

- Properly plan schedule of services (registration of inmates, food distribution/preparation, organization of kitchen, services to children, pregnant women, lactating mothers, diseased, disabled, elderly etc.)
- Support in establishing help-desk in the camp which remains functional throughout camp duration.
- Support arranging locally available materials as may be required for various camp needs
- Provide information and encourage camp inmates to return to their homes as the situation improves
- Support Revenue Circle Administration in any other function as and when required related to relief camp management

#### **School Teacher**

- Participate in capacity building activities conducted by the DDMA/RC Administration
- Follow the Directives issued by IS/DEEO on services to be provided in camp
- Teacher/Non-Teaching staff designated as Camp In-charge (if school is used as Relief Camp) shall ensure registration of all inmates, issuing tickets during entry/registration. The ticket should have their identity, and details of services/supplies received during their stay in the camp and should be updated as and when they are provided with any supply/service
- He/She should also discharge all functions as stated above for Gaon Burah/PRI Members
- Teachers who are designated for Child Friendly Spaces shall ensure all functions as stated in the Child Friendly Spaces guideline particularly focusing upon age and situation specific education and recreation services
- Ensure special provisions for the children with disability in the relief camps along with special care for their education and make sure the same in the CFS as well
- Teachers (from schools used as relief camps and closed for educational activity) shall support the operationalization of Child Friendly Spaces in the camps
- They should also explore feasibility of operationalizing of temporary schools using locally available/pre-procured resources to reduce loss of instructional days
- Teachers shall help inmates in keeping the school clean, protecting school infrastructure and resources and in managing services in the camp under the supervision of the Camp In-Charge
- They should support in ensuring rapid re-start of schools once the camps are declared as closed
- Be on duty throughout camp duration and plan academic activities according to the situation

#### **Auxiliary Nurse Midwife (ANM), Multi-Purpose Workers (MPWs) and Accredited Social Health Activist (ASHA)**

- Participate in capacity building activities conducted by the DDMA/ SDO(Civil)/ Revenue Circle Officer
- Follow the Directives issued by JDHS on services to be provided in camp
- Coordinate with Camp In-Charge and collect details of pregnant women, lactating mothers, infants, persons with chronic diseases etc.
- Under the guidance of the responsible Medical Officer, be deployed in designated camps for basic health check-up, disease surveillance, share information on good health and hygiene practices with the camp inmates.
- Map medicinal needs of the camp inmates (prescriptive) and maintain a database accordingly. Monitor the availability of prescribed medicines and their intake by inmates suffering from chronic diseases
- Conduct special drives with pregnant women, lactating mothers and infants encouraging appropriate Infant and Young Child Feeding
- Keep track of mother and child health in the camp including their feeding, medical needs etc
- Arrange fogging to prevent mosquito and other flying insects and related diseases. Eliminate breeding places of mosquito and rodent inside the camp premises.
- Spend dedicated time every day to discuss about menstrual hygiene, sexual and reproductive health and rights with women and adolescent girls in the dedicated space created for women and adolescent girls. ANM and ASHA must insist the Assistant Camp Officer to setup a dedicated privacy space for women and adolescent girls if it is not setup.

- Give special attention to malnourished children in the relief camps, monitor and report daily on the status of those malnourished children to the responsible Medical Officer.
- Provide psychosocial support to those relief camp inmates who have experienced violence, are in a trauma due to the disaster and/or lost any family member or friends.
- Health check-ups, immunization, etc. under the Integrated Child Development Services (ICDS) and other programmes for children, women and adolescent girls can be integrated with a CFS facility by ANM and ASHA.
- Be on duty throughout camp duration and plan activities according to the situation

**Anganwadi Supervisor/Anganwadi Worker (AWW)/Helper**

- In Child Friendly Spaces set up in the camps, provide appropriate services as defined in the Child Friendly Spaces guideline (in **Annexure –II**)
- Participate in capacity building activities conducted by the DDMA/RC Administration
- Follow the Directives issued by DSWO on services to be provided in camp
- Be deployed in designated relief camps and provide nutritious food and supplements to children and women beneficiaries of the respective AWC taking shelter in the camp. AWWs shall conduct a mapping of children as per their enrolment in AWCs as children enrolled in different AWCs may take shelter in one camp. Discuss with CDPO and chalk out joint strategy in advance for delivering routine ICDS services in the camps
- Coordinate with Camp In-Charge and the health functionaries and collect details of pregnant women, lactating mothers, infants etc.
- Give special attention to malnourished children in the relief camps, monitor and report daily on the status of those malnourished children to the responsible CDPO and DSWO.
- Spend dedicated time to discuss about menstrual hygiene, sexual and reproductive health and rights with women and adolescent girls in the dedicated space created for women and adolescent girls. AWW must insist the Assistant Camp Officer to setup a dedicated privacy space for women and adolescent girls if it is not setup. This may be in the form of Breastfeeding Corner set up in the Child Friendly Spaces
- Support health functionaries in providing mother and child health services in the CFS setup.
- Conduct exclusive one-to-one counselling sessions with pregnant women and lactating mothers (with support of ANM)
- Be on duty throughout camp duration and plan activities according to the situation

