



Standard Operating Procedures (SoP) for Information Hubs for Emergencies (Monsoon and Cyclone)

Background

Since August 25th, Bangladesh has welcomed over 923,000¹ Forcibly-displaced Myanmar Nationals (FDMN), who require immediate, large-scale humanitarian services to address their basic needs. Recent multi stakeholder needs assessments, have identified that the majority of the new arrivals either have little knowledge of how and where to access services or are not aware of services being available or provided to them. They also need rapid and complete information and knowledge on key life-saving/priority practices. With the onset of cyclone and monsoon seasons, families and individuals in the camps are at risks of cyclone, flooding and land slide. Therefore, the need for information on how to prepare and respond in case of a cyclone, flooding and landslide are vital.

The members of CwC Working Group are running around 90 “Information Hubs (Info Hub)/Information Center (IFC)” and are providing information on essential lifesaving needs to re-enforce access to and utilization of basic humanitarian services as well as providing a platform for engaging with to voice communities’ views and feedback. The Info hubs, as like as other facilities in camps, are vulnerable to cyclone and monsoon hazards including flooding, landslides etc. This SoP for Info Hub/IFCs is developed to provide guidance on monsoon and cyclone preparedness communication and also on how to operate before, during and after such event.

What an Info-Hub/IFC should do before an Emergency

Monsoon/Cyclone Preparedness Communication before an Emergency

- ✓ Before an emergency, Information Hubs will collect up-to-date warning and precautionary message from CPP and disseminate key preparedness messages to the service seekers.
- ✓ All information hubs to display key preparedness messages following CwC Emergency Preparedness Message library (Shonjog)²
- ✓ Consider working with Imams, teachers, Majhis, women groups, youth groups, persons with disability, media and other existing channels to reach families and individuals in providing lifesaving preparedness messages.
- ✓ Information hubs, that have, community mobilisers/volunteers linked, to conduct house to house mobilization.
- ✓ Information hubs to encourage communities to listen to radio with lifesaving messages (what they should do and should not do) to prepare and respond.
- ✓ Also inform communities about the operational timings of Info Hubs before, during and after an emergency
- ✓ Disseminate information on what to do and what not to do in an event of an emergency using existing communication channels, networks and modalities like house to house visits, group communication and radio.
- ✓ Record feedbacks and complaints in logbook or notepad and refers complaints and feedback in line with established referral processes.

¹ ISCG Sitrep, 01 Nov, 2018

² <http://www.shonjog.org.bd/response/rohingya/>



What an Info-Hub/IFC should do during an Emergency

In case of any emergency with potential risk to aid workers and the information hub facility, it is likely that some Information hubs will not be able to continue operation with full functionality. However, the operating agencies are advised to identify ways to continue minimum services may be through community volunteers who reside within the camp/locality. Again, it depends on operating agency's security instructions which again depend on the multiple factors including likelihood of the staff/volunteers being affected. It is highly suggested to assess the situation properly and always use the "Safety First" principle in such cases.

- ✓ In the event of an oncoming cyclone or severe storm, Info Hubs/IFCs will re-enforce warning signs through loud speakers/ mega phones
- ✓ Provide directions and other guidance for safety and security like where to take shelter etc. through loud speakers/ mega phones

What an Info-Hub/IFC should NOT Do during an Emergency

- ✓ Should not investigate criminal complaints (not even in normal time)
- ✓ Should not accept gifts or money in exchange for services (not even in normal time)
- ✓ Should not share information based on opinions, perceptions or personal judgments
- ✓ Should not be used as a place for distributing relief assistance
- ✓ Should not provide case management services except referral to relevant actors
- ✓ Should not involve in conflict resolution and mediation

What an Info-Hub/IFC should do after an Emergency

- ✓ Immediately after an emergency given accessibility and functionality of the facility, the Info hubs/IFCs should will re-open on the normal times as soon as possible.
- ✓ Provide the information of availability or unavailability of service centers (damaged/partially damaged/non-operational) to community members.
- ✓ Provide information on the availability, location (in case it is another Info Point) and the time-schedule of the Missing Persons & Tracing Point's service where adults family members (both men and women) who are missing can be reported, traced, found and reunified with their family, after due protection process has taken place.³
- ✓ In relation to the above, provide a basic, but secure and confidential space (with some chairs and a door, etc.) to ensure confidentiality and dignity, to be used by the Protection & registration staff who will carry out the above activity. One Info Hub staff member should also be identified as the focal point for the activity and will be in regular contact with the Registration & Protection staff for day to day information

³ For more information on this, please refer to the Protection Sector coordination team and to the Protection Sector WG 'Technical guidelines on tracing missing persons in Info Point and link with the LCCGMP', also available online at the protection page of the HR.info.



sharing and planning of the activities, as well as with the Protection Sector coordination emergency focal point accordingly, for coordination at times of cyclone and natural disaster.

Minimum Common Service Package (MCSP)

- ✓ All Info Hub/IFC should maintain a minimum checklist
 - Banner with logo
 - Sign indicating the location and opening hours
 - Mobile phone
 - Visibility vest and ID
 - Logbook or/and notepad
 - Interagency referral forms/incident referral forms
 - Pen and clipboard
 - Updated FAQs
 - Schedule of distribution (if available)
 - Safe and respectful environment with possibility of private conversation
 - information package with monsoon preparedness key messages and updated FAQs
 - Necessary communication equipment (loud speakers, mega phone etc)
 - Staff to remain present to re-open and run an info-hub/IFC except after an emergency

With support from CwC WG/Emergency Communication Taskforce, Information Hubs/IFC partners staffs should be trained on the basics of emergency preparedness, community engagement engaging methods during emergencies, general protection, self-care and life skills.

IFC/Info Hubs – if damage to physical structures

- ✓ In the event of partial damaged/fully-destroyed, Info-Hubs/IFCs should consider setting up Temporary Information Points including mobile Hubs/IFCs or desks in suitable structures and maintain the minimum check list

Feedback and complaints and two-way communication

- ✓ Record/gather feedback and complaints at the information hubs and relay to various agencies for further synthesis, dissemination and action.
- ✓ Maintain camp/field level coordination with CiC, Sector Focal Points (specially site management) etc. during an emergency.