

April 2020



FACILITATOR OF ROHINGYA WOMEN'S EMBROIDERY GROUP SHOWCASES SOME OF THE MASKS SHE HAS PRODUCED TO HELP PROTECT HER FAMILY, FRIENDS AND COMMUNITY © IOM 2019



860,175

Rohingya arrivals since 25 August 2017



932,940

Rohingya in Cox's Bazar



1.2 million

people in need

During the last week, cases of COVID-19 have been detected and confirmed in the Rohingya settlements in Cox's Bazar, both among Rohingya beneficiaries and members of the local Host Community. IOM and other humanitarian actors on the ground are working together to respond to this developing situation; all relevant updates will be included in IOM's next COVID-19 Weekly Situation Report.

### Bangladeshis and Rohingya alike make protective masks for frontline workers and local communities in defense against COVID-19

**Cox's Bazar** – In early March and through the month of April, IOM and NGO partners Protyyashi and Nongor have been facilitating a project in Cox's Bazar to produce 6,000 washable cloth masks for frontline Cyclone Preparedness volunteers and Fire Service and Civil Defense personnel whom have been working to raise awareness around COVID-19. Both NGOs were approved by the Directorate General of Health Services and Cox's Bazar Civil Surgeon to manage the project; members of the local host community are producing the masks, utilizing tailoring and sewing skills they have learned under IOM and partners' livelihoods initiatives. The masks are then being distributed in coordination with Upazilla administrators and will be given to Village Development Police from Cox's Bazar Sadar, Ramu, Moheshkhali, Ukhiya and Teknaf subdistricts.

Meanwhile, Rohingya beneficiaries are also looking to help protect their communities. IOM's Cultural Memory Centre (CMC) is supporting Rohingya women in the Kutupalong-Balukhali camps who are applying their sewing and embroidery skills, honed under arts initiatives managed by the CMC, to produce masks to be worn by friends and family. The project is being lead by the facilitator of the CMC's embroidery women's group, where she is keeping busy during the lockdown using her sewing machine to make masks in a variety of designs and patterns. She produces around 30 masks per day to distribute to close relatives as well as fellow embroidery artists and their families.

Similarly supported under IOM's Protection unit, beneficiaries of IOM's Gender Based Violence (GBV) programming are also leading in the production of face masks. During the reporting month, IOM GBV teams scaled up mask making across all ten Women and Girls' Safe Spaces (WGSS) as part of COVID-19 prevention efforts in line with the RRR/ISCG guidelines, ensuring proper social distancing and hygiene measures. Rohingya women are enjoying opportunities for creative expression under this initiative while producing useful equipment that can help protect their communities.

### IN BRIEF

- The NPM ACAPS Analysis hub has continued to work with IOM's CwC unit to track community perceptions surrounding COVID-19 with the objective to ensure the inclusion of Rohingya perspectives within the response. The consultations form a series of weekly reports known as COVID-19 Explained. Data is collected by IOM-trained Rohingya field researchers and interviews are recorded with beneficiary consent, then transcribed by Rohingya enumerators and Bengali CwC staff.
- Over one hundred Women's Committee members in Camps 24 and 25 were trained by Community Health Workers (CHW) on COVID-19 referral pathways, symptoms, and preventive measures. The Women's Committee Members are now supporting in spreading awareness around COVID-19 amongst their communities
- In collaboration with WASH and Site Management field teams, IOM's Site Development unit completed the installation of 310 tippy taps, i.e. hands-free hand-washing stations in Camps 9, 10, 14, 15, 18 and 20



AMBULANCE CLEANING AND DISINFECTION TRAINING © IOM 2020

During the reporting period, IOM Health teams continued supporting the COVID-19 response, promoting awareness raising efforts, Infection Prevention and Control, and building capacity to treat and contain spread of the disease. The following was achieved during the month:

#### Case Management:

- A 16-bed isolation and treatment facility has been set up in Camp 24, aiming to enhance early detection and management of mild to severe COVID-19 cases in Teknaf. Construction and upgrading is under way to scale facility capacity up to 100 beds. Additionally, three PHCs in Camps 2W, 3 and 9 are continuing to operate temporary isolations with a capacity of six beds.
- A standard triage and separate consultation space has been established at Health posts at five facilities in Camps 10, 13, 15 and 18 for early identification of suspected cases and to avoid the risk of hospital-acquired infection.
- The establishment of a quarantine facility comprising 93 shelters for contacts of confirmed cases is ongoing in Camp 20 Extension.
- IOM provided support to Government-operated isolation and treatment centres, supplying materials including 2,500 surgical masks, 50 N95

respirators and one ECG machine. Further support is planned for Ramu and Chakoria isolation and treatment centres.

#### Surveillance:

- IOM Implementing Partners have nominated contact tracing supervisors from 13 camps (Camps 2W, 9, 10, 13, 15, 19, 20, 20 Extension, 21, 23, and 24) to lead and coordinate contact tracing activities at the camp-level. They also received a Training of Trainers (ToT) on COVID-19 contact tracing from the World Health Organization.

