



MALAYSIAN RED CRESCENT

ONLINE EDUCATION

COVID-19 TASKFORCE

**COVID-19 AWARENESS
VOL. 1**

Dear all,

Many of you contacted us about some guidance on COVID19. We at NHQ are available to answer your questions therefore please find below a **brief summary** and additional resources on what your NHQ & State trainers and the general public have to keep in mind regarding **first aid and Coronavirus**. Please note that these **tips are given due to the on-going situation**, and are not relevant in a normal situation (except hygiene topic):

Situation: Malaysia have taken quarantine measures, however people might face situations which require first aid at home or somewhere else. They have to pay particularly attention to our ageing population.

Prevention: as much as possible, people should use a hydro-alcoholic / disinfectant solution and / or be closed to a place where they can wash their hands. It is important to clean hands BEFORE and AFTER providing first aid, to reduce infection transmissions.

Unconscious casualty and breath checking: airway must be clear and open, the first aider tilts slightly the head and observes the chest movements, and feels the air onto his/her hand (not forgetting after using disinfectant solution or washing hands). He/she have to avoid approaching his/her face to the mouth of the victim or use ideally a bag-valve-mask.

CPR in case of not breathing: the first-aider uses hands only.

Others: burns, wounds, bleeding, choking, and recovery positions...Remember that COVID is a respiratory disease and is not transmitted by blood, burned or wounded skin. First aid techniques remain the same, having in mind that every first-aider should be careful with his/her own protection.

Moreover, EMS service time responding can be drastically increased, so that is important to **have trained people** in the community to face accident and know the techniques. Time at home can be used to learn or refresh knowledge on first aid please spread the message: [First aid for babies and children introductory course](#) is online (register first for free) and promote the upload of the first aid app. People have to follow carefully your national health agency rules and evidence-based information like [IFRC](#), [WHO](#) or [Center for Disease Control and Prevention](#) (in those links you will find online trainings, latest information, numbers in **many languages**). We have some stories and case studies on GFARC [facebook page](#), please do take this opportunity to ground yourself with good knowledge and skills.

Please find examples of messages [here](#) made by some National Societies.

Last but not least we propose you some short 5 minutes first aid video in link with the chain of survival behaviors made by our Master Educator Jeffrey Pellegrino:

- **Covid-19 Pandemic & Survival Behaviors Intro:** <https://youtu.be/eEMKKh9QfEg>
- **Prevent & Prepare for Covid-19:** <https://youtu.be/liizcbU5XH0>
- **Early Recognition of Covid-19:** https://youtu.be/s63Gg_Vog3M
- **First Aid & Accessing Help for Covid-19:** https://youtu.be/t74_KrKBuVA
- **Self-Recovery or Advanced Care for Covid-19:** https://youtu.be/NHi_p4xHfo4

All of us are in a way or another involved to face this crisis, we should remain strong! Do not hesitate to send us photos of your actions, we would be happy to publish in our social media page. If you have any questions, contact me directly.

Best wishes.

#StaySafeShowLove

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1. Coronavirus Basic knowledge and Prevention Measures for Responders

With this online course, the **Spanish Red Cross** offers basic information on COVID-19 for volunteers and employees of **Red Cross and Red Crescent Societies** to know how to prevent the spread of COVID-19 and to apply prevention measures in response.

You will learn about emergent respiratory viruses, how you can protect yourself as a responder, personal protective equipment, and protocol of transport and disinfection of health transport vehicles.

All the information collected in this course is obtained from reliable sources such as the World Health Organization and the Ministry of Health of the Government of Spain. Although the course contains common recommendations, it is recommended to consult the sources and websites of local health authorities for specific recommendations and regulations applicable in each context.

This course is currently available in English, French and Spanish.

Click Here for: [Go to Course](#)

2. Coronavirus Disease (COVID-19)

Your playlist on the Coronavirus disease (COVID-19) is now available in English.

- What is it?
- How is it transmitted?
- How can you protect yourself and others?

These questions are answered in the resources included on the playlist (videos, downloadable materials and elearning) from the International Federation of the Red Cross and Red Crescent Societies (IFRC), the World Health Organization (WHO) and International SOS.

