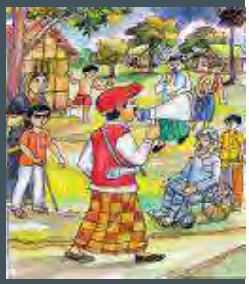
Communication with Communities in disaster emergency response and recovery

Volunteers Guideline



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Shongjog
COMMUNICATION WITH COMMUNITIES IN BANGLADESH

UKaid
from the British people

Communication with Communities
in disaster emergency
response and recovery

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Published by
Shongjog
Multi- Stakeholders Platform (MSP) on
Communication with Communities (CwC)

Implementation
Bangladesh Red Crescent Society (BDRCS)
International Federation of Red Cross and
Red Crescent Societies (IFRC)

Published
August 2017

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Printing
City Art Press

Preface

The success of Bangladesh in disaster management is commended worldwide. The main key to this success is the fellow-feelings, mutual cooperation and voluntary attitude of the people in general as well as volunteers of different tiers. It has been experienced that the members of the affected communities pioneer volunteerism through mutual collaboration. Besides, different humanitarian organizations guide their volunteers according to their own principles and objectives and ensuing rules/regulations of the government in emergency response and recovery activities. However in most of the cases, the importance of proper communication is overlooked while communicating with the affected communities. Nevertheless, the process of 'Communication with Communities-CwC ensures the appropriate need assessment as well as effective response mechanism of the disaster stricken populations. Information and communication is recognized as an aid for the disaster affected population. If the appropriate need assessment is ensured, the rapid recovery is possible. On the other hand the process helps the humanitarian organizations to undertake appropriate strategies as far as the endeavors are people centered. The process ensures the accountability of the humanitarian organizations as well.

The multi-stakeholders platform (MSP) on communication with communities formed in July 2015 in collaboration with the Department of Disaster Management (DDM), UN agencies, BBC Media Actions, Bangladesh Red Crescent Society (BDRCS), International Federation of Red Cross and Red Crescent Societies (IFRC) and different national and international organizations, which subsequently entitles as SHONJOG, planned to develop a common volunteers guidelines with a view to ensure need assessment,

effective response and recovery through two way communication with the affected populations and volunteers in post disaster situations. After having discussions and sharing at different stages, Mr. Moloy Chaki and Mr. AKM Harun Al Rashid have formulated the text of the guideline. I believe that the document will be helpful in ensuring two way communications for more effective services in response and recovery actions rendered by the volunteers of the humanitarian organizations in disaster situations. Moreover the manual will pursue those noble personnel who are self-activated as volunteers in disaster/emergency situations.

On behalf of SHONJOG, congratulate BDRCS and IFRC for publication of the manual. I also express my gratitude to 'Communication with Disaster Affected Communities' – CDAC network and UK Aid for extending technical and financial supports for the endeavor. I appreciate and extend my thanks to the organizations and their representatives who have delivered their valuable opinions and suggestions for developing this manual.

Rahima Akther
(Deputy Secretary)
Deputy Director, Department of Disaster Management (DDM)
& Chair Person, SHONJOG

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Objective of the guideline and Instruction for the users

Objective

Enhancing knowledge and capacity of the volunteers regarding communication with community in implementing disaster emergency response and recovery activities.

Users

The trained Volunteers of government, non-government and other agencies are the users of the guideline.

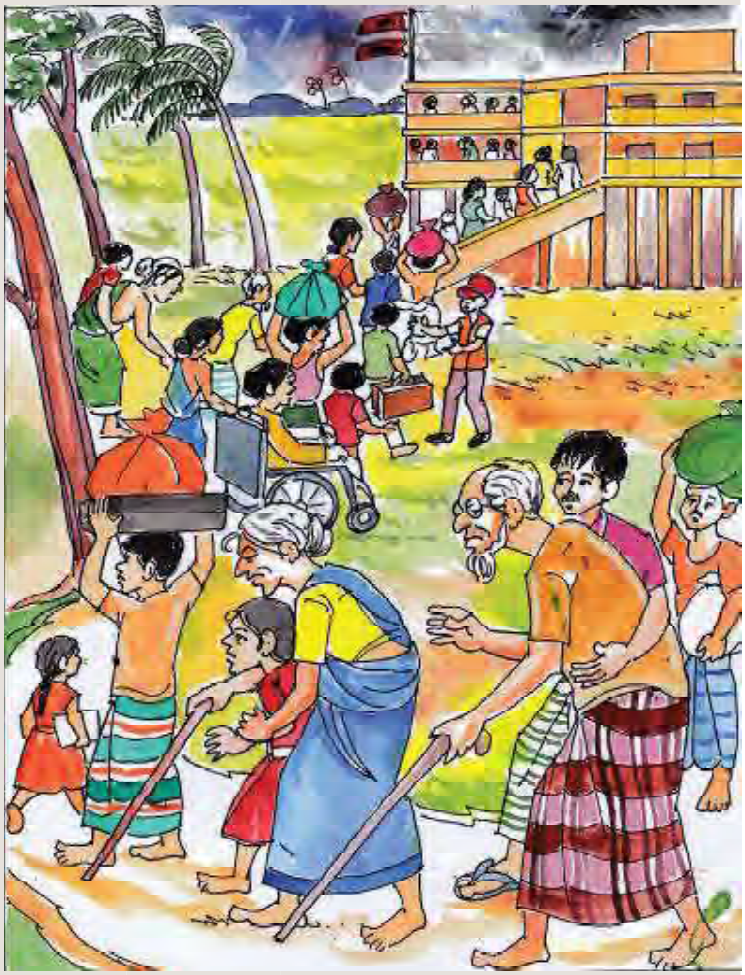
Instruction for the users

- Take assistance of the concerned authority of the respective organizations to ensure the effective use and application of the guidelin
- Receive training on the appropriate use of guideline with the assistance from concerned authority;
- Read the guideline thoroughly and ask for assistance from any trained person in case of unclear messages;
- Take initiative for using the guideline by considering the cultural aspects and characteristics of urban and rural community;
- Build rapport with your own community and keep maintaining communication with the community regularly, not only in times of disaster
- Collect information and be sensitized on the local rituals, cultural, power structure, decision making process etc. of the community;
- Be respectful towards the local norms and culture while communicating with the community
- Communicate with the community at their convenient times;
- Avoid any sort of social, political and racial conflict;
- Notice thoroughly that no one of the community, such as women, children, elderly people, persons with disabilities (PWDs), ethnic minorities and socially excluded groups- are excluded from the communication process;
- Analyze the effectiveness of the guideline while communicating with community and convey your recommendation to the concerned authority in order to update the guideline.

Volunteerism in Disaster

Chapter 1

Introduction *The success of Bangladesh in disaster management is highly praised around the world. The key to this success are the social bondage of its people, mentality toward volunteerism and the contribution of the volunteers. It has been found by analyzing the past disaster events took place in Bangladesh that affected community people were the first responders in disaster emergency. By considering the need for volunteers in disaster management, specific guidelines have been provided in the approved disaster management act, section 13 of the People 's Republic of Bangladesh. According to this guideline, government would initiate a community based programme and under that programme a voluntary organization may be formed namely 'disaster volunteer' for ensuring rapid and effective disaster emergency response.*



Volunteerism

Volunteerism denotes the act of doing something for the welfare of the community without the consideration of personal and financial benefit. Volunteerism is the source of power of social welfare. The person who contributes for the sake of the welfare of the community as a part of social responsibility rather than getting personal or financial benefit is called Volunteer.

