

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 | Gender implications of COVID-19 outbreaks in development and humanitarian settings](#)
- [CDAC Network | Rumour has it](#)
- [CSIS | The Impact of COVID-19 on Humanitarian Crises](#)

- [Foreign Policy | You can't practice social distancing if you're a refugee](#)
- [IASC | My Hero is You, Storybook for Children on COVID-19](#)
- [ICVA | Webpage on COVID-19 resources](#)
- [IRC | COVID-19 in Humanitarian Crises: A Double Emergency](#)
- [LANCET | Community-based care of Ebola virus disease in west Africa](#)
- [LSE | How Will Remittances Affect the Somali COVID-19 Response?](#)
- [LSHPS | COVID-19 control in low-income settings and displaced populations: what can realistically be done?](#)
- [NPR | Opinion: Refugees are especially vulnerable to COVID-19](#)
- [ODI Covid-19: five lessons from Ebola](#)
- [Oxfam | What Might Africa Teach the World? Covid-19 and Ebola Virus Disease Compared](#)
- [Social science in Humanitarian action | 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 | Do you speak COVID-19?](#)
- [UNHCR | Risk Communication and Community Engagement \(RCCE\) – COVID-19](#)