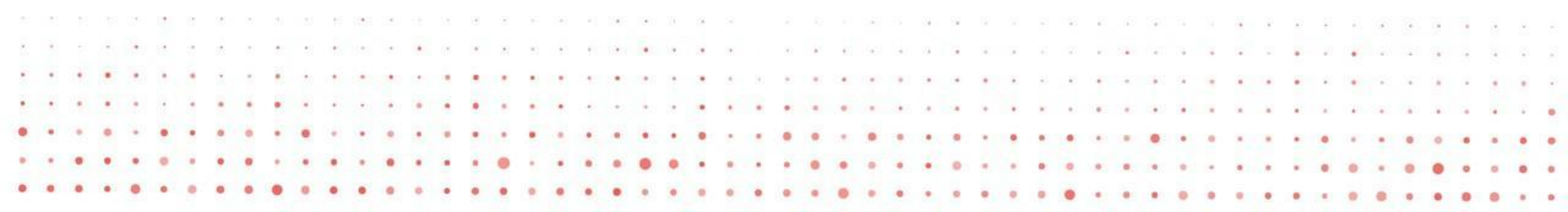


Mental Health and Psychosocial Support Interventions during Covid-19 in the Maldives

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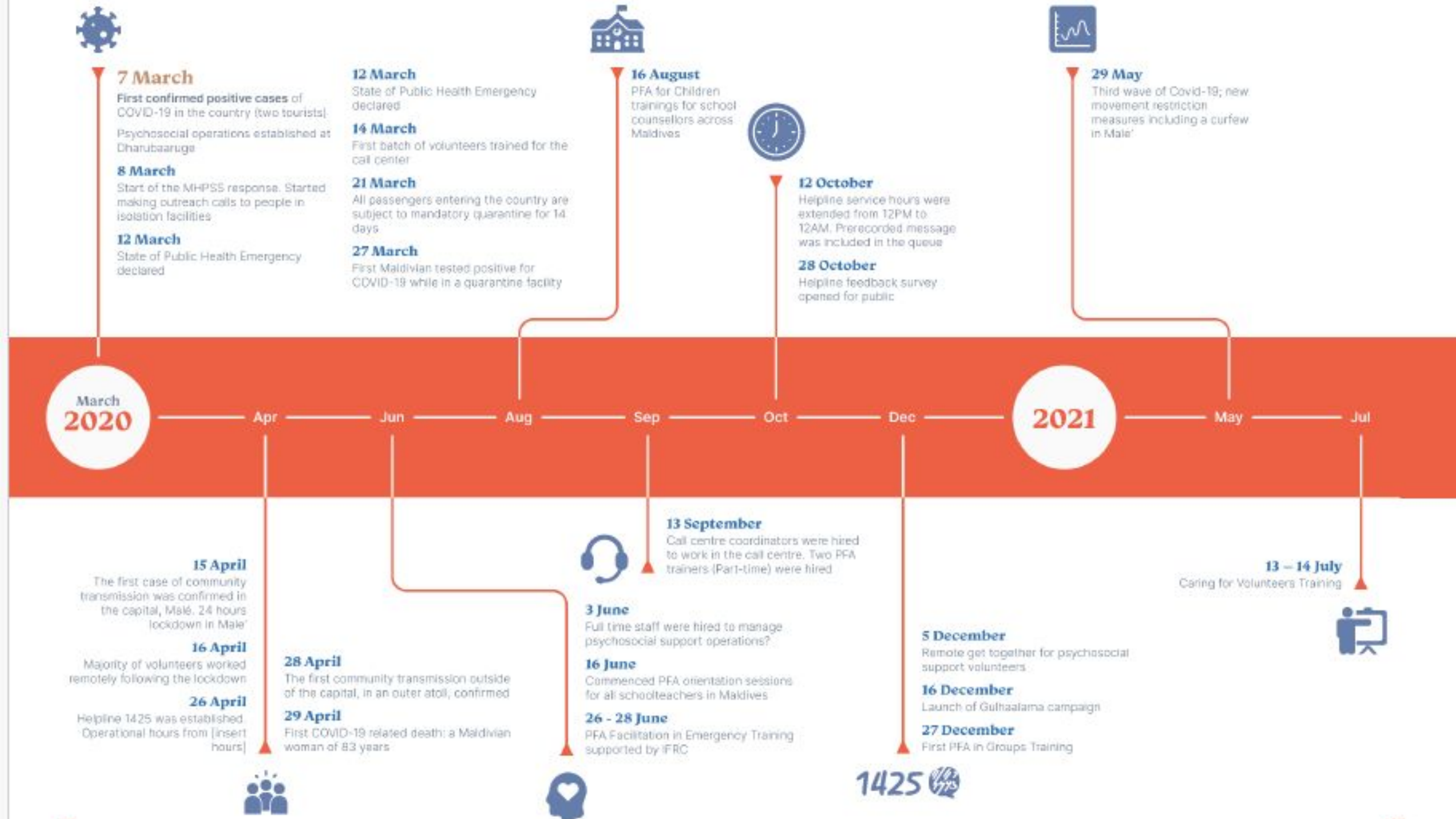
Purpose

