

DOCTORS OF THE WORLD MEDICI DEL MONDO MÉDECINS DU MONDE
GIATPOI TOY KOΣMOY DOKTERS VAN DE WERELD أطباء العالم
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DER WELT दुनिया के डॉक्टर LÄKARE I VÄRLDEN ÄRZTE DER W
E WORLD MÉDICI DEL MONDO 世界の医療団 GIATPOI TOY KOΣMOY
OI TOY KOΣMOY DOKTERS VAN DE WERELD MEDICI DEL MO



2020 ACTIVITY REPORT



**AS WE EMBARK ON THIS GREAT COLLECTIVE JOURNEY, WE PLEDGE THAT NO ONE WILL BE LEFT BEHIND.
RECOGNIZING THAT THE DIGNITY OF THE HUMAN PERSON IS FUNDAMENTAL, WE WISH TO SEE THE GOALS AND
TARGETS MET FOR ALL NATIONS AND PEOPLES AND FOR ALL SEGMENTS OF SOCIETY. AND WE WILL ENDEAVOR
TO REACH THE FURTHEST BEHIND FIRST.**

Reflecting upon these words, echoing the 2030 Agenda for Sustainable Development and included in the Civil Society Engagement Mechanism for UHC2030, I am thinking that there could be no better field to actually apply these wishes -thus turning them into real action- than the situation created by the COVID-19 pandemic.

The facts caught us by surprise. A wide fragment of vulnerable population in Europe and Greece, was restricted in social housing and/or hosting facilities with poor living conditions, due to nationwide lockdown strategies implemented to prevent further disease transmission. The unpredictable, fast spreading, infectious disease has been causing anxiety and distress; adolescents and young people that were in need of social protection faced multiple problems of access to health and psychosocial services due to the restrictive measures. Gradually the refugee shelters, the elderly homes, the day centers and the rehabilitation centers were all held in prolonged quarantine having more than 40% of their beneficiaries confirmed as COVID-19 positive.

For a medical organization in the field like MdM-Greece, additional administration, communications and IT costs were required in order to rapidly and efficiently correspond to the situation. As days go by, medical staff was getting exhausted. In case of a rapid increase of cases, there were -and still are- evident fears that the Greek Health system will not be able to manage and will collapse under pressure. Specialist doctors, nurses and modern medical equipment are the main components of the intensive care unit (ICU) where a significant number of patients win the battle for life. In Greece, the public health system suffers from understaffing; the recent socio-economic crisis has further aggravated the situation.

Our Public Health system is insufficient to handle such a crisis. Vice versa: such a crisis exposes the weaknesses and gaps of national public health systems that -in their majority- are unprepared to efficiently respond. It is important to not only stress the theory but apply in practice the concepts of Universal Health Coverage and of "leaving no one behind" This is not the time for discrimination and differential treatment. Central and local governments that streamline measures against the pandemic should be supported as well as sensitized on Public Health as a whole, as an issue that concerns and affects us all rather than only the most underprivileged and marginalized members of our societies. On the other hand, it is equally important to raise awareness at community level. Cultural notions and practices may further endanger the already overburdened national health systems.

In general, situations like the COVID-19 pandemic expose and multiply all kinds of vulnerability. 'Closed' populations like the ROMA, the refugees and migrants etc. suffer further exclusion from basic and necessary services. There is an urgent need for a coordinated action, not only in our own local health systems, but also nationally and internationally. More than ever, we need strong health systems based on the principles of the right to health, solidarity and health for all. Coordination must surpass national borders, with effective action at national and global level. Access to diagnostics, treatments, and vaccines for vulnerable groups, should happen under equitable terms while protection must be recognized as priority in the Covid-19 national and international responses. Removing the barriers to access for all, allowing affordability, availability and acceptability of the treatments, including Covid-19 vaccines, should be the right of all, leaving none behind.

Hara Tziouvara
President of MdM – Greece



Doctors of the World-Greece (MDM-EL), since the very beginning of the implementation of the government's emergency plan to restrict the freedom of movement of citizens and to suspend the operation of schools, businesses and services throughout the country, has been on the side of the most vulnerable groups of population, by continuing all of its activities while planned and implemented new actions and projects, always aiming to support, inform and provide assistance to the people and communities in need in the context of advocacy and protection of their Right to Health.

The MDM-EL emergency response for the prevention and treatment of Covid19 was determined by a challenging period of very strict public health measures including 2 general lockdowns, which resulted in a very unpleasant reality for the Greek economy and the majority of the social vulnerable groups, especially for the main beneficiaries of Doctors of the World, such as the homeless population, ROMA communities, poor households and vulnerable asylum seekers and migrants.

The first confirmed case of Covid19 was recorded in Greece in February 2020 and in December the country counted **932** new

cases, **438** patients in intensive care units (ICU) and **50** new deaths out of a total of **138,850** confirmed cases, **4,838** deaths and **1,328** ICU admissions, the onset of the pandemic.¹

Greece at the end of 2020 was already facing the "Double-Hit Scenario" due to the pandemic, which according to the OECD estimations will lead to a drop in the country's GDP 9.8% in the last quarter of 2020. The estimations of the European Commission and the Greek Government foresees a financial recession, for the period 2020–2021, of 8–10% while the people in Greece are once again facing significant social problems such as long-term unemployment, income poverty and uncertainty for the future.

The elderly, people with chronic illnesses and special needs, the long-term unemployed, poor households and ROMA communities are facing social isolation, "digital exclusion" and other forms of social and economic exclusion due to the fact that the public and municipal services proved fragile with malfunctioning and suspend their operation for more than five months during 2020, including the community centers and the psychosocial support programs.

MdM, true to the vision of “Health for all without any discrimination and exclusion”, continued working to support and protect vulnerable groups

¹ Εθνικός Οργανισμός Δημόσιας Υγείας. Ημερήσια Έκθεση Επιπλήρωσης Covid19, 31/12/2020. Διαθέσιμη από: https://eody.gov.gr/20201231_briefing_covid19/



On September 2020, the editor-in-chief of LANCET magazine², Richard Horton with his piece underlined the importance of social health determinants in the transmission and spread of the disease in the community, and described Covid19 as a syndemic rather than a pandemic . Horton pointed out that populations living in degraded areas, experiencing significant social inequalities, and shows higher morbidity and mortality not only because they are infected with the new coronavirus but mainly due to the national systems and governments chronic systemic problems. In terms of public health terms, syndemic is understood as a synergy epidemics in correlation with the level of the operation and effectiveness of the national health systems.

At its 5th plenary session on 25 November 2020 and its relevant report³, the EXPH team of the European Commission's DG HEALTH⁴ adopted the term of the "Syndemic" referring to the ways of improving the Health Care for the vulnerable groups.

In particular, the independent group of experts "EXPH" noted that the vulnerable groups are those groups of people who are disproportionately at risk and those who are disproportionately affected by the risk of disease, and that is the reason why they experience the effects of the disease more seriously. From a biological point of view, there is an interaction between SARS-CoV-2 and other, non-communicable diseases. But rather a comprehensive definition of the disease must take into account the social and environmental conditions, past and present, that decisively affect the health of individuals and populations.

