



# Strengthening the knowledge and practice of front-line workers

The Government of Nepal has designated 14 formal ground crossing points (GCP) along the Nepal-India border. Krishnanagar, a municipality in Kapilvastu district of Lumbini province, is one of them. Krishnanagar is located at around 337 KMs South-West from Kathmandu.

At Krishnanagar, a functional health desk is supported by a team of health workers. Mr. Suresh Chaudhary, 32, an Auxiliary Health Worker (AHW) is one of them. He was stationed at Bidhyanagar Health Post, a local health facility, before being deployed to the health desk. With the surge in COVID-19 cases, the government decided to mobilize every health worker available and hence, like Mr. Chaudhary, many went into this mission even without any prior experience of handling such jobs.

IOM provided substantial support to the health desk to ensure that health workers like Mr. Chaudhary can carry out their daily operations effectively and smoothly amid fears of COVID-19 transmission. IOM also provided capacity building training on health, risk communication and community engagement, human rights and state obligation at international borders, gender sensitive screening and protection mechanism, and Psychological First Aid (PFA) to health workers at the health desk. For Mr. Chadhuary and other health workers, this training boosted not only their confidence but also morale during the crisis. IOM also supported the health workers with personal protective equipment such as face masks, hand sanitizers, and testing kits to ensure the safety of those working at the health desk.

Mr. Chaudhary recalls the training as a helpful resource. He said, "The training helped me to better prepare for COVID-19 response and other health emergencies that may hit us in the future."

As the person in-charge of the health desk, Mr. Chaudhary's responsibilities significantly increased. However, he received support from public health consultants mobilized through IOM to track and monitor COVID-19 cases and ensure that COVID-19 health protocols are followed at the GCP.

The GCP is also equipped with an LED information board, clean drinking water station and hand washing supply points, internet, breastfeeding corners, and safe waiting spaces for migrants arriving at the health desk. Furthermore, capacity building trainings, dignity kits have been instrumental for promoting safe, orderly and dignified migration.