Risk Communication and Community Engagement (RCCE) Readiness Checklist

Is your organization ready to conduct RCCE in a public health emergency? Assess your readiness across the outbreak response phases in the RCCE Readiness Kit.

# Pre-Crisis Phase

| ***Key Readiness Question*** | ***Actions: These are not prescriptive but serve to prompt further thinking.*** | ***Answer*** | ***Action Plan to Improve Capacities (Refer to the RCCE Readiness Kit for resources)*** |
| --- | --- | --- | --- |
| ***Have we added RCCE in Emergency Planning?*** | Infectious disease outbreaks and RCCE are included in Emergency Preparedness and Response Plans. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have an RCCE focal person?*** | An RCCE focal person has been assigned on the emergency response team. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are we being inclusive in our emergency preparedness planning?*** | Communication and community engagement partners and implementers are invited to EPRP workshops. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have a plan for engagement in case of movement restrictions?*** | A plan for conducting participatory engagement in the face of movement restrictions and lockdowns has been developed. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have we identified vulnerable and marginalized populations?*** | Vulnerable and marginalized populations and risk factors are identified in service areas. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are we prepared financially to respond with RCCE?*** | Budget with line items and costs for RCCE activities is available. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have the right expertise for RCCE?*** | Staff & partner capacity in RCCE are mapped and assessed across sectors, with identified needs for training. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do staff know their RCCE roles and responsibilities?*** | Staff understand the organizational approach to RCCE and AAP and their individual and team roles and responsibilities for RCCE and AAP in job descriptions/terms of reference. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we know who can provide expertise in behavior change?*** | An RCCE or social and behavior change expert is available to provide technical support to implementation teams and for ongoing capacity support. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Who will champion RCCE integration across the response?*** | A selection of staff members are assigned as internal champions for RCCE to ensure integration across relevant response areas. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are all relevant staff oriented on RCCE basics?*** | Orientation package for staff includes RCCE basics. (E.g., All emergency response staff given a briefing note on RCCE basic). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are all relevant staff oriented on referral pathways?*** | Staff oriented on referral pathways to services that may be needed in an outbreak response (e.g., protection mental health and psychosocial support, etc.). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are all relevant staff oriented on duty of care protocols?*** | Staff orientated on duty of care protocols for infectious disease outbreaks. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have infectious disease safety procedures for mobilizers?*** | Safety procedures developed for staff and community mobilizers during infectious disease outbreaks. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we know how to fill capacity gaps in RCCE?*** | RCCE trainings and/or training plan are available for staff across sectors and to build skills in RCCE for infectious diseases. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are our frontline workers trained in interpersonal communication?*** | Frontline workers are trained on interpersonal communication. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do staff know the public health and humanitarian coordination mechanisms (are they plugging in?)*** | Staff understand public health and humanitarian coordination mechanisms in country and entry points and staff who will engage with them are identified. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have a mapping of who is working where in community engagement?*** | National and local- level geographic coverage of NGOs working on community engagement mapped (e.g., through technical working groups). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have a knowledge management platform with RCCE tools?*** | Knowledge management (KM) platforms have RCCE tools for staff that are maintained. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have community engagement entry points been identified?*** | Community engagement entry points identified, e.g., decision makers and gatekeepers from district/provincial, community level.[[1]](#footnote-2) | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have community level mechanisms and services been identified?*** | Existing community-level mechanisms and services identified to avoid establishing parallel systems. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have updated contact lists of relevant community leaders, groups and representatives who need to be engaged? Is it inclusive of marginalized people?*** | Contact lists of community groups and representatives that need to be engaged in a response are inclusive and maintained[[2]](#footnote-3). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have community-level communication and social, cultural and behavioral factors been identified?*** | Trusted and preferred communication channels, community norms, values, priorities, beliefs, cultures, languages, and current behaviors are identified. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have an updated community engagement SOP for public health emergencies?*** | Community engagement SOPs for public health emergencies are developed and maintained. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are we maintaining community feedback with rumor monitoring mechanisms?*** | Community feedback mechanisms and rumor monitoring tools developed and maintained. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we know which vendors or partners to call for communication needs?*** | List of vendors/ partners needed for communication and community engagement (e.g. printers, media, translators, etc.) updated. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have access to reference guides of disease and preventative behaviors to help inform first-wave messaging?*** | Reference guides of diseases that could rise to the level of epidemics/pandemics, with key behaviors that can be considered for messaging are maintained. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have the most updated national risk communication strategy?*** | Existing national risk communication strategies and humanitarian response plans identified. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Do we have lists of indicators we can use to more effectively monitor RCCE activities?*** | Indicators for RCCE are in M&E frameworks established and maintained. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |

# Early Onset Phase

| ***Key Readiness Question*** | ***Actions: These are not prescriptive but serve to prompt further thinking.*** | ***Answer*** | | ***Action Plan to Improve Capacities (Refer to the RCCE Readiness Kit for resources)*** | |
| --- | --- | --- | --- | --- | --- |
| ***Do we know how to assess which activities to adapt?*** | Existing projects/activities to adapt to the public health emergency response are identified. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***How will we respond safely and ensure RCCE is cutting across sectors?*** | Activities are assessed for safety or remote engagement, and roles/responsibilities across sectors are adapted to include RCCE. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Who do we need as partners for community engagement?*** | Staff, partners and volunteers identified and recruited at local level for community engagement/outreach. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***How will we get social science data to inform our programming?*** | Social science researcher or partners or coordination groups are identified to collect and analyze social science data. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***How are we coordinating our RCCE response?*** | Public health and humanitarian mechanisms confirmed. RCCE focal person is participating in an inter-agency forum that coordinates RCCE activities. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***What do we need to know from communities now?*** | Rapid assessments adapted to outbreak, and community assessments conducted (e.g., perceptions, values, priorities, beliefs, existing systems and services). | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***How are we collecting data safely?*** | Remote or safe in-person options to collect data determined. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Are we collecting the right data through feedback mechanisms?*** | Social listening mechanisms (community feedback, rumors, perceptions) assessed and modified (or coordination mechanism tracking and analyzing this information confirmed). | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Do we have an RCCE action plan with costed activities and an M&E plan?*** | RCCE action plan with costed activities and an M&E plan developed. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Do we know which communication channels to use, ensuring the most vulnerable are reached?*** | Communication channels are assessed for accessibility to people in remote areas, without digital skills, with lower literacy, who may not speak the dominant language, etc. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Are the messages we’re providing in the right languages and communication formats?*** | Messages and materials are tailored in the appropriate languages and formats for audience segments. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Have we considered the gender implications in the response?*** | Gender implications considered across all audience segments. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Are we rapidly pretesting initial messages and materials?*** | First-wave messages and materials are rapidly pretested. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Have staff been briefed on messaging, safety/safeguarding? Do some of them need a refresher on RCCE basics?*** | Staff, partners, and volunteers briefed on outbreak-specific messaging and safety/ safeguarding, with refresher on RCCE basics. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Have existing community engagement processes been reviewed and adapted for this outbreak?*** | Community engagement processes reviewed and adapted to outbreak. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Are local and community leaders being oriented on the outbreak and community engagement process?*** | Local and community leaders and groups oriented on the outbreak and community engagement process. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Do we know what community mobilization activities need to be launched? Is it safe?*** | Community mobilization and engagement launched with consideration to outbreak context. Safety assessed. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Is the knowledge management system updated with the latest RCCE materials (and who will maintain this system)?*** | Knowledge management system with RCCE updated. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Who will monitor the outbreak and changing safety situation to inform community engagement activities?*** | Internal mechanism to monitor the outbreak and changing safety situation established. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |
| ***Have the RCCE indicators been adapted for this outbreak and have staff been oriented on monitoring and reporting?*** | RCCE indicators developed or adapted to align with the outbreak and staff oriented on monitoring and reporting. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply | |  |

