# TOOL 22: Behaviour change and RCCE resources

####

#### Purpose of this tool

This tool provides an overview and links to the some of the most useful and adaptable behaviour change and risk communication and community engagement (RCCE) resources produced across the Movement for both programmes and responses to epidemics such as Ebola, COVID-19 and Zika. This tool includes behaviour change guides, example behaviour change and RCCE plans, training packages, guidance on using tools like radio and mobile cinema, feedback and perception surveys and templates, and guidance notes on issues such as tackling mistrust or vaccine hesitancy. **The aim of this tool is to help all Movement staff with resources, examples, and templates they can use for their own behaviour change programmes or epidemic response, reducing the need to ‘reinvent the wheel’.**

#### List of behaviour change and RCCE materials and links to download

**Language guide:** EN (English), FR (French), AR (Arabic), SP (Spanish), PT (Portuguese), RU (Russian), DE (German), JA (Japanese), ID (Indonesian), SW (Swahili), KO (Korean), KH (Khmer), VI (Vietnamese), TH (Thai), HI (Hindi), BN (Bengali), BHS (Bahasa), TL (Filipino), MY (Myanmar Burmese), MS (Malay), ZH (Chinese Simplified or Traditional).

|  |  |  |  |
| --- | --- | --- | --- |
| **TOPIC** | **TOOL** | **DESCRIPTION** | **LINKS** |
| **Behaviour change planning and guidance** | IFRC **Behaviour Change Guidance** | This document explains the process of developing a behaviour change intervention, following the five stages of knowledge, approval, intention, practice, and advocacy.  | [EN](https://drive.google.com/file/d/1PU0ZjgUx-iTgwl0KOOQfDdaY7MMGOqux/view?usp=sharing) |
|  | Engaging communities for **behaviour change case study** | A case study from Rwanda documenting how the National Society used radio and mobile cinema as part of health, WASH and DRR behaviour change programmes. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Enaging-communities-for-behaviour-change_Nov.pdf) |
|  | **Behaviour change communication strategy** for cholera – Sierra Leone | An example behaviour change communication strategy developed following an outbreak. Although older, this provides ideas/structure for a behaviour change communication plan. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/SIERRA-LEONE-RC-Cholera-behaviour-change-communication-strategy-2012.pdf) |
| **RCCE guidance and planning** **RCCE guidance and planning**  | COVID-19 **Planning Guide for Adapting Risk Communication and Community Engagement**  | Helps organizations plan safe in-person community meetings and RCCE, to ensure prevention measures are maintained as public health and social measures shift for COVID-19. | [EN](https://docs.google.com/document/d/1LFQt-ovTZ2io7NiAjAyyFn6B3hlfy4afzkQ6BjE5UTg/edit) |
|  | COVID-19 **RCCE Africa Strategy** – original and updated | An example regional level COVID-19 RCCE Strategy, with suggested RCCE activities and template for National Societies to develop their own RCCE strategy. The revised RCCE Strategy is an example of how an RCCE Strategy can be revised and developed as the situation evolves. | Original strategy[EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/RCCE-CORONAVIRUS-STRATEGY-AFRICA-FINAL.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/RCCE-CORONAVIRUS-STRATEGY-AFRICA-FINAL_FR.pdf)Revised strategy[EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/02/RCCE-CORONAVIRUS-STRATEGY-AFRICA-2021-FINAL.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/02/RCCE_CORONAVIRUS_STRATEGY_AFRICA_2021_FINAL_FR.pdf) [PT](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/02/RCCE_CORONAVIRUS_STRATEGY_AFRICA_2021_FINAL_PT.pdf) |
|  | Finding **Community-Led Solutions** To COVID-19 | A guidance note on working with communities in high-density settings to plan local approaches to prevent and manage COVID-19. Second link to a folder of resources on community-led solutions, including webinar recordings and IFRC and NS PPT presentations | [EN](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcommunityengagementhub.org%2Fwp-content%2Fuploads%2Fsites%2F2%2F2020%2F07%2FCommunity_Led_Solutions_COVID-19_Africa_Interagency_Guidance-Note_FINAL_03072020.pdf&data=02%7C01%7Cmiguel.aguirre2%40redcross.org%7Cd43bdea0c0eb47d904ce08d83169fa8e%7Cdd5b5d42c0d34ad2b5f160edb3af2771%7C0%7C1%7C637313678542983656&sdata=mCNds1EIFKv8hOYpm23FyNVN5QwKLPpnaGmUFtKPdt0%3D&reserved=0) [FR](https://nam10.safelinks.protection.outlook.com/?url=https%3A%2F%2Fcommunityengagementhub.org%2Fwp-content%2Fuploads%2Fsites%2F2%2F2020%2F07%2FCommunity_Led_Solutions_COVID-19_Africa_Interagency_Guidance-Note_FRA_15072020-1.pdf&data=02%7C01%7Cmiguel.aguirre2%40redcross.org%7Cd43bdea0c0eb47d904ce08d83169fa8e%7Cdd5b5d42c0d34ad2b5f160edb3af2771%7C0%7C1%7C637313678542973611&sdata=31Vu21O5g424NsEbRPXKo8PlSnY2jnxybEnA8FesfCM%3D&reserved=0) [PT](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/07/Community_Led_Solutions_COVID-19_Africa_Interagency_Guidance_Note_FINAL_03072020_PT.pdf) [AR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/07/Community_Led_Solutions_COVID-19_Africa_Interagency_Guidance_Note_FINAL_03072020_AR.pdf)[EN](https://drive.google.com/drive/folders/1PHxz1CnprZ1FOk_etMCxWdqeKUJKdjKu) (package) |
