COVID19: Guidance and instruction for Rapid Family Links Needs Assessment

1. Introduction

In line with the CTA note and material developed for RFL during COVID19 and the RFL in disasters field manual the rapid RFL assessment will focus on **categories of persons** at particular risk of been separated or going missing **due to the COVID19** and provide guidance to assess how existing RFL programs and activities provided by the authorities and/or ICRC/NS to IDPs, refugees, migrants, children, detainees, etc. can be modified in the context of COVID19 (see *QUESTIONNAIRE 6. Assessment of the adjustment of existing RFL program provided by ICRC/NS due to COVID19*).

Vulnerable populations at risk of been separated/going missing due to COVID19:

➢ **Patients admitted in medical/quarantine facilities; amongst them, the following categories are particularly at risk of being separated/going missing** (*Refers to QUESTIONNAIRE 2. Persons admitted in medical and quarantine facilities*)
   ✓ Foreigners
   ✓ Vulnerable person under the care of a person admitted in hospital/quarantine facility
   ✓ Unidentified patients admitted in medical facilities (i.e. unconscious and without a family/next of kin accompanying);
   ✓ People in medical/quarantine facilities losing capacity to communicate (for medical reasons)
   ✓ Deceased patients

- ➢ **Vulnerable persons** accommodated **in specific infrastructure under confinement** (*Refers to QUESTIONNAIRE 3. Persons accommodated in specific infrastructure under confinement*)
  - ✓ Elderly people, psychiatric patients, children, migrants

- ➢ **Vulnerable persons confined alone at home** (*Refers to QUESTIONNAIRE 4. Vulnerable person confined alone at home*)
  - ✓ Elderly people, sick, isolated person

- ➢ **Deceased due to/ during COVID19 and supporting their families** (*Refers to QUESTIONNAIRE 5. Management of the dead and supporting their families*)

The questionnaires for a **rapid Family Links needs assessment** aims at providing the ICRC and NS with a tool to assess different situations, mechanisms in place and family links needs arising because of COVID19.

The questionnaires 1 *(QUESTIONNAIRE 1: Understanding the environment)* and 6 *(QUESTIONNAIRE 6. Assessment of the adjustment of existing RFL program provided by ICRC/NS due to COVID19)* are **designed for the teams in charge of the RFL** at national and regional level to analyze the situation as well as the adjustment of the RFL services provided during COVID19, while the questionnaires 2 to 4 (see above) are **designed for authorities/organization as source of information**. If an assessment can be carried out with **the beneficiaries**, the questionnaire will have to be adapted accordingly.

According to findings and needs identified, the Family Links Network (FLN) will **design an adequate RFL response and prioritize** accordingly as well as assess if **existing RFL tools** suffice and are adequate for the COVID19 RFL response.

The list of questions included in the questionnaire is not exhaustive and has to be contextualized according to the reality of each country/region/situation. In addition, if enlarging the assessment to topics beyond RFL activities is considered, for instance in relation to specific concerns or specific populations (e.g. deeper assessment on the management of the dead, mental health, child protection, IDPS, migrants, etc.) **please coordinate with relevant colleagues** at ICRC and/or NS such as those in charge of mental health and psychosocial support, forensic, child protection, etc. to address these issues in a **multidisciplinary** manner (from the assessment to the response).

Two main considerations:

➔ Because of restricted access to the field and populations in need, it is important to ensure that all NS/ICRC staff are sensitized about risks of family separation and that RFL is considered/included in all assistance/support programs during the COVID19 pandemic.

➔ During the assessment the FLN and RFL services should be promoted systematically (contact details, phone where to be reached, etc..) and for urgent cases, whenever possible and feasible, propose directly a referral system and a mechanism for maintaining or restoring family links.

2. Prepare the assessment

➢ Clarify the scope and purpose of the assessment: internal (prioritization and response) and/or external (advocacy)

➢ Map pertinent source of information for the situation analysis and RFL needs:
  - ➢ **External**: medical personnel, personnel in charge of quarantine facilities, social workers, specialized organizations providing assistance to vulnerable persons (elderly people, children, etc.), personnel in charge of structures where vulnerable persons

are confined (Elderly people homes, psychiatric clinics, temporary child care centers, etc..), authorities in charge of the management of human remains, security forces, etc.;

- ➢ **Internal**: other departments/units of the NS or ICRC who are providing assistance/support to affected populations during COVID19

- ➢ Define information to be collected (open/close questions). The questionnaires proposed can be modified and adapted according to your needs and context. If you decide to create your own questionnaire, you will have to define the information you will be collecting
- ➢ Define the methodology to collect the information, taking into account the lack of access and movement restrictions, interviews may have to be carried out by phone, video conference, mail, etc.;
- ➢ Identify who will collect the data
- ➢ Identify who will centralize and analyses the data;
- ➢ Identify the tool you will use for the collection and analysis of the data collected (refers to section 5)
- ➢ Minimize the collection of data/personal data to the scope and purpose of the assessment (minimize the quantity of the data collected but not the quality);
- ➢ Consider including other protection or mental health needs and **include relevant colleagues in the design of the assessment** (e.g. mental health and psychosocial support, community engagement, forensics, child protection, etc.).

3. Organization for the assessment

Once you will have finalized the preparation, you will have to organize your team and the data collection:

- ➢ **Define the role and responsibility of each of your staff members**
    - ➢ Make sure all the persons involved in the assessment understand and are trained on the tasks he/she are asked to perform.
    - ➢ Ensure a focal point to provide support and advice is appointed and known to all the interviewers

- ➢ **Train the team members to ensure all of them know and understand**
    - ➢ The questionnaires.
    - ➢ The tools and procedures to collect the data (that include the centralization and analysis of the data).
    - ➢ Data protection rules (see under point on personal data collected).

