



**Management of vulnerable groups
in evacuation and temporary camp
situations:
A short overview**

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Missions:

- ✓ 1989, 1990: Romania
- ✓ 1999, 2000: Kosovo
- ✓ 2004: Morocco
- ✓ 2005 – 2007: Sri Lanka
- ✓ 2010, 2011: Haiti
- ✓ **2010: EURETS Project Manager**
- ✓ 2015, 2016: Nepal

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A short overview of:

**Management of vulnerable
groups in evacuation and
temporary camp situations
and**

SAMETS-project

Basics in humanitarian response:



Sheltering and site planning



Water supply sanitation, and hygiene (WASH)



Nutrition and food aid



Basic health services



Jordan, 2016: Za'atri Camp:

It was opened on July 28, 2012 to host Syrian refugees fleeing the violence in the ongoing Syrian civil war. On March 26, 2015, the camp population was estimated at 83,000 refugees.



Haiti, 2010: Camps



Haiti, 2010: Camps

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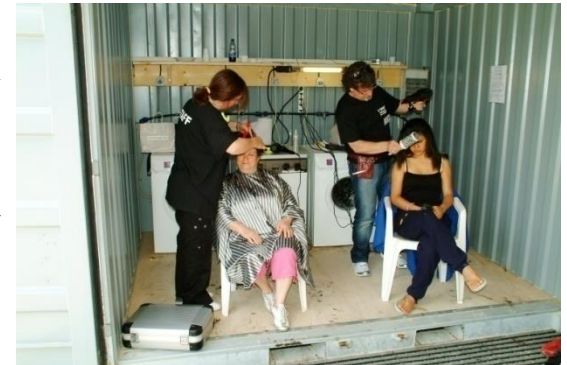
Haiti, 2010: Camps

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European standard in humanitarian response:



sheltering and site
planning



Water supply sanitation
and hygiene (WASH)



nutrition and
food aid



health
services



L'Aquila, 2009: Camps

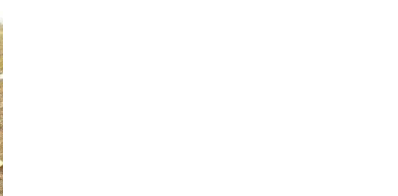
The emergency shelters by Italian Civil Protection activity are made for people who expects high standards of life.



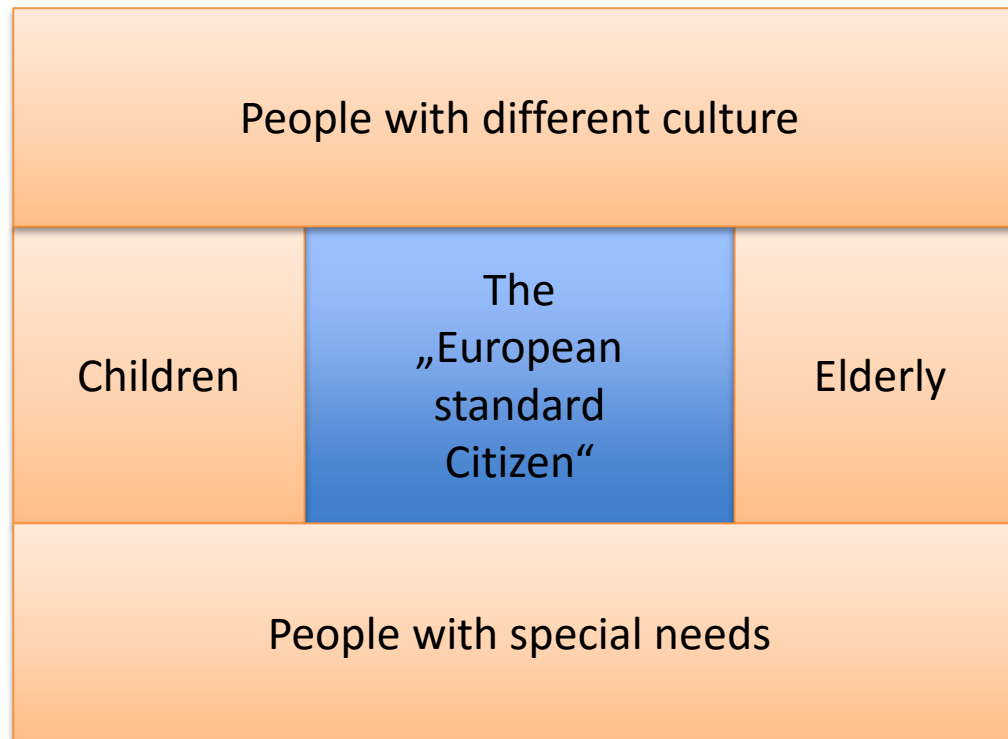
What do we have to expect:



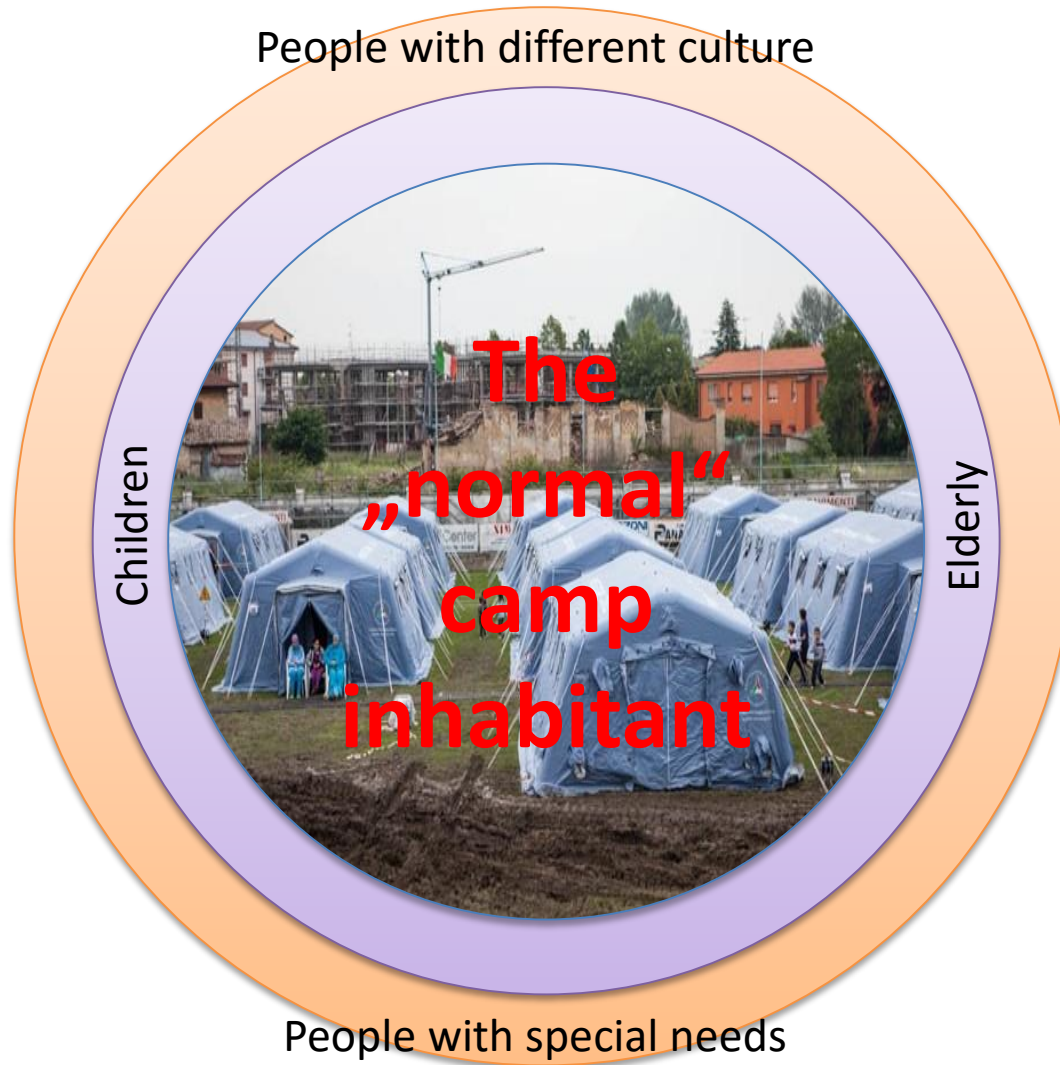
**Vulnerable groups
in evacuation and
temporary camp
situations**



Guests of an ETS:



The ETS inhabitants:



Social Affairs Management



- ✓ YOU work in emergency temporary shelters
- ✓ YOU face social issues and challenges
- ✓ YOU manage emergency temporary shelters
- ✓ **YOU need to manage social affairs!**

Documents:

- **SPHERE Project:**

Handbook in 12 languages; training materials

www.sphereproject.org

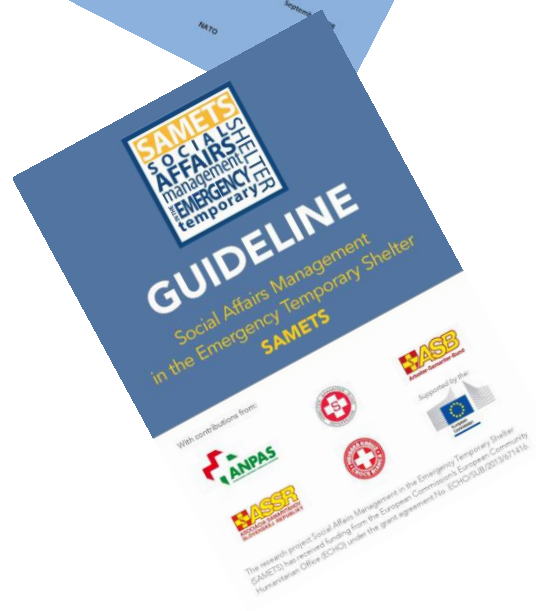
- **NATO guidelines:**

Psychosocial care for people affected by disasters and major incidents

- **SAMETS guideline:**

Social Affairs Management in Emergency Temporary Selters

<http://sametsproject.eu>



Further Documents:



- **David Hutton, WHO:**
Older people in emergencies –
Considerations for action and policy
development
- **Child-Friendly-Spaces-Guidelines:**
UNICEF
www.unicef.org



Humanitarian Aid
and Civil Protection

Overview

ECHO / SUB / 2013 / 671416

Background

The recent experience in the management of emergency camps after the earthquake in Emilia of 2012, and the 2009 in L'Aquila, (both Italy) has shown the need for a preparation of volunteers and professionals, not only for emergency response but also to the management of **social affairs** originate and mature within the field.



