

Final Report Of Temporary Shelter For Medical Worker Program First Phase September 2020

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Program Description

Program Date	April 22 nd , 2020 – September 30 th 2020		
Program Name	Temporary Shelter for Medical Workers		
Reporting Period	April – September 2020		
Location	Jakarta, Tangerang, and Surabaya		
Program Purpose	To provide temporary shelter for medical workers at Covid-19 designated hospitals so they can rest comfortably during the pandemic (30 - 90 days during the pandemic)		
Program Target	1.200 medical workers (Jakarta, Tangerang and Surabaya)		
Program Summary	As of June 8, 2020, 834 medical workers, who are at risk of getting infected by COVID-19, have received a temporary shelter in various hotels in Jakarta and Surabaya (453 rooms). Today, with an increasing number of COVID-19 patients, more medical workers need temporary shelter. Therefore, our helping hands are still needed to help medical workers get a temporary shelter.		
	Habitat for Humanity Indonesia (Habitat) has completed the first phase of "Temporary Shelter for Medical Workers" program. The first phase of this program was carried out from April 2020 to September 2020. In that period of time, with the support from stakeholders such as hotels and donors (both individual and corporate), there have been 1,821 medical workers who have been served through 700 rooms in 14 hotels in Jakarta, Tangerang and Surabaya.		
org	As COVID-19 cases are still increasing, the need for decent, temporary shelter for medical workers remains high. Habitat decides to continue this program. Therefore, the support from all parties is still needed so that medical workers who are at the forefront fight against COVID-19 have decent, comfortable place to rest and restore their energy.		

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Summary

As of 4 October 2020, there were 303,498 cases of COVID-19 in Indonesia with 11,151 deaths and 228,453 recovery . And according to Indonesian Doctor Association, as of early October 2020, 231 medical workers have died due to COVID-19, consisting of 130 doctors, 9 dentists, and 92 nurses. Fatigue due to overwork is one of the factors that makes the medical workers getting infected by COVID-19. In this situation, medical workers experienced rejection from their neighbors due to fear of them spreading COVID-19. As experienced by one nurse at Persahabatan Hospital in Jakarta, she was asked to leave her boarding house and forced to stay in the hospital. Similar incident was also experienced by several other medical personnel. With limited bed facilities and the increasing number of patients, these medical workers cannot rest properly in the hospital.

Before implementing this program, Habitat Indonesia conducted a survey to identify the needs of health workers at COVID-19 designated hospitals in Jakarta. The survey was carried out via telephone interviews with management representatives of 8 hospitals, namely Sulianti Saroso Infectious Diseases Hospital (RSPI Sulianti Saroso), Persahabatan Central Public Hospital, (RSUP Persahabatan), Fatmawati Central Public Hospital (RSUP Fatmawati), Presidential Army Hospital of Gatot Soebroto (RSPAD Gatot Soebroto), Regional Public Hospital of Cengkareng (RSUD Cengkareng), Regional Public Hospital of Pasar Minggu (RSUD Pasar Minggu), Pertamina Jaya Hospital (RS Pertamina Jaya), and Bhayangkara TK.I R. Said Sukanto Hospital (RS Bhayangkara). The management representatives of those hospitals were asked about their needs for food, protective equipment, medical tools, temporary shelter, transportation for staff, volunteers, and the needs of hospitals. They also need assistance in transportation between hospital and hotel for medical workers While this program was originally carried out in Jakarta, there were requests to deliver the same program in Surabaya.

Therefore, we conducted the same survey at 6 hospitals in Surabaya, namely: Siloam Hospital Surabaya, University of Airlangga Hospital, dr. Soetomo Hospital, dr. Ramelan Naval Hospital, Surabaya Pulmonary Hospital, dr. Soewandhi Hospital. The result of the survey discovered that temporary shelter program for medical workers was also urgently needed.

