

Participant's Reference Material



**Asian Disaster Preparedness Center
(ADPC)**



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KEY DRM CONCEPT AND TERMS

- **Acceptable Risk:** The level of potential losses that a society or community considers acceptable given existing social, economic, political, cultural, technical and environmental conditions.
- **Adaptation:** The adjustment in natural or human systems in response to actual or expected climatic stimuli or their effects, which moderates harm or exploits beneficial opportunities
- **Building Code:** A set of ordinances or regulations and associated standards intended to control aspects of the design, construction, materials, alteration and occupancy of structures that are necessary to ensure human safety and welfare, including resistance to collapse and damage.
- **Capacity:** The combination of all the strengths, attributes and resources available within a community, society or organization that can be used to achieve agreed goals. Capacity may include physical, institutional, social or economic means as well as skilled personal or collective attributes such as leadership & management. Capacity may also be described as capability.
 - **Coping Capacity:** The ability of people, organization and system, using available skill and resources, to face and manage adverse conditions, emergencies or disaster.
 - **Capacity Development:** The process by which people, organizations and society systematically stimulate and develop their capacities over time to achieve social and economic goals, including through improvement of knowledge, skills, systems, and institutions.
- **Climate Change:** A change in the state of the climate that can be identified by changes in the mean and/or the variability of its properties, and that persists for an extended period, typically decades or longer. Climate change may be due to natural internal processes or external forcings or to persistent anthropogenic changes in the composition of the atmosphere or in land use.
- **Contingency Planning:** A management process that analyses specific potential events or emerging situations that might threaten society or the environment and establishes arrangements in advance to enable timely, effective and appropriate responses to such events and situations.
- **Crisis:** A crisis is any event that is, or is expected to lead to, an unstable and dangerous situation affecting an individual, group, community, or whole society. Management often requires decisions to be made within a short timeframe & often an event has already taken place. Generally, impact of a crisis situation is localized requiring immediate attention. Crisis situation may lead to a disaster if not managed appropriately.
- **Disaster:** A serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources.
- **Disaster Risk:** The potential disaster losses, in lives, health status, livelihoods, assets and services, which could occur to a particular community or a society over some specified future time period.
- **DRM:** The systematic process of using administrative directives, organizations, and operational skills and capacities to implement strategies, policies and improved coping capacities in order to lessen the adverse impacts of hazards and the possibility of disasters. DRM aims to avoid, lessen or transfer the adverse effects of hazards through activities and measures for prevention, mitigation and preparedness.
- **DRR:** The concept and practice of reducing disaster risks through systematic efforts to analyze and manage the causal factors of disasters, including through reduced exposure to hazards, lessened vulnerability of people and property, wise management of land and the environment, and improved preparedness for adverse events.
- **DRM Cycle:** DRM spectrum/cycle is generally divided into pre, during and post disaster interventions. The pre-disaster activities are risk assessment, preparedness and early warning, whereas the post disaster activities includes relief, recovery, rehabilitation and long term reconstruction as per needs of the affected populations in accordance with international standards.
- **DRR Plan:** A document prepared by an authority, sector, organization or enterprise that sets out goals and specific objectives for reducing disaster risks together with related actions to accomplish these objectives.
- **Early Warning System:** The set of capacities needed to generate and disseminate timely and meaningful warning information to enable individuals, communities and organizations threatened by a hazard to prepare and to act appropriately and in sufficient time to reduce the possibility of harm or loss.

- **Elements at Risk:** The People, infrastructures, crops, and livelihoods exposed and are likely to be adversely affected by the impact of hazards.
- **Emergency Management:** The organization and management of resources and responsibilities for addressing all aspects of emergencies, in particular preparedness, response and initial recovery steps.
- **Emergency Services:** The set of specialized agencies that have specific responsibilities and objectives in serving and protecting people and property in emergency situations.
- **Environmental Degradation:** The reduction of the capacity of the environment to meet social and ecological objectives and needs.
- **Environmental Impact Assessment:** Process by which the environmental consequences of a proposed project or programme are evaluated, undertaken as an integral part of planning and decision making processes with a view to limiting or reducing the adverse impacts of the project or programme.
- **Exclusion:** The process where people living in high risk areas also have poor housing, inadequate social services, weak political voice and lack of decent work all combine to create an experience of marginalization is called exclusion.
- **Exposure:** People, property, systems, or other elements present in hazard zones that are thereby subject to potential losses.
- **Forecast:** Definite statement or statistical estimate of the likely occurrence of a future event or conditions for a specific area
- **Hazard:** A dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage. Hazard can be single, sequential or combined in their origin and effects. Following are the types Hazards and their categorization:-
 - **Types of Hazards**
 - **Natural:** Natural process or phenomenon that may cause loss of life, injury or health impacts, property damage, loss of livelihoods & services, social & economic disruption and environmental damage.
 - **Human-induced:** Conditions that may have disastrous consequences for a society. These are associated with industries or energy generation facilities and include explosions, leakage of toxic waste, pollution, dam failures. Complex Emergency is included in this category.
 - **Categorization of Natural Hazards**
 - **Geological:** Geological process or phenomenon that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.
 - **Socio-natural:** Phenomenon of increased occurrence of certain geophysical and hydro-meteorological hazard events, such as landslides, flooding, land subsidence and drought, that arise from interaction of natural hazards with overexploited and environmental resources.
 - **Hydro-meteorological:** Process or phenomenon of atmospheric, hydrological or oceanographic nature that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.
 - **Biological:** Process or phenomenon of organic origin or conveyed by biological vectors, including exposure to pathogenic micro-organisms, toxins and bioactive substances that may cause loss of life, injury, illness or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage.
 - **Categorization of Human-induced Hazards**
 - **Technological:** A hazard originating from technological or industrial conditions, including accidents, dangerous procedures, infrastructure failures or specific human activities, that may cause loss of life, injury, illness or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage
 - **Complex Emergency**
 - **Oil Spill and Forest/Urban Fire**

- **Hazard Assessment:** The process of estimating, for defined areas, the probabilities of the occurrence of potentially damaging phenomena of given magnitude within a specified period of time. Hazard assessment involves analysis of formal and informal historical records and skilled interpretation of existing topographical, geological, hydrological and land-use maps.
- **Land-use Planning:** The process undertaken by public authorities to identify, evaluate and decide on different options for the use of land, including consideration of long term economic, social and environmental objectives and the implications for different communities and interest groups, and the subsequent formulation and promulgation of plans that describe the permitted or acceptable uses.
- **Mitigation:** The lessening or limitation of the adverse impacts of hazards and related disasters. Mitigation measures encompass engineering techniques and hazard-resistant construction as well as improved environmental policies and public awareness.
- **Preparedness:** The knowledge and capacities developed by governments, professional response and recovery organizations, communities and individuals to effectively anticipate, respond to, and recover from, the impacts of likely, imminent or current hazard events or conditions.
- **Prevention:** The outright avoidance of adverse impacts of hazards and related disasters. Prevention expresses the concept and intention to completely avoid potential adverse impacts through action taken in advance.
- **Public Awareness:** The extent of common knowledge about disaster risks, the factors that lead to disasters and the actions that can be taken individually and collectively to reduce exposure and vulnerability to hazards.
- **Recovery:** The restoration, and improvement where appropriate, of facilities, livelihoods and living conditions of disaster-affected communities, including efforts to reduce disaster risk factors.
- **Residual Risk:** The risk that remains in unmanaged form, even when effective risk reduction measures are in place, and for which emergency response and recovery capacities must be maintained.
- **Resilience:** The ability of a system, community or society exposed to hazards to resist, absorb, accommodate to and recover from the effects of a hazard in a timely and efficient manner, including through the preservation and restoration of its essential basic structures and functions.
- **Response:** The provision of emergency services and public assistance during or immediately after a disaster in order to save lives reduces health impacts, ensure public safety and meet the basic subsistence needs of the people affected.
- **Retrofitting:** Reinforcement or upgrading of existing structures to become more resistant and resilient to the damaging effects of hazards.
- **Risk:** The combination of the probability of an event and its negative consequences. It can be noted that people do not necessarily share the same perceptions of the significance and underlying causes of different risks. Risk is expressed as $\text{Risk} = \text{Hazard} \times \text{Vulnerability}$. Some experts also include the concept of exposure when referring to the physical aspect of vulnerability.
- **Risk Assessment:** A methodology to determine the nature and extent of risk by analysing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, livelihoods and the environment on which they depend.
- **Risk Management:** The systematic approach and practice of managing uncertainty to minimize potential harm and loss.
- **Risk Transfer:** The process of formally or informally shifting the financial consequences of particular risks from one party to another whereby a household, community, enterprise or state authority will obtain resources from the other party after a disaster occurs, in exchange for ongoing or compensatory social or financial benefits provided to that other party.
- **Social Integration:** The process of promoting the values, relations and institutions that enables all people to participate in social, economic and political life on the basis of equality of rights, equity and dignity.
- **Structural and Non-structural Measures:**
 - Any physical construction to reduce or avoid possible impacts of hazards, or application of engineering techniques to achieve hazard- resistance and resilience in structures or systems;
 - Any measure not involving physical construction that uses knowledge, practice or agreement to reduce

risks and impacts, in particular through policies and laws, public awareness raising, training and education.

- **Sustainable Development:** Development that meets the needs of the present without compromising the ability of future generations to meet their own needs.
- **Vulnerability:** The characteristics and circumstances of a community, system or asset that make it susceptible to the damaging effects of a hazard. The vulnerability can also be defined as the conditions determined by physical, social, economic and environmental factors or processes, which increase the susceptibility of a community or society to the impact of hazards.
 - **Categorization of Vulnerabilities**
 - **Physical Vulnerabilities:** Are the hazard-prone locations of settlement, insecure and risky sources of livelihood, lack of access to basic production resources, knowledge and information, access to basic services.
 - **Social Vulnerabilities:** Are reflected in the lack of institutional support structures and leadership, weak family and kinship relations, divisions and conflicts within communities, and the absence of decision-making powers.
 - **Attitudinal Vulnerabilities:** Are seen in dependency, resistance towards change, and other negative beliefs. People who have low confidence in their ability to affect change or who feel defeated by events are harder hit by disasters than those who have sense of their ability to bring the changes they desire.
 - **Economic Vulnerabilities:** Pertain to how people make their living and from where they get their livelihood. Determining which type of livelihood is easily affected by disasters is a key issue to be considered in determining the magnitude of economic vulnerability.
- **Vulnerabilities Assessment:** The process of estimating the vulnerability to potential disaster hazards of specified elements at risk.
- **Vulnerable Groups:** Person or a group having less or no coping capacity to respond to a certain hazardous phenomenon. In local context these includes, women, children, disabled and elderly persons.

Note: For further detail definitions and concepts clarity, please visit United Nation International Strategy (UNISDR) website <http://www.unisdr.org/eng/terminology/terminology-2009-eng.html>

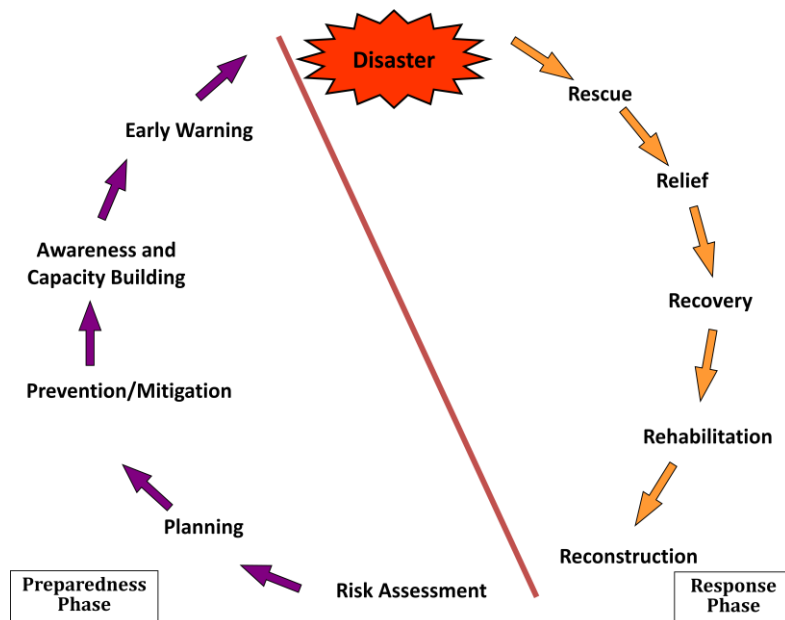
DRM CYCLE AND ITS COMPONENTS

What is DRM?

- DRM can be defined as the systematic process of using administrative directives, organizations, and operational skills and capacities to implement strategies, policies and improved coping capacities in order to lessen the adverse impacts of hazards and the possibility of disasters. Disaster risk management aims to avoid, lessen or transfer the adverse effects of hazards through activities and measures for prevention, mitigation, preparedness and response.

DRM Cycle

- DRM cycle includes sum total of all activities, programmes and measures which can be taken up before, during and after a disaster with the purpose to avoid a disaster, reduce its impact or recover from its losses.
- Generally to classify the time periods of a disaster, standard classifications used are: the pre-disaster, during disaster and post disaster phase. DRM Cycle provides a comprehensive description of different elements of measures taken. If followed in a systematic manner, each element of DRM Cycle can effectively reduce disaster risks.
- The time period for any activity/measure will vary greatly depending on the type of disaster and other factors. People involved in disasters must recognize the different phases and the appropriate activities that occur in each phase. It is difficult to set time limits on the post-disaster time phases or to accurately define the limits of each, even for one specific type of disaster.



DRM Phases

- DRM consists of three phases and each phase consists of number of activities, most of these activities are interlinked. Following are the phases of DRM:-
 - **Phase I - Pre-disaster.** Pre-disaster activities are those which are taken to reduce human and property losses caused by a potential hazard. Can also be term as preparedness phase.
 - **Phase II - During-disaster.** These include initiatives taken to ensure that the needs and provisions of victims are met and suffering is minimized. Activities taken under this stage are called emergency response activities.
 - **Phase III - Post-disaster.** There are initiatives taken in response to a disaster with a purpose to achieve early recovery and rehabilitation of affected communities, immediately after a disaster strikes. These are called as response and recovery activities.

Components - DRM Cycle

- **Preparedness Phase.** Following are the major activities undertaken under the preparedness phase:-

- **Risk Assessment**

- A methodology to determine the nature and extent of risk by analysing potential hazards and evaluating existing conditions of vulnerability that together could potentially harm exposed people, property, services, livelihoods and the environment on which they depend. In Pakistan disaster risk assessment is being conducted for multi-hazard affecting a particular area and is normally referred as multi-hazard, vulnerability and risk assessment (MHVRA).
- At the onset of developing a project/program, it is important to understand hazards, vulnerabilities, and capacities in more detail and to assess their relationship with each other and how that has an impact on community risk levels. Different tools are used in the conduct of hazard, vulnerability and capacity assessment.
- **Other Assessments.** Other than disaster risk assessment, numerous other types of assessments are conducted in the response phase. Details are as under:-

- **Rapid Need Assessment**

- A needs assessment is a coordinated approach to assess the level of emergency, prioritize the needs of affected people and it lays the foundation for a coherent and efficient humanitarian response.
- The information collection and findings are generated over a short period of time (3-4 days). The objective is to identify scale, extent & nature of the disaster, priority needs of affectees (food, shelter, health & WASH), obtain snap shot of damages in community infrastructure and determine gaps in response.
- For the purpose of rapid need assessment, NDMA in collaboration with UN System has developed a methodology know as Multi-cluster Initial Rapid Assessment (MIRA). The findings of assessment can be used to launch an international appeal if considered essential by the Government.

