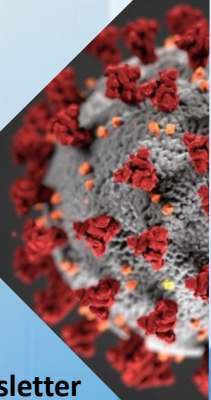


# COVID-19 SECRET HEROES

Monthly Newsletter  
May 2020 II Vol-2



## Featuring Stories

HIV/AIDS

Adolescents

Front Line Workers

DIB

Success Stories

MMUs



HLFPPT being a Sub Recipient partner for implementing Vihaan projects in 11 different districts of Madhya Pradesh has showcased its role as Care and Support Centre (CSC) very well during the outbreak of COVID-19.

Madhya Pradesh has witnessed thousands of girls and women involved in sex work in various parts of the State, just for their livelihood. These people are dependant on daily wages earned through sex work which were affected badly & came to a halt due to the lockdown during COVID-19 outbreak.

Across the country, sex workers are one of the most vulnerable communities affected by the lockdown. They are not having any financial assistance for medicines and food during the outbreak of COVID-19 as they lost their livelihood during lockdown.



### Relief Work

A 45 year old community leader from Sanjay Nagar ,Khandwa has informed about the miserable situation of a group of 16 female sex workers (FSW) during the lockdown. This group was working at Indore highway side and lockdown had put them into starvation for 2-3 days until any help reached them.

This group included:- widows, children, People living with HIV (PLHIV) and STI infected people. Their families were also depending on them (FSW's). But the lockdown has brought down their income to **ZERO**. They were not having any access to their ART medicines and STI drugs. Upon receiving the communication, CSC staff reached the location with required medicines. This group was provided with food and ration and also ensured regular supply of medicines (ART & STI Drugs).

MP –CSC Vishvaas is reaching to a large community of such people who have no access to medicines across the Khandwa & Khargone districts during this nationwide lockdown. Project Vihaan has emerged to be a ray of hope in the lives of PLHIVs.





My name is Raju (name changed). I came to Ujjain with my 3 family members from Bombay to conduct my father's last rituals in Ujjain but due to sudden lockdown that was imposed by the Government. All modes of transport were also closed & we were stuck in Ujjain, running out of enough money to stay and left with only five days of ART medicine.

I was worried a lot about how could I get medicines in other city without having any contacts and information of where to go? We were running out of cash to buy general medicines and food during the outbreak of COVID-19 . During this phase, I called up a friend of mine. He shared a Facebook page screenshot, where I got helpline number for COVID-19 pandemic. I immediately called them and a counsellor provided me the Vihaan CSC contact in Ujjain, which came as a solution to my problem.

When I called up the Vihaan team and described my issues, they provided all possible help to me & my family, like-ration support at very minimum rate, accommodation and most importantly my ART medicines I needed. We are still in Ujjain.

**Thank You Team VIHAAN !!!**



No More Tension

## Telangana: Home Delivery of Multi Month Drugs



Delivered Happiness

HLFPPT is managing Vihaan Programme in Telangana and Kerala states as Sub-Recipient (SR) to Alliance India (PR) for Global Fund supported programme. This programme is being implemented with a key objective to improve the survival and quality of life of people in need through 13 Care & Support Centres (CSCs) in Telangana State and 7 CSCs in Kerala state under the guidance of respective SACS and NACO.



## Maintaining Confidentiality and Reaching out to CLHIV during the COVID -19 Pandemic



In Banjerupally, Husnabad, Karimnagar there was a 8 year old orphan, named Master 'X' (name changed). who was on ART medicines, living with his 65 year old grandmother (deaf) and their only source of income was old-age pension scheme and ART pension.

**Current Scenario:** In the current Covid-19 situation, expecting Master 'X' to come and avail his ART medicine with grandmother is almost next to impossible considering that Karimnagar falls under the Red zone where no public transportation is available. Besides, any outsiders are not allowed entry by the village-head and village volunteers for fear of Covid-19 spread.

**Intervention by the CSC team:** As per the mandate of CSC Vihaan and the directives given by SACS as a follow up to NACO's directives, the CSC staff members made a telephonic contact with Master X's grandmother, stating that they would like to deliver the medicine to their house. The grandmother was apprehensive and reluctant to receive the services at their door step considering that the status of the child is kept confidential (except from the Asha worker) for fear of stigma and discrimination from the villagers and neighbors. In the given situation, the PD of the CSC coordinated with the Asha Worker and 3 months of medicine was delivered to his grandmother at the Asha Worker house.