Principles of Volunteerism

- Humanity, Impartiality & Neutrality
- To benefit both community and the volunteer as a whole
- Voluntary work is unpaid
- Volunteerism is not obligatory or forceful, its a matter of choice
- To serve community in a legitimate way
- To show respect to others' rights, dignity and culture

Code of Conduct

It is very important to control the conduct of the volunteer in disaster humanitarian response activities otherwise the whole objective of the humanitarian response initiative might be interrupted. All the voluntary organizations and non-government agencies working in the domain of disaster management in Bangladesh are following the recognized code of conduct of the International Federation of Red cross and Red Crescent society to control the conduct of the volunteers in disaster humanitarian response.

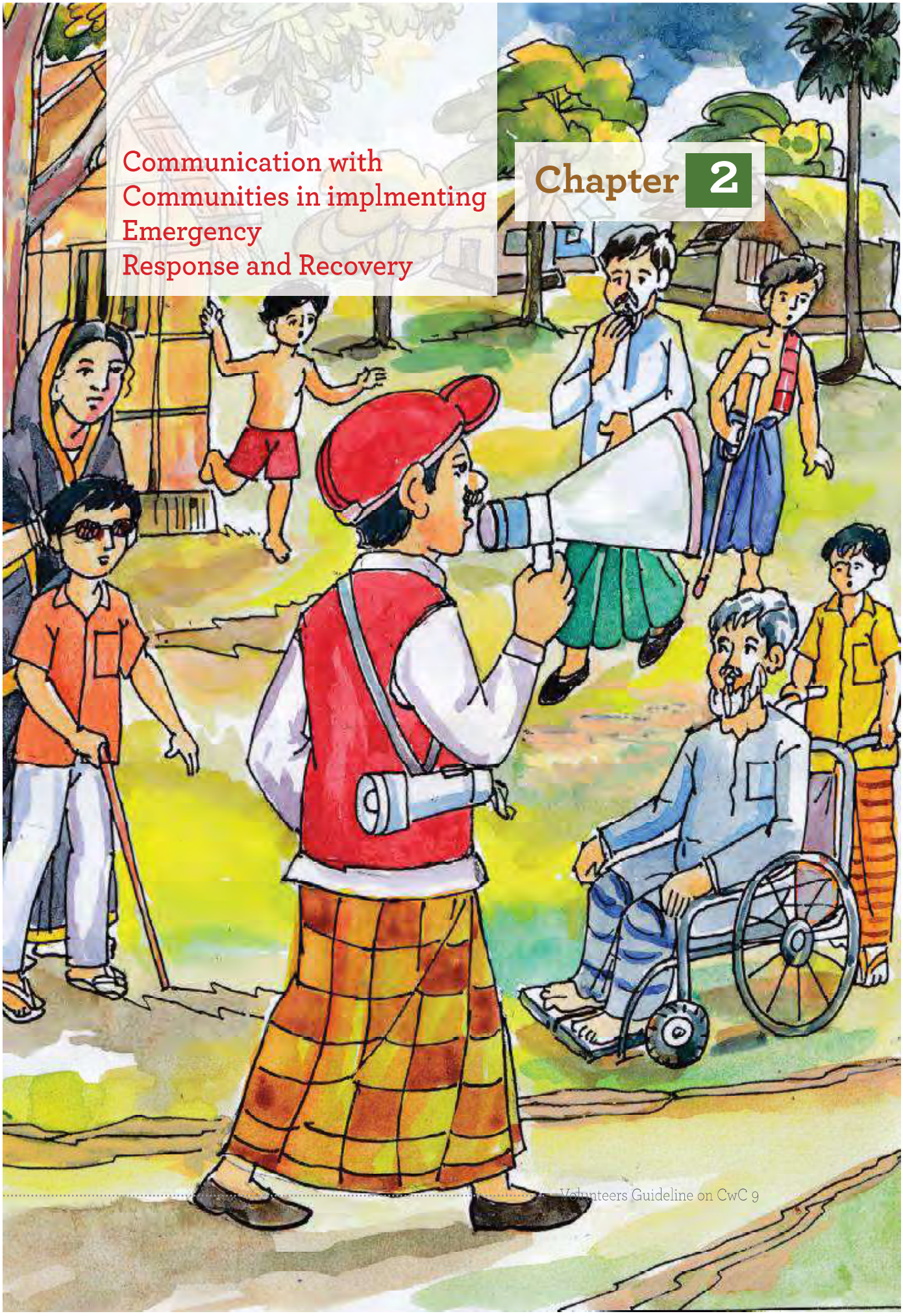
- The humanitarian imperative comes first
- Aid is to be given irrespective of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone
- Aid will not be merely confined into a particular political or religious standpoint
- Aid shall not be used as an instrument to serve government's political purpose or foreign policy
- We must respect every culture and custom
- We shall attempt to build disaster response on local capacities
- Ways shall be found out to involve programme beneficiaries in the aid management
- We must ensure that the relief aid strive to reduce future vulnerabilities to disaster as well as meeting basic needs
- We must ensure our accountability to both those we seek to assist and those from whom we accept resources
- In our information dissemination, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless ones

Volunteerism practices in Disaster Management

Now, in Bangladesh there are a significant number of voluntary organizations that actively participate in disaster response and recovery during disaster emergency. Among these voluntary organizations, Bangladesh Red Crescent Society (BDRCS), Cyclone preparedness programme (CPP), Bangladesh Scouts, Bangladesh Ansar VDP are well known. Besides, there are many self-motivated non-government voluntary organizations that participate in humanitarian response activities in Bangladesh.

Utilization of volunteers

The voluntary organizations will facilitate the activities of volunteers according to the goal, objective and principles of respective organizations. But during disaster response and recovery, all the activities of the voluntary organization and volunteers will be facilitated as per the direction of the local (District/Upazila/Union) disaster management committees



Chapter 2

Communication with Communities in implmenting Emergency Response and Recovery

Communication with Communities in implmenting Emergency Response and Recovery

Chapter 2

Emergency Response Activities

Emergency response is a set of services that are provided to the disaster affected people as per their immediate needs in face of a probable natural or human induced disaster to occour or immediately after an event of disaster. The aim of disaster emergency response activities is to ensure the security of lives and properties of the disaster affected people as well as to reduce the sufferings of the disaster victims. Usually disaster emergency response is initiated for short termperiod. Major disaster response activities are: dissemination of early warning, search and rescue operation, evacuation, first aid, shelter management, relief distribution, valuable information sharing related to life and asset saving etc.

Recovery activity

The aim of the post disaster recovery activities is to rehabilitate disaster affected people in a better condition that they had lived before the event of disaster. Usually after the disaster event, when the situation becomes a bit stable and when the disaster affected people attempt to return their previous condition, this is when disaster recovery activities are initiated. Usually recovery activities are initiated for a long time period. Assistance for infrastructure development or reconstruction of damaged infrastructure, providing assistance in livelihood development financial support etc. are the major activities of recovery initiative.

