

# MAPP/OAS in time of pandemic

16 years of uninterrupted presence in the most vulnerable and remote territories in Colombia

Quarentine experiences

Self-care

**Emotional** impact (anxiety, uncertainty, anguish)

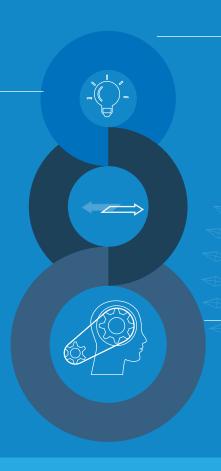
Difficulties in balancing personal life with work responsibilities

Restrictions in social interaction

MAPP/OAS

### RELATIONSHIP

- Limitations in relating with the communities and building of trust virtually
  - Digital divide
- Inhibition to discuss sensitive issues



#### **PRIORITIES**

 Changes in relevance of certain departments and areas of work

## **WORK METHOD**

 Virtual meetings limit the analysis of the territories

## © Good practices

1. Empathy and contextualization

Thinking of others

Reviewing local media

Identifying relevant events

2. Institutional positioning and recognition

Use of logos, emblems and institutional clothing.

Sharing communication pieces

3. To effectively manage the communication with key actors

Avoiding saturation

Coordinate and schedule management

4. Capacity building

Based on

- Needs
- Available resources
- 5. Exchanges, follow-ups and accompaniment of teams
- 6. Virtual inter-institutional and inter-sectoral meetings
- 7. Relevance of HR, communications and IT areas







