### Beneficiary Messages for COVID-19 and WFP Assistance

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## 1 Background

As South Sudan prepares for and responds to COVID-19, clear, direct and appropriately delivered communication with our beneficiaries is important. WFP’s duty to remain accountable to its affected populations, the communities, the people we serve is a priority for the South Sudan Country Office.

All efforts to ensure that information is transferred through a range of channels that are suitable to the population is key. All efforts to accurately address complaints and to receive feedback should also be used.

Sharing of key messages on COVID-19 should be delivered using:

- Pre-planning meetings with community and authorities
- Pre-distribution meetings with community and authorities
- Health and Nutrition centers
- Training of all distribution support staff including crowd controllers, loaders / off-loaders, PMC, community leaders, community nutrition volunteers (CNVs), mobilizers, RRC/ROSS and others
- Use of megaphone during mobilization and throughout the distribution day
- Display of banners (both on COVID-19 and on WFP assistance)
- All meetings and engagement with community members, during any and all activities, should be used to inform on COVID-19 and WFP assistance
- Helpdesks and helplines

This toolkit serves to guide WFP and Cooperating Partners on communicating the right and most important information to recipients of WFP food assistance.
Take note...

- Where possible, the **messages should be delivered in collaboration with** Camp Management, local authorities, community leaders and PMC.

- **Start as early as possible** to let the messages spread throughout the community and deal with any concerns ahead of the distributions. The community needs as much time as possible to adjust properly. **Clear and timely information is important to smooth any tensions and minimise security risks.**

- When sharing information, **deliver the facts alone** and **avoid embellishing with additional details or information that has not been verified by WFP Management.** Avoid overloading the community members with technical jargon. Ensure that you communicate in a way that is understandable to everyone.

- **Listen carefully** to community questions and concerns. Take note of the questions coming up – to show you are recording their concerns and care about their right to food or nutrition assistance.

- If you cannot answer a question, **do not make it up or guess** – tell them you will check and get back to them. Just make sure you do follow up and revert back with the answer. Continue to reinforce the key messages to the community in your answers.

- **Clearly display the ration table** (for food, cash, nutrition entitlements) making sure that it is understood by the recipients of assistance. Also display the **WFP Helpline number** clearly so that people can note it down.

- **Record community feedback** and send to your team leader and cc’ [southsudan.hotline@wfp.org](mailto:southsudan.hotline@wfp.org) so that the WFP Protection team can update information and the Q&A if necessary. Continue to share learnings and issues arising from the community with your colleagues who are delivering messages in other areas of WFP interventions.

**Key Messages on COVID-19**

**Target Audience:** ALL WFP beneficiaries and their community

- A new virus called COVID-19 is spreading rapidly throughout the world. As at 08 April 2020, the Government of South Sudan (GOSS) has confirmed that two individuals in Juba have tested positive for the virus. We expect that the positive cases will continue to increase, and we encourage everyone to continue listening to the announcements from the GOSS.

- The top priority is everyone’s health and well-being. We urge everyone to follow the health advice of the Government, Ministry of Health and the United Nations World Health Organisation (WHO). This information is being shared on radio, through community leaders and through health partners.

- Whether you live in your own home, are staying with someone else, or are living in a camp, there are precautionary measures you should take to remain healthy, reduce the risk of infection and prevent spreading the virus:

  - Wash your hands for at least 20 seconds as often as possible using soap and water. If you have access to an alcohol-based hand rub, you can also use that.
The virus is highly contagious and spreads through small droplets that come from our nose or mouth when a person coughs, sneezes, exhales or spits. These contaminated droplets land on objects and surfaces and can infect other people. So you should sneeze and cough into your elbow and avoid spitting.

- If possible, maintain at least 1-meter (3 foot) distance between yourself and other people to minimize potential exposure to the virus. Avoid greeting people with handshakes and other physical contact.
- If you develop a cough, fever or sore chest, stay at home and avoid travel. If you have access to a phone, you can call 6666 to get medical advice. If there is a doctor nearby, you can inform the doctor and ask for their advice.

- There are rumours spreading that the virus will not come to South Sudan because it is hot. There are also rumors that drinking hot tea will prevent the virus. Please note, these are false. The only things that work are washing hands with soap and water and keeping distance from each other.

- You may see members of WFP and/or our cooperating partners wearing medical masks and applying hand sanitizer to clean their hands before serving you. This is to ensure the health and safety of your family and our staff.

- Minimize large public gatherings as instructed by the Government of South Sudan. However, the Government has allowed food distributions to continue but you need to closely follow the instructions of the distribution team so that distributions are safe and fast.

- This virus can affect anyone. It does not matter where you come from or where you live. We must protect and keep each other safe during this time.

