

In The Loop

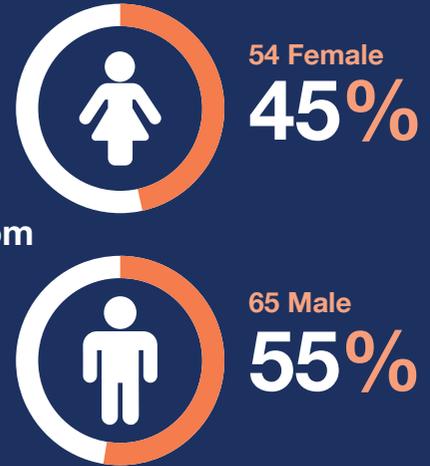
Refugee Voices Bulletin

“In The Loop” is a bi-weekly data-driven humanitarian feedback newsletter, produced to inform organizations and local authorities delivering services to refugees, returnees and host communities in Dadaab. Internews aims to achieve two-way community feedback loops to support the humanitarian community’s effort to put the concerns and feedback of the affected populations at the forefront of their response to enhance accountability. The Community feedback in this report was collected by our community correspondents spread across the Dadaab refugee camps, and host community as well as feedback collected from the weekly live radio call-in show (Bilan) broadcasted in Dadaab by Star FM’s Radio Gargaar 97.1FM. These highlights indicate broad trends in the refugee and host communities’ and are classified into sectors/themes.

Methods of data collection



Data collected from
119 persons



HEALTH

Kenyan government directive of social distancing cannot work in the refugee camps as we fetch water from the same place, take food from the same plate, and pray together every day. I don't think this can apply here. As per the directives, mosques should be closed, but here only the ones in the market have been closed while the rest in the blocks and sections are fully open.

30-39 years- Female, Dagahaley Camp

The curfew is a good thing because it's always good to look at the bigger picture, which is protecting lives. However, it comes with a lot of consequences, for instance in my town, social gatherings are abandoned immediately at dusk, and this affects businesses. The virus is a killer disease and has affected the whole world. In Kenya, every day new cases are found. Let's be mindful of the government's guidelines for preventing the disease. Let's stop being stubborn especially Somali people, they don't know this thing and believe it. Let us heed the ministry's advice.

Adult, Male, Hagadera Camp

In as much as the curfew impact the refugee communities' activities, it's imperative to comply with the government orders to control the spread of the pandemic. However, the government and humanitarian organizations working with the refugee community in Dadaab should strive in working with the community to prevent the virus as they are vulnerable.

Adult, Male, Ifo

Coronavirus is something brought by God to mankind, and its above human knowledge. So, let's not fear it, and only believe in God.

30-39 years- Male, Dagahaley Camp

We heard that coffee and tea cure coronavirus. Is this true?

30-39 years- Male, Ifo Camp

I am a Muslim and I am verily ready for death. I believe in God and I know if my time has come to an end, I will be no more. I don't believe in Coronavirus. My coffin is knitted already, and it's in my pocket. Why would I fear this virus? that is my opinion towards COVID-19.

40-49 years- Male, Dagahaley Camp

I heard that coronavirus is like Dengue fever, which means there is nothing much to worry about. With Dengue fever, you only become sick for 4 to 7 days and recover. Besides, I have heard that the rate of death for coronavirus is so minimal.

18-29 years-Female, Dagahaley Camp

FOOD SECURITY AND LIVELIHOODS

Concern over food handling during food distribution

During the food distribution, are there plans in place for the scoopers since they will be handling the foodstuff of the beneficiaries directly, which can be a mode of transmission. For instance, those scoopers who handle the oil, how can this be addressed?

30-39 years- Female, Hagadera Camp

Fear of the crowd during food distribution

We are worried about the next cycle of food distribution as a lot of people will come together; some will come from as far as Nairobi. Hence, we are concerned.

18-29 years- Female, Hagadera Camp

We suggest that the food distribution should be stopped as a result of the Coronavirus. I know it is hard to control a crowd, so for our own safety, LWF should suspend the food distribution and instead increase Bamba Chakula which is safe.

18-29 years- Female, Dagahaley Camp

Query over criteria for membership of the cash program of WTK

Girls who are in the same school with my daughter receive money from Windle Trust Kenya (WTK) through the Cash transfer program, and my daughter doesn't get. I would like to know which criteria they have used?

40-49 years-Female, Hagadera Camp.

I cannot access my Bamba Chakula line, and I don't know the problem. I have not used it both last month and this month. I need it as my family depends on it. I have gone to the UNHCR and WFP offices in Hagadera and found no one. I am confused about what to do. I need an answer to what I can do to access my Bamba Chakula line.