- ➢ **List of stakeholders**
    - ➢ Centralize the list of stakeholders mapped (internal and external). For the use of the table, see under personal data collected.
    - ➢ Distribute the stakeholders among your team to ensure that the same interlocutor will not be contacted twice.
    - ➢ Ensure that the list is maintained updated with: stakeholders contacted and/or any new stakeholder to be contacted.

- ➢ **Personal data collected**
  - ➢ data collected should be the contact details of the stakeholders. These details, including the name will be kept in the centralized list for stakeholders which access should be limited to the relevant personnel. In the survey, only the organization and the initial of the interlocutors should be mentioned (see in the questionnaire: *"Source of the information collected (organization/authority and initial of the source")*.
  - ➢ If individual cases are raised during the interviews that will require a follow up, the information should be collected separately in the appropriate form used for referral or tracing and with appropriate consent from the beneficiary.

- ➢ **Conducting the interview**
  - ➢ Before contacting, ensure you know well the questionnaire for the discussion to be smooth, easy and as fast as possible while ensuring all the information needed is recorded.
  - ➢ Ensure the interviewees are informed and understand the scope and purpose of the assessment.
  - ➢ During the interview, promote the RFL services of the NS/ICRC (clarifying criteria of acceptance) and provide contact detail of the person from ICRC/NS who can be reached for support.
  - ➢ For urgent cases raised during the interview, whenever possible and feasible, propose directly a referral system and a mechanism for maintaining or restoring family links (see point on personal data collected).

- ➢ **Centralization and analysis of the data**
  - ➢ Ensure that the data collected can be centralized in a way that it can be analyzed. This will depend on the tool you will use. Nonetheless, the mechanism/guidance to centralize the data is to be defined beforehand and the personnel collecting the data is to be trained accordingly. It is highly recommended to use digitalized questionnaires when possible for quicker analysis. If collecting paper copies, ensure you have enough resources to input the data into a digital system to analyze.

4. Design a response according to identified needs

Depending on the findings, you will be able to propose a response accordingly. The assessment and analysis of the systems in place by the authorities during the COVID19, and especially in regards to the management of the dead, will help the NS/ICRC to define the support that the movement could provide after the COVID19 to the authorities and the families to clarify the fate of the missing persons, locate and inform the families of the fate and whereabout of their beloved ones (e.g. National Information Bureau (NIB) mechanism). In addition, the assessment of the services provided during the COVID19 would allow to define vulnerabilities and specific places where the priorities for RFL should be given both in places where the ICRC/NS was already providing RFL services to vulnerable populations (e.g. IDP, refugees, migrants, UAC, detainees) and to the separated and missing due to the COVID19.

5. Instructions on how to use the questionnaires with KoBo

You will find the word version of the 6 questionnaires at the end of the document in case you want to contextualize/use with another tool.

Nonetheless, note that the 6 questionnaires have been created on digital tools to help you create and adapt the final version for your context. The forms have been designed to use with the KoBo Toolbox.

Step to take:

1. **Choose who will be your account user:**

This should be the person who is capable of using the online tool to edit, send, collect and retrieve the data. This should be only one person in your organization, but the results can be shared with multiple people for analysis.

2. **Create a Kobo account:**

- Go online to https://www.kobotoolbox.org/
- Click "Sign up"
- Choose the option "Unlimited Use for Humanitarian Organizations" and click "create account"
- Enter your details and create the account*. **Please sign up with your organization's email address.**
  If using Android Application to collect data, please choose a username and password that is easy to share (See 6. How to deploy the questionnaires to be able to collect data)

3. **Download the Questionnaires in the XLSForm format:**

Download the 6 Questionnaires in the XLSForm format (Excel) from the **Flextranet chapter 4.1.3. COVID RFL assessment** onto your computer.

4. **How to upload the questionnaires onto your profile:**

- Login to your account at: https://kobo.humanitarianresponse.info/
- You will see your dashboard and select "New" > "Upload an XLSForm"
- Import one of the questionnaires from your computer.

Repeat this step for all 6 questionnaires.

5. **How to view/edit the questionnaire drafts:**

The questionnaires are in draft format, so you can now view and edit them to adapt to your context/ region.

To view:

- Click on the questionnaire you want to view

- In the "Form" page, click on the Preview icon 👁

This will open the form preview, so you can see what the questionnaire will look like for the data collectors.

To edit:

- Click on the questionnaire you want to edit

- In the "Form" page, click on the Edit icon

A new page will open with the questionnaire in the Kobo Builder format: this is where you can design the survey. You can change any of the options/ questions to adapt to your context/ region.

For more information on how to build and edit forms, please visit:

https://support.kobotoolbox.org/en/collections/443818-creating-forms

6. **How to deploy the questionnaires to be able to collect data:**

The questionnaires are now in your "draft" folder, so you will need to "deploy" (like to activate them online) them so that people can start collecting data.

- Click on the file in Drafts
- You will be on the "Form" page, then click "Deploy"
- Once deployed, click on the form in the "Deployed" section.
- You will be a on the "Form" page, then scroll to the "Collect data" part

There are 2 ways to deploy the forms:

Browser: to deploy the form on an online browser (on a desktop, laptop, mobile device, tablet);

- Select "Online-Offline" Multiple submissions" (with this option, each collector can collect multiple forms and also do it offline. The data is uploaded once they have internet connexion)
- Select "Copy" (this will copy the link to the form into your clipboard for you), then paste in the e-mail you will send to your data collectors (if the link does not appear: the other option is to click "open" and copy the link of the questionnaire from the browser and paste it in the email)

Android App: the KoBo platform allows to collect data via the Kobo Collect app (Android only), to use this method, select the "Android Application" option and then follow these instructions:
1. Install KoboCollect on your Android device.
2. In the App: Click on to open settings.
3. Enter the server URL `https://kc.humanitarianresponse.info` and your username and password
4. Open "Get Blank Form" and select this project.
5. Open "Enter Data"

Repeat this step for all 6 questionnaires.