**SoP for NGOs/CBOs/Pratirodhi Bondhu Volunteers:**

**SoP for NGOs/CBOs in relief camp management**

Phase	Responsibility
<b>Pre-Disaster</b>	<ul style="list-style-type: none"> <li>• Participate in preparedness meetings related to relief camp management conducted by DDMA/SDO (Civil)/Revenue Circle Officer</li> <li>• Share list of trained and skilled staff and volunteers who can support in evacuation, rescue of affected people/cattle to designated camps, supporting actions related to food distribution and other support services in camp management</li> <li>• Share with DDMA/SDO (Civil)/RCO the details of activities related to disaster preparedness with geographical presence</li> <li>• Share details of any infrastructure and tools (e.g., vehicle, boat etc) of the organization with seat (intake) capacity that can be used as relief camps.</li> <li>• Support Gaon Burah/PRI members/Revenue Circle Officer in identifying appropriate relief camps in hard to reach vulnerable locations</li> <li>• Support in capacity building of stakeholders on various aspects of disaster management including relief camp management</li> <li>• Create awareness among communities on camp location, camp management guidelines, safety protocols and related matters</li> <li>• Be part of the Circle and Village level Evacuation and Rescue Teams</li> <li>• Provide inputs and suggestions in overall preparedness planning for disaster management</li> </ul>

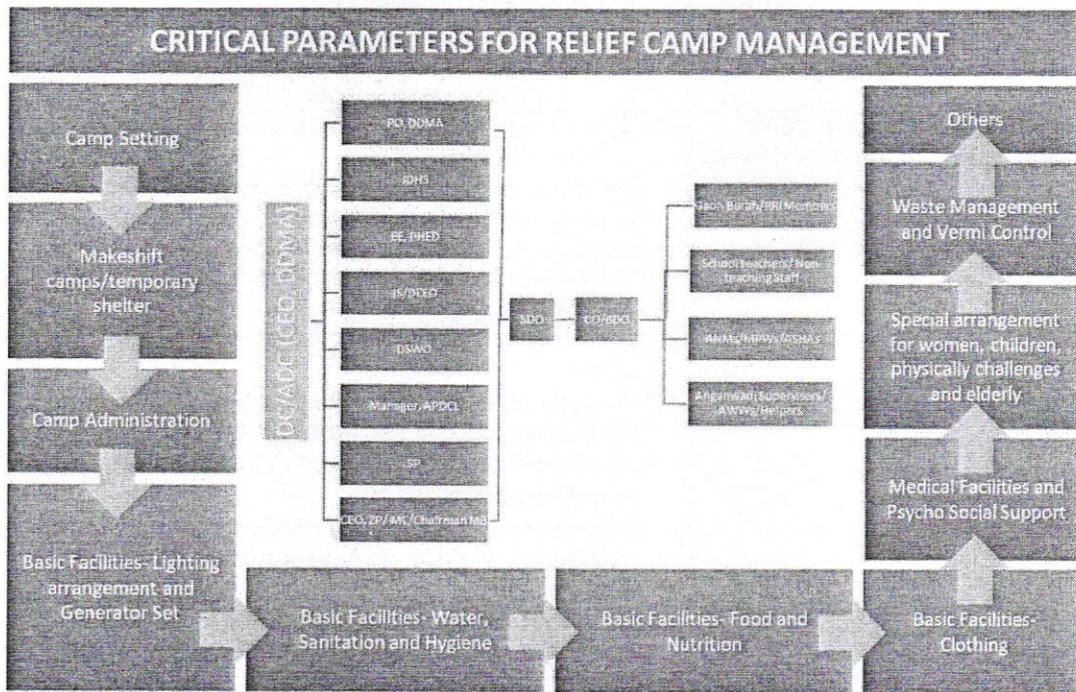
	<p>including relief camp management at District/Sub-Division/Revenue Circle level</p> <ul style="list-style-type: none"> <li>• Mobilize resources for setting up of camps as per guidelines in hard to reach areas and share plan/information with DDMA/SDO (Civil)/Revenue Circle Officer</li> <li>• Strengthen Inter-Agency Coordination among NGOs/CBOs for coordinated support in relief camp management</li> </ul>
<b>During Disaster</b>	<ul style="list-style-type: none"> <li>• As a part of evacuation and rescue teams, support evacuation of affected people/cattle to designated relief camps</li> <li>• Support systematic registration and on-boarding of evacuated people in designated camps</li> <li>• Support operation of child friendly spaces with breast feeding corners in relief camps</li> <li>• Support in queue management, social distancing and other specific actions in camp setting as per guidelines attached as annexure 1</li> <li>• Conduct targeted risk communication and community engagement activities in relief camps with camp inmates</li> <li>• Support augmenting basic amenities in relief camps</li> <li>• Provide GR through self-mobilized resource to supplement government efforts. Efforts shall be made to ensure no duplication in supplies</li> <li>• Wherever feasible support establishing kitchens for providing culturally appropriate, safe and adequate food for the camp inhabitants.</li> <li>• Support documentation of experiences and lessons learnt including camp level assessments for adherence to guidelines</li> <li>• Support DDMA/SDO (Civil)/Revenue Circle Officer in any other action related to camp management</li> </ul>
<b>Post Disaster</b>	<ul style="list-style-type: none"> <li>• Provide a detailed report to the DDMA/SDO (Civil)/Revenue Circle Officer on interventions taken up by the organization in camps/other safe shelters</li> <li>• Conduct lessons learnt meeting with staff and volunteers</li> <li>• Provide feedback to DDMA/SDO (Civil)/Revenue Circle Officer for improving relief camp management process</li> <li>• Contribute towards cleaning, repairing/restoration of any infrastructure damages due to being used as relief camps</li> </ul>

