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| **Core CM Responsibility** | **Camp Life Stage** | **Protection Mainstreaming Step** |
| Recruit, train and supervise staff | Set up/All phases | * Ensure/promote gender balance of CM staff so they can talk to different groups in the camp and adequately capture assistance and protection needs of various groups. Also consider religion, ethnicity, language balance in the team. * Ensure that CM/service providers' staff working in the site can be clearly identified in a manner that local populations can understand (*e.g. with name tags, logos or T-shirts*) to help prevent sexual exploitation and abuse and/or facilitate reporting. Monitor if there are any security issues related to being identified as staff through PSEA awareness raising among the camp information systems. * Be aware of cultural sensitivities and security-related issues that relate to employment and acceptance of staff. Conduct specific training for all camp management staff on GBV risks and PSEA; ensure that contact information/referral pathways are updated on a regular basis and are visible and accessible for camp residents. * Ensure CM staff's skills and attitudes are adequate to effectively work, support and engage with all groups of the affected communities. Build CM staff skills on listening, observation, facilitation, interpersonal communication (emphasising the importance of their role to decrease tension using nonviolent communication). |
| Data collection | All phases of camp life | * Ensure information collected at site level is disaggregated by age and sex * Liaise with protection actors on what information is needed and be aware of what is considered sensitive information. Enumerators trained in collecting such data should be especially aware of child protection languages, such as the difference in unaccompanied and separated children and orphaned children. * Ensure information that is not needed is not collected * Adhere to personal data protection policies. * Train staff in the use of data collection formats and data protection principles. * Inform residents about their right to confidentiality (request consent), as well as knowing why information is being collected, how it will be used and provide feedback. |

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| Coordination and monitoring of assistance and service provision | Set up/ Care and maintenance | * Establish referral systems and work in close collaboration with protection specialists on site, to define SOPs for camp management staff on how to deal with situations where they are approached by a victim of a protection incident, including GBV survivors, to make sure they can be provided with adequate support in a confidential manner. * Ensure access to protection, services and assistance. * Advocate for basic services to be available, equally, to all in the camp. * Monitor and promote standards so that the displaced community has safe and equal access to (socially and culturally appropriate): * Shelter * Water * Food * Health care, including basic mental health care * NFI * Education * Support and strengthen traditional mechanisms that enable families to support vulnerable members of their family and community. * Promote child-friendly spaces. * Promote cultural, recreational, sports and social activities in the camp. * Facilitate, refer, and promote access to livelihoods by the displaced community. * Build effective coordination systems that include all stakeholders in humanitarian responses (affected population, host community, national authorities, civil society organisations, volunteers etc.). * Ensure age, gender and diversity mainstreaming is included in all camp activities. * Share information in coordination forums, and advocate for appropriate protection responses/filling identified gaps in service provision and assistance. Individual cases should be referred to the relevant protection actors. * Establish camp committees and camp committee representatives’ participation in coordination forums. * Facilitate the establishment of community-based complaint mechanisms. |

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| Setting up governance and community participation | Care and maintenance | * Facilitate community self-help/self-reliance and social support, supporting traditional coping mechanisms (e.g. ritual, festivals, sports activities, informal women and men’s groups, etc.) which helped community in the past to cope with the situation. * Encourage community owned initiatives and community support to the most vulnerable, considering local responsibilities and capacities. * Establish governance structures and community mobilisation ~~(~~including committees) at camp/centre level and encourage the participation/representation of all groups, including women and girls. * Set up working groups to regularly hear feedback from protection and other specialised groups, including GBV, on issues and concerns related to needs in the camp population. * Facilitate self-help groups and discussions on specific topics of concern for individuals and groups. * Monitor participation, including how it affects women, in leadership positions and abuse of power through corruption, pressure etc. Provide training where necessary to ensure their inclusion. * Develop terms of reference and codes of conduct with leaders and members of committees and community groups. * Develop a capacity building plan, including awareness-raising, training and coaching based on needs identified and agreed with stakeholders. * Agree and standardise with the service providers about paid, compensated and voluntary employment in the camp. * Involve the host community in participating in the life of the camp (through meetings, employment, trainings, services or recreational activities). |
| Monitor camp infrastructure | Care and maintenance | * Monitor service provisions and maintenance of camp/centre infrastructure, considering impact on the protection environment and whether they could represent a risk factor. For example, WASH infrastructures, shelter, food, fuel provision, livelihoods, etc. If identified, actively engage service providers in addressing most urgent gaps. * Conduct safety audits during the day, and at night, in and around the site, in close coordination with protection actors. Conduct participatory safety assessments, in order to understand how the affected community perceives risks in the camp. * Follow up, report and share the findings of monitoring and safety audits (with protection partners and relevant stakeholders), identified gaps and overlaps in the provision of protection and assistance. * Engage with national and local authorities for upkeep of camp and collective centre infrastructure, as appropriate. * Engage community committees in monitoring and maintenance tasks, providing necessary training, tools and equipment to conduct it effectively. * CM team safety and security responsibilities. |
| Providing information to beneficiaries and listening to/acting on feedback from the displaced persons | All phases | * Provide regular up-to-date information (CWC) to the camp population on activities, their rights and access to services. * Set up complaint and feedback mechanisms adapted to the context and profile of the population (language, literacy levels, communication means). Carry out awareness-raising sessions with population living in the camp on ways they can access them. * Assess preferred or often used communication channels of the affected population. * Use a variety of information dissemination methods, considering the needs of illiterate people and the use of local languages (may need translation and interpreters). Experience shows that verbal/oral communication should be prioritised as opposed to reading texts (although it often requires more time and resources). * Identify how the community deals with conflicts and disputes and agree on effective ways to use these methods in the site. * Provide information and place GBV prevention and safety related messages (including where to access information/seek support) in visible and accessible locations (e.g. greeting/reception centers for new arrivals; evacuation centers; day-care centers; schools; local government offices; health facilities; etc.) * Encourage discussion forums on age, gender, and disabilities in a culturally sensitive manner. Make sure that arrangements are made so women, girls and other at-risk groups are able to engage in discussions in an adequate/private manner (*e.g. with females as facilitators of women’s and girls’ discussion groups, etc.*) so they are able to discuss challenges and help identifying protection risks and ways they can be mitigated. * If approached by a survivor requesting assistance, share information about where to seek support; if available on site, help them in accessing safe shelter where they can be provided with immediate protection and assistance. * Inform the residents about how to confidentially report PSEA threats and incidents, where/to whom they can report issues. Be sure it is provided in an age, gender, and culturally appropriate way. |
| Strategic planning | All phases | * Examine the protection and prevention standards used in site planning, infrastructure, design, and construction of the site (camp set up). * Advocate for standards of universal design which can reasonably accommodate accessibility for all persons, including those with disabilities (*e.g. physical disabilities, injuries, visual or other sensory impairments, etc.*). (camp set up) * Work with relevant actors on upholding minimum standards, on-site, for space and density, ensuring the promotion of dignity and avoiding overcrowding. (care and maintenance). * Liaise with host communities surrounding the camp/center. * Collaborate with the local authorities and liaise on behalf of all partners responding in a camp/centre setting, including in ensuring a camp exit strategy and durable solutions. |