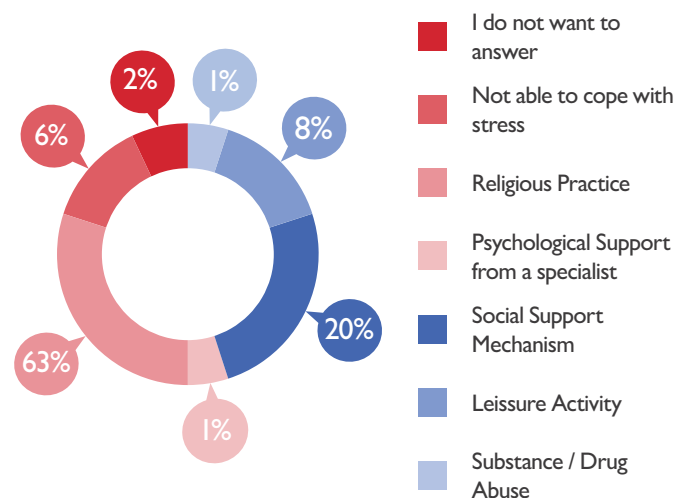
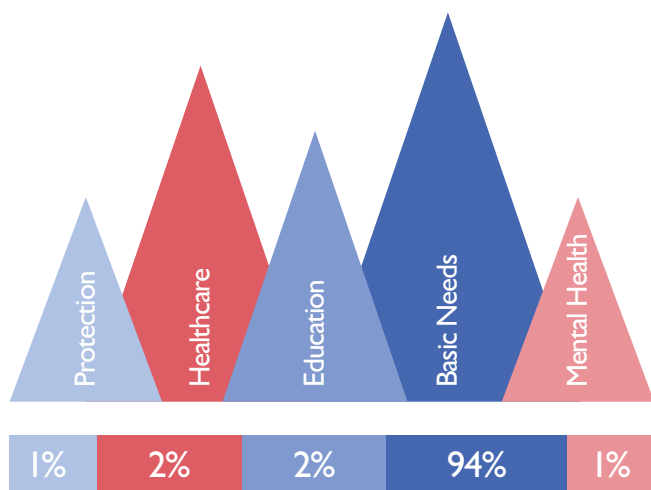


IOM Turkey's Psychosocial Mobile Teams (PMTs) conduct mental health and psychosocial support activities to create awareness on COVID-19, and its effects, with Syrian refugees living in Gaziantep, Hatay, Izmir, and Şanlıurfa. The activities aim to promote psychosocial well-being of the targeted population. As COVID-19 has taken its toll in Turkey, the PMTs have adapted their modality of MHPSS program delivery to an online platform and informative phone calls for beneficiaries, who are in imminent need of psychosocial support in this time of distress. Necessary steps to address stigma and discrimination have been taken by the PMTs via COVID-specific MHPSS programming in which community leaders were engaged and community-based interventions were developed via existing community support structures.

COVID-19, as a communicable disease which increases exposure to risk factors, has characteristics that cause people to feel anxious or distressed due to multidimensional reasons. The PMTs conducted rapid assessments in order to identify the existing capacities, needs, and vulnerabilities of the target population, which contributed in adapting its COVID-specific MHPSS programme. Undoubtedly, one of the primary reasons identified through the rapid assessments has been the interrupted access to basic needs and services driven by the loss of income and livelihoods under the lockdown measures. This is followed by access to healthcare and interrupted service provision for regular health services due to fear of COVID-19.



WHAT ARE THE MAINS REASONS INCREASING ANXIETY DURING COVID-19?



Since understanding the coping strategies of individuals is a key element in further assessing capacities and vulnerabilities, including psychosocial needs associated with COVID-19, the below chart shows the coping strategies of surveyed individuals:

RISK COMMUNICATION AND COMMUNITY ENGAGEMENT (RCCE)

