# COVID-19: REMOTE REPORTING AND BROADCAST TOOLKIT

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*This toolkit has been developed by the Children's Radio Foundation in partnership with UNICEF*

# 1. INTRODUCTION

HOW TO USE THIS TOOLKIT

As you may have all realized, 2020 is turning out to be a rather interesting year for our world as each continent, country, community, household and individual grapples with the realities that the COVID-19 pandemic is presenting.

In most countries, necessary measures such as social distancing and lockdowns have been implemented to ensure your safety. Though these restrictions may not have been placed across every area in your country, confirmed cases of the COVID-19 infections have been identified everywhere.

This is a momentous time and the world needs the stories and reflections of young people included on its agenda. The decisions, strategies, and plans that are made now will shape your futures and so your voices are crucial at this time.

Not only is it important to amplify community voices, but as Youth Reporters, it is your responsibility to ensure that correct information reaches your community. This toolkit is designed to help you to achieve this safely.

This toolkit has a few icons that will appear throughout. This is what they mean:

**TIP:** A piece of advice

**FOR EXAMPLE:** An illustration of a concept being explained

**REFER TO:** Go back and look at a previous section

## GOALS OF THIS TOOLKIT

The Children's Radio Foundation (CRF) currently trains Youth Reporters at 68 radio stations across six African countries (The Democratic Republic of Congo, Liberia, Ivory Coast, South Africa, Tanzania, and Zambia) to produce weekly radio shows and monthly outreach activities.

You cover themes such as climate change, sexual and reproductive health, education, migration, violence and community safety, and others. You take radio show listeners and outreach participants on an important journey of understanding the various challenges facing your communities. We are really proud of the impact that you have made through these conversations, and we wouldn't want that to stop now.

Reporting on any topic requires care and responsibility, reporting on COVID-19 requires this even more.

This toolkit has three main goals:
1. to bring COVID-19 into focus and high on your agenda
2. to introduce you to remote reporting and broadcasting and how it works
3. to equip you to get other young people and adults in your community to become passionate about and open to share their COVID-19 stories

## DEFINITIONS

Reporting responsibility on COVID-19 involves understanding some of the important and most commonly used terms. Below is a list of definitions that you will need to familiarise yourself with when reporting on COVID-19.

- **Coronaviruses (CoV)** are a large family of viruses that cause illnesses in animals and humans. These illnesses range from the common cold to more severe diseases such as Middle East Respiratory Syndrome (MERS-CoV) and Severe Acute Respiratory Syndrome (SARS-CoV) **(National Institute of Allergy and Infectious Diseases)**.

- A **novel coronavirus (nCoV)** is a new strain that has not been previously identified in humans **(World Health Organisation)**.

- **COVID-19** is an infectious disease caused by the most recently discovered coronavirus. This new virus and disease were unknown before the outbreak began in Wuhan, China, in December 2019 **(World Health Organisation)**.

- An **outbreak** is a sudden rise in the number of cases of a disease. An outbreak may occur in a community or geographical area or may affect several countries. It may last for a few days or weeks, or even for several years. Some outbreaks are expected each year, such as outbreaks of the common flu **(APIC.org)**.

- An **epidemic** occurs when an infectious disease spreads rapidly to many people. In 2003, the severe acute respiratory syndrome (SARS) epidemic took the lives of nearly 800 people worldwide **(APIC.org)**.

- A **pandemic** is a global disease outbreak. It differs from an outbreak or epidemic because it:
  - affects a wider geographical area, often worldwide;
  - infects a greater number of people than an epidemic;
  - is often caused by a new virus or a strain of the virus that has not circulated among people for a long time. Humans usually have little or no immunity against it. The virus spreads quickly from person-to-person worldwide;
  - causes much higher numbers of deaths than epidemics; and
  - often creates social disruption, economic loss, and general hardship **(APIC.org)**.

- People are put in **quarantine** when they are not currently sick, but have been or may have been exposed to a contagious disease, such as COVID-19. This can help stop the spread of the disease. People have limited contact with others for the duration of the COVID-19 incubation period (time from infection to showing symptoms) which ranges from 2 to 14 days. If a person has symptoms during this period, they will need to be tested for the virus **(Centers for Disease Control and Prevention, National Institute for Communicable Diseases)**.

- **Self-quarantine** is another preventative measure for people who have been to high-risk COVID-19 countries such as China, Spain, USA or Italy or who have been in contact with someone who has travelled to these countries. Staying at home, instead of going to school or work and only leaving when it's absolutely necessary, for instance, to get groceries. The list of high-risk countries changes daily. You can view the list on the **World Health Organization dashboard**: **(Centers for Disease Control and Prevention, World Health Organization)**

- **Isolation** happens when a person is infected with an infectious disease and is separated from people who are healthy. This also helps to stop the spread of the disease **(Centers for Disease Control and Prevention)**.

- **Self-isolating** is similar to self-quarantine. A person goes into self-isolation when they are exhibiting flu-like symptoms and can confirm to have been in contact with someone infected with COVID-19. During this time, people must limit contact with others and contact a medical professional **(World Health Organisation, South African Department of Health & Centers for Disease Control and Prevention)**.

- **Social distancing** involves remaining out of crowded public places where close contact with others may occur, such as shopping centers, movie theaters, and stadiums. It involves avoiding mass gatherings and maintaining distance (2 meters) from others where possible. Social distancing measures often mean cancelling big gatherings (such as conferences, classes, and sporting events), restricting mass transit and travel, and working from home. This is done to slow down the transmission of an infectious disease like COVID-19 and also to decrease the chances of coming into contact with an infected person **(Centers for Disease Control and Prevention)**.

- **Flattening the curve** is the idea that protective measures, like isolation and social distancing, can help delay the number of cases and give hospitals time to prepare and manage for incoming patients. A high curve means there are lots of cases coming in at once, whereas a flattened curve means they come in more slowly over time. It's the difference between someone having a bed at the hospital or being treated in a parking lot tent.

