



Mass Shelter – Humanitarian Support Proposal

Introduction & Background

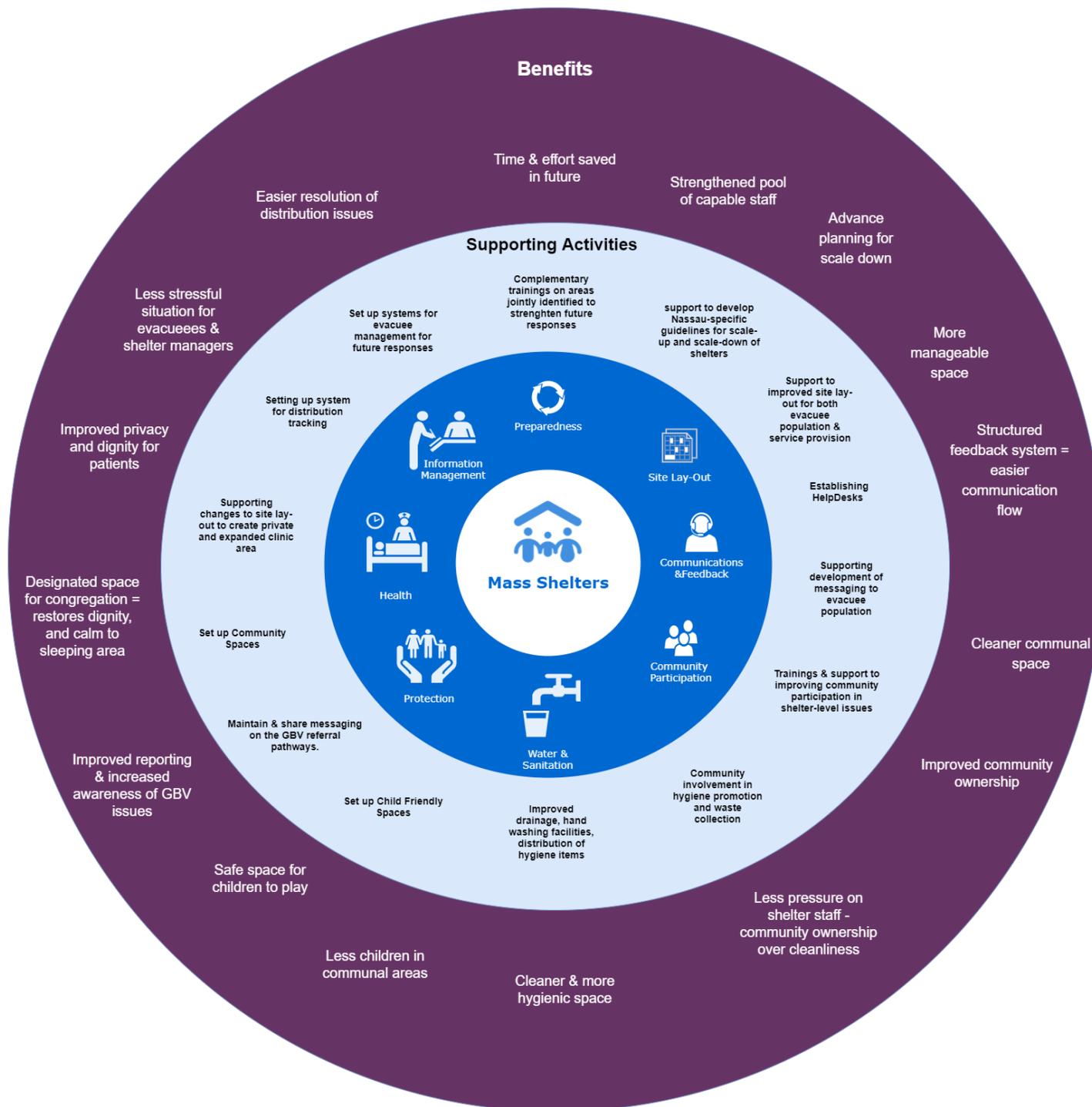
The immense work done by the Government of the Bahamas in these difficult times must be commended. The humanitarian community aims to support the Government in building upon this work as the Hurricane Dorian response shifts from immediate emergency to mid-term displacement. Displacement and hosting of evacuees for an extended period of time, is something that may be an abnormal situation for the Bahamas but is unfortunately not new to many countries around the world. The humanitarian community currently present in the Bahamas thus wishes to offer support in the form of both activities and technical advice that draws upon lessons learned from other emergencies globally that have resulted in longer term displacement. This document serves to summarize key areas in which UN, NGOs, and INGOs can support the Government in this new phase.

In order to ensure dignified living for those who remain in displacement and relieve pressure on the Government staff that have worked tirelessly on this response for the past month – the following recommendations would only be implementable upon receiving guidance from the Government who has critical and unique contextual knowledge of the Bahamas and its people. Support available from humanitarian partners, and the benefits they would incur are visualized on page 2 briefly, followed by a thorough explanation in the pages that follow.