#### Dispatch and Referral Unit (DRU):

- DRU responded with ambulance support for 62 requests.
- Four ambulances have been designated to support the referral of COVID-19 cases.
- An Ambulance Decontamination Point (ADP) has been constructed at Cox's Bazar town with the view to safely clean and disinfect ambulances designated to carry COVID-19

patients. In collaboration with the Shelter unit, 14 ambulances were cleaned and disinfected at the point.

#### Infection Prevention and Control (IPC):

- IOM Health facilities received Personal Protective Equipment, including 26,000 gloves, 400 gowns, 25 boots, 371 coveralls, 486 goggles, 160 face shields, 12,700 face masks and 601 respirators. A total of 31 infrared thermal scanners were distributed for setting up safe triage at Health facilities for COVID-19.

#### Laboratory support:

- Sample collection for laboratory testing of suspected and severe acute respiratory infection (SARI) cases is ongoing at the Infection and Treatment Centre (ITC) as well as three temporary isolation facilities. Leda ITC is also working as a sentinel site for random sample collection for better surveillance and case identification. During April, 52 samples were collected and transported from IOM facilities.

## Risk Communication and Community Engagement (RCCE):

- Community Health Workers (CHWs) under four implementing partners have conducted 182,933 door-to-door visits, 1,303 courtyard meetings, and 20,830 peer discussions, reaching 395,892 individuals with COVID-19 preventive messaging.
- IOM has printed 13,000 Information, Education and Communication (IEC) materials for risk communication among the community on COVID-19. CHWs have so far distributed 7,830 posters and leaflets for COVID-19 risk communication.
- IOM Health teams conducted various community consultations with religious leaders, locally elected persons from the Government such as the Upazila Nirbahi Officer, and other influential members of the community regarding raising awareness on COVID-19.



A MIDWIFE HOLDS A NEWBORN BABY AT AN IOM HEALTH FACILITY © IOM 2020



35,084

outpatient consultations provided (81% Rohingya, 19% Host Community)



121

patients referred for secondary and tertiary care



245

facility-based deliveries



2,118

ante-natal care visits conducted



509

post-natal care visits conducted

## Regular primary health care services were provided at all 33 of IOM's supported Health units

IOM's GBV, Health and MHPSS Colleagues are coordinating an integrated approach to continue GBV services despite shifting modalities in light of the onset of the COVID-19 response. To track and ensure service frequency and quality, IOM's Sexual and Reproductive Health (SRH) teams have established a KoBo reporting format as well as a printed GBV register for facilities. IOM SRH continually promotes menstrual hygiene management and contributed 1,200 sanitary napkins to IOM's GBV unit to distribute among girls and women of the reproductive age group in nine camps. Meanwhile, IOM-SRH teams are also working with IOM EPREP for safe delivery of suspected or confirmed COVID-19 cases in isolation centres.

## Mental Health and Psychosocial Support (MHPSS) services ensured for beneficiaries throughout month of April

A total of 716 beneficiaries received psychosocial interventions at IOM's Health facilities during the month; the most relevant identified MHPSS concerns were anxiety-related responses (63%), poor emotional regulation (33%), depression-related symptoms (23%), withdrawal behaviour including social and community isolation (20%) and suicidal/self-harm behaviour (4%). The majority of identified stressors were poor health conditions, poverty, unemployment, concerns regarding safety and security and GBV. These findings underscore the need to provide more support from a relational and family approach.

A total of 31,546 beneficiaries were supported through community-based MHPSS activities, including healing ceremonies, sports and play events, art and creative activities, non-formal education activities and awareness sessions. Many of the essential MHPSS services are now being implemented through alternative modalities as COVID-19-related restrictions are enforced. As a result, IOM enacted safe social distancing practices and promoted MHPSS key messages and hotline services among beneficiaries through home visits, phone counselling, and awareness raising campaigns such as tom-tom messaging and awareness sessions. Through these awareness raising measures, beneficiaries are sensitized on how to deal with stress and anxiety related to COVID-19. This messaging is carried out in Cox's Bazar Sadar, Ukhiya and Teknaf Upazilas, covering both refugee and Host Communities.



NPM AND CWC STAFF MEET TO DISCUSS CWC ASSESSMENT IN CAMP 20 EXT. © IOM 2020

## Phone calls prove useful tool in remote NPM assessments to inform COVID-19 response

Due to COVID-19 stay-at-home and movement restrictions, all NPM operation staff are working remotely to develop multiple surveys to assess gaps, needs, and impacts of the emerging response in partnership with different actors and IOM units. Phone calls have become the main methodology adopted for operations through which enumerators contact beneficiaries to collect necessary information that can be used to further inform and refine the COVID-19 response.

During the month, NPM teams worked to contact networks of male and female Key Informants (KIs) in the camps to test whether phone numbers are still active and can be reached. The overall aim was to render a pool of numbers that will be used as a basis for implementing assessments and programmes by NPM and other IOM units. Through conducting phone surveys over the coming months, NPM hopes to develop the capacity to remotely monitor trends and highlight key issues in the camps during this period of operational restrictions.

