PSEA Network - Covid-19 Tip Sheet

The present Covid-19 situation in Bangladesh presents challenges for all actors operating in the Rohingya response. These challenges include, *inter alia*, restrictions of movement, restrictions in telecommunication and network systems, restrictions in travels, restricted access to the camp with the exception of essential and/or critical services, remote supervision of staff in the field. In this environment, the risk of sexual exploitation and abuse may increase, and regular reporting channels may be lacking or absent. **It is paramount that organizations at this time continue spreading the message that aid is free.**
This document is intended to provide guidance to PSEA Network members to ensure that prevention and response mechanisms are in place throughout this challenging period.

1. **Essential and/or critical staff**
   - This should include PSEA focal points, alternates, and staff that may have responsibilities according to internal reporting policies (for example, human resources or senior management staff). If these staff have been placed on hold or other arrangement, ensure that relevant responsibilities have been assigned to a designated delegate.

2. **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:
     o If complaints are received in complaints box, they still should be able to be dispatched to responsible staff;
     o Hotlines are attended/responded by responsible staff; and
     o Staff operating at information desks or other complaint desks are able to be reached by phone or other avenues.
   - 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, including use of mobile phones for reporting and follow up.
   - As organizations may use alternate working modalities, including working from home, make sure that the complaint referral systems within organizations and to outside organizations are confidential and survivor-centred, for example, the IT infrastructure, office communication software and record keeping are secure.

3. **Referral services**
   Check that local life-saving services and other essential and/or critical services related to child protection and gender-based violence services are available during this time. Update service referral contact lists as necessary.

4. **Reporting**
   - All staff are mandated to **continue reporting SEA allegations** to the PSEA Focal Points and/or PSEA Network Coordinator through the designated channels in order to strengthen collective accountability for PSEA.

5. **Ensuring all staff are trained**
   - While in-person training will be limited, staff are encouraged to access online training opportunities. Examples of online courses and materials are:
     - https://drive.google.com/drive/folders/1M_im7YDUeaa6wuxmL2l6IZ5jzlXXxUB-
     - 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/