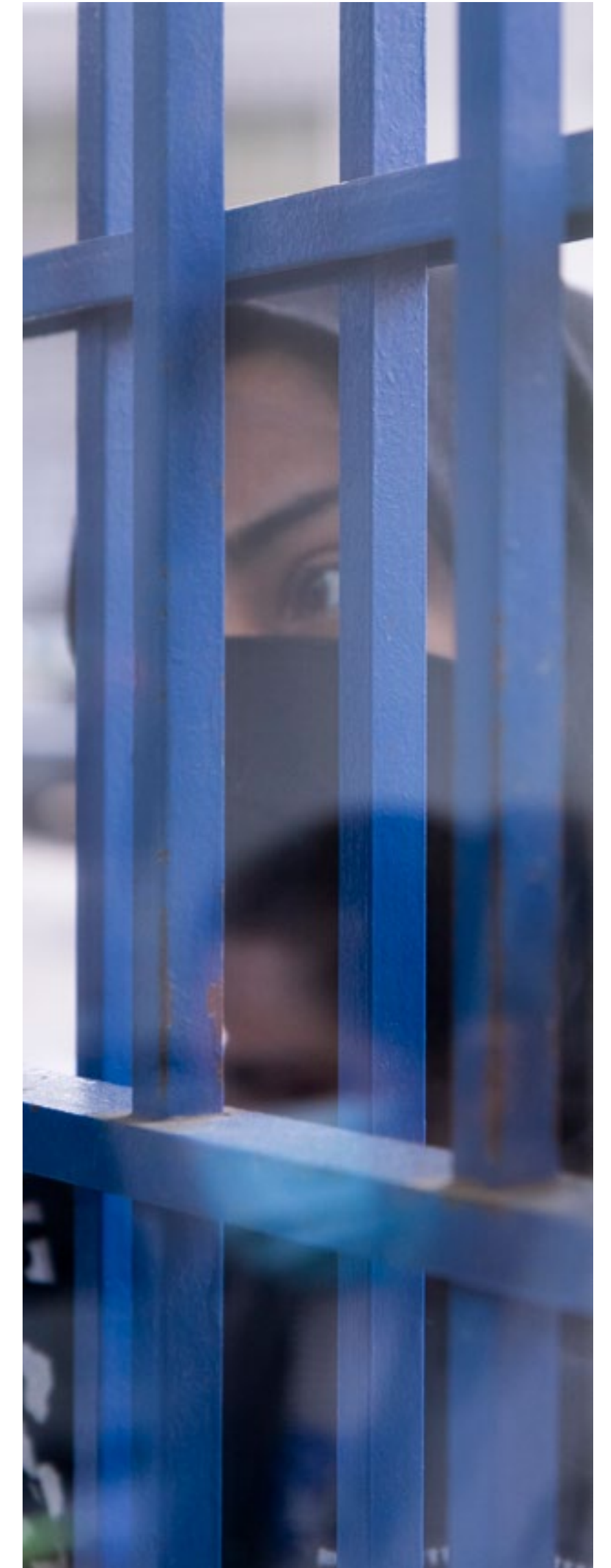
MDM-EL, faithful to the vision of Health for All without discriminations and exclusions, is continuing its work to support and protect vulnerable groups. The so-called COVID19 pandemic brought to the fore the inherent weaknesses of the country's health and welfare system, which marks the opportunity for change and progress for a society of equal opportunities.

It is up to us.

² Horton R. Offline: COVID-19 is not a pandemic. Lancet. 2020; 396: 874. Διαθέσιμο από: [https://www.thelancet.com/journals/lancet/article/PIIS0140-6736\(20\)32000-6/fulltext](https://www.thelancet.com/journals/lancet/article/PIIS0140-6736(20)32000-6/fulltext)

³ European Commission. THE ORGANISATION OF RESILIENT HEALTH AND SOCIAL CARE FOLLOWING THE COVID-19 PANDEMIC. Opinion of the Expert Panel on effective ways of investing in Health (EXPH). Luxembourg: Publications Office of the European Union, 2020. Διαθέσιμο από: https://ec.europa.eu/health/sites/health/files/expert_panel/docs/026_health_socialcare_covid19_en.pdf

⁴ Σημ. Expert Panel on effective ways of investing in Health (EXPH)



STREET WORK

INTERVENTION FOR THE SUPPORT OF HOMELESS PEOPLE IN THE MUNICIPALITIES OF THE CENTRAL SECTOR OF ATHENS, PIRAEUS AND THESSALONIKI

During the reporting period, the mobile teams of Doctors of the World consisting of a social worker, nurse, psychologist and administrative staff, approached and provided assistance to **581** unique people while a total of **99** missions took place. The MDM-EL teams distributed **2,120** hygiene and protection kits which included **7,310** units of non-food items (protective material, information material, antiseptics and disinfectants, sleeping bags, special blankets) and 4,836 units of food items (water, prepared dry food, hot meals).

During the first period of the pandemic due to the forced closure of many cheap hotels in Athens and Piraeus and the existence of only 6 hotels in operation during the period March-May 2020 as quarantine

hotels, more people were led to precarious living conditions and homelessness. In addition, the occurrence and increase of cases in homeless structures and the strict prevention and control measures acted as critical stressors, pushing several beneficiaries to leave the shelters and return to the road. At the same time, the forced evacuation of many patients from public hospitals due to the provision of beds for the treatment of the new coronavirus, who very often found shelter in emergency departments and outpatient clinics, as well as the adverse financial and psychological consequences of the lockdown to poor households contributing to the increase in the population of homeless people in the urban areas.

Specifically, the field teams implemented 99 on-site interventions in Athens, Piraeus and Thessaloniki. The field teams were assisted by more than 32 volunteers of Doctors of the World with many years of experience in road interventions, 10 postgraduate students of the Postgraduate Program "Disaster Medicine-Global Health" of the Medical School of University of Athens, 4 interns of sociology from Pantreion University, 3 undergraduate students of Social Work of the University of Thrace, 2 postgraduate students, one from the "Global Health" program of the University of Uppsala and one from the International Development Program of the VHL University.

581
BENEFICIARIES

97
ACTIONS

2.120
HYGIENE KITS

7.310
NFIs



Leaning down in front of him, he raised his head, looked at me and smiled. With a somewhat surprised look, perhaps he thought he wasn't alone, that someone still cared for him.

STREET WORK – Doctors of the World, in order to reach and provide medical and social support to the increasing number of homeless people, carry out a street work program with visits to areas in the centre of Athens and Piraeus, where homeless people live in groups. At the initial stage, their situation, living conditions, history taking and mapping of the places where they stay are recorded. Then the team of Doctors of the World, consisting of a general practitioner, a nurse, a social worker and an administrator, provides medical care, social counselling and information about the places where they can receive help (food, primary medical care). In addition, as part of the program, the team provides basic necessities (sleeping bags, blankets) as well as snacks and water.



Youtube watch

SUPPORT FOR THE HOMELESS

MDM-EL OPERATIONAL SUPPORT TO THE MULTIDYNAMIC CENTER FOR HOMELESS PERSONS OF THE MUNICIPALITY OF ATHENS.

The action of Doctors of the World for the operational enhancement of the new multidynamic homeless center of the Municipality of Athens started after a relevant invitation of the Municipality of Athens for a voluntary offer to the Homeless Center by the NGOs.

MDM-EL responded to the municipality's invitation, aiming at the effective operation of the newly established structure and the immediate relief and protection of the homeless population of the city in the midst of the new coronavirus pandemic, through the provision of services, staff concession and significant equipment and technical guidance to the center.

DOCTORS OF THE WORLD PROCEEDED WITH THE FOLLOWING FIVE AXES OF ASSISTANCE IN THE MULTIPURPOSE HOMELESS CENTER:

- 1. Provision of technical support regarding SOPs, internal regulations and staff duties of the center**
- 2. Donation of medical instruments, consumables as well as office equipment and furniture**
- 3. Information, Interconnection and mainstreaming referral through the street-work program of Doctors of the World**
- 4. Provision of primary health care services with a mobile team and interconnection of beneficiaries with the Open Polyclinic of MDM-EL in Athens**
- 5. Coverage the positions of carers of the center in double shift on a daily basis by MDM-EL volunteers**

Prior to the opening of the Center, Doctors of the World, based on its experience in implementing reception and housing projects for vulnerable groups for over 20 years, as well as the recent know-how from the MDM-EL Homeless Nightshelter in Athens, provided the internal procedures in printed form, the operating regulations and the description of duties for the personell of the shelter after a relevant request of the President of KYADA. At the same time, they visited the site of the structure, expressing its proposals for the final configuration of the security conditions of the bulding before the opening of the center.

During the two months presence of the medical staff of Doctors of the World at the Homeless Center, **87** people were examined, and a total of **202** consultations were held. Of the people received medical attention, 77 were men and 10 were women.

Of those examined, 30 suffered from chronic disease. Beneficiary patients with hypertension were found 20, with diabetes 9, and of these 6 had a history of myocardial infarction. There were 21 referrals for regular check-ups by specialists at the Open Polyclinic of Doctors of the World.



