

COVID-19 CWC Task Team – Minutes of Meeting on 02/11/2020

Participants: Alight, DRC, FCA, U-Learn, UNHCR

Main Points of Discussion	Action Points
<p>1. Review of previous minutes</p> <p>Action points</p> <ul style="list-style-type: none"> • Task Team Co-chairs to develop draft TOR with expanded scope of the group and share with members for inputs. <p>Minutes endorsed</p>	
<p>2. Preliminary findings of the Risk Communication and Community Engagement (RCCE) Assessment on COVID-19 (U-Learn) (Please refer to powerpoint for further details)</p> <ul style="list-style-type: none"> • Data collection is being completed. Preliminary findings were shared by U-Learn. • Assessment objective: Understand information flows in the community and why information does not always translate into behavioral change. The findings are to inform RCCE and AAP strategies and activities implemented by actors and partners involved in the COVID-19 response. • Methodology: Remote individual interviews, focus group discussions and key informant interviews. Limitations: exclusion of those without phone numbers • Findings <ul style="list-style-type: none"> - Radio most important communication channel. Mobile loudspeakers more relevant for refugees, while phone and TV are considerably less relevant - Information is received from different sources. Health workers are relevant and trusted across all groups. - Most of the people reported receiving information on what COVID-19 is and symptoms - One third of respondents reported barriers to information, largely related to accessibility - Health facilities, community leaders and VHT/partners present in the communities are main channels to get more information/share feedback. 	

<ul style="list-style-type: none"> - Larger proportion of refugees and Ugandans living in high risk districts consider COVID-19 a “very serious threat” compared to other groups. - Despite the majority of respondents reporting to wear a mask, half of them also consider it difficult to wear it. Also, difficulties respecting social distancing. Low access to soap and hand washing facilities - Main reason to adopt the preventative measure is that people are aware of the risk and want to protect themselves/their families - In some situations, people observe the prevention guidelines, however not always. Situations in which they are observed include: meeting with FGD sessions; meetings with authorities / partners; hospitals; water collection / food distribution. Situations in which they are NOT observed include: during daily activities within own community; market place; where there is low enforcement. - Preliminary identified drivers of behavior change: experience of COVID-19 cases; being exposed to communication material showing the effects of COVID-19; enforcement of preventive measures; example from authorities. <ul style="list-style-type: none"> • Next steps: Validation workshops with communities; finalize data analysis and report; develop products for dissemination and implement dissemination plan 	
<p>3. CwC Field Update (Palorinya)</p> <ul style="list-style-type: none"> • Risk communication team was established at the start of COVID-19. • Radio talk shows, spot messaging and drive throughs were soon organized • Training of VHTs, who were able to provide customized information to households. VHTs are considered most reliable channel to access information • Discussions with SCI who committed to provide support with tracking rumours but not yet started • Through existing feedback mechanisms (e.g. FRRM helpline), we requested partners to respond to requests for support • Complacency is a big concern in Palorinya. It was agreed that actors need to lead by example. 	
<p>4. Discussion on draft TOR of AAP Task Team</p> <ul style="list-style-type: none"> • To be discussed during the next meeting due to lack of time. 	

<p>5. AOB</p> <ul style="list-style-type: none"> • Mapping of CwC mechanisms: In order to maintain the mapping as a living document, request everyone to continue to share their updates with Ann Mbeiza. Ann will share the latest version of the document for people to provide input. • Partners are invited to present on good practices, tools, and experiences in future meetings of the CwC Task Team. Interested partners to reach out to Anna and Yoko 	<ul style="list-style-type: none"> • Co-chair to circulate latest version of the CwC mapping, and members to share updates / changes with Ann (Ann.Mbeiza@rescue.org, ann@ulearn-uganda.org) • Partners that would like to present good practices, tools, experiences, etc in future meetings to reach out to the co-chairs (anna.christensen@drc.ngo, iwasa@unhcr.org)
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Endorsed meeting minutes, inter-agency rumour tracking bulletin and other key documents from the CwC Task Team can be accessed on the Uganda refugee response portal at: <https://ugandarefugees.org/en/working-group/253?sv=0&geo=220>