

## Crosscutting COVID-19 activities

- **Awareness-raising** through phone calls, text, video and audio messages and use of vehicles with megaphones on-site.
- **Graphic design work in support of communication with communities**, with a particular focus on people who are illiterate.
- **Phone surveys** to capture refugees' priority needs, information gaps and the impact of containment measures on access to essential services.
- **Safe identification** of growing needs, **referrals** to specialised agencies and **effective follow-up**.
- **Creation of an additional countrywide accountability helpline** (phone and WhatsApp) to facilitate reporting previously done in person or through comment boxes.
- **Evidence-based operational and protection-oriented advocacy** to inform our own programming and coordination with other actors.
- Support uninterrupted essential service delivery to refugee communities through **continuous engagement with banks and suppliers** around specific challenges.
- **Media monitoring, outreach to journalists and social media work** to increase awareness about essential humanitarian service delivery and the resulting public health dividend in the fight against the novel coronavirus.
- COVID-19 specific **staff care initiatives**, with a focus on frontline workers.
- **Coordination with donors on the repurposing of existing grants and potential new funding opportunities** in support of people whose pre-existing needs have been exacerbated as a result of COVID-19 and the ongoing economic crisis.

**Emergency education response during coronavirus**

NORWEGIAN REFUGEE COUNCIL NRC

Phone calls twice a week to parents and children

- Checking in with children to learn how they are doing
- Checking in and providing support on learning activities

Messaging via WhatsApp and other platforms

- Health promotion: how I can protect myself from the new coronavirus
- Child's well-being: what am I feeling and how can I deal with my emotions and this situation
- Parent engagement: what is an activity you can do with your child
- Learning: how you can learn by yourself, learning foundational literacy and numeracy skills relative to your current abilities

Parents and children can request additional support

I need help with this activity, can you explain?

Alia loves the activity, do have any more we can do this week?

Samia (NRC)

**Benefits**

- Wellbeing: children receive continuous engagement with a dedicated, caring NRC staff member, which promotes wellbeing
- Learning: children learn how to learn, foundational skills relevant to abilities, and being self-confident in their ability to learn
- Providing children and parents with the accurate information on how they can protect themselves from the coronavirus.
- Referrals: children and their parents receive up-to-date information on how to seek medical support regarding the coronavirus and other protection concerns.

NRC will also gain ongoing knowledge about how COVID-19 is affecting children, families and communities through continuous engagement.

# Sector-specific COVID-19 response

WASH



## Water, Sanitation and Hygiene

**Increased water trucking** to informal tented settlements (ITS) and (peri)urban areas, monitoring of supply and quality, proportional increase in **desludging** activities.

**Support to municipalities with Solid Waste Management**, in particular in the dealing of infectious waste.

**Training of Trainers** on COVID-19 for community focal points.

**Distributions:** Hygiene items (in-kind/cash), including for menstrual hygiene, disinfection kits, Personal Protective Equipment, Non Food Items linked to water supply (e.g. storage tanks, handwashing stations).

**Provision of latrines** for isolation units at HH and ITS level.

Provision of **WaSH services as part of the Rapid Response Teams** in ITS, (peri)urban areas and Palestinian camps. *Subject to funding availability.*

Shelter



**Relocation of households** to available Occupancy Free of Charge (OFC) units.

Provision of **emergency cash for rent** for people referred to NRC, including for People with Specific Needs, elderly and chronically ill people.

**Distribution** of personal and domestic hygiene items as well as shelter kits and plastic sheeting for referred protection cases.

**Minor repairs to separate high-risk persons from the rest of the household** to minimise their exposure to the coronavirus.

Provision of **shelter support as part of the Rapid Response Teams** in ITS, (peri)urban areas and Palestinian camps. *Subject to funding availability.*

ICLA



## Information, Counselling and Legal Assistance

Provision of **information and counselling via phone** on civil documentation, legal residency and Housing, Land and Property (HLP) rights.

Provision of **legal assistance for urgent cases.**

**Collaborative Dispute Resolution** (CDR) interventions in response to eviction threats affecting refugees.

**Mapping of municipal restrictions and public offices' practices** (General Security Office, Personal Status Department, courts) during COVID-19.

Education



## Learning Readiness Rapid Assessment

to understand parents' available resources and interest to be engaged in children's remote learning.

Provision of **short-term education response** for children whose Non Formal Education (NFE) programme was disrupted. This includes curated learning, psychosocial support and health awareness activities via WhatsApp, combined with follow-up phone calls to provide guidance and support.

Supporting MEHE with the selection of **Better Learning Programme activities** for filming and sharing online with public school students who are at home.

**Providing youth with activity-based short courses**, blended IT skills training and life skills for youth wellbeing to keep them engaged and promote positive coping skills.

# Our consortia work during COVID-19

**CAMEALEON** is a learning, research and MEAL consortium co-managed by NRC, Oxfam and Solidarités International that helps to **evaluate and improve the impact and accountability of Multi-Purpose Cash (MPC) assistance** for Syrian refugees in Lebanon, as well as contribute to the wider sector. In the context of COVID-19 specifically, CAMEALEON is conducting **rapid surveys to gather insights on the impact of the novel coronavirus** on MPC recipients and their ability to access and spend their assistance, as well as generate programmatic recommendations. CAMEALEON is also partnering with the Durable Solutions Platform to produce a learning paper on how agencies are **adapting their cash programmes in response to the economic crisis and Covid-19** emergency in Lebanon. The purpose is to document how, if, when and why agencies have made adaptations to cash programmes in order to support programmatic efforts in Lebanon, and elsewhere, in the short- and medium-term.

CAMEALEON

CASH · MONITORING EVALUATION ACCOUNTABILITY & LEARNING  
· ORGANIZATIONAL NETWORK ·

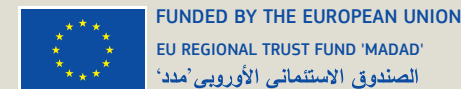
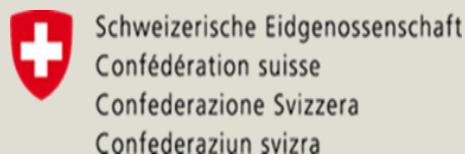
The ECHO-funded **Lebanon Protection Consortium (LPC)** brings together NRC, Action Against Hunger and Gruppo di Volontariato Civile (GVC). The consortium **responds to shocks, persistent humanitarian needs and legal protection concerns** of Syrian and Palestinian refugees in Lebanon in addition to engaging in **protection-oriented advocacy**. NRC's Emergency Response Unit (ERU) contributes to the LPC's COVID-19 Emergency and Acute Needs Response in ITS and Palestinian camps and supports the regional Rapid Response Teams. Activities include the **distribution** of disinfection, hibernation and Infection, Prevention and Control (IPC) kits, **WaSH support to isolation units** and distribution of UNHCR-funded hygiene items in collective shelters. Through dedicated phone surveys with ITS residents, the LPC also aims to **capture community concerns** and inform its ongoing response.



A project implemented by  
ACF, GVC and NRC



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