

MOZAMBIQUE

# COMMUNITY SHELTER GUIDELINES



## ACCOMMODATION CENTRES IN EXISTING BUILDINGS

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## Technical Details

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# GLOSSARY

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**Accommodation Centre:** temporary shelter planned for several families (it can be a camp or an already existing building).

**Community Shelter:** refers to secure infrastructure to host, in a provisional manner, the populations displaced due to an emergency.

**Displaced population:** individuals or groups who have had to leave their homes or places of habitual residence, in order to avoid the effects of natural disasters or man-made catastrophes, such as, armed conflict, situations of generalized violence, widespread violations of human rights, and who did not cross an internationally recognized State border.

**Evacuation Centre:** a provisional safe space providing the basic conditions to shelter people affected by the disaster, while the community moves to a temporary shelter.

**Evacuation route:** a rapid way to transfer people from the disaster-prone area to a safe place.

**Host Community:** the community outside the risk area that receives and shelters the displaced community.

**Host families:** refers to family, neighbour or friends' homes, placed in areas outside of risk where people affected by disasters are hosted. Technically it is considered as a type of temporary shelter.

**Human suffering:** in an emergency context, it can be defined as an experience of pain and distress of individuals associated with the loss of access to shelter, food, clean water, health, protection and some other disturbing experiences.

**Temporary shelter:** the space where roof, food, clothes and health services are temporarily provided to vulnerable people during, before and after the occurrence of a disaster. It can be a community or a family shelter.



# ACRONYMS

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<b>CENOE:</b>	Emergency Operations National Centre
<b>CLGR:</b>	Risk Management Local Committee
<b>COE:</b>	Emergency Operations Centre
<b>CVM:</b>	Mozambique Red Cross
<b>DPE:</b>	Provincial Directorate of Education
<b>DPOPH:</b>	Provincial Directorate of Public Works and Housing
<b>DPS:</b>	Provincial Directorate of Health
<b>DRR:</b>	Disaster Risk Reduction
<b>IFRC:</b>	International Federation of Red Cross and Red Crescent
<b>INGC:</b>	Disaster Management National Institute
<b>IOM:</b>	International Organization for Migrations
<b>MMAS:</b>	Women and Social Action Ministry
<b>NGO:</b>	Non Governmental Organization
<b>SDE:</b>	Education District Service
<b>SDIP:</b>	District Service of Infrastructure and Planning
<b>SDSMAS:</b>	Health, Women and Social Action District Service
<b>UN:</b>	United Nations
<b>UNAPROC:</b>	Civil Protection Unit
<b>WASH:</b>	Water, Sanitation and Hygiene
<b>WHO:</b>	World Health Organization



# INTRODUCTION

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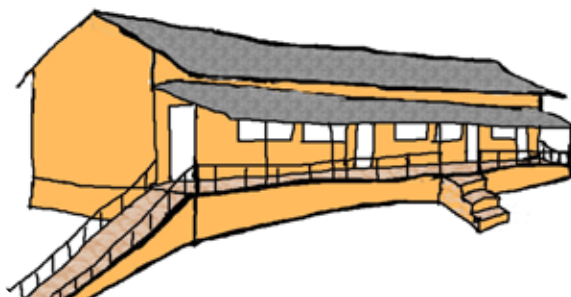
In Mozambique the concept of emergency shelter was defined as “place of temporary accommodation with basic conditions for people during the threat, imminence and the occurrence of a disaster.”

**Accommodation centres:** are defined as safe places providing a temporary roof, water, food, clothes and health to several people and households before, during and after the occurrence of a disaster.

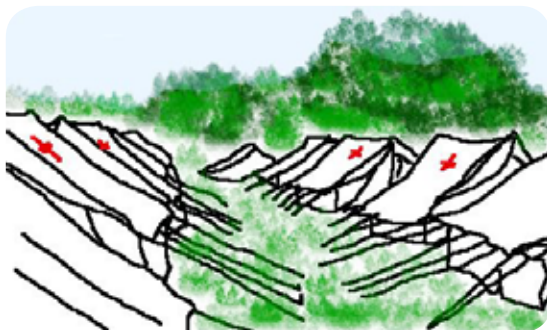
Properly managed, they can become safe places where displaced people can temporarily live with access to vital services and protection.

Depending on the number of affected people and available infrastructures, accommodation centres can be installed in:

- **Pre-existing infrastructures:** (permanent) buildings and facilities that are used for public or community services such as schools, sports centres, factories, religious buildings ...




- **Camps:** provisional settlements placed on plain areas that are suitable for setting up shelters made of tarpaulins and/or tents.








This guide deals specifically with the use of accommodation centres in pre-existing infrastructures, generally called “temporary shelters”.



## Types of buildings that can be used as community shelters

The following table presents some general observations on different types of buildings that can be used as community shelters, making a proper assessment of the advantages and disadvantages of each of them.

Tipo de edificio	Vantagens	Desvantagens
Sports facilities or parks 	<ul style="list-style-type: none"> <li>- Facilities are ready for a large number of people, including sanitation.</li> <li>- Sport facilities and gardens are often the only open spaces in urban contexts.</li> <li>- Adequate access that is known by the communities.</li> </ul>	<ul style="list-style-type: none"> <li>- Usually there is no ceiling or it is not completely closed.</li> <li>- They serve as basic shelter; in most cases can only set up tents.</li> <li>- This type of facilities is almost non-existent in rural contexts.</li> </ul>

