

December 2020 - January 2021



The Safe Shelter programme supported host community member Pradip and his family to build a more disaster-resilient house. ©IOM2020



716,915

Rohingya arrivals  
since 25 August  
2017



866,457

Rohingya in  
Cox's Bazar



1.2 million

People in  
need

### Host Community Safe Shelter Programme

When the monsoon season started in Cox's Bazar last year, boatman Pradip Shah Das in Teknaf Upazila and his family were forced to take shelter at their neighbor's house. Their house was badly damaged in the torrential rain. "The house where I used to live was flooded. When the storm started, we had to find shelter elsewhere," recounted 37-year-old Pradip.

In response to the needs of Rohingya refugees, IOM is working towards strengthening security and social cohesion between Rohingya refugees and the host communities in Cox's Bazar District through its [Safe Shelter programme](#), funded by the Government of Japan. Recently, Pradip's house has been upgraded through this programme—one of 1,000 families to have received the same type of support.

During the reporting period, IOM provided cash grants to upgrade their shelters to 1,000 host community families identified and assessed as vulnerable in Teknaf. Teams organized a technical training for 450 local carpenters on shelter improvement and maintenance that incorporates Disaster Risk Reduction (DRR) features, to support families with the construction of their shelters.

The objective of the training was to use the knowledge acquired to enable beneficiaries to build disaster-resilient shelters after purchasing shelter upgrade materials. Technical supervision of the upgradation work is ongoing to meet the requirements of the second and third tranches of the cash grants.

During the reporting period, IOM completed the distribution of the first tranche of conditional and unrestricted cash grants for 1,000 households in the host community. A total of 561 families also received their second and 391 families received a third tranche for their shelter upgradation in Sabrang and Nhila Unions.

"Now I have a new house which is stronger than the previous one," Pradip said. "During disasters, I used to take shelter at other people's houses, but now people can take shelter at my house."

Despite the distribution of portable solar lights to Rohingya beneficiaries in 2017 and 2018, the Joint Multi-Sector Needs Assessment (MSNA) published in September 2020 indicated a significant number of households still lacked functional solar lights. IOM's NPM and MSNA data concluded that household-level lighting remained one of the main needs and security concerns.

During the reporting period, IOM distributed solar lights to 4,371 households during LPG distributions in Camps 8, 9 and 19. A total of 50,000 households in IOM's Area of Responsibility have received solar lights so far. Along with the distribution, IOM also ensures the beneficiaries know how to properly use their solar lights by organizing several orientation sessions with different community groups.

## SHELTER AND NON-FOOD ITEMS (SNFI)



A total of 180 carpenters from Camp 18 participated in a shelter upgrade training featuring Disaster Risk Reduction (DRR) elements, under the TSA-2 programme's objective of supporting extremely vulnerable individuals with construction support.

During the reporting period, 557 extremely vulnerable individual households received shelter construction support in Camps 10, 18 and 20. A total of 453 extremely vulnerable individual households received porter support in Camps 10, 18 and 20 Extension.

A total of 425 beneficiaries based in Camp 20 Extension were oriented on IOM's NFI voucher programme to enable them to choose the most appropriate items depending on their needs.

A total of 1,265 households from Camps 20 and 20 Extension received their NFIs through the voucher system and 76 extremely vulnerable individual households received porter support.

IOM directly distributed 60 emergency shelter packages to households in eight camps affected by harsh weather conditions and relocations linked to protection issues. Among those 60 households, 20 extremely vulnerable individual households were also assisted with porter and construction support.

IOM's common pipeline partners distributed five emergency shelter packages to households affected by harsh weather conditions and relocations linked to protection issues in Camps 14, 15 and 16.

The charcoal kiln and brick base installed will be used to produce charcoal from bamboo waste, and later used in the water tank for filtration to ensure environmental safety.

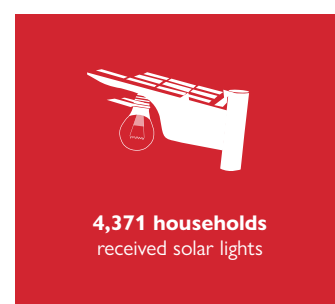
During December, the [Transitional Shelter Assistance Phase II \(TSA-2\)](#) programme for refugees was completed in Camps 18 and 20. A total of 519 households received materials under this programme.

The TSA-2 programme was developed by the SNFI Sector to improve the structural stability, durability and habitability of existing shelters. The programme aims to ensure that previous achievements are maintained, shelters are further improved, and affected families have continuous access to safe, dignified, and appropriate living spaces. The beneficiaries who received the TSA-1 support at the beginning of the response are now eligible to receive the TSA-2 assistance, such as treated bamboo, more rope for stronger connections and PVC pipes to ensure the drainage system is functional.

A rapid assessment of the TSA programme conducted by the SNFI Sector and partners reported significant success and also brought to light some areas that required prompt and the need to continue the maintenance and upgrading of existing shelters to achieve the Minimum Performance Standards as per SNFI the Sector strategy.

A total of 4,879 households in Camps 10, 18 and 20 received their TSA-2 materials in-kind and via voucher directly from IOM. A total of 2,640 households in Camp 8 Extension received theirs from IOM's common pipeline partners.

Also under the TSA-2 programme, 2,640 beneficiaries participated in the training "Shelter Maintenance and Improvement" in Camp 8 East through the common pipeline partner. The training will enable them to acquire the knowledge needed to improve and maintain their shelter with TSA-2 materials and choose the appropriate materials from the voucher list.



### International Day of Persons with Disabilities

In late 2020, IOM and its partners, the Christian Blind Mission (CBM) and Centre for Disability in Development (CDD), conducted several outreach activities to identify the needs of Rohingya refugees with disabilities living in the camps of Cox's Bazar. IOM Protection and Site Management teams identified areas within the camps with easy access for persons with disabilities (PwD) enabling them to attend the screening on their own.

A total of 81 persons with disabilities in Camp 23 were medically screened for assistive devices. Out of those screened, 59 individuals were chosen for the assistance and awaited the delivery of their assistive devices during the month of December ([read more here](#)).

On 29 December, in the presence of Camp 23's Camp in Charge (CiC), IOM distributed assistive devices to 57 persons with disabilities (31 women, 17 men, 5 girls and 4 boys). The beneficiaries received wheelchairs, glasses, walking sticks and hearing aids.

Whilst 57 received assistive devices, the remainder were referred to health partners for more suitable support ranging from physiotherapy to cataract surgery. IOM, CBM and CDD conducted an orientation session on how to properly use the assistive devices, while IOM Child Protection teams talked to the beneficiaries about their expectations and informed them about the devices they received ([watch video here](#)).

On 3 December, government representatives, humanitarian organizations and the Age & Disability Working Group (ADWG) came together in a livestreaming session to determine how to best contextualize the Inter-Agency Standing Committee (IASC) Guidelines on Inclusion of Persons with Disabilities in Humanitarian Action. Eight disability-focused humanitarian organizations participated in an [exhibition](#) which showcased their activities related to inclusion.

During the month of December, to celebrate IDPD, IOM and CBM and CDD organized a joint event for 35 persons (with and without disabilities) at CDD's Therapy Centre in Camp 18. During the event, IOM facilitated a storytelling session and an art activity.

In December 2020, IDPD was commemorated through several events in Camps 9 and 23 and host communities in Ratnapalong union in Ukhiya and Hnila union in Teknaf. The events were attended by parents, caregivers and children with disabilities. Throughout the events, IOM and partners raised awareness on disability issues and disability inclusion within the community.

