The Mustard Seed Mission (MSM)

COVID-19

Response Strategies of Shelter Homes

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Director, Community Assistance Dept.

Ms. Daisy Su
Director, Agape Children’s Home

Mr. Benson Wu
Leader, Community Disaster Prevention & Reduction Section (CDPRS)

Research and Development Dept.
### A. Latest COVID-19 Statistics in Taiwan

<table>
<thead>
<tr>
<th>County/City</th>
<th>Confirmed Cases</th>
</tr>
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<tbody>
<tr>
<td>臺北市 Taipei City</td>
<td>58</td>
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<tr>
<td>新北市 New Taipei City</td>
<td>55</td>
</tr>
<tr>
<td>臺中市 Taichung</td>
<td>25</td>
</tr>
<tr>
<td>桃園市 Taoyuan</td>
<td>24</td>
</tr>
<tr>
<td>高雄市 Kaohsiung</td>
<td>14</td>
</tr>
<tr>
<td>彰化縣 Changhua</td>
<td>9</td>
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<tr>
<td>臺南市 Tainan</td>
<td>9</td>
</tr>
<tr>
<td>新竹市 Hsinchu City</td>
<td>5</td>
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<tr>
<td>屏東縣 Pintung</td>
<td>5</td>
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<tr>
<td>新竹縣 Hsinchu County</td>
<td>3</td>
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<tr>
<td>苗栗縣 Miaoli</td>
<td>2</td>
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<tr>
<td>南投縣 Nantou</td>
<td>2</td>
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<tr>
<td>基隆市 Keelung</td>
<td>1</td>
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<tr>
<td>宜蘭縣 Yilan</td>
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</tbody>
</table>

**Total** 235

**Imported** 197

**Local Transmissions** 38

*Updated: 25th March, 2020*
B. MSM’s Response Structure

- **Observe global and local pandemic spread**
- **Collect MSM’s prevention updates, assess and report to CEO**
- **Risk management and advice**

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**Planning**

**Community Disaster Prevention & Reduction Section**

- Implement and design MSM internal prevention measures
- Assess and collect pandemic outbreak updates
- Plan supervision and revision

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**Implementation**

**All offices, branches, and sheltered houses**

- Prevention measure practice based on MSM guidelines at all locations.
- Surveilling all staff and families’ health and report to MSM according to MSM’s guidelines.
- Applying local authorities’ prevention policies.
- Follow up with and look after our cases, their families, and our partners.
- Implement all prevention measure and duties of all events.

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**Logistics**

**General Management Dept.**

- Staff working security plan (Human Resource Section)
- Pastoral care to staff and families
- Disease prevention facilities procurement.
- Regular pandemic/prevention updates from all branches.

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**Communications**

**Social Resources Dept.**

- Announce/clarify external emergency response
- Collect needed materials and facilities
- Responding to donors/sponsors

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**General Director**

**CEO Anne Wu**

- Supervise pandemic situation
- Risk management
- MSM major policies

**Emergency Response**

**Mr. Torbors Chuan**

- Oversee MSM staff’s mental and physical health
- Oversee and design office transmission prevention measures
- Assessment and Advice

**Security**

**Mr. David Huang**

- Oversee and design office transmission prevention measures
- Assessment and Advice

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C. Introduction to MSM’s Children/Youth’s Shelter Homes

MSM has four children and youth shelter homes- Agape Children’s Home, Mustard Seed Youth Home, Pei-Hsin Home, and Iro Iro Support Program. The former two have the most children and youth.

<table>
<thead>
<tr>
<th>Shelters</th>
<th>Number of children/youth</th>
<th>Staff</th>
<th>Total</th>
<th>Location</th>
<th>Local Confirmed Cases</th>
</tr>
</thead>
<tbody>
<tr>
<td>Agape Children’s Home</td>
<td>26</td>
<td>21</td>
<td>47</td>
<td>New Taipei City</td>
<td>55</td>
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<tr>
<td>Mustard Seed Youth Home</td>
<td>21</td>
<td>15</td>
<td>36</td>
<td>Hualien</td>
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</tbody>
</table>

Staff: Director, administrators(cooks and logistics), social workers, and carers.
D. Preventive Measures of MSM’S Shelter Homes

6 Stages of Prevention

1st Level
Central government announces possibility of community transmission.

