As Bangladesh steps into the fifth month of the ongoing COVID-19 crisis, we at SAJIDA Foundation are stepping up our healthcare interventions while simultaneously working to support the vulnerable groups most affected by the pandemic. We are continuously evolving and improving our processes across the organization to ensure the best possible outcome for both our beneficiaries, as well as our own people; all while maintaining quality healthcare and service with compassion.

Considering the number of cases is still high as more and more continue to be infected, the need for healthcare properly equipped to contain the virus is persistently high. As such, we have turned all our hospital beds at the isolation centre into semi-critical ICU units in accordance with our previously implemented 4-tier COVID-19 patient treatment model. With the sole aim of ensuring adequate treatment capacities, we are rigorously expanding our scope of operations whilst refining our existing processes and building on new partnerships to further our reach.

At the same time, SAJIDA has also put in place new set of guidelines for its own employees and taking all necessary precautions to ensure that our own people are well taken care of while they put their own lives on the line to save the lives of other vulnerable communities. Our in-house interventions have already started creating an extensive database of our employees’ health records and we are frequently checking in to ensure the safety and health of all. As an organization dedicated to bettering the quality of lives of all, we recognize the need for safety backed by implementable measures to safeguard our own frontline healthcare workers and staffs, from the dangers of COVID-19. We not only have put in place mandatory safety measures on premises, but also follow up on our promise with necessary resources, health updates, accompanied by development and deployment of awareness videos.

As we enter a new stage in this pandemic and prepare to restart our economy, we understand the vulnerability of extreme poor households and their need for support. COVID-19 coupled with our own set of natural disasters, like flood, there is more that needs to be done at this moment; and as such, SAJIDA Foundation is reaching out to these vulnerable groups with appropriate set of support and financial assistance. We realize the crisis that has settled in following the onset of a pandemic and therefore, are working towards creating a sustainable system of support that will help urban poor households overcome the current struggles, and prepare ahead for the future.

We at SAJIDA Foundation are continuously learning and growing along the journey with our shared experiences. With the goal to save and improve all the lives that we come across, as an organization, we continue to change and evolve with the support of our partners and donors who have been nothing but kind to us, and our beneficiaries. We look forward to the future ahead and hope to have your unparalleled support that has helped us fight through the crisis and dream of a better tomorrow.

Until Next Time

Zahida Fizza Kabir
# COVID-19 pandemic response by SAJIDA Foundation

## Frontline Healthcare Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>COVID-19 patients treated</td>
<td>329 cases treated through SAJIDA’s Quarantine and Isolation center in Narayanganj</td>
</tr>
<tr>
<td>General patients treated</td>
<td>28,243 patients treated through SAJIDA’s hospital in Keraniganj</td>
</tr>
<tr>
<td>Samples collected from suspected COVID-19</td>
<td>831 samples collected from SAJIDA’s Quarantine and Isolation center in Narayanganj</td>
</tr>
<tr>
<td>Personal Protective Equipment (PPE) Sets</td>
<td>26,070 PPE Sets distributed</td>
</tr>
<tr>
<td>Medical personnel received training from DGHS</td>
<td>70 medical personnel received training from DGHS</td>
</tr>
</tbody>
</table>

## Remote Healthcare Services

<table>
<thead>
<tr>
<th>Service</th>
<th>Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mental health tele-consultation provided</td>
<td>4,070 people provided</td>
</tr>
<tr>
<td>Remote consultation in mental health</td>
<td>16,721 people provided</td>
</tr>
<tr>
<td>Facebook Live sessions</td>
<td>2,823 people provided</td>
</tr>
<tr>
<td>COVID-19 diagnosis provided through SAJIDA’s</td>
<td>10,711 people accessed</td>
</tr>
<tr>
<td>24/7 doctor hotline</td>
<td>300 waste bins delivered to RMG factories</td>
</tr>
<tr>
<td>Health and hygiene practices through different mediums</td>
<td>1,129,425 people made aware</td>
</tr>
<tr>
<td>COVID-19 through phone calls</td>
<td>1,129,425 people made aware</td>
</tr>
<tr>
<td>Portable handwashing devices</td>
<td>589 handwashing devices installed</td>
</tr>
<tr>
<td>Individuals made aware of COVID-19</td>
<td>1,608,757 people made aware</td>
</tr>
<tr>
<td>Individuals made aware of health and hygiene practices through different mediums</td>
<td>1,608,757 people made aware</td>
</tr>
</tbody>
</table>