Without Protective Measures

Health care system capacity

With Protective Measures

Number of cases

Time since first case
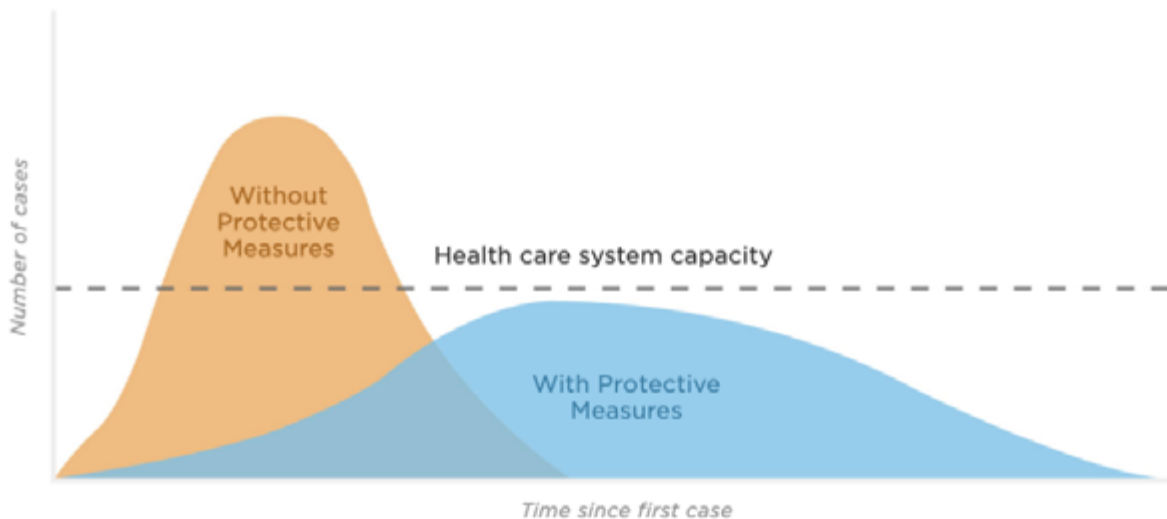
Source: Centers for Disease Control and Prevention, Drew Harris  Credit: Connie Hanzhang Jin/NPR

- **Lockdown** is an emergency protocol that prevents people from leaving a given area. A full lockdown means that you must stay where you are and not exit or enter a building (or a given area) unless for an essential purpose. This scenario usually allows for getting essential supplies from grocery stores, pharmacies and banks so that people can meet their basic needs. All non-essential activities remain shut for the entire period of lockdown **(economictimes.com)**.

- **Immunocompromised** refers to people with a weakened immune system that is less capable of fighting off attacks from bacteria and viruses. Chronic medical conditions such as cancer, diabetes, HIV and TB , and the treatments that people take for these conditions, can affect the immune system. Pregnancy can also temporarily put women in an immunocompromised state. Health care providers are taking extra steps to protect all their patients from COVID-19, particularly those who might be immunocompromised **(health.usnews. com)**.

- **PPE (Personal Protective Equipment)** refers to devices or equipment designed to be worn by an individual for protection against one or more health and safety hazards. The recommended PPE to be worn during the COVID-19 outbreak is a mask, gloves, goggles, and gowns. There is a shortage of PPE for the health personnel around the world who need it most, so make sure that you use this equipment only when needed **(Centers For Disease Control and Prevention)**.

- **Nomophobia** is the short term for **"no-mobile-phone phobia"** which describes an addiction to your mobile phone or the anxiety of being detached from your mobile phone. During the COVID-19 crisis, be mindful of not overusing your mobile phone device as this could negatively affect your mental health. Find other activities such as reading, cooking or making art to keep you busy **(Sciencedirect.com)**.

◁ ◁   CHAPTER 6. RESOURCES for key credible sources to consult.

## REPORTING RESPONSIBLY ON COVID-19

COVID-19 presents a big threat to our health and is a topic that needs to be taken seriously. As a Youth Reporter, it is key that you double-check all your facts before you share any content for broadcast so that your listeners are empowered with accurate and useful information.

This is a potentially dangerous topic to cover in terms of your health. As a result, do not attempt any face to face interviews with anyone. People can have contracted the virus and be infectious without displaying any symptoms.

- Facts over fears! Outbreaks and pandemics are scary, so we have the responsibility to give our listeners the most accurate information in ways that do not cause panic. For example, if you want to mention the number of deaths worldwide because of the COVID-19 outbreak, also mention the number of recoveries. This will help people contextualize information without scaring them. It is important to also always share how people can prevent further infections.

- Be mindful of how you talk about COVID-19 on air. Don't make fun of people that share their experiences with you. This could create stigma and cause other people in your community to take the outbreak lightly, or worse, to not follow the prevention guidelines.

- Remember to ask people who have confirmed cases if they would like to use their real name or rather a fake identity (pseudonym) to ensure confidentiality.

- Remember sensationalism has no place in reporting on an outbreak. Use official information and simplify things for your listeners as much as you can.

ASSIGNING TEAM ROLES AND RESPONSIBILITIES

Remote reporting and broadcasting will still require the same roles as face to face reporting. The only difference is that some roles will need to be combined or will overlap due to restricted face to face interactions.

Below is a summary of the roles and functions required to pull off remote reporting and broadcasting.

**Reporter/sound engineer/presenter:** As you are isolated from the other members of your team, you are each going to have to learn to become a one-person show by being able to fulfil different tasks usually performed by different people. You will be responsible for organizing, planning, and conducting the recording of all radio formats like interviews and vox pops. You will also brief show guests on how to compile and submit their radio formats such as audio commentaries, audio diaries, and audio profiles. Due to Youth Reporters working directly with the audio recorded by show guests, it is their responsibility to ensure good radio sound quality, to log and archive all recordings, and on the day of submission, to present the Youth Facilitator with the pre-recorded audio package. This package will be used to compile the final 30-minute to 1-hour radio show. The role of the reporter/sound engineer is to:
- Source radio show guests and contributors
- Script and record the shows:
  - Intro and outro scripts for the show and each format
  - 'Did you know' facts for quiz purposes
  - Interview questions
  - Vox pop question
- Brief radio show guests on how to

produce required radio format(s) and ensure that the final delivered formats adhere to radio standards.

**Producer:** The producer co-ordinates and helps all the different team members to make sure everyone is doing what they are meant to do in order for the show to be ready. The role of the producer is to:
- Ensure that the weekly schedule is being adhered to and to communicate with the Youth Facilitator if there are any delays
- Compile the show clock
- Schedule in-team pre-production meetings
- Complete the weekly show evaluation form after each radio show and social media engagement
- Check that the show has been archived and uploaded on SoundCloud
- Manage the WhatsApp group created for each show and brief the users on the purpose of the group.

**Researcher:** After the topic, angle and potential sources of information have been decided together as a group, the researchers are responsible for finding the necessary information to help the reporter/ sound engineer to write their script, and to help inform the posts for the social media presenter. The role of the researcher is to:
- Assist the reporter/sound engineer to write the show scripts
- Assist the reporter/sound engineer to source stories and guests

**Social media presenter:** The social media presenter is responsible for listener engagement using social media. As your shows will be pre-recorded, listeners won't be able to give you their feedback live on the show. Therefore, all listener interaction will take place on your desired social media

platforms i.e. wherever your listeners hang out on social media. The role of the social media presenter is to:

- Host a live stream on Facebook or Instagram where you engage with listeners
- Collate the quiz answers and announce the winner of that week's quiz

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**WhatsApp administrator(s):** Refer to the chapter called "Listener Engagement Using Social Media" on how WhatsApp broadcast lists can be used to engage with your listeners. The sole function of the WhatsApp administrator(s) is to send messages to broadcast lists and ensure that fair and safety rules are in place when WhatsApp groups are in use amongst the team. The role of the WhatsApp administrator(s) is to:

- Understand group controls. You can decide if all participants or only group admins can send messages within the group. Using this feature can help cut down unproductive chat and disruptions during interviews or during interaction with a show guest.

