

COVID-19 CWC Task Team – Minutes of Meeting on 30/3/2020

Main Points of Discussion	Action Points
<p>1. Communication with Communities on COVID-19</p> <ul style="list-style-type: none"> • Template for mapping of COVID-19 related communication activities has been circulated to the NRPWG members, with a deadline of COB 30 March. Formation of a small team to consolidate. • Ongoing communication outreach initiatives by partners include: awareness-raising by community volunteers / structures, Bodaboda Talk Talk, VHT networks, FRRM, SMS, radio jingles / radio talkshows, megaphones, use of MOH IEC materials. • MoH IEC materials as well as FAQs developed by UNHCR Communications have been circulated by email. Partners are encouraged to use the FAQs for consistent messaging, and to feedback commonly received questions that are not covered by the FAQs for continuous updating. Some suggestions for contents of messages, such as the need to inform refugees not to travel for personal security, were made. Need for child-friendly IEC materials was flagged. • FRRM helpline is receiving an increasing number of COVID-19 related calls (70 calls / day) and has developed standard FAQs related to COVID-19. A question was raised about the type of issues refugees are enquiring about (Note: please see attached summary of COVID-19 related queries received through the FRRM helpline) • Draft TOR of CWC Task Team and Community Engagement Plans have been circulated. The main aim of the Community Engagement Plan is to enable a coordinated and harmonized approach to communication by all actors in the refugee response. 	<ul style="list-style-type: none"> • Partners who have not yet done so to share inputs. • Team to consolidate mapping and share outcome with the Task Team [IRC (lead), CARE, SCI, DRC, UNHCR] • Partners to provide feedback on commonly received questions for continuous updating of FAQs (contact: Duniya Khan, khand@unhcr.org) • Post IEC materials / FAQs and translations on Microsoft Teams platform (UNHCR to follow up) • All FRRM focal points to follow up / respond to queries referred through the FRRM system • Partners to share feedback on the task Team TOR and Community Engagement Plan by COB 31 March.
<p>2. Transport restrictions and access to settlements (Presidential Directive)</p>	

<ul style="list-style-type: none"> • The restriction of only 3 people per vehicle is seriously impeding delivery of critical services and implementation of communication-related initiatives. • Exemptions for transport for life-saving / critical service delivery are necessary. Also, could a waiver be considered for large vehicles (vans / buses) for critical service delivery to accommodate 4-5 persons, provided that measures are taken to minimize risks (e.g. sufficient distance among the passengers)? • The prohibition of boda bodas taking passengers will seriously restrict mobility of community structures supporting communication and critical service delivery. Exemptions should be considered. 	<ul style="list-style-type: none"> • UNHCR to convey the recommendations from the Task Team to UNHCR senior management and ECHO for advocacy with GoU and donor group.
<p>3. AOB</p> <ul style="list-style-type: none"> • Task Team will meet on a weekly basis, on Mondays at 11:30-12:30. 	