 **87**
BENEFICIARIES

 **202**
CONSULTATIONS



POLYCLINICS

CONTINUATION OF PHC AND MHPSS SERVICES IN ATHENS AND THESSALONIKI

The Open Polyclinics of Doctors of the World continued their operation uninterrupted throughout the implementation of the lockdown, aiming at the continuation of health care for the socially vulnerable citizens.

The MDM personell provided its services on a rotating basis during the first period of the lockdown, while then the weekly program was adjusted so that there is a daily presence of a physician, a pediatrician, a social worker, a psychologist and the interpreters.

At the Open Polyclinic of Athens from the beginning of the pandemic until the end of the year, a total of **3,203** people were served and **6,259** visits were made to the clinics. At the Polyclinic of Thessaloniki, **1,753** people were served and **3,238** visits were made to the clinics.

At the same time, the medical staff carried out regular periodic information and/or trainings to the other personell and volunteers of Doctors of the World, while the visitors of the clinics received appropriate information and PPE material in the context of the prevention and control activities against Covid19.

In addition, in the context of the health prevention activities of MDM-EL, the cooperation with the NGO "Positive Voice" was officially established in Athens and Thessaloniki and the Check-Point operation was started within the Open Polyclinics so that those interested can perform rapid diagnostic tests and receive appropriate counseling and sensitization regarding HIV.

THESSALONIKI OPEN POLYCLINIC - The Project "Strengthening and Improving the Services provided by the Social Polyclinic of Doctors of the World in Thessaloniki", MIS code 5041784, is implemented under the Operational Program of Central Macedonia 2014 -2020, funded by Greece and the European Union.

DUE TO THE RESTRICTIVE MEASURES TO COMBAT THE COVID19 PANDEMIC, VISITS TO THE POLYCLINICS ARE BY APPOINTMENT ONLY.

ATHENS
12 Sappfous Str, T: 210.32.13.485
Monday to Friday | 09:00 to 17:00

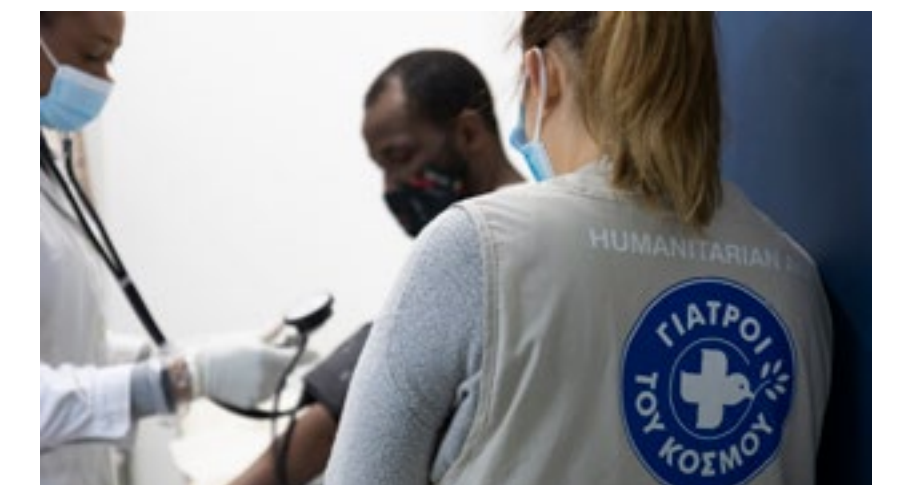
THESSALONIKI
29A Ptolemeon Str, T: 2310.566.64
Monday to Friday | 08:00 to 16:00


4.956
BENEFICIARIES


9.497
VISITS



The beneficiaries of MdM Open Polyclinics are all people who face social inequalities and significant barriers to access to healthcare services and experience serious socio-economic problems such as long-term unemployment, income poverty, precarious living conditions and the absence of support networks and seek immediate, friendly and affordable health services and psychosocial support. Beneficiaries also include people at risk and children living on the street, in hostels, in child protection structures or in precarious and temporary accommodation.



COVID-19

get informed get protected

Trust only experts and scientists for your information



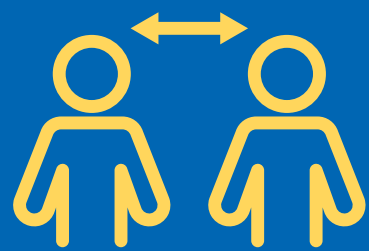
Always use a tissue or your elbow when sneezing or coughing



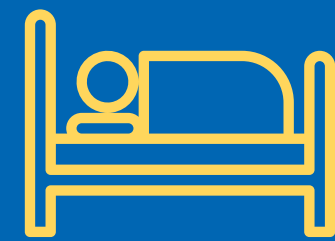
Wash your hands often and thoroughly with soap or an alcoholic solution



Avoid handshakes and contact with your face



Always keep a distance of 1 meter from those around you



If you are not feeling well, stay in bed



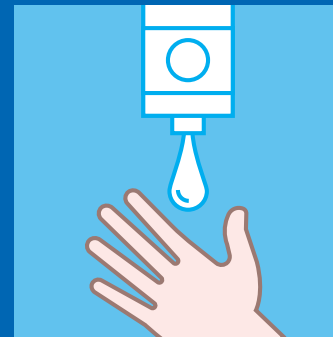
Avoid stigmatizing those who have been affected by Covid19

WASH YOUR HANDS THOROUGHLY

40" - 60"



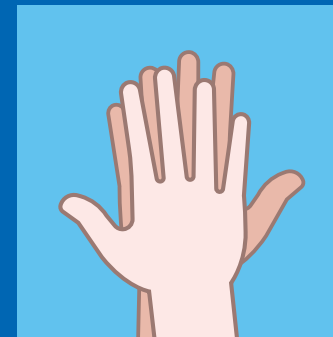
Wet your hands with clean water



Add soap



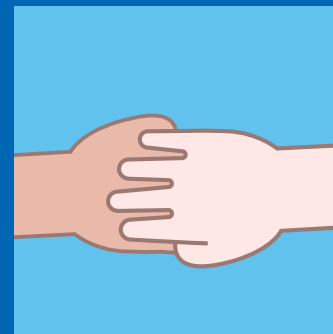
Rub your palms



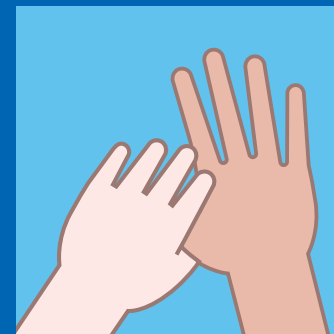
Rub the palm with the dorsal surface of your hand



Between your fingers



Behind your fingers



Rub your thumbs



Rub your fingertips



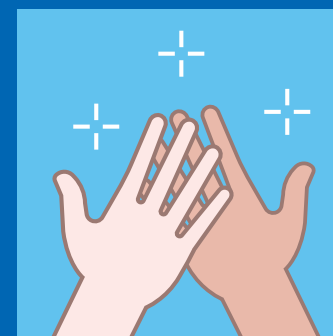
Rinse your hands thoroughly with water



Dry your hands with a paper towel



Close the tap with the same towel

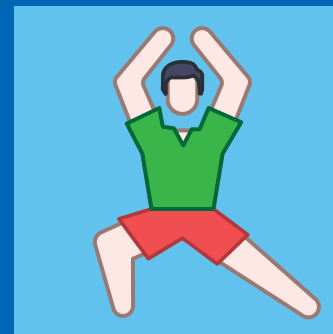


Your hands are now clean

STRESS MANAGEMENT



While you wash your hands, take deep breaths



Exercise regularly, doing simple exercises



Eat healthy to boost your immune system



Moderate the time you watch the news

WEAR THE DISPOSABLE MASK PROPERLY



Wash your hands thoroughly before wearing the mask with soap and water



Make sure the right side of the mask is outwardly



Locate the metal nose wire and touch it on your nose



Hold the mask off the straps and pass them behind your ears



Cover with mask your nose, mouth and chin



Press the metal nose wire in contact with your nose without leaving gaps in the cheeks



Remove the mask by holding it by the straps, with clean hands



Dispose the mask in a bucket that closes. Do not throw the mask on the street



Replace the mask if it is damp and do not use it again

Always keep a distance of 1 meter from those around you, even when wearing a mask

GBV SURVIVORS

EMPOWERMENT ACTIVITIES FOR GBV SURVIVORS

Doctors of the World with the targeted action for refugee women survivors of gender-based violence provided the opportunity for empowerment and awareness through the formation of small psycho-educational groups, with emphasis on peer-to-peer support and the exchange of best practices. The activities organized and facilitated with the contribution of a social worker, a psychologist and a cultural mediator. At the same time, the wider needs for further individual psychosocial support, health care, legal aid and housing were met in liaison with the services and programs of MDM-EL thus offering immediate assistance.