- Develop a short, standard "Welcome to our station WhatsApp group" message that outlines the house rules for the group that can be shared every time you start a new group or broadcast list.

**Youth Facilitator:** The Youth Facilitator is the mentor who works with the radio station, youth and CRF offices to ensure that each week youth voices make the airwaves. The role of the Youth Facilitator is to:

- Ensure that remote reporting safety regulations are followed for each show production
- Support the Youth Reporters in all stages of radio show production
- Mix the final show and upload it for on-air broadcast
- Archive radio shows and formats on SoundCloud

# REMOTE PRODUCTION MEETING

Now that you understand the different roles and responsibilities required to report remotely, you need to think about how to plan the required meetings to ensure that there is content available for broadcast.

Weekly production meetings can be carried into remote report planning. All that will be required is to determine the platform you meet on. We advise that you choose between the following free applications:

- WhatsApp, which supports video calls with 4 people at one time.
- Skype, which supports audio or video calls with up to 50 people at one time.
- Zoom, which supports video calls with up to 100 people for 40min.
- Houseparty, which supports video calls with 8 participants at a time.
- Google hangouts, which supports video calls with 10 people at a time.

Production meetings are hosted by the producer of the show. As the producer, make sure you have an agenda for each meeting to avoid wasting time and data. We recommend that you switch off the video function and only use audio for meetings to keep data costs low.

Before you launch your first remote reporting COVID-19 production meeting, we suggest that you have a kick off online meeting with all your team members to determine the form each production meeting should take, depending on what platforms team members are able to access. A kick off meeting is a planning meeting where you set up and define the structures you need to put in place in order for operations to run smoothly. Some of the things you may want to cover in your kick off meeting are:

- When you will meet
- What platform you will meet on

- What the agenda for each production meeting will be i.e. what you will discuss in each meeting and in what order, for example:
  - Reflections and learnings from the latest broadcast
  - Choosing a topic or angle
  - Choosing roles and responsibilities
  - Sketching out a show clock
  - Preparing scripts
  - Determining the radio show kit delivery date
- How often you will meet as a whole team and what additional meetings will be required, for example:
  - Additional meetings are meetings focused on an area not specific to everyone. Some of the additional meetings that may take place alongside your weekly production meeting could include:
  - Meeting so that researchers can share their information and reporters can get feedback on what they have done and recorded so far.
  - Intro and outro script planning and consultation meetings.

You will soon see that remote reporting and broadcasting requires strong planning and communication! One of the ways to plan is to look at planning on a monthly basis, as opposed to a weekly basis. Planning monthly allows you to forecast into the entire month so that you can be proactive. Some of the things you should include in your monthly plan are:

- Exam times
- Public holidays
- Radio station events
- Weeks where you can play pre-recorded shows on other topics you have covered, for example, education, climate change, sexual and reproductive health rights etc.
- Relevant messaging from other sources that has been shared, to include in your shows, for example, information from UNICEF or from The Department of Education.

## FINDING SHOW GUESTS WHEN REPORTING REMOTELY

How do you find show guests and who do you invite to contribute to the show when your movements are restricted? This will require finding creative approaches and tapping into resources right under your nose. If you consider all the radio programming and outreach activities that you have produced over the years, you have already worked with a vast array of guests who you could reach out to.

Some ideas on finding show guests remotely:
- Speak to the radio station and ask them if you can access local experts that they are connected to. If the radio station has relationships with people like healthcare professionals, the police force, traditional healers and religious leaders, you can ask the station to introduce you to stakeholders who can contribute towards the topics.
- Some of you have conducted community discussions and outreach activities. Look through the attendance register databases of people that you have worked with and check what their involvement in the COVOID-19 pandemic is. Flag those people who you think might be involved in the COVID response, as potential show guests.
- Pay attention to what people are saying on social media. If what someone is saying is interesting, thoughtful, moving, or informative, they might be a good person to be your next show guest.

You want your guest to be willing to tell their story and, if possible, to tell it eloquently.

Sometimes the emotion conveyed by someone who is not a great public speaker, but who can give first-hand testimony, is more powerful than the speech of a politician. Encourage guests to consider the elements of what makes a good story for listeners. Elements of a good story include:

- A beginning, middle, and end (although they are not always told in that order)
- Detailed descriptions
- Emotions
- Sound effects
- Action or suspense
- Tone of voice
- Pace
- Articulation

Remember, when choosing guests, the personal is powerful. The people who you get information from do not need to be experts or professionals, but can also be everyday people with personal experience related to the topic.

Once you have identified an appropriate show guest for your COVID-19 story, determine which audio format would be the best suited to tell their story.

# 3. REMOTE REPORTING

DEFINITIONS

Below are definitions to help you understand some new terms that you will encounter in this chapter.

**Remote reporting:**
Given that a lot of media-related work is done face-to-face, this crisis requires that we find a way to keep ourselves safe, while we continue to do the important work of getting accurate information out to the greater public. Reporting remotely asks us to get creative with the resources and technology that we have at home. For most of us, using our smartphones to replace recorders is the simplest way for us to record and send our audio out for broadcast.

**Smartphone:**
A smartphone is a mobile phone that includes advanced functions, beyond the functions that allow for making phone calls and sending text messages. Most smartphones allow us to take photos, to go online, to search the internet, and to make

voice recordings. During the COVID-19 crisis, as we start to practice remote recording, the smartphone is becoming the device that replaces our usual recorders. The number of bacteria found on a typical mobile phone is more than what is found on your kitchen counter, on a doorknob and even on a toilet seat. That is why it's important to clean your device as often as you clean your hands and other surfaces, to stop the spread of COVID-19.

**Voice recording:**
Most smartphones have a voice recording device under the list of settings or even within WhatsApp. A microphone is the symbol that is most commonly used for the voice recording device. The main challenge with using your mobile phone as a recorder will be getting the sound right. The microphones in our mobile phones aren't as good as our recorders, so please take the time to practice on your device to get the best possible sound quality.

# LEARNING HOW TO USE YOUR SMARTPHONE AS A REPORTING TOOL

RECORDING YOURSELF

- In order to use your smartphone as a tool for reporting, you will need to understand how the technical aspects and sound quality of a smartphone differ from the sound quality of a recorder. There are some things that don't change, and some things that are different. These are outlined below:

- When using a recorder, you always wear headphones to listen to sound quality during recordings.

- Like you normally do, when using a recorder, always start recording a few seconds before you speak into your phone, and leave a few seconds after you

have finished speaking, before pressing the stop button, to make sure you don't cut the beginning or the end of your recording.

- Most smartphone microphones are located near the bottom of the phone with the headphone jack next to it. When recording, ensure that the phone's microphone is in the direction of your mouth. Be careful to not cover the microphone with your hand during recordings.