## NPM teams support operation of COVID INFO Line to ensure direct engagement with affected communities

NPM has been providing technical and operational support to the IOM Communications with Communities

(CwC) unit's Interactive Voice Response (IVR) system, also known as the COVID INFO Line. NPM Enumerators are translating more than 7,000 messages that were received from refugees in the early days of implementing the system. This will enable CwC teams to understand and respond quickly to the queries that are coming in from the refugees via the INFO Line. Collaboration between NPM and CwC will continue throughout operation of the IVR system.

## Strengthening pre-existing tools and analysis and reflecting on data collected thus far

NPM has continued to support the Site Management Sector (SMS) through the Incident Reporting Mechanism. In May, NPM will work closely with the Site Management Sector (SMS) to refine and improve the reporting tool. A training of all SMS partners will be arranged later in the month in order to ensure full preparation for monsoon season. The production of an updated incident dashboard, to support better visualization and access to incident data is also ongoing. Meanwhile, a trend analysis report based on NPM Site Assessment data for the period of March 2018 through January 2020 is under way. NPM teams are also assessing the impact of greening projects in the Rohingya refugee camps by utilizing satellite imagery analysis and processing updated 2020 drone imagery and a revised Digital Elevation Model following the

reinstitution of drone permissions in the response.

## NPM ACAPS Analysis Hub prioritizes beneficiary inputs at the centre of COVID-19 analysis

The NPM ACAPS Analysis hub has continued to work with IOM's CwC unit to track community perceptions surrounding COVID-19 with the objective to ensure the inclusion of Rohingya perspectives within the response. The consultations form a series of weekly reports known as *COVID-19 Explained*, led by IOM's CwC team in collaboration with ACAPS. Data is collected by IOM-trained Rohingya field researchers while interviews are recorded with beneficiary consent and are then transcribed by Rohingya enumerators and Bengali CwC staff. ACAPS subsequently analyses the data using NVIVO software and supports in writing the reports and creating one-page summaries.

During the reporting month, the hub published a thematic report towards this end, updating on beneficiary inputs regarding safe and dignified burials in event of severe COVID-19 cases. NPM and ACAPS presented the findings of the report to the Site Management Sector and all sector representatives who will likely play a role in safe and dignified burials should the worst eventuate. The aim of the report is to ensure COVID-19 burials are conducted in a safe and culturally appropriate way, prioritizing community engagement at the centre of the approach.

Other reports from this month can be found [here](#).

## NPM contributes to data collection and analysis across the response as well as at the global level

During the month of April, the NPM unit participated in the Joint Needs Assessment for COVID-19, conducted by the national Needs Assessment Working Group and contributed to tool review and data analysis. The questionnaire, dataset and report is available [here](#). NPM has also been providing continuous support to IOM's Global Displacement Tracking Matrix (DTM) in the COVID-19 response initiative of tracking location status such as point of entries, including airways, roadways and waterways. The product of this activity is available [here](#).



GBV IP PULSE CONDUCTING COVID-19 SESSIONS THROUGH AUDIO MESSAGING © IOM 2020

## Protection teams continue support for COVID-19 response

During the month of April, IOM Protection continued activities according to the RRRC's instructions and COVID-19 prevention measures. IOM Protection has maintained a strong presence in the camps at the shelter and sub-block levels and through the ten Women and Girls Safe Spaces (WGSS) which continue to be open as an entry point for case management services. In April, IOM's Protection teams reached 33,599 individuals with awareness raising and hygiene techniques under the broader COVID-19 response.

### GENERAL PROTECTION ACHIEVEMENTS:

- A total of 421 Extremely Vulnerable Individuals (EVIs) were identified (228 women, 71 men, 35 girls and 30 boys).
- A total of 646 non-EVIs (354 women, 272 men, and three boys) were referred to humanitarian services.
- A total of 39 Rohingya women and men participated in seven sessions convened by IOM to discuss and mitigate risks.
- A total of 147 Rohingya (13 women, 134 men) participated in Protection monitoring Focus Group Discussions in Camps 9, 18, 20, 20 ext., 23, 24, and 25, which forms the basis for IOM's Protection Monitoring report.
- A total of 25 Protection volunteers, in coordination with IOM community-based Protection activities, are working together in nine camps to monitor Protection risks and trends and raise awareness among specific populations who may be overlooked by humanitarian actors.

## Counter-Trafficking (CT) awareness raising underway, at a social distance

Due to the onset of COVID-19 in Bangladesh, modes of engagement with beneficiaries have shifted as CT teams and Implementing Partners are ensuring social distancing and observing Government instructions; under this effort, 2,114 individuals were reached (1,015 men, 675 women, 266 boys and 158 girls) through door-to-door visits and small group meetings to sensitize communities on COVID-19 and the potential human trafficking risks that might entail during this crisis. In addition to outreach activities, seven Victims of Trafficking (VoTs) were identified and provided with Psychological First Aid (PFA).

