

Humanitarian Information Needs Renk Flash Report

South Sudan

Internews is working with the Community Engagement Network (CEN) to respond to community information gaps, concerns and needs at the Renk Transit centre.

We provide a two-way information platform that connects community members with verified and actionable information from humanitarian responders to connect the community with services, elevate community voices and inform decision making. This project serves thousands of people displaced by the conflict in Sudan and the local host community in Renk County, Upper Nile State in South Sudan.



PHOTO: A CEN Community Correspondent talking to a returnee at the Renk Transit Center on the importance of immunization.

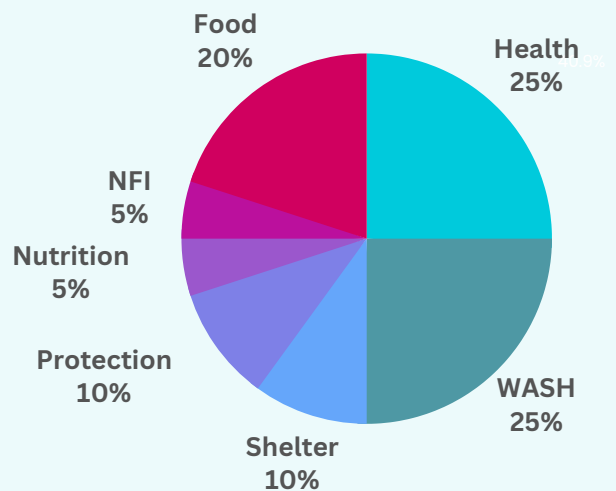
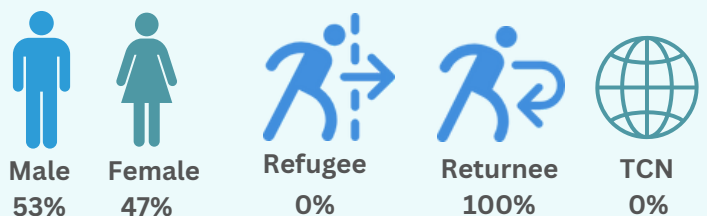
Feedback Collection

The Internews humanitarian information service involves a continual process of **listening and two way communication** with the community and humanitarian responders.

Community Correspondents collect feedback, questions and concerns from community members each day through one-to-one and group discussions. We ensure a **diverse range of voices** is heard and provide an alternative for community members who may not feel comfortable, or may not know how, to approach humanitarian actors with their feedback directly.

The Community Correspondents record and share these questions with the relevant humanitarian agencies for **fact-checked responses** in a transparent and timely manner. We then close the feedback loop by packaging the questions and answers into the Community Voice program, an entertaining and **accessible radio program** which is broadcast in local languages through speakers in places where the community gathers. Highlights of the main trends are also packaged into **flash reports** like this one, to share our analysis with humanitarian decision makers.

Between June 1-17 we collected 20 pieces of feedback from 2 Informal Meetings.



If you want to contribute to this bulletin or discuss our data please contact:

Country Director, Kenneth Okwir (kokwir@internews.org), Project Lead, Tusiime W. Romeo (Akiiki) (atusiime@internews.org), Program Manager, Philip James Lukudu (Philip.James@cen-ss.org), Renk County, Upper Nile, South Sudan.

What We Heard

HEALTH

I Can't Trust the Health Facility

One of the returnees is afraid of the medical services that are provided in the PHCC at the Transit Center. She says that her child has measles, but is afraid of taking him for treatment because she heard that a child had died some time ago in the center as a result of an error in the prescription.

Mother, Transit Center

Malaria Outbreak

Returnees raised concerns about the outbreak of malaria at the Transit Center and appealed to Relief International to distribute mosquito nets to prevent the spread of malaria.

Male & Female, Transit Center

Spread Of Diseases at Transit Center

Returnees in the Transit Center complained about the spread of illnesses such as diarrhea and ask WHO and UNICEF to administer doses to prevent the outbreak of diseases.

Male & Female, Transit Center

Medical Staff Shortage

A returnee in the Transit Center complained of insufficient health services due to the shortage of medical personnel. They called on GOAL and MSF to increase the number of medical staff.

Man, Transit Center

FOOD



Request for Flour

A mother at the Transit Center complained about the lack of flour for cooking, she appealed to WFP to provide them with flour.

