



## HUMANITARIAN REPORTING IN PAKISTAN: JOURNALISTS' HANDBOOK



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**People need information as much as water, food, medicine or shelter.**

**Information can save lives, livelihoods and resources. It may be the only form of disaster preparedness that the most vulnerable can afford.**

**The right kind of information leads to a deeper understanding of needs and ways to respond. The wrong information can lead to inappropriate, even dangerous interventions.**

”

World Disasters Report 2005: Focus on information in disasters



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Note: In April 2010 the Government of Pakistan changed the name of North West Frontier Province to Khyber Pakhtunkhwa. This manual reflects those changes unless quoting from a document produced prior to that date.

# 1

## Introduction

**T**his handbook is designed to prepare journalists to cover natural and man-made disasters - and their impact on people, communities and countries - in an informed and balanced way. The handbook presents a combination of standard professional reporting techniques and a basic education in the mandates, roles and operational modes of key actors in the humanitarian sector.

The background information, guidelines, examples and resources offered here are intended for practical daily reference by working journalists whose audiences are either directly affected by humanitarian crisis, or who are working at field or policy level to mitigate the impact of such crisis. For all these stakeholders, timely, accurate and well-informed information is a commodity that can save lives and alleviate suffering.

Coverage of humanitarian situations too often reflects the immediacy of modern media, only focusing on the crisis at hand, and not considering a more expansive scenario. The best reporting on a major incident should include a variety of information including history, analysis, educational outreach, personal research, and first-hand accounts. This information should come from a variety of sources and stakeholders, including government, International NGOs, UN agencies, local aid organizations, affected communities and more.

Journalists have a key role to play in a humanitarian situation, one that goes beyond the simple documentation of a crisis. A focused and responsible reporter will cover the reality on the ground, creating an understanding for a general audience. But that reporter has an even more important role to play in collecting and sharing pertinent information about risks, hazards and available assistance with people affected by crisis so they can use it to help themselves and their families.

Pakistan has experienced a number of humanitarian crises that include man-made emergencies as well as natural disasters. For more than two decades Pakistan hosted the largest single refugee population in the world with the influx of Afghans<sup>1</sup>. Pakistan has also seen millions of its own people displaced due to conflict. Finally natural disasters such as the earthquake resulted in many deaths and considerable destruction.

Pakistan's humanitarian emergencies have been covered by the local media, but there has been limited training available on how to report on these disasters. It is important to increase the reporters' skills and understanding of the complexities of this type of reporting. This would result in a more effective coverage of the emergency response.

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<sup>1</sup> About UNHCR Pakistan. <http://un.org.pk/unhcr/about.htm>

# 2

## Humanitarian Terminology and Principles

**Humanitarian Crisis:** (or "humanitarian disaster") is an event or series of events which represents a critical threat to the health, safety, security or wellbeing of a community or other large group of people, usually over a wide area.

Armed conflicts, epidemics, famine, natural disasters and other major emergencies may all involve or lead to a humanitarian crisis. Different communities and agencies tend to have definitions related to the concrete situations they face. A local fire service will tend to focus on issues such as flooding and weather induced crises. Medical and health related organizations are naturally focused on sudden crises to the health of a community.

The International Federation of Red Cross and Red Crescent Societies (IFRC) lists different types of natural disasters, technological disasters (i.e. hazardous material spills, Chernobyl-type nuclear accidents, chemical explosions) and long-term man-made disasters related to civil strife, civil war and international war. Internationally, the humanitarian response sector has tended to distinguish between natural disasters and "complex emergencies" which are related to armed conflict and wars.

**Humanitarian Response:** Any action by any actor that is taken to alleviate human suffering or meet human needs caused by a humanitarian crisis. Humanitarian response actors can be community members or organizations, local or national authorities or international aid agencies. In many countries the military and police can be deployed in humanitarian roles inside their own country, but the deployment of forces by one country to another for "humanitarian" purposes can be controversial when the crisis has a political or conflict dimension.

**Humanitarian Aid:** Food, water, and necessary supplies that are brought to war-torn areas and countries by third parties, such as neutral countries or relief organizations which specialize in helping civilians during conflict.

**Humanitarian Intervention:** A term used to describe when a state or group of states employs military force within another country's territory to protect civilians from atrocities, such as civil war, starvation or genocide.

**Humanitarian Principles:** The core principles that guide the way that humanitarian response is carried out. The fundamental principles were first developed by the Red Cross and can be found in the [Red Cross/NGO Code of Conduct](#) and in UN General Assembly Resolution 46/182. All of the following principles are important requirements for effective field operations. They are based on widespread field experience of agencies engaged in humanitarian response.

If these principles are not applied in conflict situations, it can drastically affect the ability of agencies to respond to the needs of the victims. If a warring party believes, for example, that an agency is favoring the other side, or that it is an agent of the enemy, access to the victims may be blocked and the lives of humanitarian workers may be put in danger. If one of the parties perceives that an agency is trying to spread another religious faith, there may be a hostile reaction to their activities.

**International Humanitarian Law (IHL):** The law of war that is outlined in the Geneva Conventions and other documents. It defines the conduct and responsibilities of nations and individuals engaged in warfare. IHL seeks to protect civilians from aggression.

**Humanitarian Reporting:** The area of journalism that specializes in reporting on situations that threaten the health, safety, security or well-being of a community or other large group of people, and that may or may not include an element of humanitarian **response**. Like other areas of specialized journalism such as the economy or the environment, this kind of reporting requires a particular set of knowledge and skills.



Humanitarian reporting is NOT restricted to reporting on a humanitarian aid effort. Humanitarian reporting has an important role to play along a timeline that

includes the pre-crisis *vulnerability* and *preparedness* of communities at risk from conflict and natural disasters, through the slow or rapid onset of the actual humanitarian crisis, the immediate needs and coping mechanisms of the community, the mounting of humanitarian *response* and the unfolding of the aid effort (if there is one), and on to stabilization, recovery, reconstruction, and finally to the stage where the affected community begins to *develop* again. Many situations take years to move through this cycle from disaster to development: humanitarian reporting remains important throughout the cycle.

## Humanitarian Principles

### 1) Humanity

The principle of humanity means that humankind shall be treated humanely in all circumstances by saving lives and alleviating suffering, while ensuring respect for the individual. It is the fundamental principle of humanitarian response.

### 2) Impartiality

Provision of humanitarian assistance must be impartial and not based on nationality, race, religion, or political point of view. It must be based on need alone.

### 3) Independence

Humanitarian agencies must formulate and implement their own policies independently of government policies or actions.

Problems may arise because most NGHAs rely in varying degrees on government donors. Thus for some organizations it is difficult to maintain independence from their donors and not be confused in the field with governments who may be involved in the hostilities.

### 4) Neutrality

The [International Red Cross and Red Crescent Movement](#) follows, in addition to the above core principles, the principle of neutrality. For the Red Cross, neutrality means not to take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature. The principle of neutrality was specifically addressed by the Red Cross Movement to prevent it from not only taking sides in a conflict, but not to “engage at any time in controversies of a political, racial, religious or ideological nature.”

BUT: The principle of neutrality was left out of the Red Cross/NGO code because some international aid agencies, while committed to giving **impartial** assistance, were not ready to forgo their lobbying on justice issues related to political and ideological questions.



# 3

## Types of Humanitarian Crisis

Examples of different types of humanitarian crisis include health-related crisis, natural disasters and complex emergencies.

### Health Related

1. The HIV/Aids epidemic
2. Avian Flu
3. High infant and maternal mortality rates in Baluchistan, Pakistan.

Health-related crises may be localized and acute (like the outbreak of the Ebola virus in remote parts of Africa), but very often they are widespread (even global), slow-onset and long-running, with intermittent acute peak periods that call for local emergency responses as well as international strategies for limiting their impacts. Humanitarian reporting in these situations will need to focus on the broader contexts of the crises as well as on the immediate local examples.

### Natural Disasters

1. Asian Tsunami/2004
2. Earthquake in China/2008
3. Hurricane Katrina/2005
4. Earthquake in Pakistan 2005

Natural disasters are almost always “sudden-onset” emergencies that happen very quickly. However in many parts of the world, natural disasters such as cyclones and earthquakes are somewhat predictable according to seasonal events or geographical factors. In those areas, humanitarian reporting has an important role to play in highlighting the vulnerability of communities and the status of preparedness plans at national and local level.

### Natural Disasters



The **2005 Kashmir Earthquake** centered in Pakistan-administered Kashmir was one of the most destructive earthquakes in recorded history. The official Pakistani death toll was 79,000 with an estimated 4 million left homeless in Pakistan.

The United Nations reported that 8 million people were directly affected. It is estimated that damages incurred are well over US\$ 5 billion. Five crossing points were opened on the Line of Control (LoC) between India and Pakistan to facilitate the flow of humanitarian and medical aid to the affected region, and international aid teams from around the world came to the region to assist in relief.



## Complex Emergencies

1. Rwandan Genocide and Great Lakes refugee crisis 1994
2. Pakistan military operation against the Taliban / 2009.
3. Darfur (Sudan) 2003 to present
4. 1<sup>st</sup> and 2<sup>nd</sup> Congo Wars, Democratic Republic of Congo, 1996 – 2005
5. Sri Lanka Civil War 1983 – May 2009

Complex emergencies involve a political or conflict dimension, but are not always just about a war. Poverty, ethnicity, geography and natural emergencies are often reported as some of the factors that can cause and complicate a complex emergency.

Complex emergencies can result from upsurges, attacks or other sudden acts of violence. However they almost always involve a “slow-onset” phase that may pass unnoticed by the international community, and poorly understood inside the affected country for many years before exploding into an acute crisis.



Humanitarian reporters need to be especially careful when reporting on the causes of complex emergencies,

because multiple causes and political viewpoints will be present in the situation. If reporters jump to conclusions, make assumptions and do not do proper research, their reporting will be seen as inaccurate and unbalanced – and can actually make the situation worse.

## Complex Emergency



In May 2009, Pakistan experienced a humanitarian crisis with the displacement of almost 2 million people in the Khyber Pakhtunkhwa. The political dimension of the situation, and the security operations in place, made this a **complex emergency**. People's basic human welfare was at risk. A significant number of people fled their homes. Many had to live in tents in refugee camps with limited access to the basic necessities of life such as food, shelter, water and sanitation.

Pakistan was listed by the international medical NGO Medecins sans Frontieres (MSF) as one of the world's Top Ten humanitarian crises in 2009 because the country was;

*“...convulsed by **intense violence** throughout 2009. Conflict between the Pakistani army and armed opposition groups in the North-West Frontier Province (NWFP) and in the Federally Administered Tribal Areas (FATA) **displaced more than two million people**, while numerous bombings in major Pakistani cities **killed hundreds and injured thousands.**”*

The largest movement of people in recent history was the result of an operation by Pakistan's military to rid the area of militant groups in. Those who fled the conflict Khyber Pakhtunkhwa sought refuge in camps or with host families in the districts of Mardan, Sawabi, Charsadda and Peshawar. As a result a significant number of people needed assistance with all aspects of their lives; from food and shelter to health care and protection.

The displacement of thousands of people in such a short period of time resulted in the biggest emergency response of the year. This triggered a major national and international response. (1) By June the majority of the population began returning to their homes and the response shifted to early restoration and reconstruction phase. Much of the infrastructure was destroyed, including homes.

# 4

## The Role of Media in a Humanitarian Crisis

In crisis situations when basic needs like safety, food, and shelter are vital to people in distress, journalists can play an integral role in helping to save lives and supporting people to act as agents in their own survival and recovery. **Information** is increasingly recognized as being an essential component to the survival of people caught in a humanitarian crisis.

The following is an interview with Internews Network's Mark Frohardt, Vice President for Africa, Health and Humanitarian Media. <sup>2</sup>

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Mark Frohardt's sixteen-year career in humanitarian relief has led him to coordinate health services for refugees on the Thai-Cambodian border; work for Doctors Without Borders in Chad and the United Nations High Commissioner for Refugees in Sudan and Somalia; assist with the repatriation of Kurds into northern Iraq after the first Gulf War; consult in Sarajevo during the Bosnian war; and manage UN human rights field operations in Rwanda following the genocide.

### **What drives your interest in using media in crisis situations?**

My initial interest arose from seeing how the lack of information in a complex emergency could have enormous negative consequences for people affected by the crisis. In a crisis situation, the sooner an effective two-way flow of information can be established between the local population and those providing assistance, the sooner those affected by the crisis can become active participants in their own recovery.

### **In a crisis, isn't media support a luxury compared to food and shelter?**

Support for local media doesn't detract from humanitarian response; accurate information dramatically improves the delivery of assistance. Information hates a vacuum. So the absence of reliable broadcasts or other forms of information coming from trusted sources creates exceptionally fertile ground for rumors. In Chad we found that when the government imposed travel restrictions, rumors spread that the government was trying to make life difficult for the refugees to make them go home. Actually there were serious security problems. Once local radio shared this, people's attitudes changed.