- Unlike the recorder that you keep 10 cm (roughly a fist size) away from your mouth, you will need to keep the phone microphone about 2 cm (more or less the

length of your thumb) away from your mouth when recording. This is because phone microphones are not as powerful as recorders. It is important to hold the phone closer to your mouth so that it picks up your voice well.

- Unlike recorders where you are able to alter the recording levels, phones do not have this function. Using your phone, practice recording yourself, testing the sound levels depending on the phone to mouth distance. If the phone is too close you'll pick up on every click, pop and breath in your voice, which is not ideal for listeners. If it is too far, your voice will be too soft and inaudible. Test this by using different voice levels, from whispers to shouts. Some applications, for example the Voice Memo on iPhone, show you the sound waves that come in as you speak, giving you an indication of whether your levels are too high or too low.

- Before you start recording on your smartphone, mute the device or put it on airplane mode. This will prevent having your audio interrupted by the ping of a new message or the rattling vibrations of an incoming phone call.

- Make sure to project your voice so that you are heard clearly. Pace yourself by speaking in short sentences. When you speak in long, complex sentences, there is a tendency to cram more words into one breath. Be mindful of your breathing, pause throughout your interview/recording. Turn your head to the side with each breath to avoid those breathing sounds that need to be edited out later on!

## RECORDING AN INTERVIEW WITH SOMEONE WHO IS NOT IN THE ROOM

THERE ARE DIFFERENT WAYS TO GATHER AUDIO FROM SOMEONE WHO IS NOT PRESENT WITH YOU IN THE ROOM.

- The easiest way, from a technological viewpoint, is to send them the questions ahead of time and ask them to send their answers by sending you a WhatsApp voice note or an audio recording.

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Do's and don'ts of recording interviews through voice notes.

- To record an interview live, you can call the person, put the loud speaker on and use another smartphone to record them.

The quality of the interview might not be as good as a voice note, but it will still work.

- You can also use free applications such as Anchor (anchor.fm) which allows you to record a phone interview, even if your interviewee doesn't have the app on their phone.

# BEST PRACTICES FOR USE OF WHATSAPP

WhatsApp is an easy to use free app owned by Facebook. It allows you to send and receive text messages, voice and video calls, images, documents, location pins and voice notes. WhatsApp is the first messaging app across the African continent, and its voice note feature is ideal for remote reporting. These are the main reasons why we advise you to use WhatsApp in your remote recording, but first, a few tips:

- Use and manage your own WhatsApp account for one-on-one chats and small group conversations: For the purposes of your safety, task the WhatsApp administrator(s) in your group with the responsibility of creating a WhatsApp group where all conversations with guests take place. This WhatsApp group should include your Youth Facilitator, WhatsApp administrator(s) and relevant team members. Delete and add guests as needed for each show. It is important that your Youth Facilitator be part of any WhatsApp groups the administrator(s) creates to communicate with guests, so that there is some oversight.  Including your facilitator in all WhatsApp groups allows for oversight, transparency, community accountability, and care.

- You should get permission from show guests and team members before you add them to a group: If you add someone to a group and they remove themselves, please respect their decision and do not re-add them unless they request to be re-added.

- Get people's consent: Messages should only be sent to people who have contacted you first or who have consented to you contacting them via WhatsApp. It is best to give people options in terms of their preferred form of communication and then, you can propose WhatsApp, explaining the features that make it work well for reporting.

- Respect people's choices, no matter how good the content is: If a guest who has been interviewed or shared their story using one of the formats, decides to pull out, and asks you to delete their message, you have to honour their request. If they ask you to stop messaging them, remove the show guest from your address book and do not contact them again.

- Think twice before forwarding: Show guests giving consent to their stories and opinions being broadcasted on air does not mean that they have given you permission to forward the recording to your contacts. Do not share the recordings that guests have sent you with others.

- Using contact lists that are not yours: Never share phone numbers without your guest's consent.

- Broadcast lists: Messages sent using a broadcast list can only be received when people have included your details under their contact list. Please note that over use of broadcast messages may lead listeners to report your messages. Please also note that WhatsApp can block accounts that are reported for sending too many messages.

# DO'S AND DON'TS OF RECORDING INTERVIEWS THROUGH VOICE NOTES

Here are some guidelines for you, the reporter, for when you conduct an interview via voice note, where you and the interviewee are exchanging voice notes back and forth to reproduce the flow of a live interview.

◁ ◁  FORMATS, Interviews

| DO'S | DON'TS |
| --- | --- |
| Give your guest a clear idea of what you are looking for by asking a good question or being specific about the kinds of stories or experiences you would like to hear more about. | Don't be afraid to bring a voice note to a close if it is running over, or if a guest is off topic or speaking inappropriately, but make sure you do it politely. |
| Introduce guests by name and thank him or her afterwards for their contribution. | Don't forward the voice notes from the interview onto friends, especially the juicy parts. |
| Use open-ended questions to allow respondents to add more information, including feelings, attitudes, and their understanding of the subject. | Try not to use closed questions. |
| Brief the guest on voice note recording methods and ideal recording environments. | Don't settle for a voice note that you are not happy with. Explain to the guest why it may not work and ask them kindly to do it again. |
| Be polite and allow guests to have their point of view, even if you don't agree with it. | Try not to clear your throat, sneeze or cough into the microphone. Try to keep recordings as clear as possible. |

Now, here are some guidelines to share with show guests to ensure that they record a radio-ready voice note:

- Make sure that you are in a quiet room.
- Keep your phone close to your mouth, and listen back using headphones to make sure the sound quality is good.
- Contribute right away to the topic that is shared, rather than taking up time with greetings and introductions.
- Be clear, and think carefully about what you are trying to communicate.
- Know what you want to say before you start recording. You might even want to write it out first, but avoid reading, to keep it lively and engaging.
- Avoid repeating yourself.
- Keep the recording to the designated time limit depending on the format.

Share these with your guests at every step of the process. Remember that your guests are not radio journalists and will not record radio-ready content as naturally as you may.

## RECORDING GUIDELINES AND ENVIRONMENTS

Do your recordings at a time when you are the least likely to receive phone calls, this will ensure limited calls come in and disrupt your voice note recordings or...

- Simply put your phone on airplane mode.
- Ensure that your phone battery is at least 80% charged.
- Ensure that you have enough space on your phone to save the recording.

Once you have mastered the recording techniques, it is important to consider the environment in which the recordings/voice notes are being recorded.

For the highest quality, it is always best to record from a small quiet room where you know that no one will come in and disturb you. If there are curtains, close them, as it minimizes the hollow sound you can get in many rooms. Set everything up the way that you want it before you start. Make sure to check for potentially interfering noise coming from things like air conditioners, fluorescent lights, refrigerators, traffic, radios, or crumpling sweet wrappers. Turn off noisy appliances or move away from them. Unlike recorders, phone microphones are not very strong, so it works best if you

can record in a quiet environment. Seeing that the reporting will be done remotely and probably from your homes, it is likely that you will encounter disruptions from family members who you share your space with. To mitigate this, you could:

- Record when you know the house is at its quietest e.g. when family members are asleep.
- Schedule your recordings and give your family advance notice for when you will request for the space to be quiet.

