(Draft)

Standard Operating Procedures

Relief Camp Management in Assam

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1. Background and Rationale

The Assam State Disaster Management Manual (ASDMM), 2015 which is cabinet approved framework for relief and response based on the National Disaster Management Act, 2005 brought in a paradigm shift in planning for emergency preparedness and response and broader disaster management in the state.

The manual through relief camp management guidelines sets aside certain minimum standards to be adhered to by responsible stakeholders for providing immediate services and protection to the victims who have been rendered homeless/displaced. It is essential that the compliance to the guidelines is measured with due seriousness so as to improve upon quality of disaster response services and for bringing greater accountability among stakeholders.

This document is based on field level assessment considering the provision of 'Relief Camp Management Guideline' (Appendix-XXXV) of the Assam Disaster Management Manual, 2015. It aims to access the basic quality services provided in relief camps, to measure the compliance standard and to understand areas of improvement for effective and transparent relief camp management as mandated in the cabinet approved manual.

Some of the key recommendations made during a pilot assessment and scoring of relief camps were though forwarded to DDMAs for consideration in Relief Camp Management during flood 2019. However, there is a need for sensitizing the stakeholders on relief camp management guidelines with the following objectives:

- To access the basic quality services provided in relief camps and to measure the compliance standard as mandated in 'Relief Camp Management Guideline'
- To sensitize the officials /staff of the line departments and other stakeholders on the coordination of response and areas of improvement for effective and transparent relief camp management.
- To develop a system for accessing and improving the management of relief camps.

2. Purpose of the SoP

This Standard Operating Procedures (SOP) document has been developed to supplement the 'Appendix XXXV - Guideline for Relief Camp Management' of the Assam Disaster Management Manual 2015. This SOP aims at making the role and responsibilities more specific for the key personnel involved in the management of relief camps during emergencies/disasters.

3. Role and Responsibilities

Following are the roles and responsibilities of the key personnel attached to the relief camp management both at district level as well as at the revenue circle level.

3.1 Roles of the District, Sub-Division and Circle level functionaries and Officials:

3.1.1 Deputy Commissioner (DC) and Chairperson, DDMA

Phase	Responsibility
Pre-disaster	• Ensure identification of relief camps with provisions for Child Friendly Spaces (CFS) adhering to the comprehensive and multi-hazard safety standards • Establish clear understanding and functional coordination channel between relevant line departments, SDO (Civil), Revenue Circle Officer for effective camp management as per roles defined in the SoP • Guide, monitor and ensure that the designated camps are safe from all the hazards, accessible to possible affected communities and the service providers, have basic minimum capacity and facilities to accommodate people. • Ensure that each camp's seat (intake) capacity is defined and notified. In the current context, due consideration should be given toward ensuring social distancing norms (as defined in **Annexure I**) • Identify suitable safe spaces and ensure procurement of related materials for setting up of temporary camps as per defined standards[1] • Establish a system of taking feedback from camp inmates and mechanism to address grievance in camp management • Guide and ensure that camp officers, in charges and other responsible functionaries from various line departments are identified, notified and capacitated to run/manage camps • Constitute and lead a District level Relief Camp Monitoring Team and Zonal Relief Camp Monitoring Team comprising of members from the line departments to ensure the proper relief camp management as per the SOP. • Ensure that documentation and reporting of relief camps are done properly • Issue directives to concerned functionaries to follow the specific guidelines laid down in the Assam DM Manual, 2015 regarding Relief Camp Management • Issue directives to responsible departments to ensure facilities/services at the designated camps: o Lighting arrangement in residential portion of camps, toilets and approach road (PWD-Elec.) o Potable water for drinking and other household purposes (PHED) o Separate, accessible (within 50 meters) and hygienic toilets (PHED) o Separate bathing units for male and female (PHED) o Separate food arrangements for children, pregnant and lactating women, ill and elderly (Health and Social Welfare) o Culturally and age appropriate clothing (if situation warrants) for inmates (Revenue and DM) o Sanitary provisions for women and girls (Health and Family Welfare and ASRLM) o Health including regular RCH services, health and hygiene education and psycho-social care arrangements in camps (Health and Family Welfare, Social Welfare particularly DCPUs) o Security and protection arrangement including monitoring of situation in regards to women and children (Police, VDPs, DCPUs) o Waste management facilities in the relief camps (PHED, GP and ULBs) o Relevant Social and Behavior Change Communication (SBCC) materials in local languages (Health and Family Welfare, Social Welfare, Education) o Educational and recreational activities in camps (Education Deptt., Social Welfare Deptt.) • Ensure timely procurement of Gratuitous Relief (GR) items (e.g. pre-monsoon for flooding) which will be required for operationalizing relief camps o Plan and pre-position procured items in strategic locations with a well thought out transportation plan (Mapping all the designated camps against specific storage facilities for GR) o Disinfectant drive at all notified Relief Camps/Camps/shelters in advance.

[1] Covered area available per person should have an average of 3.5 to 4.5 square meter. Due to COVID-19 outbreak, the minimum space has been revised to 7 sq. m. as per new guideline (at Annexure-I).

During Disaster	• Most of the conventional relief camps have been housed in educational institution, deserted office buildings, which are devoid of hygiene and sanitation facilities (toilet and bathrooms are stained or spitted wall). These kinds of camps are not adequate enough to hold inmates in view of the COVID-19 situation. For revamp of the same fund and time are required. Hence localized alternative **Makeshift arrangements** are to be made in advance. • In view of the COVID-19 situation, managing of relief camps with social distancing is a challenge. People should be encouraged not to leave home just because their front-yard/ boundary are submerged. They would be provided relief materials as per norms. • Vulnerability mapping upto household level should be done immediately so that the administration can identify which household are least or worst affected. The worst one will populate the camps first enabling the priority wise identification of the camp inmates. • Review setting up of camps and provisions/functions of responsible departments • Constitute and activate the Relief Camp Monitoring Team to monitor the camps following relief camp assessment scorecard • Monitor and guide operationalization of camps, provisioning of essential services in camps and duty roasters of responsible functionaries at different levels • Conduct review meetings with the District Relief Camp Monitoring Team and Zonal Relief Camp Monitoring Team (every alternate days till the camps are operational) • Ensure that all stakeholders and actions notified are being adhered to • Ensure that vulnerable groups particularly children and women are given particular attention in the areas of health, food and nutrition, Water, Sanitation and Hygiene, safety and security, psycho-social care • Ensure that Child Friendly Spaces are operational in all camps where children are being taken care of (as included in the **Annexure-II**) • Activate Grievance Redressal mechanism for collecting and addressing feedback/complains from camp inmates • Issue instructions/directives to concerned departments to address grievances • Ensure functional mechanisms for ensuring accountability in camp management • Utilize services of 'Pratirodhi Bondhu' volunteers and 'e-help' facilities of CSC, SPV • Review and declare closure of the camps considering the on-ground situation
Post Disaster	• Conduct/ Delegate the Relief Camp Monitoring Team to conduct post operation visits to oversee the condition of the camps • Instruct concerned departments to ensure cleanliness, repairing and re-instigation of the relief camps so that they can start their original functions • Review overall performance and gaps in operationalizing relief camps • Review the effectiveness of the SoP at the district level and propose changes/modifications • Map stakeholders who can be added or removed in the relief camp management framework • Instruct concerned stakeholders for developing of lessons learnt document on camp management to guide better management of camps in future

3.1.2 Additional Deputy Commissioner-cum-Chief Executive Officer, DDMA

Phase	Responsibility
Pre-disaster	• Assist Deputy Commissioner-cum-Chairperson DDMA in initiating and completing the process of identification of relief camps with provision of child friendly spaces and breast-feeding corners • Prepare and finalize Revenue Circle wise list of identified relief camps with notified seat (intake) capacity. In the current context due consideration should be given toward ensuring social distancing norms (as defined in **Annexure I**) • Support Deputy Commissioner-cum-Chairperson DDMA in mapping and establishing coordination with multiple stakeholders related to relief camp management process • Coordinate and facilitate administrative processes related procurement and pre-positioning of items related to relief camps including GR, materials related to Child Friendly Spaces etc. • Ensure that relevant stakeholders are oriented on the relief camp management process and SOP. • Guide and supervise all activities related to documentation and reporting including print and circulation of standard templates for camp registration, family tickets, CFS registers, GR related templates etc. • Support Deputy Commissioner-cum-Chairperson DDMA in conducting pre-flood preparedness meetings on relief camp management • Facilitate information exchange between all responsible stakeholders regarding camp locations, targeted population and their location against each camp, coordination actions against specific standards • Support Deputy Commissioner-cum-Chairperson DDMA in issuance of advisories, orders and instructions related to relief camp management and in any other action thereof
During Disaster	• Ensure coordinated action among departments and stakeholders in evacuating the affected people to designated relief camps as per plan. Ensure that vulnerable groups (such as children, women, elderly, persons with disability, chronically ill) are to be given priority in the entire process and are supported according to their needs • Ensure that Child Friendly Spaces are operational in all camps where children are being taken care of **(as included in the** Annexure-II**)** • Expedite approval process for all matters related to relief camp management • Coordinate with SDO (Civil) and Revenue Circle Officers on a regular basis and facilitate inter-coordination • Visit selected relief camps to take stock of the services provided and the situation of camp inmates as well as adherence to the guidelines. • Ensure that all relief/GR items are provided in the camps in coordinated and timely manner • Provide timely guidance and support to Revenue Circle Officers on all matters related to implementation of relief camp management guidelines • Take stock of the ground situation with related departments and coordinate timely actions as per defined standards. • Address grievances/ complains of camp inmates through feedback mechanism • Mobilize and deploy 'Pratirodhi Bondhu volunteers' in providing services to the camp inmates in consultation with Revenue Circle Officer. Also coordinate with District Manager of CSC,SPV for providing services available under 'e-help' initiative. • Disinfectant drive at all notified Relief Camps/Camps/shelters in advance. • Any other action as per need as the CEO of DDMA or in support of actions for Chairperson DDMA

