

# End of Year Report Field and Technical Units 2020



Bangladesh. World's biggest refugee settlement gets biggest ever waste facility @UNHCR



## Overview

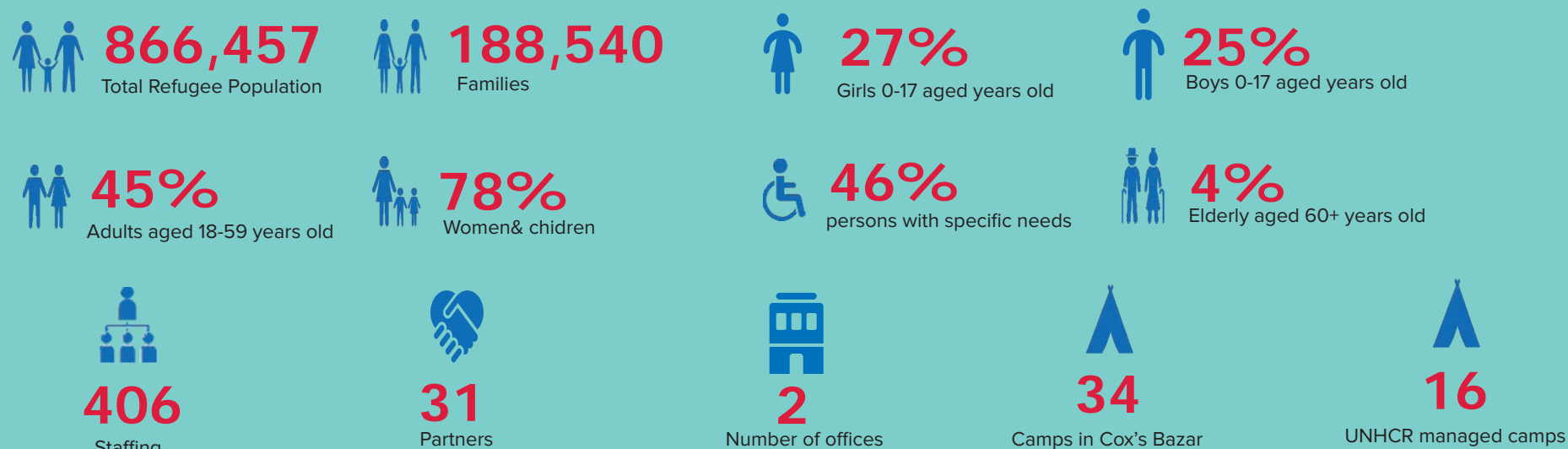
In response to the global spread of COVID-19, in April 2020 the Refugee Relief and Repatriation Commissioner's office (RRRC) issued guidance to significantly reduce the humanitarian footprint in the camps, and to deliver only "essential services". This impacted UNHCR's activities across the operation. A countrywide lockdown between March and July 2020 also impacted UNHCR's ability to deliver.

The WASH and Public Health units were, however, requested to deliver their full portfolio of projects and services throughout the year, as well as responding to the pandemic.

Despite the challenges, working closely with partners, all the Field and Technical Units in Cox's Bazar stayed and delivered, with significant achievements, while adhering strictly to COVID-19 prevention measures through all activities.

This report highlights the key achievements and activities that were conducted in 2020, as well as some of the challenges faced by the operation's technical units.

