

## PROTECTION MAINSTREAMING IN THE CONTEXT OF COVID-19 CRISIS

### Do no Harm and Meaningful Access

- **Are the agency's facilities safe for the clients and staff, and do they adhere to minimum precautionary safety measures defined by health authorities?** Did your staff receive training on upholding hygiene measures, prevention and mitigation measures? Are the methodology of provision of services and space arrangements designed to meet minimum standards?
- **Which vulnerable social groups should be prioritized as now more at risk or more impacted by the COVID-19 crisis without sufficient support?** E.g. people with disabilities, elderly, chronically ill or immunocompromised persons, people with mental health issues, or daily waged workers, etc.?
- **When you reprioritize or adapt your activities, what are the barriers that may prevent affected communities from accessing your services after the adjustment** e.g. Limited access to technological devices (e.g., smartphone, tablet, computer) or connectivity issues? And did you take account, provide alternative solutions or give priority access to those most at risk?
- **Are there alternative or inclusive solutions for people without access to remote services identified and implemented?** Did you train remote service providers and staff on policies, practices, and protocols for delivering quality remote services?
- **Is confidentiality and privacy respected in any form of consultation, counseling or personal information sharing to avoid stigmatization?**
- **Is there a system designed for regularly finding out about new emerging needs,** e.g. through community committees, representatives, or women's groups to ensure secondary negative effects of COVID-19 are identified and responded to in a timely manner

### Participation and Accountability to Affected Population

- **In re-designing or modifying your interventions, have you consulted with the affected communities?** Have the affected communities been made aware of the changes to service delivery or modality of response including how to access and obtain the service? how and through what means?
- **Have the agency promoted inclusive and meaningful access (images, sign language etc.) to information on hygiene measures, Covid-19 prevention and mitigation measures,** as well as information on other protection risks that may exacerbate during COVID-19 including GBV and psychosocial issues;
- **Has the agency leveraged complaint and feedback mechanisms, including helplines, to disseminate information on special measures or changes in service modality?** Do they cater for different preferences/access and are the communities aware of their functioning?