

Standard Operating Procedures for Relocations

April 2018

This SOP envisages four types of household relocation occurring within and between camps:

1. New arrivals from the border/transit centres into a camp
2. Internally within a camp, or to another camp, because of infrastructure development
3. Internally within a camp, or to another camp, because of landslide or flooding risk
4. Relocation of families displaced because of landslide, flood, fire, or other hazard event

Packages of assistance and some procedures may differ between relocations, but the principles of relocation remain the same.

Principles & pre-conditions

- All relocations must adhere to the principles of being voluntary¹, safe, dignified, and informed, except if security & protection concerns are at-stake, in which case Protection and Site management actors will agree on a way forward, in coordination with RRRC.
- The principle of Do No Harm should be central to the planning and implementation of all relocation processes. This includes:
 - o Recognizing that families often prefer to stay within extended family networks or community groupings, and accommodating these preferences as far as is possible. This includes giving options for self-relocation and grouping allocations of new shelter plots.
 - o Recognizing that any relocation may be highly stressful or traumatizing for individuals, and ensuring a community based and sensitive approach in all phases, amongst others by ensuring meaningful participation of all groups in all phases; information sharing, preparation and relocation process.
 - o Recognizing that some individuals may have specific needs that need to be identified and addressed before, during and after the relocation process to ensure equal access to services, this is particularly relevant for persons at heightened risk e.g. women and children headed households, single male parent households, single older person head of households, unaccompanied children, persons with disabilities (or mobility constraints) and older persons without support networks.
- No physical force, threats, bribes or intimidation may be used against an individual or a group.

¹ Voluntariness is predicated upon persons and households being able to make a well-informed choice. Where there are options to reunite with families and communities within the sites, this should be respected. Persons unwilling to leave should not be relocated against their will unless such relocations are: (i) absolutely necessary under the circumstances to respond to a serious or imminent threat to their life or health, and less intrusive measures would be insufficient to avert that threat; and (ii) to the extent possible, carried out after the persons concerned have been informed and consulted.

- All individuals must be provided with timely, reliable and accurate information about the relocation modalities, the duration (temporary or permanent), location and services available in the location they will move to and provided with appropriate support to prepare for and during the movement and on arrival. All individuals must provide their informed consent to the Site Management (SMS) Agencies / Area Focal point (AFP). As access to information may be different or more restrictive for certain groups, sensitisation should be conducted in a way that ensures all refugees have the necessary information.
- Families should be allowed to take with them their personal belongings including food items and cooking materials, shelter materials, or items replaced on arrival.
- No relocation should take place without adequate shelter and WASH facilities being available in location of arrival, as well as access to health services and access to food distribution being ensured, minimizing gaps in food distribution access due to the movement.
- At least similar, if not improved, living conditions should be planned in the location of arrival within a safe area clearly plotted & demarcated, as per sector standards.
- Families being relocated must not be split during transport. Specific attention must be brought to ensure that children, elderly, and persons with specific needs are not at risk of separation. Appropriate steps should be taken to assist in family reunification in cases where temporary separation is unavoidable, such as family members being in hospital. If any individual is separated for compelling reasons, they must be accompanied by a protection actor to ensure family tracing, referral, and follow-up.
- In Unchiparang, Leda and Shamlapur, consent from the homeowner listed as safe haven must have been obtained and conditions for the evacuation thoroughly discussed using the FAQ on relocation.

