Collective Shelter Management in Latin America and the Caribbean

RESPUESTA A VENEZOLANOS

Plataforma de Coordinación para Refugiados y Migrantes de Venezuela

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Venezuela - Background

- Political, human rights and socio-economic developments in Venezuela have led to:
  - 5.4 million refugees and migrants from Venezuela outside country of origin
  - 4.6 million in the region
  - 1 million with irregular status

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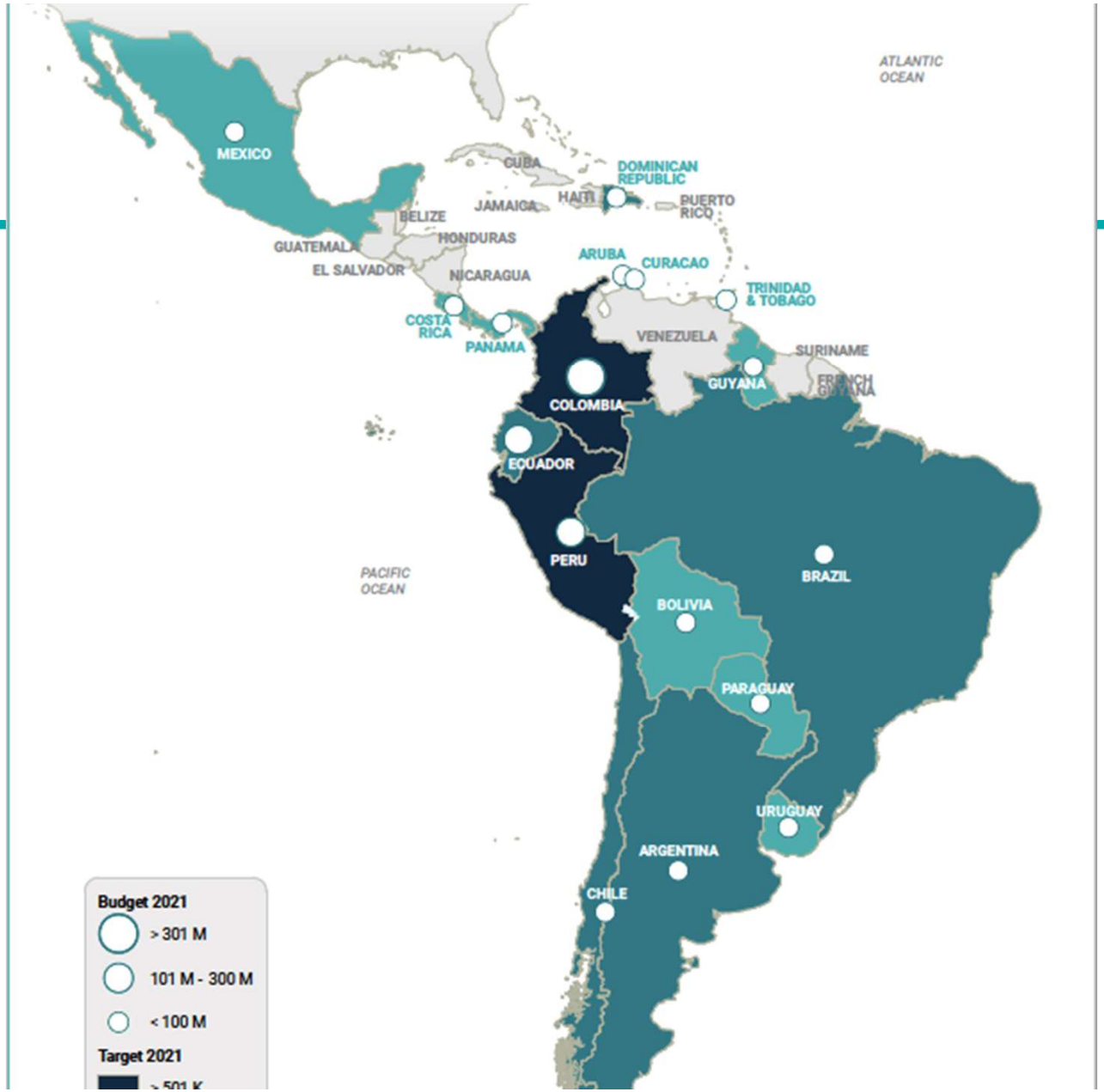
What is R4V?