# Mitigation Phase

| ***Key Readiness Question*** | ***Actions: These are not prescriptive but serve to prompt further thinking.*** | ***Answer*** | | | ***Action Plan to Improve Capacities (Refer to the RCCE Readiness Kit for resources)*** |
| --- | --- | --- | --- | --- | --- |
| ***Are our staff able to handle scale up in this phase?*** | Staffing needs re-assessed and additional partners/volunteers recruited, if needed, for outreach and engagement activities. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Do our staff have the capacities to address the newer issues that are arising or will arise in this phase?*** | Staff capacity reassessed to address new issues (for example, stigma, rumors, conflict, depending on the context), and skills updated with mentorship/training/guidance. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Do FLWs need additional training in interpersonal communication to address newer issues and need in this specific outbreak?*** | Health-care workers and other frontline workers receive interpersonal communication training[[3]](#footnote-4). | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are we updating staff and community-level outreach workers with newer messages and skills to address emerging issues?*** | Community outreach workers and influencers[[4]](#footnote-5) trained in messages and two-way communication, including on stigma-free language and prevention of stigma (if this is a priority issue). | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***How are we ensuring access to the latest guidance and data and coordinating our RCCE activities?*** | Participation continues in inter-agency forums on communication and community engagement, and information is shared. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are we ensuring responsiveness to communities, which may have greater needs at this time?*** | Community feedback, rumors, perceptions and other social science data ramped up (with some data gathered through coordination mechanisms). | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are messaging and materials being regularly adapted based on new data and shifts in the outbreak?*** | Messages and materials adapted to newer data and information gathered and then pretested and disseminated. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are the communication channels resonating with audiences and reaching the most vulnerable and marginalized?*** | Communication channels reassessed to determine if they are resonating and if so, ramped up, and participatory community engagement scaled up (either in person or remotely).[[5]](#footnote-6) | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are we operating with a community-centered approach that enables community-led solutions and behavior change?*** | Affected communities involved in the design of newer communication and community engagement approaches.[[6]](#footnote-7) | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are we responding based on the needs and lived realities of communities?*** | Community dialogues on the outbreak and impacts of the response continued. With community groups, barriers, enablers, behavioral factors, communication channels, languages, misinformation, and questions updated, issues prioritized, and local capacities and resources identified to support solutions. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Do we need to do more to influence behaviors at local level?*** | Community influencers and volunteers scaled up if needed. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are we working with communities to develop their own community-level response plans as part of community-led engagement?*** | Rapid response plans with rapid interventions and specific roles and timeframes for community members developed with communities.[[7]](#footnote-8) | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are we ensuring they are supported to implement and monitor those plans?*** | Communities supported to implement and monitor response plans. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Have media been engaged to ramp up accurate reporting and participatory engagement?*** | Media engaged to develop creative, entertaining and engaging communications that address people’s priorities and barriers, including marginalized groups. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are other sectors being engaged to meet service needs and address other needs and barriers?*** | Relevant sectors engaged to address service needs and access barriers and ensure that referral systems are functional before referring to other services (e.g. mental health and psychosocial support, gender- based violence). | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |
| ***Are relevant monitoring results being used and shared with other stakeholders?*** | Routine monitoring continued with and reporting to coordination groups and the government. | | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  | |

