

COMMUNITY MESSAGING AND RUMORS TRACKING TOOL FOR CAMPS AND CAMP-LIKE SETTINGS

Background:

“The risk of COVID-19 transmission and infection in congested sites is very high. Decongestion, or avoiding densely populated areas, can reduce transmission and the likelihood of becoming infected.”

As community engagement, communication and mobilization remains one of the core responsibilities of the Camp management agencies, the CCCM cluster has developed a tracking tool to collect messages on COVID-19 that are being disseminated in camps and camp-like settings as well as rumors around COVID-19.

Objectives:

- Ensure that CM is playing a leading role in information collection and dissemination within the camps and camp-like settings to ensure coordination and uniformity of messaging
- Monitor and counter negative rumors or misinformation that may harm individuals or groups living within the sites
- Share information with relevant sectors in coordination forums to adapt messaging campaign methods to address rumors or misinformation.

Out of this data, the CCCM cluster together with the CCE WG will produce an analysis to show rumors and messaging for COVID-19 and contribute the collection of rumor tracking as well as inform Clusters and the National Task Force. For the partners working in the sites, this will allow CMA to inform on gaps and immediate corrective action in the messaging.

Instructions how to complete the tool:

- In the message tracking, the CM staff should include the message that was disseminated, by which cluster/ agency, in which language and the method used to disseminate the message (following the What, When, Where, by Whom logic).
- In the rumor tracking, the CM staff will include the rumors he/she hears or receive on a daily basis. Note that rumors will initiate after the messages are disseminated, so it is normal to have a time difference window between tab on messages and the tab on rumors.
- The form should be completed by CM staff. Ideally, the CM agency should have a focal point to collect this information by the community mobilizers and then share it with the SFP who then share it with the national cluster.
- The tool should be filled on a daily basis.
- The tool should be shared with the national Cluster every Wednesday
- The CCCM SFPs will present the results to the state ICCG
- Please note that this is not a population tool but it should be filled by feedback from the partners/ service providers present in the camps and camp-like settings.