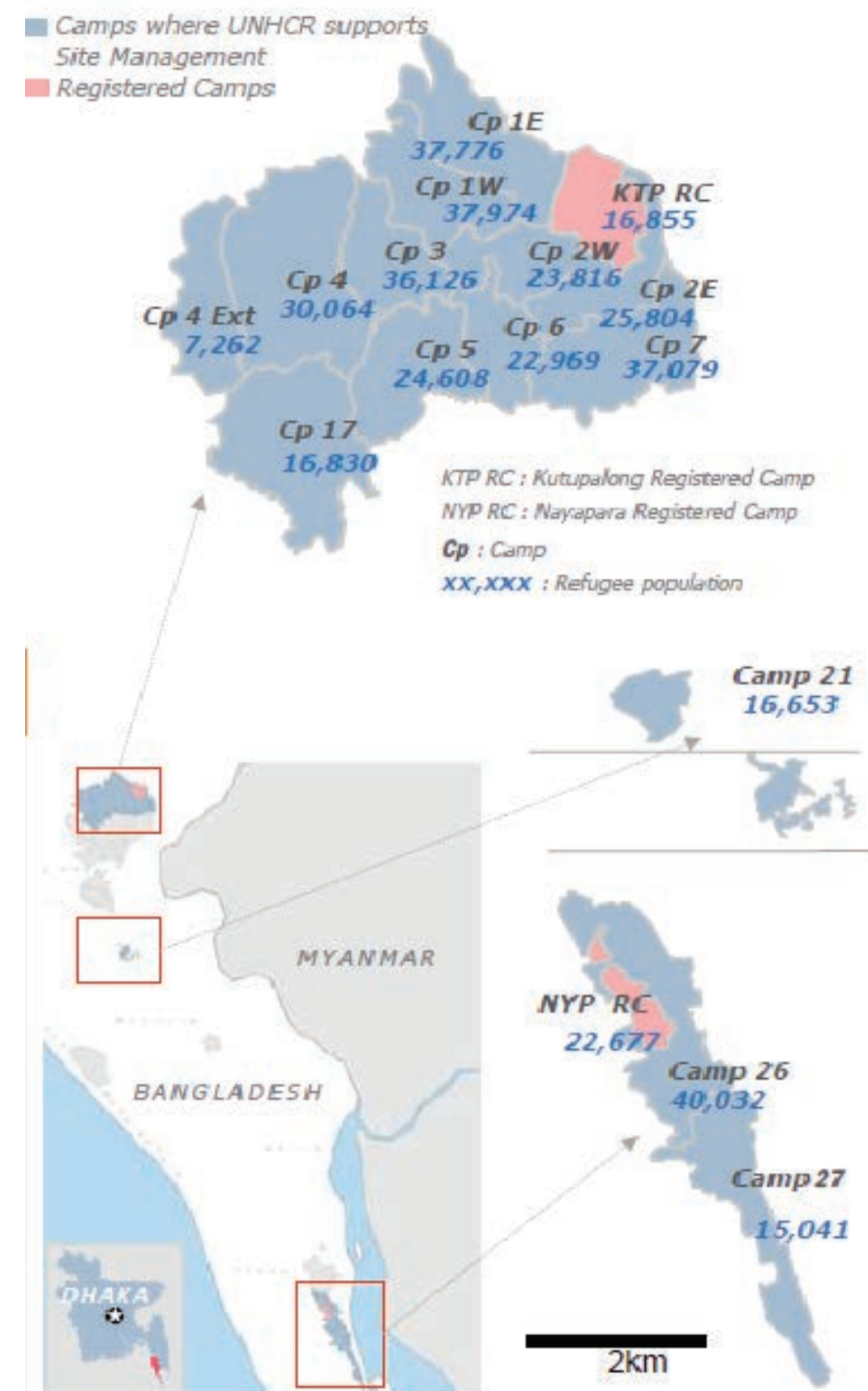
## Key figures



## Financial Requirements



## Map of Rohingya Refugee Camps

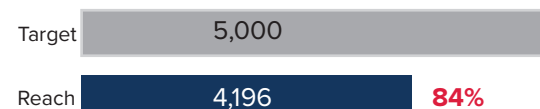


## Main Activities and Targets

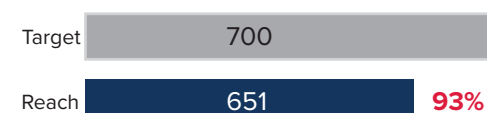
### Public Health



# of patients referred to secondary and tertiary medical care



# of COVID-19 patients treated in SARI ITCs/ICU



# of COVID patients and families receiving individual level focused psycho social support

**7,128**



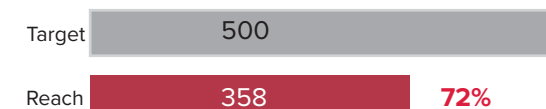
# of new admissions to community management 21,886 of acute malnutrition programmes



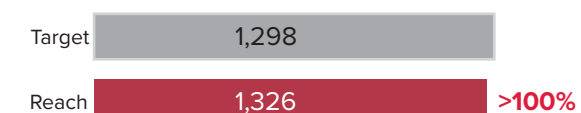
### WASH



# of water tap constructed



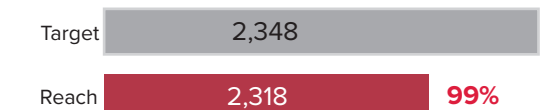
# of shared latrines facilities constructed



