

# **CITIZEN JOURNALISM, COMMUNITY PROTECTION & THE EARLY WARNING, EARLY RESPONSE SYSTEM**

Building the capacity of Human Rights Defenders, Advancing Peace  
within Communities



## **A Training Manual for Human Rights Defenders**

**Heal Zimbabwe Policy and Research Department ©2016**

## **FOREWORD**

This module was prepared for capacity development of human rights monitors (HRMs) and Communities on Citizen Journalism. The objective of improving capacity of HRMs is to enable them to actively participate in sustainable implementation of an early warning and early response system for community protection. Prepared in simple language, the module may be used on a training of trainer model, making it sustainable to rollout trainings for a larger group of HRMs.

# TABLE OF CONTENTS

FOREWORD.....	ii
TABLE OF CONTENTS.....	iii
FACTS ABOUT HEAL ZIMBABWE.....	1
1. INTRODUCTION.....	1
2. CITIZEN JOURNALISM AND COMMUNITY PROTECTION.....	1
a) Safety Measures for Human Rights Monitors.....	1
b) Community Protection Measures.....	2
c) Tips on What to Do After Being Arrested .....	4
d) What to Look Out For During Elections .....	5
3. WHY CITIZEN JOURNALISM AND COMMUNITY PROTECTION TRAINING.....	6
a) What is NEWS?.....	6
b) Characteristics of News.....	7
c) Where Does News Come From? .....	9
d) Structure of Alerts (5 Ws And H).....	11
e) Defining the categories of HZT Considered Alerts .....	11
4. UNDERSTANDING AND MITIGATING RISK .....	13
5. EARLY WARNING AND EARLY RESPONSE .....	14
a) Definition of Terms .....	14
b) Early Warning Tools and Systems .....	14
c) Early Response Tools and Systems .....	16
6. DEVELOPING AN EARLY WARNING AND EARLY RESPONSE SYSTEM.....	17
a) Early Warning.....	17
b) Early Response .....	18
c) Early Warning and Early Response Tools to Systems .....	19
d) Methods and Models of an Early Warning and Early Response System .....	20

## **FACTS ABOUT HEAL ZIMBABWE**

Heal Zimbabwe Trust (HZN) is a civic society organisation that was established in 2009 to promote community peace, healing and reconciliation. Acknowledging the effects of Zimbabwe's historical episodes of violence and conflicts, the recent being the 2008 electoral related violence, HZN sought to facilitate community healing, build peace and facilitate reconciliation and social justice in affected communities of Zimbabwe. HZN has, within its short period of existence, developed reputation and relationships of trust in dealing with socio-cultural, economic, environmental and political conflicts affecting our communities. It is within this context that HZN works with local communities and government structures to promote peace, national healing and reconciliation.

### **Mission**

Our mission is 'to prevent and transform conflicts with a particular

focus on social justice and human rights.'

### **Vision**

HZN envisions 'A peaceful and prosperous Zimbabwe that celebrates diversity in local communities.'

### **Objectives**

- To contribute to peaceful and tolerant local communities in Zimbabwe through advocacy and lobbying and providing psycho-social support services
- To raise awareness among communities to understand the causes and effects of conflicts in Zimbabwe
- To prevent, mitigate and manage socio-political, environmental and economic conflicts that affect communities in Zimbabwe
- To improve local communities leadership and citizens' capacity to address conflicts within their communities.

# 1. INTRODUCTION

This Training Toolkit is a guide for Human Rights Monitors training. The guide provides an overview of the practice of citizen journalism and early warning and early response systems. Human Rights Monitors will learn different ways of assessing the socio-political and economic environment that can potentially cause conflicts within communities. Heal Zimbabwe expects the trained monitors to be able to identify and mitigate risks within their communities. Two central objectives of building the capacity of communities are;

- a) To enhance communities capacity to protect and prevent conflicts within their communities
- b) To ensure that communities are well organized to assess and capture accurate information on the possibilities of political hostility and probable escalation of politically induced violence.

## 2. CITIZEN JOURNALISM AND COMMUNITY PROTECTION

The module under this section aim;

- To equip participants with basic community protection mechanisms.
- To develop skills for monitoring and recording incidences of human rights violations.
- To improve participants' knowledge and skills to gather and disseminate info.

### a) Safety Measures for Human Rights Monitors



- i) HZT should always be briefed on the dangers of a given task of getting information at community level so that a decision of pursuing

the information is worthy compared to the risk at hand.

