

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 humanitarian communications for closing feedback loops to support the humanitarian community’s effort to put the concerns and feedback of the affected populations at the forefront of their service delivery to enhance accountability. The Community feedback used in this report is sampled from recorded Vox pop interviews, social media highlights, one-on-one community meeting and other feedback collected from the weekly live radio call-in show (Bilan) broadcasted in Dadaab by Nairobi’s Star FM’s Radio Gargaar 97.1FM. The topics of discussion for the period mapped were “Mental Health” and “Observing COVID-19 Protocols in Dadaab refugee camps”.

A total of 45 Interactions were recorded in the week of Oct 12 - Oct 25, 2020

Data collected from
45 persons



14 Female
31%



31 Male
69%

Methods of data collection



ONLINE



ON-GROUND



ON AIR

MENTAL HEALTH

People with mental illness can be helped by building them a place that they can access services and space to be taken care of. They should not be discriminated upon. If possible, the relevant organizations should set up a mental hospital to cater to their needs.

Adult, Male, Hagadera Camp

Awareness on mental illness must be conducted so that the community understands the rights of those who have such sickness and avoid making them feel less important.

Adult, Female, Hagadera Camp

People with mental illness are part of the community and should not be discriminated against. They must be treated with care and supported psychologically. The role of a parent is to ensure such a person is treated well.

Adult, Male, Hagadera Camp

People with mental illness who live in Dadaab are in a better situation. The biggest challenge they face is stigmatization and discrimination. God can make anyone develop mental illness. Let us not belittle them. I would advise that if we cannot help, we leave them alone.

Adult, Male, Hagadera Camp

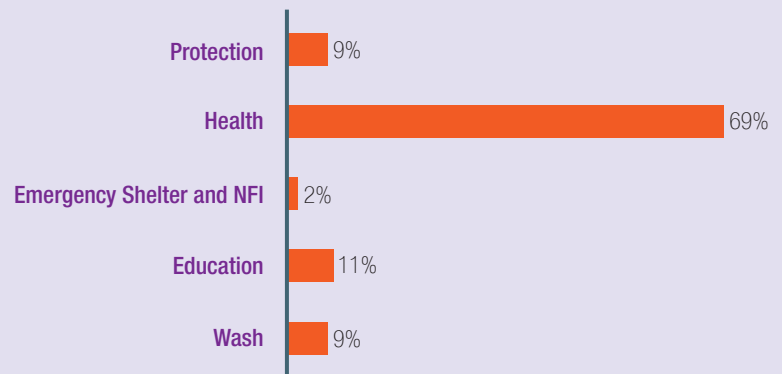
Mental illness is a divine tragedy, but the leading cause is a lack of care and the psychological trauma of the refugees. When they fall sick, they roam the markets or the neighborhoods, particularly men.

Adult, Male, Hagadera Camp

It is a divine catastrophe that should be considered by organizations by giving complete treatment and care for the mentally ill.

Adult, Male, Ifo Camp

Feedback Sector Summary



HEALTH



We should protect ourselves from the second wave of COVID-19. We must wash our hands with soap. The government said people should practice social distancing. For me, I ensure to wash the hands of my children with soap, teach them to practice social distancing. I also work hard on practicing good hygiene. I urge the community not to greet each other with their hands and practice social distance. I request the partners to give us handwashing amenities and masks and continue sensitizing the community.

Adult, Female, Ifo Camp

COVID-19 is increasing in the camps; we need to practice good hygiene, wash our children's hands, follow the instructions given by the government, practice physical distance, and avoid shaking hands. The partners should provide soap or shampoo for handwashing.

Adult, Male, Ifo Camp

We thought COVID-19 is over, but the cases have recently started to surge. I urge the community to practice social distance, work hard on good hygiene, particularly the mothers. All family members are at home since neither school nor Madrassa is open. When children are going out, they must wear face masks.

