



Leveraging on existing HIV community engagement to respond to COVID-19 pandemic, Challenges and Opportunities: A Civil Society Organization (CSO) perspective

Presentation By: Zimbabwe National Network of People Living with HIV (ZNNP+)

July 8, 2021



Presentation Outline



1. Introduction
2. How COVID-19 Affected PLHIV
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4. Advocacy Strategies and Best Practices
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6. How Stakeholders can leverage on HIV and AIDS structures to Accelerate COVID-19 Response
7. Conclusion

ZNNP+ Background



- Zimbabwe National Network of People Living with HIV (ZNNP+) is the national network of people living with HIV.
- Advocacy-based organization that serves the interests of people living with HIV (PLHIV) and ensure their rights are respected.
- The organization has a national reach with structures at national and sub-national levels
- The organization focus on HIV prevention, treatment and care
- Create support systems for PLHIV through the support group model and other models of peer support

How COVID-19 affected PLHIV



- Failure to access health facilities for regular refills
- Mental health challenges
- Gender Based Violence
- Limited access to sexual and reproductive health services
- Stigma and Discrimination
- Forced Disclosure
- Suspension of supportive services
- Limited income generating activities which affected their lives

Critical Issues to be addressed to maintain HIV and AIDS gains

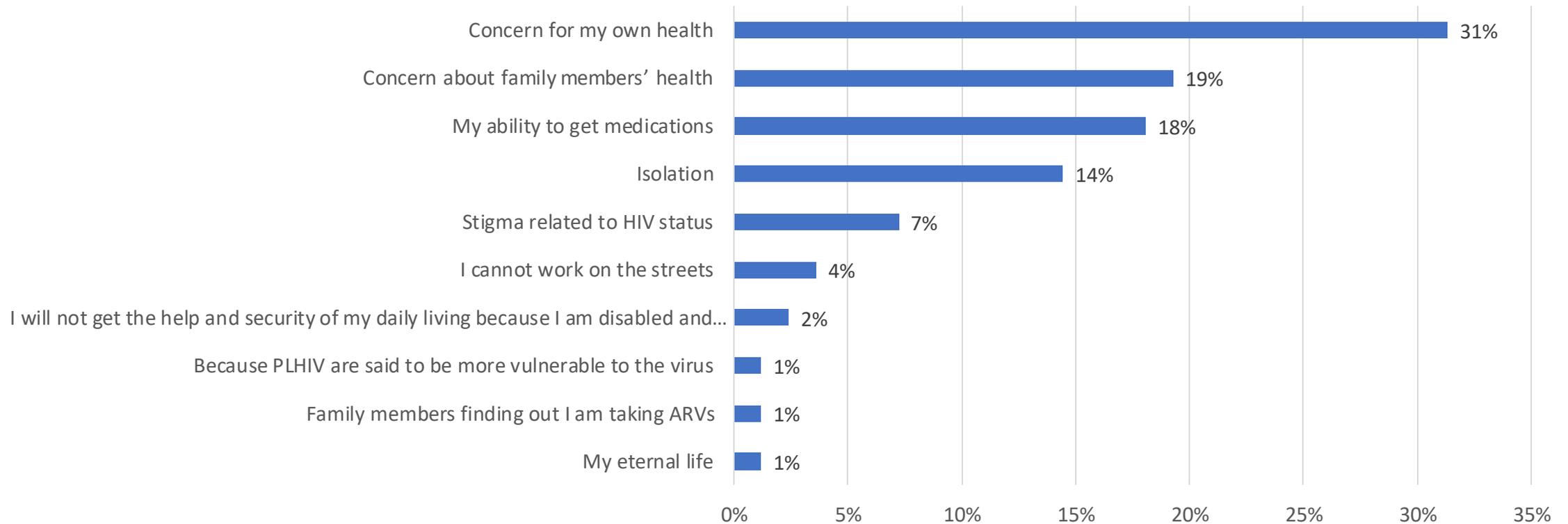


- The overarching issue to be addressed is to maintain the continuation of HIV Services and the include:
 - HIV Testing Services
 - Uninterrupted access to HIV medicines
 - Care and support services – psychosocial support
 - Retention of clients on ART
 - Strengthening of Differentiated Services
 - Access to diagnostics
 - Integration of COVID-19 response with HIV and TB services

Advocacy Strategies and Best Practices



- During the first lockdown in March 2020 ZNNP+ conducted a rapid assessment among PLHIV to assess their concerns. Below are some of the issues raised:



Advocacy Strategies and Best Practices



KUTABILA PLATFORM

CALL CENTRE FOR PEOPLE LIVING WITH HIV & THEIR COMMUNITIES



TOLL FREE
08080441



CALL FREE AND GET LINKED

1. HIV prevention and treatment
2. Psycho-social support services
3. Key Population and Youth friendly services
4. Impact mitigation of COVID-19 and HIV
5. SRHR services

HOW TO GET CONNECTED

1

08080441
Call 08080441 and wait for the welcome message

2

SELECT
Select your Provincial Agent on your Dialpad

3

CONNECTED
Wait to be connected. You're connected

ADD EXTENSION ACCORDING TO YOUR AREA

BULAWAYO:	0	MASH-WEST:	5
HARARE:	1	MASVINGO:	6
MANICALAND:	2	MAT-NORTH:	7
MASH CENTRAL:	3	MAT-SOUTH:	8
MASH-EAST:	4	MIDLANDS:	9

