



Holistic Core Relief Network
Covid-19 Disaster Response Strategy

7979 COVID-19 Disaster Response Final Report

-  **The Post Pandemic Norms of Caring Ministries**
-  **Covid-19 Response Strategies**
-  **Statistics**
-  **Financial Report**
-  **What can churches do if pandemic happens again?**
-  **Testimonies**
-  **Acknowledgement**

The Post Pandemic Norms of Caring Ministries





Dear Co-workers,

Shalom!

In the name of our Lord, I proclaim that you and your family are protected and covered by His precious blood during this pandemic. As we now adopt the new norms caused by the pandemic, our Lord of harvest has reminded me that, He is more concern that we strive to practice the eternal norms. Please allow me to share 3 areas of concerns relating to social ministry.

1. Aspire to have great harvest of souls as we serve

The pandemic has claimed many lives, we are reminded that other than providing physical and emotional needs, we must not withhold giving the best gift of all – Jesus, to our service recipients. This pandemic reminds us to work hard to fulfil our caring mission, the Great Commandment and the Great Commission. My dear co-workers, let's work hard and press on together!



2. Aspire to witness caring organisations complement each other and share resources

A medium size church was raising funds to extend their church premises. In the midst of fund raising, the pastor discovered a small church nearby was forced to relocate thus, no permanent premise for church services. The pastor responded to the prompting of the Holy Spirit and helped to meet the financial need of the small church, which is more urgent than his own. What a beautiful testimony this is! May all the caring ministry workers serve lovingly and help each other in adversity. Let's fulfil the promises in 2 Cor. 8:15 in our lives. "The one who gathered much did not have too much, and the one who gathered little did not have too little."

3. Aspire to see caring ministries remain sustainable and experience transformational change

If you are also the decision maker of an organisation, it is time to have a succession plan in place and ensure sustainable operations of our organisations. With certainty, the future will be more challenging, putting to test, our creativity to multiply, ability to adapt and perseverance to breakthrough.

Recently, HISTEAM has been actively promoting Social Concern Certificate Course (SCCC) and Diploma in Social Work (DSW) courses which can enhance the standards of social workers. Please seriously consider to enrol your co-workers into SCCC or DSW, so that future generations of co-workers are more competent and able meet the professional requirements.

Finally, hope you continue to stay safe during this period of time when we can't meet up. Let's remember each other and our ministries in prayers. When we are able to meet again, do remember to share your testimony of God's miraculous protection of Pillars of Cloud and Fire during the pandemic. May the peace of our Lord be with you!

Humble Servant,
Rev. Andrew Wong
HISTEAM

READ MORE https://www.7979.org.my/covid_19cgivers-e.html



7979

Holistic Care Relief Network Covid-19 Disaster Response Strategy



The sudden outbreak of COVID-19 during 1st quarter of 2020 around the globe has resulted in the implementation MCO (Movement Control Order) by our government nationwide from 18th March 2020 to curb the spreading of the virus. This unprecedented measures restricted the movement of the people, slowed down the pace of society, not only severely hitting our economic activities but also affecting the livelihoods of many people. Nevertheless, such physical limitations could not restrict the act of love by many caregivers.

The COVID-19 pandemic has raged for several months, but people from all walks of life, organizations including churches, had done everything they can to help the needy.

Although the disaster response model of 1979, mobilising volunteers to the disaster zone cannot be adopted as in the past during this awkward situation where “everyone is a disaster victim”, our 1979 Holistic Care & Relief Network established and nurtured for the past 10 years can finally play it’s pivotal role.

Besides extending help and assistance immediately, churches can refer help seekers from other localities to their respective local churches or organisations within the network.

Praise and thanks to our Lord!



COVID-19 Response Strategies

1. Since the outbreak of COVID-19 pandemic, Johor Bahru was the first to bear the brunt. In mid February, we provided support to two partner churches, Christ Missionary Church and Masai Mission Church. We sponsored 100 bottles of sanitizer to SRK (C) Kuo Kuang 1 and 2, for teachers to help sanitise student's hands.

Subsequently, we felt that prevention effort is one of our social responsibility thus, we ordered more sanitizers and masks to be distributed to other affected areas. In addition, we also strengthened pandemic prevention awareness through social media. We believe not being infected is the best help and support we can provide to our frontline medical workers.

Since implementation of MCO in March, most people affected, especially the poor and underprivileged groups. Their conditions gradually became extremely difficult and critical.

During MCO, we are restrained from moving beyond 10km range, therefore the safest and most effective way of reaching them and providing assistance is through community care. This is likened as “disaster victim helping another disaster victim”. This means local organisations such as churches took up the role of caring for their neighbours. This initiative is smaller in scale, but is legal and reasonable.