40-49 years-Female, Ifo Camp.

CAMP COORDINATION AND CAMP MANAGEMENT

Concern over overcrowding in health centers

In health post L6 of Hagadera, a lot of pregnant and breastfeeding mothers come to take CSB and biscuits. The recommended physical distancing is not practiced thus, jeopardizing our health. This must change.

30-39 years- Female, Hagadera Camp

WASH

The refugee community is worried about the mode of water access and sanitation with regards to the virus. I commend the government's directives. I would also advise the communities to control themselves.

Adult, Female, Dagahaley Camp

Request handwashing Soap

The UN agencies are working hard in sensitizing the refugees on the spread of the virus and educating them on the preventive measures like hand washing. However, these people are poor and cannot afford to buy soap. Therefore, we want UNHCR to provide soap.

30-39 years- Male, Hagadera Camp

We need soap, many families cannot afford to buy soap, and every day we hear the partners insisting on handwashing. Before telling people to practice handwashing, first make sure they have the soap to use. I am sure if the soap is distributed, a lot of people will improve hygiene.

30-39 years-Female, Ifo Camp

Water supply has been increased- Thanks UNHCR!

We want to appreciate UNHCR for increasing the water supply amidst the spread of COVID-19. The increase of water comes at a time that we need water for frequent hand washing, cleaning of utensils, and maintaining general hygiene standards of the blocks so that we prevent the Coronavirus.

Women, Hagadera Camp

SUGGESTIONS

How should UNHCR and partners respond to community feedback?

1. Alternative source of livelihoods

In the fight against COVID-19, social distancing, among other preventive measures like handwashing and wearing of masks, is key. Certainly this halts economic activities, and for already vulnerable communities it cascades to negative economic shocks. There is a need, therefore, to provide sustenance solutions such as continuous food and non-food distributions, to see them through the pandemic.

2. Provision of hygiene items

Handwashing with soap is a key prevention measure against the novel Coronavirus disease (COVID-19). And so is water and alcohol-based sanitizers. Consequently, it's critical for partners to put effort into providing access to these most basic public health interventions.

3. Continued sensitization and enhanced safer measures in food distribution points and health centers.

4. Possible distribution of radios to keep children learning from the radio-based education lessons provided by LWF and WTK for primary and secondary students.

Everyone is talking about self-quarantine, but it is not possible in a refugee camp where people are congested. Every two blocks share one tap stand to access water. There is only one distribution center for every camp, and all the partners know this. So, I want to say that the partners should not only sensitize us but let them come with real actions including changing the system of food distribution and the water.

30-39 years- Female, Ifo Camp

I would urge people to adhere to the government directives by banning all social gatherings. Children are playing football all the time, yet schools have been closed, and this is risky considering what the doctors advised. We want DRA and the police to close football fields and instruct the camp leaders to stop children from playing football in their specific blocks to prevent COVID-19. Prevention is always better than cure.

50-59 years-Male, Dagahaley Camp

EDUCATION

Tell us the truth?

We heard that schools shall remain closed until the end of the year. We want to know if this is true.

30-39 years- Male, Ifo Camp.

Request for radio for home learning

We heard that LWF teachers are giving radio lessons to primary students in Dadaab camps. I have five school-going girls in Iftin Primary School. We don't have a radio at home, this means my girls will miss out on the lessons which is sad. I request LWF to provide us radios, otherwise, this will only favor those that have radios which is not fair.

40-49 years-Female, Hagadera Camp

Request for alternative ways of studying at home

Coronavirus is a dangerous disease. Since the government has pronounced people to stay at home to achieve social distancing, we have done just that. Even though the directives by the government are meant to control the virus menace, it has negative consequences, including the closure of schools. We would request the government and humanitarian organizations to provide us with alternative ways of studying while schools remain closed.

Youths, Hagadera camp

Children are learning at home -thanks LWF!

We are glad that LWF started radio lessons for the primary students. Children were idle at home, but now we are happy they are keeping busy.

30-39 years- Female, Hagadera Camp

To support this process, the Internews team will;

- Support more community correspondents in Dadaab refugee camps and host communities to collect, use and act on community feedback for timely referrals where urgent need arises
- Continue mentoring and providing technical assistance to the Dadaab-based Radio Gargaar and Nairobi based Star FM teams to produce Bilan – a weekly live radio call-in show that addresses thematic issues on health and protection.
- Produce a bi-weekly factsheet (In The Loop Bulletin) addressing the most commonly asked questions, rumors, needs, myths, misconception and fears, collected in that period from communities across the refugee and host communities in Dadaab