



# Mercy Mission

A Coalition of NGOs united in Bengaluru to fight against COVID

## Summary Report April & May 2021



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# Covid Support Services

## MERCY ANGELS

Unfortunately, we had to upscale Mercy Angels operations in April due to surge of deaths in the city. **In two months, we have done ~759 last journeys** to crematoriums, cemeteries & burial grounds. **6 hearse vans and 38 volunteers** are working incessantly to meet the demand. Various teams of volunteers are working across town providing this service. Vans have been provided by **Halai Memon Jamath, Al Ansaar Trust, Humanitarian Relief Society (HRS), Project Smile and HBS Hospital** for this activity. We are indebted to **Special Initiative Riders** for donating a Maruti Eeco van to Mercy Angels for enabling a dignified farewell to the departed.



## OXYGEN SUPPORT TO NORTH KARNATAKA

One of the key differences of the 2nd wave is that it spread into the districts and rural areas much more than in the 1st wave. Oxygen availability and patient support infrastructure in these areas is alarmingly low, as compared to Bengaluru. To respond to this challenge, Mercy Mission (MM) worked to identify NGOs who were working on the ground for Covid response in cities in North Karnataka and provided them with a starter kit to provide oxygen support to patients. A total of **88 cylinders, 102 concentrators, 41 regulators, 180 pulse oximeters, 605 O2 masks, 220 Face Shields and 367 PPE Kits** were despatched to 11 such NGO partners in the following cities – **Ballari, Belgaum, Bidar, Davanagere, Dharwad, Gadag, Gangavathi, Hubli, Kalburgi, Kerebilchi and Raichur**. We are grateful to **NRI donors from Germany, UAE & Singapore** for sponsoring the concentrators and oxygen cylinders for this activity.

## MERCY OXYGEN CENTRES

Given the huge shortage of Oxygen, we operated **Eight** Mercy Oxygen Centres across Bengaluru. Basavanagudi, Bhoopsandra, Mysore Road, Frazer Town, Mahadevapura, Kaggadasapura, Valmikinagar and Koramangala. A huge surge in demand resulted in **10,237 requests**, with a total of **1,214 cylinders and 36 concentrator** requirements being met. A volunteer **team of 24** are handling the Oxygen centres.

We are grateful for the support provided by **KCVT, Dr. Vasu & team, MCKS, Titan, Mitsubishi Power Systems, NTT Data, World Health & Education group, Entrepreneurs' Organization, Donatekart & Oxygen for India** for providing significant help in procurement of the cylinders & concentrators. Additional cylinders & concentrators were procured to meet the huge gap in demand and supply. **MM NGOs** bought ~490 jumbo oxygen cylinders, 30 small cylinders & 20+ concentrators during this pandemic.



## MERCY AMBULANCES

To reduce the burden of exorbitant pricing for ambulance services to patients, MM has in total has a fleet of **8** ambulances equipped with Oxygen to transport patients. Totally, **404 trips** have been done in 2 months out of **828 requests**. Of these, **220 trips were free** for the poor, and nominal charges on a not-for-profit basis were recovered from others to enable operational sustainability. **2** ambulances are now being fitted with **Ventilators** to enable inter-city ICU transfers.

## MERCY PLASMA

An initiative to meet the plasma requests for covid treatment by identifying potential donors and coordinating the donation and connecting to recipients separately through hospitals. During the 1st wave, **550 patients received plasma out of 3,500+ requests**. Since April 2021, the demand surged and we had **2,351 requests**, of which we were able to help **305 units**.



MM NGOs organised a total of **11 Antibody Testing Camps** to identify potential plasma donors. We thank all our volunteers who donated for this noble cause. We thank our key partners in this activity – **BMST, Jeevaraksha, Victoria & HCG**. We stopped this activity on 18th May 2021 when ICMR dropped plasma from the treatment guidelines.

## MERCY HELPLINE



A centralized **public helpline** was set-up by Mercy Mission to reach out to the patients requiring Ambulance, Oxygen, Mercy Sahay, Home care and Bed Guidance services. A team of **30+ volunteers and 20 staff** are operating the helpline. We have received **124,192 calls** during the 2 months, of which **55,623** are unique numbers. We have been able to **respond to 24,840** calls using this resource.

## MERCY AWARENESS

Door to door awareness and invitation, vaccine awareness campaigns and talks have been done by **MM NGOs** across Avalahalli, Govindpura, Chamundinagar, Rahmathnagar, DJ Halli and many other slums. **Vaccination camp** was conducted by one member NGO on 29th April 2021 where free vaccination was provided by BBMP and **47 people** got vaccinated. **HBS Hospital** also has been working as a Vaccination centre since 2 months.