Based on the data collected from phone interviews, with ten hospitals that need temporary shelters, there were 735 hospital staff who need temporary shelter for 60 days. To address this need, HFH Indonesia partnered with OYO, a hotel management company in Indonesia, with presence in more than 150 cities with 2,300 properties in its portfolio. Habitat for Humanity Indonesia also partnered directly with several hotels such as Accor Group, POP, Maxone dan Waringin Hospitality Group. Through partnership with these hotel providers, Habitat Indonesia has been providing hotel rooms and transportation for hospital staff. The program aims to help hospital staff stay healthy so that they can perform medical services to COVID-19 patients optimally and continue the fight against this pandemic.

Habitat Indonesia appreciates the donation and resources from donors and volunteers. Habitat Indonesia has launched "Temporary Shelter for Medical Workers" Program to provide hospital staff with temporary shelter so that they can take optimum rest during this pandemic. The first phase of this program was carried out in the period of April to September 2020, which delivered 700 rooms in 14 hotels for 1,821 medical workers from 12 hospitals in Jakarta, Surabaya and Tangerang. And considering that the need of temporary shelter for medical workers is still high, Habitat Indonesia decided to continue this program with the second phase which will be carried out until March 2021, with a target of 2,400 medical workers in Jakarta, Tangerang, Surabaya, Central Java, and other areas.



Message from National Director



At the beginning of this pandemic, Habitat Indonesia saw the urgency to help medical workers who were ostracized due to negative perception of communities that medical workers can spread Covid-19 to their neighbours. Medical workers are not comfortable to come home and this situation led medical workers to stay in the hospital and sleep in any available space they can find. As the lack of proper rest can result in decreased immune system, many medical workers were infected with COVID-19. In Indonesia, the ratio of doctors to population is 1:4,000, as compared to international standard of 1:1,000. If many doctors are infected, it will weaken the national health system.

Habitat for Humanity Indonesia launched "Temporary Shelter for Medical Workers" program and started to raise funds for this program since early April 2020. Thank God, starting on April 22, 2020, Habitat provided 10 hotel rooms (shelter) for 20 medical workers. Habitat has provided hotel rooms for 1,821 medical workers during the first phase of this program which was completed on September 30, 2020. We thank and appreciate all donors who helped make this program come true. We also thank the media, key influencers and all parties involved in this program.

In June and July 2020, we conducted a survey about this program which involved medical workers as the respondents. The result was that the majority of them supported this program. As many as 97% of medical workers mentioned that this program had a positive contribution in delivering their needs for proper rest. The other 3% respondents did not answer. When asked about the benefits of this program, the responses are: This program helped them recover from physical and mental fatigues, served as a place for serene praying, maintained their immune system strong, reduced anxiety that their family could be exposed to COVID-19.

We are grateful for the support of people, who donate through crowdfunding platform, and corporations, so that we can serve medical workers from 12 hospitals who stay in 14 hotels. For "Sustainability" training, we have prepared and shared guidelines of handling pandemics to the hotel staff so that they can handle future pandemics.

We learned that during this pandemic, people are more united, working together hand-in-hand and helping each other going through this difficult situation. We publish the Final Report of The First Phase of this Program as our report to donors, hospitals, hotels, media, key influencers and everyone who have helped.

We know the pandemic is not over yet, our work is not either. We ask for your continued support on the second phase of "Temporary Shelter for Medical Workers" program. Let us work together for Healthy Indonesia, Strong Indonesia.

Susanto

National Director Habitat for Humanity Indonesia

Community Based Approach

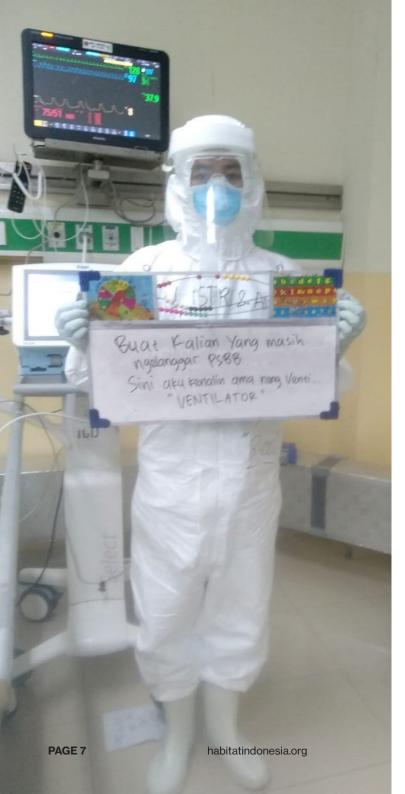
1. The Program of Temporary Shelter for Medical Workers promotes a community-based approach. This is applied at every stage of the program cycle to support accountability, transparency and learning.