|  | **RCCE Practical Guidance For Refugees, Internally Displaced Persons (IDPs), Migrants, and Host Communities**  | Practical guidance for Refugees, Internally Displaced Persons (IDPs), Migrants, and Host Communities Particularly Vulnerable to the COVID-19 Pandemic. | [EN](http://communityengagementhub.org/wp-content/uploads/sites/2/2020/06/Practical-Guidance-RCCE-Refugees-IDPs-Migrants.pdf) |
|  | **RCCE Guidance note** for IFRC and National Societies  | A guidance note used at the start of the COVID-19 response to support National Societies to plan and implement RCCE activities.  | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/IFRC-nCov-RCCE-Guide-0202_EN.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FR_IFRC-nCov-RCCE-Guide-0202.pdf) [SP](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/S_200212_014-Guidance-Risk-Communication-CEA_REV0_SP_17_02_2020.pdf) [AR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/AR_IFRC-nCov-RCCE-Guide-0202.pdf) [RU](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/RU_IFRC-nCov-RCCE-Guide-0202.pdf) [PT](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/PT_IFRC-nCov-RCCE-Guide-0202.pdf) [Mandarin](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Mandarin_IFRC-nCov-RCCE-Guide-0202.pdf) |
|  | Five reasons why communities are key in the fight against COVID-19 – **Lessons learned** | Two-page summary of five key lessons learned from the Ebola response in the Democratic Republic of Congo about the importance of engaging communities to fight epidemics. | [EN](https://www.dropbox.com/s/nd97emq002dhy29/Africa_CEA_LessonsLearnedfromEbola.pdf?dl=0) |
|  | Epidemic ready: Community engagement key in fight against Ebola – **Case study** | IFRC case study documenting best practices and lessons learned on using CEA to prevent the spread of Ebola in the West Africa outbreak. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/IFRC_CEA-in-Ebola-preparedness_Operational-case-study_FINAL.pdf) |
|  | **Evaluation** of the Ebola Recovery Community Trust project  | An evaluation a Swedish and Sierra Leone Red Cross project to address environmental concerns of the Ebola response, with appropriate messaging for communities. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/05/Evaluation-of-the-Ebola-Recovery-Community-Trust-Project-Final-report-002.pdf) |
|  | Zika Operation: Impact in the Americas – **video case study** | An educational video overview of the IFRC’s zika Operation to control and prevent zika in the Americas. | [Video](https://www.youtube.com/watch?v=6t951OAlFPk) |
|  | **IFRC Epidemic Control for Volunteers (ECV)** | The ECV Manual and Toolkit helps National Societies quickly train staff and volunteers on epidemic management for a range of diseases, with tools to instruct volunteers on actions and messages to use. | [EN, FR, SP](https://ifrcgo.org/ecv-toolkit/) |
|  | IFRC Guidelines for **hygiene promotion in emergency operations**  | Step-by-step process to plan and implement effective, context appropriate hygiene promotion, without taking shortcuts or delivering ‘hygiene messages’.  | [EN, FR, AR, Thai, RU, Bahasa, Khmer, Bengali](https://watsanmissionassistant.org/hygiene-promotion/) |
| **Training materials and packages**  | COVID-19 Risk Communication/Community Engagement and Accountability (RC/CEA) **Training of Trainers** | TOT Webinar to provide basic knowledge on: online facilitator skills; the importance of CEA in the response to COVID-19; CEA activities across the response phases; risk communication; community participation; and collecting and responding to feedback. | [EN ZW IN JA KH VI Tagalog Malay](https://drive.google.com/drive/folders/1fntyHua5FWymQtmW-mcfXXRv0euBSe1Y?usp=sharing)  |
