



## THE THREE *Courageous Women* IN THE THICK OF COVID-19 OPERATIONS

As part of DILG's efforts to monitor local government units (LGUs)' initiatives on COVID-19, the DILG Central Office (DILG-CO) assembled a group of dedicated personnel to form the DILG Emergency Operations Center (EOC) on COVID-19.

The DILG EOC is tasked, among others, to receive reports and accomplishments on LGU compliance to government guidelines on Covid-19 and to coordinate response and actions on public complaints and requests for assistance from LGUs.

Among those who are now reporting for duty at the DILG EOC are three valiant women who shared to the DILG GAD Bulletin their experience in the EOC as well as their realizations thus far.

### A REWARDING SACRIFICE

As one of the personnel assigned to answer calls from all over the country, Maria Racquel "Kelly" Martinez from the Planning Service is happy to be of service despite the sacrifice of quality time with her kids.

*"Hindi ko masamantala iyong bakasyon na dapat kasama ko sila, pero andito ako sa duty sa office," she said.*

Though she knows she should ideally be with her children in time of crisis, she said, *"Di mo alam kung may emergency na mangyari tapos wala ka sa piling nila. Although prepared naman ang mga bata, pero bilang isang ina, mayroon pa ring pangamba."*

What comforts Kelly is that her service in the EOC bridge proper public information. *"Naiisip ko na meron pang mas malala ang kalagayan kaysa sa akin na lubos na nangangailangan. Tapos 'pag natulungan mo sila at naaksyunan ang concern nila, masaya talaga sa pakiramdam," she said.*

### THE NURSE ON DUTY

Lea Thalia N. Seña, a Nurse II of the DILG CO Clinic, is one of the medical personnel on duty in the EOC. Aside from her medical roles in the EOC, she also lends a helping hand to those in the work area. As she puts it, she's an all-around gal and sacrifices the time to rest.

*"You have to sacrifice every bit of your pahinga time. Iyong gusto mo pang matulog pero gigising ka na lang kasi kailangan ka ng bayan. Iyong 'pag nag-extend pa ako ng tulog pero may nangangailangan, magsisisi ka kasi 'di mo maibabalik ang oras. Every minute counts kasi," she said.*

### LEADING THE PACK

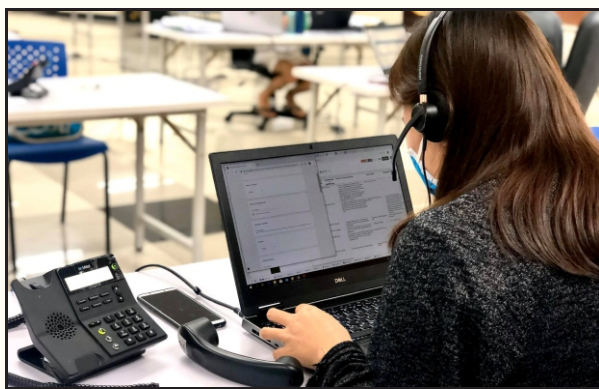
As the head of Operations for Team One in the EOC, Maria Teresa "Tess" H. Concepcion of the Office of Project Development Services is in-charge of three key units of the EOC: the LGU monitoring, coordination with the interior sector, and community relations.

Tess shared how it is playing this critical role as one of the leaders in the busy operations center. *"Time sana itong enhanced community quarantine at work from home option na ikaw ang may control sa oras mo pero heto't narito akong nagrereport sa EOC para tiyaking nakakaresponde ang Kagawaran sa mga concerns sa communities," she said.*

*"Pero importante pa ring magpahinga. Dito ko narealize sa operations center the importance of balancing work and your physical and mental health kasi it will affect your personality and how you deal with people," she advised.*

Heroism comes in many forms, different sizes, and gender. Kelly, Lea Thalia, and Tess exemplify women's courage of being in the frontline service when most prefer self-preservation and safety. As the saying goes, *"Never underestimate the power of a kind woman. Kindness is a choice that comes from incredible strength."* ■

Paul Dominique D. Tejada



Photos from DILG EOC Facebook page

### DILG-CO Quality Policy

We, the DILG-Central Office, imbued with the core values of Integrity, Commitment, Teamwork and Responsiveness, commit to formulate sound policies on strengthening local government capacities, performing oversight function over LGUs, and providing rewards and incentives. We pledge to provide effective technical and administrative services to promote excellence in local governance and enhance the service delivery of our Regional and Field Offices for the LGUs to become transparent, resilient, socially-protective and competitive, where people in the community live happily.

We commit to continually improve the effectiveness of our Quality Management System compliant with applicable statutory and regulatory requirements and international standards gearing towards organizational efficiency in pursuing our mandate and achieving our client's satisfaction.

We commit to consistently demonstrate a "Matino, Mahusay at Maasahang Kagawaran Para sa Mapagkalinga at Maunlad na Pamahalaang Lokal".