2.At the program assessment stage, Habitat Indonesia works closely with a number of hospitals and local governments to identify the needs. For example, Habitat conducted interviews with various stakeholders, including medical staff, and observations of COVID-19 outbreak through national media to identify the needs and the most appropriate approach. The combination of various inputs are then used for developing program plan and proposal to potential donors. The inputs are also used for program monitoring and evaluation.

3.In implementing the program, Habitat Indonesia has adapted 6 principles to ensure the effectiveness and accountability of the project

- Effectiveness: target locations of this program are hospitals in provinces with the highest COVID-19 cases
- Safety and Security: all communication and interaction among stakeholders medical workers, hotel employees, Habitat staff and donors are conducted via online system to ensure all parties involved comply with health protocols.
- Collaboration: working closely with all stakeholders including Government offices to ensure there is no duplication of services between Habitat and Government
- · Economy: providing support to the Health sector and Hospitality industry to strive during the pandemic
- Sustainability: training on health protocols and risk management to hotel staff to cope with pandemic situation





Target of Temporary Shelter for Medical Workers Program

The First Phase (April – September 2020):

- 1,200 medical workers in Jakarta, Surabaya, and Tangerang
- Medical workers staying at the hotel get 2 meals a day.
- Transportation Facility (from hotel to hospital and vice versa) for some hospitals

The Second Phase (1 October 2020 – 31 March 2021):

- 2,400 medical workers in Jakarta, East Java, and Central Java
- Medical workers staying at the hotel get 2 meals a day.
- Transportation Facility (from hotel to hospital and vice versa) for some hospitals

The Achievements of The First Phase

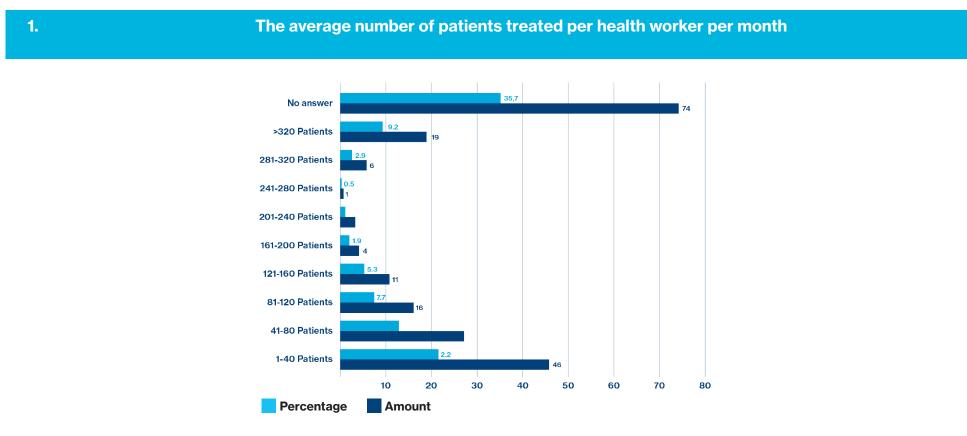
Summary	Indicator	Achievement				
Goal: Hospital staff work optimally to care for COVID-19 patients.						
Outcome: Medical workers can rest comfortably.	Medical workers occupy hotel rooms to rest after work of helping COVID-19 patients in the hospital.	As of 30 September 2020, there were 14 hotels that partner with Habitat Indonesia for "Temporay Shelter for Medical Workers" Program in Jakarta, Tangerang, and Surabaya				
Output: 1. Available rooms for 1,200 medical workers who handle COVID-19 patients.	Availability of 246 hotel rooms for 1,200 medical workers handling Covid-19 patients from 7 hospitals	As of 30 September 2020, Habitat provided 700 rooms for 1,821 medical workers from 12 COVID-19 designated hospitals in Jakarta, Surabaya and Tangerang				
2. Meal Packages for medical workers staying at the hotel.	Availability of food packages twice a day for medical workers	All medical workers staying at the hotel get 2 meals a day.				
3. Shuttle bus as transportation for medical workers between Hotel and Hospital	Availability of buses 24 by 7 to transport medical workers from hotel to hospital and vice versa	There were only 2 hospitals whose medical workers requested for transportation. The remaining medical workers used their own vehicles or walked since the distance from hotel to hospital is quite near.				

