

May 2020



A COMPLETED BOTTLE OF SANITIZER, READY FOR DISTRIBUTION TO SUPPORT COVID-19 RESPONSE EFFORTS © IOM 2020



711,364

Rohingya arrivals since 25  
August 2017



860,243

Rohingya in Cox's Bazar



1.2 million

people in need

## IN BRIEF

- In response to Cyclone Amphan forming in the Bay of Bengal, Site Management teams worked towards spreading cyclone preparedness messaging and conducting additional emergency preparedness activities across all IOM Area of Responsibility (AoR).
- During the last month, the World Health Organization (WHO) declared Palliative Care services as essential healthcare under COVID-19. IOM's Palliative Care team is working in four ITCs in Camps 2W, 3, 9 and 24, where services include triage, isolation, emergency support, an indoor patient department, and outdoor patient consultations, along with the usual Palliative Care services provided.
- Under the approval of Upazilla Nirbahi Officers (UNOs) in Ukhiya and Teknaf IOM has carried out unconditional cash transfers to 5,089 SAFEPlus beneficiaries to support their livelihoods in the wake of job loss or other economic challenges due to the COVID-19 GoB lockdown and movement restrictions.

### IOM to Produce Hand Sanitizer with District Administration and Local Partners in Cox's Bazar

**Cox's Bazar** – In the days following the first confirmed COVID-19 case in Bangladesh in early March, hand sanitizer and other essential hygiene products became scarce due to rising demand, leading to a sharp price increase in the local markets of Cox's Bazar, home to the world's largest refugee camp.

After assessing market conditions to gauge the viability of locally produced hygiene items, the International Organization for Migration (IOM) collaborated with the Cox's Bazar District Administration to explore the possibility of producing hand sanitizer locally in accordance with World Health Organization (WHO) guidelines for local productions.

The District Administration acquired all necessary permits and permission from the Department of Narcotics Controls to procure and transport raw material required to produce 20,000 litres of hand sanitizer.

IOM, with local partners Prottiyashi and Green Hope, will produce a total of 100,000 bottles of 200 ml hand sanitizers to equip at least 50,000 local government, law enforcement and other community personnel who are delivering essential services to the public. [Read more.](#)



IHPSS STAFF CONDUCTING SMALL GROUP SESSION TO RAISE AWARENESS ON COVID-19 © 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 disease, among other approaches. The following was achieved:

### Case Management:

- The 16-bed isolation and treatment facility at Camp 24 continued its operation. A total of 13 suspected and three new confirmed cases were admitted at the facility during the month of May. An additional two facilities with bed capacity of 43 and 46 patients, respectively, are currently under construction and will be ready for use in June.
- Three Primary Health Centres (PHCs) in Camps 2W, 3 and 9 continued to operate temporary isolations with a capacity of 20 beds. A 10-bed capacity SARI Isolation and Treatment Centre (ITC) is almost ready in Camp 2W and will be functional in June.
- The Leda ITC and three temporary isolations centres are currently collecting samples for laboratory testing of suspected and severe acute respiratory infection cases. The facilities are also working as sentinel sites for better surveillance and case identification. A total of 401 samples were collected and transported from

IOM facilities in the reporting month and eight tested positive.

- Eighteen medical staff have received a Training of Trainers (ToT) from WHO on case management.
- To ensure staff safety, IOM distributed to health facilities Personal Protection Equipment (PPE), including 49,400 gloves, 1,023 coveralls, 1,070 gowns, 24,100 face masks, 1,925 respirators, 1,112 face shield, 526 goggles, and 75 pairs of boots.
- Teams are currently setting up a quarantine facility of 93 shelters for contacts of confirmed cases. The quarantine facility will be operational from the beginning of June.

### Surveillance:

- IOM is supporting contact tracing activities for COVID-19 surveillance in the refugee camps. This implies identification and follow-up with persons whom have been exposed to an infected person to determine whether he or she has also been

infected. It is the single most important activity to break the chain of transmission and control the disease. Contact tracing volunteers assigned by SMSD are supporting in this effort, while IOM Health is deploying contact tracing supervisors and medical support teams in 13 camps.

### Dispatch and Referral Unit (DRU):

- Since the onset of the COVID-19 crisis, DRU has responded to a total of 332 requests with ambulance support.
- Five additional IOM ambulances, totalling seven, have been assigned for referral of COVID-19 cases. Intensive care equipment has been installed into two of the ambulances, aiming to support in the stabilization and referral of critical cases.
- The ambulance decontamination point established in Cox's Bazar town is fully operational – ambulances carrying COVID-19 patients were cleaned and disinfected 119 times during the month.

### Laboratory support:

- Sample collection for laboratory testing of SARI cases is ongoing at the Leda Isolation and Treatment Centre 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 May, 52 samples were collected and transported from IOM facilities.

