

ACTIVITY REPORT

NAGEKEO COVID-19 RESPONSE

WISE - WASH in Southeast Asia

Intan Adi Putri, Jony Day Nazar, Karolina Bala
Gadi, Lidya Monica Pone, Rosadalima Dee Panda,
Sofia Konstatinova, Theresia F. Legu, Thye Yoke
Pean, Yuventius Ndoa, Zamsyar Giendhra Fad

Yayasan Solidaritas Anak, Orang Muda dan Perempuan (Yayasan Sao Mere)

Kasianus Sebho

Forum PRB Nagekeo, Perhimpunan Mahasiswa Nagekeo Jabodetabek

November 2021



Executive summary

Located in the middle of Flores Island (East Nusa Tenggara Province, Indonesia), Nagekeo was one of the most vulnerable regencies to COVID-19 transmission (Source: [NTT Provincial Covid Task Force](#)). As of May 2020, there were 82 confirmed cases in East Nusa Tenggara (NTT). Since the start of the pandemic, there were many community news reports stating that hospitals in NTT were mostly unprepared and did not have personal protective equipment (PPE). This included major hospitals in Kupang and towns in Flores.

As WISE has a team based in Nagekeo, we sought to assist Nagekeo in managing the COVID-19 situation as the regency has a limited healthcare system. Without adequate healthcare facilities, COVID-19 patients who required more advanced medical care faced a high risk of death. Therefore, the aim of the project was to support the health workers and community in ensuring that basic medical and health needs were met. To do so, WISE collaborated with key government officials, grassroots organisations as well as the community to combat COVID-19. Some of the initiatives included the donation of PPE, raising awareness of COVID-19 preventive measures through standing banners and posters, and the construction of handwashing facilities in public areas.

Summary of activities

Provision of Infrastructure and Equipment

When Nagekeo's first positive COVID-19 case was confirmed in March 2020, WISE anticipated the need for infrastructure and equipment to help prevent the spread of COVID-19. After coordinating with Dinas Kesehatan Nagekeo (Nagekeo Health Department) to find out which medical supplies were low in stock, WISE facilitated the production, purchase and distribution of 28 boxes of surgical masks and 800 cloth masks to health workers, frontliners, and the local community. PPE were distributed to the public hospital (Nagekeo Regional Hospital) and public health centres located in each of the seven sub-districts. WISE also facilitated the construction of two handwashing facilities in Pasar Danga (Danga Market) and Rumah Sakit Daerah Aeramo (Aeramo Hospital).

Health Communications

WISE supported health workers by providing updated information about COVID-19 prevention programs and safe distancing protocols. WISE facilitated the organisation of a webinar held on 27 August 2020 on the topic of [“Food Security Policies for Health Protocols and the Handling of COVID-19 in Nagekeo District”](#). As of June 2021, the webinar had been viewed 394 times. WISE also promoted healthy and hygienic lifestyle habits through standing banners that could potentially reach out to approximately 600 women per month during their visits to the sub-public health centres.

Supporting institutions

WISE also donated handwashing equipment, hand sprayers for disinfectants, and thermoguns to two schools namely, Setya Budi Maunori Catholic Private School and Maunori Catholic Elementary School in the Keo Tengah Sub-district, which opened in 2020 during the height of the pandemic situation.

Collaboration

It was also important to WISE that we collaborated closely with the government and local community to mitigate the COVID-19 situation. Throughout the outbreak, WISE had several meetings with government agencies, in particular with the Dinas Kesehatan Nagekeo, to understand how WISE could better support the health workers during the pandemic. Based on the feedback from these discussions, WISE began to consolidate efforts to deliver PPE to Rumah Sakit Daerah Aeramo and public health centres in seven sub-districts in Nagekeo. In addition, WISE worked with a group of tailors that was trained by partner Yayasan Sao Mere (YSM) to produce reusable fabric masks for distribution within the local community. For engagement with the youth, WISE collaborated with a local YouTuber to produce a video titled, ["The New Normal and Multicultural Community"](#). As of June 2021, the video has been viewed 655 times on YouTube.

