

TECHNICAL SHEET

COVID-19

Script: informing beneficiaries on the COVID-19 propagation via phone call

INTERNAL DOCUMENT / Coronavirus - Procedure n° ... – DROI-DeXT-U

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Revised :

Due to the evolving nature of the situation related to the ongoing COVID-19 pandemic, and the necessity to adjust the responses, including technical, these documents are likely to be modified or completed.

A. INTRODUCTION

The objective of this **technical sheet** is **to inform via phone call people about the COVID-19 pandemic**, how it is transmitted and what actions families can take to protect themselves.

Notes for the person in charge of the call:

- Be nice, calm and speak slowly.
- Let the person talk. Do not interrupt them. If the person is sharing wrong or incomplete information, let him/her finish and then explain, calmly, the correct information.
- Do not promise or refer to any service provided by FRC/IRCS

B. SCRIPT DE L'APPEL

1. My name is [NAME OF THE STAFF] and I am working with French Red Cross and Iraqi Red Crescent in Iraq. I am calling you because you have been part of one of our projects in KRI. Are you interested in having a phone conversation with me about the current situation in KRI? Your acceptance/not acceptance will not affect your current or future access to services, and this call does not include any promises to receive any services other than providing information. All of our communication and your data will be kept confidential. [IF THE ANSWER IS NO, THANK THEM AND END THE CALL].

2. FRC/IRCS's response to COVID19 outbreak is currently based on information dissemination to ensure

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that the households and communities we are working with have access to accurate and right information. During disease outbreaks, there are usually misconceptions and rumors about the disease, which can prevent people from taking the right actions to prevent the disease, avoid getting medical treatment, take the wrong treatment and cause more harm. In these situations, it is important to rely only on official sources, such as the Ministry of Health, the World Health Organization and IRCS, and avoid any rumors and spread misinformation.

3. Do you have any information about the current COVID19? *[IF THE ANSWER IS YES, LET THE PERSON EXPLAIN AND, IF NEEDED, REINFORCE THE MESSAGE – POINT 4].*

4. Would you like me to give you some key information on the virus? *[IF THE ANSWER IS NO, THANK THEM AND END THE CALL].*

- COVID 19 is an infectious disease, caused by the most recently discovered coronavirus. The virus can lead to respiratory illness.
- The most common symptoms of COVID-19 are mild, like a flu, including fever, tiredness, and dry cough. Some patients may have aches and pains, shortness of breath, nasal congestion, runny nose, sore throat or diarrhea.
- Most people will have mild symptoms without needing special treatment but a few (around 20%) will have more severe symptoms like pneumonia and breathing difficulties. Some people become infected but don't develop any symptoms and don't feel unwell.
- We still have to learn about how CoV affects people, thus far, older people and people with pre-existing medical conditions (such as diabetes and heart disease) appear to be more at risk of developing severe disease. Children and generally healthy persons usually have mild symptoms.
- There is no vaccine for COVID19 yet. However, many countries are working on a vaccine for COVID-19.

5. Do you have information about how COVID19 can be transmitted or spread? *[IF THE ANSWER IS YES, LET THE PERSON EXPLAIN AND, IF NEEDED, REINFORCE THE MESSAGE].*

COVID19's transmission spreads primarily from person to person through small droplets from the nose or mouth which are spread when a person with COVID-19 coughs or exhales. These droplets land on objects and surfaces around the person. Other people then catch COVID-19 by touching these objects or surfaces, then touching their eyes, nose or mouth. People can also catch COVID-19 if they breathe in droplets from a person with COVID-19 who coughs out or exhales droplets. Any person who is in close contact with someone who has respiratory symptoms (for example, sneezing, coughing) is at risk of being exposed to potentially infective respiratory droplets.

Research is still going on with regards to the transmission and if people who are infected but not yet having symptoms can also pass on an infection. Average duration of incubation period is 5-6 days, and maximum two weeks (14 days), which means that someone infected will develop symptoms after a few days, up to two weeks after the contamination.

6. Do you know some prevention measures to reduce the risk of transmission of the virus? *[IF THE ANSWER IS YES, LET THE PERSON EXPLAIN AND, IF NEEDED, REINFORCE THE MESSAGE].*

There are simple social and hygiene practices that you can do to help keep yourself and others healthy.

