

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