Outcomes

The project contributed to strengthening the public health response to COVID-19, until sufficient resources arrived from the central government. For example, a healthcare worker and Puskesmas (Public Health Centre) leader that we spoke to were relieved that WISE provided assistance when the regency could not secure enough PPE. With the donation of PPE and the presence of handwashing facilities, sellers felt more reassured and safe while working in the market. Sellers were grateful because they had access to clean water. In addition, several collaborations with institutions and community forums brought the local community to actively raise awareness of COVID-19 preventive measures and support the government in their efforts to handle the pandemic situation.

Next steps

As the COVID-19 situation stabilises in Nagekeo, WISE will return our focus towards strengthening other aspects of public health. We will collaborate with partners and potential organisations on community-based programs, such as handwashing programs in schools.



Table of contents

Acknowledgements	1
Executive summary	2
Table of contents	4
Introduction	5
Project aims and objectives	6
Activities	6
Provision of infrastructure and equipment	6
Handwashing Facilities	6
Masks	7
Personal Protective Equipment (PPE)	7
Health Communication	9
Webinar	9
Banners	10
Supporting Institutions	10
Schools	10
Collaborations	13
Challenges and Areas for Improvement	15
Outcomes	16
Next Steps	16

1. Introduction

Located in the middle of Flores Island (East Nusa Tenggara Province, Indonesia), Nagekeo was one of the most vulnerable regencies to COVID-19 transmission due to reasons such as a limited healthcare system, majority of the residents not being able to afford appropriate medical check ups, etc. As a result, many people in Nagekeo faced a high risk of being exposed to COVID-19.¹ In Nagekeo, Puskesmas (public health centres) often face a lack of proper personal protective equipment (PPE), necessary equipment for frontline workers and people who have symptoms of COVID-19. Thus, health workers in Nagekeo also faced high risk of being exposed to COVID-19. According to data retrieved from Badan Pusat Statistik (Central Bureau of Statistics) in 2018, out of the 325,000 total population in Nagekeo, 13% were living below the poverty rate. This means that 18,960 Nagekeo residents were earning less than Rp323.316 (USD 21) per month. The pandemic saw many families facing difficulties in affording medical costs and the loss of jobs and livelihoods.