<p>Hotels</p> 	<ul style="list-style-type: none"> <li>- Ready for occupancy in the short and medium term.</li> <li>- They provide privacy.</li> <li>- Management structure in place.</li> <li>- They offer excellent facilities for shelter in the urban context.</li> </ul>	<ul style="list-style-type: none"> <li>- Hotels are a private business; people could be forced to leave at short notice.</li> <li>- In a rural Mozambican context, hotels and rooms are scares, and they are likely to be far from risk areas.</li> </ul>
<p>Schools</p> 	<ul style="list-style-type: none"> <li>- Numerous.</li> <li>- Close to the areas inhabited by the affected people.</li> <li>- They provide a basic infrastructure.</li> <li>- There is a management structure in place.</li> </ul>	<ul style="list-style-type: none"> <li>- Possible disruption of educational activities.</li> <li>- They cannot provide adequate privacy for affected people.</li> <li>- Potential risks in the protection of the students in case of functioning as educational centre and temporary shelter at the same time.</li> <li>- Hosted families could be forced to leave the shelter at short notice.</li> </ul>
<p>Community centres</p> 	<ul style="list-style-type: none"> <li>- Ready to receive many people.</li> <li>- They provide a basic infrastructure.</li> <li>- There is a management structure in place.</li> </ul>	<ul style="list-style-type: none"> <li>- Scarce in the Mozambican context.</li> <li>- Not suitable to host affected people in the medium or long term.</li> <li>- They cannot provide adequate privacy to affected people.</li> </ul>
<p>Religious buildings</p> 	<ul style="list-style-type: none"> <li>- Close to the affected community's original area.</li> <li>- Depending on the size, they can host many people.</li> <li>- There is a management structure in place.</li> <li>- They have a relationship with affected persons.</li> <li>- They have a relationship with affected persons.</li> </ul>	<ul style="list-style-type: none"> <li>- In the Mozambican rural context, religious buildings are mostly small in size.</li> <li>- Usually there is no (or not enough) access to water and sanitation.</li> <li>- They do not provide privacy.</li> <li>- Some conflict and discrimination could be generated by favouring the provision of shelter to people of a particular religion.</li> </ul>
<p>Emergency refuges</p> 	<ul style="list-style-type: none"> <li>- Infrastructure already prepared to provide refuge to many people.</li> <li>- Specially constructed to be resistant to natural disasters.</li> <li>- They have a dual function as community centres or public schools.</li> </ul>	<ul style="list-style-type: none"> <li>- Limited capacity.</li> <li>- (minor area per person standard).</li> <li>- They do not offer privacy.</li> <li>- Only possible use as evacuation centre</li> </ul>



<p>Factories and warehouses</p> 	<ul style="list-style-type: none"> <li>- Availability of large covered spaces.</li> <li>- In the Mozambican context there are a large number of abandoned factories and warehouses close to the risk areas with bigger size than any other building type described herein.</li> </ul>	<ul style="list-style-type: none"> <li>- Usually there are no water and sanitation systems.</li> <li>- They do not provide privacy.</li> <li>- Being a private business, people could be forced to leave at short notice.</li> <li>- They could not comply with basic environmental conditions (toxic for the population or dangerous for children).</li> </ul>
<p>Hospitals and Health Centres</p> 	<ul style="list-style-type: none"> <li>- Enable prompt attention to the wounded and sick, and appropriate services for vulnerable people.</li> <li>- There is a management structure in place.</li> <li>- Adequate access that is known by the communities.</li> <li>- Usually located in a safe area.</li> </ul>	<ul style="list-style-type: none"> <li>- Usually the quality and quantity of service that it provides to the community decreases at the time that is more needed.</li> <li>- It could give origin to conflict situations among the affected population and the host community.</li> <li>- Attention to patients might be overlooked because of the</li> <li>- overstretching of services.</li> </ul>

## Evacuation centre and Temporary community shelter

Accommodation centres can also be classified according to the length of stay and the conditions they provide:

- **Evacuation centre:** site conditions are basic and therefore they can only be used as an immediate shelter for first reception.
- **Temporary community shelter:** the infrastructure can provide good services and therefore it can accommodate people for a longer period of time in dignified conditions.

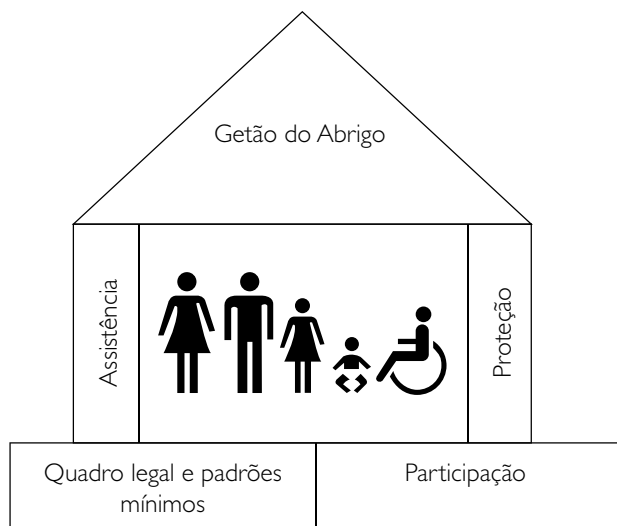
	Evacuation Centre	Temporary shelter
<i>Definition</i>	Safe place capable of resisting the impact of a natural hazard.	Safe place that can host temporarily a group of people
<i>Objectivo</i>	<b>Salve lives</b>	<b>Offer relief to human suffering</b>
<i>Estadia</i>	A place for a very short stay, just until the danger disappears (or people are taken to a temporary shelter or return to their homes).	A place for a short or medium stay, until people can return to their homes (or be relocated).
<i>Minimum space covered</i>	1.5 m <sup>2</sup> (lying person)	3.5 m <sup>2</sup> (Sphere Standards)



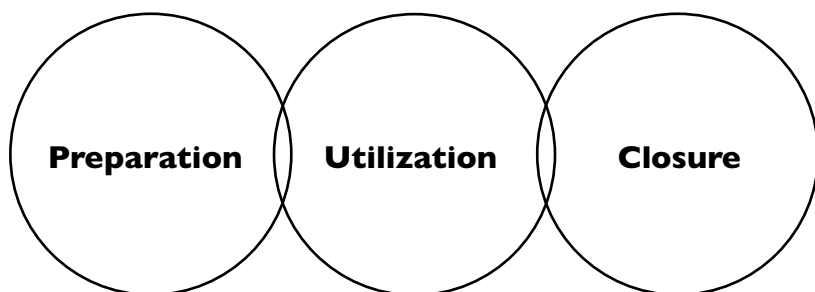
Elevated area near flood prone communities

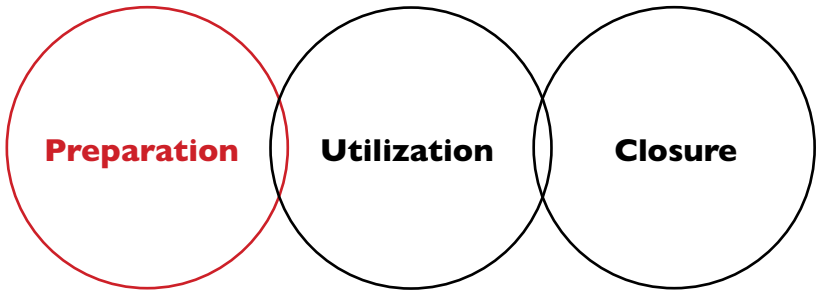
## Accommodation Centre Management

- Shelter management is related to how the accommodation centres are organized to meet the needs of its residents in terms of services and protection.
- Every effort should be made to ensure that everyone participates in management activities in order to improve the quality of community life.
- Standards have been defined globally to ensure the right to live with dignity for people in accommodation centres.
- Standards provide guidance on the expected minimum levels of assistance in terms of services and protection.



