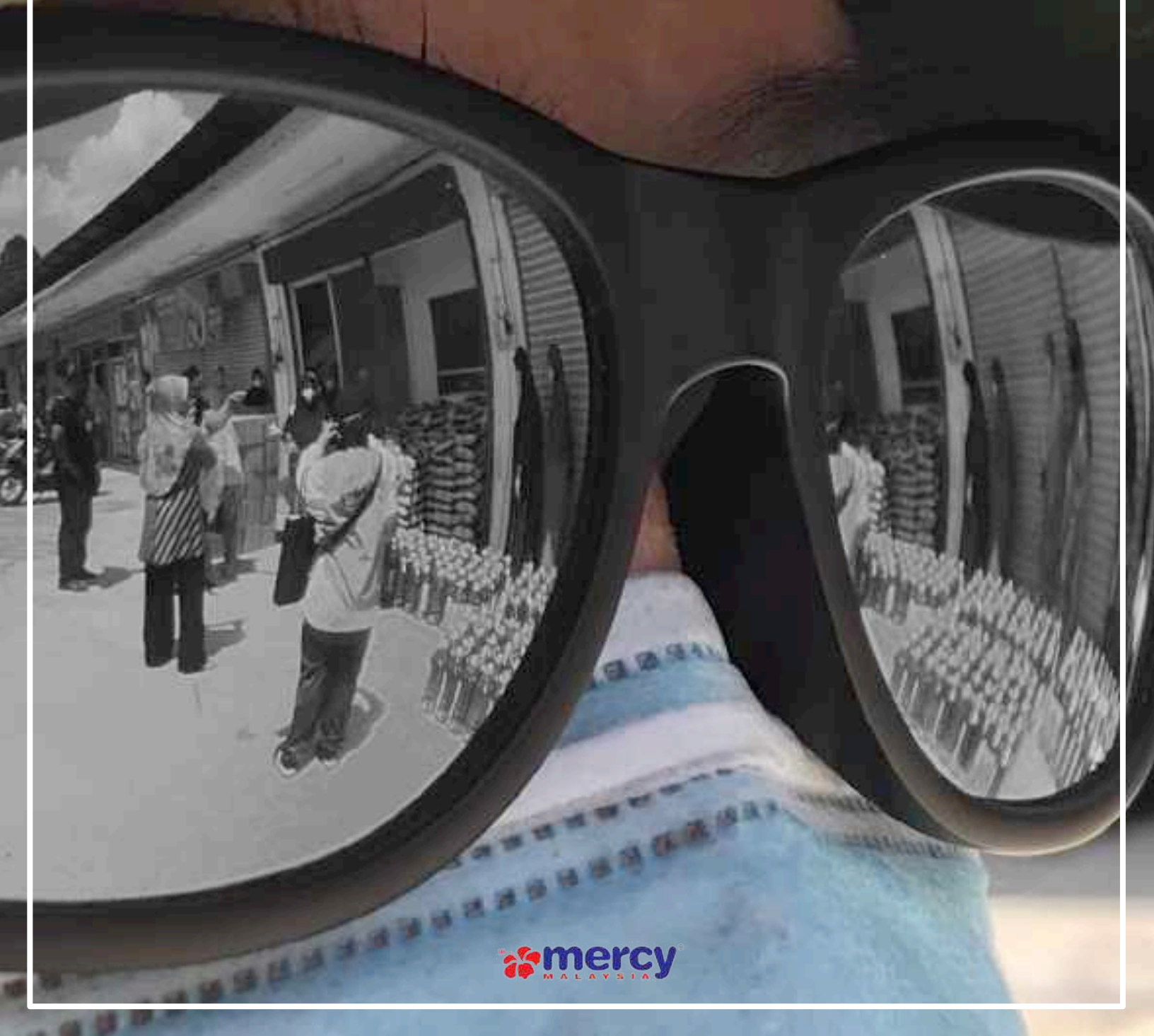


MERCY Malaysia for Malaysia
COVID-19 Response

**A Reflection of
Malaysian Solidarity**



“We are living in an age of the greatest pandemic the world has seen for the last 100 years, the COVID-19 pandemic. This is a pandemic which we need to fight together, and for all that to happen we need all sections and sectors involved.”

Dato' Dr Ahmad Faizal Perdaus
President
MERCY Malaysia

ABOUT

MERCY Malaysia *for Malaysia* COVID-19 Response: A Reflection of Malaysian Solidarity, is a photobook chronicling the solidarity of fellow Malaysians from all walks of life together hand in hand with fronliners and various agencies in the fight to curb the invisible enemy during the first three months (18 March – 30 June 2020) of the enactment of the movement control order (MCO) by the government of Malaysia.

