What We Heard This Week
Feedback from the Community

More Centers for Youth Requested
Residents said that youth need to engage in peace activities. They asked concerned partners to build more youth centers in various counties.

Adult & Youth, Bentiu

Thank You!
Residents expressed gratitude to the camp management agency for opening water retention sites. Appreciation was directed to IOM.

Adult & Youth, PoC

Road Maintenance Outside PoC Requested
Residents reported that roads connecting the PoC, Rubkona and Dingding have so many potholes and can lead to accidents. They requested UNMISS to do the repairs on the roads.

Adult & Youth, Bentiu

Shower Shelters in Sector 2 Are Congested
Residents said that the shower covers in their sector are congested and that there is no privacy for women and girls. They requested WASH partners to repair the damaged ones.

Adult & Youth, Sector 2

Iron Sheet Offcuts and Nail Littering Town
The populations in Bentiu and Rubkona said that unused pieces of iron sheets cut their feet. They requested concerned partners to help collect them.

Adult & Youth, Bentiu

When Will The Measles Vaccination Campaign for PoC Start?
PoC residents said that they fear that there might be suspected cases of measles. They would like to know if health partners have plans to vaccinate children any time soon.

Adults, PoC

We Like the Shelter Material Distributed in The PoC
Residents thanked Concern Worldwide and the Shelter/NFI cluster for supporting them with reinforcement kits to repair their damaged shelters.

Adult & Youth, PoC

The Return of Expelled Criminals Scares Us
Residents reported that there are security concerns due to return of the expelled gangsters back into the PoC. They request security and authority to monitor them.

Adult & Youth, Sector 2, Block 7

Thanks, UNMISS For Leadership Training
Residents thanked UNPOL, RRP and the child protection unit for conducting a 3-day training for community leaders.

Adult & Youth, PoC

Thanks for Teaching Us
Children appreciated the education cluster and Northern Lich Ministry Of Education for continued support for education. Appreciation was directed to UNICEF for facilitating their examinations papers.

Students, Bentiu

Kondial FM correspondent interviews participants during the World Toilet Day event in Bentiu PoC. Photo@Internews

This week Internews collected 59 unique feedbacks:
• Youth (18-35 years old) 31%
• Adults (over 35 years old) 64%
• Elderly (over 60 years old) 5%

Internews interacted with 543 people through:
• Listening Group 47%
• Informal Meeting 53%

Data collected from:
188 females (35%) and 355 males (65%)

In Bentiu, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Kondial 97.2 FM, a humanitarian radio station inside the Bentiu PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager Akiiki Tusiime (atusiime@internews.org) or Team Leader Pout Tuor (ptuor@internews.org).
SPECIAL WASH EVENT: Sanitation & Hygiene Promotion Campaign in BBR Areas.
Kondial FM covered a door-to-door campaign on sanitation & hygiene in Bentiu town, Kurkal and Pakur in Rubkona. The event was organized by WASH partners in collaboration with government of Northern Lich state as part of activities commemorating of World Toilet Day. Speaking on Kondial FM, IOM WASH engineer Kennedy Kuagany told the residents that it’s equally important for human beings to access clean toilets as food and water to bring good health and establish human dignity. During the campaign, WASH partners demonstrated how people can wash their hands with clean water and soap. In locations covered during campaign, residents were educated about the importance of toilets as lifesaver, protector and opportunity maker. The Director General at State Ministry Of Physical Infrastructure urged people to construct toilets and maintain the existing services built by humanitarian partners. Community leaders in Pakur appreciated WASH partners operating in the area for allowing them access to life saving services. WASH agencies distributed a bar of soap and Jerry can to households that had built and maintained toilet as means of encouraging the rest to do the same.

YOUTH OF PEACE HOUR: Peace Education
Kondial FM continues to engage the youth in peace promotion. Feedback gathered from the youth in PoC indicated the need for youth engagement in peace education as a means to cultivating a good knowledge base, skills, attitudes and values that pursue to transform people’s mindsets and behaviors. While on weekly youth radio program, a senior 2 student encouraged youth to promote peace as priority education so that they become responsible leaders within the community and the entire nation. Other youth members called for unity and peace for all. Several participants who phoned in during the program described the topic as important and promised to participate in hygiene promotion shows.