- ii) The HRMs whereabouts should always be known to close family member for easy contact in case of an emergency or other trusted members of the HZT family especially when you feel you have sensitive information.
- iii) You should always have your cell phone at hand. In Zimbabwe it is advisable to possess two handsets of different networks because of the unreliability of the network services.
- iv) Never get into hostile environments alone, you should always hunt in packs during election time.
- v) When getting into dangerous political areas, citizen journalists should know when to retreat.
- vi) Always re-evaluate the risks involved.
- vii) Lower your profile when hunting for news in dangerous territories and do everything possible not to attract attention to yourself for you will not only be a danger to yourself but to others.
- viii) Never carry a gun or weapon.
- ix) Get first aid training; it may help you or a friend

## **b) Community Protection Measures**



- **Identify the influential people in communities** – Public officials like chiefs, village heads and District administrators are influential in communities. Human rights activists must strive towards ensuring a working relationship so that they can protect communities when they are under attacks. This is very difficult to achieve but, it's critical to attempt such an approach.
- **Name and shame** – If communities identify a leader in organized violence against their communities they need to name such ring leaders. HZT will then circulate the names, if possible with pictures so that they are pressured to stop such organized terror.
- **Keep HZT informed** – when the communities are under siege, they must keep HZT informed of such developments. In doing so, the media will also be briefed which will put pressure on the government to stop such organized attacks on the community.
- **Keep important numbers in your phonebook** – Human rights activists must keep important numbers such as the Zimbabwe Lawyers for Human Rights (ZLHR), Counseling Services Unity (CSU) and the police. The police is critical for reporting criminal attacks by organized groups or forces bent on violating human rights.
- **Travel in groups** – Targeted attacks usually happen when human rights or political activists separate themselves from people of like thinking.
- **Attend forced activities** - As a safety measure, attend forced meetings or activities irrespective of political orientation so as to ensure safety during political hostility.
- **Avoid putting on party regalia** – irrespective of one's political affiliation; it is a precautionary measure to avoid putting on political party regalia even during the period of relative peace.

- **Avoid head on confrontation** – when you have identified ring members of a militia group, avoid head on confrontation with such elements. People of such behavior usually bank on institutional support.
- **Avoid carrying weapons** – during election period, there are weapons that are banned. Ensure that you are not found with such weapons in your possession.