Emergency situations

- An emergency relocation can be undertaken if there is an imminent risk of flood, landslide or other disaster that puts the lives of beneficiaries under immediate threat.
- An emergency relocation can also be undertaken in consequence to a flood, landslide, fire or other hazard event affecting household shelters. In this case, temporary collective shelters can be used to shelter these affected households before the emergency relocation.
- Relocations are considered an emergency if they have to be completed within 72 hours from the moment of decision to the actual relocation. Lack of preparation for already-planned relocations does not constitute an emergency.
- During an emergency relocation, communication to the beneficiaries shall be made with the imminent risk being clearly stated. Compilation of master lists of households to be relocated and identification of vulnerable persons are the priority on the day prior to relocation.
- An emergency relocation requires a specific “emergency relocation package” supposed to cover households’ basic needs and loss, composed of an Upgrade shelter kit, a hygiene kit and a ready-to-eat food ration, as agreed within the Emergency preparedness and response task force as well as a

possible cash grant. For emergency relocation before an event, the shelters should be dismantled, and all belongings taken by the refugees to the new plot/temporary collective shelter.

- Under such circumstances, EVIs in Teknaf sites may access safe havens that have been identified (public and private) where expressed consent has been obtained from the homeowners in the case of private safe havens and from local authorities in the case of public safe havens (mosques, permanent schools etc). NOTE: UNO and Upazilla chairman and UP members from various unions in Teknaf jointly agreed to allow those vulnerable individuals to access to public safe havens including cyclone shelters.

Responsible actors

- Relocations will take place on agreement between Government of Bangladesh and humanitarian community on prioritization of locations and households.
- Coordination of relocation is the responsibility of RRRC through the Camp in Charge (CiC), adhering to the principles and prioritization of relocation agreed between the RRRC and the humanitarian community
- Among humanitarian agencies, responsibility for relocation sits with the Area Coordination focal points – UNHCR or IOM – supported by the Site Management Support agency/ies in both the location of departure and arrival.
- Humanitarian protection actors must be present throughout the process to ensure effective monitoring (e.g. that all concerned individuals have been informed and understand the relocation process) and ensure identification of and support to persons at heightened risk.
- Health actors should provide support with identification and mitigation of medical related constrains/issues.
- The responsible actors should clearly communicate detailed schedules to all participant actors at least 1 – 2 weeks in advance of the relocation, for planning purposes and proper information sharing and sensitisation of affected refugees, if possible.

Participant actors

| Actor | Planning | Departure & transportation | Arrival & settlement |
|--|--|--|--|
| Camp in charge (CiC) officers | Identification of areas for relocation Ensure all required services are available in relocation area | Support to and monitoring of the process | Support to and monitoring of the process |
| Area Focal Points (AFP) | Development of detailed relocation plan Coordination between all participant actors within their area of responsibility | Coordination between all participant actors Mobilization of transport | Coordination between all participant actors |
| Site Management Support (SMS) agencies | Coordination with the CiC and AFP | CwC, in coordination with the Protection sector | Share the final list of relocated families with the relevant actors (SMS, AFP, CiC, Food actors) |

| | | | |
|--|---|--|---|
| | <p>Assessment of new arrivals or affected HHs and compilation of master lists through shelter by shelter assessment</p> <p>CwC including community consultation meetings, information sharing and sensitisation as to purpose and process of relocation, in coordination with the Protection sector</p> <p>Mobilization of volunteers and porters</p> <p>Coordination of go & see visits with receiving SMS agency</p> <p>Preparation of manifest</p> <p>Assess the remaining families in the affected area and identify other solutions (temporary relocation, relocation within or to the reception site)</p> <p>Identification and preparation of plots in relocation areas 1 to 7 days before based on planned number of families</p> <p>Ensuring informed consent</p> <p>Shelter dismantling the day of relocation, if needed (done by SM actors in IOM's AoR)</p> <p>Share number of households to be relocated to Food provider (WFP and/or distribution agency)</p> | <p>Mobilization of volunteers and porters for dismantlement and transportation</p> <p>Cross check assessment with actual beneficiaries and update the master list / manifest</p> | <p>Assess the remaining families in the original site and identify other solutions (relocation within or to the reception site)</p> <p>Plot allocation</p> <p>Accompaniment to shelters constructed for Extremely vulnerable individuals (EVI) (done by SM actors in IOM's AoR)</p> <p>Share final list of households relocated with Food provider (WFP and/or distribution agency): head of household name, family size, disaggregated age/sex, block of origin, mahji name, available card numbers (FCN, MoHA, WFP food card, SCOPE evoucher card), date and location of last distribution, specific vulnerabilities and destination camp and block/mahji as well as preferred distribution point in/near destination site.</p> |
|--|---|--|---|