WASH PROGRAM: Sanitation & Hygiene Promotion Campaign in PoC
After rumors of a possible outbreak of diseases due to poor hygiene practices, WASH partners used Kondial FM as platform for disseminating awareness messages about hygiene and sanitation in the PoC. While on radio, hygiene promoter supervisor announced their plan to have listeners answer puzzles and questions crafted from key hygiene messages. The winners will be given hygiene kits and a bar of soap. He added that the question and answer program will soon be carried out on Kondial FM as a way of encouraging more people to participate in hygiene promotion. IOM hygiene team had emphasized on handwashing to prevent cholera, dysentery, hepatitis E and diarrhea. People who phoned in during the program described the topic as important and promised to participate in hygiene promotion shows.

Internews Bentiu e-Bulletin
Community Feedback
Internews Bentiu collects feedback on a weekly basis through listening groups, over the phone or by SMS and through direct interactions our staff have with community members. The chart below illustrates the overall categories in which feedback was collected this period.

<table>
<thead>
<tr>
<th>Category</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCCM</td>
<td>24%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>10%</td>
</tr>
<tr>
<td>FSL</td>
<td>3%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>19%</td>
</tr>
<tr>
<td>Peace</td>
<td>5%</td>
</tr>
<tr>
<td>Protection</td>
<td>12%</td>
</tr>
<tr>
<td>Shelter</td>
<td>2%</td>
</tr>
<tr>
<td>Health</td>
<td>3%</td>
</tr>
<tr>
<td>Disease</td>
<td>5%</td>
</tr>
<tr>
<td>Culture</td>
<td>5%</td>
</tr>
<tr>
<td>Management</td>
<td>17%</td>
</tr>
<tr>
<td>Security</td>
<td>7%</td>
</tr>
</tbody>
</table>

Detailed: CCCM
This graph details the feedback on CCCM that was received this week.

Management 17%
Feedback from the Community

Refugees Need Cooking Utensils
English translation. Some families of new arrivals in Pamir said that they received buckets and clothes when they relocated to Pamir in April 2019. However, they added that they were not provided with cooking utensils. They appealed to humanitarian agencies to find a solution.

Provide Meals to In-Patients
Several refugees suggested that IRC provides meals to patients in the camp health facility. Some patients do not have close family members who can prepare and bring food for the in-patients every day.

Not Enough Beds For Patients
Some of the refugees in Pamir are concerned by lack of enough beds in the in-patient wards. Three people share one bed in the ward. They added that there is lack of adequate medicines in the health facility.

Allow Children To Collect Food
In Pamir, a community leader said some parents left for Nuba mountains leaving behind their children who don’t have anyone to collect food for them. The leader requested agencies to allow children receive food in the next general food distribution.

Provide Marrum We Want To Lay Bricks
Members of the community in block 4 asked DRC to provide marrum for shelter construction.

Oil Reduction Not Explained
Refugees in Ajuong Thok asked why the agency responsible for food reduced the quantity of cooking oil during the recent distribution and didn’t make any explanations.

Families Worried About Night Parties at the Youth Center
Refugees in Ajuong Thok are worried about the night parties which could end up attracting children leading to child abuse, especially girls.

Allow Students to Sit for Second Time
Community members in Ajuong Thok want to know if students who failed South Sudan Secondary Examinations this year will not be allowed to sit for the second time next year, as it is rumored. They want clarification from education implementing partners.

Taboo for a Women to Go Public Just After Giving Birth
Some of the women who recently gave birth in Pamir said that, they face challenges during the GFD because the neighbors they send out to help them get food rations, are never given the food. They requested agencies in charge of food distribution to allow neighbors to receive food on their behalf.

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In Jamjang, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Jamjang 89.4 FM, a humanitarian radio station in Ajuong Thok, conducting listening groups to gather community feedback. If you have information to be shared with refugees or humanitarians, please contact: Humanitarian Project Manager James Mafer (jmafer@internews.org).

**Recorded Radio Program About Child Rights and Child Abuse**
In an endeavor to raise community awareness about the GBV and abuse of children’s rights, Jamjang FM team recorded an awareness session organized by LWF for Child Protection Committee in Pamir Zone F. “This awareness workshop will enable us to know more about GBV and child rights. We were educated on how to identify what child rights violation is,” a member of the child protection committee said. LWF Child Protection Officer urged the participants to apply what they learnt during the awareness session to help the community combat child rights abuses.