Νο	Area	Hospital	Hotel	Number of Hospital Sta	
1.		RSPAD Gatot Subroto	Hotel OYO Salemba	126	
		RSPI Sulianti Saroso	Hotel OYO Gunung Sahari	9	
		RSUP Persahabatan	Hotel POP Kelapa Gading	194	
			Hotel OYO Alia	190	
	Jakarta	RSCM	Hotel OYO Salemba	9	
			Hotel Ibis Cikini	271	
		RSUD Cengkareng	Hotel Ibis Daan Mogot	140	
			Hotel OYO Sriwijaya		
2.		Rumah Sakit Siloam Surabaya	Hotel POP Gubeng	171	
		RS UNAIR	Hotel POP Gubeng	84	
		RSUD dr. Soetomo	Hotel Maxone Dharmahusada	332	
	Surabaya	RS Paru Surabaya	Hotel 88 Kedungsari	48	
		RSAL dr. Ramelan	Hotel Ibis Style Jemursari	100	
			Hotel Luminor Jemursari		
		RSUD dr. Moh. Soewandhie	Hotel Maxone Tidar	110	
3.	Tangerang	RSU Kabupaten Tangerang	Days Hotel & Suites by Wyndham Jakarta Airport	37	

List of Hospitals and Number of Hospital Staff Who Where Served Thorugh This Program

Feedback Survey from Medical Workers about The Program

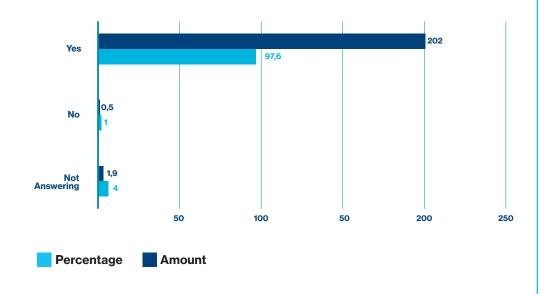
To measure success indicator of this program, Habitat Indonesia conducted a survey titled Basic Data on Health Workers and Feedback On the Temporary Shelter for Medical Workers Program (Study Report on Basic Data and Feedback) to approximately 207 medical workers from several hospitals who were the beneficiaries of this program.



Graph 1. Average number of patients treated per health worker per month in Mei – July 2020

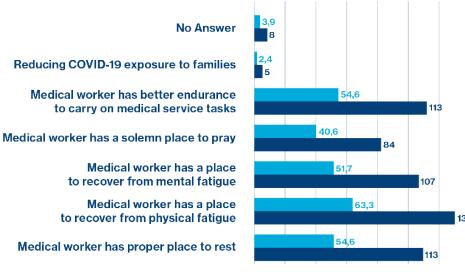
The average number of patients treated per health worker per month was 114,3 (rounded to 114) patients/health worker/month.

The positive contribution of this program



Graph 2a. Number of respondents who gave positive feedback

Of 207 respondents, who are medical workers that benefit from this program, 97.6% respondents mentioned that the program provided positive contribution for them. The remaining 2,4% respondents neither answered the questionaire nor were satisfied with this program (Graph 2a).



