



COVID-19 GUIDANCE

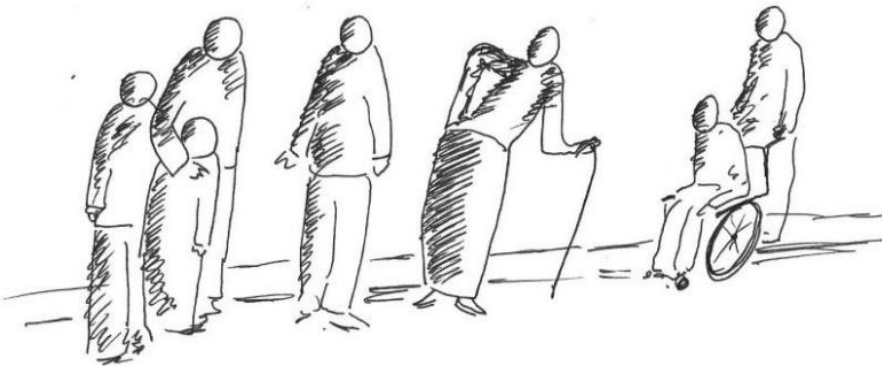
Mapping tool for risks and vulnerabilities during Covid-19

Everyone is affected by Covid-19 differently. However, some people are more vulnerable than others. We need to ensure that we map and consider their specific needs and prioritise actions to mitigate risks.

This tool is to help you consider vulnerability in your context, rather than provide lists of the different groups.

By mapping who is the most vulnerable, we can then develop holistic and inclusive mechanisms to include and protect individuals and our community.

This tool is designed to be used as part of a church and community transformation (CCT) approach but can be used with any community-level organisation and alongside other interventions.



📷 Looking out for those who might be on the margins Illustration: *Where there is no artist*, Petra Röhr-Rouendaal

Who might be invisible?

We know that those who are older, those who have health issues or existing issues related to their breathing, and those who might not be able to access critical services are more at risk from Covid-19.

In every community there are people who are less visible or excluded, and we must ensure that they are included in our plans by mapping who and where they are.

👉 tearfund.org/covid19
✉ covid19-response-team@tearfund.org

These next steps are to be done remotely, by making use of information you might already have about the area and also by collecting data through phone calls/messages and the internet.

Making a map of your area

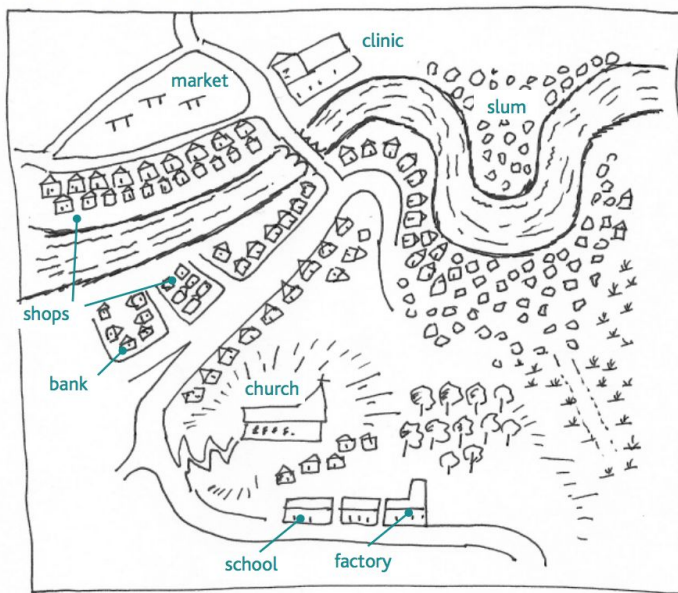
Go for a walk in your area (if it is safe and permitted by government guidelines), taking note of all the different houses, types of buildings and areas where people live and work. Make sure to take a route you wouldn't normally do and ask yourself: How might the people here be affected? Do I have any blindspots? How can I find out more information? What local organisations exist who support vulnerable groups? Who is invisible to me?

