**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. These challenges 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, and reporting channels 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.

1. **Ensure key staff are still working**

* 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.

1. **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;
  + 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.

1. **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.

1. **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.

1. **Implementation of Reporting Framework**

* PSEA focal points and relevant staff are encouraged to implement the Reporting Framework in order to strengthen collective accountability for PSEA.

1. **Ensuring all staff are trained**

* 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/>