## Child Protection (CP) capacity is built among first responders

During the month, CP Teams provided training for seven volunteers on case management, focusing on Protection issues, prioritizing cases, signs of abuse, referrals and follow-ups, and when to close a case. Implementing Partner Terre des Hommes (TdH) trained 14 community volunteers on one-on-one Psychosocial Support (PSS) for children and caregivers. A total of 69 Community-Based Child Protection Committee members and 15 Faith-Based Leaders were trained on facilitation of awareness sessions around COVID-19, self-protection measures and CP risks.

## Child Protection teams promote COVID-19 awareness, provide PSS, and assist in case management

CP teams reached 2,312 children and 1,423 caregivers with COVID-19-related messages. Meanwhile, a total of 952 children and 522 caregivers received PSS support through home visits and 29 new

cases were registered for case management, comprising 16 boys and 13 girls. A total of 47 children were reached in four Child Friendly Corners as facilities are running with reduced activities due to COVID-19 operations. Additionally, CP teams supported Rohingya who in March returned to Cox's Bazar after months at sea, providing them food, water, PFA and case referrals to the IOM Health team. Child Protection actors identified ten unaccompanied and separated children for further support.

## Gender Based Violence (GBV) teams increase support in awareness raising while maintaining regular, essential services

IOM GBV scaled up awareness raising on COVID-19 and continues regular case management activities. A total of 2,398 individuals participated in COVID-19 awareness sessions at WGSSs while community volunteers reached 2,605 beneficiaries across nine camps through outreach. Community Mobilizers meanwhile reached 2,449 individuals in the camps and Host Communities through 90 outreach sessions. Additionally, 18 meetings were held with Majhis and religious leaders and nine meetings were held with Community Advocates during the month, ensuring COVID-19 awareness and engagement at the community level.

IOM continues essential capacity building of volunteers and advocates and provided further orientations on PSEA and Code of Conduct, GBV, and Protection towards this end. The GBV team continues to scale up its work and integrate with Health actors to ensure Protection considerations as related to COVID-19, including support for individual patients and families and strengthening referral pathways between Health and Protection overall at the camp-level.



**2,241**  
reusable cloth masks distributed



**1,132**  
soaps distributed



**3,051**  
tamis distributed

## SHELTER AND NON-FOOD ITEMS (NFI)

### Month of April brings Shelter and NFI achievements

As the month of April moves Bangladesh into rainy season, the Shelter-NFI team distributed 78,717 Tie Down Kits (TDKs) as part of monsoon preparedness efforts in eight camps under IOM's Area of Responsibility (AoR). Meanwhile, Shelter teams completed upgrades to six health facilities, including triage and waiting areas as well as isolation spaces in Camps 2W, 3, 9, 13, 18, and 24 in coordination with Infrastructure, Site Development, and Health teams. Under the Mid-Term Shelter programme, the Shelter team has now completed nearly 539 Mid-Term shelters in Camp 20 Extension where beneficiaries can be relocated from areas at risk to landslide, flooding, or other Protection threats. Transitional Shelter Assistance efforts have also been under way, with the entirety of Camp 16 now covered by the programme, ensuring fortified and more resilient, upgraded shelters. Lastly, the Ambulance Disinfection Centre at Uttarban, Cox's Bazar's is now operational. A team of 12 trained enroute volunteers are operating three alternating eight-hour shifts to ensure 24-hour coverage.

#### *Translational Shelter Assistance (TSA) updates:*

- A total of 99 households received materials through voucher distribution, including tarpaulin, muli bamboo, 3mm rope, tie wire, cement, jute bag and padlock with chain in Camps 16
- Emergency shelter support was provided to 752 households affected by weather events and relocations due to Protection issues and other shocks

#### *Midterm Shelter (MTS) updates:*

- The construction of 29 shelters was completed in Camp 20 Extension

#### *Bamboo Treatment Facility (BTF) updates:*

- A total of 11,400 Borak bamboo poles were treated at the IOM BTF in Nhila

#### *Cash-Based Intervention (Cash for Work) updates:*

- A total of 12,214 man-days were paid under the Shelter Cash-Based Intervention, including both Rohingya and Host Community beneficiaries

#### *Monitoring, Evaluation, and Training: updates*

- An operational training on ambulance disinfection took place in Cox's Bazar with the participation of 12 Shelter volunteers, learning how best to run the disinfection centre 24 hours a day under three rotating shifts



TRIAGE FOR IOM HEALTH FACILITY, CAMP 9 © IOM 2020



TRIAGE FOR IOM HEALTH FACILITY, CAMP 13 © IOM 2020



AMBULANCE DISINFECTION ONGOING © IOM 2020

## WATER, SANITATION AND HYGIENE (WASH)

### WASH focuses on COVID-19 awareness raising and messaging

IOM's WASH Project Implementation Partner organizations continued disseminating messages focusing on protection from COVID-19 transmission following IOM WASH unit guidance. The key messages emphasize maintaining social distance, covering coughs and sneezes, avoiding touching one's eyes, mouth and nose with unwashed hands, washing hands frequently with soap and water, avoiding close contact with sick people, cleaning and disinfecting frequently touched surfaces daily and staying at home as much as possible. A total of 158,731 household sessions have been conducted on COVID-19 messaging and 186,241 beneficiaries have been reached three times respectively during the reporting period.

