Disaster Management Module 4 Important Topics

> ***Table of contents***

- Distinguish risk communication and crisis communication

Stakeholders

Types of stakeholders Participation

- Primary stakeholder
  - People who are directly affected by a disaster.
  - These stakeholders include: homeowners, renters, homeless persons and community-based small-scale businesses.
  - Beneficiaries of a development intervention.
- Secondary stakeholder
  - Refer to those who indirectly influence a development intervention.
  - They include the government, line ministry and project staff, implementing agencies, local governments, civil society based organisations, private sector firms, and other development agencies
- Key stakeholder
  - This group can significantly or directly influence a development intervention
  - This groups are important to the success of the project through financial resources or power
  - National Disaster Management Organisation (NADMO)
  - Ministry of Local Government and Rural Development (MLGRD),

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Effective ways of promoting stakeholder participation

- In projects where people like the very poor, women, nomadic groups, or ethnic minorities are involved, some of them might face challenges in being part of the decision-making process.
- This is because they may lack the organization, social support, or money to share their opinions and participate fully.
- These groups are important because their needs and interests play a big role in the success and long-term impact of development projects.
- To make sure everyone has a fair chance, we need to address the unequal distribution of power, knowledge, and influence among different groups.

Here are some ways to do that:

- **Capacity Building**

    - Providing training, coaching, funds or other resources to marginalised groups to assist them in organising, mobilising support, identifying and articulating their interest
- **Mandated Representation**
    - Where there is a danger of exclusion, it may be useful to establish targets of representation, for example, agreeing that all village committees will include an established number of women or that all ethnic groups in a given community will be represented on a decision-making body
- **Seperate Events**
    - In some cases, it may be valuable to meet with specific population groups separately, for example, to hold a separate women's meeting to discuss their particular concerns
- **Levelling Techniques**
    - **Equalizing Power:** Sometimes, some groups have more power than others. We can make things more fair by using methods where everyone gets a say.
    - **Skilled Facilitator:** A person who knows how to guide discussions can use different tricks to make sure everyone has a fair chance to speak up.
    - **Dealing with Conflicts:** When different groups don't agree, we might need rules or systems to figure out a fair solution. It's like finding a way for everyone to get along, even if they have different interests
- **Use of intermediaries**
    - **Getting Help When Direct Participation is Hard:** When it's tough for marginalised people to join in directly, we can find middle people, called intermediaries, to speak for them.
    - **Representing Views:** These intermediaries act like representatives, sharing the opinions and defending the interests of the marginalized individuals.
    - **Example:** If women farmers from remote areas can't go to a big meeting about farming, we might choose female extension workers to go and speak up for them.

Benefits of stakeholder participation

1. **Better Programs and Projects:** By involving local knowledge and expertise, we can create programs and projects that truly match what people in the area need.
2. **Stronger Commitment:** When stakeholders are part of the planning, they are more committed to the policies and projects. This leads to more people using the services and being willing to share the costs.
3. **Sustainability Boost:** When stakeholders feel a sense of ownership, projects are more likely to last over time.
4. **Problem Anticipation:** Involving stakeholders helps us see and fix problems, constraints, and conflicts before they become big issues.

5. **Social and Environmental Awareness:** It helps us identify and deal with any possible negative effects on society and the environment.
6. **Learning and Innovation:** Involving people in the field helps us learn and come up with new ideas.
7. **Problem Solving and Development:** It gives us the ability to understand problems and start new development activities.
8. **Fair Distribution:** It ensures that the benefits of projects are shared fairly among the community.
9. **Better Relationships:** Involving stakeholders improves the working relationships between different groups, like the government, civil society organizations, and development partners.

Cost and Risk of Stakeholder participation

Costs and Risks of Stakeholder Participation in Disaster Risk Reduction (DRR):

1. **Main Cost:** The biggest cost is not having stakeholders involved in programs and projects.
2. **Dangers of Not Participating:** If stakeholders don't take part, there's a risk of doing activities without proper planning or just going through the motions because of limited time, ability, commitment, or resources.
3. **Government Concerns:** Sometimes, governments may not want wide stakeholder participation because they worry about losing power or influence.
4. **Trouble Reaching Marginalized Groups:** It can be hard to connect with marginalized groups and make sure their real needs are considered.
5. **Identifying Genuine Organizations:** Figuring out which non-governmental organizations (NGOs) and civil society groups truly represent the people can be challenging.
6. **Power Imbalances:** More powerful stakeholders might take over the participation process, leaving out the voices of the poor and disadvantaged.