The phases of the Management of Accommodation Centres are:





## Preparation phase

- Identification and assessment of infrastructures
- Different areas in the Community shelter
- Infrastructure preparation
  - Buildings' reinforcement
  - Water and Sanitation
  - Accessibility



## Identification and assessment of infrastructures

a) Methodology for identifying infrastructures that can serve as community shelter in times of emergency :

### Step 1

Identification of disaster-prone areas in each district.

### Step 2

Field visits to selected areas in order to identify existing infrastructures.

### Step 3

Assessment of selected infrastructure by using some basic criteria.

### Step 4

Analysis of compiled data, development of summary tables and geo-referencing of the identified shelters.

b) Basic criteria for assessing collective shelters:

1. Strategic location: located in a safe area, and at the same time close enough to critical areas (prone to calamities and populous), so that communities that may be eventually affected and aid agencies may have easy access.
2. Available covered surface in the shelter.
3. Access to safe water and sanitation in the area.
4. Proximity to basic social services (health, education, markets...).
5. Current capacity for managing the shelter (both the building and the potential affected population).
6. Availability of the building and the land (property and compatibility with current use).

## Different areas in the Community shelter

The community shelter can be divided into different areas depending on the dedicated use of each area and where it is required to follow the rules and proper use for each area. The shelter can be divided into the following areas:



### I. Services area (includes reception, health, distribution)



The service area includes: the reception and administration services (for household registration and shelter management) the health zone (health attention to patients), distribution (water, food and non-food items...)

## II. Sleeping area



This is an exclusive area for people to rest inside the building, where other activities are not allowed.

## III. Open space area



This is a space shaded by trees or porches, separated from the sleeping area, which serves for some community and households activities such as: Cooking; Children playing “Child Friendly space”; Meetings of community and subcommittees; Activities and local customs.

#### IV. Hygiene and Sanitation



This area includes sanitation facilities (latrines) and the bathrooms where people can do their hygiene practices with dignity and security. These facilities will be signposted and accessible as well as separated by sex. These services should be located at the rear of the shelter.

#### Infrastructure preparation

There are public infrastructures in every community that should be maintained in good condition not only they are used by several people but also because they can be used as community shelters during an emergency.

Local authority and communities living in disaster prone areas can discuss about a joint plan to improve these buildings identified as safe shelters. Community members would be able to collaborate in the rehabilitation and reinforcement of these infrastructures.





## Buildings' reinforcement

If we want a building to work as a shelter during an emergency, it is essential to make sure that it cannot be damaged by the disaster. This can be achieved by identifying shelters in areas less exposed to hazards (e.g. in areas not subject to flooding), or improving the quality (resistance) of the building so that it can be exposed to hazards but not damaged by their negative impacts (e.g. a building elevated in a flooded area).

In the case of existing buildings, it should normally possible to strengthen the building elements, particularly its structure.

## Rehabilitation of Water and Sanitation facilities

### Water points

- Distance: water points should be at a maximum distance of 500 meters from a shelter.
- Whenever possible water points selected to provide service to the community shelter should be safe.

- **Number of water points:** In the Mozambican context, the government itself has set a standard rate of one borehole per 300 persons in rural areas (in normal times). During emergency:

Source type	Number of people	Caudal
<b>Tap</b>	250 people	Based in a caudal of 7.5 litres / minute
<b>Manual Pump</b>	500 people	Based in a caudal of 17 liters / minute
<b>Well</b>	400 people	Based in a caudal of 12.5 litres /minute

- **Reparations:** The wash technicians of the Provincial Direction of Public Works or from the District Infrastructure Service can do the reparation work.
- **Accessibility:** *See next chapter.*
- **Rainwater harvesting:** Water points can be combined / complemented with systems of rainwater harvesting (usually when there are floods it is raining), which can be very useful for the most vulnerable people who often cannot cover the distance to the water point (disabled, elderly, sick, pregnant women ...).
- **Water committees:** To provide sustainability to water points constructed or repaired, we need to set up a local water committee to manage it.

## Sanitation




An improper disposal of feces contaminates soil and water sources, provides breeding grounds for flies and mosquitoes and it creates routes of contamination of diarrhea, cholera and even malaria (in the case of the mosquito *Anopheles*).

In community shelters, latrines should have sufficient capacity to withstand the volume of usage, in relation to the number of people sheltered.

## Number of latrines

One latrine for a maximum of 20 people, differentiated by sex.

The following table shows a series of values for use of public buildings in normal times. During an emergency period the number of latrines needed is greater than during normal times and new emergency solutions shall put in place.

Schools 	- 1 latrine per 30 girls - 1 latrine + urinary per 60 boys
Health centres 	- 1 latrine per 10 beds - 1 latrine per 20 external patients
Communal buildings 	- 1 latrine per 50 people - Ratio 3:1 latrines per women and men
Warehouses	- 1 latrine per 20 people

## Distance from latrines to the shelter and water point

Latrines should be located:

- At a maximum distance of 50 meters from the community.
- At a minimum distance of 30 meters from any water point.
- The latrine pit must be at least 1.5 meters above the water table level.



### Minimum standards for pit latrines

1. Must have walls and roof to provide privacy.
2. Must have cover.
3. Should provide ways for washing hands (gray or soap and water)
4. Latrines have to be differentiated by gender (for security reasons, the ones nearer and with doors facing the shelter will be for women).
5. At least 10% of the latrines of each sex have to be accessible for disabled people (see next chapter).

### Hygiene Committees

Within the host community, it is useful to establish or restore existents hygiene committees to promote hygiene best practices during emergency period in the community shelter.

## Accessibility

In an emergency context, the people to be prioritized are the most vulnerable so it is extremely important that the community shelter should be accessible.

### Accessibility in the buildings

Below is a list of the most important tips to ensure accessibility in the building:

- **Ramps:** to access the building, with handrails on both sides, with a maximum gradient of 1:10 wide and at least 90 cm.
- **Stairs:** steps shall have the maximum of 16 cm tall and minimum of 26 cm deep and with handrails on both sides.
- **Balcony:** with floor material that does not deteriorate and that does not make people slip up, minimum 90 cm wide, with handrails on the outside by security, and access doors to the same level as the balcony (without step).
- **Doors:** it is recommended that doors have minimum 90 cm to allow passage of people who use wheelchairs, and should not have stepped from one room to another. The doors handles must open easily and be accessible to people in wheelchairs.
- Provide adequate **lighting** (natural and artificial) to help people with visual impairment and do community shelter more comfortable.