- **Recovery Need Assessment (RNA)**

- Recovery need assessment or in-depth assessment is conducted to take a comprehensive look at the effect of disaster, in order to identify recovery-orientated needs, capacities, and gaps.
- The aims at identifying and estimates the cost steps to bridge the gap between emergency relief and rehabilitation by concentrating on interim, transitional and immediate actions to assist the affected population restore their lives and livelihoods.
- NDMA in collaboration with UNDP has developed a methodology for conduct of RNA.

- **Damage and Need Assessment (DNA) / Post Crises Need Assessment (PCNA)**

- The assessment is conducted to acquire a preliminary assessment of damage, loss and needs after a disaster or crises which are used to determine the economic and financial implications and identify recovery needs.
- The objectives of the assessment are to estimate the overall impact of the disaster/crises on the socio-economic development of the country and upon the environment in the affected areas (damage, loss, macroeconomic impact and livelihoods), define the resources needed for recovery of the affected areas based on the needs in all major sectors of the economy; and include disaster risk management activities associated with the proposed recovery efforts.
- Generally conducted by expert from Asian Development Bank (ADB) and World Bank (WB) on request of the Government (Economic Affairs Division) in collaboration with the Government.
- NDMA on behalf of the Government coordinate the process.

Planning

- Is a process to lay down an intended future course of action aimed at achieving specific goals/objectives within a specific timeframe. It explains in detail what needs to be done, when, how, and by whom, and often includes best case, expected case, and worst case scenarios.

- Disaster management planning is done based on the risk assessment (hazards, vulnerabilities and capacities), to reduce the risks. It is considered important, because this will raise awareness of stakeholders about disaster risks and risk management.
- DRM plans have been developed at district and provincial level to set the course of action with regards to the whole spectrum of disaster management. Monsoon contingency planning at all level is an annual process undertaken before the onset of monsoon period, which determine a course of action for all the stakeholders in case of a disaster. The detail process of formulation has been covered in module 3.
- Details of the policies and plans formulated by NDMA is as under:-
 - National Disaster Risk Reduction (DRR) Policy.
 - National Disaster Management Plan (NDMP).
 - National Response Plan
 - Nation Contingency Plan to manage Industrial /Technical Disasters.
 - National Logistic Plan.
 - Cyclone Contingency Plan.
 - Mitigation Plan for Marble City, Risalpur.
 - Future Disaster Response Action Plan for cash transfer.
 - Policy Guidelines on Vulnerable Groups in Disasters.
 - Guidelines and Framework for Action on Separated, Unaccompanied and Missing Children in Disasters
 - Winterize Plan.

Prevention/Mitigation

- Is the process of outright avoidance of adverse impacts of hazards and related disasters or lessening or limitation of the adverse impacts of hazards and related disasters.
- Mitigation measures to be taken are usually identified in the plan formulated by the district/province. The measures are categorized as structural or non-structural measures.

Awareness and Capacity Building

- Awareness and capacity building is a process of informing the general population, increasing levels of consciousness about risk and how people can reduce their exposure to hazard. Can be achieved through training and campaigning process.
- National Institute of Disaster Management (NIDM) is playing an important role in building the capacity of government officials and other stakeholders through training courses, workshops and simulation exercises. Module 4 also covers the details with regards to awareness process.

Early Warning

- Method of giving timely and meaningful warning information to enable individuals, communities and organizations threatened by a hazard to prepare and to act appropriately and in sufficient time to reduce the possibility of harm or loss.

Response Phase. Following are the major activities undertaken under the Response phase:-

- Rescue
- Relief
- Recovery
- Rehabilitation
- Reconstruction

RISK ASSESSMENT

Historical Profile

- **What:** By this method the risk assessment team can gather information about what happened in the past.
- **Why**
 - To get insight in past hazards changes in their nature, intensity and behavior.
 - Understand present situation in community (causal link between hazards and vulnerabilities).
 - To make people aware of changes.
- **When.** At initial phases.
- **How**
 - Plan a group discussion and ensure that key-informants are present. Invite as many people as possible, especially the young ones, for them to hear the history of their community.
 - Ask people if they can recall major events in the community, such as:-
 - Major hazards and their effects.
 - Changes in land use (crops, forest cover, etc).
 - Changes in land tenure.
 - Changes in food security and nutrition.
 - Changes in administration and organization.
 - Major political events.
- Write the stories down on a blackboard or craft paper in chronological order.
- **Life Histories:** Another method is to ask individual informants to give a detailed account of their life or regarding a specific issue from a historical perspective.
- **History Tracing:** Ask individuals or groups to begin with current and past experiences. The purpose is to find reasons/causes which contributed to the occurrence of a certain experience.

Year	Disaster/Event	Impact	Coping Mechanism
1985	Flood	2 people died	Temporary safety measures were taken
1988	Flood	17 animals died several houses damages.	community worked on self help basis
1992	Flood	1 person died, several houses damages	community worked on self help basis
2005	Earthquake	2 person died,15 injured and about 39 houses damaged	Local people managed the situation of their own
2007	Road Accident	17 people died	community worked on self help basis
2008	Fire	15 animals died, 3 houses totally destroyed	community worked on self help basis

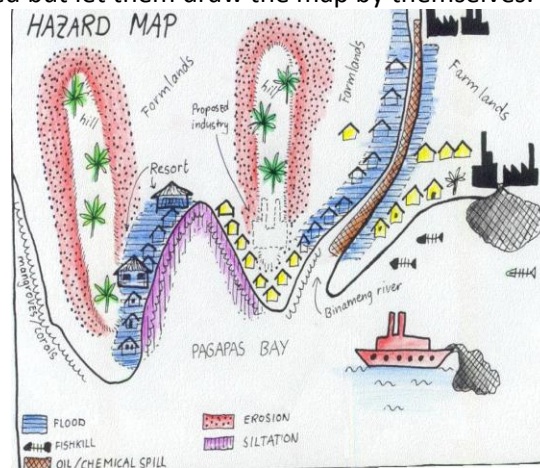
Hazard Ranking

- **What:** Method used for identification and prioritizing hazard that can harm community life and property.
- **Why:** To identify the most dangerous hazard through community participation for prioritizing the resources.
- **When:** In initial phase when you enter community, and during community risk assessment.
- **Who:** By community members.
- **How**
 - Prepare a list of natural and human induced hazard through community discussion.
 - Ask community member to prioritize the hazard in the category of high, moderate, low and very low.
 - Most dangerous hazard as per the community be discussed in length and its remedial measures be worked out for implementation.

Hazard	Impact indicator							Rank
	People's Lives			Properties		Infrastructure		
	Death	Injury	Sickness	Houses	Animals	Roads	Irrigation	
Flood	9	17	120	51	21	17	32	1
Earthquake	6	14	109	42	6	-	21	2
Road Accidents	5	13	-	-	3	-	-	3
Epidemics	1	-	75	-	2	-	-	4
Wind Storm	0	5	-	32	1	-	-	5

Hazard Mapping

- **What:** Is prepared to pinpoint areas in the community which are prone to or threatened by hazards making a spatial overview of the areas main features.
- **Why:** Map facilities communication and stimulate discussions on important issue in the community.
 - Spatial arrangement of houses, fields, roads, and other land uses
 - Hazard's map element at risk, safe areas.
 - Rescue map showing local capacities.
- **When:** In initial phase when you enter community, and during community risk assessment.
- **Who:** By community members.
- **How**
 - Decide what kind of map should be drawn.
 - Find men and women who know the area and are willing to share their experience.
 - Help the people get started but let them draw the map by themselves.



Transect Walk

- **What:** It is a systematic walk with key-informants through the community to explore spatial differences or land use zones by observing, asking, listening and producing a transect diagram.
- **Why:** It helps in visual observation about the physical environment and human activities over space and time.
 - Identifies danger zones, evacuation sites, local resources used during emergency periods, land use zones, etc.
 - Seeks problems and opportunities.
- **When:** In initial phase of rapport building and community risk assessment.
- **Who:** Team with six to ten community members representing the cross-section of the area.
- **How**
 - Based on map, select a transect line (can be more than one).
 - Select a group of 6 to 10 people who represent the cross-section, and explain purpose.
 - During walk, take time for brief and informal interviews at different places in the transect.
 - Focus on issues like land use, proneness to particular disasters, land tenure, and even changes in the environment to draw a historical transect.

Seasonal Calendar

- **What:** A calendar is made showing different events, experiences, activities, conditions throughout the annual cycle.
- **Why**
 - Identify periods of stress, hazards, diseases, hunger, debt, vulnerability, etc.
 - Identify what people do in these periods, how they diversify sources of livelihood, when do they have savings, when do they have time for community activities, what are their coping strategies.
 - Identify gender specific division of work, in times of disasters and in normal times.
- **Who:** Team and community members; have separate sessions for men and women.

- **How**

- Use 'blackboard' or craft paper. Mark off the months of the year on the horizontal axis. Ask people to list sources of livelihood, events, conditions, etc., and arrange these along the vertical axis.
- Ask people to enumerate all the work they do (e.g. ploughing, planting, weeding, etc) for each source of livelihood by marking months and duration, adding gender and age.
- Facilitate analysis by linking the different aspects of the calendar: how do disasters affect sources of livelihood? When is workload heaviest? Ask for seasonal food intake; period of food shortage, out-migration etc.
- You can continue the discussion on coping strategies, change in gender roles and responsibilities during times of disasters, or other issues you think are relevant

Hazards/Activities	J	F	M	A	M	J	J	A	S	O	N	D
Land Sliding												
Snow Fall												
Lightening												
Road Accident												
Flood												
Epidemics	Skin infection, Astama, Chest infection		Astama, Daireya		T.B,		Daireya,			Malaria		Chest infection, Astama, Skin infection
Earth Quake												

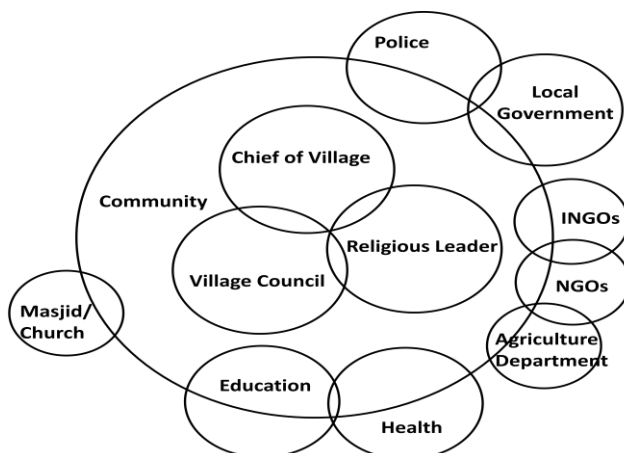
- **Problem Tree**

- **What:** It is a flow diagram in the shape of a tree showing relations between different problems, their reasons and effects.
- **Why:** Identify local major problems and vulnerabilities as well as root causes and effects.
- **When:** During later part of situational analysis or community risk assessment.
- **Who:** Team facilitates community members' meeting (optional to have separate meeting for men and women).
- **How**
 - Various concerns and problems are identified.
 - Give all people small pieces of paper and ask them to write one major problem on each card, and to put these on the wall (people can draw problems in case they do not know how to write and read).
 - Ask two or three volunteers to group the problems according to similarity or interrelationship.
 - Now the making of the 'problem tree' can start: the trunk represents the problems; the roots are the causes; the leaves are the effects.
 - Ask why issues on the cards are problems. Ask 'but why?' after each explanation to arrive at the root causes.
 - To arrive at the effects, ask for the consequences of each problem.



Venn Diagram

- Is a pictorial presentation in circles of different individuals, organizations, and institutions involved in the community? The significance of these individuals, organizations and institutions are reflected in the size of their circles.



- **Tips to the facilitator:** The size of the circle indicates the importance. Arrange the circle as follows:-
 - Separate Circles - No contact.
 - Touching Circle - Small link, e.g. information shared among institutions.
 - Small Overlap - Bigger link, e.g., some cooperation in decision-making.
 - Large Overlap - Strong link, like considerable cooperation in planning and decision making.

Resource Mapping

- **What:** A map is made to show local resources and capacities, and gender differences in access to resources.
- **Why**
 - Identify available local capacities and resources people rely on in times of disasters.
 - Identify which resources are easily affected by disasters.
 - Identify resources accessible and owned by community or individuals.
- **Who:** Team and selected individual households belonging to different income groups.
- **How**
 - Ask persons to draw a map of their household and resources on which they depend for their livelihood and survival (remember material/physical, social/organizational, motivational/attitudinal capacities).
 - Ask household how they contribute to support other households, community, larger economic and social environment.
 - Ask people to use arrows to indicate flow of resources to and from household.
 - Ask household member (s) who uses and controls resources (consider gender, class, ethnicity, religion, and age).
 - Ask questions while making the maps and put answers on the map.

Institutional & Social Network Analysis

- **What:** This is a diagram that shows key-organizations, groups and individuals in a community, the nature of their relationship and level of importance to community.
- **Why**
 - Identify organizations (local & outside), their role/importance, and perceptions that people have about them.
 - Identify individuals, groups, organizations that play a role in disaster response and can support the community.
- **Who:** Team and community members.
- **How**
 - Become familiar in advance with the names of the organizations.
 - Ask people to determine criteria for the importance of an organization and to rank them according to the criteria.

- Ask people about the linkages amongst organizations; note kind of relationship.
- Draw circles to represent each organization or group; size of circle indicates importance.
- Continue focus group discussion on history of organizations; activities undertaken in community; how well do they function; how good is coordination; which organizations, groups, individuals are important in times of disasters, community level decision making mechanisms etc.

Assessing Capacity of Community Organization

- **What:** It is a tool for organizational analysis.
- **Why:** To determine the kind of organizational support a community organization needs to address problems and risks, and to gradually build up its management capacity.
- **Who:** Team facilitates discussion with community members and leaders.
- **How**
 - Conduct informal interview with guide-questions like:-
 - What is the history of the community organization? When was it formed? For what purpose?
 - How many members are there? Active? Inactive? Increasing or decreasing in number? Attendance during meetings
 - How are decisions made?
 - Does the organization have a community development plan?
 - Are committees functioning?
 - What did community organization contribute to community so far?
 - Conduct a SWOT-analysis (strengths, weaknesses, opportunities and threats).
 - Identify measures to address weaknesses and threats, while using strengths and opportunities.

Hazard	Elements at Risk	Coping Mechanisms	Resources Used	Capacity Factor
Cyclone	People	Using preparedness measures	Flood preparedness booklet from Red Cross/ UN/NIDM	Attitudinal
		Evacuating to safe areas	Evacuation centers	Physical
		Receiving emergency supplies	Relief goods	Social

Secondary Data Review

- **What:** In Secondary Data Review we collect existing information about:-
 - Background information on community (census, research findings, reports etc).
 - Possible threats to the community.
 - Scientific information about hazards or threats.
 - Case studies about hazards and threats in other communities.
 - Relevant legislation and policies regarding disasters.
- **Why:** To get an overview of the situation and context; to save time; to learn from experiences elsewhere.
- **Who:** Team; community members can validate information
- **How:** Visit libraries, government offices, universities, research centers, collect newspaper clippings, maps etc.

Direct Observation

- **What:** In this method team members will systematically observe objects in community, people's behavior, relations and participation, social and religious events in the community. They should record these observations.
- **Why**
 - To get a better picture of the (disaster) situation, especially of things that are difficult to verbalize.
 - To crosscheck verbal information. Observations are analyzed afterwards (for instance how men and women participate in community meetings).
- **Who:** Everybody.
- **How:** Think about the purpose of why you are in the community, and identify indicators, which you can assess through direct observation. These will make up your checklist.