|  | COVID-19 **RCCE 1-day training** | One-day Rapid Training produced by IFRC to support NSs, branch staff and volunteers to achieve basic knowledge on what is RCCE, how to effectively set up community engagement activities during COVID19, and how to collect and respond to feedback and rumours. | [EN](https://drive.google.com/drive/folders/1JYeY8ri6PvSyY2wPa8XfEdI1_gpppQOq) [FR](https://drive.google.com/drive/folders/1MwVkxgAFpjKSWcvNqYXdl0rC6T2J0RXg?usp=sharing) [A](https://drive.google.com/drive/folders/1siKrbXjQgzSWXU_y-i2_Z0kzM86YIQAR)R[R](https://drive.google.com/drive/folders/1siKrbXjQgzSWXU_y-i2_Z0kzM86YIQAR)U [SP](https://drive.google.com/drive/folders/1wFgL7S-dE2c1Icz34dgJo-Kev3HGI_ZA?usp=sharing) |
|  | RCCE COVID-19 **staff and** **leadership PPT** | PowerPoint presentation on the role of RCCE in epidemics, covering effective RCCE approaches, lessons learned. | [EN](https://fednet.ifrc.org/PageFiles/253876/RCRC%20Prevention%20and%20key%20messages%20and%20RCCE%20190220.pptx) (FedNet)  |
|  | **Ebola ECV/RCCE training** of trainers’ package | A collection of resources, including ToT training recordings, PPTs, training materials, guidance notes, social science research, audio visuals and additional resources from the Ebola response in DRC | [EN](https://drive.google.com/drive/folders/1eh05dppDUK_e06YOOhLkavPKQtJ0cauG) [FR](https://drive.google.com/drive/folders/16LGCXaq69mSMt1Ju7i3dL9dt_C85OwEy) |
|  | **eCBHFA behaviour change** volunteer and facilitator guides | Volunteer and facilitator guides and tools from the eCBHFA package on behaviour change. | [EN FR RU SP](https://ecbhfa.ifrc.org/guides-and-tools/) |
| **Community engagement and social mobilization**  | Guidance for National Societies on **safe and remote risk communication and community engagement** during COVID-19 | Guidance on how volunteers can carry out face-to-face social mobilization safely, how to advocate for continued access to communities with Governments in the face of movement restrictions and options for remote risk communication and community engagement. | [EN](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Safe-and-remote-social-mobilization-guide-COVID19_FINAL.pdf) [AR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Safe_and_remote_social_mobilization_guide_COVID19_FINAL_AR.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Guide-de-mobilisation-sociale-a%CC%80-distance-et-en-toute-se%CC%81curite%CC%81-COVID-192.pdf) [RU](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Safe-and-remote-social-mobilization-guide-COVID19_FINAL_RU.pdf) [SP](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Safe-and-remote-social-mobilization-guide-COVID19_ES.pdf) |
|  | Tips for **Engaging Communities during COVID-19 in Low-Resource Settings, Remotely and In-Person**  | Tips on how to engage communities when there are movement restrictions and physical distancing measures in place, particularly in low-resource settings.  | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/05/CE-low-resource-settings-distance-April-2020.pdf) |
|  | **Community action** Guide | A guidance note for communities with tips on simple actions they can take to support and protect people around them during COVID-19.  | [EN](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FINAL-Community-action-guide-COVID19-ENG-3103-v2.pdf) [PT](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FINAL-Community-action-guide-COVID19-PORTUGUESE.pdf)  [VI](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Vietnamese_Community_action_guide_COVID19_3103.pdf) [TH](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Thai_Community_action_guide_COVID19_3103.pdf) [KO](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Korean_Community_action_guide_COVID19_3103-1.pdf) [BN](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Bangla_Community_action_guide_COVID19_3103.pdf) [ZH\_TW](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Traditional-Chinese_Community_action_guide_COVID19_3103.pdf) [HI](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Hindi_Community_action_guide_COVID19_3103.pdf) [ZH\_CN](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Simplified-Chinese_Community_action_guide_COVID19_3103-1.pdf) [TL](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Tagalog_Community_action_guide_COVID19_3103.pdf) [MS](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Malay_Community_action_guide_COVID19_3103-1.pdf) [SP](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FINAL-Community-action-guide-COVID19-ENG-3103-v2_ES.pdf) [AR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FINAL-Community-action-guide-COVID19-ENG-3103-v2_AR.pdf) [JA](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Japanese_Community-action-guide.pdf) [ID](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Indonesian_Community_action_guide.pdf) [MY](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Myanmar_Community_action_guide.pdf) |
