



Responding to COVID-19

Report Submission: November 12, 2020

Project Location: United States – Los Angeles, New York, Chicago and Puerto Rico

Gifts-in-Kind Distribution and Utilization

DripDrop Donation

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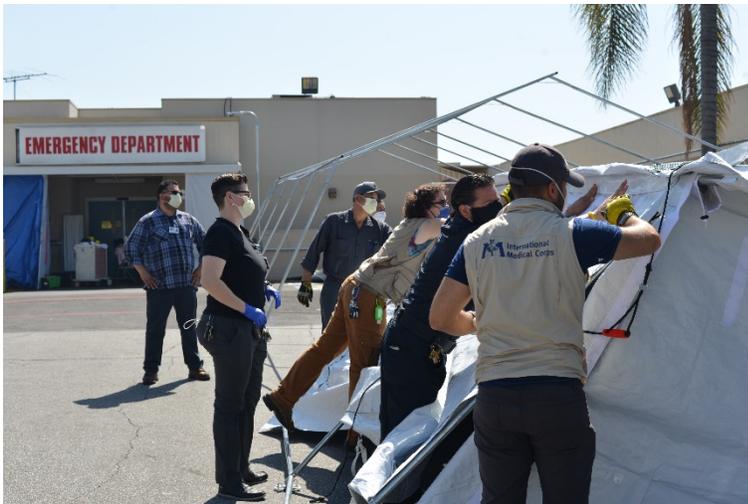
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THANK YOU

In addition to responding to the COVID-19 pandemic in the some 30 countries where we operate, in March, our emergency response team quickly launched a response across the United States. In the initial stages, we prioritized providing surge capacity to local hospitals in underserved communities in and around hot-spot areas such as Los Angeles, New York, Chicago and Puerto Rico, among others. We deployed emergency medical field units and volunteers to increase the hospitals' capacity to triage, isolate and treat patients while also providing much needed relief to overwhelmed doctors and nurses. **Thanks to DripDrop's generous donation of 3,600 sticks of ORS, our staff and volunteers in Los Angeles, New York and Chicago, as well as community members in Puerto Rico, stayed hydrated and energized.**

Los Angeles

In April, our Los Angeles-based team received 800 sticks of DripDrop ORS just in time to build emergency medical field units at four community hospitals. With high temperatures and hours in the sun, International Medical Corps and hospital facility staff members were grateful to have DripDrop ORS available. In addition to Los Angeles, DripDrop ORS was on hand when emergency medical field units were constructed in May at Weiss and West Suburban hospitals in Chicago and in July at Adventist hospitals in Bakersfield and Tehachapi in California's Central Valley.



International Medical Corps and East Los Angeles Doctors Hospital staff install emergency medical fields units outside the hospital Emergency Department (left). DripDrop's donation of ORS helped keep everyone hydrated

New York and Chicago

Our medical volunteers who deployed to New York and Chicago also benefitted from DripDrop's donation of 1,000 and 800 sticks of ORS to each respective city. A total of 71 doctors, nurses, paramedics and EMTs worked a cumulative 8,145 hours at four hospitals in New York and three in Chicago. One of these volunteers, Gordon Johnson, a physician who normally practices internal medicine in the Portland, Oregon, area, spent two weeks with International Medical Corps at New York's Maimonides Medical Center in Brooklyn, assisting with hospital admissions of COVID-19 patients, working with resident doctors and nurse practitioners doing rounds, and caring for patients. With the number of COVID-19 cases in Oregon running at roughly 1% of those in New York, he said he felt the need to serve where his skills were most needed.



Dr. Gordon Johnson volunteering at Maimonides Medical Center

"It was extremely frustrating for me to sit in Portland, where our hospital occupancy was low, and watch television footage of my counterparts in New York struggling so hard, being overwhelmed by the volume of seriously ill patients," he

says. “Fortunately, International Medical Corps was able to handle all the logistics and paperwork, and suddenly I was here. I never could have done it on my own. I’m very grateful to have this chance to help.” The availability of DripDrop ORS helped volunteers like Gordon and other hospital staff to rehydrate maintain energy after long hours working in personal protective equipment.