Informal Interviews

- **What:** Informal interviews are discussions in an informal way. No formal questionnaire is used, but at the most a checklist of questions as a flexible guide. There are different types of informal interviews i.e. group interview, focus group discussion, individual interview and key-informant interview.
- **Why:** To get information, to analyze problems, vulnerabilities, capacities and perceptions, to discuss plans, etc. Each type of interview has its specific purpose:-
 - Group interview to obtain community level information, to have access to a large body of knowledge, not useful for sensitive issues.
 - Individual interview to obtain representative, personal info. May reveal differences within community.
 - Key-informant interview: to obtain special knowledge about a particular topic; you interview a nurse if you want to know more about epidemics, a farmer about cropping practices, a village leader about procedures and policies.
 - Focus group discussion: to discuss specific topics in detail with a small group of persons who are knowledgeable or who are interested in the topic. People can also be grouped according to age, owners of resources.
- **Who:** Team of 2 - 4 people.
- **How**
 - Prepare key issues in advance.
 - Select one person to lead the interview.
 - Ask questions in an open-ended way (what, why, who, when, how, how do you mean, anything else)?
 - Ask for concrete information and examples.
 - Try to involve different people (if present).
 - Pay attention to group dynamics.
 - Ask new (lines) of questions, arising from answers given.
 - Make notes in a discreet way.

CONTINGENCY PLANNING

General

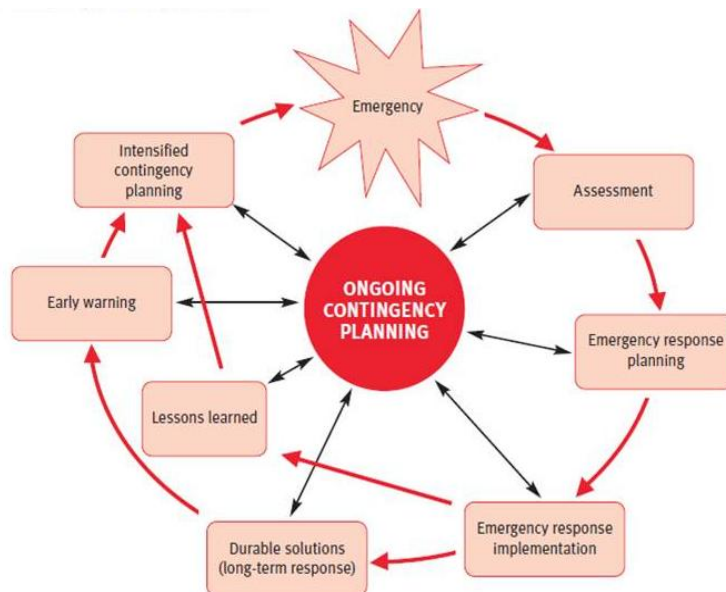
- Contingency planning is an important tool for disaster mitigation and preparedness. The impact of a disaster cannot be reduced only by taking mitigation measures. Better planning to mount effective and timely response along with mitigation measures, will however, likely to generate more positive results. Elements of contingency planning should complement to mitigating activities and indeed they do if practically and technically viable and doable for the government officials, humanitarian agencies as well as the community itself. At the same time, mitigation of disasters should be integrated into contingency plans.
- Contingency helps determining the state of preparedness, required resources, methodologies as well as coordination mechanism in order to respond to emergencies before they arise. Historically, contingency planning was the only way to respond to a disaster in Pakistan without taking into consideration risk reduction and mitigation elements, therefore this approach continued to be a failure till October 8th earthquake.

What Contingency planning Is?

- A management process that analyze specific potential events or emerging situations that might threaten society or the environment and establishes arrangements in advance to enable timely, effective and appropriate responses to such events and situations.
Contingency planning results in organized and coordinated courses of action with clearly- identified institutional roles and resources, information processes, and operational arrangements for specific actors at times of need. Based on scenarios of possible emergency conditions or disaster events, it allows key actors to envision, anticipate and solve problems that can arise during crises. Contingency planning is an important part of overall preparedness. Contingency plans need to be regularly updated and exercised.

Continuum of Contingency Planning

- Contingency planning is very crucial step in overall disaster mitigation process, as its implementation comes to fore when there is a chaotic situation. For this very reason, Planning should take into account all the necessary ingredients of an effective emergency response.



- Following are some key elements:-
 - **Risk Assessment.** Determining the most possible crisis scenarios and selecting one or more as a basis for planning built on the risk assessment information that may have already been done either at the national level for some key sectors. NDMA, PDMAs, DDMUs, I/NGOs and UN agencies are the useful sources for this information.

- **Defining and Prioritizing Contingencies.** It is almost impossible to develop contingency plan for every hazard that exists in a community, as it requires sufficient financial and human resources. To save time and resources, it may be appropriate to adopt multi-hazard approach to developing a contingency plan.
- **Emergency Scenarios.** It is important to envisage a worst-case scenario for designing an appropriate contingency plan. However, these scenarios are not developed in isolation rather based on the risk assessment and likely threat.

Formulation Process

- Following are the steps involved in formulation of contingency plan:-
 - Step 1: Threat analyses.
 - Step 2: Co-ordination and preparing for the contingency planning process.
 - Step 3: Context analysis, scenario building and defining planning assumptions.
 - Step 4: Defining strategies and objectives.
 - Step 5: Defining management and coordination arrangements.
 - Step 6: Developing Response Plans.
 - Step 7: Consolidating the process and follow-up actions.
 - Step 8: Implementation of plan.
 - Step 9: Review the process and preparations.
 - Step 10: Lessons learnt, best practices, policies.
- **Actions at Various Level**
 - **District Level**
 - Identify hazards, related risks and vulnerabilities.
 - Identification and prioritization of their needs.
 - Map their capacities/resources and identify gaps.
 - Make their own plans.
 - Enhance their own capacities.
 - **Provincial Level**
 - Identifying vulnerable districts based on hazard profile.
 - Facilitation and coordination efforts.
 - Analysis and assimilation of district plans into provincial plans.
 - Mapping of provincial resources and identification of overall needs/gaps.
 - Approach provincial/federal governments & agencies to make up short fall.
 - Establish mechanism/ linkages with all stake holders including federal/provincial departments, NGOs and civil society to ensure smooth implementation of plan.
 - **Federal Level**
 - Facilitate the whole planning process.
 - Provide technical assistance in analysis and refinement of plans.
 - Provide scientific data/information for forecasting/early warning.
 - Map resources (including those of humanitarian community).
 - Prepare national plan by assimilating provincial plans.
 - Define roles and responsibilities of stakeholders.
 - Establish mechanism/linkages for implementation of plan.
 - Mobilize resources to fill the gaps.
 - Share national plan with donors/UN/INGOs, media and other stakeholders.

Suggested Contents of the Plan - Monsoon Contingency Plan

- General – Overview/hazard profile (may include past disasters faced so far with details e.g. caseload).
- Special DRR/preparedness measures and activities undertaken since last monsoon.
- Activities/ projects which could not be undertaken with details.
- Seasonal forecast.
- Scenario development - Likely/worst case.

- Planning assumptions.
- Identify triggers.
- Resource availability at all levels with geographic spread.
- Deployment plan of available resources.
- Meeting resource gap - Finances, production capacities, timelines.
- Logistics - Warehouses, inventories (may not be reflected in plan), transport etc.
- Triggers for response.
- Monitoring of situation/Early warning systems - Dissemination of information/advisories.
- Media/community mobilization and awareness campaign.
- Command, control and communication systems - Management of emergency operation centers.
- Roles and responsibilities - Duty rosters.
- List of contact persons/numbers.
- Search and rescue.
- Evacuation and camping strategy.
- Camp management.
- SOPs for civil military cooperation at district level.
- Distribution mechanism of relief items.
- Strategize multi-sectoral relief response (shelter, food, health, wash).
- Restoration of public services.

Response Mechanism

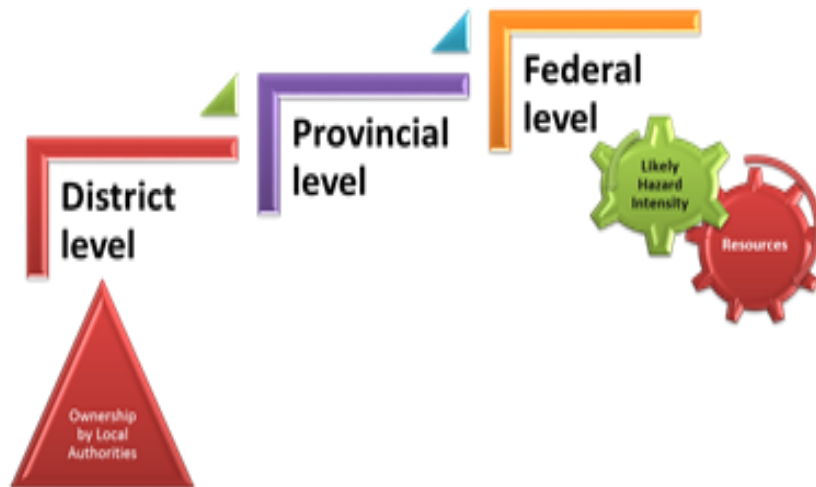
What is Disaster Response?

- The provision of emergency services and public assistance during or immediately after a disaster in order to save lives, reduce health impacts, ensure public safety and meet the basic subsistence needs of the people affected

Response Actors

- Community
- Government agencies
- NGOs, CBOs and philanthropists
- UN system, INGOs and donors etc (normal get activated when international appeal is launched)
- Humanitarian partners

Tiers of Response



Triggers for Response

- The DDMA/DDMU is responsible to manage the disaster and meet the requirements of relief etc with their integral resource and one provided by the provincial governments. As a guideline DDMA/U may ask for PDMA intervention when 50% of the held resources are consumed.
- P/F/GB/SDMAs is responsible to manage the disaster and meet the requirements of relief etc within the province from integral resource and one provided by the federal governments. PDMA may ask for additional resources from NDMA when 50% of the held resources are consumed. In case more than one district has been affected, coordination between the district and with provincial departments will be carried out by PDMA for effective response.
- The Federal agencies will continue to perform their functions, roles and responsibilities; however, NDMA will mobilize and deploy its resources particularly the relief stocks available as "Federal Reserve" to assist in the relief operations, where provincial resources fall short of meeting relief needs. In case geographical spread of disaster is more and two or more provinces are affected, coordination for comprehensive response will be carried out by NDMA
- Armed forces may be involved and requested for assistance by the respective district / provincial / national level disaster management authorities at any stage particularly for rescue, evacuation and emergency relief phases, in respective affected areas.
- The international community and the United Nations systems would only be requested for assistance in case of the escalation of the situation beyond National Government's capacity to manage with its own resources. The overall coordination role would rest with NDMA, which is engaged with UN and has workout pre-defined coordination mechanisms, incase international assistance is requested.

Stakeholders



Response Activities

- **Search & Rescue (SAR).** Is the search for and provision of aid to people who are in distress or imminent danger. The general field of search and rescue includes many specialty sub-fields, typically determined by the type of terrain the search is conducted over. These include mountain, ground search and rescue, including the use of search and rescue dogs, urban search and rescue in collapse structure, combat search and water rescue. Various mediums like helicopters, boats, hovercrafts or field rescue teams can be used for search and rescue of people during disasters. For the purpose of urban search and rescue, NDMA has raised seven teams (2 x heavy & 5 x medium) and have been positioned at different location namely Islamabad, Karachi, Lahore, Mardan, Chitral and Gilgit.
- **Fire Fighting and First Aid including Mass Casualty Management.** Provision of medical assistance and fire fighting (if required) can be a simultaneous action during search & rescue.
- **Evacuation.** Is the immediate and urgent movement of people away from the threat or actual occurrence of a hazard. Ranges from the small scale evacuation of a building due to a storm or fire to the large scale evacuation of a district or approaching cyclones etc. Evacuations may be carried out before, during or after disasters for which evacuation plans are developed to ensure the safest and most efficient evacuation time of all expected affectees.
- **Rapid Need Assessment.** Carried out by the Government alone or in conjunction with UN System immediately following a sudden-onset of a disaster. The aim of the assessment is to acquire fundamental information on the needs of affected populations and to support the identification of strategic humanitarian priorities. It thus enables the Government and other stakeholders, a common understanding of the situation and its likely needs for immediate interventions. To identify the relief needs, NDMA in coordination with OCHA has finalized Multi-sector Initial Rapid Assessment (MIRA) methodology to be followed by all for rapid need assessment. Main highlights of the methodology are:-
 - **Purpose.** To help decision-makers on the nature and dynamics of the crisis and to further define strategic humanitarian priorities.
 - **Timeline**
 - Within 72 hours, a situation overview based on primarily secondary data and other sources (i.e. remote sensing)

- Within 7 days carry-out a field assessment on community level to identify needs and priorities of the affected and vulnerable population.
- **Process.** The MIRA process and report encompasses three main steps:
 - Review and analysis of secondary data which is the basis for the situation overview.
 - Community-level field assessment and primary data collection based on key informant (KI) interviews and structured observations.
 - Final inter-sectoral analysis and release of final MIRA report.
- **Relief.** Is the provision of services and public assistance during or immediately after a disaster to save lives, reduce health impact and meet basic subsistence needs of the people affected. During the relief phase, focus is on provision of food, shelter, health assistance and water, sanitation & hygiene. Generally the time period for relief is three months, after which ideally recovery should begin. However in certain cases it may surpass if required. Government agencies are the major relief provider; however Philanthropists, civil society organizations, Pakistani community abroad, UN system in the country, international Countries and donors also take part in the relief depending upon the magnitude of the disaster. Some of the important features of effective relief are:-
 - Elaborate relief mechanism
 - Non-discrimination and taking care of vulnerable groups
 - Logistic system for receipt and distribution and timely flow of relief goods
 - Liberty of action and facilitation for relief workers / humanitarian community
 - Coordinated operation
 - Efficient/transparent cash grant system
 - Information management
 - Media handling
 - **Basic Ethics to be followed by the Government Officials**
 - In time of disaster survivors go through very difficult times and they are more demanding than they would be in normal circumstance. Government officials also have a lot to deal with in that situation; however they are obligated to adopt a caring attitude towards the survivors in terms of being responsive to their needs.
 - It is also true that to follow the ethical priorities during disaster is often difficult for people in need and government officials alike. This difficulty is amplified when government officials face so many pressures from different quarters. Nonetheless, they should be ethically strong enough withstanding all the pressures to ensure the well being of the needy population. Government officials should withstand:-
 - Political pressure
 - Religious/sectarian pressure
 - Ethnic pressure
 - Friends and family's pressure
- **Recovery.** The restoration and improvement where appropriate, of facilities, livelihoods and living conditions of disaster-affected communities, including efforts to reduce disaster risk factors is termed as recovery. The main purpose is returning individuals and families; critical infrastructure and essential government or commercial services back to a functional, if not pre-disaster state. The action often characterized by temporary actions that provide a bridge to permanent measures. Recover activities may begin when the emergency has ended. In some case recovery activities can be undertaken alongside the relief activities. During recovery, the focus is on accorded shelter, agriculture, food security, health & nutrition, education, water & sanitation, governance, livelihood and community infrastructure sectors. Thematic areas of DRR, gender, environmental and protection should be mainstreamed in all the sectors during recovery interventions.
 - **Determining the Recovery Needs.** In order to determine the recovery need, recover need assessment (RNA) is conducted. A comprehensive methodology for RNA has been formulated by NDMA in collaboration with UNDP. The assessment is based on the primary data collected by the government authorities,

verification by the joint team and analysis. Based on the assessment, the recover needs are worked out for all the sectors.

