



## What it is:

The CET is a comprehensive collection of policies, guidelines and tools for emergency response. Think of it like 'wikipedia' for emergencies – an online reference guide where you can search for any emergency topic!

The CET provides the policy, program and operational framework to assist CARE's management of emergencies. It aims to improve the quality of CARE's response to emergencies by

- establishing CARE's policies for emergency response
- outlining common standards and technical guidelines
- providing useful tools so that you don't have to 'reinvent the wheel'.

## Who it's for:

The CET is for everyone in CARE involved in responding to an emergency, but different people will use different parts. Individual users should select only the guidelines which are most relevant to their specific job. See the table below to see which parts relate to which people. The CET is for use by Country Offices, CARE International Members and regional offices.

## What's in it:

Part 1: Policy and Management Framework	Part 2: Programming Guidelines
<b>User: Everyone, especially CDs/ Senior Managers</b>  1. Introduction 2. Policy Framework 3. Basic Guide to Emergency Response 4. Emergency Management Protocols: A. Pre-conditions; B. Preparedness; C. Response initiation and start-up; D. Resource mobilization and management; E. Response quality 5. Key Policy Issues 6. Quality and Accountability	<b>User: Program Managers, Technical Program Staff</b>  7. General Programming Guidelines 8. Sector Guidelines: Shelter, WASH, food security, psychosocial, health, economic recovery, education. 9. Cross Cutting Issues: Gender, Conflict sensitivity, HIV/AIDS, Disaster risk reduction, Participation, Protection, Environment and disasters 10. Advocacy
Part 3: Program Management Guidelines	Part 4: Operational Guidelines
<b>User: Program Managers</b>  11. Emergency Preparedness Planning 12. Early Warning 13. Assessment 14. Funds Mobilisation 15. Proposal Writing 16. Donor contract management 17. Working in Partnership 18. Monitoring and Evaluation 19. Closure or transition 20. CARE Member program management guidelines	<b>User: Program support managers, functional staff</b>  21. Information Management 22. Media 23. Human Resources 24. Finance 25. Logistics 26. Commodity Management 27. Procurement 28. Administration 29. Telecommunications and IT 30. Safety and Security 31. CARE Member operational guidelines

## Critical chapters everyone must read:

- Chapter 2 Humanitarian policy framework. This outlines CARE's humanitarian mandate.
- Chapter 3 Basic guide to emergency response. This is a summary of the entire toolkit in one chapter! It is a quick guide to everything you need to remember.
- Chapter 4 Emergency management protocols. The emergency management protocols describe the way decisions are made and responses are managed.

## What is mandatory:

The CET is a combination of policies, guidelines and tools.

- Part I Policy and management framework, including CARE's humanitarian mandate and CARE's emergency management protocols, is mandatory.
- Guidelines and tools are not mandatory but highly recommended. It is expected CARE staff will follow them, adapting them as appropriate to local context.
- The following icon 📖 highlights the specific CARE policy which applies to technical guidelines.

## 10 ways to use the CET:

- Review it during emergency preparedness planning
- Use as a learning and training tool
- Follow the protocol instructions as a step by step guide to how to do things during a response
- Use the checklists to help with assessments
- Download the tools and use them
- Consult the key policy issues guidelines when you need to know CARE's position on an issue
- Cut and paste the text about CARE's capacity and approach in key sectors into proposals
- Use it during monitoring and evaluation to see how the response measured up against good practices
- Get online and talk to other emergency personnel in the discussion forum.
- Use it like an online encyclopedia to search for guidance on any emergency topic

## 5 ways to help roll out the CET

- Make sure that all members of your ERT team have a copy of the guidelines most relevant to their job
- Encourage your team members to browse the online toolkit and use the discussion forum
- Present the CET at a staff meeting, or run a small orientation workshop using the training resources
- When an emergency hits, send around the link to the toolkit and a reminder to team members to use it.
- Have key chapters translated into local languages



## Find the CET at:

[www.careemergencytoolkit.org](http://www.careemergencytoolkit.org)

## Logon with the following username and password:

### CARE Staff:

**Username:** [emergencytoolkit@careinternational.org](mailto:emergencytoolkit@careinternational.org)

**Password:** humanitarianmandate

### Partners:

Please request a logon for partners by emailing

[emergencytoolkit@careinternational.org](mailto:emergencytoolkit@careinternational.org)

## Navigating the CET:

- Use the menu across the top of the home page to scroll through the four parts of the toolkit.
- Select the chapter you are looking for from the drop down menu
- Use the menu bar on the left or the hyperlinks in the text to navigate within the toolkit to other pages
- You can also just use the search function

## Search function:

- Simply type key words into the search box on the home page to find what you are looking for.
- The search engine doesn't work offline. Instead, go to the Site Map to help you locate what you are looking for.