**SoP for Volunteers (Pratirodhi Bondhu/ Aapda Mitra volunteers/ NSS/ NCC/ NYK/ Red Cross/SHGs and others)**

<b>Phase</b>	<b>Responsibility</b>
<b>Pre-Disaster</b>	<ul style="list-style-type: none"> <li>• Register through appropriate platform of Government with details including period of availability and willingness to contribute towards relief camp management process</li> <li>• Participate in any orientation/training conducted by government or NGOs related to camp management</li> <li>• Be in contact with Field Officers of DDMA and participate in the camp identification process</li> <li>• Be part of the Revenue Circle/Village level Evacuation and Rescue Teams and understand the roles and responsibilities</li> <li>• Read and understand the relief camp management guidelines and various functions related to camp management</li> <li>• Familiarize yourself with documentation process including camp level registration, family ticketing system, maintaining GR records etc</li> <li>• Collect contact number of relevant officials and nodal officers responsible for providing various category of services in the relief camps</li> </ul>
<b>During Disaster</b>	<ul style="list-style-type: none"> <li>• Support camp in-charges in setting up of camps as per specific guidelines</li> <li>• As a part of evacuation and rescue team, support in evacuation and rescue of affected people to designated camps</li> <li>• <b>e-Help desk:</b> e-Help desk should be facilitated in all Operational Relief camps with the help of <i>Pratirodhi Bondhu</i> as counselor/ facilitator. These desks will emphasis on the facilities available on the e-help platform (e.g. Telemedicine, e-pashu etc.), a joint venture of ASDMA and CSC-</li> </ul>

	<p>SPV, Assam. e-help will arrange the availability of 'Dignity kit' of NDRF at their help desk.</p> <ul style="list-style-type: none"> <li>• Support Camp-in-charge in setting up and manning registration counter and e-help desk</li> <li>• Support maintaining social distancing, promoting hand washing, personal hygiene and other measures as recommended in Annexure 1</li> <li>• Support during relief distribution including queue management, proper documentation and reporting</li> <li>• Support in conducting various activities with children in child friendly spaces</li> <li>• Take actions to maintain hygiene and safety in camps</li> <li>• Support in camp closure processes</li> <li>• Provide any other support required by camp-in-charge</li> </ul>
<b>Post Disaster</b>	<ul style="list-style-type: none"> <li>• Support cleanliness drive including bringing back the camp infrastructure to its original form for continuing its routine function</li> <li>• Share your experience and learning to DDMA through the Field Officers</li> <li>• Provide feedback based on your learning to improve overall relief camp management process</li> </ul>

#### 4. Procedure



#### 5. Component wise Benchmarks

Components	Responsible Departments	Minimum Benchmarks
Administration and Management of Camps	Revenue and DM, Education, P&RD, ULB, APDCL	<ul style="list-style-type: none"> <li>• All affected people have information about the location of camps and have means to reach the location</li> <li>• All camps have necessities and facilities as per the Assam DM Manual, 2015</li> <li>• All camp inmates are registered and have family tickets updated</li> <li>• Camp register regularly updated and information as per the template shared to Circle Office on daily basis</li> <li>• All camps have lightning arrangement upto toilets and bathrooms</li> </ul>