### **c) Tips on What to Do After Being Arrested**

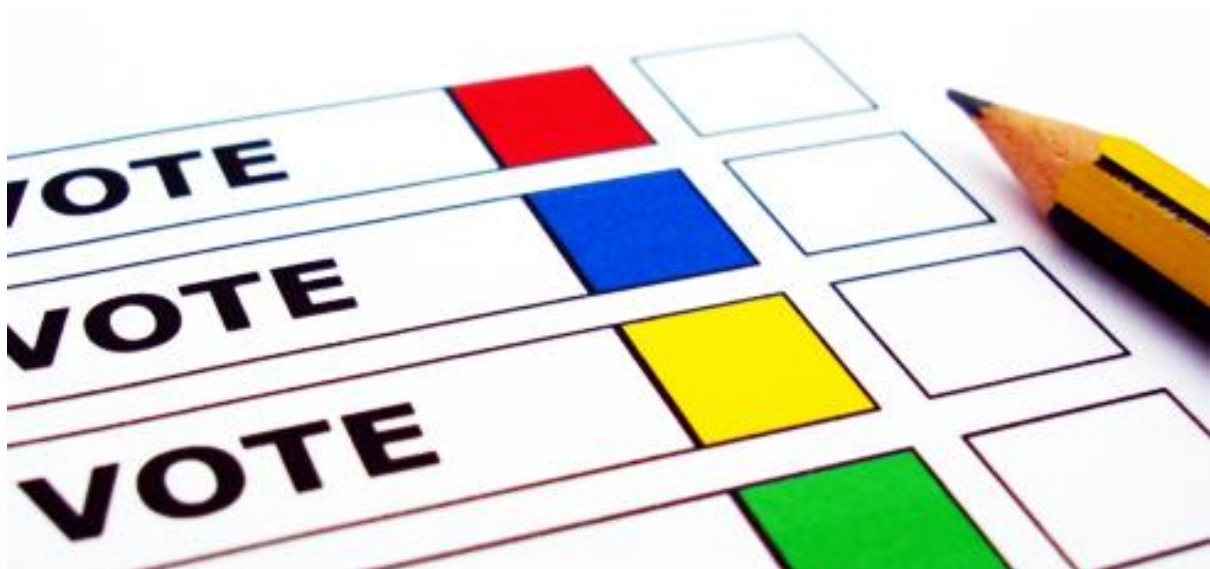


- Do not resist arrest, even if you believe you are innocent. You will be arrested anyway, and then you'll have the additional charge of Resisting Arrest. Also, the police are more likely to hurt people who resist arrest.
- If you are told that you are under arrest, give only the name, address, and telephone number of your immediate family who are useful or Lawyers for Human Rights. This information is needed in setting bail.
- You have a right to remain silent. Say only, "I want to talk to a lawyer." If the police continue to question you, give general information that is obvious. Also, do not speak on a video tape request, your lawyer speaks on your behalf. The police's main objective is to drive towards a situation whereby you incriminate yourself. If you're arrested with somebody else, don't talk with them about the incident in the back of the police car for the vehicles might have recording devices.



- iv) You have a right to make one phone call to your family, lawyer, or organization (remember the phone you use may be tapped). Preference of that phone call should be made towards someone who will relay that message to people who are helpful like your lawyers or the media.
- v) Do not act defiant or talk about filing complaints. You do not want the police to retaliate against you while you're in their custody.
- vi) You might be handcuffed searched, photographed, and finger-printed.
- vii) Try to get the names and badge numbers of the police who arrested you or deal with you in the police station.
- viii) When you give information under torture circumstances, deny the information when you are in court and prove that the information was obtained under duress.

#### **d) What to Look Out For During Elections**



- The Electoral Laws Act
  - a) Under the amendment, members of the police force, defense forces and prison service may no longer be seconded as staff of the

Commission except where their services are required for provision of security.

- b) Police officers will however not be allowed in polling stations.
- c) The law states that the voter's rolls should be more accessible to the public and that ZEC shall provide copies of rolls at cost to candidates and political parties, in both print and electronic versions.
- d) ZEC is required to provide a sufficient number of conveniently situated polling stations and to allow input from political parties on their location.
- e) After counting of votes at polling stations, results to be displayed to candidates and agents and posted outside polling stations before being transmitted to constituency centre.

NB: If you see any violations regarding any of the above during the period ahead of elections you need to raise it as an alert with the HZT offices.

### **3. WHY CITIZEN JOURNALISM AND COMMUNITY PROTECTION TRAINING**

The general trend with which the country behaves during the electoral period has been that characterized by organized attacks on pro-democracy forces, opposition players and civil society.

#### **a) What is NEWS?**

The definition of news is not commonly shared and attracts different meaning and interpretation at different stages, moments and period. However, for the purpose of this module and training, we shall adopt the Oxford Dictionary definition which defines news as:

- *Newly received or noteworthy information, especially about recent events: I've got some good news for you*
- *(the news) a broadcast or published report of news:he was back in the news again*
- *(news to) informal information not previously known to (someone):this was hardly news to her*
- *a person or thing considered interesting enough to be reported in the news:Chanel became the hottest news in fashion*

This shows that news has certain characteristics that the citizen journalist should always sniff out and try as much as is possible to be the first one to relay the information as accurately as is possible with minimum levels of mistakes so that one remains a credible source of information for the relevant stakeholders

Journalism as defined by the Oxford Dictionary is, *"the work of collecting and writing news stories for newspapers, magazines, radio or television."*

We are now in the era of citizens also breaking a story which will then be captured in the mainstream media industry.

NB: The HRMs should supply information in time to break the news.

## **b) Characteristics of News**

### **i) Timeliness**

- The HRMs should be quick to note that if something happens today, rather than yesterday, it has the higher chances of being news. Therefore, HRMs must strive for current information on the nature of political violence in their respective communities.