|  | COVID-19 **community guidance** for social mobilizers, frontline workers, and volunteers  | Advice on how volunteers can engage with communities and build trust, including what information to share, questions to ask, key messages on COVID-19 and frequently asked questions and answers.   | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID-19-Community-guidance-for-social-mobilizers-volunteers-2302_plain-EN.pdf) [SP](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Orientacio%CC%81n-comunitaria-para-los-voluntarios-movilizadores-sociales1902-final-traducion-1.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Community-guidance-for-social-mobilizers-volunteers-1902-final_FR.pdf) [VI](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/vietnamese-COVID-19-Community-guidance-for-social-mobilizers-volunteers-2302.pdf) [Korean](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/korean_Community_guidance_for_social_mobilizers_volunteers_23021.pdf) [MY](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Myanmar_COVID-19_Community_guidance_for_social_mobilizers_volunteers_2302.pdf)  [BN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Bangla_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [ID](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Indonesian_COVID-19_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [JA](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Japanese_COVID-19_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [TL](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Tagalog_COVID19_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [MS](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Malay_COVID-19_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [TH](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Thai_COVID-19_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [HI](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/hindi_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [ZH\_CN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Chinese-simplified_COVID-19_Community_guidance_for_social_mobilizers_volunteers_2302.pdf) [ZH\_TW](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/ZH-traditional_Community_guidance_for_social_mobilizers_volunteers.pdf) |
|  | COVID-19: How to include **marginalized and vulnerable people** in RCCE | Practical actions to ensure vulnerable and marginalized groups are included in RCCE approaches and activities. | [Update #1](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FINAL-Update1-how-to-include-marginalizedvulnerable-people-in-RCCE-24042020.pdf) |
|  | **Including migrants and displaced people** in preparedness and response activities for COVID-19 | Guidance for MENA National Societies on how to support migrants and displaced people, covering risk factors, CEA, information sharing, addressing stigma and managing stress. | [ASIA PACIFIC](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/IFRC-Asia-Pacific-Migration-and-Displacement-Guide-COVID19_2nd-edition.pdf)[MENA](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/IFRC-MENA-Migration-and-Displacement-Guide-COVID-19.pdf)Americas ([SP](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/IFRC-AMERICAS-Migration-and-Displacement-Guide-Covid19_V1-3_ESPAN%CC%83OL_Final.pdf) [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/IFRC-AMERICAS-Migration-and-Displacement-Guide-Covid19-LAST-VERSION-ENGLISH.pdf)) |
|  | **eCBHFA community mobilisation** volunteer and facilitator guides | Volunteer and facilitator guides and tools from the eCBHFA package on community mobilisation | [EN FR RU SP](https://ecbhfa.ifrc.org/guides-and-tools/) |
| **Collecting community feedback** | IFRC COVID-19 **Community Feedback Package** | A resource package with all the tools, training, and guidance to set up mechanisms for systematically listening and responding to communities during our response to COVID-19.  | [EN](https://drive.google.com/drive/folders/13whFpz5g98wryi9TFYFLMZLQCQwxfakC) (google drive) |
|  | COVID-19 **Rapid assessment tool** | A list of questions to include in assessment surveys, key informant interviews or knowledge, attitudes and practices (KAP) surveys. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Rapid-assessment-tool-KAP-IFRC-UNICEF-WHO-0503.pdf) [AR](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Rapid-assessment-tool-KAP-IFRC-UNICEF-WHO-Arabic.pdf)[Short version](https://drive.google.com/file/d/1wenUl4Q79OVmskqJhgXEtVbjbVWFU0Kw/view?usp=sharing)  |