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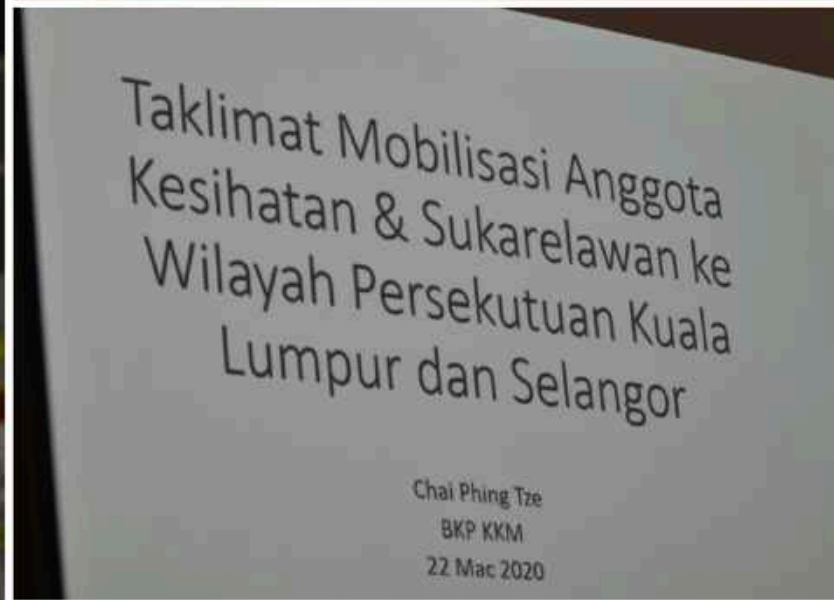
Support us

PHASE 1

Initiation: Setting up the team

MERCY Malaysia continues to contribute significantly to the national crisis preparedness and emergency response, as evident in the COVID-19 pandemic humanitarian action plan. Starting with involvement in the National Institute of Health (NIH) response team in the early stages of the pandemic, MERCY Malaysia was then roped in by the Crisis Preparedness and Response Centre (CPRC) Mobilisation team to support the screening processes in a large scale testing and to establish the Mental Health and Psychosocial Support (MHPSS) Hotline. MERCY Malaysia was also among the core group of NGOs selected by CPRC and sanctioned by the Ministry of Health (MOH) to mobilise response teams during the Restricted Movement Control Order (MCO) phase, especially at the epicentre of the pandemic in Kuala Lumpur and Johor, as well as supporting the United Nations High Commissioner for Refugees (UNHCR) in engaging with the refugee communities on COVID-19 testing efforts. As requests for assistance began to pile in, MERCY Malaysia was fortunate to have received donations from the corporate sector, achieving the largest financial support in our history.









MERCY Malaysia volunteers at Damansara warehouse preparing to be stationed at NIH 7