Our motivation is kindness and solidarity. We want to work together to make our community safe for everyone. It's important we don't think of people as vulnerable. Every person has value and should have access to proper health care and services. Our purpose in this mapping exercise is to ensure that no one is left behind.

Consider these questions in relation to different people/groups:

- How exposed are their living/care/work environments to Covid-19?
- How reliant are they on a carer who may get ill?
- Are they already discriminated against?
- Do they have access to health care?
- Are they able to practise Covid-19 protection measures (eg physical distancing)?
- Do they have adequate access to water and sanitation so they can practise good hygiene (eg handwashing)?
- Do they have access to relevant information in a format they understand?
- Do they have access to essential items? (e.g. food supplies, clean water)
- Whose livelihoods are under threat and who may therefore be forced into risky livelihood options? (e.g. exploitative labour)
- Will new measures such as self-isolation mean they will need help with shopping for groceries or other essential tasks?
- What areas (eg schools, health facilities, day centres, parks/playgrounds, safe spaces for women/children etc) will no longer be accessible and who will that impact?

After your walk, draw a simple map of the community like this one, highlighting where different people or groups exist. As you do this, be mindful of all the different groups and the questions above.



Groups we might expect to see included:

- people over 60
- people with pre-existing health conditions
- people with physical disabilities
- people who have other disabilities linked to communication and learning
- people with mental health issues
- pregnant woman
- children

- families who include health workers who are responding to Covid-19 and have children
- people who need care and who, if family members become sick, won't be cared for
- people who don't have a permanent home or place of residence
- those who might be at risk of domestic violence
- people who don't have access to water and basic items to practise good hygiene
- and many others. Be sure to think specifically about your context and its unique make-up.

Remember each person and group has capabilities as well as vulnerabilities.

It is estimated that people with disabilities make up about 15 per cent of the population. Does your mapping reflect this?

If there are others in your house, ask them also to contribute or make their own map and compare it with yours. Children can be particularly good at this and often have an insightful perspective on the community that older people might miss.

Involving people: remember 'nothing about us without us'

As much as possible, it's important to try to involve some of the people you identify as vulnerable via phone/email/text message. For example, is there an older person whom you could talk to on the phone who might be able to help give you additional information on who else is their age and the risk they face? They will probably already have existing relationships with these people.

Are there local organisations that already work with specific groups, such as disabled persons organisations or organisations that work on gender-based violence? Ask them how you can better connect and support their work remotely during this time.

Are there other people in your area who might want to support their neighbours? Perhaps you can work together to support your most-at-risk neighbours.

You cannot support everyone but through your mapping consider who might be left behind. Can you divide the community into more manageable groups?

Once you have identified the groups or people most at risk, find safe ways to communicate with them.

This could be through:

- mobile communication
- safe delivery of a letter/flyer that contains a simple form to fill in that you will pick up the next day (following hygiene and social distancing recommendations). An example of this can be found at the end of this document.
- an online group such as a WhatsApp/Facebook group

When communicating, be sure not to make people feel more vulnerable. Don't assume you know what they need and make sure to find remote ways to ask questions and listen.

Key information to include is:

- who you are and why you want to help
- the area you cover
- how to contact you. (It is best to use a number that is not your personal one, but rather one that belongs to a local organisation.)
- a positive message that you are here to help
- Be clear that you are not a health professional etc but a neighbour. Don't raise expectations of what you can do.

Add in questions such as:

- Do you have all the supplies you need? (eg food, medicine etc.)
- Do you have a plan if you get sick?
- What support might you need if you get sick or someone in your family does?

Here's an example of a flyer you could distribute:

COVID-19 MUTUAL AID UK
Working together to support XXXXXX

Hi there, neighbour. Are you unable to leave your home because of Covid 19/Coronavirus? We're here for you.

We are a group of local residents who have come together during a time where some people are finding it hard to access the help they need.]







We would like to support the community that we live in and ensure that nobody is left isolated or without support. **We don't ask for anything in return**, we just believe in helping each other in a time of difficulty.

We are your local neighbours and not a professional body. We can only offer help within reason, and in ways we can also stay safe. If you need medical advice, use the NHS 111 online coronavirus service at 111.nhs.uk/covid-19, or if you have no internet access, call **NHS 111** from your phone. In a medical emergency, dial 999.