- The stories occurring today or yesterday, not several weeks ago must be reported at the speed of lighting before others report them. When reporting a story that occurred even hours earlier, aim to look for fresh angles and new details around which to build the story.
- *For example, if there is a violent encounter between two political parties, its news worthy if it is recorded and communicated to HZT as an alert today than trying to report it three weeks later.*

## ii) Impact

- If something affects readers physically or emotionally, it just might be news. Reporters stress important information that has an impact on their audience: stories that affect, involve or interest thousands of readers or viewers. *E.g. If a Governor of the province threatens to deny food to people on the basis of political affiliation. This affects many people at a large scale both emotionally and physically.*

## iii) Prominence

- If something happens to a recognizable person, it just might be news.
- If a vegetable vendor catches a cold, no one cares, except that person's friends and family. If a known human rights or political activist commits acts of arson, destroying property of people from the other political divide, then that's news which must be captured and relayed to HZT.
- However, proximity can be psychological: stories in the Democratic Republic of Congo (DRC) in 1998 feel "close to home" because Zimbabwe had troops there, so an explosion there was as good as "local," while an explosion in, say, Iraq had no significance in the country. By the same token, political violence in Buhera (Manicaland),

is as good as political violence in Harare, therefore there is need to record such events so that they are shared nationally.

#### **iv) Singularity (novelty)**

- If something has never happened before, it just might be news. Deviations from the normal, unexpected or unusual events, conflicts or controversies, drama or change are more newsworthy than the commonplace.
- If a chief in your community calls for non-politicization of food, or respect of opposition, or the need for non-selective application of the law, that is automatically news that needs to be recorded and transmitted to HZT for further circulation as an alert.

#### **v) Conflict or controversy** If somebody is struggling with a problem, it just might be news.

- Two people from different political parties or same political parties arguing about a socio-political and economic issue are more newsworthy than two people who agree about that issue.
- The tension between the subjects creates the conflict that often makes a story dramatic and interesting to read. While conflict between groups can be viewed as negative news, it often provides stakeholders with different opinions about policies and problems.

#### **c) Where Does News Come From?**

- Now we know what makes news. The following are the main areas of life in which we expect frequently to find news stories. For each category below, think of at least one event or situation which could make a news story in your own society.

- **Conflicts:** This category includes violence, strikes, revolutions, secessionist groups, tribal and clan fights, elections and the power battles of politics.
- **Disaster and tragedy:** This may include politically motivated killings, arsons, maiming, rape, harassments, hunger, politicization of food distribution.
- **Crime:** Any crime can be news, whether it is a road traffic offence, break and enter, corruption, forgery, rape or murder - but more serious crimes or unusual crimes generally make bigger news stories. More importantly when the crimes are being committed by people who occupy public office or political office.
- **Famous people:** Prominent men and women make news. What people in the public eye do the lives they lead and what they look like, are all of interest. It is especially newsworthy when they fall from power, lose their money or are involved in scandal.
- **Human interest:** There are often unusual and interesting aspects of other people's lives which are not particularly significant to society as a whole. Stories about these are called human interest stories. Examples might be children being left destitute after their parents were killed during political violence; the recovery process of those who were victimized during the national events like elections; or displacements of people from communities as political temperatures rise

#### **d) Structure of Alerts (5 Ws And H)**



- When capturing human rights violations that are to be transmitted to HZT, the information gathered should follow the format of how newspapers' stories are written. This is done through capturing the 5 Ws and an H.

You should not try to give too much detail in the introduction. The six main questions which HRMs try to answer are:

- **Who? What? Where? When? Why? and How?** - they all need to be answered in your news story, but they should not all be answered in your introduction. Try to remember these questions as The Five Ws and H - **WWWWWH**.
- For each of those six key questions, you will need to ask whether this detail makes the story news. For example, who was beaten? A woman called Mary Musonga. Supposed it had been somebody else - would the story have been stronger, weaker or the same? Only if this detail makes the story stronger should it be in the introduction. The golden rule for introduction writing is **KISS - Keep It Short and Simple**

#### **e) Defining the categories of HZT Considered Alerts**

- The HRMs for HZT are literally the eyes and ears of the organization at community level. They are the people who collect the information that HZT will disseminate to the whole world and keeping the stakeholders informed on the state of the political environment in Zimbabwe. They should therefore capture the human rights violations

under the following categories which in the work of HZT constitutes an alert and monitoring:

- **Assault, intimidation, torture** – This when a human rights activist, general person or political party activist is beaten up, tortured or harassed for his or her political ideologies, convictions or work. Once the HRM finds out such a development, relay it to HZT as soon as it happens.
- **Arson, intimidation and harassment** – HRMs must immediately report any incident that involves the organized destruction of property and livelihoods on political grounds to HZT.
- **Unfair distribution of food aid** – The HRMs must record any incident of biased food aid distribution and report it to HZT so that it can be captured as an alert.
- **Disruption of rallies or public gatherings** – if the HRMs witness or receive information on disruptions of rallies, political gatherings, civic organizations meetings or riot situations, they must immediately relay the information to HZT.
- **Eruption of violence** – the eruption of violence in communities must be recorded immediately as it is a key indicator to gauge political environment temperatures

NB: When capturing the violations, the HRM must record the following details:



- Full name of the person involved *e.g. Rukudzo Rurevo*



- Place where the violation occurred *e.g Chiendambuya Village in Headlands*
- What really happened *e.g. Chigotwe family displaced from their family home for supporting a political party of their choice*
- Reasons why it happened *e.g Chief X thought the Chigotwe family was mobilizing against his political party of choice*
- How it happened *e.g The Chief's supporters pounced the homestead of Chigotwe families with machetes and knobkerries driving the family out of the village on Tuesday 15, Feb 2016*

## **4. UNDERSTANDING AND MITIGATING RISK**

### **Role and Responsibility of HRMs (Citizen Journalists)**

- Respect for truth** and for the right of the public to truth is the first duty of the citizen journalist. This will save the HRM from attacks and simultaneously save HZT from sending out wrong information
- Check and recheck-check and recheck** the facts to avoid recording nonexistent stories or incidents of political violence.
- The HRM **shall not suppress** essential information or falsify information. This will help HZT to assess the political temperatures and remain an authoritative source of information on violations
- The HRM **shall do the utmost to rectify** any published information which is found to be harmfully inaccurate, through alerting the office of such developments so that a retraction can be made in time
- The citizen journalist **shall observe professional secrecy** regarding the source of information obtained in confidence. This will ensure that the sources of information will keep on giving you more information

## 5. **EARLY WARNING AND EARLY RESPONSE**

### **a) Definition of Terms**

- **Disaster** is a sudden, overwhelming and unforeseen event. Disasters are classified into natural and man-made or human.
- **Conflict** is a man-made or human disaster that ensues from rising tensions among two or more different parties.

Conflict prevention requires careful monitoring of indicators of rising tensions and taking measures to ease them.

- **Early Warning** consists of systematic data collection, risk analysis, and the transmission of information with recommendations to targeted recipients.
- **Early Response** systems refer to timely and appropriate prevention initiatives, usually undertaken during early stages of perceived disasters, in this case, potential violent conflict.
- **Early Warning and Early Response System** – is a fully integrated cycle of timely and appropriate interventions to prevent occurrence of disasters through continuous learning and improvements on analysis of collected data.

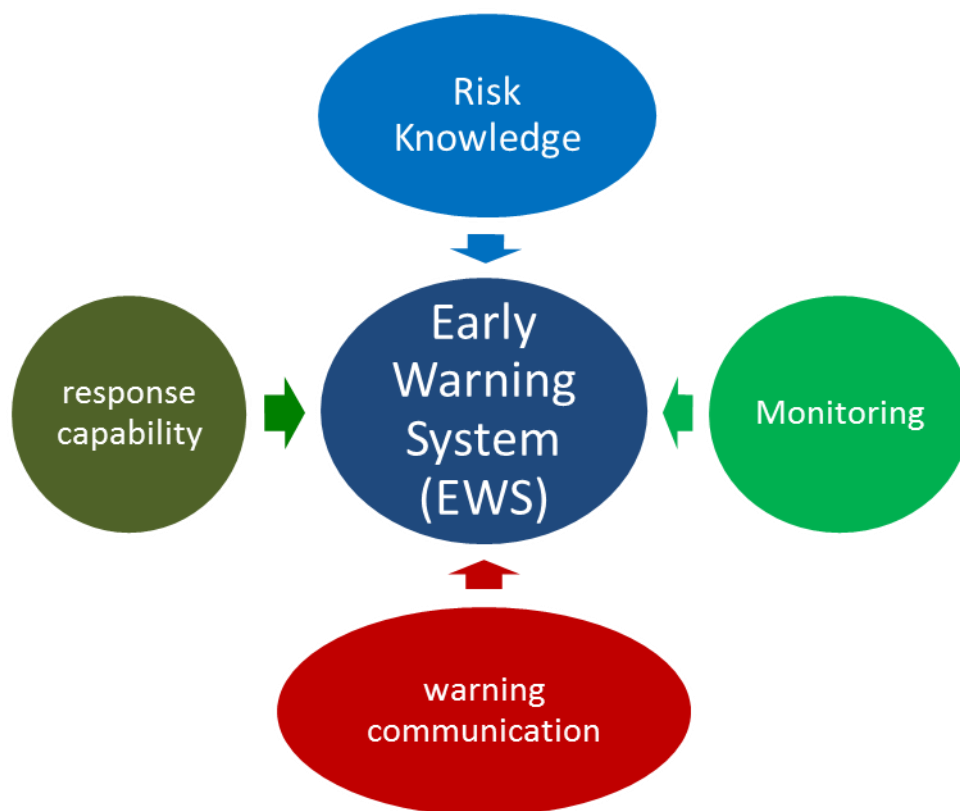
### **b) Early Warning Tools and Systems**