The project started in July 2020 and lasted 6 months, throughout the project, **73** women survivors of gender-based violence attended and benefitted from the seminars.



HER STORY

A typical example is Mrs N.O., who is of Cameroonian origin. After a forced marriage to an elderly man of her own nationality, being the third wife, and experiencing repeated patterns of abusive behaviour, she decided to leave her country in order to live freely. When she arrived in Greece she was pregnant. She gave birth to her child on the island of Lesbos. She then came to the mainland, arriving in Athens. There, making use of both her community and the services for asylum seekers, she managed to attend Greek language courses and cooking seminars. She also utilized the skill and craftsmanship she brought to hairdressing and gradually but steadily managed to establish herself in the Greek community. She works in a restaurant as well as in a hairdressing salon applying the techniques that reflect her cultural background having an added advantage. Very characteristically, she mentioned the perseverance and diligent effort she had to show in order to familiarize herself with the Greek culture by first mastering the understanding of the Greek language. This was not only through organized language classes but also through deliberate interaction with Greek women. Notably, she reported trying to relate to the women in her apartment building by inviting them to her house for coffee or dinner and asking them to speak Greek.



HELP AT QUARANTINE

MEDICAL CHECK
OF TRAVELERS HELD IN
THE QUARANTINE
HOTELS OF ATTICA

Doctors of the World on 15/04 formalized its cooperation with the National Public Health Organization (NPHO) in response to the Covid19 pandemic. In collaboration and coordination with the competent office of NPHO and the personell of the General Secretariat for Civil Protection, MDM-EL with medical professionals and interpreters (whenever needed) visited on a weekly basis as well as communicates remotely with travelers staying in hotels.

In total, during the March-June 2020, Doctors of the World covered **12** hotels in the area of Attica. In particular, **9** visits conducted with a mobile team to check a total of **33** confirmed cases before and after their hospitalization, while more than **60** phone communications of travelers with the MDM staff took place in the context of follow up and psychological support.



HELP AT HOME

HELP FOR LONELY ELDERLY PEOPLE

During the lockdown, Doctors of the World provided medical and psychosocial support to lonely elderly people who were already on the organization's service registry and were temporarily barred from their homes due to restrictive public health measures.

At the same time, new beneficiaries were registered in cooperation with the municipal services and other services of non-governmental organizations in different municipalities of Attica and Central Macedonia.

The beneficiaries who received psychosocial support and medical care were **1,322**.

The MDM teams consisting of a social worker, doctor, psychologist and nurse made more than **840** visits and **730** beneficiaries received free medical assistance.

At the same time, during the months of severe lockdown the teams carried out the execution of electronic prescriptions in collaboration with the municipalities and following an appropriate referral by their social services desks in Athens, Perama, Keratsini, Thessaloniki, Menemeni, Evosmo etc).

During the same period, more than **4,960** psychosocial support and counseling health actions were carried out while MDM piloting an activity of remotely psycho-educational groups with 20 elderly beneficiaries by provided the necessary tablets, internet connection and MDM tailored made app for the interaction and communication by distance.

At the same time, in April 2020, Doctors of the World utilized the new technologies and through a well-designed electronic platform responded to **59** requests for distance medical appointments with the main request being information and information about the symptoms of Covid19. Patients were encouraged to reschedule an appointment through the follow-up platform, and some of the cases were already receiving help at home.





ACCESS FOR ALL

ENSURING ACCESS TO MEDICINES
AND HEALTH

The overall objective of the program is to advocate and push for change against health care inequalities and to make realistic policy recommendations in order to ensure that all people will have access to dignified health services and medications.

The Covid19 pandemic revealed, among other things, the lack of cooperation and solidarity between countries that instead of supporting each other in the face of danger, engaged in a road race for "salvation first" but also the weakness of public health systems around the world, to manage such an epidemic. The for-profit model of big pharmaceutical companies has demonstrated its inadequacy in addressing global public health needs.

Public funding for research should be given following strong commitments, conditions and full transparency and not be "blank checks" on pharmaceutical companies. To this end, the MDM has welcomed the initiatives to abolish the monopolies and amateurs taken under Covid19.

MDM continue to fight for access to medicine for all and for the prevalence of a global health coverage system.

Ensuring Access to Medicines and Health – The Active citizens fund in Greece is supported through a € 12m grant from Iceland, Liechtenstein and Norway as part of the EEA Grants 2014 – 2021. The program aims to develop the sustainability and capacity of the civil society sector in Greece, and to strengthen its role in promoting and safeguarding democratic procedures, active citizenship and human rights. The Fund Operator for the Active citizens fund in Greece is Bodossaki Foundation in consortium with SolidarityNow. For more information: www.activecitizensfund.gr

It's not easy for us. In this hospital there is always an obstacle and I can't see a doctor. Fortunately it is easier for my child to see doctor. But I need to have help from someone else to get checked out.



REFUGEES

EMERGENCY HELP ON THE ISLANDS OF ENTRY AND IN RECEPTION FACILITIES FOR ASYLUM SEEKERS

Having a continuous presence on the island of Lesbos since 2011 (long before the migration crisis that broke out in 2015) and having established a versatile modus operandi for both the asylum seekers and the local community, MDM-EL declared through its activities the need for immediate action against the Covid19 risks due to the overcrowded conditions of Moria center in March 2020 .

MDM-EL first concern was to prepare and set up an action plan (Business Continuity Plan) which would ensure the uninterrupted continuation of services provided to the refugee population of Lesbos. The next step was to inform and trained the asylum seekers about the prevention and protection measures of COVID-19, so as to limit its transmission within the structure.

With the emergence of the first confirmed cases and in cooperation with the UNHCR the MDM-EL team undertook the establishment and management of a new quarantine area within the existing structure of Kara-Tepe to isolate covid19 confirmed cases and their close contacts.

In total for the period March-December 2020, more than **1,200** people benefited from the medical services of the MDM during their stay in the quarantine area.

In addition, the MDM teams continued the awareness activities for COVID-19, while the Pediatric Department was responsible for informing the children and parents and preparing them on how to protect and observe the hygiene rules for kids who attended classes in public schools.

The role of the Psychosocial Support desk of MDM-EL helped decisively in the management of vulnerable cases whose pandemic further hampered their mental health condition.

During the period June-July 2020, the MDM-EL carried out primary health care and psychosocial support actions with a mobile unit on vulnerable populations of refugees and migrants staying in quarantine hotels of Mytilene.

In total, MDM-EL provided their services to more than 500 people who were unable to travel or conduct a visit to a medical facility due to the restrictions of freedom of movement.

The MDM-EL team was also present from the first day after the catastrophic fires of September 9, 2020 in the Moria center by providing all the necessary protection material as well as by providing first aid to the populations found homeless for more than a week after the fire. MDM-EL also supported NPHO staff in the medical screening and in COVID-19 testing for the safe entry of refugees in the new temporary center in Mavrovouni. For the period September-December 2020, the MDM distributed more than **5,000** items of personal protection and hygiene to the residents of the new center while escalated its operations in the sector of pediatric care and sexual and reproductive health.

