



Training Report on

Operational Preparedness for Tackling Physical and Psychological Burden of COVID-19.

Organized by:

National Alliance of Humanitarian Actors Bangladesh (NAHAB)



Supported by:

Oxfam ELNHA Project & DAM-Health Sector



*Date: 12-13 April,
2020*

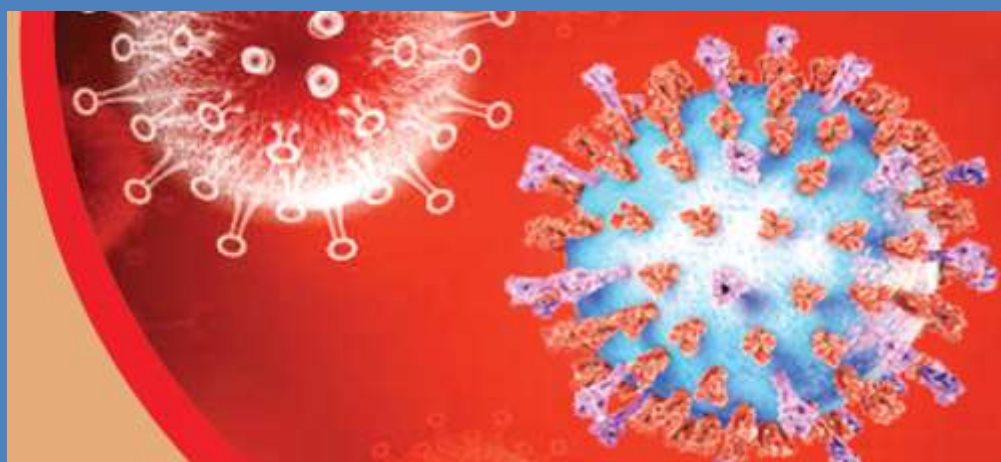




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1. Introduction and Background

The spread of the coronavirus (COVID-19) is the most serious global health security threat in decades. COVID-19 (Coronavirus disease 2019) has been declared as a global pandemic by World Health Organization (WHO). While more than 19, 00,000 cases have been reported all over the world, Bangladesh is among one of the nations who has been fighting to prevent and treat COVID-19 since the first patient was confirmed on 8 March 2020. Local transmission in our community has been confirmed. COVID-19 has forced countries around the world to adopt measures such as flight bans, mandatory lockdowns and social distancing to prevent the pandemic from spreading. Bangladesh has also followed suit, banning flights, shutting down schools and colleges, locked down most of the area, a long public holidays with lock the transport in one of the poorest countries in the world. Armed forces have been deployed in all 64 districts of Bangladesh, to help the administration in preventing coronavirus from spreading further (Source: Dhaka Tribune, 2020).

National Alliance of Humanitarian Actors, Bangladesh (NAHAB) is working as an alliance of voluntary, non-government, non-profitable, and non-political organizations, and its member organizations are working on humanitarian intervention in the local community through provision of primary health care services as well as WASH, nutrition and other humanitarian interventions, however, having the working is main beneficiaries are vulnerable and displaced population in Bangladesh and the health workers are in contact of huge number of these displaced community members. In this back drop, NAHAB secretariat having seen the speed of the COVID-19 spread across the globe and continuous cases detected in Bangladesh, hence creating concern on the severity and the vulnerability of the local communities due its poor health system nature as well as livelihood.

Thus, NAHAB organized a two days online training with the technical support of DAM and financial support from Oxfam ELNHA project for health professionals and other staffs of the NAHAB member organizations to enable equip them with the right information and to enable them cascade the same to the communities they are serving, hence the training was meant to serve the field health worker with better awareness and step taken in the event of the COVID-19 spread in either their working areas or to the entire community where they are providing primary health care services.

2. Rationale for the Training

COVID-19 is an infectious disease caused by a new type of Coronavirus. With the limited resources that we have in our country, we have been strongly fighting the battle to overcome the COVID-19 outbreak. Healthcare workers are the forefront warriors in this battle. Government and private organizations are coming forward to their aid with Personal Protective Equipment (PPE), guidelines to work on a COVID-19 case, and other resources. Healthcare workers always perform their duties under tremendous pressure. However, in the case of the spread of

infectious diseases like COVID-19, the stress is much more intense. It is difficult, scary, and overwhelming because there are a lot of factors at play like less time for preparedness, personal safety at the question, the chance of spreading the disease to a healthy individual, and the risk of infecting close family members and friends. In spite of this, they also require mental support to relieve themselves of stress. International groups of scientists have identified some strategies that may help the healthcare workers in COVID-19 situation; like-workload distribution through telemedicine and online services when possible; retraining and/or enhancing skills during this period might be helpful for many healthcare workers; all the healthcare professionals should receive PPE for their personal protection while providing services to any suspected/confirmed COVID-19 patient; professional support from mental health experts can help the health workers to organize their thoughts and ideas in a constructive way; relying on trusted sources of information can help to understand the pandemic in a better way; are some of the strategies among others.