Click Here to: [Go to playlist](#)

3. COVID-19 course series created by the World Health Organization (WHO)

This **COVID-19 course series** created by the **World Health Organization (WHO)** is available to all. It includes learning resources for health professionals, decision-makers and the public for the outbreak of coronavirus disease (COVID-19):

- *ePROTECT Respiratory Infections*
- *Emerging respiratory viruses, including COVID-19: methods for detection, prevention, response and control*
- *Infection Prevention and Control (IPC) for Novel Coronavirus (COVID-19)*
- *COVID-19: Operational Planning Guidelines and COVID-19 Partners Platform to support country preparedness and response*
- *Clinical Care Severe Acute Respiratory Infection.*

These resources are available on OpenWHO in Chinese, English, French, Indonesian, Italian, Japanese, Portuguese, Spanish and Russian.

As the outbreak continues to evolve, new resources will be added and existing courses will be updated to best reflect the changing context.

Click Here to: [Go to course series](#)

4. Homeworking Essentials

Colleagues around the world are now working from home. Whether you are new to homeworking, looking for ways to be more productive and resilient while working from home, or trying to manage and support your team virtually, this engaging curriculum is for you.

You will learn about how to keep you and the organisation safe at home, to get organised and productive, and to better communicate virtually, to boost your well-being, and to better manage and lead people remotely.

This curriculum includes 30-minute long, video-based and fun online courses. All of these online courses are available in English and some of them are offered in other languages.

Click Here to: [Go to curriculum](#)

Invitation to the Education Webinar: "COVID-19 Red Cross Red Crescent education response 2" on Wednesday 15th of April, 2pm CEST

We will expand out humanitarian education programmes focusing on values, a culture of peace and inclusion, as well as improving access for people whose education has been disrupted by war, disaster or displacement. Our education programmes will also prepare people for the challenges and opportunities of the 21st century". (IFRC Strategy 2030)

We have the pleasure to invite you to the education webinar on
Wednesday, 15th of April 2020 at 2pm CEST focusing on
"COVID-19 Red Cross Red Crescent education response No 2"

During the webinar, we would like to more specifically share and discuss with you:

- How is our Movement contributing to ensuring equitable and continuous access to education and learning opportunities as part of its response to mitigate the impacts of Covid-19?

When it is time JOIN the Webinar on WebEx by using the link "Join the meeting":

Support ServiceDeskGeneva invites you to join this Webex meeting.

Meeting number (access code): 141 696 850

Meeting password: EducationCOVID

Wednesday, April 15, 2020

2:00 pm | (UTC+02:00) Amsterdam, Berlin, Bern, Rome, Stockholm, Vienna | 1hr30 min

When it's time : [Join the meeting](#)

Join by phone :

0800-051-3810 Call-in toll-free number (UK)

+44-203-478-5289 Call-in toll number (UK)

[Global call-in numbers](#) | [Toll-free calling restrictions](#)

Join from a video system or application

Dial [141696850@ifrc.webex.com](tel:141696850@ifrc.webex.com)

You can also dial 62.109.219.4 and enter your meeting number.

Join using Microsoft Lync or Microsoft Skype for Business

Dial [141696850.ifrc@lync.webex.com](tel:141696850.ifrc@lync.webex.com)

[Can't join the meeting?](#)

Best regards,

The HELP Team

Guidelines for Remote Rapid Response Support

The current and predicted global travel restrictions being imposed globally as result of the Covid-19 pandemic is having a significant impact in our surge capacity in times that call for increased support. As a result, alternative ways of working need to be explored and put in place. Remote support should be promoted, and in-country presence should be properly justified.

This document aims at providing some basic guidance to surge personnel, NS, and IFRC offices, on how this arrangement can be triggered and maintained. The first part consist on information on how the request and mission will work. The second part consist of a checklist to guide the decision on requesting remote support.

Part I: How will Remote Rapid Response work?

1. Request, alert and selection

- Alerts for remote position will be launched in the same manner as other Rapid Response request, just clearly stating this is home-based or remote support.
- Similarly, selection of candidates will follow the same process outlined in the Rapid Response Guidelines. Technical counterparts, both at Regional and Geneva level if a Global alert, will be involved in the selection.