### Risk Communication and Community Engagement (RCCE):

- Community Health Workers (CHWs) from four implementing partners conducted 374,810 door-to-door visits and 39,208 peer discussion sessions, reaching beneficiaries with COVID-19 preventative messages a total of 794,797 times.
- CHWs have distributed 8,706 posters and leaflets for risk communication among affected communities on COVID-19.

### Infection Prevention and Control (IPC):

- IOM Health facilities received Personal Protective Equipment (PPE), 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 COVID-19 triage at Health facilities.

### Palliative Care integrated as official COVID-19 health service

During the last month, the World Health Organization (WHO) declared palliative care services as essential healthcare under the COVID-19 response. IOM's Palliative Care team is working in four ITCs in Camps 2W, 3, 9 and 24, where services include triage, isolation, emergency support, an indoor patient department, and outdoor patient consultations, along with the usual Palliative Care services provided. Services vary from home care, end of life care and emergency consultations in ten assigned camps. Meanwhile, home-based care is supplemented by counselling provided for patients at health facilities and over the telephone via an outreach approach necessary with COVID-19 restrictions.

### Mental Health and Psycho-social Support (MHPSS) ensured through month of May

During the reporting period, 78,375 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. Meanwhile, people who are facing difficulties coming into the health facilities due to movement restrictions and fear of COVID-19 exposure continued to receive Psychosocial Support (PSS) through home visits and remote individualized services. Alternative MHPSS services are thus being provided, including individualized modalities such as door-to-door engagement and tele-counselling. Through these approaches, MHPSS teams provided in-depth psychological one-on-one support and guidance on how to cope with increased stress and anxiety during the COVID-19 outbreak. Awareness-raising campaigns have also continued in different Host Community areas using loudspeakers and bicycles. Additionally, a range of community consultations were conducted with leaders, locally elected persons, and influential members of the community in order to receive feedback regarding the impact of awareness-raising campaigns.

### IOM teams prepare Health response for Cyclone Amphan

Accompanying Cyclone Amphan, storm surge, heavy rains and flash floods caused widespread damage to affected coastal areas in Bangladesh. Fortunately, the cyclone did not make direct impact in Cox's Bazar district; nonetheless, Health teams undertook all necessary preparation efforts. These included the following:

- As lead of the Mobile Medical Team Working Group (MMT WG), IOM helped coordinate the standby support of 21 MMTs and 30 ambulances from different partners across the Health sector. Under this effort, IOM and its direct Implementing Partners deployed eight MMTs and 11 ambulances to be available on standby.
- The DRU was trained and equipped to coordinate emergency referral support.
- All health facilities were prepositioned with essential medical commodities, and four Primary Health Care Centres were equipped with Mass Casualty Incidence (MCI) management kits. Each MCI kit is designed to treat 100 patients, including 20 red cases, 20 yellow cases, and 60 green cases, in order of severity. Additionally, 11 kits and consumables were prepositioned at Kutupalong warehouse. IOM also procured Trauma Kits in preparation for MCI management.
- An alternative emergency telecommunication system was established among MMTs, health coordinators, hotline operators, ambulance drivers and camp health focal persons.



**29,023**

outpatient consultations provided (80% Rohingya, 20% Host Community)



**197**

facility-based deliveries



**1,731**

Ante-Natal Care (ANC) visits conducted



**408**

Post-Natal Care (PNC) visits conducted



## NEEDS AND POPULATION MONITORING (NPM)

### NPM supports Cyclone Amphan preparedness and response:

In the weeks leading up to the landfall of Cyclone Amphan, NPM provided Information Management and Assessment support, including to the Emergency Preparedness Working Group (EPWG) and the ISCG, by coordinating and updating the Joint Needs Assessment (JNA). The JNA is an assessment framework that is triggered when a cyclone or natural disaster causes widespread damages in the Rohingya refugee camps. Preparedness activities included updating and translating the assessment tool and coding it into KoBO. Fortunately, the cyclone caused minimal damages and the JNA was not triggered.

In order to capture the minor damages caused by Cyclone Amphan, NPM produced a special report utilizing the SMSD daily incident mechanism. This report covered incidents logged by Site Management staff during the landfall of the cyclone (Sunday 19th – Tuesday 19th.) In total, 43 incidents were reported, affecting 1,524 households. A total of 1,423 shelters were partially damaged while 118 shelters were fully damaged as a result of the cyclone.

### COVID-19 impact analysis carried out by ACAPS/NPM teams and in collaboration with gender experts

In May 2020, the ACAPS/NPM analysis hub published a report investigating the Impact of COVID-19 on gender programming in the Rohingya response. The analysis examines how changes resulting from the onset of COVID-19 are impacting humanitarian's ability to deliver gender-responsive and gender-sensitive programming, seeking to inform the humanitarian response and enable inclusive risk mitigation strategies. Teams carried out the analysis effort through combining publicly available secondary data and data collected through ten Key Informant Interviews (KII) conducted with gender and Protection experts working across the humanitarian sectors between 14th and 27th of May.