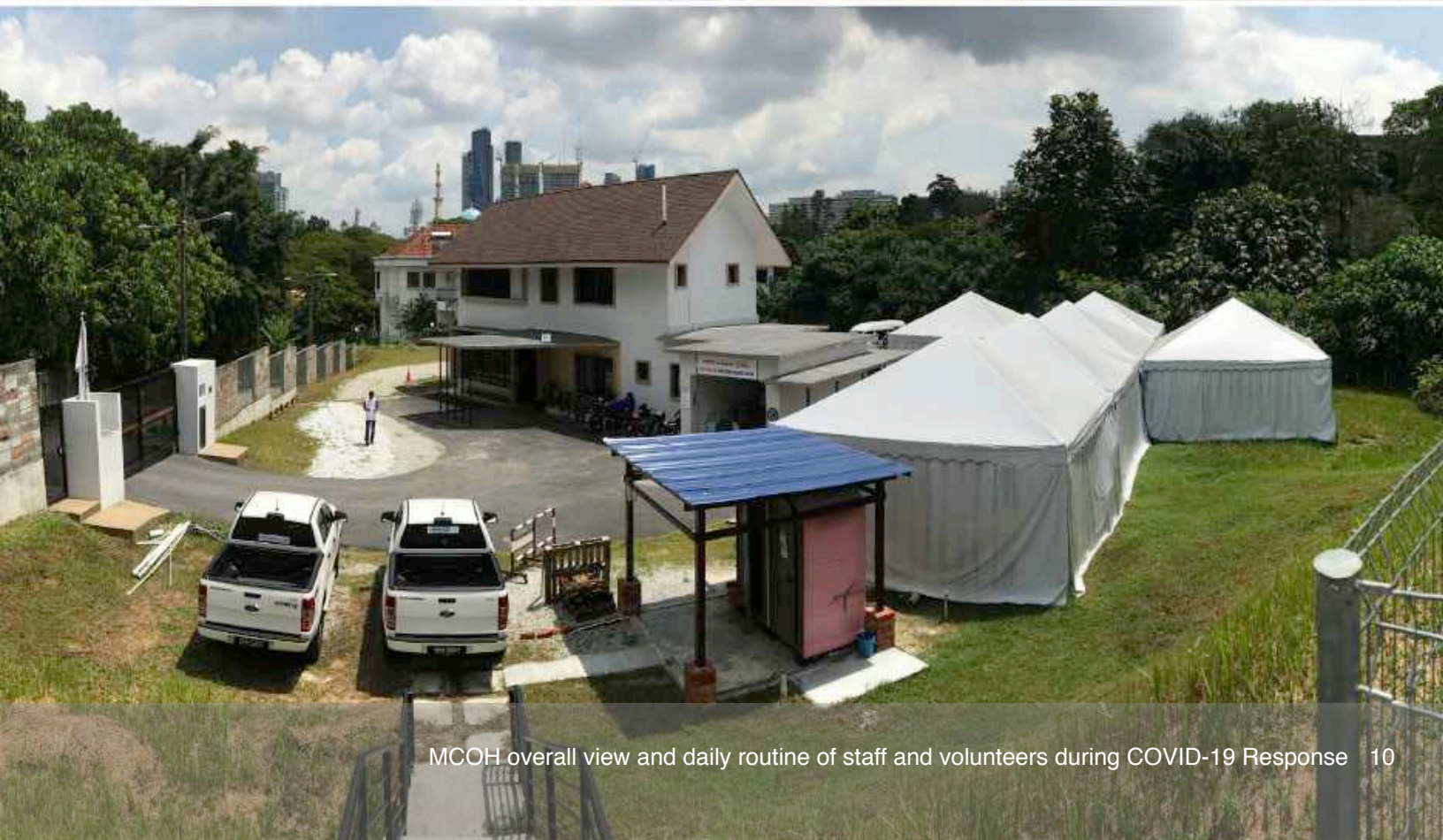
PHASE 2

MERCY Malaysia COVID-19 Operations Hub (MCOH)

During the initial phase of the pandemic, MERCY Malaysia's response operations was based at the warehouse in Damansara. Upon evaluation of the growing needs and response requirements, the senior management officers of MERCY Malaysia made a recommendation to relocate to a bigger space. Amidst the search, Tenaga Nasional Berhad came to the rescue and offered MERCY Malaysia a much-needed larger facility. Within less than a month of the MCO, MERCY Malaysia officially launched the "MERCY Malaysia COVID-19 Operations Hub" (MCOH). As the main base of COVID-19 related operations, medical, food and non-food supplies started to fill up the storage. Operational process flows and stringent health and safety procedures were swiftly put in place. Praises to the dedicated and passionate staff of MERCY Malaysia and volunteers for their tireless efforts.









PHASE 3

MERCY Malaysia

for Malaysia mobilisation

As days went by, the number of requests the team received on the ground and from frontliners, increased rapidly. Daily operations included: (1) mobilising medical personnel for screening and swab tests around KL and Selangor red zones; (2) distributing EMT equipment to health offices in areas where EMCO were gazetted such as Selayang and Kepong; (3) supplying personal protective equipment (PPE) to hospitals and clinics; (4) producing PPE ; (5) distributing food packs to citizens; (6) disinfecting high risk areas; (7) screening and swabbing of refugees and marginalised communities, on behalf of MOH. The mammoth scale of these daily operations typified meticulous and coordinated preparation which included daily briefings, weekly coordination meetings, daily donor briefings and bi-weekly senior operations meetings.







We reached out to marginalised and underserved communities including female-headed household, B40, migrant workers and refugee communities 14







PHASE 4

Awareness Campaign: Information, Education and Communications (IECs)

In coordination with our stakeholders, MERCY Malaysia is committed to play an active role in supporting national solidarity in the COVID-19 responses. Effective and coordinated humanitarian responses ensured vital services were delivered to the vulnerable population within the crucial period. Awareness campaigns, such as brochures and phamplets on information, education and communication (IECs) have been printed, distributed and published widely to the public which started from the very beginning of MERCY Malaysia COVID-19 response, remains an ongoing process.