### Handwashing units installed around the camps; innovative tippy taps included

Hand washing is one of the key preventive measures for COVID-19. As such, during the reporting period IOM's WASH unit installed 311 hand washing devices and 310 tippy taps for hand washing purposes in key locations. These are communal spaces such as distribution centres, Women and Girl's Safe Spaces, religious centres, CIC offices and walkways. All these sites have been selected in consultation with WASH Camp Focal Points, Site Management, CICs and other active WASH partner organisations in the camps. Tippy taps are an innovative technique used to reduce chance of transmission expected through touching tap heads by multiple people. IOM's WASH unit, jointly working with IOM Site Management and Site Development teams, have been installing Tippy Taps not only in camps under IOM's area of responsibility but also in other camps where SMSD is working to increase accessibility of handwashing facilities in the camps.

### Disinfection of key camp locations and soap kit distribution under way

IOM WASH teams have begun facilitating the disinfection of key camp locations and WASH facilities with 0.5% chlorine solutions. During the month, a total of 328 kg 65% HTH chlorine was distributed to IOM partners, WASH agencies and other units to prepare 42,597 litres of 0.5% chlorine solutions. IOM also provided 57



DATA COLLECTION TO ASSESS REACH OF COVID-19 MESSAGING AT HOUSEHOLD LEVEL AND AWARENESS ABOUT KEY TRANSMISSION PREVENTION MESSAGES, CAMP 23 © IOM 2019

backpack sprayers to spray the chlorine solution.

A total of 95,688 soap kits, each kit containing eight bars of bathing soap and seven bars of laundry soap meant for one family to last on average one month, has been distributed through implementing partners. BRAC distributed to 38,596 families in Camps 9, 10, 11 and 13; DSK to 8,533 families in Camps 18 and 19; Shushilan to 6,445 families in Camp 12; SHED to 26,631 families in Camps 13, 20, 20 Ext. and 23 and Practical Action distributed to 15,483 families in Camps 24 and 25. As a measure of reducing risk of COVID-19 transmission, IPs organized the distribution of soap kits through door-to-door visits. Distribution of soap kits for 2,800 household is ongoing in host communities around Camps 24 and 25 in Teknaf.

### WASH assessments address reach and impact of COVID-19 interventions

IOM's WASH unit organized two assessments about reach of COVID-19 messaging at the household level and awareness about key transmission prevention messages. One assessment was applied to the overall IOM coverage area and the second was conducted later to understand the situation in each individual camp. The survey was carried out in 13 Rohingya camps—12 under IOM's area of responsibility for WASH services and an additional camp where IOM is supporting WASH services provision through its project implementation partner. The assessment is statistically representative to understand the situation in each of these

sites. The overall finding shows around 96% of households have been reached with messaging on how to protect themselves and others from COVID-19 transmission and around 86% of respondents could recall at least three measures to protect themselves and others from COVID-19 transmission. IOM's WASH unit provided feedback to the Implementing Partners about the situation in each camp along with advice for improvement in the camps where needed.

Meanwhile, an assessment of existing handwashing devices in latrines is being carried out. Procurement processes are also ongoing to replace the existing rotating type tap which requires grabbing the tap with the palm to turn in on and off. The new tap will use a lever that can be turned on and off with the dorsal part of the palm or upper part of the wrist to reduce possible risk of transmission through contaminated tap heads.

### IOM WASH engineers work to ensure access to safe water months from now

A water distribution plan has been updated for Camps 24 and 25 based on the reservoir assessment report to ensure continued water supply. WASH actors are anticipating the possibility of increased water requirements during the upcoming dry season during which water is supplied through treatment of surface water that is limited in quantity. Water from the upstream reservoir has been transferred to the downstream reservoir and the distribution plan has been updated.



ROHINGYA WOMEN WAIT AT A SAFE SOCIAL DISTANCE FOR LPG REFILLS © IOM 2020

revised Government Standing Orders on Disaster. So far into 2020, IOM facilitated the activation of a total of 15 UDMCs. In addition to this effort, IOM also provided capacity building support to the UDMC members.

## IOM TRD teams support collaboration with other disaster responding agencies

IOM has conducted monthly e-coordination meetings with OFDA-funded implementing partners to harmonize ongoing DRR initiatives in response to the onset of COVID-19. As a result of the coordination, IOM developed a COVID-19 Preparedness Intervention Matrix (COVID19-PIM)

for Moheshkhali Upazila which highlights the gaps and measures required in the island Upazila.