Puerto Rico

In Puerto Rico, International Medical Corps distributed 1,000 sticks of DripDrop ORS to Hospital HIMA-Cupey in San Juan. The hospital has been distributing the sticks of ORS at socially-distant community health fairs that provide free health services in high-poverty areas surrounding the hospital. Hospital staff provide assessments for hypertension, use pulse oximetry to check respiratory systems and perform blood tests to measure for COVID-19 antibodies. These health fairs reassure community members that the hospital is open for emergency services and encourage them to seek preventive care and not postpone the management of chronic diseases or other conditions.

Currently, Hospital HIMA-Cupey has conducted three health fairs and they are actively planning additional events. Over 300 persons have been seen at the health fairs and they expect to reach about 70-100 persons per event. Through the distribution of these supplies, International Medical Corps was able to make a significant contribution to support older adults, people with chronic conditions and those living in a geographic area with high COVID-19 transmission.

DripDrop’s donation has supported the staff and volunteers making International Medical Corps’ work possible and helped our team reach vulnerable communities in Los Angeles, New York, Chicago and Puerto Rico. International Medical Corps is grateful for DripDrop’s commitment and we look forward to your continued support.

The below update further details International Medical Corps’ response to the global COVID-19 pandemic through support from DripDrop and other donors.

BACKGROUND ON THE COVID-19 PANDEMIC

COVID-19 continues to rage across the world, and is hitting the United States and many other countries hard as well, highlighting weaknesses in health system preparedness. **Globally, the total number of confirmed cases of COVID-19 has grown to more than 52 million, along with more than 1.2 million deaths reported in 190 countries** and regions as of November 11, 2020.¹ No country is being spared from COVID-19; most recently, case numbers are on the rise in Europe and North and South America once again.² A continued lack of effective treatments and an approved vaccine are further deepening the crisis, causing significant impact on human lives around the globe. Additionally, COVID-19 has spread to rich and poor countries alike, leading to competition in accessing treatments, diagnostics and tools.

While the world awaits development of a successful vaccine, **International Medical Corps is there, in the US and globally, working closely with national and local authorities to meet the most critical needs, helping to keep health workers safe and bring this outbreak to an end.**

Globally, as of November 1, with your support and that of other generous donors, International Medical Corps has:

- **supported 1,150 health facilities**, including more than 100 facilities in 10 major hotspots in the US, offering emergency medical field units, medical equipment, personal protective equipment (PPE), medical volunteers and training;
- **trained more than 19,527 frontline healthcare professionals** on infection prevention and control (IPC) measures;
- **reached more than 2.9 million people with awareness-raising activities**, including messages on COVID-19, health and hygiene promotion, and community well-being activities;

¹<https://coronavirus.jhu.edu/>

² Covid-19 pandemic: Tracking the global coronavirus outbreak. 22 October 2020. Retrieved from: <https://www.bbc.com/news/world-51235105>

- screened nearly 2.5 million individuals for COVID-19; and
- distributed more than 18.3 million PPE and IPC items to supported health facilities.

INTERNATIONAL MEDICAL CORPS' COMPREHENSIVE RESPONSE

International Medical Corps is responding globally to the COVID-19 pandemic, drawing on our 36 years of experience to assist those in urgent need in the countries where we operate, including the US. As global first responders, our teams respond quickly, whenever and wherever disaster strikes to help those most in need. We launched our response to COVID-19 in February 2020 in the 30 countries where we were already working, and initiated our US response to the virus on March 20, 2020, **within 24 hours of California's stay-at-home order and just nine days after the World Health Organization (WHO) declared the outbreak a pandemic.** We prioritize investing in existing hospitals and health facilities where people are already seeking care, and we maximize a **multi-pronged response** to ensure that health workers are best able to respond to the pandemic. This includes:

- deployment of medicines and supplies, including PPE;
- deployment of epidemic response teams, emergency medical field units and medical sites for screening, triage and case management;
- training and capacity building, to protect frontline health workers and staff;
- community outreach and engagement; and
- mental health and psychosocial support (MHPSS) for staff and communities.