# of latrines maintenance (repair, renovate, decommission and desludge)



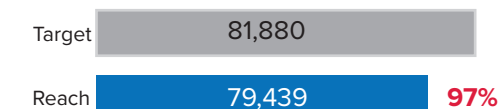
# of communal bathing facilities constructed



### Shelter & Site Planning



# of households provided with shelter assistance



# of transitional shelters constructed



# of pre moonsoon shelter tie down kit provided

**87,795**



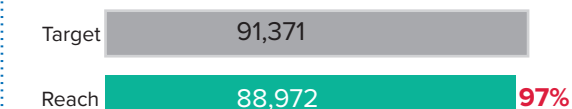
# of km of access road and pathway constructed



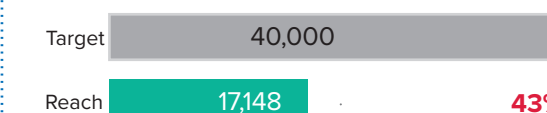
### Energy & Environment



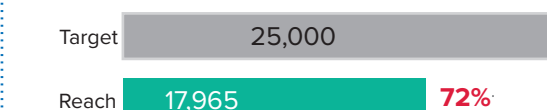
# of refugee households receiving LPG support (1st time full set + Refill)



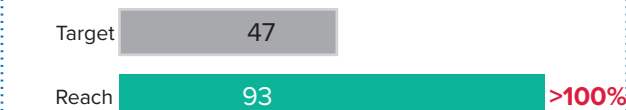
# of host community households receiving LPG (1st time full set + Refill)



# of refugees receiving environmental education



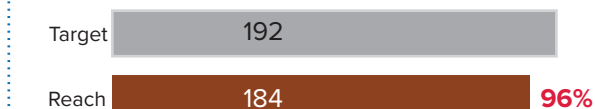
Area covered by tree sapling plantation (ha)



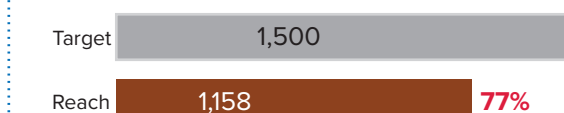
### Field & Site Management



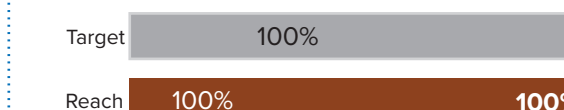
# of camp coordination meetings facilitated



# of households receiving core relief items



% of camps/ settlements with a camp manager/ administrator



# of Female/Menstrual Hygiene Kits distributed





# Energy and Environment

## KEY ACHIEVEMENTS AND ACTIVITIES:

- Installation of all electrical infrastructure for the 150-bed treatment centre (ITC) COVID-19 health facility.
- All electrical installation infrastructure for the upgrading of the 4th floor of Sadar Public Hospital in Cox's Bazar.
- The on-going installation of a large-scale UPS system (100 KVA) to back up all essential medical equipment at Sadar Public Hospital in Cox's Bazar.
- Specified, sourced and delivered 4 stable fuel technology to be used on medical incinerators, at the 150-bed ITC and 4 clinics.
- Provided technical support to IOM and UNICEF for their medical response.
- Replaced 57 elephant watch towers during the cyclone season and COVID-19 response without a single case of COVID-19 recorded among Elephant Response Team (ERT's) members.
- Maintained nursery capacity of 2,09,835 during the COVID-19 response and planted 140 acres of mixed vegetation of 42 species with partners IUCN and CNRS.
- Represented UNHCR globally at the Chatham House webinar as an example of how E&E units can contribute to the response during a global pandemic.
- Presented the Global Plan of Action (GPA) with IOM on LPG lessons learned on cleaner fuels in a humanitarian setting.

## OTHER ACTIVITIES :

- Snake incursion risk assessment (from 2019 toolkit) conducted in the Transit Center to support requests for assistance by protection unit.