Our hearts go out to all who have been affected by the outbreak, and we are deeply grateful to the thousands of healthcare workers who are on the front lines helping their communities. But in our society, a lot of rumors and wrong messages are spreading in terms of COVID-19, its characteristics, influences among the common people. So, it was an opportunity to convey the right messages from the right people at the local level.

3. Objectives of the Training

The overall objective of the training was enhancing capacity of health personnel of NAHAB member organization on through improving community awareness, prevention and sensitization of COVID-19 best practices. The specific objectives of the training are as follows:

- Strengthening capacity on safety measures in health services in the context of COVID-19;
- Psychological boost and confidence building of doctors, nurse and other health service personnel;
- Briefing PPE usage as per WHO/GOB/DGHS guidelines;
- Orientation on Infection Prevention (IP) and Environmental Disinfection guidelines of DGHS.

4. Structure & Method of the Training

This training was conducted very structured way. For avoiding any unexpected and challenging issues, from the beginning NAHAB team with the cooperation of DAM health sector tried to follow a structured process and adopt a simple method for well execution of the training. Here the process and the method of the training:

4.1 Need Assessment and Preparatory Work

At first NAHAB communicated all the member organization for assuming the information that has health program with dedicated health personnel. On the basis of their feedback

with the exploration of NAHAB team, we were able to find out 31 NAHAB member organizations that has health program having health professionals. NAHAB prepared a nomination form with specific terms and conditions, and shared with those selected organization for nomination participants. After reviewing all the nomination forms and relevant documents provided by the organization, NAHAB selected 20 final participants and kept 4 as waiting list in case of emergency replacement.

4.2 Methods Followed

- Participants Information Database Development
- Confirmation through Email
- Communication through Phone for Adopting the Process
- Request for Joining Skype Training Group
- Trail Call
- Conduct Training through Audio Presentation & Screen Sharing
- Question and Answers
- Recap Session
- Quiz Segment

4.4 Topic/Module Covered

- Module-1: About COVID-19;
- Module-2: About protection (PPE) for COVID19 and preparedness for treatment;
- Module-3: About impact on mental health in pandemic situation and ways to overcome the stress;
- Module-4: Social stigma related to COVID19; and
- Module-5: Ethical considerations for healthcare workers during COVID19.

4.4 Materials Provided

- Confirmation Letter
- Training Schedule
- Training Module
- Quiz Question Paper
- After Training Provided Certificate & 1 Set PPE for Each Participants

5. Proceedings of the Training

NAHAB organized two days online training with the technical support of DAM and financial support from Oxfam ELNHA project for its 21 health personnel (1st Batch) from 20 health and WASH oriented member organizations to enable equip them with the right information and to enable them to cascade the same to the communities they are serving, hence the training was meant to serve the field health worker with better awareness and step taken in the event of the

COVID-19 spread in either their working areas or to IDPs in which they are providing primary health care services.

The training was conducted on 12 - 13 April 2020. Training mode was virtual and all participants joined the training through Skype. The training was for two days and four hours each day. The information was collected from the WHO guidelines, GOB/DGHS guidelines & directives, CHS Alliance tips on COVID-19, COVID 19 Preparedness Case studies, and visual clips of safety measure demonstration were used as references in the training modules. The participants attended the sessions with great interest and asked many questions during the open discussion sessions, and they also attended the quiz parts proactively. Participants received certificates and a Personal Protective Equipment (PPE) set which included 01 re-usable PPE set, 01 pcs goggle and 05 pcs surgical masks. The training modules were provided to the participants before the sessions began.

At the very beginning, a training group was created on Skype and added members accordingly. This group was administered by the technical team of the DAM Health Sector. At first, they shared the guidelines on how to participate in the training and what will be their roles during training. The training was opened by Dr. M. Ehsanur Rahman the Chairperson of NAHAB and conducted by the health experts of the DAM-Health Sector (See the profile of experts team in Annex-I).

The first day we discussed COVID-19 and protection (PPE) for COVID19 and preparedness for treatment. Dr. Tasnuva Humaira was presented the module one, where the topic covered like what is COVID-19, timeline related to COVID-19 diseases, how to spread SARS-CoV-2, pathogenesis, symptoms, high risks, diagnosis, medication and stages of COVID-19. She also discussed personal awareness to protect COVID-19, responsibilities while finding suspicious cases and the right information related to COVID-19. Then she left the floor for questions answers. Participants asked several questions through micro-phone on and put a comment in the chatbox and our facilitators answered questions accordingly. After this session, Dr. Naila Parven conducted her session, where she discussed basically on the details about protection (PPE) for COVID19 and preparedness for treatment. This session was exclusively intensive for the health professionals, and with the question-answering, the first-day session was ended.

The second day was started with the recap session of the first day and interestingly the session was conducted by the participant. Mr. Nure Alam Siddiqi, Communication & Shared Learning Officer of NRDS recapped shortly the first-day session and after that, the session was carried on with the rest of the training modules. The designated experts discussed the topic about the impact on mental health in the pandemic situation and ways to overcome the stress; details about the social stigma related to COVID19 and ethical considerations for healthcare workers during COVID19.

6. Participants Evaluation and Feedback

As this training was conducted through online so it was pretty difficult to evaluate the performances of the participants. We followed a few tactics to evaluate the participants' performances. During training, we observed if all are stayed Skype from the beginning to the end or not. Sometimes we found few offline cases due to technical errors and resolved those cases instantly, and kept participants active. We also provided a quiz questions paper to the participants and announced that after getting the answer we will forward the certificate accordingly. So, the participants were very attentive and it was reflected from the quiz answer, their questions in the question-answer round, and their comments or feedback displayed in the chat box.

After the day ending sessions, we received a lot of feedback from the participants. From their feedback, we got the idea about their feeling, understanding, attitude, and the shortcomings of the training. Here presented in the box some of their comments:

Box-1: Comments & Feedback of the Participants

- *"Thanks to NAHAB, Oxfam & all."*- Drupad Chowdhury Nupur, Executive Director of RAS, Sunamganj.
- *"It was really a great initiative from NAHAB & DAM. It was a very effective, informative and important training for all of us. I have gathered many of essential information regarding COVID-19. I will try my level best to disseminate this information to all of my colleagues and family members."*- Md. Kawser Rezwana, Project Focal & Rehabilitation Officer (Physiotherapist), Centre for Disability in Development (CDD).
- *"Thank you NAHAB and associates to provide us a full set of PPE what is very much essential for us. Thank you all for this wonderful participatory and timely online handy training. As a Medical professional, I gained so many recent updates what will help me to save me and give proper guidance to my patients and also help to update our DM & health team in Caritas Bangladesh."*- Dr. Edward Pallab Rozario, Manager Health, Caritas.
- *"Thank you both of you good learning."*- Mr. Abdul Latif Khan, DRM Specialist and Technical Adviser, NAHAB.
- *"Thank you so much all ... It was really a nice presentation with full of information and Glad to be a part of this wonderful session..."*- Ifrat Jahan Mousome, Medical Officer, ERA.
- *"After hearing the words, I feel a lot of courage. Thanks Sir."*- Sabbiha Mothmain, Health Officer, NDP.
- *"Can we arrange this type of online training course by RAS Sunamganj for community awareness?"*- Dr. K M Shaheen Reza, Medical Officer, RSA.

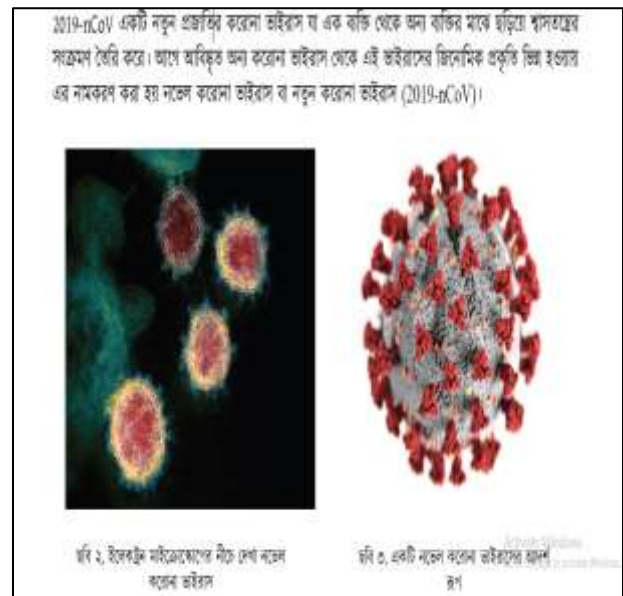
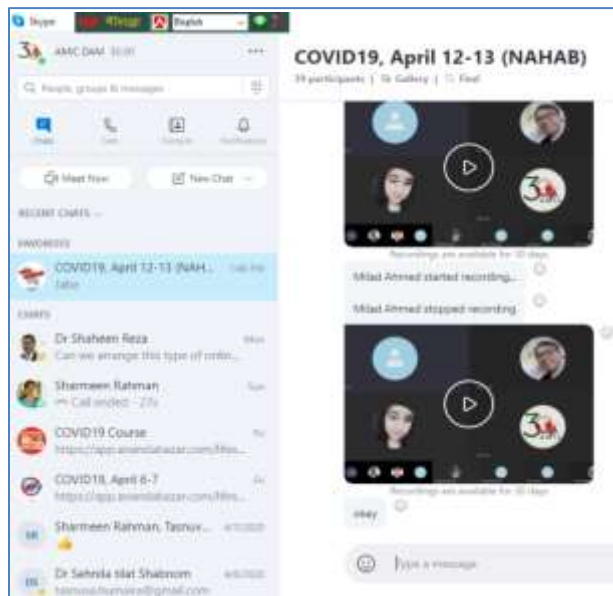
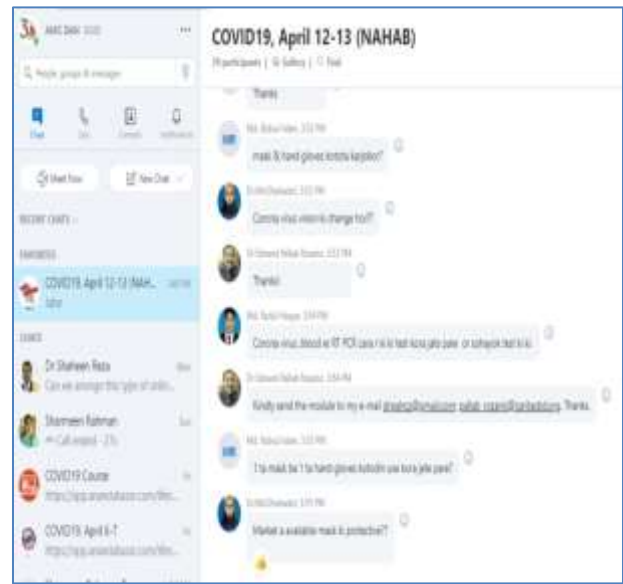
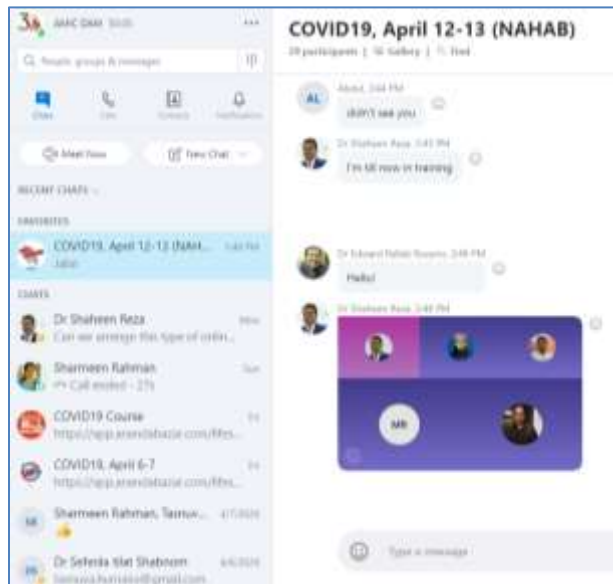
7. Barriers Encountered

From the beginning to the end we encountered a few problems and barriers. As this training was conducted virtually by chosen the mode as Skype, some participants were not used to operate Skype. We found few don't have their own Skype account and due to having a lockdown situation for COVID-19, few participants have stayed very remote area in Bangladesh. So, they faced challenges to connect with Skype and also encountered very low connectivity and internet network. We mutually tried to solve problems alternatively. Few organizations (e.g. MMS, DFED, etc.) were arranged own set-up at their office premises and the participants just participated. For the female participants, it was a bit challenging because the training continued near till evening and they came from a long distance. As the training was fully based on audio, so sometimes it was monotonous with having voice interruptions sometimes from the trainer's end. Despite having the barriers encountered, NAHAB finally well executed the training. And those barriers were certainly learning for NAHAB for the future attempt, as it was the first attempt of NAHAB.

8. Learning and Future Recommendation

Health personnel of NAHAB member organization awareness enhanced and will be able to cascade the same in their respective area. At the same time, knowledge prevention modalities improved among the participants hence ensuring to reach the same with the community. NAHAB has completed the training with the technical support from DAM Health Sector and financial support from the Oxfam ELNHA project. The participants were very much attentive and they expressed their great interest in this training. The participants were informed about a piece of authentic and updated information about COVID-19 from this training. Participants also received clear concepts about the myths of COVID-19. The participants also requested to organize this training for the field level staff. For the future, we can develop some IEC materials in local languages and provide them to the participants. We can also incorporate a few video presentations to keep the concentration of the participants. Increase community health education of Dos and Don'ts of the virus. Finally, Dr. M. Ehsanur Rahman, the Executive Director of DAM and the Chairman of NAHAB ended the training at April 13, 2020, through his closing remarks.

9. Photographs (Screen Shots) of Training



10. Annexures of the Training

Annexure – 1: Resource Person Profile

Sl. No	Name of Resource Person	Designation & Organization	Expertise
1.	Mr. Iqbal Masud	Director, Health Sector Dhaka Ahsania Mission	Above 21 years working experience in the Health Sector and Drug prevention. Certified Master Trainer from the Colombo Plan. Trained on COVID19 by DGHS, WHO and London School of Public Health. Completed Leadership course from John Hopkins University, Baltimore, USA.
2.	Dr. Tasnuva Humaira	Technical Officer, Health Sector, Dhaka Ahsania Mission	Physician and a fellow of Biomedical Sciences of University of Alberta, Canada. Experienced with techniques for genetic identification of immunological basis of infectious disorders. Trained on COVID19 by DGHS, WHO, and other alliances.
3.	Mr. Amir Hossain	Project Coordinator and Clinical psychologist, Health Sector, Dhaka Ahsania Mission	Almost 10 years working experience as clinical psychologist. International Certified Addiction Professional from Colombo Plan. Also working as Coordinator of Monojotno Kendra (Mental Health Care Center), Health Sector, Dhaka Ahsania Mission.
4.	Dr. Naila Parven	Project Manager, Urban Primary Health Care Services Delivery Project, DNCC PA-3, Health Sector, Dhaka Ahsania Mission	Above 17 years working experience as Clinic Manager in Urban Primary Health Care Services Delivery Project. Also trained on COVID19 from CDC, Atlanta; online training from DG Health and WHO.
5.	Sharmeen Rahman	Senior Program Officer, Health Sector, Dhaka Ahsania Mission	Operate and manage online training from Administrative side and deliver necessary information about training, materials & logistics to the participants. Above 8 years working experiences in Health Sector. Completed Leadership course from John Hopkins University, Baltimore, USA. Complete Advance Strategic Communication training from BCCP.

Annexure – 2: Participants List (Male: 16, Female: 09)

Sl. No	Name	Designation	Organization
1.	Parvin Sultana	Medical Officer	DAM
2.	Zakir Hossain	Medical Officer	DAM
3.	Ifrat Jahan Mousome	Medical Officer	ERA
4.	Dr. Md. Anwar Sadat	Medical Officer	GUK
5.	Md. Sohel Rana	Assistant Medical Officer	SUK
6.	Mst. Rahima Khatun	Health Officer	MMS
7.	Sabbiha Mothmain	Health Officer	NDP
8.	Md. Rakibul Islam	Health Officer	NDP
9.	Nure Alam Siddiqi	Communication & Shared Learning Officer	NRDS
10.	Dr. K M Shaheen Reza	Medical Officer	RAS
11.	Dr. Md. Shahadot Hossain	Residential Medical Officer	SANGRAM
12.	Shanaj Parvin	Paramedic	SDS
13.	Afsana Shahin Rita	Hospital Director, Sabalamby Hospital	SUS
14.	Dr. Md. Eaqub	Senior Medical Officer	YPSA
15.	Dr A. B. M. Tanjirul Islam	Medical Officer, Amtali Health Complex	NSS
16.	Magret Jouthsna Gomes	Senior Program Officer (Health)	Caritas
17.	Edward Pallab Rozario	Manager (Health)	Caritas
18.	Md. Kawser Rezwan	Project Focal & Rehabilitation Officer (Physiotherapist)	CDD
19.	Fulmala Akter	Health Care Professional	POPY
20.	Abul Kasham Milad	Manager of Health & Nutrition Program of RAS	RAS
21.	Tapon Kumar	Project Coordinator	SOF
22.	Dr. DhruPAD Chowdhury Nupur	Executive Director	RAS
23.	Anwer Hossain	Executive Director	SUK
24.	Mahmuda Begum	Executive Director	SOF
25.	Abdul Latif Khan	Advisor	NAHAB

Annexure – 3: Training Schedule

Training for Healthcare Personnel

on

Operational Preparedness for Tackling Physical and Psychological Burden of COVID19

Date: 12 – 13 April 2020, Time: 02.30 PM – 05.00 PM

Meeting join link: <https://join.skype.com/BijQJaxzIRQc>

Course Moderator: Mr Iqbal Masud, Director, Health Sector Dhaka Ahsania Mission

DAY 1				
Time	Session	Topic	Resource Person	Method
01.30 – 02.00	Skype Trial to Avoid Technical Difficulties during the Sessions			
02.30 – 02.45	Introductory session	<ul style="list-style-type: none"> • Introduction of the trainers • Participant introductions • Objectives of the course 	Dr M Ehsanur Rahman	
02.45 – 03.15	Session 1: SARS-CoV-2	<ul style="list-style-type: none"> • COVID19 and its epidemiology • Corona virus and SARS-CoV-2 • Spread of SARS-CoV-2 • COVID19 pathogenesis 	Dr Tasnuva Humaira	Discussion
03.15 – 03.45	Session 2: COVID19	<ul style="list-style-type: none"> • Signs and symptoms of COVID19 • High risk population for COVID19 • Diagnosis of COVID19, RT-PCR • Treatment of COVID19 	Dr Tasnuva Humaira	Discussion
03.45 – 04.00	Session 3: Preparedness for preventing COVID19	<ul style="list-style-type: none"> • Personal protective measures • Community prevention of COVID19 • Correct information and facts about COVID19 	Dr Tasnuva Humaira	Discussion
04.00 – 05.00	Session 4: Personal Protective Equipment (PPE)	<ul style="list-style-type: none"> • Risks of COVID19 for healthcare personnel • PPE and its components 	Dr Naila Parven	Discussion
End of DAY 1				

Training for Healthcare Personnel on Operational Preparedness for Tackling Physical and Psychological Burden of COVID19

Date: 12 – 13 April 2020, Time: 02.30 PM – 05.00 PM

Meeting join link: <https://join.skype.com/BijQJaxzlRQc>

Course Moderator: Mr Iqbal Masud, Director, Health Sector Dhaka Ahsania Mission

DAY 2				
Time	Session	Topic	Resource Person	Method
02.30 – 02.40	Recap of DAY 1			
02.40 – 03.30	Session 1: Preparedness in Bangladesh	<ul style="list-style-type: none"> Wearing and removing PPE Ideal hand washing techniques Mask, gloves and hand sanitizer use for medical procedures 	Dr Naila Parven	Discussion and Demonstrations*
03.30 – 04.00	Session 2: Impact on Mental Health In Pandemic Situation	<ul style="list-style-type: none"> Expected emotional and behavioral reactions Fear, anxiety, loss/separation Factors affecting psychosocial adjustment 	Mr Md Amir Hussain	Discussion
04.00 – 04.10	Session 3: Ways to overcome Stress	<ul style="list-style-type: none"> Coping strategies Self-care 	Mr Md Amir Hussain	Discussion
04.10 – 04.30	Session 4: Social Stigma related to COVID19	<ul style="list-style-type: none"> Social stigmas related to COVID19 	Mr Iqbal Masud	Discussion
04.30 – 05.00	Session 5: Ethical Considerations during COVID19	<ul style="list-style-type: none"> Ethical considerations for the medical professionals during COVID19 	Dr Naila Parven	Discussion
05.00 – 05.15	Quiz and Summary of DAY 2			
05.15 – 05.30	Closing Session	<ul style="list-style-type: none"> Outcomes from the course Q/A session Remarks Further instructions 	Dr M Ehsanur Rahman	

Handouts will be given to the participants in PDF format

*Demonstration videos will be given to the participants at the end of the course