### Accessibility in the water points

In flood prone areas, water points should be elevated to protect the water source from becoming contaminated by flood water, water points should have:

- Access ramp.
- Handrails all along it.

### Accessibility in sanitation

In the Mozambican context, a latrine pit is the culturally accepted sanitation solution.

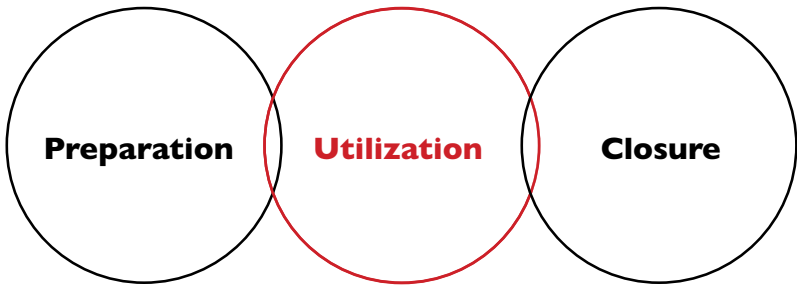


**Adapted latrine with handrails**



**Adapted latrine with a sit**

1. Access to latrines should not have stairs or curbs. The slab should be at ground level without presenting edges that may hinder access.
2. The doors of the toilets must open to the outside and with a high of at least 90 cm. inside the door t a rail should be put at a height 85-96 cm to help close the door when you're inside.
3. Handrails on both sides of the slab. The height of the handrails should be 55 to 60 cm.



## UTILIZATION Phase

- Community shelter organization chart
- Vulnerable people. Protection
- Minimal standards for community shelters (Sphere)
  - Facilities
  - Non Food Items distribution
  - Food distribution
  - Distribution and correct use of water
- Rules of coexistence





## Community shelter organization chart

The general committee is composed by the shelter manager and representatives from each technical subcommittee. They have the role and responsibility of managing the accommodation centre and coordinating the activities of the subcommittees, plus facilitating and monitoring the overall community participation.



The subcommittees are composed by community representatives; they are people committed to their community who offer their help for the management activities. Each subcommittee is focused on a technical sector, such as WaSH, protection, education, health, etc. The subcommittees may also be established to assist people with special needs and vulnerabilities, such as women, youth, children and the elderly.

The main management responsibilities include:

1. Gather information and keep updated records of the population at the shelter, including the identification of persons with special needs.
2. Sharing information and reporting on important issues among relevant actors at national, provincial, district and local levels - including the Government authorities (through the COE), humanitarian aid agencies and other service providers.
3. Coordinate with different stakeholders in order to ensure a comprehensive response that meets the needs of the displaced population.
4. Monitoring the activities in the shelter, including the provision of services and protection issues.
5. Ensure the maintenance of infrastructure and facilities.
6. Promote the active involvement and participation of the sheltered population in daily general maintenance activities.

The number of subcommittees will depend on the specific needs of each community shelter and of the amount of people who stay in it.

It is important to draw up a document (Terms of Reference) that clarifies the activities and tasks agreed upon by the members of each subcommittee.

It is suggested that in case that some committees already exist within the displaced community, these may be the same ones participating in the shelter management subcommittees as they have already the knowledge and experience for conducting the activities.



Hygiene committee members (school group) in a school identified as community shelter.





Common activities for all sub-committees:

- Organize regular meetings for all subcommittee members.
- Share information with the affected community, the general committee and shelter manager and other actors involved in the management.
- Promote the participation of community members in all the activities undertaken by the subcommittee.

**Guidelines for establishing common rules for the subcommittees:**

- Size of the subcommittee (how many members shall the subcommittee have?)
- Frequency of subcommittee meetings (how often shall meetings be held?)
- Leadership (duration of the leaders' mandate)
- How to maintain discipline within the subcommittee.
- Representativeness of the community within the subcommittee (how to ensure the representation of children, women, the elderly and the disabled?)
- Gender equity (promoting equal participation and leadership between men and women in subcommittees).
- Impartiality (how to avoid favouritism when members do their activities in the shelter?)
- Sharing information (how to share information among members, with other committees and other actors involved in the shelter management)
- Accountability and transparency (how the subcommittee will sensitize the affected community members about their tasks)
- Inclusion (how to involve members of the affected community and other stakeholders in the activities)

## Vulnerable persons. Protection

Groups of individuals	Who has special needs within the displaced community?	Examples of protection risks and vulnerabilities within the displaced community
<b>Children and the youth</b> 	<ul style="list-style-type: none"> <li>- Unaccompanied and separated children.</li> <li>- Children previously linked to armed groups.</li> <li>- Child-headed households.</li> <li>- Youth out of school and unemployed.</li> </ul>	<ul style="list-style-type: none"> <li>- Violence, sexual abuse and exploitation, emotional, physical and psychological abuse.</li> <li>- Forced recruitment and / or forced labour.</li> <li>- Refusal of birth registration of birth and other documents.</li> <li>- Refusal of access to education.</li> </ul>
<b>Women and children</b> 	<ul style="list-style-type: none"> <li>- Women who have survived acts of gender-based violence or torture.</li> <li>- Women (including widows, women heads of households, breast-feeding mothers, and elderly abandoned) without protection / family support.</li> </ul>	<ul style="list-style-type: none"> <li>- Increased risk of genderbased violence.</li> <li>- Lack of physical privacy and safety in shelters, toilets and other common spaces.</li> <li>- Discrimination, harassment, sexual exploitation, rape and / or physical abuse.</li> </ul>
<b>The elderly</b> 	<ul style="list-style-type: none"> <li>- Elderly without family or community support or.</li> <li>- Grandparents heads of households.</li> <li>- Elderly people with health problems, mental or physical, unable to taking care of themselves.</li> </ul>	<ul style="list-style-type: none"> <li>- Difficulties in accessing services due to limited mobility, little physical strength, hearing and visual impairment.</li> <li>- Chronic diseases, special dietary needs.</li> <li>- Lack of inclusion in subsistence activities.</li> <li>- Isolation, loneliness and depression.</li> </ul>
<b>People with disabilities / health problems</b> 	<ul style="list-style-type: none"> <li>- Sick people without any support from their families / communities).</li> <li>- People with chronic diseases or physical disabilities or with mental disabilities.</li> <li>- People living with or at risk of contracting HIV / AIDS.</li> <li>- Survivors of torture.</li> </ul>	<ul style="list-style-type: none"> <li>- Marginalization and discrimination.</li> <li>- Difficulties in access to basic services and / or life saving.</li> <li>- Limited access to medical treatment.</li> <li>- Isolation, loneliness and depression.</li> </ul>

The shelter design must guarantee access to services and protection to vulnerable persons from the displaced community:

- Construct and allocate specific latrines to people with disabilities and / or elderly.
- Provide protected shelters and with enough space and privacy for children, pregnant and / or lactating women, and female-headed households.
- Ensure appropriate lighting of common areas, such as latrines, common kitchen areas where necessary, and bathrooms.
- Ensure that the common facilities (health unit, school, administration, etc.) are easily accessible to all community members, including those with limited mobility.