Meanwhile, preparations have begun for the next Rapid Gender Analysis. The ACAPS/NPM analysis hub will partner with the ISCG's Gender Hub and partners to develop the analysis framework and



ORIENTATION ON CWC- AND NPM-MANAGED COVID INFO LINE WITH VISITORS TO FEEDBACK INFORMATION CENTRE (FIC) IN LEDA CAMP 24 © IOM 2020

analyse both qualitative and quantitative primary data that will be collected. The development of the analysis framework and technical review of the methodology began in May and primary data collection and analysis will be completed in June.

### COVID-19 Explained explores Rohingya experiences of health response

The latest and the last edition of the *COVID-19 Explained* series was published at the end of May, titled, "COVID-19 Explained #6: Have you ever walked a mile in their shoes?". This edition features 56 interviews with beneficiaries regarding their recent experiences in healthcare facilities, exploring social interactions with facility staff and how these exchanges inform trust between affected populations and humanitarian actors. The collected information aims to provide participating operational agencies detailed information about their own clinics as well as an overview of key detriments to building trust in the response's health care system. Beneficiary experiences were analysed and findings were presented in the standard analytical report as well as in six story boards that were developed separately as an illustrated companion report.

All *COVID-19 Explained* reports and their accompanying summary documents that have been published to date can be found on the ACAPS website.

### Ongoing data collection and mapping activities under NPM:

- NPM is continuing to support the IOM Communications with Communities (CwC) team through the transcription and translation of messages received from Rohingya refugees through the COVID INFO line system. At least 7,000 messages have been transcribed by NPM enumerators.
- The NPM GIS team is still capturing and processing updated 2020 UAV Imagery. Additionally, an updated Digital Elevation Model is being produced. Satellite imagery analysis to assess the impact on greening projects in the Rohingya Refugee Camps is also ongoing. Lastly, the NPM GIS unit is producing a suite of maps to support ambulance route planning in the camps and around Cox's Bazar.
- NPM is collaborating with DTM REMAP colleagues (Dhaka) for an assessment on recently returned internal and international migrants. The assessment will cover 12 districts of Bangladesh and is being conducted remotely through phone surveys. The results will enhance IOM's understanding of immediate needs and vulnerabilities of returnee migrants.



IOM CT TEAMS CONDUCTING COVID-19 AND CT AWARENESS SESSION, INCLUDING PROPER HAND-WASHING TECHNIQUES AND DISCUSSIONS ON TRAFFICKING RISKS DURING THE PANDEMIC © IOM 2020

**Protection teams maintain presence and support cyclone response**

This month, IOM continued to maintain a strong presence in the camps, at the shelter and sub-block levels, promoting hygiene awareness to prevent the spread of COVID-19 and supporting Rohingya in need of Protection services.

In the days prior to Cyclone Amphan’s expected landfall, IOM and the volunteers reached out to Extremely Vulnerable individuals (EVIs) to verify that they were prepared and whether they needed additional support for a possible disaster.

**Counter-Trafficking (CT) teams collaborate with partners, local actors, GoB, to ensure trafficking protections and COVID-19 awareness**

To reduce the risk of COVID-19, IOM’s Counter-Trafficking unit continued collaboration with implementing partners, IOM internal and external units, ATWG members, Government officials, and religious and local leaders to sensitize specific target audiences on the COVID-19 pandemic and associated human trafficking risks. The sensitization sessions emphasized how to maintain physical distance, avoid mass gatherings, and maintain proper hygiene and healthy lifestyles, while also relaying messages on the potential risk of human trafficking. The effort reached 1,686 individuals (628 women, 31 elderly women, 3 women with

disabilities, 505 men, 17 elderly men, one man with disabilities, 282 boys, and 219 girls) through 266 door-to-door sessions and small group meetings. During this period, four female Victims of Trafficking (VoTs) were identified and assisted accordingly.

**Child Protection (CP) teams support in COVID-19 awareness raising and community engagement around CP issues, including children’s rights**

During the month of May, IOM Child Protection teams collaborated with implementing partner Terre des Homme (TdH) to provide 42 children case management services.

Child Protection teams have been contributing to the overall COVID-19 response, supporting in awareness raising services and outreach that has reached 3,440 Rohingya, including 966 girls and 1,010 boys, 863 women and 601 men, and 11 Persons with Disabilities (PwD). The awareness sessions cover topics ranging from COVID-19 to cyclone preparedness and one-on-one Psycho-Social Support (PSS) for children. The TDH team has provided one-on-one PSS sessions to 1,824 beneficiaries with child-friendly explanations of COVID-19 through creative modalities, advice on how to maintain a routine for children, and positive parenting in times of COVID-19. A total of 711 community members were reached through one-on-one awareness

raising efforts conducted by members of the Community-Based Child Protection Committee and faith-based leaders.