Maldivian Red Crescent (MRC) carried out Mental Health and Psychosocial Support (MHPSS) interventions during Covid-19 to mitigate psychological distress, promote self-help strategies and help seeking behaviors.

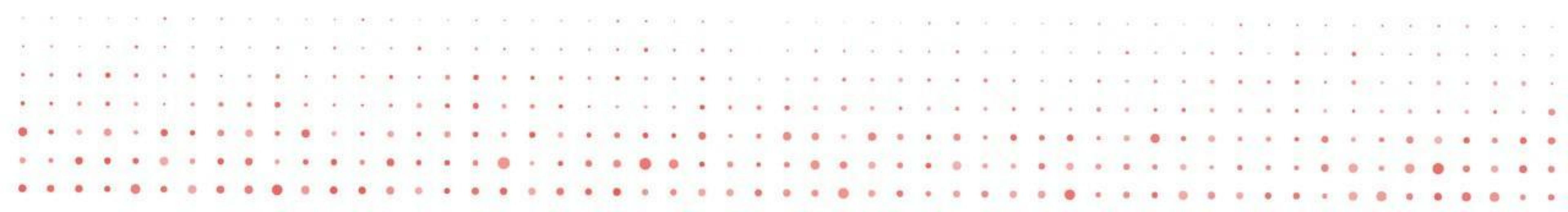
Interventions include service provision, capacity building and social media campaign



Overview of MHPSS response activities



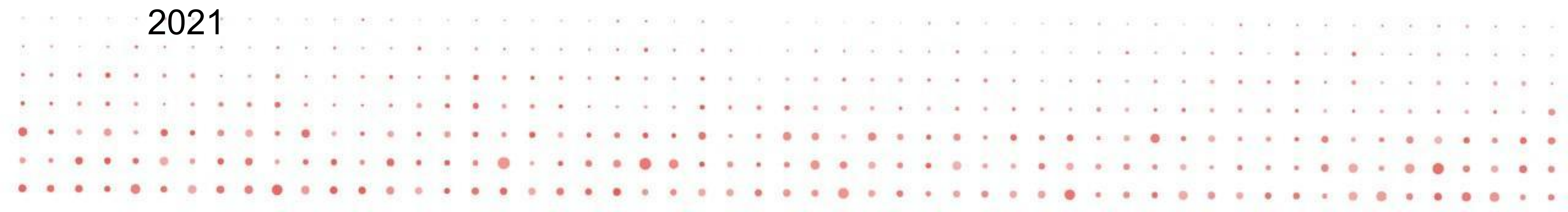
Areas of Intervention



Data Collection Methods

- Desk reviews of key reports
- Focus Group Discussions with Volunteers and Staff
- Anonymous call reports
- Telephone interviews via 1425 between March 2020 - December

2021



Our Reach between (March 2020 - December 2021)