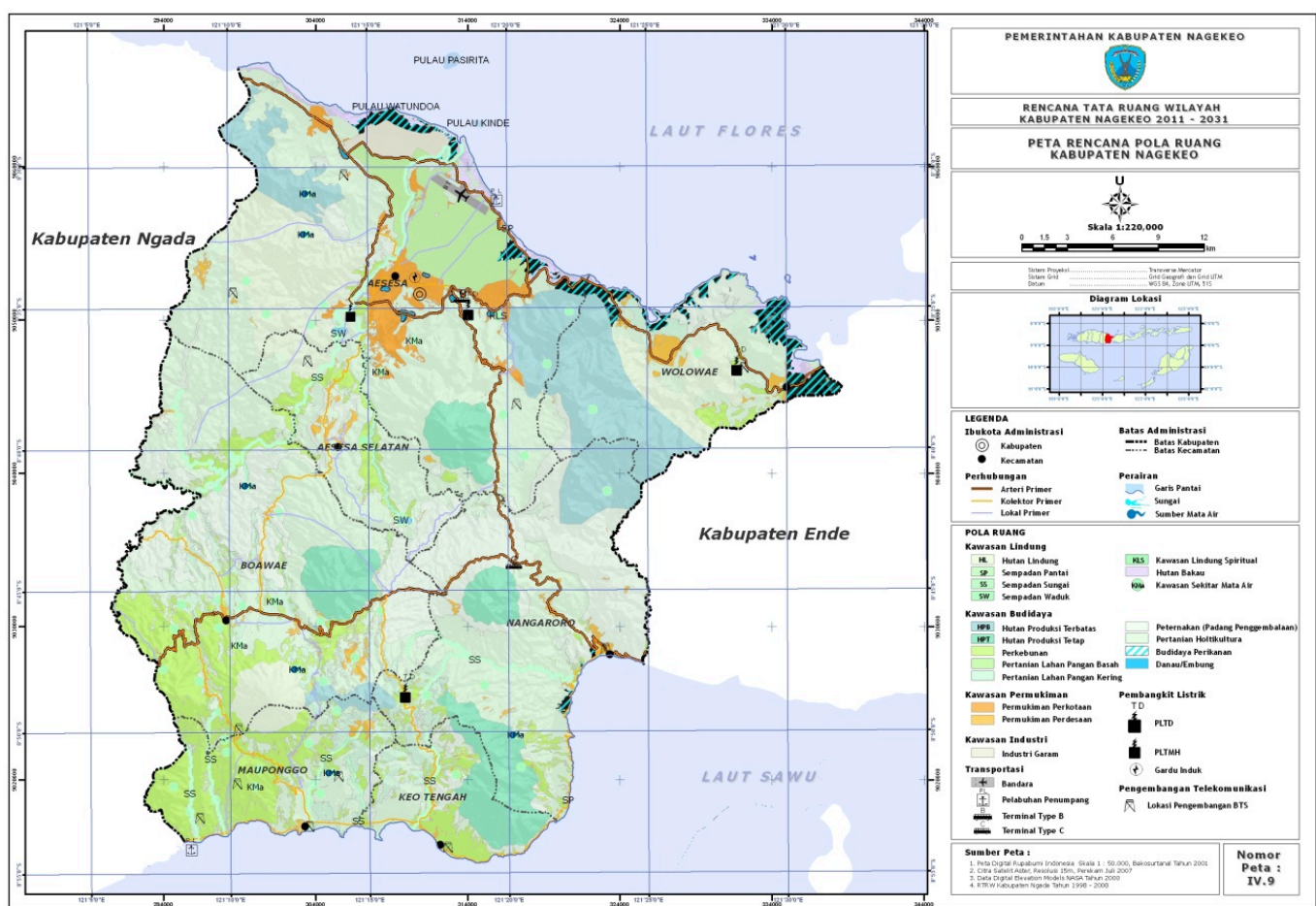


Figure 1 Map of Nagekeo regency

Nagekeo became more vulnerable to COVID-19 transmission due to the increased number of workers and students returning home from abroad.² The majority of migrant workers from Nagekeo work in Malaysia, which had 2,031 confirmed cases of COVID-19 in March 2020. Unfortunately, during that period, the lockdown policy could not be successfully implemented by the local government in Nagekeo, as most people had to travel for work between districts and

¹ Simply giving, 2020

² Ibid

islands in Flores. Without proper lockdown measures in place, there was increased transmission of COVID-19 in Nagekeo.

1.1. Project aims and objectives

The main aim of the project was to provide medical supplies to aid public health centres and hospitals in Nagekeo as well as to support healthcare workers in community-based initiatives on COVID-19 prevention measures through comprehensive health communication action plans. Specific objectives were:

- To donate and distribute PPE and healthcare supplies to every COVID-19 health post (posko), hospital, and every public health centre to mitigate COVID-19 transmission in public areas.
- To conduct a webinar with government officials to better inform the public on COVID-19 preventive measures and strategies to adapt to the new normal.
- To distribute accurate health information about COVID-19 from Kementerian Kesehatan (Ministry of Health) in the form of banners and informational posters in every public health centre as well as through online platforms.
- To produce reusable fabric face masks for the local community and frontline healthcare workers in partnership with Yayasan Sao Mere (YSM).
- To construct handwashing facilities in public places such as public market areas and public hospitals.
- To install handwashing facilities in schools.