Meanwhile, IOM arranged nine sessions with religious leaders and Disaster Management Unit (DMU) volunteers regarding the issues of child abuse and child marriage. The rights of orphan children was a specific topic of discussion as IOM received feedback that Government support to orphan children is not always properly upheld by Maji leaders and foster families. The team also requested religious leaders to make public announcements using COVID-19 messages, and to discuss children’s rights issues during khutba (religious discussion in mosques carried out during Namaz).

**Gender Based Violence (GBV) Protection teams ensure life-saving assistance, case management support, and COVID-19 NFI distribution, among other activities**

IOM GBV teams are working alongside Health colleagues in the COVID-19 response to mitigate risk of transmission while also providing critical Protection services like case management and individual counseling support to address GBV risk and continue life-saving assistance in line with RRRC and Health safety guidelines. IOM’s GBV interventions include sensitization and awareness raising on COVID-19, provided through Women and Girls’ Safe Spaces (WGSS) and at the community-level through volunteers and IP PULSE community mobilizers. IOM GBV teams are also working with Rohingya and Bangladeshi women sewing groups in the production and distribution of cloth masks, capacity building of volunteers and staff, and prepositioning of COVID-19-related items. During the month, teams reached 5,971 individuals with PPE and hygiene materials, including 1,731 women, 150 elderly women, 10 women with disabilities, 1,896 men, 233 elderly men, 11 men with disabilities, 926 girls, two girls with disabilities, 1,007 boys and five boys with disabilities.



## SHELTER AND NON-FOOD ITEMS (NFI)

During the month of May, Shelter teams supported in regular activities, including Transitional Shelter Assistance (TSA), tie-down kit and shelter fortification against weather shocks, and Non-Food Item (NFI) distributions.

Shelter teams also extended support to the Health and TRD units under the COVID-19 response through construction and upgrading of necessary health, quarantine and isolation facilities, as well as support during distributions to ensure social distancing and proper hygiene measures are being observed among staff and beneficiaries alike.

The following was achieved during the reporting period:



ROHINGYA WOMAN RECEIVES SHELTER/NFI DISTRIBUTION IN CAMP 20 EXT. © IOM 2020

### COVID-19 Response:

- Shelter teams completed upgrades at two health facilities in Camp 2, including construction of triage, isolation spaces, and waiting areas.
- Significant progress was achieved in the construction of the Leda Isolation and Treatment Centre in Camp 24
- The Ambulance Disinfection Centre at Uttaran, Cox's Bazar's disinfected a total of 86 ambulances.
- One hundred COVID-19 NFIs were prepositioned and handed over to Site Management teams in Camp 20 Ext. in preparation for quarantine shelters.
- 50 households from the Host Community received the COVID-19 NFI

package in coordination with TRD unit.

### Regular Programme:

- Shelter/NFI teams distributed a total of 94,696 Tie Down Kits (TDK) as a part of monsoon preparedness in 18 camps under IOM's Area of Responsibility (AoR).
- Emergency shelter support was provided to 377 households affected by weather events and relocations due to protection issues and other shocks.
- The construction of the Camp 24 Leda LPG distribution point was completed

### Transitional Shelter Assistance (TSA):

- A total of 871 households in Camps 13 and 14 received materials through voucher distribution, including tarpaulin, muli bamboo, 3mm rope, tie-wire, cement, jute bags and padlocks with chain.

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

- 18,170 man-days were paid under the Shelter Cash-Based Intervention, including members from both the Rohingya and Host Communities.

### Monitoring, Evaluation, and Training:

- A total of 23 households participated in 'Shelter Maintenance and Improvement' orientations under IOM's TSA programme.



CFW BENEFICIARIES CONSTRUCT ROOFING FOR LEDA ITC © IOM 2020



BACKPACK SPRAYER DISINFECTION OF COMMUNAL AREAS UNDER WAY IN THE CAMPS © IOM 2020

### WASH NFI distribution, inter-sector hygiene efforts, and disinfection activities to mitigate spread of COVID-19

During the reporting period, IOM WASH Implementing Partners (IPs) distributed 4,315 soap kits (each containing eight bars of bathing soap and seven bars of laundry soap, sufficient for one family to last one month) in Camps 20 and 20 Ext, as well as among Host Communities in Teknaf near Camps 24 and 25. Hoping to reduce risk of COVID-19 transmission, IPs carried out these distributions through door-to-door visits, maintaining social distancing and reducing the need for group gatherings in common places.

Meanwhile, handwashing remains an essential measure in the prevention of COVID-19; to promote handwashing among affected communities, IOM WASH teams are continuing efforts to install handwashing devices in key communal locations across the camps. During the month of May, teams installed 257 handwashing devices in communal places such as distribution centres, Women and Girls' Safe Spaces (WGSS), religious centres, CiC offices and main pathways. All sites have been selected in consultation with WASH Camp Focal Points, Site

Management teams, CiCs and other active WASH partner organisations. In coordination with SM teams, the WASH unit has also been installing *tippy taps* across the camps—an innovative technique to reduce chances of transmission incurred through communal manual contact with tap heads common to more traditional handwashing devices. Together, SM and WASH teams have been installing tippy taps not only in the camps under IOM's Area of Responsibility, but also in other camps where SMSD teams are working. In the reporting period, a total of 301 tippy tap facilities were installed.