| | | | |
|------------------------------|--|--|--|
| Protection | Identification and screening for vulnerability & planning for specific support needed (e.g. access to information, transportation, shelter, health, community support for those without caregivers or in need of additional assistance) | Accompaniment of vulnerable individuals Protection screening / monitoring | Settling of vulnerable individuals Case transfer and relevant referrals Assistance to families who may have been separated during relocation |
| Registration/Family counting | Assignment of UNHCR teams for registration activities in accordance with agreed schedule Provide information on how many families with individuals with specific needs are present amongst the families to be relocated, by different specific need, to enable planning of relevant interventions for such families | | Registration of new arrivals or change of geotagging for already registered families |
| WASH | Installation of adequate WASH facilities at the receiving site prior to relocation Plan for decommissioning of existing facilities in departure areas if needed | Drinking water provision where feasible (water bottles) | Drinking water provision where feasible (water bottles) |
| Shelter | Identification and preparation of plots in relocation areas 1 to 7 days before based on planned number of families Shelter dismantling the day of relocation, if needed Construction of shelters for identified vulnerable households | | Shelter & NFI material distribution (plot preparation done beforehand) & plot allocation Accompaniment to shelters constructed for EVI |
| Food | Plan and communicate on food distribution schedule in the new area Ensure families are prioritized for receiving their monthly ration before departure | | Receive lists from SM actors and include them in general food distribution lists in/near destination sites |
| Health | Health screening and vaccination if required | Presence on / near site to provide assistance if needed | Health screening and case transfer |
| Nutrition | Nutrition screening done in Transit center for new arrival (to be confirmed by SAVE) and referral to nutrition actor in the relocation area | | Nutrition screening |

Planning

| Activity | Action | Responsible |
|-------------------------------------|--|---------------------------------------|
| Communication on relocation process | <p>As far as is possible, communication on relocations should ensure to give families options. For example, to choose to move instead to the home of a family member.</p> <p>All families should be informed about:</p> <ul style="list-style-type: none"> - Reason for relocation - Relocation process and timeline and whether relocation is temporary or permanent - What assistance package they will receive - Conditions and services access in the new area - Which area or group is planned for relocation, so families and communities can make an informed decision about their options to split or stay together - All assistance is given free of charge <p>And given opportunity to ask questions and receive feedback, even on the day of relocation.</p> <p>Specific messages should be developed and translated for each relocation. Communication should be made at least 1-2 weeks in advance of the relocation, and 72 hours in advance at a minimum unless the relocation is conducted as an emergency measure.</p> <p>Activities:</p> <ul style="list-style-type: none"> - Consultation held with community leaders/mahjis/religious leaders [essential] - Community meetings conducted, to give opportunity for concerns to be raised & feedback given [essential] - Each individual household informed [essential] - Go & see visits organized and conducted, with men and women participants as well as other official representatives of the community [strongly recommended] <p>SMS agencies and the identified Protection actors must ensure all individuals are informed and able to provide feedback and raise concerns. This may require shelter-to-shelter visits to ensure women, elderly, persons with disabilities and others who are unable to participate in consultations have equal access to information, and properly understand their options and the process, when feasible.</p> | CiC SMS agency Protection actor |