Some common protection risks in community shelters are:

- Violence: the act or threat of physical or psychological aggression.
- Coercion and exploitation: forcing someone to do something against their will, abusing their state of vulnerability, powerlessness, trust or access to resources and humanitarian aid.
- Deprivation and neglect: prevent someone from having access to the services they need, whether deliberately or not, directly or indirectly.

In order to promote the protection within a community shelter, some specific activities can be performed:

- Install lights close to certain facilities of the shelters, especially latrines and water points.
- Conduct periodic assessments in order to understand the security situation in the shelter and identify potential threats.
- Establish contact with local authorities / police.
- Disseminate information on security issues.
- Establish a security subcommittee.
- Organize surveillance patrols (unarmed) in the accommodation centre.

It is also important to identify people with specific needs and ensure that their needs are met.

## Minimal standards for community shelters (Sphere)

### Facilities

As recommended by the Sphere Project Handbook (2011 version), the minimum requirements of the services provided at the shelter are:

Sector	To be taken into account	Indicator	Image
Shelter	<ul style="list-style-type: none"> <li>- Minimum space to ensure a dignified living conditions.</li> </ul>	<ul style="list-style-type: none"> <li>- At least 45 m<sup>2</sup> per person of the total area of the accommodation centre.</li> <li>- At least 3.5 m<sup>2</sup> of covered area per person.</li> <li>- At least 2 m distance among structures.</li> </ul>	
Water points	<ul style="list-style-type: none"> <li>- Sufficient quantity per person for drinking, personal hygiene and cooking.</li> <li>- Number of persons per point and distance to source.</li> </ul>	<ul style="list-style-type: none"> <li>- 7.5 -15 litres per day and person.</li> <li>- A water tap for 250 persons.</li> <li>- A manual pump for 500 people.</li> <li>- An open pit for 400 people.</li> <li>- Water point located at a maximum distance of 500 meters from the shelter.</li> </ul>	
Latrines	<ul style="list-style-type: none"> <li>- Sufficient number of latrines to ensure hygienic conditions.</li> <li>- Distance to access these services.</li> </ul>	<ul style="list-style-type: none"> <li>- A latrine for maximum 20 persons, separated by sex.</li> <li>- Located at a maximum distance of 50 meters distance from temporary shelter.</li> </ul>	
Sanitary landfill - garbage	<ul style="list-style-type: none"> <li>- Must be close to the shelter.</li> </ul>	<ul style="list-style-type: none"> <li>- Maximum distance of 100 meters from the shelter.</li> </ul>	








Sphere Project gives also some suggestions for expected standards of essential facilities near an accommodation centre:

<b>Basic Care</b>	<ul style="list-style-type: none"> <li>- Health unit</li> <li>- School</li> <li>- Distribution points</li> <li>- Administration / shelter management</li> </ul>
<b>Roads, paths, break-fires</b>	<ul style="list-style-type: none"> <li>- Whenever possible, the main road should have some lighting at night. The use of solar panels can be an alternative if there no other power-supply is available.</li> <li>- For safety and protection issues, community shelters crossed by public roads should be avoided.</li> </ul>
<b>Áreas comuns, comerciais e de lazer</b>	<ul style="list-style-type: none"> <li>- Recreation areas.</li> <li>- Area for general meetings.</li> <li>- Space for religious meetings.</li> <li>- Space for children and / or sites for games.</li> </ul>
<b>Agricultura e Pecuária</b>	<ul style="list-style-type: none"> <li>- Additional land should be added if the community has been involved in agricultural or livestock activities.</li> </ul>
<b>Questões culturais e sociais</b>	<ul style="list-style-type: none"> <li>- Social and cultural considerations should be taken into account when preparing the community shelter. In this regard, the involvement of the displaced community is essential.</li> <li>- The general layout of the community shelter should be culturally acceptable in order to meet the needs of structures / patterns of families and the community in the best possible way.</li> </ul>



## Non Food Items Distribution

Ensure, as far as possible, that people could have:

	At least one blanket, a sleeping mat and a treated mosquito net per person.
	All people have access to appropriate clothing for the local climate and culture (in Mozambique the distribution of capulanas should be considered)
	Ensure that people have access to soap for bathing and washing clothes (hygiene kit, one per month)
	Women and adolescent girls receive menstruation material.
	Mothers receive cloth diapers for babies.
	Families have a basic kit for cooking (or more units depending on the number of households).
	All families have at least two 20-litre jerry cans with lids, one to transport the water and the other to conserve and treat water. In case of unsafe water, the beneficiaries should be able to treat it by boiling it before conserving.
	<b>IMPORTANT: if there are not enough goods for all the population, the most vulnerable people must be prioritized (the elderly, pregnant women, children, and people with disabilities)</b>

## Food distribution

An efficient and equitable food distribution must be designed to support the dignity of the displaced families, along with humanitarian partners, local authorities and beneficiaries.

Distribution points have to be safe for users and staff and provide an easy way of distribution.





- If the distribution of food is made per family, the needs per person and day should be taken into account.
- In case of uncooked food, it must be ensured that families have materials for cooking (pots, dishes) and fuel. Identify the type of distribution (food, vouchers, money...)
- Involve the sheltered community in the food distribution in order to minimize the risk of manipulation.
- Monitor cases of confirmed malnutrition and identify possible cases.
- It is necessary to identify the needs of vulnerable people and the livelihoods mechanisms of the affected population.
- Priority will be given to children, pregnant women, sick and the elderly.



## Distribution and correct use of water

All sheltered people should have equal access to water in sufficient quantity and quality for their basic needs.

