

Cambodia Coronavirus IVR Game Script  
Rev. 5.20.20

INTRO

Welcome to the COVID-19 interactive game. COVID-19 spreads when an infected person speaks, coughs or sneezes. Common symptoms are fever, tiredness, and dry cough. You are going to listen to five situations. How many can you answer correctly? AUTOMATICALLY ADVANCE TO RANDOM SCENARIO

SCENARIO1

You have to go shopping but is there any way to make it more safe? Press 1 [Q1A] if you think there is no way to protect yourself. Press 3 [Q1B] if you think there are things you can do.

Q1A

*Negative Sound Effect.* NO! That's wrong. There are many precautions you can take to protect yourself from COVID-19 if you have to leave your home. Bring hand sanitizer and avoid touching commonly touched surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc. Use a tissue or your sleeve to cover your hand or finger if you must touch something. Wash your hands again, as soon as you are able. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

Q1B

*Positive Sound Effect* YES! Good job! There are many precautions you can take to protect yourself from COVID-19 if you have to leave your home. Bring hand sanitizer and avoid touching commonly touched surfaces in public places – elevator buttons, door handles, handrails, handshaking with people, etc. Use a tissue or your sleeve to cover your hand or finger if you must touch something. Wash your hands again, as soon as you are able. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

SCENARIO2

On the street you see a large group of people gathered. Should you join them or avoid them? Press 1 [Q2A] to join them, or press 3 [Q2B] to avoid them.

Q2A

*Positive Sound Effect* YES! Good job! Avoid crowds and stay at least 2 meters away from others. This is especially important in poorly ventilated spaces. Your risk of exposure to respiratory viruses like COVID-19 increases in crowded, closed-in settings with little air circulation. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

Q2B

*Negative Sound Effect.* NO! That's wrong. Avoid crowds and stay at least 2 meters away from others. This is especially important in poorly ventilated spaces. Your risk of exposure to respiratory viruses like COVID-19 increases in crowded, closed-in settings with little air circulation. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

### SCENARIO3

You just got home from being outside. What's the first thing you do? Do you touch your family members or do you wash your hands first? Press 1 [Q3A] to hug them. Press 3 [Q3B] to wash your hands.

#### Q3A

*Negative Sound Effect.* NO! That's wrong. Wash your hands with soap and water for at least 40 seconds or use a hand sanitizer that contains at least 70% alcohol. This is especially important after being in public or after blowing your nose, coughing, or sneezing. Teach this to your children and encourage them to teach their friends. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

#### Q3B

*Positive Sound Effect* YES! Good job! Wash your hands with soap and water for at least 40 seconds or use a hand sanitizer that contains at least 70% alcohol. This is especially important after being in public or after blowing your nose, coughing, or sneezing. Teach this to your children and encourage them to teach their friends. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

### SCENARIO4

You have to cough! What do you do? Should you cover your mouth with your bent elbow or cough into the open air? Press 1 [Q4A] to cover your mouth. Press 3 [Q4B] to cough into the air.

#### Q4A

*Positive Sound Effect* YES! Good job! Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. If you use a tissue, dispose of the used tissue immediately. By following good respiratory hygiene you protect the people around you. And remember to regularly and thoroughly clean your hands with soap and water or an alcohol-based hand rub for 40 seconds. Teach this to your children and encourage them to teach their friends. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

#### Q4B

*Negative Sound Effect.* NO! That's wrong. Cover your mouth and nose with your bent elbow or tissue when you cough or sneeze. If you use a tissue, dispose of the used tissue immediately. By following good respiratory hygiene you protect the people around you. And remember to regularly and thoroughly clean your hands with soap and water or an alcohol-based hand rub for 40 seconds. Teach this to your children and encourage them to teach their friends. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

### SCENARIO5

A friend calls you and says a natural healer told them there is a cure for COVID-19. Should you tell others about this? Press 1 [Q5A] to tell others. Press 3 [Q5B] to check their facts.

Q5A

*Negative Sound Effect.* NO! That's wrong. There is no vaccine to date and no specific medicine to prevent or treat COVID-19. Don't repeat or share unconfirmed rumors. If you think you may have COVID-19 or to speak with health staff, please call 115. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

Q5B

*Positive Sound Effect* YES! Good job! There is no vaccine to date and no specific medicine to prevent or treat COVID-19. Don't repeat or share unconfirmed rumors. If you think you may have COVID-19 or to speak with health staff, please call 115. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

SCENARIO6

Your eyes begin to itch. Should you rub them or resist touching them? Press 1 [Q6A] to rub them with your finger. Press 3 [Q6B] to resist.