- Regional R4V Platform
- Includes participation of 259 implementing partners
- 17 different countries across the region
- *(Brazil, Chile, Colombia, Ecuador, Peru, Aruba, Curacao, the Dominican Republic, Guyana, Trinidad and Tobago, Panama, Costa Rica, Mexico, Argentina, Uruguay, Bolivia, Paraguay)*



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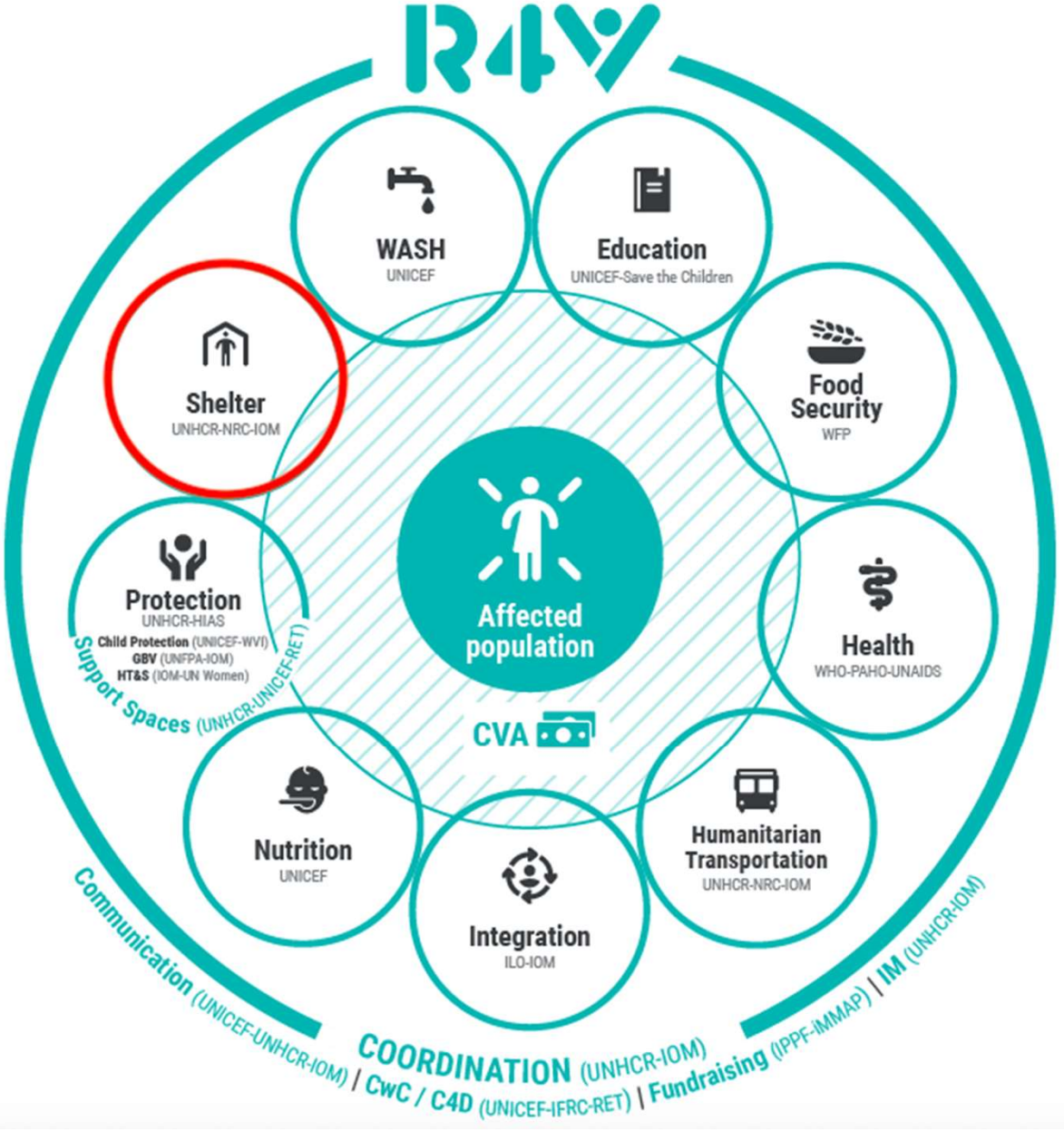

Collective Shelter Types

Types of Temporary Collective Shelter Solutions [14]:

Collective Shelter Types

Example of collective shelter

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Transit site-Roraima State, Brazil

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Organization of Standard Operating Procedures

1. Collective Shelter Reception and Management
2. Community Participation and Representation
3. Coordination, Service Monitoring, Information Management, Maintenance and Rehabilitation
4. Strategic Exit Planning
5. Transitional and Durable Solutions