In addition to the criteria stablished in the Rapid Response Guidelines (technical competencies, experience in country, language, etc.) selection of personnel will, also take into consideration the following:

- the skills and experience in providing remote support. Including familiarity with remote collaboration tools such as Teams, Trello or others.
- the time zone of difference between home location and the desired work location.
- quality of current connectivity and access to the required hardware and software to work.
- problem solver profile and communication skills.
- If a National Society has country delegation staff already placed in the country where support is needed, they can put them forward as candidates even if they are not part of regular surge registers, as long as they have most of the competencies needed.

2. “Deployment” and End of Mission

- Terms of Reference (ToR) for remote position should be developed like for any other Rapid Response deployment. This ToR will include:
 - Clear timeline of remote support: it’s recommended that we initiate with a one-month request first to see the effectiveness of the approach before committing to longer periods. In any case, request should not exceed three months as per Rapid Response Guidelines.
 - Clear tasks and deliverables to be completed that are realistic and achievable for a remote deployment.

- Precise instructions for briefings, with contact information of line manager and technical line manager and key counterparts, including in-country focal points.
- Line Manager will send an introductory email to all to all those who should be reached by the remote Rapid Response personnel as part of their mission.
- Introduction/ briefing on remote working tools used by the IFRC such as Teams and SharePoint.
- A generic IFRC email account need to be created before the start of the mission to guarantee access to Teams spaces and other organizational platforms.
- A briefing should be organized by the IFRC office with all the relevant stakeholders in Country (external and internal). Line manager/technical line manager will stablish during the briefing session a schedule for follow-up call (daily, weekly, etc.) to discuss progress against task as well as challenges faced.
- Additional time should be dedicated by the line manager and peers to ensure a clear work plan with realistic deliverables is done at the early stages.
- Mission Appraisal and Mission Feedback forms should be completed at the end of the mission like any other Rapid Response deployment.
- A debrief session must also be completed to capture lessons learned and recommendations to improve consequent remote support. This debrief session will inform if the remote support is an appropriate approach for the operational needs.

PART II: Remote Rapid Response checklist

1. Before launching alerts for Rapid Response, request needs to be analysed and documented to see if it can be carried out remotely. Please use the following checklist as part of the decision-making process:

	Yes	No
Are there movement restrictions in country that could affect the role of the requested rapid response personnel?		
Is the role supporting more than one country?		
Nature of the work: Will the tasks be about developing processes, forms, data analysis or is it possible for the personnel to support field teams remotely?		
Is the role focused on technical advice or the capacity strengthening of others?		
Is there a low reputational risk for not deploying a Rapid Response personnel to the country?		
Is there a NS operational focal point in country to work with the rapid response personnel remotely?		
Does the NS in country has high existing capacity in disaster response? Will they be able to increase local surge? (for example, by recruiting additional staff or by getting the support of a PNS in Country)		
Do in-country teams have access and familiarity with remote working technologies?		
Are there travel restrictions in the country requesting support that will stop Rapid Response Personnel from reaching the duty station in a timely manner? Are there mandatory quarantine for people coming from abroad?		
Is there a high risk of long-term border closures (14 days or longer) that could prohibit staff leaving/medevac?		
Is there good existing capacity in the receiving country infrastructure, in terms of quality and safety, for treatment and quarantine?		

Is there a low risk of foreigners being stigmatized or accused of spreading the virus?		
Is there a good technical infrastructure, such as internet bandwidth, in the country requesting the support?		

If most of the questions above have been answered positively, then a remote Rapid Response support should be considered.

2. For the cases where an alert for in-country support has already been launched, a critical analysis needs to be completed and documented before continuing with deployment. In addition to the above considerations, the following should also be taken into account:
 - What is the ability of the sending organisation to provide adequate duty of care such as sufficient insurance and medical evacuations provisions?
 - What is the age and health status of individual staff members selected for the mission?
 - Current location of the individual, will the personnel be able to reach the duty station in a timely manner? (e.g. travel restrictions, reduced travel options, quarantine measures)

Remote Working Best Practices

Bellow you will find information that can help you overcome the challenges presented by working remotely.

The basics: how to work together remotely

Let's start with the basics. Just like for a face to face meeting, it is important to keep in mind some [basic etiquette rules](#).