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<sup>2</sup> Internews Network. (2009). Q and A with Mark Frohardt.  
[http://www.internews.org/global/er/hm\\_frohardt.shtml](http://www.internews.org/global/er/hm_frohardt.shtml)

### **What are some of the roles media play in a humanitarian crisis?**

In the immediate aftermath of a natural disaster, people only know what they can see of their immediate surroundings. Broadcast media, particularly radio, can provide a critical assessment of the extent and severity of the crisis for the entire community. This helps families to decide whether to pack up and move or hunker down.

Local media can play a key role in informing the response and the process of reconstruction. Reporters who have been covering the community for years are well-placed to create a forum for discussion, giving voice to the community in the reconstruction process.

### **To what extent do relief agencies recognize the role of media in disasters?**

The best way to ensure effective communication between the humanitarian community and the local population is not through information campaigns, but through local media who speak in a voice that the community trusts.

Support for local media can help reporters better understand the complexities of delivering aid in an emergency and form more constructive relationships with humanitarian agencies. This helps local reporters provide the information that communities need to maximize the use of assistance and report on the problems of aid through a constructive public dialogue, rather than simply critical reporting.

### **Local media can make a number of contributions that can potentially have a great impact on a humanitarian situation.**

1. Before a disaster occurs, or in its direct aftermath, media can let people on the ground know exactly what is happening, what they should know to stay safe, and where they can go for aid and assistance.
  2. Local media can help government relief ministries and humanitarian agencies reach large populations of people quickly with consistent information.
  3. Local media can give the local community a voice to share what information they have regarding the crisis, and express their experience and concerns.
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### **Media as a Humanitarian Tool**

Recent humanitarian crises in Pakistan clearly illustrate the problems that arise when a country's media cannot fulfill its proper role in covering the crisis. In both these emergencies, special media projects were set up to fill the gap in local humanitarian reporting, and they proved to be vital tools for transmission of life-saving information.

During the 2005 Pakistan earthquake, media was a major casualty with dozens of journalists killed or missing and newspaper offices, broadcast houses and press clubs destroyed. The outcome of this was significant reduction in the ability of local and national media, to cover the emergency in the way that was needed: reaching victims with vital information about humanitarian response, and informing citizens and policymakers about the nature and scale of the earthquake and the progress of the relief effort.

According to former Internews Pakistan Country Director Adnan Rehmat<sup>3</sup>, aside from infrastructure damage and casualties in the media, the greatest challenges involved in getting information out were a lack of specialized media skills in post disaster reporting, and the fact that the government and the humanitarian community were not properly prepared to cater to the sudden and massive information needs of the people affected.

“Relief organizations, particularly some of the major international ones and the UN, often have first hand information about a disaster. However sharing this information, particularly in the early short-to-medium term days, with the media does not come easy to them. Which is a shame as vital information about the extent of damage and (other) data the relief community quickly gathers as they start reaching out to people with supplies and medical aid could be shared with the world at large to inform the quality of the emergency response.”



After the earthquake, a new community radio media program called “*Jazba-e-Tameer*” (Spirit of Reconstruction) was set up to provide information, and “became a major source of independent, reliable and useful information .The daily one-hour programme reported on relief efforts including feedback from the affected populations, the international and local humanitarian community as well as government authorities.”<sup>4</sup>

In the case of the Khyber Pakhtunkhwa humanitarian emergency in 2009, people returning to the Swat Valley were able to access information on the humanitarian response by listening to radio programs produced as part of the Humanitarian Information Project. “*Lara Dar Kor*” and “*Sabaoon*” provided essential information on the assistance provided by the government and aid organizations. One of the aims of the project was to include local voices and increase the dialogue between the affected local community and the humanitarian sector. The local government authorities and local NGOs also responded to issues raised on the programs resulting in more effective delivery of aid.

The programs are still being broadcast at the time of this writing. *Sabaoon* listeners say they find the program a very useful source of information. The program format includes a call in segment allowing for local voices to be heard. Callers are able to highlight many issues including shortcomings in the delivery of assistance. These include slow movement of

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<sup>3</sup> Rehmat, A. (2006). Improving disaster response through media: Lessons from Pakistan. Retrieved April 6, 2010 from [http://www.reliefmedia.org.pk/p\\_lessonslearnt.php](http://www.reliefmedia.org.pk/p_lessonslearnt.php)

<sup>4</sup> Ibid

government machinery and the lack of assistance by the humanitarian sector in the remote areas.

Internally displaced people living in Mardan and Charsadda who are yet to return home are able to access information on the humanitarian effort from the “*Maraam*” radio program. The program broadcast on FM 93 has an audience across Swat, Buner Dir, Malakand and FATA. Initially broadcast twice a week the program covers issues relation to shelter, food, health, education, water and sanitation, security.



With teams based in Peshawar and Charsadda, the reporters travel to camps, visit host families and talk to government officials and representatives of the humanitarian sector to gather stories, ideas and information.

For those, who have no access to radio to listen to the programs, about 1,000 hand-crank radio sets have been delivered, to provide an opportunity to listen to the program and benefit from it.



### EXERCISE 1

- Find a stack of newspapers and page through them.
- Make a list of stories you think can be described as humanitarian reporting, and ask yourself the following questions.
  - What are the humanitarian issues they are covering: shelter, water, food, safety?
  - Note the voices and sources that the reporter has used: government? NGOs? Affected people?
  - Do they give you a clear picture of what is going on and why?
  - Do they point to any solutions?
  - Would these articles be useful for the affected people to read?
  - How would I cover this story?

### LESSONS LEARNED

**Be aware of what is being published regarding your topic.  
Read anything and everything.**

# 5

## Humanitarian Reporting: The Basics

Traditionally it has always been the role of the media, especially community media, to inform and educate the public, and provide them with information that helps them make informed decisions about their everyday lives. In a crisis situation, that role remains just the same, only it becomes more significant, more urgent – it could mean the difference between life and death.

One of the problems with covering humanitarian crises is that most reporters have no background, history, and most importantly connections related to these often complicated subjects. As a result many journalists miss some of the more important stories and issues. A humanitarian crisis requires journalists to respond quickly, and write fast and often numerous stories in a short time span.

Despite this pressure, it is **most important** for reporters to remember and work with the **Basic Rules of Journalism**:

### As always, there are the key aspects (5W + H) to any story:

1. **WHAT** has happened, what is happening now?
2. **WHERE** is the story taking place?
3. **WHO** is affected by the situation and who are the key actors?
4. **WHEN** did the situation arise?
5. **WHY** has the situation come about?
6. **HOW** did the situation arise?
7. **HOW** are the affected people and key actors dealing with the events?

### As always, all reports should demonstrate the following:

- Accuracy
- Balance
- Solid Research
- Reliable Sources
- Quality and Descriptive writing

### The list of topics that humanitarian reporters focus on includes:

- a. Health and Security of Women
- b. Health and Security of Children
- c. Livelihoods
- d. Environment
- e. Health
- f. Water and sanitation
- g. Shelter
- h. Food
- i. Protection
- j. Education



# 6

## Information Needs: Understanding Your Audience

The most important challenge in covering a humanitarian crisis is determining what, specifically, the public needs to know. Who is your audience? What are their immediate needs? What kinds of information would help them meet their needs?

Providing useful coverage of a humanitarian crisis requires a reporter to understand the unique nature of the moment at hand and to respond with useful information. But how does a reporter determine what information is most essential? And where does this information originate from?

The information needs of your audience usually depend on how close your audience is sitting to the humanitarian situation that you are reporting on. If your media outlet is **inside the zone** of the humanitarian crisis, then you as a reporter are part of the **affected community**, and it will probably be fairly clear to you what the people in your area need to know.

### Phase One: Affected Audience Information Needs at Onset of Disaster



The immediate need for people affected by crisis is for basic relevant information that can help them ensure safety for themselves and their families. At this stage, the community is forced to rely on its own members and resources to help itself – there is not yet any organized response.

- What exactly is happening?
- How widespread is this event?
- Why is it happening?
- Who in the local community is at risk?
- Where can I find help?
- What kinds of assistance are available?
- Who is providing help?
- Is it safe to move about?
- How long will the situation last?
- Where can I find more information?

### Phase Two: Affected Audience Information Needs During Response



Within a few days, the community will have become slightly more organized, usually thanks to the efforts of community leaders, mosques, hospitals, other officials or just individual efforts of people to help those around them. By that time, some form of government assistance may be on the way, some international aid agencies in the area or in the country may provide some immediate services. A full scale international humanitarian aid effort usually takes *at least* ten days to become widely effective.



- At this stage, the affected audience needs daily updated detail not only on the broad picture of what has happened and what may still be happening, but also on response efforts:
- Can I go home?
- Where should I go?
- Where can I find food, water, medical attention – times and locations?
- Am I eligible / how to register for aid distribution?
- Is it safe to move around?
- What has happened to the communications networks phone / internet?
- Burial of bodies?
- Basic first aid advice for treatment of disease / injury
- Prevention of basic disease (hygiene and sanitation)
- How can I locate family members?
- Who is offering help? (Agency names, flags, logos, how to recognize?)
- What is going on in the rest of the country?
- What is the government doing?

### **Phase 3: Affected Audience Information Needs During Recovery and Reconstruction**



As time goes on, even weeks and months after the peak of an emergency, local reporters inside the affected community will need to continue to prioritize humanitarian information because the life of their community will take a long time to get back to normal. During this phase, people's attention turns to longer term issues such as how they can get their children back into school, dealing with trauma in the community, reclaiming

lost documents, their rights to reclaim land and homes and the matter of beginning again to farm crops or reopen businesses. They continue to need information on the humanitarian response efforts, on reconstruction of homes and schools, on the restoration of basic services, on the security situation, and other factors that continue to affect their lives.

#### **Long Term Need for Information in Swat Valley Crisis**

*"More than six months after the conflict and mass displacement in Swat, with most IDPs returned and with communications restored and being expanded, the vast majority of those surveyed said they were not receiving enough information – through any combination of media or means -- to effectively access humanitarian assistance or to participate in reconstruction. This information vacuum and other findings point to the absence of an effective channel or network of information delivery through which beneficiaries could receive sufficient information on humanitarian assistance. Additionally, the fact that the vast majority of respondents said they had no way of communicating with humanitarian*

*groups, months after the start of full-scale humanitarian operations in and around the Swat District, shows an absence of effective two-way communications.”<sup>5</sup>*

## Reporting Inside - Out

Journalists working inside crisis-affected zones can also provide a valuable service to their communities by passing information to other journalists and media channels, whether national or international. Media outlets that sit far away from affected areas frequently seek local journalists to explain the situation to audiences that are not affected - and these audiences can include national and international political and aid actors who may be in a position to offer help.

## Reporting for Audiences Not Directly Affected

When you are reporting on a humanitarian crisis that is happening in a different part of the country, then your audience may have little prior knowledge of a specific crisis and the people affected by it. You will need to explain to them the background to the situation: **Who** are the affected people? **Where** are they from? **What** is the history to this crisis? **Which** authorities are responsible for dealing with the situation? Are there any policies or political angles to the story?



Even audiences that are not directly affected will have an interest in first-hand accounts of what has happened, how people are coping and what their needs are, especially at the peak of a humanitarian crisis. Audiences at a distance do not need to know where to *find* food, but they do need to know that affected people need food. And if the government or other aid agency promises to provide food, then national and international audiences need to know if that food does not arrive, so that pressure can be put on the relevant authorities or agencies to do their jobs. This “watchdog” role can be an important part of the work of journalists whose audiences include policy-makers and humanitarian relief agencies.

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<sup>5</sup> Internews Baseline Survey Swat. 2010. Internal document



## EXERCISE 2

The first step in providing useful and essential information is determining what exactly is happening.

**Example:** There is heavy flooding in a rural region, Hatian Bala (Kashmir). Some information has come out that roads have been washed out and that local populations are cut off from essential resources like food. Many people are rumored to have also lost their homes, and are now living in makeshift shelters or even school buildings. Government and aid agencies are struggling to get into the area and determine what needs to be done. There are two functioning phones in the flooded region, one at the local government office and one at the local hospital. Your editor has put you on the story, and wants you to verify existing information and also investigate the dynamic situation.

The reality of a humanitarian crisis is that you will often be asked to cover a lot of ground in a short time. You **MUST** be organized and have a solid plan.

1. **Research**-Read what has already been published about the situation.
2. **Contacts**-Make a list of potential contacts both at the government and humanitarian level, and the local level.
3. **Verify**-existing information. Determine what is truth and what is rumor.
4. **First Hand Information**-Start making phone calls, especially to available contacts in the affected regions.  
Who do you know? Do any of your acquaintances have family or friends in the region with working phones? Call them, see what is happening on the ground. Match that information with calls to official sources; government, hospital, aid agencies.
5. **Organize**-Sit down and organize the information and interviews you have. Consider what will be the most effective order and use of this information.
6. **Ask yourself:** How does this humanitarian crisis affect my audience? What do they need to know in order to understand and care about this issue?