Post Disaster	• Facilitate post operation visits to oversee the condition of the camps by the Relief Camp Monitoring Team • Coordinate with concerned departments to ensure cleanliness, repairing etc. of the relief camps so that they can start their original functions • Collect information and feedback from stakeholders for reviewing the effectiveness of the SoP at the district level and propose required changes/modifications if any • Facilitate and coordinate the process of documentation of lessons learnt on camp management to guide better management of camps in future • Facilitate timely completion of all administrative processes related to submission of Utilization Certificate on expenditures made in relief camp management

3.1.3 Superintendent of Police

Phase	Responsibility
Pre-Disaster	• Coordinate and collect list of identified relief camps from the Office of the CEO, DDMA • Ensure that each Police Station has a plan in place for security proofing the identified camps during floods as they come into effect particularly focusing on preventing crime against women and children • Conduct orientation of VDPs etc. on overall disaster management with specific session on relief camp management • Identify and assign camp wise nodal person for coordination in matters related to safety and security in the camp, including development of deployment rosters/patrolling plans • Coordinate with relevant departments and understand plans related to evacuation of affected people and animals, transportation of GR items, mobility of duty bearers for security proofing these actions • Identify and make contingency plans for providing security in relief camps which are located in sensitive areas (prone to security threats) • Identify camps with potential for housing large number of people and arrange for special team consisting of Police and VDP to support in relief distribution • Participate and provide inputs to Deputy Commissioner and CEO DDMA in meetings related to flood preparedness including in relief camp management. • Instruct OCs to participate in Revenue Circle level meetings
During Disaster	• Instruct Officer in-Charges of respective police stations to ensure roster wise deployment/patrolling for all relief camps in order to ensure vigilance on anti-social elements around the camps in coordination with respective Revenue Circle Officers. • Support district administration in evacuation of affected community. • Ensure presence of VDP with clear instructions related to maintenance of safety and security in all designated camps. Home guards may be detailed for patrolling & night watch • Ensure that Women Police personnel are stationed within the camps/visit each designated camp to record and address any complaints made by women and take steps to prevent abuse/ abduction of women, girls and children. • Ensure that for safely and security of the women and children vigilance committees are formed consisting of women in each camp. • Ensure safe transit to GR supplies to designated relief camps in coordination with respective Supply Inspector • Ensure presence of police force during relief distribution in camps operated in security sensitive areas • Conduct random visit to selected camps as a part of relief camp monitoring team and assure inmates about security of their property (which they have left behind while evacuating to camps) by interacting with them • Issue specific instructions for patrolling and ensuring security in makeshift camps, if any

During Disaster	• Participate in post operation review meetings at district level and instruct OCs to participate in Revenue Circle level/Camp level meetings (if any) • Provide feedback to Deputy Commissioner or CEO, DDMA on improvement of camp management related aspects from the perspective of safety and security in future

3.1.4 CEO, Zila Parishad

Phase	Responsibility
Pre-Disaster	• Issue instructions and guidelines to ensure GPDP planning in a way that it addresses preparedness needs such as construction of raised toilets, raised hand-pumps, approach roads, culverts, filling up of grounds which can help in camp management • Issue specific instructions and guide respective BDOs to ensure completion of the ongoing schemes specially related to roads, culverts, bunds, raised platforms, drinking water, boats (if any) etc. specific to pre-identified relief camps before the onset of flood season • Conduct Awareness meeting with PRI in collaboration with DDMA. • Participate in all meetings related to flood preparedness including relief camp management at district level and instruct functionaries to participate in such meeting at Sub-Division, Revenue Circle and Village level (as appropriate) and ensure support to agreed actions • Ensure clear instructions to officials in the department at all levels regarding support to be provided in flood management including relief camp management and provide manpower support • Mobilize and allow resource utilization for strengthening basic facilities in identified relief camps including provision of basic amenities shelters/raised platforms constructed by the department • Take steps for dissemination of information up to village level including support in evacuation and search and rescue using the existing network of P&RD department under various schemes • Explore resources and means for repairing and restoration of camp infrastructure damaged due to being used as relief camps in previous year/s • Build capacity of functionaries at all levels to enhance preparedness/resilience to overall disaster management including exclusive capacity building on relief camp management • Prioritize proposals/schemes related to strengthening infrastructure/amenities targeting relief camps
During Disaster	• Monitor deployment of functionaries related to P&RD in flood response including relief camp management as per the district plan of DDMA. • Conduct visit to selected Relief Camps to oversee operations as a part of the Relief Camp Monitoring Team • Participate in review meetings of DDMA and Issue timely instructions to the BDOs/PRIs towards meeting immediate support need at camp level which are feasible within the ambit of the department • Support Deputy Commissioner/CEO, DDMA any other matters related to camp management
Post Disaster	• Participate in post operation review meetings at District level • Conduct post operation visits to oversee the condition of the shelters/raised platforms/department infrastructure used in flood response • Allocate resources/Prioritize proposals under appropriate scheme related to repair and maintenance of any such infrastructure which was damaged because of being used as relief camp/shelter • Instruct BDO/PRIs/Officials to support cleanliness of the relief camps so that they can start their original functions • Issue guidance/instructions to BDOs for Identifying infrastructure gaps and guide functionaries on addressing the gaps through proper utilization of schemes implemented through the BDO e.g., MGNREGS • Through structured screening, ensure GPDP plans address preparedness needs for future in the context of camp management • Mobilize PRI to include the renovation/ repairing scheme in the Gaon Sabha/ GPDP

3.1.5 Sub-Divisional Officer (Civil)

Phase	Responsibility
Pre-Disaster	• Ensure Sub-Division level preparedness related to relief camp management and prepare the Sub-Division level Relief Camp Management Plan as per guidelines • Constitute Sub-Division level Relief Camp Monitoring Team & Zonal level Relief Camp Monitoring Team • Coordinate with DDMA in identification of relief camps with provisions for child friendly spaces (as per Annexure-II) looking at safety in the respective Sub-Divisions • Issue specific guidance/instruction at all concerned for ensuring that the designated camps are safe from all hazards, accessible to possible affected communities and the service providers, have basic minimum capacity and facilities to accommodate people. • Ensure that each identified camp's seat (intake) capacity is defined and notified under the Sub-division and shared with DDMA for further approval • Assess financial and resource requirement including procurement and management costs related to camp management in the Sub- Division in consultation with RCOs and submit timely requirement to the DDMA • Selection of vendors at sub-division level to maintaining necessary formalities provide appropriate services at camp level including provision of food, cloth, electricity etc. as and when needed as per the provisions enshrined under Assam Disaster Management Manual, 2015 • Organize bi-monthly preparedness meeting with Revenue Circle Officers, Block Development Officers and line Departments under the Sub-Division before the onset of flood season • Coordinate with relevant departments at Sub-Division level involving Circle Officers and BDOs to ensure facilities/services including but not limited to the following in each of the designated camps: o Lighting arrangement in residential area, toilets and approach road including arrangement of generators as needed (PWD-E) o Potable water for drinking and other household purposes (at least 20 liters/person/day) (PHED) o Separate, accessible (within 50 meters) and hygienic toilets (PHED) o Separate bathing units for male and female (PHED) o Separate food arrangements for children, pregnant and lactating women, ill and elderly (Health and Social Welfare) o Culturally and age appropriate clothing (if situation warrants) for inmates (Revenue and DM) o Sanitary protection for women and girls (Health and Family Welfare) o Health including regular RCH services, health and hygiene education and psycho-social care arrangements in camps (Health and Family Welfare, Social Welfare particularly DCPUs) o Security and protection arrangement including monitoring of situation of women and children in Relief Camps (Police, VDPs, DCPUs) o Waste management facilities in camps (PHED, ULBs & GPs). o Relevant SBCC materials in local languages (Health and Family Welfare, Social Welfare, Education) o Educational and recreational activities in camps (Education Department) • In coordination with DDMAs and through Circle Officers/BDO, plan and pre-position procured items in strategic locations with a well thought out transportation plan (Mapping all the designated camps against specific storage facilities for GR) • Review status of identification, authorization and orientation of camp in-charge and Assistant Camp Officers on the Inclusive Relief Camp Management in a periodic manner with Revenue Circle Officers and BDOs • Disinfectant drive at all notified Relief Camps/Camps/shelters in advance. • Review local preparedness for camp operation (camp level) before monsoon and on receipt of warning

