

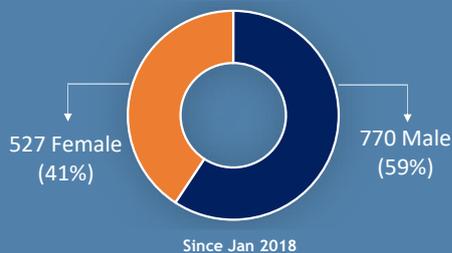


Female Community Meeting at Saranan, Quetta



Male OV and elder's virtual session on COVID-19, Islamabad

**1,297** Outreach volunteers identified



Since 1 January 2020

**440** Community visits and meetings conducted

**817** Individual referrals to services

**30** Community-led interventions

## BACKGROUND



The aim of UNHCR Pakistan's Community-based Protection (CBP) strategy is to empower Persons of Concern (POCs) to have an effective role as protection actors and meaningfully participate in the design, planning and implementation of activities that are most needed within their communities. CBP seeks to restore positive roles within a community and rebuild community-based support mechanisms and protection structures. UNHCR, in collaboration with its partners; International Catholic Migration Committee (ICMC), Society for Human Rights and Prisoners Aid (SHARP), DANESH, Water, Environment and Sanitation Society (WESS) and Commissioner for Afghan Refugees (CAR), continue its efforts to implement CBP interventions throughout the country.

The four key priorities of the strategy covers:

1. Enhance outreach and communication
2. Ensure access to needed services
3. Promote empowerment leading to self-reliance
4. Strengthen partnership and coordination

## HIGHLIGHTS

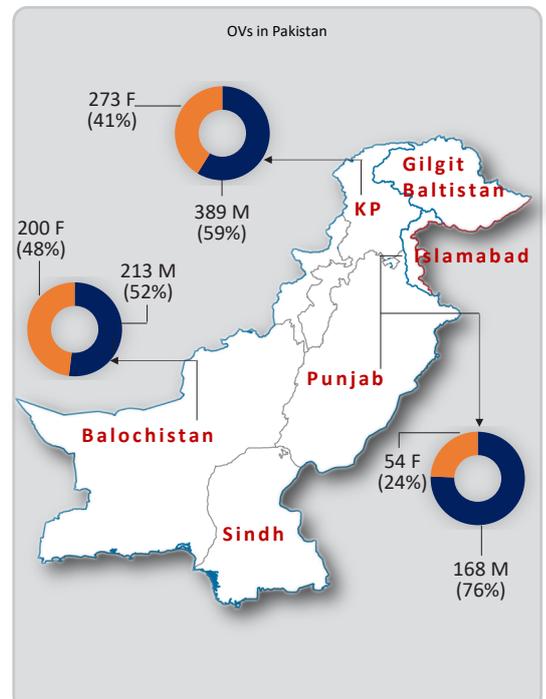


- ⇒ 13,964 individual refugees (with a focus on vulnerable/high risk populations) were provided with information on COVID-19 prevention and referral mechanisms through UNHCR's helplines and telephonic counselling.
- ⇒ 16,324 outreach volunteers, community committees and community leaders were reached with information on UNHCR's cash assistance program through in-person visits, WhatsApp, and telephonic counselling, along with distribution of 15,161 CBI Cash Assistance posters and flyers.
- ⇒ 9,701 refugees attended sensitization sessions organized by outreach volunteers, shuras, and community mobilizers in small groups countrywide.

## OUTREACH VOLUNTEER ACTIVITIES



- ⇒ 2,979 active OVs and community committees' members countrywide received 500 PKR mobile top-up cards to continue their efforts on sharing information with refugee communities and providing UNHCR updates on the current situation during the pandemic. These OVs and community committees' members are playing vital role in spreading key messages on COVID-19 through tele-outreach within their communities.



## COMMUNICATION WITH COMMUNITIES



- ⇒ UNHCR's CBP partner in Peshawar provided sensitization sessions on COVID-19 to Outreach Volunteers (OVs) in the urban clusters of Peshawar district. PPE kits were also distributed among the OVs
- ⇒ UNHCR's office in Quetta, together with partners (WESS and DANESH) drafted a SGBV remote case management guidance note during COVID-19 Outbreak. The note provides guidance to UNHCR and partner case workers on how to adopt remote SGBV case management services in line with the interagency SGBV minimum standards for prevention, mitigation and response to SGBV in emergency.

## LINKAGES WITH OTHER SECTORS

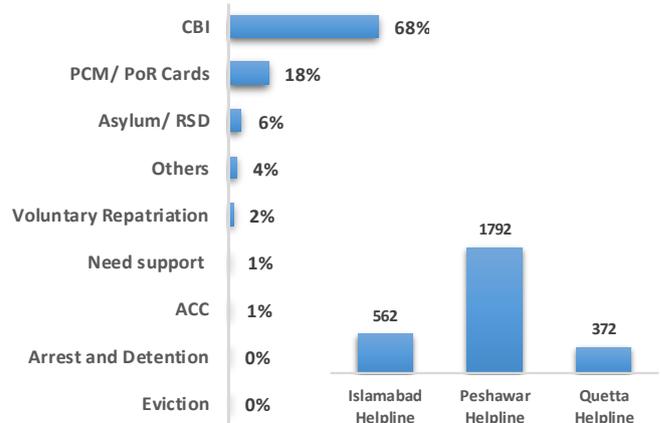


- ⇒ One-time Emergency Protection Cash Assistance was provided to 12 refugee orphan children of Gandaf RV KP, who were injured due to a road accident while on the way to Islamabad for celebration of Eid Ul Fit by a charity organization.
- ⇒ Distribution of cash incentives for the RV schools' teachers has commenced. So far 90 % of the teachers received their incentives through

## PROTECTION HELPLINE



- ⇒ During the reporting month, the majority of calls received in Khyber Pakhtunkhwa were in regards to CBI. Other call received throughout Pakistan were related to PCM, PoR cards, Asylum and RSD throughout Pakistan. So far in 2020, 5,435 calls have been attended through the protection helpline.



## COMMUNICATION & OUTREACH MECHANISM



Outreach Volunteers



Radio and TV



E-mail Accounts (UNHCR & Partners)



Complaint & Feedback Boxes



Helplines (UNHCR & Partners)



Community and Shura Meetings



Mass Information Materials



Social Media (Facebook, Twitter)



In-Person Inquiries

online transfers, while the rest are expected to receive their incentives in the coming weeks.

## TRAINING AND CAPACITY BUILDING



- ⇒ As part of the broader response to COVID-19 pandemic sensitization of OVs and refugee elders is an on-going process by CBP team at CO Islamabad. During the month 49 OV, focal points and elders participated in these sessions, where discussion was focused on GoP approved messages on general COVID preventive measures, basic Do's and Don'ts along with Psychological First Aid (PFA) and OVs response while interacting with persons in need of support.
- ⇒ A three days on-line workshop was arranged by UNHCR's CBP Partner in Islamabad (ICMC) for 8 refugee children and youth to learn to work with oil paints and pastels. The facilitator was international artist Micheal Henry Ferrell. This activity was held under the World Refugee Day theme "Everyone Can Make a Difference. Every Action Counts."

## UNHCR'S COMMUNITY-BASED PROTECTION PARTNERS



Society for Human Rights and Prisoners' Aid (SHARP)



Water, Environment & Sanitation Society (WESS)



Drugs and Narcotics Educational Services for Humanity (DANESH)



International Catholic Migration Commission (ICMC)



Commissionerate of Afghan Refugee Punjab (CAR/CDU)