

CHECKLIST

Standards for communication in development programs

This checklist is for development programs. If your program responds to an emergency, use CHECKLIST: “Standards for communication in emergency situations” instead.

Minimum standards

Your information

Information about CRS or the partner

- ☐ Mission and core values
- ☐ Code of conduct and other relevant commitments

Information about the program

- ☐ Program goals and objectives
- ☐ Planned activities (including start and end dates)
- ☐ Criteria and process for program participant selection (including number of people who will be selected)
- ☐ Details about partners who are involved in project implementation, and details about joint activities
- ☐ Relevant budget information (subject to security considerations)
- ☐ How people can participate in the program
- ☐ How the impact will be sustained after the end of the program

Information about how to give feedback and make complaints

- ☐ Contact details (including how people can recognize a CRS employee)
- ☐ People’s right to provide feedback and make complaints
- ☐ The program complaint and response mechanism

Your communication approach

- ☐ You use more than one method (combining oral and written approaches)
- ☐ You use methods that ensure vulnerable groups (women, girls, men, boys and others) can access the information

- ☐ Communities have recommended how the program should communicate with them
- ☐ The program adjusts its communication methods based on community feedback (including feedback from different groups such as women, girls, men, boys and other vulnerable groups)
- ☐ All staff are identifiable when they go to the program site
- ☐ The program shares information, giving communities enough time to influence major decisions
- ☐ A communication plan has been developed and is being implemented
- ☐ Program budgets include communication expenses
- ☐ Staff are well informed about all programs being implemented in their geographic areas

Good standards

Your information

Information about CRS or the partner

- ☐ Mission and core values
- ☐ Code of conduct and other relevant commitments

Information about the program

- ☐ Program goals and objectives
- ☐ Planned activities (including start and end dates)
- ☐ Criteria and process for program participant selection (including number of people who will be selected)
- ☐ Details about partners who are involved in project implementation, and details about joint activities
- ☐ Relevant budget information (subject to security considerations)
- ☐ How people can participate in the program
- ☐ How the impact will be sustained after the program
- ☐ Progress of the program in relation to goals and activities
- ☐ How input from participation has contributed to decisions
- ☐ Key staff roles and responsibilities

Information about how to give feedback and make complaints

- ☐ Contact details (including how people can recognize a CRS employee)
- ☐ People's right to provide feedback and make complaints
- ☐ The program complaint and response mechanism

Your communication approach

- ☐ You use more than one method (combining oral and written approaches)
- ☐ You use methods that ensure vulnerable groups (women, girls, men, boys and others) can access the information
- ☐ Communities have recommended how the program should communicate with them
- ☐ The program adjusts its communication methods based on community feedback (including feedback from different groups such as women, girls, men, boys and other vulnerable groups)
- ☐ All staff are identifiable when they go the program site
- ☐ The program shares information, giving communities enough time to influence major decisions
- ☐ Active information sharing continues throughout the entire program cycle
- ☐ The program conducts periodic reviews to understand whether the information provided is relevant and understood by target audiences (including women, men, girls, boys and other vulnerable groups)
- ☐ The program adapts its communication approaches based on the reviews