### General Protection (GP)

During the reporting period, UNHCR and IOM General Protection (GP) teams jointly organized a training in Camp 18 on Humanitarian Protection Principles and Code of Conduct for 27 actors engaged with protection services in the camps.

IOM facilitated several awareness-raising sessions for the Community Safety Committee Forum groups in Camp 20 Extension. GP teams then established the Community Safety Forum in the Camp for 17 members identified through the Age, Gender and Diversity Mainstreaming (AGDM) approach. A formal orientation for the members will be conducted in February. The establishment of Community Committees was completed in Camp 19 and the activities merged with those of OXFAM.

GP teams closely monitored and engaged in the relocation of 65 eviction cases in Camp 24. The first 17 households have already been safely relocated to a new location within the camp. In collaboration with UNHCR, UNDP and IOM TRD teams, IOM GP teams completed the final training session for the Armed Police Battalions (APBn) assigned to the camps.

IOM GP team assisted 99 cases, mostly related to relocation exercises where beneficiaries required specific information related to access to services such as WASH, shelter, registration and food.

### Child Protection (CP)

Community-Based Child Protection (CBCP) staff organized an orientation session on how to use the booklets "[Heart-to-Heart with My Child](#)", "[My Hero is You](#)", and "[Be Happy, Be Safe](#)" for IOM staff working in the Women and Girls Safe Spaces (WGSS).



A total of 57 persons with disabilities in Camp 23 have received assistive devices. ©IOM2020

IOM and CBCP organized community awareness-raising sessions on child protection and visited families in host communities to disseminate positive parenting messages. Community mobilizers and volunteers also conducted door-to-door visits to disseminate child protection messages and COVID-19 prevention messages.

IOM and CBCP formed five adult committees and five adolescent committees for host communities in Ukhiya and Teknaf. IOM regularly provides the committees capacity building activities on child protection issues. The committees will also organize their own community awareness-raising activities in their wards.

IOM Child Protection (CP) teams and IOM's implementing partner Terre des hommes (Tdh) continued their regular case management activities, community level awareness-raising events and Psychosocial Support (PSS) sessions.

A total of 14 groups have been formed in Ratnapalong, Hnila and Sabrang unions. A total of 13 orientation sessions on child protection and counter-trafficking have been completed with CBCP, youth groups, and Cyclone Preparedness Programme Volunteers.

CP teams conducted an orientation session on positive parenting with parent support groups in Sabrang union for parents and their children with disabilities.

## Gender-Based Violence (GBV)

IOM continues to provide lifesaving information and awareness-raising activities via its 10 WGSS as well as community-level outreach and sensitization activities. IOM provided group-based psychosocial support (PSS) to 6,820 women and girls via its 10 Women and Girls' Safe spaces across nine camps.

Community mobilizers and volunteers continued rolling out the new curriculum for Gender-based Violence (GBV) prevention during the COVID-19 pandemic. During the reporting period, GBV teams reached 14,405 individuals through awareness-raising conducted in WGSS and outreach at community level.

IOM's partner PULSE reached 3,644 individuals through outreach activities and awareness-raising sessions in the camps and 2,926 individuals on COVID-19 and hygiene, protection and GBV core concepts and safe referral in the host communities.

IOM and its partner PULSE ensured the distribution of 336 dignity kits with adapted COVID-19 hygiene items and 2,721 *thamis* (local clothing) to vulnerable women and girls, and 795 soap bars and 4,494 masks to host community persons as a preventive measure for COVID-19.

IOM GBV teams distributed 81 sewing machines to women who recently completed a three-month tailoring training in IOM's WGSS in Camps 7, 8W, 9 and 17. IOM and its partner PULSE distributed another 20 sewing machines to graduates in Camp 19.

In collaboration with IOM Site Management (SM) teams, the GBV team organized a Training of Trainers (ToT) for 24 female SM and Protection staff members on "Women Leadership, Participation and Empowerment". In collaboration with UNHCR and UNDP, IOM GBV teams organized a pre-deployment training for 70 APBn members (40 female, 30 male) on "Beat Policing and Protection with GBV and PSEA".

IOM also conducted a training on GBV core concepts and COVID-19 prevention and response in the Union Parishads (councils) of Baharchara and Hnila for 41 participants (36 male, 5 female), including the UP Chairman, ward counsellors, civil society members and teachers.

The global "16 Days of Activism" campaign came to an end on [Human Rights Day](#) celebrated on 10 December. On the occasion, IOM organized several awareness-raising activities and inter-agency webinar learning events focused on the minimum standards for GBV prevention and response in emergencies. IOM and its partner PULSE organized several field activities focused on GBV risk mitigation, prevention and response, as well as HIV/AIDS awareness-raising sessions with IOM's Sexual Reproductive Health (SRH) team for males. IOM GBV teams also organized activities celebrating women's skills and accomplishments throughout the camps and in Cox's Bazar.

During the reporting period, GBV and Site Management teams conducted a training for the core women groups of the Women's Participation Project in Camp 9, 18 and 20 Extension for 38 participants. The training content included "GBV Core Concepts, Guiding Principles and Safe Referrals", "Psychological First Aid" and "Women's Leadership, participation and Empowerment" to increase women's participation and to enhance their leadership and decision-making skills at the individual, household and community level.

IOM conducted three four-day interagency level training sessions on IOM's "Self-Care and Coping Skills in Stressful Situations" booklet for 80 humanitarian stakeholders in coordination with the Protection Working Group.


## Counter-Trafficking (CT)

IOM and its partners continue to raise awareness about human trafficking and COVID-19 issues. The outreach messages shared with Rohingya refugees and host community members promoted personal hygiene and physical distancing and discouraged mass gatherings, while emphasizing the possible risks of human trafficking during the pandemic. In January and December, these combined efforts reached 19,563 individuals through 2,145 sessions. Additionally, 12,516 comic pocketbooks, leaflets, posters and masks that featured the counter-trafficking (CT) hotline were distributed to the participants.

IOM and its partners conducted 10 orientation sessions for 154 protection actors, Site Management staff, Majhis, adolescents and community mobilizers on counter-trafficking issues including the protection referral mechanism and the use of the protection comic session.

IOM conducted ten meetings with the community, including one Counter-Trafficking Committee (CTC) meeting in Ukhiya chaired by the Upazila Nirhabhi Officer (UNO). Chaired by the UNO, the meeting was attended by 37 participants (34 male, 3 female) from different organizations and institutions.

Another training on how to address human trafficking and referral pathways was organized SM and Protection volunteers in Camp 20 Extension. This training covered basic trafficking concepts, the differences between human trafficking and smuggling, and ways of referring potential human trafficking cases through IOM's CT hotline or other protection actors.



**43,386 outreach and awareness-raising activities** on GBV, CT, CP



**43 victims of trafficking** identified and assisted



**4,239 psychosocial support** activities



**534 individuals** assisted through protection case management services



In December, a [new healthcare clinic was inaugurated](#) at the Freedom Fighter Office in Cox's Bazar, in collaboration with the Cox's Bazar District Administration. The clinic aims to provide healthcare for an estimated 365 veterans. The launch is part of IOM's ongoing activities related to strengthening the national healthcare system. With Qatar Charity funding, the construction of the Balukhali Health Sub-Center in Ukhiya has also officially begun, with approval from the Civil Surgeon and the Health Engineering Department.

IOM and the UK-based medical charity Doctors Worldwide concluded "[Doctors Worldwide Improving Care in Health Emergencies](#)" (DICE), a nine-month programme hosting 60 medical practitioners in 10 Cox's Bazar health facilities. The DICE programme aims to strengthen the quality of care provided at the emergency care level, particularly within 24/7 primary care facilities acting as first responders in acute cases and emergencies.

