

Trials and Tribulations of Frontline Workers

Abstract

This is the compilation of narratives from the perspective of frontline workers, illustrated by the students. In addition, a narrative of pharmacists had been incorporated in the current article to share the perspective of health care professionals.

The article started with the journey of a police person and his family. It delineates the challenges of being in the profession and their state of mental health. This is followed by a description from a student who had a family member engaged in a medical care profession and living with her. The last part of the narrative is of a person who had his medical shop in Bihar, who installs hope and resilience among the readers. This compilation of narratives shares their journey during the first wave of COVID-19.

All three narratives are precious in many ways from the perspective of mental health. The read answers many questions arising within and leaves with us new kinds of questions to reflect upon further.

Keywords: *frontline workers, nurse, pharmacist, police personnel and mental health*

Introduction

The psychological health state of frontline workers is a very critical element in the fight against COVID-19, as frontline workers are the first line of defence against virulent waves that India witnessed. This volume would be incomplete without their voices. In the first wave, since the country was reeling with the COVID-19 impact, the biggest challenge was the vaccination of frontline workers. Thus, an attempt was made to include the perspectives of frontline workers and their families. It is important to understand the way our corona warriors dealt with the challenges along with their mental well-being.

Some research suggests the frontline health workers are more at risk get problems related to mental health such as anxiety, depression, burnout, and many more (cited in Gupta and Sahoo, 2020)

This section has only one part, and it has all the combined narratives of all the three professionals, viz. Police official, Nurse, and Businessperson. Thus, two of the professionals are in the ambit of frontline workers. The third is a professional who has his medical shop, thus, involved in the care of patients. All three narratives succinctly describe their respective journeys. These three narratives are compiled by the students of the Department of Education, University of Delhi.

The first part delineates the journey of a police professional and his family. The roots of this family are in the village. As the police officials are supposed to follow government orders, the challenges to ensure order becomes a major responsibility with the danger of getting infected. It also shares the reaction of family members when their head of the family encountered COVID-19.

Case study 1: A family of a police person who had undergone COVID-19

Family Members, Routine, and time spent in pre-COVID times

This family has five family members who live in a village named Hassanpur in the district of Rohtak, Haryana. This is a nuclear family in which the father, mother, and three siblings are living together. One of the siblings is married, and the other two children are receiving their higher education. They have their extended family in the same village, and they used to visit their grandparents frequently, who live with their uncle. The family had a field that was two kilometres away from their village, in which they did farming with the help of workers. They have some cattle and all the work related to those cattle and fields are done by the hired workers who are from another state (the migrant labourers migrated for farming to earn the livelihood)

- *Shri Kamal Nath Saini, Head of the family*

He is 52 years old. And he works as Sub Inspector in the Delhi Police. He works as an investigating officer in the Department, Delhi. His working hours are not fixed and this is the reason that he comes home once in two days and sometimes daily as it depends on the case that he is engaged in. He has done his education from the Government Senior Secondary School, Hassangarh Rohtak District and after completing his 12th. He cleared the exam of Delhi Police and got appointed and then promoted to the post of ASI. He takes all important decisions of the home. He has three children; the elder daughter is married and the other two children living with him.

• *Shrimati Vimla Devi*

She is 48 years old, and she is the wife of Shri. Kamal Nath Saini. She has done her senior secondary Education at the government senior secondary school, Gohana in Sonipat. She is a housewife and does all the domestic chores. She wakes up early in the morning, cooks the food, does the cleaning, and then makes sure that the cattle are being fed properly by the workers. They supply milk to the dairy. In the afternoon, she visits the fields to manage and oversee the works assigned to the migrant workers in the field. After returning from the fields, she usually sits on, veranda and gossip with her peers in the neighbourhood. Then, she cooks food in the evening for the family. This is how she spends her day.

How and in what ways family life has changed?

In this family, the changes may be felt as workload started mounting on Delhi Police due to the pandemic. This also increased responsibilities on Shri. Kamal Nath Saini as an investigating officer. All the officers and Delhi police personnel continued to work hard and diligently to maintain the law and order, despite acknowledging the fact that it may expose them to the virus and their family too.

