# Emergency risk communication (ERC) five-step capacity-building package

#### Plan testing

The plan testing package enables countries to assess their ERC capabilities, namely the effective operationalization of the ERC plan, including procedures and mechanisms along the ERC core capacities.

Exercises can range from tabletop exercises to drills, functional and field exercises taking into consideration local context, current capacity and the long-term development plan. They can be specific to ERC or test ERC in the broader context of emergency response.

### **Plan writing**

The plan writing package supports countries to develop an all-hazard ERC plan and integrate it into their national preparedness and emergency response plans, under the International Health Regulations.

A WHO template guides experts drafting the plan in line with their governance structure and systems. The novelty is that the template plans for actions according to the ERC core capacities – transparency and early announcement, coordination, listening, and selecting effective channels and trusted influencers – in each emergency phase – preparation, initial response, crisis control, recovery and evaluation.

# Training

The training package is tailored to the context and needs of each country. It aims at improving the skills of national experts in communicating risks and engaging communities, increasing trust in the responders, and helping key stakeholders take informed decisions during all types of health emergencies.

Through a mix of lectures, drills and media tips, participants learn and practice effective communication in crises. The training is designed for epidemiologists, experts in pandemic preparedness and vaccination and emergency response and communications specialists.

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# Capacity mapping

The capacity mapping package supports every country to identify needs and gaps within their emergency preparedness and response systems across sectors and levels of society. A five-level scale – from not prepared to prepared and operational - is used to score indicators across the four ERC capacities (method 1) or through the lifecycle of an emergency (method 2).

Based on the country-wide results of the exercise, priority areas for intervention will be identified and included in both the national ERC plan and the ERC capacity-building roadmap.

#### **Plan adoption**

The plan adoption package facilitates the integration of an all-hazard ERC plan into the national system, including as part of preparedness and response plans. Engagement of all relevant sectors and societal levels, steered by health, is needed to achieve this objective.

WHO also provides tailored support to develop and implement a multi-year ERC capacity-building roadmap based on identified priorities.