Communication with Community (CwC)

Communications with Communities (CwC) is a process of humanitarian response that helps to meet the information and communications needs of people affected by crisis. Information and Communication is a kind of aid for the disaster affected people that plays a vital role for ensuring the services related to the security of the life and improved livelihood of the disaster victims by taking best decision themselves.

Importance of Communication with Community

- Ensuring communication, dialogue and information sharing among the disaster affected people and responder at local, national and international level

- Appropriate information ensures need based services in time quickly
- Helping disaster affected people for getting important life-saving services
- Improving the quality of the project by ensuring the active participation of the community in preparing the humanitarian response planning, implementation, monitoring and evaluation process
- Helping to get information related to complain and also helping in taking appropriate measures for addressing the complaints
- Playing a vital role in preventing the corruption in project implementation
- Ensuring the optimum use of the modern communication media and technologies
- Ensuring transparency and accountability to the donors and affected people and donor regarding humanitarian response and recovery activities
- Ensuring the optimum use of the limited resource.

Four pillars of communication with communities

1. Community participation and feedback

Ensuring enthusiastic and effective community participation in the process of planning and implementation through determining the strategy of sensitizing the community on what and how we want to do and as such through knowing their opinion and complaints.

2. Providing information as aid

Providing lifesaving necessary information support to the disaster inflected communities as immediately as possible during a disaster situation, such as- disaster early warning, location of the shelter center, emergency services (i.e. Where and how to get food, safe water, and medicines)

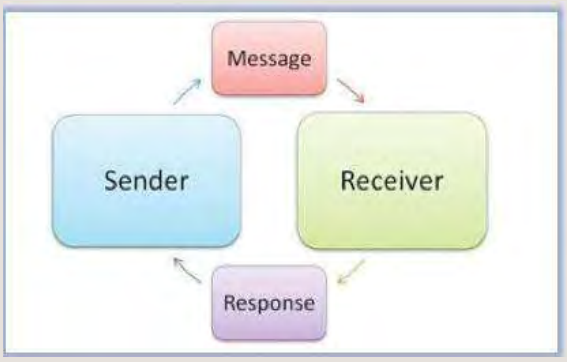
3. Behaviour and social change communication

In order to bring behavioral and social change, the ideology, attitude, mentality and behavior have to be understood through participatory communication process and thereby, strategy has to be formulated to involve the people in the process of emergency response and recovery

4. Evidence-based advocacy

Enhancing the capacity of the community through showing concrete example in placing their problems to the concerned authority. Because, community themselves are more experienced regarding their problems as well as its solutions.

Two-way communication



In a word, "communication" means exchanging views. When an individual or a group of people discuss over a particular objective, they share views and perspectives among one another,which is known as communication. The effectiveness of communication depends on the process of communication. In a process of communication where concerned parties of the communication, such as message sender and receiver both have a scope to provide comments and feedback on the message being conveyed,it is known as two-way communication. In a two-way communication process, the message sender is not only a speaker but also a listener. Similarly, the message receiver is not only a listener, but also a speaker. Sometimes, for effective communication, use of media (telephone, letter, special sign etc) is required.

Communication with community and peoples' participation

From a general point of view, participation means to take part in a process of intervention. However, explanation of participation in a development process is different. When the relevant stakeholders who are involved with the emergency response and recovery initiative, take active participation in overall activities (preparing a plan, resource mobilization, implementation, monitoring and evaluation) and contribute to it, this is when it is called participation. Communication with community is the first step to community participation which influences community to participate actively in disaster emergency response and recovery planning and implementation process, by their own will. Effective participation can only be ensured when constrains of participation are identified and measure are taken in order to remove them.c

Inclusion of disadvantaged socially excluded groups in communication process

"Inclusion" means to include groups of people in a specific initiative or process, who are somehow excluded from receiving equal opportunity and rights. When we will think about including such groups, we have to keep a special consideration in mind- who, by whom, why and how they are excluded and what measures to take in order for their inclusion. Due to variations in age, sex, physical and mental inability in disaster situation, the risks, vulnerabilities and sufferings of women, children,

elderly people, Persons with Disabilities (PWDs), ethnic minorities and socially excluded groups are higherthan other people. Their needs in disaster situation are different than others. Therefore, during an event of disaster, the inclusion of these excluded groups in information sharing and communication process is very important.

The Core Humanitarian Standard on Quality and Accountability (CHS)

The Core Humanitarian Standard on Quality and Accountability (CHS) sets out Nine Commitments that organizations and individuals involved in humanitarian response can use to improve the quality and effectiveness of the assistance they provide. It also facilitates greater accountability to communities and people affected by crisis. Because, knowing what humanitarian organizations have committed to will enable the people to hold those organizations to account. CHS considers the disaster affected people people as vital and encourages showing respect toward their basic human rights. Its basic principles are- right to the livelihood and right to protection, that have been highlighted in the International human right declaration-2 as well as in the ohter International laws.

The Core Humanitarian Standard on Quality and Accountability

The nine commitments and quality criteria

1. Communities and people affected by crisis receive appropriate assistance relevant to their needs.
Quality Criterion : Humanitarian response is appropriate and relevant.

2. Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.
Quality Criterion : Humanitarian response is effective and timely.

3. Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action.
Quality Criterion : Humanitarian response strengthens local capacities and avoids negative effects.

4. Communities and people affected by crisis know their rights and entitlements have access to information and participate in decisions that affect them.
Quality Criterion : Humanitarian response is based on communication, participation and feedback

5. Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.
Quality Criterion : Complaints are welcomed and addressed.

6. Communities and people affected by crisis receive coordinated, complementary assistance.
Quality Criterion : Humanitarian response is coordinated and complementary.

7. Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection.
Quality Criterion : Humanitarian actors continuously learn and improve.

8. Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.
Quality Criterion : Staff is supported to do their job effectively, and is treated fairly and equitably.

9. Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically.
Quality Criterion : Resources are managed and used responsibly for their intended purpose.

The commitment # 4 and 5 highlights the issue of communication with the community.

Humanitarian action is guided by four widely accepted principles

Humanity

Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure dignity for human beings

Impartiality

Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no adverse distinction on the basis of nationality, race, gender, religious belief, class or political opinion.

Independence

Humanitarian action must be autonomous from the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

Neutrality

Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.

Considerations and stages of Communication with Communities

Chapter 3

Introduction

If we formulate the communication strategy without considering the reality of the disaster affected area, it might fail to ensure the security of the life and assets of the disaster affected people. At the same time, it is very important for the volunteers to know in which stages of response and recovery initiative during natural or human induced disaster, communication with community is very essential.

Considerations for formulating communication strategy

Local Culture

Due to the variation of region, religion, education, occupation and social bondage, the culture of a society, dialect, belief, power structure etc. are different. Under these circumstances, it is very important to analyze the culture of the local areas before formulating communication strategy.

