



Key-hygiene promotion messages for hygiene promoters and volunteers for refugees and host communities

Novel Coronavirus disease 2019 (COVID-19) Risk Communication Technical Working Group, Cox's Bazar

APPROACH: Working with communities to prevent and ensure prompt treatment of COVID-19 requires more than one-way messaging. The approach advocated by the Hygiene Promotion TWiG is one of dialogue (conversation) with relevant stakeholders, individuals and communities. We would encourage all Community Based Teams to:

- **Listen** to the real concerns and worries about COVID-19 coming from communities
- **Discuss with communities and individuals using the advice on this sheet**, but also listen to the challenges each household faces in being able to follow the advices
- **Collect rumors and misinformations regarding the outbreak** using this template using this template https://drive.google.com/open?id=1_x9ekXNrE6znfi6qH7w8h5PG-9MR7KfX and share it to: cxbfeedback@bd.bbcmediaaction.org
- For the risk **communication and community engagement strategy**, please contact moalamgir@unicef.org

NOTE: this is not a 'messaging guide' – it is not designed to be read aloud to communities or households. Instead it contains key information to use in discussions. These discussions should be as participatory as possible and allow time for questions and discussions of answers.

Mitigation and response Scenario

COVID-19 case(s) confirmed in Bangladesh by Government of Bangladesh and response activated by Government of Bangladesh/Health Sector

Imams/religious leaders and community leaders, as well as Camp In Charge and Camp Focal Agencies, should be informed about the risk communication plan, messaging and precautions related to public gathering.

Hygiene promoters and volunteers will be trained on COVID-19 response messages and related IEC materials. Part of the training will be dedicated to personal safety.

Hygiene promoters, volunteers, humanitarian community in general should practice maximum care in implementing activities in camps and communities, in case of outbreak. During distributions, a precise protocol needs to be followed.

Preventive measures are for staff: practice hand washing, hand sanitizer (effective for germ killing)



handy, avoid hand shaking, drink from your own water bottle when in the field, adopting correct sneezing/spitting behaviour, practice food hygiene.

WHAT IS Coronavirus disease (COVID-19)?

Key Information:

- Coronavirus disease 2019 (COVID-19) is a respiratory illness that can spread from person to person.
- Common symptoms are: cough, fever, shortness of breath.
- Pneumonia can be a complication of coronavirus.
- There are good possibilities to recover from COVID-19

HOW CAN I PROTECT MYSELF AND MY FAMILY FROM CORONAVIRUS DISEASE (COVID-19)?

- Avoid close contact with people who are or look sick
- Avoid touching your eyes, nose, and mouth.
- Wash your hands very often, with soap and water, for at least 20 seconds.
- Wash your hands very often, even if they are not visibly dirty
- Avoid hand shaking
- Avoid coughing and spitting here and there
- When coughing or sneezing, don't cover your mouth with bare hands: cough/sneeze into your bent elbow
- If you become sick with cough, fever, shortness of breath symptoms, seek medical care immediately. keep distance from the others (at least 3 feet/1 meter)
- At water points, try to avoid crowds and do not queue in line too close to other persons. Wash your hands after having collected water, once you reach home.
- Keep your water containers covered; avoid sneezing/spitting nearby water containers
- Avoid people gathering

WHAT SHOULD I DO IF I THINK I, OR A MEMBER OF MY FAMILY, HAS COVID-19?

Key Information:

- If you or your family have coronavirus symptoms, avoid contact with the rest of the family and with other people in general (keep at least 1 meter/3 feet distance)
- Seek medical attention: go to the nearest health facility or designated isolation facility
- Sick people that need support need to have a caretaker: caretakers should follow hygiene measures carefully and wash hands at critical times
- Don't panic. Stay calm. Most people do recover from COVID 19 disease.
- Carefully follow hygienic measures (see below)

Note: in case of outbreak in camp and host communities, mass activities and events will be probably suspended. Gathering as well as the group activities that take place in women centers, learning centers etc. are strongly discouraged; hygiene promotion will be focused only in house to house visits, targeting a maximum of 5 people per time (only with non-affected families).

If distributions take place, a precise protocol needs to be followed.



Because it's difficult to imagine a complete shut-down of the markets, key-messages for food vendors may still applicable in outbreak context.