43 KWP solar mini-grid up garde in KRC @UNHCR



C4 extension stream rehabilitation 2020 before, during and after intervention @UNHCR

- 624 Elephant response Team Volunteers in the periphery of the camps and beside international border managed 70 Human Elephant Conflict (HEC) incidence as of 30 November 2020 (1 January 2019).
- Stream and Sub stream Excavation: 6000 feet of 5 sub streams re-excavated across the camps. Maskaria canal re-excavated in the host community.
- 20 youths of refugee and host community member were trained on environmental development and management. After training, groups developed projects to be implemented in the camps and host areas, including school hygiene and cleaning, and school beautification for a better environment.
- Walkway trail development: A Blue-Green Infrastructure to allow better connectivity, risk management, soil erosion prevention in camp 4. As of 30 December, 60% of 1492-meter walkway developed.
- Frame Agreements evaluated and finalized for electrical materials, lightning arrestors, solar diesel hybrids, and retendering for LPH and pressure cookers, and WASH/Shelter/Energy construction.
- LPG pre-pilot in collaboration with IOM, WFP, DRC and ICUN. The pilot covered 394 households, and data was collected by 30 female enumerators recruited from the host community (30-48% savings indicated).
- Soil and water sampling results and soil baseline results verified, in order to test the health of the environment.
- Planning and data collection on potential Power Purchase Agreements for Cox's Bazar main office.
- EDF solar mini-grid of capacity 43KWP nearing completion, up – grading of 2 x 43kwp in two camps on-going.
- Multi-construction projects ongoing across education, health and protection, including solar installations for PHUs, and construction for the police and army.



# Field and Site Management

## KEY ACHIEVEMENTS AND ACTIVITIES:

- Establishment of the UNHCR camp Multi-Functional Team (MFT) approach; a solutions-orientated approach, strengthening information sharing, communication, and coordination.
- Establishment of a Remote Site Management Monitoring System; a digital platform using KoBo powered data collection and analysis. Standard Operations Procedures (SOPs) were developed and partners and refugee volunteers were trained.
- 435 schemes were implemented by the community following the Launch of a Community-Led Initiative (CLP) across UNHCR managed camps; the initiative seeks to enhance community participation and ownership. Schemes included stairs, pathways, bridges and protection walls.
- Multiple trainings took place across the camps under the Capacity Sharing Initiative (CSI). This included over 250 Camp-in-Charge (CiC) support staff, 152 humanitarians, and 49 refugee leaders. Further, 24 UNHCR staff undertook Training of Trainers (ToT).

## DISTRIBUTION:

- Oversaw an inventory of USD 28.3 million in UNHCR and partner warehouses, as well as those already in the pipeline.
- Implementation of the Global Distribution Tool (GDT) for all distributions to refugees. Continued advocacy for approval from the government for use of the tool for host communities in 2021.
- More than 2,190 LPG sets were distributed to refugees, and 832,713 LPG refills were distributed in UNHCR managed camps. 9,415 new LPG sets were distributed to households in the host communities in regular distributions, and 5,770 new sets were handed over to UNO-Ukhiya on 28 December.
- 225,468 female menstrual hygiene kits were distributed, 1,157 CRI kits were distributed to families on arrival, 87,795 households received “tie down kits” consisting of a solar lamp, wire, rope, iron peg and kit bag before monsoon season.



Double story shelter in camp 21 @UNHCR

- The “Pop Up Store” approach was piloted where refugees could select required NFIs from 50 items available. The pilot received a positive response from refugees and will be analysed in early 2021.

## DISTRIBUTIONS – COVID 19:

- Handwashing facilities were installed across all distribution points, as well as provision of body temperature thermometers at entrances, additional sheltered waiting areas, and clear markers for physical distancing. COVID-19 awareness raisers were deployed to all distribution points.
- 144,967 pieces of bathing soap, 4,153,179 pieces of laundry soap, 366,850 masks were distributed.
- 14,275 elderly kits (sleeping mat, blanket, mosquito net, plastic sheet, rope, bath soap and white kit bag), 83,565 households received winterization Kits (consists of blankets and sleeping mats), 108,375 solar lights and 21,325 mosquito nets, and 4,337 WASH Hygiene Kits were distributed.



## RELOCATION:

- With Site Management partners, concerted efforts were made to find inter-camp relocations where possible as well as across camps with limited available shelters, prioritizing vulnerable persons and those in high risk areas.
- 492 HH in total with 1766 individuals were relocated during 2020.
- A sweeping exercise was carried out to identify vacant shelters in UNHCR managed camps to maximise the use of current resources. FSMU is working with site management partners to identify vacant shelters that need maintenance and coordinating with UNHCR shelter unit and partners to ensure repair and maintenance and coordinate relocations.



