



Completion Report

PROJECT TITLE	Access to mental health and psychosocial Support (MHPSS) for women, children and caregivers specifically returning migrants during COVID-19 pandemic
PERIOD OF PROJECT	January to March 2021
REPORTING PERIOD	January to March 2021
TYPE OF RESPONSE	EMERGENCY RESPONSE—COVID19
THEMATIC RESPONSE	ONLINE PSYCHOLOGICAL SUPPORT SERVICES
TARGET OF PROJECT	Nationwide
IMPLEMENTING SERVICES PROVIDERS/PARTNERS	TPO CAMBODIA

I. Executive summary

(Please update the situation of context during this reporting period---case of covid19, government's regulations relates covid19) (Max 500 word)

On 27 January 2020, the Ministry of Health confirmed with the WHO that the first case of COVID-19 had been detected in Cambodia. By 12 May, Cambodia had 122 positive cases reported from 13 provinces. All of these cases have by 19 May now recovered. However, the social and economic impacts of COVID-19 restrictions continue to have a strong negative impact in the lives of many households in Cambodia.

Certain economic sectors such as tourism have been hit very hard by the pandemic. Virtually everyone experience some levels of loss of income as economic activities slow down or even shut down in some cases in response to this global crisis. The loss of income, feelings of uncertainty, worries about health and about the future as well as other stressful factors can lead to anxiety and stress for many people. This situation has resulted in further psychosocial distress and impacted the mental health of already vulnerable people. Many households in some of the most vulnerable areas of the country now face food insecurity due to a surge in food prices and loss of employment/livelihoods due to the contracting markets and closures of workplaces across the country and beyond.

The older population is also significantly affected by the crisis. Due to the virus being especially lethal to old people, they are generally forbid from going outside by their children. This physical restriction can

cause them much distress and lead to feelings of depression and helplessness and might further deteriorate their mental conditions, especially for elderly people.

Addressing mental health and psychosocial considerations will be key to stopping transmission and preventing the risk of long-term repercussion on the population's wellbeing and capacity to cope with adversity. During this report period, TPO has provided:

- Hotline counselling service such as phone and online counselling to affected population, there are around 958 of people affected Covid accessed to psychological support.
- There are around 316,100 Facebook Users reached and engage with information posted via TPO Facebook, (292,757 Facebook users reach and 23,342 Facebook users have engaged such as like, share and comments).
- With the supported from TPO and facilitated by commune council for women and children, conducted 95 community awareness campaign and distributed poster on mental health and psychosocial support messages and hotline numbers to community members. About 2,948 (age under 18= 294 children), (F=1,764, M=908) participated in this campaign.

II. OUTCOME ANALYSIS

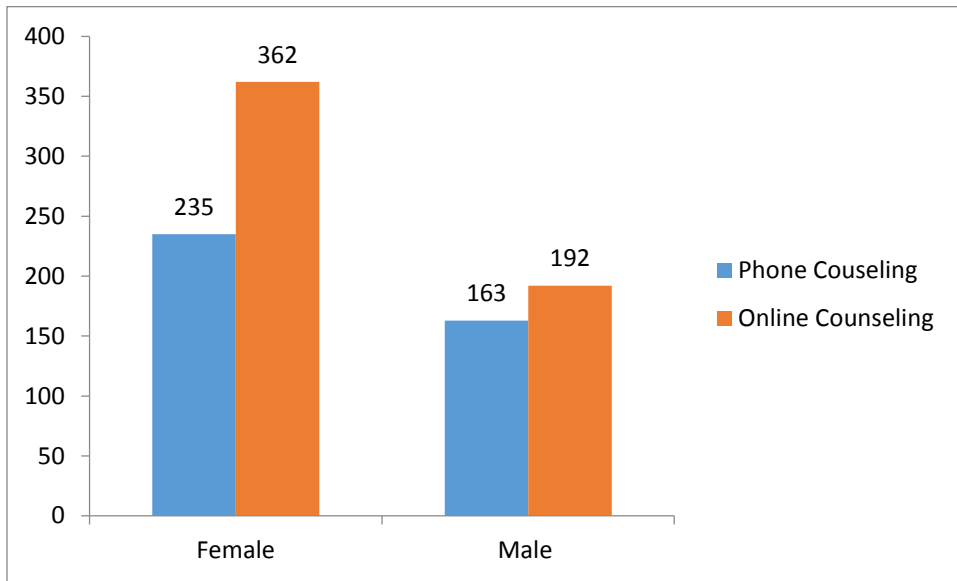
(Please provide some analysis of progressive toward goal and specific objective, how our service added value to achieve this) (Max 300 word)

Increasing access to mental health and psychosocial Support (MHPSS) for women, children and caregivers specifically returning migrants during COVID-19 pandemic through accessing

- Direct mental health service from TPO, or
- TPO is going to link to other existing local services

During this project period, around 958 of people affected covid-19 have directly accessed to psychological support services through phone counseling (398 callers, F=235) and online counseling (Chat messenger) (554, F=362).

Figure1: # of people affected by covid-19 have directly accessed to psychological support services



PROGRESS UPDATE

Output1.1: 100,000 people (children, parents, caregivers and elderly) receive relevant information and gain knowledge on how to cope and overcome the mental and psychological stresses and impact (worries, distress, anxiety, and emotional disruption) caused by COVID 19 pandemic via awareness raising using TPO's FACEBOOK.

- There are around 316,100 Facebook Users reached and engage with information posted via TPO Facebook, (292,757 Facebook users reach and 23,342 Facebook users have engaged such as like, share and comments).
- Her excellency Chea Serey initiates a #StopHiding Campaign with Cambodia Cyclo Association, there were 103 Cyclo drivers participated in this Campaign, and around 2,000 posters related to #StopHiding campaign were distributed to Cyclo drivers.