Steps in participatory stakeholder engagement

- The most fundamental steps in stakeholder analysis can be enumerated as follows:
- **Step 1: Identify key stakeholders**
  - The first step of stakeholder analysis is to identify relevant stakeholder groups
  - Key questions to ask in addressing this issue are:
    - 1. Who are the programme or project targeted beneficiaries?

    - 2. Who might be adversely impacted?
    - 3. Who are the projects main supporters and opponents?
    - 4. Who is responsible for carrying out planned activities?
    - 5. Who can contribute financial and technical resources?
  - An initial list of stakeholders can be drawn up on the basis of a desk review of secondary data (publications and documents) and existing staff knowledge of the project, sector and country
  - This preliminary list must then be verified, modified and enhanced through the use of the questions discussed above
- **Step 2: Assess stakeholder interest and project impacts**
  - After figuring out who the important stakeholders are, the next step is to study what they want and how the project might affect them.
  - Key questions for participants to answer include:
    - **How do each of these stakeholder groups see the problem we're trying to solve and the solutions we're proposing?**
    - **What are the main things they're worried about or interested in when it comes to this project?**
    - **What are their expectations from this project?**
  - These questions are best answered by stakeholders themselves in the context of a stakeholder workshop. Such a workshop requires careful preparation and could require a full day
- **Step 3: Stakeholder prioritisation**
  - Once we understand what each group of stakeholders wants and how the project affects them, it's time to figure out which groups are most important. Here are some key questions to help us decide:
  - **Who are the main people the project is supposed to benefit the most?**
  - **How crucial is each group to making sure the project succeeds?**
  - **How much power does each group have in influencing the project?**
  - **Do we need to take extra steps to make sure we protect the interests of groups that might be weaker or more vulnerable?**
- **Step 4: Outline a stakeholder participation strategy**
  - This plan is called a stakeholder action plan. It lays out the specific things each group of people will do.
  - Some stakeholder groups will have active and continuous roles to play, while others may only need to be kept informed of progress or be involved at certain key moments of planning or implementation.

Capacity building

- Capacity building is an ongoing process that helps officials, stakeholders, and the community perform better during a crisis or disaster.
- In the process of capacity building, we must include elements of human resource development, i.e., individual training, organizational development such as improving the functioning of groups and organizations and institutional development.

Need for Capacity Building:

1. **Comprehensive Objectives:** Clearly defining goals and objectives.
2. **Training Needs Analysis:** Identifying what training is necessary.
3. **Knowledge, Skill, and Attitude Preparation:** Developing these aspects in individuals and organizations.
4. **Face-to-Face Training:** Administering in-person training programs.

Various Elements of Capacity Building:

- **Education on Disaster Prevention and Response:**
  - Providing information and knowledge to people about how to prevent disasters and respond effectively if one occurs.
- **Training to Vulnerable Communities:**
  - Conducting training sessions for communities that are more at risk, ensuring they know what to do to protect themselves during a disaster.
- **Collaboration with Relief Agencies:**
  - Working together with organizations that provide assistance during emergencies to enhance coordination and efficiency in responding to disasters.
- **Mock Drill:**
  - Practising and simulating emergency situations to test and improve the preparedness and response of individuals and organisations.
- **First Aid Preparedness:**
  - Ensuring that individuals are trained and equipped to provide basic medical assistance in the immediate aftermath of a disaster, potentially saving lives before professional help arrives.

Structural and Non Structural Measures

Structural Measures

- These are physical things we build to lessen the impact of disasters.