The process of unlocking began in June, the problem increased as Delhi Police had to ensure that everyone in the capital is observing the COVID-19 appropriate behaviours. Shri. Kamal Nath Saini was the in-charge of the general awareness campaign that was being conducted by Delhi Police across the city. They went door to door for this campaign and tried to cover the maximum slum area as the area was believed to be more vulnerable to the virus in the

slum areas because of congestion. At the time of the campaign, he did not come home for almost one month. The family was extremely worried about him, but they were helpless. At the same time, the workers that were hired for the field as well as for cattle work went back to their state and all the burden of the work came on his spouse Smt. Vimla Devi and the two children.

On July 5th, in the evening, the family heard the news on Television of spreading coronavirus in the same police station where Shri Kamal Nath Saini was appointed. The highlights of the news were “15 police personnel got infected with the virus out of 23 in total.” The daughter called her father immediately and asked him about the news. Her father told her that the news was correct, and they came to know about it when one of the constables from the police station who was having symptoms of coronavirus got his check-up done. After the constable reports came positive, then everyone else in the police station had to undergo their coronavirus check-up. Shri. Kamal Ji reports also came positive. At that time, he was having no symptoms of coronavirus except a mild cough. After revealing to his family, everyone was terrified, and all became completely clueless about further steps. The mother of the children started crying, and fear of anxiety overpowered her usual behaviour. Nobody had dinner that evening. All the family members, relatives, and friends started calling them and encouraged them to keep their hope alive and stay strong in the most difficult of times. The two siblings told in the interview that they started searching the websites thoroughly so that they can get clues as to what is to be done further when Corona happens to someone. Their father told them that he and his colleagues were already taking desi treatment, desi kadha which has the following ingredients: (*Haldi, daru haridra, mulethi, dalchini, tulsi, shahad*)

During this time, their father was quarantined at Jhajjar AIIMS due to the scarcity of spare beds in the hospitals of Delhi. But there were no facilities available. As the doctors were not coming for a check-up, he was instructed only to take cough syrup and a pack of paracetamol till further symptoms are shown. He told in the interview that the food and water came packed in the quarantine centre. He was quite upset with this. The good side was his family supported him with everything possible for them. All of them, chatted on the video calls thrice a day. Both

children shared links to Haryanvi movies with him, motivational videos, audio and quotes so that he could not feel lonely and alienated. He shared in the interview that it helped him a lot. He advised that in this type of situation when you are alone, frustrated, and anxious, one should always talk to people with whom to confide. Also, to keep oneself in regular contact with near and dear ones. Share your feelings with them. He also said that Corona gave him plenty of free time that he was always short of. He got the opportunity to know his family members and children better. Though he was not satisfied with the hospital services as the doctors were discharging the Corona patients after 15 days without any confirmatory test. They did the same thing with him and told him to go home by that time, the news spread in the whole village and the neighbours of Shri Kamal Nath Saini were not ready to allow him to come to the village as his report had not come negative. The conflict happened between the relatives of Kamal Nath and the gram panchayat and then the gram panchayat decided that they will allow him to come back home, but he has to remain in quarantine at his home for 20 days and even the mild symptoms were not there. He came home and all the family members welcomed him with clapping. He remained in quarantine on the third floor of his house. The family started practising yoga early in the morning and after 20 days the Gram Panchayat allowed him to interact with people. He along with his family started going to the fields for a morning walk. He spent all with his family happily. He said he enjoyed the one week very much as all of them together made some new dishes, they watched movies together, he told his children about his childhood days, school days and his struggle days also. Then the notice came that he has to continue on his service and for that he hard to submit his corona negative report in the department. Therefore, he got his check-up done in the nearby hospital at Sampla as well as at Delhi police headquarters. After 5 days, one of his reports came positive, and the whole village started taunting his family that they will be responsible for the spread of coronavirus in the village. It was a very difficult situation for them as everyone was hating them. A team of six doctors came to their homes and took samples of every family member for the test. Thereafter, for 4 days their reports came negative and finally once again he joined his service. There was always a sense of anxiety

because cases in Delhi and Haryana were increasing at high speed. The family told in the interview that it was a horrifying and very bad experience for them except the one week that they all have spent together in the home

How the family build resilience towards the pandemic?