These questions should all be answered as best as possible in your article. They are in fact the most essential informational needs of your audience, and ultimately your main responsibility is to them. People should be able to read or listen to your reporting and **use it**.

**Take this story matrix and apply it to your chosen story topic.**

Audience	Local/Directly Affected	Non-Local/Indirectly Affected
<b>Essential Information</b> What does your audience need to know?		

<b>LESSONS LEARNED</b>	<b>Have a clear vision for what exactly you are trying to tell your audience. What do you want them to learn from your reporting?</b>
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# 7

## Research and Preparation

Because most journalists are entering into unfamiliar territory when they cover humanitarian issues, **RESEARCH** is probably the biggest key to getting a story right. Humanitarian crises are often complicated and highly detailed, and to explain them reporters must have a basic understanding of what they are talking about.

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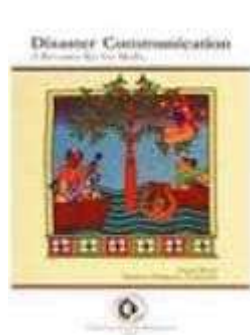
1. **Google / print media research:** what the media has published in the last few weeks about your topic (Google news).
2. **Define your topic:** locate accurate and detailed definitions of your topic. Read as much as you can so you will be able to explain it in a way everybody can understand
3. **Identify the key people affected and the key actors involved:** as part of this make sure that you understand the roles and mandates of actors such as national government agencies, local authorities, local civil society groups and NGOs, international organizations, United Nations agencies.
4. **Locate experts, people close to the action and other relevant contacts:** get a sense about what's going. Who are your local/non-local contacts? Touch base with them informally (you don't have to interview them now) and look for new ones – don't be lazy, expand your sources!
5. **Field Visit:** after you do your basic research, go and see what is happening on the ground. Walk around, take notes on details of the scene, talk to local people, get their stories.
6. **List all possible stories:** according to what you know and what you have discussed with your contacts.
7. **Present:** discuss with your editors and agree on a working plan.
8. **Work on your stories:** from your desk, make follow-up phone calls to primary and secondary sources. Make sure your facts and figures are correct!!!



# 8

## Beyond Basics: Thinking, Analyzing and Framing the Issue

Humanitarian crises can be extremely complex, and must be dissected a little. Many journalists only go as far as collecting facts and figures from press releases and other official materials - and they fail to explore important issues and details further.



The book, **Disaster Communication: A Resource Kit for Media**<sup>6</sup> explains that humanitarian crises are often reported from a simplistic perspective that can distort the central issue and misinform the public. The **Resource Kit** offers an alternative perspective that helps reporters look at a humanitarian crisis in a deeper way.

<i>Dominant Perspective</i>	<i>Alternative Perspective</i>
Disasters/conflicts viewed as isolated events.	Disasters/conflicts are part of the normal process of development
Linkages with conditions in society during normal times are not much analyzed.	Analyzing linkages with society during normal times is fundamental for understanding disasters/conflicts
Technical/law and order solutions dominant.	Emphasis on solutions that change relationships and structures in society. The objective is to reduce people's vulnerability and strengthen their capacity.
Centralized institutions dominate intervention strategies. Less participation of people, who are treated as 'victims'.	Participation of people paramount in intervention strategies; people treated as 'partners' in development.
Implementing agencies less accountable and their processes less transparent to people.	Ensuring accountability and transparency emphasized in implementation.
Interventions are made after the event occurs.	Mitigation of disasters/conflicts the fundamental aim.
The objective of intervention is to return to the situation before the event.	Disasters/conflicts viewed as opportunities for social transformation

<sup>6</sup> Bhatti, A. & Ariyabandu, M. M. (2002). *Disaster Communication: A Resource Kit for Media*. Colombo, Sri Lanka: Duryog Nivaran. [A publication supported by Practical Action]

Let's put this humanitarian matrix into a workable context.

When the Tsunami struck Aceh and other S.E Asian countries in December 2004, there was little time to react and respond to the magnitude of the event. Thousands of journalists scrambled to cover the details of the unthinkable disaster, but what exactly did they achieve in their coverage?

Here's a look at Tsunami coverage through the **Resource Kit** matrix

<i><b>Dominant Perspective</b></i>	<i><b>Alternative Perspective</b></i>
Disasters/conflicts viewed as isolated events.	Disasters/conflicts are part of the normal process of development
225,000 people died, and governments and aid agencies spent more than 7 billion dollars to clean up the aftermath.	This is the latest in a long line of natural disasters that often hit developing countries particularly hard.
Linkages with conditions in society during normal times less analyzed.	Analyzing linkages with society during normal times is fundamental for understanding disasters/conflicts
Not much investigation of prior reality that contributed to WHY? so many people died.	Lack of early warning systems, sub-par infrastructure, and marginal government systems caused higher death count.
Technical/law and order solutions dominant.	Emphasis on solutions that change relationships and structures in society. The objective is to reduce people's vulnerability and strengthen their capacity.
Coverage limited to government response and analysis of situation.	What does the public really need to know to help them cope with the situation? What information can help them advance their knowledge and understanding?
Centralized institutions dominate intervention strategies. Less participation of people, who are treated as 'victims'.	Participation of people paramount in intervention strategies; people treated as 'partners' in development.
Public treated as numbers in coverage.	Public is active character in this unfolding story. How did the public respond to the disaster? What did they learn? How are they part of the problem and solution?
The objective of intervention is to return to the situation before the event.	Disasters/conflicts viewed as opportunities for social transformation.
Focus centered on who is to blame for the disaster.	Focus on better educating public on what they need to know in case of future humanitarian crisis.



### **EXERCISE 3**

**Take a look at the two stories below, that both cover the same situation. Using the Dominant/Alternative Perspective table provided above, analyze how each story treats the situation.**

#### **Article 1**

At least 3 districts in Punjab, Pakistan have experienced flooding this week, according to the Emergency Response Unit. The Emergency Response Unit said up to 2,000 families had been displaced and in total more than 49,000 people affected by the floods. At least four deaths were reported. The government has so far allocated Rs4 million (about US\$40,000) for immediate relief. This is the worst flood in past decade.

"People think these floods are caused by heavier-than-usual rains, but that is not the case," Adnan Ali, Emergency Response Unit, told The Daily News "the water canals keep piling up on silt and when the flow increases the water has to be released and low-lying areas are filled-up too."

"There is no such increase that we can see, but what we do know is a lot of low-lying land has been filled [in urban areas]." He told The Daily News that tanks meant for water storage in rural areas had also become shallower due to sediment being washed in. "When there is no place for the rainwater to flow, it flows where it can."

Irrigation experts say the lack of proper planning is one of the main reasons for the floods. "We are paying a very heavy price for these floods which are not that rare now," Safdar Khan, senior deputy director at the Irrigation Department in charge of flood protection, told The Daily News. Last year, flash floods in parts of Punjab affected 418,000 people and left 23 dead. According to statistics compiled by the Emergency Response Unit, at least 488,000 people were affected by floods in 2007 that killed 20 and damaged 9,800 homes.

More than Rs159 million (about US\$1.4 million) was spent on relief and reconstruction following the 2007 floods, the centre stated. "This is money that we could spend on development if we had proper flood protection systems," Safdar said. He said proper rainwater drainage systems needed to be maintained in cities while water retention schemes upstream would minimize flooding in low-lying areas that were prone to floods during heavy rains.

"We know the causes and the answers, but what we need is the will to put these plans to work," he said. "My house was flooded this week because when someone built the main road, they blocked the storm drain. It is the lack of planning [that is to blame], not heavy rains."



### [continuation of Exercise 3]

#### Article 2

Arrangements have been made to provide relief through government agents to flood victims, Emergency Response Unit Director Adnan Ali said. Some 18,082 families comprising 76,760 persons have been affected in Jehlum and Lahore regions.

An allocation of Rs. 6.3 million has already been made by the Emergency Response Unit to be given to the District offices. Rs. 2.3 for Jehlum, Rs. 2 million for Lahore, Rs. 1 million for Kasur 1 million for Kharian has been given.

A total of 389 families consisting of 1,360 persons have been affected by floods in the Jehlum city, while 690 families consisting of 2,790 persons have been affected by floods in Lahore.

A total of 2,753 families consisting of 10,973 persons have been affected by floods in Kasur.

“As a result of the rainy weather followed by floods, 16 houses have been completely damaged and 68 houses partially damaged. The Emergency Response Unit is monitoring the situation and is operational round the clock and is on standby to provide emergency relief,” Adnan Ali said.

He instructed government agents to take immediate action to clear areas inundated with rain water by releasing the water in low lying areas if necessary making use of backhoe machines.

A steering committee is functioning in the Lahore Municipal Council to monitor flash floods in the city, Nazim Lahore Amir Mehmood told the Daily News yesterday. The committee was set up considering global climatic changes, Amir said. The main objective is to minimize the loss of lives and damage of property, Amir added.

“About Rs.300 million is needed to mitigate flash floods in Lahore city at a sustainable level,” he said.

#### **LESSONS LEARNED**

**Analyze the situation. Go beyond the facts and figures.  
Make people a part of your story.**

# 9

## Humanitarian Actors: Meet the Stakeholders

**See Appendix A+B below for web resources, reports and more detail on humanitarian bodies and standards**

In a humanitarian crisis there are a number of stakeholders who play an important role in the overall outcome. There is no single entity that helps save a community in a time of great need; it is instead a shared effort, one that spans health, legal, economic, and political boundaries, hopefully solving the problems of the public in the process. Who are these official entities that respond to a humanitarian crisis? And what specifically is their role in addressing disasters?

### A: Government of Pakistan



Journalists should not forget that ultimately the safety and recovery of citizens is the responsibility of their own government. While other stakeholders certainly provide aid and assistance, the public's present and future are squarely in the hands of the state. But certainly it is not as simple as calling the Prime Minister and demanding answers; journalists must learn which channels elicit the best responses from the myriad of government branches and agencies. Like most governments, Pakistan has specific bodies charged with the responsibility of addressing a humanitarian crisis or other emergencies. Journalists must first identify which branch of government is taking the lead in a given humanitarian situation, and then make their inquiries.

### National Disaster Management Authority (NDMA)



The National Disaster Management Authority (<http://ndma.gov.pk>) is the lead agency in Pakistan, at the federal level, that deals with a wide spectrum of disaster management activities in the country. It is the executive arm of the National Disaster Management Commission (NDMC), which was established under the Chairmanship of the Prime Minister, as the apex policy making body in the field of disaster. In the event of a disaster all stakeholders, including Government Ministries/Departments/Organizations, the Armed Forces, INGOs, NGOs and UN Agencies are supposed to coordinate their activities with the NDMA to conduct a one window operation.

## Provincial Disaster Management Authority (PDMA)



The Provincial Disaster Management Authority (<http://www.pdma.gov.pk>) is the provincial arm of the NDMA. Its mandate is to set up an effective system that can deal with the aftermath of disasters, both natural and man-made. Apart from the PDMA, the Government of NWFP also established a Provincial Disaster Management Commission (PDMC) on 27 October 2008, to promote better disaster preparedness and management within the province.

## The Provincial Reconstruction, Rehabilitation and Settlement Authority

The Provincial Reconstruction, Rehabilitation and Settlement Authority or PARRSA (<http://www.helpidp.org/parrsa.php>) was created to look after the whole reconstruction, rehabilitation and settlement of the affected population of the current crisis in Khyber Pakhtunkhwa. The Agency works in association with the PDMA and facilitates, coordinates and supervises all the actors involved in the crisis and in assisting the provincial government in its rehabilitation activities in the affected areas.

## Earthquake Reconstruction and Rehabilitation Authority



The Government of Pakistan established the Earthquake Reconstruction and Rehabilitation Authority or ERRA (<http://www.erra.pk>) on October 24, 2005 in response to the task of rebuilding in the earthquake affected regions of Khyber Pakhtunkhwa and Azad Jammu and Kashmir. As of 2010 ERRA continues to work on rehabilitation projects in the affected areas. The ERRA is made up of a mixture of civil servants, armed forces personnel and international consultants. The main role of ERRA is macro planning, developing sectoral strategies, financing, project approval and monitoring and evaluation. Additionally, it ensures the required coordination and provides support and facilitation to the work of international implementing partners, whereas physical implementation of the projects is the responsibility of respective governments.

## Special Support Group

The Special Support Group is a body associated with the military that was formed to supplement the national and provincial efforts for efficient management of Internally Displaced People, especially those of Malakand Division in Pakistan. The SSG coordinates and facilitates all the relief and assistance activities at the Federal as well as the Provincial level; meanwhile, the primary responsibility for assistance activities remains with the provincial government of the Khyber Pakhtunkhwa.