Graph 2b. The Impact of The Program to Hospital Staff

The graph 2b shows that 63% of medical workers thought that the positive contribution of this program was to provide shelter to recover from physical fatigue after working with COVID-19 patients and 54.6% answered that this program helped maintain their strong immune system to carry out daily tasks of caring for COVID-19 patients.

Other positive contributions from this program include: Medical workers can rest comfortably, recover from physical and mental exhaustion, carry out worship solemnly, make their immune system stronger, and reduce anxiety that their family could be exposed.

It can be concluded that the "Temporary Shelter for Medical Workers" Program is very appropriate to help medical workers to rest comfortably after serving a large number of COVID-19 patients. With sufficient rest, the medical workers can keep their condition fit which will have an impact on their performance in handling COVID-19 patients.

Jumlah

Testimony of Hospital Representatives



Kolonel Ckm dr. Abraham Arimuko, Sp, KK. Dirbinum RSPAD Gatot Soebroto

Prior to this program, our medical workers who handle COVID-19 patients rested in their home and those who are not married lived in dormitories provided by the hospital. However, because the transmission of COVID-19 is very fast, many medical workers are stigmatized by the public that they can transmit COVID-19 to their neighbors. In addition, medical workers are also worried that if they go home, they could transmit the virus to their family members. Therefore, this program is very helpful for our medical workers. For example,

medical workers who are handling COVID-19 patients find it is easier and more convenient to rest in the hotel nearby the hospital, particularly those who have been drained both physically and mentally because of their work. We really appreciate, first, the people who care for medical workers in their fight against COVID-19 at the forefront, Habitat Indonesia who has facilitated the donors, and Hotel Management for providing comfortable accommodation. We are grateful and thankful for the support and assistance.

Testimony of Hospital Representatives



Drg. Hj. Naniek Isnaini L. MKes Director of RSU Kabupaten Tangerang

Before this program, medical and non-medical workers took a rest in the hospital dormitory at RSU Tangerang, which has capacity of only 20 people. "Temporary Shelter for Medical Workers" Program is very useful for helping our staff at Tangerang Hospital in fighting COVID-19 so they can work in a fit condition. We are very grateful to Habitat Indonesia, Hotel Operator, donors and all the people who have supported this program. We really hope this program can continue and be implemented in other areas with high COVID-19 cases. We strongly recommend that health education be carried out intensively to all people to prevent the spread of COVID-19. By doing this, we support the work of health workers.

Testimony of Hospital Representatives



Priyo Santoso, SKM. M.Kes. Head of Sub Dep. Of Administration of Surabaya Pulmonary Hospital

Dear Sir/Madam,

As the representative of Surabaya Pulmonary Hospital, first of all, I would like to thank Habitat for Humanity Indonesia and the donors for "Temporary Shelter for Medical Workers Program" which has helped more than 100 workers from Surabaya Pulmonary Hospital.

Indeed, a program like this really helps our staff, medical and non-medical, for resting and restoring our energy after a long day working with COVID-19 patients in Surabaya.

Before this program, our workers who were detected as asymptomatic, Covid-19 patients did self-isolation at home or in a place provided by Surabaya government (currently in the Human Resources Development Agency building – BPSDM in Balongsari Surabaya), while those who were healthy still went back and forth from the hospital to their home.

Through "Temporary Shelter" program, our medical workers do not have to return immediately to their home, thus this can potentially break the transmission of COVID-19 to family members, relatives and our neighbors.

We also thank hotel partners who have provided comfortable, decent rooms and healthy food for our staff so they can have good rest and restore their immunity. We hope this program will continue so that everyone who works in the hospital can get support, either directly or indirectly, so they can work better in handling patients.

