

Overall learning objective: To describe what strategies should be used to communicate risk and engage communities to detect, prevent and respond to emerging respiratory viruses

## (MC1) Unit 1: Risk Communication

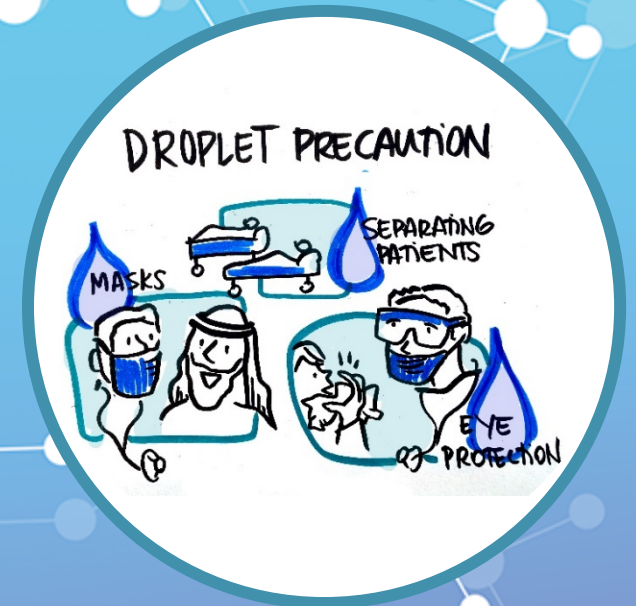
**Learning objective:** By the end of this unit, participants will be able to:

- Describe the key risk communication concerns for emerging respiratory viruses
- List at least three barriers for effective uptake of health advice, and
- Identify key interventions for operationalizing risk communication during an outbreak or event

## (MC2) Unit 2: Community Engagement

**Learning objective:** By the end of this unit, participants will be able to:

- Describe at least three reasons why responders need to engage communities during an outbreak
- List challenges faced in community engagement (CE), and
- Describe approaches for effective community engagement in detecting, preventing and responding to an outbreak



By the end of this unit, participants should be able to:

- Describe the key risk communication concerns for emerging respiratory viruses
- List at least three barriers for effective uptake of health advice, and
- Identify key interventions for operationalizing risk communication during an outbreak or event





Risk

- The real-time **exchange** of information, advice and opinions between **experts or officials and people** who face the threat (from a hazard) to their health or economic or social well-being.



