



PSEA Network Myanmar: Covid-19 Tip Sheet

The present Covid-19 situation in Myanmar presents challenges for humanitarian, development and peacebuilding actors operating in the country. Agencies and partners have contemplated scenario-based adjustment in interventions; reprioritising activities, scaling down presence and face-to-face interactions, switching to remote delivery of services and activities, and placing greater reliance on communities on the ground to protect themselves. These challenges therefore include restricted travel to monitor programs, remote supervision of staff in the field, and even less access to already hard-to-reach communities to conduct community sensitisation activities. In this environment, the risk of sexual exploitation and abuse may increase, while reporting channels and timely response may be compromised. This document is intended to provide guidance to PSEA Network members to ensure that prevention and response mechanisms are in place through this challenging period. It should be read in conjunction with the IASC interim technical guidance on PSEA during COVID-19 response.¹

1. Ensure key staff are still working and reachable

- This includes PSEA focal points and staff that may have responsibilities according to internal reporting policies (for example, human resources or senior management staff).
- If any key staff have been placed on hold or other arrangement, ensure that another staff member has been assigned the relevant responsibilities. If necessary and resource permitting, encourage instituting a clear, predictable back-up system with more than one identifiable trained PSEA focal point/support staff.



2. Review internal reporting procedures

- Internal complaints handling procedures should be reviewed to ensure that ***complaints received from beneficiaries or affected community members*** are able to be channelled to appropriate staff members efficiently. For example:



- complaints received by complaints box are still able to be received by responsible staff, or clearly provide information if this channel will be discontinued due to access restrictions;

¹ Version 1.0, March 2020.

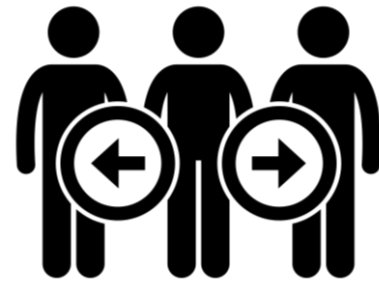


- hotlines are manned by responsible staff; and
- community facilitators are able to be reached by phone or other avenue.

- Internal complaints handling procedures should be reviewed to ensure that, once received, **complaints are channelled to appropriate staff as quickly as possible**, notwithstanding remote working arrangements. Delays in channelling complaints may result in the survivor not being able to access critical services and/or important evidence being lost.
- As working from home has become a new modality to prevent the COVID-19 spread, make sure that the complaint referral systems within organizations and outside organizations are confidential and survivor-centred, for example, the IT infrastructure, office communication software are secure.

3. Referral services

- Check that local life-saving services and other survivor services (child protection, gender-based violence services) are available during this time. Update service referral contact lists as necessary and make sure relevant staff are aware of whom to contact.
- Coordinate with survivor services on changes in their modalities of services (e.g. integration in health services, remote services).



4. Investigations support

- Out-of-country investigations support may not be available during this period. Network members are encouraged to contact the Network Coordinators to be referred to experienced individuals in Myanmar who may be able to assist.

5. Integrate PSEA into COVID-19 preparedness and response

- Share PSEA key messages during all activities e.g. when distributing supplies or assistance related to COVID-19. Examples of key messages are below:



- All aid is free. No sexual or other favour can be requested in exchange of assistance.



○ Aid workers (international or national) should not take advantage of their positions in a sexual way. If any aid worker demands sex or sexual favours in any way, this is not acceptable behaviour and it should be reported.



○ You should report any unacceptable behaviour to any NGO or UN staff or to the PSEA Network hotline number: 09405149616 (Phone, Text, Viber and WhatsApp).



• Encourage non-face-to-face reporting such as a phone number, direct-messaging or other means and ensure that this mechanism is communicated to communities. Provide clear information if/when certain reporting channels will be discontinued or adjusted.

6. Ensuring all staff are trained and know how to report

- Ensure all staff on the ground, particularly if they have been reassigned or are new, know how to report an allegation of SEA.
- With growing reliance on community based organisations and community based protection and support, endeavour to ensure that those involved in activities and service delivery are trained, and aware of (updated) reporting channels.
- While in-person training will be limited, staff are encouraged to access online training opportunities to refresh their knowledge and understanding of PSEA. Examples of online courses and materials are:
 - <https://ifrc.csod.com/client/ifrc/default.aspx>
 - <https://agora.unicef.org/course/info.php?id=7380>
 - <https://www.interaction.org/blog/no-excuse-for-abuse/>
- The organization's Code of Conduct could also be reinforced (e.g. re-circulated) at this time.