YOUTH, KP & GENERAL ENQUIRIES: #



@znnpinfo
 www.znnp.org

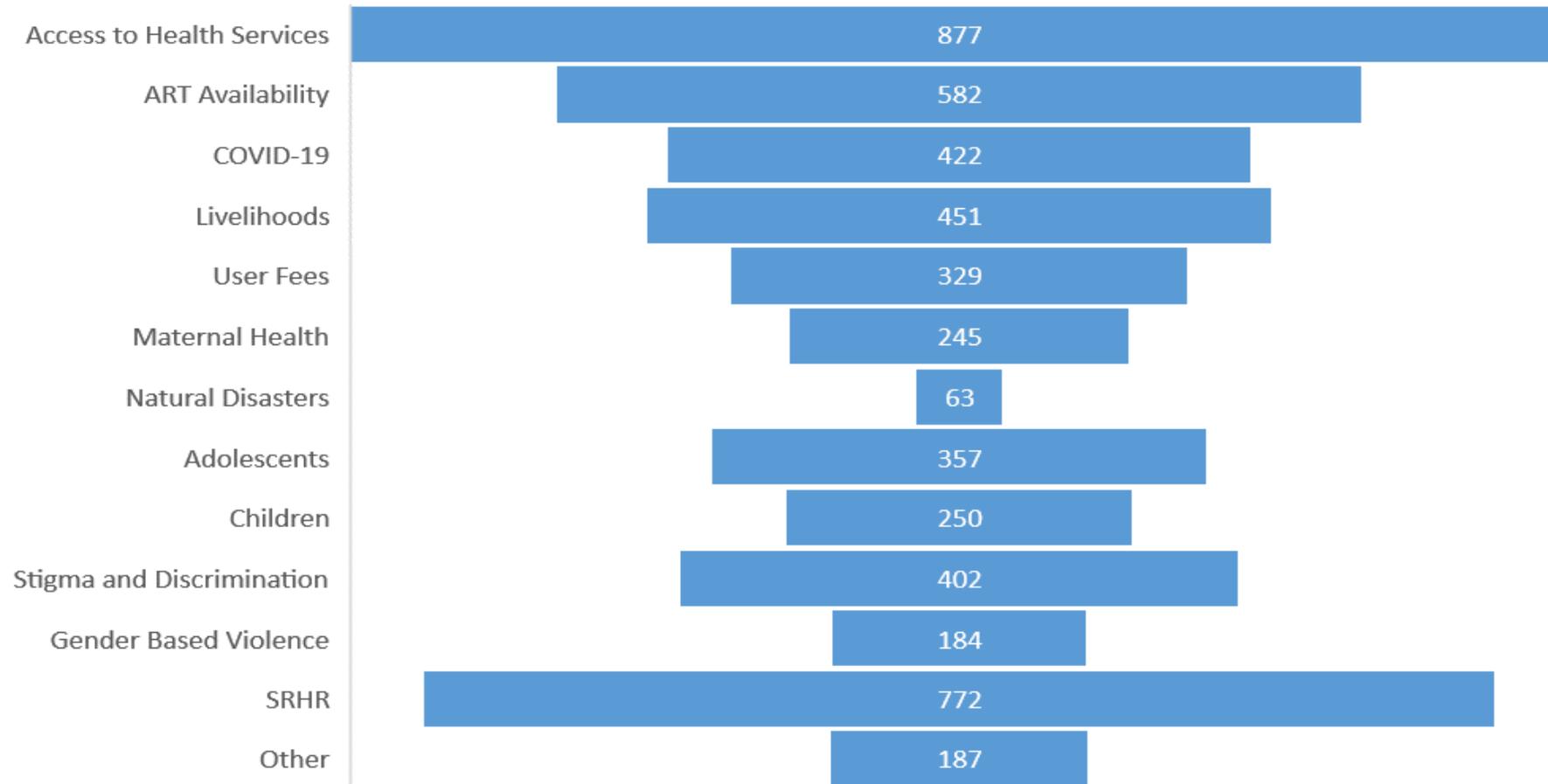
@znnpinfo
 info@znnp.org



Issues Raised Through the Call Centre



Total Issues Raised



Key Success of the Call Centre



- After closure of health facilities and healthcare workers went on strike due to COVID-19 related issues
- Calls came through the call centre with members raising concerns by failing to access services
- ZNNP+ virtually engaged with MoHCC, City Health Department, PEPFAR partners and representatives of the sector of PLHIV
- Resolved to offer HIV treatment services through Zimbabwe Technical Assistance, Training and Education Centre for Health (ZIM-TTECH) a PEPFAR partner through outreach services in Harare which was the most affected area
- ZNNP+ engaged the recipients of care in Harare for their preferred outreach centres and they were agreed
- ZIM-TTECH team would then move around the health facilities offering services like ART refills, RVLT and TPT

How Stakeholders can leverage on HIV and AIDS structures to Accelerate COVID-19 Response



- Community Systems that are used in HIV and AIDS response can be used for COVID-19 response at community level
- Network of volunteers at community in HIV and AIDS response can be used in COVID-19 response particularly awareness raising, referrals strengthening and hygiene practices
- Integration of COVID-19 and HIV and AIDS services for continuation of services
- Peer support systems which have been a success in HIV and AIDS response can be used in COVID-19 response at community level
- Good and successful practices in HIV and AIDS can be used in COVID-19 response

Conclusion



- Good practices in HIV are applicable to COVID-19 response
- The call center for virtual support to PLHIV need to be sustained and fundraising efforts are underway
- The call center can be used in any health emergency issues
- Being used for demand creation activities in HIV and AIDS response like routine viral load testing, TPT and sexual and reproductive health services
- Engagement with various stakeholders helped addressing issues that affected PLHIV
- ZNNP+ continue to support PLHIV in Zimbabwe in the context of COVID-19

END



Thank You!