- We use engineering techniques and technology to make structures or systems stronger and able to handle hazards.
- Examples of structural measures are dams, flood barriers, walls to block ocean waves, buildings that can withstand earthquakes, and safe places for people to go during emergencies

Some Structural Measures are

- Resistance Construction
  - The best way to make sure a building can handle different types of disasters is to design it that way before building it.
  - Designing a structure to resist hazards from the beginning is the most cost-effective choice
  - In some places, the way buildings are constructed already includes designs to resist specific hazards. For example, in areas that often flood, houses might be built on stilts to stay above water.
- **Building Codes and Resistance Measures: (IS1893, IS 13920)**
  - **Building Codes:** These are rules that engineers create based on what they know about the dangers that might happen in a place.
  - These rules help builders make sure their designs can handle the forces of possible hazards.
  - **Protection:** When these rules are followed properly, they provide a lot of protection. They help guard against a wide range of dangers that could happen.
- **Construction of Barrier, Deflection, or Retention Systems:**
  - **1. Barriers:**
    - Barriers are like blockers, designed to stop a force in its tracks.
    - They absorb the impact of the force, and they can be made from natural things like trees or constructed from materials like stone or concrete.
    - Examples include seawalls, floodwalls, and barriers against wind or particles.
  - **2. Deflection Systems:**
    - These are designed to divert the force of a hazard, making it change course so that it doesn't harm a structure in its original path.
    - Examples include structures like avalanche bridges, chutes, and channels diverting lava flows or floods.
  - **3. Retention Systems:**
    - Retention systems aim to contain a hazard, keeping its destructive forces from being released.
    - Examples include dams for managing droughts and floods, as well as levees and flood walls to control floods.

Non Structural Measures

- These are actions we take that don't involve building physical stuff.
- Instead, we use knowledge, agreements, and practices to reduce the risks and impacts of disasters.
- Non-structural measures include making and enforcing rules (like building codes and land-use planning laws), educating people about dangers and what to do, and spreading awareness about disasters.
- They also involve doing research to understand risks better and having information ready for the public.

Some Non-Structural Measures are

- **1. Regulatory Measures:**
  - These are rules set by the law to guide people's actions and reduce the risk of hazards.
  - Regulations can cover various aspects of society and individual behavior, ensuring actions are taken for the common good.
  - Examples include regulations about where certain activities can happen (Land Zoning Regulations) or preserving open spaces.
- **2. Community Awareness and Education Programs:**
  - To protect themselves from hazards, people need to know about the dangers and what they can do to stay safe.
  - Educating the public helps them understand the risks and take appropriate actions before a disaster happens.

Capacity assessment

- Capacity assessment is a process where the abilities of a group are reviewed in comparison to what they want to achieve, and any gaps in capacity are identified for future action.

Relevance of Capacity Assessment:

- **Starting Point for Capacity Development Response:**

    - It gives a beginning or a foundation for creating a plan to improve the abilities of a group.
- **Catalyst for Action:**
    - It acts as a spark that gets things moving, encouraging action to address identified capacity gaps
- **Confirming Priorities for Action:**
    - It helps to clearly identify and confirm the most important areas where action is needed.
- **Platform for Stakeholder Dialogue:**
    - It provides a space for different people involved to talk and discuss, ensuring everyone is on the same page.
- **Insight into Operational Hurdles:**
    - It gives an understanding of challenges in practical operations, helping to overcome obstacles in programs or projects.

Steps in Capacity Assessment

- **Step 1: Mobilize Actors and Design the Capacity Assessment**
    - Getting everyone involved from the start is crucial. It ensures local ownership and considers various aspects of capacity.
    - Identify, document, and build upon the existing capacities of different elements in the community at risk
- **Step 2: Conduct the Actual Capacity Assessment**
- **Step 3: Summarize and Assess the Results of the Capacity Assessment**

Methods of assessing capacity

- **a) Capacity Assessment as Part of Pre-Disaster Risk Assessment:**
    - Identifying resources, coping mechanisms, and overall capacity of a community facing specific hazards.
    - Understand how people coped with past hazards.
    - Capture available resources for mitigating disaster impacts.
    - Participatory tools like
        - focus group discussions
        - hazard mapping
        - resource mapping are commonly used.
- **b) Capacity Assessment as Part of Post-Disaster Recovery:**
    - Evaluate how community capacities fared during the disaster.
    - Identify capacity gaps for guiding early and long-term recovery.

