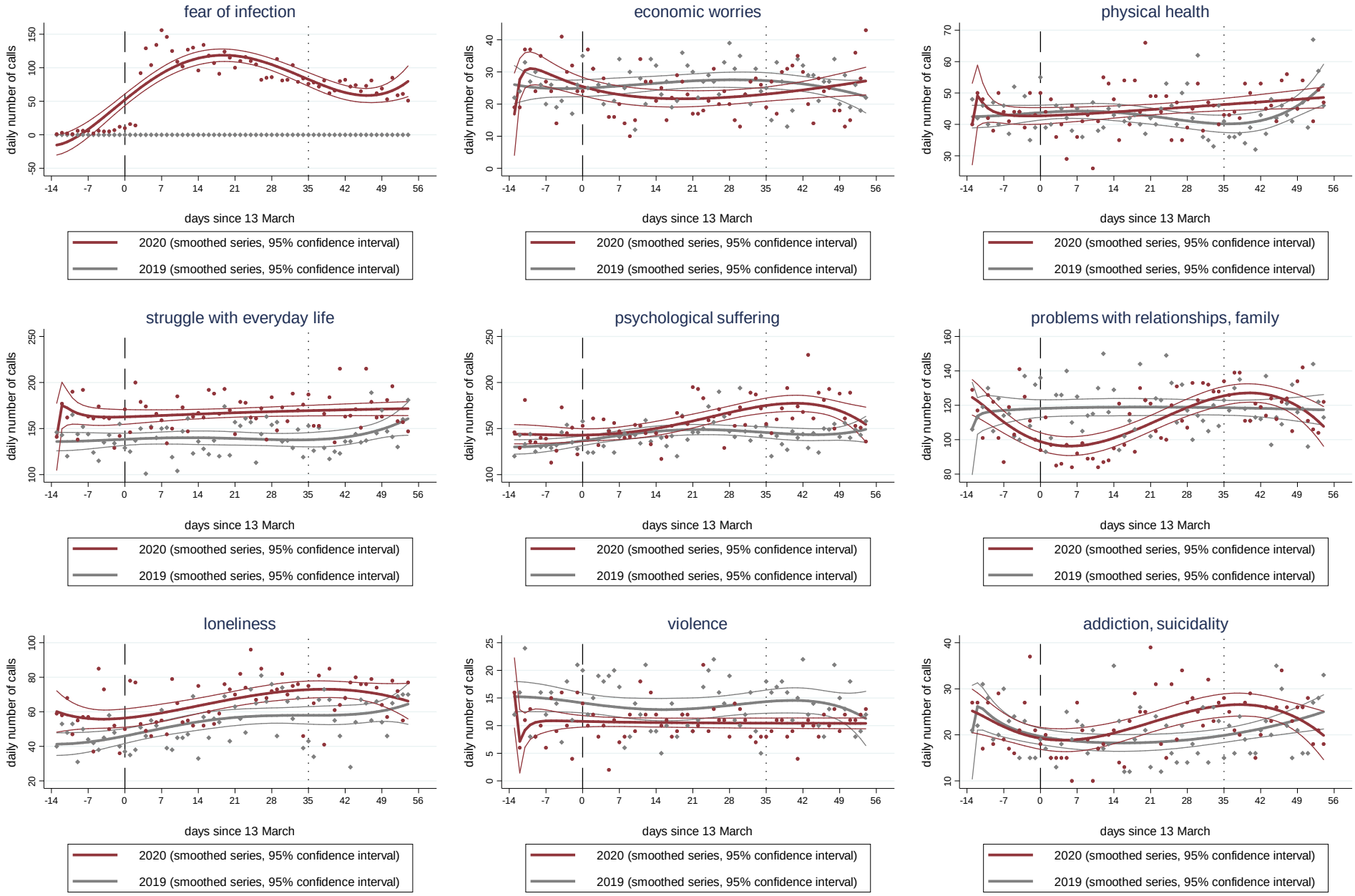

*Dashed (dotted) vertical lines: announcement of partial lockdown (first steps of lockdown release); data from Swiss helpline Die Dargebotene Hand (Tel. 143)*

