

## AAP Task Team – Minutes of Meeting on 24/5/2021

**Participants:** ACF, CAFOMI, DCA, FCA, HI, IRC, Oxfam, U-Learn, UNFPA, UNHCR, UNICEF, WCH, YSAT

Main Points of Discussion	Action Points
<p><b>1. Review of previous minutes</b></p> <p><b>Action points</b></p> <ul style="list-style-type: none"> <li>Any further suggestions / input regarding the questions to the U-Learn presentation on new deep dive assessment on user experiences, preferences and barriers to financial services can be shared with Giulia (<a href="mailto:giulia@ulearn-uganda.org">giulia@ulearn-uganda.org</a>) and Aletta (<a href="mailto:aletta.buehler@impact-initiatives.org">aletta.buehler@impact-initiatives.org</a>).</li> <li>Any further questions on the Rumour Tracking Bulletin can be addressed to Kai (<a href="mailto:kai.kamei@groundtruthsolutions.org">kai.kamei@groundtruthsolutions.org</a>)</li> </ul> <p>Minutes endorsed</p>	
<p><b>2. Update on mapping of existing feedback and complaints mechanisms</b> (activity in AAP Task Team workplan)</p> <ul style="list-style-type: none"> <li>One of the activities in the AAP Task Team Workplan was a mapping of existing community-based feedback and complaints mechanisms. Update provided by the team (U-Learn, Alight, UNFPA, UNHCR) that is leading on this activity.</li> <li>The team developed a mapping template which was presented to the Task Team members for comments and input. the template was adapted from the COVID-19 CWC mechanisms mapping that was undertaken under the CwC Task Team in 2020. There is a tab for each settlement and Kampala in order to map the feedback and complaints mechanisms by location.</li> <li>The mapping is intended to serve as a tool to facilitate and enhance coordination. By having all mechanisms in the location mapped out in one place, it will help to avoid duplication and facilitate coordination / collaboration, identify potential gaps, enable stakeholders to know focal points for the respective mechanisms if they would like further information, etc.</li> </ul>	

<ul style="list-style-type: none"> <li>• The mapping can also include government mechanisms that are being used by refugees and host communities in the respective locations.</li> <li>• <b>Next steps:</b> The team will fill in the template with mechanisms that are operated at inter-agency / multiple agency level (in collaboration with field colleagues), and will then share with members (through a shared online document) to provide input on any mechanisms that are operated by individual agencies that are not reflected.</li> </ul>	<ul style="list-style-type: none"> <li>• UNHCR to add information on inter-agency feedback mechanisms / mechanisms operated by multiple agencies into the template. The team will then share the template with Task Team members to provide input on mechanisms operated by individual agencies and any others that are not reflected.</li> </ul>
<p><b>3. Discussion on channels for community awareness-raising on COVID-19 vaccines and countering misinformation</b></p> <ul style="list-style-type: none"> <li>• Misinformation on COVID-19 vaccines within the community and the need to counter them was flagged in the 5<sup>th</sup> Rumour Tracking Bulletin, in which rumours on vaccines emerged as one of the highest types of rumours (at 36%). One of the recommendations in the Bulletin was to counter vaccine misinformation to reduce vaccine hesitancy through providing communities with accurate information. MoH FAQs on vaccines and some key messages for refugees regarding vaccines were shared previously through the Task Team mailing list.</li> <li>• The purpose of this discussion is to take stock of channels being used by partners to raise awareness on COVID-19 vaccines and explore possible other channels that could be used.</li> <li>• Various channels are currently being used by partners to raise awareness and counter rumours on vaccines and misinformation, including: <ul style="list-style-type: none"> <li>- VHTs</li> <li>- Rumour tracking tool (when enumerators hear misinformation while collecting rumours, they provide correct information using factsheets)</li> <li>- Boda boda talk talk / broadcasts</li> <li>- Radio talk shows at district level and community radios</li> <li>- Communication focusing on staff to increase awareness</li> <li>- Door to door sensitization</li> </ul> </li> </ul>	

<ul style="list-style-type: none"> <li>- Posters by MoH</li> <li>- MoH FAQs used by FRRM call centre agents to respond to standard queries related to vaccines</li> <li>- Sensitization and COVID-19 awareness is always included in trainings and sensitization meetings with communities</li> <li>- Provision of Protective equipment (e.g. sanitizers and masks) at schools and training of teachers</li> <li>- U-report, social media and specific assessments / surveys on vaccine behaviour / referrals to MoH (UNICEF)</li> <li>- Morning address at community centres, meetings with community leaders, community health extension workers in Kampala</li> </ul> <ul style="list-style-type: none"> <li>• Other channels that could be used / explored to strengthen awareness-raising: <ul style="list-style-type: none"> <li>- Refugee Engagement Forum (REF) and consultation meetings at settlement level</li> <li>- Bulk sms using FRRM tool</li> <li>- Service delivery points (e.g. food distribution points, health centres)</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>• All members to engage the community and staff to strengthen awareness on COVID-19 vaccines through existing channels as well as additional channels that could be used.</li> </ul>
<p><b>4. AOB</b></p> <ul style="list-style-type: none"> <li>• Updated contact list for the AAP Task Team was shared by email. If there are any further updates that need to be made, please contact Yoko (<a href="mailto:iwasa@unhcr.org">iwasa@unhcr.org</a>)</li> <li>• AAP Training co-organized by U-Learn and UNHCR will be launched this week with the first session. Due to the large number of applications received, the participants will be divided into two groups. All those who submitted applications should have received responses from the training organizers.</li> <li>• Handover of co-chair role will be coming up – appreciation to IRC that has kindly taken on the co-chair role for the first cycle.</li> <li>• Next meeting on Monday, 14 June 2021 at 11:30–12:30.</li> </ul>	

AAP Task Team TOR, endorsed meeting minutes, inter-agency rumour tracking bulletin and other key documents from the AAP Task Team can be accessed on the Uganda refugee response portal at: <https://ugandarefugees.org/en/working-group/253?sv=0&geo=220>