Output 1.2: 20 awareness campaigns conducted in Banteay Meanchey, Battambang provinces:

- For this project period, with the supported from TPO and facilitated by commune council for women and children, conducted 95 community awareness campaign and distributed poster on mental health and psychosocial support messages and hotline numbers to community members. About 2,948 (age under 18= 294 children), (F=1,764, M=908) participated in this campaign.



Output 1.3: 300 people reached with Mental Health and Psychosocial Support through phone counseling and Facebook counseling.

- During this project period, around 958 of people affected by covid-19 have directly accessed to psychological support services through phone counseling (398 callers, F=235) and online counseling (Chat messenger) (554, F=362). This figure is 3 times higher than starting the #StopHiding Campaign.

Case study: For hotline service- phone counseling

BunRoth “not real name” is 33-year-old man and lives in Siem Reap province. He married and has 2 children. He resigned from work a month ago. Now, he pursues his study and drive tricycle remorque for his living. Last year, he lost his house while he couldn’t pay mortgage. So, the bank has auctioned it.

He added, he lost his job because he can’t pay attention or focus on his performance anymore. So, he decided to resign. He informed that he lost attention and has sleeping difficulty for over a year. He feels sad and so guilty for losing his house. In addition to this, there are a lot of problems come into his life. He feels depressed, easily disappointed, low self-esteem, no confident to fulfill his work which resulted in losing his job. He always worries excessively about everything especial the future of his children, his wife. He feels easily fearful, in particular he feels that with this condition, he may die. He starts to feel extremely fearful, his heart beats faster, easily sweating, aching and numbing on figures and toes. His sleep is getting worse day by day. Sometimes, he afraid of going to bed because he is worrying that he could be die while he sleeps. At the same time, he feels so hopeless, he feels that he has no more

energy to do his routine, he couldn't concentrate on his work or study, he has no interest even in playing with his kids.

He did some research online for psychological support service and found the "#StopHiding" campaign. So, he reaches out to TPO hotline shown on TPO Facebook page. At meanwhile, sister's friend, who was past client of TPO, had also recommends him to seek help from TPO.

Since mid-February to end-March 2021, he starts to call and receive counseling with TPO, he has in total 6 sessions through telephone counseling and telegram communication method. Due his challenging, counselor provide psycho-education on anxiety; its symptoms, its effects on psychological and physical. At the same time, counselor keeps motivate and encourage patient to keep calm and relax by using some motivation quotes, practice the favorite physical exercise and practice relaxation technique such as breathing exercise and muscles progressive relaxation. From time to time, he learnt and practiced with those advisory happily. Most of his complaints is reduced and relieved gradually. He is able aware about his symptoms and manage it so much better. He is less panic or anxious to those symptoms and reactions as before; just once for a while and not often as before.

Counselor show empathy and acknowledge to his difficulty and challenging, but he has to remain calm and relax and learn to let it go. Counselor also explain the natural of anxiety and its respond to the events which caused reactions and symptoms in both mentally and physically. In addition, the client will keep practice relaxation techniques and exercise, plus with physical exercise to keep the body and brain functions. Then, he will learn to change and adapt this change in his living to improve his health as guided by counselor. He is very committed. Last not less, counselor offer him to keep communicating and follow up through telegram for future practice and sharing illustration and materials (1session).

Last 2 sessions, he gets a better notice on his fear and body symptoms. he improves a lot of self-awareness. He could practice breathing exercise properly and frequently. He feels better and happy to what he did to his problem. He could manage and control his reaction and feel better. But he somehow still confused and cannot tell whether is current symptoms is having medical or psychological origin. After receiving explanations and psycho-educations from counselor about physical symptoms as a respond to psychological distress, he started to understand and that makes him less fearful and anxious. After seeing physician to rule out of possible physical problem, he is now feeling calmer, and is able to observe and learn his body reaction to distress situation.

Counselor recommend his to practice self-care tips and psychological exercise to help him more relax and calm. Counselor also motivate him to keep practicing mindful breathing exercise frequently and consistency, no rash, no pressure, no self-blame and be happy and appreciate everything his did well and cheer it with children and wife.

Written by: Sun Solida, TPO Counselor

Output1.4: 20 who are experiencing extreme distress due to the impacts of COVID-19 people received psychiatric treatment to those:

- During this report period, there 6 people accessing to psychiatric treatment, at least they get 3 to 4 times consultation with TPO's psychiatric. During February 20 community event covid-19 outbreak, we offer medication for them for one month prescription.

III. CHALLENGES AND COPING STRATEGY

(What are key challenges during the service agreement that could block the implementation, and how did you coping with this challenges)

KEY PROGRAM CHALLENGES DURING SERVICES	COPING STRATEGIES
<p>UN Page post about the #StopHiding, and Campaign of Raksa Koma /TPO, have increased numbers of call and messengers. The increasing number of Call can be good and bad for project, such as the busy lines when callers cannot reach us and might create negative feedback from them.</p>	<p>TPO has made a contingency plan to address when the callers are overload. Counselors would be flexible for their working hours and can quickly jump into support each other when the numbers of callers surge.</p>
<p>During February 20 community event covid-19 outbreak, TPO has shifted working schedule to work from home. Some areas where our hotline counselors live is lower the signal coverage.</p>	<p>Callers has informed to reached hotline counselors about the challenge of reaching other hotline numbers. So sometime, we did inform callers to called via telegram or chat to page (counselor would use home internet).</p>