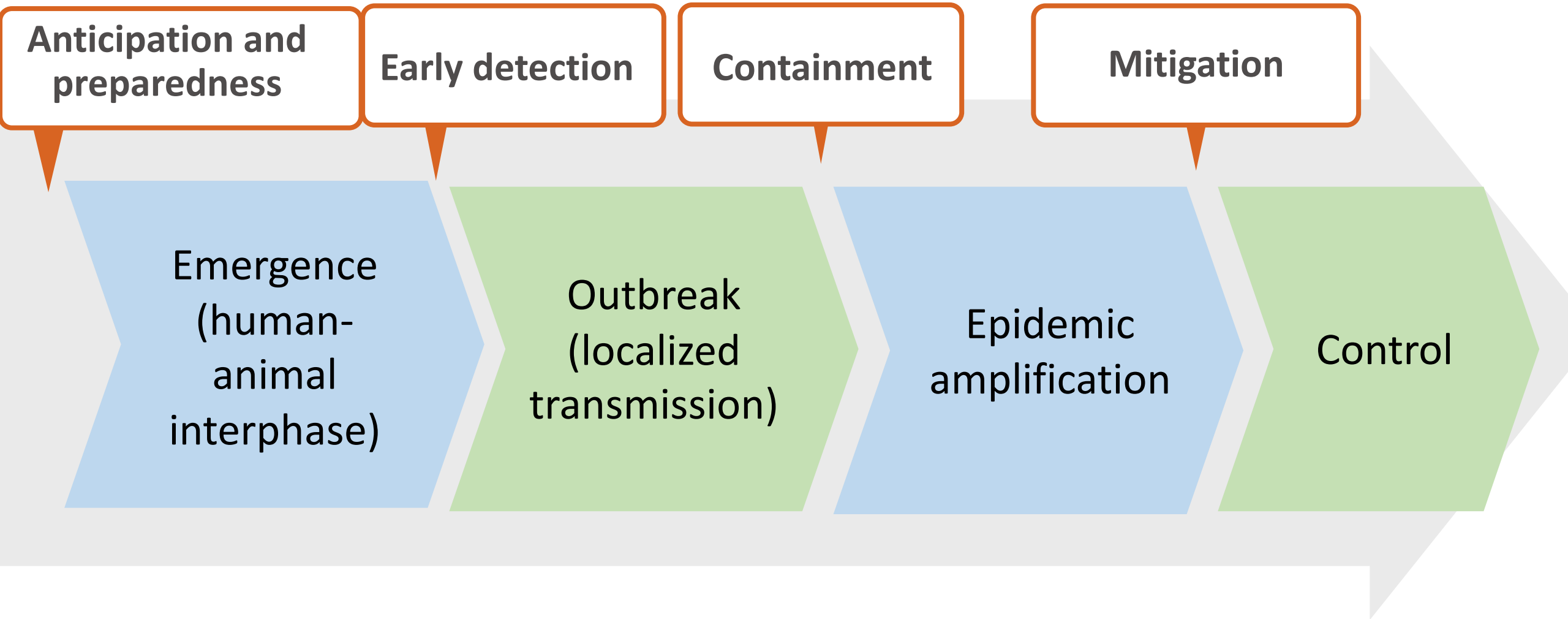
Risk

- **Purpose** – everyone at risk is able to take **informed decisions to mitigate** the effects of the threat (hazard) – such as a disease outbreak – and take protective and preventive measures



