As an organization dedicated to improving the lives of the people we serve, it brings us great pleasure and joy to see how far we have come and achieved together. Since mid-March this year, when the lockdown came into effect SAJIDA Foundation has been steadfastly holding the ground, ensuring to live up to our promise of health, happiness and dignity for all. However, our work is far from over.

Our responsibilities have increased manifold now & we are trying to adapt to the new normal. While many of us fortunate ones are able to restart our lives & continue where we left off months ago, there are still many who have lost everything during the pandemic. Thousands are still jobless and starving, while hundreds more are homeless. Although SAJIDA continues to provide for the vulnerable groups through practically available means, but still it is not enough. Hence, we are working together to bring sustainable solutions to the livelihoods of people through training, employment, & opportunity creation.

The Foundation will continue certain initiatives taken during the pandemic and develop them to fit the situational needs of the people, who are struggling at the moment. One such inventiveness is SAJIDA’s Innovative Value Chain program for local farmers where the combined efforts of our innovative change-makers helped save the local farmers from going out of business. Considering the value addition to the community & how it positively affected the lives of the vulnerable as well as the small businesses, we scaled our efforts to reach and create a better chain of forward linkages.

While we continue to work towards minimizing the effects of the pandemic, which is still very visible, we are strongly keeping up healthcare services on top of our game in battling COVID-19. SAJIDA is also actively working to develop ways to rebuild the economy helping the nation to recover from the current state of unemployment. At the same time, our efforts continue as we reach out to our family of change-makers and connect with them on a frequent basis. New developments are also underway to not only help us cope with emerging challenges, but also simultaneously help everyone around us achieve physical and mental wellbeing.

It goes without saying that everything we have done till now and all that we continue to do, would never have been possible without the combined efforts of the SAJIDA family and our partners. You all have shown us resilience, hard work and courage continuing to be our source of motivation to go even further in this journey together.

Until next time!

Zahida Fizza Kabir
COVID-19 pandemic response by SAJIDA Foundation

Frontline Healthcare Services

- 573 COVID-19 patients treated through SAJIDA's Quarantine and Isolation centre in Narayongonj
- 14,402 General patients treated through SAJIDA's hospital in Keranigonj
- 1,136 Samples collected from suspected COVID-19 patients
- 33,373 Personal Protective Equipment (PPE) Sets distributed
- 70 Narayongonj hospital staff received training from DGHS

Remote Healthcare Services

- 7,051 Mental health helpline consultations provided
- 17,971 People participated in mental health Facebook live sessions
- 3,557 Mental health consultations provided through SAJIDA's 24/7 doctor helpline
- 10,711 Individuals accessed SAJIDA's messenger chatbot and symptom checker to get preliminary diagnosis

Community Awareness

- 486,399 Individuals made aware on health and hygiene practices
- 1,132,831 Individuals made aware on COVID-19 through phone calls

Protection Mechanisms

- 589 Portable handwashing devices & 6 disinfection chambers installed
- 1,777,600 People using handwashing devices
- 300 Waste bins delivered to RMG chambers

Food and Hygiene Packages

- 290,096 Hygiene and food packages distributed

Market Linkage Facilitation

- 1,781 Families connected to targeted market for surpluses livelihoods

(Updated on September 15, 2020)
COVID-19 dedicated SAJIDA hospital

- Two High-Flow Oxygen Cannula therapy device purchased for treating critical patients
- BiPAP machine installed for the treatment of critical ICU patients
- Two oxygen concentrators received from Eskayef Pharmaceuticals Ltd., which will be added to the existing facilities and resources to serve patients with breathing difficulties

Significant changes in data:

August 16 - September 15

123 new patients admitted

126 patients recovered and discharged from hospital

“I wanted to do my thesis on Virology while I was pursuing my education at Dhaka University, but later got the opportunity at SAJIDA Foundation, to serve their COVID-19 isolation centre as a quality assurance personnel. I was responsible for ensuring proper safety protocols that help patients receive quality services during their stay at the hospital. While performing my duty as a Quality Coordinator, I started noticing symptoms like cough and mild breathlessness. I hurriedly provided my sample the very next day for testing and three days later found out I was COVID-19 positive. Immediately, I admitted myself at SAJIDA hospital and started my treatment due to concerns about coming in contact with my family and passing it onto them. Needless to say, I appreciate the doctors, nurses, and support staff who had not only made my stay comfortable, but of the countless patients they take care of like their own family.”