During Disaster	• In view of the COVID-19 situation, managing of relief camps with social distancing is a challenge. People should be encouraged not to leave home just because their frontier is submerged or household is safe within the campus; they would be provided relief materials as per norms. • The vulnerability mapping up to household level should be done immediately so that we can identify which household are least and worst affected. The worst one will populate the camps first enabling the priority wise identification of the camp inmates. • Guide and support Sub-division and Zonal level Relief Camp Management team in setting up of camps and provisions/functions of responsible departments • Monitor operationalization of camps, provisioning of essential services in camps as per pre-defined duty roasters of responsible functionaries at Circle and Camp level • Facilitate immediate decisions to fulfil requirements as per emergent situation in the Sub-Division • Issue appropriate instructions/directives in coordination with DDMA • Ensure that all stakeholders and actions notified are being adhered to • Ensure that vulnerable groups particularly children & women are given particular attention in the areas of health, food & nutrition, Water, Sanitation & Hygiene, safety & security, psycho-social care • **Ensure that Child Friendly Spaces are operational in all camps where children are being taken care of (Annexure –II)** • Activate Grievance Redressal mechanism for collecting and addressing feedback/complains from camp inmates • Issue real time instructions to concerned functionaries at Sub-Division level to address grievances • Suggest DDMA on closure of the camps considering the on-ground situation in consultation with Revenue Circle Officers and BDOs
Post Disaster	• Conduct post operation review meetings with Revenue Circle Officers and BDOs • Conduct post operation visits to oversee the condition of the camps with relevant officials • Ensure cleanliness, repairing and re-instigation of the relief camps so that they can start their original functions • Facilitate proper documentation and administrative processes for appropriate settlement.

3.1.6 Executive Engineer – Public Health Engineering Department (PHED)

Phase	Responsibility
Pre-Disaster	• Coordinate with CEO, DDMA/SDO (Civil) and collect list of designated relief camps in advance • Map Water, Sanitation and Hygiene situation of the designated against their stated capacity of intake during emergencies • Designate Camp wise focal points from the PHED department for planning, pre-positioning and delivering WASH services during disasters/emergencies and share their contact details with DEOC • Procure and pre-position (at strategic locations for rapid deployment) materials to construct temporary toilets in the designated camps e.g., Squatting Plates, Tarpaulin, bamboo etc. • Map water supply needs and make arrangements including mobile water treatment vehicles, hand pumps and other sources to meet the water needs in camps • **Ensure that existing water sources in the designated camps are tested for quality and necessary measures to decontaminate/purify water are in place well in advance** • Conduct orientation of staff and ground level designated work-force on Emergency Preparedness for response and their role in relief camps • Develop/adapt social and behavior change communication materials to be used in camps for safe WASH practices and keep them ready for delivery in camps • Ensure that each identified relief camp is given a pre-WASH compliance certificate • Make plans and ensure availability of human resource and materials for arranging basic amenities (water, sanitation and hygiene related) in make shift camp locations, raised platforms etc. • Disinfectant drive at all notified Relief Camps/Camps/shelters in advance

During Disaster	• Be responsible for the overall Water, Sanitation and Hygiene (WASH) facilities and services in the relief camps. • Demonstrate Hand wash and other hygiene practices in the Relief camps. • Implement aggressive awareness drive including installation of additional hand washing facilities in camps (in the context of outbreak of infectious diseases) • Supervise the designated Sectional Officer (Junior Engineer) and other staffs to ensure o availability of water *(20 litres/person/day and/or 1 hand pump for 200 persons)* o safety of water sources (distance of hand pumps at least 20 feet from toilet) o Adequate latrines are available and temporary latrines are set up as per need (*Maximum 50 Meters from the designated residential spaces)* o latrine pits are de-sludge on time o separate bathing spaces for male and female o privacy in the toilets and bathing spaces o proper drainage of waste water o monitor safe disposal of solid waste in the available garbage bins or designated locations • Implement supplementary measures as specified in the flood relief camp management guidelines in the context of COVID-19 attached (in Annexure-I). • As part of the Relief Camp Monitoring Team, EE will specifically monitor the quality of the WASH facilities and materials in the relief camps, provide on-site guidance/instruction if there's any scope for improvement and provide SMART recommendations to DDMA/ SDO (Civil) for any WASH related requirement in the relief camps. • Ensure that all the interventions taken up in camps are reported in the master register maintained by the camp in-charge. • Take up the activities in coordination with District administration on their written instructions.
After Disaster	• Ensure de-commissioning of temporary WASH infrastructure in camps (as per need) • Ensure that fixed water sources in and around camp along with other affected areas are de-contaminated • Conduct a debriefing for the designated officials on what went well and what needs to improve in future

3.1.7 Joint Director, Health Services – Department of Health and Family Welfare

Pre-Disaster	• Coordinate with CEO, DDMA/SDO (Civil) and collect list of designated relief camps in advance • Designate Camp wise focal points from the Health and Family Welfare department (including but not limited to Sub-Divisional Medical and Health Officer, PHC/CHC/State Dispensary/Sub-Centre staff, NHM and IDSP staff) for planning, pre-positioning and delivering health services during disasters/emergencies and share their contact details with DEOC • Develop roaster of medical and para-medical staff against designated camps, issue directives to the roaster members to: i. Screen camp inmates for diseases within 24 hours of their entry into camps ii. Conduct rapid health assessment in all camps on regular basis (not less than once a week) • Identify more quarantine center, isolation center • Identify Makeshift Hospital arrangement • Maintain list of equipment, drugs, etc. for moving to camps • Line listing of Pregnant women and children 0-1 year of age • Awareness on Dos and Don'ts during the village Health Sanitation Nutrition meeting • Ensure provisions for emergency transportation including ambulances for all camps (an ambulance to be stationed in case of camps having a capacity of 500 and more) • Ensure that all camps are mapped against their nearest health centre and emergency medicine (e.g., anti-venom stock) are available in these health centers • Map flood vulnerable villages and camps which are endemic to certain vector/water borne diseases and undertake preventive steps to contain disease outbreak • Conduct orientation of Medical and Para-Medical staff on preparedness for response • Ensure that health supplies (including vaccines and medicines) are pre-positioned, contingency plans are ready and transportation arrangements are made to deliver services in camps/safe places where affected people are taking shelter • Develop/adapt disease protocols and communication materials in local language and ensure their availability in designated camps • Identify and designate therapeutic counsellors for deployment on roaster basis in the camps and build their capacity to tackle emergency situations • Ensure that frontline workers (ASHA/ANM/MPWs/CHOs) are oriented to provide scenario based health education to camp inmates • Ensure that female gynecologist and obstetricians, pediatricians and other specialized doctors are kept on roaster and are oriented/supported to visit the designated camps and provide necessary services • Ensure planning for mosquito and rodent control in the designated camps and ensure timely procurement of necessary items (this is done in general, need to be extended to the camps during emergencies) • Act upon learning points from previous year • Identify additional quarantine shelters/Isolation facilities to house people under quarantine (symptomatic/asymptomatic) • Ensure availability of adequate PPE for frontline workforce in vulnerable locations/camps • Develop plans and mobilize resources for establishing and operating temporary hospitals as per requirement
During Disasters	• Be responsible for the overall health interventions and services in the relief camps. • Coordinate with ADC & CEO, DDMA/ SDO (Civil) to implement health services in designated camps and other safe shelters • Supervise, guide and monitor the functioning of designated medical and para medical staff in

	conducting initial screening, weekly rapid health assessment, regular health check-ups and routine immunization in designated camps/safe shelters and child friendly spaces • Ensure availability, transportation and use of basic medical supplies (as per norms) in designated camps • Monitor any disruption in health service delivery and conduct special drives in camps related to vaccination, immunization, special screening etc. • Ensure visit by specialized medical professionals (female obstetricians, pediatricians and other specialized doctors) in camps • As part of the Relief Camp Monitoring Team, JDHS will specifically monitor the quality of the health facilities and services in the relief camps, provide on-site guidance/instruction if there's any scope for improvement and provide SMART recommendations to ADC for any health-related requirements in the relief camps • Ensure that all the interventions taken up in camps are reported in the master register maintained by the camp in-charge • Reporting to head quarter on a regular basis with clear, specific limits. • Arrange fogging to prevent mosquito and other flying insects and related diseases in the relief camps. Eliminate breeding places of mosquito and rodent inside the camp premises. • Conduct special awareness drive, screening and other safety actions related to COVID and other infectious diseases (refer to **Annexure-I)** to contain spread of any disease in the camps. • Implement all health safety protocols in relief camps • Reflecting on any special need, shortfall of manpower/ drugs etc. • Explore the collaboration with the Doctors of non-governmental organization/ private practitioners etc.
Post Disaster	• Ensure that each of the designated camps have been covered with vector/rodent control (after their closure) to prevent any further outbreak while they get back to their normal function (mostly camps are schools) • Provide a detailed report to the DDMA on interventions taken up by the department in camps/other safe shelters • Conduct a debriefing for the designated officials on what went well and what needs to improve in future