Handwashing:

- Wash your hands often, especially each time you come back from outside and public places, with soap and water for at least 20 seconds. Also make sure to wash your hands before and after eating, and after using toilets, or after blowing your nose, coughing, or sneezing.
- If soap and water are not readily available, use a hand sanitizer that contains at least 60% alcohol. Cover all surfaces of your hands and rub them together until they feel dry.
- Avoid touching your eyes, nose, and mouth with unwashed hands.

Keep distance from others:

- Maintain social distancing by maintaining at least 1,5 meter distance between yourself and anyone especially those who are coughing or sneezing.

- Do not shake hands and kiss when greeting people.
- Do not visit neighbors or family in other houses, for the period of the lock down.
- Still, show respect and compassion for the sick. Call them so they don't feel lonely and ask if you can help them, for example bring them food or medicine (which you can leave outside their house).

Clean and disinfect:

- It is important to clean and disinfect frequently touched surfaces daily, which includes tables, doorknobs, light switches, handles, desks, phones, keyboards, toilets and sinks.
- Practice good respiratory hygiene:
- Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze
- Safely dispose of the used tissue immediately and clean your whole upper limb or wash clothes at the earliest.

7. Do you know what you should do if you suspect that you have or have been exposed to Covid-19? *[IF THE ANSWER IS YES, LET THE PERSON EXPLAIN AND, IF NEEDED, REINFORCE THE MESSAGE].*

Practice self-quarantine:

- Stay home if you feel unwell.
- If you have had contact with a suspected or confirmed case of COVID-19, isolate yourself from other people for 14 days.
- If possible isolate yourself in a different room to the rest of the family
- Maintain at least one and a half (1,5) meter distance from others while feeling ill or self-isolating, including family members.
- Use a mask if you are having respiratory symptoms such as cough or a runny nose.
- Family members who have also been exposed to this suspected case should follow the same precautions, even if they are not exhibiting any symptoms and feel well.

Seek early medical care:

- If you have a fever, cough and difficulty breathing, seek medical attention as early as possible especially if the sick person is over 60 or has an underlying medical condition. If you have only mild symptoms, then it may be better to self-isolate within your house if possible, rather than go to the hospital. If you have any doubts about what to do, call the emergency hotline number 122. In all cases, follow the directions of your local health authority – we can share with you the contact details of your local referral hospital if needed? *[IF THE ANSWER IS YES, CHECK THE LIST OF REFERRAL HOSPITALS PER GOVERNORATE AND GIVE THEM THE NEEDED INFORMATION].*
- National and local authorities will have the most up to date information on the situation in your area.
- Calling in advance will allow your health care provider to quickly direct you to the right health facility. This will protect you and help prevent spread of viruses and other infections.

8. Do you know about what preventive measures have been taken by the Government of KRI? *[IF THE ANSWER IS YES, LET THE PERSON EXPLAIN AND, IF NEEDED, REINFORCE THE MESSAGE].*

A curfew was announced by the government of KRG in March and it is still on-going until at least 10 April, though it may be extended further. Only essential movements are allowed during this time, such as to buy food or medicines. If you have any questions about COVID19 or access to related services, you may get in contact the emergency number through the hotline number 122.

If you want information about how to access humanitarian assistance, you can call or send an SMS to the Iraq Information Centre at the number 800 6 9999. Their working hours are 8 am – 6 pm from Sunday to Thursday and 9 am to 2 pm on weekends.

It is important to respect the instructions as this will help to break the chain of transmission.

9. Do you have any questions about what we have discussed? *[CHECK THE FAQ SHEET FOR*

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ANSWERS. IF NO ANSWER FOUND, THEN SAY I'M SORRY BUT I DON'T HAVE INFORMATION ABOUT THIS AT THE MOMENT. I WILL TRY TO FIND OUT AND GET BACK TO YOU IF POSSIBLE].

FAQ link: <https://docs.google.com/document/d/1R3J77Zk71IyoW0vDv5q0keJYiwFCfJvU5p-3CkcfEgg/edit>

10. Thank you for your time. Goodbye.

Visit the DEXT-U webpage to find all recommandations related to COVID-19 :

<https://www.expertiseinternationale.net/alerte>

ONGOING HEALTH PROGRAMS

The current Health programs have the role of providing operational support to crisis management with the health regions / districts in which we operate (assistance in creating case monitoring databases, coordination of actors, etc.) and to participate in COVID-19 meetings in collaboration with HNS.

The Health Section technical advisers remain available to support missions in monitoring and / or reorganizing current projects according to the initial distribution (usual advisers).

For new Covid-19 medical projects and questions, please contact:

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