COVID-19 CWC Task Team – Minutes of Meeting on 20/04/2020

Main Points of Discussion	Action Points
1. Status update: feedback from the field on the harmonisation task and funding gaps • UNHCR sent the consolidated mapping to Sub-Offices for review at field level. Feedback expected this week. • IRC will provide updates at the next meeting on 27 April, once feedback is received from the field. • Some UNHCR Sub/Field Offices indicated that they were not aware of some CWC activities in the mapping at settlement level • As part of the harmonization process, UNHCR SOs will reach out to the district authorities to share any plans, once updated. • There is a need to ensure linkages with other sub-working groups under protection. Updates from CWC Task team are provided at the NRPWG, and some SWG leads are part of the CWC Task Team. Any other suggestions on how to strengthen linkages are welcomed. • OPM is part of CWC Task Team, and two OPM representatives are on the contact list. • Suggestion to have a similar coordination group for CWC at field level	• IRC to provide updates on the harmonization of mapping at next CWC Task team meeting • Partners to request their field staff to coordinate CWC activities with OPM and UNHCR at settlement level. • Updates on CWC activities should continue to be shared with IRC for continuous updating of the mapping document (Ann.Mbeiza@rescue.org, Rick.Bartoldus@rescue.org) • UNHCR to reach out to OPM representatives for participation in next CWC Task Team meeting • UNHCR to recommend field colleagues to consult with partners about appropriate modalities for CWC coordination at field level (e.g. CwC task team, coordination meetings, communicate UNHCR / OPM focal points, etc) in their respective locations
2. Myth tracker implementation methodology • DRC prepared a draft rumour tracking sheet (attached) for consideration by the CWC Task Team. Humanitarian staff staff and community volunteers could be requested to collect rumors, and community members encouraged to report rumours through FRRM helpline. An additional possibility is to create a whatsapp group where staff and volunteers could also report rumors.	

• Task Team members agreed that it would be useful to set up such a system to track rumours, which should be a joint / inter-agency mechanism. • IRC, YSAT and Internews shared information on prior or ongoing experience in setting up a similar system and/or monitoring fake news / social media. Some organizations have staff who could offer support in implementation.	• DRC to draft concept note in collaboration with other organizations that volunteered to participate / provide inputs (IRC, YSAT, Internews), for further discussion at next CWC Task Team meeting • Organizations with existing tools for rumour tracking to share with DRC, so that we can create one consolidated tool.
3. Trends of COVID-19 related queries through FRRM helpline, and contents of bulk sms / radio spot messages • List / summary of queries received through the FRRM helpline in March were shared with the Task Team prior to the meeting. FRRM team is also doing an analysis of queries / issues reported in April. • FRRM Coordinator: FRRM helpline was down for the first week of April, prior to that, 2,000 COVID19 related queries were received, and were used to come up with FAQ used by the agents. Since mid-April, 500 COVID-19 related queries were received, with some changes in trends on types of queries in comparison to initial queries in March. Many queries from urban centres about food support, general support that partners can provide, many questions about how to keep clean, reports about challenges in access to water, feedback from refugees who are stuck outside settlements due to lockdown, etc. Bulk sms • Resources for some bulk sms have been secured with IRC support. Sms should be maximum 150 characters including space. Sender of message will be indicated as UNHCR, and if the message needs to specify the agency which the message comes from, that will need to be taken from the 150 character limit. • Current database of people who called FRRM (33,000 people) and 400,000 numbers in proGres v4 (160,000 households). • Cost of bulk sms is 2,000 USD per 160,000 households. (47ugx per message). • Need to reflect on contents of messages. Going beyond providing generic information on COVID-19, can we provide additional guidance on issues / queries that are being raised? • Messages can target people by location. Need to check if breakdown by age and gender is possible.	 • Members to review FRRM queries and share suggestions on messages with the FRRM Coordinator (laniganc@unhcr.org)

4. AOB • **Update from PSN SWG:** Ministry of Gender, Labour and Social Development (MoGLSD) is developing key messages for persons with disabilities, older persons and caregivers on how to stay safe during COVID-19, and how they can mitigate effects. MoGLSD shared the draft messages with PSN SWG for feedback by 22 April. • **Child-friendly messaging:** Some child-friendly materials have been shared through the CP SWG, including materials from UNICEF endorsed by the Ministry of Health. They target children. • Query about printing of Ministry of Health (MoH) IEC materials: if agencies print MoH materials, they can include their and their donor's logos with a message such as "printed by xxx with funding from xxx", depending on their donor requirements, provided that the logos on the original version of the MoH IEC materials are maintained. If agencies translate materials, they need to include logs from the original versions on the translated versions. As MoH is keeping track of printing of its IEC materials, agencies that prints MoH materials need to update Mr. Tabuley, MoH, tabs2x2@gmail.com, 0772521288. • Could we follow up with Sub-Committee on Mental Health under MoH on whether there are messages related to stigma that have been developed?: MHPSS Working Group will follow up • Next Task Team meeting will be Monday, 27 April, at 11:30-12:30	• CP Officer will share existing child-friendly materials with the CWC Task Team. • HI will share any relevant updates from Sub-Committee on Mental Health with the Task Team