Geographic feature

Is the disaster affected area urban? Rural? Isolated island? These geographical conditions are essential to be considered before formulating communication strategy otherwise the initiative may not be as effective. Due to variations in geographic features, transportation and communication facilities may also vary. Therefore, geographic features must be considered to determine communication strategy.

Characteristics of Disaster

Information communication is not very difficult in case of a slow onset disaster, such as riverine flood, drought etc. because in such sort of disaster situation there are less possible chances of interruption to occur in information communication. However, in case of rapid onset disaster situations, such as earthquake, flashflood, cyclone, tornado, riverbank eruption, landslide, thunderstorm etc. the information communication system is likely to be severely hindered. Therefore, it is very important to consider the characteristics of disaster while carrying out information communication strategy in disaster situations.

Socio economic condition of the disaster affected area

If the socio-economic condition of the disaster affected area is weak,there is a less scope of utilizing modern information communication technologies at personal level, such as mobile phones, telephone, computer etc. and vice versa if the socio economic condition of the disaster affected area is strong.

Information needs

To ensure the security of life and assets of the disaster affected people, there has to be a clear concept before formulating communication strategy about what kind of information you require from the community and what kind of information the community wants to receive from you, such as food and nutrition, WASH, health, shelter, security etc.

Scope of utilizing modern communication technology

There are still many parts of the country that are yet to receive electricity coverage. Moreover, due to poor internet connectivity, many areas are unable to access internet services. Therefore, considerations about accessible internet service have to make before formulating communication strategies.

Occupational vulnerability

There are many people involved in vulnerable occupations in disaster prone areas, such as fishing community who are engaged in deep sea for fishing, who are difficult to communicate with in case of disaster situations. Under the given circumstances, it is very important to identify the communication constrains and alternative information communication options in order to formulate effective communication strategies for these vulnerable occupational groups.

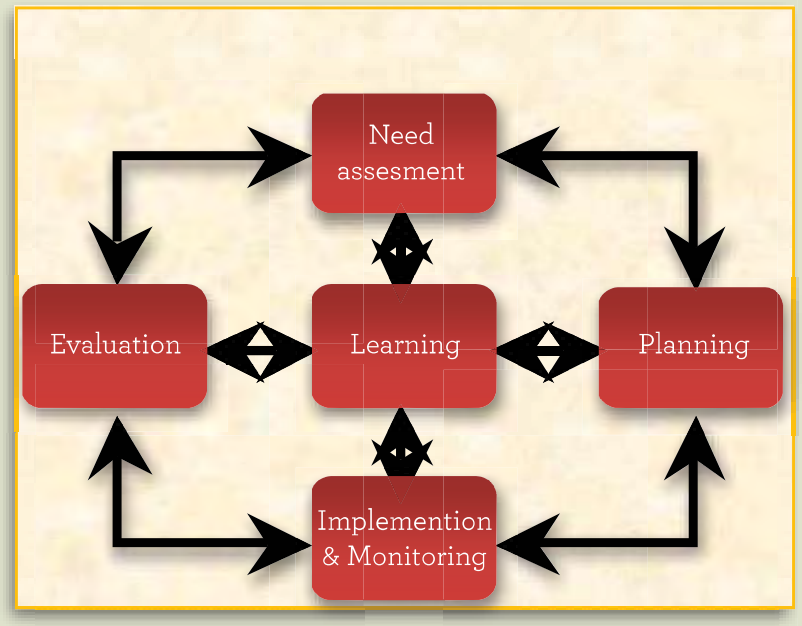
Inclusion

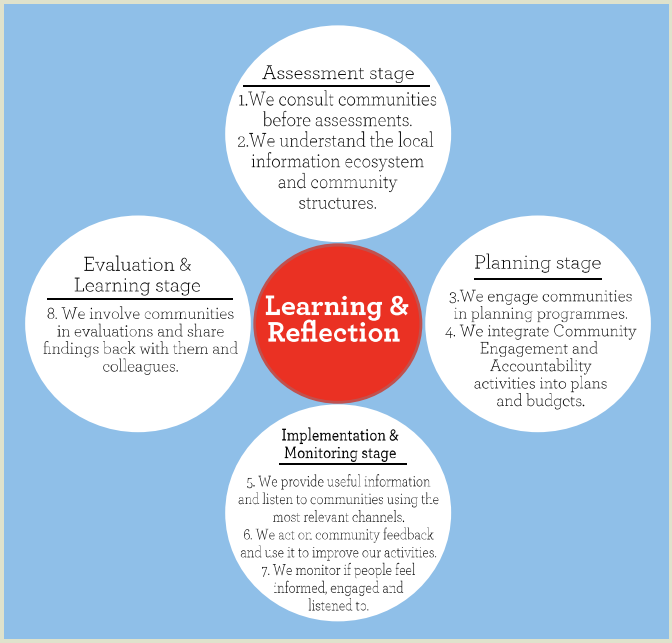
In disaster situations, the needs of women, children, elderly people, ethnic minorities, persons with disabilities and socially excluded groups are different than others. Therefore, how to communicate with such kind of most vulnerable groups in disaster situation is very important to consider while formulating communication strategy.

Response and Recovery CYCLE

The stages of emergency response and recovery activity

Emergency need assessment, planning, implementation and monitoring, evaluation and learning are the stages of emergency response and recovery activities. In every stage of implementation, there has to be a clear idea about which issues should be considered, which communication strategy and media can be utilized and what needs to be done for communicating with community.





Community Engagement and Accountability (CEA) actions by the volunteers

Need Assessment

Chapter 3 : 1

Introduction

The disaster affected people can better notice than others regarding the losses and damages of disaster, the emergency needs, required emergency services and the required rehabilitation measures. Hence, at the assessment stage for getting appropriate information communication with community is very important.

Steps to involve community

- Identifying existing traditional and modern information and communication technologies and media at local level
- Preparing assessment plan in consultation with community
- Receiving training with the assistance of concerned authority for ensuring effective communication with community with transparency and honesty
- Identifying the information needs that we want collect through assessment
- Knowing the cultural practice, power structure and decision making process of the disaster affected areas
- Allocate adequate time to know the needs on a priority basis
- Reviewing the collected information with community that has been accumulated through assessment

Methodologies and media for communicating with community

We may apply the following methods for communicating with community in order to acquire knowledge about the losses, damages and needs of disaster affected people. However, the methodology chosen to be applied depends on the characteristics of disaster as well as the reality of the disaster affected area.

Observation and field visit

According to the methodology, within a short time period, we can easily collect information related to emergency needs of the disaster affected people through observation, spot visit, and discussion with the disaster affected people.

Information collection at household level

As per the methodology, we can collect appropriate information of family level losses and damages by door to door survey.

Interview and group discussion

Emergency need related information may be collected by interviewing selected disaster affected people as well as by organizing group discussions with the representatives of disaster affected communities.

Focus group discussion

Such method can be applied for specific occupational groups, such as farmers, fishermen and small retailers in order to acquire information about consequential loss to livelihood and their requirements. On the other hand, this methodology is also effective when gaining information about losses to socially excluded groups, women and children, persons with disabilities, elderly people and ethnic minorities.

Establishing information center in the post-disaster period

As per the method, an information center could be established at village, ward or union level where the disaster affected people will notify about their losses, damages and needs.