3.1.8 District Social Welfare Officer – Department of Social Welfare

Phase	Responsibility
Pre-Disaster	• Mapping **the Child Friendly Space (CFS) in designated relief camps** (as in Annexure-II). • Coordinate with CEO, DDMA/SDO (Civil) and collect list of designated relief camps in advance • Designate Camp wise focal points from the Social Welfare department (including but not limited to DCPO, CDPO. Program Coordinators (NNM) and Anganwadi Supervisors, Workers, and Helpers for planning, pre-positioning and delivering essential services (nutrition, child protection, care of vulnerable groups including elderly, disabled and women) during disasters/emergencies and share their contact details with DEOC. • Develop roaster of Anganwadi workers and helpers as per designated relief camps and ensure their services for the followings: i. Setting up safe spaces for women and children. ii. Ensure counselling of pregnant women, lactating mothers on Infant and young child feeding during emergencies (during and post flood and other such emergencies) iii. Explore possibility of continuing services provided to children 0-6 years through ICDS centres while they are in the camps iv. Ensure counselling and other activities with Adolescent girls and women (as appropriate) for safer menstrual hygiene management during their stay in the camp v. Assisting ANM and other health team members in related services • Conduct orientation of Social Welfare Functionaries at all levels on preparedness for response • Assign Counsellors working under the department for periodic visit and necessary psycho-social support to camp inmates particularly children and women and build their capacities for the same • Ensure that frontline workers (Supervisors/AWWs/Helpers) are oriented to provide scenario based health education to camp inmates • Explore possibility of procuring culturally appropriate sanitary protection for women and girls in relief camps • Explore feasibility of pre-positioning nutrition supplies (mapped against Anganwadi centres) to be used during emergencies in designated camps.
During Disasters	• Be responsible for the overall child protection and nutrition services in the relief camps. • Coordinate with ADC & CEO, DDMA to implement child protection and nutrition services in designated camps and other safe shelters • Supervise, guide and monitor the functioning of designated social welfare staff in conducting their assigned jobs • Monitor any disruption in service delivery of anganwadi centres and ensure functioning of child friendly spaces in the designated relief camps where child related services can be delivered • Ensure visit by trained counselors (working in the department) in camps on period basis to provide psycho-social support services • Ensure that mal-nourished children get special attention and services in the camps and referral (if needed) • As part of the Relief Camp Monitoring Team, DSWO will specifically monitor the quality of the child protection and nutrition services in the relief camps, provide on-site guidance/instruction if there's any scope for improvement and provide SMART recommendations to ADC for any related requirements in the relief camps • Ensure that all the interventions taken up in camps are reported in the master register maintained by the camp in-charge
Post Disaster	• Provide a detailed report to the DDMA on interventions taken up by the department in camps/other safe shelters • Conduct a debriefing for the designated officials on what went well and what needs to improve in future • Conduct lessons learnt meeting with deployed officials and revise the SoP accordingly for the district concerned

3.1.9 District Elementary Education Officer and Inspector of Schools – Department of Elementary Education

Phase	Responsibility
Pre-Disaster	• Coordinate with CEO, DDMA/SDO (Civil) and collect list of designated relief camps in advance • Designate Camp wise focal points from the Education department (including but not limited to DPOs, BEEOs, CRCCs, Teaching and Non-Teaching staff for planning, pre-positioning and delivering Education in Emergency related services (and share their contact details with DEOC. • Develop roaster of Teaching and Non-Teaching Staff as per designated relief camps and ensure their services for the followings: i. Setting up safe spaces for women and children (Child Friendly Spaces). ii. Age-group wise educational and recreational activities with children in the camp iii. Support in camp management including data and records management iv. Map educational needs of children (supplementary education) staying in camps as well as those whose education is impacted because of school being used as relief camps v. Coordinate with functionaries of Social Welfare, Health and other relevant departments operational a camp level • Conduct orientation of Functionaries of Education Department at all levels (not limited to teachers) on preparedness for response • Explore feasibility of pre-positioning 'Education in Emergency' supplies such as emergency education kit (Including stationaries, recreation kits, story book collection and additional supply of text book) for children in camps. • Explore feasibility of establishing temporary educational infrastructure (such as tents, temporary schools with locally available materials) for schools which are regularly used as relief camps and suffer loss of instructional days. • Ensure mechanism for rapid re-start of schools used as camps
During Disasters	• Be responsible for the overall education services in the relief camps. • Coordinate with ADC & CEO, DDMA to implement education services in designated camps and other safe shelters • Supervise, guide and monitor the functioning of designated education department staff in conducting their assigned jobs • Monitor any disruption in service delivery of schools and ensure functioning of child friendly spaces in the designated relief camps • As part of the Relief Camp Monitoring Team, IS/DEEO will specifically monitor the quality of the education and recreation services in the relief camps, provide on-site guidance/instruction if there's any scope for improvement and provide SMART recommendations to ADC for any education-related requirements in the relief camps • Ensure that all the interventions taken up in camps are reported in the master register maintained by the camp in-charge
Post Disaster	• Provide a detailed report to the DDMA on interventions taken up by the department in camps/other safe shelters • Conduct a debriefing for the designated officials on what went well and what needs to improve in future • Conduct lessons learnt meeting with deployed officials and revise the SoP accordingly for the district concerned

3.1.10 District Project Officer – District Disaster Management Authority (DDMA)

Phase	Responsibility
Pre-disaster	• He will act as a nodal officer to establish a network with NGOs in the district and liaise on regular basis and ensure their participation in DDMA. • Ensure timely reporting at all levels • Coordinate with FOs and other department officials • Facilitate the selection and designation of relief camps including child friendly spaces in emergencies • Map stakeholders for relief camp management in the respective district • Support the DC/ADC (CEO-DDMA) in issuing letters and directives to concerned departments/stakeholders • Make/update e-directory of camps with coordinates, seat capacity capacity, status of basic amenities/facilities and name with contact details of designated officials • Design and develop/adapt modules/plans for capacity building of responsible stakeholders on relief camp management in consultation with ASDMA (HQ) • Visit designated camp sites (pre-disaster) and make consultative plans on camp lay out for effective planning with stakeholders • Develop and share in advance various protocols including reporting template, camp-inmates' ID card/tickets, registers at camp level for registering services provided by departments and others in camp etc. • Develop own understanding and orient Field Officers on relief camp assessment scorecard • Support DC/ADC in ensuring all preparedness actions are done related to relief camp operationalization and management
During Disaster	• Support DC/ADC in operationalizing camps • Support DC/ADC in issuing real time orders/notifications • Coordinate with respective departments/stakeholders and ensure timely and well-coordinated response • Map additional stakeholders pouring in with resources during response phase • Assist the concerned ADC to coordinate the field visits as part of the Relief Camp Monitoring Team. • Activate Relief Camp Assessment by designated 'Assessors' for a comprehensive picture • Develop and share SitReps to ASDMA with complete information on camps and services provided in camps (As per agreed template) • Assess camp wise needs and support deployment of resources (real time) as per need/gaps • Assess and advise the DC/ADC on the closure of the camps
Post Disaster	• Monitor the camp closure process particularly cleaning and re-instigation of the camp site to its original position (particularly schools) • Compile (with support of ASDMA) camp wise scores and findings of the monitoring visit and debrief the stakeholders on future considerations • Develop action plan for improving relief camp management for next phase/year based on the current experience • Support DC/ADC in revision of the SoP, including/excluding relevant/irrelevant stakeholders and making it more useable/practicable

3.1.11 District Veterinary Officer

Phase	Responsibility
Pre-flood	• Identify high lands where green fodder is available like tea gardens, PGR/VGR etc. and arrange for collection of green fodder from Tea garden management authority • Lead the process of identification of cattle shelter for floods in coordination with Chairperson/CEO, DDMA and instruct officials to lead the same at Sub-Division, Revenue Circle and Village level in coordination with SDO (Civil), Revenue Circle Officer and Block Development Officer • Prepare preparedness plan for cattle rescue and transfer to safe shelters.

