Core content for site-level emergency preparedness and response plans

Working draft | 08 May 2018

V1 12 March 2018

V2 08 May 2018 [update]

Key:

Referenced documents are available in the Site Management Sector emergency preparedness Dropbox

Content

Introduction

This document outlines the agreed essential content for site- or camp-level emergency preparedness and response plans.

Each Site Management Support agency, supported by the Area Coordination Focal Point, is responsible for ensuring that plans are developed at site level:

- With the CiC
- In coordination with humanitarian partners
- In consultation with communities

Site level preparedness and response plans should plan for:

- **Category 1** – A localized event that caused minor to moderate damage and that has little or no impact outside the locally affected area. Situation is managed by local stakeholders with existing resources. E.g. regular monsoon season
- **Category 2** – An event that disrupts all or most of the refugee settlements but does not affect surrounding communities. E.g. Major flooding incident.
- **Category 3** – A major disaster that adversely affects the entire area, and the surrounding communities. E.g. cyclone

Plans should be localized to each site: **what are the main hazards in the camp**, **what is the community knowledge and intentions in the event of a crisis**, **which actors will respond**?

1. Business continuity plan

1.1 Establish own organization's business continuity plan
1.2 In case of restricted access to the site by CiC and SMS agency management staff, establish team focal point/s within the site, and communication channels and responsibilities in the period immediately following a crisis

2. Coordination

2.1 Establish protocol for coordination and communication between SMS agency and CiC in a crisis
2.2 Develop emergency 3W of key actors leading emergency response at site level:
   - o Key actors leading response and coordination are identified, with contacts
     - ▪ The Sectors will identify focal point agencies in each site. SMS to verify at site level with the individual agencies to ensure all are aware of responsibilities
     - ▪ See: *Sector focal point agencies*
   - o All actors' (including NNGO, civil society) preparedness & response activities mapped
   - o Draft emergency communication tree including contacts for all key partners & establish communication method e.g. site-level WhatsApp group
2.3 Planning with partners
   - o Site response planning meeting to be called with partner management staff of key agencies
   - o Ensure ALL partners at site level are briefed on: site-level contingency plan content; designated key actors by sector in event of a crisis and their responsibilities for response and coordination; assessment protocol

Incident assessment

- **Category 1** incidents will be assessed and reported by the SMS agencies directly to the Site Management Sector (with technical support from IOM NPM) each day through a Kobo form, with a compilation of reports then circulated. The incident assessment form contains first details on incident detail, response so far, and gaps, with key information to inform further lifesaving response.
   - o SMS agencies are responsible for ensuring reporting each evening by 18:00
- **Category 2 & 3** will be assessed through a Joint Needs Assessment, developed by the ISCG. Information is collected through Key Informants, with the primary Key Informants being SMS focal points
- Training to SMS agencies on the JNA assessment (by ISCG) and the Category 1 incident assessment (by SM Sector / NPM) in April / early May
- See:
   - o *72h Assessment Framework*
   - o *Category 1 Incident Assessment Methodology*
   - o *Category 1 incident assessment form*
   - o *JNA form*

3. Preparedness

3.1 Participatory community risk assessment

- Conduct participatory risk assessment with the community
- Assessments should be coordinated with Protection & CwC actors to ensure no duplication and reduce assessment fatigue
- Examples of tools include:
   - o *Christian Aid participatory tool*
   - o *Simplified Community Risk Assessment methodology*

3.2 Planning for community buildings use as temporary shelters

Identify community buildings to be used as temporary accommodation for:

A) Families displaced following e.g. flood, landslide, or wind
B) Families evacuated in the case of landslide/flood risk warnings being issued (NOT for cyclones). *Evacuation for landslide and flood risk is subject to an early warning system being developed and easily communicated to the community – work is underway.*

