

INFORMATION KIOSK TOOLKIT



Information Kiosk Toolkit

Authors: Deirdre McArdle, Michael Solis, Eimear Lynch, Florie de Jager Meezenbroek, Ella Syl-MacFoy and Nelly Moande, Trócaire

Editor: Ming Holden

Front Cover and Inside Pages: *Trócaire Information Kiosk (cover)*, Kiosk Setup (5), Recording Complaints (8, 18), Community Outreach (23), Kiosk Staff at Work (28), by Mohamed Kamara, Sierra Leone, 2019

Graphic Design: Giulia Vuillermoz, Trócaire

Sierra Leone, September 2019

CONTENTS PAGE

Purpose	05
---------	----

Tools and Resources

1. Memorandum of Understanding	06
--------------------------------	----

2. Implementation Checklist	09
-----------------------------	----

3. Information Needs Assessment	10
---------------------------------	----

4. Identifying the Location	13
-----------------------------	----

5. Kiosk/Outreach Work Plan	14
-----------------------------	----

6. Budget	15
-----------	----

7. Code of Conduct Guidance	17
-----------------------------	----

8. Safe Recruitment	22
---------------------	----

9. Job Description	24
--------------------	----

10. Frequently Asked Questions	29
11. Information Capturing Sheet	31
12. Information within the Remit of the Kiosk/Outreach	32
13. Information Compilation Tool for Community Information Kiosks	34
14. Rumour Log	35
15. Ethical Data Collection	36
16. Weekly Report	37
17. Complaint Log	39
18. Complaints Report Form	40
19. Dealing with Users	41
20. Sample Monitoring and Evaluation Framework	42
21. Checklist for Determining whether to use Digital Tools	43
22. Data Protection Checklist	44
23. Checklist for Setting up a Referral Pathway	45
24. Referrals Sheet	48

PURPOSE

This information kiosk toolkit is part of the Trócaire Information Kiosk guidebook which is a resource for those who want to support the information needs of vulnerable populations affected by disasters or emergencies. The Toolkit contains resources including templates, checklists and guidance for different sections covered in the *Trócaire Information Kiosk Guidebook*.

The resources in this toolkit are a mix of internal and external materials that can be used to assist in supporting the information needs of vulnerable populations affected by disasters or emergencies using the Information Kiosk model approach.



TOOLS AND RESOURCES

1. Memorandum of Understanding

between XXX and XXX

This MoU details the commitment by XX and XX to facilitate the effective implementation of the Information Kiosk model in an emergency response in XXX.

Location			
Name of organization facilitating information kiosk model			
Name of organisation/institution supporting information kiosk model			
Name of organisation/institution supporting information kiosk model			
Start date		End date	

1. Purpose of the MoU This MoU documents expectations of XX and XX to facilitate the effective implementation of the Information Kiosk model in an emergency response in XXX and clarifies the roles, responsibilities and expectations of government agencies and humanitarian actors around aspects of information sharing and the information kiosk. This MOU will also clarify the complaint handling process, and specify which information can be found through the kiosks.

2. Background In Sierra Leone, Trócaire responded to the Ebola outbreak from 2014 to 2016, as well as the 2017 mudslide and floods. Reliable information access during humanitarian crisis is often forgotten during emergency responses. The aim of this MoU is

to outline the commitment by XX and XX to facilitate the effective implementation of the Information Kiosk model in an emergency response in XXX in order to provide timely and effective information services during times of crisis.

Timely and effective communication for **information exchange is critical during times of crisis**. During these emergencies, the affected not only needed lifesaving items such as shelter, food, water, medical care and psychosocial support, but also timely and accurate information to assist them to cope with the crisis and take timely action on understanding their entitlements, accessing assistance, re-uniting with separated family members, confirming missing ones, and awareness of referral pathways.

This is a sample MOU developed between the Trócaire and partners and the relevant government ministry and/or coordination body. The purpose of the MOU is to clarify the roles, responsibilities and expectations around all

aspects of information sharing and the information kiosk model, including information that can be sourced through the kiosk, the provision of accurate and timely information from the relevant stakeholders, etc

3. Information Sharing *(this information may change over time so important to agree the frequency this table will be updated e.g. daily, weekly)*

Sector/Activity				
What	Who	How	Where	When
<i>What Information is to be shared</i>	<i>Who is responsible for providing the information</i>	<i>What format will be used for sharing information (email, excel, phone, graphs etc.)</i>	<i>Locations of where information will be relevant for</i>	<i>Frequency for information to be shared</i>

4. Complaints Handling Process Trócaire's guidance on Considerations for Receiving and Managing Sensitive Complaints will be adopted by each agency.

5. Key working relationships

Name of Organisation	Name of person responsible and contact details
	Focal point: Complaints Manager:

6. Financial arrangements A provisional budget (annex 1) detailing the costs is attached.

- XXX will cover _____ expenses
- XXX is responsible for managing the budget and making any necessary budget amendments.
- XXX is responsible for reporting on _____

7. Interruption of termination of this agreement

- Should circumstances beyond the control of XXX the termination of work agreed under this MoU, XXX will immediately inform the supporting agencies. XX and the supporting agencies will mutually agree alternative agreements.

- Should circumstances beyond the control of the supporting agencies force the termination of work agreed under this MoU, the supporting agencies will immediately inform the XXX. XXX and the supporting agencies will mutually agree alternative agreements.
- Should there be an interruption or termination of work agreed due to failure to deliver against agreed responsibilities, XXX or the supporting agencies will work to agree on necessary corrective action.

8. Commencement, amendment and termination of this MoU

- This MoU shall enter into force on the date the last organisation signs. This MoU is agreed up to XXX.
- This MoU may be changed by written amendment executed and signed by all signatories.
- This MoU may be terminated at any time by mutual agreement between the signatories.



Agreement signed on behalf of the XXX

Print Name: _____

Signature: _____

Job title: _____

Date: _____

Agreement signed on behalf of the XXX

Print Name: _____

Signature: _____

Job title: _____

Date: _____

Agreement signed on behalf of the XXX

Print Name: _____

Signature: _____

Job title: _____

Date: _____

Agreement signed on behalf of the XXX

Print Name: _____

Signature: _____

Job title: _____

Date: _____

2. Implementation Checklist

The following is a checklist to consider before implementing the kiosk model. If you are able to answer YES to most or all of the questions in bold, then implementing an information kiosk model may

be an approach to consider. If you answered NO to any of the questions, it is important to understand the reasoning behind this and reflect on whether or not you are in a position to deliver this type of intervention.

Question	Yes	No
1. Have you or any other agency¹ carried out a rapid needs assessment to determine the information needs for the particular emergency?		
2. Are you and your partner organisations the best actors to deliver this intervention, and are you sure that no other actor, such as local government, has the capacity to deliver such an intervention or is better placed to do so?		
3. Do you or partner organisations have previous experience working in the local context?		
4. Do you or partner organisations have previous experience implementing information kiosks or similar information interventions (such as complaint handling and feedback mechanisms)?		
5. Do you or partner organisations have a proven record of strong co-ordination and communication skills that is recognised by other stakeholders?		
6. Do you or partner organisations have a pre-existing MOU with government co-ordination agencies and/or referral agencies for implementing information interventions during emergencies?		
7. Do you or partner organisations form part of a communications or information pillar/cluster group/platform?		
8. Have you or partner organisations engaged other actors, including government, international aid agencies, and local civil society organisations, to learn their opinions regarding the delivery of the information kiosk model?		
9. Have these actors expressed their approval of your organisation/partners to implement the information kiosk model?		
10. Do you or your partner organisations have access to the contact information of humanitarian actors linked to the response?		
11. Are your staff and partners available for training, as well as the development, implementation, and management of the kiosks, or will you be able to recruit a team in a timely manner?		
12. Do you have adequate funding to support the staffing, equipment, and material costs of such an intervention over the course of the anticipated implementation period²?		
13. Do you have staff in place to oversee, monitor and support improvements to the information kiosk model throughout the intervention?		

1. Government, UN or NGO humanitarian agency

2. See section 9 on Disclosures and Referrals

3. Information Needs Assessment

1

**A. What are the main channels of communication available to your community now
[Rank top 3 only, 1 = most useful]?**

Leaflets	Television	Radio	Newspapers	Magazines
Social Media	Mobile (Calls)	Mobile (SMS)	Loudspeaker	Internet
Religious leaders	Government	Friends and Family	Health Professionals	Music
Posters	Community Leaders	Theatre	Other	Bush Radio
Billboards	Word of Mouth	Film	Refused	Don't know

1

B. What channels did you use before [Rank top 3 only, 1 = most useful]?

Leaflets	Television	Radio	Newspapers	Magazines
Social Media	Mobile (Calls)	Mobile (SMS)	Loudspeaker	Internetwt
Religious leaders	Government	Friends and Family	Health Professionals	Music
Posters	Community Leaders	Theatre	Other	Bush Radio
Billboards	Word of Mouth	Film	Refused	Don't know

2

A. What is preventing you from getting the information you need now?

No access to electricity	I don't trust where the information is coming from	My device is lost or damaged: TV Radio Computer Mobile phone
Mobile network is down	TV/Radio station is no longer running (specify what happened)	
Information is in the wrong language	I can't buy credit	
Information is written but I can't read	Other	
Don't know	Refused	

2

B. Are there groups within the community who have more difficulty accessing information and why?

This tool is adapted from the CDAC Information and Communication questions in a Rapid Needs assessment. Assessing the information needs of the community is a

critical step required to ensure your Information Kiosk is set up to address the information needs of the communities and vulnerable groups through the most effective means.