Finally, it is worth noting that throughout the pandemic, the MDM has continued to support institutions and other organizations with donations of medical supplies and basic necessities, as well as vulnerable people from the local community whose pandemic further isolated and hampered their daily lives.





LESVOS | THE BORN OF FIRST GENERATION INSIDE THE NEW CAMP

WELCOME NEW HUMAN

In the midst of Covid19 outbreak of, in adverse conditions, with the weather getting worse and worse, in a new, temporary camp set up in record time to house those who left Moria after the fire... in conditions that seem unreal even for the toughest, a new life came to light today, once again spreading the message of hope, resilience and future.

On 12.11.2020, in the MoH/ EODY health service area. in the new Mavrovouni (Kara Tepe) camp in Lesvos, MdM-Greece reproductive health team delivered the first baby born within the camp.

This is not the first time the organization has been confronted with such a task. This is actually our mission. We have come a long way across the deserts of Sudan and through the makeshift camps of Turkey and Haiti, eventually reaching back to the refugee shelters of Greece. We have worked in tents and in the countryside, with meager means and improvised solutions, supporting a multitude of women regardless of religion and nationality to smoothly carry out their pregnancy and deliver their babies. Supporting the right to life. To the life that insists, to a life that resists...

This new birth – within the pandemic and under quarantines and lockdowns- provides us with an opportunity to make a number of timely and – we hope – useful points..

The first, concerns the importance and necessity of primary health services. We would like to stress that 'primary care services are the field in which the battle for health is won or lost', also according WHO. Efforts to achieve universal health coverage should therefore focus on promoting primary health care.

A temporary camp – such as Mavrovouni – that is home to ~7,600 people (the largest refugee camp in Europe) must be fully and adequately covered by the necessary health and medical staff, who will be called upon to address any urgent health emergency that will definitely arise. Such a structure without appropriate health services operating within, can be dangerous for residents and is moreover incompatible with the humanitarian and medical imperative.

The threat of COVID-19 further diaspora inside and outside camps and accommodation structures to the wider island community has led to the expected need for movement restriction measures. At this stage in particular, when residents of the camp cannot move easily, it is crucially important that all health actors working in the camp synergize and collaborate in order to fit in primary health services for those in need.

In this way, not only the health needs of patients within the structure will be more adequately met, but valuable space and time will be given to the national health system, the local health care structures and the Vostaneio hospital, to respond.

These days, our society is being challenged by an unprecedented crisis. Let's not leave anyone behind as we walk down this road. Recognizing that the dignity of every human being is a fundamental human right, let us try to reach those most in need on a priority basis.

The news of the birth in Mavrovouni brought once again joy and pride to all the staff of the organization. We have done our duty. We've done what we could. We're there, wherever people are. It's nice to be a Doctor of the World after all. Of all the world.



HOUSING STRUCTURES

DISTRIBUTION OF PROTECTIVE MATERIAL AND HYGIENE KITS TO BENEFICIARIES AND STAFF

During the lockdown, shelter projects of the Doctors of the World received a great burden due to the fact that the beneficiaries remained inside the structure 24 hours a day.

From the first moment, the MDM placed great emphasis on personal hygiene and protection as well as the disinfection and cleanliness of the premises on a daily basis (2 times per day).

This fact in combination with the distribution of two meals inside the shelters resulted in an increased need for cleaning materials, personal hygiene and protection. In total, more than **9,000** items of personal protection (gloves, antiseptic fluid, antibacterial wipes, masks) were distributed to **94** beneficiaries.

At the same time, the medical staff performed a preventive test with thermometry and pulse oximetry on all beneficiaries on a daily basis while rapid testing was also implemented at the last quarter of 2020 due to the relevant governmental restrictions



UNACCOMPANIED MINORS

SHIELDING OF VULNERABLE POPULATIONS WITH EMPHASIS GIVEN TO UNACCOMPANIED MINORS, ASYLUM SEEKERS IN RECEPTION STRUCTURES AND SUPPORTED LIVING PROGRAMS

From July to December 2020, Doctors of the World implemented the program "Support to the national plan for COVID-19 to protect the most vulnerable." The action covered the needs of asylum seekers living in reception centers, apartments and hotels on the islands and in the mainland. At the same time, it carefully balances the support it offers for cultivating a spirit of peaceful coexistence between the host populations and the host community: health services, psychological support and material coverage have been provided to both asylum seekers and Greeks in need.

Following the purpose of the action, the MDM teams visited the social structures and the Reception Center for Asylum Seekers of Samos where they distributed over **4,000** personal protection kits against COVID19, as well as the church nursing home of the island where training activities was provided in the context of avoiding Covid19 dispersion.

MDM-EL supported the local NPHO team in the reception center of Chios by providing two doctors while distributed 1000 kits of personal protection.

MDM-EL responded to the call of the community of Kavala by performing **233** vaccinations, and **339** clinical trials in children and adolescents residing in the local reception center in order to ensure their School enrollment while Kavala's Municipal welfare structures received **500** PPE kits and an IPC seminar.

The overall goal of the project was to strengthen the National Health System so that it can adequately respond to the COVID-19 pandemic, while protecting and enhancing the resilience of the most vulnerable populations in the country. Within the framework of the program, **16,545** means of personal protection were distributed, delivery of units of sanitary material, medical equipment, medicines and consumables in NSS structures and a total of 19,958 vulnerable people were covered by the services of the program.



CAPACITY BUILDING

MODERN SYSTEMS AND PROCEDURES FOR THE PROVISION OF PSYCHOSOCIAL SUPPORT

Access to mental health and psychosocial support services in Greece remains limited even for Greek citizens, while government structures cannot adequately meet the requirements of the Covid pandemic¹⁹. The continuing shortage of human resources and specialized mental health professionals, combined with the lack of culturally adapted and scientifically informed interventions, means that the country is unable to meet the growing demand for intercultural mental health services.

Access to quality and efficient services poses an even greater challenge for the most vulnerable: for refugees and asylum seekers, especially as exposure to psychoactive agents - such as their precarious living conditions and COVID-19 in Greece - increases.

Doctors of the World-Greece has developed and is implementing a training and empowerment program based on multi-sectoral response models, procedures and tools to protect and improve mental health and psychosocial well-being, especially in unforeseen emergencies.

The specific practices and standard operating procedures developed under the program are available to front-line professionals and civil society organizations in Greece.

In addition, training seminars and capacity building activities are conducted to disseminate the content of tools and practices to civil society organizations involved in providing services to migrants and refugees.



Responding to COVID-19

Taking care of self and others during challenging times

Useful tips for the psychological support of families, children and youth and vulnerable groups of population.

LOTS OF PEOPLE ARE FEELING ANXIOUS ABOUT THE CURRENT SITUATION AND MAY BE WORRIED ABOUT FRIENDS AND FAMILY IN OTHER PARTS OF THE WORLD. THESE ARE CHALLENGING AND UNCERTAIN TIMES FOR EVERYONE, BUT SOME PEOPLE ARE FINDING IT HARDER THAN OTHERS TO COPE BECAUSE OF THEIR PERSONAL AND CONTEXTUAL CIRCUMSTANCES.

Some of us are feeling confused and uncertain about our future and many of us are feeling lonely and finding it difficult being far away from our loved ones. It's normal to feel like this since we are facing a crisis. Now, more than ever, regardless of where you were born or what language you speak, please know that help is available for whatever you are going through. Remember, you're not alone – we're all in this together. Feeling worried or stressed is normal but it's really

important that we take care of our health and wellbeing as much as possible. This document includes basic practices to keep yourself well and some useful ways to get support. It is a collaborative document created by Doctors of the World UK, MdM-Greece and the Laboratory of School Psychology of the National Kapodistrian University of Athens that proposes useful tips for the psychological support of families, children, youth and vulnerable population.

1 Be kind to yourself, find time to do something you enjoy. It's OK to treat yourself and do things that make you smile and feel good.

- ▲ Make the most of the moments you stay confined by engaging in neglected activities & habits or discover new ones (e.g., reading, listening to music, etc.)
- ▲ Don't be hard on yourself.
- ▲ It is important to recognize your successes and the things you are grateful for, no matter how small or insignificant they may seem.