## B: The United Nations



The United Nations works closely with the Government of Pakistan on development and humanitarian response issues. The United Nations works in collaboration with the federal as well as the provincial government. While the country office is in Islamabad, the UN has local offices all across the country. It is the body responsible for putting together the Pakistan Humanitarian Response Plan (PHRP).

The PHRP is used to coordinate humanitarian activities and raise funds for the implementation of humanitarian projects. The plan sets out the activities needed to deal with humanitarian crises and appeals for funding from donors. It deals with emergencies as well as early recovery and reconstruction.

The Office of the Resident Coordinator oversees the *overall work* of the United Nations in Pakistan while The United Nations Office for the Coordination of Humanitarian Affairs (UNOCHA) coordinates the “cluster” system: a single framework for the *humanitarian response* which was first piloted in Pakistan in 2005.

The cluster system was created as a new UN approach to coordinate the many different organizations that can arrive to provide assistance during a major crisis. In these situations there is a danger that organizations will all end up in one location delivering the same services with other locations having no assistance at all.

Under the cluster system all the different types of activities involved in a response are broken up into sectors, like health, food or water and sanitation – those activity sectors are called clusters and each cluster is run by a lead agency, which can be a UN agency or another major NGO. Then all NGOs and UN agencies involved in one kind of activity, e.g. shelter or water and sanitation will consult and coordinate their activities and resources under the cluster lead.

The cluster system provides a focal point for all the agencies to meet and coordinate their response on a regular basis.

For example at a health cluster meeting organizations will provide information on their current activities as well as future plans. Information will be provided on any emerging trends that need to be addressed such as an outbreak of disease.

Cluster meetings are not always open to journalists but the minutes are usually available. They are an excellent source of information for journalists.

This system also allows for longer term planning and formulating priorities. Donors will look at all the information and activities of the different clusters when deciding where to direct their funding.

In Pakistan the cluster groups and their leads include:

- **Agriculture:** Food and Agriculture Organization (FAO)
- **Camp Management:** United Nations High Commissioner for Refugees (UNHCR)
- **Community Restoration:** United Nations Development Program (UNDP)
- **Education:** United Nations Children's Fund (UNICEF) / Save the Children
- **Shelter and Non-Food Items:** United Nations High Commissioner for Refugees (UNHCR)
- **Food:** World Food Program (WFP)
- **Health:** World Health Organization (WHO)
- **Logistics:** World Food Program (WFP)
- **Nutrition:** United Nations Children's Fund (UNICEF)
- **Protection:** United Nations High Commissioner for Refugees (UNHCR)
- **Water, Sanitation and Hygiene:** United Nations Children's Fund (UNICEF)

#### List of important UN agencies:



UNOCHA (Office for the Coordination of Humanitarian Affairs): In Pakistan, UNOCHA coordinates the “cluster” system which creates a single framework for the humanitarian response.



UNICEF (United Nations Children's Fund): Works on issues related to child survival and development, nutrition, basic education and gender equality, child protection, and HIV/Aids and children. In Pakistan, apart from the issues mentioned above, UNICEF also carries out work in the field of water, sanitation and health (WASH activities).



UNHCR (High Commissioner for Refugees): Leads and co-ordinates international action to protect refugees and resolve refugee problems worldwide. Its primary purpose is to safeguard the rights and well-being of refugees. In Pakistan, UNHCR have also been working on shelter, camp management, provision of non-food items, protection issues (especially for displaced people) and the repatriation of Afghan refugees.



FAO (Food and Agriculture Organization of the UN): Works to improve agricultural productivity and food security, and to better the living standards of rural populations. In the Pakistani context, it also works in restoring agricultural activity and providing livelihood opportunities in crisis/disaster stricken areas.



IOM (International Organization for Migration): The IOM is currently the lead in mass communications for the UN clusters in Pakistan. They are responsible for developing information pamphlets and Public Service Announcements for the clusters. They are also involved in health work, especially in relation to refugees.



UNESCO (UN Educational, Scientific and Cultural Organization): Promotes education for all, cultural development, protection of the world's natural and cultural heritage, international cooperation in science, press freedom and communication. In Pakistan, UNESCO is very active in the areas of education, literacy and communication.



WHO (World Health Organization): Coordinates programs aimed at solving health problems and the attainment by all people of the highest possible level of health. In Pakistan, it works in such areas as immunization, health and education and the provision of essential drugs and health services, especially in times of crisis.

### **International Committee for the Red Cross (ICRC)**

[www.icrc.org](http://www.icrc.org)



The International Committee of the Red Cross (ICRC) has a different mandate than the national Red Cross organizations that work in most countries. The ICRC is an impartial, neutral and independent organization whose exclusively humanitarian mission is to protect the lives and dignity of victims of war and internal violence and to provide them with assistance. It directs and coordinates the international relief activities conducted by the International Red Cross and Red Crescent Movement in situations of conflict. It also endeavors to prevent suffering by promoting and strengthening humanitarian law and universal humanitarian principles. Established in 1863, the ICRC is at the origin of the International Red Cross and Red Crescent Movement.

The International Committee of the Red Cross has been active in Pakistan since 1947, mainly working in the areas of health and protection. Their work also involves interaction with the media. The ICRC carries out trainings for journalists that involve awareness on first aid, as well as information about the ICRC Hotline for journalists. This Hotline is an international number that can be used by the journalists or their families in case of a crisis situation. (+41 7921 73285)

The ICRC also gives situation reports to the media, especially on areas that are inaccessible during conflict. If the security situation allows it, the organization also arranges visits to the crisis affected areas for journalists.

The ICRC carries out health related work as well, which includes providing mobile health units, as well as medicines and medical equipment. If required, the ICRC also arranges for



shelter, agricultural assistance and food distribution. In the area of protection, the ICRC raises awareness about explosive remnants of war as well as assisting in restoring and maintaining family links.

### **C. International Humanitarian Agencies**

Also called International NGOs (INGOs), aid agencies or relief agencies, there are hundreds of different non-governmental organizations that can offer assistance during a humanitarian crisis. Some of them are small groups with special areas of expertise, like providing water or taking care of children. Some of them are large high-profile organizations that have offices in many countries doing all kinds of development work. In a humanitarian crisis, these large organizations will usually specialize of one aspect of the response (providing food, or shelter) and they will report to the UN coordinating body on the ground.

In your country, large agencies like International Rescue Committee (IRC), OXFAM or Save the Children may be carrying out both development and relief activities: they may have long running development programs in agriculture or education, while also providing emergency services to displaced people. **These agencies can be useful sources to you – see section 9 below for tips on how to work with them.**

#### **Pakistan Humanitarian Forum (PHF)**

<http://www.pakhumanitarianforum.com.pk/>

The Pakistan Humanitarian Forum was formed in 2003 to coordinate and strengthen the efforts of International NGOs working in disaster management and humanitarian response in Pakistan. The PHF represents INGOs in the humanitarian at different forums and meetings including the Government, donors and UN agencies. The current chair of the PHF is the International Rescue Committee. The PHF is also represented on the Pakistan Inter Agency Standing Committee (IASC), now known as the Humanitarian Country Team, a coordination mechanism for UN agencies, the ICRC and international NGOs. In 2010, the total number of PHF members was 30, including the following:

#### **Oxfam GB**

[http://www.oxfam.org.uk/oxfam\\_in\\_action/where\\_we\\_work/pakistan.html](http://www.oxfam.org.uk/oxfam_in_action/where_we_work/pakistan.html)



Oxfam GB in Pakistan works in the sectors of WASH, early recovery, livelihoods and distribution of Non Food Items. It is also an implementing partner for UNICEF in WASH activities.



### **International Rescue Committee**

<http://www.theirc.org/where/pakistan>



The IRC in Pakistan works on protection and education and is also the implementing partner for the UNHCR.

### **Islamic Relief**

<http://www.islamic-relief.org.pk/index.htm>



Islamic Relief Pakistan operates in the areas of WASH, education, child protection, shelter, health and distribution of Non Food Items.

### **Save the Children**

<http://www.savethechildren.org/countries/asia/pakistan.html>



Save the Children Alliance is working in the areas of education, health, nutrition, early recovery as well as child protection. STC is also the lead (along with UNICEF) for the education cluster in Pakistan.

### **Merlin**

<http://www.merlin.org.uk/Where-we-work/Pakistan.aspx>



Merlin is an INGO that mainly operates in health and nutrition and is also an implementing partner for the WHO.

### **Mercy Corps**

<http://www.mercycorps.org/countries/pakistan>



Mercy Corps works in the sectors of agriculture, health and shelter in Pakistan.

#### **D. Local Organizations**

Locally based NGOs and other community based organizations are also an integral part to piecing together coverage of a humanitarian crisis. Often local organizations are better able to help a journalist understand local issues, and how local communities are affected. Local staff generally comes from the communities they are working in, so they can help introduce journalists to local contacts and help explain local culture and nuances so reporters can be safe and respectful.

##### **IRSP**

<http://www.irspmardan.org/>

IRSP is an implementing partner for a number of INGOs including Oxfam GB and Concern International. It carries out work in the WASH and health sectors.

##### **AURAT FOUNDATION**

[www.af.org.pk](http://www.af.org.pk)



Aurat Foundation works in the area of women's empowerment and carries out projects in the humanitarian sector as well for INGOs like Oxfam GB. These projects involve protection and rights issues concerned with displaced people, especially women.

##### **LASOONA**

<http://www.lasoonna.org/>



Lasoonna is an implementing partner for Oxfam GB as well as Oxfam Novib, amongst other INGOs and works in the areas of early recovery, agriculture and WASH.

##### **SPADO**

[http://www.iansa.org/about/members/asia/spado\\_popup.htm](http://www.iansa.org/about/members/asia/spado_popup.htm)

SPADO is a network of more than 50 NGOs in the NWFP that carries out work in the area of protection and mine risk awareness.

##### **FIDA**

<http://fidapk.org/index.html>



Fida works in the sectors of social mobilization, advocacy, health, education, community physical infrastructure as well as renewable energy and environment. It is the implementing partner for UNHCR and Oxfam GB.

## PAKISTAN RED CRESCENT SOCIETY

<http://www.prcs.org.pk/>



The PRCS works in the areas of disaster managements, as well as health services during and after humanitarian crisis as well as natural disasters. It is a member of the International Federation of the Red Cross.

### E. Legal and Human Rights Bodies

A country's legal system is also an important sector to engage regarding humanitarian crisis and response. Journalists should investigate and understand the legal mechanisms that govern a humanitarian crisis. Under the local constitution or legal system, what rights do people have to property, livelihood, assistance, and security? Are these legal rights being upheld? If not, who is offering affected communities representation and legal advice? Speaking to local lawyers, legislators and judges can help a journalist better cover what is guaranteed by law to a population in a humanitarian crisis, and whether or not those legal needs are being met.

#### Human Rights Commission of Pakistan

<http://www.hrcp-web.org/default.asp>



Promotes human rights issues in the community and provides assistance including legal aid to people who have suffered violations. They also carry out fact-finding missions into extra judicial killings and have done some investigations in the NWFP.

### F. International Funders

Pakistan's humanitarian emergency is funded in a number of different ways. The mechanisms for funding a humanitarian crisis are constantly under review and journalists should do their own research to keep up to date with the latest procedures. Most of the funding mechanisms described here can be found online and journalists should subscribe to email alerts.

Oxfam produced a paper on the 2009 humanitarian response which raised concerns over the funding mechanism. The paper entitled *Missing Pieces- Assessing the Impact of Humanitarian Reform in Pakistan* can be accessed at

<http://www.oxfam.org/en/policy/pakistan-missing-pieces>.

## **International Funding to the Pakistani Humanitarian Response Plan (PHRP)**

International governments can fund relief organizations directly (bilaterally) or give funds to the Pakistani Humanitarian Response Plan (PHRP), which was created by the UN as a mechanism to channel international funding to relief agencies. The PHRP lays out the priority areas of need for funding and the donors decide which projects and/or organizations they want to support.

## **United Nations Central Emergency Response Fund: CERF**

This is a fund set up to provide United Nations agencies with funding to deal with life threatening emergencies around the world. The fund specifically supports rapid response activities and activities in emergencies that are not receiving enough other international funding. Only UN agencies can apply directly to the CERF for funds, but NGO's can access the money by working as "implementing partners" for the UN agencies.

## **Government of the United States**

In 2009 the United States government was the largest donor to Pakistan's humanitarian response and provides assistance through two main channels: the United States Agency for International Development (USAID) and the State Department.

According to the USAID web page *"The goal of U.S. assistance to Pakistan is to tangibly improve the well-being of Pakistanis and to support the Government of Pakistan in fulfilling its vision of a moderate, democratic, and prosperous country. From 2002 through 2009, USAID provided more than \$3.4 billion (including Emergency Economic Assistance) to address needs in economic growth, education, health, good governance, earthquake reconstruction assistance, as well as humanitarian assistance."*<sup>7</sup>



USAID is the US Government's main channel for humanitarian assistance. The agency has a number of sub-offices and projects who manage humanitarian aid in any country. In Pakistan, USAID provides aid through the Office for Foreign Disaster Assistance (OFDA) and through the Food for Peace Project.