NEED SUPPORT?
If you would like to speak to us, or want to ask for help, please text or WhatsApp on [redacted] and let's see how we can help.

GIVE SUPPORT
If you would like to support the community and join in, we can add you to the WhatsApp organising group to coordinate support.
Please text **07XX XXXX XXX** to join the group.

HOW CAN WE HELP?

					
ARRANGING DELIVERIES	PICKING UP SHOPPING & MEDICATION	A FRIENDLY PHONE CALL	POSTING MAIL	URGENT SUPPLIES	HELP TOPPING UP ELECTRIC OR GAS KEY

On the back of this leaflet is some advice to help keep you safe.

- Work with local health experts and use online resources to help distribute the right information based upon the questions they have.
- Make information available in an accessible way eg audio recordings, sign language, big print, pictures and drawings.
- Find ways to show kindness and make clear that you want to work to protect them because of their value not their vulnerability.
- Remember you cannot do everything and people may be nervous about accepting help from a stranger. Ensure you do not put them at further risk by asking them to share personal information such as contact numbers or by raising expectations.

Example letter

A neighbourly invitation regarding Covid-19 (adapted from a communication in London)

Dear [NAME],

Hello, from [NAME] at [ADDRESS]. We have lived here since [YEAR] but we don't know all of you. Given these uncertain times, we thought this would be a good time to change that!

None of us know what the impact of Covid-19 will be on our neighbourhood. But we'd like to start thinking about how to adapt should the virus become widespread, should schools and workplaces close, and should neighbourhoods or houses become quarantined.

Many of us have our own support systems, families, friends and communities, who we will help and be helped by in challenging times. However, while some of us have support networks in this neighbourhood, others do not. In the event of a large-scale shutdown across [CITY/STATE], local support networks will become particularly important.

We would like to facilitate building a 'hyper-local' support network right here in our neighbourhood.

We envision a network that could help with the following things:

- sharing supplies (ie paracetamol, ibuprofen, cleaning products) if there are shortages
- bringing pre-cooked meals for families in which everyone or the main caregivers are sick
- checking in (possibly remotely) on elderly residents or those who are in high-risk groups and do not live with a caregiver
- helping you access essential supplies if you are self-isolating

In order to gauge interest in this idea and help build this network, we would be grateful if you could email [NAME] at [EMAIL ADDRESS] the following information:

1. What is your address?
2. What is your name and who else lives in your house? If you don't want to supply names, ages are fine.
3. Are you interested in joining this network?
4. If you are interested, what is your contact number?
5. Do you use WhatsApp and would a WhatsApp group be a good way to build this network?

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6. If not WhatsApp, which means of communication would you prefer?

7. Do you have any particular needs or Covid-19 risk factors that the network could help address?

8. Do you have any skills or anything else you could bring to the network?

Many thanks for your help. We look forward to your responses.

Sincerely,

[NAME]

Further helpful resources

Information for higher-risk groups from other agencies:

- **Centers for Disease Control (CDC):**
 - [People who are at higher risk for severe illness](#)
 - [Pregnancy and breastfeeding](#)
 - [Those who need to take extra precautions](#) (also available in Spanish and Chinese)
- **HelpAge/ADCAP:**
 - [General best practice in including older people and people with disabilities](#) (various languages and online courses)
- **Interagency Standing Committee (IASC):**
 - [Covid-19 – How to include marginalised and vulnerable people in risk communication and community engagement](#)
 - [Inclusion of persons with disabilities in humanitarian action](#)
- **CBM:**
 - [Disability and gender analysis toolkit](#)
 - [Disability inclusive community action: Covid-19 Matrix](#) (also available in French and Spanish)
 - Community based inclusive development: [Guidance notes](#)
- **Care International:** [Global rapid gender analysis for Covid-19](#)
- **World Health Organisation (WHO)** [Easy read communication on Covid-19](#)
- **Queen Mary University of London:**
 - [Covid-19 & Intersectionality](#) (policy brief)