2 Move around and find different ways of staying active. Being active reduces stress and helps us sleep better. If you have access to a park or it is safe for you to leave your place of accommodation for exercise, then get some fresh air, go for a walk or a run. If getting out and moving around is not easy or possible for you, keep moving about indoors as often or as much as you can.

- ▲ Explore different ways of adding physical movement and activity to your day and try to find what works best for you.

3 Connect with others... either by phone, text, social media, write a letter or smile at your neighbours. Many of us miss seeing family and friends and taking part in our usual activities, remember that this is temporary. It's important that we stay connected. Get in touch with family and friends to share your thoughts & feeling and have a chat.

- ▲ Communicating and sharing negative emotions and feelings we may experience (e.g., distress, worry, anger, anxiety) during this period is a helpful response to the intense and distressful situation that impacts our everyday life.
- ▲ Seek professional help if you believe that your feelings are greatly interfering with your ability to cope with everyday activities and are negatively impacting your physical health (e.g., symptoms of insomnia, persistent headaches etc.).

5 Take a break from reading or listening to negative news. It is normal to feel anxious about what is happening in Greece and in your country of origin during this time.

- ▲ Reducing the impact of information overload will help you stay well so make sure you limit your intake of daily news as too much coverage can make you stressed or anxious.
- ▲ Do not blindly trust any information coming from the media. First assess the reliability and integrity of the news source.

WE ACCEPT THAT FOR THE TIME BEING OUR LIVES HAVE DRASTICALLY CHANGED; DURING CHALLENGING TIMES, WE HAVE EACH OTHER AND WE STAY CONNECTED, RESPONSIBLE AND READY TO ACT IN SOLIDARITY.

4 Stay calm, things will get better. It's normal to feel anxious and worried about things that feel out of control. Try to relax, take deep breaths, this could help lighten negative feelings. Identifying our own strengths (e.g., organizational skills, humor, creativity) and the strengths of those around us (significant others and loved ones) that have helped us in the past may also be helpful.

- ▲ Try to adjust your daily live and be flexible.
- ▲ If you feel that you are not coping well, do take into consideration that more time may be needed to effectively respond to this new situation
- ▲ Reconsider your goals to make them more attainable and realistic, just like you would do in every other challenging situation.

6 Help is available. Things can feel very hard at times, but remember that support may be found, there is hope and you are not alone.

- ▲ React as calmly as possible if you, a family member, or a loved one gets sick. Follow the guidelines prescribed and the national public health protocols.
- ▲ You can support others and receive support by staying connected (e.g. calling family members or friends); however, do not forget to maintain a social distancing approach and use long-distance communication methods when possible (e.g., voice or video calling, online communication modalities).
- ▲ Recognize the significant contribution of the individuals that need to work these days (e.g., doctors, nurses, hospital employees, pharmacists, people who work at food supply and sanitation agencies). Be patient and tolerant with them.

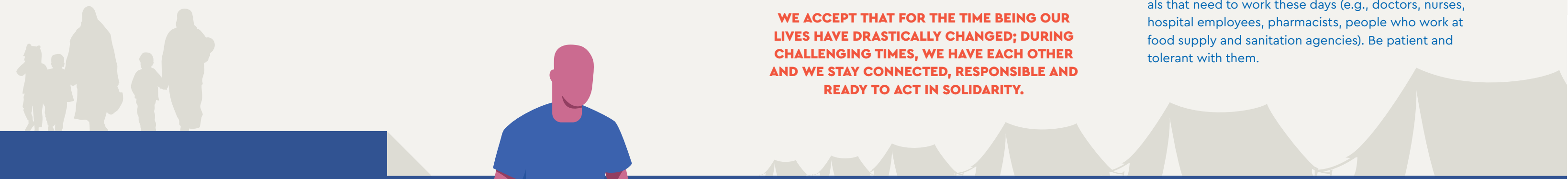
Parents and Children

Taking care of our physical and mental health is necessary in order to be able to support and help our children too. We are role models for them and we may become positive role models in this difficult period by remaining calm and responsible following the official guidance provided by the public health institutes. It's important to stay up to date by using reliable and valid sources of information. At the same time, it's also wise that we avoid spending too much time on mass media or the Internet. Our children may not be always productively kept busy. We may have yet to figure out how to organize our daily lives or we may lack the necessary mental and emotional strength to do it. We are experiencing challenging times when we test and learn our limits. We think that a crisis can be a steppingstone and we can come out of this stronger. It can be a relief for children to recognize that it is normal to experience various and negative emotions due to the special circumstances and to understand that gradually we will return to our previous lifestyle.



- 1 Listen respectfully and compassionately the negative emotions and feelings your children may be experiencing. Provide them with factual information without exaggerating.
- 1 Use positive reinforcement and address behaviors and situations where "WE made it."
- 1 Refrain from having conversations that their content stigmatizes individuals, cultures, and circumstances; Refrain from overgeneralizations.
- 1 Tell our children that nobody is responsible for his/her/their life challenges, such as being sick or having a disease. Nonetheless, each of us needs to stay strong to overcome adversity.

WE DISCUSS WITH OUR CHILDREN how they could organize their daily schedule and alternating activities (e.g., educational activities, home-based physical exercise, chatting with friends, leisure time, etc.). **WE PROVIDE THE OPPORTUNITY** to our children to express themselves and decide how to structure their day, so they feel empowered; a feeling that is necessary when they are experiencing uncertainty. **WE ARE ENDURING DIFFICULT MOMENTS** and situations within our family. It is important to inspire children to incorporate education as a resource in their daily lives by being flexible and adaptive; Explain to them that when they will return to their regular schooling these exceptional circumstances will be considered and adjustments will be provided.



MENTAL HEALTH

OPEN MINDS

MDM-Greece through the project OPEN MINDS 2020 ensured access to mental health and psychosocial support services to very vulnerable and complex cases in need of MHPSS assistance during the year. The beneficiaries were mostly men, but women and children steadily increased after the first lockdown.

Self-harming and suicidal ideation was a major issue among the majority of the Open Minds 2020 beneficiaries. A great number of the beneficiaries, independently of whether they are suffering from a severe mental illness or not, presented suicidal ideation mostly based on their past traumatic experiences, fear and the great difficulties they were facing due to their financial and social status.

The MHPSS team consisted of a psychiatrist, a psychologist, a social worker and an intercultural mediator that provided their services in the MDM Athens Open Polyclinic in the center of Athens. The MHPSS services were offered by distance for people that had mobility issues.

During the implementation of Open Minds 2020, **430** beneficiaries received personalized and dignified MHPSS services including elderly persons as well young adults and children while a total of 1013 MHPSS consultations took place with the project professionals.

The teams' approach was based on integrative therapy which brought together different elements of specific therapies, based always on an individualized approach, while maintaining a person-centered approach for each one supported in the context of Open Minds 2020. Each beneficiary was considered unique and therefore the needs are personalized and not compared to any other person supported by the team. Furthermore, the team was keen on including the clients to their treatment, ask for their opinion and take all the information provided on board.

MdM is aiming to help and support people with their mental health and well-being in the community rather than institutionalize beneficiaries by referring them to psychiatric hospitals. Pharmaceutical support is given on an ad-hoc basis only when deemed absolutely necessary by the psychiatrist. The mental health and psychological support consultations were open to all beneficiaries, both Greek and third country nationals (refugees and migrants), upon appointment respecting the Covid19 public health directives while all of the beneficiaries received PPEs and easy-read material for the personal protection against the new corona-virus.

THE MDM MHPSS PROFESSIONALS PROVIDED:

- Psychological support
- Psychiatric care and psychotherapy sessions
- Diagnosis
- Social assistance / counselling
- Provision of services based on individual needs assessment
- Mainstreaming referrals and referral pathways to the national health system and community centers
- Clinical follow up
- Treatment and provision of medicines when needed.

OPENMINDS 21 – Betshop.gr supports Doctors of the World Greece, ensuring the operational and financial support of the OpenMinds 21 program, for the continued provision of mental health services in the community, by mental health professionals, in a context of dignity and acceptance for all people without discrimination.



