The need to digitize our processes and operations have never been more important or needful than at a time when mobilization of both resources and people have reached its lowest. As we step into this new era owing primarily to a virus that has taken the globe by storm, we are thankful for our team of change-makers who bravely adapted to the new normal, and evolved accordingly to make the process smoother. At the same time, we also want to acknowledge the positivity even amidst the tragedy that has struck us all, about how it has made us collectively stronger and allowed us to better understand our ability to cope with a crisis of a global scale. It has undoubtedly prepared us for the future and strengthened our shared vision of health, happiness and dignity for all.

SAJIDA Foundation has been at the frontline of the COVID-19 battle, prepared ahead of time to face the crisis head on and mobilise resources as needed. Through the months of fighting this invisible enemy, we have left no stone unturned in minimising the damage, ensuring public safety, and providing necessary aid to the best of our abilities. We were accompanied by a resilient team of frontline healthcare workers, field officers, as well as in-house team of employees who pushed through all obstacles to reach out to vulnerable communities and minorities who bore the brunt of the economic shutdown.

As we worked to mitigate the damages, we also took a more forward-facing approach as an organization to understand how our efforts could be made more sustainable than simply a one-time relief. We are actively re-shaping our programs to better fit the new needs of our beneficiaries, gearing up to provide trainings and cash grants for the thousands of marginalized poor who have lost their daily livelihood, all while ensuring availability of quality healthcare for the many that are still suffering.

Simultaneously, we are further restructuring our organization as well as our processes, and directing our resources to focus on our own people. The effects of COVID-19 have been more than physical given the mental strain it has left on all of us, and especially those who fought it from the front-lines. As such, we are extending the same mental health and emotional support to our own employees through the support of Psychological Health and Wellness Clinic and their Employee Assistance Program. We are also actively working towards creating a safer working environment, and limiting physical office days to only three days even after we finally overcome the current hurdle. We acknowledge the need to create a balance, and positively take advantage of the technological advancements we have made that has allowed us to further scope out our digital opportunities.

Needless to say, that our successes were accompanied by like-minded partners who stepped in to support us throughout our journey, our donors who realized the need to step up and into the fight, and our own people who courageously put their own reservations aside to aid their country in need. We have undoubtedly come a long way from the first month of lockdown to now slowly opening our doors, as well as borders. We are prepared to continue our efforts in ensuring safety and health not only to our beneficiaries and our people, but to every person in our nation, through the collective efforts of all.

Until next time!

Zahida Fizza Kabir
COVID-19 pandemic response by SAJIDA Foundation

26 Districts Covered
4,100,033 Total Population Served

Frontline Healthcare Services

- 1,450 COVID-19 patients treated through SAJIDA’s Quarantine and Isolation center in Narayanganj
- 38,695 General patients treated through SAJIDA’s hospital in Keraniganj
- 948 Samples collected from suspected COVID-19 patients
- 28,548 Personal Protective Equipment (PPE) Sets distributed
- 70 Medical personnel received training from DGHS

Remote Healthcare Services

- 17,971 People participated in mental health Facebook live sessions
- 3,212 Health consultations provided through SAJIDA’s 24/7 doctor hotline
- 10,711 Individuals accessed SAJIDA’s chatbot & symptom checker for preliminary diagnosis

Community Awareness

- 461,337 Individuals made aware on health and hygiene practices through different mediums
- 1,131,723 Individuals made aware on COVID-19 through phone calls

Protection Mechanisms

- 589 Portable handwashing devices & 1 disinfection chamber installed
- 1,721,359 People using handwashing devices
- 300 Waste bins delivered to RMG factories

Food and Hygiene Packages

- 331,349 Individuals received food and hygiene packages

Market Linkage Facilitation

- 1,781 Farmers connected to forward market for sustained livelihoods

(Updated on August 15, 2020)
I was admitted to Narayanganj hospital on the ninth day of COVID 19 illness with breathing difficulties and dry cough. I was being attended in a cabin until my condition deteriorated on the second day, and then moved to the ICU where I recovered in four days after treatment. As a doctor myself, I highly praise SAJIDA’s ICU facilities for providing and ensuring great service to its people.”

