



Telecounselling Interventions during COVID-19 Situation in Bangladesh: A Process Documentation

Timeline: May to December 2020

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Brief Overview: The COVID-19 pandemic has had a huge effect on mental health, which leads to psychological stress and fear of disease. In Bangladesh, people barely have any access or space to express their vulnerable mental condition and get support and empathy from any platform. Based on this context, BRAC IED along with PHWC and Kaan Pete Roi initiated a telecounselling platform 'MonerJotno Mobile E' for the people of

Bangladesh to ensure that callers can overcome their frustration and anxiety. BRAC James P Grant School of Public Health (JPGSPH), BRAC University, is conducting a process documentation to illustrate the telecounselling programme operations and its current performance during the COVID-19 outbreak.

Methodology: We will use qualitative methods and techniques for this process documentation study. Key informant interview (KII) and in-depth interview (IDI) are the main tools for conducting the research. Besides, we will participate as an observer and learner in different training sessions organized by BIED for operating their telecounselling programme hosted on online platforms.

Donor and Partner: BIED