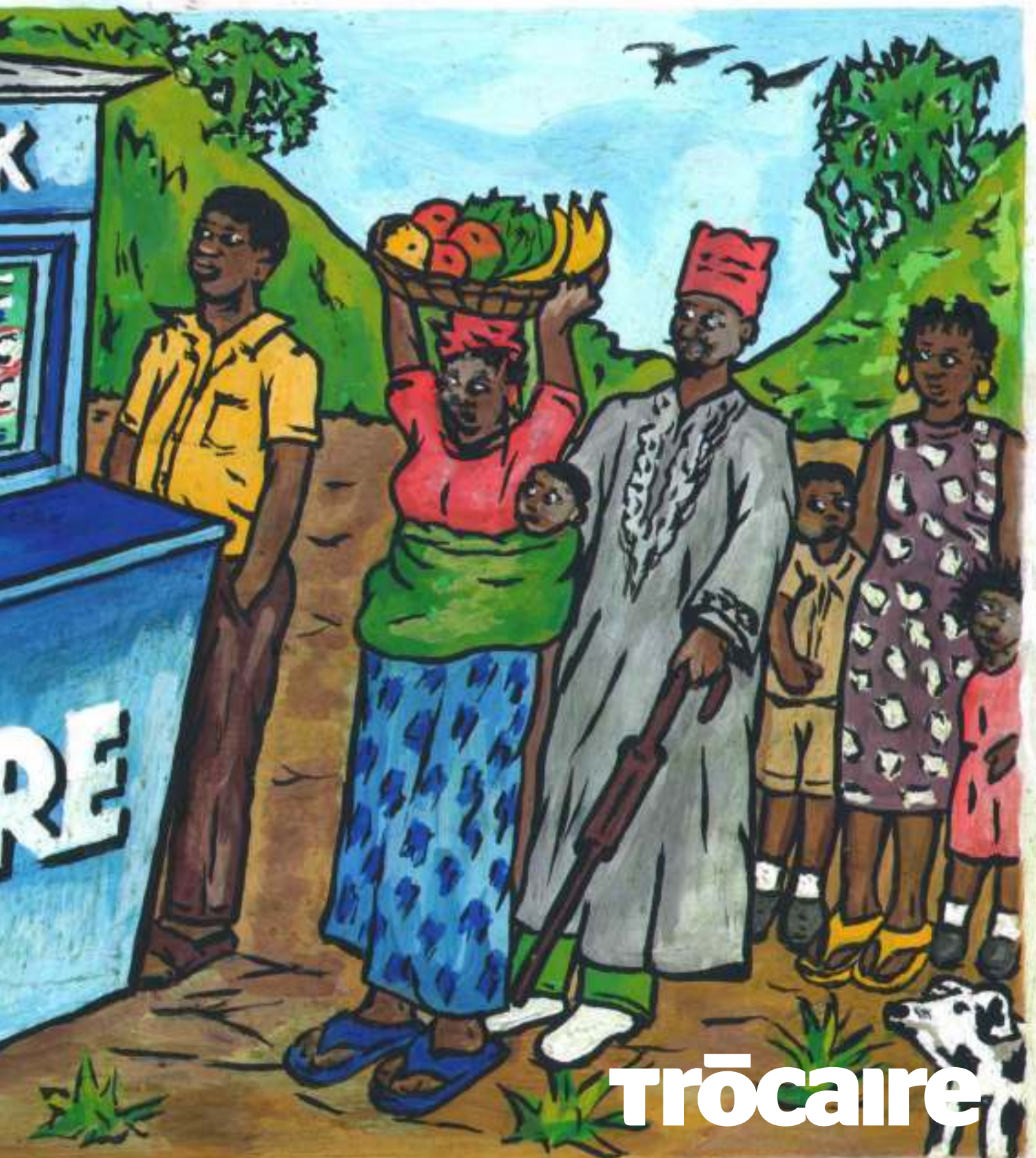


INFORMATION KIOSK GUIDEBOOK



trōcaire

Information Kiosk Guidebook

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CONTENTS PAGE

Purpose	05
Important Considerations	07
Chapters	
1. Implementation: Kiosk Setup	09
2. At the kiosks: best practices	19
Tools and Resources	23