**Challenges faced:** While attempting to reach out to the child to deliver the medicine at Karimnagar, the PD-CSC faced challenges in entering the village considering he does not belong to the village where the child resides. However, after much persuasion and production of his ID-Card, the village authority allowed entry to the village.

**Outcome:** Despite the challenges faced by the PD-CSC, Master 'X' and his grandmother received three months medicine which means his health has not been compromised. Adherence was maintained and the child's health taken care of, considering ART is a lifelong medicine. Further, through this initiative, it is also learned that while reaching out to PLHA, we need to have a good coordination mechanism with various stakeholders (in this case the Asha Worker) leading to a positive outcome. Last but not the least, **the most important lesson learnt is,**

**"If someone is determined to do something, he will find a way to accomplish it regardless of the obstacles".**

**Case study:** A couple living with HIV in Malappuram district when contacted by Vihaan CSC staff expressed their inability to pick-up their monthly drugs due to lock down situation.


**How Team Kerala Reached to a Couple with Medicines** **Current scenario:** In the current Covid-19 pandemic, Malappuram of Kozhikode falls under Red zone, where there is no public transportation. Besides, the couple do not have their personnel vehicle to avail their medicine.

**Intervention by the CSC team:** As per the mandate of CSC Vihaan and the directives given by SACS as a follow up to NACO’s directives, the CSC staff members made a telephone contact to the couple. They mentioned that they would like to deliver the medicine at door-step. They have consented to visit their home for drug dispensation.

**Challenges faced:** CSC team took medicine from Kozhikode ART centre and then to Malappuram where the couple lives. The location where the couple resides was **very far** and the staff had to walk 3 Km. When the staff reached near Malappuram, a police constable stopped them at a check point and enquired them about the purpose of the travel. The staff mentioned they have to handover ART medicine to few people in the village, showed ART medicine to them. Yet the constable did not allow them to enter the village but asked to call the relevant people at the check post for which staff have refused to reveal the identity. The CSC staff waited there in the scorching sun for two hours. Understanding and surprised to see the commitment and determination of the CSC staff, the constable on duty then called the inspector and informed about the staff requesting to allow them to visit the village. The staff spoke to the inspector over phone and explained about the couple whose identity is kept confidential to ensure they do not face any stigma and discrimination due to their status. The inspector understood the situation and asked constable to allow the staff to visit the village

Despite the challenges faced by the CSC staff to reach out to the couple, who were in need of ART medicine, they convinced the police official and handed over the medicine to the couple so that they can adhere to their needs medicine without any gap.

Through this initiative, commitment of CSC staff, their empathy, determination and willingness to work in these odd days, motivates them to reach out to the patients in this challenging situation. These Staff members are not less than any **Super Heroes** who are risking their lives to save others.



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+91 9770 352 988

+91 9893 408 644

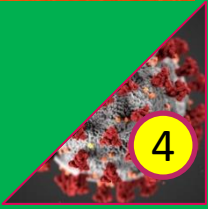
Vihaan  
Care & Support

Timings: 10:00 am to 6:00 pm

Madhya Pradesh

COVID-19

Counseling Services for PLHIVs





# Distribution of Soaps and Medicines



In order to ensure common patients do not face any trouble due to COVID-19, our staff working under NLC India mobile medical van (operating across the villages of Jharsuguda and Sambalpur districts) are conducting general OPD services and consultation for the affected families residing in periphery of these locations. The doctors and other staff members are also making them aware regarding Coronavirus and how to keep themselves safe.

## Reaching to Marginalised Communities in Delhi

In addition to the medicines, OPDs, awareness activities, distribution of soaps to the local communities and promotion of personal hygiene was done.



Sanitiser distribution



Medicines distribution



Team in action



Free OPDs

Under the National Health Program called Rasthriya Kishor Swasthya Karyakram (RKSK), our Saathiya (Adolescents who have identified as peer educator) resident of same village are visiting household with preventive messages to live with Covid 19. During the lockdown period they have contacted around 8200 villagers, in which maximum sessions were done over phone.



Apart from the above activity, CHC- Pansemal; a border area of Maharashtra) & CHC- Thikri, situated near Agra-Bombay Highway is also performing Thermal Screening to high risk population. Not just this, awareness, counselling, distribution of masks, medicines line listing of migrants, Do's and Don's are the core areas of intervention being done by the team, MP.