5500+

calls made to people in isolation and quarantine

3000+

calls received to our helpline

19-35 years of age

Majority of PSS hotline calls

Concerns Reported by callers

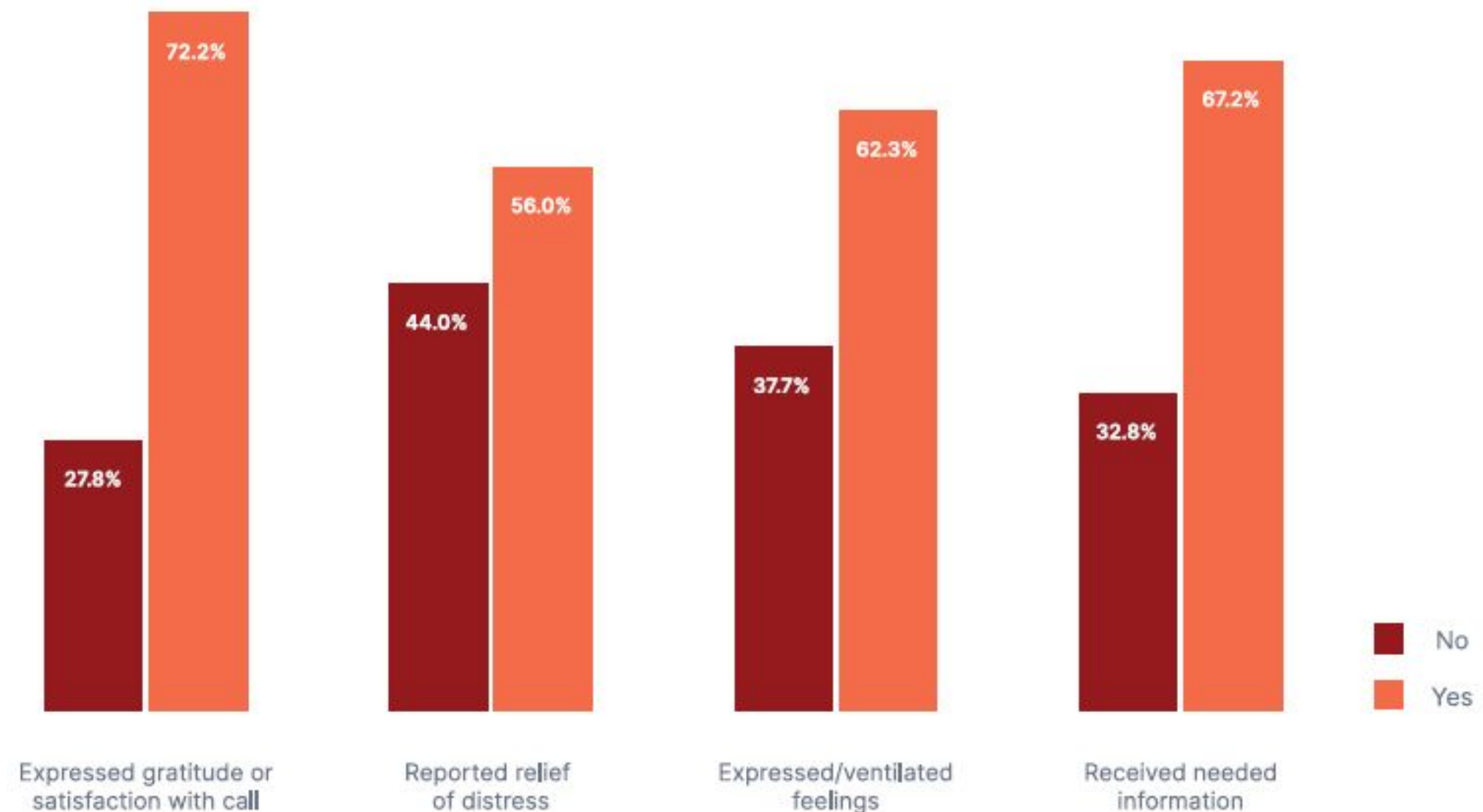
- Lack of information
- Concern about Health and Safety of loved ones
- Concerns around Health Issues
- Me