3

A. What sources of information do you trust the MOST?

Television (specify channel)	Government	NGO worker
Radio (specify station)	Other community members	Other (write in)
Internet (specify site)	Religious leader	Don't know
Social media (specify)	Armed forces	Refused
Health professional	Police	

3

B. Which sources do people trust the LEAST?

Television (specify channel)	Government	NGO worker
Radio (specify station)	Other community members	Other (write in)
Internet (specify site)	Religious leader	Don't know
Social media (specify)	Armed forces	Refused
Health professional	Police	

3

C. Are there any groups who trust different sources of information?

(e.g. men, women, older people, and disabled people?) [Open ended question – note alongside]

4

What would the community like more information on at the moment?

What do you need to know more about? [*WARNING: This question is often misinterpreted to mean general needs rather than information needs, and may need further explanation; avoid leading the respondent*]

News on what is happening	The weather
	How to get healthcare/medical attention
Finding missing people	How to get help after attack or harassment
The security situation here	How to stay safe to prevent attack/harassment
Communicating with people who are in a different place	How to replace personal documentation (e.g. ID, birth cert)
How to register for assistance	How to get access to education
How to get water	How to find work
How to get food	How to get transport
How to get shelter/accommodation or shelter materials	How to get money/financial support
Information about nutrition	Information about relocation
Food prices	Other (write in)
Local crop/livestock prices	Don't know
How to get cooking fuel/firewood	Refused

5

How would you most like to communicate with aid agencies?

(e.g. to ask a question, to complain or to make a suggestion) [Rank top 3]

Face to face (at home)	SMS	Social Media (specify site)	Tweet
Face to face (office/desk)	Email	Suggestion box	Other
Phone call	Letter	Radio/TV show	Don't know

4. Identifying the Location

Here are some factors to take into consideration when identifying a strategic location for your information kiosk to ensure ease of access for the community.

Consider the following when identifying the location of your information kiosks:

1. Accessibility for different groups (elderly, disabled, women, men etc...); what cultural factors should be considered?

2. Is it safe? Structurally and culturally so that different groups will feel safe and comfortable visiting the kiosk

3. Visibility – can people see the information kiosk from the street or is it hidden?

4. Traffic and noise volumes – will this affect the service at the kiosk?

5. Availability of an existing structure that can be used? Can you rent or is construction of a structure required?

6. Access to electricity and water – is this needed? If so what measures can be put in place if not available?

7. Assess the building for ease of access, and flow of people in and out of the kiosk

8. Time required to secure and set up at the identified location - Will this delay your implementation?

9. Balance cost of kiosk vs location and access

10. Scope out what other businesses, community services etc... are in the area and if the location is appropriate

5. Kiosk/Outreach Work Plan

This is a sample work plan for kiosk and outreach staff working on the information kiosk. There are sample activities listed in the template. However, it is important to adapt and detail the specific activities based on the context and different staff roles.

Trócaire		Information Kiosk and Outreach STAFF WorkPlan					
Week Date	From	To	Month	Year	District		
Organisation							
Activity					AM	PM	
Sign in - staff register					x	x	
Gather/update information - identify services and assistance available in the community					x	x	
Respond to information requests in the community					x	x	
Capture Rumours					x	x	
Take Complaints					x	x	
Referrals					x	x	
Follow up on information requests						x	
Inputting Data						x	

6. Budget

This is a sample template that can be used as a starting point for developing a budget however, it is important that the line items and costs are adapted to

the context, taking into account the number of kiosks being set up, staffing, duration, equipment, materials, training needs and other related issues.

Developing a Code of Conduct – Checklist				
Budget Item	Unit Cost (EUR)	No of Units	Frequency	Total Budget (EUR)
1. Construction Costs				
Kiosk Construction	500	1	1	500
Banners for Visibility	43	1	1	43
2. Equipment and Related Costs				
Cell Phone Purchase	93	4	1	372
SIM Card	0.5	4	1	2
Communications Top Up	62	4	1	248
Laptop	700	1	1	700
4G Internet Modem	100	1	1	100
Modems Top Up	100	1	3	300
Plastic Chairs	19	10	1	190
Folding Tables	74	1	1	74
Cabinets with Locks	150	1	1	150
3. Materials				
Stationary Materials	19	1	3	57
Posters	62	3	1	186
Information Leaflets	2	500	1	1000
Megaphones	20	1	1	20
First Aid Kit	15	1	1	15
Registration & Complaint Books	6	5	3	90

Budget Item	Unit Cost (EUR)	No of Units	Frequency	Total Budget (EUR)
4. Staffing Costs				
Stipend for Stationed Community Kiosk Staff	74	2	3	444
Stipend for Information Outreach Staff	74	2	3	444
Water and Refreshment for Kiosk/ Outreach Staff	2	2	15	60
Transport for Kiosk Staff (daily rate)	1.25	2	90	225
Local Transport for Outreach Staff (daily rate)	1.25	2	90	225
Staff Wardrobe (T-shirts, rain jackets, boots)	35	4	1	140
4. Staff Training Costs				
Initial Two-day Training for All Kiosk & Outreach Staff	75	1	1	75
Two-day Refresher Training For All Kiosk & Outreach Staff	75	1	1	75
5. Other Costs				
PA system & Vehicle Hire	100	1	3	300
Radio Programming	50	10	3	1,500
Unforeseen Costs	250	1	1	250
Total				7,785

7. Code of Conduct Guidance

This is a short guide and checklist to assist in developing a Code of Conduct that ensures the safeguarding of staff, partners, communities and other stakeholders.

Having a Code of Conduct in place prior to an emergency or setting up of the information kiosk model is always preferable.

Developing a Code of Conduct – Checklist

Item	Included YES/NO
Organization values	
Commitment to Safeguarding	
Acknowledgment that Power differentials can lead to abuse and such behaviour is not tolerated	
IASC Code of Conduct on Sexual Exploitation and Abuse	
Definitions of Abuse	
Who the code applies to (Staff, Volunteers, Consultants and other third parties)	
Relates to both professional and personal behaviour	
Outlines examples of inappropriate behaviour	
Duty to Report – mandatory	
Reporting mechanism	
Principles of Confidentiality	
Statement on Criminal activity or activities that contravene human rights	
Standards on the use of Images and Messages Phone call Commitment to Safeguarding	

Implementing a Code of Conduct – Checklist

Item	Included YES/NO
All personnel have signed the code	
Signatures are documented	
Staff have received a briefing	
Evidence of Monitoring	
Staff are held accountable – evidence of follow-up if breach of this code has occurred	

Introduction

A Code of Conduct is a clear and concise guide of what is and is not acceptable behaviour or practice when working with programme participants (adults and children). A Code of Conduct is an essential element of an organisation's safeguarding policy and practice and all staff should agree to it when they are employed and start their job. When implemented properly, a code of conduct should reduce/limit the risk of abuse occurring. It should make clear what action you should take if the code is broken or not followed correctly (adapted from *Keeping Children Safe Guidelines*).

A Code of Conduct should be concise and clear, and fit the needs of a particular organisation.

The checklist below is a guide and each organisation should prepare their own code which fits their organisation and country context.

Specific to Safeguarding

Opening Statement:

- That organisation expects all Representatives (all staff, volunteers, consultants and third parties associated with the organisation) to conduct themselves in a manner which upholds the values of the organisation.
- That the organisation is committed to keeping people safe for all forms of exploitation and abuse as a result of actions of our representatives or activities.
- Include an Acknowledge of the power differentials between representatives of the organisation and programmes participants (adults and children) and the potential for this power to be abused and that such behaviour will not be tolerated (zero tolerance).

Scope:

- Applies to all staff, volunteers, consultants and other third parties (also referenced as organisations representatives).
- Managers have a responsibility to ensure that everyone is aware of the code of conduct and that they understand their individual responsibilities. Managers are also responsible for ensuring systems are in place for monitoring compliance.
- Expectation that, as representatives of the organisation, that the code also applies to how



individuals apply themselves outside of work (as from a public perspective they are deemed as representatives of the organisations and should therefore uphold the values in all actions).

