

COVID-19: Community feedback: Priorities and Recommendations

July 9th to 22nd 2020

This report documents the main trends in community feedback reported by agencies responding to COVID-19 in West and Central Africa. It was prepared by the Community Feedback Sub-Working Group, which is part of COVID-19's Interagency Working Group on Risk Communication and Community Engagement (RCCE). This report is produced biweekly

1) Rumours and misinformation about the prevention, treatment, characteristics and origin of the disease

- *Nose shields from China are poisoned* - Internews / DRC
- *Why do politicians not respect mask wear?* - IFRC / RDC

Recommendations to address this feedback: Country level

ALL AREAS OF THE RESPONSE

- ❑ Reinforce the importance of community outreach and update Q&A regarding the reasons behind the closure of certain places. It remains important to clarify the link between epidemiological data and public health measures
- ❑ Develop more personalized / more precise information sheets on the public health measures to be followed, especially those pertaining to wearing a mask
- ❑ Set up interactive radio sessions based on updated Q&A
- ❑ Engage in a dialogue on the role of politicians, police and the army in wearing masks and respecting preventive measures. It is important to put in place means of raising awareness for them (awareness of state personnel regarding their role as role models in society)

PARTNERS WORKING ON RCCE

- ❑ Train stakeholders (journalists, health workers, public authorities) on the importance of collecting and answering feedback. Responses to rumours can be done through various channels

- <https://en.unesco.org/covid19/communicationinformationresponse/mediasupport>

- <https://fr.unesco.org/covid19/communicationinformationresponse/audioresources>

Recommendations to address this feedback: Regional level

PARTNERS WORKING ON RCCE

- ❑ Develop and share lessons learned reports regarding the CREC part of the COVID-19 response
- ❑ Organize webinars for the media on various subjects and specially the issue of mask wearing
- ❑ Address the issue of wearing a mask in the CREC regional group and discuss strategies to be put in place for more active awareness-raising (videos? Q&A? Etc.) or training strategy concerning the fight against rumors

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2) Rumours and misinformation about the prevention, treatment, characteristics and origin of the disease

- *As they say that we have not yet found a drug to treat COVID-19, those who recover are treated with which drug?* - Internews / DRC
- *Healthcare workers neglect patients in these times of covid19, especially diabetics and the people living with HIV.* - IFRC / DRC

Recommendations to address this feedback: Country level

PARTNERS WORKING ON RCCE

- ☐ Ensure that health workers and volunteers regularly collect questions about treatment and know the answers to the questions (via information sheets? - exe Ask Dr Ben)
- ☐ Organize broadcasts (with the presence of an expert person?) On radio or television to explain more clearly the treatment of symptoms or create promotional material to distinguish the treatment that can be used for symptoms and treatment for the virus itself which is not yet available

<https://www.who.int/fr/emergencies/diseases/novel-coronavirus-2019/advice-for-public/q-a-coronaviruses>

- ☐ Encourage the Ministry of Health to collect and consider the questions raised by the population concerning treatment centers for COVID-19 and the rules concerning visits to patients. Suggest promoting public communication through press releases and media webinars. (exe: national radio and television broadcasts)

Recommendations to address this feedback: Regional level

PARTNERS WORKING ON RCCE

- ☐ Strengthen mass awareness tools regarding key indications for treatment (via videos? - exe Ask Dr Ben)

<https://drive.google.com/file/d/1gMOY4IECH4PIbqLGX06DKEkGdYqrse3L/view?usp=sharing>

- ☐ Consider the issue of treatment as a topic to be covered in media webinars.
- ☐ Produce materials on procedures in hospitals to reduce fear of community members about attending health care centers.

Key Messages on COVID HEALTH SERVICE PROVIDERS

- ☐ Strengthen quality of key messages delivered by community health workers and encourage continued use of health services

3) Quarantine and isolation

- *Why does the President of the Republic not want to declare the end of the state of emergency to allow churches and schools to start their activities?* - Internews / DRC
- *We want to start going to worship.* - Internews / DRC

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Recommendations to address this feedback: Country level

ALL AREAS OF THE RESPONSE

- ☐ Provide information on the changing measures according to the risks associated with the different stages of the disease and therefore the changes in the preventive measures associated with them.
<https://www.aimf.asso.fr/Covid-19-telechargez-le-kit-de-sensibilisation-personnalisable.html>
- ☐ Document in a precise way, the challenges of the communities and influence strategic orientations on the basis of the feedback collected. Make sure it reflects the economic and psychological needs, fears and constraints of the communities around quarantine
- ☐ Work with communities to reduce the impact of social public health measures on livelihoods, without sacrificing physical distancing. Make sure communication emphasizes the recognition of community capacities and local solutions

Recommendations to address this feedback: Regional level

- ☐ Encourage drafting One Pager and specific posters concerning the practices to be observed when wearing a mask

https://coronawestafrica.info/gestes-barrieres_principes-cles/

<https://coronawestafrica.info/videos/afrique-gagner-ladhesion-des-populations-aux-mesures-de-prevention-du-covid-19/>

For additional information on any products from Sub-working group community feedback, please contact Thiaba Fame (ThiabaAnais.Fame@barcelona.msf.org) or Eva Erlach (eva.erlach@ifrc.org)