Background noise can be very distracting and divert your listeners' attention away from the information that you are sharing. Think of ways that you can get support from the people around you. Explain that you will be recording, and politely ask them to be quiet if needed.

You will need to ensure that the recording environment of your guests is quiet unless the voice note is recording an 'on location' format.

◁◁   Formats

## LOGGING

Logging when using your phone is as important as logging when using a recorder.

Prepare a proper labelling and logging system for yourself: each audio recorder comes with a logbook. You can create one for your phone using a small notebook or using the Notes app on your phone.

The logging template to be written down in your logbook should have the following headings:
Date:
Interview & topic:
Interview duration:
Name of the person you spoke to:

## FORMATS

With the first two formats, the questions you ask and how you frame them is key to gathering optimal information, as well as for encouraging the interviewee to answer using descriptive words, emotion and tone to strengthen the story.

## INTERVIEWS

As mentioned above, when you conduct an interview, you have direct access to the person. Interviews can be done using voice notes. You and the interviewee exchange voice notes back and forth to reproduce the flow of a live interview.

**Guidelines for good questions:**
- Ask questions that don't allow yes or no answers. If the interviewee does answer with a yes or no, always follow your question with "why".
- You do not have to stick to the questions that were prepared. Listen for interesting and unexpected information and ask follow-up questions.
- Be careful not to ask questions that have already been answered.
- Use open-ended questions. Avoid questions that suggest specific answers, for example: "being self-employed during a lockdown must be difficult, right?" A better way to ask this question would be, "How does it feel to be self-employed during these uncertain times?" or "Tell us how it feels to be self-employed during these uncertain times".
- Keep it simple. Don't ask two questions at the same time. People usually only answer the second question and forget about the first.

**A successful interview usually involves extensive research and planning pre-interview. Some of the planning should include:**

- Deciding on the angle of your COVID-19 show.
- Figuring out what you want from your interview, for example, expert advice or personal stories.
- Finding people who know about your show angle and will be able to give you the information you are looking for.
- Finding out as much as you can about the person you are interviewing before you interview him or her.
- Writing up questions to ask, remembering that you don't have to stick to these questions.
- Telephonically introducing yourself and the aim of your interview.
- Always being polite and respectful.
- Explaining that the interview will take place via WhatsApp voice notes for safety reasons, to protect both of you from potential infection.
- Asking the interviewee for their consent to save the interview on your phone.
- Explaining that you will package the interview into a full show that will be distributed on your broadcast date.
- Organizing a voice note interview date and time with the person you are interviewing.

**During the interview:**

- Start by checking the recording quality and environment of the interviewee by doing a quick test. This can be done by asking a casual question unrelated to the interview.
- Follow by asking the interviewee to introduce himself or herself.
- From the very beginning, try to make the interviewee feel comfortable.
- Talk with your interviewee, don't just read questions from a list. Be responsive to what they are saying and genuinely care.
- Give the person you are interviewing a chance to think before they send you their voice note response. Don't be put off by pauses or silences.
- At the end, thank the interviewee, and end the conversation by telling them when they can expect the interview to air.

The entire interview should not be more than 5 minutes. Each voice note statement should be 30 - 45 seconds.

## VOX POPS

Vox pops are four or five short audio bites gathered from community members expressing their opinion on a topic. They are a great way to open a show as they can showcase community opinions and thoughts around a topic like COVID-19. They are also a great format to gauge the knowledge and awareness community members hold on a specific topic.

A vox pop can ask community members a question such as, "what is your understanding of COVID-19?"

**Vox pop questions can be sent to radio show contacts using broadcast lists, as long as members understand that they need to respond by voice note. Some things to consider:**

- Ensure that you set a deadline so that you get the responses in time to compile them and send them for broadcast.
- Encourage community members to answer honestly. Without overthinking the question or going out to research it. It is not about getting it right or wrong and there is no prize for the correct answer, it is merely a way to gauge the community's understanding.

The vox pop should not be longer than 3 minutes. Each vox pop answer should be 20 - 30 seconds.

## AUDIO PROFILE

**Audio profile aim**
An audio profile is the best format to capture the story, journey and experiences of someone who has been closely affected by the topic explored in your show. These guests are not always experts, but they are often ordinary people with extraordinary insight. This format allows for sharing deep and reflections, and honest inputs from different perspectives. The audio profile takes listeners on an inspirational journey.

A young female guest who has started a pulmonology lab that is being used to detect COVID-19 in samples.

- Part 1 (beginning):
  - Ask her to introduce herself and tell you a bit about her background (age, school and family situation).
  - Ask her to tell you how, when and why she started the pulmonology lab.
- Part 2 (middle):
  - Ask her to explain a specific moment that stood out for her or how she knew she was doing the right thing.
  - Ask her to explain what she felt when the outbreak reached her country and her lab was selected to test samples for the virus.
- Part 3 (end):
  - Ask her to share a message of encouragement with listeners and youth aspiring to serve in the medical field.

Some questions to share with your guest pre-recording to help them structure their audio profile:
- Can you tell us about yourself please?
- Can you explain how you started doing this?
- Can you describe a moment or experience you'll never forget?
- What does doing this give you?
- Have you got any advice/encouragement for someone who wants to do the same thing?

Audio profiles should be 2 - 3 minutes long.

# AUDIO COMMENTARY

**Audio commentary aim**
An audio commentary captures an opinion from someone who may be close to or far removed from your topic. Regardless of their relationship to the topic, they display critical thinking in their opinions and offer tangible solutions to the issue.

A young professional doctor who is working overtime in one of the COVID-19 quarantine hospitals. He works overtime to assist during the outbreak and believes fellow citizens should adhere to self-isolation rules and stay in their homes.

- Part 1 (beginning):
  - He makes a statement about the issue followed by his opinion, e.g. *"I agree that my fellow citizens should adhere to self-isolation rules during the COVID-19 outbreak..."*
  - He follows this with an introduction, introducing himself.
- Part 2 (middle):
  - He continues sharing his opinion. He develops his point, and uses personal examples and/or shares facts and figures that support his point of view.
- Part 3 (end):
  - He finishes with a powerful concluding statement that shares practical, realistic solutions.

Audio commentaries should be 1 - 2 minutes long.

# ON LOCATION

**On location aim**

On location voice notes are formats where community members describe a live event or experience. Community members can send in voice notes from a planned newsworthy event, such as the President's briefing on COVID-19, or a voice note from a hospital where patients are in quarantine. Breaking news voice notes can also be included when community members report from an event that has just happened, as citizen journalists, such as reporting on an illegal eviction during lockdown or on the arrival of military services to control movement in communities.