Nowadays, Shri. Kamal Nath started going to his job again with all the precautions, and he doesn't come home as he started living in a room on rent in Delhi so that he can avoid exposure to the virus while travelling and his family will also remain safe in this way. He talks to his family regularly on video calls.

One of their workers came back from his village and started living in the same village after being tested for corona. He does all the work of the field as well as the cattle. The family has hired him as a full-time worker. They are providing him food also so that he can send all the money to his family and support them.

The two children made their timetable accordingly. Deepika started taking online coaching classes, as some coaching centres have now adopted the online mode of teaching. She wakes up early in the morning, as it became her habit in the lockdown. Meditation helped her a lot in reducing stress and anxiety. She helps her mother also in the domestic chores. She talks with her friends on phone calls and video calls. She told me that in her leisure time she does painting and sketching, nowadays. It helps her to cheer up her mood whenever she feels unhappy and misses her friends.

Ankit has also made his timetable and has found out ways to reduce the screen time so that irritation doesn't happen in his eyes he also wakes up early in the morning as he daily goes for a morning walk and after coming from the fields, he does yoga for one hour and then after having breakfast, he attends his online classes. In the evening he goes to the playground and plays cricket with his childhood friends, with whom he had lost touch after school, but now during this pandemic, they again have a lot of time to spend together.

The family is keeping a healthy routine

- As they are getting up early in the morning, going for morning walk, playing, practising meditation and taking proper rest every day

- They are keeping up personal hygiene as well as using face masks, frequent handwashing and sanitisers. Sanitizing the frequently touched surfaces.
- Eating healthy meals at regular times and washing everything properly.
- Time management to balance out studies, online classes, and household work.
- Dedicated their energies to activities they love to do.
- They have found ways to take breaks during continuous on-screen activities.

This shows the family had built resilience during stressful and difficult times. They helped each other in every possible way and became the strength of one another. They shared due to pandemic family time which was alien before the pandemic.

by Anjali Sharma

The second narrative is of a nurse who got COVID-19 and her sister, both living together. The narrative is written by a nurse's sister who shared her journey and perspective as a nurse in detail too. This narrative also shares anxiety from COVID-19. In the end, lessons learnt from the journey are also woven to make a powerful and meaningful piece.

My family story: COVID interview family

My parents have five children, two daughters and three sons. I am 25 years old and my sister, Dawa (29), lives in Delhi. My sister is working as a staff nurse in St. Stephen hospital. And I am doing a B.Ed. in CIE. My eldest brother is a Software App developer and his wife is a staff nurse (35).

Pre-Lockdown

It was the month of February 2020 when my family gathered to celebrate Losar, Tibetan New Year. Soon after Losar, my sister and I came to Delhi after a week of celebration of Losar. My sister continues her job as a nurse. I went to class regularly. At that time, COVID-19 cases were rare in India, but only those who travelled abroad were suspected of COVID-19. Suddenly there was a scarcity of masks and hand sanitiser in Delhi. I asked my mother to parcel me some sanitiser to Delhi. My sister bought dozens of masks in February, which was before lockdown enforcement. She is proactive regarding health issues.

Earlier, my sister and I used to stay in the same room. Among us, whoever was free used to cook food or do the laundry. As my sister visits the hospital, she used to buy all the vegetables and other rations every week. I cooked food at home and cleaned at home. We do our laundry separately. My sister willingly decided to isolate herself and started sleeping in the guest room. Back then, I had an option to return home. Since it was locked down in Delhi, my parents advised me not to come home as my sister needs company. Moreover, there are risks in travelling.