-Dr. Md. Mezbah Uddin, Medical Officer at SAJIDA Hospital Keraniganj
Ruma and her husband used to work as day laborers when they dared to dream big. Realizing that working as day-laborers will hardly get them too far in life, the couple started planning on owning their own business one day. They reached out to SAJIDA Foundation for a loan and received their first installment of BDT 10,000 back in 2008. Fast forward 12 years and their business has grown from zero to 3 different production lines, which are – Net Production, Dairy Farming and Oil Production. They are now employers of 20 staffs and sell BDT 1.68 crore worth of products per year, and were expecting to increase their sales over BDT 2 crore in the upcoming years. That is, until the pandemic hit about 4 months ago. The COVID-19 outbreak drastically disrupted their businesses and livelihood. As the area went under lockdown, they had to allow their employees to take mandatory leave; as such, their productions shutdown with BDT 20 lacs worth of products still in their warehouse for over 2 months! “Corona is squeezing my businesses and crushing my dreams. We had to shut down our productions and we are unable to sell what we have produced already. We couldn’t provide regular salary to our employees last month as there haven’t been any cash inflow for the last 3 months. After 12 long years, I had to borrow money from our relatives to feed my family and buy daily necessities. I don’t know when the situation will come around. How will we survive?”
Good health through SAMRIDDHI

- Awareness raising activities including leaflet distribution at Battajore Union in Jamalpur were undertaken to educate people about Coronavirus and the impending danger of the disease.
- Portable hand-washing devices have been installed at Battajore Union Parishad Complex and at the SAMRIDDHI Program Office to ensure regular handwash.
- Relief materials have been distributed amongst 1,365 families which consisted of necessities like rice, pulse, soybean, salt, potatoes, masks, bathing soap, hand sanitizers, laundry soaps and a tissue bag.

Corona Leaflet:
Distributed 16,000 educational leaflets on Corona to workers in three garment factories in one week.

Hygiene Kit:
Distributed 16,000 hygiene kits, particularly for the female workers, where each kit contained bathing soap, detergent soap, bleaching powder, reusable mask, sanitary napkin, Dettol/Savlon, small sized toothpaste, water purification tablets, and Covid-19 awareness messages.

Awareness through Cable network:
Matrichhaya Cable Network in Kanchpur has been playing videos on COVID 19 prevention.

Sachets (Liquid handwash):
Addressing WASH crisis among RMG workers in Narayanganj project distributed 40,000 handwashing sachets among workers.

Water, sanitation and hygiene support
Mental health solutions

- **Moner Jotno**: PHWC along with Kaan Pete Roi and BRAC launched a hotline number as a COVID-19 response initiative. Counsellors of all three entities answer calls on rota from 8am to 12am. PHWC counsellors also provided clinical supervision to counsellors from BRAC.

- **SAJIDA Foundation poor fund**: SAJIDA Foundation had provided PHWC with funds that has been allocated to cover partial costs for counselling for clients who come from the lower socio-economic background. Much of the referrals came from Moner Jotno.

- **PHWC** provides weekly counselling session at the Independent University, Bangladesh. A counsellor from PHWC is present three days a week to provide counselling for the students. Since COVID-19 lockdown, there has been a growing need for mental health support at the university; and the administration, along with PHWC’s recommendation, have now arranged for additional days for counsellors to be added to see more clients.

“Ms. Sadek, a middle-aged schoolteacher with university going children, was experiencing anxiety and stress when the Coronavirus pandemic hit Bangladesh, induced by the drastic change in reality after the country declared a lockdown. Being stuck at home with the family, she felt claustrophobic. Unwillingly, she started revisiting her past trauma, which eventually led her to the unpleasant memories with her in-laws and husband. However, she got in touch with PHWC and Kaan Pete Roi, and received fund from SAJIDA Foundation to avail five counselling sessions to help her overcome the distress caused by financial crisis and staying home.”

Media coverage

- **Semi Critical Unit Inauguration** in collaboration with Community Bank

- **Navigating Covid-19 for children with special needs**
  https://bit.ly/34rOE0J

- **Home & Community Care Ltd (HCCL)**
  https://bit.ly/31r1ASD

- **Inner Circle**
We could not have done it without new partnerships!