Lastly, IOM WASH teams have been facilitating WASH facility and key camp location disinfection using a 0.5% chlorine solution. During the reporting period, 52 backpack sprayers and 1,080 kg 65% HTH chlorine was provided to IOM partners, WASH agencies and other units to prepare 140,260 litres of 0.5% chlorine solutions to be used to disinfect key communal locations and facilities.

### COVID-19 awareness raising

IOM WASH Project Implementation Partner organizations continued disseminating messages focusing on protection from COVID-19 transmission

following IOM WASH unit guidance. The key messages focus on maintaining social distance, covering coughs and sneezes, avoiding touching 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 163,198 household sessions have been conducted on COVID-19 messaging in which 200,328 beneficiaries were reached around three times each in the reporting period. In addition, in the camps where at least one round of messaging through door-to-door visits was carried out, messaging was also conducted using megaphones. A total of 3,494 messaging sessions were achieved using the mics, reaching an estimated 151,475 beneficiaries around two times each.

### Operation and maintenance of handwashing devices informed by beneficiary satisfaction survey

During the month of May, IOM WASH teams organized a beneficiary satisfaction survey to assess beneficiary experiences and feedback around WASH COVID-19 prevention and mitigation efforts. The survey was conducted among users of newly installed handwashing devices for the COVID-19 response, considering a 95% confidence interval and 10% margin of error.

During the course of the survey, 76 users were interviewed on site following use of the handwashing facilities. Out of the 76 users interviewed, a majority (86%) of respondents favorably rated the handwashing devices while 14% said the devices were good but reflected some areas in need of improvement, including water at the handwashing devices not refilled regularly, long queues for handwashing, and broken or leaking taps, among others. IOM WASH teams are utilizing the findings to improve handwashing facilities by addressing the



major issues raised by beneficiaries through the survey.

As such, IOM has instructed IPs in charge of managing the handwashing devices to more frequently replenish soap, repair taps when needed, and mobilize volunteers and community members to refill the devices' water.

### WASH NFI distribution to ITCs and field staff

IOM WASH teams have provided 1,000 WASH kits (each containing one bar of laundry soap, one bar of bathing soap, one toothbrush, one tube of toothpaste, two 10 litre buckets and a reusable sanitary cloth) to COVID-19 Isolation and Treatment Centres (ITCs) to support Health teams in the COVID-19 response. In similar support to SMSD teams, IOM WASH has provided family quarantine shelters with 100 WASH kits in Camp 20 Extension, comprising eight bathing soaps, seven laundry soaps, four pairs of sandals, four tooth brushes, one Menstrual Hygiene Management (MHM) kit, two buckets, two jerrycans, one red and one green waste bin and one household handwashing device. One WASH kit will be provided to each family relocated for quarantine in the SM-ran shelter. A single kit is planned to meet hygiene and sanitation needs for one family during the two-week quarantine period.

Meanwhile, IOM WASH teams have provided face masks as PPE to all staff members, volunteers and daily labours working in the camps under IOM WASH AoR to



SOAP KIT DISTRIBUTION IN HOST COMMUNITY © IOM 2020

help prevent possible COVID-19 transmission. This effort is carried out in collaboration with the TRD unit as teams are producing reusable cloth masks for WASH teams to distribute. In the reporting period, a total of 4,230 face masks were distributed to IPs, WASH agencies and WASH staff members. Each recipient receives two face masks and one information sheet about mask use and cleaning.




### Groundwater supplementation efforts shared between UN agencies

IOM WASH teams are responding to a scarcity of groundwater in Teknaf by supplementing water for the refugees and Host Communities in Camps 24 and 25. This effort is being undertaken through the treatment of surface water from nearby water reservoirs. In response to a request received from UNHCR to truck water to the Nayapara refugee camp, IOM organized an assessment of water reservoirs to ensure continued water supply considering an anticipated increase in water requirements during dry season. Water from an upstream reservoir is thus being transferred to a downstream reservoir and the distribution plan has been updated accordingly. As part of this distribution plan, IOM agreed to allow trucking of 100 cubic meters of water per day from Leda canal for

two weeks. During the reporting period, around 340 cubic meters of water was provided through trucking to the refugees in the Nayapara camp. This is an impressive example of collaboration and support between two UN Agencies—IOM and UNHCR. Cydome Amphan brought rain resulting in an improved situation of surface water availability in the reservoir. Hence, quantity of water provided in the camps has thus increased to an average of 18 litres per person per day from a reduced 12 litres a day due to water scarcity during the dry season.