Instruction for volunteers

- Take preparation for the implementation of assessment as per the instruction of the concerned authority
- Get clear idea about the questionnaire and discussion check list from the concerned authority
- Discuss with community before taking any sort of initiative
- Identify the representatives of different segments, such as age, occupation and most vulnerable groups from the community as the respondents of the assessment
- Facilitate discussion in the most convenient time for the community people
- Take necessary steps to ensure the active participation of the representatives of women, children, elderly people, persons with disabilities, ethnic minorities and socially excluded groups
- Implement the assessment activity as per plan
- During discussion, first listen and then speak
- Be respectful towards the local culture and tradition during discussion sessions
- During assessment, provide day-to-day updated information to the concerned authority.

Special instruction

In disaster situation, due to variations in age, sex, physical and mental inability in disaster situation, the risks, vulnerabilities and sufferings of women, children, elderly people, persons with disabilities (PwDs), ethnic minorities and socially excluded groups are higher than others and their needs are also different. Therefore, it is important to take necessary measures to know the needs of these vulnerable groups.

Chapter 3 : 2

Planning

Introduction

Usually, based on the findings of the assessment, emergency response and recovery plan is prepared. The involvement of community people and their active participation in planning is very important. The participation of community people in planning process plays a vital role to ensure the transparency and accountability of the emergency response and recovery initiative. As a result, it becomes easier to maintain quality of the activities and to achieve expected outcomes.

Steps to involve community

- Preparing plan on the basis of previous experience and the findings of assessment
- Providing assistance to the coordinated initiative of community, government departments and non-government agencies to avoid the duplication in selecting area and beneficiary
- Providing equal opportunity to ensure the participation of all the segments of the community in preparing plan and determine allocation
- Ensuring the participation of community, especially the representatives of women, children, elderly people, persons with disabilities, ethnic minorities and socially excluded groups in planning process
- Collecting information regarding the rehabilitation initiative of government departments and non-government agencies
- Building consensus regarding the roles and responsibilities in implementing emergency response and recovery initiative in consultation with elected public representatives
- Identifying the criteria of beneficiary selection in consultation with community people and informing the community accordingly
- Determining- to whom, how and when communication will be carried out
- Taking decision in consultation with community regarding the type of service delivery, criteria of beneficiary, number of beneficiary, beneficiary selection process, service delivery strategy, sources of assistance and roles and responsibilities etc.
- Justifying the appropriateness of draft plan with the community.

Methodologies and media for communicating with community

The following methodology and media can be applied to involve community and to ensure the active participation of community in emergency response and recovery planning process-

Collecting information regarding emergency response and rehabilitation initiative of government and non-government agencies

Direct communication can be made with the key members of the disaster management committees (UP chairman, secretary, project implementation officer, NGO officials etc.) for collecting information related to emergency response and rehabilitation initiative of government and non-government agencies regarding which government service department or which Non-government agencies would provide what type of services? How many beneficiaries would be benefitted? And what is the measurement for beneficiary selection?

Organizing community meeting

As per the method, community meeting can be organized at village or ward level by involving the representatives of different segments of the community. The objective of such kind of meeting is to know the opinion of the community regarding the implementation of emergency response and recovery initiative. In this meeting, on the basis of the findings of the assessment, the list of assistance can be prioritized in consultation with the community. Through these meetings, the community people themselves can determine-

- Type of assistance
- Criteria of beneficiary
- Number of beneficiary
- Beneficiary selection process
- Service delivery strateg and process
- Sources and supply of resources
- Roles and responsibilitie in implementation.

Preparation of draft plan and sharing with community

Based on the opinion of the community that will be accumulated from the community meetings, the draft plan can be prepared. After that, the draft plan can be shared with the community for their comments by organizing similar community consultations at village and ward level.

Organizing meeting for finalizing plan

Such meetings can be organized by involving the community representatives and representatives of disaster management committees. In this meeting, the draft plan can be demonstrated for receiving the comments of the participants of the meeting. Then, based on the comments of the participants, the draft plan can be finalized.

Instruction for the volunteers

- Take preparation for facilitating community discussions as per the instructions of the concerned authority
- Take assistance from the concerned authority regarding how to conduct the discussion sessions
- Ensure the participation of the representatives of different age, occupation and vulnerable groups in discussion sessions
- Carry out communication process in the most convenient time for the community people
- Take necessary measures to ensure the active participation of the representatives of women and children, elderly people, persons with disabilities, ethnic minorities and socially excluded groups in discussion sessions
- Take necessary measure to ensure the active participation of the members of the union parishod, government departments and non-government agencies
- Listen carefully and note down the comments of the community with utmost importance during the discussion
- Prepare draft plan as per the sample of planning template and share the draft planning template with community.

Special instruction

- Aware the community people in planning stage, for avoiding biased decision while selecting the beneficiary, by providing bribes or any other financial or non-financial benefit.
- Take necessary measures to ensure that the community people can provide their comments comfortably in planning meeting and motivate concerned authority to ensure the reflection of the comments provided by the community in emergency response and recovery planning.

Chapter
3 : 3

Implementation and Monitoring

Introduction

The achievement of any plan depends on the appropriate implementation of the plan. The active participation of community in implementing emergency response and recovery activities ensures the reflection of peoples' expectation. As a result, it becomes easier to implement the activities and prevent corruption & duplication in implementation of the activities. Simultaneously, the success of the implementation depends on the monitoring of the implantation as per plan.

Steps to involve community

- Collecting baseline information (before implementation) to measure the improvement
- Sharing important information with community at regular intervals
- Justifying the understanding, relevance and applicability of the information shared with the community at regular intervals
- Disseminating the strategy and methods of receiving complaints clearly so that people can clearly understand how to acknowledge the issues to the concerned authorities and how to question them
- Reviewing the humanitarian response activities at regular intervals in line with the peoples' feedback as well as the findings of the monitoring. If required, the activities have to be revised
- Organizing training for people who are involved in implementation process, with the assistance of concerned authority, to ensure effective communication with community

Methodologies and media for communicating with community

We can apply the following methods and media in order to involve community in implantation and monitoring of the disaster response activities, as well as to ensure the active participation of the community

Organizing sensitization meeting at community level

As per the method, such meetings can be organized at village or ward level by involving the representatives of all the segments of the community. The objective of these meetings is to share detailed information related to the implementation of government and non-government response and recovery initiatives with the community.

Disseminating information regarding response and recovery initiatives at local level

Direct communication can be carried out at family and community level regarding government and non-government response and recovery initiatives by using local communication media such as hand microphone, using the microphone of religious institutes, drum or CI sheet beating at public places, community radio etc.

Forming implantation and monitoring committee by involving community representatives

According to the methodology, implementation and monitoring committee can be formed at village and ward level by involving the representatives of community, elected public representatives of union parishad and the field level workers of government departments and non-government agencies. The roles and responsibilities of such committees are to be identified in consultation with the community.

Organizing beneficiary selection meeting by involving the representatives of community

Beneficiary selecting meeting can be organized at community level so that the community can be involved in the beneficiary selection process and provide their opinion. In these meetings, community can provide assistance to the concerned authority with information regarding the appropriate beneficiary selection.

