Multi-channel Communication with Communities Network Mapping Template

Use the table below to populate with as much information as possible about the different communication channels that are applicable to your context.

|  |  |  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- | --- | --- |
| Channel Types | Channel Description | Channel Audience | Channel Language | Channel Contact Information | Channel Accessibility Information | Channel owners | Open or Restricted Channel |
| Digital Channels | | | | | | | |
| WhatsApp Chat | i.e Dedicated WhatsApp chat available 24/7 in locations A and B. | i.e Refugees, Internally Displaced people (IDPs). | i.e operators can respond in Arabic, French, English. | i.e  For location A  +000 000 00001  For location B  +000 000 00002 | i.e use of text, voice and recordings. | UNHCR Field Office location A. | i.e Open Channel. |
| SMS Messages |  |  |  |  |  |  |  |
| Email |  |  |  |  |  |  |  |
| Online Chat |  |  |  |  |  |  |  |
| WhatsApp Communication Trees |  |  |  |  |  |  |  |
| Hotline/Helpline/ Call Centre |  |  |  |  |  |  |  |
| Video Calling |  |  |  |  |  |  |  |
| Facebook Groups |  |  |  |  |  |  |  |
| YouTube or Video Channel |  |  |  |  |  |  |  |
| Other Social Media Channels |  |  |  |  |  |  |  |
| Traditional Channels | | | | | | | |
| Face-to-face communications |  |  |  |  |  |  |  |
| Community Outreach Volunteers |  |  |  |  |  |  |  |
| Complaint Boxes |  |  |  |  |  |  |  |
| Radio Broadcasts |  |  |  |  |  |  |  |
| Community Gathering or Community Reference Groups |  |  |  |  |  |  |  |
| Community Centres |  |  |  |  |  |  |  |
| Helpdesk |  |  |  |  |  |  |  |
| Counseling Centre |  |  |  |  |  |  |  |
| Reception Centres |  |  |  |  |  |  |  |