7. **How to collect data?**

Once all 6 questionnaires have been deployed, you can now send the link to the data collectors (for browser) or install the KoBo Collect app with your details (for Android application).

The data collectors can start collecting data.

8. **How to see and download the data?**

In the KoBo platform, you can see a summary of your data in charts or a table. To see the results of the survey;

- Click on the form in the "Deployed" list
- Select the "Data" page at the top

On this page, you will have different options to view the data on the platform:

1. Reports (charts based on each question)
2. Table (like excel)

To download:

- Click on the "Download" icon ⬇ on the left
- In the download page, select:
  - Export type: "XLS"
  - Value and header format: "Labels"
- Then, click "Export".

Your exported document will appear at the bottom.

  Click the "Download" icon ⬇ to download the file onto your computer.

This will download an Excel file onto your computer.

Now you can use Excel to analyze your data as needed.

If you have any additional questions about how to use KoBo, please go to this page:

https://support.kobotoolbox.org/en/

QUESTIONNAIRE 1: Understanding the environment

Source of the information collected (organization/authority and initial of the source)

Place:

Date:

Name of the collector and organization/department:

Ensure the interviewees are informed and understand the scope and purpose of the assessment.

1.1 What are the measures taken by the authorities to prevent the spread of the virus in the region of the assessment/country?
Multiple choice:
( ) Total confinement (restriction of movement and only essential shops are opened)
( ) Partial confinement
( ) No measures taken so far
( ) Other _____

1.2 Which State authority(ies) is/are involved in the response of the emergency?

( ) Ministry of Health
( ) Ministry of interior
( ) Ministry of Defense
( ) Civil protection
( ) Ministry of youth
( ) Other_____

1.3 Are there existing agreement(s) with the authorities defining the National Society role/responsibility in the response to COVID19?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

> o *Follow-up question – if answer is YES to 1.3:*
>   1.3.1 If yes , which ones?
>   *Free text: _____*
>
>   1.3.2 If yes, Is there a specific role for RFL teams?
>
>   *Multiple choice:*
>   ( ) Yes
>   ( ) No
>   ( ) Other _____

1.4 Are there existing agreement(s) In situations of disaster/emergency in general?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

o *Follow-up question – if answer is YES to 1.4:*
   1.4.1 If yes to 1.3 or 1.4, which ones?
   Free text: _____

   1.4.2 If yes, Is there a specific role for RFL teams?

   Multiple choice:
   ( ) Yes
   ( ) No
   ( ) Other _____

1.5 Did the NS / ICRC request exemption from movement restrictions to carry out its humanitarian action?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

   o *Follow-up question – if answer is YES to 1.5:*

      1.5.1 If yes, was an exemption granted?

      Multiple choice:
      ( ) Yes
      ( ) No
      ( ) Pending

      Follow-up question – option NO to 1.5:

      1.5.2 If not, why?
      Free text: _____

1.6 Does the NS regularly promote RFL services to the general public, stakeholders, and beneficiaries?

Check boxes (can select multiple):

( ) No promotion of RFL services
( ) Public campaign (e.g. TV, radio, social media)
( ) Informing beneficiaries personally
( ) Informing stakeholders/interlocutors personally
( ) Other_____

1.7 Has the National Society opened a COVID19 hotline for the public?
Multiple choice:
( ) Yes
( ) No
( ) Pending

   o *Follow-up question – if answer is YES to 1.7:*
      1.7.1 If yes, are RFL cases reported?
      Multiple choice:

( ) Yes
( ) No

1.7.2 How are they followed by the RFL personnel?
Free text: _____

1.8 Are the non RFL personnel of the NS/ICRC responding to RFL needs?
Multiple choice:
( ) Yes
( ) No
( ) Other _____

    o *Follow-up question – if answer is NO to 1.8:*

    1.8.1 If no, why?
    Free text: _____

    o *Follow-up question – if answer is YES to 1.8:*

    1.8.2 How are they responding to these needs?

    Check boxes (can select multiple):
    ( ) Red Cross messages (RCMs)
    ( ) Phone calls
    ( ) Family Tracing
    ( ) Family reunification
    ( ) Wifi hotspots
    ( ) Charging stations
    ( ) RFL Hotline
    ( ) RFL messaging / Communication
    ( ) Other: _____

1.9 Who are the other actors responding to RFL needs, if any?
Check boxes (can select multiple):
( ) None
() I don't know
 ( ) NGOs
( ) INGOS
( ) UN agencies
( ) Medical or quarantine structures
( ) Independent specialized organizations (e.g. care homes / temporary child care centers)
( ) Government / Authorities
( ) Other: _____

1.10 What services do these actors offer?
Check boxes (can select multiple):
( ) Letter to family members (equivalent of RCMs)
( ) Phone calls
( ) Family Tracing
( ) Family reunification

( ) Wifi hotspots
( ) Charging stations
( ) RFL Hotline
( ) RFL messaging / Communication
( ) Other: _____

1.11 Is there coordination between these actors and NS/ICRC?
Multiple choice:
( ) Yes
( ) No
( ) Other _____

- o *Follow-up question – if answer is NO to 1.11:*
  1.11.1 If not, why?
  Free text: _____

QUESTIONNAIRE 2. Persons admitted in medical and quarantine facilities

Source of the information collected (organization/authority and initial of the source)

Place:

Date:

Name of the collector and organization/department:

Ensure the interviewees are informed and understand the scope and purpose of the assessment

2.1.1 Name of structure:
Free text: _____

2.1.2 Type of structure:
Multiple choice:
( ) Hospital
( ) Health Centre
( ) Quarantine facility
( ) Care home for elderly people
( ) Shelters
( ) Temporary child care centers
( ) Other: _____

2.1.3 Authorities/organizations in charge of the structure:
Multiple choice:
( ) Ministry of Health
( ) Social welfare services
( ) National Society
( ) NGOs
( ) Civil society organization
( ) Other: _____

2.1.4 Location of the structure:
Free text: _____

2.1.5 Number of persons currently accommodated in the structure:
Multiple choice:
( ) 0-49
( ) 50-99
( ) 100-500
( ) 500-1000
( ) 1000+
( ) I don't know
Exact number (If known) *(free text):* _____

2.1.6 Are all the persons admitted registered?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

2.1.7 If registered, for which purpose:
Check boxes (can select multiple):
( ) Medical
( ) Security
( ) Family contact
( ) Payment of bills
( ) Other: _____
( ) I don't know

2.1.8 Does the personnel in charge of the structure systematically register the name and contact details of the family/next of kin?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

   o   *Follow-up question – if answer is YES to 2.1.8:*
        2.1.8.1 If yes, how is the data managed?
        Check boxes (can select multiple):
        ( ) Database
        ( ) Paper files
        ( ) Other: _____

2.1.9 Is there a is the data protection policy?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

2.1.10 Can the data collected be shared for tracing purposes?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

   o   *Follow-up question – if answer is NO to 2.1.10:*
        2.1.10.1 If no, why?
        Check boxes (can select multiple):

        ( ) Data protection policy from the structure/authorities doesn't allow sharing
        ( ) Not easily sharable (e.g. individual files are not online, not organized)
        ( ) No consent from patients to share the data
        ( ) Other: _____

        2.1.10.2 What would it take to share it?
        Free text: _____

2.1.11 Number of persons without contact with their family members (If known):
Free text: _____

2.1.12 Reason why the persons are not in contact with their loved ones:
Check boxes (can select multiple):
( ) Unidentified patient
( ) Medical reason (e.g. post surgery and unable to talk or communicate)
( ) Linguistic (e.g. no personnel can speak the language of the patient)
( ) Technical (e.g. no electricity or network in the structure)
( ) Logistical (e.g. unable to access telephone/ Contact point/ Wifi hotspot)
( ) Security (e.g. personal belongings taken/ confiscated)
( ) Lack of resources (e.g. no phones/ credit)
( ) other
( ) I don't know

2.1.13 Are persons hospitalized/in quarantine without their own means to contact their family provided with communication means by the personnel in charge of the structure (i.e. access to public phone? Internet access, etc.)?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

    o   *Follow-up question – if answer is NO to 2.1.13:*
2.1.13.1 If no, why?
( ) Technical
( ) Logistic
( ) Lack of resources
( ) other
( ) I don't know

2.1.13.2 What would be needed to allow for access to a means of communication?
Free text: _____

2.1.14 Is the staff aware that they can contact the RC/RC if they are unable to contact a family member?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

2.1.15 Does the personnel in charge of the structure register all the transfers out of a patient?

Multiple choice:
( ) Yes
( ) No
( ) I don't know

    o   *Follow-up question – if answer is YES to 2.1.15:*
2.1.15.1 If yes, what data is collected?
Check boxes (can select multiple):
( ) Date of transfer out
( ) Location of transfer

( ) Who transferred the patient out
( ) Where the patient was transferred to
( ) Other: _____
 ( ) I don't know

2.2. Foreigners

2.2.1 Are there foreigners in the medical/quarantine facilities*?*
Multiple choice:
( ) Yes
( ) No
( ) I don't know

> o   *Follow-up question – if answer is YES to 2.2.1:*
> 2.2.1.1 Are they in contact with their families?
> *Multiple choice:*
> ( ) Yes
> ( ) No
> ( ) I don't know
>
> 2.2.1.2 Are their consular services informed?
> *Multiple choice:*
> ( ) Yes
> ( ) No
> ( ) I don't know

>> o   *Follow-up question – if answer is YES to 2.2.1.2*
>> 2.2.1.2.1 Is the notification done with the consent of the patient/person?
>> *Multiple choice:*
>> ( ) Yes
>> ( ) No
>> ( ) I don't know

> o   *Follow-up question – if answer is NO to* 2.2.1.2.1
> 2.2.1.2.1.1 If not, why?
> *Free text*: _____
>
> 2.2.1.2.2 If no consular service present in the country, what is the mechanism/procedures in place to notify the consular service of the country of origin?
> *Free text*: _____

2.3 Vulnerable person under the care of a person admitted in hospital/quarantine facility

2.3.1 Number of persons with dependents under their care admitted since the beginning of the crisis? (If known)

Free text: _____

2.3.2 Even if no cases have been admitted, please ask the following questions:

> 2.3.2.1 Is there a specific mechanism /prioritization for children/dependent person under the care of a hospitalized/quarantined person and thereof left alone without care?
> *Multiple choice:*
> ( ) Yes
> ( ) No
> ( ) I don't know

>> o *Follow-up question – if answer is YES to 2.3.2.1:*

>> 2.3.2.1.1 If yes, describe the mechanism:
>> *Free text*: _____

>> o *Follow-up question – if answer is NO to 2.3.2.1:*

>> *2.3.2.1.*2 If not, why?
>> *Free text*: _____

> 2.3.2.2 Who is responsible to take care of the child/dependent person left without care?
> *Free text*: _____