	• Coordinate with DDMA to identify relief camps which also have capacity/provision to shelter cattle • Procure and pre-position cattle feed/vaccines etc. at strategic locations to cater to needs of all identified cattle shelters • Coordinate with DDMA/SDO (Civil)/RCO and plan for transportation and distribution of cattle feed in identified camps/shelters • Identify and strategize manpower and material for safe disposal animal carcasses away from human shelters/relief camps in coordination with DDMA/ SDO (Civil) • Build capacity of department's workforce in effective management cattle shelters/camps including safe disposal animal carcasses • Participate in all preparedness meetings at district level and instruct officials to participate in the same at Sub-Division, Revenue Circle and village level (as feasible)
During Disaster	• Rescue of animals during flood and other disaster situation and bring them to relief camps • Ensure proper reporting of daily flood report/situation report (in prescribed format to RCO/DDMA) and documentation • To ensure prevention of epidemic diseases with livestock health and vaccination programme (pre-flood, during and post flood scenario) • Ensure provision of temporary shelters for animals in previously recognized higher platforms • Distribution of feed and fodder to the farmers affected by the flood or other disasters • Collect green fodder from Tea Estate and other sources. • Distribution of veterinary medicines and feed supplements at the relief camps, where cattle farmers are taking shelter • Organizing animal health camp in affected area (during and post flood relief camps) – to organize animal health camps schools, GP offices or other raised areas which have been used as Relief Camps • Sensitization of affected areas with bleaching powder. Ensure disinfection of affected cattle sheds by IRT and other local bodies with strict supervision of departmental officials • Ensure safe carcass disposal from the flood/disaster affected areas during and after disaster with the help of civil administration • Ensure compensations of livestock loss of farmers with the help of civil administration • Coordination with local Govt. and Non Govt. bodies for further action during disaster situation
Post Disaster	• Provide a detailed report to the DDMA on interventions taken up by the department in camps/other safe shelters • Conduct a debriefing for the designated officials on what went well and what needs to improve in future • Conduct lessons learnt meeting with deployed officials and revise the SoP accordingly for the district concerned

3.1.12 Deputy Director, Food and Civil Supplies

Phase	Responsibility
Pre-Disaster	• Coordinate with DDMA/SDO (Civil)/Revenue Circle Officer and collect the details regarding identified relief camps with detailed coordinates • Coordinate DDMA/SDO (Civil)/Revenue Circle Officer and collect detailed GR requirement and make procurement/supply plans accordingly, make transportation arrangements in advance • Instruct Supply Inspectors to develop Revenue Circle level transit plan for transportation of GR to designated relief camps and share the plan with RCO • Maintain sufficient stock (including buffer stock) of rice and other GR items at all levels particularly during the flood season (March-October), liasoning with FCI and open market stocks • Pre-position GR stock at strategic locations for covering vulnerable hard to reach areas which may get cut off during floods • Maintain sufficient stock of PoL at all levels including maintaining buffer stock for flood season • Participate in all preparedness meetings at district level and instruct officials to participate in such

	meetings at Sub-Division and Revenue Circle level • Conduct meeting with supply officials to review their plans and exchange locations and capacity of camps • Be ready to support DDMA in any other related matter with regard to GR and supplies in the context of relief camp management
During Disaster	• Ensure timely mobilization and transportation of GR to all designated places and relief camps • Effectively manage human resource to reduce time laps and increase efficiency in supplies • Update Chairperson/CEO, DDMA/SDO (Civil) and Revenue Circle Officer on action taken and issues and challenges • Execute transit plan for GR in a smart and strategic manner to ensure holistic coverage in relatively less time. • Ensure timely requisition and refilling of stock of essential supplies • Support RCO in distribution of GR as per norms in relief camps • Regularly review response with Supply Officials
Post Disaster	• Provide a detailed report to the DDMA on interventions taken up by the department in camps/other safe shelters • Conduct a debriefing for the designated officials on what went well and what needs to improve in future • Conduct lessons learnt meeting with deployed officials and revise the SoP accordingly for the district concerned • Improve departmental infrastructure and skills of the manpower based on learning for better delivery of services in future emergencies

3.1.12 Revenue Circle Officer

Phase	Responsibility
Pre Disaster	• Be responsible for identification of relief camps with provisions for child friendly spaces in the respective Revenue Circle/Community Development Block in due consultation with concerned departments and submit it to DC/ SDO (Civil) and DDMA for approval • Ensure that designated camps are safe from all hazards, accessible to possible affected communities and the service providers, have basic minimum capacity and facilities to accommodate people. • Ensure that each identified camp's seat capacity is defined and notified as per social distancing norms (current COVID Context and future infectious disease outbreak context) under the Revenue Circle/CD Block and shared with SDO (Civil) and DDMA • Assess financial and resource requirement related to operation and management of camps in the Revenue Circle/CD Block and appraise DC/SDO (Civil) in time before the onset of flood season • Participate in bi-monthly preparedness meeting with SDO (Civil) at Sub-Division level before the onset of flood season and also participate in pre-flood meetings of DDMA with relevant plans and details • Organize Relief Camp Management Training among the notified staff and officers, NGOs/CBOs etc. • Coordinate with relevant departments at Revenue Circle level to ensure facilities/services in each of the designated camps: o Lighting arrangement in residential area, toilets and approach road including arrangement of generators as needed (PWD-E) o Potable water for drinking and other household purposes (at least 20 liters/person/day) (PHED) o Separate, accessible (within 50 meters) and hygienic toilets (PHED) o Separate bathing units for male and female (PHED) o Separate food arrangements for children, pregnant and lactating women, ill and elderly (Health and Social Welfare) o Culturally and age appropriate clothing (if situation warrants) for inmates (Revenue and DM) o Sanitary protection for women and girls (Health and Family Welfare and ASRLM) o Health including regular RCH services, health and hygiene education and psycho-social care

	arrangements in camps (Health and Family Welfare, Social Welfare particularly DCPUs) o Security and protection arrangement including monitoring of situation of women and children as well as separate species such as breast-feeding spaces in camps (Police, VDPs, DCPUs) o Waste management facilities in camps (PHED, GP and ULBs) o Relevant SBCC materials in local languages (Health and Family Welfare, Social Welfare, Education) o Educational and recreational activities in camps (Education Department) • Share templates and formats with camp in-charges for data management including registration of people taking shelter in camps • In coordination with DDMA/SDO (Civil), plan and pre-position procured items in strategic locations with a well thought out transportation plan (Mapping all the designated camps against specific storage facilities for GR) in the Revenue Circle • Identification authorize and orient camp in-charge and Assistant Camp Officers on Inclusive Relief Camp Management in a periodic manner in consultation with SDO (Civil) and DDMA. This will include issuance of ID Card to Camp In-charges • Review local preparedness for camp operation (camp level) before monsoon and on receipt of warning, develop minutes of the review and submit detailed report to SDO (Civil) and DDMA • Identify NGOs/CBOs present/having projects in the Revenue Circle and make a plan for effective utilization of their support in camp management process including sharing details of camps identified, population targeted and type of services to be provided. This shall include finalization of list of NGOs, delegation of responsibilities including in evacuation, camp management, relief distribution etc. • Formation of Evacuation and Rescue teams at Circle and Village level with participation of stakeholders from various government department, NGOs and communities. The citizens should know when and how to reach their designated relief camps as per plan. • Ensure provision for motor transport (boat/Vehicle) to evacuate people to designated relief camps. • Make a plan in advance to discourage shelter in embankments by arranging alternate camp sites as feasible • Arrange for distribution of relief in the camps in a systematic manner. • Constitute in advance camp management committees for each designated camp including members from Revenue, P&RD, Health, PHED and Social Welfare • Regularly assess and evaluate the open market stock and GPSS (Cooperative Society) of rice through Supply Inspector and stock of PoL in Petrol Pumps • Submit a standard compliance cum camp wise preparedness report to DC/ SDO (Civil) well in advance of the flood season
During Disaster	• Be responsible for evacuation of people to designated relief camps (as pre-identified plan) in the event of receipt of warning for possible flood with activation of Circle and Village level evacuation teams • Be responsible for coordinating setting up of camps and provisions/functions of responsible departments under the jurisdiction of Revenue Circle • Operationalize camps, provisioning of essential services in camps as per pre-defined duty roasters of responsible functionaries at Revenue Circle and Camp level • Ensure proper registration and data management in camps as per pre-defined templates • Ensure that camp inmate families are provided with tickets during entry/registration. The ticket should have their identity, and details of services/supplies received during their stay in the camp and should be updated as and when they are provided with any supply/service • Ensure that all stakeholders and actions notified are being adhered to. Issue realtime instructions in accordance with the provision of the camp management guideline and report to DC/SDO (Civil) for any deviation and non-compliance related issue by stakeholders • Take appropriate action and ensure that vulnerable groups particularly children and women are given particular attention in the areas of health, food and nutrition, Water, Sanitation and Hygiene, safety and security, psycho-social care

	• Ensure distribution of GR as per norms in the camps • Ensure that Child Friendly Spaces are operational in all camps where children are being taken care of • Ensure that GR Display Board is being provisioned in each designated camps which is updated on daily basis • Activate Grievance Redressal mechanism for collecting and addressing feedback/complains from camp inmates. Appraise the DC/SDO (Civil) on concerns and feedback received. • Recommend DC/SDO (Civil) on closure of the camps considering the on-ground situation in
Post Disaster	• Conduct post operation review meetings with Camp in Charges and relevant departments and participate in such meetings at Sub-Divisional level and District level • Conduct post operation visits to oversee the condition of the camps with relevant officials • Ensure cleanliness (disinfection and whitewash), repairing and re-instigation of the relief camps so that they can start their original functions • Facilitate proper documentation and administrative processes for appropriate settlement