Collective Shelter Reception and Management

Key Steps in Setting Up a Collective Shelter

Steps	Activity	Technical Tools
STEP 1	Introduce need for opening a collective shelter facility to relevant counterparts, potential NGOs in area already responding to affected population	• Using data from needs assessments
STEP 2	Selection of land or structure for the establishment of a collective shelter	• Considerations for selecting a suitable facility • Selection of Plot Checklist
STEP 3	Agreements or leases with the owners of the land or buildings used as collective shelters	• Protocols and Documentation checklist • HLP Model Decree/Edict/Executive Order for protection of housing rights during COVID-19
STEP 4	Assistance model, Reception Process and Reception Lists	• Example of registration form
STEP 5	Basic Services Planning and Set Up	• Planning and design of site • Protection considerations in Practice • Considerations for GBV Mainstreaming • Maintenance and Rehabilitation Works (*see guidance in Section "Coordination, Service Monitoring, Information Management and Maintenance and Rehabilitation)*

Protection Considerations

- Clarify whether shelter will receive persons with special needs *(UASC, GBV survivors, trafficking victims, LGBTQ+, etc.)*
- Establish vulnerability index and criteria to determine access
- Sex-segregated sanitary facilities, and gender-neutral facilities with lockable door from inside
- Ensure accessibility of communal services for PWD *(kitchen and laundry spaces on first floor of common spaces)*

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Experience from the Region: *Ecuador*

Better Planning: Developing Scenarios and Forecasting Resources

Database of Land Suitability and Infrastructure

Suitable	Not Suitable	Subject to Recommendation
✓	✗	

Community Participation and Representation

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Step	Action	Example
Integrating Participation	• Create "Rules and Regulations" for site and common spaces, in collaboration with affected population, share during reception and post around collective shelter to make it visible and validate community's priorities	• Collective Shelter Shared Living Space Regulations
Providing Information	• Post map of local area in shelter, highlight important locations (health, food services, support centers, etc)	• Information Wall/ Posting Board
Two-Way Feedback Mechanisms	• Basic questionnaire/rating system upon exit (regarding services, bathrooms, showers, kitchens, etc)	• Suggestion Box

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Example of Collective Shelter Shared Living Space Regulations[54]

Health	Co-Living Space	Bathroom Cleaning	Security
Do not dump trash in or near water sources	Respect the purpose and the use of the common areas, shared spaces, kitchen and dining spaces	Take care of personal hygiene	Do not allow unaccompanied boys or girls into kitchen common spaces
In case of infectious contagious diseases, follow treatment and medical indications to protect yourself and others	Do not consume drinks alcoholic, or drug substances	Dispose of trash in the proper waste facilities	Avoid leaving objects around, especially glass or metal

Experience from the Region: *Trinidad and Tobago*

Promoting Communication in Multiple Ways

- Broadcast listings based upon vulnerability
- Direct communication links for clarifications
- Same information shared through posters where there is low connectivity to expand reach

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Information Management

Coordination, Service Monitoring, IM, Maintenance and Rehabilitation

Coordination and Service Monitoring

Maintenance and Rehabilitation

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R4V RESPONSE FOR VENEZUELANS

Coordination

Should Include	To Achieve
• Municipal government • Property owners and neighbors • Host communities • Refugees and migrants	• Linkages of support networks for affected population on journey • Provide information so refugees/migrants can make better, informed decisions • Minimim Standards • Advocacy support to find durable housing solutions

Experience from the Region: Aruba

Coordination Expanding Income Generation Opportunities

- Female business-operating system in Aruba
- Use of coordination and social networks to amplify sales
- Reduce dependency on civil society and humanitarian organizations, promoting empowerement and community-led initiatives

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Experience from the Region: *Ecuador*

Community-Led Maintenance and Rehabilitation

- Engagement of beneficiaries capacities to restore donated furniture in collective site
- Improvement of rooms and living conditions
- Hiring of host community members to support renovations
- Reduced tensions and promoted peaceful co-existence, sense of ownership and pride

Strategic Exit Planning

Avoiding Evictions

Criteria	Support
Residents should be informed of their eviction and measures taken to ensure adequate housing	• Cash for rent assistance • Coach beneficiaries on negotiating fair housing agreements
After change in residence, beneficiaries are assisted by protection actors	• Change civil documentation to new address • Connect to resources (legal) if linked to previous residence

Durable Solutions

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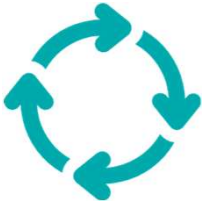
Return



Local Integration

Resettlement

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Questions?

Thank you!

¡Muchas gracias!