Early warning was primarily envisaged as a tool meant to save life. It sought to prepare response effort to prevent significant impact of war. Early warning evolved from being an activity to an integrated process of continuous monitoring of set of activities through application of quantitative and qualitative tools and methods.

Quantitative Early Warning Tools provide strong predictive capabilities, looking at the magnitude and extent of potential disaster. Quantitative tools provide the numbers which can be mapped into predefined indices for

disaster or risk classification. Quantitative tools predict impact levels, thus inform the amount of response effort subsequently required.

Qualitative Early Warning Tools provide an in-depth understanding of causal elements. Qualitative tools detail contextual analysis, thus provides basis for planning a response framework. Qualitative tools play a significant role in informing the appropriate response required. A functional EWS works when there are four key factors that are feeding into each other namely: risk knowledge; monitoring; response capability and warning communication as summarised by the diagram below:



Risk knowledge	Monitoring	Response Capability	Warning Communication
This builds the baseline understanding about risks (hazards and vulnerabilities) and priorities at any given time. In this case the participants in the training have one way or the other a critical understanding of the levels of risk involved in their respective communities. In general terms the closer we are to high stakes national processes such as elections, the higher the risk of politically motivated violence. This becomes the baseline knowledge for the human rights defenders which will inform the structuring of the EWS.	This entails the logical follow-on activity to keep up-to-date on how those risks and vulnerabilities change through time. It helps to keep track of the indicators of the much feared volatility. Human rights defenders should be very clear on what they are monitoring i.e. the indicators should be defined and shared so that all the stakeholders are on the same page.	It entails that on each level being able to reduce risk once trends are spotted and announced — this may be through the use of agreeable communication tools by the stakeholder such as secure mobile phone technologies	The action point is on the ability by the information animators and other human rights defenders to package the monitored information into actionable messages understood by those that need, and are prepared to hear them. This is the actionable phase which completes the role of the primary extraction of information before it is disseminated to Heal Zimbabwe Trust for second level interventions such as lobbying government arms, triggering international community alert system and feeding into the respective media platforms.

### **c) Early Response Tools and Systems**

Disaster response has equally evolved from panic reactions, which are characteristically uncoordinated, ineffective and very expensive. Early response involves the use of early warning information to implement a well thought through plan to avert disaster.

With time, early response may be informed substantially by interventions which were made before on a similar disaster. Lessons learned are applied to mitigate or totally prevent the effects of future reoccurrences of a similar disaster and, at the same time, make preparations to respond, should it recur.

Most disasters have sudden impact. An early warning that is timely issued lessens the impact. Populations can be alerted to disasters and the potential for politically motivated violence through the timely collection and analysis of data.