Mother, Transit Center

No Meal Card, No Food

A complaint was lodged by returnees at the Transit Center on the issue of meal ration cards. They said those without meal cards cannot access and or receive hot meals. They appealed to GOAL to handle the issue urgently.

Female, Transit Center

Request for Distribution of Sorghum

Returnees in the Transit Center requested GOAL to distribute raw sorghum grains instead of cooked ones.

Woman, Transit Center

Dissatisfaction

Returnees at the Transit Center expressed dissatisfaction with the type of meals served to them. They asked GOAL to improve on the quality meals.

Community, Transit Center

REGISTRATION & RELOCATION

We Were Not Registered in Joda

One of the returnees at the Transit Center said that when they arrived at the border area in Joda, they were not registered even after spending several days in the Center. They requested IOM to register all returnees as soon as possible.

Youth, Transit Center

Speed up Transportation Process

A male returnee in the Transit Center ask IOM to speed up transporting them to their states.

Man, Transit Center

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NUTRITION



We Prefer Milk to Porridge

A mother at the Transit Center said that the porridge (Madida) provided for children is causing diarrhea. She asked GOAL International and WFP to consider milk instead of porridge.

Mother, Transit Center

WASH



Not Enough Water

A returnee was concerned about insufficient water at the Transit Center, which was not meeting the daily amount needed. He requested IMO to increase the water supply.

Male, Transit Centre

Time for Water Should be Extended

The returnees in the Transit Center are asking IOM to extend the time for running drinking water points

Youth, Transit Center

ACTED, Thank You for The Soap

The returnees of the Transit Center expressed their appreciation for the great role played by ACTED in distributing washing soap and hygiene materials.

Community Member, Transit Center

Thank You IOM

Many returnees expressed gratitude to the IOM for providing drinking water in the Transit Center.

Mother, Transit Center

STEP



PHOTO: A CEN Community Correspondent talking to a returnee at the Renk Transit Center

SHELTER & NFI



Request for Tarpaulins

Returnees at the Transit Center complained about the lack of tarpaulins for shelter. They asked ACTED to provide them with tarpaulins as the rainy season begins in Renk.

Male & Female, Transit Center

Provide Mosquito Nets

The returnees in the Transit Center requested UNHCR for mosquito nets to help reduce the spread of malaria.

Male & Female, Transit Center

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THIS WEEK ON THE COMMUNITY VOICE PROGRAM



Health Program: Importance of Immunization and Disease Control

The Community Voice program was broadcast at the Transit Center in Renk on June 15, 2023, with a Clinical Officer from Relief International leading the campaign on the importance of immunization, disease control, and prevention. The Clinical Officer highlighted the importance of immunization in disease prevention, control, and reduction of death. The officer said the vaccination campaign was focusing on the six childhood diseases, while adults were vaccinated against COVID-19 and yellow fever.

He added that the National Ministry of Health was running an all-inclusive vaccination campaign covering all states in the country. He said that instructions regarding vaccination are given at the health centers including awareness campaigns and sensitization to minimize vaccine rejections. Community leaders in the area support the program through coordination and information sharing on the importance of immunization.

The clinical officer emphasized the importance of vaccination against yellow fever, COVID-19, and hepatitis B for adults and children, and immunization against the six childhood killer diseases. He advised that periodic vaccination is very important because it helps prevent disease and subsequent death among humans.



Health Program: Measles, Causes, Symptoms, Prevention and Treatment

Community Voice broadcast a program at the Transit Center in Renk on June 15, 2023, with a Clinical Officer from Relief International on the causes of measles, symptoms, prevention, and treatment. The Clinical Officer said that the biggest cause of measles is lack of vaccination, coupled with malnutrition. He pointed out the most prominent symptoms of measles as being fever, dry cough, and discharge of fluids from the eyes.

"The most affected age group are children under 5 years. Children between the ages of 9 to 12 years should be immunized. Vaccination is by injection. The best way to prevent measles infection is by taking vaccination against the killer disease," the Relief International official said. He added that during the vaccination campaign some places are hard to reach due to their remote nature.

On measles treatment, isolation of infected persons is always undertaken with provision of antibiotics and doses of vitamin A. He called on families to commit to vaccinating their children against measles.



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