

CCCM Sector Operational Guidance for the COVID-19 Response in North-East Nigeria

The on-going crisis in North east Nigeria that has affected over 7.7 million people and displaced over 2,035,232 individuals in six main states with Borno, Yobe and Adamawa recording the highest Internally displaced persons, is yet again being threatened by a global health Pandemic and outbreak of the Coronavirus (COVID-19) which has been declared in Nigeria with emergency mode characteristics. As such, the humanitarian community is developing relevant guidelines on prevention and response procedures for the pandemic. The already overwhelming humanitarian needs especially in Borno state where the majority of the IDPs are located would indeed strain the humanitarian responses. Therefore, in this regard, the CCCM, Shelter and NFI sector anticipates that camp management and related activities will equally be challenging to execute.

The CCCM Technical Working Group has since adapted the recommendations of the IASC guidelines for COVID-19 outbreak readiness and response in camp and camp-like settings, UN Nigeria recommended guidelines on COVID, WHO Covid-19 guidelines and the federal government guidance's on COVID-19 in addition to the Shelter/NFI/CCCM sector specific recommendations. As such a tailored preparedness, preventive and response plan will be implemented to ensure continuity of essential lifesaving humanitarian assistance, as well as compliment efforts by health sector to cover COVID-19, Lasa fever and cholera outbreak preparedness, response and implementation.

Existing coordination mechanisms will be used including the ISWG, sector TWGs in close collaboration with relevant sectors such as Health, WASH, Education, Protection, Food Security and Livelihoods, to streamline preparedness and information sharing.

The sector has categorized high priority LGAs and camps in view of the congestion levels, population, camp management and site facilitation capacity. Suggested priority areas include Maiduguri (MMC, Jere and Konduga), Monguno, Ngala, Dikwa, Damasak and Banki.

This Guidance Note serves as an operational parameter for CCCM partners during the COVID-19 response in camp and camp-like settings in North-East Nigeria. This is also a guide on how CCCM can complement other service providers to ensure business continuity in the camps.

Camp management will operate on two scenarios during the crisis: when camps are accessible to humanitarian partners and when camps are restricted due to a National or State lockdown. These parameters may also be related to advise from Health sector parameters. Camp management staff will deploy full, or limited number of staff to camps as long as camps are accessible to humanitarian partners. In case of restriction in movement of humanitarian actors, CCCM partners will switch to **Camp Self-Management** where SEMA/NEMA Camp Managers and Community Volunteers will continue managing the camp. CCCM partners will manage remotely and will monitor through an established reporting communication system.

The following camp typologies are covered in this guidance: **formal camps, informal camps, host communities.**

CAMP MANAGEMENT ESSENTIAL SERVICES – IN CAMP ASSISTANCE

CCCM Partners will implement essential activities during the crisis through deployment of full camp management teams.

- **Site Facilitation and Coordination** through monitoring of critical needs and gaps and referral to service providers and the camp environment are safe and secure through site improvement activities.
- **Enhanced Complaints and Feedback Mechanism** strengthen community-based mechanisms (through text messaging hotlines, feedback boxes and audio recorders), to inform the response.
- **Mapping of the most vulnerable persons** such as the elderly and those with underlying or chronic illness.
- **Site improvements** to prepare for the rainy season will still be implemented by camp management staff or through the Community Volunteers.
- **Camp sanitation** through daily disinfecting and cleaning the camp led by community volunteers and community groups.
- **Promoting hand washing stations** through ensuring hand washing stations are stationed and functional in all camp entry points and focal areas. Continuous and increased messaging will be carried out with communities about handwashing beyond the 5 critical times to ensure it takes place before and after touching any communal surface. (i.e. before touching the latrines door handle, before touching the water stand tap, etc.) training and awareness will support this activity
- **Community Engagements:** all messaging will be done at household level, while still maintaining a distance of at least 1meter between the CCCM partner and the participants as directed by the WaSH sector. hygiene promotion activities Will roll out messaging at HH-level, with small group messaging happening only if social distancing can be respected.

CCCM Partners will reinforce referral mechanisms, especially for health partners, strengthen coordination with community groups, especially WASH and Health committees, and implement COVID-19 guidance on activities such as distributions, protocols on having symptoms, hygiene promotions, etc. This is reference to the Health and WASH sector guidelines

Camp management staff will observe preventive measures in camps and report to their respective supervisors should they be showing any symptoms. Camp management staff will undertake an intense campaign of the referral mechanisms that have been established and instituted by Ministry of Health and WASH sectors

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Camp activities will observe physical distancing, especially during community engagements. Movements in and out of camps will only be restricted based on approval of the Federal and/or State authorities. Camp management will work with SEMA/NEMA to implement any restrictions, if any.

