

Adaptation of CCCM activities in urban neighborhoods and informal sites for the COVID-19 response



Area-Based Working Group, Global CCCM Cluster

Tuesday, 21st April 2020, 2.00PM – 3.30PM (CET)

CCCM-ABA Working Group



Giovanna Federici,

Global Adviser Camp Management, NRC

CCCM ABA-Working Group Chair




Annika Grafweg,

IOM CCCM Support team,

CCCM ABA-Working Group

Introduction

PLEASE:

- Place your microphone on “Mute”  during the webinar
- Introduce yourself in the chat box
- Type your questions for the speakers into the chat box
- Webinar will be recorded and available online

**'CCCM in
COVID-19'
webinar
series**



'CCCM IN COVID-19' WEBINARS:

More details in <https://cccmcluster.org/events>

Community Engagement and Participation during the response to COVID-19 in camp and camp-like settings

Recording: <https://www.youtube.com/cccmcluster>

Training remotely: Sharing of tips and best practices for capacity building in remote management

Recording: <https://www.youtube.com/cccmcluster>

Covid-19: Digital communication with communities remote programming

Tue, 28/04/2020 - 14:00 (CET)

Covid-19: Remote management challenges in engaging with state and non-state actors

Tue, 05/05/2020 - 14:00 (CET)

Speakers



Abubakar Ibrahim,

HSO/CCCM Cluster Regional Focal point,

IOM Somalia

abuibrahim@iom.int



Mate Bagossy,

Camp Management Specialist

Afghanistan, NRC

mate.bagossy@nrc.no

Topics of questions

- Risk Communication and Community engagement strategy : How?
- Strategies & challenges: Working with local governments and private landowners
- Physical & Social distancing in informal sites and dense urban neighborhoods
- Preparing for digital solutions if face to face interaction is no longer possible
- Wash mainstreaming in informal sites and dense urban neighborhoods
- Evictions: Is COVID-19 increasing the eviction threats?
- Stigmatization of people with COVID-19
- Is socio-economic conflict between different community groups increasing?

Speakers



Mate Bagossy,
Camp Management Specialist
Afghanistan, NRC

1) NRC's Camp Management Program in Afghanistan: a variety of contexts in different regions

Sites and Urban Areas



Regions

- Western Afghanistan: site management and UDOC/Area Based Approach
- Northern Afghanistan: UDOC/Area Based Approach
- Central Afghanistan (Kabul): UDOC/Area Based Approach

2) Our programming in Urban Areas

Information Session - Kunduz



Main Areas of Activity

- Information Provision
- Protection
- Community Engagement
- Coordination



3) Impact of COVID-19 in Urban areas of operation

Information Session - Herat



- Trends and population movements & returns
- Specific impact: social, health and economic activities
- Movement restrictions and administrative impediments



4) How are we adapting to the new situation

Awareness raising - Kabul



- In Community Centers
- Through Mobile Teams
- Remotely



5) How do we prepare for the coming months, what to expect

Information session - Herat



- Moving to fully remote implementation
- Trying to remain open with very minimal activity
- Keeping and proving our added value



Speakers



Abubakar Ibrahim,
HSO/CCCM Field Officer
IOM Somalia

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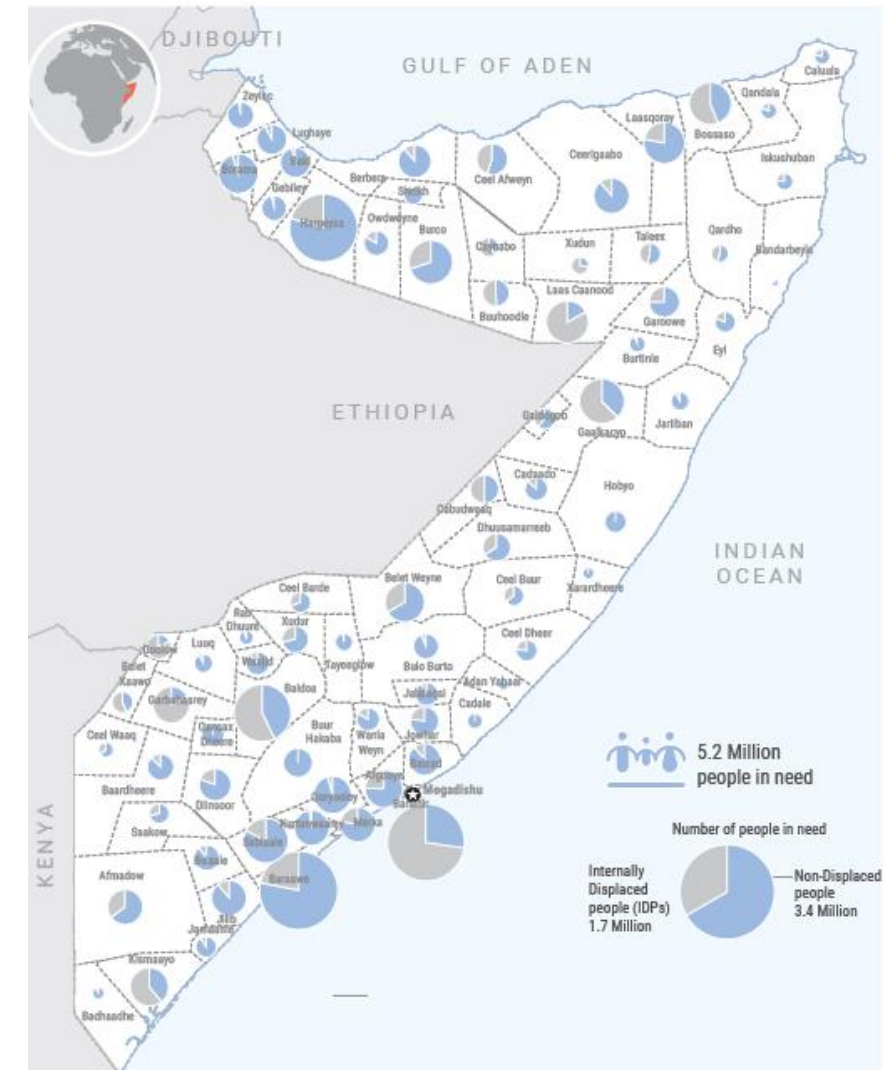
Somalia