## Community Awareness

- Individuals made aware on health and hygiene practices through different mediums: 440,567
- Individuals made aware on COVID-19 through phone calls: 1,129,425
- Portable handwashing devices installed: 589
- Handwashing devices: 1,608,757
- Waste bins delivered to RMG factories: 300

## Protection Mechanisms

- Food and Hygiene Packages
  - Individuals received food and hygiene packages: 263,072
  - Farmers connected to forward market for sustained livelihoods: 1,781

- Market Linkage Facilitation
  - Individuals made aware of COVID-19 through phone calls: 1,129,425

(Updated on July 15, 2020)
• All hospital beds of isolation center are now turned into semi-critical beds
• Integrated services at the hospital were beefed up with the appointments of Quality Control Personnel for a smooth & seamless functioning of the establishment
• Recruitment of dietitian in process to ensure healthy meal for patients is under consideration

329 patients admitted

95 (June-July)

249 patients recovered and discharged from hospital

81 (June-July)
"When my coronavirus test came out positive, I rushed to the Upazila Health Complex where Dr. Zahid informed me about the COVID19 treatment facilities at the SAJIDA Narayanganj Hospital. At the same time three of my family members also started showing the COVID19 symptoms, and therefore we all got ourselves admitted at the SAJIDA Narayanganj Isolation Centre. What struck me most was how tirelessly doctors, nurses & other staff provided the best of the treatment and care needed for my family and me round-the-clock. I must mention a few names here: Nazmul, Salam, Dr. Fariha & the ICU team – and their commendable behaviour. Dr. Fariha even called after we got discharged from the hospital and asked about the health condition of my mother who had recovered from the ICU of SAJIDA Hospital."

-Iffat ur Rahman Tushar (30)
recovered patient of Narayanganj Isolation Centre

"During this critical time of the Coronavirus pandemic, SAJIDA Foundation was the first mover who extended their hands to the people of Narayanganj where the country’s first COVID19 positive patient was detected. The hospital has been working passionately in terms of patient treatment and services. Nothing makes me happier than to watch a patient get discharged acknowledging our services. I am fortunate to be a part of this noble act and be able to contribute to save lives of the people of our country."

- M.M. Khan- E- Jahan Khan,

"My uncle was admitted at the SAJIDA Narayanganj ICU Centre for 6 days! During my rounds as a doctor at the hospital I noticed that his condition was improving, and I instilled faith in my aunt believing he would recover within a short period of time. To our misfortune, he stopped responding to the treatment and died soon after. My aunt later narrated that doctors and nurses were like angels who did not abstain from their duty in this critical time and did everything in their power to save his life. I am still traumatized and have not spoken to my aunt after the death of my uncle as no word can make up for her loss."

-Dr. Md. Tarik Mahmud (Abir)
Medical Officer, Narayanganj Isolation Centre
Measures taken on Staff Management:

- Necessary SOP, guideline and protocols on COVID-19 prevention have been set & disseminated to ensure safe workplace (For example field movement protocol, hand washing and office disinfection guideline)
- Development of database on staff’s pre-existing health conditions for risk assessment of COVID-19 exposure
- Ensuring Daily reporting of COVID-19 suspected and confirm cases by focal points through new staff sickness report format to the project manager
- Daily follow up over phone by both project and hotline doctors, ensure necessary measures (for example food medicine etc.) based on follow up report
- To ensure proper follow up, Pulse oximeter with guidelines have been deployed to all branch and project offices for measuring oxygen situation of sick staff
- Five types of medicines (Vitamin C, D, Zinc, Betadin mouthwash, Norsol nasal drop) have been provided to all field Staffs for immunity boost up
- Preparation & dissemination of promotional videos for awareness buildup on COVID-19 prevention
- Capacity building plan for all staff that is set to roll out from 28th July

Cash grant support to project beneficiaries

- SAJIDA Foundation in collaboration with Social Economic Enhancement Programme (SEEP), Nari Moitree and Concern Worldwide Bangladesh launched a once-off unconditional cash transfer of BDT 3,000 each to support a total of 5,200 urban extreme poor households affected by the COVID-19 pandemic, through the implementation of the IrishAid funded “Improving the Lives of Urban Extreme Poor (ILUEP) program.

- Initiated cash grant to support 15,000 extreme poor households of Feni and Chadpur under PROSHOMON- a project funded by European Union with technical support from Concern Worldwide Bangladesh for accessing health and nutritional support through smart card.
Over the phone technical support to farmers

1,145

- Medical advice and disease control for livestock
- Increase of productivity
- Optimisation of feeding
- Usage of fertiliser

Water, Sanitation and Hygiene Support

Distributed 25,000 COVID-19 infographic awareness leaflets to 25,000 RMG workers in 3 RMG factories in Narayanganj by project. Rapid situation assessment survey is being carried out to distribute 25,000 hygiene kits among RMG workers.

Established a dedicated modern female WASH block supplemented by Menstruation Hygiene Management (MHM) chamber for 240 girls in the Upazila High School.

Implemented community piped water supply system in Dattar, Jamalpur serving approximately 1,000 people use the facility every month.

Liquid handwashing soap sachets will be distributed to Public Toilet users

Helping Members of Amrao Manush

SAJIDA Foundation in collaboration with Social Economic Enhancement Programme (SEEP), Nari Mohtree and Concern Worldwide Bangladesh launched a once-off unconditional cash transfer of BDT 3,000 each to support a total of 5,200 urban extreme poor households affected by the COVID-19 pandemic, through the implementation of the IrishAid funded Improving the Lives of Urban Extreme Poor (ILUEP) program.
• 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.

• Provide 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</td>
<td>Social Well-being</td>
<td>Mind Matters</td>
<td>Self-Care, Health and Hygiene</td>
</tr>
</tbody>
</table>

• Partnered with BRAC to respond to the COVID-response hotline number and then refer to Psychological Health and Wellness Clinic (PHWC) for further counseling. Received over 15 referrals from Moner Jotno hotline.

• PHWC has signed 6 new corporate contracts with PHWC’s Employee Assistance Program (EAP). The service provides employees with the option of receiving tele-counseling services 24 hours a day and 7 days a week.

Companies that take the EAP services are:

a. HSBC  
b. Danish Refugee Council  
c. Terres Des Hommes  
d. Cathay Pacific  
e. Delivery Hero  
f. Plan International Bangladesh  
g. Christian Aid  
h. Bayer CropScience  
i. SCJ (Johnson & Sons Inc)

“Since we are all working from home, the idea of finding a 10-minute window out of our daily routine for ourselves to meditate or be mindful seems simpler than when we were working in our offices. On the contrary, we seem to be dedicating more time to work and less time for ourselves. Therefore, this mindfulness practice session has taught me to make more conscious effort of taking time out of my busy schedule to address my mental health issues.”

– Anonymous participant during a mindfulness session
We Could Not Have Done it Without New Partnerships!

Epyllion Group donated a generous amount of BDT 30 Lac to set up 4 semi-critical units at the SAJIDA Narayanganj Hospital. Additionally, the Group is also sharing the burden of the cost involved to treat 18 patients from various categories, such as, general ward, semi-critical & ICU patients. Epyllion Foundation put a smile of surprise on our patients & staff at the Narayanganj Hospital, who thoroughly enjoyed the snack boxes during their tea breaks!