We all were under complete Lockdown, excluding police personnel and healthcare workers like my sister Dawa. She usually commuted to work either by auto or by metro. Since the lockdown was imposed, she struggled to find an auto and many times she had to walk on foot for a few kilometres and take a lift from a random person. It sounds dangerous, but at that moment it was a sink or swim situation. She was left with no other choice. "I bet many of my colleagues have suffered the same". She was being careful every time she went to the hospital, so she regularly washes her hands and takes baths every time she comes from work. She always wears a mask, N94. In addition to that, she washed her clothes using Dettol disinfectant liquid. She was trying her best not to get infected since we are living together, albeit, she tested positive for COVID-19.

COVID-19: July – August

On 31st July night, my sister had one spike of fever. She consulted a doctor, and they told her to take the COVID-19 test. Unfortunately, the report turned out to be positive, and my sisters phoned me about the report. I felt incredibly sad for her. My reaction to her report was, "what will happen to you?" She told me she wants to get admitted to the hospital. The doctor instructed me to do a home quarantine for **15** days since I don't have any symptoms. Well, I tried my best to console my sister and bury my emotion from her. After the call ended, for a moment I was taken aback since we have to go through this tragic phase of COVID-19. After a day, my sister informed me that a government official had pasted one big poster on the wall of the house. Even though my sister was admitted to the hospital, they still pasted that poster. I felt that poster was drawing unnecessary public attention, and it was creating a stigma. The very next day, I received a message and picture from a friend

through WhatsApp. She sent me a poster picture which was pasted on my house. My one neighbour shifted to another colony even after 15 days of home quarantine. I have witnessed that people avoid crossing the lane beside my house. One incident happened to me in mid-August. I went to dry my clothes outside the house, which is near the lane. So, a group of boys was walking from the same lane and suddenly one boy suggested switching lanes. I felt as if I was treated like an untouchable person, just like back then. Pasting a poster was not helpful in my case.

My sister, Dawa's point of view regarding COVID-19 as she tested positive

“The moment I was diagnosed COVID-19 positive, I felt sudden numbness all over my body. I couldn't believe it. How it happened to me when I tried my best to follow the guidelines and precautions. I was very careful while working and still got infected. I might have missed something. I was just wondering where I missed it. The doctor advised me to isolate myself at home only if I have separate bathrooms and toilets. Otherwise, get admitted to the hospital. Initially, I refused to stay at the hospital, but the Doctor insisted on getting admitted at the hospital due to the lack of isolation facilities such as separate bathrooms and toilets. I called my mother and told her that I tested COVID-19 positive”. Mother replied, “Don't worry, my child; you will be fine after treatment. People do recover from this disease.” After hearing that, I was hopeful, yet I could sense and feel that my mother was worried. Yet, mother was trying to be composed and advised me to follow and listen to the doctor's guidance.

Later I called the nurse in charge and a senior colleague. They replied, “Don't worry Dawa, you'll be alright in a few days because you don't have any severe symptoms and other diseases and don't worry about the work”. At last, I called my sister at home and informed her about the report, and she asked “what are you going to do now?” I replied, “I'll get admitted to the hospital since I am a staff here, so I don't have to pay for the hospital bill except for the dietary charges and COVID-19 test”. And I will get the pyjamas and gown from the hospital. So, you don't have to worry. In case, if I need anything I'll call my staff colleagues for help so don't worry. While you have been contacted with me, so you have to

home quarantine for 15 days as per the consulted doctor”.

During my stay in the hospital: for the first few days I lost my taste and olfactory sense. Hospital food is bland and it's almost tasteless. In addition to that, I lost my taste. I lost my appetite. I could eat only a few spoons of rice for lunch and a few bites of Roti for dinner. After that, I felt tired. Thinking that it may go worse, I started to eat a little more and always tried to take extra bytes in every meal.

I was constantly watching motivational videos and gratitude videos. I was grateful for everything I received. “Feeling grateful lightens my mind and soul. I was being hopeful.” All my family and relatives called me now and then and asked about my condition. I even receive calls from the government health administrative officers. I was trying to be cooperative with them.

