Guidance on Multi-Purpose Child and Adolescent Centre
April 2019

1. WHAT IS A MULTI-PURPOSE CHILD AND ADOLESCENT CENTRE?

The Multi-Purpose Child and Adolescent Centre is a safe space intended to serve as a ‘one-stop centre” for the provision of an integrated package of services for Rohingya refugee children that promotes their protection and fulfillment of their rights. Services provided through these centres will be integrated bringing together Child Protection, Education and other services as deemed necessary.

2. WHY ARE WE DOING THIS?

The lack of available physical space in camps in Cox Bazar is a huge obstacle for programming and quality control and as well as the need for integrated services for children to ensure continuum of care and increase service to children. Integration of services expand coverage and provides the ideal solution for the physical space challenge and as well to provide education opportunities, focusing on occupational or job-related skills and foundational literacy and numeracy when needed. The Multi-Purpose Child and Adolescent Centre comprehensive approach offers well-coordinated and cost effective multi-sectoral services in the one location, responding to the holistic needs to vulnerable girls and boys in order for them to reach their full potential. This reflects Standard 17 in the Minimum Standards for Child Protection in Humanitarian Action.

Lessons learnt indicated that with better coordination, reduced fragmentation and mainstreaming, more children and more rights would be fulfilled in cost effective and efficient fashion. The plan for 2019 is therefore to deliver protection and education services for children through integrated multi-purpose centers.

3. WHAT ARE THE PACKAGES OF SERVICES?

The Multi-Purpose Child and Adolescent Centre will offer a range of services to children and adolescents, depending on capacity of the organization, space availability and the size of each centre. It is an approach to supporting girls and boys and adolescents to achieve their full development - physical, cognitive, social, emotional, and spiritual. Multi-Purpose Children and Adolescent Centres aims to promote and address children’s wellbeing in a variety of ways and to ensure child participation. The full package of possible services includes:

**Psychosocial Support Services:** Includes activities which build children’s resilience, promotes positive coping and reduce negative impact of distressing events on children. It includes basic individual counseling sessions, structured Group-Based PSS sessions for a cohort of 25-30 children lasting 2-3 months, and Community PSS
Case Management Services: This refers to the service that supports individual children and their caregivers through direct social work support in response to abuse, neglect, exploitation, violence or in response to specific protection concern/vulnerabilities. In Multi-Purpose Child and Adolescent Centres, there should be confidential room available to provide case management service. 2-3 case/social workers will be assigned to each Multi-Purpose Child and Adolescent Center and they will be supervised by case management officers. In case a child voluntarily share information about his or her experience of abuse with a trusted adult in the Multi-Purpose Child and Adolescent Center, or the Multi-Purpose Child and Adolescent Center staff has CP concerns about a child, they will refer the case to the Case Management team that will assess the case and determine the type of services needed by a child, carry out comprehensive case management and if needed, refer the child to specialized services (e.g. to psychosocial support, health, GBV, education or nutritional services). It is also important to note that the Multi-Purpose Child and Adolescent Center is part of the established referrals pathway for the service provision. All cases should have a manual and electronic file systems supported with CPIMS+ and in conformity with the DPISP¹.

Entertainment/Recreation: Includes age and culturally appropriate, inclusive activities like, Music, Dances, Indoor and Outdoor games, Sports, Dramas; physical exercises; Storytelling, photography, Cinemas/Videos; recreation Reading or listening to a reading; Creative expression; drawings, puzzles etc.

Life-Skills Based sessions: These are skills that promotes adolescents’ resilience and positive coping to the demands and challenges of everyday life. This will be based on contextualized life skills curriculum that meets the respective needs of girls and boys within agreed framework by the CPSS and will cover topics such as ICT, drug addiction & use, drug abuse, child marriage, peace building, positive parenting, gender, GBV, Child rights and protection, values and ethics, child labor, child trafficking, HIV/AIDS, Disabilities, Equality and equity, adolescent development, health and hygiene, leadership and Basic Risk Education to mention but a few.

Education/Occupational Skills: This include basic numeracy, literacy, vocational and entrepreneurship skills. Adolescents will learn various occupational (job/business-oriented) skills such as handcraft, fashion design, dress making and electronic gadgets repair work. The basic entrepreneurial skills training will include developing a business plan, marketing and bookkeeping. The training will help the adolescents who complete the training to develop and implement ideas that will allow them to serve their communities and earn a livelihood from their skills.

¹ Data Protection and Information Sharing Protocol
Community Based Child Protection: The centre can be a meeting place and point of support to community-based mechanisms that promote the protection of children, through situation monitoring, peer support and community led activities, including Community Based Child Protection Committees, Children’s Clubs, Adolescent Clubs and parenting Support groups.

Social cohesion/peace building activities: Activities which prevent conflicts, promotes reconciliations, harmony and positive social co-existence among refugees and with host communities.

Computer Hub: Computer hub comprising of 10 – 20 computers will be deployed in selected facilities to ensure adolescents access to computer technology. For now, the idea is to build their skills on the use of computers and there is no internet envisaged in the interim.