3.2.1   Identification of suitable community buildings
- o   The landslide and flood risk analysis conducted by UNHCR, ADPC, and IOM has been used to identify which community infrastructure is in at-risk areas, and which is not
- o   A secondary analysis of community infrastructure in safe areas was conducted by REACH to identify those most suitable to select as temporary shelter. This excludes some spaces (Health, Nutrition facilities, Temporary Learning Centres based on size) and adds attributes such as proximity to WASH, distribution sites, main footpaths
- o   Some community infrastructure will be needed to maintain essential services, e.g. spaces to be used for child meeting points / reunification. These will be added by the SM Sector / ISCG to the infrastructure list as identified by the Sectors.
- o   See: *Dataset of infrastructure, showing:*
  - ▪ *All facilities at risk of landslide or flood, by risk level*
  - ▪ *All facilities not at risk, and, of these, those most suitable for temporary shelter*

3.2.2   Upgrading of suitable community buildings
- o   Responsibility for upgrading buildings sits with the agency constructing/running the facility. UNHCR in its Area of Responsibility is conducting a survey of all community buildings to support with upgrading where possible. IOM in its Area of Responsibility will conduct a survey of some community facilities, with partners otherwise responsible for surveying and upgrading their own infrastructure. The Shelter Sector has developed technical guidance on upgrades.
- o   A list will be maintained by the Shelter Sector of community facilities that are being upgraded, and shared (along with the list of infrastructure that is at-risk / not at-risk / most suitable for use as temporary shelter) on a regular basis with SMS agencies
  - ▪ SMS as part of site-level emergency preparedness planning should ensure all partners are strongly encouraged to ensure their facilities are strengthened

3.2.3   Planning for use as temporary shelter for displaced families
- o   **With CiC, SMS to prioritize which structures are identified with the community to be used as temporary shelter. Upgraded facilities in safe areas, and close to services, should be preferred.**
- o   SMS to work with community leaders and community members, and Protection, to ensure families – especially those in landslide / flood risk areas – are aware which are the safe locations to be used as temporary shelter
- o   Building identification
  - ▪ Use of the buildings should be agreed with partners or imams if mosques
  - ▪ Suggestion to have at least 1 temporary shelter space per mahji block
  - ▪ Separate men's/women's or male-headed/female-headed household shelters will likely be needed
- o   Agree partners responsible for any additional assistance needed for families

3.2.4   Localized plan for use as temporary evacuation shelters for flood/landslide *if early warning system is in place – NOT for cyclone*
- o   SMS agency and Protection partner with CiC to plan with communities identified as being at risk of landslide or flood how evacuations will happen if early warning is given
- o   Agree with community members and Protection partner prioritization of families for evacuation shelters

See:
- - *Guidelines for use of community buildings as temporary shelter* [under development]
- - *Guidance on upgrading community buildings*

3.3 Decommissioning/mitigating community structures at risk of landslide or flooding

3.3.1 Overall guidance
- Guidance has been developed by ISCG and endorsed by HoSO on what should be done with community facilities in areas at risk of landslide or flooding. This is complemented by the full list of infrastructure compiled by ISCG from REACH + Sectors' data. Each individual agency is responsible for its own infrastructure, to verify facilities identified as being in areas of risk, assess, and take appropriate action (decommission, or conduct mitigation works). ISCG at the request of HoSO is providing to each agency a list of its infrastructure in risk areas to request action.
3.3.2 Site-level follow-up
- Lists of infrastructure at risk by camp will be provided to SMS agencies, for follow up with responsible agencies at site level

See:

- *Guidance on community infrastructure in areas at risk*
- *Technical guidance on decommissioning community buildings [Shelter Sector – forthcoming]*
- *Dataset of infrastructure, showing*
    - *All facilities at risk of landslide or flood*
    - *All facilities not at risk, and, of these, those most suitable for temporary shelter*

Preparation of dangerous buildings prior to cyclone / risk mitigation measures for CGI

- Dangerous buildings should be identified through the upgrade assessment process conducted by individual humanitarian agencies and UNHCR and IOM shelter teams
- The Shelter Sector's technical guidance on upgrading contains guidance on proper fastening of CGI
- If potentially dangerous buildings are identified by SMS at site level, these should be referred to the individual agency responsible, or failing that, to UNHCR or IOM shelter