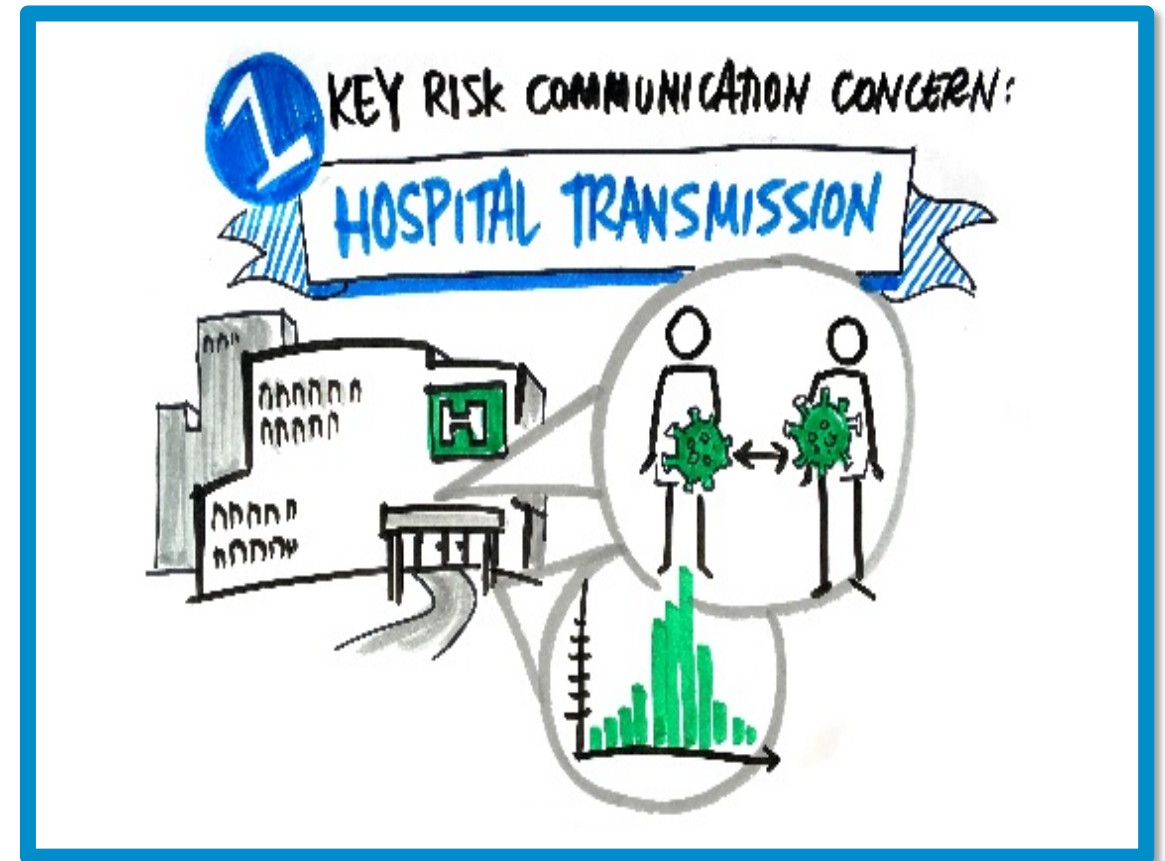
*Risk*

- **Domains** – communication and social science interventions; mass communication to community engagement and interpersonal communication



1. There may be cross-infection in hospitals caring for patients with infection (nosocomial or hospital-acquired) transmission

- Human-to-human transmission can occur in hospitals
- Infection prevention and control (IPC) measures are essential to stop transmission and contain an outbreak
- Immediate implementation of IPC and early identification of patients are essential





## 2. Direct close contact with animals or consumption of raw animal products

- For zoonotic viruses, initial cases may have links to animals, animal products or animal markets



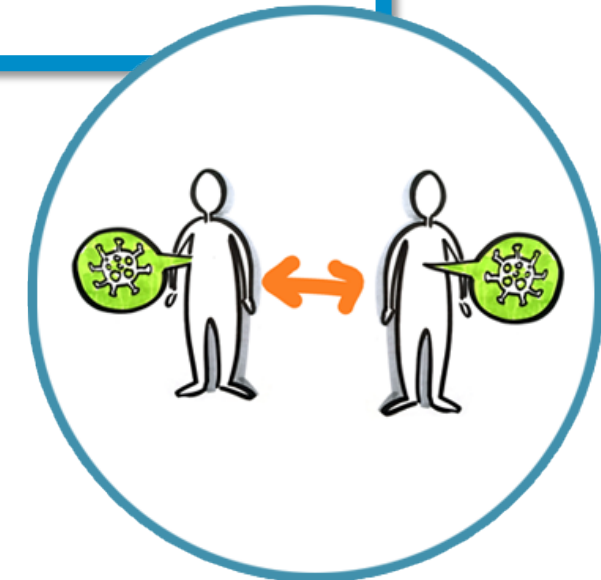
## Key messengers/risk communicators

- Authorities and spokespersons
- Health care workers
- Hospital management personnel
- NGOs and community organizations
- Influential individuals/ groups in the community
- Travel and tourism sectors
- Animal health officials



## Target audiences

- General public
- Health care workers
- Patients, patients' relatives, the community, home care givers
- Individuals, families and influential groups in the communities
- Travelers to and from affected countries
- Population with animal exposure
- Other vulnerable groups, e.g. migrant workers



**Stakeholder:** General public in an emerging respiratory virus outbreak

**Question /concern:** How can I avoid contracting the virus?

**Key message 1:** Frequently clean hands by using alcohol-based hand rub or soap and water

**Supporting message 1:** Avoid touching your eyes, nose and mouth with unwashed hands

**Supporting message 2:** When hands are visibly dirty, wash hands with soap and water for at least 30 seconds (or hum the Happy Birthday song from beginning to the end twice) under running water and wipe your hands dry

**Supporting message 3:** When hands are not visibly dirty use an alcohol-based hand rub for 20 seconds or wash hands with soap and water

**Stakeholder:** General public in an emerging respiratory virus outbreak

**Question /concern:** How can I avoid contracting the virus?

***Key message 2:*** When coughing and sneezing cover mouth and nose with flexed elbow or tissue – throw tissue away immediately and wash hands

***Supporting message 1:*** If there is no tissue, cough or sneeze in your upper sleeves

***Supporting message 2:*** Wash hands immediately after throwing tissue away by using an alcohol-based hand rub or soap and water

***Supporting message 3:*** Small droplets that come out of your nose or mouth when you cough or sneeze can carry germs

**Stakeholder:** General public in an emerging respiratory virus outbreak

**Question /concern:** How can I avoid contracting the virus?

**Key message 3:** If you have fever, cough and difficulty breathing seek medical care early and share previous travel history with your health care provider