OFDA<sup>8</sup> responds to natural disasters as well as complex emergencies and its mandate includes saving lives and alleviating suffering. In Pakistan they provide funds directly to organizations who are actually implementing programs.

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<sup>7</sup> USAID Pakistan: Mission Overview - <http://www.usaid.gov/pk/about/>

<sup>8</sup> USAID Disaster Assistance, Pakistan - [http://www.usaid.gov/our\\_work/humanitarian\\_assistance/disaster\\_assistance/countries/pakistan/template/index.html](http://www.usaid.gov/our_work/humanitarian_assistance/disaster_assistance/countries/pakistan/template/index.html)

The Food for Peace program<sup>9</sup> supplies emergency food to the United Nations World Food Program for distribution to people affected by the humanitarian crisis.



Meanwhile the US State Department<sup>10</sup> works through a sub-office called the Bureau for Population, Refugees and Migration (PRM). This part of assistance to Pakistan is directed at helping refugees, victims and stateless people. In Pakistan, PRM works closely with UNHCR and ICRC.

### **Government of the United Kingdom.**

The United Kingdom Government provides assistance for humanitarian emergencies through its Department for International Development (DFID). In Pakistan DFID has provided funds for Pakistan's emergency response as well as the recovery phase, and its total funding committed for the period 2009 – 2013 means that Pakistan is DFID's second largest aid program worldwide.



DFID funds humanitarian crises in a variety of ways. It may respond directly to an appeal or proposal from an NGO. An example of this is its funding of ICRC projects. It also responds to the priorities set out by the PHRP.

Overall DFID has used a number of different funding mechanisms in its humanitarian response in Pakistan depending on the specific situation.

During 2009, DFID responded to the crisis in Federally Administered Tribal Areas (FATA) and Khyber Pakhtunkhwa supporting health facilities including maternal and child health programs as well as rebuilding infrastructure, “cash for work” schemes and other projects.<sup>11</sup>

### **Other Sources of Funding**

Many implementing organizations (those that are doing the humanitarian response work) rely on a mix of funds that includes government money, as well as donations from the public in their country, or from foundations and other private institutions. In Pakistan, some organizations (like the medical agency Médecins Sans Frontières) rely only on private donations and do not take any money from governments because they want to be seen as operating fully independently from government interests.

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<sup>9</sup> USAID Food for Peace - [http://www.usaid.gov/our\\_work/humanitarian\\_assistance/ffp/](http://www.usaid.gov/our_work/humanitarian_assistance/ffp/)

<sup>10</sup> U.S. Department of State, Pakistan - <http://www.state.gov/p/sca/ci/pk/>

<sup>11</sup> DFID, Pakistan. <http://www.dfid.gov.uk/where-we-work/asia-south/pakistan/> ;  
<http://www.dfid.gov.uk/Media-Room/News-Stories/2009/Pakistan>

## G. Affected Communities



It is absolutely essential for reporters to gain access to the people actually affected in a humanitarian crisis. The widow who has lost her husband, the family that has lost their home, the child that is recruited by the military, the village that has been displaced. Without these voices the facts and figures a journalist collects are just numbers.

News editors and reporters often say that they do not have the budget to get to the place where a crisis is happening and meet the affected populations. Because of this they never develop a working relationship with local people on the ground.

If this is the case at your media outlet, there are “second-best” ways to get in touch with people on the scene. Even if land-lines are down, it may be possible to reach people on mobile phones or by SMS. You should look for mobile phone numbers through contacts in the media, or through civil society organizations, aid agencies or mosques who may have contacts or partners in the affected zone.

If you have access to international TV networks like *Al Jazeera*, you may see first-hand accounts that they are receiving from people on the ground, and it may be possible for you to get in touch with those same contacts – or at minimum you could quote them, as long as you credit the TV network as your source.

To try to arrange transport into the area, you could be in touch with aid agencies or other organizations in your area that may be sending trucks, planes or helicopters: they may give you a ride for free. They may ask you (or you may offer) to include the agency’s work in the story that you write. That is fairly standard practice but you must be aware that there is an ethical pitfall here. You must not promise to write a story only about that agency: you are a journalist not a Public Relations officer. You can only offer to include the agency in your story as part of a bigger and balanced picture.



# 10

## How to develop reliable information sources and get stakeholders to share information

Now that you have met the various stakeholders in a humanitarian crisis, it's time to learn how to work with them. In order to achieve comprehensive reporting during a humanitarian crisis, one must first get the vital information essential to professional coverage. Some information is easy to find, agencies and government ministries send press releases with statistics and facts, and some information takes more investigation. In all cases, reporters need reliable sources and contacts to do their work.

### Maintaining sources and developing research systems



In a humanitarian crisis situation, access to good and reliable information is essential. Simply arriving on the scene and asking questions is not going to ensure quality coverage for a reporter. In fact, much of the success of covering a humanitarian crisis starts long before the disaster hits. Journalists must develop relevant relationships as part of their work, cultivating

contacts that can inform them of news, explain why something is happening, and tell them what is going to happen next. These connections are essential because they facilitate access to better, faster information when a crisis is at hand.

Aid agencies and government offices are good places to make contacts and keep them alive over time – not just in a crisis. It's an important part of a reporting on humanitarian affairs to know what the UN, government agencies and local and international development organizations are doing in your country, and what their “preparedness” plans may be for areas of the country that are vulnerable to natural or political crisis. They will have a lot of information about the development status of the parts of the country where they work, and these are things that are very good background when disaster strikes.

It is also important for you to understand the roles and mandates of different staff at various agencies. You should certainly have regular contact with the press/communications officers – and you should know that most aid workers, especially in an emergency, do not feel comfortable speaking directly to the media, and will direct you to the press officer. Very often press officers in a crisis are more interested in dealing with the international media than the media of the crisis-hit country. The more professional you are and the more knowledge you have about the situation, the more likely they are to help you with your story. Likewise, if you are going to approach a program officer, or a political officer, you should be well prepared and have done your research in their area, so that you can have an intelligent conversation with them.



Once you have developed a good stable of contacts, it is important to have a system for maintaining your sources. It is also important to develop give and take relationships with your contacts, where both sides are benefiting from information sharing. Here are some suggestions on how to do that.

### **1. Face to Face**

Make your first visit a personal one. Meet your intended contact in person, so you can better get to know them and they can get to know you. Unless it is pre-arranged, don't go to your first meeting with the intention of getting an interview. Go to simply learn more about the person, their work, organization, etc. Bring your business card and any useful information you have regarding your work. Make sure you get their personal contact information for future follow up.

### **2. Monthly phone call.**

Don't always call just because you need information from your contacts, call to ask "How are you doing?" "How are things going on that project you mentioned?" "Is there any interesting information regarding your work that people should know more about?"

### **3. Organized contact list.**

Keep a book with peoples business cards, organize them in a system that will be easy for you to use e.g.: humanitarian topics, lead agencies, geographic regions, etc. Locate existing directories for government ministries, humanitarian agencies, and media contacts.

### **4. Newsletters /Email distribution lists**

Get your name and contact information on as many different humanitarian themed newsletter or email distribution lists as possible. This is a good way to keep up on what is happening in the humanitarian community, develop new story ideas, and also better understand where some of your contacts are coming from. Stay connected!

### **5. Field Visits**



Get invited to visit the field with your contacts. This gives you an inside perspective on their work and interests, and it gives you an interesting scene to include in your reporting. Also, if you are planning to visit a local area to cover a humanitarian crisis, invite a contact to join you and give some perspective. If it is a medical crisis, bring a doctor, government health specialist, Health focused NGO representative, or first aid worker.

### **6. Press Clubs.**

Press Clubs have an important role in Pakistan and are an excellent resource for local journalists by providing support and assistance. Members can receive benefits such as medical coverage. They are a good place to connect with other journalists to find out the

latest information on a situation. The clubs hold events such as press conferences and also provide facilities such as access to internet and numerous publications.

- Peshawar Press Club - 091 – 9211082
- Swat Press Club - 0946 – 713896
- Islamabad Press Club - 051 - 2604147

### 7. Send copies/Get Feedback

Keep your contacts involved in your reporting. Send them copies of the coverage you produce and ask for their feedback. How was the accuracy in the article? How can it be improved? You can always improve by getting feedback from your peers and coverage stakeholders.

### 8. Share feedback

When you go to the field, and get feedback from stakeholders about humanitarian crisis issues, share that information with relevant agencies, ministries and other contacts. Let them know how people feel about their work and what kinds of opinions exist. You can help your contacts improve as well.

#### Tips for Working with Aid Agencies:

- Make contacts and stay in regular contact, not only in times of crisis
- Do research on their overall country plan, projects and funders (by internet is easiest if you have access)
- Understand their relationship to the UN cluster system and other agencies
- Understand which staff deal with development issues and which staff deal with relief issues
- Keep good relations with the press/communications officer – **they will be the gatekeeper to information and other spoke-persons when a crisis situation arises**
- DO NOT rely too heavily on aid agencies for information – always balance your stories with information from other sources

#### LESSONS LEARNED

**Develop good, solid sources. Don't rely just on press releases and spokespersons.**

# 11

## Field Visits

An integral part to professional coverage is actually going to see the humanitarian crisis and the people affected by it first-hand.



In order to really understand what is happening in your story, you must spend time as close to the actual crisis as possible, otherwise your reporting will reflect a detachment and be much less effective. Part of covering humanitarian issues is seeing them first-hand and describing them to the greater public. What exactly does the crisis look like? What are the immediate needs of the people? What are they saying? What do they want? Who is helping them? These are all things best investigated first-hand.

But making a field visit is not as simple as just showing up to the scene of the disaster. Basic preparation and research must go into a coverage work plan before a journalist leaves the office.

### Take 10 minutes to prepare

Some of the basic questions a good journalist must answer before they head to the field include:

1. What exactly am I hoping to learn from the field visit?
2. How will this visit enhance my story?
3. Who do I want to speak with? And how can I get in touch with them beforehand?
4. Where am I trying to visit? How do I get there? How long will my travel take?
5. What are the security, geographic, and other concerns I must take into account in traveling to my field location?
6. Who can serve as a ground level guide for my field visit?
7. How can I maximize my trip in terms of getting many different materials I can contribute to my media outlet?
8. Is there anybody in my office who has visited this region before? Do any of my colleagues have previous contacts I might find useful?
9. Are there other articles or other information I can read about my intended field location?
10. What resources will I need to make this a successful trip? (i.e. Equipment, money, security clearance, government permission, etc.)





**Know exactly where you are going, what you want to do when you get there and what results to want to get from your field visit.**

Without this preparation a field visit can be a waste of time and resources for a media organization. Reporters often head out with haste hoping to quickly get some first-hand accounts of a humanitarian crisis. But their time is often wasted because they didn't take ten minutes to do the proper planning.

Here are a few examples of what can happen.

1. Maybe you will get lost on the way and never reach your destination.
2. Maybe your intended contacts won't be there.
3. Maybe you will ask the wrong questions, and miss the real story.
4. Maybe you will get stopped at a checkpoint, and be turned around for not having proper military clearance.
5. Maybe you get to your destination and your equipment isn't working.

There is no worse feeling than taking three hours out of a tight reporting schedule to make a field trip, and coming back empty handed. Proper preparation can eliminate many of these mistakes.

### **Be Deliberate with your Field Visit**

Modern media organizations are increasingly reluctant to dedicate funds to travel and do investigation. Therefore, if you do get approval to visit the field, make the most of it! You may not get another chance. Here are some recommendations that will help ensure a successful visit.

**Hire a local contact/fixer to help you out.** Having a local person on your team is invaluable. A good fixer can fill you in on local history, details of the humanitarian crisis, introduce you to local leaders and stakeholders, direct you to various locations, and help keep you out of trouble.

When looking for a local fixer, consider the following sources:

1. Local media worker
2. Local driver
3. Local NGO worker
4. Local civic leader



**Warning!** In times of crisis, the safety of local professionals can be at risk. Make sure if you utilize a local fixer that their regular employment is not jeopardized, their lives and the lives of their families are not put at risk, and that they will be safe and able to continue their normal lives when you leave. Always remember, as a reporter you can leave when your work is done, your local contacts and their families will remain.

**Go early!** Get to your desired destination as early as you can, or the afternoon before you intend to start your work. Spend an hour getting a feel for the location talking to local people, asking logistical questions you may have, and organizing your work plan. When you arrive phone your editor to let them know you have arrived safely and are preparing to begin your work.

**Talk to anyone and everyone. Listen!** You never know who is going to help your story. In addition to your prearranged meetings, talk to local people about your topic. Stop somewhere for tea, talk to the staff casually to see what you can learn. Once you have a sense that the public is thinking about your topic, pick two solid questions regarding the humanitarian situation and do a **Vox Pop**, this will help you begin to understand how exactly the crisis is effecting the local population, and provide you with some materials you can pitch to your editor.