3.1.13 Block Development Officer

Phase	Responsibility
Pre Disaster	• Work in close coordination with DDMA and Revenue Circle Officer in the process of identification of camps. • Map existing infrastructure created/promoted by the Block Development Office which can be used for flood relief camps for human or for animals and share the list with Revenue Circle Officer (RCO) • Ensure basic minimum facilities including drinking water and sanitation, handwashing facilities in such infrastructures which are mapped for setting up relief camps • Conduct orientation/trainings of PRIs/SHGs and beneficiaries/participate in trainings conducted by DDMA/SDO (Civil)/RCO on matters related to disaster management including relief camp management. • Participate in preparedness meetings at DDMA/Sub-Division level before the onset of flood season as and when called for • Develop and regularly update a list of manpower (staff and volunteers) of the department who can be engaged in disaster response including relief camp management and to ensure training/ orientation. • Support DDMA/ SDO (Civil)/ Revenue Circle Officer in coordination with relevant departments/stakeholders to ensure facilities/services as per guidelines • Issue timely notifications to Gaon Panchayats for support in flood response including relief camp management • Agree on pre-identified responsibilities between the Revenue and Gaon Panchayat officials in camp management process • Support Revenue Circle Officer to plan and pre-position procured items in strategic locations with a well thought out transportation plan (Mapping all the designated camps against specific storage facilities for GR) in the Revenue Circle • Identify NGOs/CBOs/ SHGs etc. who can support in camp management process, develop their deployment roster in coordination with Revenue Circle Officer & orient them on their role e.g. in the context of organizing GR distribution, support in operating child friendly spaces etc. • Before floods, complete the ongoing schemes specially related to roads, culverts, raised platforms, drinking water etc. specific to pre-identified relief camps including repairing of Panchayat owned boats before the onset of flood season • Facilitate GPDP planning in a way that it address preparedness needs such as construction of raised toilets, raised hand-pumps, approach roads, culverts, filling up of grounds which can help in

	camp management
During Disaster	• Support RCO in setting up of camps and provisions/functions of responsible departments under the jurisdiction of Revenue Circle/CD Block • Monitor deployment of functionaries related to P&RD in flood response including relief camp management • Jointly with RCO, ensure stakeholders and actions notified are being adhered to. Issue realtime instructions in accordance with the provision of the camp management guideline and report to DC/ SDO (Civil) for any deviation and non-compliance related to issue by stakeholders • Ensure mobilization of frontline workforce including NGOs/ CBOs/SHGs who have been pre-identified and oriented to support relief camp management process • Participate in reviews conducted by DDMA/SDO (Civil)/RCO • Support Revenue Circle Officer in any other matters related to camp management
Post Disaster	• Participate in post operation review meetings with Camp in Charges and relevant departments and participate in such meetings at Sub-Divisional level and District level • Conduct post operation visits to oversee the condition of the camps with relevant officials • Jointly with RCO, ensure cleanliness, repairing and re-instigation of the relief camps so that they can start their original functions • Facilitate proper documentation and administrative processes for appropriate settlement. • Identify gaps infrastructure and guide functionaries on addressing the gaps through proper utilization of schemes implemented through the BDO e.g., MGNREGS • Facilitate GPDP planning in a way that it address preparedness needs for future in the context of camp management

3.2 Operationalize the Child Friendly Spaces (CFS)

Child Friendly Spaces (CFS) are the designated place within the relief camps, where children are provided a safe environment, integrated programs including play, re-creation, education, health and psycho-social support to be delivered by the related line department/agencies. The purpose of CFS is to support the resilient and well-being of children and young people through, structured activities conducted by community/ line departments in a safe, friendly and stimulating environment. The detail guideline for operationalize the CFS in the current context of COVID-19 has been enclosed at **Annexure-II**.

3.3 Camp Level SoPs:

3.3.1 Gaon Burah / P & RD Officials / PRI Members (GP President/AP Member/Ward Member)/ VCDC (Chairman and Members) in 6th scheduled areas

- Coordinate with Circle Officer and local government functionaries responsible for camp management.
- Follow the Directives issued by DDMA/RC Administration on services to be provided in camp
- Support Circle Administration in pre-identification of camps, pre-positioning of essential items (as the case may be) and other preparatory processes related to camp management
- To undertake measures to pre-identify the community halls of the Panchayat & Rural Development department located in high lands which can be used as relief camps during flood or any other disasters
- Help the local civil administration to select pre-identified areas for proper disposal of waste materials/ hazardous materials in order to maintain hygiene and cleanliness of the relief camp campus
- Participate in capacity building initiatives undertaken by the CO on Camp/Disaster Management
- Identify volunteers and leading citizens and encourage them to support in managing day to day affairs in the camp
- Support operationalization of the camp including public announcement, general administration of the camp (including management of supplies).
- Keep an inventory of all supplies, materials and services provided in the camp

- Properly plan schedule of services (registration of inmates, food distribution/preparation, organization of kitchen, services to children, pregnant women, lactating mothers, diseased, disabled, elderly etc.)
- Support in establishing help-desk in the camp which remains functional throughout camp duration.
- Support arranging locally available materials as may be required for various camp needs
- Provide information and encourage camp inmates to return to their homes as the situation improves
- Support Revenue Circle Administration in any other function as and when required related to relief camp management

3.3.2 School Teacher

- Participate in capacity building activities conducted by the DDMA/RC Administration
- Follow the Directives issued by IS/DEEO on services to be provided in camp
- Teacher/Non-Teaching staff designated as Camp In-charge (if school is used as Relief Camp) shall ensure registration of all inmates, issuing tickets during entry/registration. The ticket should have their identity, and details of services/supplies received during their stay in the camp and should be updated as and when they are provided with any supply/service
- He/She should also discharge all functions as stated above for Gaon Burah/PRI Members
- Teachers who are designated for Child Friendly Spaces shall ensure all functions as stated in the Child Friendly Spaces guideline particularly focusing upon age and situation specific education and recreation services
- Ensure special provisions for the children with disability in the relief camps along with special care for their education and make sure the same in the CFS as well
- Teachers (from schools used as relief camps and closed for educational activity) shall support the operationalization of Child Friendly Spaces in the camps
- They should also explore feasibility of operationalizing of temporary schools using locally available/pre-procured resources to reduce loss of instructional days
- Teachers shall help inmates in keeping the school clean, protecting school infrastructure and resources and in managing services in the camp under the supervision of the Camp In-Charge
- They should support in ensuring rapid re-start of schools once the camps are declared as closed
- Be on duty throughout camp duration and plan academic activities according to the situation

3.3.3 Auxiliary Nurse Midwife (ANM), Multi-Purpose Workers (MPWs) and Accredited Social Health Activist (ASHA)

- Participate in capacity building activities conducted by the DDMA/ SDO(Civil)/ Revenue Circle Officer
- Follow the Directives issued by JDHS on services to be provided in camp
- Coordinate with Camp In-Charge and collect details of pregnant women, lactating mothers, infants, persons with chronic diseases etc.
- Under the guidance of the responsible Medical Officer, be deployed in designated camps for basic health check-up, disease surveillance, share information on good health and hygiene practices with the camp inmates.
- Map medicinal needs of the camp inmates (prescriptive) and maintain a database accordingly. Monitor the availability of prescribed medicines and their intake by inmates suffering from chronic diseases
- Conduct special drives with pregnant women, lactating mothers and infants encouraging appropriate Infant and Young Child Feeding
- Keep track of mother and child health in the camp including their feeding, medical needs etc
- Arrange fogging to prevent mosquito and other flying insects and related diseases. Eliminate breeding places of mosquito and rodent inside the camp premises.
- Spend dedicated time every day to discuss about menstrual hygiene, sexual and reproductive health and rights with women and adolescent girls in the dedicated space created for women and adolescent girls. ANM and ASHA must insist the Assistant Camp Officer to setup a dedicated privacy space for women and adolescent girls if it is not setup.

- Give special attention to malnourished children in the relief camps, monitor and report daily on the status of those malnourished children to the responsible Medical Officer.
- Provide psychosocial support to those relief camp inmates who have experienced violence, are in a trauma due to the disaster and/or lost any family member or friends.
- Health check-ups, immunization, etc. under the Integrated Child Development Services (ICDS) and other programmes for children, women and adolescent girls can be integrated with a CFS facility by ANM and ASHA.
- Be on duty throughout camp duration and plan activities according to the situation

3.3.4 Anganwadi Supervisor/Anganwadi Worker (AWW)/Helper

- In Child Friendly Spaces set up in the camps, provide appropriate services as defined in the Child Friendly Spaces guideline (in **Annexure –II**)
- Participate in capacity building activities conducted by the DDMA/RC Administration
- Follow the Directives issued by DSWO on services to be provided in camp
- Be deployed in designated relief camps and provide nutritious food and supplements to children and women beneficiaries of the respective AWC taking shelter in the camp. AWWs shall conduct a mapping of children as per their enrolment in AWCs as children enrolled in different AWCs may take shelter in one camp. Discuss with CDPO and chalk out joint strategy in advance for delivering routine ICDS services in the camps
- Coordinate with Camp In-Charge and the health functionaries and collect details of pregnant women, lactating mothers, infants etc.
- Give special attention to malnourished children in the relief camps, monitor and report daily on the status of those malnourished children to the responsible CDPO and DSWO.
- Spend dedicated time to discuss about menstrual hygiene, sexual and reproductive health and rights with women and adolescent girls in the dedicated space created for women and adolescent girls. AWW must insist the Assistant Camp Officer to setup a dedicated privacy space for women and adolescent girls if it is not setup. This may be in the form of Breastfeeding Corner set up in the Child Friendly Spaces
- Support health functionaries in providing mother and child health services in the CFS set up.
- Conduct exclusive one-to-one counselling sessions with pregnant women and lactating mothers (with support of ANM)
- Be on duty throughout camp duration and plan activities according to the situation

