

# MAMA HOPE



## Mama Hope COVID-19 Response Policy

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### 1. Overview

With Coronavirus and the disease it causes (COVID-19) continuing to spread globally, Mama Hope has instituted the following guidance, precautionary measures and operational response. As of today (16th April 2020), every country within which we have partnerships, and every country within which our staff and Global Advocates live have reported confirmed cases of COVID-19. If you have questions related to this document please contact [katier@mamahope.org](mailto:katier@mamahope.org) or [hannah@mamahope.org](mailto:hannah@mamahope.org).

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### 2. Staff Safety and Wellbeing

#### a) Safety - Mama Hope Staff Health Guidelines - Preventing COVID-19

Everyday preventative actions can help prevent the spread of respiratory illness. Specifically:

- Stay at home unless it is essential that you go out. Essential needs are exercise, buying food and medicines or caring for someone in need. Do not visit friends or relatives unless it is essential.
- When you do go out, practice social distancing and keep 2 meters distance from others.
- Wash your hands frequently with soap and water for at least 20 seconds, especially after going to the bathroom; before eating, after touching your face, blowing your nose, coughing, or sneezing or before and after going out of the house. Soap breaks the

protective fat around the virus molecule and dissolves it. Water alone does not do this. If no soap or water is available, use an alcohol-based hand sanitizer.

- Avoid close contact with people who are sick.
- Cover your coughs and sneezes with your elbow or a tissue. Dispose of the tissue directly in a place where no one will be able to touch it again.
- Clean frequently touched surfaces and objects daily (e.g., phones, computers, tables, countertops, light switches, doorknobs, and cabinet handles) using a regular household detergent and water.

**COVID-19 Symptoms** The World Health Organization has reported the following as symptoms of COVID-19

Common symptoms:

- fever
- tiredness
- dry cough

Other symptoms:

- shortness of breath
- aches and pains
- sore throat
- and very few people will report diarrhea, nausea or a runny nose.

Symptoms may appear 2-14 days after exposure. People with mild symptoms who are otherwise healthy should self-isolate and contact their medical provider or a COVID-19 information line for advice on testing and referral.

### **b) What to do if you are sick**

Staff should seek medical advice if they develop symptoms, have been in close contact with a person known to have COVID-19, or if they live in or have recently been in an area with an ongoing spread of COVID-19.

Please be especially aware to:

- Inform Mama Hope about your symptoms so we can arrange any relevant support.
- Seek medical help if the symptoms last for more than 7 days, or even before then if you are concerned.
- In case of social unrest, please be in touch with the Mama Hope team as early as possible, through any means necessary, even if that is outside of normal working hours.

### **c) Ensuring Staff Mental Health and Wellbeing**

Mama Hope is committed to providing progressive health and wellness benefits to its employees at all times. As employees respond to the effects of COVID-19, they are encouraged to be especially diligent in taking advantage of the activities outlined in Mama Hope’s Wellness Policy:

- Unlimited paid Health & Wellness days (as relates to both physical and mental health & wellbeing)
- 1 hour lunch break per day
- Two “wellness hours” each work week to get some fresh air, exercise, read a book, write, rest, speak to a therapist, spend time with family or in nature, etc.
- Five minutes of stretching/resting for every hour of work
- 28 days of paid vacation each year, in addition to national holidays and “Hopie Holidays” determined collectively by the staff
- 1 hour each week dedicated to learning and innovating

In addition to these previously established policies, Mama Hope has implemented a daily 30 minute check-in with all staff. This is an optional video call for employees to share how they’re doing and support each other during these uncertain and stressful times.

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## **3. Operational Restrictions and Precautions**

During this period where the World Health Organization and national public health bodies are closely monitoring the virus and its spread, we urge staff and volunteers to use good judgment regarding their personal travel. We encourage them to stay up to date through reliable sources such as the WHO.

### **a) Policy and Procedure Applying to All Staff**

From March 16, 2020:

- All staff are required to work from home, and to stop any work from co-working spaces.
- All staff must move all in-person meetings between staff, partners and any other collaborators online or via phone.
- All staff should put all work-related travel on hold, including domestic and international travel.