| | | |
|-------------|---|--|
| Demarcation | <p>If households are to be relocated for construction of infrastructure, area should be physically demarcated. Individual shelters and other infrastructure for decommissioning can also be physically marked, after the communication phase and composition of lists of affected families.</p> <p>Infrastructure in need of commission should be similarly demarcated, with SMS agency coordinating with responsible agencies to minimize disruption to services after decommissioning.</p> | SMS agency/ Shelter |
| Master list | <p>Shelter-by-shelter verification should be conducted 1 week in advance of the relocation, with a follow up registration 2 days before relocation to capture those that have changed their mind/preference on relocation and to confirm any self-relocations in that time.</p> <p>For each family/household to be relocated, collect: name of head of household, total number of individuals disaggregated by age & sex, vulnerabilities/specific needs (especially mobility, shelter construction support, and reunification), shelter code (if existing), token number, ID number (e.g. FCN², MOHA No., WFP card), phone number, block number, Maji name and contact, WFP GFD number, date of previous distribution and preferred distribution site in/near destination camp.</p> <p>Record preference of relocation to new area vs. self-relocation to live with another family. If self-relocation is preferred, new location to be recorded and shared with UNHCR registration for change of geotagging and responsible GFD partner. Protection should ensure any necessary case management transfer and/or follow up.</p> <p>The shelter-by-shelter registration list will remain the master copy. Once the relocation is completed, the list will be shredded to protect individual data. Information can be cross-checked against Family Counting data and UNHCR informed if data differs.</p> <p>Token/boarding pass distribution Token/boarding passes given to each household accepting to relocate to new area, to be exchanged for assistance package.</p> <p>Establish pre-manifest - Systematic verification and removal of duplications</p> | <p>SMS agency/ with support of Protection actors (in particular UNHCR registration)</p> <p>SMS agency</p> <p>SMS agency/ AFP</p> |

² The FCN number should be maintained as the preferred unique family identifier. If there is no FCN card, UNHCR registration can be alerted and they will conduct a short interview and issue the FCN immediately.

| | | |
|---|---|---|
| | <ul style="list-style-type: none"> - Record refugees and families/households that have been missed or changed their decision - Ensure all refugees and families/households have a token/boarding pass | |
| Identification of vulnerable individuals & plan for additional assistance | <p>Protection screening should be conducted at the same time as master list of families, and exceptionally no less than 72 hours in advance of the relocation:</p> <ul style="list-style-type: none"> - Prepare and share list of Unaccompanied or Separated Children with Child Protection actors - Identification of extremely vulnerable individuals (EVI), including persons with reduced mobility - Use of existing protection, CP and GBV referral pathways, as may be required, to link with case management service providers (GBV/CP/other) at new camp for follow-up, and ensure follow up has happened within a week of the relocation. Where possible, link families in need of support with community volunteers in area of relocation. <p>Protection actor should ensure that extremely vulnerable individuals are fully informed about the relocation, their options, and will be provided with support to move if needed.</p> <p>EVI should be provided with identifying bracelets or other appropriate means for easy identification.</p> <p>Protection partners should provide at least 72h in advance:</p> <ul style="list-style-type: none"> - # households requiring construction of shelter with shelter partner, SMS agency, AFP in arrival location - Plan made by SMS agency/ Protection for transport of persons with limited mobility <p>Data protection protocols must be respected by all actors.</p> | Protection actor |
| Informing of key actors | <p>All actors to be involved directly in departure & arrival location should be informed of the relocation, and then receive the detailed relocation plan from Area Focal Point and/or SMS agency as early as possible but no later than 72 hrs in advance: SMS agency, Protection, WASH, Shelter/NFI, Food & Education, for transfer of children to new learning spaces.</p> <p>CiC/SMS agency should inform all other service providers in the site of departure and site of arrival, through regular coordination mechanisms.</p> <p>SMS agencies/ AFP should specifically coordinate with distribution partners, especially food, to ensure the households being relocated are not due to collect items on the day of relocation and/or are able to access equivalent in their new location.</p> | <p>CiC / AFP</p> <p>CiC/ SMS agency</p> |
| Health | Medical screening and/or vaccination conducted if required. | Health |