## TRD teams support COVID-19 preparedness measures

Under COVID-19 preparedness efforts, humanitarian actors and frontline responders are emphasizing and promoting social distancing and handwashing across the camps and among affected populations. In coordination with WASH, TRD teams have supported in ensuring that LPG distribution points are equipped with handwashing facilities that are regularly stocked with soap. At these facilities, TRD teams encourage beneficiaries to wash their hands before accepting LPG cylinders or refills.

In terms of social distancing, beneficiaries are advised to come from one block at a time, thereby minimizing crowding at the depots. When beneficiaries arrive at the depots, they are directed to the queues where they wait in live over one metre apart, ensuring proper social distance.

To support in this process, IOM TRD and Shelter teams have implemented ink markings and bamboo blocking to indicate the one metre point in the queues at all LPG distribution points, including at permanent and temporary sites. On the same note, LPG distribution teams from Ukhiya and Teknaf have established several temporary distribution point locations to avoid excessive crowding at the regular, permanent distribution points. Moreover, all LPG staff and volunteers

have received personal hygiene and protective equipment including hand sanitizer and masks. Meanwhile, the Energy and Environment team is sensitizing beneficiaries on COVID-19 guidance through messaging at the sub-block level and during LPG distributions. These measures have so far proven promising, with reduced crowding and frequent handwashing and social distancing among beneficiaries at the distribution points.

## ENERGY AND ENVIRONMENT (E+E)

### LPG distribution and refill continues for month of April

During the month, a total of 459 Rohingya households received LPG kits (cylinder, stove, regulator and hose), while 68,441 households received LPG refills. Additionally, 1,411 host community households received refills to serve their cooking fuel needs.

## DISASTER RISK REDUCTION (DRR)

### Union Disaster Management Committees (UDMCs) activated

IOM has successfully activated Khunia Palong Union Disaster Management Committee in Ramu as per the agreed plan. The UDMC is now functioning with the 50 committee members as described in the

## TRD teams support in distribution of hygiene kits

During the month, IOM distributed 69,072 cloth masks, 10,425 sanitizers, 12,735 soaps, 230 thermometers, and 110 waste bins to local police, military, Disaster Management Committees, Cyclone Preparedness Programme (CPP) members and other Government officials. In total 1,290 community members were screened using the thermometers in Moheshkhali, Ukhiya and Ramu, supported by IOM.

## Awareness raising on COVID-19 under way

IOM organized a Training of Trainers (ToT) on COVID-19 preparedness for programme staff, CPP and the Fire Service and Civil Defense (FSCD). A total of 23 members received the training who were then enabled to help disseminate the messages to community-based volunteers. They will subsequently share the messages to the broader community. The messages

include: personal- and community-level hygiene practices, social and physical distancing, using masks, and proper hand washing methods to break the chain of transmission. In total, 44,225 participants from community-level stakeholders benefited from the COVID-19 preparedness messages during the reporting month.



## TRD teams continue to work with local community to build capacity on cyclone preparedness

Considering extreme weather events that are common in the area such as rain, flooding and landslide, cyclone preparedness is a necessary measure among Host Communities in Cox's Bazar. Under this effort, IOM has collaborated with the local Cyclone Preparedness Programme (CPP) to raise awareness and sensitize vulnerable community members on how to best prepare for heavy rains and winds. Towards this end, a total of 43,315 community-based volunteers and dwellers have received cyclone preparedness messages including information on signal and alert systems, hoisting of flags, and preparedness measures to be taken through 256 CPP units operating out of Moheshkhali, Ramu, Ukhiya, Teknaf and Cox's Bazar Sadar Upazila.

### LIVELIHOODS AND SOCIAL COHESION

#### Unconditional cash grants transferred to SAFEPlus beneficiaries in Ukhiya and Teknaf Upazillas

In response to limited livelihoods activities in the Host Communities due to COVID-19 restrictions, the SAFEPlus Programme has initiated unconditional cash grant support to 5,500 programme beneficiaries to enable their access to essential supplies. The beneficiaries will receive 3,000 taka per month for the period of three months (April, May and June 2020); the Upazila administration in Ukhiya and



IOM LIVELIHOODS BENEFICIARIES ARE PRODUCING CLOTH MASKS APPROVED BY CIVIL SURGEON COX'S BAZAR AND DGHS © IOM 2020

Teknaf have approved the beneficiary list for disbursement.

#### Development of Training Modules

During the reporting period, IOM and collaborating partners developed training modules on food processing (fast food and snacks making), tailoring, poultry farming, cow rearing, vegetable gardening, goat rearing, computer servicing, carpentry, and financial literacy for beneficiaries to remote engage while social distancing and home isolation mandates are in place. In addition to this effort, draft guidelines have been developed to inform the formation of self-help groups. A training manual for management and leadership has also been developed to help guide beneficiaries of the training modules.

Meanwhile, the development of several other training modules is also under way. Some notable modules cover topics such

as entrepreneurship development, organizational development and management, vegetable harvesting, processing, packaging and marketing, and lastly, poultry rearing.

