



Key Messages on Protection, Safety, Well-Being and Services

Humanitarian Access, Information and Services

- Humanitarian workers are here to support persons in need due to the earthquake, this includes staff from local and international organisations, as well as from United Nations. Their only objective is to help people affected by the earthquake. They work where the needs are and try to respond to those needs. You should not feel ashamed to seek support.
- Relief assistance has no conditions. No one has the right to demand anything from you or your family in exchange for humanitarian assistance – it's free. If you are not sure where to get what services, inform a staff member from a humanitarian team in your location.
- You do not need a Tazkera or any other documentation to obtain the first immediate relief assistance that saves your life or the lives of your family members.
- You are entitled to know what you are receiving. Those who are responsible for providing assistance should answer your questions.
- Be aware of people without appropriate identification offering you services, services that are different from other services already provided. Inform immediately someone you trust if you feel unsafe.
- Women and girls have the right to request a separate space or location to receive relief services to ensure you are safe and protected when receiving assistance.
- Know where your family members are at all times – always tell someone where you will be going and when you will be back.
- Relief/Humanitarian employees have no rights to harass you and your family member during delivery of services. If you observe any incident of harassment, you have two options;
 - You can contact the Awaaz Humanitarian Call Centre by dialling the number 410 free-of-charge. Awaaz provides a confidential hotline that anyone with access to a mobile phone in Afghanistan can call for free to access information and register feedback about the humanitarian response. Awaaz can be contacted seven days a week and female and male agents are available who speak Dari, Pashto, Urdu, English, as well as other language
 - Or inform a member of humanitarian staff on the ground whom you trust to take forward your complaint without repercussions.
- Weapons of any kind are not allowed in relief sites. If you know of someone who is carrying or using a weapon, report them to site management immediately.



Earthquake affected families

- If you have to leave your home or village, make sure you do not leave anyone behind. Vulnerable population like children, persons with disabilities, older persons may need help to be evacuated – do not forget them.
- If you and your family are moving from your home to an evacuation centre or another safe place, stay together so that no-one gets lost along the way. If you can, make sure to take your important documents with you, such as legal identity documents and documents relating to your home or land.
- Remember that children and adolescents, pregnant and lactating women, mothers with young children, women headed households, women with no support, persons with disabilities and older persons require specific support to address their needs. Act together as a community to keep them safe and supported.
- Help by assisting those who need special support. This applies particularly to women and children with no family support (e.g. widows), women headed-household, persons with disabilities, older persons, and child-headed families. If you see that they are not assisted contact the humanitarian workers.
- In this difficult situation, people may try to take advantage of those who are vulnerable, including children and young people, women and persons with disabilities. Do not let this happen to members of your family/community.
- Women and adolescent girls in emergency situations have specific needs of privacy, hygiene and wellbeing. Take steps to ensure woman and girls are involved in decision making process such as assessment and planning service delivery including distributions and allocation of shelters.
- As a community member, you should ensure that women, men, boys and girls, older persons and persons with disabilities are equally participating in the design and location of facilities and distribution points.
- Service Providers should NOT separate children from parents, family members, siblings, or trusted adults they are travelling with, unless you have reasons to believe that the child is at imminent risk. If you witness so, please do report to a child protection worker or a humanitarian actor or please report to the Awaaz Humanitarian Call Centre by dialling the number 410 free-of-charge
- If a child is alone, DO NOT assume the child is lost or unaccompanied. The parent/caregiver may be close by. Verify whether the child is lost, unaccompanied, or separated by asking the child and asking people nearby if they know the child. Unless there is imminent danger, remain at that location with the child. This is in case someone is looking for the child. And DO NOT promise the child that you will find his/her parents or caregiver. As a last resort please do report to a child protection worker or a humanitarian actor or please report to the Awaaz Humanitarian Call Centre by dialling the number 410 free-of-charge.



Safety from Dangers and Injuries

- Protect yourself, your family and others from further injury or harm - we are all facing this disaster together and together we will help each other to recover from it.
- Keep children away from dead bodies and animals, unknown objects, ditches and holes, wrecked buildings and rubble since this may pose risk of harm and injuries to them.
- Educate and train children on their hygiene, where possible ensure access to safe drinking water, wash hands and consult with or inform health workers in case you observe any abnormal illnesses experienced by your children.
- Do not pick up or touch ANYTHING that you do not recognise. It could be an explosive device which could injure or kill you or your family.

Dealing with Psychosocial Distress and Promoting Overall Well-Being

- Be supportive: keep yourself, your family members and community healthy and protected. Anxiety, suffering, hardship and stress often create tension even within the family – be patient and kind to them.
- Seek out activities that make you feel safe and secure – talk with family and friends; do exercises; return to normal work or school activities where possible.
- Helping your family to return to normal activities and daily routines will also help you to feel better.
- Let children play with other children, where possible help and encourage them to forget about what has happened few days ago.
- During and after a disaster, it is natural to experience different and strong emotions. Coping with these feelings and getting help when you need it will help you, your family, and your community to recover from a disaster. Connect with family, friends, and others in your community. Take care of yourself and each other and know when and how to seek help.
- Initiate activities based on your skill and ability of coping with these new challenging conditions, know your limits and do not try to take on more than you are able to cope with.
- Practice individually or in group any well-being advice, counselling or psychosocial supports you have received from a reliable source.
- Be empathetic and kind with children who lost their parents and adults who are distressed.



Protection of Children from Abuse, Exploitation and Harm

- If you see or hear a child being hurt (physical, emotional abuse etc) by an adult or another child ask them to stop or seek help to stop it.
- Try to make sure that children are accompanied or supervised by a trusted adult when walking or playing away from their families or when using latrines or bathing areas.
- Beware of people offering to care for your child or offering jobs or education in the city (in exchange for food, shelter, medicine, money). Your child may be at risk of being harmed or exploited. Know where your children are and who they are with and inform authorities, community leaders or humanitarian workers if suspicious people are observed.
- It is expected and normal for children and adults to be emotionally distressed by the disaster. If children are emotionally affected LISTEN to their concerns. REASSURE them that these feelings and behaviour are normal and not because they have done anything wrong. LET them play with friends. ENCOURAGE them to go to school or/Child Friendly Spaces. STAY POSITIVE and help them to return to normal by doing activities such as schoolwork, prayers, chores, sports, cooking, bathing and sleeping. MAKE them feel loved and safe but do not promise things you cannot provide. TAKE them to see a counsellor at Child Friendly Spaces or health clinic if their reactions are extreme and/or last for a long time.
- Register your child at birth. Birth registration is free and helps to keep your child safe, allows them to get a Tazkera in the future and helps them to access health, education and other services. Ask the doctor or midwife how to register your baby or visit your municipal office.
- Tell your children and family that no one has the right to touch them or demand any unwelcomed actions or favours in exchange for humanitarian assistance.

Humanitarian Actors' Commitments

- Our staff are obliged to treat people with respect and not to exploit, abuse or otherwise discriminate against people. You can expect that the organisations assisting you and your community are managing resources responsibly for the benefit of your community. You should not be asked for anything in return for humanitarian assistance. If our staff behave inappropriately towards you or someone else, or you think that resources aren't being well managed you should. You can contact the Awaaz Humanitarian Call Centre by dialling the number 410 free-of-charge.
- You have the right to complain and to report any inappropriate behaviour, exploitation or abuse by aid workers, including any UN staff, and you should be protected from acts of retaliation.