Kumba and her mother Finda in Freetown, Sierra Leone standing in front of the hillside where their home was. The family home and many others were destroyed when a devastating landslide hit on August 14, 2017. Photo: Mark Stedman, Trócaire



This guidebook is a resource for those who want to support the information needs of vulnerable populations affected by disasters or emergencies. In Sierra Leone, Trócaire carried out such responses during the Ebola outbreak from 2014 to 2016, as well as the 2017 mudslide and floods. The importance of access to reliable information during a humanitarian crisis is often forgotten during emergency responses. The goal of this guidebook is **to share the knowledge and skills acquired by Trócaire in Sierra Leone** with anyone who might find themselves in a position to provide timely and effective information services during times of crisis.

Timely and effective communication is critical during times of crisis. During emergencies, the affected not only needed lifesaving items such as shelter, food, water, medical care and psychosocial support, but also timely and accurate information. This information can help them to cope with the crisis, understand their entitlements, take timely action to access assistance, re-uniting with separated family members, finding missing ones, and increasing awareness of referral pathways.

Audience

This guidebook and the accompanying *Toolkit for Establishing Information Kiosks during Emergencies* has been developed by Trócaire and its partners for Trócaire teams, local partners, and other development actors or government agencies that may be interested in carrying out information sharing interventions during a humanitarian crisis. The accompanying Toolkit provides a range of tools that have been tailored over the course of two interventions in Sierra Leone. These tools are designed to support programme teams to set up and establish **effective two-way information sharing models in an emergency response**.

Some simple steps can be put in place to both respond rapidly to the information needs of communities in an emergency and to ensure the consistent flow of high-quality information. This guidebook covers the purpose of the kiosk, important considerations, kiosk set up and best practices. The accompanying toolkit provides relevant resources to support implementation of the Information Kiosk model. Each of the tools is presented with guidelines for their use together with helpful tips for those considering implementing this type of intervention.

Learning from Sierra Leone: Memoranda of Understanding

A key lesson from the Sierra Leone experiences is that, prior to any emergency, Trócaire and its partners should engage with the relevant agencies **and government ministries to put together Memoranda of Understanding (MOUs)** on information sharing.

The MOUs developed in advance of an emergency should **clarify the roles, responsibilities and expectations of government agencies and humanitarian actors** around

aspects of information sharing and the information kiosk model. This preparation saves time during the response and improves complaint resolution times, particularly in the early stages.

MOUs should be developed between Pillar-Cluster member organisations **to clarify the complaint handling process, and to specify which information can be found through the kiosks**.

Core Humanitarian/ Sphere Standard

It is important to ensure that implementing partners are trained on and familiar with the **Core Humanitarian Standard (CHS)**. For instance, knowing what humanitarian organisations have committed to do can help affected communities to hold these organisations to account. Training potential kiosk partners prior to emergencies can therefore help facilitate improved programme quality during a response. Teams can put many of the CHS commitments into practice using a **protection mainstreaming approach** across all programming.

The Sphere standards enhance accountability of the humanitarian system in disaster response¹. The Standards are a practical expression of the principles of the Sphere Humanitarian Charter² and are fundamental to the rights of people affected by conflict or disaster to assistance that supports life with dignity.

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- 1 See video: https://www.youtube.com/watch?v=2A1HA_ySUc - 2017
 - 2 Sphere Humanitarian Charter and Minimum Standards in Humanitarian Response <http://www.sphereproject.org/>



Kumba, from Freetown, Sierra Leone is the girl on the 2018 Trócaire Box. Her family home and many others were destroyed when a devastating landslide hit on August 14, 2017. Photo: Mark Stedman, Trócaire

IMPORTANT CONSIDERATIONS

There are many factors to consider when carrying out this type of intervention, including the following:

Needs Assessments

Needs assessments are an essential part of any emergency response in order to determine the humanitarian needs and develop a response in line with humanitarian principles. The importance of conducting an information needs assessment, before and after a disaster, is central to the information kiosk and outreach intervention.

Information gathering and sharing strategies should be reviewed over time in order to ensure that the model remains relevant and effective in the given circumstances and conditions. In order for the information kiosks to carry out their mandate and understand what information different groups may need, it is pivotal to gauge **which sources of information are reliable and trusted** by the community. Asking questions about how communities engage during needs assessments is a central aspect to understanding how to enable communities to access information through the information kiosk intervention.