Adult, Female, Ifo Camp

It is a matter of concern that Coronavirus cases are rising. Let us be vigilant and put more effort into following the health experts' advice, which they disseminate every day.

Adult, Male, Hagadera Camp

People are not careful; they behave as if the pandemic does not exist. There is no practice of measures such as hand washing and the use of face masks. People are asked to take care of themselves, but few people wear masks when they go to the food distribution point, which they do out of fear of security officers. I would call upon the public to strive to maintain hygiene and not to shake hands.

Adult, Male, Hagadera Camp

First, may God protect us from this tragedy that has devastated the whole world. Kenyans are not following public health measures, more so Somali speakers. Therefore, let us put more effort.

Adult, Male, Hagadera Camp

I am a student. We wear masks when we hear security officers are coming. We do not practice physical distancing and shake hands always. We do this because we do not believe Coronavirus still exists.

Youth, Dadaab

The refugee community is not cautious about the virus. Very few people practice the containment measures that the government says should be followed.

Adult, Female, Ifo Camp

We understand there is second wave of Coronavirus and that makes us afraid. Personally, I try to follow the public health measures to protect oneself.

Adult, Male, Dagahaley Camp

We do not put any effort into safeguarding ourselves against the pandemic. We believe God has been protecting us. In as much as I know, the disease is real, and information is shared with us regularly and is accessible, I still do not follow them.

Adult, Male, Hagadera Camp

Firstly, I would like to thank the station for sensitizing us always. Secondly, not everyone follows the protective and precautionary measures. We ask God to help us with this pandemic and lift it upon us.

Adult, Female, Dagahaley Camp

I would like to inform the population to be cautious about the virus specifically at the marketplace where they mix freely.

Adult, Female, Ifo Camp

We have a problem with the hospitals. The prescriptions doctors make is said to be out of stock.

Adult, Female, Hagadera Camp

EDUCATION

The children who lost their parents to COVID-19 did not go back to school as no one is caring for them. I am requesting organizations to investigate this matter.

Adult, Female, Hagadera Camp

EMERGENCY SHELTER AND NFI

The rains are beginning, and I have no shelter. We need shelter.

Adult, Female, Ifo Camp

WASH

We are requesting for jerricans to use for water storage.

PROTECTION

We, the women of Dadaab face sexual exploitation for economic purposes.

Youth, Hagadera Camp

Children who lost their parents to COVID-19 or are in quarantine suffering from psychological distress due to the responsibility they are shouldering.

Adult, Male, Hagadera Camp

We need support as elderly people in the camps.

Elders, Ifo Camp



Suggestions to Partners

- Some of the feedback we have gathered while discussing how the Dadaab community is observing COVID-19 protocols reflect that people are relaxed and do not adhere strictly to the public health measures meant to contain the pandemic, which warrants continuous awareness campaigns and building knowledge around COVID-19 transmission, prevention and control through an array of avenues such as radio messages and programs, PSAs, etc.



To support this process, the Internews team will;

- Support communication efforts of partners by giving free radio airtime during the weekly live call-in shows at Radio Gargaar in Dadaab, Star FM in Nairobi and Radio Atta Nayece in Kakuma for purposes of community sensitization.
- Support community correspondents in Dadaab and Kakuma refugee camps and host communities to gather community feedback for timely referrals and response.
- Continue mentoring and providing technical assistance to the Dadaab-based Radio Gargaar, Nairobi based Star FM and Radio Atta Nayece (in Kakuma) teams to produce a weekly live radio call-in show that addresses thematic issues on health and protection.
- Produce a bi-weekly factsheet (In The Loop Bulletin) capturing the most asked questions, rumors, needs, requests, suggestions, myths, misconception, complaints, and fears, collected in that period from communities across the refugee and host communities in Dadaab, Kakuma and Kalobeyi Informal Settlement.

For more information on **“In The Loop”** Bulletin and Communicating with Communities efforts by Internews in Kenya, please contact Stellar Murumba on smurumba@INTERNEWS.ORG