“Pop up store” in camp 4 extension @UNHCR

## INTERAGENCY COORDINATION:

- Continued advocacy for a “one camp” approach. Successful application of this approach for the SMSD sector in Camp Emergency Response Plans.
- FSMU developed the remote management tool, developed SOPs, conducted trainings which were adopted at the sector level and utilized by site management partners.
- Continued contribution to the Emergency Preparedness and Response Working Group, including the 72-hour Cyclone Response Plan.

## EMERGENCY PREPAREDNESS AND CONTINGENCY PLANNING:

- The 2020 Emergency Preparedness Plan was built the increased technical knowledge and capacities of refugees, mainly refugee volunteers (Site Management and Safety Unit Volunteers).
- In 2020, UNHCR enhanced the capacity of the refugee community through the provision of additional training (firefighting, first aid, search and rescue, psychological first aid (PFA) etc) and real time scenarios in collaboration with our Partner MOAS (Migrant Offshore Aid Station). Water and flood safety training was provided to more than 800 refugee volunteers as the first responders of their community across the camps in Ukhiya and Teknaf. UNHCR also coordinated with the IFRC (BDRCS and American Red Cross, who are supporting the government’s nationwide Cyclone Preparedness Program (CPP)), who provided CPP training refreshers and equipment to 1,600 volunteers.
- SMS partners have fenced most of the water ponds, creating physical barriers that help to prevent drowning. High risk areas have been mapped for future reference.
- RHUs (Refugee Housing Units) used as mini fire stations across all 16 refugee camps are installed, by the end of 2020, it is expected that all camps will have at least 60 fire stands that are spread out across the blocks and sub-blocks, as well as 100 small-medium fire extinguishers in the custody of the SM volunteers in each camp.
- UNHCR built a satellite fire station, the first inside the refugee camps in Cox’s Bazar area, at Camp 4 Extension. The FSCD (Fire Service and Civil Defense) Department will seek to reduce the time of response to fire incidents inside the camps and increase the readiness of the FSCD and the communities to minimize losses in shelter, property and lives.
- The FSM unit coordinated with Shelter Unit and WFP recommend speed breakers aimed to reduce road traffic accidents and referred major Disaster Risk Reduction work (retaining walls, dredging of Moduchara canal, building of drains, etc.) aimed at increasing resilience of the community against disasters.
- FSMU worked with other units to prepare UNHCR’s Emergency Preparedness Response Strategy for cyclone and monsoon season. Emergency Response Teams (ERTs) have been formed. They received a round of training and during extreme weather in July as well as during the violent incidents that affected KRC and surrounding camps in October, small teams were mobilized to identify needs and collect vital information that was shared with senior management.



## Public Health and Nutrition



Front-line health workers ready for action when UNHCR Severe Acute Respiratory Infection (SARI) Isolation and Treatment Centre was newly opened in May 2020

### HEALTH:

- As part of inter-agency efforts, construction of two Severe Acute Respiratory Infection (SARI) Isolation and Treatment Centres (ITCs) with a total capacity of 194 beds serving refugees and host communities.
- Construction of the first 18-bed Intensive Care Unit (ICU) and High Dependency Unit (HDU) within the Sadar District Hospital in Cox's Bazar.
- Leadership of the Community Health Working Group (CHWG) covering all camps, engaging the community effectively throughout the COVID-19 pandemic.
- Construction of five new primary healthcare facilities, and continued support to 27 primary healthcare facilities.
- Initiation of the construction of a brand-new USD 2M outpatient department with over 70 rooms at Sardar District Hospital in Cox's Bazar.