A useful question to ask ourselves is this:

What are the different sources of information that individuals and groups tap into to make their own assessment of the situation?

Power Dynamics

Understanding power dynamics in communities can help **avoid the creation of tensions** within a community or the exacerbation of existing vulnerabilities. Differences in vulnerabilities between groups can often lead to significant differences in their experiences of accessing life-saving assistance. Understanding how best to share information with different groups³ in the community will strengthen the effectiveness of the information kiosks and outreach.

Understanding power dynamics can also help to **identify barriers to information and assistance**. An ongoing analysis of needs, capacities, and risks will help to ensure that the information kiosks are set up in a culturally appropriate way that allows men, women and different groups to be engaged and targeted for tailored assistance. This is to ensure the information kiosk and outreach teams are reaching and addressing the information needs of the most vulnerable in a contextually appropriate way.

Changing the structure, methodologies, messages, timing, and locations of the kiosks as the situation evolves and finding creative ways to reach the most vulnerable will improve the impact of the intervention. For example, you may initially focus on sharing general information like distribution times and registration processes; however, as your analysis and understanding of the community improves over time, the strategies of how to reach groups within them can be strengthened by removing barriers associated with distance, language, safety, etc.

³ CHS: This may refer, for example to: women, men, girls, boys, youth, and older persons, as well as persons with disabilities and specific minority or ethnic groups without any such distinction

“The ABC-Development Kiosks were successful because they used community groups that had already been established, to staff and organise the kiosks. As a result, the information available was relevant for individual communities; the location of the kiosks appropriate and they had opening times that fitted in with people’s day-to-day routines. The presence of the kiosks was also promoted through awareness raising radio shows that other partners conducted, which helped to create foot traffic.”

Trócaire Ebola response evaluation

Learning from Sierra Leone: Outreach

The purpose of individual-level outreach was to **reach the most vulnerable and at-risk groups**, particularly those that were not aware of how to access assistance, and to **answer questions** about the response. Similar to the kiosks, information exchange through outreach is two-way.

Outreach can result in the sensitisation of affected families in relation to entitlement to services and other benefit schemes, and it can also result in the collection of information and complaints that can be directed to and channeled by the information kiosks.

Here are two questions to ask ourselves at this stage:

- 1. When, where, and how do different community members feel safe?**
- 2. Are there safety concerns when doing outreach?**

After considering these factors of power, vulnerability and safety, staff can reflect on how they each impact information-sharing and outreach efforts.



Mariatu and her daughter in Dwarzak, Sierra Leone, November 2017. Mariatu, her husband and six children, after the floodings damaged their house, got assistance, help and supplies from the Trócaire Info Kiosk staff in Dwarzak Community. Freetown.
Photo: Alex Gilchrist, RAPPORT

IMPLEMENTATION: KIOSK SETUP

Kiosks should be structured in a way that allows them to deliver on their core mandate of providing critical information to those who need it. It is vital to remember that **people's information needs begin the very moment the emergency starts**.

The **prior establishment of constructive and open relationships with communities** affected by disaster will expedite the set up as well as the success of the information kiosk model.

Location

A key question to answer at this stage is:

Where can information kiosks be located so that the users (those affected by a crisis) can most easily access them?

If turnout is low, then the kiosk could be moved to a more appropriate location where different groups in the community are able to access the kiosks more easily, for example, close to a market or central square in the community.

Budget

When budgeting for information kiosks, it is useful to take into account costs associated with design and set up, equipment, materials, staffing, staff training, and other miscellaneous costs. Budgetary considerations for the information kiosk will differ in each context and for the type of crisis. At the same time, there are overarching factors to consider when budgeting for kiosks that apply across contexts and responses.

It is better to err on the side of caution and **budget for a longer implementation period**, as it could be harmful to phase out an information intervention when there is still an ongoing need for it. Actual unit costs should adequately reflect those utilised in the specific geographic setting.

Staffing

Staff and volunteers should be supervised and know their responsibilities. All kiosk and outreach staff, including volunteers, should **have clear job descriptions** and established terms and conditions for their role and be clear on what standards and principles need to be upheld in their work. All kiosk and outreach staff and volunteers should be introduced to, understand and sign the staff and volunteer **Code of Conduct** and be very clear on what behaviour is expected of them. A refresher on the Code of Conduct with existing staff is also useful.



