

**COVID-19 CWC Task Team - Minutes of Meeting on 26/05/2020**

Main Points of Discussion	Action Points
<p><b>1. Presentation on use of radio for learning (FCA)</b></p> <ul style="list-style-type: none"> <li>• FCA started a radio learning programme for learners, of lessons delivered by radio stations in 4 settlements / districts where FCA operates.</li> <li>• The programme uses pre-recorded materials / lessons provided by the national curriculum development centre under the Ministry of Education and Sports. They include health / child protection related messages in the context of COVID-19. Radios were provided for this purpose.</li> <li>• All children are confined at their homes, apart from those in the grades that will return to school as announced by the Government. Teachers conduct visits to homes of learners to follow up on how the lessons are going.</li> <li>• The programme is done in collaboration with the district taskforce.</li> <li>• There are community structures in place that collect learning needs (questions from learners) and the teachers address the questions in a live broadcast</li> </ul>	
<p><b>2. Two-way Bulk SMS presentation and discussion (UNHCR)</b></p> <ul style="list-style-type: none"> <li>• The FRRM Coordinator gave a demonstration on the new two way bulk sms system of the FRRM that is currently undergoing testing. The system allows for both outbound and inbound messages and can target specific groups, such as age, gender and location (using proGres) or sector of queries received in case of previous callers to the FRRM helpline (using FRRM).</li> <li>• Outbound messages cost 39 UGX per sms, and it costs 84 ugx to receive an sms. There is a 150 character limit to each message. If the number of characters in a given message exceeds this limit, costs for an additional sms will be incurred, so it is important to endeavor to keep the messages within this character limit. Over the long term, the FRRM team will try to get waivers for these fees.</li> <li>• 20-30 users can be logged on at the same time.</li> <li>• IRC / U-Learn has generously donated some funds for credit to send bulk sms as part of the COVID-19 response. These funds will be used for sending generic public health messages and other related to the COVID-19 response. UNHCR is exploring ways in which other agencies may be also able to use the</li> </ul>	

<p>system. However, this will be confirmed at a later date after internal discussions have taken place and once SOPs have been drafted.</p> <ul style="list-style-type: none"> <li>• At the moment, outbound SMS indicate UNHCR as the sender, and messages sent on behalf of a specific agency will have “Message sent on behalf of &lt;agency name&gt;” at the beginning, although that will no longer be required once UNHCR obtains a license (process will take a few weeks)</li> <li>• Inputs from the members of the CWC Task Team on the contents of the messages will be welcome, and the CWC Task Team will have an important role to coordinate messages. Information from the Rumour Tracking System will also help to understand / evaluate information needs and designing core messages.</li> <li>• Going forward, the FRRM team will set up a structure and SOPs on how this process will be managed.</li> </ul>	<ul style="list-style-type: none"> <li>• Members to share ideas / suggestions on the contents of messages and target groups for bulk sms with Harrison (<a href="mailto:laniganc@unhcr.org">laniganc@unhcr.org</a>), copying the Co-Chairs.</li> </ul>
<p><b>3. Co-chair nominations for June</b></p> <ul style="list-style-type: none"> <li>• HI will be the co-chair for the month of June. Appreciation to HI for graciously volunteering.</li> </ul>	
<p><b>4. AOB</b></p> <ul style="list-style-type: none"> <li>• Translation of MoH Pictorial posters are ongoing. Translated texts for some languages have been shared with UNICEF for the layout / graphic design, while translation is ongoing for remaining languages. Translated posters related to stigma / fear should also be available soon.</li> <li>• COVID-19 Key Messages for Refugees will be updated to reflect latest government guidance</li> <li>• How to handle COVID-19 related questions that partner field staff do not have answers to: FAQs used by FRRM call centre agents can be shared although they are generic to the entire refugee operation. Partners are also encouraged to share common questions that they are receiving with UNHCR so that they can be included in the COVID-19 Key Messages for Refugees document.</li> <li>• Airtime support to RWCs from IRC / U-Learn: The airtime for the phone numbers already provided should be processed this week.</li> <li>• Next meeting: Monday, 1 June. Members are welcome to send any suggested agenda points to Co-Chairs.</li> </ul>	

