

**COVID-19 CWC Task Team – Minutes of Meeting on 27/07/2020**

Participants: Alight, AVSI, CARE, CRRF Secretariat, DRC, FCA, HI, ICRC, Internews, IRC, Oxfam, UNHCR, UNICEF, WCH

Main Points of Discussion	Action Points
<p><b>1. SOPs for Bulk SMS using FRRM system</b></p> <ul style="list-style-type: none"> <li>• The FRRM team has been developing a two-way bulk SMS platform to remotely disseminate information in an easy manner to a large number of refugees in Uganda. The development of the tool started in March 2020 and was finalized recently. Previously, the sms sent from the tool showed that they were sent from UNHCR. However, with the current version of the tools, messages sent by partners will appear under another short code (series of four / five digits), which is important for it to serve as an inter-agency tool.</li> <li>• The SOPs are nearly finalized and includes procedures on how partners can use the tool if they wish. For the purpose of oversight and to ensure that messages are accurate and risk proof, message request forms should be filled out by the partner who wishes to use this service, cleared by the supervisor and country director of the agency. Requests should be submitted to the FRRM Coordinator.</li> <li>• Cost for single one-way message is 39UGX. For two-way messages, outbound is 39UGX and receiving a message is 48UGX. Costs of outgoing messages depends on the number of characters. Partners can procure credit, which they can then use to send messages.</li> <li>• Costs are competitive within the industry, and there is a competitive discount for sending these messages. There may be cheaper options, but not yet identified.</li> <li>• Some standard messages have been developed around COVID-19 and will be sent out soon in the main languages spoken by refugees.</li> <li>• The data fields in the database available to UNHCR (eg. proGres, database of callers to FRRM helpline) can be used to filter / target specific age, gender and diversity groups or locations for the bulk sms. Partners wishing to use their own beneficiary database to send messages can tool can also do so.</li> </ul>	<ul style="list-style-type: none"> <li>• FRRM Coordinator to share SOPs by 3 August.</li> </ul>

<p><b>2. Field Update (Kyaka II)</b> – please refer to powerpoint presentation for details</p> <ul style="list-style-type: none"> <li>• <b>Achievements:</b> radio talkshows with District Health Officer; Community based sensitizations by VHTs and facilitators through door-to-door visits and mobile public address system; awareness-creation through boda boda talk talk, radio spot messages, IEC materials, door to door visits, and sensitization in areas for service provision, pilot of rumour tracking and feedback to community; support to community structures (bicycles, mobile phones, airtime); MHPSS helpline; community radios; billboards and signposts.</li> <li>• Activities requiring large gathering of people (e.g. community dialogues) were scaled down, and capitalized on home visits, health care facility awareness creation and engagement of small groups. Staff, Volunteers, and community leaders including VHTs were trained on COVID-19 preventive measures.</li> <li>• <b>Comprehension by community of key messages:</b> communities have shown interest in handwashing with soap; rumours are being gradually unpacked by the communities through the continuous rumor feedback message sharing. Communities are adapting to wearing of masks but on the other hand, it was noted in the discussions that very few people are wearing masks. Continued sensitization of agency staff and community on wearing of masks is needed.</li> <li>• <b>Challenges:</b> Inadequate coverage of IEC materials on COVID-19; social distancing remains a challenges; refugees cannot afford masks; need for MoH COVID-19 spot messages in different languages for radio; need for tailored messages for people with visual and hearing impairment.</li> </ul>	
<p><b>3. AOB</b></p> <ul style="list-style-type: none"> <li>• Co-chair August: ALIGHT has agreed to be the co-chair for August and September. Many thanks to HI for co-chairing in June – July.</li> <li>• Field updates by field focal points will continue in the upcoming meetings</li> </ul>	<ul style="list-style-type: none"> <li>• Field Focal points are invited to inform UNHCR Co-Chair (<a href="mailto:iwasa@unhcr.org">iwasa@unhcr.org</a>) about availability to share field updates in upcoming meetings</li> </ul>