2nd Level
Confirmed case in a city/county where the home is located or where employees of the home reside.

3rd Level
Confirmed case in a township/town/district/borough where the home is located or where employees of the home reside.

4th Level
Confirmed case at a school attended by a resident of the home or in the building where an employee of a home resides.

5th Level
Confirmed case at a shelter. Based on government regulations, a 14-day quarantine will begin.

6th Level
Quarantine shall be lifted based on related government regulations (after 14 days of at-home quarantine have been completed and individuals are confirmed to not be infected)
## D. Preventive Measures of MSM’S Shelter Homes

<table>
<thead>
<tr>
<th>Stockpile inventory</th>
<th>No. of people at organization</th>
<th>No. of rooms</th>
<th>Outbreak level</th>
<th>Administration measures</th>
<th>Administration measures</th>
<th>Measures to be taken by individuals at the shelter</th>
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<td>President/director</td>
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<th>Administrative measures</th>
<th>President/director</th>
<th>Administrative employees</th>
<th>Social workers</th>
<th>Carers</th>
<th>Children</th>
<th>Visitors</th>
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5. Confirmed case at a shelter. Based on government regulations, a 14-day quarantine will begin.

6. Quarantine shall be lifted based on related government regulations (after 14 days of at-home quarantine have been completed and individuals are confirmed to not be infected).
E. Actions Taken by Date

Taiwan’s first case confirmed

MSM’s Shelters’ Response:
1. Disease prevention promotion in shelters: videos and picture books
2. Hands-wash training
3. Masks in enclosed spaces
4. Replace mugs in reception area with disposables.
5. Amendments made for Lunar New Year celebration: activities in enclosed indoors space outside shelter are avoided.

Lunar New Year Long Holiday

MSM’s Shelters’ Response:
1. Continues disease prevention promotions.
2. Sterilization
3. All staff with masks while receiving visitors
4. Daily temperature measure and record.
5. Notice posters posted: visitors required to disinfect, measure temperature, and register basic info.
6. Masks, alcohol, and forehead thermometers prepared.
7. Collaborate with government’s investigations

21st Jan
23rd Jan
29th Jan
30th Jan
E. Actions Taken by Date

**MSM’s Shelters’ Response:**

1. Prepare portable size of alcohols for children to carry with.
2. Masks wearing when going out.
3. Set up sterilizing alcohol station in all public areas.
5. Jugging sessions held to improve immunization.
6. Follow up and observe situation of the community.
7. Apply governments inspections on prevention measures.

**MSM’s Shelters’ Response:**

1. Set up guidelines for pupils returning to shelter from schools.
2. Set up sterilizing area for pupils returning to shelter.
3. Regular discussions with children and youth on Taiwan’s pandemic.
4. All staff to wear masks at working hours.
5. Plan procedures for quarantine and response at different pandemic levels.
6. Recruit donations for sleep bags and tents.

2/1  2/18  2/29
E. Actions Taken by Date

MSM’s Shelters’ Response:

1. All visitors to wear masks
2. Avoid big hospitals for treatments rehabilitations unless necessary.
3. Temporarily suspend volunteering and other activities inside shelters.
4. Replace children and youth eating in dinning halls with room-delivery meals taken in each room.
5. Meals seating planned. (seating is fixed; changes are not allowed)
6. All staff to measure temperatures twice a day.
7. All rooms desterilize twice daily.

MSM’s Shelters’ Response:

1. Identify nearby medical resources for mild, medium, and severe symptoms respectively.
2. Discuss response procedures of severe pandemic with authorities.
3. Plan staff duties at different stages of disease prevention.
4. Identify human resource needed in case of home isolation/ quarantine.
E. MSM’s prevention measure timeline and response

Plans of Home Quarantine:

- All staff and children/youth to live in single rooms
- All rooms be equipped with ear thermometers and recording tables
- Separate showering space
- Separate laundry space
- Set up waste collection plan
- Replace dishes with disposables
- Sterilize all shelter facilities every 4 hours
- Report to authorities immediately in case of any fever or respiratory symptoms
- Store food and daily essentials for 2 weeks.
- Recruit or purchase partitions or tent in order to compliment room shortage.
F. Discussions