Feedback given by callers/outreached people

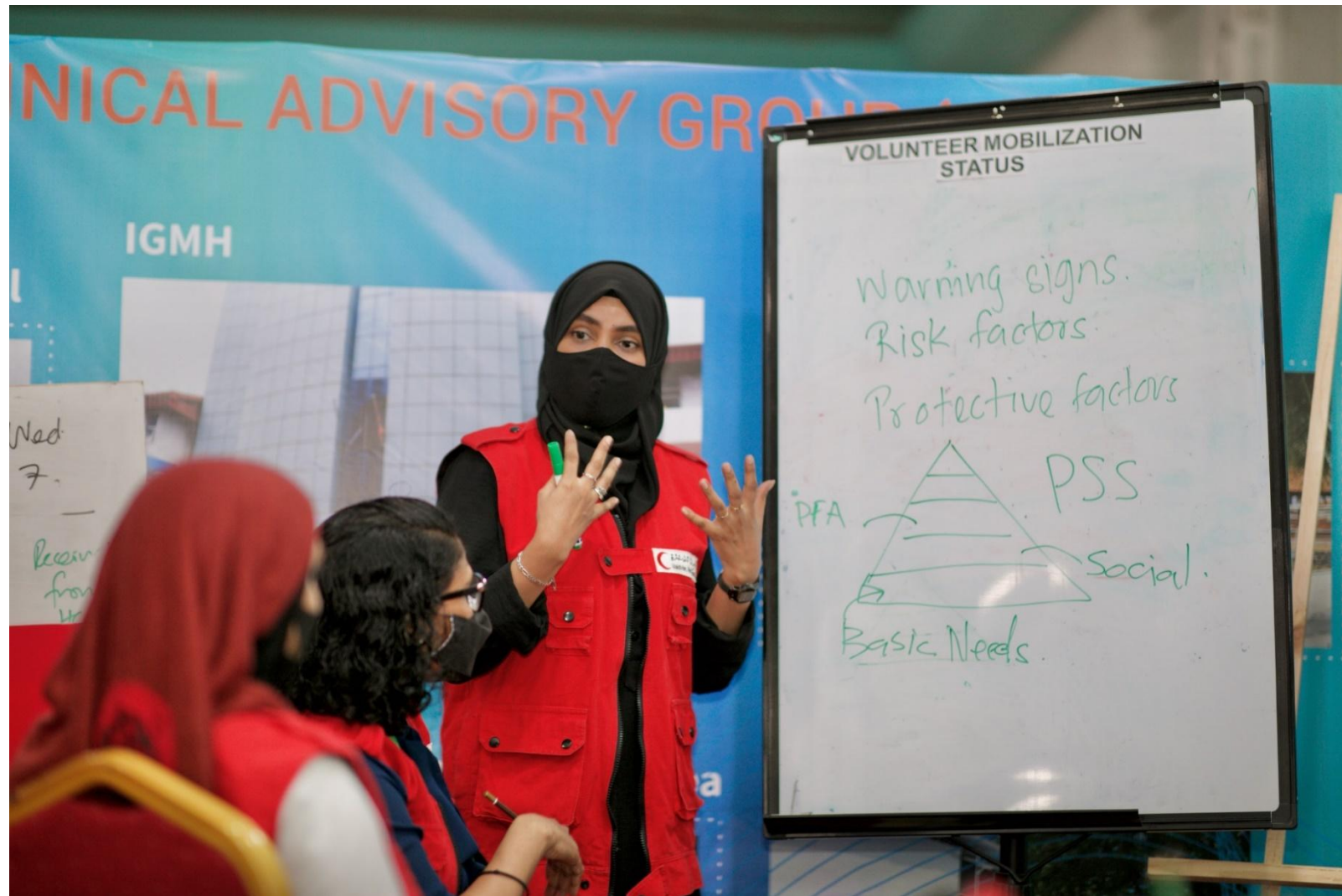


- A survey was conducted between November – October 2020 to explore the perceived effectiveness and satisfaction with the helpline 1425 among users.
 - **66% of participants** were satisfied with the service and agreed that is a useful service. [Among 50 respondents]
- Call agents were also required to complete a call outcome section after each call. This form identifies four behaviors that are observed from service users during effective helpline calls.



This information should be interpreted considering that response biases may be present in the perception of such behaviors from callers.

