

Standard operating procedures for completing the social and behaviour change (SBC) microplanning template

V.1 November 2020

Remember the COVID-19 infection prevention measures¹

- Maintain physical distance of at least one metre from all others, except immediate members of the family or people with whom you share accommodation
- Regularly and thoroughly clean your hands with an alcohol-based sanitizer or wash them with soap and water. WHO recommends washing hands often with soap and water for at least 20 seconds. If soap or hand sanitizer are not available, rub hands vigorously with wood ashes
- Avoid touching your eyes, nose and mouth
- Practise respiratory hygiene by coughing or sneezing into a bent elbow or tissue and then immediately dispose of the tissue² and wash your hands
- If you have fever or respiratory symptoms, you should stay home and not continue to work
- Wear a fabric mask if there is widespread community transmission, and especially where physical distancing cannot be maintained
- Correctly use and dispose of any COVID-19 infection prevention materials such as masks and gloves
- Maintain all other measures described even when wearing protective equipment
- Keep up to date with the latest guidance and regulations put in place by WHO and the national government

NOTE: As the pandemic evolves, WHO updates the infection prevention measures based on new scientific findings. Check for any updates on <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/advice-for-public>

Core AMP documents: *Key guidance for distribution of insecticide-treated nets (ITNs) during COVID-19 transmission*

General considerations for safe ITN distribution during the COVID-19 pandemic:

<https://allianceformalariaprevention.com/about/amp-guidelines-and-statements/>

NOTE: These SOPs are provided as an example and should be adapted to the specific context of each country in terms of the activities, roles and responsibilities and COVID-19 infection measures put in place for the microplanning workshop.

The SBC microplanning template is an Excel workbook made up of nine worksheets:

1. Instructions and checklist
2. Baseline information

¹ <https://www.who.int/emergencies/diseases/novel-coronavirus-2019/technical-guidance>

² Follow WHO and national guidance on waste disposal. Waste should be disposed of appropriately where it will not be in the environment risking contaminating others. See also: <https://www.who.int/publications/i/item/water-sanitation-hygiene-and-waste-management-for-the-covid-19-virus-interim-guidance>

3. Unit costs
4. District budget
5. SBC microplanning template
6. District level advocacy
7. Interpersonal communication and community leaders
8. Radio and mobile phone
9. Additional information

The nine spreadsheets contain various cells with comments. The users of the microplanning templates (including both facilitators and workshop participants) must read all the comments in those cells as they provide IMPORTANT information on how to use and fill out the template.

Note: While filling in the template, it is important to save it frequently so as not to lose information.

Worksheet 1: Instructions and checklist

This worksheet gives basic instructions on how to complete the SBC microplanning template. The worksheet also contains a checklist. Once each microplanning worksheet is completed, workshop participants can tick the box showing which items have been completed.

Worksheet 2: Baseline information

The baseline information worksheet should never be modified without permission or clear directions from the central level. The baseline information worksheet is linked to all other worksheets and provides the parameters that have been agreed by the national malaria programme and partners when defining the ITN distribution strategy (such as number of days for household registration). The parameters are established to ensure standardization in planning and implementation, but they may not always be applicable to the local context. Where this is the case, the discrepancy between the parameter and the local context should be explained to the workshop facilitators and described in detail on worksheet 9, “Additional information” (see below).

Worksheet 3: Unit costs

The unit cost worksheet should never be modified. While some unit costs may be different across districts, the discrepancy between the unit cost and the local context should be explained to the workshop facilitators and described in detail on worksheet 9, “Additional information” (see below). The central level team will amend the unit cost for the specific item during the cleaning and validation of the microplanning templates at central level.

Worksheet 4: District budget

The district budget worksheet should not be modified. The microplanning budget for the district will automatically be calculated based on the information filled in the template at the central level and the information on the following completed worksheets during the microplanning workshop:

- SBC microplanning template
- District level advocacy
- IPC and community leaders
- Radio and mobile phone

NOTE: Many countries prefer to “hide” the district budget worksheet before the template is used during the microplanning workshops in the districts. Where this is the case, the SOPs developed should not include information about the district budget worksheets.

Worksheet 5: SBC microplanning worksheet

This worksheet shows the summary and detailed information about the district.

Ministry of Health National Malaria Control Programme of (insert country name) Programme: ITN mass distribution campaign 2020													
District SBC Micro-planning													
District profile													
Name of District		Kanchibiya											
Total HFs / DHs		3											
Total Villages		11											
Total population		14,666											
# of Households		2,444											
Average HH size		6											
Micropositioning Plan						Radio	Town criers			Mobile units (for urban areas)			Comments
No	Health Facility / Community Hub	Village #	Village Name	Population	Number of Households	Is the village covered by radio?	No of town criers needed	Total no. of megaphones	Total no. of communication guides	No of mobile units needed	Total no. of Pre-recorded CDs	Total no. of communication guides	
1	Bwanungha Rural Health Centre (Village A)	1	Village A	3,300	530	Yes							
		2	Village B	795	128	Yes							
		3	Village C	1,043	174	Yes							
		4	Village D	898	150	Yes							
		5	Village E	1,028	171	No	7.0	7.0	7.0	1.0	1.0	1.0	3 town criers needed to cover whole village
		Sub-total	5		7,064	1,177		7	7	7	1	1	1
2	Bwanungha Rural Health Centre / Community Hub #1 (Village F)	6	Village F	2,414	402	Yes or no							
		7	Village G	795	139								
		8	Village H	1,300	217								
		9	Village I	898	150								
		Sub-total	4		5,407	901		4	4	4	0	0	0

Step 1: The district profile is the same as the M&E and logistics template. Input only the “name of the district”. The following items (highlighted in blue) will be automatically calculated once the information in the template is filled in:

- Total health facilities/community stores (hub on the template above)
- Total villages
- Total population
- Number of households

Step 2: As with the M&E and logistics template, input the names of the “health facility/community stores” in this district, as well as the villages and the respective population that will be covered by each health facility/community store. The number of households per village will be automatically calculated based on the parameters established.

