Submitted inputs to the **GLOBAL HUMANITARIAN RESPONSE PLAN** to support risk communications & operational scale-up in certain countries

**SUPPORTING HEALTH AUTHORITIES** in Central African Republic (CAR), Libya, Pacific and Yemen

**ENGAGING WITH GLOBAL PARTNERS** to map resources including staff and equipment

**DEDICATED INFORMATION MANAGEMENT** provided for the COVID-19 response

COVID-19 pandemic began in Wuhan, China on 31 December 2019

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**CAR**

- **COVID-19 CALL CENTRE** set up in Bangui
- **EXPLORING** the use of Chatbots to offload call centre

**LIBYA**

- **COVID-19 CALL CENTRE** operational in Tripoli
- **EXPLORING** the use of Chatbots to offload call centre

**PACIFIC**

- **FIJI COVID-19 CALL CENTRE** supported with training for operators
- **21 PACIFIC COUNTRIES AND TERRITORIES** supported to implement COVID-19 operational strategies

**YEMEN**

- Supporting set up of **2 COVID-19 HOTLINES** in Sana’a and Aden
- **CONNECTIVITY** provided in quarantine units

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COVID19.ETC@wfp.org  |  www.etcluster.org/covid-19