Definitions

To ensure that a bridge is made between language frequently used by humanitarian agencies and that used by government, private sector, and other actors – the below section clarifies some of the key definitions used.

- **Emergency Shelter:** Existing public and private buildings used to temporarily shelter evacuees/displaced individuals during and in the wake of a natural disaster.
- **Mass Shelter/Collective Site:** Communal shelter space that is used to house displaced individuals beyond the immediate emergency phase – until they are able to return to their homes or reach another sustainable solution.
- **Standards:** It is well noted that the Government of the Bahamas has standards in place for every sector, such as public works, health, social services, etc. Reference in this document to standards is to global humanitarian and emergency standards and guidelines which exist to complement these and provide guidance in contexts such as the one currently faced. Documents such as the SPHERE Standards and Core Humanitarian Standards are globally accepted to ensure dignity for affected populations and ensure that interventions are monitored and agencies held accountable for them. These documents are available at the links in the annex.





Executive Summary:

The humanitarian community stands ready to support the Government of the Bahamas, and specifically the Department of Social Services in their management of Emergency Shelters with – *for example* – the below. A more in depth description of activities is provided in the rest of the document.

- **Material support:**
 - Upon assessment, funds are available for repairs, improvements, and items needed for distribution.
 - Donation items remain available

- **Human resources/Technical expertise:**
 - Current staffing has experience from other emergencies that would allow for support in areas such as:
 - Optimizing the spatial lay-out of Sir Kendall Isaac's
 - Setting up easy and manageable distribution lists
 - Setting up structured flows for community feedback – reducing pressure on Social Services staff

- **Capacity Building support:**
 - Current staff on the ground can complement existing Social Services trainings with subjects such as:
 - De-escalation/Communicating with large groups
 - Psychological First Aid – immediate responses to cases of gender-based violence
 - Site management & information management in mid-term displacement

- **Systems strengthening:**
 - Systems (such as distribution tracking) can be set up to support the current intervention as well as benefit ability to respond in future emergencies
 - Formalizing and documenting communication flow (on matters such as food distribution) so that these can easily be referred to in future



| Area of Work | Activity/Subject | Resources Available from Humanitarian Partners | Why is this helpful? | What would be needed from Government? |
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| Site management | <p>Spatial lay-out: Mass shelters can be laid out in such a way that there is a clear service area, space between sleeping/living areas, and improved flow of movement through the space.</p> | <p>Site management staff with experience in management and lay-out of large displacement sites (IOM).</p> <p>Funding is also available for specific shelter upgrades to the Mass Shelters where consolidation takes place - subject to joint assessment of the sites. (IOM)</p> <p>GBV Coordinator available to support IOM in ensuring GBV risks mitigation measures are in place in the shelter, UNFPA will lead two rapid safety audits assessment. Findings will be presented to the GBV and Emergency Shelter working group for follow up actions (UNFPA).</p> | <p>Changes to the lay-out of the site will improve privacy, management of the evacuee population, access for vulnerable individuals to key services. This will also allow for the Mass shelters to reach global minimum standards such as SPHERE.</p> <p>When conducted regularly, safety audits can help to measure GBV risks and monitor the situation and effectiveness of established mitigation measures.</p> <p>– in line also with the Guidelines for Integrating Gender-Based Violence Interventions in Humanitarian Action</p> | <p>None</p> |
| | <p>Community Participation/Accountability: Mechanisms such as help desks and info points can be set up so that there is a central point for evacuees to ask questions and raise concerns. In longer displacement, set-up of community representation structures can also take place either through election or selection so that there are clear focal points for Social Services and other shelter staff to interact with. Also designating a Community Managed Space would be helpful for the Shelter management as well as residents.</p> | <p>Experienced staff who can support in the establishment of these mechanisms. Communication and training materials available (IOM, Protection WG, IFRC). Financial and technical support available from Americares for a Community Managed space.</p> <p>Help desk staff to be trained on GBV core concepts, GBV guiding principles, basic PFA and safe and confidential referral pathways. Non GBV staff should be aware</p> | <p>Setting up these systems will allow the evacuees to channel their concerns in a structured way this makes them easier to respond to for Shelter Management and other staff, reduces tensions, and improves responsiveness to questions and concerns. This also allows for establishment on relevant subjects.</p> <p>This is in line with the do-not-harm principle, dos and don'ts guidance checklist for non GBV actors is</p> | <p>None</p> |