The following table shows the number of litres of water per person per day, according to Sphere international standards:

Basic water needs	Image	Litres per person and day	Comments
Water for drinking		2.5 – 3 litres	Depending on the climate and the physiology of the individual person.
Water for cooking		3 – 6 litros	Depending on the type of food and the social and cultural norms.
Water for basic hygiene practices		2- 6 litres	Depending on the social and cultural norms.
<b>TOTAL needed water</b>		7.5 – 15 litres	<b>Water for drinking and cooking has to be potable. Water for hygiene might not be potable.</b>

If the water source is not safe (not potable), water has to be treated for drinking and cooking. Sometimes it can be treated directly in the water point; otherwise it can be treated at household level. The following are techniques for treating unsafe water at the household level in the Mozambican context:

1. If water shows turbidity, you can filter the water with a clean cloth (or add some moringa leaves).

2. If you have Certeza (chlorine), pour a product capsule into the 20 litre jerry can and wait half an hour before drinking.
3. If you do not have Certeza, you can boil the water for about 15 minutes.

Also, water has to be correctly carried and stored (from the water point to the shelter).

In the case of the most vulnerable such as children, pregnant women, elderly, sick, water transport should be adapted to their conditions. We have to ensure that the population have adequate material for transportation (jerry can with a lid) and conservation (containers can be a drum, pail, or drum, always closed with a lid).

Ensure that all containers are clean and have a lid. The water should be stored in a cool and safe place and out of reach of animals or other means of contamination, and containers must always be closed with a cap.



## Rules of coexistence in the shelter

The following is a series of recommendations for the functioning of the shelter (rules of coexistence) that can be adapted to each shelter:

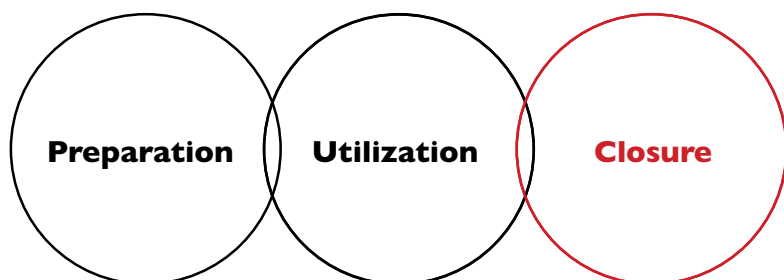
### Facilities

- Each person hosted in the community shelter is responsible for the proper use and maintenance of the facilities (cooking area, latrines, bath area)
- Each area will be used for the function that was defined.
- Make a rational consumption of water, energy and all common services.
- Any damage detected in the shelter should be reported immediately, in order to seek an immediate and practical solution for repairing it, starting from the capacities of people in the shelter.
- Garbage: each person should put it in bins or dumpsters placed for this purpose, or directly at the landfill.
- Latrines:
  - Always put back the cap after use.
  - Keep clean the soil, walls and surrounding areas of the latrine.
  - Always clean your hands with soap or ash after use.
  - Avoid wetting in the latrine or close to it (it is better to use the urinary shelters).
- Do not practice open defecation

### Building area

- Families can not bring with them garbage or flammable materials into the building.
- Food must be kept in closed containers, in order to prevent the proliferation of insects and rodents.

- Cooking inside the building is forbidden. People can cook outside in the specific area identified for this purpose, in order to avoid the risk of fire.
- Only existing electrical connections available in the shelter can be used; adapting additional connections is not allowed.
- The use or storage of fuel out of the identified areas is forbidden.
- The volume of voice, sound radio and phones should be kept low in order to not disturbing other people nearby.
- The cleaning and adequate maintenance of the shelter is the responsibility of each family. Maintenance tasks should be done daily.
- Entrance of animals into the building is forbidden. ; An external place for keeping them will be defined.
- All households undertake to participate in the activities of the shelter subcommittees.
- Consumption of alcohol is forbidden.
- In case of theft, a police investigation shall be conducted. Any person found guilty of theft shall be punished with, expulsion from the shelter.
- In case of somebody having a contagious disease, the sick person must strictly follow the treatment and accept the isolation measures taken by the medical personnel.
- Failure to meet any of these rules will be cause for immediate expulsion from the shelter. The decision will be taken by the shelter general committee.






## Closure Phase





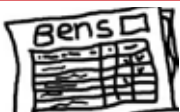


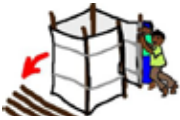
- Evaluation of community shelter closure









## Evaluation of community shelter closure

Considerations	Standard and Guidance	Image	Yes <input type="checkbox"/>	Not <input type="checkbox"/>
<b>People</b>				
<b>Durable solution</b>	Do all displaced persons have access to a lasting solution of their choice? (Return to their place of origin, local integration or permanent resettlement)			
<b>Transportation</b>	Are all displaced persons aware of the transport arrangements and details in terms of safe and dignified returns?			
<b>Administrative support</b>	Would all displaced have access to administrative support according to their needs / rights? (Issuing of official documents, respect for land, etc.).			



<b>Return kits</b>	If relevant, have return kits been distributed to displaced persons?			
<b>Cancellation of registration</b>	Have all displaced persons had their registration cancelled before the final departure of the community shelter?			
<b>People with special needs</b>	Have the specific needs of internally displaced persons been resolved appropriately?			
<b>Sheiza Adamo Ibrahim</b>				
<b>Delivery of lists</b>	Was all documentation relating to displaced person duly delivered to the authorities?			
<b>Assets of the shelter</b>	Have all goods been inventoried and recorded?			
	Have all resources been allocated / returned to service providers / or delivered to the authorities?			
<b>Facilities</b>	Have all the facilities used for the management of temporary shelter, health and education been removed properly?			
<b>Water, sanitation and hygiene facilities</b>	Have all temporary facilities of water, sanitation and hygiene been properly removed?			

	Have latrines and landfills been filled / closed?			
<b>Kitchens and fireplaces</b>	Have all kitchens and local fires been cleaned and dismantled safely?			
<b>Service providers</b>	Have contracts with service providers been cancelled or delivered to the local authorities?			
<b>Environment</b>				
<b>Cleaning</b>	Has the space of the shelter been cleaned?			
<b>Environment</b>	Has the environment been restored and rehabilitated?			
<b>General</b>				
<b>Closure Shelter Report</b>	Was a report on the activities of the closure of shelter and final results distributed to all stakeholders including the authorities and partners?			