IOM has been nominated as the co-chair of the Health Sector's Emergency Preparedness and Response Technical Group in Cox Bazaar. Together with WHO, IOM will coordinate the planning, implementation and review of monsoon and cyclone related preparedness and response activities across the camps. The first meeting of the technical group for 2021 was held in January, where the coordination structure, incidence command system during emergencies and camp level service coverage were discussed with health sector partners.

### Essential Primary Health Services

IOM has continued its extensive emergency health services through the support of 35 health facilities, including two hospitals, five Primary Healthcare Centres (PHCC), four Union level health facilities, 20 health posts and four community clinics. In 2020, 792,148 outpatient curative consultations were provided by these health facilities, to both Rohingya refugees (78%) and host community persons (22%). Furthermore, in December, separate male and female waiting areas were constructed in IOM's health facility in Camp 15, ensuring the triage of emergency cases takes place more efficiently.

During the reporting period, IOM provided child health services, including integrated management of childhood illnesses, for 54,756 children under the age of five; 2,657 children received routine immunizations, as per the National Expanded Programme for Immunization.

The health packages at five IOM PHCCs in Ukhiya and Teknaf include integrated palliative care as part of the services provided. During the reporting period, 549 patients received palliative care services including pain and key symptom management, infection prevention, and referrals to appropriate teams for psychological and spiritual care.

IOM supported 350 Community Health Workers (CHWs) to provide a wide range of services such as health promotion sessions through household visits and courtyard sessions, targeting specific groups in both refugee camps and host community areas. During the reporting period, CHWs conducted 364,983 routine home visits, reached 14,045 people with infection prevention messages, and referred 4,974 and 1,832 mothers for antenatal and post-natal care respectively, and 1,568 pregnant mothers for health facility-based delivery.

IOM and its health partners, the Turkish Field Hospital, International Rescue Committee and Research, Training and Management International (RTMI), support both Rohingya refugees and host community referrals to secondary and tertiary hospitals through IOM's emergency referral system consisting of 13 well-equipped ambulances. During the reporting period, 468 patients were referred to Cox's Bazar District Sadar Hospital and the Chittagong Medical College Hospital, with 98% of patients being Rohingya refugees. In 2020, 1,306 patients benefited from emergency medical referrals.

A four-day training has been conducted on triage, emergency care and referral to build the capacity of the healthcare workers on implementation of triage tools for effective prioritization of the patients and to increase their clinical competency on basic emergency care, including ABCDE approach. A total of 45 health care workers participated.

In order to strengthen the capacity of the staff providing health care services in IOM-supported facilities, various events took place in December and January, including a technical day organized by DWW in collaboration with IOM, during which 30 IOM health care workers presented their PHCCs Quality Improvement Projects (QIPs). Additionally, a training on Prevention and Management of Malnutrition and Referral Pathways was organized by Action Contre la Faim (ACF) for four medical officers, and an orientation session on IOM's Code of Conduct and Basic Infection Prevention and Control (IPC) was organized for 10 new community volunteers.

A technical team from the national AIDS and STD control programme conducted an assessment of five IOM-operated health facilities to assess HIV testing and counselling (HTC) capacities and further explore areas for cooperation on the HIV response for Rohingya refugees.

## Infection Prevention and Control (IPC) and Surveillance

All three IOM SARI ITCs in Camps 20 Extension, 24 and 2W, and the PHCC in Camp 3 are sample collection sites for suspected and confirmed Acute Respiratory Infections (ARIs) cases but also sentinel sites for sample collection for better surveillance and case identification. During the reporting period, a total of 4,799 samples were collected from these facilities and transported to the laboratory in Cox's Bazar for analysis.

In the context of COVID-19, a training on Infection Prevention and Control (IPC) was conducted at all three SARI ITC sites in order to improve the awareness, skills and attitude of healthcare workers on IPC, including hand hygiene, personal protective equipment, waste management, environmental cleaning and disinfection. An IPC evaluation is ongoing across the 35 health facilities.

IOM's three SARI ITCs have a combined total of 130 functional beds, with the capacity to be scaled up to 215 beds, should there be a surge of cases. During the reporting period, 75 suspected and confirmed cases were admitted to IOM's SARI ITCs. Since the beginning of the response, IOM's SARI ITCs have admitted a total of 484 cases. The SARI ITCs in Camp 20 Extension and in Camp 24 also have maternity wards, where suspected or confirmed COVID-19 pregnant mothers in their third trimester can receive appropriate services, including deliveries.

Throughout the reporting period, COVID-19 surveillance activities continued through contact tracing volunteers assigned by IOM SMSD, contact tracing supervisors and medical support teams across 13 camps. In collaboration with UK-EMT, on-job training sessions on IPC in the context of COVID-19 were conducted to ensure that appropriate measures to protect frontline workers and patients and minimize the risk of transmission are in place. All three SARI ITCs are implementing a daily IPC checklist.

Furthermore, as part of its IPC activities, IOM operates three ambulance decontamination units at Uttaran, Camp 20 Extension and Camp 24. During the reporting period, 70 ambulances/COVID-19 vehicles were disinfected at these sites to minimize the risk of transmission.

To minimize the transmission risk, a quarantine facility with 93 shelters was established in Camp 20 Extension for contacts of reported cases. This facility also offers food and health check-ups, in coordination with IOM's partner Medair, and referral to other support services. Since the beginning of the COVID-19 response, the facility has quarantined 114 contacts of COVID-19 cases.

During the reporting period, a study was conducted in the camps, to measure the beneficiaries' seroprevalence of antibodies to SARS-CoV-2 virus and to estimate the fraction of asymptomatic infections. A total of 24 CHWs working with IOM's partners, Mukti, Research, RTMI, Bangla-German Sampreeti/BGS and Medair, provided field-level support to the study teams.

## Dispatch and Referral Unit (DRU)

The Dispatch and Referral Unit (DRU) coordinated by IOM is responsible for ambulance dispatch and monitoring the isolation bed capacity for COVID-19 in the Health Sector. With a fleet of 22 vehicles (IOM ambulances and other partners' vehicles), the DRU has successfully supported referrals of COVID-19 cases, contacts and the deceased. During the reporting period, the DRU successfully transported 144 individuals. Since the beginning of the response, a total of 1,171 individuals have been transported.

## Risk Communication and Community Engagement (RCCE)

Throughout December and January, health outreach teams remained alert and ready to refer suspected cases of COVID-19, as well as cases of other communicable diseases, such as Acute Watery Diarrhea (AWD) and measles. During the two-month period, RCCE teams conducted 17,889 household visits and 272 outreach sessions, and facilitated 2,663 community referrals.

To ensure effective COVID-19 messaging, banners and posters with the theme "Protect yourself and loved ones from COVID-19" have been adapted to include diagrams, and messages in both Rohingya and Bangla. The materials were distributed to all IOM SARI ITCs and health facilities. Additionally, 899,491 host community members and Rohingya refugees were reached with COVID-19 prevention messages through door-to-door visits and courtyard meetings conducted by CHWs working with IOM's partners.

Health staff have been working alongside CHWs in health outreach teams to ensure the effective dissemination of key health messages and to strengthen community trust. In collaboration with BBC Media Action and Red R Australia, a two-day ToT was organized for 19 CHW supervisors to strengthen their skills on interpersonal communication.

## Emergency Preparedness and Response (EPR)

IOM and WHO, in collaboration with UK-EMT and Australian RedR, organized a three-day training on "[Emergency Trauma Care for Medical Hub Clinical Staff](#)". The purpose of the training was to strengthen the capacity of selected health facilities that will act as medical hubs, and coordinate the medical response in their catchment areas, in the event of mass casualties. A total of 20 participants from six organizations were trained, while ten camp health focal points participated in the plenary sessions.