IOM Somalia

Somalia

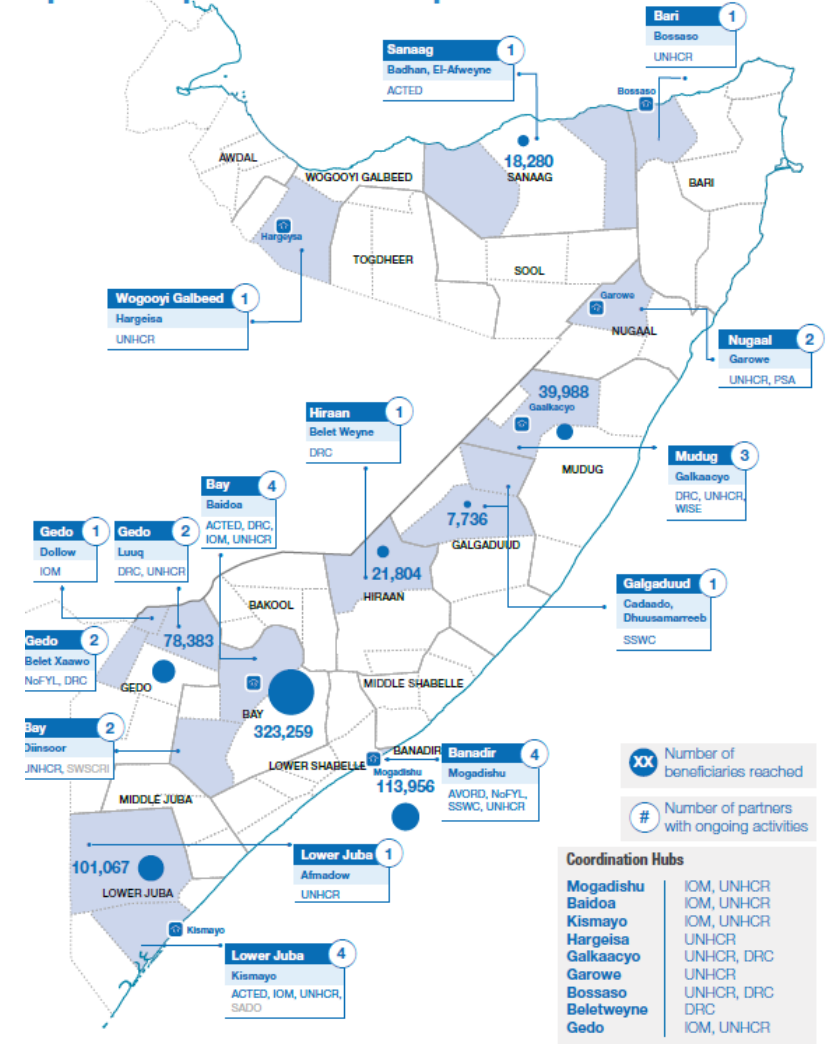
- More than 5.2 million people are in need of humanitarian assistance in Somalia (HNO 2020).
- Appx. 2.6 million IDPs and 763,000 refugees who have left the country displaced by conflict, insecurity, forced evictions, droughts, and floods.
- Majority of the IDPs live on private land, live in makeshift and overcrowded conditions without basic services.
- Somalia has an estimated 2,000 IDP sites.
- CCCM Cluster activated 2017.



CCCM Cluster in Somalia

- IOM is cluster lead for CCCM
- Co-coordinating with UNHCR
- About 12 CCCM partners
- Presence in 14 districts across Somalia
- As of March 2020, CCCM partners had reached a population 704,000 in 730 IDP sites

Operational presence of cluster partners



On the approach:

- Coordinating communications w/ local authorities (especially MoH), and other humanitarian actors (Health/WASH/CCCM).
 - This is essential since in some areas we have hundreds of sites to be covered and the message has to be passed on as soon as possible as mobility restrictions can be put in place at any time (i.e. community mobilizers may not be able to walk around to access sites).
 - Also important that we all send the exact same message to avoid creating confusion.
- Training front-line staff on coronavirus and key messages; this is done in partnership w/ MoH and health partners (including IOM's Health Unit)

Community Centers

How?