What is even more important, is that for remote working practices you want to establish some (flexible) ground rules on how communication will happen. Make sure everyone on your team is clear on the following:

- What will be your communication channels and which to use for when?
- How will you manage the project and how will you collaborate?
- What is your plan of action and what are the roles and responsibilities?

[This article can guide you](#) on how to choose the best online tools - you do want to use these, and you want to make sure everyone on your team knows how to use the tool well. Please be sure to be compliant with IFRC/NS guidance on IT tools, data protection and confidentiality.

Be aware that working remotely can present some new challenges: you might feel a bit more isolated or it might become more complicated to juggle family responsibilities while working from home. See some tips on how to mitigate these [challenges here](#).

How and what type of meetings should you have

So much of our communication happens in an unstructured way (the so-known "watercooler" conversations) when we are co-located. Now, you will have to set that all up in a structured way. Here are the meeting types you should consider – and you should make sure that they are all [effective, productive meetings](#). If bandwidth allows always switch on your camera.

Your 1-1s

This is crucial, as it will give you the time to guide your team and to get the heads-up on challenges. Schedule them on a recurring basis and [use these guidelines](#) to help you get the most out of it.

Regular project meetings with a clear agenda

These meetings are there to keep your project moving forward. You want to have this on a recurring basis and set a clear agenda well ahead of time and communicate that you want everyone to arrive prepared.



Besides these two, [you want to set up a couple of other meetings](#) – these are very essential since as opposed to co-located working they won't happen naturally.

How to manage your project remotely

It is important that you pay special attention for project management as the distance might make it harder to keep everything on track. Here is what can help you:

- Have POA and clear roles and responsibilities. Make objectives very clear for everyone.
- Make work visible with tools such as Teams. Teams makes chatting easier and organizing workflows into topics is a much more transparent way of working the CC-s and BCC-s in email. Additionally, it makes workflows easier to track for everyone in your team.
- Bonus tip: at the end of each week, ask each team member to write a summary of what they have accomplished, what are the challenges and what are their plans for the next week. Make this visible for the whole team.

Read more about remote project management [here](#) and [here](#).

How to build rapport with your team?

We get to know people by chatting with them. And when we get to know them, it is easier to work together. You must make sure that this happens when you are working remotely. Make sure that you keep time aside for banter and small talk in all the meetings and consider establishing a [“Watercooler”](#) channel. Additionally, check out this [article for tips on keeping up the team spirit](#), and you can even [do virtual team-building activities](#).

What to keep in mind?

- Things will be much different than when you are co-located - you will have to change the way you work, but you can make this work!
- Finding what works for your team will take time, there is no silver bullet, so you will have to experiment and be open to feedback.
- Use the right tools – technology can make things more efficient.

For more detail please see a comprehensive compilation of links bellow in Annex 1.

How to get familiar with online tools?

- Webinar: [Online Remote Meeting](#) by Microsoft
- Training Course: [Teams 101 – Getting Started](#) training course from TechSoup
- Resources and Webinar: [Prepare. Respond. Serve](#) from Tech Impact and 501Commons
- [Microsoft Education resources](#)



- Additional Teams Help and Learning: <https://support.office.com/en-us/teams>
- To register with Microsoft for nonprofit offers, get started at [Microsoft.com/nonprofits](https://microsoft.com/nonprofits) (in case you don't have software in place)
- Trello Resources: [Getting Started with Trello](#) and Youtube video on [Trello](#)

Easy to use technology for all digital access and collaboration types

Webex

Uberconference (it is restricted in some countries)

<https://hopin.to/>

<https://miro.com/signup/> (online visual collaboration)

<https://mural.co>

Nesta's research – comprehensive <https://trello.com/b/vf3cXUVG/collective-intelligence-tools>

[Padlet](#)

Crowdcast

<https://remesh.ai/>



Annex 1: Digital Events Background Research

Last updated – March 13, 2020 collected by Heather Marie LESON <Heather.LESON@ifrc.org>

Summary

IFRC will be hosting online and digital events in the coming months. This is a backgrounder on research and best practices for use to review and learn. There are three consistent online events in the IFRC movement. This document is to provide analysis and recommendations for our work.