Step 3: Radio. Does the village have radio coverage? “Yes” or “No” can be chosen from the drop down menu. If the village has no radio coverage, ensure community members can receive information by other means, e.g. additional town criers, mobile units and community influencers, and that this is shown in the SBC microplans on the appropriate worksheets so that the budget is calculated according to the actual needs.

Step 4: Calculate the number of town criers needed, based on the parameters established prior to microplanning, to cover the different villages/communities in the catchment area of the health facility/community store. There may need to be additional town criers for villages not covered by a radio station and comments can be included in the cells to explain the increase (see below). The worksheet will automatically calculate the number of megaphones and communication guides required for each health facility catchment area/community store.

Step 5: Calculate the number of mobile units needed, based on the parameters established prior to microplanning, to cover the urban and densely populated areas targeted for the ITN distribution. Mobile units should primarily be used in urban and densely populated areas with a good road network. The worksheet will automatically calculate the number of pre-recorded CDs and communication guides needed.

Step 6: Put in any comments that explain specific decisions made, e.g. if additional town criers and mobile units are needed to ensure that remote areas with no radio coverage are reached with messages.

Worksheet 6: District level advocacy sessions

It is important to identify the right people at the district level and provide them with the right information. In the COVID-19 context, the right people at the district level should be those that are able to:

- Facilitate safe and secure access for campaign workers to communities
- Give the campaign workers access to the resources required to implement the campaign, e.g. safe and secure places to store the ITNs
- Mobilize communities to ensure that they participate fully in the campaign
- Respond to and debunk rumours quickly and efficiently
- Resolve problems that might occur during implementation

Ministry of Health National Malaria Control Programme of (Insert country name) Programme: ITN mass distribution campaign 2020					
List of Participants in District level Advocacy meetings (max of XX participants)					
Guidelines: Participants should be people from within the district that have an interpersonal network and can disseminate information / provide resources for the implementation for the campaign					
N°	Last and first name of participant	Address	Email address	Contact telephone number	Title of participant (select from drop down menu)
1	Marcy				
2	Alain				
3	Zandamela				
4	Hamisu				
5	Jean Marc				
6					
7					
8					
9					
10					
11					
12					
13					
14					
15					
16					
17					

It will be necessary to identify and make contact with these people quickly. The worksheet is designed to help with this task, as well as to ensure that adequate representation of all groups is planned for.

Step 1: In the relevant columns, put the following information for every person to be invited to the district level advocacy meetings:

- Last and first names
- Postal address in order to send them hard copies of SBC materials
- E-mail address
- Contact telephone number

- Title/main occupation. A selection of professions or occupations can be found in the drop down menu

Worksheet 7: IPC - Community leaders³

In the COVID-19 context, it is hoped that there will be an active, not passive, engagement of community leaders. Their roles and responsibilities will be extended to help manage the ITN distribution with the context of COVID-19 which may be affecting their community.

Step 1: Write the name of the health facility catchment area in the appropriate column.

Step 2: List community leaders to be targeted for the villages in each health facility catchment area.

Note:

- Last and first names
- Postal address or name of village/settlement
- Contact telephone number (mobile if possible, to receive SMS messages)
- Function in the community (select from the drop down menu)

Ministry of Health National Malaria Control Programme of (Insert country name) Programme: ITN mass distribution campaign 2020				
District SBC Micro-planning: Community leaders				
No of Health Facility Catchment Area in district:		3		
Total no. of community leaders identified		15		
List of Participants for Community-Based Orientation				
Name of HFCA	Last and First Name of Participant	Address	Contact telephone number	Title of participant (select from drop down menu)
Bwanunkha Rural Health Centre (Village A)	Julien			Village Headmen
	Christopher			Youth leader
	Fatima			Tribal chief
	Zainab			Traditional healer
	Maha			Religious Leader
	Geraldine			Women leader
	Gerald			Other
TOTAL	7			
Bwanunkha Rural Health Centre / Community Hub #1 (Village F)	Hammad			
	Hamisu			
	Viv			
	Egle			
	Jessica			
	David			
TOTAL	6			

The worksheet will automatically calculate the total number of health facility catchment areas and community leaders for the district based on the established parameters. Where the context in

³ See AMP guidance: *Engagement of community leaders in ITN distribution in the context of COVID-19 transmission*. <https://allianceformalariaprevention.com/about/amp-guidelines-and-statements/>

Some countries will add a worksheet for mobile phone networks and their coverage if the SBC plan includes text messaging on a large scale.

Worksheet 9: Additional information

This sheet should be used to provide any additional information that is important to take into account when the microplans are cleaned and verified. Information may include differences between unit costs and actuals in the area being targeted, special populations that are not captured through the standard microplanning template (e.g. enclaved populations where SBC activities will be difficult to organize) etc. During the microplanning cleaning and verification, central level staff of the national malaria programme should ensure that they contact districts that have filled information on this sheet and that the specificities of the district are accounted for in the operational plan and budget.

Completion

The SBC microplanning template is complete. Ensure that it is sent to the national malaria programme (via the microplanning workshop facilitators or other means) for cleaning and validation.