- Nigar Fatima (26), Assistant Coordinator, COVID-19 Isolation Centre
Keraniganj hospital and COVID activities

- Strategies underway to treat both COVID and non-COVID patients
- To start serving ICU patients (adult)

Mask making project:

Mask Making & Tailoring Training with Rapid Earning Opportunities" - a timely project by SAJIDA Foundation. A large number of domestic workers who live in the capital lost their jobs due to COVID-19 pandemic. Through this unique learn & earn project, jobless domestic workers and most vulnerable urban extreme poor will be trained for 2 months on industrial sewing and mask making along with practical training on soft skills and enterprise development. Upon completion of the training, participants will receive the required equipment and working capital support, market linkage assistance to initiate their enterprises.

Helping children with special needs – Inner Circle:

- Introduced online therapy, also known as tele-therapy
- Restarted physical sessions from August 2020
- Developed a comprehensive health and safety protocol in line with the official WHO guidelines
- Provided all personnel with PPE to conduct physical sessions with extra precautions
- Continuing tele-therapy for all children, until further notice
- Quality Assurance twice a month to monitor quality issues
- Designated individual session rooms for each therapist, limiting use of common area maintaining cleanliness
- Rearranged seating to increase space in waiting area
- Currently serving 50+ children through a combination of online, centre and home sessions

“We were a little uncertain initially regarding how our son will take to therapy over a screen since he had inhibition of standing in front of a camera. It was bad to a point where I could not even take monthly supervision because my son would shy away immediately. Yet to my surprise, he has coped very well with it and is participating regularly now! I hope that’s helping him by attending his regular therapies.”

-Mother of IC-55.
Mental Health Support during COVID-19

With support from British Asian Trust, SAJIDA Mental Health Program conducted the first of the four-webinar series. The first webinar was titled, "Practicing different Relaxation Techniques" was carried out by Sabiha Jahan, Md. Mehedi Hasan, and Kushal Roy. The experts discussed the importance and showed techniques of relaxation to relief stress especially during a pandemic.

- Provided webinars for employees in corporates to help adjust working from home. Few of the topics included:

<table>
<thead>
<tr>
<th>Maintaining Relationships during Lockdown</th>
<th>Work-Life balance while Working from Home</th>
<th>Importance of Self-Care</th>
<th>Stress and Anxiety Management during COVID</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mindfulness session</td>
<td>Social Well-being</td>
<td>Mind matters</td>
<td>Self-Care and health hygiene</td>
</tr>
</tbody>
</table>

- Dr. Ashique Selim had launched a series of Facebook live webinars regarding mental health and COVID. Topics included anxiety, depression, sleep hygiene, parenting, maintaining relationships, coping with loss and death all in relation to COVID-19.

Feedback from a participant during a mindfulness session:

"Since we are all working from home, the idea of finding 10 minutes out of our daily routine for ourselves to meditate or be mindful seems more difficult than when we were working in our offices. As we are all mostly doing home-office, we seem to be dedicating more time to work and less time for ourselves. This mindfulness practice and session has taught me to make more conscious efforts of taking time out of my busy schedule to address my mental health.”
We could not have done it without new partnerships!

Citi Foundation

Amount: USD 100,000 (BDT 8,488,611)
Purpose: Citi Foundation has provided funding for the following activities of the COVID-19 response:
- Food and hygiene package distribution.
- Consultation provided through 24/7 doctor hotline.
- Mass Awareness Campaign.

Mutual Trust Bank Limited (MTBL)

Amount: BDT 500,000
Purpose: To extend frontline healthcare services by funding partial treatment cost of COVID-19 patients at SAJIDA’s Narayanganj hospital.