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| | | on how to handle possible disclosure of GBV incidents. (UNFPA) | necessary to ensure survivors are not expose to further harm. | |
| Livelihoods | Linking with Community Participation/Accountability Help desk and info points: providing information and orientation concerning access to governmental unemployment benefits and employment assistance services (governmental, private and NGO sector) | Desk, chairs, information materials, volunteers (IFRC) | Helping camp residents to access to government employment subsidies and services, as well as access to new employment opportunities so that they can generate income again and restore their livelihoods. This would help residents to access to the services and opportunities in a structured way, which makes easier management, reduce tension, and eventually reduce pressure on government structures. | Department of Labour office functioning in Abaco or specific on-line/phone services for evacuees. |
| Information Management (IM) | Distribution lists; can be established in their most basic form in an excel database which allows Shelter Management staff to track who has received what in the shelter. | Experienced site management & IM staff who can set up a quick and easy version of this for the Shelter Management team. (IOM and Protection Working Group) Ensure that data are disaggregated by sex, age, disability and other relevant criteria. (UNFPA team available to advise) | Creation of distribution lists will allow shelter managers to keep better track of who has received which items in the shelter. This ensures fair and equitable distribution of items and also reduces conflict/tensions regarding distributions. This also allows Shelter Management staff to have a full overview of items from donation to distribution. | None |
| | Registration | Registration systems, the IT equipment to support them, training materials, and staff who are equipped to train are on stand-by to roll out a registration system for all affected populations (both in and outside Mass Shelters) (Protection working group to coordinate all agencies). | One registration system will avoid registration fatigue from affected individuals, will ensure fair and equitable provision of aid, mitigate against vulnerable individuals falling through the cracks and improve targeting of resources to avoid duplication. | None |



Communication with communities; is the humanitarian terminology for how we ensure that messaging is inclusive and easy to understand for everyone. This can include translation, use of images, and use of different types of media – as well as work on phrasing messaging in a constructive way.

De-escalation trainings for staff by trained staff & budget to organise these trainings for staff & volunteers. (Bahamas Urban Youth and Development Centre & IOM)
Experienced technical staff who can support on development and dissemination of communication materials. (IOM, Protection WG, IFRC).

Trainings and support on developing and communicating messages can reduce tensions that naturally build as displacement takes place over a longer period of time.

None

Frontline service providers, including shelter managers, health and psychosocial workers and GBV Focal Points to be trained on basic Psychological First Aid (PFA), GBV core concepts, referral pathway and dos and don'ts on how to deal with GBV disclosure. (UNFPA)

Training and supporting on identifying and timely responding to GBV incidents, as well as mitigating GBV risks, will improve quality of service provision in addressing needs of GBV survivors.

Child Protection

Child Friendly Space: the purpose of CFSs is to support the resilience and well-being of children and young people through community organized, structured activities conducted in a safe, child friendly, and stimulating environment. These usually consist of a tent/space dedicated purely for activities with children.

UNFPA to coordinate with UNICEF and partners to ensure child friendly space staff is trained on how to address the specific needs of the child survivor of sexual abuse.
UNICEF, through implementing partner IsraAID, has engaged with the Ministry in establishing Child Friendly Spaces (CFS) in shelters and in community centers on New Providence, aiming at expanding based on needs. Support includes training of core staff and volunteers involved in the management of CFSs, focusing on psychosocial support, stress management, recreational activities, and non-verbal forms of communicating emotions. Supplies (incl. recreational kits) to support

Child Friendly Spaces (CFSs) are widely used in emergencies as a first response to children's needs and an entry point for working with affected communities. Because CFSs can be established quickly and respond to children's rights to protection, psychosocial well-being, and non-formal education, CFSs are typically used as temporary supports that contribute to the care and protection of children in emergencies. CFSs are means of supporting children's and young people's holistic development, including physical, cognitive, emotional, social, and spiritual development.

None



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| | | CFs are also available for donation at no cost (UNICEF). | Psychosocial support for children during emergency situations help them overcome such difficult experiences, including culturally and age appropriate, safe and stimulating activities such as sports and games to develop life skills and coping mechanisms, and support resiliency. | | |
| Gender Violence | Based | <p>Increase access to accessible, confidential and survivor-centered GBV multi-sectoral mitigation and response services.</p> <p>Establishing a woman and girls safe space (WGSS).</p> | <p>Disseminate information on available services within the communities, in English and Creole. Use different media formats to ensure inclusion (people with hearing and visual impairments) and increase reach. Establish and maintain functioning the GBV referral pathways for GBV mitigation and response.</p> <p>Provision of accessible and survivor-centered psychosocial support and case Management services. Training of women and adolescent girls' GBV focal points to assist with GBV prevention, risk mitigation and response activities</p> <p>Life skills activities and awareness raising sessions on GBV, SRH, PSA, PSEA and other relevant topics.</p> <p>UNFPA will have on the ground a PSEA Coordinator to support roll out of PSEA</p> | <p>Improve access and quality of service provision, as well as communication with communities, reduce tensions and promote trust in the services provided.</p> <p>Designing and establishing facility-based psychosocial projects, helps communities to reduce stigma, facilitate the healing process, promotes life skills development and builds resilience.</p> <p>UN has zero tolerance to Sexual Exploitation and Abuse and it's everyone's responsibility to ensure safe</p> | <p>Continued coordination and monitoring of the referral mechanism.</p> <p>Area to install a tent to be used as WGSS. Private space for psychosocial support.</p> |



