

GUIDELINE 9: Communicate widely, effectively, and often with migrants on evolving crises and how to access help

Multiple formal and informal communication systems should be activated once a conflict or natural disaster erupts. Migrants should receive information on the evolving nature of a crisis and on ways to access assistance. In addition, those affected by conflicts or natural disasters often have clear ideas about how to improve their safety and security in an emergency. They are an important source of information about risks, local needs, and gaps in protection.

Stakeholders can communicate information to and receive information from migrants and other stakeholders. Repeat messaging, using multiple channels, and different mediums (infographics, audio, and print) can help expand coverage. This is particularly important to reach migrants in an irregular immigration status, those working in isolated and remote conditions, and those who lack access to social and other networks. Communicating and engaging with a diverse representation of migrants, including with marginalized groups, improves needs assessment.

All stakeholders also benefit from timely information as crises evolve and new issues arise. In conflicts, for example, fighting may break out in new geographic areas and affect different migrant populations. In natural disasters, such as earthquakes, aftershocks may cause new damage. It is important to continue to assess these shifting patterns and adapt responses to changing needs.

Different stakeholders are often privy to unique information. Sharing information and knowledge on the evolution of crises and on available assistance can support efforts by all stakeholders to protect migrants and can mitigate confusion that might otherwise arise. For example, some States may obtain information on particular aspects of conflicts or natural disasters helpful to informing actions by other stakeholders, including humanitarian actors. Stakeholders may find value in developing consistent messaging on risks and status updates during crises.

Sample Practices

- *Regular crisis updates and information on where and how to access assistance through multiple communication channels in relevant languages.*
- *24-hour call centers with linguistically diverse and trained staff offering information and services.*
- *Dedicated outreach through volunteers and grass-roots actors to disseminate information on risks, logistics, and assistance to those in an irregular immigration status or working in isolated conditions.*
- *Migrant support centers to disseminate information to migrants.*
- *Migrants as a source of information on local conditions, on sources of assistance, and challenges.*
- *Briefings and situation updates by host State authorities.*