**Duties during pandemic:** All staff are requested to keep their computers charged and accessible during their pre-established work hours. Staff will be on duty throughout the pandemic to attend to fellow staff, partners and Global Advocate's questions and to keep operations and projects moving forward. Staff must ensure robust communication with each other throughout.

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## **4. Partner Support**

Mama Hope's partners are at the heart of their communities, providing essential services and building resilient livelihoods. As COVID-19 continues to spread, access to basic income, food, and healthcare is becoming more difficult, cases of domestic violence are on the rise, and uncertainty is growing. As is the case all around the world, it is unclear what the next weeks and months hold for our partners and the people they serve. Needs are rapidly changing, and Mama Hope is committed to supporting our partners in addressing those shifting needs.

As such, Mama Hope staff are adapting their roles to be responsive to partners, donors, and the wider Mama Hope family, in alignment with and in anticipation of a world deeply impacted by COVID-19. Although visits to partner sites and in-person meetings with partners will not be happening until COVID-19 is contained, Mama Hope staff remains as ready and available as ever to support all partners.

- Mama Hope is establishing and fundraising for a [Resilience Fund](#) to provide unrestricted resources to all partner organizations as they respond to COVID-19. The Resilience Fund will drive unrestricted funding into the hands of community-led organizations who are directly responding to the immediate and long-term impacts of the COVID-19 crisis. This fund is in addition to the continued provision of unrestricted funding provided to them during the normal functioning of Mama Hope's partnerships. Partners with funds available at Mama Hope have been informed that these resources can be repurposed for any necessary activities as partners respond to COVID-19. The Resilience Fund is meant to boost partners' capacities to respond to and recover from the effects of COVID-10 as Mama Hope continues its long-term partnership with each organization.
- Mama Hope is also maintaining regular communication with its partners through regularly scheduled calls, and is introducing biweekly Partner Town Hall Calls as well as a group WhatsApp chat to build solidarity, to encourage knowledge exchange, and to facilitate easy communication between staff and partners, and amongst partners.
- Mama Hope is also working alongside partners to build culturally relevant resources with information they can share with their communities, in their indigenous languages, about

protecting themselves from COVID-19 and responding to illness in their communities. In addition to these resources, Mama Hope is developing a COVID-19 Response Plan Outline for partners' use and staff will be available to support partners in mapping out their organization's response to this pandemic if they so choose.

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## **5. Media and Communications**

In order to continue forwarding it's mission of Championing Community-Led Change, Mama Hope's media strategy will focus on highlighting and promoting community innovations and responses to the pandemic. At the same time, Mama Hope will focus communications on educating the public about the benefits and importance of such initiatives, encouraging its network to give to its Resilience Fund (detailed above).

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## **6. Global Advocate Program**

No further in-person events or meetings will be held in relation to the Global Advocate Program until further notice. Accordingly, Mama Hope has postponed both in-person Launch Weekends for Class 17 of the Global Advocate Program, planned to be held in Boston, Massachusetts and Moshi, Tanzania in March 2020. These have been postponed until June 2020, and will be held virtually if necessary.

A Pre-Launch curriculum has been developed, through which Mama Hope continues to engage and support 12 Global Advocates from 5 countries, via bi-weekly group calls and Slack communication. Second Launch Weekends, marking the beginning of the in-community phase of the Global Advocate Program, were originally planned to be held in Nairobi, Kenya and Panajachel, Guatemala in July 2020. New dates for these launches have not yet been confirmed, as the timeline and impact of COVID-19 continues to change daily. Mama Hope continues to monitor the situation and will set a new date when it is deemed appropriate.

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**Future Updates** Each part of the Mama Hope team has a responsibility to monitor the spread of the disease and to continue to adapt Mama Hope's response to this outbreak. Based on the rate of infection, government actions and airline limitations, this staff will issue guidance and updates to this policy on an as-needed basis. The safety and security of our employees, Global Advocates and partner communities remains a top priority.