|  | COVID-19 **Rapid Assessment Survey** – Asia Pacific | This tool provides a list of questions to include in rapid perception surveys. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID-19-rapid-assessment-tool_170420-FINAL-1-1.pdf) [BN](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Bangla_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [HI](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Hindi_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [VI](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Vietnamese_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [ZH](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Traditional-Chinese-tw_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [TH](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Thai_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [TL](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Tagalog_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [MS](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Malay_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [KO](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Korean_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [JA](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Japanese_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [ID](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Indonesian_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [MY](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Burmese_COVID-19_rapid_assessment_tool_170420_FINAL.pdf) [ZH\_CN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/ZH_CN_rapid_assessment_tool.pdf)[EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/01/00_COVID19_CommunityInsights_R02.pdf) (revised) |
|  | A guide to run focus group discussions **(FGD) with** **communities** on COVID-19 | Advice on how to run an FGD with communities, including questions on perceptions, suggestions, and rumours within the community about COVID-19. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-IFRC-FGD-FOR-COMMUNITY-GUIDE-FINAL-0603.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FOCUS-GROUP-DISCUSSION-FOR-COMMUNITY-GUIDE-FINAL_FR.pdf) [SW](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FOCUS_GROUP_DISCUSSION_FOR_COMMUNITY_GUIDE_FINAL_SW.pdf) |
|  | A guide to run **focus group discussions with community** **volunteers** on COVID-19 | Advice on how to run an FGD with National Society volunteers to find out the perceptions, questions, suggestions, and rumours they are hearing about COVID-19. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-IFRC-FGD-for-VOLUNTEERS-GUIDE-FINAL-0603.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FOCUS-GROUP-DISCUSSION-VOLUNTEERS-GUIDELINE-FINAL_FR.pdf) [AR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Focus-Group-Discussion-Guide-for-volunteers-Arabic.pdf) [SW](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/FOCUS_GROUP_DISCUSSION_VOLUNTEERS_GUIDELINE_FINAL_SW.pdf)  |
|  | **IFRC Feedback Kit**  | Guide and templates to help National Societies set up a feedback and complaints mechanism. | [IFRC Feedback Starter kit](https://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2017/01/Feedback-Starter-Kit-IFRC-July-2019.pdf) |
|  | **WhatsApp feedback mechanism**  | A step-by-step guide to implement a feedback mechanism using WhatsApp to support migrants during COVID-19 | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/01/Gu%C3%ADa-orientadora-regional-WhatsApp-Empresarial_EN.pdf) [ES](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/01/Gu%C3%ADa-orientadora-regional-WhatsApp-Empresarial.pdf) |
|  |  COVID-19 **perception survey report** examples  | Many National Societies have produced perception, KAP, and feedback reports as part of their response to COVID-19. Here are links to these on the community engagement hub. | [Reports on the hub](https://communityengagementhub.org/what-we-do/novel-coronavirus/?filter-theme%5B%5D=611&search=&filter-region=0&filter-type=104&filter-organisation=0&filter-year=0#results)  |
