

COVID-19 RCCE FRAMEWORK

INFORMATION & COMMUNICATION



Demand for information



Trust in information



Access to information



Infodemic risk



Satisfaction with information

KNOWLEDGE & UNDERSTANDING



COVID-19 disease



Health protocols



Knowledge of protective measures

PERCEPTIONS



Perception of susceptibility



Perception of the risk of stigmatisation



Perception of efficacy of protective measures



Perception of fairness



Perception of safety at health facility

PRACTICES



Practices of protective measures



Health-seeking behaviour



Vaccine uptake



Self medication

SOCIAL ENVIRONMENT



Stigma



Social norms



Community engagement



Individual impact



COVID-19 Disorder

STRUCTURAL



Hand washing



Literacy



Internet Access

CORE INDICATORS

Variable	Indicators	Definition
INFORMATION & COMMUNICATION		
Demand	Percentage of individuals who seek information about COVID-19 on a weekly basis	Individuals who seek information about different aspects of COVID-19 at least once a week using channels they have access to (health care workers, family, friends, community leaders, newspapers, radio, TV, online sources including social media and/or messaging apps, etc)
Access	Percentage of individuals who have access to appropriate information on COVID-19	Accurate and factual information in the local language which facilitates / helps people to identify local level solutions and adopt (and sustain) key preventive measures
Satisfaction	Percentage of individuals who are satisfied with the information content they receive on COVID-19	Satisfaction with information content received irrelevant from format or channel or information source
Trust	Percentage of individuals who receive information through a communication channel they trust	Individual's perception of the trustworthiness of the communication channel through which they receive information on COVID-19. Channels may include health care workers, family, friends, community leaders, newspapers, radio, TV, online sources including social media and/or messaging apps, etc.
Infodemic risk	Proportion of unreliable content vs all content online in a specific geography and population	Potentially unreliable content is referring to false, untrustworthy news or unsupported claims. Content measured at geographical or population level - Geographical or population risk can be a proxy for individual risk
KNOWLEDGE, AWARENESS & UNDERSTANDING		
COVID-19 disease	Percentage of individuals who know correct symptoms of COVID-19	Symptoms as defined in current WHO guidance

	Percentage of individuals who know correct transmission routes of COVID-19	Transmission routes as defined in current WHO guidance
Protective measures	Percentage of individuals who know how to protect themselves from COVID-19	Knowledge about personal protective measures such as hand washing / physical distancing / limiting social gatherings to reduce individual's infection risk of COVID-19
	Percentage of individuals who know how to stop COVID-19 transmission in their community	Knowledge about measures (limit community movements, suspend participation in community events / social gatherings, cancelling of non-essential travels etc.) which are critical to stop COVID-19 transmission in a given geographical area
Health protocols	Percentage of individuals who know what measures should be taken if they have been in contact with someone who has COVID-19.	Triggers for different actions such as self-isolation, testing, agreement to contact tracing will vary across contexts and depend on public health's laboratory testing capacity and / or public health capacity to take care of people

PERCEPTION

Perception of susceptibility	Percentage of individuals who believe they are at risk of contracting COVID-19	Individual's subjective approximation of the probability of personally contracting COVID-19
Perception of efficacy of protective measures	Percentage of individuals who believe following recommended measures will protect them from COVID-19	Individual's perception that by following recommended measures they will protect themselves from COVID-19
	Percentage of individuals who believe following recommended measures will help stop COVID-19 transmission in their community.	Individual's perception that by following recommended measures they will help to contain the spread of COVID-19 in their community
Perception of safety at health facility	Percentage of individuals who believe that their health facility is currently safe to go to	Individual's perception that the health facility they normally go to provides medical care (for non-COVID-19 related health issues) without exposing medical personnel, patients and their

		families to COVID-19 infection risks
Perception of the risk of stigmatization	Percentage of individuals who think falling ill with COVID-19 leads to stigma	Individual's perception of stigmatization by immediate environment or wider community, that is associated with individuals that have contracted COVID-19
Perception of public health measures fairness	Percentage of individuals who think locally recommended measures for COVID-19 are fair	Perception of inequity drives frustration that can negatively affect social cohesion and reduce public trust in recommended measures.

PRACTICES

Protective measures	Percentage of individuals who report practicing recommended measures to protect themselves from COVID-19	Recommended measures will depend on national / local public health guidelines and local context - which aim to reduce an individual's risk of contracting COVID-19. Should include frequency with which specific measure is practiced (always, often, sometimes, never)
	Percentage of individuals who report practicing recommended measures to stop COVID-19 transmission in their community	Recommended measures will depend on national / local public health guidelines and local context - which aim to contain the spread of COVID-19 in a given geographical area
Vaccine uptake	Percentage of individuals who would get vaccinated once a vaccine is available and was approved safe and effective	Intended behaviour which will be particularly relevant for targeted groups
Health seeking behaviour	Percentage of individuals who immediately seek medical care if they have COVID-19 symptoms	Self-reported measure of health seeking behaviour triggered by COVID-19 symptoms. This can include calling a specific and dedicated hotline, consultation of medical staff, testing, treatment.
	Percentage of individuals who only self-medicate if they have COVID-19 symptoms	Self-reported measure of health seeking behaviour triggered by COVID-19. Individual does not seek any formal health care advice or

service and self-medicates.