2. Activities

This section details each activity undertaken by WISE and Yayasan Sao Mere under the COVID-19 Response Project in Nagekeo. The section includes a detailed description of what was planned, challenges faced, and outcomes achieved. Refer to Sections 4 and 5 for a summary of the challenges and results.

2.1. Provision of infrastructure and equipment

To tackle the COVID-19 situation in Nagekeo, it was critical that various infrastructure and equipment were available to prevent the spread of COVID-19 in public areas.

2.1.1. Handwashing Facilities

Washing hands was one of three ways to prevent the spread of COVID-19, hence it was crucial to have in place sufficient handwashing facilities in public areas. For instance, in Pasar Danga, there were no proper handwashing facilities. People who worked and visited the market could face a high risk of being exposed to COVID-19. As a solution, WISE and Yayasan Sao Mere installed two handwashing stations in Pasar Danga and Rumah Sakit Umum Aeramo. Two fibre water tanks and six containers were donated as handwashing equipment ([Figure 2](#)). This activity was completed in collaboration with Dinas Koperasi, Perindustrian, dan Perdagangan Kab Nagekeo (Cooperation, Industry and Trade Office), who helped to ensure water availability and Badan Nasional Penanggulangan Bencana Nagekeo (Disaster Management Agency), who helped with the installation process.



Figure 2 The installation of handwashing station in Aeramo Hospital

2.1.2. Masks

At the beginning of the pandemic outbreak situation, people often had difficulty obtaining masks as they were mostly unavailable in markets and or were being sold at inflated prices. To help the community secure more masks, WISE and YSM distributed around 800 fabric reusable masks to both frontline workers and the local community. From April to August 2020, WISE distributed masks to officers on duty, villagers from the Keo Tengah District, farmers, and public health centres in Nagekeo ([Figure 3](#)).

2.1.3. Personal Protective Equipment (PPE)

There were concerns that many public health centers in Nagekeo, the place to seek medical treatment for COVID-19 symptoms, were facing low supplies of PPE for healthcare workers. After a consultation with the Dinas Kesehatan Nagekeo, WISE donated 100 pieces of masks (28 boxes), 15L of hand washing soap, 2 units of thermo guns, 19 boxes of nurse caps, 50 pieces of non-sterile gloves, 85 pieces of sterile gloves, 25 pieces of face shields, boots and uniforms for sanitarian and cleaning service officers to the 7 main public centres within the Nagekeo Regency ([Figure 4](#)).³

³ WISE - WASH in Southeast Asia, 2020

<https://washinseasia.org/2020/08/26/wise-helps-seven-health-centers-in-nagekeo-east-nusa-tenggara-indonesia/>



Figure 3 Masks distributed to farmers



Figure 4 The map of seven sub-districts in which seven public health centers of each district received donations from WISE.

The donations went distributed directly to the seven puskesmas (public health centers) in Puskesmas Danga (Aesesa) Puskesmas Boawae, Puskesmas Mauponggo ([Figure 5](#)), Puskesmas Jawakisa (Aesesa Selatan), Puskesmas Nangaroro, Puskesmas Keo Tengah, and Puskesmas Wolowa.



Figure 5 The donation of PPE for the Mauponggo Public Health Center

2.2. Health Communication

2.2.1. Webinar

To prepare the community in adapting to the new normal and to help the community better understand social distancing protocols, WISE conducted a health promotion webinar in partnership with government officials from Bupati Nagekeo (The Regent), Dinas Kesehatan Nagekeo, and Forum Pengurangan Risiko Bencana Kabupaten Nagekeo (Disaster Management Risk Forum). The health promotion webinar was streamed live on Youtube on 27 August 2020. The 1.5 hour long webinar, on the topic of [“Kebijakan Ketahanan Pangan Protokol Kesehatan dan Penanganan COVID-19 di Kabupaten Nagekeo”](#) (“Food Security Policy for Health Protocol and COVID-19 Handling in Nagekeo District”) ([Figure 6](#)), discussed Nagekeo's COVID-19 programs and updates to the social distancing protocols. The program details and date was coordinated after multiple rounds of discussion with Bupati Nagekeo (The Regent), Dinas Kesehatan Nagekeo, and Forum Pengurangan Risiko Bencana Kabupaten Nagekeo (Disaster Management Risk Forum). As of June 2021, the online webinar has been viewed 396 times on YouTube.