Background

The presence of families and guests from third countries, impose a different APPROACH in the management of everyday life, within the emergency camp.



Main Objective

The SAMETS project, intend to develop a Management Module of training volunteers and professional to facing at this particularly situation testing them at local level and to identify a Guidelines useful to all volunteers or professional involved in the Civil Protection mechanism Response.

Specific Objectives

- Implement the skills and the curricula for experts volunteers in the Camp Management system with a special focus on social affair with **multi-ethnic aspects**
- Increasing the volunteer capability to work in a **Multicultural Emergency environment**
- Improving the competences of volunteers and professionals in an emergency context

Who will come first to the Camp?

Immigrants and elderly people will be the first in need of sheltering.

Both have no other alternative or social networks



The cultural challenge



The cultural challenge



Considerations

- Religion / ethnic minorities
- Are there conflicts between countries that the inhabitants are citizens of?
- Information and integration is crucial when dealing with racism
- Language and writing should be adapted to the inhabitants of the ETS
- Do language, climate, social rules and religion differ from what camp inhabitants are used to?

Considerations

- Special food
- Daily routines (e.g. eating times, breaks) may shift
- Eating habits
- Some people don't want to share a tent with strangers or "non-family"
- People may like to help, plan for that!

Need of ETS Guests (I)

In emergency situation it is important for every single individual/affected persons as well as help providers to:

- **be safe**
- **be informed**
- **be involved**
- **be not alone**

Thinking of these needs and incorporating them into the organization of life in an ETS, can highly empower resilience and adaptation of affected people to the disaster as well as prevent the prevalence of PTSD.

Need of ETS Guests (II)

	Needs	Activities
Emotional	<p>Safety</p> <p>To have an overview</p> <p>Psychological assistance</p> <p>Need to be useful to community</p> <p>Perspectives</p> <p>Not to feel a burden</p> <p>Go back to normality</p>	<p>Skills of the staff</p> <p>Re-building and re-create a familiar environment</p> <p>Have a real person to give an update on the situation</p> <p>Give them something to do daily activities</p>
Social	<p>Psychological assistance</p> <p>Need to be useful</p> <p>Connection with other disabled / older people</p> <p>Connection to other people / no ghetto</p> <p>Interact with others</p> <p>Spend time with family, friends ...</p> <p>To be alone</p>	<p>Psychological response</p> <p>Give a chance to help each other</p> <p>Make meeting</p> <p>Group activities, all day life, activities that can link people together</p> <p>Social activities</p> <p>Create opportunities</p>

Need of ETS Guests (III)

Physical	Medical Mobility Impairments – sensory Adequate environment Nutrition, diet ... To play x security WC Other basic needs – clothing ...	Mobility aids, caregivers Medical checks Basic signs, easy paths Comfy chair, cushions Social area task schedule Collect humanitarian things, clothes ...
Cognitive	Orientation Reassurance Keep busy Feeling involved Information Religion, belief, meaning, spiritual	Basic signs – clear info Psychosocial activities Entertainment Involve in ETS Info board Places to pray

Minimum Requirements



Language

- Information in all languages, talked in the camp
- Announcements in all common languages
- External interpreters whenever needed



Camp Layout

- Family members should be situated together
- Do not put stranger in a Family tent
- Cultural sensitive positioning of tents



Ethnic and religious minorities

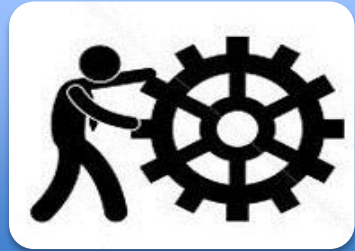
- Different spaces for different religions
- Coordination of different needs within the normal everyday life
- Possibility to celebrate different religious festivities

Minimum Requirements



Food and Beverage

- Ethnic diversity should be respected (beef instead of pork)
- Food preparation and distribution should meet local customs
- Adaption of local eating rules, dining areas and special food



Possibility for work

- Participation in different daily camp services and activities to make them feel valuable
- (excluding Camp Management)



Medical Care

- Medical staff is trained in (medical-) cultural awareness
- Medical treatment rooms should be separated by sex
- Psychosocial staff should have no language barrier

A scenic photograph of a sunset over the ocean. The sun is a bright yellow-orange circle on the horizon, partially obscured by the dark silhouette of a distant landmass. The sky is filled with soft, grey clouds. In the foreground, dark, rocky waves are crashing against a dark, silty shore. The overall mood is serene and contemplative.

Questions?

Thank you

for your attention