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
COMMUNICATION TOOLBOX

CHECKLIST: STANDARDS FOR COMMUNICATION IN DEVELOPMENT PROGRAMS

- 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