# ANNEX

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**Annex 1:** Form for assessment of infrastructures

**Annex 2:** Commitment document for using the infrastructure as shelter

**Annex 3:** Registration form for reception of families in accommodation centres

**Annex 4:** Registration form by family members in the accommodation centre

**Annex 5:** Daily control report of guests in the accommodation centre

**Annex 6:** Warehouse inventory form

**Annex 7:** Monitoring of activities check-list

**Annex 8:** Protective measures to be taken in community shelters

**Annex 9:** Red Cross International Movement Fundamental Principles

## FORM FOR ASSESSMENT OF INFRASTRUCTURES

### **Assessment Data**

*Assessor's name:*

*Institution:*

*Assessment Date:*

### **Infrastructure's general data**

*Name of the Building:*

*Province and District:*

*Administrative Post:*

*GPS localization:*

*Type of Building (warehouse religious, school1)*

*If it is a school: number of students (disaggregated by sex)*

*Type of property (public/private):*

*Contact person (name, function, telephone):*

### **Disaster History**

*Did any natural disaster happen in the last years? What happened?*

*Did the building suffer damages during the disaster?*

*How many people were sheltered into the building?*

*Ratio men/women/children?*

*Compatibility of the normal use with the emergencies*

### **Access**

*Is there a good route of access for the communities? (evacuation route)*

*Is there a good route of access for aid agencies? (preferably by car)*

### **Construction Type**

*Structure type (reinforced concrete, only block or brick walls, wood1) and current status*

*Materials used in the walls (brick, block, local materials...) and current status*

*Type of roof structure (iron, beams, local materials...) and current status*

*Roofing materials (zinc sheet, tiles, grass...) and current status*

*Has the building doors and windows? Current status?*

*Has the building reinforcements for strong winds? (shutters)*

*Accessibility (ramps, rails...)*

### **Shelter area covered**

*Square metres of total area covered*

*Number of rooms and square metres of each of them*

### **Basic Services**

*Access to water:*

*Latrines: number, construction type and current status*

*Place for bathing? Water conditions?*

*Is it served by electricity supply?*

*Is it near a health centre?*

*Is it near any school?*

### **Management**

*Is there any kind of management of the building? (School principal, water committee1)*

### **Emergency equipment**

*Has it any warehouse area?*

*Has it any pre-positioned equipment?*

***Outside area:***

*Does the area outside get easily flooded?*

*Square metres of outside area approximate)*

*Are there any shaded areas? (for example by trees)*

*Area available for setting up tents (m2)*

*Is there enough available space for the landing of a helicopter)*

*(ideally a certain distance to avoid any harass caused by the propellers)*

***Suggestions for improvement:***

*Rehabilitation of the building:*

*Rehabilitation of water and sanitation facilities:*

*Equipment to preposition:*

**COMMITMENT DOCUMENT FOR USING THE  
INFRASTRUTURE AS SHELTER**

Doc. Nº .....

In the Community of ..... Administrative Post of .....

In the District of ..... Province .....

Meet in the building .....

In the day ..... month ..... year .....

The following persons held a meeting: .....

.....

.....

And they do hereby agree on the following:

**First:** The general shelter committee members/ or local government will be in charge of the building and facilities of the community shelter during the emergency period.

**Second:** Mr/Mss/Mrs.....

Does the formal handover of the building and facilities .....

..... that will be used as a shelter, with the facilities

consisting of .....

.....

**Third:** The shelter's general committee members receive the building and the facilities and commit themselves to maintaining all orderly and safety measures needed to avoid any damage, and that the building and facilities shall be handed back in the same condition in which they were received, at the end of the emergency.

**Quarto:** If due to some reason the building and/or facilities suffered any damage during the period of the emergency when hosting the guests, the committee members commit themselves to carrying out all repairs needed, until they are completed received in a satisfactory manner before handing it back to its rightful owners.

Having no other business to discuss, the committee members ended their meeting in the above mentioned place and during the same date.

Signatures of participants:



## REGISTRATION FORM FOR RECEPTION OF FAMILIES

Date: \_\_\_\_\_ Province: \_\_\_\_\_

District: \_\_\_\_\_

Accommodation centre

[illegible]



### DAILY CONTROL REPORT OF GUEST

PROVINCE: \_\_\_\_\_ District: \_\_\_\_\_

Accommodation centre: \_\_\_\_\_

N/O	Date	12 months		1-7 years old		8-18 years old		19-44 years old		45-60 years old		> 60 years old		Total number of persons sheltered	Total number of household sheltered
		M	F	M	F	M	F	M	F	M	F	M	F		
1															
2															
3															
4															
5															
6															
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31															
32															
33															
...															

Name and signature of the person responsible for the daily control in the Accommodation Centre: \_\_\_\_\_










**WAREHOUSE INVENTORY FORM**  
**SHELTER MANAGEMENT – LOGISTIC SUBCOMMITTEE**











Shelter name: ..... Date: .....  
Shelter address: .....  
Community: ..... Administrative Post: .....  
District: ..... Province: .....


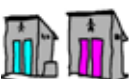




Nº	Product type	Quantity	Condition	Localization	Comments




Name and signature of the in-charge: Name and signature of the shelter manager:

### MONITORING OF ACTIVITIES CHECK-LIST




Characteristics	Guidance and Standard	Image	Yes	No
<b>Food</b>				
<b>Access to food</b>	Is food accessible, nourishing and of the good quality?			
<b>Distribution</b>	Have there been any complaints related to food distribution?			
<b>WaSH</b>				
<b>Access to water</b>	Do all the shelter dwellers have access to water (between 7.5 and 15 litres / day)?			
<b>Water Quality</b>	Does the available water meet minimum standards of enough quality? (Use the kit to test, if there is no kit then check the smell, the colour, the flavour and the number of cases of diarrhoea in the shelter)			
<b>Latrines</b>	Are there sufficient latrines in the shelter (1 per 20 people)? Is there any latrine that needs reparations? (including tip-tap) Is there access to ash and soap?			
<b>Environmental sanitation</b>	Have you noticed any of these problems: Are there any people who practice open defecation? Is there a drainage system working? Are there parts of the shelter that are flooded? Are the dustbins and landfills full?			
<b>Hygiene</b>	Do people follow good hygiene practices?			
<b>Health</b>				
<b>Access to health services</b>	Do the shelter dwellers have access to health services?			
<b>Transport to hospital and availability of medical staff</b>	Is there a possibility of transport to the nearest hospital for emergency cases? Is there access to a doctor nearby, if necessary?			