**Take good notes!** When making a field visit to a humanitarian crisis region, you may see and experience things that are stressful, overwhelming, emotional, etc. Because of this extreme situation, journalists often forget details. So, make sure you keep track of the names and



contact information of everybody you speak with. It will be extremely difficult to find them after you return to your office. Make sure you get phone numbers, correct name spellings, profession, age, location, and more. Make sure you put a date at the top of every notebook page, and keep detailed notes on who is speaking, important information they are sharing, and any interesting or exciting anecdotes or quotes they give you. This will make your job easier when you return to your

office, as you can just refer to your notes and not waste precious time.

**Details!** Take a moment to look around write down as many details as you can find: colors, sounds, actions, emotions, everything. These small details will help you recreate the scene, so your audience can better understand what it looks like, what is happening, and how people are dealing with the situation.

<b>LESSONS LEARNED</b>	<b>Field visits are an essential part of effective, comprehensive reporting. Preparation is the key to a good field visit.</b>
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# 12

## How to ethically and responsibly shape humanitarian crisis coverage and avoid biased reporting

By now you are well aware that covering a humanitarian crisis is not the same as a normal reporting assignment. It requires more of a journalist, including dedicated research, topic focus, professional planning, and more. Covering a humanitarian situation also requires a journalist to be more sensitive of the situation they are covering and more thoughtful of how they portray certain issues, stakeholders, and affected communities. Journalists must consider the impact their coverage will have before they publish their work.

When a journalist first sets foot into a new humanitarian crisis, it can seem easy to judge the current situation at first glance. But there are many pitfalls that can make for bad coverage: a lack of history or background on the story, a lack of time to adequately investigate, getting a tour of a crisis site from a biased stakeholder, and arriving with preconceptions of what has happened.

**Example:** The Government invites local journalists to visit a temporary camp for Internally Displaced People (IDPs), pushed out of their homes by war. The visit is arranged by the government and more than 20 journalists are taken in for a day trip. The reporting schedule



is tight, meaning little time is given to really speak to people on the ground. Reporters are handed a press release by the government and are given access to speak to relevant government agents brought in to talk about the situation. There are more than 30 displacement camps in all, but the government has allotted time for exactly one visit. Most of the journalists invited have never been to this isolated region, and

are not familiar with the affected community or their history. The site visit is organized by the government liaison, and reporters are restricted from moving around inside the camp and talking to residents. They are allowed to speak to the camp leader for ten minutes, and take pictures.

**One reporter begins coverage of this visit with the following paragraph:**

“The government is providing adequate services for the nearly 5,000 residents of the IDP camp. These poor people are being treated well, and government representatives say they will be well taken care of as long as they stay in the camp. A government spokesperson says these people will be safe now, “we will give them all the necessary help they need and make sure they are happy and healthy.”



This sentence is lazy and actually gives very little information. There are no facts or useful details, only adjectives and lifeless images. Saying a person looks “poor” tells an audience very little.

### Security and Ethical Reporting:

The security environment of a humanitarian emergency can significantly impact the access that journalists are allowed to have to a wide range of sources, and can lead to perceptions of biased reporting. A recent important example of this was journalists who were “embedded” with the military to cover the war in Iraq. As the situation was frequently too dangerous for reporters to function alone, they gained access to situations by travelling and living with US forces. This new development in war-reporting has been critically debated, and is generally seen as being compromising to ethical and balanced reporting.



2009 saw a significant deterioration in the security situation in Pakistan. Suicide bombings occurred across the country including Islamabad, Peshawar as well as the Khyber Pakhtunkhwa . The targets of these attacks included the Pakistan’s military, the media, humanitarian community and the local population. The targeting of the humanitarian community included attacks on the World Food Program headquarters and a hotel in Peshawar where aid staff were staying.<sup>12</sup>

As a result of the increased security threats some organizations sought a lower profile, and this included their interactions with the media and giving on the record interviews.

This was especially challenging for the Humanitarian Information Project which aimed to provide useful information to the affected community. This included the principles of 5W and H. (Who, What, Where, Why, When and How). It also made it more difficult to source information – another of the basic principles of journalism. However journalists also have to uphold the ethical principle “to do no harm”.

In this situation journalists need to continue to communicate with humanitarian organizations on the best way to provide information on their project but not to endanger them.

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<sup>12</sup> (March 23, 2009). Getting Away With Murder 2009. *Committee to Protect Journalists*.  
<http://cpj.org/reports/2009/03/getting-away-with-murder-2009.php>

\_\_\_\_\_. (June 19, 2009). WFP Warns Taliban in Pakistan Targets International Aid Groups. *Voice of America*.  
<http://www1.voanews.com/english/news/a-13-2009-06-19-voa19-68802947.html>

\_\_\_\_\_. (June 6, 2009). Pakistan Taliban claim responsibility for UN office attack. *Xinhua News agency*.  
[http://news.xinhuanet.com/english/2009-10/06/content\\_12187135.htm](http://news.xinhuanet.com/english/2009-10/06/content_12187135.htm)

Bitani, A. (December 23, 2009). Pakistan orders security for media after attack. *Reuters*.  
<http://www.reuters.com/article/idUSSGE5BM09N>

## How does a journalist avoid these reporting pitfalls?

Tips on how to avoid generalizing and perpetuating stereotypes

1. Seek a wide range of sources. Do NOT rely too heavily on government, military, humanitarian aid workers or other stakeholders for information. Spend time with an affected community - establish contacts within the affected community and make more than one visit.
2. Don't rely on adjectives in your reporting. Bring the scene to life by using active descriptions. Instead of saying somebody is poor, give details of what is happening. "A father waits for hours in a long line for a small rice ration to feed his family of 10. Or, "a woman unwraps a tattered UNICEF tarp and hangs it from a tree branch, creating a makeshift shelter for her young daughter in anticipation of the torrential rains." Describe what is **happening**, what people are **doing**. Bring the scene to life, don't kill your reporting with dead end adjectives.
3. Do not decide what is happening by simple observation. Ask affected people what is happening. Maybe what you are seeing means something completely different than what you originally thought.
4. Visit more than one affected site. Compare a few different examples of the crisis to determine the variables and scope of the problem.
5. Do your research before you head to the field, then try to put aside what you know, and record what you are seeing. Document what is happening at that moment. Then return to your desk and combine your research with your first-hand documentation.

### Tips for Being Helpful to the Community:

Posted on: 27/06/2008 Disaster Reporting (ijnet)<sup>13</sup>

- Don't just tell the "disaster" story. Publish or broadcast information helpful and useful to the public such as where to seek shelter, how to get financial assistance.
- Use facts; don't sensationalize. Avoid generalizations such as "the largest fire ever," "the storm of the century."
- Always check your experts' credentials. Be sure to keep your questions to their area of expertise.
- Don't denigrate the victims.
- Attribute sources. People say all kinds of things in the frenzy of a disaster. Be sure to attribute all quotes and double check facts.

<sup>13</sup> [http://www.ijnet.org/ijnet/training\\_materials/five\\_tips\\_for\\_being\\_helpful\\_to\\_the\\_community](http://www.ijnet.org/ijnet/training_materials/five_tips_for_being_helpful_to_the_community)

# 13

## Dealing with Trauma: Practical Suggestions for Journalists Covering Catastrophe

Posted on: 27/06/2008 Disaster Reporting (ijnet)<sup>14</sup>

*By Anne Nelson, Columbia Graduate School of Journalism and Dr. Daniel Nelson, M.D.,  
University of Cincinnati School of Medicine*

The term “primary trauma” applies to individuals who have had first-hand experience of a catastrophic event. It would include those who survived or witnessed a catastrophe as well as those who have lost someone close to them. Telling their story to journalists can be damaging to these individuals, or it can be therapeutic. The journalist has a significant role in determining which of these it will be.

**A journalist, like a doctor, should uphold the principle: “First, do no harm.”**

The biggest determining factor is whether the affected person is ready to talk, and feels some measure of control over the situation.

**You should ask permission.** You may ask a potential interview subject, “Would you like to tell me about it now?” If he or she says no, you should accept it. You may leave an opening for them to speak to you later. A person who is not ready will not be able to tell her story in a coherent way; the information will be fragmented.

If the person agrees to talk, **give them a sense of the parameters of the interview.** This includes the time frame. (“I’d like to talk to you a few minutes...” or “I’d like to ask you a few questions...”) If you need to move on after a bit, this will help the person accept it on without feeling abandoned. If the person is in a highly emotional state, begins to break down, and seems self-conscious, you may ask if he would like to move the interview to a more private place – even a lobby or a doorway.



**Interviewing women and children** needs to be given special consideration as in almost all rural and many urban settings in Pakistan, children and women are both taken care by a guardian who can be a father, brother, uncle. In crisis situation women and children are more vulnerable. For a reporter it is important to seek permission from a guardian before interviewing women or children. A child’s guardian can be his/her mother. If the permission is given only then it is ethical to record a child’s voice. If this is not the case then a

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<sup>14</sup> [http://www.ijnet.org/ijnet/training\\_materials/practical\\_suggestions\\_for\\_journalists\\_covering\\_catastrophe](http://www.ijnet.org/ijnet/training_materials/practical_suggestions_for_journalists_covering_catastrophe)

reporter should not enforce his/her decision but start to search for another talent for the story.

If other journalists crowd in and you lose control of the interview, think about **ways to alleviate any distress** the interviewee is experiencing as a result. This may include offering the interviewee the option of terminating the interview. We are in the early stages of creating a journalistic culture that is respectful of these considerations. You cannot always control or influence the behavior of other journalists – but you can conduct yourself in a way that allows you to live with yourself and to serve as an example.

**Your tone of voice and body language matter.** A person experiencing trauma has a reversal of the emotional and the cognitive roles of the brain – the emotional areas gain influence, and the cognitive areas (those that logically process information) have a diminished role. A traumatized person will probably be slower to process language, and may ask you to repeat questions, or, in a detailed interview, even to write them down. She will forget much of what you say, but remember how you say it.



**Show empathy, not detachment.** But strive to maintain control of your own emotions. Empathy is not so much about joining a person in his emotions, as about appreciating and validating those emotions. Don't expect any single reaction. Different people manifest trauma in different ways, ranging from the stoic and wooden to the hysterical. Do not judge the condition by the reaction.

**Physical posture.** Adopt a posture that shows empathy. If it is a long, seated interview, you may consider sitting beside the person. Some people find that it is helpful not to make eye contact, but to look at the same abstract spot on the floor or the wall that the interviewee is looking at, literally, “to see things from his perspective.” Leaning slightly forward expresses openness. Crossed arms and crossed legs can be interpreted as closed or hostile. Do not be surprised if you feel awkward or uncomfortable. This is natural.

**Crying.** If the interviewee cries, this is not necessarily a bad or harmful thing. As stated above, if he feels exposed or humiliated by being in a public setting, try to modify the setting and find privacy. You may proceed if the interviewee is willing.

Carry paper tissues at all times, and offer them as a caring gesture. One reason people feel self-conscious about crying is nasal discharge, and offering them a paper tissue can help. A friendly touch on the arm is also often good. You may want to help them with a sense of purpose for the moment. It might help to say, “I know this is really traumatic for you to talk about, but people need to know about it because...” Do have a good reason at hand as to why people need to know.



**Avoid stupid questions.** First among these is “How does it feel?” Psychologists say that a less direct approach is sometimes better. “What do you want people to know about what happened?” Tread carefully. Don’t project. Do not say, “I know how you feel.” You don’t. Don’t say, “You must have felt...” You should be helping the person to articulate her own narrative, whatever it is, and by reflective

listening, to legitimate it. Avoid pat responses. These include, “It could have been worse,” or “You’re lucky ...” Respect silence. If they ask “Why did it happen?” do not try to give a direct answer. An appropriate response is an echo: “Yes, why did this terrible thing happen?” If they express denial, don’t challenge it. Denial is a legitimate and useful stage of the grieving process.

**Ending the interview.** Be supportive. End up with a warm handshake when possible, with thanks and comforting words, such as, “I wish you well.” If it is a long, major interview, consider a follow-up call after a week or so, to say, “I just wanted to see how you’re doing.” Sometimes people will feel violated or show anger, even if you haven’t done anything wrong. It can be their experience talking, not their reaction to you. Examine your conscience. If it is clear, move on.

<b>LESSONS LEARNED</b>	<b>Produce coverage that is sensitive to the community and topic you are covering. Don’t publish your first perceptions of the situation, step back and take a longer view of what you are seeing and experiencing.</b>
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# 14

## Security, safety and mental health of journalists covering humanitarian issues

### Security in the Field

Working as a journalist in Pakistan is a dangerous activity with some being injured, killed or murdered as part of their work. The threats come from a wide range of militant, religious and criminal organizations.<sup>15</sup>



In late 2009 the Press Club in Peshawar was targeted by a suicide bomber. There are also risks for journalists when covering stories on humanitarian issues.