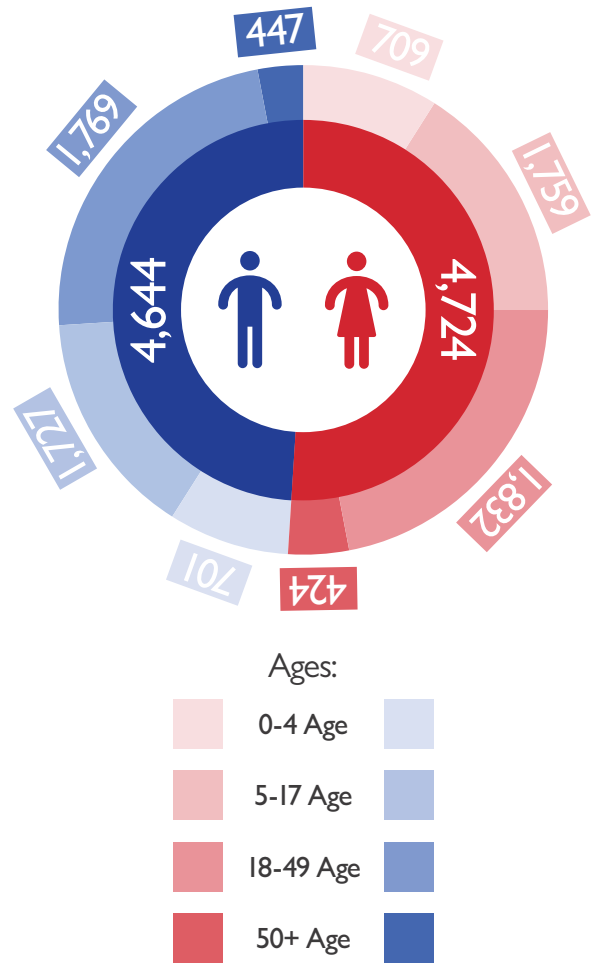
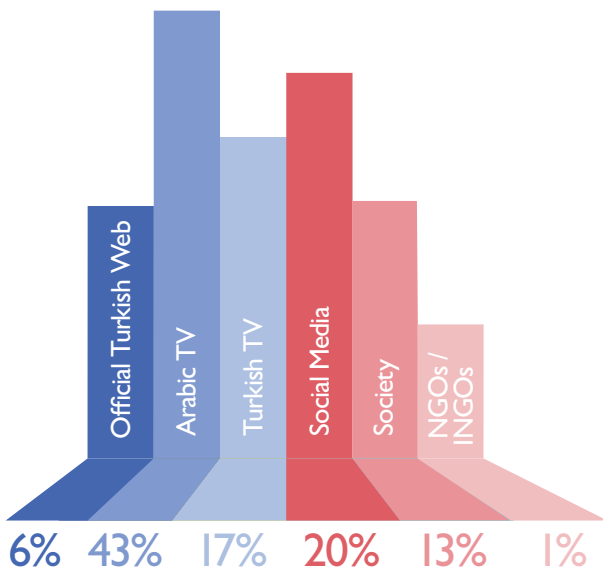
Following the needs assessment, conveyance of verified risk communication and community engagement (RCCE) messaging, as well as online Psychological First Aid (PFA), support were carried out.

These messages include various subjects as follows:

- The nature of the risk and the exact recommended prevention methods of reducing COVID-19 risk;
- The availability of medical treatment;
- Information on any other relief efforts, including what governmental organizations and NGOs are doing and how;
- Information on communication approaches and techniques with children and elderly during the pandemic;
- Information on risk factors and protective measures for people with chronic diseases and disabilities; and
- Positive coping strategies.

While disseminating up-to-date information via phone, along with the use of IEC materials, the main sources of information were also asked to beneficiaries. The following chart represents the information source of beneficiaries:

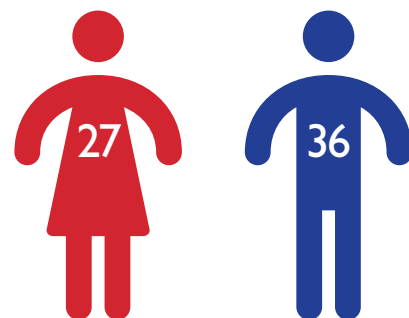
INFORMATION SOURCES ON COVID-19



AGE - GENDER DISAGGREGATION

Informative phone calls regarding COVID-19 aiming to promote accurate and timely information provision were carried out by the PMTs in Gaziantep, Hatay, İzmir, and Şanlıurfa reaching 1,524 beneficiaries between 7 April and 14 May. Furthermore, as identified by the PMTs, Psychological First Aid (PFA) was provided for 63 beneficiaries in the four areas. A further 236 beneficiaries were referred to external service providers as per protection analysis, including those with active cash-based, livelihoods, and basic needs programmes.

PSYCHOLOGICAL FIRST AID (PFA) PROVIDED:



TOTAL NUMBER OF BENEFICIARIES REACHED



As per the findings of the need assessment, IOM PMTs have designed MHPSS activities to be conducted using online platforms. Beneficiaries from Gaziantep, Şanlıurfa, İzmir, and Hatay are starting to participate in these activities which are implemented through Facebook. More details will be shared in upcoming COVID-19 information sheets.

*The total number of family members living with the person interviewed on the phone represents the indirect beneficiary number.