### Inter-sector visit to an Isolation and Treatment Centre to support needs analysis and response

Together with IOM SMSD, Infrastructure and Health teams, the WASH unit participated in a joint visit to the government-ran COVID-19 Isolation and Treatment Centres in Ramu and Chakoria hospitals. The visit was carried out to understand and identify any gaps and needs in the operation of these facilities. In terms of identified WASH support requirements, the Ramu ITC has requested a provision of backpack sprayer and HTH chlorine for disinfection of the facility, as well as eight drinking water dispensers. IOM WASH teams are working to satisfy the requested support.

-  **257** handwashing devices installed
-  **100** MHM kits distributed (Camps 20 Ext.)
-  **4,315** soap kits distributed through IPs (Camps 20, 20 Ext., 24 and 25)





BENEFICIARIES RECEIVE LPG REFILLS AT SAFEPLUS DEPOT © IOM 2020

## DISASTER RISK REDUCTION (DRR)

### TRD teams support Host Communities and local actors in preparedness interventions for Super Cyclone Amphan

TRD teams took several initiatives to reduce the potential impact of Cyclone Amphan on Host Community populations. Under this effort, IOM TRD collaborated with Disaster Management Committees (DMCs), Cyclone Shelter Management Committees and the local administration to ensure preparatory actions in advance of the storm's landfall. Activities included mobilizing field teams specialized in DRR activities to raise awareness among affected populations so that beneficiaries could take necessary actions to protect lives and property.

The specialized field teams used mobile SMS to disseminate messaging among local Disaster Management Committees, updating DMC members on the national cyclone information hotline and other radio broadcasting services. Overall, teams used the SMS system to communicate with 162 individuals; an additional 496

Information Education Communication (IEC) materials were also distributed among the local community. IOM collaboration with 256 Cyclone Preparedness Programme (CPP) units, also enabling broad awareness raising efforts as Cyclone Early Warning System messages were disseminated to reach a total of 43,315 vulnerable community members. Lastly, IOM supported as several DMCs organized emergency coordination meetings, including four at the Upazila-level and 18 at the Union-level.

### TRD teams provide support to local government actors through NFI distribution, including PPE and hygiene materials

During the reporting month, IOM provided DMCs, Government officials, law enforcement agencies, the Bangladesh Red Crescent, and other emergency actors hygiene kits to help support their protection from the spread of COVID-19. Materials in the hygiene kits, such as hand sanitizers and cloth masks, are being produced by IOM livelihoods beneficiaries from the Host Communities. Under this effort, IOM distributed 118,254 masks, 10,991 hand soaps, 6,475 sanitizers, 207

infrared thermometers, and five waste bins to local actors. Additionally, IOM supported the Moheshkhali Health Complex with 60 kitchen mats, 50 floor mats and 50 solar lights. Thermometers were also provided to DRR stakeholders, utilized to screen 19,998 people working in local Government offices, CPP offices and the Cox's Bazar DC office.

## ENERGY AND ENVIRONMENT (E+E)

### LPG distribution continues for May

During the month, a total of 314 Rohingya households received LPG kits (cylinder, stove, regulator and hose) from different camp distribution points. Meanwhile, 49,946 Rohingya households and 6,985 Host Community households also received LPG refills. Handwashing facilities at the distribution points have been stocked with soap and beneficiaries are encouraged to wash their hands when arriving. In terms of social distancing, beneficiaries are mobilized to come to distribution points from one block at a time, thereby minimizing crowding at the depots. When beneficiaries arrive at the depots to pick up or refill their LPGs, they wait in queues at a distance of over one metre apart.

To protect personnel, all LPG staff and volunteers have been adequately equipped with Personal Protective Equipment and hygiene items, including hand sanitizer and masks to avoid contamination while working at the LPG depots. The Energy and Environment team is also helping to sensitize beneficiaries through messaging about COVID-19 risks at the sub-block level as well as in LPG depots during distributions.

#### LIVELIHOODS AND SOCIAL COHESION

### Training modules developed to enhance Host Community livelihood skills

During the reporting period, IOM developed training modules to be carried out among Host Communities by Implementing Partners, focusing on enhancing beneficiary skills in the industries of tailoring and garment making, carpentry, goat rearing, basic computer skills, and financial literacy. Training modules on entrepreneurship, organizational management, vegetable harvesting, poultry rearing, and marketing were also developed during this time.



DRR VOLUNTEERS SCREENING FRONTLINE WORKERS WITH IOM-DONATED THERMOMETERS © IOM 2020

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

Under the approval of Upazilla Nirbahi Officers (UNOs) in Ukhiya and Teknaf, IOM has carried out unconditional cash transfers to 5,089 SAFEPlus beneficiaries to support livelihoods in the wake of job loss or other economic challenges due to the COVID-19 lockdown and movement restrictions. During the month of May, members of the Cox's Bazar Host Community received their first instalment of this financial support, amounting to 3,000 BDT per family. Beneficiaries will receive three instalments totalling 9,000 BDT over the course of three months. In order to help ensure transparency and accountability throughout these cash distributions, designated project staff from IOM's IPs participated in an online training conducted by IOM on information management. Additionally, finance teams received a training on the process of cash distribution, payment processing, and cash transfer data collection.