Community Bank
Amount: BDT 2,298,592
Purpose: Funding for the establishment of 8 semi-critical units at SAJIDA Foundation’s Narayanganj Hospital.

Community Bank Bangladesh aided SAJIDA’s COVID-19 designated Narayanganj hospital to setup eight semi-critical units with oxygen facilities. The initiative was inaugurated through a virtual event attended by Mr. Mashiul Huq Chowdhury, Managing Director, and CEO, Community Bank Ltd along with Zahida Fizza Kabir, CEO, SAJIDA Foundation, and other senior members of both the institutions on July 29, 2020.

CVC Finance Limited
Amount: BDT 369,000 (total commitment is 10 lac)
Purpose: 3 semi-critical units at Narayanganj hospital

CVC Finance Limited came forward to support SAJIDA’s Narayanganj hospital by funding the installation of three semi-critical units with oxygen facilities, which will be of immense help to treat moderately infected patients ensuring timely treatment outside the ICU.

BSRM
Amount: BDT 1,000,000
Purpose: Financial assistance for the urban poor

With funding from Bangladesh Steel Re-Rolling Mills Ltd (BSRM), SAJIDA will support 770 household by providing food and hygiene packages worth BDT 1,300 in Chattogram City Corporation. The distribution will take place through Amrao Manush centres in M.A Aziz and Kadamtali.

British Asian Trust
Amount: 68,451 GBP
Purpose: Mental health support for COVID-19 affected population.

SAJIDA has partnered with the British Asian Trust to launch a mental health support program targeting the COVID-19 affected population. Using a data driven approach, SAJIDA will obtain crucial insights into the mental health of different population segments and disseminate self help materials, awareness raising videos and organise webinars on different topics. The program will also support the deployment of para counsellors in Narayanjganj and Narsinghdi and enable Inner Circle to pilot digital solutions to support children with special needs.

Mallzee
Amount received till date: BDT 14,846,561
Purpose: Provide support to RMG workers who had lost jobs or getting reduced salary during pandemic

A decline in exports of ready-made garments - which represent more than 80 percent of Bangladesh’s exports - have been strongly impacted by cancelled orders. Mallzee in partnership with SAJIDA launched LostStock to facilitate the purchase of these cancelled orders. In the first tranche, a portion of the proceeds from the sales has been distributed directly to 5,000+ RMG workers who have lost jobs or are receiving lower wages. This enables workers to manage household expenses such as rent, food, and utility bills in the short-term economic relief and tide them over till they regain their livelihoods.
Program overview

Strategic Focus

<table>
<thead>
<tr>
<th>Community-based health programs (physical and mental) leveraging digital solutions</th>
<th>Integrated approach to uplift urban extreme poor</th>
<th>WASH</th>
<th>Livelihood and skills development</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agriculture</td>
<td>Education</td>
<td>Climate Change</td>
<td>Disaster management</td>
</tr>
</tbody>
</table>

Agriculture

Developments in the Project:

• Used modern agriculture Technology for Save & Safety vegetable Production.

• Women empowerment measures taken to increase involvement in vegetable cultivation.

• 78 Cattle and 220 Poultry successfully vaccinated in a collaborative vaccination campaign with ULO Office. Members were highly pleased and thanked SAJIDA Foundation.

• 950 farmers have been provided with over-the-phone technical support on agriculture, livestock and fishery management.

Amrao manush

Developments in the Program:

• Food distributed to 816 beneficiaries in Chattogram

• Health referrals given to 300 beneficiaries

• Unconditional grant in collaboration of Concern Worldwide to 200 beneficiaries

New Initiatives in process:

• Tailoring and mask training to be given to 20 beneficiaries
Microfinance

Developments in the Program:

- Relief Distribution among Flood Affected Members
- New Divisional Structure

New Initiatives in process:

- Field Force Management
- SHUFOLA Advisory Services

Programmatic Data (July Closing):