- **Rehabilitation and Reconstruction.** Post-disaster reconstruction is a complex process. It requires multi-sectoral involvement, very significant resources and a wide range of skills. Primarily reconstruction is the responsibility of the Government; however humanitarian agency, donors and countries can be engaged in reconstruction either by providing financial resources or undertaking the projects as per the Government's priorities. Damage and reconstruction needs are determine by conducting damage and need assessment.
- **Damage and Need Assessment (DNA).** DNA is initiated with the objective of estimating the extent of the damage and the required needs for rehabilitation and reconstruction of the damaged assets and infrastructure; and restoration of livelihoods and economic productivity. Globally the Asian Development Bank (ADB) and the World Bank (WB) leads the assessment process in close coordination with government. In our context Economic Affair Division (EAD) initiate the request for conduct of DNA, whereas all coordination is done by NDMA/PDMAs.
- **Methodology.** For the estimation of the effects and impact of the floods, the methodological tools developed by United Nations are used. The impact of the disaster on each sector of the economy is estimated with the following three costs
 - Direct Damage referring to the monetary value of the completely or partially destroyed assets, such as social, physical and economic infrastructure immediately following a disaster.
 - Indirect Losses referring to income losses, comprising of both the change of flow of goods and services and other economic flows such as increased expenses, curtailed production and diminished revenue, which arise from the direct damage to production capacity and social and economic infrastructure.
 - Reconstruction Costs measuring the cost of rebuilding lost assets and restoring lost services, assessed as the replacement cost with a premium added for building back smarter.
- Data from district and tehsil level is collected by the government and, verified and validated by the DNA sector teams. The data received by the DNA sector teams is validated through a number of measures including: field damage inspection visits by sector teams; interviews with stakeholders; desk review; satellite imagery and GIS data comparisons; and other plausibility checks. Based on the above, analytical work is undertaken by sector teams for a comparative pre and post disaster assessment of the infrastructure and services affected.

Gender and Vulnerability Considerations

- It has been established that the effect of disaster are more pronounced on the vulnerable groups of society such as women, children, elderly person and persons with disabilities. Within these categories there may be even more vulnerable groups, such as female heading their households, children with disabilities or persons with mental health issues. Because of their vulnerabilities, at times these groups have limited access to relief commodities.
- It is therefore imperative for the responders to safeguard the rights of vulnerable people in disaster. They must be accorded priority in rescue operation and all other activities of response. It is also essential to cater to the unique needs of these groups while planning for and executing the response

Important Characteristics of Response

- Effective response to reduce the impact of disaster is critical, mainly in order to:-
 - Limit casualties.
 - Alleviate hard ship and suffering of affectees.
 - Restore essential life support and community systems.
 - Mitigate further damage and loss.
 - Provide the foundation for subsequent recovery.

Requirements of Effective Response

- Information
- Resources
- Efficient response system
- Co-ordination of response operation

Activation of the Response System

- For rapid and effective response, there usually needs to be a system for activating emergency response officials and resource organizations. It is useful to implement activation in stages. These might be alert, stand-by and action. The benefit of this arrangement is that if, after the initial warning, the disaster does not materialize, activation can be called off. Thus, full mobilization of resources can be avoided and minimum of disruption is caused to normal life. It is advisable for government departments and other resource organizations to include the system of different stages in to their own internal plans.

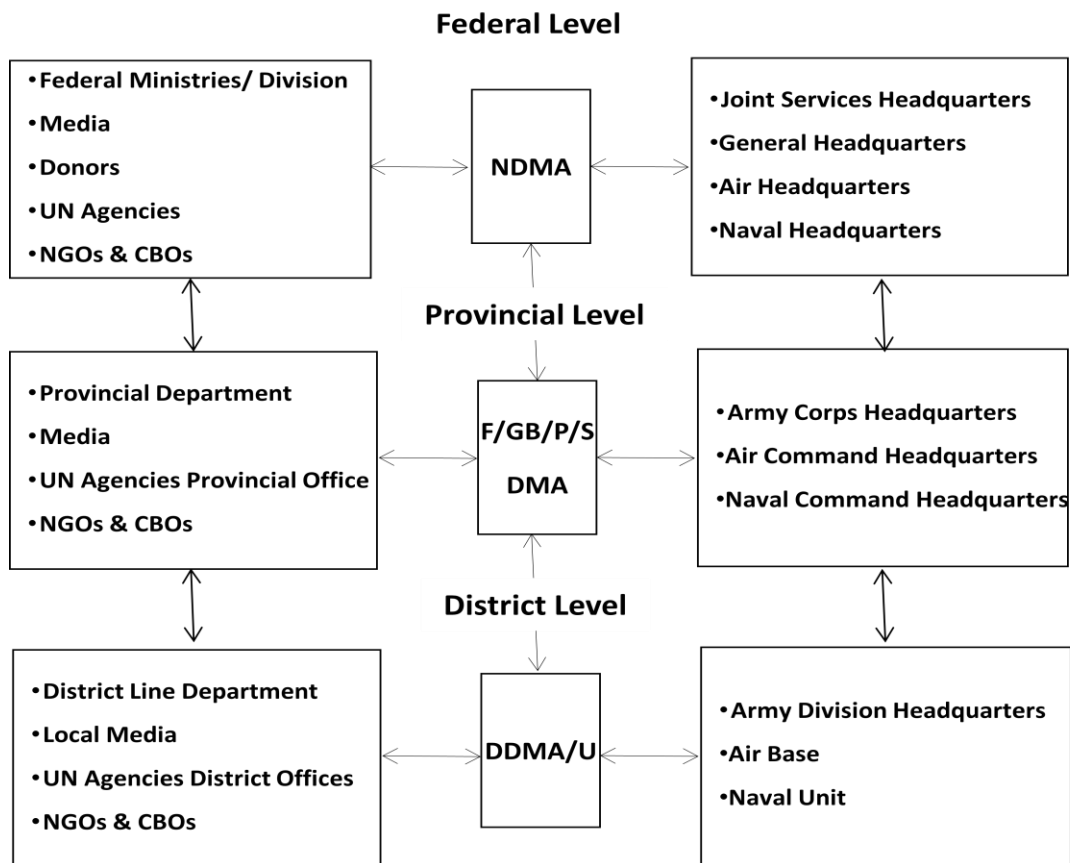
Coordination of Response Operations

- Coordination of the action taken in response operations is very important. Good coordination ensures that resource organizations are utilized to best effect, therefore avoiding gaps or duplication in operational tasks. For the purpose emergency operation centre (EOC) will be activated at all level. The EOC will serve as the hub for receiving early warning and issuing information to the public, media, ministries, departments and humanitarian response agencies. The EOCs will also lead the coordination and management of relief operation in affected areas and will function and manned 24/7. The main objectives of the EOC are to:-

- Disseminate warning on time.
- Issue instructions to all stakeholders.
- Communicate with stakeholders
- Coordinate with different stakeholders for effective response.
- Organize and manage emergency operations at national level.
- Collect information, undertake analysis and arrange dissemination.
- **Functions of National Emergency Operation Center (NEOC)**
 - Collect, consolidate, analyze and circulate information related to emergency operations to the key stakeholders.
 - Screen and issue emergency warnings and information to the public concerning preparedness and safety.
 - Prepare damage and relief need assessment reports.
 - Mobilize and deploy resources e.g. search and rescue, medical teams in the affected areas.
 - Supply food, drinking water, medical supplies, non food items to the affected population.
 - Coordinate and provide technical support to the Provincial and District Emergency Operations Centres for emergency response.
 - Coordinate with concerned ministries, departments and commissions/authorities at federal level for emergency response.
 - Coordinate with humanitarian organizations, bilateral and multilateral agencies for resource mobilization and deployment in the affected areas.
 - Coordinate relief operations.
 - Prepare press release and other information for general public and specific group. Organize regular media and public information briefings.
 - Prepare situation report (SITREP) on daily and weekly basis and circulate to the Prime Minister, NDMC Members, PDMC Members, PDMA, Armed Forces and other stakeholders.
 - Preparation and consolidation of reports, record keeping, public information and resource management at national level.

- **Coordination Mechanism**

- For the purpose of effective coordination and information sharing following mechanism has been evolved at federal, provincial and district level:-



Availability of Relief Supplies and Commodities

- The ready availability of relief supplies and commodities is an important factor in effective response. After disaster impact, there is usually an urgent need to provide and distribute the food, water, Shelter/tents and medical supplies and assistance. Emergency response action therefore needs to cover two main areas, namely obtaining the various commodities from stores (already stockpiled), commercial supplies and international assistance sources and organizing the distribution of these commodities according to the best possible orders of priority. International assistance resources often play a valuable part in response operations. These resources mainly comprise relief commodities, especially food, shelter and medical supplies. However, international assistance is mostly received when the Government launches an international appeal for assistance.
- For Federal, Provincial and District recourse stockpiling, NDMA in collaboration with WFP has constructed eight strategically located humanitarian response facilities (HRF) in all province/region/state to enhance the country’s emergency response capacity. The HRF covers 9.1 acres and has four climate-controlled warehouses to store temperature sensitive items such as ready-to-use food and medicines. The total covered storage capacity of the facility is 3000 metric tons and an open space of up to 10,000 metric tons. Four pre-fabricated offices and a reinforced paved area to facilitate truck movement have also been constructed. Other than HRF 51 flospans have been constructed in the districts to be used by DDMA/U for storage of relief commodities.

Media Cooperation

- Disaster, especially major disaster, is news. Consequently, requirements for information by local and international media are inevitable. Thus, it is clearly advisable to have well-organized arrangements to deal with this aspect. It is important that conditions in the affected country should be accurately reported

internationally and that there is no misreporting. Therefore, to avoid possible misunderstandings and misrepresentations, it is important to give appropriate briefing and information to media representatives about disaster impact. Delays may lead to some media representatives making their own news, which may not be in the best interests of the country.

- Good relations with the local media are also important and usually two-way benefits are involved. Not only do the local media benefit from good cooperation from the disaster risk management authority, but they can also perform valuable services such as warning and public awareness. It is recognized that during pressurized response operations, disaster management authorities may regard media information as having to take a low priority. However, this should be avoided.

Monitoring & Evaluation

- During the execution of response to track the progress and facilitate the mid course correction, effective monitoring is essential. Methodology for the monitoring of the response activities may be determined by the DDMA/U. Frequent interaction with non-government actors can be an effective measure to monitor their activities.
- Post disaster evaluation is vital to determine the relevance and fulfillment of objectives. An evaluation should provide information that is credible and useful, enabling the incorporation of lessons learnt. The best practices adopted during the execution of response may also be recorded, analyzed and implemented in future.

Flood Response

- Floods are the recurring phenomena in Pakistan and are the most destructive of natural hazards and the greatest cause of large-scale damages to lives and property. Over the years, major floods have occurred in Pakistan, causing huge loss of life and property. Despite the huge investment in efforts to tame the rivers, the frequency of occurrence of major flood disasters has actually increased over the past many years. In recent years, vulnerabilities of large cities to flooding have increased. Cities like Karachi, Lahore and Rawalpindi have experienced flooding due to inability of sewerage system to cope with heavy rains. Since the frequency of floods in Pakistan and losses they have caused to life and property, management of this hazard is being covered in more detail.
- **Why Flood Management is imperative**
 - Flood remains as an annual unwanted visitor and often takes the shape of a disaster and badly affects people's lives as well as the economic activities in the affected areas. Even experienced administrators and engineers are often caught by surprise under the emerging situation in taking decisions concerning necessary emergency measures. Agricultural and industrial production, services, and marketing systems are affected adversely and directly by floods. By damaging and/or destroying physical infrastructure, floods also disrupt passage/flow of goods and services to the flood affected communities.
 - Floods also create health hazards for the affected people. Widespread water borne diseases may loom large. Paradoxically, although there is excess water, potable water becomes very short in supply. The traditional potable water sources suddenly disappear or become dangerously contaminated. After shelter, the most sought after commodity in a flood situation is the potable water. Shelters often become congested with people of all ages, exhausted, in ill health, and suffering from water and vector-borne diseases. Sometimes due to disruption of communication, doctors are not available in the marooned villages.
- **Flood Control Objectives & Need.** Flood management planning and practices in Pakistan aim at achieving the following objectives:-
 - Reduction of flood losses in an economically sound manner.
 - Prioritizing of areas of greater economic hazards.
 - Protecting the cities and vital infrastructural installations.
 - Exploring the possible use of existing flood control facilities.
 - Promoting appropriate land use in flood hazard areas.
 - Minimizing adverse effects on national ecosystem and environment.
 - Creating flood awareness and adaptability in the riverine areas.

- **Department Responsible for Flood Management**

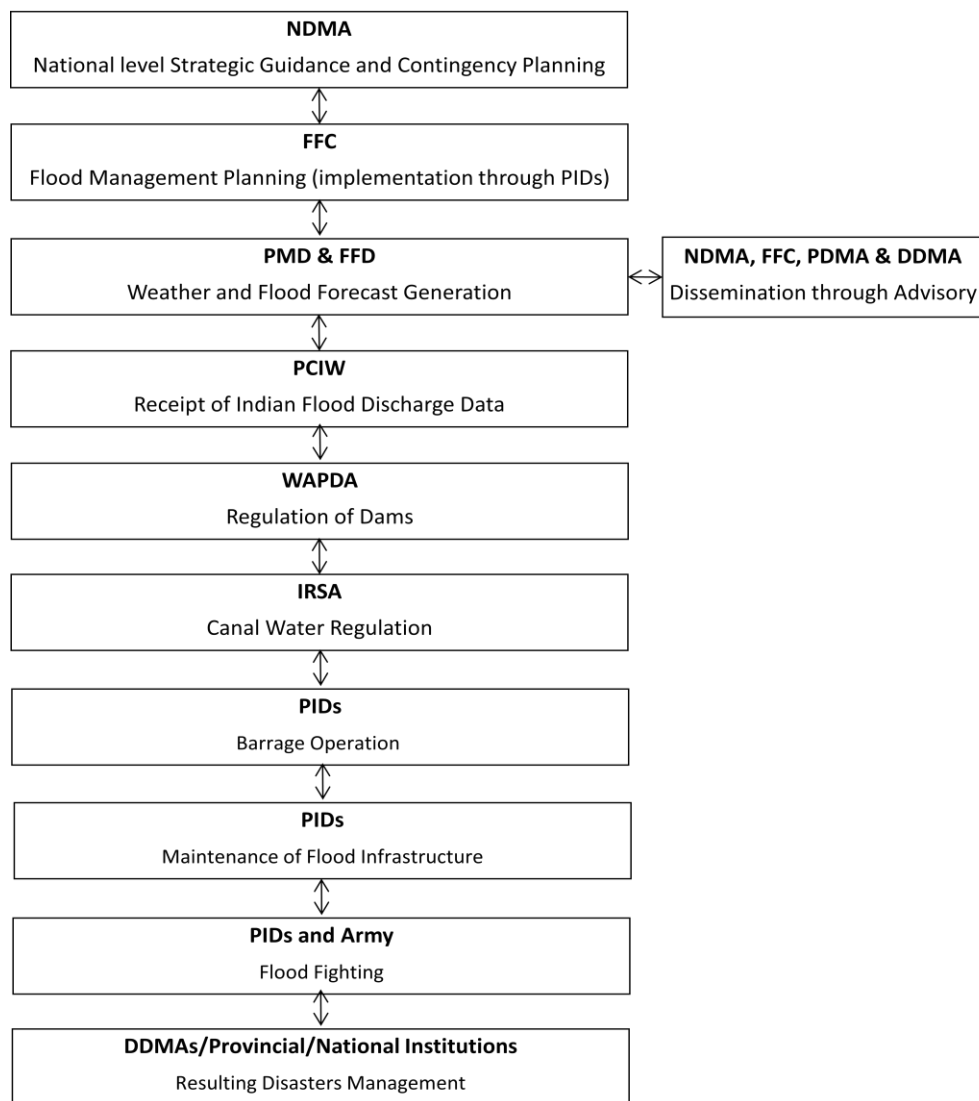
- **Federal Level**

- NDMA
- FFD
- PMD
- FFC
- PCIW
- WADA
- IRSA
- Armed Forces

- **Provincial Level**

- PDMA
- PID
- DDMA and district line department
- Armed Forces

- **Flood Management System.** Following diagram illustrate the flood management system and department responsible for action required:-



Overseas Relief Support

- NDM Act envisages provision of relief support to other countries affected by major disasters on the direction of Federal Government. The support could be in form of provision of relief stores to be distributed by the relief organization of affected country or dispatch of human resource (USAR Team (s), medical teams or field hospital) as well as relief store to be distributed by either by the supporting country or by the departments of affected country.
- **Planning Parameters.** Overseas operations demands deliberate planning to avoid any untoward situation during the execution phase. Some of the important planning parameters are as under:-
 - **Needs Assessment.** The supporting country must determine the requirements of affected country. This can be obtained from either from own foreign mission or affected country's embassy if not already published by the disaster management department of the affected country.
 - **Understanding the Operational Environment.** In case the distribution of relief items is to be done by the supporting country themselves, the nature of the operational environment obviously impacts the conduct of relief operations. Important elements for consideration include the type of disaster, the prevailing security environment, and the system of international relief at work.
 - **Relief System.** Information regarding other relief actors/organizations (UN agencies, NGOs, IGOs and private sector etc) may be obtained for enhanced coordinated operation.
 - **Culture/Customs.** It is essential to acquire all possible information regarding religion, culture and customs of the people of affected country, to plan appropriate relief goods.
 - **Coordination for Air Routes.** For kind of air traffic carrying relief goods has to use the air space of other countries, therefore necessary coordination for use of air space to be done before commencing the relief operation.
- **Humanitarian Principles.** Humanitarian principles are central to establishing and maintaining access to affected populations. Observance of humanitarian principles is essential especially when supporting country is engage in distribution of relief goods themselves. Following four principals are generally recognized by humanitarian organizations and these must be adhered to:-
 - **Humanity.** Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.
 - **Neutrality.** Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious, or ideological nature.
 - **Impartiality.** Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no distinctions on the basis of nationality, race, gender, religious belief, class, or political opinions.
 - **Independence.** Humanitarian action must be autonomous from the political, economic, military, or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

HUMANITARIAN RESPONSE MECHANISM

- In recent years, the role of humanitarian community in responding to natural disasters along with the Government has grown, due to various factors. The most important one is increase number of disasters and their magnitude. To ensure an effective, timely and well coordinated humanitarian response to populations affected by disasters, the Government of Pakistan at time rely on support of the humanitarian community. Contribution of UN Agencies, INGOs, nation NGOs, CBOs and philanthropists in relief and recovery during Earthquake 2005 and Floods of 2010 and 2011 was commendable.

