

# Learning and Adapting

Considerations for Rapidly Changing Conditions

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# Top 3 Actions

- 1 CONTEXTUALIZED MESSAGING
- 2 PROGRAM ADAPTATIONS
- REVISED MEL ACTIVITIES



## Contextualized messaging

- Health messaging and factual information about COVID-19 in all local languages
- Locally appropriate dissemination channels
- Avoid groups of people and instead consider print media (with adaptations for low-literate populations), audio messaging, social media, Whatsapp, SMS etc.
- Aim to reach the most vulnerable populations including the elderly and people with different forms of disability and chronic illness
- Avoid contributing to a climate of fear and panic. Use positive messaging wherever possible





# **Program Adaptation**

## Citizen Engagement and Community Action

- Mobilize influential leaders, volunteers and community action groups
- Mobilize Community Outreach and Action Campaigns
- Mitigation and disaster preparation

## Local Government Capacity-Building and National Engagement

- Understand government's response
- Advocate for effective response measures
- Connect local leaders, community groups and local government
- Target capacity-building in conflictsensitive and equitable response

### Access and Use of Information

- Rapidly assess trusted sources of information
- Ensure culturally-sensitive messaging
- Leverage technology



# MEL & Program Considerations

- Include MEL in the contingency planning
- Coordinate closely with program teams to collect relevant data for performance tracking and decision making
- Identify which monitoring information is critical

Data protection systems and policies are still in place



## **Consider Alternative Solutions**

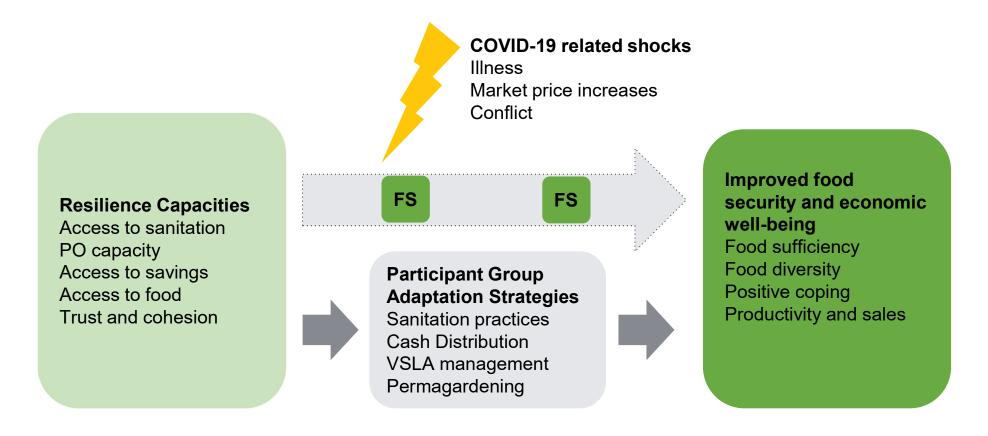
#### **Planned Activities**

#### **Alternatives**

Surveys, Phones, email, SMS, internet-based platforms assessments Group discussions **Internet-based video conferencing platforms** Onsite monitoring, - Peer monitoring or coordinated program observation visits monitoring - Secondary data - Participants or community feedback - Remote sensing and unmanned aerial vehicles Training and Internet-based video conferencing platforms workshops



### **Example: Food Security Program Resilience MEL**



### **Contextual Changes and Community Responses**

Restrictions on movement and daily life
Conflict resolution
Local governance actions
Border closure