



# Social & behavior change:

## Guidance for community health volunteers

Community health volunteers (CHVs) are a key link between communities and the MoH in any country. They are often people who are well-known and trusted by community members. They also know/understand the community, including its cultural practices and beliefs. Therefore, CHVs are an important part of the COVID-19 response. The following are some guidelines for CHVs as they encourage social and behavior change in their communities.

- Ensure that you fully understand your MoH guidance on COVID-19 transmission and control.
- Convey this message to your community while keenly ensuring that you do not unknowingly distort it.
- Where you have to translate information, make sure that important aspects are not lost in translation.
- Consult a medical professional whenever you are in doubt about the message that you want to share with the community.
- Provide time to get feedback from the community, and act on it.
- As much as possible find and use various authentic communication materials to pass the message.
- Use demonstrations as much as possible while ensuring that you observe virus containment guidelines at all time.
- Model the behavior you want the community to adopt by practising what you teach and encouraging your family to the same.

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Sources: WHO, CDC