3.4 Landslide and flood risk area identification & demarcation

3.4.1 Conduct identification and demarcation of households at risk of landslide and flooding
    - Maps of risk areas of the camps are available from:
        - Kutupalong-Balukhali: (UNHCR, ADPC, IOM data)
        - Teknaf / southern Ukhia sites: internal UNHCR/IOM mapping
        - Teknaf / southern Ukhia sites: REACH analysis
        - Use of these can be supported by SW Maps / similar smartphone application
    - ADPC (supported by UNHCR) will facilitate walk-throughs of the site with the SMS agencies, CiCs, and Safety Volunteer Units to
3.4.2 Households living in risk areas should be informed by SMS agency and CiC of:
    - Risks
    - Their options
    - Early warning mechanisms
    - Guided on household-level planning

See:

- *Communication for households at risk of landslide or flooding*

3.5 Relocation of households at risk of flood and landslide

- Relocation planning is the responsibility of the Area Coordination agency and CiC, with the implementation support of the SMS agency, and will follow the Relocation Standard Operating Procedures

- Priorities for relocation are agreed by RRRC with the humanitarian agencies to be from the two highest risk landslide areas in Kutupalong-Balukhali, and from the identified highest-risk landslide and flood risk areas in all other sites

See:

- *Relocation Standard Operating Procedures [forthcoming]*
- Relocation tracker: updated twice-weekly (not in Dropbox)

3.6 Cemetery mapping & dead body management

3.6.1 Mapping of at-risk cemeteries
- o SMS agencies to identify using landslide and flood risk mapping / on-site assessment if any cemeteries are in risk areas
- o Awareness to imams, community leaders, immediate community members of which cemeteries are in landslide/flood risk areas
3.6.2 Dead body management
- o Depending on the final protocol to be developed for mass casualty dead body management (Health Sector, ISCG discussing with
- o SMS to support to communicate to imams, safety volunteer units, & community members the mass fatality dead body management protocols

See:

- *Dead Body Management Guideline 2016, Bangladesh*

3.7 Safety Volunteer Units formation and training

3.7.1 Establishment of Safety Volunteer Unit in each site, comprising 50 persons
- o Each unit to comprise 50 persons, of which 20 will be trained CPP volunteers
3.7.2 Training schedule developed in each site, around the core trainings
- o Each SMS agency with the Area Coordination agency is responsible for ensuring the Units are properly trained
3.7.3 Communication should be made to all community members on the responsibilities of the Units, in collaboration with CwC actors in each site as part of the Early Warning messaging phase

See:

- *Safety Volunteer Unit ToR*

Training outline	Responsible	Comment / timeline
Orientation on humanitarian response & coordination	SMS agency	Once formed
Risks in the site: risk areas, impact of landslide, flood, cyclone	SMS agency ADPC on landslide risk in KTP-B	
Protection	Core module developed by Protection Sector, delivered through nominated focal point	SMS to follow up with Protection at site level
CPP	American Red Cross	Mid-March onwards
Fire response	UNHCR / IOM	Fire Service and Civil Defence to deliver trainings

4. Communication with communities

Messages on preparedness & early warning are being developed by the CwC Working Group, supporting the early warning messaging for cyclones adapted for the refugee camps by CPP. Early warning for flood and landslide is subject to a system for this being established.

- Specialist CwC actors will continue messaging campaigns, as well as collecting feedback to inform / refine messages and communication strategies
- SMS agencies should ensure at site level:
    o All SMS outreach staff are trained on key messages
    o Coordination between specialist CwC actors and SMS outreach staff (and other agencies' outreach staff) on messaging campaigns, to ensure full coverage of key messages to all community members
    o Mass communication campaigns on early warning signals for cyclones take place, in support of outreach work by CPP volunteers

See:

- *FAQs on Cyclone and Rainy Season*
- All other messaging documents will be added to Dropbox as available