### NUTRITION:

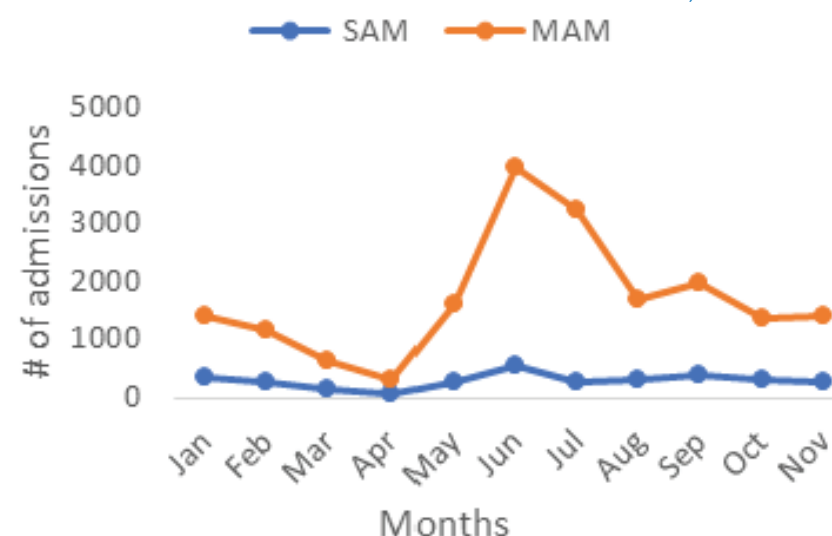
- Supported the shift from fragmented standalone nutrition centres to the provision of comprehensive nutrition services in one location. UNHCR supported 21 nutrition facilities through three partners.

- Some 42,584 children were screened at the community level by 640 recruited community nutrition volunteers (CNVs). Of these, 21,860 were identified and admitted for treatment of acute malnutrition

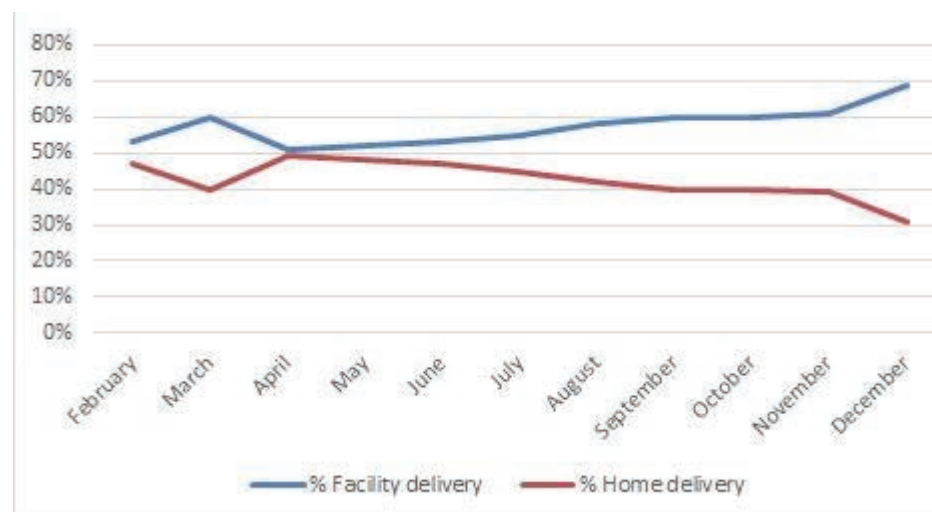
- Critical nutrition services continued during the COVID-19 pandemic using revised guidelines. Community sensitization was sustained, and prevention measures were put in place in all the centres.

- Adoption of community nutrition screening by training mothers to conduct basic measurements to identify children who are malnourished and seek prompt treatment.

Trends of Admissions of children 6-59 months with acute malnutrition, 2020



Facility delivery vs Home delivery, 2020



Bangladesh. UNHCR helps with preventive measures to stop spread of COVID-19 @UNHCR

- In collaboration with ACF, the annual nutrition survey following set guidelines on infection prevention. Results will be shared in January 2021.

### MENTAL HEALTH AND PSYCHOSOCIAL SUPPORT (MHPSS):

- Collaboration with Teachers College, Colombia University to increase the capacity of 100% (23) newly recruited partner psychologists. 130 participants were trained to support integration of MHPSS services into education and protection services.
- Leadership in the MHPSS working group continued in 2020. Community based implementation through para-counsellors was initiated and found to be a key approach during the pandemic lockdown phase.
- New tele-counselling approaches were also implemented through designated community centres that were equipped with phones for access in addition to integrating psychologists in SARI-ITCs.

- As of 30 November, over 52,000 community psychosocial group sessions were conducted reaching 215,057 participants. 8,632 individuals received focused psychosocial support and a total of 6,828 consultations for clinical mental health were conducted.





