Minimum Response and Preparedness Protocol

1.) On Effective Coordination

Minimum Response Actions

- Support the establishment of the field level Technical Working Group (TWG) for community engagement, if needed and necessary, to back the Inter-Cluster Coordination (ICC) mechanism and provide advice to the Humanitarian Country Team (HCT) to improve overall humanitarian programming.

- Support the conduct of joint/coordinated Rapid Information Communication Accountability Assessment (RICAA) to understand and analyze the information needs and preferred communication channels of the affected communities, identify gaps in relation to accountability and community participation, and assess impacts on local media/communications infrastructure, and document the communications environment/landscape.

- Members should provide inputs to the regular situations reports produced for Community Engagement that summarizes the activities of group members and share it for inclusion in the response wide situation reports.

- Support the joint/coordinated conduct of community consultations through the use of the Community Feedback Form, Closing the Communication Loop Template, and activation of any identified Common Service Partnerships/Tools.

Minimum Preparedness Actions

Members should:

- agree on the system and arrangements for coordination at the national (CoP) and field level (TWG), and work with the HCT (strategic), ICC (operational) and other technical working groups.

- identify level of cooperation in the collation of relevant pre-crisis information and agree on arrangements for multi-sectoral rapid assessments

- identify and agree on arrangements for preparedness/response planning including but not limited to coming up with the preparedness plan, Who Does What or 3W mapping and stockpiling of resources such as emergency radio facility, solar/crank radios and surge staff

- share information both to members and potentially disaster affected communities, including but not limited to early warning systems, communication protocols and evacuation procedures.

2.) Technical Support

Minimum Response Actions

- Members should identify and prioritize support mechanisms in which humanitarian responders and field level TWG can listen and provide the necessary action points to the needs and concerns of the affected communities especially on access to information, reliable feedback mechanism and trusted channel for participation.

- Members should work together to use the common service tools (via the TWG and ICC) through which those affected by the disaster can access the information they need and provide the necessary and urgent feedback including but not limited to available aid or assistance from all humanitarian actors.

Minimum Preparedness Actions

- Members should agree and identify strategies on how to provide agencies or clusters with the technical information needed to design effective communication, accountability and community participation activities before and after an emergency.

- Members should support a joint/coordinated training on basic communication, accountability and community participation activities for agencies or clusters as part of capacity building.

- Members should source and share existing good initiatives, best practices and research undertakings on communications, accountability and community participation (like learning reviews and case studies)

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- Aside from identifying innovations within the CoP, members should promote core tools such as the Message Library of the CDAC Network and other resources or tools coming from CoP members and partners.

- Aside from developing partnerships, members should implement a joint exit/transition strategy focusing on sustainability and preparedness activities especially with the field level TWGs.

3.) Advocacy

Minimum Response Actions

- CoP should work with various clusters, other TWGs and networks for wide coverage and delivery of the key messages (life-saving and evolving information) and expand channels for feedback to ensure voices of the affected communities are integrated into public information, response-wide advocacy materials and action points from the HCT.

- Members should agree on and identify direct humanitarian support to local media and other communication actors affected by a crisis.

Minimum Preparedness Actions

- Members should agree and identify local champions on community engagement in various agencies to help mainstream and replicate good practices on communication, accountability and community participation for future emergency response.

- Members should agree and identify ways to advocate across preparedness and response phase for more systematic and well-designed two-way communication and feedback platforms with those affected and considered as at-risk or vulnerable communities.