A NOTE FROM CEO

As the Government mandated lockdown that hampered the economic activity of over 10 million daily wage earners finally came to an end on May 30th, people found hope to return to their pre-pandemic days. Undoubtedly, this also meant taking necessary measures to fight the growing threat of COVID-19 was now more imperative than ever before. As such, while we continue to expand all our COVID-19 operations, we will especially double down in two specific areas of our response activities; healthcare and food distribution.

With the healthcare system on the verge of collapsing due to the massive inflow of COVID-19 patients, we are launching a 3-tier model COVID-19 patient treatment model to address the varying health needs of different types of COVID patients. According to WHO, 80-85% COVID-19 patients suffer from mild symptoms and can recover without extensive medical intervention, while 5% of all reported cases globally have been deemed critical and require support in ICU and ventilators.

We at SAJIDA are working every day to enhance our current healthcare services and allocate all our available resources to further develop on treatment options for those in dire need. SAJIDA Foundation, in order to more effectively and successfully treat patients, is building on our 3-tier model to provide critical care at home for mild patients, establishing a new isolation centre to help the moderately ill, and address the severely critical cases at the existing quarantine and isolation centre.

We are also actively engaging with the 21,000 beneficiaries that SAJIDA has reached since the beginning of our Amrao Manush Program across Dhaka and Chattogram. Using food vouchers or cash transfers via mobile financial services, we aim to reach as many low-income households as possible, given that 94% of them being forced to skip meals having no source of income or livelihood.

At the same time that we focused on our healthcare, we also continued our agricultural interventions to serve both farmers and people in crisis. Our efforts to reach out to the vulnerable and marginalized continued as Amrao Manush program provided for vulnerable children throughout the month of Ramadan and Eid. While we carry on our path to address the current pandemic at hand, we are also actively working on rebuilding lives and ensuring healthcare, livelihood, and an overall dignified life for the people.

“As we continue to evolve and learn, we are thankful to our partners for their endless support in our efforts to address the impacts of a pandemic. Together, we are stronger; and only through our united efforts will we come out victorious at the end of this fight.”

Until Next Time

Zahida Fizza Kabir
COVID-19 Pandemic Response by SAJIDA Foundation

**Frontline Healthcare Services**
- 239 COVID-19 patients served through SAJIDA’s Isolation Centre and ICU Services
- 19,840 general patients treated through SAJIDA’s hospital in Keraniganj
- 451 samples collected from suspected COVID-19 patients
- 21,825 Personal Protective Equipment (PPE) Sets distributed
- 70 medical personnel have received training from DGHS

**Remote Healthcare Services**
- 2,976 mental health tele-consultation provided
- 13,550 people participated in mental health Facebook Live sessions
- 2,079 general medical consultation provided through SAJIDA 24/7 doctor hotline
- 10,711 users accessed SAJIDA’s messenger chatbot and symptom checker for preliminary diagnosis

**Community Awareness**
- 406,186 individuals made aware on health and hygiene practices through different mediums
- 1,118,310 individuals made aware on COVID-19 through phone calls

**Protection Mechanisms**
- 585 portable handwashing devices installed
- 1,465,866 people using handwashing devices
- 300 waste bins delivered to RMG factories

**Food and Hygiene Packages**
- 265,182 individuals received food and hygiene packages

**Market Linkage Facilitation**
- 1,781 farmers and consumers connected with forward market for sustained livelihoods

(Updated on June 15, 2020)
Narayanganj Hospital and people affected by COVID-19

SAJIDA Foundation and its team of doctors, nurses and essential workers have been at the frontline of the battle against COVID-19. Our dedicated team of frontline staff have been tirelessly working round the clock not only to ensure health, but also instill hope in people to keep fighting and set examples. Their compassion and unyielding resilience that led to the successful recovery of 200 COVID-19 patients at the Narayanganj Hospital, still continues.

Successful convalescent plasma therapies were carried out, including to a 63-year-old patient, father of ex-staff of SAJIDA Foundation.

Selective patients are on trial with new drugs (ivermectin and doxycycline) for COVID-19 which was found to be effective previously.

20,784 Personal Protective Equipment (PPE) Sets have been distributed to frontline health workers to protect themselves from getting infected. In the process of which, 200+ COVID-19 patients have been served while only 1 doctor was infected. This is the result of special attention to PPE management: donning and doffing of PPE, waste management, and making sure of adequate supply.

A patient admitted to our Hospital ICU in critical condition was suffering from severe breathlessness and septicemia with diabetes. The patient was eventually shifted from the ICU to a ward as his condition improved.