## Mercy Feeding

## MERCY KITS



Partial lockdown commenced in our city from 20th April 2021 and complete lockdown since 27th April is ongoing till June 14th. MM NGOs got into action, procured and distributed dry ration kits during the months of April & May 2020 to help ensure that those who have lost their livelihood can have food on their table. In these two months, MM NGOs have bought and distributed **11,036 dry ration kits** worth approx. **₹1.85 Cr.**

## MERCY KITCHENS

MM developed a modern, hygienic kitchen facility in order to prepare a nutritious full meal to the frontline warriors (doctors & hospital staff), COVID patients and the poor. This Mercy Kitchen has been set up at **Crescent Institutions, Basavanagudi**. It is currently serving the needs of patients and staff at **HBS Hospital, Al Ameen Hospital, Varcity Step Down Hospital, Jeevan Jyoti CCC**, the elderly in **Arul-Ragigudda slum**, and a Homeless night shelter in a **temple in Kalasipalyam**. It has served **35,297** meals in **2** months.



In addition, 9 Mercy Kitchens are being run by MM NGOs – in Basavanagudi, Bhoopsandra, Nayandahalli, Govindpura, Tilaknagar, Yeshwantpur, Mysore Road, Mahadevpura and DJ Halli). They have served around **~1,50,420** meals worth approx. **₹36.6L** in 2 months of **April & May**.





## COVID HOSPITALS

One of the MM NGOs, **HBS Hospital**, again became a dedicated COVID facility in April with 50 beds. In the last two months, HBS has served **320 inpatients, 5000+ outpatients** & is among the leading COVID hospitals in Bengaluru. It is also among the few hospitals providing **dialysis to COVID** patients. In response to the huge requirement for Oxygenated beds, HBS **added 24 beds** to be able to admit and treat more patients. The 24 beds & equipment addition at HBS was supported by **Rotary Midtown, MCKS, Prestige group, Sansera Foundation and Silverline Group**.

In May, HBS Hospital was invited by the management of **Al Ameen Hospital** in Vasanthnagar to open Covid operations. With strong efforts and support from MM NGOs, **Al Ameen Covid Centre** was made **fully operational with 40 beds within 4 days**. While **HBS Hospital** handled the medical aspects, **MM team heads & volunteers** handled all the non-medical responsibilities such as security, supplies, ambulance, operations, pantry, procurement, repairs & maintenance, installation, facility development, nursing assistants etc. **80 patients** were treated at this facility.

Funds raised from **Juniper Networks, Infocore** and many other individuals and organizations were used for adding to the capacity addition at both hospitals. We are extremely grateful for the tremendous support received by the hospitals to enhance the Covid response.



With the support of APPI, MM facilitated HBS Hospital to open & operate a hotel called **Varcity Palace** as an **Oxygenated Centre having 48 rooms**. This centre hosted patients recovering from COVID who were fit for discharge but needed close monitoring & Oxygen for some more time. It helped enhance hospital capacity & free beds for critical patients, and served to host doctors and nurses on Covid duty. During the 1st wave, 250+ patients benefitted from it. With the surge in demand in the 2nd wave, this model, now adopted and renamed by govt as **"Step Down Hospital"** has opened on 30-Apr-2021. **78 patients** were admitted and benefitted from this facility in May. We are grateful to **Azim Premji Philanthropic Initiatives** for their support to this activity in both the waves.

## MERCY STEP-DOWN HOSPITAL



## SUPPORTING COVID CARE CENTRES IN HASSAN AND GULBARGA

Mercy Mission also played a catalytic role in setting up COVID Care Centres (CCC) across Karnataka tying up with local medical teams & NGOs. We have supported in the setup of 2 facilities a **43 bed CCC in Hassan** which started services on 15th May in collaboration with **Hassan Humanitarian Services**. A **30 bedded CCC in Kalburgi** started by **Humanitarian Relief Society** commenced treatments on 23rd May. These CCCs are the first line support to patients and are providing beds FREE OF COST in rural & far off areas. **MM has despatched** a total of **MM has despatched a total of 2 BiPAPs, 2 Monitors, 96 oxygen cylinders** along with PPE kits, Masks, face shields and Oximeters to these two locations. A total of **149 inpatients and 516 outpatients** have benefitted from these centres till 31st May. **HBS Hospital** is the medical partner for both



Given the rapid and extensive spread of Covid, one major response to reduce spread was to open Covid Care Centres (CCC) and isolation facilities operated by NGOs in collaboration with hospitals. **St. Josephs College, Shantinagar**, was one of the large CCCs in the city. The facility was created for underprivileged and the urban poor who were either asymptomatic and mild patients, and who could not isolate themselves in their houses without risking other family members. **Mercy Mission** worked with **Hasiru Dala** and **Mission Vishwas** to set up and run this centre. **HBS Hospital** was the medical partner for the CCC and took care of all escalations that came from this CCC.

## COVID CARE CENTRE AT ST. JOSEPHS