Therefore, we expanded our existing 7979 Disaster Response Special Assistance program to non-partner churches to apply and implement. The two programs are, Crisis Intervention Program and Manna Food Bank (MFB).



Crisis Intervention Program

This is for those who lost their jobs, the daily wage earners (no work means no income) or the B40 group, who's income were affected by Covid-19. They may apply for RM200 monthly assistance over a period of 4 months, making a total of RM800 Crisis Intervention fund under this program.





Manna Food Bank program

We provide food bags that comprise of dry sundries, raw food or pre-packed cooked food to the hardcore poor and underprivileged groups, senior citizen without dependents or single parent families.

Of course, we did not forget those families whose children are attending our 7979 Companionship Class. We mobilized teachers to care for them and help those who qualify to apply for various government relief assistance. When required, we also intervened and supported them with the programs above.



7979 COVID-19 BENEFICIARIES





Beneficiaries of Manna Food Bags



Beneficiaries of Crisis Intervention Program



2. Since the extension of MCO, the general public became more anxious and uneasy. We decided that in addition to regularly disseminating information in multiple languages for pandemic prevention and awareness education, the content must also cover information such as psychological and spiritual health. It is not only the lack of materials that affects people, but also emotions, relationships and spirituality.

Faced with uncertain future and life pressure, more people are hungry for spiritual comfort. Providing spiritual comfort is also a vital part of our disaster response. Therefore, on 4th Apr. 2020, we launched the **Pastoral Intercessory Hotline 1800-81-9652**. Everyday from 8am to 10pm; anyone who wants prayer from a Christian pastor can call the hotline. For serious cases, they are referred to counselor, professional social worker or psychologist.



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服务时间：周一到周日，8am - 10pm

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关怀热线**

1800 81 9652

We also responded to Dr. Rachel Ting's initiative to set up volunteer service platform - "Safe Space", a Facebook group that provides emotional support to medical personnel, COVID-19 patients or their immediate family members. The volunteers are from various professions, including emotional health professionals and therapists.

As MCO further extended, more people were seeking for help. In our second phase of disaster response, we had increased our budget for special assistance, and extended the pastoral hotline service to 9th June, 2020.

As of 30/09/2020, we've received

56

phone calls



3. While most people remained at home due to MCO, there are a group of front-liners and caregivers who had been tirelessly providing basic services. Therefore, we've provided each of them with personal hygiene pack comprising of 10 face masks, mini hand sanitizer and wet tissues, for their personal use.

4. This pandemic also affected many co-workers of different Christian caring organisations. We realized that some non-profit organisations faced shortage of operational fund to pay their co-workers' salaries while fund raising efforts were forced to stop. Therefore, we've decided to channel RM 50,000 to support 20 social care organisations and 3 social care workers to help them weather through the difficult period. Undoubtedly, when welfare of caring co-workers are being fulfilled, then they are in better position to care for the need of their communities.



When the disaster relief phase ended, we entered into recovery phase. In order for churches to continue their care for the communities, we converted the crisis cases to our existing 7979 programs, such as Crisis Intervention Program and Manna Food Bank.

We have also committed to allocate 30% of the fund raised to support Sabah, the poorest state in Malaysia. We've set up two Manna Food Bank distribution points in Sabah, Sandakan in July 2020 and Kota Kinabalu in September 2020. Concurrently, we are planning to open a Manna Store in Kota Kinabalu to be more effective in meeting the vast needs of the underprivileged families there.



As of 30th Sept. 2020



Crisis Intervention Program

293 families 998 beneficiaries



Manna Food Bank

2637 families 10633 beneficiaries
20240 overall beneficiaries-times



Face Mask/Hand Sanitizer

65 Individuals/Organizations
Personal Hygiene Kit: 372 beneficiaries

Total

146

churches have responded to 7979 COVID-19
disaster response strategies

COVID-19 Recovery Phase

Focuses on Sabah's poor and underprivileged families

What we have done

Open 2 MFB distributions points

- Kota Kinabalu
- Sandakan

Distribution Point	No. of participating church
2	11

No. Case (family)	Manna Bag Distributed
66	84



Kota Kinabalu MFB distributions points

Projected No. of cases in 2021

As part of our COVID-19 recovery phase, we are planning to open a physical Manna Store in Kota Kinabalu town. According to our allocated fund for the physical store and MFB program, we are projected to help:

a. Manna Store

Location	No. Case (family)	Manna Bag	No. Dist. (monthly)
Kota Kinabalu	50	600	12

b. MFB Distribution Point

Location	No. Case (family)	Manna Bag	No. Dist. (bimonthly)
Kota Kinabalu	40	160	4
Sandakan	30	120	4