Standard Chartered Bank

Amount: BDT 63,00,000
Purpose: In the 3rd phase of our collaboration, SCB will be funding the partial patient treatment cost for 140 COVID-19 patients at SAJIDA Narayanganj Hospital. In the 3 phases of our collaboration, SCB has funded the partial patient treatment cost of total 260 COVID-19 patients.

Metropolitan Chamber of Commerce

Amount: BDT 1,00,000
Purpose: Contributed to procure PPE for frontline healthcare professionals at SAJIDA’s Narayanganj Hospital, which included hazmat suits, hand gloves, goggles, surgical masks and shoe covers. Also, contributed towards cash grants, to address the immediate needs and rehabilitation of flood victims.

Mallzee

Purpose: 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 the cancelled orders to be sold directly to consumers. Through the project, SAJIDA Foundation and Mallzee have generated funds to support 100,000+ workers and their families, for a week, in the past 4 months. The support however is being tailored to a worker’s need and being extended upto 8 weeks when required. The partnership hopes to continue to grow this work and support recovery from economical downfall due to the COVID-19 pandemic.

Give2Asia

Purpose: Give2Asia has donated to SAJIDA Foundation to aid to fight the adversities during the COVID-19 pandemic. The first is to deploy a compensation scheme to support the family of frontline medical workers who have passed away due to COVID-19 infection. The second is to strengthen capacity of frontline medical workers at SAJIDA Foundation’s designated COVID-19 isolation centre in Narayanganj, a COVID-19 epicentre for Bangladesh. Part of the grant will be utilized for procurement of Personal Protective Equipment (PPE) and to provide risk allowance to 50 healthcare workers serving at SAJIDA’s Narayanganj hospital. So far, 7 families have received BDT 2 lacs each.
Program overview

Strategic focus

- Community-based health programs (physical and mental) leveraging digital solutions
- Integrated approach to uplift urban extreme poor
- WASH
- Livelihood and skills development
- Agriculture
- Education
- Climate Change
- Disaster management

Microfinance

Developments in the Program:

- Launched “Field Force Management” - Android based Application
- Relief Distribution under Post-Flood Rehabilitation Program
- Farmers’ Selection and Registration Process for ‘SHUFOLA’ service

New Initiatives in process:

- Redesigning Client Centric Long-term Savings Policy
- Launching ‘SHUFOLA’ advisory services

Nazmul’s rise to success:

Nazmul Huda used to procure nuts from farmers and make commission on selling them. With hopes of making greater profits, he took a loan of BDT 200,000 from SAJIDA Foundation. On a journey to help farmers grow with his channels for wholesale, Nazmul took an additional BDT 700,000 loan from SAJIDA Foundation. Today, Nazmul has expanded his venture to a successful one with assets worth BDT 28,00,000.

Relief Distribution under Post-Flood Rehabilitation Program:

Relief activities carried out under post-flood rehabilitation program at Tongibari -158 branch of SAJIDA Foundation. Upazila Nirbahi Officer (UNO) inaugurated the relief program.
Programmatic Data (as of 31st August):

<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>411,312</td>
</tr>
<tr>
<td>No of Borrowers</td>
<td>321,834</td>
</tr>
<tr>
<td>Savings Balance (in BDT)</td>
<td>4,630,249,839</td>
</tr>
<tr>
<td>Loan outstanding (in BDT)</td>
<td>16,493,931,481</td>
</tr>
</tbody>
</table>

Information Regarding Loan Disbursement and Savings Refund

<table>
<thead>
<tr>
<th>1st August to 31st August</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Savings Refund (Number)</td>
<td>20,159</td>
</tr>
<tr>
<td>Savings Refund (in BDT)</td>
<td>204,287,648</td>
</tr>
<tr>
<td>Loan Disbursed (Number)</td>
<td>10,816</td>
</tr>
<tr>
<td>Loan Disbursed (in BDT)</td>
<td>923,392,000</td>
</tr>
</tbody>
</table>

“We have never had a stable worry-free life. We always had to worry about making ends meet. I found happiness in sharing one meal together with my family. COVID-19 brought on a new challenge. Not only did we not have any source of income, we were all sitting idle at home with growling stomachs. We were at the end of our patience and hopes when SAJIDA gave us basic necessities to survive on. Sharing of this joy brought us close again.”