<p>| | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>No of Branches</td>
<td>228</td>
</tr>
<tr>
<td>No of Districts</td>
<td>22</td>
</tr>
<tr>
<td>No of Members</td>
<td>415,886</td>
</tr>
<tr>
<td>No of Borrowers</td>
<td>328,755</td>
</tr>
<tr>
<td>Savings Balance (In BDT)</td>
<td>4,664,361,805</td>
</tr>
<tr>
<td>Loan outstanding (In BDT)</td>
<td>17,377,663,080</td>
</tr>
</tbody>
</table>

Loan Disbursement & Savings Refund:

<table>
<thead>
<tr>
<th></th>
<th>July 2020</th>
</tr>
</thead>
<tbody>
<tr>
<td>Savings Refund (Numbers)</td>
<td>22,674</td>
</tr>
<tr>
<td>Savings Refund (Amount in BDT)</td>
<td>206,446,783</td>
</tr>
<tr>
<td>Loan Disbursed (Numbers)</td>
<td>12,444</td>
</tr>
<tr>
<td>Loan Disbursed (Amount in BDT)</td>
<td>1,046,719,000</td>
</tr>
<tr>
<td>Relief distribution among flood affected members (Numbers)</td>
<td>1,000</td>
</tr>
<tr>
<td>Relief distribution among flood affected members (Amount in BDT)</td>
<td>500,000</td>
</tr>
</tbody>
</table>

“Maya Begum and Minnot Ali lead a family of 7 members and have no property. They lived hand to mouth, facing everyday as a new struggle. When their eldest daughter managed work in a garment factory, their lives became somewhat stable. Minnot Ali thought of starting a business because day labor market is quite unstable, irregular and takes a toll on his body. All he required was an initial investment to start a business. So, they took a loan from SAJIDA Foundation of BDT 50,000 and leased a land for IRRI cultivation, and invested rest of the money in hawking nuts. Their lives became more stable and they even started savings scheme with a view to investing for the next season. Sadly, the COVID 19 outbreak jeopardized their dream. His hawking business came to a standstill. Markets were closed and garments were shut down. They fell into an unexplainable hardship and now, they are unable to manage square meals for the family. Minnot Ali wishes for a normal life without the pandemic so that they can start all over with their endeavors again.”
SAJIDA hospital keraniganj

Developments in the Program:

• Dietitian recruited and nutrition relevant food is to be provided to patients from 16 August.

New Initiatives

• Purchase two additional High-Flow Oxygen Cannula therapy machine for managing critical patients at the hospital in Narayanganj.
• Purchase two separate dialysis machines to serve patients who are Hepatitis B, C positive and negative at Keraniganj.
• Start an emergency/critical service by providing 2 ICU beds at Keraniganj soon based on availability of patients and appropriate manpower.
• Provide all types of general services from September this year at the Keraniganj hospital.

WASH

13,000 Handwashing stickers distributed
91 Hygiene and sanitary packets given to the winners who participated in the quiz

Improving lives of orphan children in destitution (ILOD):

Developments in the Program:

• Teachers are calling 100 households of ILOD’s enrolled children weekly to motivate and inspire them to study at home and for their guardians to help them continue.

New Initiatives in process:

• Phone number confirmation for the Cash distribution for the children to the household.
Enhancing resources and increasing capacities of poor households towards elimination of their poverty (ENRICH)

Developments in the Project:

Health care and Nutrition:
- 2 ENRICH Health Officers and 17 Health Visitors working in the Battajore Union.
- Household visiting, Static clinic, satellite clinic and health camps being arranged regularly.
- Organized during this year 64 satellite clinic, 320 static clinic, 4 health camps, 2 special eye camps.

Education:
- 37 Education Assistance Centers helping 1,073 students learn the daily lessons given by their schools in this year.

Youth in Development:
- 450 youths have received training on ‘Self-realization and Leadership Development’ in 15 batches
- Youths have undertaken various social activities such as repairing wet roads, raise social awareness against child marriage, campaign against drugs, keeping palm trees plantation safe from lightning, etc.

Rehabilitation of Beggar:
- 11 beggars have been rehabilitated.
- Selected beggars have been given BDT 1 lac grant for income-generating activities.