A few weeks after the announcement of the new safe distancing protocols, there were observations that most people ignored the protocols. On 20 August 2020, seven (7) positive cases were reported. During the webinar, Forum Pengurangan Risiko Bencana (Disaster Management

Risk) re-emphasised that the webinar was conducted in a timely manner to educate the community and that the webinar supported the work of health workers and community leaders in preventing the further spread of COVID-19.



Figure 6 Screenshot of the webinar in collaboration with government officials streamed on YouTube on 27 August 2020

2.2.2. Banners

- To maximize community engagement efforts, WISE produced and distributed banners to promote Pola Hidup Bersih dan Sehat (healthy lifestyles). This community health engagement strategy was based on consultations with various stakeholders (including health promotion department, sanitarians, midwives), who agreed that banners placed in healthcare facilities would be one of the more effective ways to promote healthy lifestyle in local communities. The banners were designed based on the instructions extracted from the [Ministry of Health's](#) website. As of August 2020, WISE distributed a total of 30 standing banners, of which six (6) banners were distributed to the Pustu (Puskesmas Pembantu) (sub-health centres) ([Figure 7](#)) in the Kelurahan Danga (Danga District). These standing banners are useful for healthy lifestyle promotion due to its reach, as the Pustu often sees the gathering of approximately 600 womens per month for activities in the Pustu. PRB Forum also helped to facilitate the distribution of banners to the Puskesmas and Pustu in Nangaroro and Kecamatan Aesesa Selatan (South Aesesa District).

2.3. Supporting Institutions

2.3.1. Schools

For a long time, two (2) schools in the Kecamatan Keo Tengah (Keo Tengah District), Setya Budi Maunori Catholic Private School (junior high school) and Maunori Catholic Elementary School in Nagekeo Area, had limited access to clean water. As part of WISE's primary mission to provide local communities with clean water, as well as to support the reopening of these two schools, WISE donated one (1) water tank ([Figure 8](#)), 60L of hand soap, and two (2) hand sprayers for disinfectants, and two (2) thermo guns ([Figure 9](#)) to each school.



Figure 7 Standing banners with information on healthy lifestyle distributed for two sub-health centers



Figure 8 WISE donated the storage tank



Figure 9 Donations to schools that opened during the pandemic to help prevent the spread of COVID-19 in schools

3. Collaboration

It was necessary to collaborate with the government and the local community to effectively manage the COVID-19 situation in Nagekeo. In early March 2020, when the first coronavirus positive case was reported in Indonesia, WISE conducted a meeting with Kepala Gugus Tugas dan Penanganan COVID-19 (the Head of the COVID-19 Task Force and Handling Team). The meeting's main objective was to determine the type and amount of medical supplies that Nagekeo would require to handle the pandemic situation. After the discussion, WISE raised funds and, with Yayasan Sao Mere, used the funds raised to donate PPE to both healthcare workers and the frontline workers.⁴ The donations were made directly to several Nagekeo COVID-19 posts, public hospitals, and several public health centres. Besides that, WISE and the government jointly organise a webinar discussing on COVID-19 preventive measure and safe distancing protocols at the end of August 2020. To organise the webinar, WISE conducted several meetings with the Bupati Nagekeo (Nagekeo's Regent), Forum Pengurangan Risiko Bencana Kabupaten Nagekeo (Disaster Management Risk Forum), and the technical team. As the pandemic situation worsened from March 2020 onwards, many people lost their jobs and livelihoods. As part of the efforts to help mitigate this situation, WISE donated 50 metres of fabric to Kelompok Pemberdayaan Kesejahteraan dan Keluarga (PKK) (The Family Welfare Movement). Together with YSM, members of the local community were trained and paid to produce a total of 450 fabric reusable masks. Therefore, the project provided temporary jobs and reskilling opportunities for the local community (Figure 10). The income from fabric mask sales varied, with some tailors receiving payment based on the market rate of Rp3,000 per mask, while one received Rp1,000,000 from a local