3.4 SoP for NGOs/ CBOs/ Pratirodhi Bondhu Volunteers:

3.4.1 SoP for NGOs/CBOs in relief camp management

Phase	Responsibility
Pre-Disaster	• Participate in preparedness meetings related to relief camp management conducted by DDMA/SDO (Civil)/Revenue Circle Officer • Share list of trained and skilled staff and volunteers who can support in evacuation, rescue of affected people/cattle to designated camps, supporting actions related to food distribution and other support services in camp management • Share with DDMA/SDO (Civil)/RCO the details of activities related to disaster preparedness with geographical presence • Share details of any infrastructure and tools (e.g., vehicle, boat etc) of the organization with seat (intake) capacity that can be used as relief camps. • Support Gaon Burah/PRI members/Revenue Circle Officer in identifying appropriate relief camps in hard to reach vulnerable locations • Support in capacity building of stakeholders on various aspects of disaster management including relief camp management • Create awareness among communities on camp location, camp management guidelines, safety protocols and related matters • Be part of the Circle and Village level Evacuation and Rescue Teams • Provide inputs and suggestions in overall preparedness planning for disaster management

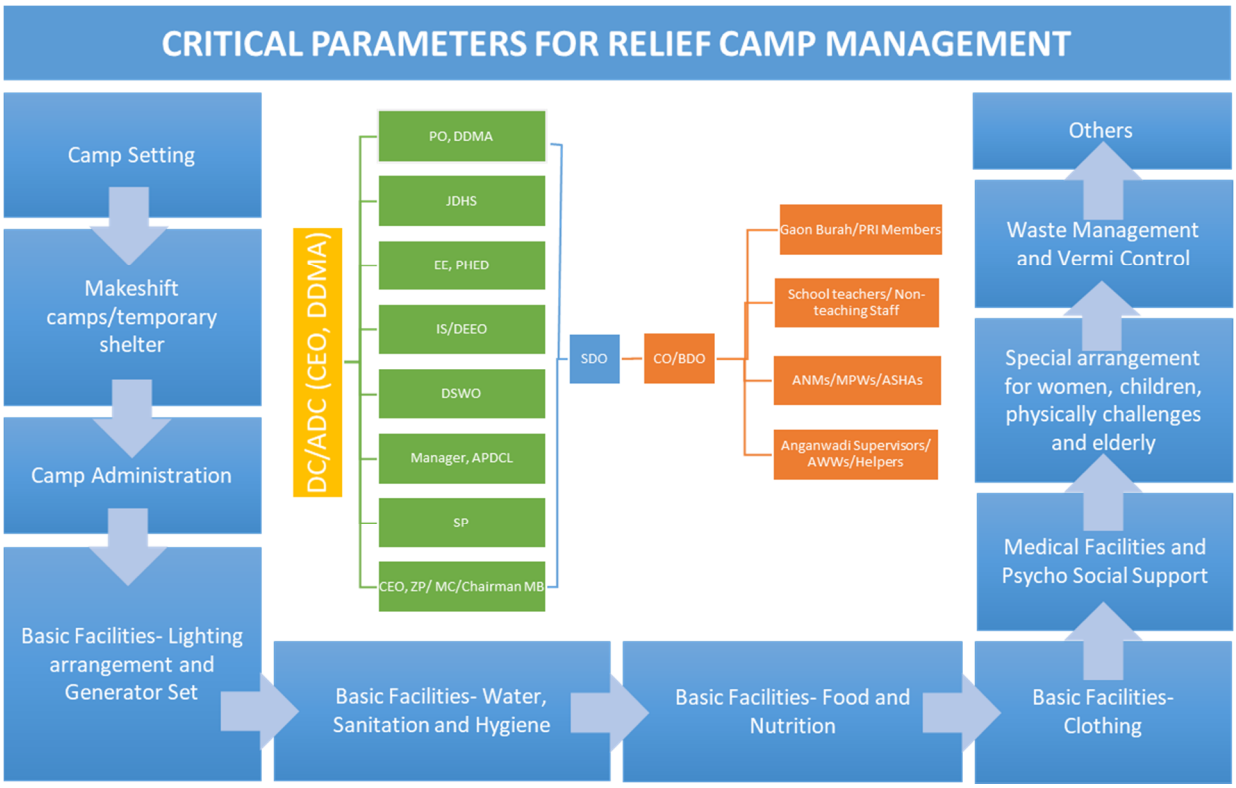
	including relief camp management at District/Sub-Division/Revenue Circle level • Mobilize resources for setting up of camps as per guidelines in hard to reach areas and share plan/information with DDMA/SDO (Civil)/Revenue Circle Officer • Strengthen Inter-Agency Coordination among NGOs/CBOs for coordinated support in relief camp management
During Disaster	• As a part of evacuation and rescue teams, support evacuation of affected people/cattle to designated relief camps • Support systematic registration and on-boarding of evacuated people in designated camps • Support operation of child friendly spaces with breast feeding corners in relief camps • Support in queue management, social distancing and other specific actions in camp setting as per guidelines attached as annexure 1 • Conduct targeted risk communication and community engagement activities in relief camps with camp inmates • Support augmenting basic amenities in relief camps • Provide GR through self-mobilized resource to supplement government efforts. Efforts shall be made to ensure no duplication in supplies • Wherever feasible support establishing kitchens for providing culturally appropriate, safe and adequate food for the camp inhabitants. • Support documentation of experiences and lessons learnt including camp level assessments for adherence to guidelines • Support DDMA/SDO (Civil)/Revenue Circle Officer in any other action related to camp management
Post Disaster	• Provide a detailed report to the DDMA/SDO (Civil)/Revenue Circle Officer on interventions taken up by the organization in camps/other safe shelters • Conduct lessons learnt meeting with staff and volunteers • Provide feedback to DDMA/SDO (Civil)/Revenue Circle Officer for improving relief camp management process • Contribute towards cleaning, repairing/restoration of any infrastructure damages due to being used as relief camps

3.4.2 SoP for Volunteers (Pratirodhi Bondhu/ Aapda Mitra volunteers/ NSS/ NCC/ NYK/ Red Cross/SHGs and others)

Phase	Responsibility
Pre-Disaster	• Register through appropriate platform of Government with details including period of availability and willingness to contribute towards relief camp management process • Participate in any orientation/training conducted by government or NGOs related to camp management • Be in contact with Field Officers of DDMA and participate in the camp identification process • Be part of the Revenue Circle/Village level Evacuation and Rescue Teams and understand the roles and responsibilities • Read and understand the relief camp management guidelines and various functions related to camp management • Familiarize yourself with documentation process including camp level registration, family ticketing system, maintaining GR records etc • Collect contact number of relevant officials and nodal officers responsible for providing various category of services in the relief camps
During Disaster	• Support camp in-charges in setting up of camps as per specific guidelines • As a part of evacuation and rescue team, support in evacuation and rescue of affected people to designated camps • **e-Help desk:** e-Help desk should be facilitated in all Operational Relief camps with the help of *Pratirodhi Bondhu* as counselor/ facilitator. These desks will emphasis on the facilities available on the e-help platform (e.g. Telemedicine, e-pashu etc.), a joint venture of ASDMA and CSC-

	SPV, Assam. e-help will arrange the availability of 'Dignity kit' of NDRF at their help desk. • Support Camp-in-charge in setting up and manning registration counter and e-help desk • Support maintaining social distancing, promoting hand washing, personal hygiene and other measures as recommended in Annexure 1 • Support during relief distribution including queue management, proper documentation and reporting • Support in conducting various activities with children in child friendly spaces • Take actions to maintain hygiene and safety in camps • Support in camp closure processes • Provide any other support required by camp-in-charge
Post Disaster	• Support cleanliness drive including bringing back the camp infrastructure to its original form for continuing its routine function • Share your experience and learning to DDMA through the Field Officers • Provide feedback based on your learning to improve overall relief camp management process

4. Procedure



5. Component wise Benchmarks

Components	Responsible Departments	Minimum Benchmarks
Administration and Management of Camps	Revenue and DM, Education, P&RD, ULB, APDCL	• All affected people have information about the location of camps and have means to reach the location • All camps have necessities and facilities as per the Assam DM Manual, 2015 • All camp inmates are registered and have family tickets updated • Camp register regularly updated and information as per the template shared to Circle Office on daily basis • All camps have lightning arrangement upto toilets and bathrooms

