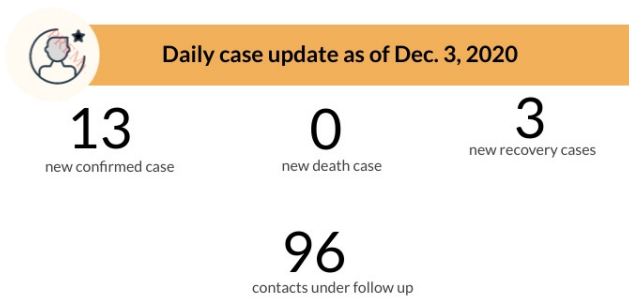
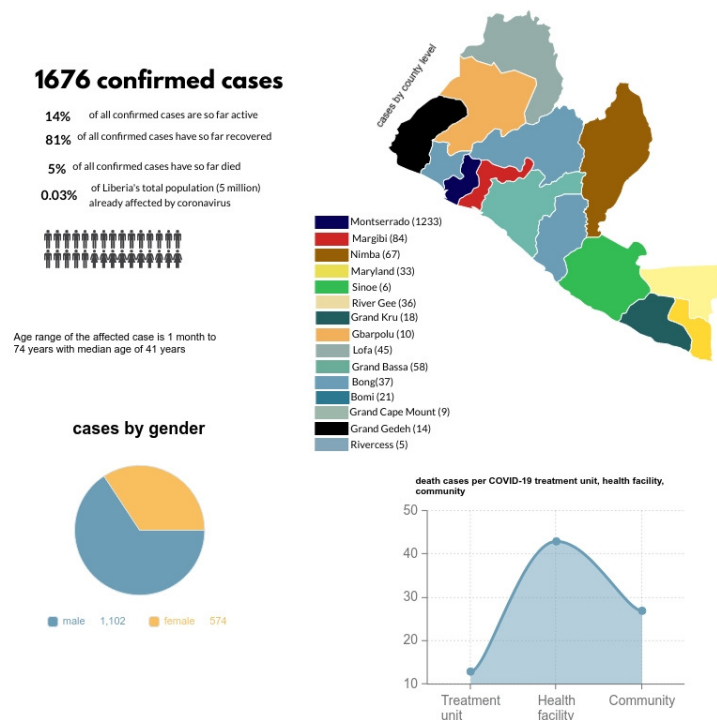


Situations like the coronavirus pandemic can quickly become a catalyst for social conflict due to misinformation, rumours and fake news, as we've seen in the past. Every day we continue to see more false information shared throughout our communities, confusing citizens and leaving them unsure where to ask their questions.

The Liberia Coronavirus CivicActs Campaign (CCC) captures rumours and perceptions among communities to eliminate information gaps and debunk rumours before they can do more harm.

### COVID-19 Stats for Liberia



Active mobile hotlines: 4455 & +23177 763 8190

# Questions → Facts

Can COVID-19 spread faster because of bad air?

Higher air pollution may increase episodes of coughing and sneezing spreading COVID-19 faster. There is more particle surface for the virus to stick to and get transported over greater distances which may potentially allow it to survive longer. So high air pollution does contribute to the rapid spread of the pandemic.

I don't have any COVID-19 symptoms, can I be tested?

At this stage, you can only be tested when you are showing symptoms of COVID-19 such as fever, cough, shortness of breath, sore throat, runny nose, fatigue or loss of taste or smell, or if specifically directed by public health officials. If you are feeling unwell with different symptoms, you should still seek advice from your GP or by calling 13 HEALTH (13 43 25 84).

I've had my COVID-19 test but don't have a result yet – what should I do?

Be prepared to isolate if tested until you get your results. Test results occasionally take several days to come back. If you become more unwell while you are waiting for results, please contact your doctor or call Triple Zero (000) for an ambulance if you think it's an emergency. Make sure you let them know you are waiting for test results for COVID-19. If you are really sick, we may admit you to hospital for treatment.

