



Lesson 1.4 – The Civil Environment

Key UN-ET Actions in Engaging with Vulnerable Populations

Communicate and engage. Be prepared to communicate and engage with vulnerable populations, and always be prepared to direct them to where they can safely receive aid or services

Prioritize those in most need. Prioritize unaccompanied and separated children, the sick and malnourished, and unaccompanied persons with disabilities. Also identify those whose needs require medium-term follow up.

Involve the community. Communities play a critical role in identifying and responding to the protection needs of persons with specific needs. This is especially so in areas that humanitarian workers cannot access.

Work with active community structures. Work with community self-protection mechanisms

Identify and work with organizations of persons with disabilities. And other structures of groups with specific needs. Ensure they are included in broader community leadership structures.

Refer those in immediate need. Ensure that persons with urgent medical needs and chronic medical conditions are referred to health care providers for immediate treatment.

Take need into account in your messaging. Remember to take into account specific needs when crafting messages and communicating with the population, many vulnerable groups will be unable to obtain information through normal channels.

Give prompt protection. Groups or individuals with specific needs should receive prompt protection and assistance: they should be prioritized at reception, registration, refugee status determination, and resettlement, and in other response mechanisms and processes.

Report accurately. Understand the different needs and classifications of vulnerable people and include as accurate and timely information as possible in reporting.