- A statement that non-compliance may invoke disciplinary procedures – up to and including dismissal

Some specifics to include:

- Conduct oneself within the highest standards in keeping with Mission, Vision and Values of the organisation
- Treat everyone with respect and dignity (regardless of race or religion)
- Acknowledge the power differentials between representatives of the organisation and programmes participants (adults and children) and the potential for this power to be abused
- In all activities promote the best interest of children and adults who may be vulnerable and will not engage in behaviour that is likely to cause harm, including physical, sexual, emotional abuse, neglect and exploitation (appendix 1)
- Apply the principles of the United Nations IASC (Inter-Agency Standing Committee) Task Force Core

Principles and Code of Conduct (appendix 2)

- Ensure behaviour inside and outside of work will not bring the organisation into disrepute nor impact on ability to do job employed to do
- Ensure that any complaints or concerns received are not dismissed and guidelines for responding to complaints are followed (example appendix 3)
- Report concern, suspicion and/or incidents of abuse, exploitation or breaches of this code – irrespective of when it happened
- Do not engage in inappropriate behaviour when working with children (appendix 4)
- Ensure that information relating to programme participants is treated with confidentiality

- Uphold the laws of the country. Non-involvement in criminal activities or activities that contravene human rights
- Apply good standards on the use of Images and Messages (appendix 5 – example Dochas Code of Conduct on Images and Messages)

Other Considerations

- Include clear sanctions, disciplinary procedures and appeal processes
- Include some guideline as to how to respond when receiving a concern
- Consider other elements outside of Safeguarding for a comprehensive code (e.g. Fraud, Health & Safety, Conflicts of Interest, IT, Use of Resources)

APPENDIX 1

Definitions of Abuse

Physical abuse is actual or likely physical injury to a child such as hitting, kicking or shaking, throwing, burning, scalding, or otherwise causing physical harm to a child. Physical harm may also be caused when a carer fabricates the symptoms of, or deliberately induces illness in child. Physical abuse, as well as being a result of an act can also be caused through omission or the failure to act to protect.

Emotional abuse is normally to be found in the relationship between a parent/carer and a child rather than in a specific event or pattern of events. It occurs when a child's developmental need for affection, approval, consistency and security are not met. Unless other forms of abuse are present, it is rarely manifested in terms of physical signs or symptoms. Examples may include: conditional parenting, exposure to violence, inappropriate or abusive material, under or over-protection, or emotional unavailability of the child's parent/carer. Neglect can be defined in terms of an omission, where the child suffers significant harm or impairment of development by being deprived of food, clothing, warmth, hygiene, intellectual stimulation, supervision and safety, attachment to and affection from adults, and the failure to access appropriate medical care or treatment.

Neglect refers to the persistent failure to meet a child's physical and /or psychological needs as referred to in the UNCRC.

Note: Neglect as defined above is prevalent in many countries where Trócaire works due to severe poverty and/or a lack of appropriate social structures and not by intentional abuse by an individual. Applying this definition must take this into consideration and be contextualised to specific situations. Trócaire aims to help reduce poverty and improve conditions of life for people.

Sexual abuse and exploitation occurs when an individual uses a child for his or her gratification or sexual arousal, or for that of others. Examples of child sexual abuse include, sexual intercourse with a child, intentional touching or molesting of a child, exposure of the sexual organs or any sexual act for the purpose of sexual arousal or gratification in the presence of a child, sexual exploitation of a child including forcing, encouraging, requiring or permitting a child to solicit for, or to engage in, prostitution. **Sexual activity** that occurs between an individual and a child/youth under the age of 18 is not acceptable in any circumstance, regardless of whether he/she may consent or if the individual is unaware of the child's/youth's age. This is irrespective of the age of consent in the residing country. It includes the inappropriate use of technology and social media; e.g., the storage or dissemination of pornography, the recording or sharing abusive images using technology such as via mobile phone texting, audio, video, images, podcasts, social networking websites and other multimedia or communications platforms.

APPENDIX 2

IASC Six Core Principles Relating to Sexual Exploitation and Abuse

Sexual exploitation and abuse by humanitarian workers constitute acts of **gross misconduct** and are therefore **grounds for termination of employment**.

Sexual activity with children (**persons under the age of 18 is prohibited regardless of the age of majority or age of consent locally. Mistaken belief in the age of a child** is not a defence.

Exchange of money, employment, goods or services for sex, including sexual favours or other forms of humiliating, degrading or exploitative behaviour is **prohibited**. This includes exchange of assistance that is due to beneficiaries.

Sexual relationships between humanitarian workers and

beneficiaries are **strongly discouraged** since they are based on **inherently unequal power dynamics**. Such relationships undermine the credibility and integrity of humanitarian aid work.

Where a humanitarian worker develops **concerns or suspicions** regarding sexual abuse or exploitation by a fellow worker, **whether in the same agency or not**, s/he **must** report such concerns via **established agency reporting mechanisms**.

Humanitarian workers are **obliged to create and maintain** an environment which prevents sexual exploitation and abuse and promotes the implementation of their **codes of conduct**.

Managers at all levels have particular responsibility to support and develop systems which maintain this environment.

APPENDIX 3

Guidelines when receiving a concern

DO	DO NOT
✓ Stay calm	X Dismiss the concerns
✓ Listen carefully and take the information seriously	X Panic
✓ Tell the person that you have taken what s/he has said seriously and that you have heard them and understand what s/he is telling you	X Probe for more information or ask questions other than for clarification of facts
✓ Only ask questions if you need to clarify what is being said to you – don't ask about explicit details	X Promise not to tell anyone or say you'll keep it a secret
✓ Allow the person to tell their story at their own pace	X Make negative comments about the accused person
✓ Reassure the individual that, in disclosing the abuse, they have done the right thing	X Make assumptions or speculate
✓ Let them know what you can do to help and explain the next steps you will take	X Disclose details of the allegation to anyone else other than the Safeguarding Focal Point or Country Director.
✓ Assure that you will uphold confidentiality, but that the information will need to be shared with others and explain how it will be shared	
✓ Make a detailed note of what you have been told using the guidelines provided within the Policy	
✓ Use the individual's own words to describe the incident	
✓ Report the disclosure to xxxx immediately	

APPENDIX 4

Some examples of unacceptable behaviour in relation to working with children

- Hit or otherwise physically assault or physically abuse children.
- Engage in sexual activity or have a sexual relationship with anyone under the age of 18 years regardless of the age of majority/consent or custom locally. Mistaken belief in the age of a child is not a defence.
- Develop relationships with children which could in any way be deemed exploitative or abusive.
- Act in ways that may be abusive in any way or may place a child at risk of abuse.
- Use language, make suggestions or offer advice which is inappropriate, offensive or abusive.
- Behave physically in a manner which is inappropriate or sexually provocative.
- Have a child/children with whom they are working to stay overnight at their home unsupervised unless exceptional circumstances apply and previous permission has been obtained from and their line manager.
- Sleep in the same bed as a child with whom they are working.
- Sleep in the same room as a child with whom they are working unless exceptional circumstances apply and previous permission has been obtained from the child(ren)'s parents/guardians and the staff member's line manager.
- Do things for children of a personal nature that they can do themselves.
- Condone, or participate in, behaviour towards children which is illegal, unsafe or abusive.
- Act in ways intended to shame, humiliate, belittle or degrade children, or otherwise perpetrate any form of emotional abuse.
- Discriminate against, show unfair differential treatment or favour to particular children to the exclusion of others.
- Spend excessive time alone with children away from others in a manner which could be interpreted as inappropriate.
- Expose a child to inappropriate images, films and websites including pornography and extreme violence.
- Place themselves in a position where they are made vulnerable to allegations of misconduct.

APPENDIX 5

DOCHAS CODE OF CONDUCT ON IMAGES AND MESSAGES (<http://www.dochas.ie/images-and-messages>)

The Code of Conduct's guiding principles stipulate that "choices of images and messages will be made based on the paramount principles of:

- Respect for the dignity of the people concerned;
- Belief in the equality of all people;
- Acceptance of the need to promote fairness, solidarity and justice.

Accordingly, in all our communications and where practical and reasonable within the need to reflect reality, we strive to:

1. Choose images and related messages based on values of respect equality, solidarity and justice;
2. Truthfully represent any image or depicted situation both in its immediate and in its wider context so as to improve

public understanding of the realities and complexities of development;

3. Avoid images and messages that potentially stereotype, sensationalise or discriminate against people, situations or places;
4. Use images, messages and case studies with the full understanding, participation and permission of the subjects (or subjects' parents/guardian);
5. Ensure those whose situation is being represented have the opportunity to communicate their stories themselves;
6. Establish and record whether the subjects wish to be named or identifiable and always act accordingly;
7. Conform to the highest standards in relation to human rights and protection of the vulnerable people.

8. Safe Recruitment

This is a checklist that can be used to ensure safeguarding practices are considered during the recruitment process. Using this checklist in advance of an emergency or

the set-up of an information kiosk is preferable as introducing new processes during an emergency can be challenging.

Safe Recruitment Checklist				
Position: _____ Ref: _____ Successful Candidate: _____				
Nº	Activity	Considerations	Yes/No/ N/A	Signature & Date of person confirming
1	Job Analysis Hiring Authorisation Form	a) Police Vetting Risk Assessment b) Level of access to vulnerable groups c) Level of responsibility to implement safeguarding and Complaints Follow-up		
2	Job Advert	a) Has a line on Safeguarding (and Code of Conduct) been included in the advert		
3	Job Description	a) As a minimum has a line on safeguarding and code of conduct been included in the Job Description b) Has the job description reflected responsibilities specific to safeguarding implementation c) Is the level of contact with vulnerable people clearly defined		
4	Interview/ Questions	a) Have questions (relevant to the role) on Safeguarding been included in order to establish the candidates understanding and attitudes to safeguarding		
5	Interview/ Closing	a) Has the candidate been reminded of our policies and that she/he will be expected to sign and commit to these b) Has the candidate been informed and confirmed their permission in relation to safeguarding as part of reference checks (i.e. suitability to work with vulnerable groups) c) Where relevant has the candidate been reminded of Garda/Police vetting		
6	References	a) 2 reference received b) Has the referees identify been confirmed (through organisation, organisation e-mail) c) Has relevant questions on Safeguarding been included as part of reference checks		
7	Checking Identity and other items	a) Have you asked to see the successful candidates original photo ID (Passport or Driver's License) b) Have you asked to see relevant certificates of qualifications		
8	Police Vetting	a) Is vetting required for this role? Has this been processed?		