## Figure 5: Total calls (with polynomial smoothing)




*Dashed (dotted) vertical lines: announcement of partial lockdown (first steps of lockdown release); data from Swiss helpline Die Dargebotene Hand (Tel. 143)*

# Figure 6: Calls by problem category (with polynomial smoothing)




*Dashed (dotted) vertical lines: announcement of partial lockdown (first steps of lockdown release); data from Swiss helpline Die Dargebotene Hand (Tel. 143)*

**Table 1: Total calls**

| | *Dependent variable:* | | | | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Total calls** | | | **Calls by men** | | | **Calls by women** | | | **Calls by persons aged <40** | | | **Calls by persons aged 40-65** | | | **Calls by persons aged >65** | | |
| **2020 dummy** | 0.04 | 0.04 | 0.04 | 0.11 * | 0.11 * | 0.11 * | 0.04 | 0.04 | 0.04 | 0.03 | 0.03 | 0.03 | 0.02 | 0.02 | 0.02 | 0.17 ** | 0.17 ** | 0.17 ** |
| | *1.20* | *1.25* | *1.26* | *2.49* | *2.48* | *2.49* | *1.39* | *1.45* | *1.51* | *0.50* | *0.51* | *0.52* | *0.58* | *0.60* | *0.60* | *2.96* | *2.96* | *2.99* |
| **Post-13_March dummy** | 0.03 | 0.001 | -0.02 | 0.06 | 0.07 | 0.03 | 0.03 | -0.02 | -0.04 | -0.01 | 0.03 | -0.004 | 0.05 | -0.02 | -0.01 | 0.06 | 0.02 | -0.05 |
| | *1.19* | *0.03* | *-0.64* | *1.68* | *1.72* | *0.62* | *1.11* | *-0.76* | *-1.20* | *-0.22* | *0.64* | *-0.07* | *1.84* | *-0.48* | *-0.15* | *1.27* | *0.36* | *-0.65* |
| **2020 dummy x** | 0.02 | 0.002 | -0.02 | 0.08 | 0.04 | 0.03 | 0.09 * | 0.09 * | 0.05 | 0.05 | -0.03 | -0.09 | 0.05 | 0.10 * | 0.06 | 0.11 | 0.15 | 0.15 |
| **Post-13_March dummy** | *0.67* | *0.05* | *-0.47* | *1.61* | *0.65* | *0.60* | *2.56* | *2.47* | *0.99* | *0.98* | *-0.51* | *-1.11* | *1.30* | *2.08* | *0.98* | *1.70* | *1.91* | *1.49* |
| **Weekend dummy** | -0.003 | -0.001 | -0.001 | 0.03 | 0.03 | 0.03 | -0.03 | -0.02 | -0.02 | -0.04 | -0.04 | -0.04 | -0.03 | -0.03 | -0.03 | 0.07 * | 0.07 * | 0.07 * |
| | *-0.21* | *-0.06* | *-0.12* | *1.44* | *1.42* | *1.33* | *-1.90* | *-1.76* | *-1.87* | *-1.54* | *-1.58* | *-1.67* | *-1.78* | *-1.63* | *-1.58* | *2.56* | *2.61* | *2.52* |
| **Easter_week dummy** | -0.02 | -0.03 | -0.05 * | -0.05 | -0.05 | -0.07 * | -0.004 | -0.01 | -0.04 * | -0.02 | -0.02 | -0.05 | -0.04 | -0.06 * | -0.07 * | 0.03 | 0.02 | -0.01 |
| | *-0.94* | *-1.26* | *-2.14* | *-1.87* | *-1.74* | *-2.21* | *-0.21* | *-0.74* | *-2.01* | *-0.68* | *-0.45* | *-1.45* | *-1.69* | *-2.35* | *-2.48* | *0.78* | *0.57* | *-0.33* |
| **Days since 13_March** | | 0.001 | 0.004 | | -0.001 | 0.004 | | 0.002 ** | 0.004 * | | -0.001 | 0.003 | | 0.003 *** | 0.002 | | 0.001 | 0.01 |
| | | *1.64* | *1.50* | | *-0.62* | *1.06* | | *2.90* | *1.71* | | *-1.39* | *0.62* | | *3.47* | *0.51* | | *1.13* | *1.81* |
| **2020 dummy x** | | 0.001 | 0.003 | | 0.001 | 0.001 | | -0.0005 | 0.01 | | 0.003 * | 0.01 | | -0.002 | 0.003 | | -0.001 | -0.0005 |
| **Days since 13_March** | | *0.83* | *1.11* | | *1.05* | *0.20* | | *-0.57* | *1.68* | | *2.16* | *1.76* | | *-1.67* | *0.72* | | *-0.92* | *-0.07* |
| **Days since 13_March squared** | | | -0.0001 | | | -0.0001 | | | -0.00004 | | | -0.0001 | | | 0.00002 | | | -0.0001 |
| | | | *-1.09* | | | *-1.24* | | | *-0.94* | | | *-0.97* | | | *0.39* | | | *-1.55* |
| **2020 dummy x** | | | -0.0001 | | | 0.00001 | | | -0.0001 | | | -0.0001 | | | -0.0001 | | | -0.00002 |
| **Days since 13_March squared** | | | *-0.95* | | | *0.06* | | | *-1.93* | | | *-1.27* | | | *-1.19* | | | *-0.20* |
| **Constant** | 6.10 *** | 6.10 *** | 6.10 *** | 4.56 *** | 4.56 *** | 4.56 *** | 5.41 *** | 5.40 *** | 5.40 *** | 4.43 *** | 4.43 *** | 4.43 *** | 5.01 *** | 5.01 *** | 5.01 *** | 4.13 *** | 4.13 *** | 4.13 *** |
| | *269.18* | *278.16* | *282.76* | *145.09* | *144.61* | *144.95* | *260.72* | *271.38* | *282.50* | *122.73* | *124.01* | *126.68* | *188.49* | *196.47* | *196.22* | *99.69* | *99.40* | *100.63* |
| **adjusted R2** | 0.12 | 0.17 | 0.20 | 0.42 | 0.42 | 0.42 | 0.41 | 0.45 | 0.50 | 0.06 | 0.08 | 0.12 | 0.19 | 0.25 | 0.25 | 0.48 | 0.48 | 0.49 |
| ***N*** | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 |

Notes: OLS regressions (t-statistics in italics below coefficient estimates). Data from Swiss hotline "Die Dargebotene Hand (143)": daily counts of calls between 29 February and 6 May in 2019 and 2020. Up to three problem categories possible per individual call. 13 March 2020 marks the announcement date of the Corona-lockdown in Switzerland (entry into force: 16 March).

**Table 2a: Calls by problem category**

| | *Dependent variable:* | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Problem: fear of infection** | | | **Problem: economic worries** | | | **Problem: physical health** | | | **Problem: struggle with everyday life** | | |
| **2020 dummy** | | | | 0.11 | 0.11 | 0.11 | 0.02 | 0.02 | 0.02 | 0.14 ** | 0.14 ** | 0.14 ** |
| | | | | *1.11* | *1.11* | *1.11* | *0.28* | *0.29* | *0.29* | *3.01* | *3.05* | *3.04* |
| **Post-13_March dummy** | 3.05 *** | 3.11 *** | 2.52 *** | 0.07 | 0.12 | -0.01 | 0.003 | -0.03 | 0.03 | 0.01 | -0.05 | -0.06 |
| | *17.04* | *13.98* | *9.99* | *0.94* | *1.18* | *-0.05* | *0.06* | *-0.52* | *0.39* | *0.16* | *-1.24* | *-1.05* |
| **2020 dummy x Post-13_March dummy** | | | | -0.24 * | -0.33 * | -0.17 | 0.03 | -0.02 | -0.12 | 0.05 | 0.10 | 0.07 |
| | | | | *-2.14* | *-2.40* | *-0.99* | *0.53* | *-0.21* | *-1.23* | *0.95* | *1.59* | *0.92* |
| **Weekend dummy** | -0.21 | -0.21 | -0.21 | -0.26 *** | -0.26 *** | -0.27 *** | 0.005 | 0.01 | 0.01 | -0.04 | -0.04 * | -0.04 |
| | *-1.40* | *-1.41* | *-1.55* | *-5.43* | *-5.42* | *-5.57* | *0.38* | *0.41* | *0.45* | *-1.95* | *-1.83* | *-1.82* |
| **Easter_week dummy** | 0.13 | 0.14 | -0.25 | -0.15 * | -0.14 * | -0.15 * | -0.11 ** | -0.12 ** | -0.12 ** | -0.05 | -0.06 * | -0.07 * |
| | *0.61* | *0.62* | *-1.14* | *-2.16* | *-2.01* | *-2.01* | *-2.76* | *-2.97* | *-2.84* | *-1.62* | *-2.02* | *-2.17* |
| **Days since 13_March** | | -0.002 | 0.07 *** | | -0.002 | 0.01 | | 0.001 | -0.005 | | 0.002 * | 0.003 |
| | | *-0.50* | *3.62* | | *-0.72* | *1.39* | | *0.98* | *-1.03* | | *2.33* | *0.69* |
| **2020 dummy x Days since 13_March** | | | | | 0.004 | -0.01 | | 0.002 | 0.01 | | -0.002 | 0.001 |
| | | | | | *1.16* | *-1.23* | | *1.07* | *1.99* | | *-1.37* | *0.24* |
| **Days since 13_March squared** | | | -0.001 *** | | | -0.0003 | | | 0.0001 | | | -0.00001 |
| | | | *-3.88* | | | *-1.63* | | | *1.33* | | | *-0.11* |
| **2020 dummy x Days since 13_March squared** | | | | | | 0.0003 | | | -0.0002 | | | -0.0001 |
| | | | | | | *1.57* | | | *-1.78* | | | *-0.62* |
| **Constant** | 1.40 *** | 1.40 *** | 1.40 *** | 3.26 *** | 3.26 *** | 3.26 *** | 3.76 *** | 3.76 *** | 3.76 *** | 4.95 *** | 4.95 *** | 4.95 *** |
| | *9.46* | *8.42* | *9.31* | *45.23* | *45.11* | *45.33* | *90.72* | *92.53* | *92.93* | *150.06* | *152.08* | *151.38* |
| **adjusted R2** | 0.82 | 0.82 | 0.85 | 0.22 | 0.22 | 0.23 | 0.04 | 0.08 | 0.09 | 0.37 | 0.39 | 0.38 |
| ***N*** | 68 | 68 | 68 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 |

Notes: OLS regressions (t-statistics in italics below coefficient estimates). Data from Swiss hotline "Die Dargebotene Hand (143)": daily counts of calls between 29 February and 6 May in 2019 and 2020. Up to three problem categories possible per individual call. 13 March 2020 marks the announcement date of the Corona-lockdown in Switzerland (entry into force: 16 March).

**Table 2b: Calls by problem category (continued)**

| | *Dependent variable:* | | | | | | | | | | | | | | |
|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|---|
| | **Problem: psychological suffering** | | | **Problem: relationships, family** | | | **Problem: loneliness** | | | **Problem: violence** | | | **Problem: addiction, suicidality** | | |
| **2020 dummy** | 0.04 | 0.04 | 0.04 | -0.02 | -0.02 | -0.02 | 0.20 * | 0.20 * | 0.20 * | -0.28 * | -0.28 * | -0.28 | 0.05 | 0.05 | 0.05 |
| | *0.97* | *1.02* | *1.05* | *-0.36* | *-0.41* | *-0.42* | *2.40* | *2.54* | *2.56* | *-2.00* | *-1.98* | *-1.97* | *0.50* | *0.52* | *0.54* |
| **Post-13_March dummy** | 0.07 * | 0.05 | -0.01 | 0.01 | 0.03 | 0.01 | 0.18 ** | 0.02 | -0.06 | -0.02 | -0.002 | 0.10 | -0.11 | -0.22 * | -0.11 |
| | *2.11* | *1.13* | *-0.29* | *0.30* | *0.58* | *0.20* | *2.64* | *0.30* | *-0.61* | *-0.21* | *-0.02* | *0.58* | *-1.29* | *-2.13* | *-0.88* |
| **2020 dummy x Post-13_March dummy** | 0.07 | 0.002 | -0.01 | -0.05 | -0.22 *** | -0.32 *** | -0.004 | 0.04 | 0.04 | 0.03 | -0.03 | -0.12 | 0.06 | -0.05 | -0.36 * |
| | *1.39* | *0.04* | *-0.11* | *-0.79* | *-3.45* | *-4.16* | *-0.04* | *0.34* | *0.27* | *0.17* | *-0.13* | *-0.48* | *0.48* | *-0.33* | *-2.04* |
| **Weekend dummy** | -0.02 | -0.02 | -0.02 | 0.04 | 0.04 | 0.04 | 0.10 * | 0.11 ** | 0.11 ** | 0.12 | 0.12 | 0.12 | 0.002 | 0.01 | 0.02 |
| | *-1.14* | *-1.04* | *-1.20* | *1.45* | *1.77* | *1.85* | *2.48* | *2.86* | *2.77* | *1.70* | *1.68* | *1.75* | *0.04* | *0.23* | *0.38* |
| **Easter_week dummy** | -0.03 | -0.04 * | -0.07 * | 0.06 | 0.06 | 0.03 | 0.08 | 0.05 | 0.004 | 0.05 | 0.06 | 0.08 | 0.08 | 0.06 | 0.01 |
| | *-1.03* | *-1.30* | *-2.40* | *1.56* | *1.73* | *0.76* | *1.42* | *0.87* | *0.07* | *0.55* | *0.58* | *0.77* | *1.08* | *0.78* | *0.18* |
| **Days since 13_March** | | 0.001 | 0.01 * | | -0.0003 | -0.001 | | 0.01 ** | 0.02 * | | -0.001 | -0.01 | | 0.004 | -0.01 |
| | | *1.14* | *2.27* | | *-0.33* | *-0.21* | | *3.34* | *2.22* | | *-0.26* | *-1.01* | | *1.77* | *-0.89* |
| **2020 dummy x Days since 13_March** | | 0.002 | 0.004 | | 0.01 *** | 0.02 *** | | -0.01 | -0.001 | | 0.002 | 0.01 | | 0.004 | 0.04 ** |
| | | *1.87* | *0.80* | | *4.55* | *3.38* | | *-0.63* | *-0.11* | | *0.45* | *0.70* | | *1.23* | *3.22* |
| **Days since 13_March squared** | | | -0.0001 * | | | 0.00001 | | | -0.0002 * | | | 0.0002 | | | 0.00020 |
| | | | *-2.01* | | | *0.17* | | | *-1.41* | | | *0.97* | | | *1.43* |
| **2020 dummy x Days since 13_March squared** | | | -0.00003 | | | -0.0002 * | | | -0.00001 | | | -0.0002 | | | -0.0010 ** |
| | | | *-0.36* | | | *-2.28* | | | *-0.08* | | | *-0.59* | | | *-3.00* |
| **Constant** | 4.91 *** | 4.91 *** | 4.91 *** | 4.73 *** | 4.73 *** | 4.73 *** | 3.77 *** | 3.77 *** | 3.77 *** | 2.53 *** | 2.53 *** | 2.53 *** | 3.06 *** | 3.06 *** | 3.06 *** |
| | *155.48* | *163.55* | *168.14* | *126.63* | *142.99* | *146.56* | *61.32* | *64.78* | *65.26* | *23.38* | *23.17* | *23.59* | *38.67* | *40.61* | *41.76* |
| **adjusted R2** | 0.24 | 0.31 | 0.35 | 0.04 | 0.25 | 0.29 | 0.26 | 0.34 | 0.35 | 0.10 | 0.09 | 0.12 | 0.02 | 0.11 | 0.16 |
| ***N*** | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 | 136 |

Notes: OLS regressions (t-statistics in italics below coefficient estimates). Data from Swiss hotline "Die Dargebotene Hand (143)": daily counts of calls between 29 February and 6 May in 2019 and 2020. Up to three problem categories possible per individual call. 13 March 2020 marks the announcement date of the Corona-lockdown in Switzerland (entry into force: 16 March).