Best practices

Remote Working

[How to remotely work](#) (HBR)

[Lean Coffee](#)

[Gitlab full guide on remote working for staff, managers and processes.](#)

[Jono Bacon On remote working](#) (he missed community engagement and self-care but a solid list)

[Loop's guide to remote work](#)

[Slack guide – remote working and online events.](#)

[Wordpress guide – online events and remote working](#)

Facilitator and ambassador training in advance

Example – [Mozilla Facilitator training](#)

[Mozilla Facilitator handbook](#)

Example – [Network Resources session design guidance](#)

[Online Facilitation handbook](#) (excellent)

[Frog on remote events](#) example

[Course on Facilitation paid \(online\)](#)

Agenda planning

Prepare agenda and sessions based on [ADIDS format – to be interactive online and cocreate](#)

[Wordpress Meeting Etiquette](#)

[Lessons learned from organizing our first virtual conference](#)

[Harvard Business Review – what it takes to run a great meeting](#)

[Liberating Structures](#)

[ON24 – types of virtual events](#)

[Tips for successful online meetings](#)

How to build community and collaborate online/ online events/ online classes

[Coronavirus Tech community](#)

[How to build rapid online classes](#)

[Community Roundtable – webinar building community \(1hour\)](#)

[Free – Digital Engagement handbook \(Community Roundtable\)](#) - discount code GoDigital

[Online network building](#) (Full Circle)

[Community Roundtable on building successful online communities](#)



What is a [Community of practice](#)
[Engaging programming](#)
[Distributed Collaboration model](#)
[World Cafe](#) and [World Café \(global\)](#)
[Online meeting and gathering guidance](#)
[Event organizer guidance.](#)
[Youth Mentoring lab](#)
[Setting up online classrooms](#)

Remote Coordination Checklist¹

Stage 1: Initial Setup

- Set up a collaborative working space such as a Slack channel, TEAMS group or Trello board
- Set up work plan if you will be coordinating a group of people in different locations all combining efforts to develop products and tasks.
- If working with several members that don't have access to Teams, set up Dropbox & confirm how files will be shared with other stakeholders

Stage 2: Initial Tasks

- Brief Field Team

Stage 3: Maintenance

- Check-in Calls
- Regular Products or Processes
- Logging Feedback (Monitoring & Learning)
- Field Requests

Stage 4: Handover

- Handover Documentation

Stage 1: Initial Setup

- Set up a collaborative working space such as a Slack channel, TEAMS group or Trello board**
 - Naming:** “Year” + “country” + “Emergency Name”
 - Add initial relevant people**
Note: Best to keep it small initially and then add people as needed (others can do so too)
 - In the #general Slack/Teams channel,**
 - Introduce yourself in the channel that you have just created
 - Provide an update on the channel of the first tasks of the operation.
- Set up work plan if you will be coordinating a group of people in different locations all combining efforts to develop products and tasks.**
 - If using a Trello board, consider adding these columns:**
 - Processes
 - Data/Resources
 - To Do

¹ This Checklist has been adapted from the SIMS remote coordinator checklist, based on their extensive experience with remote support. This checklist applies for those individuals coordinating a team where all members may be in different locations but working together to develop products and processes.

- Doing
- Done + “Month Year” (e.g. “Done - March 2016” OR “Done - April 2015”)
 - Continue to add a new done column for each passing month
- Set up a “Monitoring and Learning” log**
 - You could create a Word document within a folder on Teams or a card under the Processes column on Trello, with a link to a Google doc.
 - Throughout the response you and members of your team should note any feedback received or things that worked well or not well for learning review at the end of the activation
- If working with several members that don’t have access to Teams, set up Dropbox & confirm how files will be shared with other stakeholders**

You may want to consider having:

 - One Dropbox intended for sharing data and working files with your team members that are involved in day to day task sharing and handover**
 - A second Dropbox intended for sharing final products with those not involved in day to day activities.**
 - Confirm with stakeholders if they have already set up a Teams, Dropbox or other file sharing service for themselves, in which case ask to have access and set up a folder within this for sharing final products.
 - If you are using Trello, you may one to include there a link to the Dropbox files.**
- Set a Word document for minutes of all call**
 - It is likely that as a coordinator you will have calls with field staff, IFRC Geneva as well as the regional offices. Ensuring that any and all information is captured is useful for:
 - History log of the operation
 - Sharing information with the wider network of collaborators
 - Logging decisions made
 - Monitoring and Learning
 - Make this a shareable link and share with the Slack/Teams group. If using Trello, you may also want to **create a Trello card** for this document and place this **within the Processes column.**
- Accounts**
 - Include log-in details and links to any shared accounts e.g. Google Drive, Dropbox as needed. For accounts that store data it is recommended to keep access limited and use the following format:
Account username:
Password: See remote coordinator