#### Host Community beneficiaries use tailoring livelihoods skills to support in mask production for members of the community and frontline responders

Protyashi, an implementing partner of IOM, is supporting livelihoods beneficiaries in the production of three-layer poplin cloth masks. The mask design has been approved by the Civil Surgeon Cox's Bazar and the DGHS. Many skilled tailors from the Host Community have been identified to increase the production which not only helps protect affected communities and frontline responders, but also enables beneficiaries to earn a livelihood during this emergency. As of now, 27 skilled female tailors are supporting with production.



THE ADDITIONAL RRRC RECEIVES COVID-19 PREPAREDNESS MATERIALS FROM IOM © IOM 2020



RADIO LISTENING AWARENESS RAISING UNDER WAY IN CAMPS FROM A SAFE SOCIAL DISTANCE © IOM 2020

### Site Management teams lead community engagement on COVID-19

Site Management teams conducted awareness sessions, regular meetings and door-to-door visits during the month of April to disseminate messages on COVID-19 prevention, mitigation, and response for affected communities. A total of 126,395 individuals, comprising 67,155 women and 59,240 men, from various groups including Imams, Majhi, youth, adolescent groups, persons with specific needs, and members of the general community received key messages on COVID-19 and the importance of personal hygiene across 18 camps under IOM's AoR.

### Community leaders promote awareness raising throughout the camps

Over one hundred Women's Committee members in Camps 24 and 25 were trained by Community Health Workers (CHW) on COVID-19 referral pathways, symptoms, and preventive measures. The training was concluded with a practical demonstration on proper hand washing. Following the training, the Women Committee members raised awareness among women and girls in their blocks, and community leaders such as Imams, Majhis and DMU volunteers were engaged in disseminating messages amongst their communities in groups and public areas, with support from SM volunteers.

Similarly, the Imam Committee used mics in each mosque to broadcast key message on COVID-19 to the community, covering the whole camp areas. Disaster Management Units also used megaphones to conduct messaging on social distancing and how to stay safe from COVID-19.

### Community quarantine coordination carried out and facilities established to support COVID-19 containment efforts

During the month of April, SM teams coordinated with the Health unit and other partners to establish community quarantine facilities in Camp 25. Moreover, SM supported the Health team with coordination of patients referred from the UNHCR Transit point to Leda IOM isolation centre, as well as supporting the return of the boat survivors to their respective camps to re-join their families following their 14-day quarantine. In collaboration with Shelter and Health, SM teams are also working closely on the establishment of a quarantine space in Camp 20 Extension, accounting for proper fencing and drainage, as well as additional access routes, all the while ensuring proper community engagement.

### SM leads safe beneficiary relocation to Camp 20 Extension

Site Management teams relocated 120 households from the UNHCR Transit Center to Camp 20 Extension to ensure

place for new quarantine cases at the Transit Centre. In coordination with Shelter, measures were put in place to ensure physical distancing by building a large temporary space to receive the families. IOM WASH provided temporary hand-washing stations for all new arrivals as well as labour and volunteers involved in the relocations process.

### Refining understandings of the COVID-19 response as SM teams work with Protection teams and directly engage affected communities

Site Management has begun coordinating with the Protection Emergency Response Unit (PERU) to understand how to work together on strengthening SM and Protection response capacity. Additionally, SM teams conducted Focus Group Discussions (FGD) and Key Informant Interviews (KII) on COVID-19 quarantine modalities. Engaging community perceptions on home or facility quarantine is crucial in understanding the extent of beneficiary acceptance of these efforts and what can be done to further raise awareness on the benefits of quarantining. These FGDs and KIIs will also help to ensure that the guidelines developed are realistic and community inputs and opinions have been taken into account.

## Site Management and Communication with Communities (CwC) directly engage affected communities

During the month, IOM CwC released several editions of COVID-19 Explained. These included a report published by CWC and ACAPS exploring Rohingya religious engagement and safe and dignified burials in event of severe COVID-19 cases. IOM CWC teams also produced an edition of COVID-19 Explained focusing on the different impacts and understandings of COVID-19 among a variety of sex, age and ability groups within the camps and Host Communities and another regarding Rohingya perceptions of isolation and shielding plans currently under development by the Health Sector. Additionally during the month, IOM CwC successfully launched an Interactive Voice Response (IVR) system called “COVID INFO Line” that began disseminating information successfully to over 8,000 Rohingya through pre-recorded voice calls. The COVID INFO Line added an additional calling campaign and scaled to over 15,000 active users who received phone calls during the month.