Access to health care

Percentage of individuals who have difficulty in accessing healthcare for non-COVID-19 related treatment

Measures only access and not the actual demand
Difficulties: Having skipped or delayed health care visits due to the suspension or interruption of non-essential health services (e.g. sexual and reproductive health, immunization, cancer treatment etc.) as response to the pressure of COVID-19 on the national and local health system

Variable	Indicators	Definition
SOCIAL ENVIRONMENT		
Stigma	Percentage of individuals who have observed people in their community stigmatized because of COVID-19	'Stigma' is defined as individuals and/or groups sharing specific characteristics (gender, ethnical identity, culture etc.) are experience disapproval or discrimination. This might be expressed by verbal, physical and/or emotional abuse / denial of access to services and infrastructure (housing, jobs, education) being shunned in or excluded from social situations because they are COVID-19 patients or being associated with bringing the disease to the community.
Social norm - self-isolation	Percentage of individuals who believe that their friends / family would want them to self-isolate if they have been in contact with someone who has COVID-19	Individual's perception that self-isolation is a social norm and expected by their immediate environment which will shape the uptake of the measure.
Community engagement	Percentage of individuals who report that authorities involve the local population to inform public health measures	Authorities (national, local and sub-national government entities) work directly with the local population to inform decision-making processes concerning public health measures
	Percentage of individuals who report collaborating in decisions about community actions	Individual's ability to participate in collective decision-making processes affecting the community ie – participation in local/community planning or other meeting for COVID-19
	Percentage of individuals who know how to provide feedback about decision-making processes which affect them	Individual's knowledge about mechanisms to provide feedback and complaints concerning the way they are/were asked to express their viewpoints / opinion and input in decision-making processes which affect their (daily) lives
	Percentage of individuals who trust authorities and partners leading the COVID-19 response	Increase of trust due to community engagement efforts undertaken by authorities (national, local and sub-national government entities) and

		partners (e.g. local / international NGOs)
COVID-19 individual impact	<p>Percentage of individuals who report COVID-19 has had a negative economic impact on their life</p> <p>Percentage of individuals who report that COVID-19 has had a negative psycho-social impact on their life.</p>	<p>Concerns about economic impact may include for example loss of income, loss of job, purchase food for themselves or their families etc.</p> <p>Psycho-social impact may include feeling of anxiety or fear of the future, pervasive feeling of hopelessness and desperation, frustration, depression, insomnia caused or reinforced by the direct and indirect impact of COVID-19</p>
COVID-19 related Disorder	Number of COVID-19 related disorder events reported in the last 3 months	<p>The 'number of COVID-19 related disorder events' is defined by all events directly linked to the pandemic. These events include recorded protest against government measures made in response to COVID-19, demonstration of conspiracy belief, violent attacks linked to COVID-19 transmission, including violence against healthcare workers responding to the coronavirus.</p> <p>Indirect protest or demonstration such economic shocks or complex social demonstrations are not captured with this indicator.</p>

STRUCTURAL

Handwashing	Percentage of individuals who have at least basic hand washing facilities with soap and water	Basic handwashing facilities are defined by WHO as a sink with tap water, and can also include other devices that contain, transport or regulate the flow of water. Buckets with taps, tippy-taps and portable basins are all examples of handwashing facilities. Bar of soap, liquid soap, powder detergent and soapy water all count as soap for monitoring
-------------	---	---

		<p>purposes. Depending on the context people may have also access to alcohol-based hand wash rub.</p>
Internet access	Percentage of individuals using the internet	<p>Individuals using the internet are defined by the World Bank as individuals who have used the Internet (from any location) in the last 3 months. The Internet can be used via a computer, mobile phone, personal digital assistant, games machine, digital TV etc.</p> <p>It might be relevant to disaggregate by gender as possible</p>
Literacy rate of adults	Percentage of individuals aged 15 and above who can both read and write, with understanding, a short simple statement about their everyday life.	<p>The literacy rate is defined by UNESCO as the percentage of the population of a given age group that can read and write. The adult literacy rate corresponds to ages 15 and above. It is typically measured according to the ability to comprehend a short simple statement on everyday life.</p> <p>The definition of literacy could be adapted by countries: link</p>