Stage 2: Initial Tasks

- Brief Field Team**
 - Set up initial call with team**

- You should get the contact details for from the Surge Desk in the Regional Office/ Geneva and use this to set up a good time to chat with the team.
- Establish preferred lines of communication (e.g. Skype/Teams/Whatsapp or email)**
 - Within this call, it is a good idea to establish what is their preferred method of communication forward as this will be important for future requests and delivering completed products. For example, Skype or emails.
 - If possible, establish a regular check-in, for example it might be an idea to set up a daily email between you and the field.
 - Remember: good communication is the key to an effective response!
- Discuss on the initial workplan**
 - It is important to ensure that everyone understand the activities, deadlines, roles and responsibilities of the workplan.**
- Figure out initial priority needs/requests**
 - The essential thing to establish on this initial coordination call with the field is their initial priorities and needs - which will inform your initial tasks.
 - Also, check to see if they have worked with or understand role - as a coordinator you may need to provide further information.
 - Try and make sure to clarify things in priority order if it is a long list and give realistic delivery times.

Stage 3: Maintenance

Check-in Calls

- Agree recurring schedule for calls**
 - It is generally a good idea to set up a recurring schedule for calls with key remote staff. Generally, frequency will vary over the activation lifecycle from very frequent (perhaps every day) at the beginning to less frequency (usually every week) as things stabilize.
Note: No one-size-fits-all for frequency but just have to opt for what works
- Set up a rough agenda before the call**
 - It is best to do this in the Dropbox word document minutes and this will help to keep the call on track.
- Capture monitoring feedback as part of the call**
 - This can be considered as a standing agenda item
 - Good opportunity to capture regular feedback from the field.

Regular Products or Processes

- Establish which ones are your regular activities/products/processes**
 - Throughout the mission, you will find what products or processes are valuable and may need to be updated on a regular basis (i.e. weekly).
- Set a standard day of the week for production**
 - It is generally best to set a standard day of the week for completing regular products or processes. It makes it easier to manage/delegate, makes the expectation from recipients more straightforward, and makes comparing change over time between the maps more discrete.

- ❑ **Keep a record of the email distribution list**
 - ❑ These regular products tend to have a wider distribution, so it is a good idea to keep track of to whom you're supposed to be sending them.
 - ❑ Often, they get forwarded by initial recipients and then these people request to be included as well.
 - ❑ Note: a contact list should be on the GO website (go.ifrc.org), administered by the field or administered by IFRC Surge Geneva.
- ❑ **If using Trello, make an 'Ongoing' column for this regular or recurrent activities**
 - ❑ If you keep moving the regular products back and forth between the 'Done' and 'To Do' columns, it can get a bit confusing and also make the 'To Do' column hard to decipher and therefore see the highest priority remaining tasks. We suggest therefore to create an 'ongoing' column to store the cards for regular products so they can be managed separately from ad hoc requests.
- ❑ **Logging Feedback (Monitoring & Learning)**

Note: Already been touched on other sections. To reiterate, you should maintain a log of any feedback received or reflections on ways of working and impact.
- ❑ **Field Requests**
 - ❑ **Clarify needs**
 - ❑ When taking requests from the field, it can be difficult to decipher what is being asked.
 - ❑ Points to clarify: desired audience, intended outcome, priority relative to other requests, anything out of the ordinary to note, and desired due date.
 - ❑ **Clarify who is responsible for each request**
 - ❑ In order to make sure that the remote support is as coordinated and streamlined as possible, it is important that the person responsible for completing the request is clearly assigned

Stage 4: Handover

- ❑ **Handover Documentation**
 - ❑ **Write clear handover documentation**
 - ❑ If the coordination is handed over, or the surge phase has ended and you're handing over altogether, it is important to write a handover document with all the processes, regular products and helpful tools/resources.
 - ❑ You can ask for the handover template to your surge focal point.