4. MINIMUM REQUIREMENT TO QUALIFY AS A MULTI-PURPOSE CENTRE

3.1 Minimum package of services.

‘A multi-purpose centre should at a minimum offer the following services’

- Structured Psychosocial Support interventions for children, adolescent and/or caregivers
- Case Management- 2-3 case/social workers will be assigned to each center and the space should include confidential space / storage space of case files, from which CM social workers can operate.
- Structured adolescent activities such as adolescent clubs, adolescent led recreational activities and life Skills sessions, this could include: MHM for adolescent girls. Hygiene promotion around key hygiene behaviors.
- Program for parents care givers for instance positive parenting session
- Activities for community-based child protection mechanism
- Basic education and literacy (foundation skills) mainstreamed through structured activities
3.2 Minimum/Maximum space/facility Requirements and Structure of the Multi-Purpose Child and Adolescents Centre

The multi-purpose child and adolescent center will be categorized as minimum, medium and or large scale depending on the facility and availability of space for outdoor activities and accessible and responding to: a) specific needs for girls, b) specific needs for boys c) specific needs for CWD and other excluded children and tailoring activities to meet their distinctive needs and capacities.

The minimum space and facility requirement comprise. The physical structure (semi-permanent/permanent structures) will have spaces for the provision of the range of services as indicated above. The nature of the physical structure and the number of services provided may vary. A Multi-Purpose Child and Adolescent Center will be expected to offer few services to the range of full services, including providing children’s access to computers.

a) 3 ‘activities rooms’ of at least 450 Square Feet with balcony
b) 1 case management room - confidential space of at least 350 Square feet
c) Drinking water
d) Child friendly latrines segregated by gender, facilities for menstrual hygiene management for adolescent girls and access to disposable pads and adult separately
e) Hand-washing facilities and regular supply of soap.
f) 6 mandatory services defined in number 3 above.

A medium size multipurpose center will comprise all of the above
a) 4 - 6 ‘activities rooms’ of at least 450 Square Feet with balcony
b) 1 ‘common room’ of at least 350 Square feet
c) Vocational skills training space (Square Feet TBD)
d) Drinking water
e) Child friendly latrines segregated by gender, facilities for menstrual hygiene management for adolescent girls and access to disposable pads and adult separately
f) Hand-washing facilities and regular supply of soap
g) And 6 mandatory services defined in number 3 above.

A maximum size multipurpose center are facilities which meet all requirements of the medium size plus a computer hub. Note: Flexibility exists for agencies to have facilities that qualify to be Minimum to Medium, i.e., not have the full medium capacity, but has met the Minimum capacity plus additional facilities.

5. Number of Multi-Purpose Adolescents and Child Protection Centre

On average a block should be 1300 Households (+/-300 HHs translating to an average of 5000 people, however most camps are not less than 4500 and not more than 6000. On average there are 5000 population per block consist of 2750 children per block. We applied a further 58% to the total number of children based on the % we used for the 2019 JRP targeting for child protection services. This would mean that in each block we would ideally have 3 multi-purpose child and adolescent center.

6. Safety and Security

a) Physical structure security, gates, fence, etc
b) Facilitators have signed CoC
c) The center facilitators should wear identification at all time (organization ID cards or/and visibility).
d) Visitors should not be let inside the center without prior authorization from management
e) Ensure first aid box is available in every center
f) Emergency contacts details (police, ambulance, fire) are on display in the center
g) All actors are responsible for security and safekeeping of center assets.
h) The media can only enter a center with prior consent of the center staff and best interest of children must be maintained. Consult your organizations media guidelines.

7. **Inclusion** – make multi-purpose child and adolescent centers accessible and Responding to: a) specific needs for girls, b) specific needs for boys (who have been left out in adolescent programming) c) specific needs for CWD and other excluded children and tailoring activities to meet their distinctive needs and capacities

8. **Complaint and feedback mechanisms**: Every multi-purpose centre should provide opportunity for children, adolescent, staff, and community to provide feedback on services, report abuse and to raise any concern they may have.

9. **Child Safeguarding, GBV/PSEA mechanisms**: Activities includes training center staff on child-safeguarding, preventing sexual exploitation and abuse by humanitarian workers, and setting up mechanisms to report and respond to PSEA, GBV and abuse by humanitarian workers. Also setting up mechanisms to safeguard children of different age groups as they will be using the same spaces.

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**Standard Operating Procedure (SOP) for Endorsement of Multi-Purpose Child and Adolescent Centre / CP Facilities by Child Protection Sub-Sector**

1. Before establishing a facility, all implementing partners requesting to establish a **multi-purpose child and adolescent center** must submit the Child Protection Sub-Sector Partner Endorsement Request (*Annex 1*) to the Child Protection Sub-Sector Coordinator via email (*rpaskarasingam@unicef.org*)

2. The Child Protection Sub-Sector will then **consult** with Site Management Support Agencies (SMSA - Focal point) of that camp / Site Management & Site Development (SMSD) Sector and CIC.
   a. If necessary, funding agency (field representatives) will support Sector in speaking with SMSA-Focal Point to provide quicker turnaround, will revert back to Sector who will proceed with the steps below

3. If approval to proceed is given:
   a. The Child Protection Sub-Sector will notify the partner via email to come pick up the endorsement letter from the Sub-Sector coordination team (*Annex 2*)

4. If approval/endorsement to proceed is **not** given, the partner will be notified via email (and justification will be provided).