WOMEN FROM THE HOST COMMUNITY ENGAGE IOM LIVELIHOODS ACTIVITIES AS THEY HELP PRODUCE HAND SANITIZER THAT WILL BE DISTRIBUTED AMONG FRONT LINE PERSONNEL, INCLUDING DMCS AND LOCAL GOVERNMENT © IOM 2020





DMC VOLUNTEER RAISES COVID-19 AWARENESS THROUGH MICROPHONE ANNOUNCEMENTS © IOM 2020

### Members of the community, partners and local leaders support Site Management (SM) and Communication with Communities (CwC) teams in COVID-19 awareness raising

Site Management (SM) and Communications with Communities (CwC) teams, together with DMU volunteers, women's committees, and community leaders, continue to work on raising COVID-19 awareness through engagement of the Interactive Voice Response (IVR) system, Radio Listening Groups (RLG), modified meetings, household visits, and operation of Feedback and Information Centers (FICs). A total of 121,221 individuals (58,649 females and 62,572 males) from various groups including Imams, Majhis, women, men, youth, adolescent groups, persons with specific needs, and those of the general community received key messages on COVID-19 and the importance of personal hygiene across 18 camps in IOM's AoR. Disaster Management Unit (DMU) volunteers, community and religious leaders and members of women's groups are supporting Site Management in conducting awareness sessions via interactive messaging. This effort has proven effective as beneficiaries have shown to be more comfortable and likely to engage with these topics and ask questions when messaging is carried out by leaders and members from their own communities. Community leaders and volunteers are following-up on received questions by reporting them to SM and CwC teams, who can respond in an effective, appropriate, and timely manner.

CwC is also supporting in managing the COVID INFO line; to date, the IVR has a total of 25,077 users amongst the Rohingya community with 6,012 recorded messages on COVID-19 prevention and essential services. Additionally, a Host Community COVID INFO line is currently under development and will be launched shortly. Meanwhile, the Ideas Box teams in Camps 18, 20 Ext, 23 and 24 are continuing to conduct and deliver critical COVID-19 awareness raising activities in the Ideas Box spaces and through outreach in the camps. Through multimedia communication and practical application, activities revolve around raising awareness on COVID-19 symptoms and

prevention methods as well as dispelling rumors and misconceptions. Further activities will be developed and disseminated through frequent updates as engagement approaches capitalize on the use of the Ideas Cube—a local network platform. Between 2-28 May 2020, the Ideas Box teams reached 4,252 beneficiaries in the four camps in which they operate, targeting 1,784 women and 2,468 men.

### Inter-sector coordination, PPE distribution, trainings and staff recruitments under way to support COVID-19 response

In close coordination with Health team focal points, during the last month Site Management has been supporting in following up with potential COVID-19 cases in each camp. These efforts include assisting in locating beneficiaries who may be COVID-19 positive, communicating with them, and contacting relevant actors for further assistance. In confirmed cases, SM and Health teams coordinate contact tracing which serves as the single most important way to break the chain of transmission. SMS teams identified and selected 164 Rohingya volunteers during the reporting month to act as contact tracers under Community Health Worker (CHW) supervisors.

Additionally, during the month, Site Management supported Health teams in the recruitment of Leda ITC personnel in which 33 Rohingya were recruited and will receive trainings from the Health unit. Meanwhile, Site Management teams distributed a total of 31,689 washable cloth masks to members of the Rohingya community in Camps 22, 23, 24, 25 and 20 Extension, also providing masks to Camp-in-Charges (CiC).

In Camp 20 Ext, the Site Management team started community engagement sessions specifically with regards to a new quarantine area comprising 93 shelters that, as of 31 April, was ready to receive contacts of confirmed cases. The CiCs, Imams and the community living close to the area are being sensitized on the new facility and have the opportunity to ask specific questions they might have about it.

## SM teams and American Red Cross (ARC) partner in Cyclone Preparedness and Disaster Response in advance of Cyclone Amphan

In response to Cyclone Amphan forming in the Bay of Bengal, Site Management teams focused efforts on spreading cyclone preparedness messaging and conducting additional emergency preparedness activities across all IOM AoR. To support, the American Red Cross (ARC) organized cyclone preparedness orientations for Disaster Management Units (DMUs). The orientations were conducted observing COVID-19 safety measures, with attendance limited to 20 DMU members per camp. Gender and geographical representations from each block were also ensured in DMU engagement. Following these trainings, all DMUs were actively deployed to raise awareness prior to the cyclone, including raising flags that correspond to the cyclone warning flag system. Teams also distributed Tie-Down Kits and blankets among households and mosques in advance of the storm, as well as emergency response-related materials such as raincoats, first aid kits, stretchers, and rescue vests to all first responders across IOM's AoR. Following the rains and winds, Site Management Sector (SMS) teams then carried out damage assessments and referred all detected incidents to relevant actors and service providers for their follow-up.