I was admitted for a month and within that period; I had experienced a roller coaster of emotions. I took 5 COVID-19 tests and all turned out to be positive. Whenever my report showed positive, I felt devastated. For the first three test results, I was extremely sad. Doctor asked for a test, as I didn't have any symptoms and my X-Ray and CT scan report was normal. It develops a sense of good hope. But my COVID-19 reports always came positive. It shattered my hopes. After the fourth and fifth report COVID-19 positive, I started denying that report. I was frustrated by the fact that I have been asymptomatic for more than 20 days, yet my reports are still positive. Whereas I surf the internet and read a few articles stating that it took only two weeks to recover for the asymptomatic person. So, I started doubting my COVID-19 test report.

One of my colleagues/friends got admitted to the COVID-19 ward. Her health condition was quite serious as her SpO2 (oxygen saturation) was low due to which she was treated with oxygen therapy. In addition to that, she has hypertension. I used to go to her room and encourage her to eat some food because she was also losing her appetite. Though I was motivating her that we will be alright, deep down I was saddened by my frequent positive reports.

Daily activities inward: I woke up at 7:30 am, followed by freshening up. I started my day with gratitude, thoughts, and prayers. I have a strong

faith in God and I truly believed in this quote “there is always a light at the end of the tunnel”.

During the Doctor’s round, they could see that I wasn’t happy with COVID-19 reports, so he says, “It takes time to recover as it depends mainly on the immunity of the individual, and it varies from person to person”.

For entertainment: In the evening, I used to watch comedy shows and movies to lighten up my moods. I used to listen to our Tibetan folk songs. I tend to go back to roots when you are aloof or sad. I video call my family every time I have a meal. Sometimes I wrote poems about nature. I used to help my friend who is also admitted to the same ward by encouraging her to eat more food and giving her some fruits. Also, we shared our feelings about COVID-19 and talked about the days when we were free to hang out without masks. We felt grateful for every small improvement in our health.

How does COVID-19 affect you mentally?

During my stay of one month in the hospital, I felt suffocated. I used to peep out from the window, seeing people going to their jobs and auto-rickshaws moving on the roads. I started to realize the importance of good health and freedom, even to the point that I envy the pigeon flying near my window. I am reminiscing about happy times. Real luxury in life is health and freedom. Life is uncertain and nothing is permanent. Appreciate it when you have it.

The moment I received the 5th report which was also positive, “When the doctor revealed my COVID-19 report which was positive, I held my emotions. As soon as he left the room, I burst into involuntary tears. Heavy anguish, disheartening and utterly sad, maddening and all the unwanted emotions filled in my hearts and minds. Even my nose was not behind as it was also clogged with mucus. I talked with families and especially to my brother karma. He reminded me of some teachings of Buddha, including that nothing is permanent in our lives, not even our suffering. He explained with his best of capabilities that I felt instant relaxation and I realized that I was being selfish and emotionally disturbed. Furthermore, he told me not to forget these life lessons in the future. Opportunities lie in difficult situations, so I am taking this time to learn and apply Buddha’s teaching. I am thankful for the circumstances as people may call it bad but for me, it is a time to

reflect on my thoughts, attitude, and actions”. After a day, I had a call from my senior colleagues, and they suggested that I isolate myself at home as those whose home quarantine tested COVID-19 negative. Later, I was discharged from the hospital by a doctor for home quarantine and to get a test done after 7 days. Even I wished to go back home. Despite having all the facilities in the hospital, my report was still positive, so I was discharged from the hospital for good. Patience is a skill that needs to develop in oneself when we are earnestly waiting for the COVID-19 report. Throughout my stay in the hospital, I realized that waiting for a negative test report was so annoying that I was becoming impatient and that caused great discomfort and disturbed my mind. So, I began meditating to develop my waiting skill.

