

# COMMUNITY ENGAGEMENT DURING COVID-19

## CHECKLIST

Use this checklist to quickly remind yourself of the essential components of community engagement in your response, including when movement restrictions may be in place.

### ADAPTING TO THE NEW CONTEXT

- Have you mapped any potentially high-risk areas that may be more affected by Covid-19, such as densely populated areas and those with less access to WASH facilities or health facilities?
- Have you undertaken a community mapping to understand the different stakeholders, influencers (such as religious leaders, traditional healers or birth attendants, elders or youth representatives), vulnerable groups (particularly elderly people, those with existing health problems, women and girls, those with disabilities, etc.) and local structures with which you would need to engage?
- Have you conducted a risk assessment, or revised your existing risk assessment to consider changes in the context, including risks associated with digital communication mechanisms? Have you considered how safeguarding plans may be affected?

### WORKING WITH PEOPLE VULNERABLE TO COVID-19

- Have you discussed what self-isolation might mean with different at-risk groups, including the elderly, those with health problems, and women and girls? Have you worked with them and their communities to support their safe access to essential services?
- Have you considered ways of making daily activities safe by limiting contact, for example through contactless payment, or specific market times for more vulnerable groups to shop without crowds?
- Have you reviewed your contact lists, especially contacts for referral pathways?
- Do you understand health-seeking behaviour and perceptions of Covid-19 among different groups? Are you tracking myths and rumours that are associated with the outbreak?

### INFORMATION AND COMMUNICATION

- Have you mapped the preferred communication and information chains for each group, noting the communication channels used to and within communities, who has access, which channels are trusted, and contact details for key community contacts? Do they know how to contact you?
- Have you considered the information needs of different groups within the community? Have you adapted information to make it relevant and accessible to these groups?
- Have you mapped the requirements in terms of language and literacy in your communities, and adapted your communications to match?
- Have you checked and tested information and advice for each group to ensure it is understood and that it is possible for people to follow the guidance you are giving?
- Are you consulting regularly with the widest possible range of groups within each community? Are you asking them about their specific challenges and suggested solutions?
- Have you budgeted for additional communication costs, including phone credit, data for smart devices, translation and IEC (Information, education and communication) material development?
- Are you ensuring that you do not share any data that can identify individuals or communities with other community members, colleagues or organizations?

## PARTICIPATION

- Are you asking communities and groups for their own solutions and acting as facilitators to help them realize these, rather than imposing your own solutions?
- Are you ensuring that representatives from all groups within the community are participating in decision making and have access to activities and information?
- Are you making space to be reflective about your approach and ensuring community participation?

## MONITORING, EVALUATION, ACCOUNTABILITY AND LEARNING

- Do you have mechanisms for two-way communication, and spaces to listen as well as provide information, even for contexts in which you will have remote management?
- Do you have systems and indicators in place to monitor the impact of the outbreak on different groups, their satisfaction with Oxfam's response and the level of engagement?
- Are you closing the feedback loop when you receive feedback or complaints?

## CAPACITY BUILDING

- Has every staff member, volunteer and casual worker been briefed on physical distancing, good respiratory hygiene, avoiding body contact, handwashing and proper use of personal protective equipment (PPE)(if required) before working with communities?
- Have all staff, volunteers and casual workers been briefed on the issue of stigmatization?  
Are you checking your language and communications to avoid stigmatization?
- Are you working to build the capacity of community groups, locally based organizations and other organizations to respond to the outbreak, and to practice effective community engagement?

## COORDINATION, COLLABORATION AND ADVOCACY

- Have you formed links with healthcare facilities to receive regularly updated sex- and age-disaggregated data? Are you analysing this regularly to look for trends indicating high-risk groups?
- Do you have good communication links with partners, other NGOs and coordination structures, and are you sharing your plans and findings with them?
- Are you bringing community feedback and learning to coordination platforms to strengthen the overall response in line with community requests?