**Supporting message 1:** Provide them with your travel history – the places you visited

**Supporting message 2:** Inform them if you have had close contact with a person with suspected or confirmed infection

**Supporting message 3:** Inform them if you have visited an animal market or consumed animal products

## Practice hand hygiene

- Wash hands with soap and water or alcohol antiseptic for at least **20** seconds before
  - Touching any patient
  - Before aseptic procedure
  - After body fluid exposures
  - Touching patients' surroundings
  - Before and after wearing any PPE (personal protective equipment)
- Perform hand hygiene after having contact with respiratory secretions contaminated objects



[http://www.who.int/gpsc/5may/Hand\\_Hygiene\\_Why\\_How\\_and\\_When\\_Brochure.pdf?ua=1](http://www.who.int/gpsc/5may/Hand_Hygiene_Why_How_and_When_Brochure.pdf?ua=1)

## Practice respiratory etiquette

- Cover your cough or sneeze with tissue and dispose it in the bin. If tissue is not available, cough or sneeze in your upper sleeves
- Persons with respiratory symptoms may be asked to wear masks to protect others
- Ensure that your health care facility has tissue and bins for disposing tissue in the patient waiting areas
- Droplet precaution should be observed, e.g. wear a mask when examining patients with respiratory symptoms





- Wash your hands frequently with soap and water
- Cover your mouth with a tissue when coughing or sneezing. If tissue is not available, cough or sneeze into your upper sleeves




- See your doctor or health worker if you develop fever, severe cough within 14 days after returning from an outbreak area and provide your travel history
- Inform your health care worker if you have come into close contact with a person with suspected or confirmed infection or if you have visited an animal market or consumed animal products



- Health care practices and taking care of sick family members
- Health care seeking behaviors
- Close family contact, close living quarters
- Traditional foods should be well-cooked




**Cultural and  
traditional  
practices**



**Trust or lack thereof in authorities**

- Are information sources reliable, credible?
- Trust in messenger
- Are messages and guidance to the public consistent across several channels in order to amplify recommendations?

- Human-to-human transmission
- Travel and transportation
- Hospitals/health care
- Mass gatherings
- Contact with infected animals or their products



**Lack of  
knowledge on  
how the disease  
is transmitted**

**As more is learned about disease transmission, communication about these transmission methods must be updated to the public. Until then, advice must be stated with appropriate uncertainty.**

**Some population groups may not have access to appropriate information**

- Languages
- Not visual or easy to understand
- Not on channels of their choice

**Identify key target audiences and use the language they use and the trusted information channels they prefer.**

**Develop communication materials and messages and test them with members of the target audience.**

## Be first, be fast, be frequent

1

Early first announcement essential to build and maintain public trust

2

Awareness of the disease and the situation is key, especially among health care workers and the populations at risk

3

Be proactive in information dissemination with frequent updates

## Help people take informed decisions to protect themselves

6  
Develop easy to understand materials in languages and preferred channels of affected population

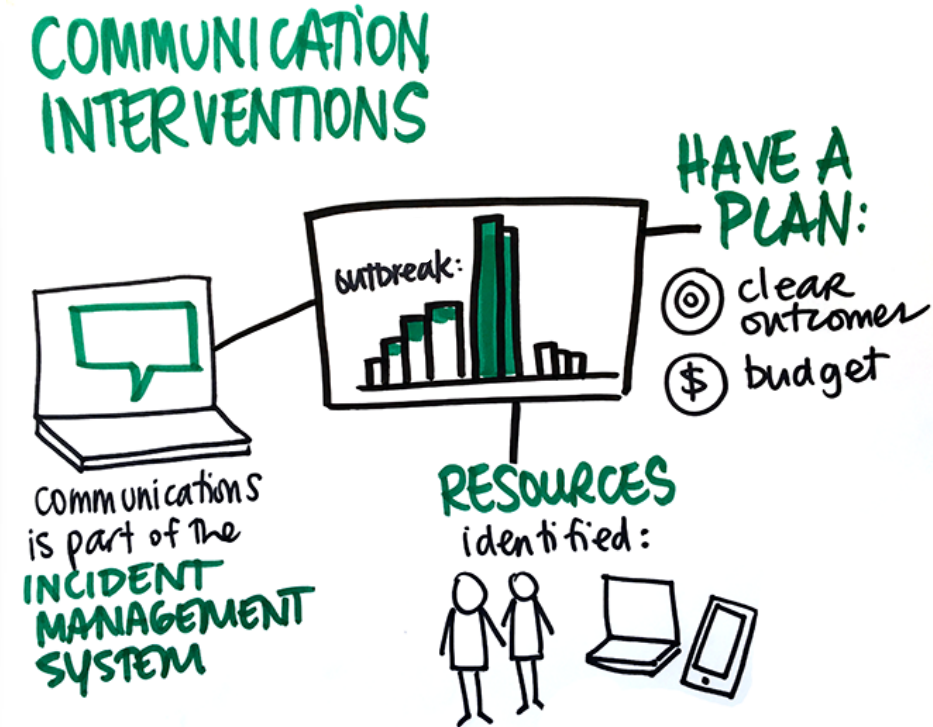
5  
Identify and manage rumors and misinformation quickly