2 Quality Inspectors are appointed for the Narayanganj Hospital to make sure safety and hygiene policies are being maintained.
Launching a 4-tier model COVID-19 patient treatment model

The healthcare system which is stretched during normal times is on the verge of collapse due to the massive inflow of COVID-19 patients. Testing labs in Chattogram and Sylhet, two of Bangladesh's largest metropolitan city aside from the capital are unable to process the large number of COVID-19 test samples. Stories of patients being turned away by hospitals due to a lack of beds has flooded local newspapers and tv channels.

SAJIDA Foundation is launching the following four-tier model to serve these patients:

**TIER 1:** Community Awareness and Mask Distribution

- Community health workers will create awareness in the community and training on COVID-19 prevention practice. Another initiative will be through mask-making training, where the prepared masks will be distributed in the communities.

**TIER 2:** Home Isolation Management through Telemedicine and Community Support Groups

- SAJIDA will provide appropriate symptomatic management and home isolation orientation, and community engagement.

**TIER 3:** Isolation Center Equipped with Oxygen Management and Semi Critical Units for Mild to Moderate Patients

- SAJIDA's new isolation centre with DGHS will primarily cater to moderately affected patients and provide 24x7 monitoring, oxygen management, semi critical services and clinical trials of different treatment regimen.

**TIER 4:** Severe to Critical Patient Care in Hospital

- SAJIDA will setup 11 new semi critical cabins at its existing isolation centre with ICU facility to primarily treat critically ill patients. It will also have a dialysis facility and conduct advanced clinical trials.

Safety measures to evaluate patients with suspected COVID-19 symptoms

While SAJIDA’s Narayanganj facility caters to COVID-19 patients through isolation and ICU services, SAJIDA’s Keraniganj Hospital continues to serve around 180 patients on average every day. To intensify safety of staff and people visiting the hospital, a new process has been introduced that requires visitors to undergo some primary check-ups conducted by paramedics stationed inside a safety kiosk outside the door.

These include basic temperature check and answering questions relevant to COVID-19 symptoms. They are either directed towards the doctor they want to visit or consulted further for COVID-19 testing. SAJIDA Foundation wants to support people affected by coronavirus in all scales and stages of its operations.

"Due to the extensive check-up before entering the hospital, I feel safe to visit the facilities. SAJIDA Hospital is doing everything they can to make sure we are safe."

- Sharmin Qayyum, patient at the Keraniganj Hospital
Extending frontline healthcare services

During this crisis, SAJIDA’s Narayanganj hospital has been serving as a dedicated COVID-19 isolation centre with ICU facilities under an MOU with Directorate general of health services (DGHS). The 15,000 square feet, 50-bed hospital includes 4 ICUs, ventilators, and dialysis machines. SAJIDA has invested over USD 500,000 to set up the ICU units and is investing an additional USD 175,000 per month to cover:

- **Treatment cost for COVID-19 positive patients:**
  - Since majority of the patients belong to the low and lower-middle income tiers, SAJIDA Foundation is bearing the total treatment cost (including doctor fees, tests, cabin cost, meals, and medicine).

- **PPE procurement for frontline healthcare workers:**
  - About 38% of all monthly investment is allocated for PPE procurement. This has allowed healthcare workers to operate in a protected environment.

- **Salaries of healthcare workers:**
  - Salaries of healthcare workers have been increased by 2.5 times in consideration of the risks involved.

- **Accommodation of frontline healthcare workers:**
  - To protect frontline healthworkers from harassment from community residents, SAJIDA has arranged accommodation facilities in its field offices.

Serving in two-folds: from farmers to the people in need

SAJIDA Foundation has taken timely and innovative measures to help vulnerable farmers of Bangladesh during this unfortunate pandemic. Due to restrictions on movement and public transportation combined with a fall in consumer demand during the lockdown efforts, farmers failed to distribute their produce and receive full price for produce sold. SAJIDA’s Agriculture & Livestock Unit stepped up to not only help market and sell the produce but also ensure competitive prices. The produce collected from these farmers, along with other essential items, have been distributed to people in need of food during these dire times.
The plight of the extreme poor during the Pandemic