    - **Tool:** Vulnerability and Capacity Assessment (VCA) is commonly used.
    - Vulnerabilities and capacities are categorized into physical/material, organizational/social, and attitudinal/motivational
        - Physical capacity: Access to materials/resources for rebuilding.
        - Social capacity: Organizational response, rehabilitation, and reconstruction efforts.
        - Attitudinal capacity: Behavior and mindset of community members, especially leaders, in coping with disaster impacts.
- **c) Capacity Assessment as Part of Capacity Development Programming:**
    - Undertaken as a step in capacity development programming.
    - Identify capacities and vulnerabilities.
    - Develop a program addressing the community's capacity needs.
    - **Scope:** Usually done at the national level.
    - **Approach:** Utilizes participatory approaches like workshops and focused group discussions.

Strengthening Capacity for Reducing Risk:

- It's the process of enhancing the abilities of stakeholders and institutions to handle and mitigate risks effectively.
- **Activities Include:**
    - **Capacity Building:** Improving the institutional and organizational structure, staffing, and resources. This involves training programs and regular drills for emergency operations center staff and Disaster Management Officers.
    - **Strengthening Disaster Response Force:** Making the disaster response teams more robust and effective.
    - **Setting up Decision Support System (DSS) and Emergency Operation Centers:** Integrating and analyzing information from various sources in a coordinated way.
- **Technical Support for Risk Reduction and Response Preparedness Involves:**
    - **Hydro-meteorological Resilience Action Plan:** Focusing on extreme weather events and developing solutions for resilience, including a fail-safe Early Warning System (EWS).
    - **River Morphology Study:** Analyzing key rivers affected by disasters and identifying critical protective infrastructure needed for river bank strengthening.
    - **Urban Vulnerability Assessment Study:** Examining urban vulnerabilities, especially regarding seismic risks, for effective mitigation planning and disaster response preparedness.
- **Upgrading Design Guidelines and Material Specifications:** Aligning construction design standards and material specifications with national and international best practices,

especially in seismic zones.

- **Disaster Risk Financing and Insurance (DRFI):** Working on options to increase financial response capacity to secure cost-effective access to funding for emergency response, reconstruction, and recovery.

Crisis Counselling

- Process of eliminating the emotional and psychological disturbances of people, affected by a disaster
- It can be carried out by psycho educational counselling classes.
- It is a crucial part of recovery and reconstruction.
- It enables people to take right decisions

Goals of Crisis counselling

- Help the person return to his usual level of functioning; decrease anxiety;
- Help people who are in crisis recognise and correct behaviours and cognitive distortions.
- Teach crisis-solving techniques;
- Safety: ensures the individual is safe, any risk has been reduced and resources, if available, have been provided
- Stability: ensures the individual is stable and has a short-term plan which includes mastery of self and the emergency or disaster situation
- Connection: : helps connect the individual to formal and informal resources and support

Characteristics of effective crisis counsellors

- **Self-Awareness:**
  - Understands and is aware of their own emotions, biases, and triggers.
  - Maintains a level of self-reflection to avoid personal involvement or emotional attachment to clients' issues.
  - Recognizes how their own experiences and beliefs may impact their ability to help others.
- **Non-Judgmental Attitude:**
  - Approaches clients without preconceived notions or biases.
  - Listens without passing judgment on the individuals or the situations they are facing.
- **Non-Reactive:**
  - Remains calm and composed in the face of clients' emotional outbursts, threats, or intense expressions of distress.

    - Avoids reacting emotionally and instead responds with supportive and non-confrontational communication.
- **High Tolerance for Stress:**
    - Maintains composure and clarity of thought in tense and stressful situations.
    - Can handle high-pressure environments without being overwhelmed.
- **Specific Training in Crisis Counselling:**
    - Acquires specialized training in crisis intervention techniques.
    - Possesses the skills to assess the level of risk and urgency in crisis situations.
    - Understands the unique dynamics and challenges associated with crisis counselling.