OUT OF CAMP ASSISTANCE

In the N.E Nigeria humanitarian response, most of the CCCM focus has been to the over 700,000 IDPs in camps and camp-like settings in the bay state. It has become apparent that more than 1,009,357 IDPs currently hosted in the larger community. This population is equally at risk of exposure to COVID-19 as the host community and the population in camps. The CCCM/Shelter and NFI sector equally prioritizes the caseload for preventive and response measures to the best possible approaches detailed below. Due to lack of adequate CCCM presence in these out of camp areas, the sector in collaboration with the Health and WASH sector intends to ensure that COVID-19 preparedness and response activities are carried out:

1. Mapping of out-of-camp IDPS

The sector as supported by the Displacement Tracking Matrix and Reach will review and possibly undertake a mapping of IDPs being hosted out of camp in the 8 hotspot LGAs (Garrison Towns). This would facilitate the identification of settlements and plan the establishment of information centers and/or information sharing modalities.

2. Establishment of Information centers

The aim of the information centers is to provide a central information sharing unit that will facilitate the awareness of IDPS in a particular location to available humanitarian assistance, Quarantine facilities, health and referral options and contact of medical assistance and government contacts. The information centers would as well enable easier mobilization of IDPs towards available services

3. Monitoring of the trends and activities around the COVID-19 preparedness.

The sector will track the assistance and preparedness measures provided to the out-of-camp populations in collaboration with SEMA/NEMA, Health and WASH sectors and report back to relevant stakeholders particularly the IDP population

SUPPORT TO THE HEALTH AND WASH PARTNERS

Specific activities to support the risk mitigation activities and referral systems of the Health and WASH partners will be implemented in all camps and camp-like settings. CCCM partners will work closely with the Health actors on site to ensure that camp residents are aware of protocols on reporting of cases, have access to the nearest health facilities and/or isolation centers in the most congested camps.

As guided by Health sector, the COVID-19 related information will be prioritized by CCCM partners in support to the Health partners on its response/case management and adhere to its protocols.

- **Risk Communication and Community Engagement** through information dissemination of IEC materials, sharing of key Health and WASH messages to the communities, and awareness raising on preventive measures of COVID-19, CCCM partners will use the Health and WASH Sector-approved IEC materials. They will receive guidance and training on all awareness

sessions in camps to ensure coherent messaging/information dissemination and use of synchronized approaches.

- **Sharing of site-specific referral system** with the communities to inform on available health services specific to COVID-19 such as isolation centers and primary health care facilities.
- **Hygiene promotion** through trained WASH Committees and community volunteers.
- **In high-risk and congested areas, mapping of space/structures that can be used for isolation centers.** Work closely with WASH and Health actors to reassess the target risk locations for disease spread and whether measures can be taken to improve the preparedness and response measures.
- **Partner with MHPSS** in delivery key messages on mental health and psychosocial support, reducing the impact of social stigma and promoting psychological well-being of the communities

Other Factors to Consider

- Guidance on unaccompanied minors/separated children during crisis
- Guidance on dead body management from the Health Sector
- Guidance on support to families of those isolated
- Essential services continuity <https://www.who.int/publications-detail/covid-19-operational-guidance-for-maintaining-essential-health-services-during-an-outbreak>
- Communities https://apps.who.int/iris/bitstream/handle/10665/331492/WHO-2019-nCoV-HCF_operations-2020.1-eng.pdf
- Camps and IDP <https://interagencystandingcommittee.org/other/interim-guidance-scaling-covid-19-outbreak-readiness-and-response-operations-camps-and-camp>
- Low resource settings <https://www.lshtm.ac.uk/newsevents/news/2020/covid-19-control-low-income-settings-and-displaced-populations-what-can>

FAQs

Camp management meetings and community meetings are cancelled to avoid human to human interaction in camps. Alternative way of coordination will be implemented.

Social distancing will be observed by all partners in all camp activities. Risk Communication/Awareness Sessions will only gather 10-15 people at a time with one-meter apart seating arrangements.

Distribution Guidance by WFP is available for information of conducting the activity inside camps.

Site Tracker reports will still be submitted. However, reporting might change should a case/cases be confirmed in a camp or camps.