Comm Grid			
Theme	Barriers	Objective	Take aways
Risk factors	Lack of understanding about who is at risk from COVID-19	To inform people of the real risks to avoid panic and stress	1. I understand that older people, pregnant women and those with chronic health issues (like high blood pressure, heart problems or diabetes) are more at risk of serious health problems if they catch COVID-19 2. I understand that, for some people, the symptoms of COVID-19 might be very mild.
Misinformation and disinformation - general	Acceptance and sharing of information about COVID-19 without appraising the source of the information first	To inform people what are trusted sources of information and encouarge them to verify 'advice' before sharing it.	1. I know where to go for reliable and correct informations about COVID-19 2. I know how to check information that I receive, to find out whether it is correct or not. 3. I will not share information blindly, without checking first that it is correct, even if it is entertaining.
Misinformation and disinformation - specific	Specific and incorrect information circulating, principally on social media.	To correct specific misinformation and disinformation, replacing it with correct information	1. I understand that XXX information is not correct. 2. I will not share XXX information with others; and I will explain to others that XXX information is incorrect.
Transmission	Lack of understanding about how COVID-19 is spread	To inform people the various ways that the virus can spread	1. I understand that the virus that causes COVID-19 is spread through droplets from the mouth or nose of someone with COVID-19 and that these droplets can travel through the air or on people's hands, clothing or surfaces. 2. I understand that the virus normally enters people's body through the mouth, nose or eyes. 3. I understand that the risk of transmitting COVID-19 is when someone has symptoms, but that these symptoms could be mild.
Protection	Lack of understanding about how to effectively protect myself and others from the virus that causes COVID-19	To inform people how to protect themselves against the virus	1. I understand that regular hand washing (particualrly after coughing or sneezing) and covering the cough or sneeze is the most effective way to protect myself and others from the COVID-19 virus 2. I understand that I can help to protect others by coughing or sneezing into a tissue and putting it in a closed bin; or by coughing into my elbow. 3. I understand that regular cleaning of surfaces (especially those which a lot of different people touch) with normal household detergent can be very effective in protecting people from COVID-19. 4. I understand that I can reduce the risk of catching COVID-19 by avoiding touching my (and others') face. 5. I understand that eating particular foods will not help to reduce the risk of catching COVID-19.
Protection - attitude	Lack of willingness to take protective actions	To encourage people to adopt behaviours designed to reduce transmission of the virus	1. I will wash my hands properly and regularly, particularly after coughing or sneezing. 2. I will practice good coughing and sneezing etiquette, using tissues or my elbow. 3. I will make sure that critical surfaces in my home and workplace are cleaned regularly. 4. I will change my routine to help prevent the spread of COVID-19, even thought that might be a bit inconvenient for me.
Hand washing technique	Lack of understanding about effective hand washing technique	To inform people how they can effectively wash their hands, and encourage them to do so.	1. I understand that the virus can be killed by washing my hands with soap and water for 20 seconds. 2. I understand the best technique for washing my hands. 3. I understand how hand washing and hand sanitisers can complement each other. 4. I will use the correct hand-washing technique regularly (especially after sneezing or coughing), even though it sometimes feels like it takes a really long time.

Comm Grid			
Theme	Barriers	Objective	Take aways
Masks	Lack of understanding about when masks can be helpful. Use of masks in situations where they are unlikely to be helpful, or even increase risks.	To inform people about the times when masks should be used and the best techniques for using them.	1. I understand that masks are most useful for people who are sick, to help avoid spreading the virus to others. 2. I understand that, for healthy people, masks do not offer very much protection from catching the COVID-19 virus unless you are caring for someone who is sick. 3. I understand the technique that sick people should use for wearing a mask, how often it should be changed and how it can be safely disposed of.
Symptoms	Lack of understanding about the symptoms of COVID-19	To inform people how to identify if someone might have COVID-19	1. I know that the principal signs and symptoms of COVID-19 are fever, tiredness, cough and sometimes difficulty breathing. 2. I know that in addition to the principal signs some people may have other symptoms such as a runny nose, sore throat or an aching body.
Actions for those who are sick - protecting others	Lack of understanding about what sick people can do to protect others	To inform people about what sick people can do to protect others	1. I know that someone with the symptoms of COVID-19 and who might have been in contact with the virus should isolate themselves away from others, particularly older and at risk people. 2. I know that it is best to limit the number of people who have close contact with someone who has COVID-19 symptoms. 3. I know that people with symptoms should contact their local health system for advice about how to access medical care.
Actions for those who are sick - seeking care	Lack of understanding about how sick people can access effective medical care	To inform people about what sick people can do to seek effective care	1. I know where to find up-to-date information on how sick people can access the health system without putting others at risk.
Food preparation	Lack of understanding about how to cook food to avoid speading virus	To inform people how to prepare and cook food in ways that avoid spreading the virus	1. I know the risks of raw meat and safe ways to handle, prepare, cook and store meat and animal products. 2. I know to wash my hands and clean surfaces to avoid any risks from raw meat and animal products. 3. I know that foods from certain cultures are no more risky than others.
Stigma/Racism	Negative perceptions about people who have (or might have) COVID-19.	To reduce stigma towards those who have infections.	1. I understand that anyone can catch COVID-19, no matter what their nationality, gender or age. 2. I understand that skin tone, genetic make up and cultural practices do not have any bearing on whether someone is likely to be infected with COVID-19 or any other virus. 3. I will be sympathetic towards people who have or who have had COVID-19 and try to support them if I can.
Healthcare systems	Fear and/or mistrust of health systems; and negative perceptions about the prospect of quarantine / isolation.	To increase care-seeking behaviour amongst those with symptoms, despite the personal inconvenience this might cause.	1. I understand that it is important for people who have symptoms to seek medical help as soon as possible. 2. I know how people with symptoms can access medical care in my area (and that this might initially be by phone, rather than through a hospital or health centre). 3. I believe that isolation / quarantine is worth the inconvenience, if it can help to protect other people in my community.
Psycho-social support	Risk of mental health effects related to quarantine / isolation	To improve mutual support and, through this, reduce stress and negative mental health effects	1. I know techniques for myself and my family to stay physically and mentally healthy during self isolation or quarantine. 2. I am confident to talk to my children and inform them in an apporpriate way about COVID-19.