⁴ Risa Roga, "Yayasan Sao Mere dan WISE Nagekeo Sumbangkan APD bagi Tenaga Kesehatan," *Flores Pos*, 2020 <http://florespos.co.id/berita/detail/yayasan-sao-mere-dan-wise-nagekeo-sumbangkan-apd-bagi-tenaga-kesehatan>

representative. This project saw a total of 450 masks being distributed; 50 pieces to Trashhero Nagekeo, 50 pieces to Meta Leza Book Club, 115 pieces to the farmer community, and 125 pieces for COVID-19 posts.



Figure 10 WISE donated 50 metres of fabric to PKK



Figure 11 The PKK trained tailors to produce fabric reusable masks

3.1. Collaboration with a local YouTuber

In this digital era, YouTube has become an integral part of everyday life. Ockhand Tage is a local YouTuber, who has a good reputation with the local community. As part of the outreach strategy to raise awareness on COVID-19 preventive measures, WISE collaborated with Ockhand Tage and his team to produce a video titled “[#NewNormal and Multicultural Community](#)” (Figure 12). As of June 2021, the video has been viewed 612 times.

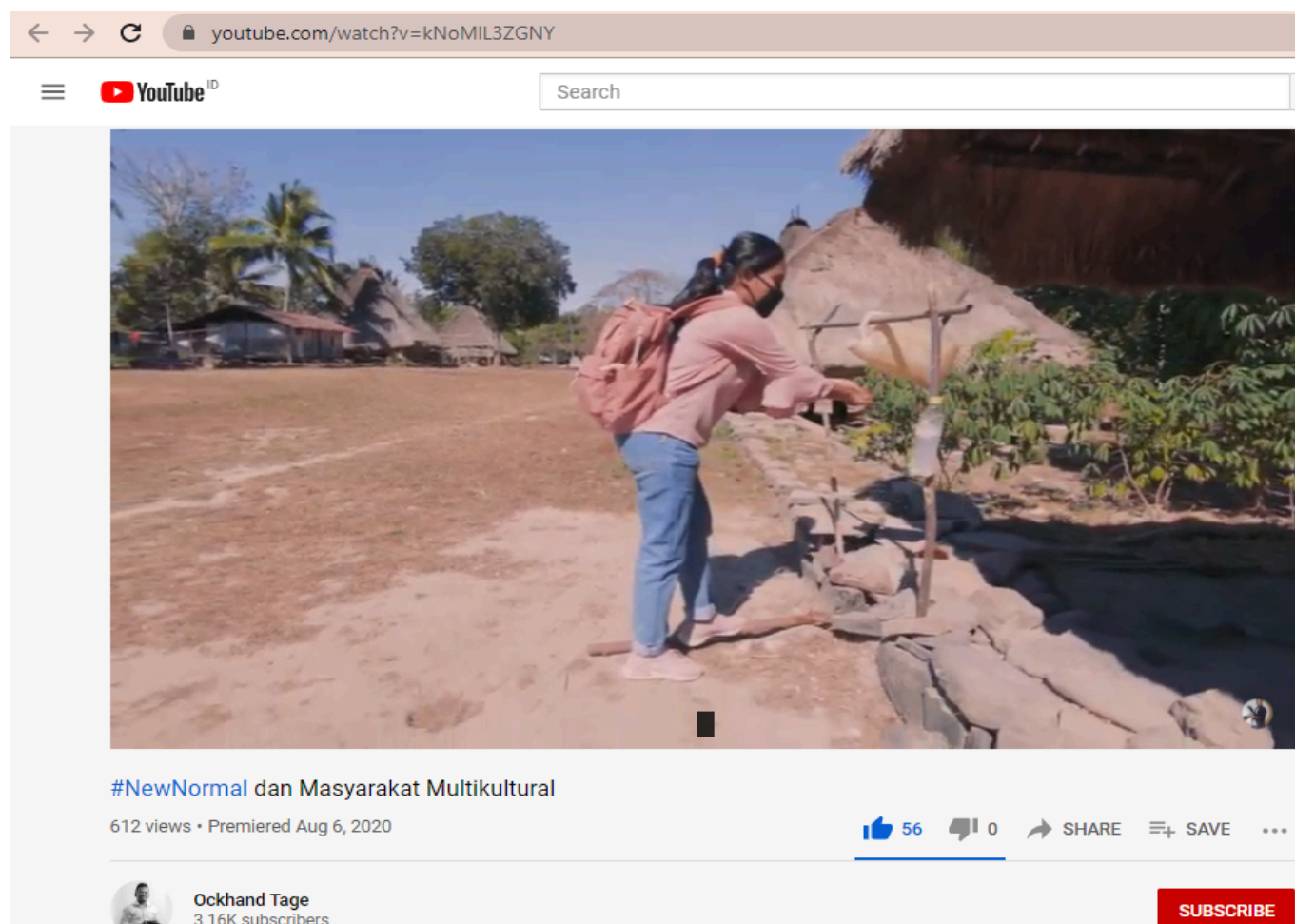


Figure 12 The traditional hand washing tool shown in the video can help raise awareness of the local community to wash their hands.

4. Challenges and Areas for Improvement

WISE faced a number of challenges that limited the outcomes of our initiatives within the Nagekeo Covid-19 Response Project.

Limited PPE Supplies: The limited stocks of the PPE worldwide during the height of COVID-19 caused delay with procurement and delivery. To solve these issues, WISE sourced from multiple suppliers and actively sought new suppliers. Unfortunately, the room that stored the donated PPE in Aeramo Hospital burned down in May, causing an urgent demand for PPE. As a response, WISE intensified fundraising for the project in order to procure more PPE supplies.

Inappropriate messaging within the YouTube Video: A second YouTube video on COVID-19 preventive measures was removed due to the video containing body-shaming messages. The content creators were

not aware that the messages were inappropriate. After a discussion with WISE, the content team and WISE mutually consented to remove the video.