- Hosneara Begum, 38.

Agriculture

TSS (Technical Support Service):

Successfully completed seasonal orientation on Crops, Livestock and Fisheries for multiple branches.

Vaccination:

Vaccination campaign was held and collaborated with ILO.
Cattle: 192 and Poultry: 590.

New Initiatives in process:

Introducing short duration crops and HYV rice for Covid-19 and flood affected areas.
Addressing WASH crisis among RMG Workers in Narayanganj

Hardware Renovation:
- 08 toilet construction renovations have been carried out in Kanchpur and Sawghat

Setting up awareness boards:
- Due to the COVID-19 pandemic, hygiene promotions could not be carried out properly at the factory premises as previously done. The project placed message boards to communicate hygiene messages.

Improving Lives of Orphan Children in Destitute- ILOD

Developments in the Program:
- 14 children have started apprenticeship in the Sadarghat area on “Tailoring and Dress-making” and “Electrical Installation and Maintenance”.
- 65 children received colored pencils and artbook.
Giving hope to Mujibur - SAMRIDDHI

An accident took away Mujibur Rahman’s ability to lead a regular life; his hip bone was severely broken. Mujibur became very disheartened since he could not even work to bear his medical bills. SAJIDA Foundation gave Mujibur a wheelchair under its elder assistance program under SAMRIDDHI. He can now visit his relatives and go shopping all by himself. He can now see light at the end of the tunnel and is hopeful about a better future.

Working with Women phase 02 project

- Through online platform Worker’s orientation (Refresher’s) on Gender-Based Violence & Mental Health Well-being conducted among 180 participants
- 2-days virtual supervision/meeting conducted with the welfare officers
- 2 para-counselling sessions facilitated by welfare officers

New Initiatives in process:
- Virtual Psycho-social counselling service offered to Silken Sewing Ltd., Gazipur & Progressive Apparels Industries Ltd., Chittagong.
PROSHOMON

Developments in the Program

- Continued financial support through voucher scheme
- A total cash grant of BDT 25,044,000 (BDT 2000/household) to support 12,522 beneficiaries.
- Online follow-up meeting and discussion with empanelled health facilities to overserve the World Breast Feeding Week
- Promotional video regarding breast feeding awareness shown at empanelled hospitals while beneficiaries wait for doctor’s consultation
- Promoted COVID-19 awareness messages (existing GoB/Unicef/WHO IEC materials on COVID-19) through local electronic media and newspaper
- Conducted regular ward health committee meetings
- Attended multi stakeholders’ meeting with DC office, municipality office, Cs office etc.
- Organized Quarterly Progress review meeting (QPRM)
- Maintained the complaint response mechanism (CRM) monitoring & reporting

On going research initiatives:

- Socio-demographic profile, post recovery physical and mental health consequences amongst patients of COVID-19 in Bangladesh.
- Knowledge Attitude and practice of frontline health care workers and household members of COVID-19 patients.
- Rapid assessment of vegetable farmers on challenges faced towards forward market linkage during COVID-19 outbreak.

Home & Community Care Ltd

Developments in the Program:

- Doctor visits at home resumed. Doctors and nurses visiting home care patients are ensuring safety protocols and wearing overall PPE essentials.
- Physiotherapy services resumed. Physiotherapists are providing services at home by staying at clients’ home for a predetermined number of days.

New Initiatives in process:

- Home testing facilities are put in place for elderly patients who wants their blood test, ECG, x-ray procedures and etc. to be done at home.
Psychological health and wellness clinic

Developments in the Program:
- Switched to online platform
- Installed payment system online on our website

New Initiatives in process:
- Since the lockdown in March 2020 PHWC has taken all of their services online, both clinical and corporate
- PHWC has signed new corporate contracts with our Employee Assistance Program (EAP). The services provide employees with the option of receiving tele-counseling services 24 hours a day and 7 days a week.

