Camp-Level Coordination & Remote Management System

15 July 2020
• Collaborate with the on-site authorities (Camp Administration - CiCs) and liaise with them on behalf of all humanitarian actors in a camp when required.

• Coordinate the response in one single camp: collect and maintain data to identify the gaps in the provision of protection and assistance and avoid duplication of activities and feed information and data to any information systems within the cluster (Sector).

• Ensure systematic and meaningful participation of the displaced communities in all aspects of camp life.

• Reflected in the CXB SM-SD Sector’s JRP objective 1 to ensure equitable and safe access by refugees, including women and girls, to standardized and monitored assistance and protection, and to coordinate multi-hazard emergency preparedness.
Camp-level coordination:

- **Achievements:**
  - Regular coordination meetings in most camps with SMS and the CiC
  - Remote systems are up and running
  - Problems solved at camp-level every day
  - Gender Officers appointed in some camps

- **Challenges:**
  - Inadequate number of Sector Focal Points and limited presence in the critical phase
  - Irregular attendance at meetings and/or participation in remote coordination systems
  - Sector Focal Points representing agencies and organizations
  - Duplications, gaps, poor rationalization, immense challenges with quarantine, isolation
Camp-level coordination Guidance Note:

- **Camp-Level Focal Point Responsibilities**
  - Sector Coordination
    - Meetings with sector colleagues, information management, gaps, complaints/referrals, facility monitoring, community meetings.

- Camp-level coordination
  - Prepare updates for the CiC and SMS (achievements, challenges, updates) during coordination meetings, follow-up with action points.

- Emergency coordination
  - Disaster Management Committee, preparedness/response plans, drills.

- Protection mainstreaming and capacity sharing
  - Gender Officers, Protection colleagues (GBV, CP), CSI
Camp-level coordination SOP/Focal Point ToR:

• **Sector responsibilities to focal points:**

• Sector Coordinators will:
  
  • Ensure that focal points are appointed and present in each camp.
  • Maintain a contact list of Sector Focal Points.
  • Establish communication forums for focal points (for example, whatsapp groups).
  • Meet SFPs once a month
  • Build Focal Points’ capacities and share relevant standards, tools, and guidelines necessary to perform their roles and to ensure gender and protection mainstreaming across activities.
  • Advocate for funding to cover full-time Sector Focal Points and/or Sector Focal Point Coordinators.
  • Work to address Sector Focal Point challenges in the field.
  • Monitor SFP performance.
Camp-level coordination SOP/Focal Point ToR:

• **Focal Point responsibilities to Sector:**

• To ensure strong camp-level and camp-Cox’s level coordination, Sector Focal Points will:
  - Implement the camp-level coordination system outlined in this document.
  - Complete Sector and camp-level information management tools.
  - Share challenges with Sector Coordinators in Cox’s Bazar.
  - Ensure all new interventions are coordinated with the Sector in Cox’s Bazar.
  - Contribute challenges and achievements for SitReps.
  - Discuss all requests for individual information with Sector Coordinator before handing the information to authorities.
  - Participate in communication systems and regular meetings organized by the Sector Coordinator.
Camp-level coordination SOP/Focal Point ToR:

• **Remote Coordination:**

To ensure continued coordination in a remote management or reduced access scenario Sector Focal Points should:

• Establish and manage systems for remote coordination with Sector partners (bi-weekly remote meetings, WhatsApp groups, etc.)

• Actively participate in camp-wide coordination systems (remote meetings, whatsapp groups).

• With guidance from the Sector Coordinator in Cox’s Bazar, implement and oversee remote service mapping/monitoring to ensure continuity of quality assistance to refugees.
Next Steps

- RRRC to approve the document
- Sector coordinators work together to ensure that the standards are rolled out
- Stock taking to check what additional support are required
Remote SMS Dashboard

Monitoring COVID Prevention Measures
(as of 19 May 2020)

# of Camps with Non-Compliance Reports: 19
# of Non-Compliance Issues: 180
# of Community Led Initiatives to Cope with COVID-19: 100

Monitoring to analyze and track non-compliance incidents with COVID-19 prevention measures, e.g. if refugees or staff are not applying physical distancing, crowding or group events are occurring, persons are not washing hands, not isolating or quarantining themselves if requested, etc.

# of Issues by Camps

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<tr>
<th>Camp</th>
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<td>Camp 04 Extension</td>
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<td>Camp 13</td>
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<td>Camp 09</td>
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<td>Camp 04</td>
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<td>Camp 08 East</td>
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<td>Camp 23</td>
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# of Non Compliance Reports by Services

- Others
- WASH
- Food
- Health
- Isolation

# of Community Led Initiatives to Cope with COVID-19

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<th>Details on Covid-19 Issues</th>
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Remote SMS Dashboard

Link in the chat box: