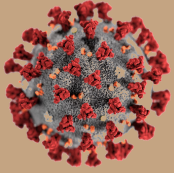


News Bulletin

Issue-2



SECOND WAVE

COVID-19



Response to COVID Pandemic

**Let's Join Hands
with CYSD
to Fight Coronavirus**

May 8, 2021
Bhubaneswar



Operational Strategy to Fight Covid-19

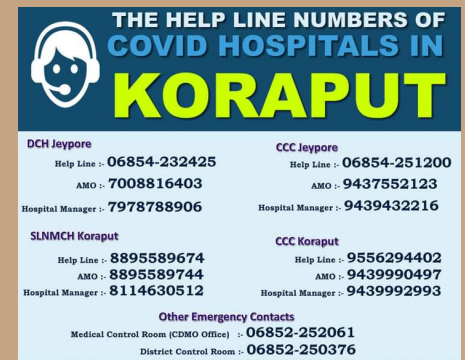
In its endeavour, CYSD is working out an operational strategy to reach out its programme / operational communities during this difficult phase of Covid-19 pandemic:

- Activation of Virtual Citizen's Support Centre (CSC) platform - especially to provide psycho-social counselling support to the Covid impacted persons, apart from responding to the pandemic preparedness, response and recovery..



- Extension of life saving collaborative support of "Oxygen Concentrators" to the last mile Health Care Centres exclusively for the treatment of the poor people, especially in operational areas of CYSD.

- Dissemination of verified and appropriate ICT mediated messages through virtual platforms like WhatsApp Groups, Facebook and Web-platforms through our Volunteers, Gram Saathini, CRP and CSO Partners Networks.



- Interface management with the local Government and support to the returnee migrants through Migration Support Service Centres (MSSC).

- Working out a protocol to support Deceased (bread earner) Families through a Distress Fund created out of generous contribution of its staff members and well-wishers.



Citizen's Support Centre (CSC)

Virtual Platform

8 x 7 Psycho-social Counselling to Covid Victims,
Telemedicine, Entitlements & Basic Information



“Citizen’s Support Centre” (CSC), an Interactive Voice Response (IVR)-based Helpline, set up by CYSD during early part Covid-19 Pandemic i.e. May 2020, has become rejuvenated with the surge of second wave and persistently providing assistance to citizens round the week for 8 hours a day (between 10 am to 5 pm). The objective of the Helpline is to help the people through addressing frequent queries regarding Covid-19. User can reach the virtual call-centre by calling to a toll-free number 888 0 592 592. CSC is being operated by a team of backend support professionals including doctors and expert counsellors. The real driving force of this Virtual Helpline initiative are digitally empowered rural women called Internet Saathinies and Community Resource Persons (CRPs) as well. A network of 2286 Internet Saathinies and 258 CRPs are connected through WhatsApp Groups. They are well versed in responding to the COVID-19 pandemic preparedness, response and recovery.

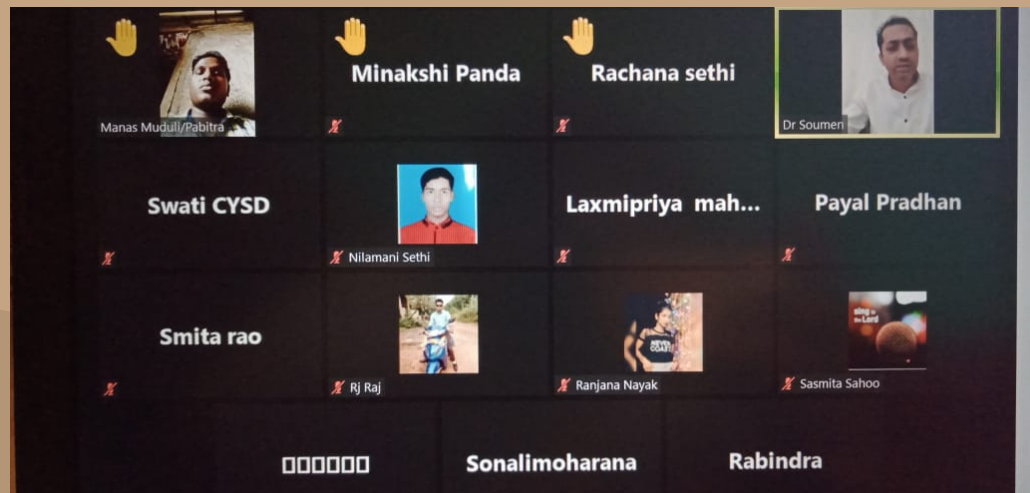
While huge in-flow of fake, unverified social media messages have been threatening the human mind, the virtual Citizen Support Centre, an information repository, has become very useful in helping individuals get an emergency response to common queries on dynamics of coronavirus, know about the Government entitlements, advisories and easy access to it as well. More importantly, the Centre provides psycho-social counselling support and essentially the virtual health care support through the expert doctors. In the meantime, this has become a means of getting localised information for the people who have been waiting in different states to come back their native places. The centre has played a vital role in serving more than thousands of people including migrant workers, rural ultra-poor, people outside the state and health-seekers during the first phase of the Pandemic.

Again, the state is witnessing the surge of migrant labourers and within next few days huge numbers of suddenly out-of-work families will start coming back to their villages - this shows how critical it is for authentic information to filter down to the grassroots. The Internet Saathinies and CRPs, no less than Covid Warriors, are using their vast WhatsApp network group to ward off chaos and confusion, providing critical support to the community in this hour of need; and spreading awareness on hand washing and social distancing and health literacy campaign among the rural and slum community. They use their devices and internet to gather information and share the same across their network. At the same time, they have also become the hub for information on Government declared entitlements, advisories and helpline units.

The CSC with its COVID Task Force at CYSD is contributing to evidence based communication and advocacy tools and providing frontline health services and humanitarian support during this precarious juncture.



Health Consultation-cum-Experience Sharing: Second Surge of COVID-19 Pandemic



May 6, 2021 (12.00 pm), Thursday:

The virtual Citizen Support Centre (CSC) of CYSD has organised a “Consultative-cum-Experience Sharing on Second Surge of COVID-19 Pandemic” inviting Dr. Soumen Roy of AMRI Hospitals, Bhubaneswar as the guest resource person. Dr. Roy is one of the leading Gastrosurgeon in Odisha providing safe & compassionate care at its best for everyone. He is the Senior Consultant at the Department of GI Surgery, GI Oncology, Minimally Invasive and Bariatric Surgery at AMRI Hospitals.

Dr. Ray made a comprehensive and lucid presentation about the global situation of Covid-19 pandemic second surge and its dynamic nature through live examples from his own learning-experience while treating and dealing with lot of coronavirus infected patients within Bhubaneswar-Cuttack, and inside the state as well as outside Odisha through virtual consultations.

It was a great opportunity for around 46 the delegates including CYSD colleagues to have open consultations with Dr. Roy to get their varied queries answered. Indeed, this was a fruitful learning session for all which offered a lot of small health tips having powerful long term impacts, if followed strictly. The valuable guidelines provided by him endowed the participants a huge respite during this critical juncture too.

Our sincere thanks to the Partners, Collaborators and Supporters for joining their hands with CYSD to fight COVID-19 Pandemic together.