## **6. DEVELOPING AN EARLY WARNING AND EARLY RESPONSE SYSTEM**

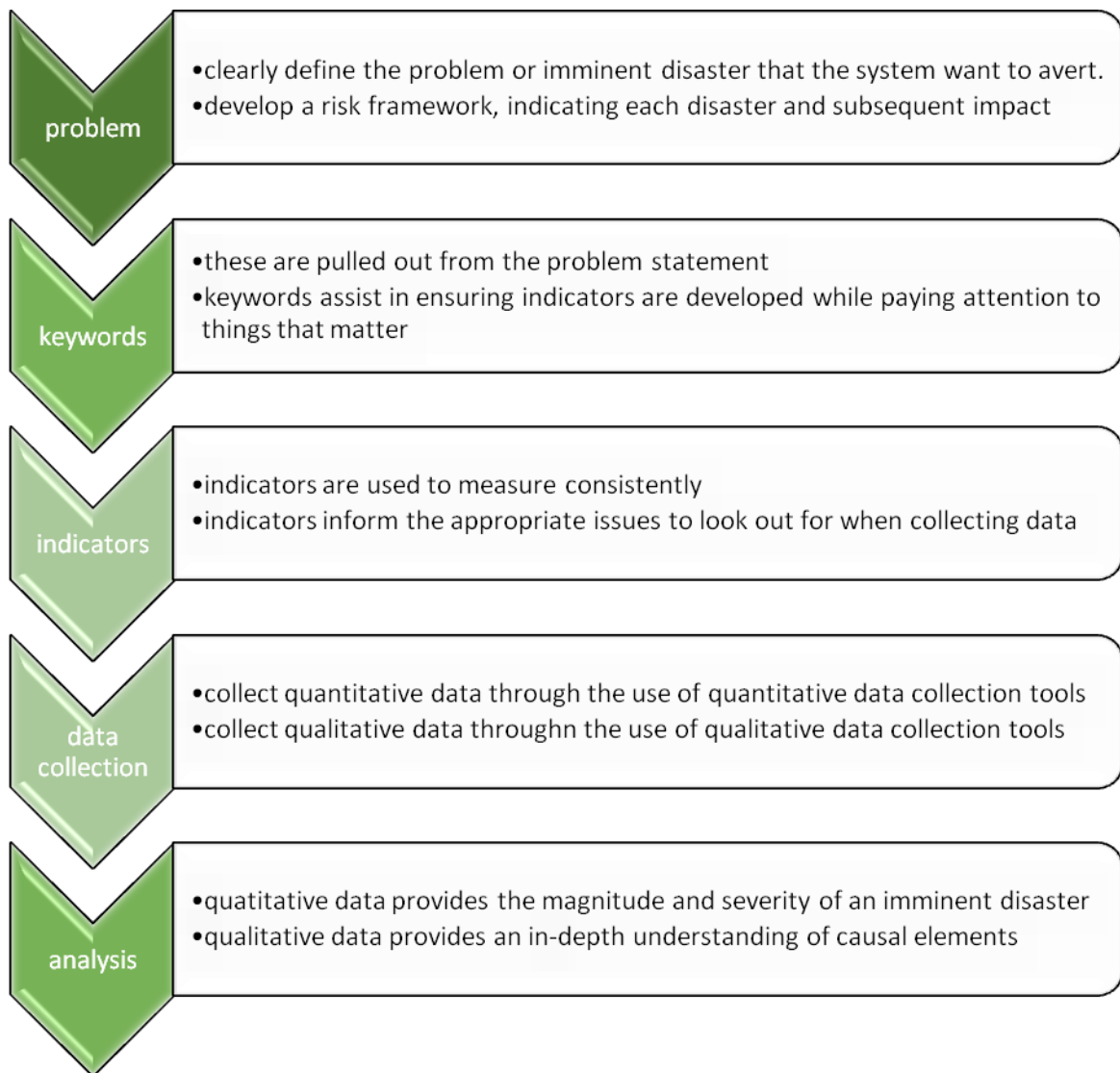
Development of Early Warning and Early Response Systems came as a reaction to eventualities, mainly those with a negative impact that happen while people are not well prepared for such.

This particular module focuses on developing an early warning and early response system for politically motivated conflict, a man-made or human disaster.

An early warning and early response system must have functionalities that will allow **REAL-TIME** evidence based prediction (**EARLY WARNING**) of politically motivated violence and more importantly put measures to avert occurrence (**EARLY RESPONSE**).