UN Hierarchy

- **ERC.** Is the Under Secretary General for Humanitarian Affairs, and leads the IASC. The ERC is responsible for the oversight of all emergencies requiring UN humanitarian assistance. In a country affected by a disaster, the ERC may appoint a HC. The ERC ensures IASC endorsement of the HC proposal for cluster activation and cluster lead appointments.
- **IASC.** Is a unique inter-agency forum for coordination, policy development and decision-making involving the key UN and non-UN humanitarian partners. Under the leadership of the ERC, the IASC develops humanitarian policies, agrees on a clear division of responsibility for the various aspects of humanitarian assistance, identifies and addresses gaps in response, and advocates for effective application of humanitarian principles.
- **HC.** Is responsible for assessing whether or not an international response to crisis is warranted and for ensuring the humanitarian response efforts, if needed, are well organized. The HC is accountable to the ERC. HC lead the HCT in deciding the most appropriate coordination solutions for the country, taking into account the local situation
- **HCT.** Is a strategic and operational decision-making and oversight forum established and led by the HC to lead and coordinate international humanitarian assistance in support of existing national efforts. Composition includes representatives from the UN, IOM, international NGOs, the Red Cross/Red Crescent Movement. Some HCTs include donors and NGO. Agencies that are also designated cluster leads should represent the clusters as well as their respective organizations. The HCT is responsible for agreeing on common strategic issues related to humanitarian action.
- **OCHA.** Works closely with global cluster lead agencies and NGOs to develop policies, coordinate inter-cluster issues, disseminate operational guidance and organize field support. At the field level, OCHA helps ensure that the humanitarian system functions efficiently and in support of the HC's leadership. OCHA provides guidance and support to the HC and HCT, and facilitates inter-cluster coordination. OCHA also helps ensure coordination between clusters at all phases of the response, including needs assessments, joint planning, and monitoring and evaluation.

OCHA serves as the secretariat for critical inter-agency coordination mechanisms such as the IASC, rapid-response tools, such as the UN disaster assessment and coordination system, and the INSARAG. OCHA also promotes efficient interaction between civilian and military actors in humanitarian operations, bridges gaps in environmental emergency management, and maps global emergency relief stockpiles on behalf of the whole humanitarian community.

Humanitarian Response

- Is led by the HC, managed by the HCT, supported by an inter-cluster/sector coordination group. The response agencies include a broad range of actors, including UN agencies INGOs and NGOs.
- **Response Actors**
 - **UN Agency.** UN Agency takes part in the response in the area as per their mandate. Relief and recovery project are executed either directly or through INGOs/NGOs.
 - **INGOs.** Numbers of international organization are engaged in humanitarian work in Pakistan. INGOs respond to any situation either independently or as an implementing partner of any UN Agency. In Pakistan their action are being coordinated PHF. All INGOs are required to get themselves registered with Ministry of Interior. PHF head represent all INGOs in HCT.
 - **NGOs.** National NGOs play a very important role in humanitarian work in Pakistan. Being local, their acceptability in the masses is high and they are more familiar to local cultural value and norms. National

NGOs also respond either independently or as an implementing partner of any UN Agency/INGOs. NHN coordinated all activities of local NGOs in Pakistan. Provincial Social Welfare Department is responsible to register the national NGOs. NHN lead represents all NGOs in HCT.

- **Red Cross/Red Crescent Movement.** All Red Cross/Red Crescent Societies/Movement are also one of the major response actors. PRCS coordinate all activities carried out of the societies/movement. Red Cross/Red Crescent Movement has status of observer in HCT.
- **Response Coordination and Information Management**
 - OCHA is responsible for bringing together humanitarian actors to ensure a coherent response to emergencies. A key pillar of the OCHA mandate is to “coordinate effective and principled humanitarian action in partnership with national and international actors”. Humanitarian coordination seeks to improve the effectiveness of humanitarian response by ensuring greater predictability, accountability and partnership. OCHA is leading the international community's efforts to develop a better architecture for the humanitarian system, including strong in-country humanitarian leader; representative and inclusive HCT; an effective and well-coordinated framework within which all humanitarian organizations can contribute systematically; and predictable funding tools.
 - OCHA's role is to support the leadership of the HC and to ensure effective coordination, including strengthening the cluster approach, data and information management, and reporting. By ensuring that the right structures, partnerships and leaders are supported, OCHA and its humanitarian partners can better prepare for and more effectively coordinate humanitarian situations.
 - **Information Management.** In the UN context information management is the responsibility of OCHA. OCHA and humanitarian partners ensure that relevant information related to a humanitarian emergency is provided to the right person at the right time in a usable form to facilitate situational understanding and decision-making. OCHA with help of cluster/sector leads at the country level ensures that IM activities support national information systems, standards, build local capacities and maintain appropriate links with relevant national, provincial and local authorities. In Pakistan for information sharing 4Ws format is being followed.

Response Mechanism

- **Response through Cluster Approach**
 - In the past few sectors had clearly mandated lead agencies, while others have not. Recognizing this, in September 2005 the IASC agreed to designate global “cluster leads” specifically for humanitarian emergencies in nine sectors or areas of activity.
 - The aim of cluster approach is to ensure a more coherent and effective response by mobilizing groups of agencies, organizations and NGOs to respond in a strategic manner across all key sectors or areas of activity, each sector having a clearly designated lead, as agreed by the HC and HCT. Cluster are groups of humanitarian organizations (UN and non-UN) working in the main sector of humanitarian action, e.g. shelter and health.
 - The cluster approach was applied for the first time following the 2005 earthquake in Pakistan. Nine clusters were established within 24 hours of the earthquake. Independent reports found that the cluster system gave the Government of Pakistan a clearer and more predictable interface with the humanitarian community. Since 2005, the cluster approach has made significant progress. It is now used in more than 30 countries to deliver humanitarian assistance.
- **Activation of Clusters**
 - They are activated on the request of the host government and when clear humanitarian needs exist within a sector, when there are numerous actors within sectors and when national authorities need coordination support. It goes without saying that cluster provide a clear point of contact and are accountable for adequate and appropriate humanitarian assistance. Clusters create partnership between international humanitarian actors, national and local authorities, and civil society.

- **Aim and scope of the Cluster Approach**

- To strengthen humanitarian response by demanding high standards of predictability, accountability and partnership in all sectors or areas of activity.
- To achieve more strategic responses and better prioritization of available resources by clarifying the division of labour among organizations, better defining the roles and responsibilities of humanitarian organizations within the sectors.

- **Cluster Lead**

- Cluster leads at the have been designated by the IASC for nine sectors or areas of activity which in the past either lacked predictable leadership in situations of humanitarian emergency, or where there was considered to be a need to strengthen leadership and partnership with other humanitarian actors. At global level cluster lead are indicated in the table below:-

Sector	Cluster Lead
Technical Areas	
• Agriculture	FAO
• Education	UNICEF and Save The Children (UK)
• Emergency Shelter	
• Disasters	IFRC (Convener)*
• Complex emergencies	UNHCR
• Food	WFP
• Health	WHO
• Nutrition	UNICEF
• Water, Sanitation and Hygiene	UNICEF
Cross-cutting Areas	
• CCCM	
• Disasters	IOM
• Complex emergencies	UNHCR
• Early Recovery	UNDP
• Protection	
• IDPs (from conflict)	UNHCR
• Disasters/civilians affected by conflict (other than IDPs**)	UNHCR/OHCHR/UNICEF
Common Service Areas	
• Logistics	WFP
• Emergency Telecommunications	OCHA/UNICEF/WFP

* IFRC has made a commitment to provide leadership to the broader humanitarian community in emergency shelter in disaster situations, to consolidate best practice, map capacity and gaps, and lead coordinated response. IFRC has committed to being a ‘convener’ rather than a ‘cluster lead’. In an MOU between IFRC and OCHA it was agreed that IFRC would not accept accountability obligations beyond those defined in its Constitutions and own policies and that its responsibilities would leave no room for open-ended or unlimited obligations. It has therefore not committed to being ‘provider of last resort’ nor is it accountable to any part of the UN system.

** UNHCR is the lead of the global protection cluster. However, at the country level in disaster situations or in complex emergencies without significant displacement, the three core protection mandated agencies (UNHCR, UNICEF and OHCHR) will consult closely and, under the overall leadership of the HC/RC, agree which of the three will assume the role of Lead for protection.

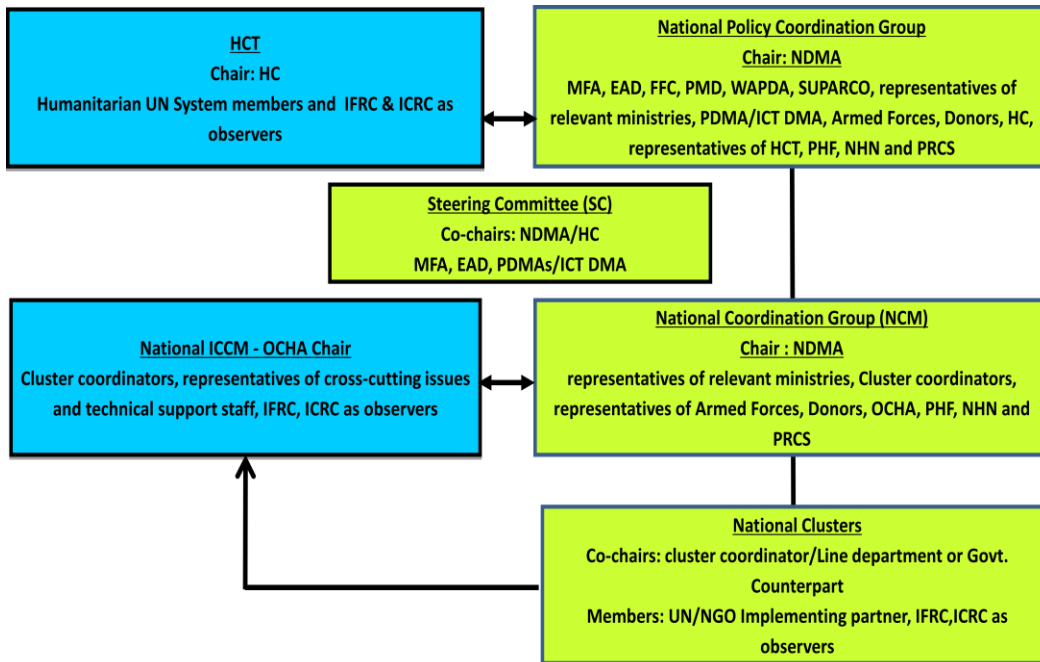
- **Responsibilities of Sector/Cluster Leads**

- Cluster leads are responsible for establishing broad partnership bases (i.e. “clusters”) that engage in activities in three main areas, as follows:-

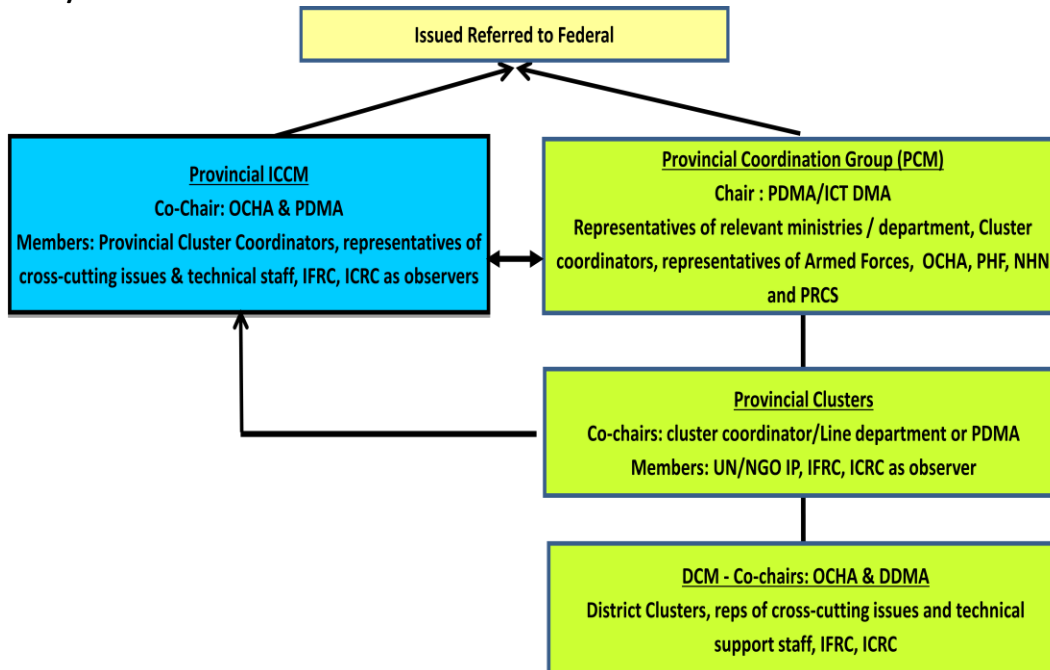
- **Standards and Policy-setting**
 - Consolidation and dissemination of standards; where necessary, development of standards and policies; identification of ‘best practice’.
- **Building response capacity**
 - Training and system development at the local, national, regional and international levels.
 - Establishing and maintaining surge capacity and standby rosters.
 - Establishing and maintaining material stockpiles.
- **Operational support**
 - Assessment of needs for human, financial and institutional capacity.
 - Emergency preparedness and long term planning.
 - Securing access to appropriate technical expertise.
 - Advocacy and resource mobilization.
 - Pooling resources and ensuring complementarity of efforts through enhanced partnerships.
- **Responsibilities of Sector/Cluster Leads**
 - The role of sector leads at the country level is to facilitate a process aimed at ensuring well-coordinated and effective humanitarian responses in the sector or area of activity concerned. Sector leads themselves are not expected to carry out all the necessary activities within the sector or area of activity concerned. They are required, however, to commit to being the ‘provider of last resort’ where this is necessary and where access, security and availability of resources make this possible. Responsibilities of sector leads at the country level include ensuring the following:-
 - Inclusion of key humanitarian partners.
 - Establishment and maintenance of appropriate humanitarian coordination mechanisms.
 - Coordination with national/local authorities, institutions, local civil society and other relevant actors.
 - Participatory and community-based approaches.
 - Attention to priority cross-cutting issues (e.g. age, diversity, environment, gender, HIV/AIDS and human rights).
 - Needs assessment and analysis.
 - Emergency preparedness.
 - Planning and strategy development.
 - Application of standards.
 - Monitoring and reporting.
 - Advocacy and resource mobilization.
 - Training and capacity building.
 - Provision of assistance or services as a last resort.
- **Inter-cluster Coordination**
 - Inter-cluster coordination platform is provided by OCHA. Inter-cluster coordination is a cooperative effort among sectors/clusters and the HCT to assure coherence in achieving common objectives, avoiding duplication and ensuring areas of need are prioritized. Inter-cluster coordination takes place at the national and sub-national level, to coordinate the implementation of the response through each step of the humanitarian program cycle.
 - The HC and HCT provide an overall strategic direction to the humanitarian community in support of the national response. Guided by the HCT, inter-cluster coordination provides a platform for clusters to work together to advance the delivery of assistance to affected people effectively and efficiently. It does this by encouraging synergies between sectors, ensuring roles and responsibilities are clearly defined, closing potential gaps and eliminating duplication.
 - Inter-cluster coordination plays a critical role in facilitating the development of the strategic response plan and assures a coherent and coordinated approach to planning and operationalizing the shared strategic objectives as set out in the strategic response plan.