In case of outbreak, hygiene promotion activities will be oriented to the blanket containment of COVID-19 only; non-essential hygiene promotion activities will be suspended.

At HH level

Personal hygiene (Handwashing): always wash hands with soap and clean water, at least for 20 seconds frequently, specially at critical times:

- Before eating
- Before feeding babies/before breastfeeding
- Before feeding little children
- After disposing little children's feces
- Before preparing and serving food
- After sneezing
- After touching someone that is sick. However, touching sick people has to be done only when really necessary.
- After latrines use
- After handling animals or animal waste (i.e. slaughtering a chicken): be sure to wash your hands before and after dealing with raw meat

Food hygiene

- Cook your food properly and reheat your food that was prepared beforehand
- Meat and fish have to be eaten well cooked. Do not eat raw meat or fish
- Always keep your food covered and elevated from the ground
- Try not to sneeze or cough or while you are cooking or handling food
- Always wash your hands with clean soap and water, for at least 20 seconds, before cooking, serving food or feeding your children.
- After handling animals or animal waste (i.e. slaughtering a chicken) be sure to wash your hands before and after dealing with raw meat
- Animal remains should be properly disposed: bury animal carcasses under the ground. Do not throw animal remains in drainages, waste bins, latrines.
- Wash your dishes with clean water and soap

Drinking water hygiene

- At water points, try to avoid crowds and do not queue in line too close to other persons. Wash your hands after having collected water, once you reach home.
- Keep your water containers covered; avoid sneezing/spitting nearby water containers; wash your containers with soap and clean water at every use.

Social behaviour

- Avoid hand shaking
- Avoid coughing and spitting here and there
- When coughing or sneezing, don't cover your mouth with bare hands: cough/sneeze into your bent elbow.

Animal management (raw remains/carcasses)



- After handling animals or animal waste (i.e. killing a chicken, cow...) be sure to wash your hands before and after dealing with raw meat
- Animal remains should be properly disposed of: bury animal carcasses under the ground. Do not throw animal remains in drainages, waste bins, latrines.

At Food vendors level

Personal hygiene (Handwashing)

- Avoid hand shaking
- Avoid coughing and sneezing while preparing food
- If you feel sick, do not prepare food for selling but go to clinic instead
- Wash hands before preparing food, after going to the toilet and before serving food;
- Do not handle cooked food with hands; use bags, spoons etc: ensuring food is clean
- Remind customers to wash hands before eating
- Remind your customers not to spit and sneeze while visiting the food kiosk

Food hygiene

- Wash and clean all equipment, with clean water and soap: e.g. chopping boards, knives, mixing bowls, cleaning cloths etc.
- Wash all fruit and vegetables; e.g. wash green leaves properly; always use water from a safe source to wash food
- After handling animals or animal waste (i.e. slaughtering a chicken, a cow...): be sure to wash your hands before and after dealing with raw meat
- Animal remains should be properly disposed: bury animal carcasses under the ground. Do not throw animal remains in drainages, waste bins, latrines.
- Keep raw food (e.g. meat) & cooked food separate; using different utensils to prepare them;
- Cook food thoroughly, especially meat, chicken and fish. If reheating cooked food – make sure it is cooked thoroughly
- Do not keep cooked food for a long time (more than two hours in hot weather) and always reheat before serving.
- Keep all food covered: to protect from flies which can spread diseases

Drinking water hygiene

- At water points, try to avoid crowds and do not queue in line too close to other persons. Wash your hands after having collected water, once you reach home or your food kiosk.
- Keep your water containers covered; avoid sneezing/spitting nearby water containers; wash your containers with soap and clean water at every use.

At Imam/Majii level

- Everyone is vulnerable to coronavirus, although adults and especially elderly seem most affected
- There is no shame if you or one of your loved ones has coronavirus.
- Practicing good hygiene – practicing recurrent hand washing with soap at critical times and observing good social behaviours regarding sneezing and coughing (see above) – are the best ways for people to protect themselves and their families from coronavirus.
- If someone has coronavirus symptoms, it is important that isolates from the other persons and go the clinic
- Gatherings, including attendance to prayers, mosques rituals and funerals, need to be suspended if requested so: this is to preserve everyone's health and to avoid the spread of diseases.