On the day before my sister’s discharge from the hospital, I (Tenzin) went to a local dispensary and received a hydrogen peroxide solution to disinfect our house, especially the washroom and bathroom. I bought some sprays every time my sister used the bathroom. She came on 3rd August evening and I cooked her favourite dish, chicken curry. So, she lived in the guest room. I consistently cooked our traditional food and non-veg meal so that she heals and hoped that her appetite will return to normal.

Post COVID-19/ New normal: (August-December, 2020)

After a few days of rest, she went to the hospital for a check-up and the doctor gave her a fitness certificate which states she is fit and healthy. On the 20th of August 2020, my sister resumed her work. Currently, she is posted in the COVID-19 ward.

How are you feeling to work in the same COVID-19 ward where you were admitted due to COVID-19? “Since I have experienced this COVID-19, so I could truly relate the patient’s anxiety and stress over their report and health. When a patient gets frustrated, I try to explain to them and share my experiences/ stories and show them a ray of hope. I counsel my patient, and honest conversation makes a difference in their thinking. The patient does appreciate my genuine conversation with them”.

Forthrightly, the new normal created us to value health a little more. At the moment, COVID-19 anxiety is less compared to the pre-COVID phase. Earlier, we sanitized all the goods and

edible things that were bought from the market. We showered every time we went outside. Now we don't do it anymore, we simply wash our hands diligently, and we change our masks frequently. We have considered wearing masks as part of clothing which is compulsory to wear. Although, COVID-19 anxiety has been reduced since my sister has recovered. Hitherto some anxiety left within us because of which, I didn't renew my gym membership and we avoided going to the cinema in the new normal unlike in the old normal. We don't visit trial rooms in shopping malls.

Since the lockdown had been relaxed, restaurants had hand washbasins and hand sanitisers outside the shop and even body temperature was monitored by the guards' man. We also celebrated our birthday virtually. We try our best to stay at home and minimise going to the market even though my sister has recovered.

by Tenzin Zomkey

The last narrative is of an entrepreneur situated in Bihar. The journey of the current businessperson was shared by a student in his own words. This narrative instils positivity and optimism among readers.

The perspective of a Businessperson

Case study 2: कोविड -19 से सवस्थ होकर लौटे व्यक्ति से बातचीत

मेरे घर से लगभग ३०० मीटर की दूरी पर स्थित एक भदानी अम्बेडकर हॉल है, इसके मालिक का नाम अनुराग भदानी है। अनुराग भदानी कोरोना से पीड़ित हो गए थे। मैंने उनसे बातचीत की और उनके अनुभव को मैं आपके साथ शेयर कर रहा हूँ। अनुराग भदानी बिहार के गाया जिले के रहने वाले हैं। उनके पिता का नाम हरीश भदानी है। हम अनुग्रह पूरी कॉलोनी में ही रहते हैं। वो एक महीने तक अनुग्रह नारायण मेडिकल कॉलेज में रहे। उनका छे टेस्ट हुआ था। जिनमें चार रिपोर्ट पॉज़िटिव आई थी सबसे पहले मैंने पूछा कि आपको संक्रमण कैसे हुआ, कुछ पता चला? उन्होंने मुझे बताया वे अपना अधिकतर समय अपने मेडिकल दुकान में ही रहते थे। सिर्फ जरूरी सामान के लिए ही बाहर लेने निकलते थे। उन्होंने कहा कि मुझे नहीं पता मैं कैसे संक्रमित हुआ। मैं कभी भीड़भाड़ वाली जगह नहीं गया। मैं अपनी कार से ही पटना गया था। अपने ड्राइवर के साथ रास्ते में हम दोनों ने खाना भी अलग-अलग खाया था। ड्राइवर का टेस्ट भी नेगेटिव हुआ। मुझे नहीं पता चला, मैं कैसे संक्रमित हुआ।

हमने उनसे पूछा कि जब डॉक्टर को उनके संक्रमित होने का शक था तो टेस्ट के बाद उन्हें घर क्यों भेजा? डॉक्टर ने मुझे घर भेजा, यही शायद डॉक्टरों से गलती हो गयी। हमें अनुग्रह मेडिकल कॉलेज से भर्ती किया गया। हमारे परिवार को क्वारंटाइन किया गया था।