### Beneficiaries remain at the centre of safe and dignified burial process

Nine hundred mosques in IOM's Area of Responsibility have received materials to support in carrying out safe and dignified burials, including soaps and hygiene materials. In the coming month, IOM will distribute Personal Protective Equipment (PPE) and conduct trainings for Imams and Burial Committees, providing further instruction on how to conduct burials in a safe manner, use protective gear, and apply protective measures. Additionally, beneficiaries continue to inform where and how their communities will process the passing of loved ones, including through participating in Key Informant Interviews (KII) that are being conducted with Imams, Graveyard and Burial Committees, Camps-in-Charges (CICs), female representatives, and members of the Host Community. This consultative process contributes to graveyard assessments jointly carried out between the SMSD sector and Housing, Land and Property teams to assess graveyard capacity within the camps, and centre the response on beneficiary inputs, including communicated gaps and needs. The data from these assessments is submitted by SMS teams in each camp using Kobo and analysis is carried out by the Shelter/NFLs sector, hosting the HLP. In the coming month, assessments will be completed across all 18 camps within IOM's AoR, reflecting beneficiary inputs on culturally appropriate, safe and dignified burial processes.

### Site Planning and Site Development achievements during month of May:

- Site Development teams reviewed the cyclone emergency preparedness plans with key Cash-for-Work (CfW) mobilizers, supervisors, and standby laborers in coordination with other sectors.
- In collaboration with the Shelter unit, the SD team supported in upgrading the Médecins sans frontières (MSF) Isolation and Treatment Centre (ITC) and developed drainages around the site. The facility is now ready, was handed over to MSF, and is now in operation, serving the Rohingya and Host Communities in and around Camp 22.
- SD partner, Shushilan supported the International Rescue Committee (IRC) in developing the access road to the ITC in Camp 23; it is now 50% completed. SD continued to carry out DRR activities, prioritizing drains, pathways, and small erosions affected by heavy rains.
- During the reporting period, the graveyard project was fully completed in Camp 9, including drainage, slope stabilization and fencing works. In Camp 10 one new masonry brick stair access and repair work on a major bridge was also completed, while a pathway and drainage project were completed in Camp 18. Access work for four sets of concrete stairs was completed in Camp 20 where drain cleaning, slope protection and stair construction work is also ongoing. In Camp 20 Extension, major site development work in all three COVID-19 response valleys has been under way. Lastly, new concrete stairs were constructed, connecting to the WFP E-Voucher shop. The SD teams continue to do general repair and maintenance throughout the camp, especially at slope stabilization sites.
- In the reporting period, 1,087 tippy tappy WASH stations have been installed in Camps 9, 10, 14, 15, 18, 20, and 20 Ext.



CASH-FOR-WORK BENEFICIARY LEVELS STAIRS UNDER SD INTERVENTIONS IN KBE CAMPS © IOM 2020



## SITE MAINTENANCE AND ENGINEERING PROJECT (SMEP)



MALE AND FEMALE BENEFICIARIES WORKING TOGETHER TO CONSTRUCT A CULVERT IN CAMP 22 UNDER SMEP INTERVENTIONS © IOM 2019

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

- SMEP teams are carrying out 50,000 sqm road repairs and 8,000 sqm curb and gutter installation along Army Road. The work is currently at 60% completion. Three more teams, comprising 20 workers each, were added to accelerate these efforts.
- SMEP teams replaced a collapsed concrete bridge with an RCC Pipe Culvert in Camp 22 in Undchiprang, improving vehicular access to the camps.
- SMEP teams conducted 4,000 sqm of slope stabilization via a bamboo crib wall at the COVID-19 Isolation Centre in Camp 20 ext. Progress is at 75% completion.
- In Camp 8E, a 280 sqm RCC and bamboo crib wall installation was completed.
- Teams carried out a 952 sqm slope stabilization with RCC and bamboo crib wall in Camp 10 which is at 90% completion; back filling is pending.
- SMEP teams installed 175 sqm of drainage in Camps 14, 21, 22 and Nayapara.
- In the SMEP casting yards, 2,047 curbs and gutters, 519 concrete invert drainages, 271 crib wall columns and 537 timber forms have been produced.
- During the reporting period, the LGED-SMEP team frequently visited with LGED Engineers as part of LGED cooperation and capacity building to oversee ongoing work on the Asian Development Bank and World Bank-supported road currently being developed under the Emergency Assistance Project (EAP).
- Cross drainage and culvert work in Camp 14 and Nayapara RC has been completed.



**6,860 sqm**  
of road installed/repared



**1,240 sqm**  
of drainage installed



**14,006 sqm**  
of drainage repaired/  
cleared



**450 sqm**  
of canals cleared



**4,180 sqm**  
of slopes stabilized



**755 sqm**  
of site prepared

Funding for IOM Response Plan is provided by