## Symbols:

	Checklist		Case Study
	Where to get help		Description of CARE's capacity
	Email address		CARE policy
	More information		Caution or warning

## Using the discussion forum:

- The CET has an online discussion forum where you can join discussions with other CARE staff
- Go to <http://careemergencytoolkit.org/forum/>
- Register as a new user
- Post questions, feedback or advice for other colleagues

## Training Resources:

- Presentation, facilitation notes and other materials for training are available from the Training Resources page.

## Downloading to your computer:

- Size is 120MB and time required is 10-30 minutes
- Click on the "download entire site" button on the home page and choose save
- Open the browser by clicking on the autorun file
- Get individual chapters by clicking on the "download page content" button at the top right of each page
- All annexes can be download by clicking directly on the link in the guidelines or the downloads page.

## Requesting a CD-ROM version:

If you are unable to download the CET from the web, a CD-ROM version can be mailed to you. Send a request [emergencytoolkit@careinternational.org](mailto:emergencytoolkit@careinternational.org)

## The CET pocketbook version:

A pocket book version of the CET is being developed and inputs to its design are invited. In the meantime, a collection of one page cheat sheets are available. Simply click on the pocketbook button on the home page and save to your computer.

## Available languages:

- English, French, Spanish, Arabic
- If you translate any of the CET, please send to [emergencytoolkit@careinternational.org](mailto:emergencytoolkit@careinternational.org)

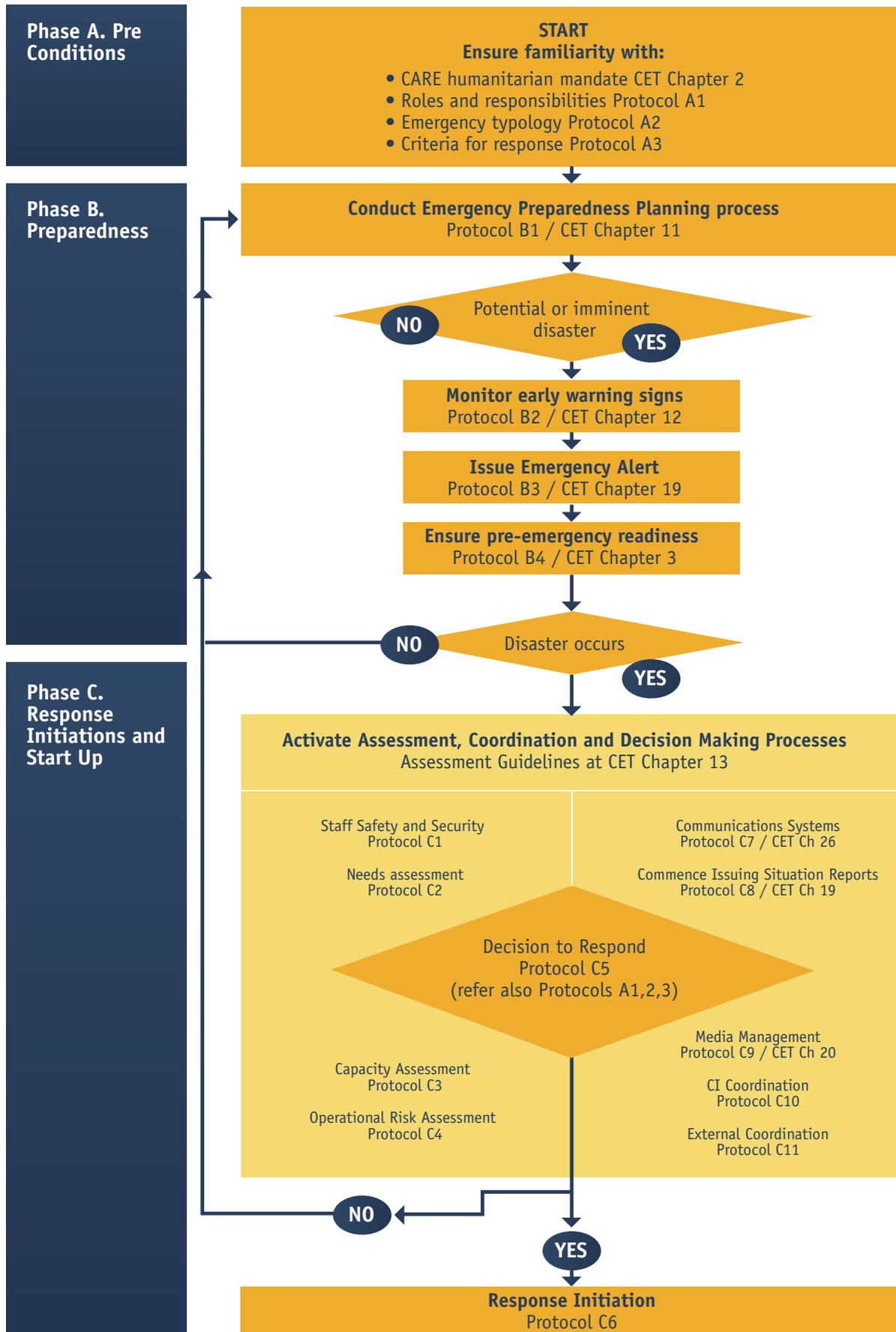
## Links, feedback, questions and help:

- These are all available by clicking the relevant buttons on the bottom of the home page
- Refer to the Frequently Asked Questions page if you have any questions. To request further help use the feedback form or email [emergencytoolkit@careinternational.org](mailto:emergencytoolkit@careinternational.org)
- For specialist technical advice see the 'Contact Us' page for a list of advisors by topic
- We hope to continuously improve the toolkit with 6 monthly updates. Your views can be submitted via the feedback form.



# WHEN TO USE THE CARE EMERGENCY TOOLKIT: A FLOW CHART

NOTE: **PROTOCOLS** PROVIDE INSTRUCTIONS AND MUST BE FOLLOWED **CET CHAPTERS** PROVIDE GUIDELINES TO ASSIST WITH MANAGEMENT





# WHEN TO USE THE CARE EMERGENCY TOOLKIT: A FLOW CHART

**Phase D. Resource Mobilisation and Management**

**E. Response Quality (Cuts across all phases)**

**Mobilise Priority Resources**

- Emergency Response Funds Protocol D1
- Fundraising Protocol D2
- Emergency Personnel Mobilisation Protocol D3
- Supply Chain Management Protocol D4
- Information Management Protocol D5
- Financial management Protocol D6
- Human Resource Management D7
- Registration and Legal Compliance D8

**Manage Scaling Up and Implementation**  
Guidelines CET Chapter 3  
PARTS 2, 3 AND 4 OF CET

Programming CET Part 2	Programme Management CET Part 3	Operations CET Part 4
Design Program Strategy CET Chapter 7	Secure donor funding CET Chapter 14	Information Management CET Chapter 21
Determine key sector interventions CET Chapter 8	Prepare proposals CET Chapter 15	Media Management CET Chapter 22
Address Cross cutting issues CET Chapter 9	Manage donor contracts CET Chapter 16	Human Resources CET Chapter 23
Address advocacy issues CET Chapter 10	Manage Partnerships CET Chapter 17	Finance CET Chapter 24
	Adapt M&E systems to emergency CET Chapter 18	Logistics CET Chapter 25
	CARE Member Programme management guidelines CET Chapter 20	Commodity Management CET Chapter 26
		Procurement CET Chapter 27
		Administration CET Chapter 28
		Telecoms and IT CET Chapter 29
		Safety and Security CET Chapter 30
		CARE Member Operational Guidelines CET Chapter 31

**Monitor Response Quality**

- Quality and Accountability - Protocol E1 / CET Ch 6
- Monitor and address policy and advocacy issues - Protocol E2
- Ensure adequate analysis of key issues - Protocol E3
- Ensure monitoring and After Action Review/ Evaluation - Protocol E4, CET Ch 6 and CET Ch 18

**Manage Recovery and Transition**

- Develop transition program strategy - Protocol E5, CET Ch 7 and Ch 19
- Manage scaling down and closure of programs - CET Ch 19
- Update Emergency Preparedness Plans

**Return to Protocol B1 / CET Ch 11**