Across activities, International Medical Corps is working with global, regional and local coordination bodies to support their COVID-19 responses, and to build upon and integrate existing local response capabilities with local and regional emergency programs. These groups include the WHO; Centers for Disease Control and Prevention (CDC); ministries of health; national, state and local response organizations; emergency operation centers; and other responding international and local NGOs. In the US, International Medical Corps is coordinating with local health departments, hospital leadership and Emergency Medical Service (EMS) agencies to strengthen local capacity to address this and future outbreaks.

Deployment of medicines and supplies, including PPE

Leveraging our global supply chain and procurement expertise and delivery capacity, International Medical Corps has been providing critical medicines and supplies, including more than 18.3 **million pieces of PPE and IPC** items to protect frontline healthcare staff at **1,150 hospitals and health facilities** worldwide, so they can safely provide care for patients and help reduce COVID-19 transmission. We continue to quickly help re-supply first responders wherever and whenever shortages emerge.



An International Medical Corps shipment of PPE and medical supplies arrives in Venezuela

For example, in **Venezuela**, more than 70,000 former refugees have been forced to return to their home country in recent months due to the pandemic, with some walking for thousands of miles after facing job losses and business closures while working abroad because of national lockdowns. International Medical Corps is one of only a few international non-governmental organizations to receive import licensing to support healthcare facilities in the country. We have imported PPE—including gloves and masks—and emergency health kits that include basic medicines, equipment and supplies to provide lifesaving services to 10,000 people for approximately three months. Our teams are also distributing nearly 50,000 gloves and more than 20,000 KN95 masks to hospitals in Miranda and Táchira, two states with the highest number of confirmed COVID-19 cases.

Deployment of epidemic response teams, emergency medical field units and medical sites for screening, triage and case management



An emergency medical field unit at Brockton Hospital, a safety-net facility in the Boston area where 75 percent of clients are on Medicare or Medicaid

International Medical Corps has expanded its footprint in providing care and increasing capacity at **1,150 hospitals and health facilities** worldwide. Since the pandemic began, our teams have deployed medical response teams to provide initial assessments, establish emergency medical field units, deliver PPE, expand critical care services by providing medical equipment, and increase staffing levels with volunteer and staff medical personnel.

In the **United States**, where we are partnering with health facilities in the most vulnerable communities, we have deployed 74 volunteers who contributed 8,145 volunteer hours to medical facilities stretched by surges in the outbreak and supported **105 hospitals, nursing homes and clinics** in cities and surrounding areas of outbreak hotspots, including Alabama, Boston, Chicago, Detroit, Los Angeles and the Central Valley of California, New York, Puerto Rico, South Carolina and Texas.



As a flight nurse in Missouri's Lake of the Ozarks, Amy Bowen (left) is no stranger to emergencies, but she says COVID-19 is "unlike anything any of us have ever really faced." In April, Amy volunteered with International Medical Corps' COVID-19 response in New York City, the epicenter of the global pandemic. She worked in the COVID unit of Brooklyn's Maimonides Medical Center during the height of the virus' devastating sweep through the city. A safety-net hospital, Maimonides served the population hardest hit by the virus: very low-income people of color. When Amy arrived, she found the Maimonides staff completely "devastated, overworked and overwhelmed"—having gone from around 50 patients on ventilators to more than 600 within days, while quickly running out of medication. Many of the staff had also contracted the virus, leaving the hospital understaffed at the same time it was being inundated with critically ill patients.

"Everywhere we went, you could just see a sigh of relief when the hospital staff spotted our International Medical Corps shirts," says Amy. "I can't tell you how many times I heard, 'Thank you, thank you, thank you—we couldn't do this without you.'"