## Coordination and Government Support

IOM is working in close coordination with the Civil Surgeon office, Cox's Bazar Sadar Hospital, the Refugee, Relief and Repatriation Commissioner (RRRC) and Upazila Health Complexes, to have a coordinated response for host communities and refugees living in Cox's Bazar district, identifying key needs and supporting accordingly.



**75 cases** were admitted to IOM's three Severe Acute Respiratory Infection Isolation and Treatment Centers (SARI ITCs) in Camps 2W, 20 Extension and 24. These facilities are used for the management of suspected and confirmed COVID-19 cases. Since the beginning of the COVID-19 response, IOM SARI ITCs have admitted a total of 528 patients.



**4,799 COVID-19 samples** were collected and transported from all three IOM SARI ITCs and the Primary Health Care Center (PHCC) in Camp 3 to the laboratory in Cox's Bazar for analysis.



**179,624 consultations** were provided in 35 IOM-supported health facilities, including outpatient and inpatient care, Sexual and Reproductive Health (SRH) services, and integrated palliative care services in selected health facilities.

IOM continued to support the Government and host communities with the supply of medicine, furniture and consumables to the SARI ITCs in Ramu and Chakoria, that offer COVID-19 infection screening and triage, as well as admission and treatment of suspected and confirmed COVID-19 cases. Additional health items were supplied to the central COVID-19 testing laboratory in Cox's Bazar operated by the Institute of Epidemiology, Disease Control and Research (IEDCR).

Collaboration with the Ministry of Health and Family Welfare (MOHFW) Coordination Cell and the Directorate General of Health Services is ongoing. Two meetings were held to discuss the progress, challenges and ways forward for IOM's health projects supported by the World Bank.

IOM is collaborating with UK-EMT and Australian RedR for technical support and capacity building activities. Together with its partners Mukti, RTMI, BGS and World Concern/Medair, IOM is ensuring a wider coverage of health and COVID-19 response activities. The partners are facilitating RCCE interventions, in order to help build trust, expand health promotion activities, and encourage the use of health services.

In 2020, IOM continued working closely with health partners to design and implement the COVID-19 preparedness and response plan, while leading the DRU, and with representation in the Strategic Advisory Group, Case Management Working Group, Home-Based Care Working Group and Epidemiology Working Group.

In 2021, together with UNHCR, IOM will co-chair the Mental Health and Psychosocial Support Technical Working Group (MHPSS TWG), while together with WHO, it will co-chair the Health Sector's Emergency Preparedness Technical Working Group (EPR TWG).

## Sexual and Reproductive Health (SRH)

During the reporting period, IOM's comprehensive Sexual and Reproductive Health (SRH) services included 666 facility-based deliveries, 9,077 antenatal and 2,028 postnatal care visits, and modern family planning services for 8,849 girls and women. IOM also supports basic and comprehensive emergency obstetric and newborn care services in Ukhiya and Teknaf Upazila Health Complexes. In addition, 458 pregnant women were screened for HIV, as part of IOM's Prevention of Mother-to-Child Transmission (PMTCT) services, in three IOM PHCCs in Camps 2W, 3 and 24. During the reporting period, these centers also provided HIV testing and counseling to 519 individuals. IOM also supports basic and comprehensive emergency obstetric and newborn care services in Ukhiya and Teknaf Upazilas' Health Complexes.

IOM SRH teams observed World AIDS Day on 1 December with the theme "Global Solidarity, Shared Responsibility" as part of the 16 Days of Activism against GBV. As part of the celebrations, SRH staff trained 50 health care workers on Clinical Management of Rape (CMR), and gender and intimate partner violence (GBV and IPV).

## Mental Health and Psychosocial Support (MHPSS)

During the reporting period, a total of 352,695 beneficiaries were reached through a wide range of MHPSS activities. This includes mass campaigns for the promotion of MHPSS and COVID-19 prevention measures, awareness-raising sessions in health facility waiting rooms, counseling, psychoeducation and remote services given through the MHPSS hotline or telecounseling. Other community activities were organized through the Rohingya Cultural Memory Center (RCMC) and group sessions were held to discuss different mental health issues, such as the negative impact of child marriage and bullying.



Alternative MHPSS activities during the COVID-19 response such as MHPSS 24/7 hotline and tele-counseling services continue. A total of 113 beneficiaries received basic emotional support from the hotline service while 44 beneficiaries were referred to the MHPSS team for in-depth individual tele-counseling. A total of 80 beneficiaries received specialized clinical mental health services from a psychiatrist, referrals were provided for persons with moderate to severe mental health conditions to ensure a multilayered response, and a follow-up treatment plan was devised by the psychiatrist and field MHPSS mobile teams.

IOM supported the WHO-led 3-day "mhGAP training", during which IOM's MHPSS team facilitated a session on "Understanding stress and management of stress-related conditions" for 31 participants from various organizations.

A "Basic Psychosocial Support Skill" training took place for 19 MHPSS volunteers, aimed at providing effective MHPSS support to camp communities. Another six MHPSS project assistants participated in a team management and leadership workshop. In addition, as part of IOM's regular technical support, two group supervision sessions were organized by a clinical psychologist for 16 senior counselors and social workers. Two MHPSS staff participated in a five-day training on Trauma Counseling.

During the reporting period, IOM organized a workshop on "Mental Health Well-being and Stress". A total of 25 actors from different organizations received orientation on the different types and symptoms of stress, and the stress management techniques that can be applied in their daily lives. The Camp 2W CIC was highly appreciative of this initiative aimed at protecting the mental health of those working on the frontlines.

IOM MHPSS has recently expanded with a new mobile MHPSS team, comprised of a senior counselor, social worker and educator. The mobile team's support will cover all the layers of the IASC MHPSS intervention pyramid. The team will be present in Camps 10 and 18, while one MHPSS volunteer will provide basic emotional support and Psychological First Aid (PFA) to inpatients and outpatients in the SARI ITC Camp 20 Extension, and a Senior Counselor will be appointed to offer support to GBV survivors in IOM's Protection Shelter in Ukhiya.

In collaboration with IOM's Needs and Population Monitoring (NPM) unit, IOM started the biggest MHPSS needs assessment exercise in Cox's Bazar in Ukhiya and Teknaf Upazilas for 1,300 respondents (refugees and host community members). The objective of this exercise is to assess the mental health and psychosocial needs and challenges, such as levels of anxiety, depression and distress, protective factors, such as levels of resilience, social support and connectedness, perception of available services and the type of support needed from MHPSS providers.



WASH teams continue the regular distribution of handwashing devices across camps. ©IOM2020

During the reporting period, IOM installed 18 deep tube wells in Dhamonkhali, a host community village in Ukhiya, and constructed 600 single pit latrines in host community villages in Ukhiya. An additional 62 emergency latrines have been upgraded in Camps 9, 12, and 18. Durable materials have been used for the superstructure to reduce the risk of damage linked to storms and cyclones.

IOM installed a solar water supply system with the capacity of 25,000 liters/day for the SARI ITC in Camp 20 Extension.

In December and January, IOM distributed 89,653 soap kits through its partners in 12 camps. Each soap kit contains eight bars of bathing soap and seven bars of laundry soap meant to last for a month for the average refugee family. To minimize the risk of COVID-19 transmission, the partner organizations distributed soap kits door to door while maintaining physical distance.

IOM WASH is organizing a follow-up assessment to monitor the reach and effectiveness of COVID-19 awareness-raising activities through a representative sample of households in each of the 13 camps where IOM is providing WASH services.