The Standard Chartered Bank contributed a magnanimous amount of 5.4 Million/5,400,000 Lac in two (2) phases: 18 lacs & 36 lacs. This contribution will work as an invaluable aid to partially cover the treatment cost for about 120 patients at the SAJIDA Narayanganj COVID-19 Isolation Centre with ICU facility. This budget also includes the necessary medication required for the patients & as well as meals.

Grameen Telecom provided extremely valuable Personal Protection Equipment (PPE) for the second time in a row, which consisted of gowns, masks, and goggles for all the healthcare workers at the SAJIDA Narayanganj Isolation Centre with ICU facility.

A generous contribution of BDT 5,08,500 by IPDC helped distribute 200 food & hygiene packages in Noakhali, Senbag & Jamidarhato, which covered the needs of these families for two (2) weeks. In mid-July BDT 1,500 was bKashed through the Shonirakhra Micro Finance Branch to 139 beneficiaries as fund equivalent to the value of 139 food and hygiene packages.

SAJIDA Foundation and The American Chamber of Commerce in Bangladesh launched their initiative to support 700 farmers with cash grants of TK. 2,600 each in Sirajganj district through a virtual event.

Insaniyat Society Bangladesh Limited aided with a monetary donation of BDT 1,025,000 to be distributed amongst the vulnerable families that are members of SAJIDA’s microfinance program. This donation covered 1500 vulnerable households – each household received BDT 750, which can provide for a family of four for seven days. The beneficiaries received cash through bKash in Noakhali, Feni, Cumilla & Sirajganj on the 25th of June 2020.

An enormous amount of BDT 3 Crores was pumped into the SAJIDA Narayanganj Hospital by Renata Ltd. to fully cover the costs of the treatment of COVID-19 patients, while simultaneously setting up 18 semi-critical units to fight the ongoing pandemic.

Media Coverage

Psychological Health and Wellness Clinic (PHWC)

Precautionary measures to take to reduce COVID-19 risks
https://bit.ly/2Xf5sjw

How to take care of yourself during the pandemic

SAJIDA Hospital, Narayanganj
https://bit.ly/33pICgX

Amrao Manush

Home & Community Care Ltd (HCCL)

Inner Circle

Media & Publications
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

- Distributed Pheromone Trap and Yellow Sticky Pad for safe vegetable and fruit production
- Established vermi-compost plants in 36 member’s houses
- Visited previous activities being carried by members
- 98 Cattle and 120 Poultry successfully vaccinated in a campaign in collaboration with ULO Office.
- Distribution of 223 Pc. de-worming tablet among the members free of cost

AMRAO MANUSH

SAJIDA Foundation provided financial assistance to 32 families, including 8 members of the Amrao Manush program who had lost their homes and belongings in a fire in TT para slum. Local Councillor of Ward no-8, Sultan Mian helped disburse the fund among the victim families at SAJIDA’s Manik Nagar Amrao Manush Program Pave-ment Dweller Centre (AM-PDC).

“Since we had lost everything, if I could not leave my baby at the SAJIDA Foundation Daycare, I would have to beg on the streets carrying her. If I could not stay in the night shelter my child and I would have to sleep under the open sky at night”.

- Shilpi, 25
Since we are all working from home, the idea of finding a 10-minute window out of our daily routine for ourselves to meditate or be mindful seems simpler than when we were working in our offices. On the contrary, we seem to be dedicating more time to work and less time for ourselves. Therefore, this mindfulness practice session has taught me to make more conscious effort of taking time out of my busy schedule to address my mental health issues.