N°	Activity	Considerations	Yes/No/ N/A	Signature & Date of person confirming
9	Signing Declaration Forms	a) Received signed Self-Declaration Form b) Received signed Child Safeguarding Declaration Form		
10	Signing Code of Conduct	a) Received signed Code of Conduct		
11	Training	a) Has the candidate been enrolled for induction on the Code of Conduct and Safeguarding Policies in week 1		



9. Job Description

This is a generic Job description for the position of an information kiosk coordinator. Details of the role and

responsibilities are outlined; this must be adapted to the different role and context.

Job Title: Information Kiosk and Outreach Coordinator
Location: Freetown, Sierra Leon
Organisation:
Division:
Date:

1

Description	
<p>Trócaire is one of Ireland's leading INGOs, with over 40 years' experience in the Humanitarian and Development sectors. Trócaire works through partners in over 20 developing countries across Africa, Asia, Latin America and the Middle East to bring about lasting change, and is a member of the Caritas Internationalis network. Humanitarian Response is one of three priority areas of work for Trócaire, along with Women's Empowerment and Resource Rights. As a partnership agency, Trócaire is fully committed to the localisation agenda and to supporting local actors in humanitarian response.</p> <p>[If being contracted by a partner, provide brief description of partner organisation]</p> <p>[Provide brief description of the specific emergency]</p> <p>The Information Kiosk Coordinator Role will be responsible for coordination of the information kiosk and outreach activities as part of the humanitarian response.</p>	
<p>This is a Fixed Term Contract for 3 months and is based in [location]. The role will report to [insert title of supervisor].</p>	
<p>Safeguarding Programme Participants Policy:</p>	<p>[Insert name of hiring organisation] is committed to Safeguarding people within our programmes from Exploitation and Abuse, and has specific policies on this commitment, including a Global Code of Conduct that outlines the expected behaviour and responsibilities of all staff, consultants and other organisational representatives. Any candidate offered a job with [insert name of organisation] will be expected to sign Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require police vetting.</p>
Key Duties & Responsibilities	
<p>Coordination</p> <ul style="list-style-type: none"> • Oversee the construction and equipping of the information kiosks • Ensure all information kiosks and outreach activities are effectively staffed, ensuring that at least 1 day of rest is provided to each staff member per week • Effectively manage kiosk and outreach teams • Coordinate the daily implementation of the information kiosks and outreach efforts • Critically review daily reports prepared by information kiosks • Provide a daily report to the supervisor • Identify any challenges in the kiosk and implement improvements • Report any significant challenges or issues to direct supervisor • Adapt the kiosk and outreach model over time based on need of target populations • Ensure that up-to-date information is being provided at all information kiosks <p>Training and support</p> <ul style="list-style-type: none"> • Train and mentor team members on the delivery of effective information services • Assess staff for capacity to deliver effective services • Attend and participate actively any relevant trainings, as required • Support kiosk and outreach staff on an ongoing basis <p>M&E</p> <ul style="list-style-type: none"> • Ensure data collection tools are designed and properly utilised by kiosk and outreach staff • Compile daily reports from information kiosks and update all information • Ensure compliance with ethical principles (including confidentiality) and data protection standards • Fill in daily reporting templates and guarantee collection of high-quality, reliable data across all kiosks 	

Other <ul style="list-style-type: none"> • Support in review and learning activities • Build constructive relationships with other response actors • Fulfil other reasonable duties and responsibilities, as requested by line management 	
Person Specification – the ideal person will have:	
Qualification	<ul style="list-style-type: none"> • High school or undergraduate degree
Experience	<ul style="list-style-type: none"> • Experience in project coordination/management • Experience in humanitarian response • Experience working in high-stress contexts • Experience of working with, and a demonstrated understanding of, humanitarian standards and principles of good practice
Skills	<ul style="list-style-type: none"> • Capacity to develop and implement work plans • Managerial and oversight skills • Data collection and digital data skills • Strong capacity building skills, including training and mentoring • Excellent communication and listening skills • Excellent report writing skills • Ability to critically assess situations/interventions and offer constructive feedback • Demonstrated ability to work in a team • Fluency in written and spoken [insert languages]
	<ul style="list-style-type: none"> • Willingly takes ownership and is openly accountable • Manages time and resources efficiently • Shows drive, initiative and ability to work independently • Shows flexibility, adapts easily to change • Demonstrates courage and integrity • A commitment to justice, equality and fairness
Other	<ul style="list-style-type: none"> • [Add any additional requirements as needed]

Job Title: Information Kiosk Staff

Location: Freetown, Sierra Leon

Organisation:

Division:

Date:

2

Description	
<p>Trócaire is one of Ireland's leading INGOs, with over 40 years' experience in the Humanitarian and Development sectors. Trócaire works through partners in over 20 developing countries across Africa, Asia, Latin America and the Middle East to bring about lasting change, and is a member of the Caritas Internationalis network. Humanitarian Response is one of three priority areas of work for Trócaire, along with Women's Empowerment and Resource Rights. As a partnership agency, Trócaire is fully committed to the localisation agenda and to supporting local actors in humanitarian response.</p> <p>[If being contracted by a partner, provide brief description of partner organisation]</p> <p>[Provide brief description of the specific emergency]</p> <p>The Information Kiosk Staff will be responsible for running the information kiosk and supporting the information needs of affected populations.</p> <p>This is a Fixed Term Contract for 3 months and is based in [location]. The role will report to [insert title of supervisor].</p>	
Safeguarding Programme	[Insert name of hiring organisation] is committed to Safeguarding people within our programmes from Exploitation and Abuse, and has specific policies on this commitment, including a Global Code of

Participants Policy:	Conduct that outlines the expected behaviour and responsibilities of all staff, consultants and other organisational representatives. Any candidate offered a job with [insert name of organisation] will be expected to sign Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require police vetting.
Key Duties & Responsibilities	
<ul style="list-style-type: none"> • Open, run, and close the information kiosk on a daily basis, according to the agreed schedule • Provide accurate and reliable information to users of the kiosk • Promote a comfortable and safe environment for users • Appropriately log complaints and feedback, using appropriate forms and/or technology • Compile daily reports and provide daily updates to Information Kiosk Coordinator, including all necessary data for monitoring and evaluation purposes • Refer requests or complaints to relevant service providers. Follow up with service providers and requesters to effectively “close the loop” to ensure the request or complaint has been responded to. • Communicate any difficulties or challenges to Information Kiosk Coordinator. • Attend and participate actively any relevant trainings, as required • Ensure compliance with ethical principles (including confidentiality) and data protection standards • Support in review and learning activities • Build constructive relationships with other response actors • Fulfil other reasonable duties and responsibilities, as requested by supervisor 	
Person Specification – the ideal person will have:	
Qualification	<ul style="list-style-type: none"> • High school or undergraduate degree (or relevant experience)
Experience	<ul style="list-style-type: none"> • Experience in project implementation • Experience in humanitarian response • Experience working in high-stress contexts
Skills	<ul style="list-style-type: none"> • Capacity to deliver on project work plans • Data collection and digital data skills • Excellent communication and listening skills • Excellent reporting skills • Good penmanship skills • Ability to learn on the job and adapt approaches • Demonstrated ability to work in a team • Fluency in written and spoken [insert languages]
Qualities	<ul style="list-style-type: none"> • Willingly takes ownership and is openly accountable • Manages time and resources efficiently • Shows drive, initiative and ability to work independently • Shows flexibility, adapts easily to change • Demonstrates courage and integrity • A commitment to justice, equality and fairness
Other	<ul style="list-style-type: none"> • [Add any additional requirements as needed]

Job Title: Information Outreach Staff
Location: Freetown, Sierra Leon
Organisation:
Division:
Date:

3

Description	
<p>Trócaire is one of Ireland's leading INGOs, with over 40 years' experience in the Humanitarian and Development sectors. Trócaire works through partners in over 20 developing countries across Africa, Asia, Latin America and the Middle East to bring about lasting change, and is a member of the Caritas Internationalis network. Humanitarian Response is one of three priority areas of work for Trócaire, along with Women's Empowerment and Resource Rights. As a partnership agency, Trócaire is fully committed to the localisation agenda and to supporting local actors in humanitarian response.</p> <p>[If being contracted by a partner, provide brief description of partner organisation]</p> <p>[Provide brief description of the specific emergency]</p> <p>The Information Outreach Staff will be responsible for delivering messaging from the information kiosk to members of the affected population who are not able to access the information kiosk directly.</p>	
<p>This is a Fixed Term Contract for 3 months and is based in [location]. The role will report to [insert title of supervisor].</p>	
<p>Safeguarding Programme Participants Policy:</p>	<p>[Insert name of hiring organisation] is committed to Safeguarding people within our programmes from Exploitation and Abuse, and has specific policies on this commitment, including a Global Code of Conduct that outlines the expected behaviour and responsibilities of all staff, consultants and other organisational representatives. Any candidate offered a job with [insert name of organisation] will be expected to sign Safeguarding Policies and Code of Conduct as an appendix to their contract of employment and agree to conduct themselves in accordance with the provisions of these documents. Specific roles may require police vetting.</p>
Key Duties & Responsibilities	
<ul style="list-style-type: none"> Coordinate with the information kiosk and develop a clear understanding of what messages are to be communicated Report to the information kiosk at the beginning and end of each day Travel to members of the affected population and deliver key messaging Provide accurate and reliable information to the affected population Appropriately log complaints and feedback, using appropriate forms and/or technology Compile daily reports and provide daily updates to the Information Kiosk Coordinator, including all necessary data for monitoring and evaluation purposes Refer requests or complaints to relevant service providers. Follow up with service providers and requesters to effectively "close the loop" to ensure the request or complaint has been responded to. Communicate any difficulties or challenges to Information Kiosk Coordinator. Attend and participate actively any relevant trainings, as required Ensure compliance with ethical principles (including confidentiality) and data protection standards Support in review and learning activities Build constructive relationships with other response actors Fulfil other reasonable duties and responsibilities, as requested by supervisor 	
Person Specification – the ideal person will have:	
<p>Qualification</p>	<ul style="list-style-type: none"> High school or undergraduate degree (or relevant experience)
<p>Experience</p>	<ul style="list-style-type: none"> Experience in project implementation Experience in humanitarian response Experience working in high-stress contexts

Skills	<ul style="list-style-type: none"> • Capacity to deliver on project work plans • Data collection and digital data skills • Excellent communication and listening skills • Excellent reporting skills • Good penmanship skills • Ability to learn on the job and adapt approaches • Demonstrated ability to work in a team • Fluency in written and spoken [insert languages]
Qualities	<ul style="list-style-type: none"> • Willingly takes ownership and is openly accountable • Manages time and resources efficiently • Shows drive, initiative and ability to work independently • Shows flexibility, adapts easily to change • Demonstrates courage and integrity • A commitment to justice, equality and fairness
Other	<ul style="list-style-type: none"> • [Add any additional requirements as needed]



10. Frequently Asked Questions

This is a list of general questions (related to the response) that were used as a starting point for sharing information at the kiosks and outreach in Sierra Leone and should be adapted for different contexts. When the kiosks open it is important that staff have some general information to

provide to the communities. This can also be used as a live document that is updated and expanded throughout the intervention based on the information needs coming from the communities.

Frequently Asked Questions

General

1. How can I make a complaint about XX (agency, government department, security etc...)
2. My mother/father/family member is at the hospital, where can I get help?
3. I have lost my mother/father/family member, how can I get support?
4. I am lost, orphaned, unaccompanied where can I get help?
5. Where can orphans
6. Where can I get registered? How do I get registered?
7. I am a care giver, what support can I get?
8. I am a care giver, how can I get support?
9. I have an orphan staying with me, how can I get support?
10. I have an orphan staying with me, how can I get them registered?
11. My mother/brother/father/family member is missing, how can I find them?

Health Questions

1. Lost my under 5 card? How can I get a replacement card?
2. Lost my ID card – cant access health care? How can I get a replacement card?
3. What hospital can I go to (if I'm in X, Y, Z) to get healthcare?
4. How can I prevent Cholera?
5. How do I treat cholera?
6. The water has been contaminated, what do we do?
7. I'm sleeping outdoors, how can I get a mosquito net?
8. I am sleeping in the school, what happens when the school reopens?
9. I am injured, where can I go for help?
10. I am not able to sleep and am not eating and feeling bad, where can I get help?
11. My child is malnourished, where can I get help?
12. Where can I get pre-natal care if I don't have a medical card?
13. I am having problems accessing healthcare, where can I get help?
14. What agencies are working on healthcare?

Food

1. Where can I get food?
2. Where can I get formula for my baby/children?
3. What are the criteria for me to access food assistance?
4. My child is malnourished, where can I get help?
5. I am having problems accessing food, where can I get help?
6. What agencies are providing food?

Education

1. When is the school reopening?
2. I lost all my school materials, where can I get replacement?
3. My school was damaged in the floods, where will classes take place? Will the school reopen?
4. For families affected by the floods do we have to pay school fees?
5. How can we get a scholarship for school support?
6. I am having problems accessing education, where can I get help?
7. What agencies are working on education?

Infrastructure/Shelter

1. My house was damaged in the floods, how can I get support to repair it?
2. My house was destroyed in the floods, how can I get support to repair it?
3. What is the plan for relocation?
4. I have lost all the furniture and utensils in my home, how can I get support/replacement?
5. I am having problems getting shelter, where can I get help?
6. What agencies are working on Shelter?

Protection

1. I have been attacked, where can I get help?
2. A service provider (agency staff/government staff/ police/ healthcare workers etc...) is asking for sex/money/items in exchange for help/assistance
3. My son/daughter/sister/friend etc... has been touched inappropriately by someone, what do I do/where, can I get help?
4. I am being sexually harassed by security personnel or service providers, what do I do? Where can I get help?
5. I am not able to sleep and am not eating and feeling bad, where can I get help?
6. What agencies are providing support on mental health, GBV, protection, child protection etc...?

WASH

1. How can I prevent Cholera?
2. How do I treat cholera?
3. The water has been contaminated, what do we do?
4. Where can I get clean drinking water?
5. How do I treat water?
6. Where can I get purification/chlorine tablets to treat water?
7. Can I wash with water from open sources e.g. wells, river, streams etc...
8. What agencies are working on WASH?

11. Information Capturing Sheet

The aim of this tool is to capture information requests coming through the kiosk and outreach work. The information-capturing sheet will enable you to analyse trends, patterns,

recurring issues, track requests for information and follow up actions required, as well as share information with other organisations working in the community.

Trōcaire

Information Capturing Sheet*

Community Name:											Staff Name					
Date	Time	Name	Male				Female				Contact (if follow up needed)	Information Required	Follow up Action Required?		Action Taken	Outcome
			<18	18-60	>60	w/ disability	<18	18-60	>60	w/ disability			Y	N		

* This is the tool to document information requests from the communities - either through outreach or at the information kiosk). This template will help us to understand what

information people are looking for and from which groups. We will need to get names the person ONLY if follow up is required otherwise the name can be left blank. If follow up

is need, the name and contact details should be noted in the sheet so the mobiliser can get back to them when they have the correct information.

12. Information within the Remit of the Kiosks and/or Outreach:

This table provides sample questions that may be asked at the information kiosks or to outreach staff and possible actions and/or responses. It is difficult to control or know what questions might be asked at the kiosk/to outreach staff and so it is important that staff are equipped

to answer and/or action anything that comes their way. This table is not exhaustive and should be used to facilitate and prompt discussions with information and outreach staff and volunteers on questions and actions/responses.


Information Kiosk/Outreach		Information not within the remit of the Kiosks/Outreach	
Sample Questions	Action/ Response	Sample Questions	Action/Response
<ul style="list-style-type: none"> • When is the next food distribution? • When will the cash transfer begin? 	Information about the disaster and emergency response should be available at the information kiosks. Where there are gaps in information document the gap and take action to fill that gap so that you are able to provide accurate and reliable information to the community	<ul style="list-style-type: none"> • My husband is beating me. Can you help me? 	Trying to help a survivor access appropriate service (medical, counselling, legal) is important. Staff should be provided with a list of services that can be referred to in the area they are working in. You must ask the survivor for informed consent before contacting any service provider. If the survivor is not comfortable with you contacting service providers on their behalf you can provide them with contact information of service providers that may be able to help them. Before taking any action, you should check that you, your staff, the survivor and the other community members are safe.
<ul style="list-style-type: none"> • How do I complain about an organisation? • Should we pay NGO staff for putting us on the list to receive assistance? 	Linking individuals with the appropriate support and services being provided is a central component of the information kiosks and outreach. Ensure that your mapping of existing services and organisations is up to date	<ul style="list-style-type: none"> • When are the next elections being held? • What time is the bus to the city? • Where can I buy a bicycle? 	It is important to clarify that only questions or information related to the humanitarian response can be answered at the kiosks. For more general community questions try to refer community members to a local leader or other reliable information sources in the community. Always remain polite and respectful to individuals accessing the information kiosks or outreach.
<ul style="list-style-type: none"> • Where can I get medical support? • The water point has stopped working in my community, what can we do? 	Getting feedback from individuals on the effectiveness of the referrals made from the information kiosk or outreach will help to strengthen the quality of the information kiosks	<ul style="list-style-type: none"> • I have witnessed an attack. What should I do? 	Before taking any action, you should check that you, your staff, the survivor and the other community members are safe. Staff should be provided with a list of services that can be referred to in the area they are working in (police, medical, fire service, etc.)