Q6A

*Negative Sound Effect.* NO! That's wrong. Hands touch many surfaces and can pick up the virus. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick. Avoid touching your face and remember to regularly and thoroughly clean your hands with soap and water or an alcohol-based hand rub for 40 seconds. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

Q6B

*Positive Sound Effect* YES! Good job! Hands touch many surfaces and can pick up the virus. Once contaminated, hands can transfer the virus to your eyes, nose or mouth. From there, the virus can enter your body and can make you sick. Avoid touching your face and remember to regularly and thoroughly clean your hands with soap and water or an alcohol-based hand rub for 40 seconds. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

SCENARIO7

You hear someone say that there is no way to avoid COVID-19, and therefore you should just accept that you will catch it. Are they correct? Press 1 [Q7A] if you think there is no way to avoid it. Press 3 [Q7B] if you think it can be avoided.

Q7A

*Negative Sound Effect.* NO! That's wrong. There are many precautions you can take to protect yourself from COVID-19. You should wash your hands frequently, for at least 40 seconds, maintain a distance of at least 2 meters from people who are coughing or sneezing, and avoid touching your eyes, nose or mouth. Teach this to your children and encourage them to teach their friends. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

Q7B

*Positive Sound Effect* YES! Good job! There are many precautions you can take to protect yourself from COVID-19. You should wash your hands frequently, for at least 40 seconds, maintain a distance of at least 2 meters from people who are coughing or sneezing, and avoid touching your eyes, nose or mouth. Teach this to your children and encourage them to teach their friends. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

#### SCENARIO8

What should you do to keep your home safe? Should you clean surfaces or leave things as they are? Press 1 [Q8A] to clean the surfaces in your home. Press 3 [Q8B] to leave things.

#### Q8A

*Positive Sound Effect* YES! Good job! The virus can live on surfaces and this spreads sickness. Thoroughly clean your home, as much as possible, to remove germs: practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks & cell phones.) AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

#### Q8B

*Negative Sound Effect.* NO! That's wrong. The virus can live on surfaces and this spreads sickness. Thoroughly clean your home, as much as possible, to remove germs: practice routine cleaning of frequently touched surfaces (for example: tables, doorknobs, light switches, handles, desks, toilets, faucets, sinks & cell phones.) AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

#### SCENARIO9

You have a fever and cough but need to go to work. What should you do? Go to work or stay at home? Press 1 [Q9A] to stay at home. Press 3 [Q9B] to go to work.

#### Q9A

*Positive Sound Effect* YES! Good job! If you have symptoms like fever, cough, or shortness of breath or tested positive for COVID-19, you should immediately be given a mask and directed to a separate area (an isolation room) This is called self-isolation. Stay at least 2 meters away from others and do not touch anything outside of the room in which you are self-isolating. Please call 115 immediately for medical advice. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

#### Q9B

*Negative Sound Effect.* NO! That's wrong. If you have symptoms like fever, cough, or shortness of breath or tested positive for COVID-19, you should immediately be given a mask and directed to a separate area (an isolation room) This is called self-isolation. Stay at least 2 meters away from others and do not touch anything outside of the room in which you are self-isolating. Please call 115 immediately for medical advice. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

#### SCENARIO10

You meet your friend on the street. He holds out his hand. Should you shake hands or avoid contact? Press 1 [Q10A] to shake. Press 3 [Q10B] to avoid contact.

Q10A

*Negative Sound Effect.* NO! That's wrong. Personal contact is how the virus spreads. Avoid shaking hands, hugging and other physical contact to reduce the spread of the virus. You should stay home whenever possible and always keep 2 meters between yourself and others in public. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

Q10B

*Positive Sound Effect* YES! Good job! Personal contact is how the virus spreads. Avoid shaking hands, hugging and other physical contact to reduce the spread of the virus. You should stay home whenever possible and always keep 2 meters between yourself and others in public. AUTOMATICALLY ADVANCE TO NEXT RANDOM SCENARIO.

OUTRO (After X# of random scenarios)

How many right answers did you have? Remember these rules to stay safe: Wash your hands often with soap and water for at least 40 seconds. Avoid touching your eyes, nose and mouth with unwashed hands. Avoid large gatherings and keep 2 meters between yourself and others. Stay home when you are sick and if the symptoms are severe, please call 115. Call back to hear different scenes and to improve your score. [HANGUP]