On location voice notes are captivating and exciting for listeners to listen to, but if they place the person who is recording the voice note in danger of contracting the virus, at risk of being assaulted or arrested, they should refrain from doing the recording. It is important to prioritise your own and others' safety at all times.

**Reporters and citizen journalists are to follow the guidelines below when recording on location:**

- Introduction: introduce themselves and state the time and event.
- Description: describe what they see going on at the event.
- Background information: the community member explains what is happening, how long it is going on for, as well as any other important information.

It takes research to find a community member who can give listeners the history or back-story of an event. The community member will need to interview an organizer or event coordinator beforehand and take what they have found out and script it into their own words.

- Interview: the community member finds a person at the event to answer a few prepared questions so that they can speak about their experience of the event or why they decided to attend.
- Conclusion: the community member wraps up all the information shared and goes back to the studio / presenter.

Elements to be included in an 'on location' where possible:
- Ambient sound
- Interview with an organizer
- Interview with people at the event
- Community member describing what is happening
- Community member giving information about the event

On locations should be 2 - 3 minutes long.

## AUDIO DIARIES

An audio diary is a recording of personal ideas, thoughts and opinions through a voice recording. It is a convenient way to capture and articulate ideas and feelings. Audio diaries are recorded regularly / daily over a period of time, just as one would write a diary entry in a notebook. This "journaling" approach is what makes audio diaries a very personal format, where the listener really gets to hear about the key moments, thoughts and feelings of the person who is doing the recording.

Entries can vary in length and tone (they can be serious, fun, silly or sad). They can even take the form of a poem or a song. They can be scripted or improvised. It is important to consider the following before recording:
- Decide what is the key message/feeling that you want to convey on that day, as it relates to your take on the COVID-19 situation.
- If you spoke about something important in the last entry and left things up in the air, refer back to what you spoke about before, and explain how the situation has, or has not, evolved.
- Consider location sounds to amplify your audio entry. The noise that a fan makes can be distracting, but if your audio diary is about taking care of children during the lockdown, background sounds of children can enhance the feeling of the story.

A daily diary entry of a young person describing their life under lockdown can be  about anything they are experiencing. They might be worried about when they will be able to go back to school, struggling with the relationship dynamics with their siblings in the house, nervous for their mom who is a nurse at a public hospital, or even just sharing what it is like to do the weekly trip to the shop or what is happening in the streets of their neighbourhood.

Audio diaries should be 2 -3 minutes long.

# DID YOU KNOW?

The 'did you know' format is the format used for listing and sharing exciting, simple and informative facts. These can be shared in the form of statistics, numbers and statements.

Did you know that the country of St. Vincent and Grenadines has the lowest number of cases of COVID-19, with just one confirmed case?

This is a great format to wrap up the show, emphasise the take-away message of the topic and inform listeners about updated and verified facts relating to the subject being discussed. It is meant to make people curious and reflect on the topic after the show.

Make sure that the facts you share are short and simple. Long statements can be easily forgotten by listeners.

Check your facts across several references, to verify that the facts you are sharing are correct.

The host will have to research the 'did you know' facts relating to the subject prior to the show, and add the facts to the script so that they can share the facts just before they outro the show.
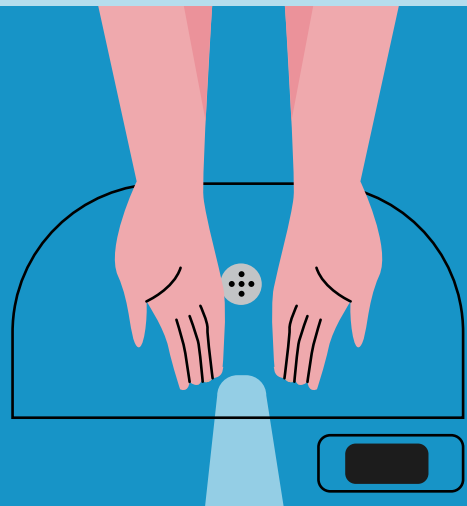
You can include anything from a single fact to up to 3 facts in the 'did you know' section.

## FORMATS INTRO AND OUTRO

Because you are not on air, the reporter recording the format will need to pre-record the intro and outro of their formats. These will be important, as they join each segment, allowing you to hold the listeners' hands and take them on a journey with you to listen to community members' stories and gain a better understanding of the topic.

Here are some suggestions on how to record your format intro and outro:

- Ensure that the intro and outro are recorded as separate tracks to the audio format. This will allow for flexibility during the editing process.
- Keep both the intro and outro short.
- Don't explain everything. Offer just enough information to entice your listeners' interest and give enough detail for them to connect with the location and the context.

- Offer real concrete thoughts in your outro in response to the format played, elaborate on a point made or correct any incorrect information that was shared.
- Stay away from radio jargon and use language your listeners understand.

The way to introduce a vox pop is not "... next up is a vox pop on COVID-19", but rather to say something like "next up we will be hearing community perspectives on COVID-19".

- Make sure that your voice grabs your listeners' attention. Try to sustain the energy that your voice would carry if you were presenting the show live.

## LISTENER ENGAGEMENT USING SOCIAL MEDIA

One of the biggest challenges of broadcasting a pre-recorded show is that you lose the ability to interact with your listeners' on the spot. This section unpacks ways in which listener-to-reporter exchange can continue, by exploring the opportunities that social media holds for bridging this gap.

Although shows will be pre-packaged for broadcast, listener engagement is still possible using social media platforms such as Facebook and Instagram, and even WhatsApp, through broadcast lists.

Remember that during regular live programming you conduct call-in's for various reasons. Sometimes you will do call in's to answer listeners' questions, other times, to conduct quizzes or hear comments from your listeners. With pre-recorded shows, these engagements will need to be redirected towards Facebook, WhatsApp or whatever social media platform is most relevant to you. These engagements

can also take place any time during the production process, which means you can engage with listeners before, during, and after a show.

Listener engagement using social media will require robust and active social media platforms. You will have to constantly update your social media platform to reach youth and adult listeners. If you want the listeners to identify the social media platform as an active source for updates and news, as well as space where they can hear what interesting things young people have to say about the crisis, it needs to be updated regularly.

Below are are some ways to engage with your listeners using social media:

- Ask your listeners a question and direct them to your Facebook page for the discussion
- Ask listeners to share their answers and opinions on the Facebook page

- Share relevant links on your Facebook page as a resource for listeners who would like to know more about your show topic
- Post regularly so that your listeners get into the habit of checking your Facebook page
- Make it a reliable and regularly updated

platform that they can tune into
- Respond to everyone.
- Delete offensive comments and block trolls
- Host contests and giveaways
- Post a quiz

## QUIZ

Quizzes are a good way to gauge whether listeners have understood the concepts that you have introduced and unpacked in your show. Keep them simple and short with one or two quiz questions per show.

Given that your show is being pre-recorded, you will have to direct listeners to your preferred social media pages or messaging apps so that they can participate in the quiz. You can use quizzes as frequently as possible, so that listeners can get into the habit of going onto your social media platforms when they listen to your show.