2.4 Unidentified patient admitted in medical facilities (e.g. unconscious and without a family/next of kin accompanying)

2.4.1 How many cases of unidentified patients were admitted during the crisis? (If known)
Free text: _____

2.4.2 Even if no unidentified patient admitted, please answer the question below if relevant:

> 2.4.2.1 What data is collected upon admission of unidentified patient?
> ( ) The precise location from where the patient was evacuated
> ( ) The authorities/organization who transferred the patient in
> ( ) None
> ( ) Other _____
> ( ) I don't know

> 2.4.2.2 Does the personnel in charge of the medical/quarantine facility have the responsibility to trace the family/next of kin?
> *Multiple choice:*
> ( ) Yes
> ( ) No
> ( ) I don't know

>> o *Follow-up question – if answer is YES to 2.4.2.2:*

*2.4.2.2.*1 How is the search process registered/monitored?
Free text: _____

*2.4.2.2.*2. What is the procedure in case family members/next of kin are not found?

Free text: _____

- o *Follow-up question – if answer is NO to 2.4.2.2:*

2.4.2.2.3 If not, who is in charge of tracing the family/next of kin?
Free text: _____

2.4.2.3 Does the personnel in charge of the structure register all transfers out of unidentified patients?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is YES to* 2.4.2.3*:*
  2.4.2.3.1 If yes, what data is collected?
  Check boxes (can select multiple):
  ( ) Date of transfer out
  ( ) Who transferred the patient out
  ( ) Where the patient was transferred to
  ( ) Other: _____
  ( ) I don't know

Follow-up question – if answer is NO to 2.4.2.3*:*
2.4.2.3.2 If not, why?
Free text: _____
2.4.2.3.3 What would it take to do so?
Free text: _____

2.5 Patients losing capacity to communicate for medical reasons

2.5.1 Does the personnel in charge of the medical/quarantine facility have the means to maintain the contact with family (e.g. professional phone/laptop for skype/video conference, personal equipment, etc.)
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is NO to 2.5.1:*

2.5.1.1 If not, why?

Free text: _____

2.5.2 In case the family/next of kin cannot be reached, is there a referral system with the authorities (e.g. social/ welfare services) or organizations to trace the family/next of kin?

Multiple choice:
( ) Yes
( ) No
( ) I don't know

    o   *Follow-up question – if answer is YES to 2.5.2:*
        2.5.2.1 If yes, which authorities/ organization is the case referred to?

    Free text: _____

    o   *Follow-up question – if answer is NO to 2.5.2:*

        2.5.2.2 If not, why?

    Free text: _____

2.5.3 In case of transfer out of the patient, is the family/next of kin informed?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

    o   *Follow-up question – if answer is YES to 2.5.3:*
        2.5.3.1 If yes, when, how and by whom?
        Free text: _____
        2.5.3.2 Is the information "family/next of kin informed" recorded in the patient file?
        Multiple choice:
        ( ) Yes
        ( ) No
        ( ) I don't know

    o   *Follow-up question – if answer is NO to 2.5.3:*
        2.5.3.3 If not, why?
        Free text: _____

        2.5.3.4 Who would be responsible to inform the family/next of kin?
        Free text: _____

2.6 End-of-life patients [1]
2.6.1 Is there a mechanism in place for the family to interact with the patient virtually and bid a last farewell?
Multiple choice:
( ) Yes

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[1] Please coordinate with ICRC and/or NS colleagues in charge of mental health and psychosocial support for advice and support on how to best respond in this particularly sensitive situation.

( ) No
( ) I don't know

2.6.2 Is there a mechanism to support the families (such as accompaniment)?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

2.7 In case of death of a patient (identified and unidentified)

2.7.1 Is the family/next of kin systematically informed of the death?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- o   *Follow-up question – if answer is NO to 2.7.1:*
     2.7.1.1 If not, why?
     Free text: _____

2.7.2 Does the medical personnel register the release of the deceased?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- o   *Follow-up question – if answer is YES to 2.7.2:*
     2.7.2.1 If yes, what data is collected:
     Check boxes (can select multiple):
     ( ) Date of the release
     ( ) Who released them
     ( ) Where the deceased was released to
     ( ) Other: _____
     ( ) I don't know

- o   *Follow-up question – if answer is NO to 2.7.2:*
     2.7.2.2 If no, why?
     Free text: _____

     2.7.2.3 What would it take to do so?
     Free text: _____

2.7.3 Is the family/next of kin systematically informed of the release of the deceased?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- *Follow-up question – if answer is NO to 2.7.3:*
  2.7.3.1 If not, why?
  Free text: _____

  2.7.3.2 Who would be responsible to inform the family/next of kin?
  Free text: _____

QUESTIONNAIRE 3. Persons accommodated in specific infrastructure under confinement

Source of the information collected (organization/authority and initial of the source)

Place:

Date:

Name of the collector and organization/department:

Ensure the interviewees are informed and understand the scope and purpose of the assessment

3.1 Name of structure:
Free text: _____

3.2 Type of structure:
Multiple choice:
( ) Psychiatric clinic
( ) Health Centre
( ) Quarantine facility
( ) Care home for elders
( ) Shelters for homeless
( ) Migrants centers
( ) Temporary child care centers
( ) Other: _____

3.3 Authorities/organizations in charge of the structure:
Multiple choice:
( ) Social welfare services
( ) Ministry of Health
( ) Ministry of interior/defense (security)
( ) NGOs
( ) National Society
( ) Civil society organization
( ) Other: _____

3.4 Location of the structure:
Free text: _____

3.5 Number of persons currently held in the structure:
Multiple choice:
( ) 0-49
( ) 50-99
( ) 100-499
( ) 500-1000
( ) 1000+
( ) I don't know
Exact number (If known) *(free text):* _____