- Government - UN Coordination Mechanism

- Federal Level



- Provincial/District Level



- **International Appeal Process**

- **Types of Appeal**

- **Flash Appeal.** The flash appeal is a tool for structuring a coordinated humanitarian response for the first three to six months of a new emergency. The UN RC/HC triggers it in consultation with the Government within two days of a major disaster or in response to an ongoing or slow-onset crisis. It contains an analysis of the context and of humanitarian needs (citing whatever specific needs assessments are available, as well as any other evidence such as informal reports, remote sensing, background data, and inference), response plans (at the general strategic level as well as sector plans including specific proposed projects), and information on roles and responsibilities.
- **Consolidated Appeal.** The consolidated appeals process is a programme cycle for aid organizations to plan, coordinate, fund, implement, and monitor their response to disasters and emergencies, in consultation with governments. The consolidated appeal covers the requirement of residual relief and recovery. The appeal contributes significantly to developing a strategic approach to humanitarian action, and fosters close cooperation between host governments, donors, aid agencies, and in particular between NGOs, the Red Cross Movement and UN agencies.

- **Appeal Process.** Following is the process of launching the international appeal and steps:-

- Request by the government
- Need assessment through MIRA
- Flash appeal document including project in consultation with NDMA, PDMA (s), EAD and MoFA, being the main stakeholders
- Launch of appeal jointly by the Government & UN System
- Cluster based intervention, which are coordinated by NDMA & PDMA's
- Relief and recovery need assessment through recovery need assessment
- Consolidated appeal document including project in consultation with NDMA, PDMA (s), EAD and MoFA, being the main stakeholders
- Sectors based intervention which are coordinated by NDMA & PDMA's
- Damage and need assessment by World Bank & ADB on request of EAD
- Funding requirement for reconstruction
- Reconstruction process

CAMP MANAGEMENT

Camp management is about providing Assistance and Protection to the residents of the relocation site in accordance with International Law and Standards and ensuring that every member of the community has the opportunity to Participate in the activities of the relocation site. The objective of Camp Coordination and Camp Management (CCCM) is to make sure that displaced populations have access to their basic human rights with dignity while living in temporary settlements. CCCM strives to improve living conditions during displacement and to seek durable solutions to end camp life and organize closure and phase-out of camps. CCCM does not advocate for camps. Camps are a last resort and a temporary solution.

Who is Responsible for Camp Management?

The straightforward answer to this question is that the State is responsible for the management of camps and temporary settlements within their borders. This responsibility is in line with the obligation and responsibilities of a State to provide protection and humanitarian assistance to internally displaced nationals and refugees within its sovereign boundaries. In situations where the authorities are unwilling or unable to provide protection and/or assistance to the displaced population, humanitarian actors have a duty to support the State to do so.

Where do displaced people settle?

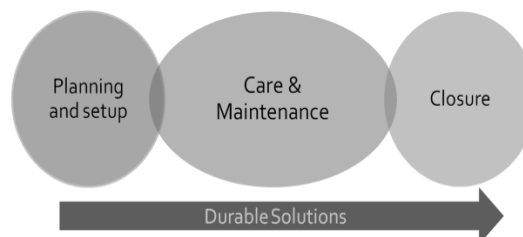
- **Relief Sites**
 - **Spontaneous/Self-settled camps:** People may decide to settle in camps, independently of assistance from local government or the aid community.
 - **Collective Centres:** People may decide to shelter in pre-existing structures, such as schools, community centres, hotels, warehouses, factories or religious buildings.
 - **Planned Camps:** People may decide to find accommodation on purpose-built sites where a full serviced infrastructure is provided.
- **Outside Camps**
 - Host communities
 - Rented housing

Building Blocks of a Camp Management

- **Assistance:** Assistance includes all activities that address the basic human needs of displaced people.
- **Protection:** Protection activities in a camp should ensure that displaced populations enjoy basic human rights, without discrimination. State has the primary responsibility for the physical, legal and material security of the displaced population. UN agencies and NGOs – national and international – can support the State as necessary. The protection activities ensure that displaced populations have access to:
 - **Physical security:** Protection against physical harm, protection against violence;
 - **Material security:** Basic goods and services. (e.g. water, shelter, food...);
 - **Legal Security:** Justice, a legal status and identification documentation (e.g. birth, marriage and death certificates etc.) and respect for property rights;
- **Community Participation:** Members of displaced community identify and express their own views and needs and collective action is taken to reflect those views and meet those needs. Role of community in camps/relief sites is to reduce levels of vulnerability and dependence, so it is essential that the community participates in the management of their settlement.
- **International Laws and Standards:** International law provides a framework for assistance and protection activities. Standards ensure consistency and accountability in response activities.

Camp Life Cycle

- Planning and Setup
- Care & Maintenance
- Closure



Planning and Setup

Planning and setup is the first phase of camp life cycle. Ideally, sites are selected and camps are planned before the controlled arrival of the displaced population. It is primarily the national authorities' responsibility to identify a site in which a camp should be located. In most scenarios the authorities will also take the lead in negotiating compensation for land that is privately owned. For making right decisions in the planning phase officials must be aware of site selection criteria, which can determine structural suitability, safety considerations or technical requirements for water and sanitation services etc. Following activities include in planning and setup:

- Site Selection
- Ensure registration and documentation of new arrivals
- Provision of basic services such as water, electricity etc.
- Repairs to infrastructure
- Upgrades to shelters or facilities
- New construction
- Work with committees and focal groups etc.
- Identify, engage and monitor groups with special needs
- Security
- Monitoring technical sectors (i.e. distributions, hygiene promotion)
- **Site Selection:** The selection of a camp site is dependent on many factors including the size and conditions of the site and the availability of resources; the safety, security and protection it offers; and cultural and social considerations. In addition, the site's location involves concerns about access, the geology and topography, trees and vegetation, the potential impact on the environment and potential risks due to environmental causes of disease or other public health issues.

The first consideration in site selection is safety from hazards. 'Integrated hazard mapping' is required, regardless of whether the camp is established as a result of a conflict or natural disaster. Sites are often made available for displaced communities simply because they are inappropriate for human habitation.

Care and Maintenance:

It is the longest stage and the most critical phase of the camp life cycle. It is in-fact the phase for which the camps are primarily established. The Camp Administration (CA) is responsible for upholding the rights of communities living in settlements. Other CCCM stakeholders support them and the Camp Management Team is responsible for care and maintenance of the camp ensuring the participation of the camp/collective center community. Meaningful community participation is essential for the effective running of settlements. Camp Managers and Camp Coordinators are responsible and accountable for working together with authorities for the displaced population' empowerment in daily camp life. Monitoring tools help in upholding the standards in settlements.

Camp Closure:

Like camp set-up, the closure of a camp is a context-specific process, which can take place for a variety of reasons, and in a diversity of ways or stages – from planned and orderly closure influenced by organized return movements or dwindling donor support, to abrupt and chaotic closure due to security threats or government coercion. It is the camp administration (CA) that decides the closure of camps (s). The identification of durable solutions is an essential goal of the best practice in camp management, whether this is return to the area of origin, integration into the area of displacement or resettlement to a third location (neither the area of origin nor of displacement). At the time of closure, careful planning and extensive coordination is crucial and should be carried out by the Camp Management Agency in collaboration with the government authorities, local and international service providers, the camp population and the host community. Planning for closure should ideally be initiated while setting up the camp. The closure of camp/return of displaced population should be informed, volunteer and safe. The people, infrastructure and environment should be equally taken care of while closing the camp. The land should be leveled, garbage be disposed off and pits be properly filled in at the time of closure.

Major Actors for Camp Management

- Camp Administrator (CA)
- Camp Coordinator (CC)
- Camp Manager (CM)

Roles & Responsibilities

- **Camp Administration:** Camp Administration refers to the functions carried out by governments and national authorities that relate to the oversight and the supervision of camp management activities in camps and camp-like situations. It comprises such sovereign State functions as:
 - Designating, opening and closing camps
 - Securing land and occupancy rights for a temporary settlement, resolving disputes arising from land appropriation and preventing claims against individuals/agencies living/working in a camp
 - Providing security, maintaining law and order and guaranteeing the civilian character of a displaced persons' camp
 - Issuing documentation, permits and licenses (such as birth certificates, ID cards and travel permits) to camp inhabitants
 - Protecting citizens and preventing evictions, relocations or any other further displacement of those living in the camp before they can regain their original homes in safety and dignity or are offered other residence that conforms to international standards
 - Facilitating access to camps by humanitarian agencies.
- **Camp Coordination:** The primary objective of the Camp Coordination function is to create the humanitarian space necessary for the effective delivery of protection and assistance. Camp Coordination also entails:
 - Coordinating roles and responsibilities in the overall humanitarian camp response, including ensuring adherence to agreed IASC standards and operational guidelines regarding the CCCM Cluster
 - Ensuring situational assessment, operational planning, strategic design, monitored implementation, technical support and overall coordination
 - Ensuring that during the humanitarian response there is full and appropriate consultation with beneficiary populations, national government authorities, humanitarian and development partners and other actors such as civil society, donors, the diplomatic community, local/host communities and the media.
 - Providing appropriate support to national authorities, including capacity building
 - Monitoring and evaluating service provision
 - Providing training and guidance to all humanitarian partners
 - Setting-up and maintaining assessments and monitoring and information management systems
- **Camp Management/Camp Management Agency:** Under the overall supervision of camp administration and coordination & support provided by the Camp Coordination Agency, the respective Camp Management Agency will closely collaborate with the on-site authorities (the Camp Administration) and liaise with them on behalf of all humanitarian actors and service providers. Camp management encompasses those activities in one single camp that focus on:
 - Coordinating services (delivered by NGOs and other service providers)
 - Establishing governance and community participation/mobilization mechanisms
 - Ensuring the maintenance of camp infrastructure
 - Information management (including collecting and disseminating data appropriately)
 - Provision of defined services
 - Monitoring the service delivery of other providers in accordance with agreed standards
 - Identifying gaps in the provision of protection and assistance and avoiding duplication of activities
 - Advocating for, or providing, key services in gap areas
 - Referring all problems that cannot be resolved at the camp level to the concerned authorities/agencies
 - Assisting the Camp Coordination in defining the standards and indicators that are to be applied in particular responses requiring camp or camp-like situations.
 - Monitoring the service delivery of other providers in accordance with agreed standards.

LOGISTICS AND WAREHOUSE MANAGEMENT

Logistics Planning and Assessment

Logistics Capacity Assessment;- What - Formal evaluations to obtain fundamental global logistics information on a country or a region. Elements - such as port/airport capacities, roads and rail networks, storage facilities, handling procedures, custom clearance, procurement (food and NFI), local transportation resources IA-LCA - Inter-Agencies/NGOs (<http://www.logcluster.org/tools/lca>)

Benefits of Logistics Capacity Assessment

- Support contingency planning activities
- Preparation Emergency Response Operational Plans (food and non-food)
- Reducing overall response time in the delivery
- Increase access to all beneficiaries
- Decrease cost of transportation and over the course of the operation
- Provide detailed briefing material for the relief staff unfamiliar to the region

Logistics Assessment in the Emergency Cycle

- Response: Immediate period of aid and relief inflows after the event;
- Recovery: More long term development activities, aim of getting the economy and markets back on their feet again;
- Mitigation: Activities to reduce the potential for future such events to occur and minimize the potential impact thereof;
- Preparedness: Lessons learned and activities for response organizations to be in a stronger position to respond to a future emergency.

Planning an Assessment

- Objectives: Setting the objective of the assessment
- Terms of reference: Establishing terms of reference for staff
- Human Resource: Identifying and selecting team members
- Tools: Identifying or preparing assessment tools
- Resource Mobilization: Mobilizing resources (Vehicles, Cars)
- Reporting Format: Agreed reporting format
- Audience: Identifying users

Elements and Scope of an Assessment

- Affected People
- Distribution plans
- Materials Required
- Electric Power
- Water/ Sewage
- Airport/Aircraft
- Seaports
- Railroads
- Road/Bridges
- Load Truck Capacities
- Transfer Points
- Communications
- Coordination Capacity
- Warehouses

Assessment: Basic Principles

- Use multiple sources and methods
- Seek participation and consensus
- Ensure transparency and feedback
- Record sources
- Consider the accuracy
- Be cautious about generalizing

Logistics Preparedness; -_Logistics in the Emergency Cycle

- It is important to understand the need for assessment when the disaster strikes.
- Start with an assessment, which is followed by a plan of action and then an operation.
- It is important to build on the experience derived from the operation to improve your preparedness.
- This is done through both reporting and on-going reassessments according to needs.
- Building up on experience will then increase preparedness and improve the response to an emergency.
- An important element in emergencies is flexibility: When you start an emergency, you launch a missile and then you guide it. If you wait until you know everything, it is too late.

Warehouses & Emergency Hubs

As a transshipment point the warehouse facilitates the timely and cost efficient movement of humanitarian cargo. This includes:

- Dividing humanitarian cargo arriving in break-bulk for eventual dispatch to other warehouses
- Consolidating humanitarian cargo received from different suppliers/ shipments
- Combining and preparing humanitarian cargo for dispatch and/or distribution
- Store humanitarian cargo waiting for customs clearance
- Store humanitarian cargo waiting to be transported
- Hold humanitarian cargo for emergency responses
- Protect humanitarian cargo by providing safe, clean and dry storage conditions

Warehouse Elements

- *Structural elements:* Location, physical structure, accessibility, sanitary and other facilities, security.
- *Managerial elements:* Warehouse staff responsibilities including inventory management responsibilities.
- *Organisational elements:* Handling and storage, including space and layout.

Warehouse Selection

Location

- Need to make sense in your overall supply chain set-up.
- Avoid having to cover unnecessary transport legs.
- Accessible by road.
- If possible, in proximity of a rail line, seaport, airport, and/or inland port (lake or river).
- Availability of local transporters
- As close as possible to beneficiaries.
- Level ground not prone to flooding and strong enough to support the weight of trucks and other heavy vehicles.

