

COVID-19 Response Activities 2020-2021 Overview

VILLAGE REACH[®]



FIGHTING THE INFODEMIC

VillageReach is disseminating consistent, accurate information for virus prevention and treatment via our Health Center by Phone solution. In Malawi and Mozambique, the national health hotline, along with its interactive voice recordings, is providing callers with essential COVID-19 information. In the Democratic Republic of Congo, VillageReach, the Ministry of Health and Praekelt.org launched a WhatsApp messaging service, so anyone with a smartphone can receive instant COVID-19 details. From February-December 2020, Malawi's Health Center by Phone responded to over 413,000 requests for COVID-19 information.



REMOTE HEALTH WORKER LEARNING

We reached out to more than 20,000 health workers across our core countries with phone-based lessons on COVID-19. This training is an important resource for risk communication and community engagement, and it will ultimately strengthen coordination between national and provincial health systems.



PROTECTING COMMUNITY HEALTH WORKERS (CHWs)

As the supply chain lead and initiative partner of the COVID-19 Action Fund for Africa (CAF-Africa), we are working with Ministries of Health to protect CHWs with personal protective equipment in up to 20 African countries for one year. As of December 23, 2020, CAF-Africa committed over 57 million pieces of PPE to protect CHWs in 12 African countries. We also continue to advocate for CHWs to be equipped, trained and supported as part of a well-functioning health system.



MAINTAINING ROUTINE DELIVERIES

One of the most important things that we can do is ensure an uninterrupted supply of vaccines and essential medicines to under-served communities. VillageReach continues on with direct deliveries to health facilities, including advancing our Drones for Health efforts for remote areas. In 2020, our Last Mile Supply Chain program in Mozambique reached an average of 880 health facilities every month, consistently delivering the requested health products.



SITTING AT THE VACCINE PLANNING TABLE

VillageReach is participating daily in Ministry of Health-led response efforts, with a VillageReach contributor in technical working groups related to the COVID-19 response and vaccine planning in each of our core countries. We are also participating in global organizing mechanisms, with representatives on the Gavi CSO Steering Committee and three COVAX Country Readiness and Delivery working groups. COVAX has agreements in place to access nearly two billion doses for healthcare workers and vulnerable people in low- and middle-income countries by the end of 2021.