Demonstrating the list of beneficiaries at public place

The beneficiary list that is prepared in consultation with the community can be displayed at public places in the form of written posters so that community can judge the reflection of their opinion.

Formulating and sharing feedback and complaint mechanism strategy by involving community

Feedback and complaint mechanism strategy can be formulated by involving the community. Such measures play a vital role to get sensitive and corruption related information. As a result, it becomes easier to ensure transparency and accountability. However, it is necessary to share information related to feedback and complaint mechanism strategy with the community through hand microphone, community radio and organizing meetings at community level.

Instruction for volunteers

- Take necessary actions to disseminate information regarding government and non-government response and recovery initiatives through local communication Media, such as hand microphone, community radio and organizing meetings at community level
- Organizing sensitization meeting regarding response and recovery activities at community level in consultation with community
- Ensure the participation of women, children, elderly people, persons with disabilities, ethnic minorities and socially excluded groups in the sensitization meetings
- Identify the community representatives for implementation and monitoring committee in consultation with community
- Form implementation and monitoring committee by involving community representatives, representatives of union parishad and the field level workers of government and non-government agencies
- Brief the members of implementation and monitoring committee appropriately regarding their roles and responsibilities
- Formulate feedback and complaint mechanism strategy in consultation with community and relevant authority and inform the community people accordingly.

Special instruction

During implantation, information gathered through monitoring should be acknowledged to the concerned authority at regular intervals and to draw attention of the concerned authority to revise the implementation strategy (if necessary) based on the monitoring findings.

Chapter 3 : 4

Evaluation and Learning

Introduction

The term evaluation refers to the analysis of effectiveness and application of any particular initiative. Information related to positive or negative changes in the locality or community's life and livelihood, as a result of implementing emergency response and recovery initiatives are best provided by the disaster affected people. On the other hand learning is a continuous process. We learn a lot through the implementation process of any initiative. These learning can be positive or negative. Knowledge gained from these initiatives can provide appropriate direction in preparing plan when implementing similar initiatives in the future. Therefore it is very important to communicate with the community at evaluation and learning stage in order to involve the community people.

Steps to involve community

- Evaluate the measures regarding the actions for involving community in humanitarian response initiative
- Evaluate the impact of response and recovery initiative in positive changes of life and livelihood of the community
- Share the information gathered through evaluation process with the community
- Share the learning with community and other colleagues and utilize the learning in undertaking similar initiatives in the future.

Methodologies and Medias for communicating the community

We can apply the following methods and media in order to involve community in evaluation and learning analysis of response and recovery initiatives-

Organizing evaluation and learning analysis meeting by involving community people

As per this method, evaluation and learning analysis meeting can be organized at community level. In these meetings, community people get a scope to provide their opinion regarding the success or failure of the initiative in bringing positive changes in their area and their life and livelihood. Similarly, they can also provide information regarding the strengths and weaknesses of the implantation process.

Focused group discussion (FGD)

Separate FGDs can be organized with women, children, elderly people, persons with disabilities, ethnic minorities and socially excluded groups. As a result, we can gain information regarding the effectiveness of the initiative for such vulnerable groups

Interviewing the selected beneficiaries

By interviewing selected beneficiaries, we can acquire information regarding the effectiveness of the implantation strategy of the response and recovery initiative.

Case study

As per the method, we can collect cases for analyzing whether the initiative had benefits or not and also the strengths and weaknesses of the implementation process.

Instructions for volunteers

- Take necessary measures to organize meetings at community level for analyzing the evaluation and learning of response and recovery initiative;
- Take necessary actions to ensure the participation of women, children, elderly people, persons with disabilities, ethnic minorities and socially excluded groups in evaluation and learning analysis meetings;
- Select few beneficiaries and take initiative for interviewing them in consultation with community;
- Collect and select relevant cases for analysis,regarding whether the initiative had benefits or not and also the strengths and weaknesses of the implementation process, in consultation with community;
- Note down the information accumulated through evaluation and learning process in the form of a report.

Special instruction

- Sometimes, somepeople provide misleading information under someone's influence or for their personal interest. Therefore, it is necessary to cross check the accuracy of the information
- Share the information gained through evaluation and learning process with community, colleagues and relevant authority so that it may provide appropriate direction in future planning of similar initiatives.

Community involvement in emergency response of Rapid Onset Disaster

Chapter 4

Introduction

Disasters that occur over a relatively short time and create massive losses and damage to lives, livelihoods and information communication system, are known as rapid onset disaster. Earthquake, Cyclone, Tornado, Flash flood, Land slide, Thunder storm etc. are examples of rapid onset disaster. Sharing information under such sudden onset crisis situation is not an easy task. Hence, it is essential to have knowledge regarding the action measures and effective communication strategy that can be applied for ensuring community involvement and participation in such sudden onset crisis situation. Under such circumstances, we can apply the following action measures

Step 01: Emergency need assessment

In case any mistake occurs in decision making for identifying the issues related to whom, where, how and which assistance will be provided, it will create negative impression in the implementation of emergency response activities and such mistakes may lead to failure in the process of ensuring optimum use of limited resources and valuable times

Along with emergency need assessment, informing community regarding lifesaving information is equally important for the responder. It is similarly very important to know the diversity of the needs of the different age and sex groups, Persons with Disabilities (PWDs), ethnic minorities and socially excluded groups.

Major objectives of people's involvement

Effective methods and media for communication

- Collect information that are published or disseminated by mass media, Community Based Organizations (CBOs), government departments and non-government agencies related to needs of disaster affected people
- Review the information that are primarily accumulated and analyze the information that are collected from secondary sources
- Integration and coordination of need assessment initiatives with relevant government departments and non-government agencies
- Motivate government and non-government service providing agencies in line with respective national policy
- Conduct joint need assessment with other agencies
- Conduct informal need assessment through FGDs, interviews and field visit

Step 02: Providing information assistance

It is a very important to share appropriate lifesaving information with community on priority basis and in due time by utilizing local effective communication media and channels. Dissemination of appropriate information plays a vital role in saving lives, preventing future crisis and protecting live and livelihoods. Following are the examples

- During emergency, dissemination of disaster early warning provides appropriate directions to the community for decision making to ensure the security of the lives and assets
- Information related to the location of the safe shelter and the evacuation roots help to ensure the security of the lives of the community people in emergency situation
- Provide directions to the community for taking emergency preparedness measures to overcome the possible instant crisis of post disaster situation; for example, preserving safe water before going to safe shelter , dry or cooked food, emergency medicines etc.
- Information related to relief distribution, health services, services related to the maintenance of livestock etc. contributes a lot to act community properly in responding to disaster crisis
- Information related to the roles and responsibilities of government departments and non-government agencies ensures the accountability of the emergency response activities in line with the government policy for protecting the entitlement of the citizen of the country in disaster situation

Special instruction

Keep the following considerations in mind while sharing emergency messages with community

Messages should be—

- Concise and easy, people might be confused if the message is extensive and numbers of pictures are included
- Relevant to the severity of risks, for example- what kind of water borne diseases spared out for using and drinking polluted flood water
- Relevant to specific action measures, for example washing hands with soap before taking food;
- Easy to understand so that local people can easily understand the language and word of the message
- Useable for mass people that means the message will important for the live savings of mass people

