COVID-19 Response
Accountability to Affected People: Know the Changing Needs of the Community
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The COVID-19 pandemic has brought mass restrictions on movement across the globe and is affecting the majority of UNHCR operations. Persons of concern – refugees, asylum-seekers, stateless persons and the internally displaced – are

> ⚠️ The Accountability to Affected People (AAP) framework outlined in the 2018 Age, Gender and Diversity Policy and the four core actions must frame activities: 1. Participation and Inclusion; 2. Communication and Transparency; 3. Feedback and Response; and 4. Organizational Learning and Adaption.

thought to be at heightened risk not just of COVID-19 itself, but of the wider socio-economic impact on their lives.

To ensure a quality and effective response, operations must understand the changing needs, perspectives and priorities of persons of concern (POC). Operations need to understand at a minimum the following three points:

> 1. What do persons of concern, including women, men, girls, boys, persons with disabilities, older people and other diverse groups, want information on and how do they want to receive it?;
> 2. How do they want to share feedback and/or communicate with UNHCR, including sharing sensitive information?; and
> 3. How has the COVID-19 outbreak impacted on their priority needs and coping mechanisms?

It is recommended to approach this with a two-pronged approach:
I.   A review of existing data from recent participator assessments, vulnerability assessment forms and/or other data collected through existing communication channels; and
II. A rapid needs survey.

10 Questions to Ask* [for further guidance and additional questions, see: REACH and IASC, *Menu of AAP Related Questions*]
*Questions should be adapted to the local context
Direct Feedback about impact of COVID-19 on their humanitarian needs/situation
1. Have your needs changed due to the COVID-19 outbreak? If yes, what are you most important needs now? (i.e., food, water, sanitation, hygiene products, access to legal assistance, cash, access to health)
2. How are you currently dealing with these needs?
3. What support or assistance do you want to help you with these needs?

Communication Strategies, Inter-agency Feedback Mechanisms and Participation
4. What type of information would you like to receive from the humanitarian workers? (i.e. COVID-19, basic assistance, access to territory, rights and entitlements, new services, access to services)?
5. (a) What are your preferred and safest ways for you to receive the information? (in person (with physical distancing), radio, TV, printed, phone call, SMS, social media etc.)? (b) Are there any communication channels that you don't trust?

> 🔧 **How to conduct a remote survey?** Through phone calls, use of trained community volunteers (if social distancing and safety of the volunteers can be maintained) or phone-based surveys. In the **Americas**, a short survey has been developed through KoBo Toolbox for remote interviews/assessments to be conducted via phone. When a PoC contacts a hotline or call centre they could also be asked to undergo a short survey as another means of collecting information. The survey could be a link from the help.unhcr.org page to be filled out by a POC when visiting the page.

6. What is the main language you speak at home? Which language do you prefer to receive written information in? Which language do you prefer to receive verbal information in?
7. Are you aware of any people who may be unable to access available information because of additional barriers? If yes, what are these barriers to access available information?
8. How would you prefer to provide feedback to humanitarian workers about the support you want? (in person (with physical distancing), radio, TV, printed, phone call, SMS, social media etc.)
9. Are you receiving any support or assistance through humanitarian workers? If yes, how would you like to provide feedback to humanitarian workers about the behavior of humanitarian workers – including fraud, corruption and SEA? (in person (with physical distancing), radio, TV, printed, phone call, SMS)
10. How would you like to be involved in the decisions about the assistance and support you will receive?