# Shelter and Site Planning

## KEY ACHIEVEMENTS AND ACTIVITIES:

- Continuation of the 2019 needs-based Repair and Maintenance programme was completed.
- A new round of door-to-door assessments of all shelters in UNHCR area of responsibility was initiated together with partners. The distribution of shelter materials was about to commence when the COVID-19 lockdown was enforced. From that moment on, full focus was given to health-related facilities.
- Construction of the two SARI Isolation and treatment centres, in Ukhiya (144 beds) and Camp 5 (50 beds), was a major achievement by the technical units and partners. UNHCR was the first to complete the SARI ITCs in Cox's, and to our knowledge the first UNHCR operation globally to have built new ITCs from scratch.
- Construction of two floors at Sadar Hospital for Intensive care, increasing the capacity in the district with 10 ICU beds and 28 HDU beds. In addition, shelters for isolation and quarantine were ready to accommodate 383 families within a couple of weeks after the lockdown. BRAC, as a Shelter partner, was an invaluable partner in the construction of the Ukhiya ITC and quarantine shelters.
- Responded to 31,034 emergency needs within 72 hours after referral of cases of damaged shelters. The 2020 monsoon affected more than three times the number of shelters compared to 2019, where 9639 shelters were damaged. This was partly due to stronger rainfall and partly due to our inability to continue the regular Repair and Maintenance programme under COVID-19, making the temporary shelters more vulnerable to strong winds and heavy rainfall.
- Initiation of the “Safe tarp distribution” through Shelter partners where 90,000 households received one tarpaulin each. In two weeks in June and July 98% of all households in UNHCR AoR had received a tarpaulin. The distributions were exemplary both in efficiency and when it comes to orderly and risk-minimizing flow of beneficiaries at the distribution points.
- Design and supervision of the construction of more than 40 infrastructure projects to a value well above 4 million USD, including health facilities, permanent warehouses, community centres, facilities for security forces, roads, footpaths and bridges, canals and drains and more.
- Approval for double storey shelters. The unit has developed numerous site plans and worked extensively on a macro plan but with few possibilities to implement the plans. The major obstacle in improving the settlements has been the lack of space. With the approval of double storey shelters we are hoping to get the opportunity to implement many of the completed site plans in 2021.

## CHALLENGES:

A major challenge was, and continues to be, to reduce the spreading of COVID-19 on construction sites. Multiple guidelines and SOPs have been discussed, produced and published. The reality is that reduction of risk through preventive measures such as regular handwashing, masks and keeping physical distance is close to impossible to uphold on most construction sites. The general message to both colleagues, partners and contractors has been that staff on construction sites must have the possibility to choose to not perform the work at hand if it is not possible to do so safely.

Furthermore, not being able to implement the regular Repair and Maintenance programme based on individual assessment of the shelters, more than 30,000 households received a kit of shelter materials. The selection of households was based on the households who had received assistance the longest time ago.



Bangladesh. Improving shelter and infrastructure at Kutupalong settlement @UNHCR



## WASH

- The WASH unit was particularly badly hit by COVID infection with 50% of the team contracting the virus, two being referred to intensive care, and unfortunately one fatality ((not COVID-19 related). Partners were also similarly badly hit with BRAC having eight WASH staff confirmed as COVID positive.

- Working under lockdown from March to July was difficult as markets and suppliers were closed, making materials procurement very difficult.

### PPAS:

- As with the previous two years (2018 and 2019), the 2020 WASH units PPAs were all delivered at over 99% expenditure and outputs (NGO Forum, BRAC and Oxfam). The three Partners will remain in 2021 though with different and evolving tasks and areas of operation.

- A Rapid Response Team (RRT) was created under Oxfam in order to store emergency materials centrally and to be ready to respond in any camps to emergencies such as flood, AWD, COVID, cholera or cyclone.

### THE SANITATION CHAIN:

- A new Iron frame latrine and bathing space design was created. This is 25% cheaper, is cyclone resistant, does not require “tie-downs”, has standard dimensions, can be fabricated off-site, clear gender variations, has fewer different materials. Pilot programme was implemented from January to June with full implementation taking place in the second half of the year.