23 households and 92 individuals relocated



146 community leadership meetings held



129 Disaster Management Volunteer activities carried out



1,832 Cash-for-Work (CFW) laborers engaged, 13% women



2,289 listening sessions held



8,341 complaints received



4,317 complaints addressed

## Site Planning and Site Development teams support infrastructure and construction in the COVID-19 response:

- Site Development teams completed the installation of 310 tippy taps, i.e. hands-free handwashing stations in Camps 9, 10, 14, 15, 18 and 20 in collaboration with WASH and SM field teams.
- Site Planning teams supported multi-agency efforts to establish a staff hospital, including ongoing design of several options for the site, i.e. a COVID-19 treatment hospital in an existing hotel layout or an on-going selection of possibly isolated hotels that may be transformed into a hospital if needed.
- In Camp 22, IOM SD supported Medicine Sans Frontier (MSF) in reinforcing an Isolation and Treatment Centre (ITC) to ensure it is monsoon-ready as well as improving drainages in the area.
- Implementing Partner Action Aid Bangladesh (AAB) completed fencing of three existing graveyards in Camps 19, B19 and B10 through Cash-for-Work
- Alongside Infrastructure and Shelter teams, SD has been assessing new sites for COVID-19 Isolation and Treatment facilities as well as constructing COVID-19 Triage facilities.
- Site Planning and SMSD mapped gathering spaces in Camps 22 and 23 to identify high risk areas for COVID-19 transmission.
- Site Planning teams mapped existing graveyard capacity across all camps and identified additional potential areas, followed by SM consultation with the community.
- SD teams have completed three COVID-19 triage spaces and work at the Camp 9 graveyard requested by the community. Mapping and identification of quarantine, isolation, and graveyard spaces ongoing.

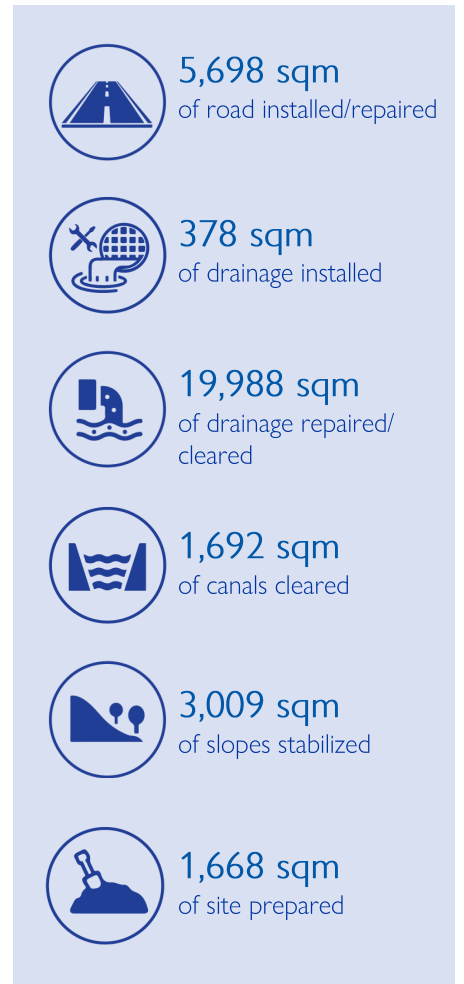
# SITE MAINTENANCE AND ENGINEERING PROJECT (SMEP)



SLOPE STABILIZATION FOR COVID-19 HOSPITAL IN CAMP 20 EXTENSION © IOM 2019

During the month of April, the following was achieved under IOM-WFP-UNHCR's joint site development, infrastructure and maintenance initiative, the Site Maintenance and Engineering Project (SMEP)

- 50,000 m<sup>2</sup> of road repairs and 8,000 m<sup>2</sup> curb and gutter installation is under way along Army Road, with 40% completed.
- 952 m<sup>2</sup> of slope stabilization was carried out with an RCC Crib Wall in Camp 10, now 37% complete. The next phase is ready for installation of the crib component at the first and second base layer.
- In Camp 8E, another 280m<sup>2</sup> RCC and bamboo crib wall is 60% complete.
- In total 19,988m<sup>2</sup> of drainage has been cleaned in Kutupalong-Balukhali and Teknaf by the FOB teams as a part of monsoon preparedness.
- 1,500m<sup>2</sup> of Site Preparation has been completed for the installation of a COVID-19 isolation hospital in Camp 20 ext. The installation of a 2,500m<sup>2</sup> bamboo crib wall has begun to protect the facility from land slide.
- The SMEP Forward Operating Base team has completed the 3,000m<sup>2</sup> base construction of UNDP Solid Waste Management Project where solid waste collected from a cleaning campaign will be dumped.
- The SMEP cleaning campaign team cleared 19,644m<sup>2</sup> of drainage and canals in the camp as part of hygiene promotion activities for COVID-19/ monsoon preparedness.
- Around 1,800 pieces of Curb and gutter, 210 pieces of drainage invert, 1,280 pieces of crib component, 155 pieces of hollow blocks and 22 pieces of cantilever wall have been made from three casting yards.
- LGED-SMEP teams frequently visited the field as part of LGED cooperation and capacity building to oversee the ongoing works on ADB/WB-supported roads under the Emergency Assistance Project (EAP).



Funding for IOM Response Plan is provided by