संक्रमण की पुष्टि के बाद क्या प्रतिक्रिया रही? उन्होंने मुझे बताया कि मेरा टेस्ट कर लिया गया था। इसके जवाब में उन्होंने कहा मेरे अंदर कोई लक्षण नहीं थे। इसलिए डर नहीं लगा। फिर डॉक्टरों ने मेरा हौसला बढ़ाया। कई बार गड़बड़ी की वजह से भी रिपोर्ट गलत आ जाती है। लेकिन जब क्वारंटीन के लिए घरवालों को एंबुलेंस लेकर गई, तो मैं थोड़ा घबरा गया।

घरवालों को कैसे समझाया? उन्होंने मुझे बताया कि मैंने घर वालों को हौसला दिया और बोला डरने की जरूरत नहीं है। मैं अलग कमरे में रह रहा था। मैंने घरवालों को बोला कि आपआपको संक्रमण नहीं हुआ होगा। मैं थोड़े दिन में घर वापस आ जाऊंगा। संक्रमण की पुष्टि के बाद, उनके साथ क्या हुआ? उन्होंने मुझे बताया कि जब मैं संक्रमित हो गया, तो मुझे अस्पताल में भर्ती किया गया था। इसके बाद जिला प्रशासन ने उनके दुकान और घर को बंद कर दिया। तथा उनके सभी स्टाफ को क्वारंटीन कर दिया था। और उनके घर के आसपास सभी लोग को घेर दिया गया था। सिर्फ आवश्यक सामान की आपूर्ति सुनिश्चित की गई थी। इस प्रकार ये बातें हमारे मोहल्ले में आग की तरह फैल गई। सभी लोग भयभीत हो गए थे। सबसे ज्यादा वह लोग हुए थे, जिन्होंने 2 दिन पहले हमारी दुकान से अपनी दवाई ली थी। उनके सभी परिवार को तुरंत क्वारंटीन में रहने के लिए रहने की सलाह दी गई थी। उन्होंने बताया कि सबसे ज्यादा मैं अपने माता पिता को लेकर चिंतित था क्योंकि उनकी आयु 80 वर्ष के आसपास थी। लेकिन पूरे परिवार के सभी सदस्यों का टेस्ट नेगेटिव आया था। तब उनकी चिंता थोड़ा दूर हुई। उन्होंने बताया कि वे 25 अप्रैल को अस्पताल में भर्ती हुए थे और 25 मई को छुट्टी मिली थी। अस्पताल में भर्ती होने के बाद उनमें कोई लक्षण नहीं था। इस वजह से डॉक्टरों ने उनको कोई दवा नहीं दी। इससे उनको थोड़ी चिंता हुई। उन्होंने उसके बाद डॉक्टरों से बात की। डॉक्टरों ने उन्हें बताया कि लक्षण दिखने के बाद ही उन्हें दवा दी जाती है। तब उन्हें आराम करना चाहिए इसके बाद उन्हें एक दो दवा दवाई दी जाने लगी थी। अस्पताल में देखभाल करने पर उनका विचार पूछा? तो अस्पताल में देखभाल के लिए पर्याप्त इंतजाम थे। दो तीन बार कमरों को सैनिटाइज किया किया जाता था। सुबह शाम डॉक्टर आकर सेहत की जानकारी लेते थे। दिन में कई बार नर्स आ कर जांच करती थी। डॉक्टरों और नर्सों ने बहुत सहयोग दिया वे दिन रात

इतनी गर्मी में पीपीई सूट पहने काम करते थे । जबकि इस सूट पहने से थोड़ी देर में पसीना आ जाता है ।