IOM's partners continued disseminating messages on COVID-19 prevention, food safety, waste management, and hygienic practices following the WASH unit's guidance. Partners conducted a total of 290,456 household sessions, reaching 244,458 beneficiaries, and 9,067 outreach sessions using megaphones, reaching 156,439 beneficiaries.

IOM WASH teams have been facilitating the disinfection of WASH facilities and key camp locations with 0.5% chlorine solution. During the reporting period, the teams distributed a total of 640kg of 65% HTH chlorine to implementing partners DSK, SHED and Shushilan to continue the disinfection of WASH facilities and key communal places in Camps 2W, 12, 13, 18, 19, 23, and 24. IOM distributed a total of 194 backpack sprayers and 5,133 kg of 65% HTH chlorine from 25 March 2020 to 31 January 2021.

IOM has been monitoring WASH facilities through a bi-weekly monitoring system in all the camps where its partner NGOs are providing WASH services. Partner NGOs reach every WASH facility in their coverage area at least once every two weeks to assess functionality and maintenance issues, and record the data on KoBo. The system was rolled out in October 2020, to enhance the functionality of WASH facilities by improving their timely repair, operation and maintenance.

In December, IOM organized a training on fecal sludge, water quality testing and solid waste management technology for 40 IOM and partner NGO staff members.

IOM WASH teams continued their close liaison with the WASH Sector, Hygiene Promotion Technical Working Group, Department of Health Engineering (DPHE), CICs and the RRRC for the smooth implementation of WASH activities. IOM continued sharing regular updates on the COVID-19 response with the WASH Sector.

IOM's WASH Laboratory continued daily water quality monitoring by testing physical, chemical, and microbiological parameters, and following up on partners taking corrective measures in the case of contamination.

WASH teams installed 18 deep tube wells, 600 single pit latrines, and one water supply system.

During the reporting period, 274,217 people received lifesaving WASH support through the operation and maintenance of WASH facilities and awareness-raising sessions on good hygiene practices organized by IOM and its partners.

The unit has completed the upgrade of 62 emergency latrines in Camps 12 and 18 to improve safety and security for users. Durable materials have been used for the superstructure to reduce the risk of damage linked to storms and cyclones.



Teams have also completed retrofitting 331 latrines with handheld support system in Camps 12, 13 and 18, to facilitate the use for persons with disabilities, the elderly and pregnant women. Retrofitted latrine for people in need of leverage support has also been added to latrines in Camps 12 and 31.

IOM's partner Shushilan completed the works for the water network extension in Camp 12. The teams constructed an additional nine tap stands and water storage for 35,000 liters connected to the existing borehole through an 846-meter pipeline. This extension will provide safe access to clean water for 3,030 people.

IOM's partner distributed 4,289 Menstrual Hygiene Management (MHM) kits to women in Camp 18. IOM also distributed 10,764 bathing soaps and 5,796 laundry soaps to implementing partners BRAC, SHED, DSK and Shushilan for camp-level communal handwashing stations.

The IOM WASH Laboratory continued daily water quality monitoring by testing physical, chemical, and microbiological parameters, and following up on partners taking corrective measures in the case of contamination.

In coordination with SMSD, IOM distributed 250 hygiene kits to families relocated from Camp 23 to Camps 19 and 20 Extension. Aiming to strengthen camp consolidation, the unit launched a new project with Action Contre la Faim (ACF) to avoid a gap in the provision of WASH services for 29,792 refugees in Camp 11.

Implementing partner BRAC is now providing comprehensive WASH services for the whole population in Camp 9 and ACF for Camp 11. This process will ease and improve coordination and accountability among stakeholders. Through this camp consolidation exercise, 86 percent of the 268,462 refugee population in the camps under IOM's WASH Area of Responsibility (AOR) are now covered by IOM's partner NGOs.



**18 deep tube wells** installed in Dhamonkhali (host community village in Ukhiya)



**600 single pit latrines** constructed in host community villages in Ukhiya



**331 latrines retrofitted** with handheld devices for people with disabilities and the elderly in the camps



**290,456 hygiene awareness-raising sessions** organized by IOM and partner NGOs



**89,653 soap kits** distributed through partners



**4,289 Menstrual Hygiene Management (MHM) kits** distributed

Between January and December 2020, WASH teams installed 57 deep tube wells, constructed 742 single pit latrines and 102 bathing shades, and built five small-scale water supply networks including one for IOM's SARI ITC, and upgraded 322 latrines in IOM's Area of Responsibility (AoR). In the same timeframe, the unit built six solid waste management sites with barrel composting units, a segregation platform, and four Decentralized Wastewater Treatment Systems (DEWATS).



WASH teams organized a study on the feasibility of the water network extension in Camp 12. ©IOM2020

## SITE MAINTENANCE AND ENGINEERING PROJECT (SMEP)



### Infrastructure

The Site Maintenance and Engineering Project, a joint venture of IOM, UNHCR and WFP, is mandated to maintain and improve all vehicular roads within the camps. If the road is badly damaged, the team does sub-base preparation, installation of new Brick Flat Soling (BFS) and Herring Bone Bricks (HBB). During the reporting period, SMEP completed 235m<sup>2</sup> of road installation, for a total of 10,289m<sup>2</sup> completed in 2020.

Road repairs are ongoing due to last year's heavy monsoon rains and the effects of soil erosion. Works include curb and gutter installation and HBB brick. Road repairs are ongoing in different areas along Army Road, and in Camps 15, 21, 22, 24 and 26 in Teknaf. In December, SMEP completed 13,121m<sup>2</sup> of road repairs for a total of 92,728m<sup>2</sup> completed in 2020.

Drainage installation includes excavation works, pre-cast installation, brick works, plastering, reinforced concrete (RCC) and plain concrete (CC) works. There is an ongoing drainage installation work and road repair works at Nayapara in Teknaf as the drain was damaged by the heavy monsoon rains and soil erosion. The works will include the installation of an inverted TEE-Drainage Walls with RCC Cover Installation. During the reporting period, the team completed 12m<sup>2</sup> of cross drainage for road crossing for a total of 269m<sup>2</sup> in 2020. A total of 448m<sup>2</sup> of curb and gutter and concrete invert were installed along the roadside for a total of 12,064m<sup>2</sup> in 2020, and an additional 730m<sup>2</sup> of drainage installation (not along the roadside) were completed for a total of 9,203m<sup>2</sup> in 2020.

Drainage repair works involve the repair of damaged drainage or broken masonry drainage walls. SMEP sometimes replaces damaged drainage walls with precast concrete inverted T-Walls with a concrete cover. In December, SMEP completed 370m<sup>2</sup> of drainage repair works for a total of 1,772m<sup>2</sup> in 2020.

Canal clearance is undertaken for drainage that is more than 2 meters wide and covers the earthen canals as well. During the reporting period, SMEP completed 6,806m<sup>2</sup> of canal clearance for a total of 92,728m<sup>2</sup> in 2020.

Drainage clearance involves cleaning and de-clogging activities of lined drainages less than 2 meters wide. Camps 15, 19, 21, 22, 24, 26, 27 and Nayapara Registered Camp in Teknaf. In December, SMEP completed 75,202m<sup>2</sup> of drainage clearance for a total of 394,376m<sup>2</sup> in 2020.

### Earthworks

Slope stabilization includes hillside slope protection and roadside stabilization with bamboo poles for tree planting, masonry brick walls, and concrete cantilever walls. During the reporting period, SMEP completed 1,184m<sup>2</sup> of slope stabilization, for a total of 27,586m<sup>2</sup> in 2020.

