

Stay Strong, Stay Standing

Key Takeaways from Session 2: Safety First, Operations a Close Second

In effort to ensure youth-led and community-based organizations are able to continue to serve young people with SRHR information and services, FP2020 and IAWG have put together this crisis-management workshop series on organizational resilience during crisis for YLOs and CBOs. This is a summary of session 2. Find more information [here](#) and [here](#).

1) COMMUNICATE WITH DONORS – IF YOU DON'T ASK, YOU DON'T GET

- **Do some internal reflection before talking to donors about expected shifts.** Come prepared with what mitigation measures are needed. Be **flexible, realistic, and clear** about what you're asking of your donor.
- Don't make any changes without approval. **Understand what is allowed to be covered by your donor**—some won't cover PPE, for example. Keep good documentation of communication, especially verbal conversations.

2) BALANCE SRH SERVICES AND OTHER PARTNER PRIORITIES

- **Keep advocating with local governments** to ensure SRH services remain essential. **Work with youth network or coalitions in countries**, and with other sectors (such as nutrition) to keep activities going.
- **Explore other funding opportunities**, such as opening a credit line. Sign up for updates from organizations such as [FP2020](#) and [IAWG](#) who regularly share funding opportunities.
- Focus on implementing **telemedicine** and **virtual counseling**, as well as **self-care methods**.

3) TRIAGE ACTIVITIES BASED ON SAFETY

- **All of them.** Use existing frameworks, such as the [United Nations Programme Criticality \(PC\) Framework](#) to triage lifesaving services — the [Minimum Initial Service Package \(MISP\) Resources](#) is another tool.
- **Assess risks to your staff and the community.** Set up handwashing stations, physical distancing measures and a waiting room, monitor staff health, inform staff on what to do if they have symptoms or come into contact with someone with symptoms, etc. **Figure out practical steps on how to do this as safely as possible.**
- **Engage your community.** Set up feedback mechanisms for stakeholders to express their fears, needs, etc. on accessing SRH services.

4) CONTINUE COMMUNITY SERVICES SAFELY AND EFFECTIVELY

- **Designate a lead that is the organization's main POC for COVID questions and concerns.** Provide guidance on what to do if you have COVID, symptoms, or come in contact with someone who tested positive.
- **Think about the literacy of your audience and communicate in the method that they prefer.** Use SMS if possible, WhatsApp, set up hotlines, and utilize mentoring tools.
- **Use existing outlets in the community** to get services to women and girls, but make sure it is **SAFE**. Help facilities ensure safety, and advise them on screening and triaging. Make sure your client/target audience knows about the outlets and SRH services available!

5) GET CREATIVE WITH SRH PROGRAMMING

- **Integrate with other health services** so people can get multiple health services in one place. Utilize existing local partnerships, such as GBV and HIV initiatives. Partner with government agencies to provide COVID tests.
 - **Offer free virtual counseling**, particularly for adolescents and youth. Inform them of their rights, what services are open, and where they can access services (public and private).
 - **Get creative with how you deliver information.** Partner with local radio stations to share information on services, safety measures, rights/SRHR, and other information.
 - **Utilize community resources**, WhatsApp groups, Facebook groups, and other interactive social media platforms to connect with other young people and help them access services. Engage churches and religious leaders to make sure community messages reach the largest audience.
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