Enriched home (SAMRIDDHI bari):
- 9 ENRICH centres built where economic activities are conducted on the homestead include livestock, poultry and pigeon rearing; cultivation of vegetables such as, lemon, moringa, fruits and medicinal plants. Environment-friendly vermi-compost is produced by most of the ENRICH households; besides this, every Enriched home has a sanitary latrine and a tube-well.

‘Bondhu Chula’ and Solar System:
- 70 eco-friendly cooking stoves, popularly known as Bondhu Chula, have been provided along with 1,615 solar home system.
Bashok Plantation:

- Bashok cultivators are earning handsome revenue by selling the dry leaves of Bashok plants to pharmaceutical companies – 6,000 Bashok trees have been planted during last year.

Special Savings:

- **105** families have deposited BDT **10,05,382**.
- BDT **8,89,462** grant has been returned to **90** members after their savings had matured.
- **5** families have deposited BDT **1,01,290** this year and BDT **93,327** grant has been returned.

Community-based Development:

- **45** tube wells and **500** family-based sanitary latrines have been installed, through which **5,000** have benefited from.

Internal Communications

Developments in the department:

- Members of the Senior Managements having online video sessions with field level staff from Microfinance, Hospitals and other programs.
- Total of 554 staffs have participated in 10 sessions taken by Ms. Zahida Fizza Kabir, Ishtiaq Mohiuddin and S. N. Kairy

New Initiatives in process:

- Value campaign
- Initiatives for accepting the new normalcy in the office premises
- Strategy Formulation

Working with women phase 02 project

Developments in the Project:

- Para Counselling by Welfare Officer: 2 sessions
- Complaints to Anti-Harassment Committee (AHC): 5
- Weekly virtual supervision and meeting for Welfare Officers: 6
- Virtual Refresher’s sessions for Workers on Gender Based Violence (GBV) and Mental Health Wellbeing: 3 batches and 30 participants

New Initiatives in process:

- Virtual Refresher’s sessions for Workers on Gender Based Violence (GBV) and Mental Health Wellbeing
Developments in the Program:

- Initiated cash grant support to 15,000 extreme poor households
- Cash grant support to the beneficiaries of PROSHOMON. BDT 2,000 allocated for each household
- Online follow up meeting with empaneled health facilities as well as discussion to overserve the World Breast Feeding Week
- Conducting regular ward health committee meeting
- Attending multi stakeholders meeting with DC office, municipality office and Cs office
- Maintain the complaint response mechanism (CRM) monitoring and reporting

Significant Changes in Data:

<table>
<thead>
<tr>
<th>Activity</th>
<th>Total</th>
</tr>
</thead>
<tbody>
<tr>
<td>Implementing Sites</td>
<td>Feni &amp; Chandpur Municipalities</td>
</tr>
<tr>
<td>Number Households</td>
<td>15000</td>
</tr>
<tr>
<td>Number of beneficiaries</td>
<td>63996</td>
</tr>
<tr>
<td>Adolescent boys (10-19 years)</td>
<td>4,543</td>
</tr>
<tr>
<td>Adolescent girls</td>
<td>4,507</td>
</tr>
<tr>
<td>Elderly, over 60 years</td>
<td>2,446</td>
</tr>
<tr>
<td>People with disability</td>
<td>571</td>
</tr>
<tr>
<td>Number of Service</td>
<td>97319</td>
</tr>
<tr>
<td>Number of HH received services</td>
<td>17964</td>
</tr>
<tr>
<td>Total Cost of Services (BDT)</td>
<td>45609275</td>
</tr>
<tr>
<td>Social behavioral change awareness activities (SBCC) - Batch</td>
<td>560 batches, 19847 participants</td>
</tr>
<tr>
<td>Total SMART health card distributed</td>
<td>15000</td>
</tr>
</tbody>
</table>

SAJIDA Flood Response

Developments in the Project:

Thousands are stranded with high health risk due to poor quality drinking water and unhygienic conditions in the flood-affected areas. To help communities cope with the situation, SAJIDA has distributed 120,000 water-purifiers, 55,000 pcs of ORS, and provided cash grants to 3,700 families in Dhaka, Madaripur, Manikgonj, Munshigonj, Narayanganj, Shariatpur, Pabna and Sirajgonj.
Safeguarding