**UNHCR and Samaritan’s Purse Respond to Community Feedback About Latrine Construction**
Jamjang FM team received feedback from the community both in Pamir and Ajuong Thok camps asking Samaritan’s Purse to explain how they choose beneficiaries to use the facilities the agency constructs. Appearing on Jamjang FM, WASH officers from UNHCR and Samaritan’s Purse said that, every year there 900 latrines dug, slabs and roofing materials provided for the refugee community in both camps. Out of 900 latrines, 200 latrines are for vulnerable members of the community. “Samaritan’s Purse is digging latrines for them. The official urged the community to keep latrines clean to avoid disease outbreak.

**“There is An Ambulance at General Food Distribution Site” – AHA**
Following a feedback from refugees in Ajuong requesting for the presence of an ambulance at the General Food Distribution site, a health worker from AHA responded by saying that there is an ambulance stationed at GFD site to help people who fall sick during the food distribution especially the pregnant women and elderly people. “In instances where there is no ambulance, our staff make calls and it is brought to the site.” He urged the community to report to health facilities at Hakima Yacoub or Ajuong Thok PHCU for treatment before proceeding to GFD site to avoid fainting as a result of fatigue or illness.

**Community Feedback**
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<table>
<thead>
<tr>
<th>Category</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>5% CCCM</td>
<td></td>
</tr>
<tr>
<td>5% Culture</td>
<td></td>
</tr>
<tr>
<td>10% Education</td>
<td></td>
</tr>
<tr>
<td>5% Food Distribution</td>
<td></td>
</tr>
<tr>
<td>15% Health</td>
<td></td>
</tr>
<tr>
<td>25% Non-Food Items</td>
<td></td>
</tr>
<tr>
<td>15% Protection</td>
<td></td>
</tr>
<tr>
<td>5% Shelter</td>
<td></td>
</tr>
<tr>
<td>15% WASH</td>
<td></td>
</tr>
</tbody>
</table>

**Detailed: Protection**
This graph details the feedback on Protection that was received this week.

<table>
<thead>
<tr>
<th>Category</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Children</td>
<td>5%</td>
</tr>
<tr>
<td>Disabled</td>
<td>5%</td>
</tr>
<tr>
<td>Women</td>
<td>5%</td>
</tr>
</tbody>
</table>
In Malakal, Internews’ Humanitarian Information Service (HIS) implements a communicating with communities (CwC) program to increase information sharing. The program operates Nile 98.0 FM, a humanitarian radio station inside the Malakal PoC, conducting listening groups to gather community feedback. If you have information to be shared with the PoC or humanitarians, please contact: Humanitarian Project Manager and Trainer Nimaya Manasseh (nmanasseh@internews.org) or Team Leader Dau Chol (dchol@internews.org; +211 916930440).

What We Heard This Week
Feedback from the Community

Schoolchildren Requested For Furniture
Pupils of Intersos Primary School requested the agency to help and provide them with school chairs or benches for the next academic year. They said this year some of the pupils attended classes while sitting on the ground.

Children, Sector 4

Thanks For The School Meals
Parents and the children in various primary schools in Malakal town appreciated WFP & World Vision for providing meals to pupils at schools. They said the school meals will encourage pupils to stay longer at schools, instead of going home earlier to look for what to eat.

Children & Adults, Malakal Town

We Need Vegetable Seeds – Farmers
Farmers from Malakal town said they want to cultivate earlier for the winter season. They do not have enough vegetable seeds for planting. They requested the concern agencies to help and provide them with seeds like as okra, tomatoes or cucumber.

Youths & Adults, Malakal Town

Girls Requested For Sports Equipment
Girls in the PoC said they are interested in practicing sports after the school holiday. They said they lack sports material like uniforms and balls. They requested concern agencies to help them with the equipment.

Youths, Sector 1 & 2

Intensify Night Patrols
Families from different blocks & sectors in the PoC requested for the intensification of night patrols leading up to Christmas because of the anticipated increase in criminal activities. They request the concern agencies to inform UNPOL so that they can also increase their patrolling especially at night.

Youths & Adults, Sector 1, 2, 3 & 4

Culture For Peace and Reconciliation
Cultural dance groups from different locations and ethnic groups appreciated UNYDA for organising the cultural event for peace and reconciliation. They said the event was showcased the different ethnic dances. By coming together and displaying diversity, it encouraged peaceful coexistence, reconciliation, and harmony.

Youths & Adults, Malakal Town & PoC

Thanks For Organizing World Toilet Day
Schoolchildren from different schools in the PoC thanked the IOM WASH department for organizing World toilet day and helping raise awareness about proper toilet use.