Step 3 : Participation and opinion sharing

If it seems that involving disaster affected people in need assessment and response planning process is time consuming, it will be difficult to take appropriate initiative as per need. In that case, following strategies can be applied to ensure community participation and opinion sharing

- Involve few community representatives in need assessment and response activities
- Create opportunities for open discussion with disaster affected people
- Sharing the proposed response plan with community in order to cross check before implementation
- Identifying the methodology of feedback and complaint mechanism formally in consultation with community
- Draw attention of the concerned authority for organizing training on feedback and complaint mechanism to enhance the capacity of the persons involved in emergency response activities
- Monitor the implementation status of the response activities at regular intervals, with the involvement of community

Step 4 : Maintain coordination with other agencies:

Usually in disaster situation, numbers of government department, non-government agencies, community based organizations and mass media publishes reports regarding needs and damage assessment. Sometimes, it has been observed that the information disseminated in the reports are not similar that created confusion in decision making. Therefore, maintaining coordination among the responders in response operation is very important.

Following methods and strategies can be applied for ensuring

- Identifying agencies that are working on similar issues

According to this methodology, firstly, government department, non-government agencies and community based organizations that are performing response initiatives can be identified and built rapport with them.

- Participation in coordination meeting

As per the disaster management structure of the government of Bangladesh, disaster response coordination committees exist at City Corporation, district, paurashova, and upazila level. At different levels, government and non-government officials, representatives of local government bodies, representatives of venerable groups, local elites etc. are the members of the respective disaster management committees. Usually, these committees are playing vital role in coordinating the implementation of the response activities that are initiated by the responders. Similarly, different development clusters such as shelter, WASH, health, education etc. exits at national level. During emergency, such committees organize coordination meetings at local and national level. Therefore, the coordination issues can be ensured by participating in such kind of coordination meetings.

Chapter 5

Complaint and Response Mechanism

Concept of complaint and response mechanism

As a tool of effective monitoring, complaint and response mechanism ensures the transparency and accountability of emergency response and recovery activities. Providing opinion or implying an expression against any issue is known as complaint. On the other hand, complaint means expressing dissatisfaction against any issue. In response and recovery initiatives, there are many sensitive, illegal and corruption related events that people are unwilling or unable to share publicly. However, acquiring knowledge about these sorts of information is very important for the responders to ensure the transparency, accountability and quality of the implementation of the response and recovery initiatives. Such strategy plays an important role to ensure the quality and effectiveness of the implementation of response and recovery initiatives by identifying the gaps and irrelevancy of implementation in consultation with the community. If the complaint is accepted, proper response must be made to get rid of the problem; otherwise the entire initiative may turn into a farce. The process of issuing complaint and response mechanism has to be determined in consultation with the community people.

Four principles of a complaint response mechanism

Confidentiality- maintaining confidentiality about the complaint issuer and the complaint itself.
Accessibility- the complaint and response mechanism must be user friendly and easily attainable.
Transparency- exchanging information with the community in a transparent way.
Safety- ensuring security for all concerned in the process of complaint and response mechanism

Relevant complaint

A relevant complaint can be defined as an allegation against specific activities run under a specific institution or its periphery or is within its sphere of influence or control.

Types of complaint

Non sensitive complaint

The complaints that are related to the standard of institution's activities, implementation gaps and faults as well as implementation procedure are called non-sensitive complaints.

Sensitive complaint

Sensitive complaints include any kind of grave conduct by the officer or volunteers of specific agency like sexual harassment, torture, fraud case or corruption (i.e. taking bribe, grabbing money or misuse of any humanitarian aid fund) and particularly those discretions that are related to the institution's policy or code of conduct.

Irrelevant complaint

Invalid complaints involve those complaints that are not related to the policy or implementation process of certain institutions but to the social or personal conflict or concerned to the personal benefit.

Steps to identify the methods of feedback and complain mechanism

There are 10 steps for identifying the methods of feedback and complain mechanism, as mentioned bellow

1. Get management and staff buy-in and support
2. Define the purpose of the system and who is likely to use it
3. Consult with the community
4. Decide how complains will be received
5. Plan in advance how serious or sensitive complains will be handled;
6. Develop a system for logging, analyzing and sharing feedback and complains

7. Decide how to provide update;

8. Go back to the community and discuss the proposed feedback system

9. Train staff on feedback system

10. Advertise the system clearly to the community.

Feedback and complaint mechanism

We can adopt the following strategies for sharing the information regarding feedback and complaint of implementation:

Forming committee

Committee can be formed by involving the members of local disaster management committee, officials of government and non-government implementing agencies, representatives of volunteers and community. People can acknowledge the feedback and complain regarding the corruption and sensitive issues of implementation in written form or verbally.

Using telephone or mobile

Implementing agency can aware and encourage the community with a specific telephone number so that the community people can contact the concerned authority to acknowledge regarding their feedback and complaints.

Establishing feedback and complaint box

According to the strategy, feedback and complaint box can be established in certain places of the implementation area and encourage the community to drop their feedback and complaints inside the box.

Using postal and courier service

As per strategy, in the address of the implementing agency or department, through courier or postal service, people can acknowledge their feedback and complaints in written form.

Short listing and investigation of feedback and complaints

All the feedback and complaints may not be appropriate. This is why it is important to justify the accuracy of the received feedback and complaints through reviewing. Appropriate feedback and complaints can be identified through investigation omit the ones that are irrelevant and inaccurate. Representatives of community people needs to be involved in the reviewing process. Otherwise, such initiative may lose peoples' acceptance.

Taking initiative to address the complaints

On the basis of the information that is finally received through feedback and complaint mechanism, necessary measures should be taken to improve the quality of the implementation process. Otherwise, such initiative may seem unauthentic to the community people.

Instruction for volunteers

- Sensitize community regarding the importance of feedback and complaint initiative
- Aware the community people with appropriate information regarding feedback and complaint mechanism strategy
- Assure community people regarding the privacy of received complaints
- Motivate the implementing agencies and departments to involve community representatives in feedback and complaint mechanism committee
- First, gain knowledge yourself and then aware community regarding telephone contact and cell phone number of feedback and complaints recipient departments and agencies
- Gain knowledge yourself and sensitize your community regarding the contact address of implementing departments and agencies so that people can acknowledge their feedback and complaints in written form
- Sensitize community regarding the places where the feedback and complaint boxes have been established
- Encourage the implementing departments and agencies for involving community in feedback complaint reviewing process;
- Motivate concerned authority to maintain privacy of the complaint providers.

Special instruction

Take special care and adopt strategy accordingly in order to address the serious and sensitive complaints with the involvement of concerned authority and other stakeholders who are involved with the implementation process. Any wrong step while addressing such complaints may hamper the implementation process severely. Therefore, sensitize the concerned authority directly regarding the sensitive complaints.