Training and capacity building to protect frontline health workers and staff



An International Medical Corps health worker provides training on proper handwashing techniques

Leveraging our years of experience fighting Ebola and other infectious diseases in the fight against COVID-19, we have trained more than **19,000 frontline healthcare professionals** so far this year in the countries where we operate. Through training, International Medical Corps ensures that health workers can safely provide care for COVID-19 and ongoing health needs – so that communities can continue to access healthcare. For example, in **Yemen**, our healthcare team is sharing COVID-19 case management and education guidelines with health facility staff. We have trained 431 frontline health workers and staff on COVID-19 case management and prevention methods; provided 23 health facilities with cleaning materials to strengthen infection control; and trained community health volunteers on how to prevent COVID-19, providing them with materials to distribute in their communities.



International Medical Corps donates hygiene materials and kits to Hondoubomo Health Facility in Mali

Community outreach and engagement

So far in 2020, International Medical Corps has **reached more than 2.9 million people with awareness-raising activities**, including messages on COVID-19, health and hygiene promotion and community well-being, across the countries where we work. For example, in **Mali**, civil unrest due to the country's ongoing political crisis, as well as the presence of COVID-19 in insecure and hard-to-reach locations (such as Mopti and Timbuktu), remain serious risks for spread of the pandemic. As part of our comprehensive response, we have reached 53 health facilities, 10 mosques, six community health centers, two women's centers, one referral health center and one regional hospital with COVID-19 outreach information and activities. We also organized a mass COVID-19 awareness campaign in Timbuktu with the

local youth council, reaching more than 5,000 people, while our health volunteers have reached 8,947 people in their communities with COVID-19 information since March.

Mental health and psychosocial support for staff and communities



In the Bahamas, International Medical Corps addressed IPC and MHPSS needs to help communities recover from Hurricane Dorian and face the COVID-19 pandemic

Survivors of conflict and disasters are at higher risk for psychological distress and mental health conditions, due to continued and overwhelming chaos and uncertainty, as well as the enormity of the loss of loved ones and livelihoods to COVID-19. As one of the few international relief organizations to prioritize prevention and mental health and psychosocial support in humanitarian crises, we have the capacity to respond to these immediate needs. For example, in the **Bahamas**, in addition to reaching more than 15,000 people with COVID-19 awareness messaging, International Medical Corps' team provided MHPSS services through webinars, and

TV and radio show discussions on how to cope with stress from COVID-19. We also provided a psychosocial support hotline that delivered peer support group activities by telephone for mental health professionals.

MOVING FORWARD

As COVID-19 continues to spread rapidly, International Medical Corps remains committed to serving on the frontlines of this crisis, including providing support for vaccination campaigns that are sure to come, no matter where that may be. There will be a need to increase staff capacity at health facilities to manage immunization strategies and to ensure the continued response to confirmed COVID-19 cases. Given the experience that International Medical Corps has in training and capacity-building, we are prepared to train staff on all of the technical aspects required for a mass vaccination campaign. Our teams also are ready to initiate community awareness and education campaigns regarding vaccinations, leveraging our current awareness-raising toolkits and adapting them to COVID-19 vaccination campaigns. We will rely on our extensive experience in cold-chain and supply-chain management of vaccines reaching the last mile—including in refugee and internally displaced person (IDP) camp settings, as well as remote areas of conflict.

Because COVID-19 has been a shock to health systems in countries that are already weakened by failing economies, International Medical Corps will continue to make the necessary programmatic and operational changes to the way that communities deliver relief and healthcare programs. We are constantly working to ensure that frontline health workers have adequate levels of PPE, which is essential not only to the COVID-19 response but to ensuring continuation of all health services. We are recruiting additional staff with expertise in IPC within our country teams, and focusing on increasing WASH in health facility programming to ensure strong IPC standards. We also are leveraging technology to provide community education and awareness as well as MHPSS programs and other services virtually.

International Medical Corps will draw on its hallmark qualities of innovation, flexibility and adaptability to ensure that families and communities have continued access to all the health services they need.