Site preparation involves security fencing, land preparation, and site improvement works for tree plantation, material hubs, and Forward Operating Bases (FOBs). During the reporting period, 19,621m<sup>2</sup> of site preparation works including security fencing, land preparation and site improvement works for tree plantation, material hubs, and FOBs have been completed, for a total of 23,523m<sup>2</sup> in 2020.

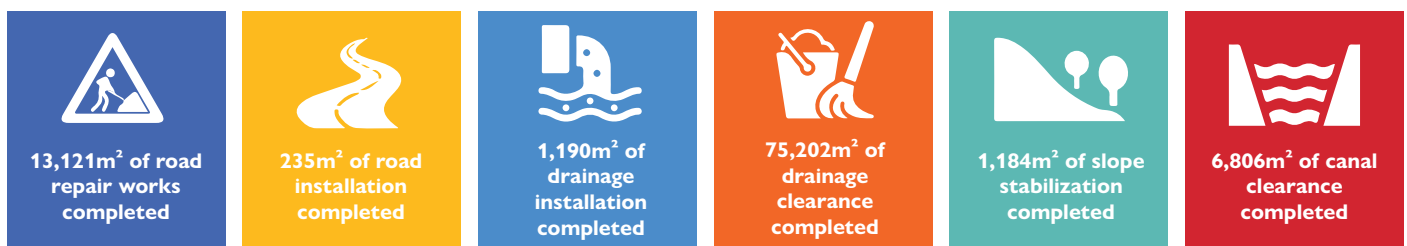
### Casting Yards

Casting yards play a major role in SMEP's work on roads, culvert, drainage installation and slope stabilization. It produces precast items such as speed bumps, concrete crib wall elements/members, concrete slabs, cantilever retaining walls, concrete post and piles. There are planned box culvert installation works at Jamtoli in Camp 15 and planned fob relocation works from Nayapara RC to Nayapara RC.

During the reporting period, SMEP produced 898 pcs of curb and gutter, 696 pcs of slab, 824 pcs of concrete invert, 72 pcs of concrete beam, 402 pcs of concrete invert, 53 pcs of U-drain, 124 pcs of Bera, 183 pcs of inverted T-wall, 24 pcs of solid block (Kerb stone). There are planned box culvert installation works in Chakmarkul in Camp 21.

### LGED Update

During the reporting period, the sub-base works at Package W4C, Malercul Dakhin Faliapara road were completed. The final compaction work at Hajirpara Mukter Swdagor road is completed and casting work is ongoing. Camp 20 Food Distribution Center (FDC) to Dhaka Ahsania Mission (DAM) school learning center hill slope protection work is ongoing. The Camp 12 CiC office to Camp 20 road's earth cutting-filling work is ongoing. Camp 12 to Telkhola road levelling and compaction work is completed and the compaction work is ongoing. Telkhola to Mocharkhola road's U-drain works are ongoing. Jamtoli field learning center to Baggona road's HBB is completed and sub-base work has started at the Foliapara primary school road. N.I Chowdhury road widening and macadam works are continuing. Camp 20 football field to Camp 20 Extension road's cross drain has been completed and the works on the retaining wall are ongoing.





Ambassador of Sweden to Bangladesh, Alexandra Berg von Linde, and Ambassador of the Netherlands to Bangladesh, Harry Verweij, visited host communities in Ukhiya and Teknaf. ©IOM2020

On 6 December, the Ambassador of Sweden to Bangladesh, Alexandra Berg von Linde, and the Ambassador of the Netherlands to Bangladesh, Harry Verweij, visited host communities in Ukhiya and Teknaf to observe [SAFEPlus activities](#) implemented by IOM, WFP and FAO. The aim of the SAFEPlus programme is to contribute to the overall food and nutrition security, empowerment and resilience of refugees and host communities in Cox's Bazar.

Under the SAFEPlus programme, IOM's Transition and Recovery Division (TRD), along its partners and service providers, are providing LPG canisters and cooking stoves to host communities in 10 different Union Parishads in Ukhiya and Teknaf to reduce the use of firewood. The ambassadors visited Jaliapalong Union Parishad in Ukhiya to observe an LPG distribution. IOM has so far supported over 6,000 households under the programme through its integrated livelihoods assistance and LPG distributions.

In December, a workshop on risk analysis and related tools was conducted for the Upazila Government Extension Department Officers. A total of 19 participants from different governmental departments attended. The objective of the workshop was to identify hazards in their respective fields, the preparation of a seasonal production calendar and the identification of potential hazards during the production cycle and which actions may be taken to minimize loss.

### Energy and Environment (EE)

IOM, UNHCR and WFP have agreed to unify their beneficiary lists to mitigate and reduce duplication and other operational challenges. To achieve this objective, IOM and WFP organized several meetings where they agreed to practice an ad-hoc cycle of 15 days duration instead of the normal 45 days. The distribution of SCOPE cards started at the end of December last year and has been completed in 14, 15, 16, 22 and 23, and will continue until the end of March 2021.

During the reporting period, a total of 810 households received new LPG kits (cylinder, stove, regulator and hose). The distributions covered all Rohingya beneficiaries from 16 IOM-managed camps and host communities in 10 unions in Ukhiya and Teknaf.

In addition, 219,281 households (181,717 Rohingya refugees and 37,564 host community members) benefited from the LPG refills during December. A total of 7,246 elderly-headed households were supported with door-to-door LPG distribution. To date, a total of 20,430 individuals have benefited from this service.

The LPG team has launched its new [LPG Daily Reporting Tool](#). Thanks to this new tool, community mobilizers at distribution points will be able to better report on daily activities and capture a wider range of data related to daily distributions with higher accuracy and speed. The data collected is included in the new [LPG Dashboard](#), which provides a clearer understanding of LPG activities.

### Disaster Risk Reduction (DRR)

The identification and assessment of 22 Multi-Purpose Cyclone Shelters (MPCS), 16 in Teknaf and six in Ukhiya, was completed. The cyclone shelters will be upgraded to accommodate approximately 33,000 individuals in the event of a cyclone. Improved WASH, electricity, access for wheelchair users and gender-friendly accommodation will be ensured throughout the rehabilitation process.

IOM is supporting the Cyclone Preparedness Program (CPP) to build the capacity of 1,440 regular volunteers in Moheshkhali. During the reporting period, a basic skills development training was provided to 519 CPP volunteers (172 female, 347 male) in Moheshkhali and 125 female volunteers in Ukhiya and Ramu Upazilas. To date, a total of 1,274 community based CPP volunteers have received the training.

A total of 60 (30 in Ukhiya, 30 in Teknaf) Small Scale Mitigation Interventions have been identified in different multi-purpose community structures used as cyclone shelters. These interventions will be carried out by CfW beneficiaries.

In the framework of the Community Risk Assessment (CRA) and Risk Reduction Action Plan (RRAP), all the union level validation exercises have been completed in the seven unions (6 in Ramu, 1 in Moheshkhali). During December, all seven CRA reports were finalized. IOM disseminated the reports with the local authorities and other stakeholders.



**219,281 LPG refills distributed**  
this period, 810 households  
received new LPG kits



**1,274 CPP volunteers**  
received training on disaster  
management



**2,038 host community  
members** attended livelihoods  
skill development training sessions



**90 host community members**  
received grants for Income  
Generating Activities (IGA)

## Livelihoods

During the reporting period, grants for Income Generating Activities (IGA) were provided for 90 host community persons. A total of 2,038 host community members attended livelihoods skill development training sessions, while 2,500 Rohingya beneficiaries received self-reliance advice.

Under the SAFEPlus programme, IOM's partner United Purpose conducted several trainings. A total of 30 beneficiaries attended a 7-day training on non-chemical dried fish processing and marketing. Another 80 beneficiaries attended a 15-day training on sewing. Through the training, the group learned how to make clothing and fabrics local to Bangladesh. Four similar training sessions were organized for 122 host community beneficiaries, which will enable them to earn their livelihood.