| **Tackling community resistance** | A guide to preventing and addressing **social** **stigma** (IFRC lead with WHO, UNICEF) | This is a guide on how to prevent and address social stigma surrounding the new coronavirus disease (COVID-19) for Government, media and local organisations working on the disease. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Stigma-guide-2002.pdf) [AR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Stigma-guide-Arabic.pdf) [SP](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Stigma-guia-2002-Esp.pdf) [PT](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Stigma-Guide-Portuguese.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID19-Stigma-guide-2002_FR.pdf) [ID](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/indonesian_COVID19_Stigma_Guide_24022020.pdf) [JA](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Japanese_COVID-19_Stigma_Guide_24022020.pdf) [KO](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Korean_COVID19_Stigma_Guide_24022020.pdf) [TH](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Thai_COVID19_Stigma_Guide_24022020.pdf) [VI](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/vietnamese_COVID19_Stigma_Guide_24022020.pdf) [BN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Bangla_Stigma-Guide-.pdf) [HI](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Hindi_Stigma-Guide.pdf) [MS](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/MS_Stigma-Guide-.pdf) [MY](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/MY_Stigma_Guide.pdf) [TL](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/TL_Stigma_Guide.pdf) [ZH\_CN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/ZH-simplified_Stigma_Guide.pdf) [ZH\_TW](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/ZH-traditional_Stigma_Guide.pdf) |
|  | Guidance for National Societies on addressing **mistrust and denial of COVID-19** in communities across the Africa region | This guide provides practical recommendations on what National Societies can do to tackle mistrust and denial of COVID-19, with tips on how to carry out these activities.  | [EN FR PT](https://communityengagementhub.org/resource/mistrust-denial-webinar-recording-and-resources/) |
|  | The **pandemic fatigue** first aid kit | This Community Engagement First Aid Kit provides tips on how to revitalize community engagement approaches to overcome pandemic fatigue. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/11/IFRC_Pandemic-Fatigue-Guide_Final.pdf) |
| **COVID-19 Vaccines** | **Pocket guide** - Essential COVID-19 Vaccine Resources | This pocket guide brings together some essential tools and resources to build trust using CEA approaches to support the rollout of COVID-19 vaccines. | [EN FR RU SW ID AR DE TR SP BHS](https://communityengagementhub.org/resource/pocket-guide-for-community-engagement-and-accountability-practitioners/) |
|  | **Frequently Asked Questions** (FAQs), COVID-19 Vaccines | A compilation of Frequently Asked Questions (FAQs) about COVID-19 Vaccines, including questions around safety and access and distribution.  | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2021/01/FAQS-COVID-19-vaccines_-CEA_-final130121.pdf)Live Updated [EN](http://bit.ly/FAQ_Vaccine) |
|  | How to ensure an inclusive and community-centered **COVID-19 vaccine rollout training materials**  | Rapid training sessions on how to ensure an inclusive and community-centered COVID-19 vaccines rollout  | [EN FR](https://communityengagementhub.org/resource/how-to-ensure-and-inclusive-and-community-centered-covid-19-vaccines-rollout/) (Africa)[EN RU](https://communityengagementhub.org/resource/rapid-training-package-how-to-ensure-an-inclusive-and-community-centered-covid-19-vaccines-rollout/) (Global) |
| **Communication tools and channels**  | Tips on using **social media for COVID-19** | Guide to help National Societies use social media for COVID-19, including how to share information, how to monitor and respond to rumours and misinformation and how to run online surveys, with IFRC social media content and graphics. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Tips-on-using-social-media-for-COVID-19-FINAL-01.04.2020.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Tips-on-using-social-media-for-COVID-19-FINAL_FR_01042020.pdf) [ES](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Tips-para-Redes-Sociales-COVID-191.pdf) |
|  | How to Use **Social Media to Better Engage People Affected by Crises** | A general guide from ICRC, IFRC and OCHA with practical tips and advice on how to use social media effectively to engage with, and be accountable to, affected people.  | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/CEASocialmediaguide_WEB_IFRC_EN.pdf) |