**WFP Assistance**

**Target Audience:** ALL WFP beneficiaries and their community

- During this current distribution, WFP is providing you with [insert ration size and if it is double or triple ration] your ration. This ration will last you until [most locations = 31 May 2020; put accurate date for your location].

- We are doing this double distribution to reduce the need for people to gather in large numbers, and to ensure you can proactively provide for your family while resources are in the market. Reducing large gatherings is one of the ways that we can try to protect you and your families from the spread of COVID-19.

- At the moment, we do not know when the next distribution will be. We are waiting to the impact of COVID-19 before we can make our next plans. We will inform you through your community leaders and community mobilisers when we will be returning for the next distribution.

- Please note, this food or cash should be used carefully in your household so that it can last you as long as possible.
• Due to the GOSS mandated closure of schools, all school feeding programmes have been suspended until further notice. We will inform you through your community leaders when this changes.

• If you are enrolled in a nutrition programme or suspect you or your child to be malnourished, continue to seek nutrition services. If facilities closed, clear communication from the camp management, nutrition partner, local authorities will be shared.

• Nutrition services will implement a simplified protocol that may require reduced visits to the nutrition facilities. Contact your nutrition partner for more information.

• For all FFA participants, a one-month distribution will be carried out whether you have already completed your work outputs. However, we encourage everyone to keep up with their work activities after the distributions. WFP and its partners will communicate with you when we have more information on the next distribution.

• To comply with Government directives on limited movement to ensure social distancing, WFP will conduct remote monitoring by calling sampled beneficiaries to get their feedback on food assistance activities. If you receive one of these calls, we appreciate your time to respond to the questions.

• For now, the best thing to do is to use your rations carefully, wash your hands regularly, avoid being in big crowds, and minimize your contact with others if you are sick and wait for more information.

WFP Helpline and Helpdesks

• Our goal is to serve you to the best of our ability, and we welcome your feedback and suggestions on how we can do better. We understand that this is a time of worry and stress for many people. We have a helpline and helpdesks that you can use to give us your suggestions and to ask questions.

• You can call the WFP helpline on 0910 682 464 Monday – Thursday 9am – 4pm and Friday 9am – 2pm. The phone number is free for you to use and our operators speak several languages.

• WFP has zero tolerance for fraud, corruption, sexual exploitation or abuse. If you are asked for money to register or to collect your food or cash, please report this directly to the helpline or to any humanitarian worker you trust as soon as possible.

• You should never be asked to exchange sex, marriage or other similar activities by humanitarian workers. If anyone offers to register you or change your household size, or to give you extra rations, or any other favour in exchange for sex or anything sexual, please notify a humanitarian that you trust, or call the WFP helpline.
Frequently Asked Questions

**Question:** We have people in our households who missed registration and don't have ration cards. We are sharing our food with them. Can WFP register these people and provide them food.

**Answer:** At this time, WFP will not be conducting any new registrations for food assistance.

**Question:** The food you have given is not enough. It will not even last us the two months.

**Answer:** WFP cannot increase its rations as we are facing resourcing difficulties. We have provided what is possible. We encourage people not to sell the food and not to waste it. Keep it safely stored to protect it from spoilage and be careful with how much you are serving so that it can last as long as possible.

**Question:** WFP should provide for us soap, water and plastic sheeting (and other NFIs) to help us meet the sanitation and food storage you are suggesting.

**Answer:** WFP will take back your request to our WASH and NFI colleagues. They will communicate to you through your community leaders with more information.

**Question:** Will other target groups (besides children or PLWs) be provided nutrition treatment?

**Answer:** The COVID19 does not effect the nutritional status of an individual, as of now only PLW, children (6-59 months), people living with HIV or TB and Elderly (only in Bentiu and Juba PoC's) are provided treatment for acute malnutrition.

**Question:** What do I do if I get the virus

**Answer:** If you have access to a phone, you should call 6666 to get medical advice. If you do not have access to a phone, it is recommended that you stay in your house and avoid contact with other people. If you have a doctor nearby, inform them of your condition and they can provide you with further medical advice.

**Question:** Now that there is a confirmed case of COVID-19 in Juba, is there any changes to my assistance?

**Answer:** As at 08 April 2020, the information provided above on assistance remains accurate and relevant. If there are any changes, we will share with you through all the communication methods including community leaders, camp management, radio and other preferred systems.
Annex 1

COVID-19 Visibility Materials

The following messaging should be displayed at all community engagement sessions (briefings, sensitizations etc.) and at all distributions. Please ask your agency representative to provide you with the materials if not in place already.

![COVID-19 Poster]
CORONAVIRUS DISEASE SIGNS & SYMPTOMS

- Fever
- Dry cough
- Difficulty in breathing
- Tiredness

For more information: Call Ministry of Health, South Sudan
TOLL FREE NUMBER 6666

World Health Organization
Red Cross
World Food Programme