## Ration Support



In coordination with MPSACS, SR has shared the details for availing government ration support for needy, to all SSR partners, and SSRs, have circulated the information among the PLHIVs during the phone follow up and reminders.

Our volunteers and ORWs have identified patients unable to receive government ration and are suffering from hunger, lack of food grains and of drinking water, which were then arranged by the CSCs during this crucial COVID -19 time period.



People Living with HIV and Children are being benefitted



Risking Life to Save Others

Champions  
who are  
saving lives



Ration  
Containing  
Monthly  
Food Items

## Drug Distributions

Vihaan SSRs, ART & ICTC Staff are working hard to ensure the availability of drugs with patients, by providing telephonic reminders, and conducting home delivery in extreme cases with 20- 25 staffs on field on a daily basis. The outreach team includes ORWS, peer counselors, PCs, and PDs. Vihaan-MP SR team has also collected the information of availability of drugs in various decentralized spots, and published the information through different social media including SR Facebook page. Along with the medicine, SSRs have also managed to distribute few masks, and sanitizes, for keeping the PLHIVs, and their family from external threats to COVID -19.



Provision of  
special passes  
for CSC staff  
during lock  
down period





## Psychological Support

The importance of early and appropriate psychological support for clients (PLHIV's) was explored to prevent immediate psychological distress and long term mental health problems. To provide **psychological support**, a team consisting of DLN's, Peer Counselors, Clinical Counselors, and Volunteers has been mobilized and formed. All involved members were familiar with the techniques of psychological and emotional support to be provided for various affected groups including women, children, and the elderly. It was found that, various groups have expressed different emotional reactions to Covid-19.



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+91 9098 183 961	+91 9893 408 644

Timings: 10:00 am to 6:00 pm

**Madhya Pradesh**

# COVID-19

**Counseling Services for PLHIVs**



Helpline and Telephonic counseling facility has been introduced soon after the lockdown, with trained resource persons for supporting the needy. thus, re-assuring the presence of our Vihaan team, within their reach. Till now, the helpline and counseling facilities have served more than **600 patients** from its initiation.



**In Madhya Pradesh,  
HLFPPT is managing 11  
Care & Support Centres  
and covering 52  
Districts.**





## Ensuring Uninterrupted Maternal & Child Health Services in Rajasthan

Our hospitals in Jaipur, adjacent to the containment zone have set an example of selfless service by the Doctor & staff. The hospitals have received most cases from the near by areas. Due to COVID-19 pandemic, other hospitals in the same area had restricted admission and were referring patients to government hospitals. This had increased patients' dilemma especially for pregnant women. Other hospitals lacked sufficient awareness about precautions, disinfection and measures required for treating patients during the pandemic.

Our partner hospital also initially closed their operations including OPD & admissions, when the area was declared as containment zone. The nursing staff also could not come to the hospital due to fear of contacting infection. The doctor has her residence in the same building of Hospital. She being a gynaecologist and seeing the plight of pregnant women wanted to help them. But in absence of nursing staff, she felt helpless. She was not scared of getting infected & was determined to serve the community.

### Our Support



*Since there was shortage of PPE, Team HLPPT guided them to make mask and gown at their hospital using green sheet available. We trained the staff on steps of wearing PPEs which will prevent staff and patient from getting infected and will make them work properly without fear. Every day bleaching solution is prepared to disinfect and clean materials.*

*“ In the absence of nursing staff, she was supported by two interns (nursing) who were working part time in her hospital in non-clinical areas. She approached Team HLPPT to train and educate her interns on infection control and COVID-19 preparedness through an online communicating media. We started their trainings on priority ”*

The hospital underwent for **MANYATA** assessment in the same month. This was useful for the doctor as the housekeeping staff & the interns were aware about the standard operating procedure. The team was well trained on **Manyata standards on Safe delivery & routine new born care.**

*The staff was trained on using proper PPE, hand hygiene protocols, social distancing norms in OPD areas and isolation protocols for COVID-19.*

# BRINGING HAPPINESS



The hospital maintained its normal function during the lockdown. The doctor & her team successfully delivered 10 child births within first two weeks of April. In general, they have a delivery load of 10, of which 70% are booked cases.

**But**, in the month of April & May they have an average delivery load of 12 and 90 % cases are un-booked cases.

Project “Utkrisht” aims at reducing maternal mortality rate and infant mortality rate in state of Rajasthan. We also emphasise that every pregnant women should be benefitted when she delivers in a safe and secure environment at a private nursing home.