| | | |
|---------------|---|---------------------------|
| | If any family members to be relocated are hospitalized, SMS agency/AFP to coordinate with Health partner to ensure their transfer once discharged. | SMS agency/ Protection |
| Access routes | <ul style="list-style-type: none"> - Pathways from original site to assembly area / bus loading area should be checked prior to relocation for safety and access issues, and any problems referred to SMS agency/ AFP site development teams or partners - If relocation is planned by foot, routes should be walked prior to identify best pathways and flag any sections with access difficulties - As much as possible, the walking route identified should be the easiest for the relocated population, especially EVI. This may mean a longer but flatter route, rather than a shorter distance with many hills. Areas for rest along the way should be identified (info hubs, SM offices, etc) where bottled water can be pre-positioned - If relocation is planned by vehicle, route should be checked for access issues the day before and morning of relocation to ensure e.g. no flooding, mud or construction will impede transport - If relocation is planned by vehicle, drivers of the vehicles must be briefed on the route beforehand, speed limits and road safety considerations. Only appropriately sized vehicles that are in good condition and that can safely navigate the roads without causing a hazard should be used (for instance, vehicles that do not need to speed up significantly to go uphill) | AFP/ SMS agency |

Departure and transportation

| Activity | Action | Responsible |
|---------------------|---|--|
| Checklist | Pre-departure checklist is completed, verifying all actors are prepared and all items are in place | AFP |
| Assembly & boarding | <p>Before departure</p> <ul style="list-style-type: none"> - Print manifest - Ensure all buses/trucks/porters are present at departure area - Buses should be clearly marked with appropriate numbering - Families are being loaded in buses according to numbers allocated in households lists to facilitate monitoring - Staff and porters should wear appropriate visibility - Ensure EVIs have identifying bracelets or other appropriate means for easy identification <p>Departure area</p> <ul style="list-style-type: none"> - Families mobilized in familial / self-identified support groups through community leader / SMS volunteers - Areas for check-in, luggage waiting area, and assembly should be separate and demarcated | <p>SMS agency/ AFP</p> <p>AFP/ SMS agency/ Protection/</p> |

| | | |
|-----------|---|----------------------------------|
| | Share final manifest / final household numbers with CiC/ SMS agency/ Shelter/ Food partner in new location | |
| Transport | <p>By road</p> <ul style="list-style-type: none"> - Waiting time once families have boarded buses must be minimized; drinking water should be available - Convoy size and order should be agreed in advance (incl. lead vehicle, passenger buses, luggage trucks) - 1 SMS agency staff present in each bus to guide the driver and inform the families. <p>By foot</p> <ul style="list-style-type: none"> - Group size should be agreed in advance and should be of manageable size - Use flags to orient the group, with a person/s from SMS agency/ Area Focal Point agency at the front and rear - Persons with mobility restrictions should be assisted in carrying luggage (porters organized by SMS agency/ Area Focal Point), and accompanied in walking long distances by Protection staff, and stretchers on stand-by - Rest stops should be made if the distance is far, and drinking water should be available on the route - Accompanying protection, SMS and shelter staff should make every effort to monitor and mitigate family separation, especially of young children - Accompanying protection, SMS and shelter staff should be willing to physically support pre-identified EVI, as well as persons in need identified on route | SMS agency/ AFP Protection |

Arrival, reception, and settlement

| Activity | Action | Responsible |
|----------|--|--------------------------------|
| Arrival | <p>Disembarkation & verification</p> <ul style="list-style-type: none"> - Disembark all individuals at arrival point - Shade must be provided; drinking water and latrines must be available - Families verified against the final manifest - Check all households still have assistance token | SMS agency |
| | <p>Luggage unloading</p> <ul style="list-style-type: none"> - Unload luggage, ideally by porters & supervised by SMS, in a separate area - Collection by head of household with EVIs provided with assistance | SMS agency |
| | Information desk should be available in the arrival area | SMS agency/ CwC/ Protection |