Information Kiosk/Outreach		Information not within the remit of the Kiosks/Outreach	
Sample Questions	Action/ Response	Sample Questions	Action/Response
<ul style="list-style-type: none"> • What is the criteria for participation in the WASH programme? • Do you know why I was not on the registration list? 	<p>Information requests or feedback from within your own organisation should be acted upon in an efficient and effective manner.</p> <p>Where information requests or feedback is related to another organisation having agreements in place and clear points of contact will help facilitate efficient and effective information flow.</p>	<ul style="list-style-type: none"> • I have lost my child. What should I do? 	<p>Trying to help an individual access appropriate services (missing persons, medical, counselling, legal) is important. Staff should be provided with a list of services that can be referred to in the area they are working in. You must ask the individual for informed consent before contacting any service provider.</p> <p>Before taking any action, you should check that you, your staff, the survivor and the other community members are safe.</p>

13. Information Compilation Tool for Community Information Kiosks

Kiosk and outreach staff must be able to provide relevant, up to date and accurate information to the communities about the response, services available and how to

access support. The information-gathering tool can assist in gathering this information from different stakeholders.



Information Gathering Tool For
Community Information Kiosks

Information updated by <i>(mobiliser name):</i>					Location:			
Information updated on <i>(date):</i>								
No.	Name of Organisation	Contact Person	Position	Phone number	Email	Location	Thematic area	Service Provided
1								
2								
3								
4								
5								
6								
7								

* This tool is for community mobilisers (either through outreach or at the information kiosk) to gather information on what services exist in the communities and assistance is available to the community. This information needs to be verified that it is accurate and correct before being shared with community members.

14. Rumour Log

(ref: CDACs Rumour Has it Guide) – This template is for documenting rumours heard or received by kiosk or outreach staff. This allows you to record details of the rumours, and keep a note of any subsequent actions taken. Keeping a rumour log will enable you to analyse trends, patterns and recurring

issues as well as share information with other organisations working in the community or develop ways to address the spread of such rumours. As rumours are a form of feedback, you can also embed rumours in your feedback and complaints log rather than keeping a separate log.

Trōcaire

Rumour Log *

Community Name								
Date	Location	Rumour	Channel	Risk Rating	Verification Status	Engagement activities	Monitoring outcome	Staff Name
<i>When was the rumour heard?</i>	<i>Where was it heard?</i>	<i>Details of the rumour</i>	<i>How was the rumour heard?</i>	<i>Low; Medium; High</i>	<i>True/Untrue</i>	<i>Details of who, what, when, where and how you engage the community</i>	<i>Has the rumour stopped?</i>	<i>Name of staff who noted rumour</i>

* This is the tool to track rumours and identify ways to address the rumour. When community mobilisers (either through outreach or at the information kiosk) become

aware of a rumour they should document it in the Rumour log and discuss with the field Coordinator ways to address the rumour. Rumours that are high risk should be prioritised

for action. High risk rumours are rumours that may cause harm to an individual or community.

15. Ethical Data Collection


This is a short outline of the principles to be considered when gathering data through your programme. This should be considered from the outset of the information kiosk intervention.

Ethical Data Collection	
Ethical Approval	An Ethical Approval Process is a review whereby the organisation can be assured that the information collection processes that we plan to carry out will do no harm to any of the stakeholders.
Informed Consent	<p>The process through which consent is given (written or verbal) after the participant has been provided with an understanding of:</p> <ul style="list-style-type: none"> the purpose of the information collection; the possible consequences of participating in the information collection activities- including both the potential risks and benefits. <p>This also provides the participant with an opportunity to withdraw/not to participate in the activity at any time.</p>
Do No Harm	<p>Data and information collection activities must be carried out in a way that does not expose the participant to the risk of harm. During the informed consent process (which is required for making referrals), participants must be informed of any risks or benefits to them because of engaging in the activity. Participants should be told they are free to withdraw at any time, irrespective of the reason, without any negative consequences for them. For example, if a community member submitting a complaint at a kiosk decides halfway through their statement that they would like to retract it or they do not wish to proceed, then the kiosk attendant must allow them to withdraw and not file their complaint.</p> <p><i>It is important to note that harm can come from many sources and manifest in different ways (physical, security, psychological, emotional). Harm could be done if data or information was wrongly shared, but also if a person was perceived to be sharing sensitive information with a stranger, or if responses to questions were met with judgement.</i></p>
Confidentiality	Treating information in a way that meets the expectations of how that information was disclosed is paramount. Participants disclose information with an expectation that it will only be used in the way they have been told, that it will not be shared with others without permission, or in ways that are inconsistent with how that information was originally intended. During the informed consent process participants must be informed of the precautions that will be taken to protect the confidentiality of the information shared and should understand who will or may have access to the information, as well as the limits of confidentiality with respect to disposal, sharing, and archiving processes.
Defined Purpose	Given the sensitive and personal nature of some of the information collected, the latter must serve the specific information needs and purposes of the project. The purpose must be clearly defined, be proportional to both the identified risk and costs associated with the expected response, and be aimed at action for the project outcomes.

16. Weekly Report

This template should be completed each week by the coordinator of the kiosks. The purpose of this tool is to summarise the data collected and shared by each of the kiosks and outreach on a weekly basis so that there is a broad understanding of the trends of community information needs. This tool can help identify general information gaps which can

be brought to the appropriate channels/pillars to be addressed and support response agencies and institutions to strengthen their information sharing approaches with communities. Most importantly, it can help ensure that the correct information is shared with the communities. This template can be adapted based on the context and the frequency required.

<div>  <div>Weekly Report [*]</div> </div>													
Week Date	From	To	Month	Year	District								
					Freetown								
Organization submitting report		ABC-Development											
TOTAL NUMBERS REACHED					Male				Female				Overall TOTAL M+F
					<18	18-60	60+	w/disability	<18	18-60	60+	w/disability	
Total number of people reached through outreach													
Total number of people reached through information kiosk													
Main information requested													
WASH													
Health													
Shelter													
Education													
Community Information & News													
Food & Nutrition													
Logistics													

* This tool is to be completed by the Field Coordinator. The purpose of this tool is to summarise the data collected and shared by each of the Kiosks and outreach on a weekly basis so that there is a broad understanding of the community information needs. This tool can help us identify general


information gaps which can be brought to the appropriate channels/pillars to be addressed and support response agencies and institutions to strengthen their information sharing approaches with communities. Most importantly it can help us get the right information back to the communities.

	Male	Female	
Number of referrals from Kiosk			What issues need follow up/further attention
Number of referrals through outreach			
No. of rumour received by outreach workers			
No. of rumours received by kiosk			
No. of complaints received by outreach workers			
No. of complaints at kiosk			
What are the information gaps per group: Male; Female; Boys; Girls; Disabled:			Are there any case studies from this week that you would like to highlight?
Name of Coordinator			

17. Complaint Log

This is a short outline of the principles to be considered when gathering data through your programme.

This should be considered from the outset of the information kiosk intervention.

<div>  Complaints Log * </div>											
No.	Date	Complainant's Name & Address	M/F	Age (<18; 18-60; 60+)	Contact Number	Nature of Complaint	Details of complaint	Complaint Forwarded to	Actions Taken	Complainant Response/ feedback	Staff name
						<input type="checkbox"/> Water and Sanitation and Hygiene <input type="checkbox"/> Shelter <input type="checkbox"/> Health <input type="checkbox"/> Food <input type="checkbox"/> Education <input type="checkbox"/> Social Mobilisation & communication <input type="checkbox"/> Abuse & exploitation, Sexual Abuse <input type="checkbox"/> Fraud <input type="checkbox"/> Political Interference <input type="checkbox"/> General					
						<input type="checkbox"/> Water and Sanitation and Hygiene <input type="checkbox"/> Shelter <input type="checkbox"/> Health <input type="checkbox"/> Food <input type="checkbox"/> Education <input type="checkbox"/> Social Mobilisation & communication <input type="checkbox"/> Abuse & exploitation, Sexual Abuse <input type="checkbox"/> Fraud <input type="checkbox"/> Political Interference <input type="checkbox"/> General					

* This tool is to log complaints that are made at the information kiosk or to the outreach workers about agencies or institutions involved in the response. When complaints

are made they need to be directed to the appropriate organisation. The Field Coordinators are responsible for directing the complaints to the appropriate agency. If

the complaint is related to Trócaire or partner staff the complaint should be shared with the Programme Manager of the relevant agency.

18. Complaints Report Form

This template is to help staff at the kiosks or outreach to capture and track the complaints received at the kiosk and keep a note of any subsequent actions required and/or taken. This template should be adapted to

each context and in particular the 'Nature of complaints' column should be reflective of the type of complaints being received for ease of use. Adapting the template as the situation changes may be required.

Ethical Data Collection			
Date complaint received:		How complaint was received:	<i>Phone/email etc</i>
Date complaint logged:		Complaint number:	
Name of Complainant ¹ :			
Gender:	Male/Female <i>(delete as appropriate)</i>		
Age:	Child (under 18) Adult (18 and above) <i>(delete as appropriate)</i>		
Phone number ² :			
Email:			
Location/address:			
Programme/project the complaint relates to:			
Description of complaint:			
Does the complainant want a response:	Yes/No <i>(delete as appropriate)</i>		
Complaint Category:*	A <input type="checkbox"/> Non-Sensitive: Programme implementation B <input type="checkbox"/> Sensitive: Misconduct of Trócaire staff (not of a sexual nature) C <input type="checkbox"/> Sensitive: Sexual abuse, abuse and/or exploitation D <input type="checkbox"/> Sensitive: Misuse of funds, fraud and/or corruption		

**Category A should be referred to the Country Programme Manager. Categories B, C and D must be referred immediately to the Country Director.*

I have explained the complaint handling procedures to the complainant and thanked them for sharing their concern with us. I have informed them that they will receive notification of progress on the outcome of the complaint within six calendar weeks.

