

RESOLUTION No. XXI

**The Role of Communication Management in Assisting  
Veterinary Services**

CONSIDERING THAT

The regulation and control of international trade in animals and animal products must be based on rapid and flexible, national and international exchanges of quality technical and scientific information,

The development of information and communication technologies contribute to improving the functioning and the scientific, technical and operational output of Veterinary Services,

The transparency and quality of communication and information management, in particular in crisis situations, are national and international strategic issues,

Member Countries and the OIE must have access to adequate human, technical and financial resources in order to manage information and communication at the national and international level and methodological training in this field is indispensable,

THE COMMITTEE RECOMMENDS THAT

1. The promotion and management of information and communication become one of the priorities of Veterinary Services, particularly for reinforcing epidemiosurveillance systems, risk management, emergency response activities, information and involvement of livestock producers and consumers.
2. Member Countries assess their needs and their human, technical and financial potential available to develop information and communication systems to respond to both crisis situations and routine requirements.
3. The Government authorities of Member Countries provide adequate support for specific communication objectives of Veterinary Services.
4. International organisations, including the OIE, support developing countries to strengthen their communication capacities within the Veterinary Services in order to respond to national and international demands.
5. The Governments of Member Countries encourage the authorities responsible for the initial and continuing training of veterinarians to include information and communication management as part of the training curriculum for veterinarians.
6. Veterinary Administrations of Member Countries reinforce their capacity to rapidly exchange relevant and reliable information with their national and trading partners, neighbouring countries and international organisations and institutions (in particular with the OIE) and reinforce their relations with the media.
7. The OIE offer Member Countries technical assistance for the design of communication and information strategies, based on the suitable use of new information and communication technologies.
8. The OIE augment its capacity to make available information to Member Countries and to the international media, thereby strengthening its public image as the reference organisation for animal health world-wide.

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(Adopted by the International Committee of the OIE on 31 May 2001)