CHECKLIST

Standards for communication in emergency situations

This checklist is for programs that respond to emergencies. As programs move from the emergency phase to the reconstruction phase, use CHECKLIST: “Standards for communication in development programs.”

Minimum standards

Your information

Information about CRS or the partner

☐ Mission and core values

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

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 complaints

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

☐ All staff are identifiable when they go to the program site

☐ 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

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 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
☐ All staff are identifiable when they go to the program site
☐ 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)
☐ The program shares information, giving communities enough time to influence major decisions
☐ Staff are well informed about all programs being implemented in their geographic areas
☐ A communication plan has been developed and is being implemented
☐ Program budgets include communication expenses