



TRACK 8: Risk Communication and Community Engagement

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INFORMATION SYSTEMS FOR CRISIS RESPONSE AND MANAGEMENT

*“Theme: Embracing the Crisis Management
Lifecycle”*

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University of Münster and State Fire Service Institute North Rhine-Westphalia
<https://iscram2024.ercis.org/>

THE TRACK OVERVIEW

This track invites contributions that discuss innovative and inclusive approaches to improving risk communication and engaging communities in disaster management activities throughout the entire disaster management cycle, highlighting both technical and non-technical solutions.

Recently, there has been a shift in disaster management to a more holistic view of disasters to include the entire disaster cycle and to integrate community resilience into disaster management (Ryan et al., 2020). With the increased focus on community resilience, inclusive risk communication and community engagement have emerged as key strategies. Community engagement enables a better understanding of community needs and vulnerabilities, as different subpopulations are impacted and react differently to different hazards (Newnham et al., 2015). A major driver of community engagement is effective communication. Establishing inclusive communication practices can assist in enhancing engagement, as communication is the cornerstone of building trust between communities and disaster managers and increasing knowledge and awareness (Khan et al., 2022; Newnham et al., 2015).



Increasing community engagement and developing inclusive risk communication practices requires new, innovative solutions. To do this, collaboration between different actors, i.e. policymakers, first responders and communities, is essential (Meldrum et al., 2023). Additionally, previously siloed fields and their actors need to work more closely together and coordinate early on in the process (European Commission, 2018; Schot, 2001). Co-creation and participative development can increase collaboration between different stakeholders, as well as trust in and acceptance of new innovations (European Commission, 2018). This panel will explore current developments in innovation in community engagement and inclusive risk communication to further include communities in the disaster management cycle.

TRACK TOPICS

The conference theme “Embracing the Crisis Management Lifecycle” calls for emphasizing a holistic and integrated process view of crisis management to overcome isolated considerations of crisis management lifecycle phases. In keeping with the conference theme, this track will consider the involvement of citizens and communities in the entire disaster management lifecycle. As disasters increase in number and severity, communities will need to be better engaged throughout the cycle to increase resilience. To explore community engagement and inclusive risk communication, the following topics will be considered for this track:

- *Innovations in community engagement activities*

As mentioned above, community engagement is an important aspect of disaster management, as it allows for better understanding of community capacity, an increase in community empowerment and the ability to include communities in decision making. This track will consider new innovations, both technical and non-technical, in community engagement activities throughout the disaster management cycle.




- *Technical and non-technical solutions for inclusive risk communication*

One aspect of community engagement is improvements to risk communication practices, taking into account the specifics of communicating with vulnerable groups on a local level. Addressing vulnerabilities when developing risk communication leads to more inclusive, accessible information for all. This track will consider both technical and non-technical solutions for producing more inclusive risk communication at the local level.

- *Innovations to include vulnerable groups in community engagement*

Vulnerable groups are traditionally less involved in disaster management, and are also typically left behind in current community engagement activities. To increase resilience, these vulnerable groups should be included in engagement activities, as their needs will be better addressed by understanding what their needs are. This track will consider new innovations, both technical and non-technical, to include vulnerable groups in community engagement.

TRACK CHAIR AND CO-CHAIR

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