Testimony of Hospital Staff Rpresentatives



Intan Putri Nurse, RSUP Persahabatan

Intan, a nurse who is involved in helping COVID-19 patients at Persahabatan Hospital, said, "What is exhausting in handling COVID-19 patients is when I have to go up and down in an elevator, pushing the patient's bed fully dressed in PPE. I once felt sad at the beginning of this pandemic when some of my siblings didn't want to see me. They were afraid that I could transmit the virus to them. Eventually, I could understand and accept this situation. I used to race against the time when I went home late at night, because during the lockdown period, the bus operational hour was limited. When I got home I had to

proceed with health protocols before I can accompany my children to study or play. I was very grateful when I had a hotel room as a temporary shelter. Even though I had to be away from my family for a short time, I was more relieved as I no longer had to come home late and worry about transmitting the virus to my children. Thanks to Habitat for Humanity Indonesia and donors who have been kind to provide a room for me to rest comfortably, restore my stamina before going back to my daily works.

Testimony of Hospital Staff Rpresentatives



Bagas NurseRS Paru Karang Tembok

Bagas, a nurse who works to handle COVID-19 patients at Karang Tembok Pulmonary Hospital, said, "Every night I went home from work, I had to go through desolate streets for almost 1 hour, tired and sleepy. When I got home I was also worried that I could transmit the virus to my elderly parents. When I got a clean and comfortable hotel room from Habitat Indonesia and donors, I was very grateful to have the chance to isolate myself comfortably. The distance from hospital to hotel is short enough so that I could rest immediately. When program is over, I have to stay back in a rented room. That means I have to spend extra. I hope this "Temporary Shelter" program can continue because during my duty of caring COVID-19 patients, I really need a comfortable place to isolate myself.

Testimonies of Hospital Staff Rpresentatives



COVID-19 Patient Room Janitor, RSUD Cengkareng

Rustiana, a cleaning service personnel who regularly cleans the rooms of Covid-19 patients at Cengkareng Hospital, told her story. "I am on duty for almost every day. There are 7 patient rooms that I have to clean every day. When on duty, I, used to only wear a cleaning-service uniform. Now I must use a complete personal protection equipment. I had to wear: a 3-ply mask and 5 layer gloves. This makes me more difficult to move and breathe. After cleaning one room, and before going to the next room, I have to change the gloves. Even though it is very tiring, I have to be sincere to do it. Every day I clean the trash in the treatment room, from food waste to vomit. Honestly, I am always overwhelmed with the fear of contracting the virus. Especially when I have to work in the dialysis room for COVID-19 patients. I have to be careful to clean the blood that spilled

because the blood has the potential to spread the virus. After finishing my work, I wished I could rest comfortably. However, due to the insufficient capacity of the hospital rest area, I had to go home. I was afraid to transmit the virus to my husband who picked me up. Moreover, when I got home, I had to be extra careful and made sure that I was really clean before I saw my toddler. At first I cried because it was so hard to do all this. But finally, I was able to regain myself, because I had no choice but to keep working to meet the needs of my family. I am very grateful for the hotel room that has been given to me to rest, so that my husband no longer needs to pick me up every day, and I have no worry about passing the virus to my husband and children. Thanks to Habitat Indonesia and the donors for giving me such a comfortable place to stay.

Testimony of Hotel Representatives



Eko B. Bramantyo Country Head OYO

Life in the past few months has not been easy for all of us. Last March, Indonesian Government announced the first case of COVID-19 in Indonesia. The infection rate of this outbreak increases massively every day, all levels of society are also trying to reduce the rate of the spread of the virus. OYO Indonesia continues to support health professionals who are fighting at the forefront and supports government programs to implement safety and health protocols. Appreciation to Habitat for Humanity Indonesia team for the collaboration on Temporary Shelter for Medical Workers Program. There are 1,871 health workers, of which 42% come from Jakarta, who have been comfortably accommodated. We welcome them with joy and we will ensure they can rest safely and comfortably. They are heroes in this fight.

Testimony of Hotel Representatives



Agus Ariyadi General Manager Hotel 88 Kedungsari – Surabaya

Hotel 88 location at the center of Surabaya city is a strategic place to rest for business people, newcomers and Surabaya residents who need a place to stay near the center of the crowd. With convenient and complete facilities, Hotel 88 is capable of accommodating medical workers who are beneficiaries of this program.