SAJIDA’s Amrao Manush Program which works with the urban extreme poor has been working continuously with vulnerable communities in the urban areas of Dhaka and Chattogram through this crisis. The program distributed emergency food and hygiene packages to people in need; including families of day laborers, street hawkers and rickshaw pullers of Dhaka and Chattogram. The program also arranged a quarantine centre for vulnerable children of South Dhaka at Sadarghat centre and provided Iftaar, dinner and Sehri for them during the month of Ramada and special meals on the Eid day. Amrao Manush is also trying to reach out to the 88% currently homeless and without jobs by collecting donations to be provided to 3,800 beneficiaries who had previously received business grants from Amrao Manush. SAJIDA plans to donate the same BDT 3,000 to the rest of the 1,800 beneficiaries from its own funds. The Amrao Manush Program is currently only looking after 14 children in their Maniknagar PDC while 1 Takar Ahar (an initiative by Esabela Foundation) is using the Sadarghat PDC to house 23 children.

Due to the fear of coronavirus, the wholesalers didn’t come through with their orders. Authorities wouldn’t even let us sit at the wet markets. I had lost all hope till SAJIDA Foundation helped by purchasing our produce in full price and gave to people in need. All our produce would have been wasted and we would have starved otherwise. I am forever grateful.

- Shahabuddin, Farmer

My father had left my mother for another marriage and she resorted to suicide; I had nowhere to go. I would sell water on the streets of Dhaka for livelihood which stopped due to the citywide lockdown. I was on the verge of starvation when I got to know about SAJIDA’s Sadarghat center where I finally got food and a place to stay.

- Sumon, 15
A new study by SAJIDA Foundation has highlighted the urgent need for the extreme urban poor in Dhaka and Chittagong during the COVID-19 pandemic. The study highlighted that the three key leading worries of people were food and starvation (95.5%), unemployment and income (91%) and contracting COVID (91%). As a response a holistic referral service is being designed to ensure service users can engage in timely services.

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**Safety for Microfinance Field Workers**

After 2 months of lockdown, SAJIDA’s Microfinance Program resumed its operations from the beginning of June 2020. SAJIDA has established a set of protocols to ensure safety of workers including:

* Maintain 3 feet distance
* Open clean spaces
* Wear a mask
* Hand sanitizers
* Full-sleeve clothes
* No touching of face, eyes, and mouth
* Hands Wash for 20 seconds

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**Safeguarding During COVID-19**

SAJIDA’s Safeguarding Team has been working relentlessly amidst the COVID-19 to create awareness about domestic violence and importance of mental health, reaching more than 2,000 employees with tips and tricks through the HR team. A guideline has also been shared about what to do when faced with domestic violence. Safeguarding is also offering a 24/7 helpline for SAJIDA employees specifically to address these issues.

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**Hygiene and Safety Protocols Ensured by SAJIDA Foundation Across the Organization**

**Basic personal hygiene protocols imposed on employees:**

- Maintaining social distance of 3 feet
- Wearing masks at all times
- Washing hands frequently
- Sanitizing personal items and workstations
- Wearing slippers inside office
- Avoiding public transportation
- Avoiding crowds & gatherings

**Safety protocols implemented across organization:**

- Provided office transportation for all employees
- Ensured workstations are 3 feet apart
- Installed contactless washbasins inside premises
- Installed disinfectant tunnel outside of premises
- Installed show lockers to keep shoes outside premises
- Appointed staff to sanitize and disinfect premises every few hours
- Conducting meetings, conferences, and collections online or on-call
Decontamination of Communities through WASH

- 104 handwashing devices installed
- 30 communities decontaminated (served 49,877 people)
- 12,470 hygiene packs distributed (reached 49,877 people)
- 10,000 stickers were pasted on households to create awareness
- 173 installed message boards for community managed toilet

New Initiatives in the COVID-19 Response

Renata LTD and SAJIDA Foundation have come together to create a Realtime Polyamorous Chain Reaction lab in Mouchak, Gazipur. 2 RT-PCR machines will operate, and operations will commence by the mid next month.

A rapid assessment on RMG workers, Returnee Migrants and Extreme urban poor by Sajida Foundation’s Livelihood and Skills for:

1. **Participant Identification**: Use survey to find participants
2. **Skills training and job placement**: Evaluate skills and find appropriate job placement
3. **Entrepreneurship Development**: Train and provide seed fund to develop business
4. **Monitoring and supervision**: Monitor and aid in need of further assistance

SAJIDA Foundation will perform a rapid survey on suspected COVID-19 patients and frontline healthcare professionals to identify concerns and challenges. Initiatives will be put in place as per results.
Young Professionals in their element
The Young Professionals of SAJIDA Foundation have been engaged with different teams working on COVID-19 response through temporary placements alongside their regular attachments. They have been making regular calls to hospital staff working frontlines to keep a close check on their mental health and need, and staff and members to check on their safety with attention to any issues of domestic violence. With SAJIDA placing high priority on the wellbeing of all staff, the YP team has been helpful in ensuring regular contact and support.