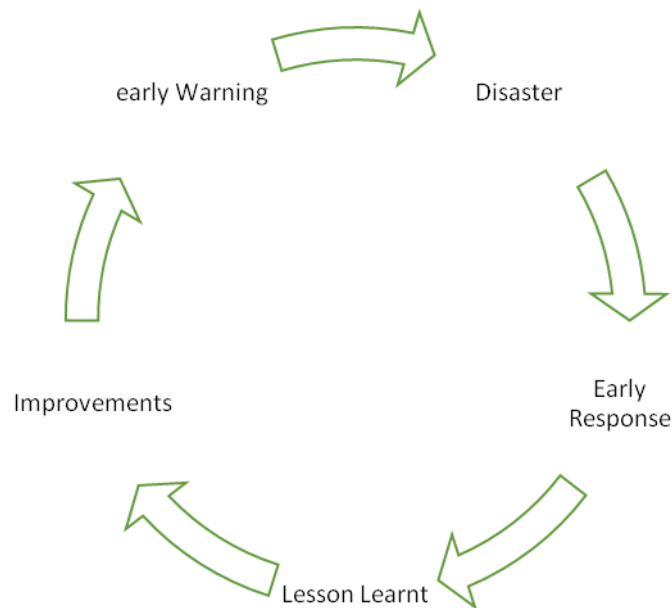
### **a) Early Warning**

Development of an Early warning system follows five (5) important stages.



### **b) Early Response**

An early response system is a cycle that improves with time, through learning from responses implemented at a similar or related disaster.



### **c) Early Warning and Early Response Tools to Systems**

The need for an Implementation plan with timelines, resources and persons responsible. It identifies resources, conducts situational analyses, maps vulnerabilities and sets out a training plan.

Looking at community resources which could provide assistance in disasters, these include shelters, warehouses, energy sources, community organizations, fire and police stations, financial institutions and health and education facilities. Resources also include community organizations or groups which can effectively participate in disaster management at the household level. Key contact personnel from various organizations and from each population area are identified with contact numbers. This part of the plan must be updated regularly as it is likely to outdate quickly whenever people's positions change.

No matter how much preparedness has taken place, a disaster system is judged mainly by its response. Among the items included are a standard disaster assessment instrument, a register of messages and dispatch of vehicles and personnel. An important part of any response is the

coordination and linkages with other organizations which will play a part in assisting the populations affected. Criteria are established in advance covering such areas as evacuation, transportation, the location of emergency shelters, surveillance for disease outbreaks and triage of injured persons.

#### **d) Methods and Models of an Early Warning and Early Response System**

Technological advancement has seen greater improvement in the accuracy of early warning and early response systems. Increased participation of local communities is witnessed by the use of mobile phone technologies as data collection and transmission tools.

The use of Mobile Phone Technology as backbone infrastructure of the Early Warning and Early Response System enables Heal Zimbabwe Trust to be able move from reporting on historical information to REAL-TIME interventions. Heal Zimbabwe Trust will be able to within the shortest Turnaround Time (TAT), provide assistance in communities. Heal Zimbabwe Trust will instantly be able to alert and act on changing behavioral trends and/or pattern on data collected which is suggestive of imminent occurrence of political motivated violence

The implementation of the Mobile Phone Technology, gives referrals organizations sufficient time for planning. Timeous information from the Early Warning and Early Response System provides a good lead to Partners in coordinating assistance/aid to persons/communities affected. The Mobile Phone Technology provides REAL-TIME detailed data and information on occurrence of politically motivated violence, thus equipping interests groups with grounded evidence-based campaigns



**Table: Stakeholder Segmentation in the Early Warning and Early Response System for Heal Zimbabwe Trust**

<b>Group/Stakeholder</b>	<b>Description</b>	<b>Subscription</b>
<b>Heal Zimbabwe Trust</b>	Heal Zimbabwe Trust Personnel/Staff, including the Director and the Board	Members of this group shall be manually captured into the system with a signed list of authorized members.
<b>Human rights monitors</b>	Heal Zimbabwe Trust has HRMs who are trained on how to systematically collect data from respective communities and relay it to HZT	Members of this group shall be manually captured into the system with a signed list of authorized members.
<b>Referrals Organizations</b>	E.g. Counselling Services Unit (CSU), Zimbabwe Lawyers for Human Rights (ZLHR), where Heal Zimbabwe Trust refer affected persons/communities to.	Members of this group shall be manually captured into the system with a signed list of authorized members.
<b>Civil Society, among other interest groups</b>	These are interest groups such as Community Based Organizations (CBOs), and Churches, among other.	Members of this group shall either be manually captured into the system or automated depending on size, sensitivity, and preferences
<b>Partners</b>	These are strategic organizations that work with Heal Zimbabwe in implementing projects and programmes.	Members of this group shall be manually captured into the system with a signed list of authorized members.
<b>Communities</b>	The communities group shall be subscribed through an automated system with sub-groups of each location. Communities may want to further qualify the subscription.	Members of this group shall subscribe through an automated service

## Structure of an Early Warning and Early Response System