Latifah Khalidah
Merealisasikan masyarakat
berkeadilan melalui
07-2200 2004

**Pengurangan
dan pengurusan
risiko pandemik**
RAMPHAN PERDATA, KINIRANG, SELANGOR

 **mercy** untuk Malaysia



Amalan Penjagaan Kebersihan



Selalu cuci tangan pakai air dan sabun serta tisu atau air suam.



Kalau batuk atau bersin, tutup mulut dan hidung pakai tangan atau tisu. Jangan flu, batuk atau di tong sampah yang mempunyai penapis.



Jangan pegang mata, hidung dan mulut tanpa tangan dibersihkan.



Jaga jarak sekurang-kurangnya 1 meter semasa orang lain batuk atau pegang penapis COVID-19.



Selalu kasi beriti dan menyokong a tissue setiap orang batuk.



Jangan makan produk haiwan yang mentah. But amalan makanan yang elok.



Kawatkan diri sendiri kalau ada gejala COVID-19, isolasi diri dalam rumah untuk penjagaan diri sendiri.



Periksa dengan pakar kesihatan kalau ada demam, batuk dan sakit badan.





























































良好的卫生习惯



时刻保持双手清洁，勤洗手和正确擦手是预防 COVID-19。



咳嗽或打喷嚏时要用纸巾或手肘捂住口鼻，然后丢弃纸巾或用手肘遮住你的位置。



避免洗手之前接触口、鼻、眼。



与他人至少保持一米的面离，尤其避免公共身体接触或亲密的人。



尽量使用含酒精的消毒液和凝胶来清洁双手。



避免食用未煮熟的食物产品；避免食用成品、安全食品。



如果有发热或呼吸困难症状，无论何时应避免接触如何，请出行保持距离。



无论何时旅行或购物 50 分，如果发生疫情，请避免乘坐公共交通工具，请立刻用手进行防护。



花旗银行



美施

COVID-19 (PRE-MCO)

Construction Site Preparedness Action Plan.



SCENARIO

Remote contact to a (positive) COVID-19 case
 Possible issue:
 1. Residential workers
 2. Office building work place
 3. Construction site

Close contact to a (positive) COVID-19 case
 Possible danger:
 1. Family member (close household)
 2. Close contact
 3. Shared, closed and confined space

Worker/employee is a tested (positive) COVID-19



ACTION BY WORKERS

1. Stay safe, follow hygiene guidelines by Ministry of Health (MOH)
 2. Monitor for symptoms for the past 14 days
 3. Disinfect and sanitise are done daily

1. Inform employer/supervisor with evidence-based document
 2. 14 days self-quarantine from date of infection
 3. Seek immediate medical advice from local hospital
 4. Monitor for symptoms
 5. Practice good hygiene

Worker/employee is a tested (positive) COVID-19



ACTION BY EMPLOYER

1. If construction site decided to remain open, stay COVID-19 screening to be carried out
 2. Disinfection and sanitisation are done daily

1. Employer/supervisor to inform the necessary authorities
 2. To set up self-isolation area for workers
 3. Disinfection and sanitisation are to be done daily
 4. Advise employees to report to medical and quarantine
 5. Follow the latest instructions by local Ministry of Health and Ministry of Education (MOE)

Worker/employee is a tested (positive) COVID-19

The best way to control the spread of COVID-19 in construction sites and workplaces is to reduce the risk of infection by systemic disinfection, as well as adhering to the following control measures:

ENGINEERING CONTROLS

Engineering controls involve removing workers from contaminated hazards, including high efficiency air filters, and increasing ventilation rates in the work environment.
 1. Installing physical barriers
 2. Installing physical barriers

WORK PRACTICE CONTROLS

1. Provide gloves, face mask, hand soap, alcohol-based hand sanitizer, disinfectant, and disposable towels for workers to clean their work surfaces
 2. Install signs for personal hygiene and workplace

ADMINISTRATIVE CONTROLS

1. Identifying contact among workers, visitors, and visitors
 2. Implementing screening of workers and visitors to reduce the total number of employees at the construction site at a given time
 3. Establish emergency communication plans
 4. Training workers who need to use personal protective equipment

100% worker safety to follow the construction site safety and health plan (CSH) and the National Crisis Preparedness and Response Centre (NCRC) guidelines.