Physical Warehouse Structure

- Type of structure: Existing warehouse building, building currently not used for warehouse, but that could be transformed, mobile structure
- If no structure exist, what is your alternatives?
- Solid, without cracks or holes in roof, walls, or floor.
- Contamination free soil resistant to moisture absorption.
- Ease of maintenance.
- Suitable for humanitarian cargo to be stored - with sufficient storage capacity, refrigeration facilities if needed, and allows for the use of mechanical equipment.

- Walls should have at least 20-25 cm of concrete to prevent rodents from entering.
- Exterior walls should be of light colour paint to reflect sunlight (providing cooling effect in the interior).
- Interior walls should also be of light colour to facilitate cleanliness, and spotting of insects and other pests.
- Roof should overhang 1-3 meters above doors to allow loading and offloading in the rain.
- Ventilation is required to minimize the effects of high temperatures and humidity on humanitarian cargo. A proper warehouse therefore should have good ventilation. Consider installing ventilation balls on the roof and/or ventilation slits at the juncture between walls and roofs. When security and weather conditions permit, doors should be opened to increase ventilation.

Access

- Easy access for different kinds of vehicles (including trucks).
- Should have parking and space to maneuver.
- Should facilitate loading and offloading operations.

Facilities :- Water, electricity, sanitation, waste collection and garbage disposal.

Security Conditions

- Security of staff, infrastructure and humanitarian cargo.
- Security measures must be implemented in cooperation with the appropriate security authorities.
- Entrance control of people and vehicles (identification of staff and subcontracted workers, search of incoming and outgoing vehicles).
- Premises should be surrounded by a 2.5- 3m high fence (with razor-wire and adequate lighting).
- Updated contact information for local police and fire fighting authorities.

The Warehouse Function and Staff

Different Areas in the Warehouse

Good Receipt

Plan the reception (space, layout, offloading), Check transport documents and cargo before unloading, Proceed with off-loading and stacking, Count and inspect cargo, Count the packages as they are unloaded, Inspect each container. Look for: damaged packages

Goods Dispatch

Transport order, Release authorization (WH), Loading order/authorization, Dispatch plan (stack, door, team), Check condition/inspection of truck, Loading, count/inspect, Reconditioning
Report all losses daily, Maintain stock management documents, Submit stock management reports on time, File and safeguard all stock management documents and reports

Warehouse Staff

- The Warehouse Manager supervises, directly or indirectly, the following staff and sub-contracted service providers
- Storekeepers, Assistant store keepers and Tally clerks, Casual labor and cleaners, Security guards

Responsibilities of Storekeeper/Warehouse Manager

- To plan, organize and control all activities pertaining to:
- Staff Safety & Warehouse Security
- Quality and Quantity Control
- Warehouse Maintenance & Cleanliness
- Cargo Receipt & Dispatch
- Stock Management & Reporting
- Cargo Handling, Stacking & Storage

Stock Protection

Mitigating & Managing Risk

Reception of Goods

- Maintain detailed records about vehicles entering and leaving the compound.
- Each vehicle's registration number, details of the delivery note, the name of the organization, and the time of arrival and departure should be recorded.
- Give clear directions/instruction to drivers, ensure supervision when inside the warehouse security area.
- Search departing vehicles to ensure they contain no unauthorised loads.
- Vehicles with outgoing goods must be accompanied by a signed and authorised waybill.
- The location of the receiving area should be close to the entrance of the warehouse compound.
- Incoming deliveries must report to the receiving area, and persons from this area should supervise drivers during their time in the compound.
- Small consignments awaiting inspection can be stored in the receiving area. Once inspected, they can be moved to the warehouse allocated for that product.
- Vehicles delivering bulk items can be accompanied to the designated warehouse by receiving staff to check the waybill against the purchase order during the offloading and stacking.
- Delayed consignments awaiting the outcome of claims against suppliers, carriers or insurance company can be received and stored in the receiving area until the outcome of the claim is determined.
- Supplies must be checked to see that they comply with the specifications of the purchase order/shipping documents.

Storage of Goods

- No un-authorized people should be allowed in the storage area.
- Staff should have clear instructions for storing items.
- All incoming shipments must be inspected for signs of tampering or damage.
- Any signs should be clearly noted on delivery documents.
- The reception area operation should be closely supervised.

Dispatch of Goods

- Supplies must not be issued unless with a complete authorized release order and concerned programme staff.
- All supplies and equipment dispatched must be accompanied by detailed transportation documents (packing list, waybill/Receipt of Goods).
- Items should be requested and issued in the units in which they are stocked, e.g. tubes, boxes, cartons, kilograms, etc.
- Every package should be clearly marked, with the quantity of contents and the name and address of the recipient.
- The warehouse movement ledger must be completed to register the dispatch of the supplies.
- All dispatches should be planned, recipients must be made aware of the scheduled arrival in advance to ensure storage space, availability of unloading staff at the receiving end.

MAINSTREAMING GENDER, AGE AND DISABILITIES

Gender

- In common usage, the word gender often refers to the sexual distinction between male and female. Gender is the set of relations between and among men and women in different societies based on socially constructed roles, behaviours considered appropriate for men and women. In simple words, gender refers to the set of relationships between men and women at a particular point of time in a given society.
- While discussing gender, we generally refer to the social differences and relations between men and women, which are learned and transformed. The term gender does not replace the term sex, which refers exclusively to biological differences between men and women. The following are the broad differences between Gender and Sex for a clear understanding in the subsequent analysis:-

Gender

- Socially constructed
- Differs between and within cultures
- Includes variables identifying differences in roles, responsibilities, opportunities, needs and constraints
- Can be Changed

Sex

- Biologically defined
- Determined by birth
- Universal
- Unchanging

Vulnerable Groups

- Person or a group having less or no coping capacity to respond to a certain hazardous phenomenon. In local context these includes, women, children, disabled and elderly persons.
- Persons with disabilities include those who have long-term physical, mental, intellectual or sensory impairments. Most developed world countries have accepted the chronological age of 65 years as a definition of 'elderly' or older person, but like many westernized concepts, this does not adapt well to the situation in Africa. While this definition is somewhat arbitrary, it is many times associated with the age at which one can begin to receive pension benefits. At the moment, there is no U N's standard numerical criterion, but the UN agreed cutoff is 60+ years to refer to the older population.

Gender Equality

- Gender equality implies, equality between women and men or gender equality promoting the equal participation of women and men in making decisions; empowering or supporting women and girls so that they can fully exercise their rights; and reducing the gap between women's and men's access to and control of resources and the benefits of development is still out of reach for most women worldwide.
- In disaster management, the gender equality means their equal participation in all the spheres of disaster management. Their needs being specific must be kept in mind while planning and execution part if equitable and sustainable progress is to be achieved, women's status must be improved, their rights must be respected, and their contributions must be recognized.

Gender Mainstreaming

- Is a strategy for making women's as well as men's concerns and experience an integral dimension of the design, implementation, monitoring and evaluation of policies and programs on all political, economic and societal spheres so that women and men benefit equally and inequality as not perpetuated. The ultimate goal is to achieve gender equality."

Gender Mainstreaming in DRR

- In the context of DRR, gender mainstreaming "refers to fostering awareness about gender equity and equality, to help reduce the impact of disasters, and to incorporate gender analysis in disaster management, risk reduction and sustainable development to decrease vulnerability.
- Owing to conventional and cultural practice, women are vulnerable to disasters, but they are the one with greater responsibility with regard to physical safety of family members. May be women are alone at home at the time of rapid-onset of a disaster. In such a situation, women have to ensure the safety of children, elderly people and people with disabilities. Women have valuable knowledge and experience in coping with disasters. It is in the larger interest of the family and community to take women on board at policy and decision making level so that these valuable resources do not go waste, and become dependent.

Guidelines to Mainstream Gender to DRR

- Following are key guidelines to push the agenda of gender mainstreaming in DRR:-
 - **Women’s Representation in Disaster Management institutions.** As a first step, women’s participation and representation should be increased in the overall hierarchy: NDMA, PDMA and DDMA/Us. Policy makers tend to miss gender perspective during the policy formulation process. Involvement of female public servants at policy level would help incorporating the gender perspective in DRR policies, as well as would enhance their technical skills on DRR.
 - **Establishment of Gender Units.** They should be establishment in key disaster management institutions at all level.
 - **Gender and Disaster Training.** In all the trainings by various institutions women participation must be encouraged. Training for the departments responsible for gender mainstreaming should be ensured to sensitize them about gender. Such trainings and awareness would convince the decision makers to address the concerns of women, disabled people, and children while proposing any project for hazard prone areas.
 - **Involving Universities and Research Institutes.** DRR managers should engage with universities and research institutions to facilitate new researches to identify the level of women’s participation in DRR.
 - **Linkages with Gender Institutions.** It is important for DRR managers to solidify linkages with departments and institutions working on gender issues. Institutions at national, provincial and district level should be taken on board at policy level to incorporate gender perspective at all level.

Guidelines for Gender Sensitive Risk Assessment

- Involving women in risk assessment process.
- Gather demographic and existing sex disaggregated socioeconomics data on disaster occurrence.
- Identify secondary hazards, which specifically affect women. Secondary hazards include trafficking, sexual abuse, forced marriage etc.
- Design strategies and operational framework for mainstreaming gender in vulnerability and capacity assessment.
- Gather data on women related issue during and after the disaster.
- Identify women needs during relief operation.
- Address special needs of women during evacuation planning process.
- Identify women and children friendly means of communication to disseminate early warning.
- Assess the education and training needs of women with regard to disaster management.

Guidelines for Catering the need of Vulnerable Groups

- Women, children, older persons and persons with disabilities have specific needs which must be catered for both in preparedness and response phase. Some of the essential needs have been covered in following matrix. The recommendations actions have been further classified into relevant sectors and the matrix deals separately with a different category of vulnerable persons as per the above areas of action.

Gender		
Disaster Preparedness and Risk Reduction		
Policy, planning and data collection	Institutional strengthening and capacity development	Awareness raising and community involvement
<ul style="list-style-type: none"> • Ensure gender balance in the need assessment teams. • Develop sector wise database of professional women (teachers, LHVs, Government employees etc.) to be trained and called upon in emergencies. • Develop gender sensitive indicators to monitor and 	<ul style="list-style-type: none"> • Foster women’s leadership in DRR and DRM. • All relevant DMAs and line departments should receive training on gender inclusive DRR and DRM. • Women should be trained as frontline workers in emergency services (and equip them with life-saving skills). 	<ul style="list-style-type: none"> • Develop and use IEC material targeting women. • Utilize existing women’s networks (such as LHVs) • Specific issues of women should be addressed during camp management in case of displacement of communities from their residing areas.

<p>measure progress.</p> <ul style="list-style-type: none"> • Women Headed Households to be recognized and included in registration forms for provision of various facilities. 	<ul style="list-style-type: none"> • Capacity building of rescue and response workers on Gender-aware Camp Management, food and NFI distribution. • GBV referral systems need to be established and operational during all phases of disasters. 	
Response, Recovery and Rehabilitation		
Safety and Security	Wash and Health	Shelter, Food, and NFIs
<ul style="list-style-type: none"> • Strengthen community based safety mechanisms by involving local community women in EWS, response and rescue. • Relief sites and camps should ensure attention to women's security needs, such as separate washrooms with locks, adequate light, water and sanitation facilities etc. 	<ul style="list-style-type: none"> • Women's fair and equitable access to basic services should be ensured, particularly in health and hygiene. • Female doctors and psychosocial support personnel should be available for women. • Mobile medical units equipped with safe delivery, postnatal facilities and referral should be in place. 	<ul style="list-style-type: none"> • Evacuation and relocation measures must make provision for women's access to transportation and protection in culturally sensitive areas. • Women perspective should be included in designing shelter and rehabilitation projects.
Children		
Disaster Preparedness and Risk Reduction		
Policy, planning and data collection	Policy, planning and data collection	Policy, planning and data collection
<ul style="list-style-type: none"> • DRR and DRM plans are formulated in consultation with girls and boys of different ages. • SOPs for missing, separated and unaccompanied children in disasters are in place and adhered to in all provinces and regions and reviewed periodically. 	<ul style="list-style-type: none"> • Capacities of key ministries, relevant departments and local bodies at all levels in child protection in emergencies are assessed and gaps are addressed accordingly. • Uniformly apply safe building codes and other important safety regulations to public and private schools. • Children (0-18) have age appropriate skills to cope with disasters. 	<ul style="list-style-type: none"> • Advocacy needed on CP mainstreaming in response and preparedness and in sectors such as WASH, Shelter, and Food security/non-food items, Health/nutrition. • Adolescent children are trained and mobilized to support community based disaster management, including through associations such as the girl's guides and boys scouts.
Response, Recovery and Rehabilitation		
Safety and Security	Wash and Health	Shelter, Food, and NFIs
<ul style="list-style-type: none"> • Safe interim care arrangements are identified and accessible for boys and girls of all ages. • Child Protection in Emergency coordination mechanisms are in place and functional (such as sub-clusters where activated, or working groups) 	<ul style="list-style-type: none"> • Health staff and other relevant service providers in response teams are trained on identifying and responding to children affected by violence, neglect, abuse and exploitation. • Coordination with relevant sectors (food security, wash, nutrition, education, health, etc) for child appropriate services and assistance. 	<ul style="list-style-type: none"> • Service provisions are tailored for the needs of children with disability during disaster response. • Special measures are in place to ensure that all children-headed households have access to humanitarian services. • PDMA's should identify infrastructures prior to disasters as temporary shelters so that schools are not used as the shelter areas

Older Persons and Persons with Disabilities		
Disaster Preparedness and Risk Reduction		
Policy, planning and data collection	Policy, planning and data collection	Policy, planning and data collection
<ul style="list-style-type: none"> • SOP's should be developed for evacuation, rescue and relief of persons with disability and age during disasters to ensure their appropriate handling and care/facilitation. • Stockpiling and contingency planning should incorporate special needs of older persons and persons with disability. 	<ul style="list-style-type: none"> • Adequately trained focal persons in line departments should be designated for older persons and persons with disability in disaster response. • Rescue teams should be trained deal with and to prioritize needs of older persons and persons with disability. • Caretakers should be trained in order to cater for the special needs of older persons and persons with disabilities to ensure their proper handling and care in disasters. 	<ul style="list-style-type: none"> • Early warning should be designed to reach older persons and persons with disability, specifically persons with visual, hearing/speech and learning impairments. • Work with print & electronic media to encourage inclusion of disability and aging issues in their disaster reporting.
Response, Recovery and Rehabilitation		
Safety and Security	Wash and Health	Shelter, Food, and NFIs
<ul style="list-style-type: none"> • Establish systems and procedures for prevention from abuse & exploitation of older people and persons and disability. 	<ul style="list-style-type: none"> • Health, WASH, and shelter facilities should be made accessible for persons with disability and older persons. • Establish mobile health/rehab/relief units to cater to persons with disability and older persons in emergencies. 	<ul style="list-style-type: none"> • Designated shelters and buildings should be made accessible for persons with disability and older persons. • Specific projects including livelihood programmes dedicated for older persons and persons with disability need to be developed as part of DM programmes.

