



National
Voluntary Organizations
Active in Disaster

Ways to Ensure Communication is Accessible

ASSESS



- What is the target population's language and/or technological literacy level?
- Do they have access to technology (i.e. internet or computer in the home)?
- Does the individual work full-time?
- Do they need childcare arrangements in order to participate?
- Are there any special considerations? (e.g. disability, culture, lifestyle, etc.)

ADAPT



- Adapt the conversation style and tailor services to the needs of the individual.
- Document everything to build trust and ensure understanding.
- Be flexible and budget additional time for meetings in case participants are late or additional information needs to be covered.
- Invest in interpretation and translation services.
- Hire individuals that represent the community.
- Continue to learn about the topics of equity, culture and race.

ADVOCATE



- Engage in deconstructing stigmas and change narratives around communication protocols and communication patterns.
- Leave space for feedback from the community.
- Highlight any communication barriers during, before and after meetings.

IMPLEMENT



- Ask open-ended questions.
- Use community communication channels to push pertinent information (e.g. local radio, WhatsApp messaging, Facebook groups, churches, etc.)
- Train and educate the community to understand disaster alerts and notices.