Capacity Building Efforts



57

Psychological First Aid Training Sessions conducted

126

Capacity Development Sessions related to MHPSS among stakeholder volunteers

99

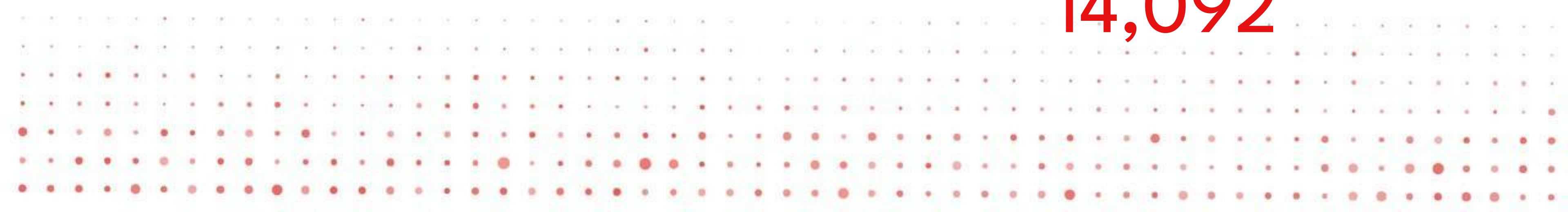
Orientation Sessions for PFA, supportive communication and mental health at workplace

82

Virtual PFA Orientation Sessions for Teachers (Collaboration with Min. of education)

Total People Reached through Capacity Building Efforts

14,092



Capacity Building Efforts

Feedback from Participants



I really appreciate the PFA in group training. It has been very helpful for me. I enjoyed and learnt a lot as the whole dynamic of the training was active and interesting. It was very well organized and got to hear so many great experiences. Many thanks for the opportunity.

- Maryam Anees (Call centre coordinator/Training participant) -

The training was held with social distancing and extra measures, but the sessions were very well planned and interactive. The facilitators used online tools (Miro board) and resources very well and ensured the content was delivered in an effective and memorable way. The roleplays showed participants how relevant PFA in groups is for our volunteers, particularly during a long and drawn response.

- Mubeen (Volunteer, Training participant) -

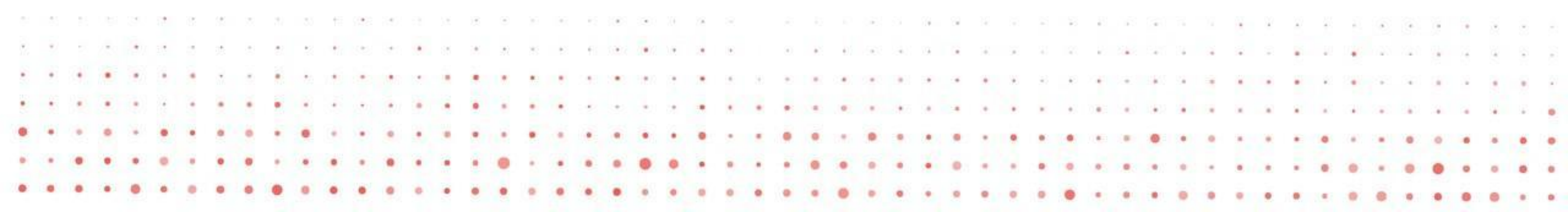
“The Psychological First Aid (PFA) Training conducted by MRC was a wonderful program, which enables us to learn how to be there for people who really need help in a catastrophic event. The content of the program was very good and meticulous. It was very clearly explained with real life case scenarios. The best parts of the program were the practical part and the evaluation process used to ensure that the participants were ready for PFA. As a participant of PFA, I personally believe that it is a very important and useful program that must be completed by all the teachers working in a school as it is a program that provides teachers guidelines on how to speak with students who have undergone an emergency event or disaster that has disrupted the learning environment. With the help of the program, teachers will be able to reduce distress and facilitate students’ learning by stabilizing the emotions and behaviour of students.”

- Nasheeda Ali (a leading teacher of Huravee School) -

Key Findings Conclusions

The findings indicate that MHPSS during Covid-19 **helped to link individuals with basic needs and psychosocial support and promoted recovery and adaptive coping.**

The findings also highlight the importance of **prioritizing and incorporating MHPSS interventions in relief and recovery efforts following crisis**. Challenges were also noted in implementing the overall project during Covid-19 and lessons learnt and recommendations are provided for the future.



Key Challenges & Gaps

- Lack of detailed MHPSS preparedness plans for large-scale response
- Lack of technological infrastructure to manage a large-scale response.
- Poor coordination between different stakeholders within the broader NEOC Operations
- Limited volunteers, high workload
- Covid-19 related stigma and discrimination, Racial prejudices and discrimination
- Conducting trainings remotely