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| | Awareness raising and establishment of a prevention of sexual exploitation and abuse complaint and feedback mechanism system. | network, code of conduct and complaint and feedback mechanism. | and accessible community-based reports mechanisms are in place, ensuring that survivors have access to assistance, and field-based PSEA networks are available wherever humanitarian assistance is delivered. | |
| MHPSS | Community space: In addition to a women & girls space, a space will be set up for general community activities and congregation. | Tents as well as training materials for the community on how to use the space. Activity Equipment for mental and physical stimulation involving community leaders to manage systems. (Americares & IsraAid) | Designated space for congregation/community-led activities restores dignity and reduces congregation in sleeping/living areas. | None |
| Health | Expanded Clinic Area: Clinic can be laid out in a way to provide additional privacy and restore dignity to patients. Additional space will allow for increased organization and clear inventory of clinical supplies; Together with the Ministry of Health personnel, the shelter team can create an efficient space for supply storage and patient processing. | Americares and MOH facilitating health care in shelters. BRC volunteers providing PSS. Dividers will be provided, only approval is required. | Expanding the existing space will increase patient dignity through greater privacy and ease the flow of patients. This will also enhance privacy and confidentiality of treatment. | |
| Sexual and Reproductive Health | Awareness raising activities and SRH (sexual and reproductive health) services (Minimum Initial Service Package) | UNFPA is working with MoH on defining basic SRH services to be provided at the shelters. Distribution of condoms at the shelters and community health centers. | Provision of SRH services is part of global humanitarian standards; SRH is a human right and timely provision saves lives. By providing SRH services, we prevent preventable maternal and newborn deaths; sexual violence and subsequent trauma; sexually transmitted infections; unwanted pregnancies and unsafe abortions; and the possible spread of HIV. | MoH provision of items such as contraceptives, condoms, post-exposure preventive kits, medicines for syndromic management of STI; Availability & accessibility of |



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| | | | | EmONCas well as ensuring 24/7 referral system. |
| Water, Sanitation, & Hygiene | Hygiene promotion and improved sanitation facilities at shelter level. | Improved hand washing facilities, improved drainage of showers, improved waste management, distribution of hygiene items. Experienced staff who can support the establishment of improved sanitary conditions, financial resources, hygiene kits, volunteers. | Adequate sanitation, water supplies, and hygienic behavior are essential to protect public health. | |
| | Community participation in hygiene promotion: | Experienced staff who can support the establishment of improved sanitary conditions, financial resources, hygiene kits, volunteers. Temporary portable facilities can be installed (including maintenance) as an option until establishment of the permanent facilities by local contractors. Funds therefore are available(BRC/IFRC) Trained BRCS volunteers can be involved to help carrying out key messages and distribution of hygiene related items. | Improve community engagement as well as a boost for the local economy. | Provide approval to IFRC for conducting a WASH assessment. |
| General | Trainings for Shelter staff on complementary subjects such as: - Camp Coordination & Camp Management (CCCM) - Displacement Information Management | Staff trained as trainers by the Global CCCM Cluster (IOM), who can train on subjects such as: community participation, accountability, information management, distributions, site planning, etc. | Providing trainings to Government staff that complements their existing training will make future disaster responses more manageable and allow for joint building on lessons learned. | Participation in training by Government staff |



- Emergency site scale-up & Scale Down
Community Participation

Cash Based Interventions Once a **Cash working group** under the leadership of the government is established – cash based interventions will be linked to the evacuee population in shelters.

Annex 1 – Useful Links

- SPHERE Standards - <https://www.spherestandards.org/handbook-2018/>
- Common Humanitarian Standards - <https://corehumanitarianstandard.org/the-standard>
- Camp Management Toolkit - <https://ccmcluster.org/resources/camp-management-toolkit>
- Collective Centre Guidelines - <https://emergency.unhcr.org/entry/43085/collective-centre-coordination-and-management>

For further questions/clarifications/request for presentation please contact Yasmine Colijn – ycolijn@iom.int ESF6 – Emergency Shelters Co-Lead

Acronyms:

- IOM International Organization for Migration
- IFRC International Federation of the Red Cross
- GBV Gender Based Violence
- PFA Psychological First Aid
- UNFPA United Nations Population Fund
- UNICEF United Nations Children’s Fund
- PSEA Protection against Sexual Exploitation and Abuse
- BRCS Bahamas Red Cross Society