# Suppression Phase

| ***Key Readiness Question*** | ***Actions: These are not prescriptive but serve to prompt further thinking.*** | ***Answer*** | ***Action Plan to Improve Capacities (Refer to the RCCE Readiness Kit for resources)*** |
| --- | --- | --- | --- |
| ***Have we adapted social listening mechanisms (e.g., survey/feedback forms) to the changing outbreak context?*** | Social listening mechanisms[[8]](#footnote-9) adapted to a changing outbreak, which may include issues around vaccines, modified public health measures or responses. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are systems in place to gather and analyze perceptions data on newer issues?*** | New data (e.g., social listening/ perceptions/ behavioral) are gathered and analyzed. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Is the RCCE plan – objectives, activities and measurements – updated to reflect any changes in the response?*** | RCCE plan is updated with new objectives and activities (especially if new response tools such as vaccines are introduced). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have the messaging and program activities been adapted to the new realities of the outbreak?*** | Messaging, relevant program activities and tools are adapted to new information and new realities of the outbreak and response.[[9]](#footnote-10) | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have media been engaged to accurately report on any new changes in the outbreak?*** | Media engaged on accurate reporting of the outbreak, especially if new tools are introduced (e.g., vaccines). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have we reassessed mobilizer and influencer network to know what other partners might be needed to address arising issues?*** | Newer networks of mobilizers and influencers are recruited and trained for outreach (e.g., youth, religious and traditional leaders, specific representative groups) where needed, to address arising issues (e.g., vaccines, fatigue). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are data being fed back to communities to adjust community response plans and activities to the new realities?*** | Data are fed back to communities and community response plans and community mobilization activities adapted. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are access issues being addressed in community dialogues and plans?*** | Access issues to services and supplies (e.g. water, sanitation and hygiene, health facilities, vaccines) are being addressed in community action planning and community dialogues. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have referral systems been reexamined to ensure functionality and that they it meets newer needs?*** | Referral systems are reexamined to ensure functionality before referring to other services (e.g. child protection). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are we prepared to advocate to government for data-driven, informed decision-making (if needed)?*** | Advocacy to government authorities for data-driven and informed decision-making is done, if needed. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are we monitoring program outcomes and feeding back to communities?*** | Monitoring of program activities continues and monitoring data are fed back to communities. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |

# Recovery Phase

| ***Key Readiness Question*** | ***Actions: These are not prescriptive but serve to prompt further thinking.*** | ***Answer*** | ***Action Plan to Improve Capacities (Refer to the RCCE Readiness Kit for resources)*** |
| --- | --- | --- | --- |
| ***Have we adapted activities to address any new messages that may be needed?*** | RCCE activities adapted: e.g., to address complacency, messages can enforce how people should stay vigilant until the outbreak is over. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are we assessing the impacts the disease and response continue to have on communities (e.g., care-seeking)?*** | Impact of the disease and response on communities being assessed (e.g., low care-seeking due to lingering fear and mistrust). | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Are we engaging communities to address any remaining issues?*** | Dialogues with communities and health services started to address remaining issues and community health systems. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have we conducted after action reviews and documented lessons learned, case studies?*** | After action reviews conducted internally and with communities, if possible. Document lessons learned to strengthen the next response. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |
| ***Have we shared lessons learned with development actors and other key stakeholders?*** | Development actors identified to share lessons learned, which are also shared with communities served and other key stakeholders. | page2image2331907472 Yes  page2image2331907472 In Progress  page2image2331907472 No  page2image2331907472 Does Not Apply |  |

1. For example, government officials, formal/informal community leaders, religious leaders, community groups (e.g. women’s, youth, religious groups), and community platforms (health services, houses of worship) in the areas of operation. [↑](#footnote-ref-2)
2. Contacts can include community groups (e.g. youth, women, religious, etc.) and representatives of marginalized populations (e.g. migrants, people with disabilities, etc.). [↑](#footnote-ref-3)
3. For example, to build awareness of the needs and cultural, religious and social perspectives of affected populations, especially marginalized groups. Include how to address rumors. Teach health-care workers about stigma-free language and the stigmatization of certain groups during the outbreak (e.g. migrants). [↑](#footnote-ref-4)
4. For example, community health workers, youth groups, traditional and religious leaders, etc. [↑](#footnote-ref-5)
5. Continue to use a mix of communication channels that includes two-way communication and ensure vulnerable, marginalized and other hard-to-reach populations are engaged. [↑](#footnote-ref-6)
6. Affected communities often have the best knowledge about what works to drive uptake. Involving them directly in the design contributes to generating ownership and sustainability of the eventual interventions [↑](#footnote-ref-7)
7. For example, interventions might include community outreach for disease prevention in high-traffic areas or ensuring supplies of soap and clean water. [↑](#footnote-ref-8)
8. For example, community feedback and complains, rumor tracking, focus group discussions. [↑](#footnote-ref-9)
9. It may be necessary to combat complacency and fatigue or other barriers that arise. Emphasize that communities must stay vigilant, identifying and reporting new cases and maintaining newly adopted preventative and protective behavior. Understand levels of care-seeking and, if there is a decline, develop RCCE activities that focus on rebuilding between communities and services. [↑](#footnote-ref-10)