|  | A guide for the **media on communicating in public health emergencies** | A guide from BBC Media Action with advice for the media on how they can help audiences during public health outbreaks. | [EN](https://www.communityengagementhub.org/wp-content/uploads/sites/2/2019/12/communicating-in-public-health-emergencies-english-1.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/BBC-Media-Action_PubHealthEmergencies_Media_FR.pdf) [AR](https://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2020/04/communicating-in-public-health-emergencies-arabic.pdf) [BH](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/BBC-Media-Action_PubHealthEmergencies_Media_Bahasa.pdf) [Ukrainian](http://downloads.bbc.co.uk/mediaaction/pdf/communicating-in-public-health-emergencies-ukrainian.pdf) [Swahili](https://media.ifrc.org/ifrc/wp-content/uploads/sites/5/2019/01/communicating-in-public-health-emergencies-swahili.pdf) |
|  | COVID-19 **Radio show** guide and running order | How to run an interactive radio chat show programme to provide communities with timely, accurate information about COVID-19, collect feedback and counter misinformation. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID-19-RADIO-RUNNING-ORDER.pdf) [FR](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID-19-RADIO-RUNNING-ORDER_FR.pdf) [SW](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/COVID-19_RADIO_RUNNING_ORDER_FINAL_SW.pdf) |
|  | Template **radio show running order** and reports  | There are a range of radio show running orders on the community engagement hub, for example on gender-based violence, cholera, first aid, TB and blood donation | [Hub](https://communityengagementhub.org/guides-and-tools/radio-programming/page/1/) |
|  | **Mobile cinema mid-term review** in Sierra Leone report | A mid-term review of the mobile cinema used in the cholera response in Sierra Leone showing how it worked and the impact this had on knowledge and attitudes. | [EN](https://communityengagementhub.org/wp-content/uploads/sites/2/2020/04/Mobile-cinema-mid-term-review-Oct-2012.pdf) |
|  | **Mobile cinema skills session** | Short PPT and resources to get started using mobile cinema | [EN](https://communityengagementhub.org/resource/skills-session-mobile-cinema/) |
|  | **Animation movies**  | These animations can be used for mobile cinema, as part of social mobilisation or for TV adverts. There are films on cholera, Ebola, COVID-19, and malaria available in many international and local languages | [Cholera](https://globalhealthmedia.org/audience/communities/?_sft_topic=cholera) [Ebola](https://globalhealthmedia.org/audience/communities/?_sft_topic=ebola)[COVID-19](https://globalhealthmedia.org/audience/communities/?_sft_topic=coronavirus)[Malaria](https://communityengagementhub.org/resource/what-is-malaria-video/) |

#### Other sources of information

|  |  |
| --- | --- |
| **PLATFORM** | **DESCRIPTION** |
| **[COVID19 Compendium of resources](https://covid.ifrc.org/%22%20%5Cl%20%22health)** | General IFRC COVID-19 resources and guidance covering all sectors. <https://www.preparecenter.org/site/covid-19/>. The CEA page is here: <https://www.preparecenter.org/site/covid-19/cea/> |
| [**Community Engagement Hub**](https://www.communityengagementhub.org/what-we-do/novel-coronavirus/page/1/) | A global Red Cross Red Crescent repository for CEA case studies, guides, tools, templates, examples, training packs and much more, including useful resources from outside the Movement. This is open access for all.  |
| [**Global Repository of COVID-19 IEC Materials**](https://drive.google.com/drive/folders/1hhaqaSC2lG_N9eOfGRU3nO4UxTPQUzCt?usp=sharing) | A global library of COVID-19 IEC materials including infographics, posters, videos and other key IEC materials in different languages |
| **[Watsan Mission Assistant](https://watsanmissionassistant.org/)**  | Resources for anyone engaged in WASH activities, including guides, training and hygiene promotion materials |
| [**Community-based health and first aid (eCBHFA)**](https://ecbhfa.ifrc.org/) | All teaching guides, tools, training packages and case studies related to the IFRC’s community-based health programme |
| [**Epidemic Control for Volunteers site (ECV)**](https://ifrcgo.org/ecv-toolkit/) | The ECV training manual and toolkit  |
| [**Social science in humanitarian action platform (SSHAP)**](https://www.socialscienceinaction.org/search?post_types=resources) | Reports, case studies, evidence reviews, and tools linked to social science research for emergency response |
| [**WHO EPI-WIN**](https://www.who.int/teams/risk-communication) | WHO’S EPI-WIN SITE provides access to advice and information on public health events and outbreaks |
| [**Centre for Social and Behaviour Change Communication**](https://www.centreforsbcc.org/what-is-sbcc/) | SBC specializes in communication strategies that help governments, multi-lateral agencies, NGOs and corporates influence behaviour and achieve programme objectives. |