3.6 Is there capacity to provide means to restore and maintain family links (e.g. phones, internet)?

Multiple choice:
( ) Yes
( ) No
( ) I don't know

3.7 What is the number of persons without contact with their family members? (If known)
Free text: _____

3.8 What is the reason why persons are not in contact with their loved ones?
Multiple choice:
( ) Technical
( ) Logistic
( ) Lack of resources
( ) Not allowed to (e.g. for security reasons)
( ) Other: _____
( ) I don't know

3.9 Is the staff aware that RC/RC can be referred to provide RFL services to individuals held in the structure?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

3.10 Would they agree to refer the cases to NS/ICRC?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

> o   *Follow-up question – if answer is NO to 3.10:*
>
>   3.10.1 If not, why?
>   *Free text:* _____

3.11 In case of death of a patient

3.11. 1 Is the family/next of kin systematically informed of the death?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

> o   *Follow-up question – if answer is YES to 3.11.1:*
>   3.11.1.1 If yes, by whom?
>   *Free text*: _____
>
> o   *Follow-up question – if answer is NO to 3.11.1:*
>   3.11.1.2 If no, why?
>   *Free text*: _____

3.11.2 Does the personnel in charge of the structure register the release of the deceased?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

> *Follow-up question – if answer is YES to 3.11.2:*
> 3.11.2.1 If yes, what data is collected:
> *Check boxes (can select multiple):*
> ( ) Date of the release
> ( ) Who released them
> ( ) Where the deceased was released to
> ( ) Other: _____
> ( ) I don't know

> o *Follow-up question – if answer is NO to 3.11.2:*
> 3.11.2.2 If no, why?
> *Free text*: _____

> o *Follow-up question – if answer is NO to 3.11.2:*
> 3.11.2.3 What would it take to do so?
> *Free text*: _____

3.11.3 Is the family/next of kin informed of the release?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

> o *Follow-up question – if answer is YES to 3.11.3:*
> 3.11.3.1 If yes, when, how and by whom?
> *Free text*: _____

> 3.11.3.2 Is the information "family/next of kin informed" recorded in the patient file?
> *Multiple choice:*
> ( ) Yes
> ( ) No
> ( ) I don't know

> o *Follow-up question – if answer is NO to 3.11.3.2:*
> 3.11.3.2.1 If not, why?
> *Free text*: _____

> o *Follow-up question – if answer is NO to 3.11.3*
> 3.11.3.3 If not, who would be responsible to inform the family/next of kin?
> *Free text*: _____

QUESTIONNAIRE 4. Vulnerable person confined alone at home (e.g. elderly people, sick, children, etc..)

Source of the information collected (organization/authority and initial of the source)

Place:

Date:

Name of the collector and organization/department:

Ensure the interviewees are informed and understand the scope and purpose of the assessment

4.1 Organizations in charge of visiting/assisting:
Check boxes (can select multiple):
( ) National Society
( )ICRC
( ) Social welfare services
( ) NGO
( ) Civil society organization
( ) Specialized organization
( ) Community leaders
( ) Other: _____

4.2 Type of support provided?
Check boxes (can select multiple):
( ) Psychosocial support
( ) Food delivery
( ) Health support
( ) Reestablishing/ maintaining family links
( ) Protection monitoring
( ) Accompaniment / entertainment
( ) Other: _____

4.3 Number of persons visited/assisted by the organization?
Multiple choice:

( ) 0-49
( ) 50-99
( ) 100-500
( ) 500-1000
( ) 1000+
( ) I don't know
Exact number (If known) *(free text):* _____

4.5 Number of persons visited without contact with their family members? (If known)
Free text: _____

4.6 Reason why the persons visited/assisted are not in contact with their loved ones?
Multiple choice:
( ) Technical
( ) Logistic

( ) Lack of resources
( ) Other: _____
( ) I don't know

4.7 Does the organization have the capacity to provide means to restore and maintain family links on the spot by providing communication means (e.g. phones, internet access)?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

o *Follow-up question – if answer is YES to 4.7:*
4.7.1 If yes, what services do they offer?

Check boxes (can select multiple):
( ) Letter to family members (equivalent of RCMs)
( ) Phone calls
( ) Family Tracing
( ) Family reunification
( ) Wifi hotspots
( ) Charging stations
( ) RFL Hotline
( ) RFL messaging / Communication
( ) Other: _____

4.8 Is the staff aware that RC/RC can be referred to provide RFL services to individuals held in the structure?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

4.9 Would they agree to refer the cases to NS/ICRC?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

o *Follow-up question – if answer is NO to 4.9:*

4.9.1 If not, why?
Free text: _____

QUESTIONNAIRE 5. Management of the dead and supporting their families

Source of the information collected (organization/authority and initial of the source)

Place:

Date:

Name of the collector and organization/department:

Ensure the interviewees are informed and understand the scope and purpose of the assessment

5.1 Which actor is taking the lead for the management of the dead?
Check boxes (can select multiple):
( ) Ministry of Health
( ) Civil Protection/ Disaster Management authorities
( ) Ministry of Interior
( ) Ministry of defense
( ) Specialized NGO
( ) Local authorities
( ) Private company (e.g. funeral agency)
( ) National Society
( ) Other: _____
( ) I don't know

5.2 If there is an important increase of deaths, is the system in place still functioning?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

5.3 Who is responsible to inform the families?
( ) Medico Legal Institute
( ) Police or security forces
( ) Other: _____
( ) I don't know

5.4 Are families systematically informed of the death of a loved one?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

5.5 Are they receiving documentation of death needed for legal (including estate matters) and administrative obligations?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

5.6 Do family members and communities know where to turn for information and support?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