# KEY AREAS OF INTERVENTIONS

**1 Strengthening Health Systems** Supporting efficient functioning of health systems in Liberia to reduce new infection and contain the spread; coordination of actors involved in the response, under the leadership of WHO; contact-tracing and emergency deployment of crisis response surge capacity and logistical capacity of health systems, including fast-track procurement and payment of Health Workers.



**2 Inclusive and Integrated Crisis Management and Multi-Sectoral Response** Communication of critical risks, strengthening the social contract and mitigation of socio-economic impacts; promoting communication and advocacy to reduce stigma and promote social cohesion; strengthening community mobilization and surveillance, including cross-border surveillance and cooperation; scaling up alternative livelihoods, strengthening community-police relations through community policing; promoting contactless payment systems and solutions; facilitating delivery of basis social services at decentralized levels; contributing to socio-economic impact studies, particularly on MSMEs and vulnerable/marginalized groups and analyses to support expansion of the fiscal space; ensuring human rights and improving access to justice; promoting inclusive socio-economic and political participation.



**3 Socio-Economic Impact and Recovery**



Facilitate post-recovery operation, working through the early recovery cluster and through its programmes create and scale up opportunities for livelihoods in communities; foster financial inclusion, particularly for women, youth and the rural poor; strengthen cross-border cooperation policy analyses and create the space for stronger private sector engagement in Liberia's recovery and development, including through improving the rule of law, and access to justice; reinforcing the government's ability to delivery basis services in counties; mobilize resources for Liberia's recovery and longer term development.

# Information, misinformation and disinformation explained

## Information.

Information is what we call things that are accurate to the best of our current knowledge. For instance, COVID-19 stands for coronavirus disease 2019 and is caused by the SARS-CoV-2 virus. One of the difficulties with any new pathogen, like this coronavirus, is that information changes over time as we learn more about the science. Information is what we call things that are accurate to the best of our current knowledge. For instance, COVID-19 stands for coronavirus disease 2019 and is caused by the SARS-CoV-2 virus. One of the difficulties with any new pathogen, like this coronavirus, is that information changes over time as we learn more about the science.

## Misinformation.

Misinformation, on the other hand, is false information. Importantly, it is false information that was not created with the intention of hurting others. Misinformation is often started by someone who genuinely wants to understand a topic and cares about keeping other people safe and well. It is then shared by others who feel the same. Everyone believes they are sharing good information – but unfortunately, they are not. And depending on what is being shared, the misinformation can turn out to be quite harmful. Misinformation, on the other hand, is false information. Importantly, it is false information that was not created with the intention of hurting others. Misinformation is often started by someone who genuinely wants to understand a topic and cares about keeping other people safe and well. It is then shared by others who feel the same. Everyone believes they are sharing good information – but unfortunately, they are not. And depending on what is being shared, the misinformation can turn out to be quite harmful.

## Disinformation.

At the other end of the spectrum is disinformation. Unlike misinformation, this is false information created with the intention of profiting from it or causing harm. That harm could be to a person, a group of people, an organization or even a country. Disinformation generally serves some agenda and can be dangerous. During this pandemic, we are seeing it used to try to erode our trust in each other and in our government and public institutions. At the other end of the spectrum is disinformation. Unlike misinformation, this is false information created with the intention of profiting from it or causing harm. That harm could be to a person, a group of people, an organization or even a country. Disinformation generally serves some agenda and can be dangerous. During this pandemic, we are seeing it used to try to erode our trust in each other and in our government and public institutions.

# Managing COVID-19 Fake News

*Here are seven steps you can take to navigate this wave of information and decide who and what to trust*

## 1 Assess the source.

Who shared the information with you and where did they get it from? Even if it is friends or family, you still need to vet their source. To check for fake social media accounts, look at how long profiles have been active, their number of followers and their most recent posts. For websites, check the "About Us" and "Contact Us" pages to look for background information and legitimate contact details. When it comes to images or videos, make it a habit to verify their authenticity.

## 2 Go beyond headlines.

Headlines may be intentionally sensational or provocative to get high numbers of clicks. Read more than just the headline of an article – go further and look at the entire story. Search more widely than social media for information – look at print sources such as newspapers and magazines, and digital sources such as podcasts and online news sites. Diversifying your sources allows you to get a better picture of what is or is not trustworthy.