However there are ways to minimize the risks. Before going to the field make sure you are up to date on the security situation where you intend

going. Get an assessment from a range of trusted sources. These can include other journalists, local organizations, and military sources. Discuss your plan with your office. This should include information on your schedule as well as a list of contact numbers.

If you are going to a dangerous area make a schedule to phone in at certain times throughout the day. Keep a list of important numbers on you – just in case you lose your phone. Think about how and who you are travelling with to the location. Do your travel plans make you a target? Keep in mind the military are often a target and so you may decide against travelling with them.

Local journalist's organizations sometimes arrange hazardous environment courses with security organizations. Talk to your local press club and find out if any are scheduled.

**Here are a few organizations that may be able to provide you with advice and assistance. Some have representatives in country.**

Committee to Protect Journalists

<http://cpj.org/asia/pakistan/>

Reporters without Borders.

<http://www.rsf.org/en-pays74-Pakistan.html>

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<sup>15</sup> Committee to Protect Journalists. (March 23, 2009). Getting Away With Murder 2009. <http://cpj.org/reports/2009/03/getting-away-with-murder-2009.php>

## Basic Security in the Field

Journalists should undertake first aid training as it can save your life as well as that of your colleagues. A few organizations run these courses in Pakistan.

Pakistan Red Crescent Society

<http://www.prcs.org.pk/>

International Committee for Red Cross. (Pakistan)

ICRC website: [www.icrc.org](http://www.icrc.org)

## First-Aid Kits

Journalists should carry either individual first-aid kits or larger ones, depending on the size of the group with which they are traveling. First-aid kits should, at minimum, include:



- Sterilized bandages in a variety of sizes, including triangular bandages and medium and large dressings;
- Disposable latex gloves;
- Small plastic airway device or tubing for breathing resuscitation;
- Scissors;
- Safety pins;
- Plastic bags;
- Flashlight or, preferably, a head lamp;
- Adhesive tape;
- Porous tape; and
- Triple antibiotic ointment

**Note:** Be careful with using basic medications, including aspirin, since some people respond negatively to different drugs.

Journalists may either assemble their own first-aid kits or purchase them from retailers. Many different kits are commercially available through the following sources:

[http://www.freemediasrilanka.org/English/files/20772103journosafe\\_guide.pdf](http://www.freemediasrilanka.org/English/files/20772103journosafe_guide.pdf)



## Taking Care of Yourself

Posted on: 27/06/2008 Disaster Reporting (ijnet)<sup>16</sup>

by Anne Nelson, Columbia Graduate School of Journalism and Dr. Daniel Nelson, MD,  
University of Cincinnati

Journalists who are exposed to catastrophe may themselves develop symptoms of primary trauma, through experiencing or witnessing disastrous events, or losing someone close to them.

But even journalists who just cover tragedies, without an immediate personal connection, often experience what psychologists call “secondary” or “vicarious” trauma, in which they absorb some of the pain or grief they encounter in the course of their reporting.

### Stress

In the initial stage of covering a disaster, many journalists feel a surge of energy. Their brains



are flooding their systems with stress hormones and adrenaline. They focus on the task at hand and push themselves beyond their normal limits. (Other considerations, like paying bills and attending to family needs, may fall by the wayside.) After a period of some days – varying from person to person – the adrenal glands are depleted. This often leads to an energy slump and a feeling of mild depression, which is frequently temporary.

This process is related to what psychiatrists call an “acute stress response.” These symptoms can include nightmares, sweating, sleeplessness, and a change in appetite. Another common symptom is the flashback – the inner eye’s repetition of traumatic events. Some people experience a “startle effect,” in which abrupt noises cause them to react. These symptoms are usually temporary, and are not considered signs of deeper illness. The severity usually depends on how close the individual is to the epicenter of the event – the closer, the more pronounced the reaction. Individuals or families who have had psychological problems beforehand often find that the event exacerbates their problems. Medium-term effects can include susceptibility to illness, skin breakouts, and other physical reactions. Mental reactions can include poor concentration, memory problems, irritability, and self-criticism. If you experience none of these, terrific. If you do experience any of them, remember that these are normal reactions to an abnormal situation.

### What you can do?

Journalists and those around them can alleviate some of these symptoms. While it is often unrealistic to halt the adrenaline phase in the midst of a breaking story, it can help to know that it must end – often before the story does. News managers should anticipate this, even with their most “superhuman” journalists, and be prepared with some form of rotation. Creating a supportive newsroom environment should be a priority. Journalists should be aware that large doses of caffeine worsen the symptoms of stress, and can be especially

<sup>16</sup> [http://www.ijnet.org/ijnet/training\\_materials/taking\\_care\\_of\\_yourself](http://www.ijnet.org/ijnet/training_materials/taking_care_of_yourself)

detrimental to memory. Try not to increase your coffee consumption. Alcohol should be consumed sparingly, if at all. It is a depressant, and can exacerbate the “crash” when it comes. It also lowers the immune threshold, making physical illness more likely. A high rate of consumption increases the risk of long-term mental illness. Journalists who are “too busy to eat” for days will find that the crash will be worse with a depleted metabolism. If you are asking athletic feats of endurance of your body, treat it with an athlete’s consideration, making sure you consume both proteins and healthy carbohydrates. You should also be getting vitamins, especially B and E. A diet of caffeine, junk food, and alcohol will lower your resistance – losing you work time in the end. If possible, add at least a measure of exercise and quiet reflection into your day. If it is not possible, try for periodic stretching and short breaks from the story. Don’t be embarrassed if you find yourself indulging in escapism or humor, as long as it doesn’t hurt anyone. These are normal defenses.

**Sleep is important.** If you have trouble sleeping, don’t watch television news for an hour before trying to go to sleep. Read something, preferably boring. Studies suggest that very small doses of melatonin (1-3 mg), available over the counter, can be helpful. Another aid is Benadryl, an over-the-counter allergy medication, taken in 25-50 mg doses. This can help for up to four to five days. Do not resort to alcohol to help you sleep – as noted above, it does more harm than good. If your sleep is consistently prevented and disrupted by negative thoughts, you may want to talk to your doctor, who can prescribe mild medication to help.



**It is generally a good and positive process to talk out what you’re experiencing as you go along.** Journalists often find that the material they’re covering is too painful or frightening to discuss with their families. It is good to contact a friend who is strong enough to listen. Crying is often positive and cathartic, especially if you can do it in private with a friend, and not worry about its effect on your family. Talking to a mental health professional can

also be helpful – not because you are mentally ill, but because these people can offer good techniques for managing stress and trauma. If you are religious, this is a good time to draw on that resource, even if you haven’t practiced in a while. Be kind to yourself. Do something that you know you always find soothing.

#### **Other issues:**

**1. Some journalists feel guilt because they fear that they are advancing their careers through others’ misfortunes.** Human beings have always coped with catastrophe by creating an explanatory narrative, and conducting some form of public grieving. The news media has assumed parts of these roles for our culture. Helping people tell their stories in a respectful and empathetic way can be therapeutic for the afflicted. Reporters can learn techniques that will help them avoid abusive or damaging journalistic practices.

**2. When reacting to stories, bear in mind that most people do recover from tragedy and go on with their lives.** Even for the most distressingly bereaved, the prognosis is very good for the vast majority. Most people recover from the physical effects of acute emotional

trauma within about six weeks. (In the case of significant loss or bereavement, intense feelings of grief often last six to twelve months.)

**3. One of the most common emotions amidst a tragedy is the feeling of being “peripheral.”** Journalists may compare themselves with colleagues who are taking on “heroic” roles in the coverage, and feel useless and inadequate. But just as doctors include both emergency room physicians and cancer specialists, journalism needs many different metabolisms. Journalists who are not on the front lines should know that supporting the overall effort is immensely valuable. Furthermore, stories quickly move into different phases, each of which may require different skills and sources.

**4. Journalists may feel that they aren’t “entitled” to emotional reactions if they are not directly affected by a catastrophe.** But many of them in fact are experiencing secondary



trauma as an outgrowth of their reporting. Their work may not allow them to distance themselves from the disaster as much as the general population. Furthermore, the medical community is starting to recognize that disasters can create a traumatized population – where mental health becomes a public health issue. Journalists are also part of the general population.

**5. Do not assume that sadness and depression are the same thing. Deep sadness is a normal response to tragedy.** A classic definition of depression, on the other hand, is “feelings of hopelessness, helplessness, and an inescapably bleak future” which persist for more than two weeks. Other signs include a significant loss of functioning and persistent thoughts of harming oneself or others. Physical effects can include nausea and headache. Journalists, doctors, relief workers, and others who have first-hand experience with catastrophe report that there are often medium-term psychological effects. It may take nine to twelve months to resume functioning normally, and this period can be prolonged if there is no chance to work through, or “metabolize,” the experience. Taking protective measures early on can lessen the aftershocks.

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<b>LESSONS LEARNED</b>	<b>Review your media organization’s security policy. Before you go to do field work, have a plan in case of emergencies. Be aware of the stress that comes with reporting on humanitarian crisis issues. Take care of yourself.</b>
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# 15

## How to promote Recovery, Prevention, and Future Preparedness through Media Coverage

*“The prevention of emergencies must start at home. Domestic strategies are particularly effective if they cater to basic human needs (health, nutrition, and education), promote inclusive social policies, and enhance citizens’ political rights and the public accountability of the rulers.”<sup>17</sup>*

Coverage of a humanitarian crisis is not complete without discussing the elements of **RECOVERY, PREVENTION, and PREPAREDNESS**.

It is not enough to simply report that a humanitarian emergency is happening; good coverage includes an exploration of WHY a crisis occurred, HOW people are coping with the aftermath of the crisis, HOW the problem or scope of the problem could have been avoided or minimized, and WHAT should be done in the future.

### **Recovery:**

Once the initial dust settles from a humanitarian crisis situation, much of the media pulls up and leaves. After the immediate tragedy has subsided, many reporters move on, looking for the next tragedy, but the real story may just be beginning. When a civil war ends, thousands of victims may still be displaced from their homes and their lands; when a hurricane is over hundreds of thousands are without basic amenities; when an epidemic subsides, scores of children are left orphaned. Coverage of a humanitarian crisis requires a long view of the situation, and dedicated research and reporting that will last long after the initial problem.



Angles of Coverage: **Recovery** from a humanitarian crisis takes on many different meanings. Often the focus of coverage is the damage to a country’s infrastructure, and stories concentrate on the price tag for rebuilding a ravaged area, and who is going to supply the billions of dollars needed to do that. But there are many additional angles to consider. How will residents recover psychologically from the trauma they have endured? How will families recover from lost jobs and income?

How will survivors recover from severe injuries? How will communities recover from violence against one another?

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<sup>17</sup> Nafziger, E.W. & Vayrynen, R. (Eds). (2002). *The Prevention of Humanitarian Emergencies*. Book info at <http://website1.wider.unu.edu/pressrelease/press%20releases%202002/press-release-2002-1-a.pdf>

Four categories to consider when looking at issues related to Recovery:

**Economic** – what is the lasting financial impact of a humanitarian disaster? What will recovery cost? How long will it take for people to return to their homes? To regain employment? How much humanitarian aid will be available? How is that money being spent?

**Social** – How is the community at large moving forward? Are basic community services working? Schools? Banks? Hospitals?

**Emotional** – What is the psycho-social impact of a humanitarian crisis on a family? Community? Country? How are people dealing with tragedy? What kind of psycho-social assistance is provided to community members?

**Physical** – What are the lasting major health needs of the community? And what is the capacity of the health system to meet those needs? Are there ongoing medical issues that must be addressed?

#### **Prevention:**

Once the initial crisis has subsided, and coverage turns from the immediate details to a more in depth coverage, journalists must begin to explore the origins of the crisis, and how it can be prevented from happening again in the future. Make no mistake, this type of investigation can be a sensitive job for a reporter, especially in the case of complex emergencies, where local actors may have played an integral role in the creating the crisis. It is important to explore prevention as a way to educate information stakeholders, the public, government officials, aid workers, the international community, so that a relapse of the original problem or the creation of new ones can be avoided. So where do we begin?

1. **Research and organize** the facts of the humanitarian crisis. Before you can talk about prevention, you have to be extremely clear on the cause and effect of the situation.
2. **Locate experts, agencies and leaders** who can speak with experience about the different elements of the crisis.
3. Look at other **Examples** of similar crisis, and analyze how the response and outcome were similar, different.
4. **Match the problems** that occurred with **your researched solutions**. Organize them in a way that is useful and simple for your audience to understand.

#### **Preparedness:**

Once journalists have explored the recovery from the crisis, and the details of prevention, it is important that they turn their attention to the future, **what are the preparations being made to avoid future disasters?** Humanitarian crisis usually exposes two important realities: 1. the lack of response and systematic planning by a government, and 2. the lack of educational outreach to a local population.