A total of 20 beneficiaries attended a 7-day training on food processing. Among the topics covered were an introduction to food processing, materials and equipment, mixing and cooking. During the training, the beneficiaries learned how to make a variety of different foods including cakes, break and rolls.

Furthermore, another 25 beneficiaries attended a 5-day training on Information and Communication Technology (ICT) with the aim of supporting business ventures. In addition to ICT skill development, the training assists youth to find employment opportunities in the local job market. Another 20 beneficiaries attended a 15-day training on computer servicing which focused on hardware and software installation in practical and theoretical sessions.

A total of 38 beneficiaries attended a 15-day training on auto-rickshaw repair. The training contents covered the tools, mechanical parts and instruments the brake system and gearbox, among others aspects of mechanical repair.

A total of 18 beneficiaries attended a 15-day training on electrical mechanics, which covered the importance of tools and equipment, series circuits, parallel circuits and electrical wiring. Another 454 beneficiaries (156 male, 298 female) completed 20 interventions through CfW activities, including road repairs for the safe access to schools, health centers and local markets.

In Ukhiya, under the SAFEPlus programme, IOM's partner Protyashi provided a 15-day skill development training on wooden crafts for 15 beneficiaries. During the training, beneficiaries learned to produce wooden pencils. Another 75 beneficiaries attended a training on jute craft making, and 45 beneficiaries participated in a training on catering services. Furthermore, 81 participants completed a training on enterprise development.

IOM's partner Protyashi organized a training for 20 female beneficiaries on basic tailoring techniques. In addition, 25 beneficiaries received a three-day training on the production of organic vegetables in Hnila, Teknaf for commercial sale. During the training, beneficiaries learned the basic practices of organic agriculture, crop rotations, high yield varieties of vegetables, pest control techniques, and the use of vermicompost, green manures, animal manures, legumes and biofertilizers.

In December, 23 beneficiaries in Jalapalong, Ukhiya, received a one-day refresher training on goat rearing. During the training, beneficiaries received information on the life cycle of goats, food, diseases, and the benefits of goat milk and meat. Furthermore, in Camp 9, a total of 77 beneficiaries attended a refresher training on chicken farming. During the training, beneficiaries received information on chicken size, weight, life cycle, egg selection, egg size and age. Another 20 male beneficiaries attended a training on *Kuchia* culture (Gangetic Mud Eel).

Under the SAFEPlus programme, IOM's partner SHED organized a life skills training on nutrition, DRR, women's empowerment, gender equality, and GBV for 1,178 beneficiaries. In addition, 49 beneficiaries attended a training on non-chemical dried fish processing. Beneficiaries received bowls, plastic baskets, scales, poly packaging heat machine and 75 kg of various types of raw fish.

A Value Chain Development workshop was organized for 75 participants. The aim of the workshop was to establish a network among producers and stakeholders, so that beneficiaries could receive quality input from the vendors and fair prices while selling their products.

Under the SAFEPlus programme, IOM's partner BRAC completed a tower gardening training for 50 Rohingya beneficiaries in Camps 10, 14, 15, 19 and 22. The training content covered discussions on land preparation, household plantation, sowing seeds, weed management, and the use of organic pesticide and fertilizer. Beneficiaries received micro-gardening tools and equipment to start cultivating vegetables in their own homesteads. Another 50 beneficiaries completed a training on seed production, which could be supplied to homesteads, community gardening beneficiaries and the local market. Another 50 vegetables traders completed a training on collecting produced vegetables from producers and places to sell to get fair prices.



*A total of 30 beneficiaries attended a training on non-chemical dried fish processing. ©IOM2020*



IOM's teams organized a ToT on self-care and coping skill during stressful situations for WPP focal points. ©IOM2020

### Site Management (SM)

During the reporting period, SM teams activated the Disaster Management Unit (DMU) volunteers to respond to three fire incidents in the camps, and ensured that IOM provided SNFI support to affected families. DMU volunteers regularly checked the fire response infrastructure as well as the fire points, location, and functionality of fire extinguishers. All the used fire extinguishers were separated to be refilled.

Several camps completed the fire drills in the camps with support from FSCD, BDRCs and IOM's Security Unit. The CiC who attended the drill encouraged community members to improve the practices to avoid fire hazards in the camps.

SM teams focused on the messaging to the community on fire safety via DMUs, imams, majhis and women representatives. Various campaigns on fire safety were conducted across the camps and the imams spread messages about fire safety through mics before the Friday prayer. SM teams also organized an awareness-raising session on fire safety for all women representatives across KBE camps.

IOM SM teams mobilized CFW laborers for IOM SD and SMEP and other DRR partners to continue the construction and repair works for key infrastructures, such as drainages, pathways and slope stabilization works.

The Points of Entry (PoE) in Camps 8E, 10, 11, 13, 14, 16, 19, 22, 25, and Panbazar road, screened 304,109 individuals for COVID-19 symptoms and referred three individuals with high temperature to health centers.

IOM continued daily coordination and support to CiCs to resolve complaints received from the community, issues faced by service providers, and the organization of meetings with relevant sector focal points and agencies.

A total of 7,510 awareness-raising sessions comprised of door-to-door visits, audio listening activities and video awareness programmes, were organized to reinforce COVID-19 key messages and other relevant themes for 82,311 individuals. As part of the campaign, IOM SM teams organized radio listening sessions on COVID-19, including national and international news on health issues, the severity of COVID-19 across the world, the importance of handwashing, available mental health services for adolescents during COVID-19, and other general guidelines.

An introductory meeting was organized with the new CiCs in Camps 9 and 10. In Camps 24 and 25, for the first time since the onset of COVID-19, the monthly agency Camp Coordination meeting was held in the CiC office. A total of 52 participants (46 male, 6 female) attended the meeting, facilitated by the CiC, Assistant CiC and SM teams. During the meeting, agencies shared updates on their progress and challenges, such as security issues and community relocation requests.

SM teams in Camp 22 supported several partners to organize meetings. One meeting held by the Bangladesh National Woman Lawyers Association (BNWLA) on counter-trafficking was organized for Majhis and service providers. Another project inception meeting was organized with Oxfam and RTMI, and MUKTI women committee members also held a meeting as part of the 16 Days of Activism campaign.

In Camp 23, a coordination meeting was held with the CiC, UNDP, IOM WASH and SM teams, Practical Action, BRAC, SHED and the Union Parishad. During the meeting, it was decided that Practical Action and BRAC would clean Shamlapur Bazar and install waste bins in front of shops, and that the waste would be transported to a proper dumping station. With the Union Parishad's support, the Shamlapur Bazar area was identified and demarcated.

Camp 9's SM team has successfully completed a two-day mass cleaning campaign which was inaugurated by the CiC and supported by partners, DMUs, women representatives and community members. The campaign helped create ownership among the community and keep the camp clean.

SM team in Camp 19 and 20 Extension supported the families who were relocated by the government from Shamlapur by ensuring the families received shelter, food and had access to the facilities in the camp.

SM teams mobilized cash for work laborers for IOM's SD team, SMEP and other DRR partners to continue the construction and repair works for drainage, pathways and slope stabilization.

During this reporting period, the team assessed the solar street lights and supported UNHCR's vendor to install new ones, track relocations, follow up on graveyards and maintain death records.

Teams continue to support community-led initiatives. IOM provided 12 youth in Camp 23 with the sport equipment requested during the consolation and the group has already started to organize games on a regular basis. In Camp 24, another social cohesion community project on sewing prayer caps was launched for 20 women.