Mental stability is needed to cope with the current situation as worrying will not change the inevitable and mental stress will also weaken our immune system. As an organization, we are trying to support those who are most vulnerable and need our assistance during this pandemic.

- Aymana Khaleque, Young Professional, SAJIDA

Socially Responsible Enterprises

Inner Circle (Mental health services for children with special needs)
Inner Circle has been working diligently since the countrywide lockdown to ensure the optimum care for children with special needs to cope and adapt with the unprecedented crisis of the pandemic.

- Introduction of online therapy sessions for clients, which significantly helped parents manage their children’s behaviour and maintain acquired skills.
- Preparing itself to gradually restart in-person sessions, both at the centre and at the client’s home.
- Developed a comprehensive health and safety protocol in line with the official World Health Organisation (WHO) guidelines.
- Conducted training sessions and simulations to properly implement and adhere to the health and safety protocol.
- Distributed protective gear for all personnel involved in the delivery of all services.

We were confused as to how our son would accept therapy over screen as he had inhibition of standing in front of the camera. But he has coped very well with it and has been participating regularly.

- Anonymous Parent, Inner Circle
Psychological Health and Wellness Clinic (PHWC)

PHWC in collaboration with BRAC & Kan Pete Roi have launched ‘Moner Jotno’, a mental health hotline number to provide tele-counselling support to those affected by the COVID-19 crisis. New clients that have signed in for EAP services are Christian Aid and S.C Johnson & Son.

- They currently have 5 counsellors on ROTA. Number of calls received in the last week was 102.
- Counsellor Shahina Akther conducted session with women's NGO called Titly regarding celebrating Eid during Covid times.
- Workshop conducted by Md. Shahjahan Ali regarding stress management for the staff of Danish Refugee Council.
- Mobina Hossain, a psychotherapist from Canada did a live session on trauma coping methods through PHWC’s Facebook page.

Home and Community Care (HCCL)

As Home and Community Care navigates a new normal amid the coronavirus pandemic, the following few initiatives are put in place to ensure the safe delivery of home healthcare services:

- Prolonged stay of caregivers at client's house to minimize the risk of virus transmission.
- Training for caregivers now arranged via telephone calls and with plans for digital classrooms in the near future.
- New client assessment visits are done online.
- Respective clients are connected with nursing supervisor, operations manager, finance team and client executive team via individual WhatsApp group.
- We are also working to launch “critical care at home” packages for COVID positive patients.

CHATBOT

The COVID-19 messenger chatbot developed by SAJIDA, Renata Pharmaceuticals and Appinion BD Limited has now served 10,711 users. The chatbot portal provides remote diagnosis and access to authentic information portals. New features added to the portal include a blog which is run by a team at Renata Ltd. and integration with BanglaMeds, the largest online drug delivery platform in Bangladesh.
British Asian Trust

COVID-19’s impact on mental health is neither surprising nor unpredictable. To address this often neglected issue, SAJIDA has recently 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, leverage digital solutions and utilise infrastructure strength to deploy targeted initiatives.

Give2Asia

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.

Unilever Bangladesh

UBL has provided SAJIDA Foundation with 2,200 Dove Carekits for the frontline health workers at Narayanganj and Keraniganj, and 4 BiPAP. During the handover of the BiPAP machines, Md. Fazlul Hoque, Sr. Director and Dr. Tariqul Islam were present along with Shamima Akhter, Head - Corporate Affairs, Partnerships & Communications, UBL. UBL has also assisted with donations to purchase PPE for frontline workers.

Mallzee

The response to 'The Lost Stock' initiative has been amazing. More than 94,000 clothing boxed have been sold in the UK market alone. The initiative is now being expanded to the Australian and American market. SAJIDA will start distributing food vouchers to affected garment workers from July 2020.

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Kazi Farms

Meaningful partnerships are crucial to address the COVID-19 crisis. SAJIDA thanks Kazi Farms for the generous support which has been extended to treat COVID-19 patients at SAJIDA’s Narayanganj hospital.
Media Coverage
We are Thankful to Our Covid-19 Response Partners

Corporate Partners

Platform Partners

Development Agency Partners

Crowdfunding Partners

Partners for Foreign Donations
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/