Chapter 6

Ensuring volunteers' safety in implanting emergency response and recovery initiative

Introduction

It is important to ensure self-security first, or it may be difficult to ensure the safety of the disaster victims. During or after disaster, volunteers have to perform several tasks associated with high risk, such as search, rescue etc. as a part of emergency response activity. Previously, it has been found that, in some cases of disaster emergency response operations, many volunteers cost their own lives in order to ensure other peoples' safety. Even some of them have become a victim of physical disability or mental trauma.

Measures to ensure safety

Following directions must be applied in order to ensure self-security

- Receive training in order to enhance the capacity on technical issues related to emergency response operation, including search, rescue etc. with the assistance of concerned authority
- Forming emergency response team by involving trained volunteers with the assistance of concerned authority

- Analyze the risk of transportation and take preparation accordingly
- Analyze the degree of risk and avoid additional risks
- Take necessary safety precautions while implementing rescue operation after an event of disaster
- Maintain attention so that no member of the rescue team is detached during emergency response operation. Remember that emergency response, especially search and rescue operation is a team work
- Ensure all equipment's for self-safety, such as rain coat, protective helmet, life jacket, gum boot, torch light etc. to be carried by the volunteers. In this regards, a checklist can be prepared
- Identify the information communication media and channels of affected areas and formulate communication strategy
- Take measures to identify alternative communication media and channels in case of disrupted mobile network
- Draw attention of the concerned authority for incorporating the contents of emergency response and recovery initiatives, including search and rescue in regular training courses
- Motivate concerned authority for organizing refreshers training on a yearly basis
- Incorporate the safety issues of volunteers while planning emergency response and recovery mock drill
- Practice the issues related to self-security over and over again through emergency response mock drill.

Special instruction

For implementing emergency response operation including search and rescue, alongside receiving training provided by the concerned authority for ensuring self-security, a team has to be formed provided with necessary safety equipment

Annexure

Chapter 3.1
Assessment stage

Sample of questionnaire or discussion check list

Sectors	Tentative question(related to the losses and damages)	Respondent	Methodology
Shelter	Structure of the houses	Household head/Representatives of the affected community(male and female)	Interview/Group discussion/Spot visit
Infrastructure	Road, bridge, culvert, embankment, educational institute, religious institute, local market etc.	Representatives of the affected community	Group discussion/ Spot visit
Livelihood	Cultivation land, fish culture, small trade, livelihood equipment such as fishing boat, fishing net, rickshaw/ van etc.	Representatives from different occupational groups	Focused Group Discussion(FGD)/ Spot visit
WASH	Tube well, latrine, other safe water sources, personal hygiene	Representatives of affected community people (Male and Female	Focused Group Discussion(FGD)/ Spot visit
Health	Diseases or health problems	Representatives of affected community people (Male and Female)	Interview/FGD
Food and nutrition	Access to Quantity and quality of food	House hold head/ Representatives of affected community people (Male and Female)	Interview/FGD
Education	Status of education in emergency	Teacher/student/guardian	Interview/FGD
Safety and security	Personal and social Safety and security	Representatives of children, women, adolescent girl etc.	Interview/FGD
Women, Children, elderly people, PWDs etc.	Type of losses, damages and problems	Representatives of Women, Children, elderly people, PWDs	Interview/FGD
Required services/ supports/needs	Priority based services/-supports/ needs	Community representatives	Interview/FGD/ spot visit
To be continued as per need.....			

Chapter 3.2
Planning stage

Planning template (Sample)

		Beneficiaries		Implementation strategy	Duration	Responsibility
			No.			
▪	Housing	As per preset criteria	/00 !	▪ Selecting beneficiaries in consultation with community; ▪ Sensitizing community people regarding budgetary allocation; ▪ Finalizing the design of the house in consultation with community.	As per the Project time period	Representatives of community, local govt. bodies & officials of implementing agencies.
1						
2						
3						
4						
To be continued as required ...						

Chapter 3.3 : Implementation and Monitoring stage

SL	Monitoring issues	(✓) Check it out		Remarks
		Yes	No	
▪	The community has been sensitized regarding response and recovery activities			
▪	Information related to government and non-government response and recovery activities has been disseminated			
▪	Women, children, elderly people, persons with disabilities, ethnic minorities and socially excluded groups are informed about the activities			
▪	Representatives of the community has been involved in implementation and monitoring committee			
▪	Feedback and complain mechanism strategy has been formulated in consultation with the community			
▪	Community has been informed regarding the adopted feedback and complain mechanism strategy			
▪	Community's opinion has been accepted in the beneficiary selection process.			
To be continued as required ...				

Chapter 3.4

Evaluation and learning stage

Emergency response and recovery activities
Sample of evaluation and learning check list

SL	Issues related to evaluation & learning analysis	Effectiveness(✓) put tick		Reason
		Very effective	Not effective	
1.	Relief distribution			
2.	Construction or repairing infrastructure			
	Livelihood support			
	Tube well and latrine establishment			
	Health service			
	Awareness raising			
To be continued as required ...				

Emergency response and recovery implementation strategy

Sample of evaluation and learning check list

SL	Issues related to evaluation & learning analysis	Effectiveness (✓) put tick			Reason
		Very effective	Very effective	Very effective	
▪	Sensitizing community regarding the initiative				
▪	Involvement of community in planning, implementation and monitoring process				
▪	Feedback and complain mechanism initiative				
To be continued as required....					

Chapter 4

Community involvement in emergency response of Rapid onset disaster

Approximate Loss and Damage and Emergency Requirement (SOS) Form (specimen)

Name of Upazila/Pourashava : ----------

Name of District : ----------

Type of Disaster : ----------

Name of Disaster Affected Unions/No. of wards : ----------

Name of severely affected Unions/No. of wards : ----------

Number of Affected People (estimated) : ----------

Number of destroyed households (estimated): ----------

- Partially damaged : ----------
- Fully destroyed : ----------

Number of Death (estimated) : ----------

(Put tick (P) mark where applicable)

▪ Need for Search/Rescue	:	☐ Necessary	☐ Not necessary
▪ Need for First Aid	:	☐ Necessary	☐ Not necessary
▪ Need for Drinking water	:	☐ Necessary	☐ Not necessary
▪ Need for Ready Food	:	☐ Necessary	☐ Not necessary
▪ a. Need for Clothing	:	☐ Necessary	☐ Not necessary
b. Type of Cloth	:	☐ Blanket	☐ Lungi!

☐ Necessary ☐ Not necessary

Any other necessary components/materials (Please mention) : ----------

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Concerned Upazila Nirbahi Officer/Pourashava Chairmen would send this information to their District Administration as primary report within one hour after the occurrence of disaster or as soon as possible. The Deputy Commissioners (DCs) would compile the information received from all upazila/pourashava under his/her district and send to the EOC at the Ministry of Disaster Management and Relief. By integrating all these information, Department of Disaster Management would send it to NDRCC under ministry of disaster management and Relief.

References

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- Disability Inclusive Community Based Disaster Risk Management, HANDICAP International
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The Guideline on Communication with Communities (CwC) in disaster response and recovery is published in August 2017 by the Bangladesh Red Crescent Society (BDRCS) and International Federation of Red Cross and Red Crescent Societies (IFRC) under the initiative of SHONGJOG and with support from Communication with Disaster Affected Communities (CDAC) Network and UKAID

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