5.7 In case the system is disrupted, and funerary practice had to be adapted, are the deceased treated with dignity, including burial in a culturally-appropriate manner?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

      o *Follow-up question – if answer is NO to 5.7:*
          5.7.1 If no, why?
          Free text: _____

5.8 Does the storage/burial ensure keeping track of identity, burial location, or ensure future identification and traceability?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

5.9 Are families and close friends authorized to attend the burial?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

      o *Follow-up question – if answer is YES to 5.9:*
          5.9.1 If yes, are there any restrictions?
          Multiple choice:
          ( ) Yes
          ( ) No
          ( ) I don't know
              o *Follow-up question – if answer is YES to 5.9.1*
          5.9.1.1 Which ones?
          Free text: _____

      o *Follow-up question – if answer is NO to 5.9:*
          5.9.2 If no, why?
          Free text: _____
          5.9.3 Are there alternatives to the physical presence (e.g. virtual, recording)?
          Multiple choice:
          ( ) Yes
          ( ) No

( ) I don't know

Source of the information collected (organization/authority and initial of the source)

Place:

Date:

Name of the collector and organization/department:

Ensure the interviewees are informed and understand the scope and purpose of the assessment

➔ Please consider the questions related to restrictions affecting the provision of RFL services (refer to questionnaire 1 Understanding the environment)

6.1 When the ICRC/NS was supporting the authorities to provide RFL services

6.1.1 Name of structure:
Free text: _____

6.1.2 Type of structure:
Multiple choice:
( ) Detention facility
( ) Camp/ shelter/ center for IDPs/ refugees/ migrants
( ) Temporary child care centers
( ) Other: _____

6.1.3 Authorities/organizations in charge of the structure:
Multiple choice:
( ) National Authorities/Ministry/Agencies
( ) Local authorities/agencies
( ) NGOs
( ) UN agencies
( ) Civil society organization
( ) Other: _____

Names of authorities/ organizations *(free text):* _____

6.1.4 Location of the structure:
Free text: _____

6.1.5 Number of persons currently held in the structure:
Multiple choice:
( ) 0-49
( ) 50-99
( ) 100-500

( ) 500-1000
( ) 1000+
( ) I don't know
Exact number (If known) *(free text):* _____

6.1.6 Any measures/restrictions taken in relation to the COVID19?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

  o *Follow-up question – if answer is YES to 6.1.6:*
    6.1.6.1 If yes, which ones?
    Free text: _____

6.1.7 Was any specific adjustment of the Family Link services done due to COVID19?
( ) Yes
( ) No
( ) I don't know

  o *Follow-up question – if answer is YES to 6.1.7:*
    6.1.7.1 If yes which ones (i.e. which services were canceled and/or adjusted and how)?
    Free text: _____

6.1.8 What are the alternatives proposed to the cancelation/adjustment of the RFL services?
Free text: _____

6.1.9 Were adjustments for RFL services done jointly with ICRC/NS?
( ) Yes
( ) No
( ) I don't know

  o *Follow-up question – if answer is NO to 6.1.9*
    6.1.9.1 If no, why?
    Free text: _____

6.1.10 What is the capacity of the facility to provide means to restore and maintain family links?
Check boxes (can select multiple):
( ) None
( ) Facility-owned phones
( ) Public phones
( ) Wifi / internet
( ) Computers (e.g. with skype)
( ) Letters / photos sent to family members
( ) Other: _____
( ) I don't know

6.1.11 What are the main challenges to provide these means?

Free text: _____

6.1.12 Was the ICRC/NS asked for additional support?
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is YES to 6.1.12:*
  6.1.12.1 If yes, what kind?
  Checkboxes (can select multiple):
  ( ) ICT material (phones/computer)
  ( ) Connectivity expense (credit for phone, connection internet)
  ( ) Logistic (tents, tables)
  ( ) Recommendations/advice
  ( ) Other: _____
  ( ) I don't know

- o *Follow-up question – if answer is NO to 6.1.12:*
  6.1.12.2 If no, why?
  Free text: _____

6.1.13 What are the mechanisms put in place to ensure nondiscriminatory access to RFL?
Checkboxes (can select multiple):
( ) Lists of people with RFL needs
( ) Records/ registry of services provided
( ) Promotion materials for RFL services (posters/ flyers/ etc.)
( ) Other: _____
( ) I don't know

6.1.14 Is there a prioritization of the services (e.g. new comers, sick persons etc..)?
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is YES to 6.1.14:*
  6.1.14.1 If yes, on which ground? How is this monitored?
  Free text: _____

- o *Follow-up question – if answer is NO to 6.1.14:*
  6.1.14.2 If not, why?
  Free text: _____

6.1.15 Were the families informed of the cancellation/adjustment/alternatives?
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is YES to 6.1.15:*

6.1.15.1 If yes, how?
Free text: _____
o   *Follow-up question – if answer is NO to 6.1.15:*
6.1.15.2 If no, why?
Free text: _____

6.1.16 Number of persons still without contact with their family members? (If known)
Free text: _____

6.1.17 Reason why the persons are still not in contact with their loved ones (technical, logistical, resources)?
Checkboxes (can select multiple):
( ) Connectivity (families outside has no access to connectivity)
( ) Does not have the phones numbers
( ) Family living abroad and no international calls allowed
( ) Security/disciplinary measures taken by the authorities
( ) Other: _____
( ) I don't know

6.2 When the ICRC/NS was providing the RFL services (I.e. camps, shelters, etc.)
6.2.1 Name of setting:
Free text: _____

6.2.2 Type of setting:
Multiple choice:
( ) Detention facility
( ) Camp/ shelter/ center for IDPs/ refugees/ migrants
( ) Temporary child care centers
( ) Other: _____

6.2.3 Authorities/organizations in charge of the setting:

Multiple choice:
( ) National Authorities/Ministry/Agencies
( ) Local authorities/agencies
( ) NGOs
( ) UN agencies
( ) Civil society organization
( ) Other: _____

Names of authorities/ organizations *(free text):* _____

6.2.4 Location of the setting:
Free text: _____

6.2.5 Number of persons currently held in the setting:
Multiple choice:
( ) 0-49
( ) 50-99
( ) 100-499

( ) 500-1000
( ) 1000+
( ) I don't know
Exact number (If known) *(free text):* _____

6.2.6 Are other actors present in the setting?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is YES to 6.2.6:*
  6.2.6.1 If yes, who?