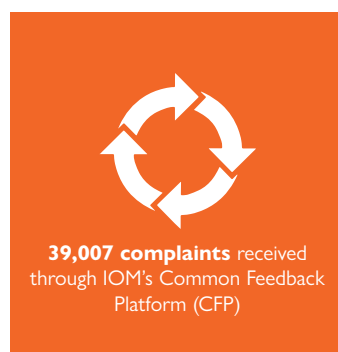
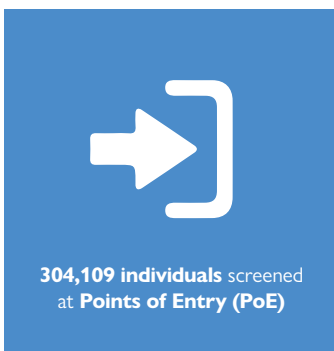
## Site Development (SD)

IOM continues to provide essential site improvement works to vulnerable or at-risk communities. In December, SD teams in Camp 24 provided support for the relocation of 65 households.

SD teams in Camp 20 Extension constructed an electric cable point for the water pump in coordination with WASH teams.

IOM's partner Shushilan continues to ensure COVID-19 prevention measures are respected and handwashing facilities are functioning during the mobilization of SM volunteers, orientation sessions, implementation of activities and salary distributions.

In camp warehouses in Camp 8E and 8W, IOM's partner Danish Refugee Council (DRC) set up handwashing stations and temperature checks at the warehouses' entrance, and masks have been declared mandatory. DRC provided washable masks to all the workers and volunteers and ensured that physical distancing was maintained during payment and registration.



In Camp 16, IOM's partner CARE supported COVID-19 related works following requests from SM teams, the CiC and the community. The team quickly updated the drainage system, slope stabilization and access as part of monsoon preparation works.

## Women's Participation Project (WPP)

During the reporting period, under the Women's Participation Project (WPP), 343 Rohingya women, including host community persons from Shamlapur, completed an eight-day ToT on Women's Participation and Leadership, and several initiatives related to skill and livelihood for women were launched. These women leaders, part of the core group in Camps 18, 20 Extension, 22 and 24, have in turn conducted training sessions themselves to share their newly acquired knowledge with female committee members and further strengthen their leadership role in the community. A total of 186 women representatives also received protection and GBV training in Camp 9, 18 and 20 Extension.

As part of the Women Participation Project, SM teams facilitated the launch of the Women's Committee with the CiC for 12 core group members in Camp 20 Extension.

Protection and Site Management teams jointly organized a ToT on self-care and coping skill during stressful situations for WPP focal points who will in turn roll out this training to other women in their community.

## Communication with Communities (CwC)

IOM's Ideas Box (IDB) teams in KBE (Camps 18 and 20 Extension) and Teknaf (Camps 23 and 24) continue to implement newly developed one-time activities and courses for the community through four pillars (Non-Formal Education; Social Cohesion and Peacebuilding; Individual and Collective Expression; Access to Information) to mitigate the psychosocial impact of the COVID-19 pandemic and provide participants with an opportunity to learn and improve their life skills. This service is especially critical for children as Temporary Learning Centres (TLCs) remain closed.

Teams continue to benefit from workshops and training sessions organized by IOM's partner Bibliothèques Sans Frontières (BSF) in order to increase their familiarity with the activities and to improve their facilitation, communication and community engagement skills. In addition to these workshops, BSF is conducting frequent support visits to each Ideas Box to support the teams in co-led activities and feedback sessions. A new harmonized reporting tool for IDB activities was developed and piloted by IOM. During the reporting period, 2,312 participants were reached.

During the reporting period, IOM's Common Feedback Platform (CFP) teams continued operating all 31 static Feedback and Information Centres (FIC) across IOM-managed camps, as well as a mobile CFP team in order to reach remote camp communities. To improve workflow, a CFP Handbook has been developed by IOM CwC and shared with field teams. CFP teams received 41,068 complaints and a total of 27,798 cases were open and referred to the responsible service providers.

During the reporting period, Radio Listening Groups Aarar Hal Hobor (AHH) continued their regular activities throughout IOM-managed camps, disseminating information as requested by the community, raising awareness on various issues including COVID-19 and counter-trafficking, and providing access to information through news broadcasts and updates on the provision of camp services. AHH teams reached 8,827 people through 797 sessions (3,251 men, 2,759 boys, 1,517 women, and 1,300 girls). Tandem AHH teams also conducted video sessions with portable projectors and speakers, disseminating a variety of content.

## NEEDS AND POPULATION MONITORING (NPM)



NPM piloted the Shelter Standard Assessment coordinated by the Shelter Sector under ISCG. ©IOM2020

NPM continues to support the Site Management Sector with the Incident Reporting Mechanism. In December, four SM Sector incident datasets were produced and shared. More information on incidents can be found in this new [dashboard](#) launched in January 2021.

During the reporting period, NPM initiated the planning for new activities as well as implemented data collection for multiple assessments, including the Shelter Standard Assessment coordinated by the Shelter Sector under ISCG and in collaboration with REACH; the Bathing Facility Assessment in collaboration with the WASH Sector under ISCG; the Sub-Block Convention Assessment; the MHPSS Assessment in collaboration with IOM's MHPSS unit; and the Ground Truth Solutions Round 4 in collaboration with IOM CwC teams, to be implemented in February 2021.

NPM successfully implemented a road mapping activity in southern Cox's Bazar aimed at improving access planning for future host community assessments and at replacing the weaker OpenStreetMap (OSM) road data that currently exists. Additionally, NPM's GIS unit produced maps indicating Women and Girl Safe Space (WGSS) for IOM's Protection team, a Road Mapping Atlas based on NPM and WFP data, and a new set of sub-block maps.

NPM's Data Unit helped Dhaka's REMAP unit to set up Baseline Mobility Tracking – Village Level (B2) and Community Based Needs Assessment as well as the Amphan Supplement, the assessment on Cyclone Amphan's effect on displacement.

The ACAPS-NPM analysis hub continued to support the humanitarian response by filling information gaps and helping to inform evidence-based decision making. A gender analysis of the MSNA survey was conducted and the NPM team engaged with REACH and the Gender Hub to identify the best way to present the findings.

During the reporting period, NPM started planning and piloting several new initiatives and assessments, including the Shelter Standard Assessment coordinated by the Shelter Sector under ISCG and in collaboration with REACH; the Bathing Facility Assessment in collaboration with the WASH Sector under ISCG; the Sub-Block Demarcation Assessment; the MHPSS Assessment in collaboration with IOM's MHPSS unit; and the Ground Truth Solutions Round 4 in collaboration with IOM CwC teams, to be implemented in February 2021.

In January, the ACAPS-NPM Analysis Hub made some adaptations to its 2021 strategy and results matrix and continued to support the humanitarian sector with the gender analysis of the J-MSNA 2020 and finalized a secondary data review on age and disability programming in the camps.

The second phase of the audio consultancy with Arete continued. Another 13 Key Informant Interviews were conducted in English and Bangla and a survey was shared with partners in the response to gauge interest and preferences on audio products. The household characteristics of the vulnerability report was adapted into script format and a practice run conducted. Arete produced guidance documents based on this data and all team members attended a voice test with Arete for recordings.

The secondary data metadata set has been updated to include all major reports and assessments published on the Rohingya refugee response between August 2017 and January 2021. This dataset will be shared with the ISCG to update their existing Assessment Registry. The Hub also shared this metadata set with BBC Media Action who reached out looking for information. A meeting was also held with FSS who reached out to ACAPS to talk about establishing informal discussions with different actors.

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