– Anonymous participant during a mindfulness session

Microfinance

Developments in the Program

• Rescheduling of loan scheme
• Flexible repayment option
• Service charge waiver
• Members can withdraw their savings during the pandemic for financial help

• Hygiene measures during branch visit
• Hygiene and awareness campaigns
• Relief distribution to 44,136 members

Significant Changes in Data:

After a full operational shutdown during the month of April’20, SAJIDA Foundation reinitiated and gradually put all activities in full-gear and determined to aid its beneficiaries to recover from the pandemic.

<table>
<thead>
<tr>
<th>Loan Disbursement</th>
<th>March’20</th>
<th>April’20</th>
<th>May’20</th>
<th>June’20</th>
<th>July’20</th>
</tr>
</thead>
<tbody>
<tr>
<td>Amount (in BDT)</td>
<td>2,476,371,000</td>
<td>0</td>
<td>163,072,000</td>
<td>605,464,000</td>
<td>776,316,000</td>
</tr>
<tr>
<td>Number</td>
<td>27,997</td>
<td>0</td>
<td>1,738</td>
<td>6,555</td>
<td>7,825</td>
</tr>
<tr>
<td>Savings Withdrawal</td>
<td>March’20</td>
<td>April’20</td>
<td>May’20</td>
<td>June’20</td>
<td>July’20</td>
</tr>
<tr>
<td>Amount (in BDT)</td>
<td>216,768,725</td>
<td>0</td>
<td>5,230,538</td>
<td>218,050,389</td>
<td>91,553,071</td>
</tr>
</tbody>
</table>

“I usually don’t require loans during this season, but this year, most of my cash inflow was blocked due to the coronavirus outbreak. I didn’t have enough money to ensure supply of my crops (Rice). I was helpless till I communicated with Saiful Islam, Credit officer. I got what I needed to recover my losses.”

- Shamsul Rahman, 41

Improving Lives of Orphan children in Destitution (ILOD):

Developments in the Program:

• Distributed school stationery for 65 orphan children (class 01 to college going) in Maniknagar, Sadarghat, Mouchak and Karwan bazar area
• Distributed Non-formal education (NFE) books for 20 Children perusing NFE living around Maniknagar area

New Initiatives in process:

• Teachers engaging with students through phone calls to continue study at home
### Working with Women phase 02 project

06 sessions facilitated by Para counselors as para counselling

10 tele counselling sessions on psychosocial counselling

Anti-Harassment Committee received only 1 complaint to take into account

9 virtual meetings were organized with welfare to build capacity

### Young Professional Program

Young Professionals (YP) working at SAJIDA Foundation have been engaged with different aspects of the organization’s efforts. YPs are helping carry out rapid response surveys to understand and improve challenges in health projects during COVID-19. They have participated in innovative telehealth projects such as SPeTZ H Health and well-being in association with Appinion. Besides, they have been actively involved in various projects in training and COVID-19 response.
Developments in the Program:

In the backdrop of COVID-19 HCCL has significantly changed its operations and updated its business model.

• Remote operations leveraging digital processes to supervise Caregivers and communicate with clients
• Change in service modality to limit Caregiver movements, provision of Infection Prevention Control (IPC) Kits & Practices, refactoring existing service packages to add PPE and Safety Protocols specially tailored for COVID-19

New Initiatives in process

• “Semi Critical Care” in conjunction with SF Hospitals- an integrated COVID-19 management plan for the elderly at home with mild cases of COVID-19, including - stationed caregivers, visits by nurses & doctors, medical equipment, and remote vitals monitoring & consultations.
• “Remote Care” - a vitals-tracking service with daily check-ins by HCCL nurses and SF Hospital Doctors.

Inner Circle

Developments in the program

• Focus extensively on online therapy sessions for clients, which significantly helped parents manage their children’s behaviour and maintain acquired skills

New Initiatives

• Design and deploy services for low- and middle-income groups
• Explore both local and international partnerships to carry it out
• Start in-person sessions adhering to health and safety protocols after Eid holidays in August.
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/