Children, Sector 1, 2, 3 & 4
CCCM Program: Digging Up Roads Disrupts Service Delivery
Feedback from the community indicated that some women, girls and children dig soil off the PoC roads and squares patterns for Christmas decoration. Community members said that leaders need to do something to stop the practice. A community leader from Block A in Sector 1, while appearing on Nile FM, discussed the issue of digging up roads as a bad practice because it damages infrastructure which in turn hampers humanitarian service delivery to the different sectors and blocks. This can be services like garbage collection, desludging and other services. Block A leader urged anyone involved in the practice to stop it and look for other options of acquiring soil from outside. He added that damages on the roads leads to stagnation of water which encourages mosquito breeding especially in the rainy season leading to an increase in malaria.

WASH Program: World Toilet Day 19th November 2019: Special Coverage Program
NILE FM covered the World Toilet Day which was commemorated on the 19th November under the theme “Leaving No One Behind”. The IOM WASH department organized the one-day event at Intersos School in the PoC to raise awareness in school children about the importance of proper use of the toilet. At the event, the women representative explained that if parents show their children good toilet manners with their children, they will grow up observing good hygiene practices and avoid diseases such as cholera. A teacher urged school children to wash their hands after visiting the toilet and instill the habit in their small children before they reached school going age. The IOM WASH coordinator in South Sudan said that it is very important for each family to have a toilet and to use it well. He added that the IOM WASH department will work to solve the sanitation challenges facing the community in the PoC. IOM WASH coordinator concluded that when people use toilets in a proper way, it will enhance a healthy environment and good health.

The Importance Of Restoring Trust Between Civilians And Militaries Through Dialogue On Peace
Community feedback requested the community representatives to update all people whenever they attend any peace dialogue whether in PoC or Malakal town. To respond to the request, UNMISS Civil Affairs (CAD) partner brought together people from PoC and Malakal town to give an update about the peace dialogue that took place in Malakal town and focused on peace dialogue between civilians and militaries. A community member who attended the dialogue explained that they discussed the issues that will help restore the trust between civilians and the military. Another person who attended the dialogue added that the issues discussed would attract civilians to return and live in their areas of origin once the military evacuates their homes and public places such as hospitals and schools.

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<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>CCCM</td>
<td>16%</td>
</tr>
<tr>
<td>Culture</td>
<td>1%</td>
</tr>
<tr>
<td>Disease</td>
<td>1%</td>
</tr>
<tr>
<td>Education</td>
<td>16%</td>
</tr>
<tr>
<td>Food Distribution</td>
<td>9%</td>
</tr>
<tr>
<td>FSL</td>
<td>1%</td>
</tr>
<tr>
<td>Health</td>
<td>3%</td>
</tr>
<tr>
<td>Non-Food Items</td>
<td>12%</td>
</tr>
<tr>
<td>Peace</td>
<td>5%</td>
</tr>
<tr>
<td>Protection</td>
<td>8%</td>
</tr>
<tr>
<td>WASH</td>
<td>28%</td>
</tr>
</tbody>
</table>

Detailed: WASH
This graph details the feedback on WASH that was received this week.

<table>
<thead>
<tr>
<th>Subcategory</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water</td>
<td>12%</td>
</tr>
<tr>
<td>Hygiene</td>
<td>11%</td>
</tr>
<tr>
<td>Sanitation</td>
<td>5%</td>
</tr>
</tbody>
</table>
In Yei, Internews works with the community to collect feedback, rumors and misinformation on the Ebola response and produces audio messages for narrowcasting and radio broadcasting and produce weekly e-bulletins for media and humanitarian partners.

**Rumours**

“Ebola patients must be killed and buried immediately by the safe and dignified burial teams to avoid the disease from spreading to unafflicted persons in the community.”
Male Youth – Hai Jalaba

“I believe that Ebola is got when someone eats uncovered food and leftover food.”
Adult Male – Hai Wuluturu, Yei Municipality

“Birds are the ones causing Ebola because they move from one place to another and we can’t stop their movements.”
Male Adult – Hai Sobe, Yei Municipality

“Ebola could be got from fruits like pawpaw and guavas eaten by bats but not from bush meat. Whenever I get bush meat just eat it.”
Adult Female – Hai Guava, Yei Municipality

“All the posters displayed along the roads, on the walls of hospitals, clinics and in other places are written in English. Many people don’t read English. Elderly people only see the pictures, but they don’t understand the message. The messages should but translated into local languages and people who carry out awareness should do so in local languages and at slow pace and speed for people to fully understand them.”
Elderly Male – Yei Town, Yei Municipality

“I’m impressed with the preparedness and awareness that South Sudan has put in place. In the refugee camp where I come from in Congo, Ebola isn’t being taken seriously.”
Male returnee from Congo – Yei Municipality

“Thanks For The Handwashing Points”
A youth from Hai Sobe appreciated South Sudan Development Organization (SSDO) for providing hand washing points at the freedom square. He said that this will prevent the spread of many diseases such as diarrhea, cholera and the stubborn Ebola.