Good quiz question can ask the audience to:
- Give the definition of a complicated term
- Give a date that came up in the show
- Identify a place that was mentioned in the show

Some ideas that make quizzes work well:
- Share the quiz at the middle or end of the show
- Offer a prize each week or a grand prize at the end of the month for people who answered the quiz questions correctly
- Share information and key facts as part of the 'did you know' formats  or as part of your radio discussions
- It is important to make sure that you have shared the necessary information with the listeners more than once in the show before launching the quiz - this way, attentive listeners have a good chance of winning
- Don't make your questions difficult as that can discourage listener participation
- Remember the goal of the quiz is to gauge the listeners' understanding of the show, it is not a test that they need to pass or fail

## ANSWERING QUESTIONS FROM SHOW LISTENERS

Since the COVID-19 shows that you are going to be broadcasting will be pre-recorded, listener engagement on air will be restricted. As mentioned, one of the ways to continue engaging with your listeners is by directing them to your Facebook page or your WhatsApp broadcast list.

Here are some guidelines for how to interact with listeners using social media. We are going to focus specifically on WhatsApp broadcast lists and Facebook.

These are the steps you should follow to set up and conduct a Facebook live stream to engage with audiences:

- Go to your radio station or Young Reporters Facebook page.
- At the top of the news feed on your Facebook page, under "Create", select the 'Live' option (the camcorder icon).
- You will be prompted to give Facebook access to your camera and microphone.
- Write a compelling video description that will make viewers want to watch your

video. You can add your location, use emoticons, and tag people.

- Select the privacy setting by tapping on the ellipsis in the bottom right hand corner and opening up 'Audience Restrictions'. If your radio show uses a Facebook business page, your Facebook live video will automatically be public.
- As a general rule, avoid adding a filter, lens, or any doodles, as this will draw attention away from the content of your video, which is not a good idea when discussing serious topics like COVID-19.
- Make sure your camera is facing the correct way and that you are in the correct place before pressing the 'Start Live Video' button. Once you press the button, your video will appear in your own feed, and in your listeners' feeds. In the top left hand corner, you can see how long your live video has been on for.
- Interact with your viewers throughout the live stream. Remember, because shows are pre-recorded, live videos are one of the only ways where we can interact with listeners in real time, so respond to their questions and comments while you are on the live video. When you are done live streaming, click the 'finish' button on the bottom right hand corner. After that, you can post the video to your profile for viewing.

Facebook Live streams can be up to 90 minutes long. However, because your listeners have already listened to your show, try to keep the live stream focused and as short as possible, maximum 10 minutes long. Remember the live stream is about making your listeners feel connected to your radio show.

Some tips for making powerful Facebook live stream videos:
- Have an intro and outro script available
- Follow similar radio techniques in scripting and give it the same feel as your own air show
- Ensure that the live stream takes

place immediately after the show has broadcasted, when the content is still fresh in listeners' minds
- Ensure that you have researched the show topic so that you can answer listeners' questions
- Have your radio production fact sheet on hand to support you
- Include a quiz based on the 'did you know' facts that were shared during the show

How to engage with your listeners using WhatsApp broadcast lists:

A WhatsApp broadcast list is a useful feature for sharing information with a large group of listeners at once or getting information from them. WhatsApp broadcast lists allow a maximum of 256 participants. Please note: the only way listeners can leave a broadcast list is if they remove the administrator as a contact from their address book, which will then prevent any further messages from reaching them.

Some of the ways to work with WhatsApp broadcast lists include:

- Sharing community announcements, information, and other content with listeners
- Targeting specific groups of listeners with polls or quizzes e.g. adult or youth listeners or listeners who may be working in the particular sector you are focussing on
- Sending weekly updates on upcoming show topics and showcasing opportunities
- After the show ends, informing your audience about resources in your community as well as sharing useful links to further information, helpline numbers and websites with information on organisations that people may want to connect with

The WhatsApp administrator in your team needs to add the listeners' phone numbers to their phone contact list and then add them to

a broadcast list. It is important to note that the listeners will also need to add the administrator's number to their contact lists on their phone in order for them to receive messages that are sent from the broadcast list. If listeners do not add the administrators number, they will not receive the messages sent from the broadcast list.

You should also post the SoundCloud link with your pre-recorded shows onto your social media pages. That way, audience members who missed the show, will have the opportunity to listen on SoundCloud.

Archiving/Soundcloud: 'How To' for details on how to upload your pre-recorded shows onto SoundCloud.

## SOURCING TOPIC ANGLES USING SOCIAL MEDIA

As the global understanding around COVID-19 develops, so will the community radio conversations you have shift and change. With time, you might find that your priority shifts from informing listeners on preventative measures, to having more complex conversations around stigma. In order for your shows to be relatable and relevant, it is important to keep COVID-19 conversations in line with the conversations that are happening in your community.

We know that the pandemic will inevitably have a negative impact on our economy, broadcasting a show at this stage focussed on that issue will not be ideal, because what is topical and urgent at this point, is information around preventing the spread of new infections.

Once we have moved through this initial phase, and we are more informed and equipped to manage the pandemic, the COVID-19 conversations might take on a more national focus. This is when the personal stories and implications for different communities as a result of the pandemic will surface. A good place to source these personal stories is on social media.

People use social media in different ways. Some people post every thought that crosses their minds, others use it as a form of journaling, sharing personal reflections, others capture memories of life changing experiences or share their opinions on news events and discussions. No matter how people engage, social media will be a good platform to find COVID-19 story angles because it is a space that can expose you to people outside of your personal networks and people with different ideas and perspectives.

Even though social media platforms are useful for finding new story angles, make sure that you research the angle from at least three different sources (e.g. newspaper, a credible website and an article written by experts) that speak about the same topic angle. This will allow you to find different perspectives.

- Social media can expose you to people beyond your personal networks as well as introduce you to a wealth of new ideas and perspectives, it is your responsibility to ensure that your show topic is relevant and serves your community. When you have chosen a show angle, ask yourself

the following questions to ensure that the topic you have chosen is relevant to the listeners from your community:

- Can you find contacts and sources for the information you are sharing?

- Will your listeners care about this story?

- Is this new, useful or interesting for your audience?

Once you have decided on a show angle, announce it on your social media platforms to drive your audiences to listen to the radio show.

**FACT CHECKING**

Remember that reporting remotely will require you to do most of your research online, so make sure to double check all of the facts that you hear from the guests that you choose to interview, and the information you find online. Unfortunately, not all the information that we find online is factual or accurate, so it is your responsibility to fact check. There is a lot of fake news and false information being spread about COVID-19, and sharing information that is not true can be dangerous. Before you share something, make sure you have done your fact-checking. To verify your facts about COVID-19, use official, approved information sites such as the World Health Organisation (WHO) or the Centres For Disease Control (CDC) in your region.

