



# COVID-19 Pandemic: 6-Month Report

In response to the global coronavirus pandemic that has infected millions and reached across the globe, AmeriCares is using every resource to reduce the spread of the virus and keep health workers safe and on the job with the protective equipment and information they need to care for their low-income patients. To accomplish this, we are addressing three key areas: access to critical supplies; access to ongoing health services; and access to credible safety information, including skills training for health workers.



Georgia

## Access to Supplies

Since March, AmeriCares has been providing personal protective equipment and other essential supplies to health centers in COVID-19 hot spots in the U.S. and worldwide.

To date, AmeriCares has provided over 10 million infection-prevention supplies to health facilities in 20 countries. In the U.S. alone, AmeriCares has delivered more than 160 tons of protective supplies, including nearly 2.5 million masks, to health facilities in 48 states, the District of Columbia and three U.S. territories.

AmeriCares is also collaborating with partners around the world to establish local supply chains for PPE and other urgently needed medical supplies and equipment, such as digital thermometers and oxygen tanks.

In the U.S., AmeriCares donations of PPE are being distributed and used at many levels, including city and state-level organizations coordinating distribution in COVID-19 hot spots; safety-net clinic partners in 48 states; and community-based organizations serving communities in need, including Tribal Nations in Arizona and New Mexico.

Globally, AmeriCares is distributing PPE from our stocks, and also sourcing products locally where it is most efficient. We are providing critical supplies to health centers through our established partner network, which includes ministries of health and local and international nonprofits.

**“You rescued us because before, we didn’t have any face shields, we didn’t have any goggles. I remember when your shipment came in, I had two isolation gowns left, and I was freaking out! AmeriCares is not just helping us to be safe and provide care. AmeriCares is helping us to keep our door open and serve this bigger community too. It’s just humans helping humans to have a better life.”**

—Josefina Clarivel Manzueta, RN,  
clinic coordinator,  
Neighborhood Clinic Tacoma, WA

**10M**

supplies, including PPE and disinfectants

**472**

partners received supplies



Illinois



Connecticut



## Access to Services

**35,678**

patient visits by telephone in India

**3,859**

patient visits by telephone at AmeriCares Free Clinics

**335**

improvements in 7 countries including hand-washing stations, water supply and more

**“A lot of our visits are video. That’s helpful because you can learn by seeing patients in their homes or workplaces. And they don’t have to travel or take off from their jobs to get medical care. But even when it’s just an audio call, we’re still meeting 95 percent of their needs through telehealth.”**

—Dr. Howard Eison, internist and volunteer physician, Bob Macauley AmeriCares Free Clinic of Norwalk

**“AmeriCares clinic patients are concerned about COVID-19, because we are the ones who deliver chronic medications to them — to pregnant women, malnourished children, patients with schizophrenia, and others. Many patients are defenseless and do not have another health provider. Practically, those who take care of them are us — AmeriCares.”**

—Bradys Taboada, AmeriCares clinic staff, Colombia

AmeriCares COVID-19 response programs help ensure that low-income patients at both our own clinics and those of our partners have safe access to health services.

In Colombia, India and the United States, AmeriCares clinics quickly pivoted from in-person appointments to care by telephone in response to government restrictions, ensuring continuity of care for patients who rely on clinics and mobile health centers for care and medicine. AmeriCares Family Clinic in El Salvador remained open. AmeriCares managed 35,678 phone appointments for India’s mobile health center patients and 3,859 telehealth visits for AmeriCares Free Clinics patients.

All clinic locations now include patient education and support in every step of care, including handwashing, social distancing and referrals for COVID-19 testing. AmeriCares Free Clinics also give isolation kits to any patient with COVID-19 symptoms to keep their family and community safe.

To expand services, AmeriCares also provided equipment and public education for partners in the Bahamas, Haiti, Malawi, the Philippines and Tanzania. These include soap, disinfecting supplies and hundreds of handwashing stations. In Haiti, India, Malawi, and the Philippines, AmeriCares also installed hand-washing stations in markets and other high-traffic areas to reduce the spread of the coronavirus.

In the U.S., AmeriCares is also providing grants to health centers that have had to reduce services or close due to a lack of funding.

AmeriCares public education campaigns are tailored for each community. In the first six months of the pandemic, AmeriCares shared explainer videos and infographics in the United States using webinars and social media. In El Salvador, Haiti, Malawi and the Philippines, public education also included locally produced radio, posters and billboards and, in El Salvador, Haiti and Malawi, training and transport of community health workers to spread messages (safely) in person.



### **Livestreams engage and inform:**

AmeriCares elevated conversation around the pandemic in five livestream presentations, including a public education webinar in early March. At an April Skoll Foundation event, AmeriCares experts hosted a panel on resiliency. In May, global health experts explored health equity and mental health during COVID-19 at AmeriCares Summit. Celebrities and world-champion and Olympic figure skaters made appearances during COVID Is No Joke and Blades for the Brave, both exclusive fundraisers for AmeriCares. The livestreams were viewed in more than 80 countries.



Haiti

## Access to Skills

**26,108**

health workers trained

**164**

sessions

**200+**

hours

**16**

countries

Americares training and education gives health workers the knowledge and skills to help them stay safe and healthy and treat patients during the pandemic. Training covers four areas: preparedness; mental health and psychosocial support; infection prevention and control; and water, sanitation and hygiene.

Americares is applying our experience addressing stress and trauma in health workers during and after emergencies to create mental health training specifically for them in the context of COVID-19. The training delivers tools to identify and manage COVID-19-related mental health concerns in patients, while also giving health workers resources to identify and address their own mental health needs. The modules are in both English and Spanish and topics include grief, Psychological First Aid and stigma and discrimination associated with COVID-19. Americares has also provided one-on-one crisis management support sessions for health workers who need additional support after the training, with referrals for longer-term support if needed.

Preparedness training helps health center staff make effective decisions in the midst of an emergency such as COVID-19, so they can continue providing critical care to vulnerable communities. Americares has customized its proven preparedness training for the pandemic. As before, staff leave the workshops with plans that they create, with the knowledge to adapt and change the plan throughout this crisis and in future disasters.

The goal of Americares COVID-19 infection prevention control and water, sanitation and hygiene training is to maintain the safety of health facility staff and patients and limit both facility-associated and community transmission of COVID-19. The training helps facilities adapt enhanced operational practices and precautions while promoting infection prevention, sanitation and hygiene education (also known as IPC and WASH) education, awareness and behavior change within the facility and the broader community it serves. All training and education were crafted for the COVID-19 pandemic.

Response data as of August 31, 2020

“Americares [mental health] training has been a valuable resource for meeting the needs of service providers, including educating them on how to meet the needs of the people they serve. It has also been beneficial in managing the personal and family environment within the pandemic. I have applied the strategies presented in my own self-care.”

—Emma I. Berrios Lopez, MA, director  
Technical Assistance and Capacity  
Building Unit, The Puerto Rico



Haiti

“We’re doing our best to be prepared, because that’s something you taught us: You work the plan and if the plan doesn’t work, you try something different.”

—Valarie Coppola, RN,  
operations manager,  
Lestonnac Free Clinic, Orange, CA