4  
Use a mix of tactics and approaches for risk communication, including



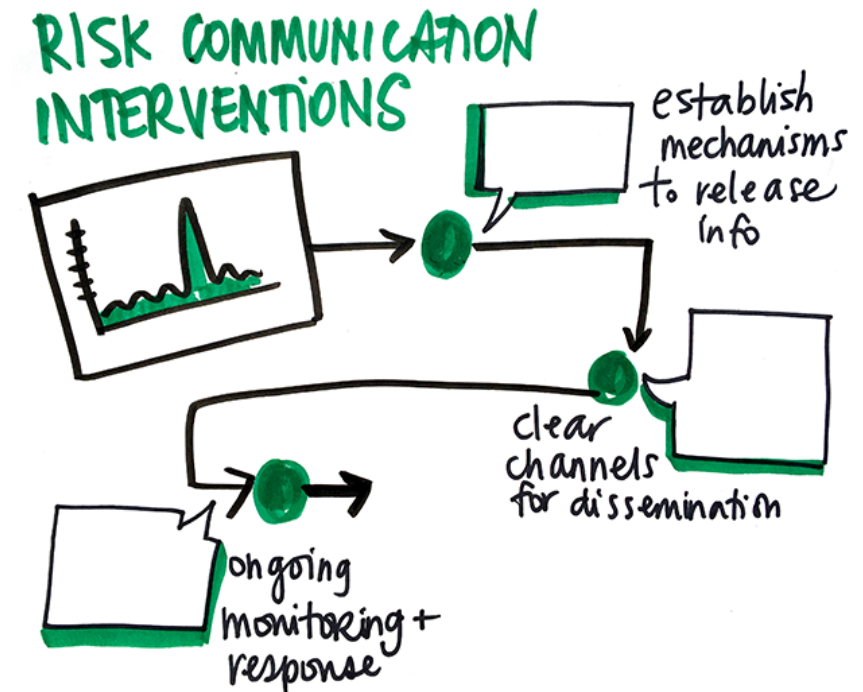
- Media communication
- Public statements and announcements
- Two-way communication with affected populations, such as hotlines, radio call-in shows, monitored and responsive social media
- Mass awareness initiatives (including suitable IEC material)
- Social mobilization and direct engagement with at-risk communities
- Engagement with partners and communities

- Risk communication has to be part of the Health Operations of the Incident Management System
- Develop a risk communication plan with concise objectives, clear outcome and defined resource requirements
- Find people, tools and money for operationalization



## Establish:

- communication coordination mechanism early, with regular information sharing
- rumor monitoring with key stakeholders and partners with a systematic approach to shift communication strategy to address misinformation
- fast-track mechanism for release of information – clearance procedures, channels for dissemination, etc.



- Establish a mechanism for monitoring the media, social media and rumours, with clearly defined procedure for timely management of misinformation which may escalate



**Please contact:**

Melinda Frost [mfrost@who.int](mailto:mfrost@who.int)

Maria Van Kerkhove [vankerkhovem@who.int](mailto:vankerkhovem@who.int)

**Further reading:**

Coronaviruses

<https://www.who.int/emergencies/diseases/novel-coronavirus-2019>