अस्पताल में आपके कैसे कटे दिन? उन्होंने बताया कि अस्पताल में खुद को फिट रखने के लिए योग का सहारा लिया अनुलोम-विलोम, कपाल भारती आदि करता था। जब मैं गया था, तो वहाँ कोई अन्य मरीज नहीं था । बाद में दूसरे मरीज आए । चार टेस्ट रिपोर्ट पॉज़िटिव आया । उसके बाद महीने भर अस्पताल में रहने के बाद परिजन थोड़ा घबरा गए थे । लेकिन अच्छी बात थी कि कोई परिवार का करीबी लोगों को संक्रमण नहीं हुआ था । उन्होंने बताया कि चौथी रिपोर्ट पॉज़िटिव आई, तो मैं थोड़ा घबरा गया । लेकिन जब मेरी पांचवीं और छठी रिपोर्ट निगेटिव आई, तब जाकर मुझे छुट्टी मिली अस्पताल से । उन्होंने मुझे बताया कि अस्पताल में रहने के दौरान उनके बाद में आए व्यक्ति पहले ठीक हो कर चले गए । जब उनसे पूछा कि उनके बीच उन्होंने खुद को कैसे मजबूत किया? तब उन्होंने बताया कि मजबूत रखने के अलावा कोई रास्ता नहीं था तो परिवार वाले घबरा जाते, मेरी पत्नी प्रेग्नेंट । दूसरी बात यह थी कि मुझमें कोई लक्षण नहीं थे। घबराने की नहीं सावधानी बरतने की जरूरत है । उन्होंने बताया कि कोविड-19 एक महामारी है । इससे सावधान रहने की जरूरत है, घबराने की नहीं । जो लोग लंबे समय से बीमार है, बुजुर्ग हैं, गर्भवती महिलाएं हैं, उन्हें अतिरिक्त सावधानी बरतने की जरूरत है । उन्होंने कहा कि लोगों को खान-पान पर ध्यान देने की जरूरत है । मैंने पूछा कि आपको आर्थिक नुकसान भी हुआ था ? तो उन्होंने बताया कि हाँ!, मुझे मानसिक के साथ-साथ आर्थिक नुकसान भी हुआ । उन्होंने कहा कि मेरी मेडिकल की दुकान एक महीने तक बंद

रही । इसके बाद में अस्पताल से घर लौटा तो अपने स्टाफ के माध्यम से दुकान को फिर से खुलवाया । लेकिन मेरे स्टाफ ने बताया कि कोविड के कारण अपने दुकान के कस्टमर दूसरे दुकान पर चले जाने लगे । एक दूसरे से संक्रमित ना हो तो बहुत से कस्टमर हमारे दुकान पर आने से डरते थे । इसका आर्थिक नुकसान मुझे अभी तक उठाना पड़ रहा है । अभी भी हमारे दुकान पर लोग आने से डरते हैं । उनको लगता है कि उसके दुकान पर गए, तो मुझे कहीं कोविड न हो जाए । लेकिन कुछ समय के बाद सुधार हुआ । परन्तु, यह कब तक समाप्त होगा, ये पता नहीं । मैं अब बिल्कुल सवस्थ हूँ ।

यह सभी बातें अनुराग और मेरे बीच की बात पर आधारित है । मैं अपने तरीके से सही प्रकार का प्रश्न करने की कोशीश करी । कुछ प्रश्न को लेकर मैं आशंकित और भयभीत भी था लेकिन मैंने सही प्रकार का प्रश्न पूछने की कोशीश की । अतः मैं उनके सवस्थ रहने की कामना के साथ अपनी बातों को समाप्त करना चाहता हूँ ।

निर्भय कुमार द्वारा

Conclusion

From the above three narratives, one main conclusion derived was to adopt COVID appropriate behaviours. The second emerging thread came was family as a unit is an integral part. It gives strength to fight in uncertainty. To keep our mental well-being, being connected through technology or other means is very important to brave the storm.

References

Gupta, s. & Sahoo, S. (2020). Pandemic and mental health of the front-line healthcare workers: a review and implications in the Indian context amidst COVID-19. Retrieved from <https://www.ncbi.nlm.nih.gov/pmc/articles/PMC7415074/> on October 24, 2021