Trócaire Kiosk assistant Mohammad S Kamara, at Dwarzak Community, Freetown, in November 2017
Photo: Alex Gilchrist, RAPPORT

The following list can guide those seeking to ensure a smooth process for both communities and kiosk staff:

1. Ensure staff and volunteers are clear on:
 - the **purpose and scope** of the information kiosks;
 - **what** information is to be **shared**;
 - **how** information is to be **captured** at information kiosks;
 - **how** to make **referrals**.
2. Staff and community leaders are exposed to situations with **unusual personal demands**, often finding themselves in extremely challenging situations for prolonged periods. They may ignore their own **emotional distress**. **Self-care** is required in order to maintain fitness to help others.
3. A culture of **mutual support** should be encouraged in kiosks and throughout community outreach processes.
4. Being able to appropriately **classify the information obtained** is a crucial aspect of managing information at the kiosks

At the Kiosk: Information Management

A key aspect of the information kiosks and outreach is **to facilitate the two-way flow of information between communities and the response stakeholders**. Staff and volunteers at the information kiosks or through outreach activities must be clear on the different **classifications of information received from communities**. **Ongoing training, accompaniment and support** should be prioritised, particularly in the early stages of implementation. In addition, **feedback is a very important aspect of two-way communication**.

Documenting the information requests that come from the community to the kiosks is important so as to identify gaps in information needs from different groups in the community. The key purpose of the information kiosks is to provide relevant and up to date information to communities, so understanding those changing information needs throughout the response is key.

Information Classification

According to the *Caritas Internationalis Feedback and Complaints Handling Briefing* the difference between feedback and complaints is:

Feedback is information provided by programme participants (or other crisis-affected people) about their experience with an agency or the wider humanitarian system. It can be positive or negative, and posed as questions, an opinion, a suggestion or a complaint. Feedback may be collected through monitoring and informal channels as well as through a feedback and complaints mechanism. Feedback can be used for different purposes, including to improve the response.

Complaints are specific grievances from anyone who has been negatively affected by an organisation's action or who believes that an organisation has failed to meet a stated commitment. Complaints can alert agencies to serious misconduct or failures in the response.

Complaints require an additional level of systematic management in order to ensure that: the complainant and those affected are safe at all stages; the details of the complaint remain confidential; sensitive complaints are handled fairly and appropriately; the necessary action is taken in a timely manner; a response is shared back with the complainant, the community and stakeholders appropriately; and there is continuous learning and improvement.

Below are **examples of information classification** and **suggested action** to take on the information.

Suggested Classification of Information received at information kiosk/outreach

Question: a request for information, such as:

- **E.g.** *What time is the next food distribution?*
- **E.g.** *What time will school registration start?*

Suggested actions and response:

- Respond immediately if information is available and document the information request as per template [sample information gathering templates](#)
- Document the question and refer if you know where information is available to the individual (e.g. health officer or community leader).
- Document and agree to look for information if not available/known – agree with individual method of follow up, e.g. phone, outreach, return to kiosk (specify day/time). Only take contact details if users want follow up by phone/outreach.

Request

E.g. *Is it possible to change the time of the distribution so that people get home early?*

- Document and respond if information available
- Document and refer if you know where information is available to the individual
- Document and agree to look for information if not available/known – agree with individual method of follow up, e.g. phone, outreach, return to kiosk (specify day/time)

Report

Non-Sensitive Complaints (Complaints that relate to response activities or funding that should be easily resolved by relevant organisation or government agency)

E.g. *There is no water left in the water tank.*

- Document and acknowledge receipt of complaint from individual
- Ask the individual if they would like to be contacted about a response to their complaint, and if so ask for name and contact (as per template – sex and age)
- Inform individual when you expect to have a response to their complaint
- Share with information kiosk supervisor and appropriate team
- Follow up on action taken by appropriate team and ensure an adequate response/action was provided to the individual who made the complaint

Follow up

E.g. *I think the jerry cans provided are too small. The cash grant is too little*

- Acknowledge and document feedback (in appropriate template)
- Ask individual providing feedback if they want to make a formal complaint (if yes follow steps for complaint), if not share the information with the relevant team and information kiosk supervisor
- Ask individual how they would like to be contacted about a response to their concern (e.g. phone, house visit, return to kiosk etc.) Once information is shared with team and Information Kiosk Advisor, agree upon action

Report

Sensitive Complaint (Complaints that relate to issues of corruption, exploitation, abuse, misconduct, negligence or any other abusive or inappropriate behaviour by staff, volunteers or affiliates)

E.g. *A staff member asked me for \$3 in order to be put on the beneficiary list.*

- Follow agreed procedures for Sensitive Complaint handling, e.g. Contact Sensitive Complaint Handling Focal point; Keep information confidential

Information Collection

When managing the information kiosk and all of the information received from people that interact with the kiosk, it is crucial to ensure that you observe and implement the **key principals of Ethical Data and Information Collection**.

Information **kiosk data collection tools** were developed in Sierra Leone and **can be adapted and contextualised** for use in other contexts.

Much of the information needs of communities affected by the mudslide response were related to the registration of individuals and families in order to receive government assistance. Dates and times of distributions, what services were being provided by other agencies were also key information needs requested by women and men visiting the information kiosks or requested through the information kiosk outreach staff who visited different parts of the communities each day. The information requests were gathered by staff doing outreach and at the information kiosks to track trends and prioritise information needs.



Learning from Sierra Leone: Outreach

Tools were developed and adjusted during the Sierra Leone emergency response project to capture the information requests coming from different groups in the community. It is recommended that any Trócaire team and partners planning to use them should pilot, monitor and then adjust them further during their project.

That said, the following are lessons from emergency response in Sierra Leone:

- A key role for Trócaire is to **simplify and monitor closely the data collection processes** in the information kiosks **to improve consistency and analysis**;
- Recording complaints first in a **paper template** and later transferring to a digital format worked well in some of the kiosks in Sierra Leone;
- The extent to which **computers/tablets** can be used will be determined by access to electricity.
- There are many **benefits to the use of digital data collection**, including speed, efficiency, and data quality.



*Kiosk Setup, Mohamed Kamara,
Sierra Leone, 2019*

Weekly Reports

A key data analysis tool developed in the Sierra Leone project is the **Coordinator Weekly Report Template**.

This tool should be completed by the Partner Field Coordinator, who collates information across 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 community information needs.

The Coordinator Weekly Report Template tool can help to:

- **Identify general information gaps** which can be brought to the appropriate clusters/pillars to be addressed;
- Support response agencies and institutions to **strengthen their information sharing approaches** with communities.
- Help the organisation **get the right information back to the communities**.

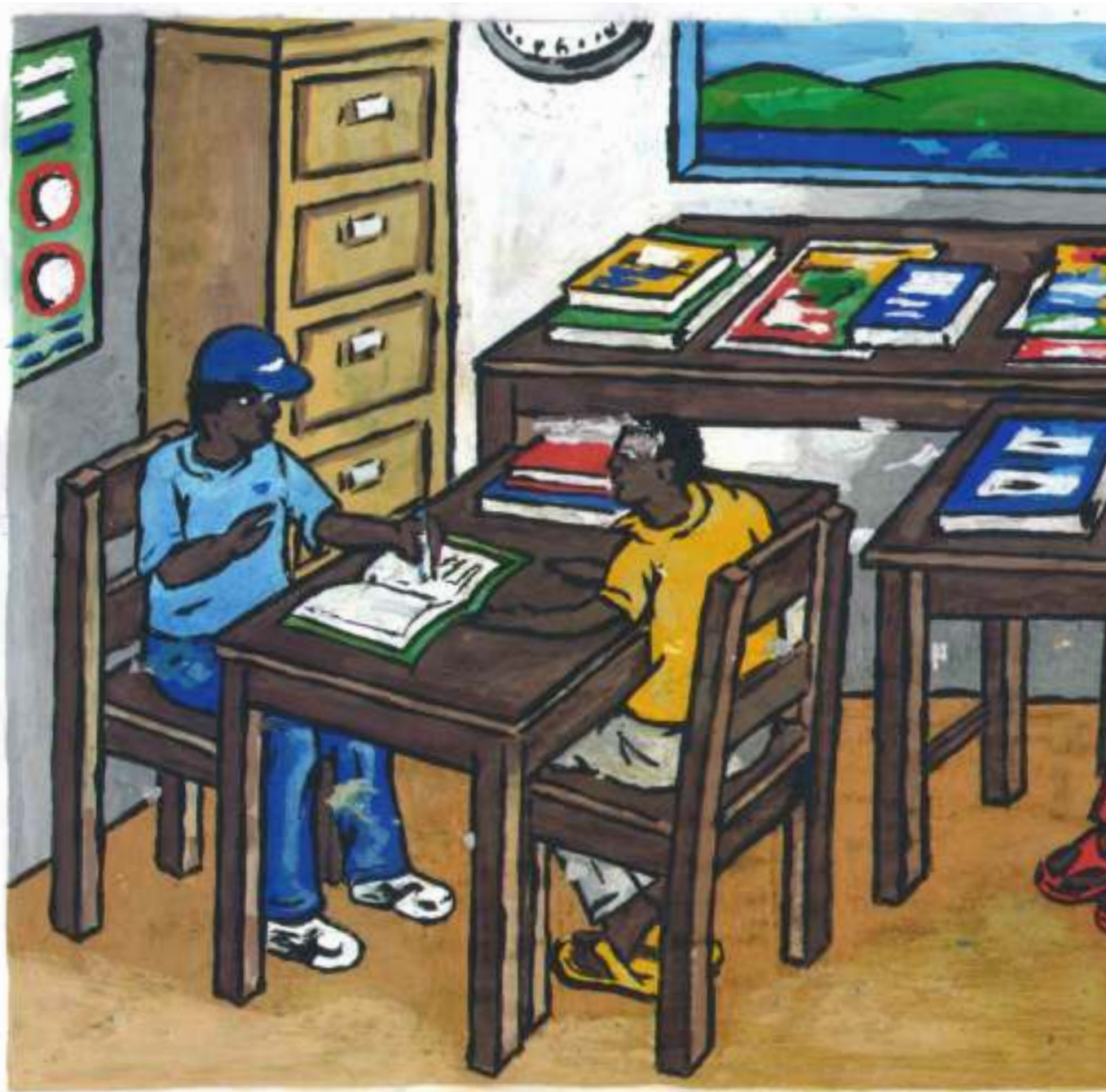
Handling Complaints

Receiving complaints is common in an emergency response. At the information kiosks, it is important that teams are clear on **how the complaints are managed to ensure we are accountable to those affected by crisis.**

Complaints handling can be a challenging process, which is why it is important to have good relationships with other organisations and promote the mutual responsibility of **Core Humanitarian Standard 5.**

“Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.”

Commitment 5, CHS





Such a commitment can help to secure buy-in from organisations to ensure they adequately address feedback and complaints.

In order to analyse the effectiveness of complaint handling, we suggest the following indicators in framing future interventions:

- The **outcome** that resulted;
- The level of **satisfaction** for the programme participant with how complaint was handled
- The **length of time** it took for the issue to be resolved.

When developing a complaints handling mechanism, the classification and identification of focal points at partner and/or Trócaire level should be developed by the team depending on the type of complaints and persons responsible. It is necessary that two people be identified as focal points in the event that the complaint is about one or other of the focal points. If there are issues with organisations not appropriately addressing complaints, this may need to be elevated to the pillar or cluster coordination platform by senior management. Below is a diagram that helps illustrate the complaints handling process.

Complaint Handling

	Type	Category	Responsible 1	Responsible 2
Sensitive Complaint	To be handled by specific focal point/ senior staff	Corruption	Safeguarding Focal Point	Director
		Exploitation	Safeguarding Focal Point	Director
		Abuse	Safeguarding Focal Point	Director
		Misconduct	Safeguarding Focal Point	Human Resources Manager
		Negligence	Safeguarding Focal Point	Programme Manager
Non-Sensitive Complaint	Complaints that relate to specific sector or programme	Water	WASH team lead	Emergency Co-ordinator
		Sanitation	WASH team lead	Emergency Co-ordinator
		Shelter	Shelter team lead	Director
		Distributions	Distributions team lead	Director
		Protection	Protection Advisor	Emergency Co-ordinator
		Communications	Emergency Co-ordinator	Director
		Logistics	Logs Manager	Emergency Co-ordinator
	Anonymous complaint	A complaint made by an unknown person or group that cannot be identified or responded to.	Anonymous complaints should be investigated by the relevant team/focal point as per the sensitive or non-sensitive columns above	



M&E of Information kiosks and outreach

In order to monitor the project effectively, the organisation must clearly state what the project is trying to achieve. **If clear outputs and outcomes are not articulated, they cannot be monitored or evaluated.** The outcomes and outputs that are chosen will depend on the exact scope of work and aims of the information kiosk.

Below are some sample outcomes and outputs that an information kiosk strategy might aim to achieve:

Mabinti (32) in Balamoya Village, at the border with Guinea. Mabinti got important assistance and support at the Balamoya Kiosk, when she was diagnosed with Ebola (November 2017)
Photo: Alex Gilchrist, RAPPORT

Sample Outcomes and Outputs for an Information Kiosk Intervention

Outcome or Output Level	Sample Outcome/Output
Intermediate Outcome	Target communities are able to access and use services and assistance that meet their basic needs
Intermediate Outcome	Targeted women, men, PWDs submit complaints and receive response in a timely manner
Intermediate Outcome	Targeted men, women, girls, boys have access to referral systems

Putting in place effective monitoring and evaluation (M&E) systems during emergencies can be challenging. However, when used correctly, **a strong and embedded M&E mechanism will help ensure that communities and people affected by crisis have better access to appropriate support across the response. It will also ensure that Trócaire and partners have the ability to make informed, evidence-based decisions and act quickly in an accountable way.**

Effective monitoring and evaluation will help us to **learn and understand the positives and negatives of each aspect of our interventions,**

and continue to **reflect, adapt and improve them over time.** In an information kiosk intervention, the information collection system and the M&E system are inextricably linked.

Indicators

Indicators of change are needed to help measure how the project is progressing against the defined outcomes. It is recommended that a project measures referral, complaint resolution, and response times, as well as user satisfaction. Here are some sample indicators:

Sample Indicators for an Information Kiosk Intervention

Outcome or Output Level	Sample Indicator
Outcome Level	Average level of satisfaction for women, men, girls, boys and people living with disabilities (PWDs) accessing assistance from the information kiosk and/or outreach
Outcome Level	Average length of time in which complaints or issues were resolved
Outcome Level	Number of men, women, girls, boys and PWDs reached through the information kiosks
Outcome Level	Number of men, women, girls, boys and PWDs reached through outreach mobilisers
Outcome Level	Number of men, women, girls, boys and PWDs reached through outreach mobilisers
Outcome Level	Number of women, men, girls, boys reached by radio ads about information kiosk
Outcome Level	Number of men, women, girls and boys that have been referred to other agencies for support
Output Level	Number of radio ads about information kiosk played per (day/week)
Output Level	Number of information kiosks established

Data Collection: Methodologies & Tools

Information that is being captured by the kiosks and outreach can also be used for monitoring and learning, thus saving time and resources. Once indicators and tools are tentatively outlined, critically review and see if you can **reduce the number of methodologies or tools to save time**.

In an information kiosk project, **kiosk attendants and outreach staff** have a wide range of responsibilities and tasks. Furthermore, they **may**

be relatively inexperienced in some of the tasks required of them. Therefore, **close monitoring, accompaniment and assessment of the quality of their work is essential to a successful intervention**.

Partner Kiosk Coordinators should take primary responsibility for **ensuring that kiosk staff are supported and given feedback on how they record information** and follow all processes in order to improve. Trócaire and Partner management also have an important role to play in assessing the quality of the work and **ensuring that weaknesses and gaps are addressed in a timely way**.



AT THE KIOSK: BEST PRACTICES

Psychosocial First Aid

Kiosk staff and outreach workers should be familiar with the basic principles of Psychosocial First Aid (PFA), as they will be responding to the information needs of highly vulnerable populations.

The three basic action principles of PFA are look, listen and link.

These action principles will help guide how you:

- View and safely enter a crisis situation;
- Approach affected people and understand their needs;
- Link them with practical support and information.

