



## Communication patterns between the different actors of disaster response

Disasters and disaster response start locally, and communications must occur in numerous directions, between and among agencies, organisations, first responders, support personnel, government and the media. Organisations must communicate early and frequently with multiple stakeholders to prevent panic and implement an orderly response plan (Perko, 2011). In particular, health professionals want to know how best to advise their patients and how they can stay informed of emerging disease trends while working in the field; the public wants to know how to obtain assistance, what personal risks they are facing, and how they can protect themselves and their families from disasters (Rubin et al., 2011).  
Note: See source document for full reference.

### Applicable to:

Stakeholders: [Communication](#)

Disaster Phases: [Response](#)

Types of Actors Concerned: [National civil protection body](#), [Local authorities](#), [Non-active citizens](#), [Active citizens](#), [Media](#), [Red Cross](#), [NGOs](#), [Healthcare and emergency services](#)

Hazards: [Natural hazards](#), [Man-made intentional hazards](#), [Man-made non-intentional hazards or emergency situations](#)

### Recommendations:

- [Use trustworthy, widespread, multi-lingual, culturally appropriate and inclusive means of alerting the target population in case of disasters](#)
- [Inform citizens about the risk they may face and about possible actions and measures, they can take to reduce vulnerability and better prepare themselves](#)
- [Use cultural factors to improve the effectiveness of disaster communication](#)

### Source

[Deliverable D2.2 "Report on systems and processes in disaster management" \(page 11\)](#)

*This file was generated automatically on: 12.02.2019.*

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<https://culturalmap.carismand.eu/a/2-2-1-communication-patterns-between-the-different-actors-of-disaster-response>