Name of Complaint Receiver:	
Signature:	
Complaint referred to:	<i>(name and position)</i>
Date:	

1. Trócaire will accept anonymous complaints, recognising that they may be legitimate and that there may be good reasons as to why the complainant does not want to disclose their identity. However, following up and responding to such complaints will be more difficult.
2. If the complaint involves the conduct of Trócaire staff member or is a safeguarding concern, it is critical to be able to get in touch with the complainant

19. Dealing with users

This is a simple tip sheet for dealing with difficult or angry kiosk users.

This should be adapted based on the different cultural context and response intervention.

Dealing with difficult or angry users of the kiosk services can be challenging. Appropriate responses should be discussed with staff to ensure their safety and dignity and that of the community are prioritized. Adapting the following suggestions¹ in your context is essential.

1. Stay calm.

When an individual starts yelling or being rude, there is nothing to be gained by responding in a similar manner. In fact, that will probably escalate hostilities. Maintain control of yourself, even if the individuals tirade makes you feeling like yelling yourself.

2. Don't take it personally.

Remember, the individual is not angry with you, they are displeased with the situation they are in or perhaps the quality of the services being provided by the kiosk or the response in general.

3. Use your best listening skills.

The first thing an angry individual wants is to vent. To do so, they need someone to listen—and as a staff/volunteer of the information kiosk you are that person. Listening patiently can defuse a situation, as long as the individual feels acknowledged in his or her complaint. Listen to them. When they are done talking, summarise what you've heard and ask any questions to further clarify their complaint. Body language can be critically important here. Keep eye contact. Stand or sit up straight. Keep your arms uncrossed. Show how closely you're paying attention to their problem.

4. Actively sympathize.

After the individual vents, they want to know you understand where they are coming from and how he or she feels. Express sympathy for their unpleasant experience. Respect and understanding go a long way toward smoothing things over.

5. Apologize gracefully.

Whether the persons complaint is legitimate or not is really irrelevant. If you want them to remain a user of the kiosks, you need to express an apology for the problem they are having (or perceive to be having). A simple, straightforward statement is often all that's needed: *"I'm sorry you're not happy with the situation. Let's see what we can do to make things right."*

6. Find a solution.

Once you understand why the individual is unhappy, it is time to offer a solution. Ask them what they feel should be done or put forward your own fair and realistic answer to the problem. In most cases, that's all the individual is looking for—and may result in providing some degree of satisfaction.

7. Take a few minutes on your own.

After the situation has been resolved and the individual is on their way, it's helpful for you to take your own "time-out." Even if you've handled the situation in the most professional way possible, it's still a stressful experience. Rather than let that stress linger inside you, take a short walk, treat yourself to a snack or find someone to talk to who makes you laugh. Then you'll be ready to once again engage with visitors to the information kiosk or during outreach.

1. Adapted from *7 Steps For Dealing With Angry Customers* www.forbes.com

20. Sample Monitoring & Evaluation Framework

This is a sample M&E framework for the information kiosk model. It is important to adapt this framework to the context specific response.

Outcome	Indicators	Baseline	Target	Means of Verification	Frequency	Resp. for Data Collection
Intermediate Outcome: Target communities are able to access services and assistance which meet their basic needs	Average level of satisfaction for women, men, girls, boys and people living with disabilities with the assistance from the information kiosk <i>(on a scale of 1 - 4)</i>	Women: 0 Men: 0 Girls: 0 Boys: 0 PWDs (M/F): 0	Women: 3.1/4.0 Men: 2.3/4.0 Girls: 3.9/4.0 Boys: 3.7/4.0 PWDs (M/F): 0	Individual surveys with women, men, girls and boys using the information kiosks using the Satisfaction Questionnaire	End of Project	
	# of women, men, girls, boys and disabled people reached through the information kiosks and outreach mobilisers	Women: 0 Men: 0 Girls: 0 Boys: 0 PWDs (M/F): 0	Info Kiosk: 7,200 (M/F/Age/Disability) Outreach: 3,000 (M/F/Age/Disability)	Observation conducted by outreach workers and documented in the Coordinator Weekly reports	Weekly	
Immediate Outcome: Men and women in the target communities have increased awareness of emergency assistance	# of women, men, girls, boys reached by radio ads in the affected communities	Women: 0 Men: 0 Girls: 0 Boys: 0	Women: 45,747 Men: 43,953 Girls: 8,692 Boys: 8,351	Estimate based on estimated listenership of XX radio station at programming time.	End of Project	
Immediate Outcome: Men, women, girls and boys have access to referral systems	# of women, men, girls and boys that have received referrals	Women: 0 Men: 0 Girls: 0 Boys: 0	Women: 1,500 Men: 1,200	Review of referral tracking sheets	Weekly	

21. Checklist for determining whether to use digital tools¹

This is a quick checklist to help teams establish whether the use of digital tools is appropriate. The checklist should be used to facilitate discussions on the pros and cons

of using digital data, which can in many cases help improve the efficiency of the intervention.

YES if...	NO if...
You are primarily collecting quantitative data and can provide pre-defined answers for most survey questions.	Most of the research will be qualitative in nature, using focus groups or open-ended questions. *
Mobile phones are commonly used in a project area and won't attract undue attention.	A project area is insecure or using mobile phones may put staff or beneficiaries at risk. <i>In some cases people's perceptions of what you are doing, regardless of the sensitivity of the data you are collecting, may increase risk.</i>
Those who will be collecting the data (staff, partners, enumerators, community members) are comfortable using mobile phones and can attend training sessions on how to use the handsets and software just before data collection begins.	You are capturing data on sensitive issues requiring regular eye-to-eye contact where using a mobile phone may be a distraction or considered insensitive in the culture or context.
Budget is available to cover handset purchase, software costs, staff time for initial training, and extra time at the start of the planning process to allow for building and testing of a mobile version of your survey. Remember, investing in start-up costs will typically lead to savings in the longer term.	The local circumstances increase risk of data loss, which might include: <ol style="list-style-type: none"> 1. Being out of connectivity range (Internet or phone signal) for significant periods of time 2. No access to a secure computer to run back-ups 3. Jeopardising large amounts of data stored only on individual handsets that could be lost in the event of theft or damage.
Your survey includes a degree of logic (skipping between questions based on certain answers) whereby a digital tool can result in significant time-saving.	
Your project could benefit from fast or 'real time' reporting and/or analysis – which is only possible with digital tools (pending contextual considerations).	

* In some cases a mobile survey may complement summary notes written after discussions are held. These notes may highlight trends requiring further investigation via focus groups and other means, but are unlikely to form the sole basis for capturing learning from such discussions. Digital tools (such as tablets with larger screens for input / audio or video recorders) may be appropriate when taking notes that capture qualitative data. In most cases this is unlikely to be conducted using a mobile survey tool given the challenges around input and analysis of large amounts of 'free text' data on handsets.

Some tips for supporting effective data collection at the information kiosk include:

Where appropriate and safe, and if a reliable power supply is available, digital data collection applications can be used. However, there are also challenges and some additional risks associated with the use of digital data collection. If the team is considering collecting some or all of the information at the

kiosks digitally, work through the *Checklist for Determining Whether to Use Digital Tools* in Annex 2 first.

Top Tip: All the principles and considerations of data protection also apply for digital data collection. In fact, the use of digital solutions brings added data protection risks and there is further guidance available from the Programme Impact and Learning in this regard.

1. This tool comes from page 7 of the document *MOBILE SURVEY TOOLKIT*, by Emily Tomkys and Laura Eldon, OXFAM GB, July 2016

22. Data Protection Checklist

This checklist can help to ensure that data is safely and securely managed. The checklist should be used to put measures in place to avoid data protection breaches.

1. Fair Obtaining	✓
Informed consent is provided voluntarily by the individual and confidentiality is clearly explained to them before information is gathered	
Individuals are made aware of what the information we are collecting will be used for	
People are made aware of any disclosures of their data to third parties	
People's consent is obtained for any secondary uses of their personal data, which might not be obvious to them	
Data-collection practices are open, transparent and clear	
2. Purpose specification	
The purpose (or purposes) for which we keep personal information is clear	
Individuals on our database are clear about this purpose	
Responsibility has been assigned for maintaining a list of all data sets and the purpose associated with each	
3. Use and disclosure of information	
There are clearly defined rules about the use and disclosure of information and all staff are aware of these rules	
Individuals providing information are aware of the uses and disclosures of their personal data	
4. Security	
There is a list of security requirements in place for each data set	
A specific person is responsible for the development and review of these requirements	
These requirements are appropriate to the sensitivity of the personal data we keep	
Computers and our databases are password-protected, and encrypted if appropriate	
Computers, servers, and files are securely locked away from unauthorised people	

23. Checklist for Setting Up a Referral Pathway¹

This is a checklist and guidance around setting up a referral pathway. It is important to link in with existing referral pathways where they exist and are up to date. Some guidance on Psychosocial First Aid and Standard Operating

procedures for responding to allegations/incidents of human rights abuses is also included. It is recommended to identify a specialised protection agency to support the development of the referral pathway.