In this situation, our partner hospitals has extended their support to the community and provided 24\*7 services to pregnant women. The doctor & her team were confident in managing patients during the pandemic.

They thanked team HLEFPPT for timely support & hand holding. It is the determination of our doctor & many other such practitioners, who are providing their essential services for the well-being of patients. Their sincere effort makes them a real hero in this pandemic.

## Enabling Hospitals against COVID-19

The Utkrisht project in Rajasthan is aimed to reduce maternal & neonatal mortality by improving quality of services in private nursing homes. Under this, we are working with more than 200 SHCOs. During COVID-19, we are providing training to hospital staff on IP protocols during COVID-19, OPD Management & patient care protocols, Proper usage & disposal of PPE, guiding them to establish screening points & isolation wards.







**Corona warriors**

Hospitals were provided list of local vendors of their districts and near-by districts, who are facing shortage of PPE kits to procure it at reasonable rates.

We have also coordinated with hospitals for implementation of Influenza like illness register for keeping a record of suspected patients & contact tracing as per government advisory. IEC material for community awareness was developed & shared, which is used by our hospitals.

**अमन हॉस्पिटल एण्ड रिसर्च सेन्टर**  
एस.बी.आई. बैंक, पत्थर वालों की धर्मशाला के पास, स्टेशन रोड, हिण्डौन सिटी (करोली)  
दिनांक: 18/05/20

क्रमांक

आज हमारे हॉस्पिटल में मान्यता पर उत्कृष्ट इंपैक्ट बॉन्ड टीम अरशद जी विष्णु प्रिया जी के द्वारा वीडियो कॉन्फ्रेंस के द्वारा कोरोना से बचाव एवं साइलेंट सिम्टम्स के बारे में बताया गया इस महामारी से बचने के उपाय एवं कोरोना से घबराने की जरूरत नहीं के बारे में बताया गया कोरोना कई प्रकार का होता है डिफरेंट क्वालिटी साइलेंट सिम्टम्स वाला भी होता है हमें सभी को कोरोना पॉजिटिव मानते हुए अपना बचाव करने के लिए अपने कपड़े जूते हैंड वॉश आदि साधनों का उपयोग करना चाहिए और पीपी पर्सनल प्रोटेक्टिव इक्विपमेंट निजी सुरक्षा सुरक्षात्मक साधन साधनों को अपनाना चाहिए आगे डिलीवरी के बारे में बताया गया इसमें कोड clamp कैसे कितनी देर बाद करते हैं पीपीएच प्रबंध के बारे में बताया लो वेट बेबी के बारे में लोबेट बेबी को कैसे मैनेज करते हैं उसका कैसे ट्रीटमेंट करते हैं एवं गर्भवती महिलाओं के शुगर टेस्ट के बारे में बताया कब किस टाइम पर कितनी बार टेस्ट करना चाहिए एवं मां और बच्चों के विटामिन के का उपयोग कब कैसे किया जाता है मीटिंग में स्टाफ के रमन शर्मा, संतोष गुर्जर, शाहिद खान, राजेश गुर्जर, जगमोहन, राजवीर कसाना आदि उपस्थित रहे

चिकित्सा प्रणाली  
अमन हॉस्पिटल एण्ड रिसर्च सेन्टर  
S.B.I. बैंक, पत्थर वालों की धर्मशाला के पास  
स्टेशन रोड, हिण्डौन सिटी (करोली)

**गंगाराम हॉस्पिटल**  
वार्ड नं. 12, धनवन्तरि नगर, रतनगढ़ - 331022 (चूरु-राज.) Mob. 9460857699, 01567-222800  
डॉ. कैलाशचन्द्र (एम.एस.) जनरल सर्जन  
डॉ. रीता (एम.एस.) स्त्री रोग विशेषज्ञ  
Age.....Sex.....  
Mob. No.....

Date: 02-06-20

Today Nitin Sir explained us about Hospital infection control (HIC) defined each of its points very well. And Silva Madem also revised about type of discharge. We are thanking whole team of HLFPT for coordinating training and giving their efforts.

Thanks  
Ranjan Rana, Jaleel husen, Wajid

## Testimonials shared by the partner hospitals

HLFPPT in coordination with various State Governments, corporates and several donors are working extensively to equip healthcare facilities to combat against Coronavirus and saluting efforts made by all the CORONA WARRIORS across the Nation.