Developments in the Program:

• Safeguarding orientation sessions were conducted virtually via Zoom, where 34 participants attended from the following three branches: Shanir Akhra (08), Madaripur Sadar (249) and Bakaibazar (251)
• 4 Safeguarding related posts were circulated among all staff the topics being:
  - Safeguarding Team Introductory post
  - Safeguarding Complaint Mediums
  - Eid Greetings from Safeguarding Team
  - Safeguarding Policies
• From July 16 to August 15, a total of 76,285 beneficiaries from Microfinance have been made aware of gender-based violence and mental health, and wherever required, reference numbers of related support services were provided

New Initiatives in process:

• A new video to raise awareness about Safeguarding

Developments in the Project:

Online Counselling Session: PHWC is continuing to provide psychological support using web-based mediums. The number of referrals have exponentially increased since the crisis began. On average, PHWC has been receiving over 40 calls and 6 to 7 new referrals a day.

EAP: PHWC has signed on 8 new organizations, corporates and NGOs, to provide Employee Assistance Program. Employees of the following companies are able to get 24-hour tele counseling services. The program also includes various training and workshops, which since lockdown have been webinars.

Significant Changes in Data:

7-8 referrals on average everyday
Home & community care ltd (HCCL)

Developments in the Program:

• Doctor visits at home have resumed, clients can now have their routine checkups in the comfort of their homes where safety is being ensured

• Doctors are wearing proper PPE essentials during their visits

• Physiotherapy sessions have started with changes in modality. Physiotherapy sessions of minimum one week are being offered, where the physiotherapists are staying at the clients’ residence at a stretch in order to minimize the risk of virus transmission

• All our caregivers and physiotherapists are undergoing the following tests before starting or resuming any services:
  - Covid swab test
  - Prescribed blood tests
  - Chest x-ray
  - The additional tests are being prescribed by respiratory specialist Dr. Asif Mujtaba Mahmud.

• Providing services for mild cases of COVID-19 patients at home with stationed caregivers. Caregivers are wearing complete PPE gears.

New Initiatives in process:

• Isolation centre for caregivers has been established. Caregivers now will be able to stay isolated in the centre after their Covid tests are being done and before they start services at clients’ residence

Inner circle

Developments in the Project:

• The centre has been re-opened following strict Health and Safety Protocols to ensure a safe environment for both clients as well as therapists

New Initiatives in process:

• Saturday online sessions will continue for social media audiences

Significant Changes in Data:

• Previously, 30 online and 3 home clients were availing services from Inner Circle; now 28 clients still continue online sessions, while 2 moved to the centre and another 12 new clients & 4 home services added to the roster.
We are Thankful to Our Covid-19 Response Partners

**Corporate Partners**

- Renata
- HSBC
- UNICEF
- IDLC Finance Limited
- Unilever
- MCCI
- ABC
- Nestlé
- Citygroup
- ISDL Limited
- Citi
- AXG
- Domino's
- Standard Chartered
- IPDC Financial
- Grameen Telecom
- THE VERY GROUP
- Mallzee
- Kazi Farms Group
- Community Bank
- Community
- Epitory
- CVC Finance

**Platform Partners**

- bKash
- Dmoney
- foodpanda
- daraz
- HungryNaki
- Moddho

**Development Agency Partners**

- Give2Asia
- WaterAid
- EU
- BSRM
- MetLife Foundation
- pennyappeal
- Concern Worldwide
- Irish Aid
- SNV
- British Asian Trust
- American Chamber of Commerce Bangladesh
- Insaniyat Society Bangladesh Limited

**Crowdfunding Partners**

- Cholo Shobai
- A2I

**Partners for Foreign Donations**

- Adhunika
- Team Broken Earth
We are Thankful to the Thousands of Donors Who Stepped Up in this Hour of Need

Come Forward and Make a Difference

SAJIDA family is grateful for your thoughtful and generous contribution in these adverse times.

Your contribution has made it possible for us to serve vulnerable population across the country. There is, however, more work which needs to be done. We encourage you to visit the following link and see how you can make a Difference:

https://www.sajidafoundation.org/donate-now/