By paying attention to **non-verbal behaviour**, we are able to understand the person's story and the person's feelings and emotions. Non-verbal behaviour includes posture, expression, speed of speech, silences and voice (tone, quality, intensity). One should also pay attention to a crisis-affected person's **word choice** and meaning, and **what is not said**.

Ethical do's and don'ts can provide guidance to information kiosk and outreach staff to **avoid causing further harm** to different women and men using the information kiosks.

Referrals

A referral in general describes the processes of **how a person gets in touch** with an individual professional or institution about his/her case, and **how professionals and institutions communicate and work together to provide comprehensive support** to him/her. Partners in a referral network usually include different government departments, women's organizations, community organizations, medical institutions and others. If **focal points** and referral pathways to specialist protection agencies have not been identified prior to a crisis, it is imperative to **identify** them, and **establish** them if they have not been established before, and **address changes** if a crisis has affected them. It may be necessary to engage a specialized protection or a SGBV organization to support the development of a referral pathway.



Kiosk Staff at Work, Mohamed Kamara, Sierra Leone, 2019

Listening

Crisis can create a vacuum of support for victims of abuse, exploitation or gender-based violence (GBV). Crisis can also lead to more instances of abuse, exploitation or GBV. The following guidelines can help kiosk and outreach staff to respond appropriately to someone reporting an instance of GBV, and refer the person to the right agencies for further support.

1. Find a **safe, confidential and quiet** space to talk.
2. Ask if you can provide help.
3. **DO NOT Pressure** or force the person to talk. Don't look anxious or impatient. **Wait until the person feels ready to talk.** Do not pressure the person to talk and do not expect her/him to display particular emotional reactions.
4. If she/he is very distressed, **help her/him to calm down and ensure they are not left alone.**
5. **Listen actively:** give your full attention, gently nod your head, make eye contact, use body language which shows that you are engaged with what they are saying (this may vary by culture, age, and sex).
6. Help the person to feel comfortable, e.g. **provide water** if you can.
7. Although some needs may be obvious, such as a blanket or covering for someone whose clothing is torn, **always ask what people need** and what their concerns are.
8. Telling stories multiple times is traumatizing, so **do not ask detailed questions** about the incident to the survivor.
9. **Comfort the survivor** using healing statements such as *"It's not your fault," "I believe you," "I am very glad you told me," "I am sorry this happened to you," "You are very brave for telling me."*



Kiosk Team in Sierra Leone: John AD Koroma, Fatmata A Silah, Abdulai Yillah, Christiana M Labbia, Maada S Momoh (from JPC)





Community Outreach Mohamed Kamara, Sierra Leone, 2019

REMEMBER: Your job is only to do a referral to a specialised agency who will provide continuous care to survivor. It is not your role to decide whether the person is saying the truth or not, or whether s/he really needs help or not.



Mariatu with the Trócaire Kiosk assistant Mohammad S Kamara, who supported her and her family after the floodings at Dwarzak Community, in November 2017
Photo: Alex Gilchrist, RAPPORT

TOOLS AND RESOURCES

N°	Tool	Page
1	MEMORANDUM OF UNDERSTANDING – 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	6
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.	9
3	INFORMATION NEEDS ASSESSMENT (ref: CDAC Information and Communication questions in a Rapid Needs assessment) – 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.	10
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.	13
5	KIOSK/OUTREACH WORKPLAN – 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.	14
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.	15
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.	17
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.	22
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.	24
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.	29
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.	31
12	INFORMATION WITHIN THE REMIT OF THE KIOSKS/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	32

N°	Tool	Page
	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	
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.	34
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.	35
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.	36
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.	37
17	COMPLAINT LOG – 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.	39
18	COMPLAINTS REPORT FORM – This is a more detailed complaint form (than the complaint log) that can be adapted and used to document individual complaints. It is a record of the complaint received and allows for categorisation of the complaint and reminds staff and volunteers to explain the complaint handling procedures to the complainant and thank them for sharing their concern.	40
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.	41
20	SAMPLE MONITORING AND 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.	42
21	CHECKLIST FOR DETERMINING WHETHER TO USE DIGITAL TOOLS – 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.	43
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.	44
23	CHECKLIST FOR SETTING UP A REFERRAL PATHWAY – 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.	45
24	REFERRALS SHEET – This is a sample tracking sheet for referrals. It should only be completed by the identified focal point for referrals.	48



