

COVID-19 CWC Task Team – Minutes of Meeting on 24/08/2020

Participants: Alight, AVSI Foundation, CAFOMI, DRC, FCA, ICRC, Internews, IRC, SCI, U-Learn, UNHCR

Main Points of Discussion	Action Points
<p>1. Review of previous minutes</p> <ul style="list-style-type: none"> Minutes endorsed. 	
<p>2. Field Updates Rwamwanja and Kyangwali</p> <p><u>Rwamwanja</u></p> <ul style="list-style-type: none"> Rumor tracking training was conducted by IRC, and 40 data collectors were trained. Data collection started on 17 August. Question about consent provision in the form. International Youth Day: youth engaged in community sensitization on COVID-19 Radio talk shows: sponsored by partners for youth. Community drives and boda boda talk talks: distributing messages on social distancing etc. Done within the settlement and the host community. Use of installed public address systems for mobilization and sensitization. Five in the settlement. Protection desks continue to operate Distribution of soap and washing facilities: training on soap-making Gaps and challenges: Need for women centres for group therapy; need for infrastructure and equipment for protection desks (PPE etc.); hand washing practices are not strictly adhered to by community (community has relaxed, jerry cans have been stolen) and face masks have not been distributed; need for translation of messages in languages for refugees and host communities; shortage of IEC materials as well as need for waterproof materials due to rain. <p>Discussions:</p> <ul style="list-style-type: none"> Partners are encouraged to print IEC materials in water-proof material if resources are available; otherwise recommended to consider appropriateness of locations for IEC materials where they can be shielded from rain. Updated rumor tracker will be shared this week. First rumor bulletin will be released on 1 September. A rumor dashboard will be developed by mid-September 	

<p>Kyangwali</p> <ul style="list-style-type: none"> • Rise in COVID-19 cases in Kyangwali, geographic lockdown planned. • IEC materials were distributed but some are destroyed by rain • 5 radio talk shows were held, incorporating SGBV, MHPSS, CP etc. • Rumors are affecting Kyangwali. Many people in the community believe that COVID-19 is not real. Working with RWCs to spread messages • 10 community road drives on prevention guidelines were held • Spot messaging was done in 8 languages • Some reusable masks were provided (16,000 masks received from Adjumani). Delay in procurement processes, delaying production. The modality on how to produce and distribute masks is to be discussed, given spread of COVID-19. • Supported para-social counsellors and social workers to conduct door-to-door sensitization • Messages for community road drives are being revised, stigma to be included in the messaging • Police has been supported with soap, handwashing facilities, fuel etc. • Providing hand washing facilities at household level: use of jerrycans • Routine case management over phone, assessing how to conduct food distribution during these times • Challenges: Limited PPE materials <p>Discussions:</p> <ul style="list-style-type: none"> • How do we assess the effectiveness of the different channels? RWC believed to be more effective, as it is a two-way system. Work in progress to confirm comprehension of messages. 	
<p>3. Bulk SMS SOP</p> <ul style="list-style-type: none"> • SOPs are nearly final draft, one or two minor changes may be made but will not affect overall SOPs • Bulk sms from UNHCR will be sent from the sender ID “UNHCR”. If message is sent from partners, the sender ID will be a standard short code. Partners thus need to include on which agency’s behalf the messages are sent. • Three annexes in the document (Annex A: Message request form; Annex B: Template for providing phone numbers; Annex C: Partner request form) • Brief risk assessment to be conducted as part of the process. Able to send up to 450 characters in a message. Each message has a limit of 150 characters. • Aim to work with service providers to reduce the costs. 	<ul style="list-style-type: none"> • Any questions or concerns on the Bulk sms SOPs can be directed to Harrison, FRRM Coordinator (laniganc@unhcr.org).

<ul style="list-style-type: none"> • Three standard messages related to COVID-19 have been developed. They will be sent out shortly, financially support by U-Learn. • Two-way sms messages have been sent previously when UNHCR provided cash assistance to urban refugees in Kampala. We are learning how to best use it. The tool can also be used to conduct surveys etc. However, costs of receiving messages are more expensive. 	
<p>4. AOB</p> <ul style="list-style-type: none"> • Request to partners who attended the rumor tracking training to please commence the collection of rumors. • FRRM inter-agency coordination forum will be launched sometime in the next 10 days. Any issues related to the FRRM can be discussed in that forum. Communication about this will be sent out about the meeting. • Next meeting: 7 September 2020, 11:30-12:30 	<ul style="list-style-type: none"> • Partners who attended the rumour tracking training to commence collection of rumours. Partners interested to participate to reach out to Anna (anna.christensen@drc.ngo)