

#wetogether

# Participant Toolkit

## COVID-19 and Engaging Migrant Communities



### Resources for Developing Community Engagement Strategies

#### **Community Engagement Strategies**

UNICEF, IFRC, WHO: [Risk Communication and Community Engagement \(RCCE\) Guidance](#)

*A guide to support the creation of effective risk communication and community engagement plan in the context of COVID-19. Includes an explanation of the 'key steps' to developing a COVID-19 RCCE plan and a planning template.*

WHO: [Communication for Behavioural Impact](#)

*A toolkit for behavioural and social communication in outbreak response. This guide is designed for people engaged in designing more effective outbreak response measures. It can be scaled up or down.*

UNICEF, IFRC, WHO: [Key tips and discussion points for community workers, volunteers and community networks](#)

*Provides advice on interacting with communities, guidance on facilitating community discussions to address stigma and xenophobia as well as essential knowledge to share with communities and FAQs.*

IASC: [How to include marginalized and vulnerable people in risk communication and community engagement](#)

*Provides guidelines on how to include and support different groups of marginalised people in the COVID-19 outbreak.*

IFRC, ICRC, and BRC: [Community Engagement Hub](#)

*This hub has tools and resources in multiple languages to incorporate community engagement and accountability into your COVID-19 operations.*

OCHA, ICRC, IFRC: [How to Use Social Media to Better Engage People Affected by Crises](#)

*A guide provides practical tips and advice on how to use social media effectively. Includes sections on how to build trust online and what content formats you should choose to spread your message.*

#### **Rumours and Misinformation**

IFRC: [Feedback Starter Kit](#)

*Step-by-step guidance and templates to planning, choosing, setting up and managing a feedback and complaints system including a rumour tracking system and a simple excel spreadsheet to collect, analyse and visualize feedback data.*

## **Stigmatization and Discrimination**

IOM: [Public Communication Campaign Toolkit](#)

*A toolkit produced by IOM in response to the spread of misinformation about migrants. Offers practical guidance on how to deliver effective, responsive, and factual public communication campaigns to support migrants.*

WHO: [Guide to preventing and addressing social stigma around Coronavirus](#)

*Focuses on the impact of social stigma and offers practical advice on how to address and avoid compounding, social stigma.*

Voices of Youth: [COVID-19: your voices against stigma and discrimination](#)

*Collection of illustrations, articles and stories created by youth volunteers, which can be used as resources for combatting the stigmatisation of COVID-19.*

CDC: [Reducing Stigma](#)

*Information for general audience about who is most at risk from stigma related to COVID-19, what form this may take and how communicators and public health officials can help counter stigma.*

## **Resources for Community Members**

### **Multi-Lingual Guidance**

Doctors of the World: [COVID-19 multi-lingual Guidance](#)

*Advice and guidance about COVID-19 based on the government's updated advice and health information, translated in 48 languages. See also: [Coronavirus \(COVID-19\) Video Advice](#) currently available in 7 languages with more to be added soon.*

Facebook: [Ask Doctor Afzal in Pashto or Dari](#) and [Assad Zharf](#)

*Afghan doctors sharing videos and addressing questions about health concerns.*

### **For Parents**

WHO: [Parenting in the time of COVID-19](#)

*Covers a variety of parenting topics such as helping children cope with stress and advice on parenting in crowded homes and communities.*

IASC: [My Hero is You – Storybook for Children](#)

*This storybook for children (aged 6-11) explains how children can protect themselves, their families and friends from COVID-19 and how to manage difficult emotions when confronted with a new and rapidly changing reality.*

IFRC: [Children's Workbook](#)

*Activities for children to help them learn about COVID-19.*

## **Funeral and Burial Arrangements**

Muslim Council of Britain: [FAQS: Covid-19 Muslim Burials](#)

*FAQs for those concerned about how to deal with funeral arrangements while adhering to social distancing guidelines. See also: [Covid-19 Muslim Burial Resources](#).*

Quaker Social Action: [Coronavirus information regarding funerals](#)

*Regularly updated page with information and advice regarding funerals and the coronavirus outbreak. Includes a practical guide for organising a funeral during the pandemic, a funeral poverty advice helpline: **020 8983 5055** and links to guidance from other faith organisations such as [Church of England](#) and [Catholic Church of England and Wales](#).*

## **Safe Practices**

WHO: [Safe Ramadan practices in the context of the COVID-19](#)

*Highlights public health advice for social and religious practices and gatherings during Ramadan that can be applied across different national contexts.*

## **Legal Guidance**

Right to Remain: [Legal updates on changes to the asylum and immigration process due to Covid](#)

*Gives regularly updated information about changes which are being made to the UK's asylum and immigration processes due to COVID-19. For personal advice and guidance, a helpline is available at: **0800 678 1767** (Monday to Friday, 9am to 5pm). Calls are free of charge.*

UK Home Office: [Coronavirus \(COVID-19\): get support if you're a migrant living in the UK](#)

*This page explains the support you can get if you do not have permission to live permanently in the UK.*

## **Mental Health**

WHO: [Mental health and psychosocial considerations during the COVID-19 outbreak](#)

*A series of messages that can be used in communications to support mental and psychosocial wellbeing in different target groups during the outbreak.*

WHO: [Coping with stress during the Covid outbreak](#)

*Leaflet including general recommendations on coping with stress. It is available through WHO in the following languages: Arabic, Chinese, English, French, Russian and Spanish.*

## **General**

IOM UK: [Homepage](#)

*Link to the IOM UK homepage for general information about IOM services.*

IOM UK: [Integration](#)

*For more information about IOM UK's integration work.*

IOM UK: [Information Sessions Flyer](#)

*A flyer with further details about the information sessions offered by IOM UK.*

IOM UK: [Information on the Covid-19 Emergency](#)

*Answers general questions relating to COVID-19 and migration issues.*

iDiaspora: [iDiaspora](#)

*A global engagement and knowledge exchange hub for diaspora communities and those looking to engage with them. It provides comprehensive, regularly updated data and analysis relevant to diaspora communities, policy makers, NGO actors, and showcases successful diaspora actions and partnerships.*

ALNAP: [General information needed by most audiences about Covid-19](#)

*A directory of sources for regularly updated information on COVID-19.*

COVID-19 Hygiene Hub: [Fighting COVID-19 through hygiene: rapid, expert advice and information exchange](#)

*A free service to help actors in low- and middle-income countries rapidly share, design, and adapt evidence-based hygiene interventions to combat the coronavirus.*

#### Learning from Previous Pandemics

NCBI: [Effective health risk communication about pandemic Influenza for Vulnerable Populations](#)

*Includes detailed information on factors affecting acceptance of public health messages and recommendations for future responses based upon lessons learnt during influenza outbreaks.*

Red Cross: [Epidemic Ready: Community Engagement key in fight against Ebola](#)

*Shares case study examples and lessons learned from the fight against Ebola and includes guidance for future pandemic responses.*