- WASH Area Monitoring was implemented in Q4 with Oxfam and ICDDR (International Centre for Diarrhoeal Disease Research, Bangladesh). Hundreds of locations are now being monitored across all our camps, including drains, ponds, streams, latrines, bathing spaces and treatment plants. As part of this programme an on-line database is being developed to allow all partners and the WASH sector to store new and historic data and to allow access to national and international specialists for analysis.

- HCR WASH is working with Oxfam and a national consultant in the design of new urban-scale, pumped, pressurized fecal sludge transfer networks (FSTNs) in all of UNHCR managed camps. (including the new concept of sanitation/de-sludging zones). Construction is ongoing in Camps 3 & 4 and designs for remaining camps are being finalized for implementation in 2021.

- The design of a new centralized FSTP to be constructed in partnership with MSF and Oxfam was finalized and approved during Q2 and Q3 of 2020, and phase 1 of construction was started in October. The final phase 2 should be completed by July 2021.

- A community-based operations and maintenance programme was piloted with BRAC in 2020 which empowered refugees with training on basic maintenance of WASH infrastructure and put refugees at the center of ensuring their facilities remain functional.

- A new de-sludging strategy has been developed to “professionalize” the approach to the work, to give it a more planned and monitored baseline. Systems will be implemented to track volumes and locations de-sludge and the destination of the sludge. The de-sludging teams also now have full PPE as well as a base for clothes storage, clothes washing and showers. 2021 will see further developments in this field.



Bangladesh. UNHCR helps with preventive measures to stop spread of COVID-19 @UNHCR

### TEKNAF:

- Nine existing water reservoir dams were repaired and improved after the end of the rainy season. Two new dams were constructed to add to the potential storage volume of the area. Agreement was made with IOM to construct two new dams in the upper levels of the Leda canal. These are now completed by IOM partners.

- A new 90mm transmission main was installed from Leda (C26) to NRC treatment plant to improve the distribution of water and to allow for simpler and cheaper dry season management, and water transfer in times of severe water shortages in camps 26 & 27 and NRC.

- Two new boreholes are being drilled by NGO forum based on recommendations from the ground water modelling team from the University of Dhaka. These will add to knowledge for improving the ground water model as well as supplying much needed water to these locations during the water stress season.

- \$10 million of funding from the government of Japan has been secured to construct a ground water system to ease water stress on host and refugee communities.



## COVID RELATED RESPONSE:

- Supported the Public health unit in delivering emergency responses during the critical phase of the COVID outbreak. This included hand washing facilities, Isolation and Treatment Centres, quarantine centres, increased hygiene promotion and targeted soap distribution.
- Designed the WASH components of the Ukiya ITC, and BRC implemented. This was one of the most technically complex WASH projects done by anyone in the past three years and was delivered in full lockdown with materials availability being very difficult. The entire system had to be operated remotely from outside of the “Red Zone”. Since handover it has worked without problem. WASH works were started mid-April and was completed by the end of May, ahead of schedule and other sector phases. The system included a deep borehole, a reinforced concrete elevated water tower, over 30 disabled latrines all with running water, over 30 disabled bathing spaces with showers, water supply to all wards, facilities and laboratories, large reinforced concrete separated grey and black water ground tanks, remotely operated submersible pumps for removing bathing and latrine waste, vacuum tanker loading bay and final chlorination tanks.

## OTHER CONSTRUCTION WORKS:

- Throughout the year the WASH unit was also asked to implement other infrastructure projects including police and army facilities as well as UNHCR distribution centres. These projects were all delivered on-time, considering constraints on PPA partners, COVID restrictions, funding clarity and the flow of requests.
- The WASH unit advocated for changes to the existing construction Framework Agreement and submitted a full itemised list of WASH items to the Supply Unit.

## MONITORING AND DATA:

- The bi-annual Knowledge, Attitudes and Practices (KAP) survey was cancelled in May due to COVID restrictions, but the November survey was conducted without issue, results now being analyzed and circulated to partners.
- Our annual Infrastructure Sweep (IS) was conducted in November with good results now being analyzed and circulated to partners.

## STRATEGIC DEVELOPMENT AND SECTOR SUPPORT:

- UNHCR contracted Oxfam to deliver a review of all solar powered water networks in our camps, allowing us to better manage the operations and maintenance and to develop training programmes for our service operators. This was delivered on-time and of good quality.



Bangladesh. Coronavirus threats in Dhaka @UNHCR