

Communication for households at risk

This document is to guide CiCs and Site Management Support outreach teams to **communicate at household level** with families living in locations that are at high risk.

Staff should also be **trained on the Preparedness and Early Warning messaging**. This starts with a comprehensive 'phase 1' Q&A document which covers preparedness actions and recommendations on how best people can keep themselves safe in a cyclone. This will be a living document, based on community feedback received. It will be followed by messaging on what the early warnings will be for cyclones and, if possible, for heavy rainfall which may trigger landslides and floods.

Communication approach

Responsible actors

- **CiC** – ensures all at-risk households & their community leaders receive communication
- **SMS** – develops messaging plan with CiC, conducts leaders' & house-to-house communication (with CiC / CiC volunteers if present), ensures Protection presence
- **Protection** – identifies & supports vulnerable households to access information & assistance
- **CwC** – informed of the communication process so they can reinforce the messages
- **Community leaders and Safety unit volunteers** – disseminate messages as received by Government & humanitarian actors through community meetings, information campaigns using the materials developed by UNHCR on landslides (3 story boards) and technical trainings received from ADPC (Safety volunteer units)

Methodology

1. **Training:** SMS agency to ensure all responsible SMS and Protection staff are trained on the below messaging, and on the Preparedness and Early Warning messaging. Staff must answer questions honestly – if they do not know, then they must say so, not make up information
2. Using the maps and .kmz files provided, CiC and SMS agencies should ensure **ALL households** in locations identified as being at risk from landslide receive information
3. Communication should be done through a combination of:
 - **Meetings with community leaders / mahjis**
 - **Community meetings for broad messaging on risks of landslides and floods**
 - **Messaging campaigns using UNHCR landslides storyboards**
 - **House to house communication, to all at-risk households**
 - **Technical trainings from ADPC to Safety volunteer units on the landslides risks**
4. **Communication with communities must be two-way:** all individuals must be both informed of risks and able to ask questions and receive answers
5. In addition to community meetings and mass messaging, **house-to-house visits**, and support from Protection, are required to ensure no families are missed, and to ensure that women, elderly, and persons with restricted mobility have equal access to information, properly understand their options, and can be supported if necessary
6. **Tracing households choosing to move:** SMS to record households choosing to move, ensuring update to WFP registration if needed, and Family Counting registration
7. **Support to vulnerable households:** Protection should either accompany SMS agencies or make separate house-to-house visits to identify vulnerable individuals/families who may need support to understand their options, to move, or to evacuate – and support in finding solutions – e.g. to move to a safe area, or identifying a responsible person to help an individual evacuate

8. **Information points:** CiC, SMS agency, and Protection should identify locations where individuals / community leaders can ask follow-up questions. Include spaces that women can safely access. E.g. women's friendly spaces, as well as Information Hubs. Staff must be trained on these messages, and on the Preparedness and Early Warning messages.

Follow-up & next steps

1. **Plan follow-up visits:** SMS & Protection partner should make regular follow up visits to the locations, to be able to answer questions to support families in making informed choices. This can be done through community meetings, as well as with community leaders.
2. **Mapping of temporary community shelters:** SMS agencies as part of the core preparedness activities should be identifying with the Shelter partners and CiC at site level any community buildings suitable to be used as temporary evacuation centres for heavy rains / temporary shelter for displaced families (list of suitable buildings to be communicated by the SM sector). Buildings should then be identified locally to mahjis
3. **Community planning for evacuation:** Once the early warning system for heavy rain is communicated, SMS agencies and Protection partners should work with communities and mahjis at highest risk of landslide to make community plans for evacuation: which families are responsible for each other, place to evacuate to, route to take, items to bring etc.

INTERNAL NOTE on relocation by humanitarians: Some relocations for households in the highest risk landslide areas are planned with RRRC, but timeline is dependent on sufficient new land being available. At this stage, no mass communication shall be made to households about this, to avoid raising expectations or spreading misinformation although households to be relocated should be notified as per relocation Standard Operating Procedure (SOP).