## 4. POST PRODUCTION AND REMOTE BROADCASTING

RADIO SHOW KIT AND ARCHIVING
THE RADIO SHOW KIT

In order for the Youth Facilitator and CRF team to do a final mix of the show and upload the content for your listeners, they will need to receive a 'radio show kit' from you. The 'radio show kit' is made up of the following elements: radio formats, show and format intros and outros and show clock. The Youth Facilitator and CRF team will need to edit the 30 - 60 minute radio show together. Below is a list of the 'radio show kit' elements that should be included weekly:

- Show Clock

The show clock is the step by step manual for your show. This is the guide that the Youth Facilitator and CRF team will use to edit your show. The show clock will help the Youth Facilitator and CRF team to deliver the product that you have envisioned and ensure that what is aired is reflective of you. This is important, because even if you are reporting remotely, the radio shows need to be by youth, for youth. It can only be 'by youth' if you as Youth Reporters see the process through each step of the way. An important step is the show clock that shows how your show is compiled. Below is a COVID-19 show clock template for a 60-minute show. If your show is 30 minutes long, reduce the number of formats played on the show:

| SHOW INTRODUCTION: TOPIC AND SHOW OUTLINE |
|---|
| **Format 1: VOX POP** |
| **Audio diary intro** |
| **Format 2: AUDIO DIARY** |
| **Audio diary outro and interview intro** |
| **Format 3: INTERVIEW** |
| **Interview outro** |
| **Format 4: DID YOU KNOW** |
| **Audio commentary intro** |
| **Format 5: AUDIO COMMENTARY** |
| **Audio commentary outro and audio profile intro** |
| **Format 6: AUDIO PROFILE** |
| **Audio profile outro** |
| **Format 7: DID YOU KNOW** |
| **Show outro: Direct listeners to tune onto your live stream on Facebook for questions and answers and to participate in the quiz (pre-recorded).** |

- Audio formats

  ◁ ◁  to formats section for a breakdown on each.


- Format intros and outros

  ◁ ◁  to formats section for an explanation on how to conduct an intro and outro for a format

WhatsApp is the primary platform for recordings and engagement. WhatsApp should be used as the platform to share the 'radio show kit' with the Youth Facilitator and CRF team. The 'show clock' can be shared via WhatsApp as a pdf, a word document, a photo or as a text message. What matters most is to make sure that you send a clearly labelled and packaged 'radio show kit' to the Youth Facilitator and CRF team.

When sharing the 'radio show kit' with the Youth Facilitator and CRF team, the important thing is to ensure that all your tools are labelled correctly. All files should clearly state the topic, show title, show date and content as follows:

COVID-19_SHOW TITLE_SHOW DATE_ CONTENT

if an audio profile forms part of your 'radio show kit', you would label the audio profile as follows: COVID-19_PREVENTION_16 APRIL 2020_AUDIO PROFILE. If you are delivering a 'show clock', it would be labelled as follows: COVID-19_PREVENTION_16 APRIL 2020_SHOW CLOCK

## ARCHIVING ON SOUNDCLOUD

COVID-19 is a global pandemic and it is important that the content you produce is received and listened to by audiences beyond your community. This way you contribute towards global conversations and solutions being shared across various platforms and organisations.

In order for CRF to extract the radio shows, they need to be archived on SoundCloud (www. soundcloud.com).

SoundCloud is an easy platform to share radio shows or radio formats, making them available to a wide audience. Since it is difficult to email large audio files, you will use SoundCloud. SoundCloud allows you to upload your radio formats and submit descriptions for each one. Your radio show/formats will be uploaded to the "YRN (Country)" group page on SoundCloud, where we, other reporters, radio stations, or the public can listen to your shows and formats, download them, share them via Facebook or Twitter, or even comment on what you have produced.

As mentioned in the 'Assigning team roles and responsibilities' section, archiving is the Youth Facilitators responsibility and a task they will fulfill once they have compiled the show. However it is the producer's responsibility to check that the show that has been produced has been uploaded on SoundCloud.

In the event where a producer has access to a laptop and the means to receive the edited show via internet based transfer services, they may take on the responsibility of uploading to SoundCloud.

Below are the steps to follow in archiving onto SoundCloud:

- Make sure that your programme is an mp3 file. This makes the file small in size and easy to send around. If it is not an mp3 file, use iTunes or another media player to convert it to mp3.
- Go to www.soundcloud.com and login
- Go to this website: http://soundcloud.com/ groups/youth-radio-network-south-africa
- Click on the "Upload" button.
- Click on the "Choose File" button.
- Select the audio file you wish to upload and click on "Open". This is where the importance of archiving, naming files and logging comes in. At this point, it will automatically start uploading. You can monitor the progress on the screen with the moving blue bar. Occasionally, if your Internet connection is disrupted it might fail. Just try it again.
- After it finishes uploading, it will transcode

the file, which means that it is converting it to be used on SoundCloud.

- Type in a title for the show/feature. Use this format: Radio Show Group Name ("Voices of Youth"): Topic ("COVID-19"). Always start with your group name, followed by the topic/angle of the radio show/feature you are uploading.
- Click on "Image" to upload a photo associated with the show or format – this is optional. However, if you decide to upload an image, ensure it is relevant to the radio show or format and it is not misrepresenting or putting show guests at risk.

- Where it says "Tags" type keywords that apply to your radio format or show.
- Under "Description" type in a short paragraph describing the format or show and its content. Give your listeners all of the information that you think they need to have and consider the fact that some broadcasters may be interested in airing the show, so they might need more information than you think.

## 5. THANK YOU

CRF would like to thank you for your receptiveness to the remote reporting and broadcasting tool in response to the COVID-19 pandemic.

We are looking forward to seeing the creative ways in which you overcome the obstacles you encounter and receive these learnings to share across the network. We are mostly looking forward to hearing the COVID-19 community stories that you will capture and share.

Stay safe. Stay reporting.

## RESOURCES

**Resources related to COVID-19:**

> Global WHO COVID 19

> What Healthcare Personnel Should Know about Caring for Patients with Confirmed or Possible COVID-19 Infection | CDC

> Self isolate or quarantine_Al Jazeera

> https://www.niaid.nih.gov

> South African Government COVID 19 site

> Johns Hopkins Coronavirus COVID-19 Global Cases

> National Institute for Communicable diseases (NICD)

> National Department of Health Covid 19

> WHO Q&A on COVID-19

> UNICEF and WHO guidance for teachers to protect children and support safe school operations

> Coronavirus handbook

> How to cover COVID-19 without spreading misinformation

> Youtube COVID-19 awareness videos

> https://economictimes.indiatimes.com understanding lockdown

> https://www.thefactsite.com/mobile-phone-facts

> https://www.facebook.com/groups/CapeTownTogether/about/

**RESOURCES**

**Resources related to social media live streaming:**

> https://www.socialmediaexaminer.com/26-tips-for-better-facebook-page-engagement/

> https://radio.co/radio-university/social-media-strategy-for-radio

> https://moz.com/beginners-guide-to-social-media