

# 5 WAYS DIASPORA CAN OPTIMISE COMMUNICATION WITH MIGRANTS DURING EMERGENCIES

**Communication** is a vital aid in emergency response. Giving migrants accurate and timely information in a language they understand, and through the right channels, can save their lives and livelihoods.

## MAIN CHALLENGES

LANGUAGE BARRIER

CULTURAL BARRIER

NO OR LIMITED UNDERSTANDING OF LOCAL EMERGENCY RELIEF SYSTEM

LEGAL BARRIER

RUMOURS & MISINFORMATION

MISTRUST, FEAR & PANIC

## WHAT DIASPORA CAN DO

### 1 INFORM

Mobilise heads of migrant networks, faith and community leaders to disseminate disaster early warning and emergency services

Access community radios to inform about the crisis. Advise on safety measures, ways to access assistance, direct to emergency shelters, etc.

Use social media channels for crisis communication. Identify and mitigate rumours, misinformation and propaganda

### 2 REACH OUT

Door-to-door visits to alert, validate warnings and advise vulnerable groups: women, children, elderly, irregular migrants and the disabled

### 3 TRANSLATE & INTERPRET

Support language-appropriate hotlines, shelter registration desks, evacuation checkpoints and other emergency information points

Help translate key crisis content, i.e. informative posters, advocacy video, etc.

### 4 COLLECT INFORMATION

Support crisis mapping by reporting hazard impact information on maps through social media and text messages

Collect the voices and complaints of affected migrants (community radio, consultations, etc.)

Share information with emergency responders on local migrant populations and needs

### 5 COMFORT & REASSURE

Give the affected migrants the opportunity to be heard

Provide psychosocial counselling and support

<sup>1</sup> See MICIC infographic on "Protecting Migrant Children through Enhanced Crisis Communication"