<b>Important health problems</b>	Have some health concerns been observed in the accommodation center: <ul style="list-style-type: none"> <li>• Diseases registered?</li> <li>• Disease outbreaks / epidemics?</li> <li>• Deaths registered?</li> </ul>			
<b>Shelter and infrastructures</b>				
<b>Covered area</b>	People have enough space inside the shelter (standard: 3.5m <sup>2</sup> per person)?			
<b>Shelter condition</b>	Is there any kind of damage to buildings or facilities that needs repairing?			
<b>Protection</b>				
<b>Violence incidents</b>	Are there cases of violence within families, between families or between different groups of displaced persons in the shelter?			
<b>Security incidents</b>	Have there been any security incidents within the Community shelter?			
<b>People with disabilities</b>	Are there any some concern related to the specific needs of women at risk, children, adolescents, the elderly, people with disabilities and / or health problems, or other persons with special needs? Are there sufficient protective measures for people who are vulnerable and with special needs?			
<b>Interaction with the host community</b>	Have there been any incidents of violence among the shelter dwellers and the members of the host community?			
<b>Documentation</b>	Have people access to documentation? Have people access to replacement of lost identity documents?			
<b>Security</b>	Are there any regular security patrollers in the shelter? Is the security system available gender balanced?			
<b>Prevention</b>	Are there any other measures of protection / prevention in place?			

<b>Lighting</b>	Is there adequate lighting in the shelter (near the main facilities: latrines, bathrooms, kitchens, etc.).			
<b>Privacy</b>	Are there complaints about lack of privacy in the latrines or bathrooms? Latrines should be separated by sex.			
<b>Education</b>				
<b>School access</b>	Have boys and girls access to education? Are there any boys and girls in the shelter who do not attend school?			
<b>Livelihoods</b>				
<b>Access to livelihoods and capacity building</b>	Have adults access to technical training or training to improve their livelihoods etc.?			
<b>Representation</b>	Are the general committee of management of the shelter and subcommittees working?			
<b>Identification of durable solutions</b>				
<b>Durable solutions</b>	Are in the process or discussion durable solutions?			

PROTECTIVE MEASURES TO BE TAKEN IN COMMUNITY SHELTERS		
Preparation	Utilization	Closure
<b>To all residents of the shelter</b>		
<p>Install lights in the community shelter.</p> <p>Establish contact with local authorities / police.</p> <p>Set up a security subcommittee.</p> <p>Organize (unarmed) security patrols.</p> <p>Establish a referral protection system in the area.</p>	<p>Conduct periodic assessments of potential threats to security and protection.</p> <p>Disseminate information on security threats and protection.</p> <p>Conduct information campaigns on human rights, gender-based violence and other protection issues.</p> <p>Ensure that the residents of the shelter have legal documents and identity cards.</p>	<p>Ensure secure access to durable solutions for the residents of the shelter.</p> <p>Provide support to displaced persons leaving the community shelter.</p>
<b>For people with special needs (children and young people with disabilities and / or health problems, women at risk and Elderly)</b>		
<p>Identify people with specific needs.</p> <p>Make sure that assembly of the shelter ensures safe access to facilities for people with reduced mobility (water points, toilets, latrines, distribution points and other areas).</p>	<p>Install information signs, including information on support services for people with special needs.</p> <p>Arrange proper distribution of items;</p> <p>Provide appropriate psychosocial support.</p> <p>Campaigns to raise awareness of the community on protection and assistance to persons with special needs.</p>	<p>Provide additional support for the safe and dignified return to places of origin.</p>
<p>Introduce a referral system to identify people with specific needs.</p> <p>Establish subcommittees of protection for persons with special needs.</p>	<p>Ensure access to additional assistance, such as supplementary feeding, immunization and specific advice.</p> <p>Conduct training activities on income generating activities for people with special needs.</p> <p>Ensure that people with special needs participate in decision-making.</p>	<p>Ensure delivery of folders and / or records for institutions in places of origin - for the continued support that may be required.</p>
<b>Children and young people</b>		
<p>Create spaces for recreation and schools for children (see chapter about the "child-friendly spaces").</p>	<p>Create systems / tracing and reunification programs for unaccompanied children, separated, orphans / vulnerable.</p>	<p>Make special arrangements for the return of unaccompanied children</p>



Register unaccompanied children, separated, orphaned and vulnerable minors, and make referrals to the Ministry of Women and Social Action. Establish a subcommittee for children and youth.	Implement social and leisure activities in the community shelter.	(information, accompanied return). Reassess the adoption system if necessary.
<b>Women and girls</b> 		
Separate shelters, bathrooms and toilets per household or sex. Identify high-risk groups in terms of gender-based violence. Establish a subcommittee of women's rights.	Supporting pregnant and lactating women in access to medical appointments. Conduct awareness campaigns to the community about gender-based violence also directed to young men, community leaders; Organize activities to promote girls' education and recreation	Make special arrangements for the return of pregnant women, women with children. Provide support to women-headed households to rebuild their shelters and livelihoods in their places of origin.
<b>Elderly</b> 		
Support the installation process. Facilitate access to distribution points and shelter facilities for elderly people with reduced mobility. Establish a subcommittee for the elderly or a council of elders.	Inclusion in supplementary feeding programs.	Provide support to return to place of origin, including assistance with transportation. Provide support to rebuild their shelters and livelihoods in the place of origin.
<b>People with disabilities and / or health problems</b> 		
Support the installation process. Facilitate access to points of distribution facilities and shelter. Establish monitoring system and referral to health issues. Establish a health subcommittee.	Ensure access to health care and rehabilitation. Ensure access to prevention and treatment of HIV / AIDS.	Support the return to places of origin including assistance with transportation. Provide support to rebuild their shelters and livelihoods in their places of origin.

## RED CROSS/ RED CRESCENT INTERNATIONAL MOVEMENT FUNDAMENTAL PRINCIPLES

**Humanity.** The International Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering wherever it may be found. Its purpose is to protect life and health and to ensure respect for the human being. It promotes mutual understanding, friendship, cooperation and lasting peace amongst all peoples.

**Impartiality.** It makes no discrimination as to nationality, race, religious beliefs, class or political opinions. It endeavours to relieve the suffering of individuals, being guided solely by their needs, and to give priority to the most urgent cases of distress.

**Neutrality.** In order to continue to enjoy the confidence of all, the Movement may not take sides in hostilities or engage at any time in controversies of a political, racial, religious or ideological nature.

**Independence.** The Movement is independent. The National Societies, while auxiliaries in the humanitarian services of their governments and subject to the laws of their respective countries, must always maintain their autonomy so that they may be able at all times to act in accordance with the principles of the Movement.

**Voluntary service.** It is a voluntary relief movement not prompted in any manner by desire for gain.

**Unity.** There can be only one Red Cross or one Red Crescent Society in any one country. It must be open to all. It must carry on its humanitarian work throughout its territory.

**Universality.** The International Red Cross and Red Crescent Movement, in which all Societies have equal status and share equal responsibilities and duties in helping each other, is worldwide.