Child Protection

- Child Protection is the measures and structures to prevent and respond to abuse, neglect, exploitation and violence affecting children and the promotion of their psychosocial wellbeing. It requires a multi-disciplinary and multi-sectoral approach including governments, multilateral agencies, donors, communities, care givers, and families as well as a close partnership with children. Child protection also aims to strengthen the capacity of all these actors to protect children and to develop effective and responsive systems and mechanisms.
- In all emergencies, children are at risk of being separated from their families. Having lost the protection of parents or guardians during such a time, these children are more likely to experience abuse, neglect, exploitation and violence and hence this increases their level of vulnerability. Emergencies often cause breakdown in social structures and protective mechanisms normally provided by the State, the community, and the family. NDMA being the lead agency at the Federal level and responsible to deal with whole spectrum of disaster management has formulated standards/guidelines to protect and promote the best interest of children during and after disasters. The main features of the SOP are as under:-
- **Guiding Principles for Child Protection**
 - All children have the right to a family, and families have a responsibility to care for their children. Unaccompanied and separated children must be provided with services aimed at reuniting them with their parents or primary legal or customary caregivers as quickly as possible.
 - The best interests of the child constitute the basic standard for guiding decisions and actions taken to help children. The Inter-agency Guiding Principles on unaccompanied and missing children should be taken into account when determining the best interests of the child in a given situation.
 - A child's opinion should be listened to and given due weight in relation to the child's age and maturity. Children must be kept informed about plans being made for them.

- Care has to be given while dealing with children in emergencies in order to ensure that no harm is done to their physiological and psychological being.
- The protection and guarantees laid down in different international law must be granted to all without discrimination.
- Psychosocial support is the process of meeting a person's emotional, social, mental and spiritual needs and is needed by all children. This important aspect must be taken care of in during all phases of disaster management.
- The special needs of girls must be taken into account throughout the times of disasters and their aftermath. They are more vulnerable to sexual abuse and exploitation as well as facing a higher risk of negligence when it comes to protection and aid. Appropriate responses must be developed at all stages of programming.
- **Measure to Avoid Separation during Evacuation**
 - Children and other vulnerable people including females, special persons and aged person etc. should be evacuated from their place of residence together with adult family members.
 - Evacuating children without family members should be kept as the last resort, carried out only after it has been carefully determined that protection and assistance cannot be provided in place and that evacuation of the entire family is not feasible or practically possible.
 - Encourage families to keep identification documentations with them. Families should be asked whether they are caring for children other than their own, have children who are separated from their families, know of families who have missing children or know of children who are separated from their parents etc.
 - The concerned authorities at the point of origin should have appropriate knowledge on child protection issues and identification of the respective children for their special protection needs.
- **Identification of Separated and Unaccompanied Children.** Children who should be considered as separated or unaccompanied are:-
 - Children separated before the emergency;
 - Children living in spontaneous care arrangements with unrelated adults;
 - Children living together with other related or unrelated children;
 - Children living on the streets; and
 - Unaccompanied children living in hospitals who are ready to leave.
- **Protection of the Separated and Unaccompanied Children.** Following must be keep in mind:-
 - Contact the camp manager and ensure that the camp management has registered such children in-line with camp management registration procedures;
 - Organize emergency care in the community with a designated care provider, if required;
 - Contact the agency responsible for FTR to evaluate the child's situation and then start tracing the family as well as provide mediation and/or referrals to different types of support services, as necessary; and
 - Contact the agency responsible for child care and protection to organize an assessment of the child's living situation and coping mechanisms as quickly as possible.
- **Registration and Documentation.** All separated and unaccompanied children must be registered. During the registration process, children should be registered individually keeping accountability/responsibility factor in mind, but cross-referenced to the family they are staying with. Local authorities and field offices should keep a registry wherever a separated and unaccompanied child is identified. A large number of children in Pakistan have no Birth Certificate or any other documentation. In emergencies, it is very difficult to register those children and later on trace their families. It is therefore highly recommended to register all relevant information and later on to feed all information to a central database accessible for all stakeholders.
- **Referral System.** A network of all the public & private sector and non-profit organizations working for the protection and provision of the rights of the children affected by the emergency and disaster to which the child can be referred for different services. These networks if existing be used for the case management of separated, unaccompanied and missing children. Steps for referral system management are:-
 - Establish referral and reporting system

- Ensure that all duty bearers understand their responsibility and role. A clear MoU and guideline should be developed and signed by all stakeholders;
- All cases of reported abuse, neglect and violence against children must be referred immediately to Social Welfare Department /CPU for immediate action;
- Disseminate the reporting system widely to the community, including children, to ensure that the children are aware of their rights;
- Remove the child from the unsafe places- all protection services should collaborate and coordinate with medical institutions, police and justice departments and the child protection unit of the Social Welfare Department; and
- Ensure referral meetings take place on a quarterly basis as well as emergency/need basis to discuss case load, reflect on effectiveness of system and change where appropriate.

What is Disability?

- Persons with disabilities, as per the UN Convention, have long-term physical, mental, intellectual, or sensory impairments such as blindness, deafness, impaired mobility, and develop mental impairments. Some people may have more than one form of disability and many, if not most people, will acquire a disability at some time in their life due to physical injury, disease or ageing (United Nations, 2007).

Types of Disabilities

- **Physical Disability.** Any impairment which limits the physical function of limbs or fine or gross motor ability is a physical disability.
- **Sensory Disability.** It is impairment of one of the senses. The term is used primarily to refer to vision and hearing impairment, but other senses can be impaired. Following are some key impairments
 - **Visual impairment.** Visual impairment (or vision impairment) is vision loss to such a degree as to qualify for an additional support need through a significant limitation of visual capability resulting from either, disease, trauma or congenital or degenerative conditions that cannot be corrected by conventional means, such as refractive correction, medication, or surgery.
 - **Hearing Impairment.** Hearing impairment or hard of hearing or deafness refers to conditions in which individuals are fully or partially unable to detect or perceive at least some frequencies of sound which can typically be heard by most people. Mild hearing loss may sometimes not be considered a disability.
 - **Balance Disorder.** A balance disorder is a disturbance that causes an individual to feel unsteady, for example when standing or walking. It may be accompanied by symptoms of being giddy, woozy, or have a sensation of movement, spinning, or floating. Balance is the result of several body systems working together. The eyes, ears and the body's sense of where it is in space need to be intact. The brain, which compiles this information, needs to be functioning effectively.

Sensitivities Related to PWDs

- Persons with Disabilities (PWD) are more sensitive and detest obvious sympathetic treatment considering it as humiliation. Usage of appropriate language is very important while writing the policies about PWD. As language influence attitude of those who directly deal with PWD in the field, during disaster or in peace times. There should be clear and specific guidelines to be followed by all.

Guidelines on Mainstreaming Age and Disabilities

- PWDs are generally denied the due resources and facilities due to lack of resources. PWD hardly reach the realm of decision and policy making, their fate remain in the hand of those who more active than PWD. Since, 'normal' people are the decision makers; they generally ignore the needs of the people with special needs on the pretext of lack of resources.
- DRM context it is important for all government's agencies to take into account the special needs of the PWD in planning and response phase of disaster management.

DISASTER REPORTING

- Mass media is the organized means of dissemination of information, facts, opinions, and analysis. Prior to and in wake of any disaster, timely and credible information plays pivotal role for an informed response and long-term mitigation measures. Although, quite a number of humanitarian agencies and public sector departments continue providing a variety of information to various stakeholders but role of media in spreading information can't be ruled out.
- Disaster reporting by print, electronic and social media at various stages not only provides disaster managers with necessary information for better preparedness and timely response but also empowers hazard-prone communities to hold public and private entities accountable, which is the linchpin of sustainable disaster risk management. Besides media, short message service (SMS) through cellular companies is also an important mean of dissemination of information. All media resources can be used for following:-
 - Informing public on various matters to raise their level of preparedness.
 - Informing public about the current situation.
 - Informing public about what has happened.
 - Advise the public on the courses of action appropriate to the event.
 - Advise the public on the action being taken by authorities and aid groups.
 - Relay messages concerning the welfare of isolated groups within the community.
 - Maintain reassuring presence.
- **Phases of Disaster Reporting.**
 - **Pre-disaster Phase.** During this phase media can be used for following:-
 - Public awareness on issues pertaining to disaster related policy and legislation.
 - Highlighting the significance of long-term disaster mitigation measures by public and private sectors.
 - Undertake research and enhance understanding of disaster issues.
 - Inform public and especially hazard-prone communities about the measures being taken by the government with regard to disaster risk management.
 - Reporting on unplanned and rapid urbanization, population explosion, uncontrolled environmental changes and sudden industrialization which are adding to country's vulnerability.
 - Obtaining the opinion and suggestions of the masses about policy being formulated with regards to disaster risk management.
 - Raising awareness on early warning including precautionary measure to be taken by public to avoid loss.
 - Highlighting preparedness measures being taken by the government & communities and identify gaps so that the responsible organizations are able to remove gaps for an effective and efficient response in case any disaster hits vulnerable population.
 - Training and capacity building of government departments and private sector play central role in ensuring successful disaster risk management at the national and local levels. Media can, in pre-disaster phase, package and disseminate information on such efforts by government and other stakeholders.
 - **During-disaster Phase.** During the disaster the role of a media is further intensified. Immediately after a disaster, the media can be used to report on the following:-
 - Carefully provide data on casualties with details of the area having been affected by a disaster.
 - Inform the public with timely and factual information and advice them about actions to be taken
 - Inform relief organizations about the needs of those who are not being attended by them for any reason.
 - Report on any external financial assistance and relief stores.
 - Relay messages concerning the welfare of groups of people or families, which might be isolated and trapped in certain areas.
 - Inform on actions being taken by authorities and aid groups.

- Facilitate communication among affected people and their relatives, friends, families in other parts of the country or worldwide.
- Communicate potential secondary risks to minimize further disaster or damages. Look into secondary hazards that are possible threats after the disaster.
- **Post-disaster Phase.** During the post disaster phase the media can promote advocacy. Other tasks media can perform during the phase are:-
 - Collect information about casualties and physical damage from spot and relevant hospitals.
 - Monitoring the relief camps, medical and other assistance being provided for recovery.
 - Informing public in the affected areas as well as other stakeholders about the rehabilitation and reconstruction plans developed by the government, UN and NGOs.
 - Conducting opinion polls among disaster survivor, and solicit the people's opinion on how recovery plans can be made more relevant to the needs of the community.
 - Mobilization of financial, technical and material resources if required.
 - Follow-ups on on-going early recovery, rehabilitation and reconstruction work.
 - Response evaluation to formulate lesson learnt and compile best practices.
- **Basics of Disaster Reporting.** Those responsible for media management may benefit from the following checklist that addresses the basics of news writings:-
 - **Writing Basics**
 - **What.** The event (flood, earthquake, cyclone, thunderstorm, explosion etc).
 - **Who.** Victims, survivors, damaged physical structures (different impact on men, women, children, poor, and rich, the young and elderly).
 - **Where.** Location of an event and scope of impact. Was the location already declared hazardous? What made the place or community the target of the disaster? Proximity of the place to the hazard.
 - **When.** Time and duration of an event and its expected aftermath.
 - **Why.** An explanation of why an event occurred, the causal factors that led to disaster, the technical, social and political linkages involved in the making of the disaster. What was the structure of vulnerabilities? Have you covered the viewpoints of various stakeholders to find out how they explained the event differently?
 - **How.** This can often be answered as the steps leading to or following a news event. How is the government and communities preparing to cope with the disaster? What structural and nonstructural measures are required for short-term and long-term disaster management? Who will ascertain needs and how to prioritize interventions?
 - **Relevance to Readers.** How will this information affect your readers? Is there any way to involve people in the story to make it more interesting?
 - **Impact.** Who has been affected by the news? What has been and will be the impact? Will it influence policy or inform the public? Does your story have potential to trigger a debate on or mobilize public action against the post-hoc system of disaster management?
 - **Recommended Actions.** What do people need to do when a threatening event occurs? What precautions should they take? Who should they contact if they have a problem? How can they work to improve the situation in the short and long terms?
 - **Article Organization**
 - **Lead.** Is your lead sentence, paragraph or introduction interesting enough to draw reader into your story? Is it accurate? Does it avoid sensationalism?
 - **News.** Have you decided what will be the main news in your story? Have you brought this news in at the start of your article or is it sidelined somewhere towards the end?
 - **Details.** Do you have the information for your article arranged in descending order of importance? Are the important facts high in the story and the details towards the end?
 - **Sticking to the Point.** Did you stick to the main point in your story and not diverge into secondary issues until you had fully covered the main news?

- **Transition.** Have you helped readers to follow your move from one major idea to the next by providing transitional words or phrases?
- **Conciseness.** Is your article written as tightly as you can make it? Have you eliminated irrelevant information and quotations? Have you edited your sentences carefully to cut out unnecessary words?
- **Clarity**
 - **Audience.** Have you identified the readers of your article? Is the information, particularly the technical information you are providing, understandable to them?
 - **Background.** Have you decided how much background information or technical detail is needed in this article to help the readers you have identified above?
 - **Explanations.** Have you provided explanations of complex technical information for your readers and are these explanations clear? Are they meaningful as well? If you used technical terms such as Cusec, Richter Scale, Epicenter or El Nino, did you use any analogy or comparison to make such terms meaningful to people?
 - **Translation Tools.** Have you used any of these helpful translation aids to explain information?
 - Analogies
 - Metaphors or similes
 - Definitions
 - Descriptions
 - Comparisons drawn from the readers' daily life
 - Background explanation which helps to provide context for an issue or event
 - Explanations which help people to understand what something is and how it works
 - **Numbers.** Have you made sure that any numbers and figures you used are consistent and not confusing? Have you avoided mixing measurement terms such as millions and crores, which confuses readers? Have you tried to find some appropriate rationale or comparison that will help people to understand the numbers?
 - **Technical Jargons.** Have you avoided using technical jargons? If you have had to use it, have you defined or explained it immediately after its use? Is it defined so that the average reader will understand it?
- **Sources**
 - **Balance.** Have you balanced your articles by including views from all sides?
 - **Credibility.** Are your sources credible experts? Have you checked them out with other experts if needed? Have you included enough information in your article to show readers that your sources are expert or believable?
 - **Active Reporting.** Have you made every effort to go beyond just taking a press release or government handout to develop the story fully by looking for good sources? Have you gone out to listen to involved stakeholders? Have you included victims' voices in your story? Did you meet official and private experts to verify controversial claims, if any? Did you visit the location of the disaster? Were you able to obtain some official correspondence or documents related to the issue, which can make your story stronger?
 - **Sources.** Have you checked with as many of the following sources as possible?
 - Local and national government officials
 - Lower-level government employees in relevant agencies who might be knowledgeable
 - Scientists doctors or engineers from a university or a research institution
 - Police, military, fire or ambulance officials on the scene
 - Individual people affected by an event
 - Officials of international organizations who might have broader view of disaster issues
 - Locally engaged social, political and religious activists
 - Onlookers and eye-witnesses
 - Disaster and civil defence-related government and non-government organizations

- Meteorological services
- **Additional Sources.** Did you ask any of the above mentioned people for recommendations of other people you might interview to find out more on the subject? Did you ask them for the names of people who might disagree with their views on the issue involved?
- **Disaster-Development Linkages.** Does your story explain the interrelationships between disasters and development involved in the issues you are writing about? Does it show how these interrelationships will or could be affected by an event, a change in policy, or a plan to develop a region?
- **Impact.** Does your article explain the impact of the event on people living there, on governments and on the economy? Do you take a multidimensional look at impact? Do you point out how it will or could relate directly to reader's lives? Do you note if it will be important for them in future?
- **Flow Charts.** Have you sketched a drawing or flow diagram for yourself that traces the steps or stages in the disaster event or identifies involved parties and processes? This helps you to organize your story and reminds you to cover all parts, including important geo-social interrelationships.
- **Illustrations.** Have you looked for or planned to include photographs, drawings, graphs, charts or maps that can help to illustrate disaster-related linkages for your readers?
- **Writing Style**
 - Have you avoided all of the following writing problems?
 - Long sentences
 - Long paragraphs or paragraphs with more than two topics
 - Confuse words
 - Words that readers would not understand and that are not explained
 - Excessive technical jargons
 - Ponderous, long and meaningless quotations
 - Statements in interviews or speeches that are not attributed to the speakers
 - Words that could be interpreted by readers in more than one way
 - Misspelled words, words incorrectly used, grammatical problems