Prior to this program, the number of guests at our hotel had decreased, although not significantly. With this program, our revenue will increase again so that our hotel management can continue to employ the staff. To cope with this pandemic, from the beginning we have implemented COVID-19 prevention protocols in all of our work activities. Washing hands frequently, implementing physical distancing, and measuring body temperature are activities that we implement in the hotel environment, both for hotel staff and guests. Hotel employees are also equipped with masks and faceshields. We also provide level 1 PPE for employees who carry out activities of cleaning and sterilizing rooms and public space.

We hope that this program can last longer so that it can help health workers and support the financial standing of Hospitality sector.

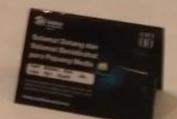
Testimony of Hotel Representatives



Jakson Manalu General Manager

Before Covid-19 pandemic, occupancy rate in our hotel averaged 60-65%, while after the arrival of COVID-19 the average occupancy rate was just under 10%. With this program, it can increase hotel occupancy rate. This program is very meaningful, by providing the opportunity for hotel employees to work again after being instructed to stay home due to reduced activity in the hotel. This automatically generate income for the hotel employees. We also ensure that health protocols related to COVID-19 are implemented, that include daily temperature checks for employees on duty, obligation to wear masks, faceshields, and gloves for employees who have direct contact with guests. Thanks to Habitat for Humanity Indonesia for giving accommodation through "Temporary Shelters for Medical Workers" program, who have strived for humanity and thanks also to all donors who have made this activity possible. Cooperation and coordination with Habitat for Humanity Indonesia in this program have been going well. I trust that collaboration will continue until the end of this program. Thank you for choosing Days Hotel as the temporary shelter for medical workers.

Program Implementation



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Program Implementation:Hotel Room

Selamat Datang dan Selamat Beristirahat para Pejuang Medis

Karri mengangkat teres kant, karen Anis Inter berbang di gerte terdapar dalah mendak terba penyateran inta Caral II di Interasia Pendameniaktekawan Carana

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Program Implementation: Hotel Check-In Process

The hotel has implemented safety and health standards recommended by WHO and the Government. Before entering the hotel all hospital staff must wash their hands and measure their body temperature.

Habitat

Semoga Anda menikmati istirahat

MAYAN

PAGE 20

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tzenkan kami kerus mendukung perjaangan ini dang uaran dan masukan yang bisa Anda berkan melahi kun pada GR code yang tertera ingin program ini dap nabitatin

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IndonesiaMelawanCorona

Program Implementation: Transportation Facility for Hospital Staff

This program provides free shuttle for medical workers who need to travel back and forth between hospital and hotel. Passenger seating also follows physical distancing guidance onboard.





Program Implementation: Food Served

To minimize contact with medical workers, hotel staff places meal boxes on a table on each floor or at a designated room at the previously agreed time slot between hotel staff and the medical workers.







Program Implementation: Food Served

the feature of

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The menu changes every day to provide variation and comfort to the medical workers.

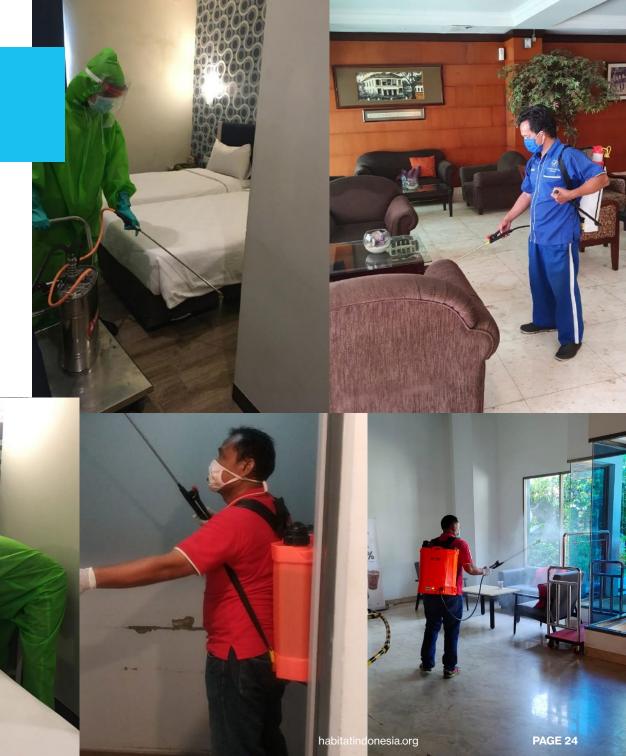
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Program Implementation: Room and Hotel Sterilization