EMERGENCY

LEBANON

Following the catastrophic explosion that took place in Beirut's port in August 2020, in the midst of the Covid19 pandemic, MDM-EL mobilized immediately to help the Lebanese people by organizing 2 emergency missions in Beirut.

The first mission provided medical services and first aid to the heavily injured patients of the Rafik Hariri Hospital while assessing and recording the needs in medical supplies. At the same time and after a proposal for cooperation of MDM-EL, the Arab-Greek Chamber of Commerce & Development appealed to associates and members for the support to the victims of Beirut's explosion, through the donation of medicines and consumables. MDM-EL in collaboration with the Master's Program of the Medical School of Athens «Global Health – Disasters Medicine» joined this effort and thus conducted the second mission.

The large quantities humanitarian aid items donated from companies and individuals that responded to the joint appeal of Doctors of the World and the Arab-Greek Chamber, were sent to Beirut Al-Zahraa Hospital, following the guidance of the competent Lebanese authorities. More specifically, a total of **62 boxes** of medicines and pharmaceutical consumables weighing **400 kg** were delivered to the local Hospital.



GROUPS

NETWORKS AND
COLLABORATIONS

Doctors of the World participate in national and international networks and, through co-operation and a common vision, our voices become united and louder whereas, at the same time, experience and know-how sharing render the promotion of our common objectives and values more effective, for a fairer and more humane society.

- MdM International Network
- Voluntary Organizations in Cooperation in Emergencies – VOICE
- European Federation of National Organizations Working with the Homeless – FEANTSA
- Fundamental Rights Platform (FRP) of the EU Agency for Fundamental Rights (FRA)
- National Network for the Right to Home and Housing
- Working Group for Mental Health and Psychosocial Refugee Support in Greece
- Advocacy Working Group
- Athens Coordination Center for Migrant and Refugee Issues (ACCMR)
- National Drug Platform
- The European Alliance for Responsible R&D and Affordable Medicines
- Alliance for Climate Change
- Working Group on the Legal Framework on voluntarism in Greece
- Racist Violence Recording Network

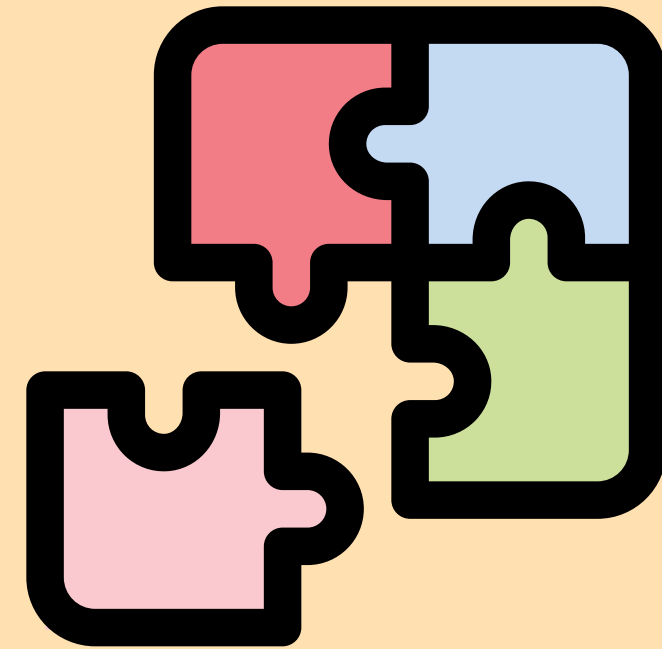


TIPS FOR MENTAL HEALTH

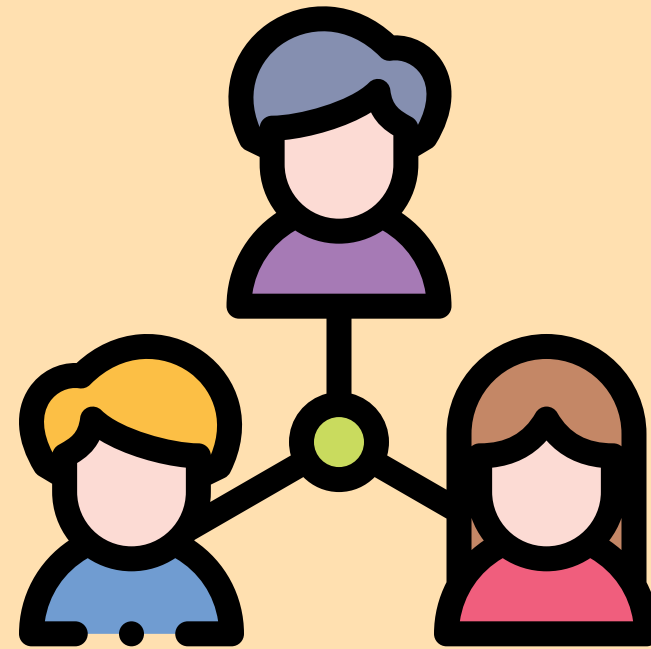
QUARANTINE AND MENTAL HEALTH



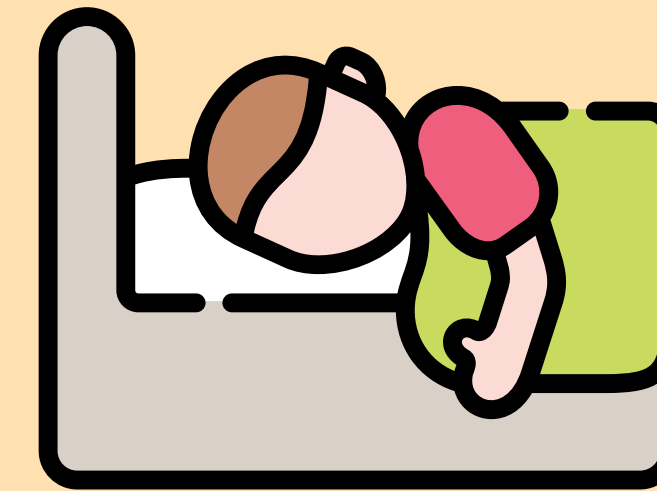
Exercise. Either at home or outdoors (if allowed), always keeping, safety measures.



Read a book or start a hobby. Find opportunities for creative entertainment.



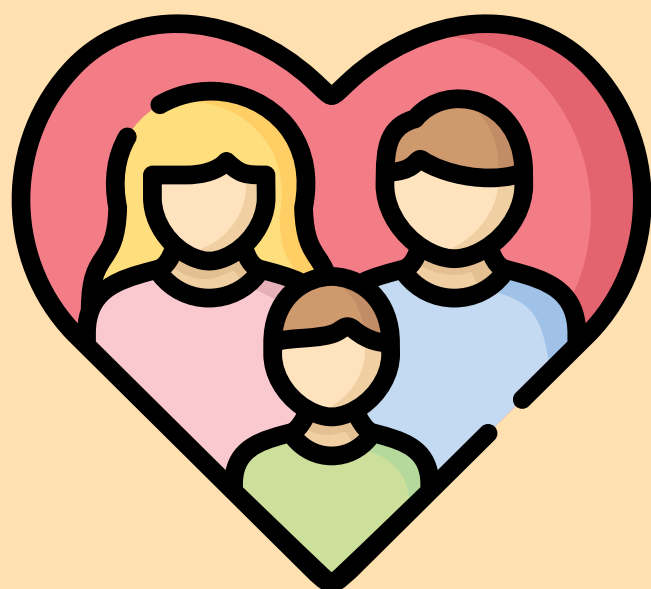
Keep in touch with friends, especially if you know some who live alone. It will create a sense of solidarity.



Get enough sleep, at least 8 hours. It's very important for your body



Limit long hours of watching the news and only get information from reliable sources.



