

About the Message Library

People affected by disaster must have access to timely, appropriate and accurate information to help them keep themselves and their families safe and well. They should know their rights, entitlements and be able to give feedback. Responders have a duty to put in place appropriate, systematic and coordinated mechanisms to ensure this.

Our Message Library offers clear, concise and simple messages on a range of topics as templates for you to adapt and use in the context you are working in. These are intended to help you make a quick start on communicating with communities while you further develop mechanisms for on-going dialogue with diverse groups within each community.

For help contextualising and using the messages we recommend you do our e-learning course and read the following technical guidance.

E-learning

<https://kayaconnect.org/course/info.php?id=768>

Guidance

<https://www.cdacnetwork.org/tools-guidance/cdac-message-library-user-guidance>

CHILD PROTECTION AND MISSING PERSONS: MESSAGES

LAST UPDATE: MARCH 2022

FOR ADULTS

Why it is important your children know your family name and where you come from.

Make sure your children know their family/father's/mother's name and the name of the town/village you are from. This will help if you get separated from your family.

Keeping track of babies and young children

Attach a badge to the wrist of babies and young children with important information such as their name and address. This will help you reunite with your children in case you separate from them.

What to do when fleeing

When moving away from an area, make sure your children are always in sight. This will help prevent separation.

What to do if your child is missing

If your child is missing, you should go to [insert info] and report it. [insert info] can then try to help you find your child.

What to do if your lost child returns home

If your children have been separated from you and return home welcome them back into the home and make them feel part of the community again. This will help them recover from any distress that they may have suffered during the period of separation.

If you find a "lost" child

If you find a child who seems to be lost, ask the child where their family is. Ask people in the near vicinity for information. Only remove the child from the location where he/she is found if you have concerns for their safety or you have confirmed that the child is separated. Contact [insert info] organisation for support.

What to do with lost children

If there are children in your neighbourhood who seem to have no parents or caregivers, please notify [insert info].

Where to go for support if you are looking after a separated child

If you are looking after a separated child and are finding it difficult, contact [insert info] organisation for support.

Children are best cared for by people they know and trust

Do not move a child from their community until you are sure that he or she has genuinely been lost or abandoned. If you are aware of children without parents living nearby you, you have a responsibility to notify as soon as possible [insert info e.g. helpline/protection working group] of where the children are. Report anything you feel maybe suspicious.

If your child is disabled

Pay attention to children with disabilities. Make sure they can get around, access the latrines and wash facilities.

Services available for disabled children

Safe and secure spaces have been set up for all children, including children with disabilities in the [insert info] emergency. These spaces provide an environment for children to learn and play. Contact [insert info] to find out where the nearest one is to you.

Dangers to watch out for as parents

Beware of people offering to take care of your child or offering jobs in the city (in exchange for food, shelter, medicine, money); your child may be at risk of being trafficked, exploited or recruited by an armed group.

FOR ADULTS/CHILDREN

Importance of meeting points

Agree on a meeting point with everyone in the family so that you know where to go to in the event of separation. Make sure this is a place you all know and feel comfortable with.

Procedure at family reunification centres

To help you find your family, you will need to answer a few questions about yourself. This is part of the registration process. There is no need to be afraid of the questions. All information is confidential.

What to do about suspected traffickers

If you suspect there are people who are taking children away from their family or caregivers, inform the authorities immediately. Contact [insert info].

FOR CHILDREN

Why it is important you know your family name and where you are from

Make sure you know your family/father's/mother's name and the name of the town/village you are from. This will help if you lose your family.

What to do when you go outside

If you go out to school or to play with your friends, tell your family where you are going and when you will be back.

What to do when fleeing

If you are running away to a place of safety, stay with your families, hold onto your families or friends' hands or their clothes and if you are tired, ask them to stop for a little while.

If you have lost your parents

If you lose your family, look for adults and children you know. Tell them that you have lost your family. If you do not know anybody, look for someone you think you can trust; look for officials, those wearing badges or carrying identification, who are there to help you.

Where to go if you have lost your family

A safe place has been set up by [insert info] for children/people who have become separated from their families. You can find this at [insert location]. The people working there will ask you some questions that will help them find your family.

REFERENCES

For more information on this topic, we recommend you read the following references.

Please contact us if you have suggested references.

HELP US KEEP THE LIBRARY UP TO DATE

If you would like to contribute to topic reviews, have found a message that needs greater clarity, or wish to create a new topic, please contact us at info@cdacnetwork.org.