Hotel rooms and common areas are regularly cleaned and sprayed with disinfectants to prevent the transmission of COVID-19.





Donors of Temporary Shelter for Medical Workers Program (As of 30 September 2020).

Adhie Ardiansyah Alamsyah Andre Gunawan Antonius Arman Oet Arifin Panigoro Arthur E. Simatupang Arysastro Tan

Bonita Irfanti Christian Khorigin

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And all other individual donors that cannot be mentioned

Corporate Donors

















Temporary Shelter for Medical Worker Program Influencers

> Amelia Nadine Anjasmara Prasetya Calvin Jeremy **Daniel Mananta** Danny Masrin Dr. Dini Handayani, MARS, FISQua Eloy Zalukhu Evan Lysandra James Gwee Joanna Alexandra Josh Kunze Kentaro Nanayama Lia Lathifa Nona Ria Prilly Latuconsina **Robinson Sinurat** Wanda Ponika





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NGGAH JUANG

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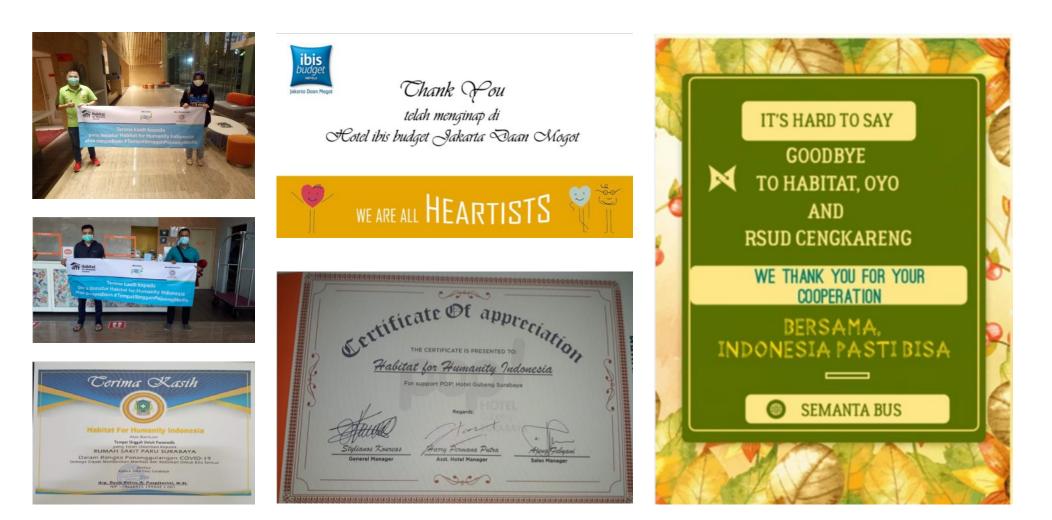


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Thank You Notes



Distribution of COVID-19 Safety Procedures Guidance Book to Hotels by Habitat for Humanity Indonesia

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Terima ka Yayasan Dalam P atas Per #Temps

WEVER

Terima kasih kepada Yayasan Pundi Amal Peduli Kasih Dalam Rangka Emtek Peduli Corona atas Penyediaan #TempatSinggahPejuangMedis

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The Habitat

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Terima kasih kepada Yayasan Puhdi Amal Peduli Kasih Dalam Rangka Emtek Peduli Corona atas Penyediaan #TempatSinggahPejuangMedis

usat Pen

Pelay

PAGE 32

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