

COVID-19 CWC Task Team – Minutes of Meeting on 01/06/2020

Main Points of Discussion	Action Points
<p>1. Updates on Rumour Tracking System (DRC)</p> <ul style="list-style-type: none"> • Rumour Tracking SOPs and Kobo tool have been developed and are under review by UNHCR. • Start of pilot planned next week, if not earlier. • Support from IRC in the collection and analysis of data. If other agencies are willing to contribute to the pilot, they can reach out to Anna. 	<ul style="list-style-type: none"> • Agencies willing to contribute to the pilot of the rumour tracking system to reach out to Anna (anna.christensen@drc.ngo).
<p>2. MHPSS Helpline (War Child Holland)</p> <ul style="list-style-type: none"> • WCH presented an overview of the MHPSS helpline which was launched on 8 April to provide basic and specialized counselling to refugees and host communities in the context of COVID-19 lockdown. It was set up by TPO and WCH, and there is a Steering Group. • The helplines operate and provide support along the IASC MHPSS pyramid enhancing access to critical MHPSS services to refugee and host community members. • Other protection concerns such as SGBV, child abuse, and other forms of abuse are supported through referrals and linkages to service providers within the different settlements. • Specialized staff are engaged to offer the services based on standard operating procedures. Different helpline numbers are in use in different locations, as it is settlement based. • Locations: Yumbe, Hoima, Adjumani, Kyaka, Kyangwali, Imvepi, Lamwo etc. • Partners: WCH, TPO, Tutapona, JRS, CPSO and HAF-Uganda • In order to raise awareness on the helpline, radio was used to reach out to refugees and host community members. Also conducted a survey on radio ownership which showed low number of radio ownership. The partners then decided to use different strategies, such as speaker phones and door-to-door campaigns. • Agreement to have further bilateral discussions between the FRRM and MHPSS helpline teams regarding coordination between the two helplines, particularly the handling of queries / feedback related to other (non-MHPSS) sectors. 	<ul style="list-style-type: none"> • FRRM team (Harrison, laniganc@unhcr.org) and MHPSS helpline teams to meet to discuss coordination of the helplines.

<ul style="list-style-type: none"> • It would be helpful if an analysis of the issues raised by refugees through the helpline could be shared. 	<ul style="list-style-type: none"> • MHPSS helpline team to share analysis of main issues raised through the helpline if available.
<p>3. AOB</p> <ul style="list-style-type: none"> • IRC shared the latest version of the CwC mapping prior to the meeting. Request to everyone to review and share updates with Ann to maintain it as a living document. • Translation of MoH pictorial materials is ongoing and will be shared as soon as available. • Updating of the COVID-19 Key Messages for Refugees is ongoing by the UNHCR Communications Team and should be available this week. Translations will also be updated. • Airtime support to RWC members by IRC / U-Learn expected to be disbursed this week. 	<ul style="list-style-type: none"> • All members to review the CWC mapping and share updates with Ann (Ann.Mbeiza@rescue.org).