NATIONAL CRISIS PREPAREDNESS AND RESPONSE CENTRE (NCRC)

Hotline (office hours): 03-8881 0300 - National Crisis Preparedness and Response Centre (NCRC)



PERKAMPUNAN KARYA BANGSA
 MELAKSANAKAN KAWALAN KESELAMATAN



COVID-19 (PRA-PKP)

Pelan Tindakan Kesiapsiagaan di Tapak Pembinaan.



SENARIO

Kontak jauh dengan kes (positif) COVID-19
 Kemungkinan:
 1. Perumahan pekerja
 2. Pejabat projek
 3. Tapak pembinaan

Kontak rapat dengan kes (positif) COVID-19
 Kemungkinan:
 1. Ahli keluarga tinggal di dalam rumah yang sama
 2. Perumahan pekerja
 3. Ruang perkhidmatan, bilik makan, bilik tidur

Pekerja yang telah diuji (positif) COVID-19



TINDAKAN PEKERJA

1. Stay safe, follow hygiene guidelines by Ministry of Health (MOH)
 2. Monitor for symptoms for the past 14 days
 3. Disinfect and sanitise are done daily

1. Inform employer/supervisor with evidence-based document
 2. 14 days self-quarantine from date of infection
 3. Seek immediate medical advice from local hospital
 4. Monitor for symptoms
 5. Practice good hygiene

Worker/employee is a tested (positive) COVID-19



TINDAKAN MAJIKAN

1. If construction site decided to remain open, stay COVID-19 screening to be carried out
 2. Disinfection and sanitisation are done daily

1. Employer/supervisor to inform the necessary authorities
 2. To set up self-isolation area for workers
 3. Disinfection and sanitisation are to be done daily
 4. Advise employees to report to medical and quarantine
 5. Follow the latest instructions by local Ministry of Health and Ministry of Education (MOE)

Worker/employee is a tested (positive) COVID-19

Cara terbaik untuk mengawal penularan COVID-19 di tapak pembinaan dan tempat kerja adalah untuk mengurangkan risiko jangkitan dengan cara rhykuman/disinfeksi secara sistematis, serta cara-cara kawalan seperti berikut:

KAWALAN KEJURUTERAAN

1. Mengenalpasti risiko, tingginya risiko, dan risiko rendah
 2. Mengenalpasti risiko, tingginya risiko, dan risiko rendah
 3. Mengenalpasti risiko, tingginya risiko, dan risiko rendah
 4. Mengenalpasti risiko, tingginya risiko, dan risiko rendah

KAWALAN AMALAN KERJA

1. Menyediakan bilik, tingginya risiko, dan risiko rendah
 2. Menyediakan bilik, tingginya risiko, dan risiko rendah
 3. Menyediakan bilik, tingginya risiko, dan risiko rendah
 4. Menyediakan bilik, tingginya risiko, dan risiko rendah

KAWALAN ADMINISTRASI

1. Menyediakan bilik, tingginya risiko, dan risiko rendah
 2. Menyediakan bilik, tingginya risiko, dan risiko rendah
 3. Menyediakan bilik, tingginya risiko, dan risiko rendah
 4. Menyediakan bilik, tingginya risiko, dan risiko rendah

100% worker safety to follow the construction site safety and health plan (CSH) and the National Crisis Preparedness and Response Centre (NCRC) guidelines.

PUSAT KESIAPSAIGAN DAN RESPON KRISIS (CPRC)

Hotline (office hours): 03-8881 0300 - Pusat Kesiapsiagaan dan Respon Krisis (CPRC)



PERKAMPUNAN KARYA BANGSA
 MELAKSANAKAN KAWALAN KESELAMATAN



COVID-19 (PRE-MCO)

School Preparedness Action Plan.



SCENARIO

Remote contact to a (positive) COVID-19 case
 Possible issue:
 1. Residential workers
 2. Office building work place
 3. Construction site

Close contact to a (positive) COVID-19 case
 Possible danger:
 1. Family member (close household)
 2. Close contact
 3. Shared, closed and confined space

A visitor/worker/employee is a tested (positive) COVID-19



ACTION BY PARENTS

1. Stay safe, follow hygiene guidelines by Ministry of Health (MOH)
 2. Monitor for symptoms for the past 14 days
 3. Disinfect and sanitise are done daily

1. Inform employer/supervisor with evidence-based document
 2. 14 days self-quarantine from date of infection
 3. Seek immediate medical advice from local hospital
 4. Monitor for symptoms
 5. Practice good hygiene