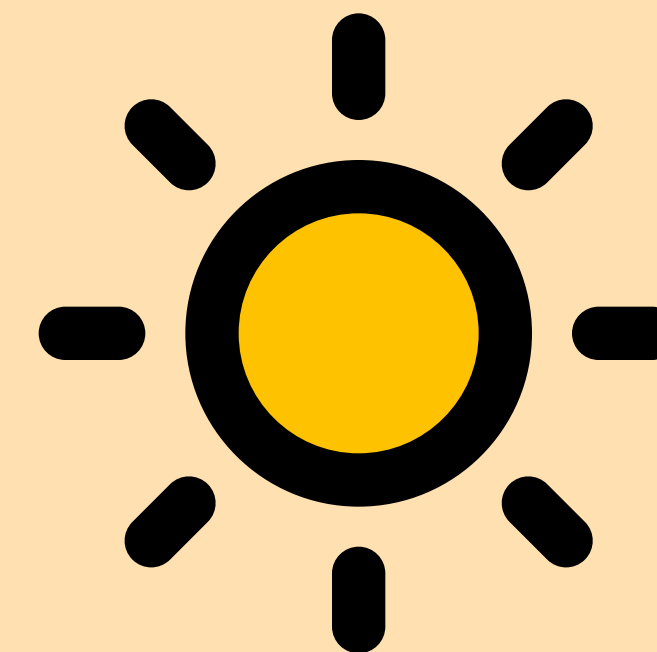
If you are at home with your children, think of it as an opportunity to communicate with them, playing or watching movies together.



Eat healthy to boost your immune system and avoid any abuse.



If you feel difficulty managing your emotions, seek psychological help from experts. It is an act of care for ourselves, not a sign of weakness.



Think that this situation will not be forever and life will go on its way because it can't do otherwise.

Doctors of the World remains on operational alert, continuing its activities in the context of prevention and recovery of Covid19.

The risk of widespread spread of the disease in the community is high and promoting the implementation of personal protection measures through systematic awareness and health promotion activities combined with well-coordinated psychosocial support actions for the country's vulnerable groups of population are the major priorities for the coming months in an effort to mitigate the risk of a health crisis due to the low capacity of the National Health System.

Doctors of the World is grateful that a significant number of citizens, grantors and donors have been actively involved in supporting the organization's effort to maintain and provide decent, accessible and easily available health and psychosocial support services to vulnerable people as part of the overall plan of MDM continuing services and actions.

MDM-EL operate always in the spirit of cooperation and complementarity with the European and national authorities, with the active participation of the communities and the engagement of pluralistic alliances of the civil society.

MDM-EL thank all those who supported the actions of the organization for the prevention and treatment of the Covid epidemic19 during 2020.

25.643

TOTAL MDM RESPONSE FOR COVID19 BENEFICIARIES

37.109

TOTAL ACTIONS IN THE FRAMEWORK OF THE PROTECTIVE ACTIVITIES OF MDM INCLUDING HOUSING SERVICES

85.923

DISTRIBUTION OF PERSONAL PROTECTIVE EQUIPMENT (PPE)

27

IMPLEMENTATION AND PARTICIPATION IN EDUCATIONAL PROGRAMS ON COVID19

108

PARTICIPATION IN WORKING GROUPS AND COORDINATION ON COVID19



BALANCE SHEET

FINANCIAL REPORTING

INCOME 2020

INSTITUTIONAL



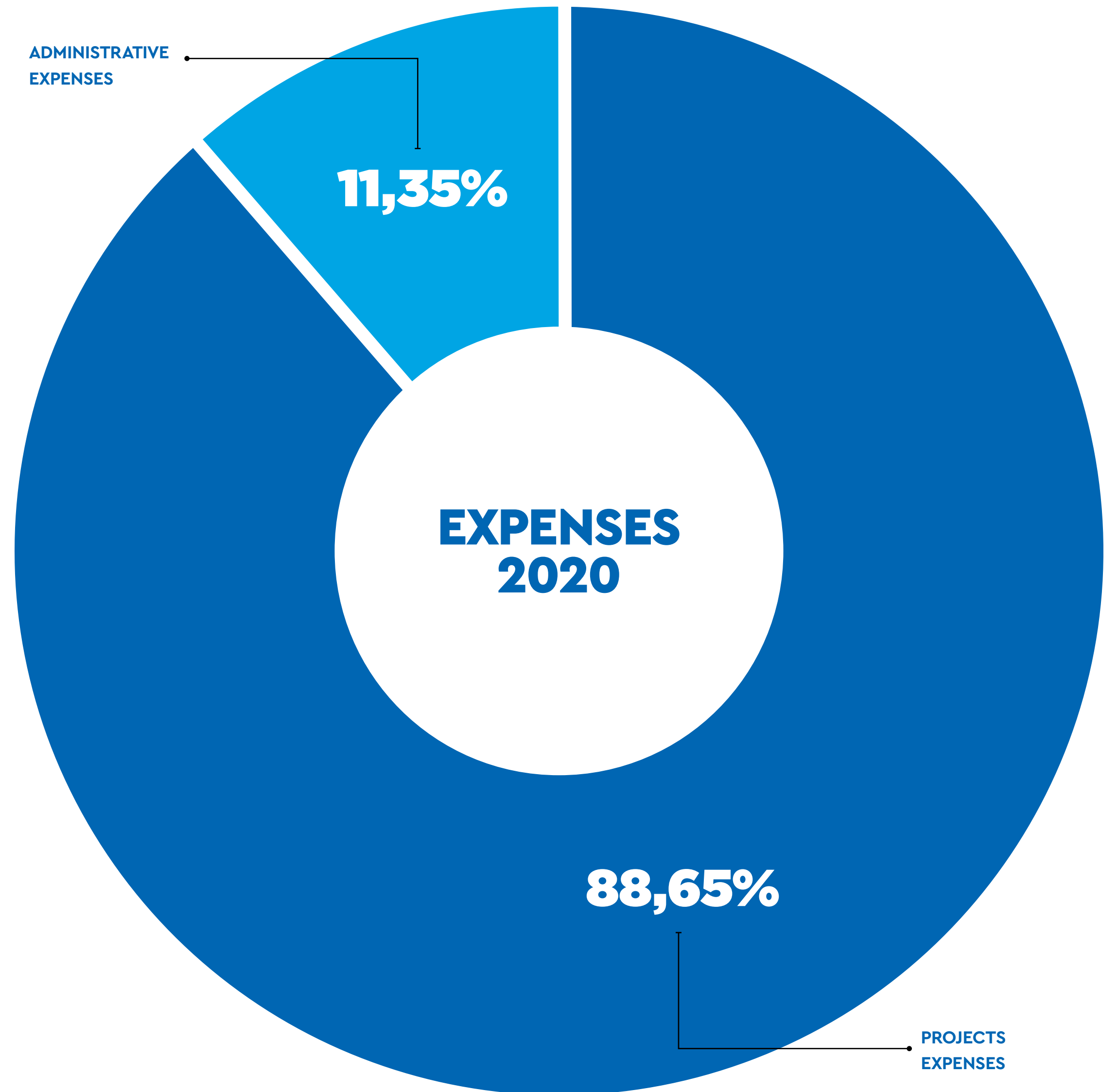
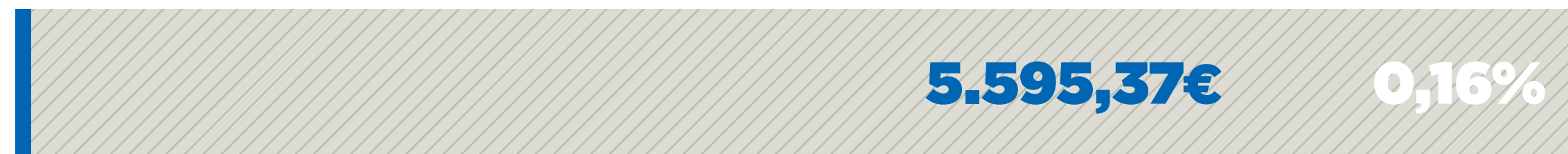
CITIZENS' DONATIONS



FOUNDATIONS AND PRIVATE RESOURCES



OTHER INCOME



THANK YOU TO ALL THOSE WHO SUPPORTED US IN OUR EFFORTS TO PREVENT AND RESPOND TO THE COVID19 EPIDEMIC





wherever people are

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