The main focus in the aftermath of a humanitarian crisis is how to create a lasting shift in mentality and practice so that governments and their constituents are better able to cope in the case of future emergencies.

1. Government/Institutional review and plan
2. Public awareness campaign/education
3. Role of humanitarian actors

Ideally lessons learned from a humanitarian crisis motivate governments and their citizens to prepare themselves for any future disasters. Journalists play a role in this process by extending coverage beyond the initial event, and continuing to write comprehensive stories about what changes are being made to prepare for future disasters. By keeping these important issues in the media long after the initial crisis, journalists help pressure governments, aid agencies, and societies to stay accountable to local populations, and to actually follow through by creating a real, effective crisis plan that will not only be in place, but be successful, if and when needed.

### **Case Study: Post Crisis Reporting**

Muzaffarabad earthquake survivors left out in the cold<sup>18</sup>

By Aleem Maqbool

BBC News, Muzaffarabad

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**In the autumn of 2005, tens of thousands of people died when a massive earthquake struck northern Pakistan. Then, as with Haiti now, a huge international aid effort swung into action.**

More than four years on, a visit to the city closest to the epicentre reveals that many problems remain.

Day after day, young pupils at Muzaffarabad Government Girls' High School in the centre of the city are still having to study outdoors.

Some wearing coats and woolly hats, they sit in the playground for their lessons, or in tents or structures that were only meant to provide a temporary solution.

The rebuilding of their classrooms is only just getting under way. A lone workman is carrying out noisy soil tests as the pupils strain to listen to what their teacher is saying.

But these children are some of the lucky ones. The wait for new schools for tens of thousands of other children across the region will be even longer.

Some of the most traumatic scenes in 2005 were of parents searching for sons and daughters in the rubble of their classrooms.

In total, well over 70,000 people died, and an estimated three million were made homeless.

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<sup>18</sup> Maqbool, A. (February 2, 2010). Muzaffarabad earthquake survivors left out in the cold. BBC News. [http://news.bbc.co.uk/2/hi/south\\_asia/8494009.stm](http://news.bbc.co.uk/2/hi/south_asia/8494009.stm)



### 'Broken promises'

While the initial international aid effort was huge, the long-term development did not carry on as it was meant to. More than four years later, some of the displaced are still living in tents.



Abdullah Khan is still waiting for his family to be rehoused

In a dusty camp, in squalid conditions, we find Abdullah Khan. After the earthquake, in which he lost more than 20 relatives and his home, he lived in a tent close to Muzaffarabad's university. After a year, he was moved to this camp, and is still waiting for his family to be rehoused.

"The politicians keep making promises, that they'll solve our problems, and that we'll have places to stay soon, that they'll do this or that, but it never happens," he says.

So why, after so much time, and so much money pledged, are people still living like this?

Zahid Amin, the former head of the local development authority, is one of many who blame political mismanagement and corruption.

"After more than four years, the reconstruction of basic urban infrastructure, like water and sewage systems, has still not happened," he says. "Educational institutions have not been rebuilt either.

"The reason is that there is no political stability," he says. "There is frequently change in the government: new people, with new development plans and new agendas.

"Also, the federal government has taken away our money that they were supposed to spend in earthquake-affected areas. It has shifted that money to other parts of the country and to other political projects."

It is an accusation that is denied by Pakistani Information Minister Qamar Zaman Kaira. He refuses to accept the local assessment that the majority of schools in the urban centres of the earthquake zone have yet to be rebuilt or repaired.

"And there has been no diversion of funds," Mr. Kaira told the BBC. "In fact, more foreign loans have been taken and sent to the region for development."

But Mr. Amin and others say the loans taken on behalf of earthquake survivors have also been channeled elsewhere.

Out of necessity, of course, a lot of the buildings are being used again, and many shops and businesses have reopened. Even if they have had to rebuild their houses themselves, most people do have somewhere to live.

**“ After more than four years, the reconstruction of basic urban infrastructure, like water and sewage systems, has still not happened ”**

**Zahid Amin**

Former head, local development authority



### No burials

But the scars in Muzaffarabad are not just physical.

It feels like everyone in the city has a story of where they were at the time of the earthquake, and of the loved ones they lost.

And while most have adapted and are getting on with life the best they can, the circumstances for some have made it much harder to move on.

Amina Irshad, 34, has not been able to lay the body of her husband to rest. He was on his way to work at the time of the earthquake, but neither he, nor his remains, have ever been found.



Amina Irshad has not been able to lay the body of her husband to rest

"I think about him all the time," she says. "I wish I could bury him and have somewhere to pray for him."

She bites her lip and pauses for a moment. "I wish he could just walk back in here now. Life's so hard without him."

Remarkably, bodies are still being found. Road-builders recently came across a bus that had been buried in a landslide in the earthquake.

It was a traumatic discovery for the families of the 17 victims whose remains were found inside. But they were finally able to hold funerals.

In Muzaffarabad, the reminders of that tragic day in 2005 are still never too far away.

### LESSONS LEARNED

**Humanitarian Crisis coverage should not conclude after the initial tragedy has passed. Long term coverage is needed to meet peoples' information needs.**

## APPENDIX A

### Useful Humanitarian Web Resources

#### Useful Humanitarian Web Resources

##### OneResponse Site

<http://pakistan.oneresponse.info/>

The OneResponse website is a one stop shop for information on the United Nations humanitarian work around the world. It was first piloted in Pakistan and provides access to country specific information on the humanitarian response. This includes reports and assessments, funding updates, public information documents including situation reports and press releases, coordination material, maps, a document repository, clusters' updates and meeting minutes as well as useful links.

#### Cluster Groups and contacts

- **Agriculture** (FAO) – <http://onesresponse.info/Countries/Pakistan/Agriculture/Pages/Agriculture.aspx>
- **Camp Management** (UNHCR) – <http://onesresponse.info/Countries/Pakistan/Camp%20Coordination%20Management/Pages/CCCM.aspx>
- **Community Restoration** (UNDP) – <http://onesresponse.info/Countries/Pakistan/CommunityRestoration/Pages/Community%20Restoration.aspx>
- **Education** (UNICEF / Save the Children) – <http://onesresponse.info/Countries/Pakistan/Education/Pages/Education.aspx>
- **Shelter and NFI** (UNHCR) – <http://onesresponse.info/Countries/Pakistan/Emergency%20Shelter/Pages/Shelter.aspx>
- **Food** (WFP) – <http://onesresponse.info/Countries/Pakistan/Food/Pages/Food.aspx>
- **Health** (WHO) – <http://onesresponse.info/Countries/Pakistan/Health/Pages/Default.aspx>
- **Logistics** (WFP) – <http://onesresponse.info/Countries/Pakistan/Logistics/Pages/Default.aspx>
- **Nutrition** (UNICEF) – <http://onesresponse.info/Countries/Pakistan/Nutrition/Pages/Default.aspx>
- **Protection** (UNHCR) – <http://onesresponse.info/Countries/Pakistan/Protection/Pages/Default.aspx>
- **Water, Sanitation and Hygiene** (UNICEF) – <http://onesresponse.info/Countries/Pakistan/Water%20Sanitation%20Hygiene/Pages/Default.aspx>

**ReliefWeb**

[www.reliefweb.int](http://www.reliefweb.int)



ReliefWeb is the world's leading on-line gateway to information (documents and maps) on humanitarian emergencies and disasters.

It has pages specific to each country; including Pakistan. It is an extremely useful site for journalists as it provides a huge range of relevant information. These include information on the work of the UN, reports and assessments from INGOs, as well as maps on specific areas of interest. It also has the latest article published by the media. Information can be sourced in a number of different ways.

An independent vehicle of information, designed specifically to assist the international humanitarian community in effective delivery of emergency assistance, it provides timely, reliable and relevant information as events unfold, while emphasizing the coverage of "forgotten emergencies" at the same time.

**3W Site**

<http://3w.unocha.org>

The 3W site is the Who does What Where Database and Contact Management Directory for UN OCHA, with country specific information, including Pakistan. It has contact information on various organizations working in the humanitarian sector, including NGOs, INGOs, donors and UN agencies. The information includes the organizations' focal persons in the field and country offices, names and locations of projects, which cluster each organization is part of, etc. The website has limited access and requires a login and password that is also country specific, available from OCHA.

**AlertNet**

[www.alertnet.org](http://www.alertnet.org)

AlertNet provides news, information and analysis for everyone interested in emergency relief. AlertNet is run by Reuters Foundation. AlertNet is a syndication service and online community of the alternative press, featuring news stories from alternative news weeklies, magazines and web publications aimed at keeping relief professionals and the wider public up-to-date on humanitarian crises around the globe.

**IRIN**

[www.irinnews.org](http://www.irinnews.org)

**Aid Workers Net**

<http://www.aidworkers.net/?q=node/351>

**International Crisis Group**

[www.crisisgroup.org](http://www.crisisgroup.org).

### **Pakistan Conflict Monitor**

[http://www.pakistanconflictmonitor.org/development\\_assistance.html](http://www.pakistanconflictmonitor.org/development_assistance.html)

### **Useful Reports on Pakistan Humanitarian Environment:**

#### Oxfam.

<http://www.oxfam.org/development/pakistan>

Missing Pieces? Assessing the impact of humanitarian reform in Pakistan.  
Examines how far this response has lived up to global commitments for providing enough aid, in the right place and at the right time, in a way that is appropriate to the needs of crisis-affected people.

<http://www.oxfam.org/en/policy/pakistan-missing-pieces>

#### Human Rights Watch.

<http://www.hrw.org/en/home>

A leading independent organization dedicated to defending and protecting human rights  
Pakistan: Military Undermines Government on Human Rights  
Pakistan's military actively undermined the civilian government's human rights agenda in 2009

<http://www.hrw.org/asia/pakistan>

#### Overseas Development Institute

<http://www.odi.org.uk/default.asp>

A think tank on humanitarian and development issues

A clash of principles? Humanitarian action and the search for stability in Pakistan

<http://www.odi.org.uk/resources/details.asp?id=3765&title=conflict-humanitarian-pakistan-stability-taliban>

## **APPENDIX B**

### **Humanitarian Charters and Standards**

#### **Important Humanitarian Charters and Standards**

Part of understanding a humanitarian crisis and the ensuing response is to learn about the international regulations and standards that govern such a situation.

1. Universal Declaration of Human Rights  
<http://www.un.org/Overview/rights.html>

The Universal Declaration of Human Rights (UDHR) is a declaration adopted by the United Nations General Assembly (10 December 1948 at Palais de Chaillot, Paris). The Declaration arose directly from the experience of the Second World War and represents the first global expression of rights to which all human beings are inherently entitled.

2. Guiding Principles  
<http://www.unhcr.ch/html/menu2/7/b/principles.htm>

These Guiding Principles address the specific needs of internally displaced persons worldwide. They identify rights and guarantees relevant to the protection of persons from forced displacement and to their protection and assistance during displacement as well as during return or resettlement and reintegration.

3. Inter-Agency Standing Committee  
<http://www.humanitarianinfo.org/iasc/>

The United Nations Inter-Agency Standing Committee, along with the Executive Committee on Humanitarian Affairs, assists the Emergency Relief Coordinator as strategic coordination and consultation mechanisms among key humanitarian actors.

The IASC was established in 1992 following General Assembly Resolution 46/182 that called for strengthened coordination of humanitarian assistance. It 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 Emergency Relief Coordinator, the IASC develops humanitarian policies, agrees on a clear division of responsibility for the various aspects of humanitarian response, identifies and addresses gaps in response, and advocates for effective application of humanitarian principles.

#### 4. Sphere standards

<http://www.sphereproject.org/>

The **Sphere Project** was launched in 1997 to develop a set of minimum standards in core areas of humanitarian assistance. The aim of the project is to improve the quality of assistance provided to people affected by disasters, and to enhance the accountability of the humanitarian system in disaster response. One of the major results of the project has been the publication of the handbook, *Humanitarian Charter and Minimum Standards in Disaster Response*

#### 5. Humanitarian Accountability Project (HAP)

[www.hapinternational.org](http://www.hapinternational.org)

Established in 2003, HAP International is the humanitarian sector's first international self-regulatory body. Members of HAP are committed to meeting the highest standards of accountability and quality management. In addition, HAP certifies those members that comply with the HAP Standard in Humanitarian Accountability and Quality Management, providing assurance to disaster survivors, staff, volunteers, host authorities and donors that the agency will deliver the best humanitarian service possible in each situation.

#### 6. Inter-Agency Working Group on Communicating with Disaster-Affected Communities (CDAC)

<http://crisescomm.ning.com>

CDAC is an informal alliance of media development agencies and humanitarian relief organizations that aims to promote the importance of two-way communications between people affected by crisis, and those who aim to assist them. Steering Committee members include: Internews, BBC World Service Trust, Thomson Reuters Foundation, British and Irish Red Cross Organizations, Save the Children UK.