Worker/employee is a tested (positive) COVID-19



ACTION BY SCHOOL

1. If construction site decided to remain open, stay COVID-19 screening to be carried out
 2. Disinfection and sanitisation are done daily

1. Employer/supervisor to inform the necessary authorities
 2. To set up self-isolation area for workers
 3. Disinfection and sanitisation are to be done daily
 4. Advise employees to report to medical and quarantine
 5. Follow the latest instructions by local Ministry of Health and Ministry of Education (MOE)

Worker/employee is a tested (positive) COVID-19

Worker who have travelled to or from high risk countries (HRC) or countries in Level 3 or above as advised by authorities

High risk countries
 1. 14 days self-quarantine from date of infection
 2. Seek immediate medical advice from local hospital
 3. Monitor for symptoms
 4. Practice good hygiene

Other countries
 1. Stay home or stay at a hotel if not fully recovered after travelling

100% worker safety to follow the construction site safety and health plan (CSH) and the National Crisis Preparedness and Response Centre (NCRC) guidelines.

NATIONAL CRISIS PREPAREDNESS AND RESPONSE CENTRE (NCRC)

Hotline (office hours): 03-8881 0300 - National Crisis Preparedness and Response Centre (NCRC)



PERKAMPUNAN KARYA BANGSA
 MELAKSANAKAN KAWALAN KESELAMATAN



COVID-19 (PRA-PKP)

Pelan Tindakan Kesiapsiagaan Sekolah.



SENARIO

Kontak jauh dengan kes (positif) COVID-19
 Kemungkinan:
 1. Perumahan pekerja
 2. Pejabat projek
 3. Tapak pembinaan

Kontak rapat dengan kes (positif) COVID-19
 Kemungkinan:
 1. Ahli keluarga tinggal di dalam rumah yang sama
 2. Perumahan pekerja
 3. Ruang perkhidmatan, bilik makan, bilik tidur

Pekerja/guru/pekerja yang telah diuji (positif) COVID-19



TINDAKAN IBU BAPA

1. Stay safe, follow hygiene guidelines by Ministry of Health (MOH)
 2. Monitor for symptoms for the past 14 days
 3. Disinfect and sanitise are done daily

1. Inform employer/supervisor with evidence-based document
 2. 14 days self-quarantine from date of infection
 3. Seek immediate medical advice from local hospital
 4. Monitor for symptoms
 5. Practice good hygiene

Worker/employee is a tested (positive) COVID-19



TINDAKAN SEKOLAH

1. If construction site decided to remain open, stay COVID-19 screening to be carried out
 2. Disinfection and sanitisation are done daily

1. Employer/supervisor to inform the necessary authorities
 2. To set up self-isolation area for workers
 3. Disinfection and sanitisation are to be done daily
 4. Advise employees to report to medical and quarantine
 5. Follow the latest instructions by local Ministry of Health and Ministry of Education (MOE)

Worker/employee is a tested (positive) COVID-19

Worker who have travelled to or from high risk countries (HRC) or countries in Level 3 or above as advised by authorities

High risk countries
 1. 14 days self-quarantine from date of infection
 2. Seek immediate medical advice from local hospital
 3. Monitor for symptoms
 4. Practice good hygiene

Other countries
 1. Stay home or stay at a hotel if not fully recovered after travelling

100% worker safety to follow the construction site safety and health plan (CSH) and the National Crisis Preparedness and Response Centre (NCRC) guidelines.

PUSAT KESIAPSAIGAN DAN RESPON KRISIS (CPRC)

Hotline (office hours): 03-8881 0300 - Pusat Kesiapsiagaan dan Respon Krisis (CPRC)