- Conducting small awareness sessions (up to 10 participants at a time); participants sitting no less than 1.5 meter apart.

Who?

- Sessions targeting community leaders who can then pass-on the information at site level.

What?

- Awareness session include hygiene promotion, addressing rumors, referrals etc.
- Sessions include male and female leaders, and are conducted by male and female staff.
- Signs being positioned at the entrance w/ awareness messaging. Signs are in Somali (and dialect) and with simple visuals



Community Centers: Social distancing



Community Centers: Social distancing



Mobile Outreach Teams

- CCCM teams are integrated with other key clusters (Health and WASH) in coordination with local authorities when visiting sites for awareness sessions.
- Site leaders are key in disseminating the information
- Teams use megaphones to spread messages massively in the sites; megaphones allow sending messages while maintaining social distancing.
- Mobile teams are using vehicles from which the same messages are being shared; this also is an alternative when social distancing is a must



Mobile Outreach Teams: Social distancing at market places



Mobile Outreach Teams Meeting CMCs



CCCM Core Activities During COVID-19

Service mapping and monitoring

- Service mapping and monitoring activities are handed over to site-level focal points who have been trained at collecting pertinent information and equipped with the tools to do so.
- Partners are requested to create daily reporting questionnaires and templates to assure that site-level service mapping and monitoring is occurring. This can include eviction monitoring.

Complaints feedback mechanism (via hotline)

- Partners to continue CFM systems based on hotline systems that currently exist. No change in methodology although partners should continue to advertise hotline systems through site-level focal points

CCCM Core activities During COVID-19

Complaints feedback mechanism (via hotline)

- Sample Toll free poster translated to Somali

**WE HAVE MOVED...
CCCM HELPDESK IS NOW MOBILE!**



**CALL
460**
8AM-5:30PM

Please call or text **460** (free of charge) if you have any complaints or feedback regarding services in your camp, from **8 am to 5:30 pm**.

We look forward to hearing from you.



IOM UN
MIGRATION

CCCM Core Activities During COVID-19

Site maintenance activities observing social distancing

- Core activities have stopped, however:
 - If site maintenance committees or community leaders identify critical community-led maintenance work, this is conducted by CMCs or SMCs with maintenance tools and equipment delivered by partners.
 - E.g. critical drainage works being conducted during rainy season.

District-level/ad-hoc site-level coordination meetings

- Site-level challenges are recorded by partner staff remotely and the issues are shared with stakeholders in virtual coordination meetings.
- The solutions/decisions are shared with community members through site focal points.

Site prioritization for RCCE

- Large IDP Sites hosting over 500 HHs?
- Are sites at capacity with no room for overflow?
- Are there areas where there is not adequate space to walk between shelters and other structures?
- Are Buul/makeshift shelters primarily used in the site?
- Is there a potable water source available to residents of the site?
- Is there a healthy facility available to residents of the site?
- Does the community receive sufficient information on humanitarian services?

Recommended Methods Of RCCE:

- Small group discussion
- Radio and loudspeaker use
- Household level conversation
- IEC billboards and posters

Numbers reached so far;

- A total of 785,983 IDPs have received RCCE from CCCM partners in Somalia IDP sites
- 31% of Somalia IDP sites have received RCCE awareness sessions from CCCM partners
- 95,872 individuals have received site maintenance support in IDP sites

Key Points

- Integrated mobile outreach teams
- Update key informant contacts
- SM should be conducted through site leaders
- Work closely with local authorities, land owners/HLP partners to reduce the threat of evictions
- Use toll free numbers to conduct CFM in case of total lockdown. In the meantime integrate the two, i.e. desk and toll free line
- Translate key messages to the local language
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- Train front line staff on messaging
- Update the referral pathways to include isolation centers etc.

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NEXT WEBINAR:

**DIGITAL COMMUNICATION WITH COMMUNITIES REMOTE
PROGRAMMING - COVID19 CONTACTLESS EDITION**

Tue, 28/04/2020 - 14:00 (CET)

"During the webinar we are going to discuss tips and best practices on how to adapt capacity development approaches whenever access to displacement sites is not possible or is extremely limited, to support CCCM practitioners on adapting activities and strengthen CCCM operational capacity in their respective responses"

Registration for the webinar:

https://forms.office.com/Pages/ResponsePage.aspx?id=LSaIFfsjtEO9brzknI5hhu_c6yCPaSxJrpTFXCT9H89UQjJERzM1OERZVVJPVkJINT0s5VzRWUFJCWCQIQCN0PWcu

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Thank you

Area-based Working Group

Email: areabasedworkinggroup@cccmcluster.org

Link: <https://cccmcluster.org/global/Area-based-Approach-Working-Group>

Global CCCM Cluster Website: <https://cccmcluster.org/>

Global CCCM Cluster COVID-19 Resources Page: <https://cccmcluster.org/Covid-19>