How to effectively communicate and protect displacement affected communities (DAC) during COVID19 emergency response in Ethiopia, Kenya and Somalia? – April 9th 2020

Key takeaways

Lessons learnt from Ebola
- Listen, understand, empathize and ensure mutual-respect for communities
- Building trust with communities is key to support behavior change but also for front line workers and facilities’ safety
- Engage with communities from the onset and support community led actions plans
- Quality versus quantity of information is key (competition and multiplication of information being provided resulting in a lack of trust from communities)
- Critical to develop clear accountability and monitoring mechanisms

Community engagement in camp and urban settings
- Essential to invest in trusted sources of information so people will act upon
- Clear, simple and tailored messages
- Format and language matter
- Leverage community solidarity around ‘right practice’
- Work with and through elders and religious leaders as ‘influencers’
- Anticipate and address stigma and misinformation among and towards displaced
- Use different social groups as ‘agents of change’ to deliver messages to communities
- Retain ability to listen, adapt and act over time (not one off)

Area-based coordination, right and protection
- Information is a right and invest in prevention/ preparedness
- Context understanding is key
- Protection monitoring needs to be scaled up
- Not only a health crisis but a major socio-economic one – invest through Community Action Plans with a flexible and adaptive approach
- Identify the most vulnerable who lost their social networks, who face a break down in their usual support structures such as remittances, etc
- Support government led strategy that include IDPs and vulnerable communities
- Build on existing coordination structures and ensure integrated programming

Useful resources
- CARE I Gender implications of COVID-19 outbreaks in development and humanitarian settings
- CDAC Network I Rumour has it
- CSIS I The Impact of COVID-19 on Humanitarian Crises
• Foreign Policy I You can't practice social distancing if you're a refugee
• IASC I My Hero is You, Storybook for Children on COVID-19
• ICVA I Webpage on COVID-19 resources
• IRC I COVID-19 in Humanitarian Crises: A Double Emergency
• LANCET I Community-based care of Ebola virus disease in west Africa
• LSE I How Will Remittances Affect the Somali COVID-19 Response?
• LSHPS I COVID-19 control in low-income settings and displaced populations: what can realistically be done?
• NPR I Opinion: Refugees are especially vulnerable to COVID-19
• ODI Covid-19: five lessons from Ebola
• Oxfam I What Might Africa Teach the World? Covid-19 and Ebola Virus Disease Compared
• Social science in Humanitarian action I Key considerations: COVID-19 in informal urban settlements
• Sphere standards-Coronavirus-guidance-2020
• The New Humanitarian Coronavirus in the city: A Q&A on the catastrophe confronting the urban poor
• Translation without borders I Do you speak COVID-19?
• UNHCR I Risk Communication and Community Engagement (RCCE) – COVID-19