Question	Yes	No
1. Is there an existing Referral Process/Pathway in place? Either Government or Protection Cluster (or Sub-Cluster)?		
2. If no referral pathways are in place, have you carried out an <i>actor mapping</i> ² to identify all the key actors directly or indirectly involved or who have influence over a particular protection problem?		
3. Is there a staff member within your agency designated and trained as the focal point for referrals?		
4. Does the referral process ensure informed consent? (Ensure the survivor is consulted and takes part in the decisions affecting them)		
5. Have you ensured that everyone within the organisation (from drivers to the head of office) understands what is expected of them and of their staff or managers (in terms of when and how to refer cases), as well as the organisational limits (e.g. what cases the organisation can and can't get involved in)?		
6. Is there ongoing training and mentoring of staff around what the internal procedures mean, what is required of them, the importance of not causing harm and the confidentiality processes?		
7. Do you ensure that staff members are aware that they should never share sensitive medical information (including HIV status) with anyone not directly involved in the patient's care without the patient's permission? (Ensure there are steps in place to protect medical records at all times, including during emergencies, from falling into the hands of potential/existing perpetrators. If you are informed of an incident of GBV, such as sexual violence (i.e. rape), physical violence (i.e. domestic violence), or psychological violence (i.e. verbal abuse).		
8. Is documentation stored in a secure filing system with confidential procedures in place? (Always make sure that the information is passed on in a controlled way that will not put people at further risk)		
9. Does your referral process ensure that specialist organisations are informed by your organisation about any information you have so that they can take further action ³ ?		
10. Are you giving communities information about where they can go to access other agencies directly?		

1. It is important to note that it is the responsibility of the government/state to establish referral systems. However, when they are unable or unwilling, it would fall to the protection cluster and other protection actors. Teams could/should firstly lobby those bodies to develop those processes and only develop referral systems if that is still not being done.

2. At the planning and information collection stage; think through whom the actors are, their influence and relationships. Carry out one actor analysis for each protection problem, as each will have different actors, relationships and influence. Consider different actors, particularly those at the local level including: CBOs, NGOs, local media, women's organisations, clubs and groups, academics, social networks, village or community leaders, charities, religious institutions, local businesses, unions, local government officials or departments, police, social services, army, INGOs, UN, and ICRC. Identify who you will co-ordinate with carefully according to who has the practical means or the mandated authority to respond.

3. If you know exactly which agency has the expertise and resources to respond to the specific protection need you have identified you can directly refer it to them. However, sometimes you may not know which agency is the right one to go to, or the issue may concern several different agencies. In this case, you can use humanitarian co-ordination mechanisms, such as the Global Protection Cluster. At a field level, the cluster will meet regularly to share information on protection

Question	Yes	No
11. Do you follow up periodically to make sure action has been taken?		
12. Are you behaving appropriately by considering the person's culture, age and gender? <i>(Respect safety, dignity and rights. Treat the patient/survivor with respect. Ensure all communications are done in a safe place. Respect people's rights to make their own decisions)</i>		
13. Are you looking after yourself? <i>(Simple methods can be adopted such as training staff on Psychological First Aid (Appendix 1))</i>		
14. Are you following Standard Operating Procedures at all times? <i>(An example of Standard Operating Procedures for responding to allegations/incidents of human rights abuses is attached - Appendix 2)</i>		

APPENDIX 1

Psychological First Aid – Pocket Guide⁴

WHAT IS PFA?

Psychological First Aid (PFA) describes a humane, supportive response to a fellow human being who is suffering and who may need support.

Providing PFA responsibly means:

1. Respect safety, dignity and rights
2. Adapt what you do to take account of the person's culture
3. Be aware of other emergency response measures
4. Look after yourself

PREPARE

- » Learn about the crisis event
- » Learn about available services and supports
- » Learn about safety and security questions



LOOK

- » Check for safety
- » Check for people with obvious urgent basic needs
- » Check for people with serious distress reactions



LISTEN

- » Approach people who may need support
- » Ask about people's needs and concerns
- » Listen to people, and help them to feel calm



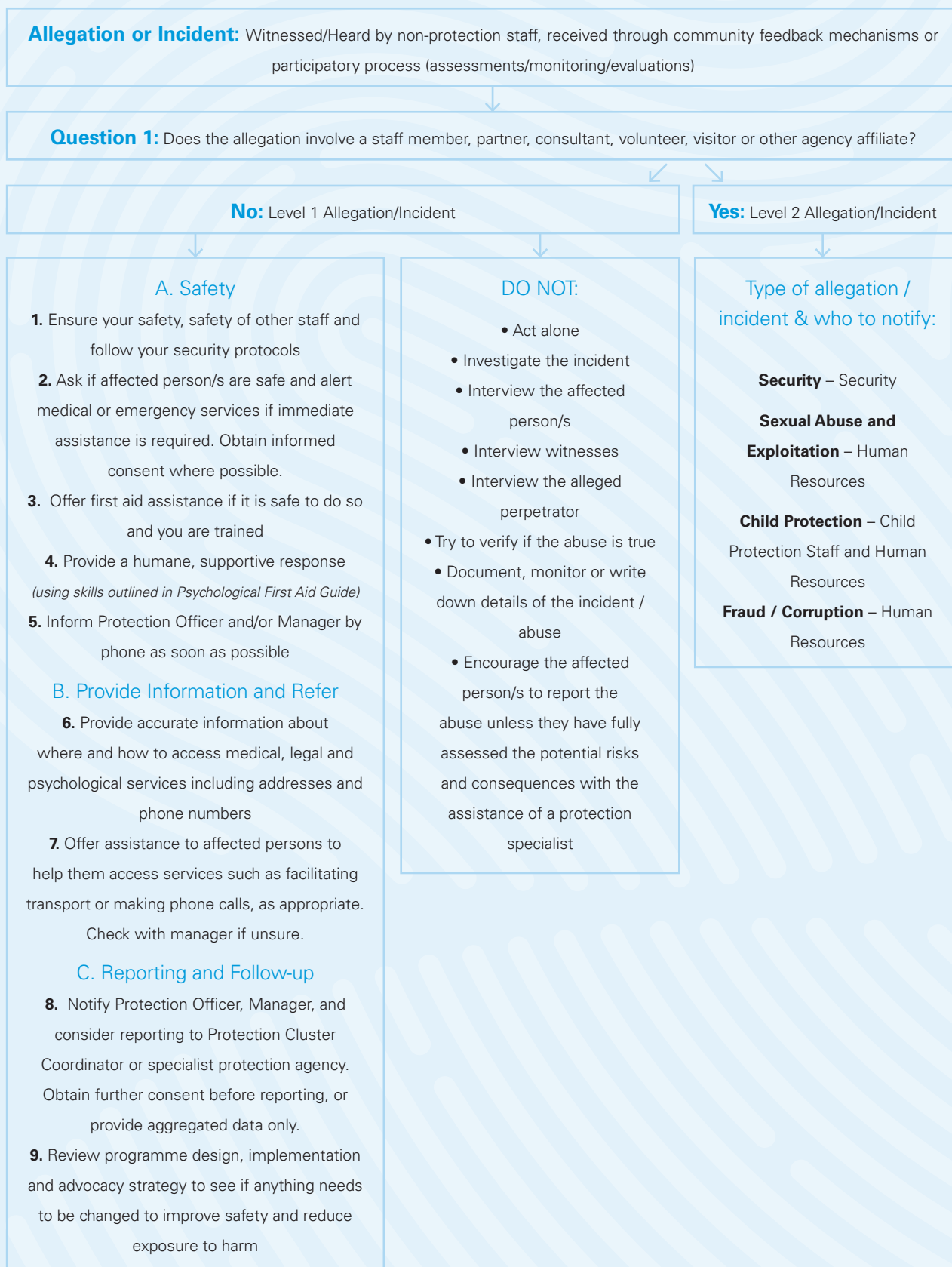
LINK

- » Help people address basic needs and access services
- » Help people cope with problems
- » Give information
- » Connect people with loved ones and social support

4. Global Protection Cluster – Protection Mainstreaming Training Package 2014 (Resource 11: PFA Handout, Pg. 210/211)

APPENDIX 2

Sample SOP for Responding to Allegations/Incidents of Rights Abuses⁵



5. Global Protection Cluster - Protection Mainstreaming Training Package 2014 (Resource 12: Sample Standard Operating Procedures for Responding to Incidents of Human Rights Abuses, Pg. 212)

24. Referrals Sheet

This is a sample tracking sheet for referrals. It should only be completed by the identified focal point for referrals.

Trócaire PSS/GBV REFERRAL TRACKING* To be filled in by PSS Staff Only															
Community Name:											Staff Name				
Date	Time	Case Number	Male				Female				Referral, information shared etc...	Referral to (only fill in if referral made)	Follow up Action Required?		Outcome
			<18	18-60	60+	w/disability	<18	18-60	60+	w/disability			Y	N	

* This is the tool to track rumours and identify ways to address the rumour. When community mobilisers (either through outreach or at the information kiosk) become aware of a rumour they should document it in the *Rumour log* and discuss with the field Coordinator ways to address the rumour. Rumours that are high risk should be prioritised for action. High risk rumours are rumours that may cause harm to an individual or community.