Key terms

- **Landslide:** movement of a mass of rock, debris, or earth down a slope. Note that this is different from erosion, which may be confused in the Rohingya language.
- **Flash flood** – A sudden, local flood triggered by heavy rain

Communication for households in landslide risk areas

Rainy season

- Rain can come during storms in April, May and June. This is also the season when cyclones might occur
- The rainy season with less wind usually lasts from mid-June till October, although in some years it lasts longer – like last year
- In the rainy season, you will experience more days with rain than without.
- The exact amount of rain and duration will vary throughout the season – there may be periods of relatively light rains, but also heavy showers lasting several days.
- Heavy rains can trigger floods, flash floods and landslides.

Landslides

- A landslide is when the earth on the entire side of a hill slips. This is different from erosion, which is where exposed earth collapses in a small area, for example on the side of a small terrace, road, or river. Erosion is likely to occur across the camps.

- Some areas of ground have been identified as being at risk of landslide. This is because of the combination of having a very steep slope, with a certain soil type. You can find information on the signs that announce a landslide in the annexed storyboard.
- Some risk mitigation can be done using sandbagging and drainage as explained in the story boards (annexed).
- Landslides are difficult to predict, but are most likely to happen after a period of heavy rain.

[NOTE: SMS agency to show each household the extent of the risk area, and where nearby safer locations are]

Demarcation of at-risk areas

Simultaneously with the communication and messaging campaigns on areas at-risk, SM actors will be demarcating the most at-risk areas using red flags and red painted bamboos. These areas need to be vacated by households as they are unsafe, **and no one should settle in them.**

You will need to do one of two things:

- Move your family to a safe area now that is not at risk of landslide or flooding, for example to live with another family
- If you cannot move, then you should evacuate this area when heavy rain is forecast

Option for moving your own family

- If you have somewhere else to live that is in an area that is not at risk, for example the house of a family member, you should move there now
- If you or a member of your family will have difficulty moving to a different area, for example because of difficulties with mobility because of disability or age, tell us now. Or you can inform a protection outreach staff member, your CiC, or the information desk. We will try to support you.
- If you choose to move your family, especially if you will move far, inform the SMS agency. If you will move far, your family's location will be updated on the WFP food distribution lists so you can be informed of the right place to collect food from

[NOTE: SMS to provide information to households on where safer areas are, to avoid people moving themselves to another risk location]

[NOTE: if Protection actor doesn't accompany SMS agency, SMS to keep record of extremely vulnerable families, especially those expressing a need for support to move, asking permission to arrange a follow up visit from Protection staff]

Option for evacuating during heavy rain

- The Government and humanitarian actors are working to set up systems to monitor rainfall and alert camp safety volunteers and CiC if the rain appears to be dangerously heavy
- Because heavy rain may come very suddenly, it may be difficult to give warning in advance
- We are now establishing the system for collecting forecast information, but be prepared that notice may come only the day before or even on the same day
- Once this system is set up, you will be told what these early warning messages will sound like
- If you are still living in this risk area and you hear the early warning message about heavy rainfall, then you will need to evacuate immediately to a safer area, and stay temporarily in either another house, or a community building

- You can choose to evacuate your family to the house of another family, in a safe area. Or, if you do not have another house to go to, a community building in a safe area
- The CiC and SMS agency are working to identify which community buildings (such as mosques, learning centres, women/child friendly spaces) are in safe locations and would be best to evacuate to, and will give you this information
- You will be able to receive assistance, wherever you are once access is granted and assistance organized

You should make a plan for your family on how you will safely evacuate if you hear the early warning message. This should include:

- Where you will go
- What route you will take
- How you will keep your family members together
- What documents and items you will take with you

If you or your family will stay in this location but will have difficulty evacuating to a safer location, speak to the SMS or Protection agency, and/or speak now to a neighbour to see if they can make a plan to help you.

If you can evacuate your own family but live near someone who might have difficulty evacuating, consider how you might be able to support them to evacuate quickly.

Planned relocations and mitigation measures

The most at-risk households will be relocated from their current locations to new plots, for which the CiC and the SM support agencies will contact the concerned HH and inform them on the relocation plan as well as organize the relocations. Assistance will be provided accordingly.

Risk mitigation through sand bagging and drainage will be conducted in the less at risk areas.

Information can be sought from *XXX locally-identified locations*, or through CiC or SMS agency