| | | |
|--|--|---------------|
| Health screening | Medical screening / consultation desk at arrival point | Health |
| Food | <p><u>FOR FAMILIES WITH FOOD CARDS</u></p> <ul style="list-style-type: none"> - Depending on area of relocation, households are assigned a food distribution point of their choosing - WFP issues Food Release Note (FRN) to distribution partner in the respective food distribution points - The distribution partner distributes food to relocated households straight away <p><u>FOR FAMILIES WITH SCOPE EVOUCHER CARDS</u></p> <ul style="list-style-type: none"> - By default, beneficiaries will keep their assistance cards and continue to redeem evouchers in the nearest shop - If the closest evoucher shop is too far, households should address the nearest WFP helpdesk and request to be included in the nearest GFD distribution point. Their assistance card will be replaced by a food card and household included in the food list for the following month. - Distribution partner will update the list for the following month - WFP SCOPE team will update the evoucher list for the following month <p>WFP focal points for relocations: John Mwangi – 01713750619 & Pedro Matos – 01730705162</p> | Food |
| Distribution | <ul style="list-style-type: none"> - Shelter/NFI / hygiene kits laid out at separate location to arrival / luggage distribution points organized in the relocation area, as planned - Head of household collects kit, on presentation of assistance token - Support given to vulnerable households to transport items to new shelter plot | Shelter/ WASH |
| Shelter plot allocation & construction | <ul style="list-style-type: none"> - New shelter plot shown to head of household <p>For EVI</p> <ul style="list-style-type: none"> - Shelter partner should construct shelters in advance for pre-identified families - Plots should be allocated near good access routes and WASH facilities, and close to health facilities, while ensuring vulnerable persons are kept with relatives/support system, and avoiding grouping vulnerable individuals or families - If new shelter plots are far from disembarkation and registration area, Protection/SMS agency to provide support to persons with reduced mobility to reach plots - Stretchers should be on standby for those with mobility issues (if arrived by vehicle) | Shelter |
| Protection | <ul style="list-style-type: none"> - Work with SMS agency to ensure vulnerable households have access to safe shaded areas, water, food - Support vulnerable individuals to move into shelters - Ensure follow up with medical services, family reunification, case management transfer - New arrivals registered by UNHCR registration team | Protection |

Follow up

| Activity | Action | Responsible |
|---------------|--|--|
| Finalization | <ul style="list-style-type: none"> - Assess remaining families in original site and assist them in finding alternative solutions - Update master list with actual relocation numbers - Conduct evaluations when possible with the different age/gender and EVI groups to inform future relocations and address any issues raised - Remain available to community leaders, families, and individuals in new locations to answer outstanding questions, and ensure vulnerabilities were not missed in the registration and transport phase | <p>SMS agency</p> <p>Protection</p> |
| Protection | <ul style="list-style-type: none"> - Cases transferred to new case management service providers and/or referral to services - Follow up on family reunification, if needed - Ensure any follow up/referrals to Child protection, Gender-based violence and mental health and psychological support (MHPSS) actors for case management for pre-identified cases and cases identified day of relocation | Protection |
| Registration | <ul style="list-style-type: none"> - Ensure ALL new household locations are recorded in UNHCR Family Counting database, including those choosing to self-relocate; for other families geotagging is changed - Confirm all relocated families can access household-level assistance, in particular food distributions | <p>UNHCR/ SMS agency</p> <p>SMS agency/ Food</p> |
| Dismantling | <ul style="list-style-type: none"> - Dismantling of shelter, if not removed by families - WASH and other facilities decommissioned/ dismantled by responsible actors | <p>Shelter/ SMS agency/ WASH/ etc.</p> |
| Access Routes | <ul style="list-style-type: none"> - Access routes used should be assessed for any damage done by heavy foot traffic and/or vehicles and repairs conducted as needed | SMS |