Number of companies that take our EAP services are:

<table>
<thead>
<tr>
<th>HSBC</th>
<th>Terres Des Hommes</th>
<th>Cathay Pacific</th>
<th>Delivery Hero</th>
<th>SCJ (Johnson &amp; Sons Inc)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Danish Refugee Council</td>
<td>Plan International Bangladesh</td>
<td>Christian Aid</td>
<td>Bayer CropScience</td>
<td></td>
</tr>
</tbody>
</table>

Significant Changes in Data:
- Number of referrals on a weekly basis increased significantly since lockdown. On average, PHWC received about 4 - 5 referrals per day. Age range of referrals vary from adolescence to 80s. The transition from face-to-face sessions to online sessions has been successful as people are conforming to the new norm of staying at home.

"The overwhelming increase in the number of referrals during lockdown has been a pleasant surprise. People are starting to understand the importance of addressing their mental health issues, especially since we all faced new issues since lockdown. People’s needs and urgency of fixing this has been rewarding for us as counsellors."

- Counsellor’s feedback regarding mental health needs during lockdown

Inner circle

Developments in the Project:
- The centre re-opened again from August, following strict Health and Safety Protocols to ensure a safe environment for both clients, as well as therapists

Significant Changes in Data:

<table>
<thead>
<tr>
<th>Previously</th>
<th>Now</th>
</tr>
</thead>
<tbody>
<tr>
<td>30 online</td>
<td>28 clients moved to the centre</td>
</tr>
<tr>
<td>3 home clients</td>
<td>7 home clients</td>
</tr>
<tr>
<td>14 new clients</td>
<td></td>
</tr>
</tbody>
</table>
SAJIDA’s measures for safety and protection for all staff in response to COVID-19:

Head Office Standard of Protocol:
- 3 days office and 2 days work-from-home
- To avoid public transport for evading contact in this virulent disease, subsidized office vehicles have been arranged.
- At the entry of the office premises thermal gun for measuring temperature, a hand sanitizing station has been set up.
- In every corner of the office shoe rack, hand washing stations, hand sanitizer and UV chamber has been placed.
- SOP on office disinfection, office transport, meeting, field activities, relief distribution and etc has been already disseminated in both the Head Office and field to ensure maximum safety and awareness.
- A quality assurance team assembled to execute the SOP of hospital

SAJIDA Foundation Field Standard of Protocols:
- Portable hand-washing devices have been installed at the office to encourage and enable regular hand wash.
- To avoid public transport, staff were instructed to stay at their base station.
- During field visits, a SOP has been provided as to how to maintain safety during loan disbursement.
- A quality assurance team assembled to execute the SOP of hospital

Safeguarding
- Provided Safeguarding Orientation to all Amrao Manush Staff (60 staff, Male 23, Female 37)
- Provided Safeguarding Orientation to MF staff (Total 178, Male 127, Female 51)
- Total sessions taken: 13
- Safeguarding for beneficiaries (children and their parents) of Improving Lives of Orphan Children in Destitute (ILOD) Project

Media coverage

Industrial organizational psychology conference 2020
https://bit.ly/33375l0

Webinar

Inner Circle
https://bit.ly/2S05rAo

Video

Article on Dhaka Tribune
In remembrance of the life and work of Syed Humayun Kabir
https://bit.ly/33OYtkY

Media & Publications
We are Thankful to Our Covid-19 Response Partners

Corporate Partners

- Renata
- HSBC
- Unilever
- ABC
- IDLC Finance Limited
- Nestle
- Citygroup
- ISDL Limited
- Citi
- Akuj Group
- Mutual Trust Bank Ltd.
- Standard Chartered
- IPDC Financial
- Grameen Telecom
- The Very Group
- Mallzee
- Kazi Farms Group
- Community Bank
- Edyion
- CVC Finance

Platform Partners

- bKash
- Dmoney
- foodpanda
- daraz
- HungryNaki
- People

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- Give2Asia
- WaterAid
- SNV
- Concern Worldwide
- Irish Aid
- ActionAid
- MetLife Foundation
- Penny Appeal
- British Asian Trust
- MCCCI

Crowdfunding Partners

- Cholo Shobai
- A2i

Partners for Foreign Donations

- Aduc
- 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/