PERKAMPUNAN KARYA BANGSA
 MELAKSANAKAN KAWALAN KESELAMATAN



LET'S FIGHT
COVID-19

WASH YOUR HANDS IN 9 EASY STEPS



1. Turn on the
water tap



2. Apply and
lather soap



3. Rub hands
palm to palm



4. Rub back
of each hand



5. Rub fingers
of each hand



6. Rub
each thumb



7. Rub palms with
your fingers



8. Rinse thoroughly
under running water



9. Dry your
clean hands

 **mercy** for Malaysia

BERSAMA-SAMA PERANGI
COVID-19

9 LANGKAH MUDAH MENCUCI TANGAN ANDA



1. Buka paip air



2. Letak sabun
di telapak tangan



3. Gosokkan
telapak tangan



4. Gosok belakang
kedua-dua telapak tangan



5. Gosok jari
kedua-dua tangan



6. Gosok ibu jari
kedua-dua tangan



7. Gosok telapak
tangan dengan jari



8. Bilas tangan
dengan air mengalir



9. Keringkan tangan
yang sudah bersih

 **mercy** untuk Malaysia

PHASE 5

Flattening the curve

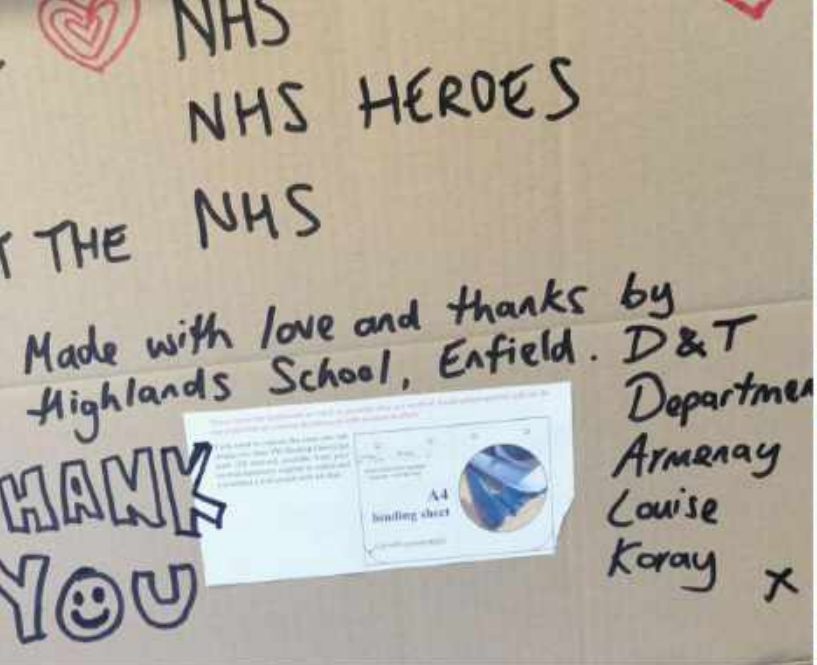
From triple digits to single digit, the number of COVID-19 cases began to drop significantly, but we know not to rest on our laurels as the fight is far from over. The possibility of a 2nd wave looms large especially with the reopening of the international borders. MERCY Malaysia continues to work hard to psyche communities for the 'new norm'. There are still requirements to be met especially within the hospital sector -- the need to improve hospital capacity, with more ventilators and equipment available in anticipation of next wave. MERCY Malaysia also extended assistance through its country offices in Phillipines, Myanmar and UK. In tandem with the Prime Minister's announcement of transition into the Recovery Movement Control Order (RMCO), MERCY Malaysia shifted gear to recovery mode operations.





The team and the COVID-19 response items (thermal Scanners, full body suit, face mask, face shield, shoe covers, alcohol, spray containers)





PHASE 6

Recovery Operations

After the introduction of RMCO, most of the workforce returned to work, interstate travel permitted, and schools allowed to continue again. The Ministry of Education (MOE) published a series of comprehensive standard operating procedures (SOP) with the approval of MOH, to ensure students and teachers' health and safety are not compromised. MERCY Malaysia had started discussions with schools and relevant bodies on initiatives to promote public health interventions for COVID-19. This led to the pilot handwashing kiosk initiative with the Sekolah Menengah Kebangsaan Seri Iskandar and is now in the phase of a nationwide rollout. MERCY Malaysia's awareness and intervention programs include advocating public vigilance, empowering local governmental units on risk mitigation and management, and supplying PPE to the Immigration Detention Centres (IDC). MERCY Malaysia will continue to play a key role in supporting the government and serving the communities on sustainable COVID-19 recovery management.









FUND AND DONORS

COVID-19 Pandemic Fund (Public, Corporate and others)