Sandakan MFB distributions points

Financial Report

as at 30.09.2020

Offering Received (RM)			839,072.78
Phase I: 21/3-05/5		657,042.72	
Phase II: 06/5-30/6		68,123.02	
Post Covid-19 Relief: 01/7-30/9		113,907.04	
<u>Paid Items (RM)</u>	<i>Funds Disbursed</i>	<i>Funds Pending Disbursement</i>	<i>TOTAL</i>
<u>Stage I: Relief</u>			
<i>7979 Disaster Relief Programme</i>			
Hygiene Pack	25,760.26		25,760.26
Manna Food Bank	327,531.87		327,531.87
Crisis Intervention	211,125.00	5,200.00	216,325.00
Awareness & Communication	3,673.45		3,673.45
Prayer Care Line	6,305.00		6,305.00
<u>Stage II: Recovery & Rebuilding</u>			
Manna Food Bank in Sabah	19,514.62	160,485.38	180,000.00
Care Fund to Care Organizations	50,000.00		50,000.00
<u>Stage III: Disaster Reduction</u>			
	39,664.44		39,664.44
	683,574.64	165,685.38	849,260.02
	<i>Outstanding Amount</i>		<i>(10,187.24)</i>

The Future

The biggest difference between the Covid-19 pandemic and other disaster relief operations is that “movements” are restricted as the goal of MCO is to prevent the spread of the virus. Anyone carrying out relief operation is at risk as no one can identify who are the carriers of the virus. However, this is a good time to test whether local churches have done their community caring “ground work” during ordinary time.

When visitations are restricted and the local churches do not know who and where are the underprivileged groups in their community, then they are unable to reach out to help them. They may not have a phone number to call for help and most relief assistance during disaster will only attend to cases referred by others.

Secondly, organisations and churches often focus on “disaster relief” and supply various kinds of relief items but neglected the longer term plan. In disaster management, professionals understand that disaster has a cycle. In simple terms, we classify it as disaster mitigation, disaster relief and disaster recovery phase. Disaster relief has the shortest period, disaster recovery and mitigation are like the foundation for disaster management.

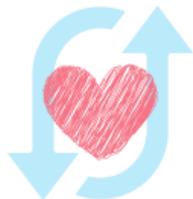
If there's no preparation before the storm, there will be panic and chaos when it strikes. Therefore, we plan to implement Community Based Disaster Risk Management (CBDRM). CBDRM is trending towards helping the local community to set up a disaster prevention plan, so that when disaster hit, instead of waiting for others to help, they are better equipped to help themselves.

Thirdly, churches still lack a unified communication and information sharing platform. Disaster response cannot be completed by a single organisation, because there are too many different level of needs and complexities . But the worrying trend is that everyone is raising funds, leading to many wasted and overlapping resources.

Hopefully, after this Covid-19 pandemic, churches can serious consider to establish a disaster response mechanism and a communication platform to share information, complement each other, integrate resources and be more united to achieve greater benefits and outcomes.



What can churches do if pandemic happens again?

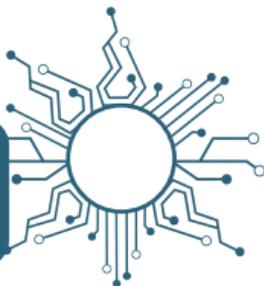


Continue to serve the needs in their existing community

Churches that have served their community during MCO should ride on the momentum to build stronger relationship with them. If another pandemic occurs, churches can reach out to those affected groups in the community in a more effective manner.



Embrace new technology in your ministry



There are many free courses available now that teaches us how to use new teleconferencing and telecommunication tools effectively. When meeting face-to-face is not possible, embrace such new technology as effective tool in your service.



Comply with government's SOP

The government is working hard to break the chain of infection. Although adhering to the SOP may cause some inconveniences in church ministry, but this is the best way to “love your neighbour “ during the pandemic. We might bring more harm if we exposed ourselves to the risk of infection and infecting others.





LET LOVE SHINES AMIDST COVID-19



Click to read testimonial stories

<https://www.7979.org.my/covid19-story-eng>



Acknowledgement



Donations in kind

- Malaysia United Missions Mobilization (MUMM) – 20 boxes of face mask
- Chai Mui Fatt – 27 packets of rice (10kg)
- Regina Chin – 27 packets of Milo (2kg)
- Yong Lee Lee – 10 boxes of face mask
- Lim Sisters - 40 boxes of face mask; 36 bottles of hand sanitizers; 2 digital thermometers

Donors Record

<https://www.7979.org.my/covid-19-donations.html>