  Free text: _____

- o *Follow-up question – if answer is YES to 6.2.6:*
  6.2.6.2 Are they also providing RFL services?
  Multiple choice:
  ( ) Yes
  ( ) No
  ( ) I don't know

- o *Follow-up question – if answer is YES to 6.2.6.2:*
  6.2.6.2.1 If yes, what services do they offer?

  Check boxes (can select multiple):
  ( ) Letter to family members (equivalent of RCMs)
  ( ) Phone calls
  ( ) Family Tracing
  ( ) Family reunification
  ( ) Wifi hotspots
  ( ) Charging stations
  ( ) RFL Hotline
  ( ) RFL messaging / Communication
  ( ) Other: _____
  ( ) I don't know

- o *Follow-up question – if answer is YES to 6.2.6:*
  6.2.6.3 How the coordination is maintained with them?
  Check boxes (can select multiple):
  ( ) Meetings
  ( ) Email updates
  ( ) Phone calls
  ( ) No coordination
  ( ) Other: _____
  ( ) I don't know

6.2.7 Any measures/restriction taken by the authorities in charge of the setting in relation to the COVID19? If yes, which ones?
Multiple choice:

( ) Yes
( ) No
( ) I don't know

Follow-up question – if answer is YES to 6.2.7:
6.2.7.1 If yes, which ones?
Free text: _____

6.2.8 Was any specific adjustment of the Family Link services due to COVID19?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

   o *Follow-up question – if answer is YES to 6.2.8:*
     6.2.8.1 If yes which ones (i.e. which services were canceled and/or adjusted) and how?
     Free text: _____
     6.2.8.2 Main challenges?
     Free text: _____

6.2.9 What alternatives are proposed to the cancelation/adjustment of the RFL services?
Multiple choice:
( ) Services to be provided by other agency/ organization
( ) No alternatives proposed
( ) Other: _____
( ) I don't know

6.2.10 What is the capacity to provide means to restore and maintain family links (e.g. phones, internet)?
Check boxes (can select multiple):
( ) Letter to family members (equivalent of RCMs)
( ) Phone calls
( ) Family Tracing
( ) Family reunification
( ) Wifi hotspots
( ) Charging stations
( ) RFL Hotline
( ) RFL messaging / Communication
( ) Other: _____
( ) I don't know

6.2.11 What are the main challenges to provide these means?
Check boxes (can select multiple):
( ) Access
( ) Security
( ) Logistic
( ) Resources
( ) Other: _____
( ) I don't know

6.2.12 Do other ICRC/NS units/departments (Protection of Civilian Population (PCP), Communication, economic security, health, water and habitat, assistance, disaster management, first aid, etc.) have access to the camp?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is YES to 6.2.12:*
  6.2.12.1 If yes, do they provide RFL services?
  ( ) Yes
  ( ) No
  ( ) I don't know

  - o *Follow-up question – if answer is YES to 6.2.12.1:*
    6.2.12.1.1 If yes, which ones?
    ( ) Letter to family members (equivalent of RCMs)
    ( ) Phone calls
    ( ) Family Tracing
    ( ) Family reunification
    ( ) Wifi hotspots
    ( ) Charging stations
    ( ) RFL Hotline
    ( ) RFL messaging / Communication
    ( ) Other: _____
    ( ) I don't know

  - o *Follow-up question – if answer is NO to 6.2.12.1:*
    6.2.12.1.2 If no, do they refer the cases to RFL staff?
    ( ) Yes
    ( ) No
    ( ) I don't know

    - o *Follow-up question – if answer is NO to 6.2.12.1.2:*
      6.2.12.1.2.1 If no, why?
      Free text: _____

6.2.13 Are the beneficiaries informed of the cancellation/adjustment/alternatives?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

- o *Follow-up question – if answer is YES to 6.2.13:*
  6.2.13.1 If yes, how and by whom?
  Free text: _____
- o *Follow-up question – if answer is NO to 6.2.13:*

6.2.13.2 If no, why?
Free text: _____

6.2.14 What are the mechanisms put in place to monitor the nondiscriminatory access to RFL (list, records, etc.)?
( ) Lists of people with RFL needs
( ) Records/ registry of the services provided
( ) Promotion materials for RFL services (posters/ flyers/ etc.)
( ) Other: _____
( ) I don't know

6.2.15 Is there a prioritization of the services (e.g. maintaining links or restoring links, vulnerability criteria, new comers, sick persons)?
Multiple choice:
( ) Yes
( ) No
( ) I don't know

    o   *Follow-up question – if answer is YES to 6.2.15:*
        6.2.15.1 If yes, on which ground? How is this monitored?
    Free text: _____

6.2.16 Number of persons without contact with their family members? (If known)
Free text: _____

6.2.17 Reason why the persons are not in contact with their loved ones (e.g. technical, logistical, resources)?
Multiple choice:
( ) Technical
( ) Logistic
( ) Lack of resources
( ) Security
( ) Other: _____
( ) I don't know