Abbott Laboratories (M) Sdn Bhd	Koperasi PNB
Accenture Solutions Sdn Bhd	LaunchGood Philandure
Advanced Micro Devices	Lazada
Against Lab	LSG Malaysia Fan Club
AIA Public Takaful Berhad	Lucy Asia Pacific Sdn Bhd
AIA Vitality	Malayan Banking Berhad (Maybank)
Alliance Bank Malaysia Berhad	Malaysia Aviation Group
AmBank Group	Malaysia China Chamber of Commerce
Amgen Biopharmaceuticals	Materialipstick (VVE Management Sdn. Bhd.)
AmGroup Foundation	Maybank Heart 1.0
Antamax Medical Sdn Bhd	Maybank Heart 2.0
Apex Healthcare Berhad	Maybank Islamic Berhad
Apostrophe Marketing Communications Sdn Bhd	MBSB Bank
B-Lingo Communications Sdn Bhd	Millenium Systems Design Sdn Bhd
Bain & Company (Indonesia)	MISC Berhad
Bain & Company (Malaysia)	Mossery Sdn Bhd
Bain & Company (Singapore and Thailand)	Mubadala Petroleum
Baladna	NH Prima International Sdn Bhd (Naelofar)
Blackmores Limited	Novartis
Boost	Nyonya Kain
Butterscotch Sdn Bhd	OCBC Bank (Malaysia) Berhad
Celcom Axiata Berhad	OSK Holdings Berhad
CIMB Bank Berhad	P.S. Knudsen Enterprise
Cleo Medical Sdn Bhd	Petron Malaysia
Costa Coffee	Printcious Gift (M) Sdn Bhd
Credit-Suisse	Prolintas
Dansk Flyg	PruBSN Berhad
E&P O&M Services Sdn Bhd (EPOMS)	PruBSN Donation Drive
Edotco Group Sdn Bhd	Public Bank Berhad
Electrica Technology Sdn Bhd	QBE Insurance (M) Berhad
Entropy	Ramadan Relief 2020
Etiqa Family Takaful	Renasas International Operations Sdn Bhd
Etiqa General Insurance	RHB Bank Berhad
Etiqa General Takaful	Saji (FGV Holdings Berhad)
Etiqa Life Insurance	SC Johnson & Son (M) Sdn Bhd
Evonik Industries	Securities Commission Malaysia
EY Malaysia	Shopee
Flex Foundation	Sledgehammer Communications
General Fund	Standard Chartered Bank Malaysia Berhad
Genesis Investment Group	Students of Taylor's University
Give2Asia	Sun Jiang Industries Sdn Bhd
Global Giving	Symphony Corporate
Helping Hand	TDC Holdings Sdn Bhd
Hong Leong Bank Berhad	Tenaga Nasional Berhad (TNB)
HP Foundation	Tetra Pak Malaysia
HS Optometrist Sdn Bhd	Turner International
HSBC Bank Malaysia Berhad	UBS Security
IKANO Malaysia	UMW Holdings Berhad
Imperium Int. College (The Kindness Initiative Fundraiser)	UNICEF
Internet Café	United Overseas Bank (Malaysia) Berhad
iProperty Malaysia	Warga KWSP (KRIS-P Club)
Iskandar Investment Berhad	Workmartly Digital Sdn Bhd
Italy Malaysia Business Association	Yayasan Modal Insan Harta
Jovian X MERCY Malaysia	Yayasan Sime Darby
K-Link International Sdn Bhd	Zalora
Khazanah Nasional Berhad	Zurich Foundation
KKOCH Global Sdn Bhd	
Kolej Tunku Jaafar (Syarikat Pendidikan Staffield Berhad)	

COVID-19 Pandemic Fund (Wakaf Fund)

Awqaf Holdings Berhad	PNBC Permodalan Harta Sdn Bhd
Cagamas Berhad	Prokhas Sdn Bhd
Electrica Technology Sdn Bhd	RHB Trustees Berhad
Electrica Technology Sdn Bhd	SC Johnson Asia Pacific
Hello Billionaires Sdn Bhd	Takaful Ikhlas
My Medispa Sdn Bhd (My Clinic)	TDC Holdings Sdn Bhd
OffGamers Sdn Bhd	Wakaf for Ventilator
Orientex Marketing (Malaysia) Sdn Bhd	WCT Berhad

SUPPORT US

www.mercyfightscovid19.com

or direct transfer to:

**MERCY Humanitarian Fund
5621 7950 4126 (Maybank)**

**MERCY Malaysia
8000 7929 08 (CIMB)**

MERCY Malaysia launched its **COVID-19 Pandemic Fund** to support medical services and the essential needs of marginalised groups within the country. This dedicated fund is to implement the COVID-19 Strategic Preparedness and Response Plan – a plan for humanitarian assistance to be delivered within a continuous cycle of total disaster risk management that focuses on prevention; preparedness; response; and recovery. All aid assistance and deliverables are coordinated with MOH and the National Crisis Preparedness and Response Centre (CPRC), and the National Agency for Disaster Management (NADMA).

All donations to MERCY Malaysia are tax-exempt.



THANK YOU

PLEASE STAND BEHIND LINE