5 WAYS DIASPORA CAN OPTIMISE COMMUNICATION WITH MIGRANTS DURING EMERGENCIES

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

**MAIN CHALLENGES**

1. **Language Barrier**
2. **Cultural Barrier**
3. **No or Limited Understanding of Local Emergency Relief System**
4. **Legal Barrier**
5. **Rumours & Misinformation**
6. **Mistrust, Fear & Panic**

**WHAT DIASPORA CAN DO**

1. **Inform**
   - Mobilise heads of migrant networks, faith and community leaders to disseminate disaster early warning and emergency services
   - Access community radios to inform about the crisis. Advise on safety measures, ways to access assistance, direct to emergency shelters, etc.
   - Use social media channels for crisis communication. Identify and mitigate rumours, misinformation and propaganda

2. **Reach Out**
   - Door-to-door visits to alert, validate warnings and advise vulnerable groups: women, children, elders, irregular migrants and the disabled

3. **Translate & Interpret**
   - Support language-appropriate hotlines, shelter registration desks, evacuation checkpoints and other emergency information points
   - Help translate key crisis content, i.e. informative posters, advocacy video, etc.

4. **Collect Information**
   - Support crisis mapping by reporting hazard impact information on maps through social media and text messages
   - Collect the voices and complaints of affected migrants (community radio, consultations, etc.)
   - Share information with emergency responders on local migrant populations and needs

5. **Comfort & Reassure**
   - Give the affected migrants the opportunity to be heard
   - Provide psychosocial counselling and support

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1. See MICIC infographic on [Protecting Migrant Children through Enhanced Crisis Communication](#)