**“There is nothing more beautiful than someone who goes out of their way to make life beautiful for others ”**



**#Impact-1**

COVID-19 has a vast impact on the stable clients for whom accessing medicines is a major challenge whereas public transportation is not functional in the state. Hanumangarh (Rajasthan) is a very large district. The person Mr. K and his wife are residing in an interior village of Sangaria block which is 65 KM from Hanumangarh ART center. He is specially-abled and his medicine was due from April, 20 and it made him worried that how both of them will get the medicine.

Mr. K called Gurmeil Singh (ORW, Hanumangarh, CSC Sriganganagar) and in close coordination of ART center Gurmeil received 2 months medicine. ORW said- Don't worry, I will come to your place if you are unable to come. Mr. Gurmeil covered 65 KM journey on his bike and reached his home to deliver medicine. During his visit, he came to know that wife of Mr. K is stuck in Churu district. He assured that she will also get the medicine. A close coordination over phone was established with ORW Churu (CSC Bikaner) and finally her wife also got the medicine.

Additionally as Mr. K was already enrolled in Khadya Suraksha Yojana, he briefed that 2 months pension is deposited by the Government with monthly ration & he will get 1kg daal and ration after 15 days. Also an amount of Rs. 1500/- as a pension will also be credited by state government in his account because of COVID-19.

“ Mr. K expressed that, he only heard but now believed that goodness comes in the form of humans. He thanked the team for coming there and helping him in crucial time”. ORW smiled and said- it is a total responsibility of CSC, ART center team and Rajasthan State AIDS Control Society to support you.

**#Impact-2**



### **You are not alone: Ensuring Ration Support for PLHIVs**

1. Veena is 43 years old widow, has two kids - 13 and 14 year old girls and responsibility of 80 year old mother-in-law. Veena is certified 40% (right hands) disability. After her husband's death(due to TB-HIV) in January 20, her maternal family was supporting her for monthly ration, but due to lock down, scenario changed. Her brother was not able to provide ration due to curfew in Jaladhra. CSC team called her to remind for collecting medicine and came to know about the crucial situation of family. Immediately ORW visited her place and delivered monthly ration. In her words **“ Paaji aaj tussi mere veer di wang mere te mere parivar di bhookh mitai hai, rab lambi umra kere” and ORW was stunned that a small support to her given me more responsibility as Brotherhood.**

2. Meena is a widow since last 5 years of age 45 years. She has two girl aging 14 and 12 years and diabetic, taking injection of insulin daily. For surviving, meena does cleaning work in nearby houses to run her family. Due to COVID-19, work stopped and earning came to a halt. She called ORW with teary eyes and shared her problem. ORW understood the condition and applied for curfew pass which is a challenging task in Punjab. With the pass, ORW drove 15 KM to serve the needy. When ORW met her with ration she said : **“Menu CSC te rab jinna bharosa hai. Meri beti di padhai bhi aap ki vaja se ho rahi hai jiski saal ki fees ka cheque bhi dalwaya aur aaj tussi ghar aake ration bhi le aye”.**



# About the HIV/AIDS & TB Program

Hindustan Latex Family Planning Promotion Trust as the Sub- Recipient (SR) of Global Fund Round 4 RCC phase- II grant through Alliance India has been managing the Vihaan programme in six states of India. This programme is being implemented with a key objective to improve the survival and quality of life of PLHIV by establishing 11 Care & Support Centers (CSCs) in Madhya Pradesh. Covering -Sagar, Ratlam, Neemuch, Ujjain, Rewa, Gwalior, Khandwa, Seoni, Bhopal, Jabalpur, Indore districts. We cater to 18 ARTs and 52 districts, as part of national effort to improve treatment outcomes and meet the needs of PLHIVs, including those who are members of high-risk groups, women and children.

The current phase of Vihaan programme (1<sup>st</sup> January, 2018 – 31st March, 2021 – 39 Months) under the guidance of SACS and NACO is managed through SSRs.

The CSCs are serving ART as a comprehensive unit for treatment support, positive living, and strengthening the enabling environment for PLHIV.



## THANK YOU

TO ALL PROFESSIONALS WORKING TO  
KEEP US SAFE

An initiative of HLPPT to recognize the efforts  
made by frontline workers during this COVID-19  
Pandemic.

Contact us for – **COVID-19 Trainings || Workshops || Telemedicine || Health kits**

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