Lack of clarity in administrative protocols: At the beginning, the coordination process with the government officials on the health promotion webinar were unclear and unorganised. Several rounds to clarify on the updated health protocols and administrative details of the webinar were conducted, thus delaying the timeline of the webinar event.

5. Outcomes

The project contributed to strengthening the public health response to COVID-19, until sufficient resources arrived from the central government. For example, Based on interviews with a healthcare worker and Puskesmas leader that we spoke to were relieved that WISE provided assistance when the regency could not secure enough PPE. With the donation of PPE and the presence of handwashing facilities, sellers felt more reassured and safe while working in the market. Sellers were grateful because they had access to clean water. In addition, several collaborations with institutions and community forums showed that the local community was actively raising awareness of COVID-19 preventive measures and supporting the government in their efforts to handle the pandemic situation.

Overall, WISE gained a better understanding of the COVID-19 preventive measure and how to better support the health workers. As an organisation that focuses on educating the community on water and sanitation, WISE hopes that through the various community outreach activities, COVID-19 preventive measures will continue to be integrated within the community.

6. Next Steps

As the COVID-19 situation stabilises in Nagekeo, WISE will return our focus towards strengthening other aspects of public health. We will collaborate with partners and potential organisations on community-based programs. WISE has started plans to conduct handwashing programmes in schools in the Nagekeo area, to inculcate healthy and hygienic habits for the students. This programme focuses on behavioural change, and we hope that through this programme, students will realise the importance of washing hands and will eventually influence their community to adopt healthier lifestyle habits.