## 3 Identify the author.

Search the author's name online to see if they are real or credible. Identifying the author and the purpose of the content is an important step in the managing fake news process. Know who wrote the content, including images, videos and text content.

## 4 Check the date.

When you come across information, ask yourself these questions: Is this a recent story? Is it up to date and relevant to current events? Has a headline, image or statistic been used out of context? Check the date. When you come across information, ask yourself these questions: Is this a recent story? Is it up to date and relevant to current events? Has a headline, image or statistic been used out of context?

## 5 Examine the supporting evidence.

Credible stories back up their claims with facts – for example, quotes from experts or links to statistics or studies. Verify that experts are reliable and that links actually support the story. Examine the supporting evidence. Credible stories back up their claims with facts – for example, quotes from experts or links to statistics or studies. Verify that experts are reliable and that links actually support the story.

## 6 Check your biases.

We all have biases, and these factor into how we view what's happening around us. Evaluate your own biases and why you may have been drawn to a particular headline or story. What is your interpretation of it? Why did you react to it that way? Does it challenge your assumptions or tell you what you want to hear? What did you learn about yourself from your interpretation or reaction?

## 7 Turn to fact-checkers.

When in doubt, consult trusted fact-checking organizations, such as the International Fact-Checking Network and global news outlets focused on debunking misinformation, including the Associated Press and Reuters.

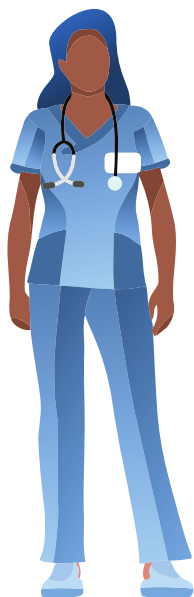
## COVID-19 Security Response Liberia National Police Hotlines

### Montserrado

- Zone 1 Bushrod Island: 0770800501, 0770800990, 0770800911
- Zone 2 Central Monrovia: 0770800502, 0770800990, 0770800911
- Zone 3 Congo Town: 0770800503, 0770800990, 0770800911
- Zone 4 Garnesville/Barnesville: 0770800504, 0770800911, 0770800990
- Zone 5 Paynesville: 0770800505, 0770800911, 0770800990
- Zone 6 Brewerville: 0770800506, 0770800911, 0770800990
- Zone 7 Corwell: 0770800507, 0770800990, 0770800911
- Zone 8 Paynesville ELWA/Rehab/RIA Highway: 0770800508, 0770800990, 0770800911
- Zone 9 Somalia Drive/Jacob Town: 0770800509, 07708009111
- Zone 10 Vai Town, up to Freeport.: 0770800510, 0770800990, 0770800911
- Zone 11 Mont Barclay - Kakata Highway up to 15 Gate: 0770800511, 0770800990, 0770800911
- Other Senior Police supervisors numbers:
  - 0770800117 - Chief of Patrol and head of Zone and depots
  - 0770800142 - Head of Monrovia Region
  - 0770800125 - ERU Chief
  - 0770800121 - PSU Chief
  - 0770800190 - Chief of Small Arms
  - 0770800109 - Senior Inspector

## Follow these steps to help prevent the spread of coronavirus

- Stay at home unless you provide an essential service.
- Keep washing your hands frequently with soap for a minimum of 20 seconds. Use hand sanitizer (with at least 60% alcohol) if soap and water are not available.
- Cover your nose and mouth (with your elbow or a tissue) when sneezing.
- Avoid crowded places and practice physical distancing. If you think you have been exposed to someone with coronavirus, quarantine yourself for a minimum of 14 days and monitor any symptoms.
- The Center for Disease Control (CDC) has confirmed six new possible coronavirus symptoms. They are chills, repeated shaking with chills, muscle pain, headaches, a sore throat,
- new loss of taste and smell. The original reported symptoms remain fever, tiredness and a dry cough.



Do you have any **questions** about coronavirus? Have you heard any **rumors**? Send us your questions at **[ccc@accountabilitylab.org](mailto:ccc@accountabilitylab.org)** so we can address them!