Strengths of Crisis Counselling:

- **Brief and Direct:**
    - Crisis counseling is designed to be short-term and solution-focused.
- **Modest and Objective Goals:**
    - Counseling sets realistic and achievable goals.
- **More Intense than Regular Counselling:**
    - *:* Crisis counseling provides a concentrated and focused form of support
- **Transitional in Nature:**
    - Crisis counseling serves as a transitional phase, helping individuals move from a state of acute distress to a more stable condition

Limitations of Crisis Counselling:

- **Used Immediate in Situations Only:**
    - Crisis counseling is most effective in immediate and acute situations.
- **Does Not Go Very Deep with Resolution:**
    - Limitation: Crisis counseling often focuses on immediate stabilization and coping strategies.
- **Time-Limited:**
    - Due to its brief nature, crisis counseling may not allow for a thorough exploration of complex issues.

Steps in crisis counselling

- **1. FIRST CONTACT:**
    - **Get Personal Information:** Gather essential personal information from the client without going through a lengthy intake evaluation.
    - **Set the Person at Ease:** Create a comfortable environment for the client,

    - Actively listen to the client
- **2. SHORT AND LONG TERM GOALS:**
    - **Short-Term Goals:** Address immediate needs such as calming down, coping with intense fear, discussing recent events, securing shelter, and ensuring basic needs like food.
    - **Long-Term Goals:** Consider goals that extend beyond the crisis, such as transitioning to regular counseling, seeking employment, finding permanent housing, etc. Be active and directive in helping the client sort out and plan for both short and long-term goals.
- **3. MAKING A PLAN:**
    - **Assist with Concentration and Judgment:** Recognize that individuals in crisis may struggle with concentration, clear thinking, and good judgment. Take notes during the conversation to keep track of information and remind the counselor of important topics.
    - **Document the Plan:** Prepare a written plan in collaboration with the client, addressing the identified issues, short-term goals, and strategies for achieving long-term goals. Ensure the plan is clear, easy to read, and practical.
- **4. TERMINATION:**
    - **Brevity of Crisis Counselling:** Acknowledge that crisis counseling is inherently brief, often conducted as a single-session treatment.
    - **Follow-Up:** Discuss and plan for follow-up sessions or support, as appropriate.

THE SAFER-R MODEL

- The model approaches crisis intervention as an instrument to help the client to achieve his or her baseline level of functioning from the state of crisis.
- This intervention model for responding to individuals in crisis consists of 5+1 stages.
- This model is presented in format as follows:

Stabilise	Acknowledge	Facilitate understanding	Encourage adaptive coping	Restore functioning or,	Refer

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Communication

- Communication is the act of transmitting information verbally or non-verbally.
- Communication is more than exchanging information; it’s about understanding the emotions and intentions behind information.

Basic Steps in Communication

1. Forming of communicative intent
2. Message composition
3. Message encoding
4. Transmission of signals
5. Reception of signals
6. Message decoding
7. Interpretation

Importance of communication in DRR

- Communication promote preparedness for disasters
- Communications provide early warnings signals of disasters
- Communication facilitates proper response to disasters

Barriers to effective communication in disaster management

1. Non-Focus on the issue at hand, not being attentive
2. Avoid interruption, show interest in what is being said
3. Avoid being judgemental but make provision for feedbacks
4. Pay attention to non-verbal communication
5. Be conscious of individual differences
6. Keep stress in check but be assertive

Distinguish risk communication and crisis communication

RISK COMMUNICATION	CRISIS COMMUNICATION
Process of exchanging information among the people about nature, magnitude and control of risk	Process of exchanging information among the people during the crisis stage of a disaster.
It is done during or before the disaster stage	It is done after the disaster stage.

Risk is often more nebulous and evolves over time.	A crisis is a specific incident with a short time frame.
Principles for risk communication include, developing and conveying the messages about the risks during and prior to a disaster.	Principles for crisis communication include, being there first, giving right information, being credible, express empathy, promote action to calm the victims and show respect.
Risk communication tends to utilise messages from experts and scientists	Crisis communication typically utilises messages from authoritative sources.