Male Youth – Hai Sobe, Yei Municipality

“Mosquito Nets For Crops”
A resident in Hai Simba in Yei municipality said that some of the community members are using the mosquito nets meant for protection against mosquitoes to cover their crops.

Male Adult – Hai Simba, Yei Municipality

“Worries About Disease Outbreak”
A resident of Dar-es-salaam area of Yei river state said he is worried that his family could suffer from a disease outbreak like diarrhea because their latrine collapsed. He called upon the responsible agencies to help them with tools for digging latrines.

Male Adult – Hai Dar-es-Salaam, Yei Municipality

“Thanks For The Mobile Clinic”
The community of Lizira Yei Municipality welcomed the mobile clinic provided by AAH and appreciated them for the work being done.

Community Members – Lizira Area, Yei Municipality

“Public Gatherings Aren’t Safe”
A returnee from Congo said that people should stop public gatherings in places like markets, churches, schools and hospitals to avoid an Ebola outbreak. He added that people easily come into contact with each other in such places.

Male Youth – Hai Sobe, Yei Municipality

“Avoid Panya Routes”
A male youth from Hai Sobe said that people who come from Congo should not evade the Point Of Entry (PoEs) in order to prevent the spread of Ebola disease to South Sudan. He appealed to all stakeholders to work hard in sneering that “panya” routes are avoided.

Male Youth – Hai Sobe, Yei Municipality

“We Don’t Know How To Protect Ourselves”
A pupil in Nyongwe Primary School in Yei Municipality said that they are IDPs and still don’t know how to prevent themselves from Ebola.

School Child – Nyongwe, Yei Municipality

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**Feedback on Ebola & other Health related issues**

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November 28, 2019

Ebola: Importance Of Ebola Posters To The Communities In Yei River State.  

Ebola still remains an issue of concern within the communities that border with the Democratic Republic of Congo. Internews Community Correspondents interviewed community members in Yei town about the importance of Ebola posters displayed on the walls of hospitals, clinics, along roads and some on tree trunks. A woman in Hai Guava area of Yei town said Ebola has killed many people in Congo. She added that, with South Sudan bordering Congo, it is risky. She said that she had seen illustrations of signs and symptoms of Ebola on the posters at Maratha Clinic and at Yei Public Hospital. A man in Dar-el-Salaam market said there was no Ebola in South Sudan. People only hear about Ebola like a story. The Save the Children County Health Supervisor for both Morobo and Yei counties confirmed that some people in the communities were unable to understand the messages written on the posters. She said that the information on the posters should be written in the local languages so that many people can understand the messages on Ebola. The Head Of Public Health in Yei municipality advised people in the communities to try and understand the meaning of the pictures on the posters because they are very important. He requested humanitarian agencies to involve the County Health Department in their activities of Ebola.

Malnutrition: The Causes, Prenatal And The Treatment

Following the feedback from the community about poor feeding, lack of enough food and malnutrition in pregnant mothers, Internews Community Correspondent talked health workers so they could shed more light on the issues raised. While responding to the concerns from the community, the health worker said that one of the challenges is pregnant mothers not feeding well. The official added that the situation is greatly affecting children and lactating mothers resulting in an increase in cases at the hospital. The most affected people are the lactating mothers, pregnant women and children the health worker emphasised. The health worker at Yei Public Hospital stated that lack of enough food is making the problem worse. He explained that they support the patients with food based on the weight of the person. The food they give includes milk, peas, cereals and also carry out medical checkup to ascertain the medical status of the patients. He urged mothers to give food to their children to reduced cases of malnutrition. The nutrition officer for ACROSS said it is good for the pregnant mothers to eat well to avoid malnutrition as well as breast feed the child up to six months. After that, the babies can be given water and soft food. He concluded by saying that any case of malnutrition should be reported to the nearest health facility.