Basic facilities- Water Sanitation and hygiene	Public health engineering, P&RD, Municipal Corporations/ Boards	• All activities are well coordinated with relevant stakeholders as per common approaches and standards defined in the Assam DM Manual, 2015 ensuring that all critical WASH gaps and vulnerabilities are identified and addressed without duplication. • All camp inmates have access to portable water *(atleast 20 litres/person/day)* • All camp inmates have access to toilet within 50 Meters from the designated residential spaces • All male and female inmates have access to separate bath rooms in the camps • All camps have arrangements for management of solid and liquid waste • All camps have clean and functional waste water drainage • Hygiene education and information in general more particularly related to safe and hygienic child-care and feeding practices are provided to all women and child caregivers in the camp. • In all designated child-friendly spaces, 1–2 litres of drinking water per child per day (depending on climate and individual physiology); access to hygienic toilet or latrine squat hole and means handwashing after defecation with soap or an alternative; appropriate hygiene education and information are provided to children, guardians and duty bearers in CFS.
Food security and Nutrition	Social Welfare, Health and Family Welfare, Revenue and DM, Education	• **Child Friendly Spaces** are operational in camps (as per guideline in **Annexure-II)** • Activities related to nutrition of children and protection of vulnerable groups including children and women are well coordinated with all responsible stakeholders and ensuring that all critical nutrition related gaps and vulnerabilities are identified and addressed without duplication. • All camp inmates have access to food in the camps as per norms • All eligible mothers/lactating mothers in the camps are receiving counselling and guidance on Infant and Young Child Feeding • All children with acute malnutrition in camps receive appropriate care and needed support • Micronutrient needs of all pregnant women/lactating mothers and infant and young children are met with additional sources of micronutrients • All camp inmates have access to information on nutrition in emergencies and various sources of getting nutrition services • Breastfeeding corners are established in all camps in the designated child friendly spaces
Clothing	Revenue and DM	• All inmates having need for climate friendly clothing have been provided with age, gender and size appropriate clothing as per norms
Medical Facilities and Psycho-Social Support	Health and Family Welfare, Social Welfare	• Health related activities at camp level are well coordinated with relevant stakeholders at camp, Circle/Block and District level • All camp inmates screened for diseases and necessary medical support provided • All pregnant women, lactating mothers, infant and young children in the camp receive required vaccination and medication including measles vaccine, vitamin A and deworming medication in the relevant age group (as applicable)

		• All camp inmates receive appropriate measures against protection of mosquito and vector borne diseases • All camp inmates are given key health education/promotion messages through multiple channels. • VHNDs are being held as per routine in the designated child friendly spaces running within the camps
Special provision for protection women, children and elderly	**Child Friendly Space (CFS)** Education, Social Welfare, PHED, Health and Family Welfare (as per guideline in **Annexure-II)**	• All camps have child friendly spaces and all activities in Child Friendly Spaces in the camps are well coordinated with ensuring that all critical education gaps and vulnerabilities are identified and addressed without duplication. • Child and adolescent friendly emergency non-formal programmes, including play and early learning for young children, are conducted in all Child Friendly Spaces as per the guideline • All child friendly spaces are safe and free from violence, and children, including girls. • Other activities including VHND related, breast feeding corner, WASH and Nutrition services and psycho-social care services are provided in a well-coordinated manner in the CFS
	Protection- Social Welfare (DCPUs), Police, P&RD, Municipal Corporations/ Boards	• All children, women and girls are protected and accounted for in the camps • Systems are in place in all camps for reporting on grave violations and other serious protection concerns for children and women and are being utilized • All camp inmates particularly children have access to psycho-social care support • Appropriate care and support being provided to all elderly camp inmates above 60 years of age • Systems are in place to prevent and respond to any protection risk including abuse, violence and exploitation of children and women and in camps

6. Expected Outputs

- District and Zonal Relief Camp Management Team
- Improved registration and documentation leading to better strategies for camp management
- Improved coordination among stakeholders for camp management
- Better delivery of services to displaced households during emergencies/disasters and taking shelter
- Improved care of vulnerable groups including women and children displaced during disasters taking shelter in relief camps
- Adherence to global, national and local policy standards
- Integrated service delivery through relief camps during emergencies
- Improved accountability to affected population
- Improved camp management over a period of time

7. Associated Documents

- Assam Disaster Management Manual 2015 (http://asdma.gov.in/download/assam_disaster_management_manual_2015.pdf)
- State Disaster Response Fund (SDRF) Guidelines (https://pwdroads.assam.gov.in/schemes/state-disaster-response-fund-sdrf)
- Child Friendly Spaces Guidelines (Notified)

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Annexure: I

Managing flood relief camps in context of COVID-19 outbreak in Assam

(Notified vide No. RGR/ASDMA.09/2014/323 dated 24th April, 2020)

Assam is approaching flood season. This year the challenge to support those who might get affected due to flood will be even tougher due to the ongoing COVID-19 pandemic across the globe which has also affected Assam. Relief Camp Management Guidelines are included as Appendix-XXXV of the Assam Disaster Management Manual, 2015[2]. In order to be better equipped to deal with flood situation vis-à-vis COVID-19 context, this document has been developed to serve as an addendum. This document will be used by all District Disaster Management Authority (DDMAs), SDO (Civil) and Revenue Circle Officers for management of Relief camps during ensuing flood season.

Major highlights of the addendum to existing Relief Camp Management Guideline are as follows:

- **Relief Camps and Accommodation capacity to be earmarked in advance**: Identify additional relief camps in addition to the existing pre-identify camps as per population density of villages to earmark space for social distancing. Ensure 7 Sq. m. of area per person instead of 3.5 Sq. m. to validate social distancing of at least one meter between any two camp inmates (calculation of intake Capacity of Relief Camps are given in the table next page).
- **Toilets facilities and the populations:** Sufficient Toilet facilities have to be provided in proportionate to the intake camp capacity. Coordinate with PHE Deptt. to ensure the same.
- **Ensure sufficient sanitation facility:** Ensure sufficient Hand-wash/soap, sanitizers, masks for the camp inmates. The Relief camp premises should be strictly notified as no-spitting, no-tobacco zone.
- **Medical Support & Health Surveillance Team:** Daily monitoring (in place of weekly) of health condition shall be done by the health team on duty in the camp following all precautions and guidelines. Medical team should be armored with basic PPE for conducting screening during registration process. Pre-identification of the Medical facilities like Ambulances for transportation of infected, isolation facilities nearby etc.
  In case of sneezing, cough, fever & common cold, immediate medical supervision to be made and he/she may be kept separately as per COVID-19 norms & regulations.
- **e-Help desk:** e-Help desk should be facilitated in all Operational Relief camps with the help of *Pratirodhi Bondhu* as counselor/ facilitator. These desks will emphasis on the facilities available on the e-help platform (e.g. Telemedicine, e-pashu etc.), a joint venture of ASDMA and CSC-SPV.
- **Pratirodhi Bondhu:** The Revenue Circle Administration may engage Pratirodhi Bondhu volunteers available in the revenue circle as per the guidelines.
- **SOP for relief/cooked food distribution in camps:** SoP should be prepared in collaboration with ASDMA for distribution of relief items/cooked food adhering precautionary measure as per COVID-19 norms & regulations.
- **Arrangement for fodder Livestock:** Pre-identify the highland areas e.g. tea gardens etc. with green grasses for arrangement of the green fodder for livestock of the farmers/ camp inmates.
- **Quarantine/isolation facility:** Quarantine/isolation facilities may be identified on higher altitudes by the district administration for transfer of COVID-19 suspected cases.

The detailed addenda to existing relief camp management guideline are comprehensively cited in the table below for managing flood relief camp vis-à-vis COVID-19:

PARAMETER	ADDENDUM TO EXISTING RELIEF CAMP MANAGEMENT GUIDELINE
Camp Setting	• Ensure that existing buildings/spaces which are in use as quarantine centers shall not be identified as relief camps

[2] Assam Disaster Management Manual (2015)
http://asdma.gov.in/download/assam_disaster_management_manual_2015.pdf

	• Notify more number of camps in advance with capacity of accommodation according to population density of villages to earmark space for social distancing. Identify new places for additional Relief Camps in highland areas. If possible draw lines in floor for specific accommodation. (Calculate the intake capacity of the relief camps as: $$Intake\ Capacity\ of\ Relief\ Camp\ (R.C.) = \frac{Floor\ Area\ of\ the\ R.C.\ (in\ sq.m.)}{7\ \text{Sq. m.}}$$ • Notify the Relief Camps: Capacity for accommodation adhering to COVID-19 norms & regulations. • Proper calculation of space available and the target population to be shifted to the camp shall be made to avoid over crowding • 7 Sq. m. of covered are per person instead of 3.5 Sq. m. to validate social distancing of at least one meter between any two camp inmates. • Wherever feasible, Separate room for elderly pregnant and lactating women and children upto 6 years should be allocated. • Queue management practice maintaining social distancing • Separate room in a separate building for the home quarantined who might be evacuated during the floods should be identified. Home quarantine guidelines shall be strictly adhered to for the building where home quarantined people are sheltered: http://asdma.gov.in/covid/Govt.%20of%20Assam%20Circular/ASDMA_Home_quarantine_Ass.pdf
Temporary/ makeshift shelter	• If Tents are used for shelter, these should be not erected closely. Minimum 20 meters distance shall be maintained between 2 tents • 7 Sq.m of covered are per person instead of 3.5 Sq m to maintain should be ensured for maintaining a distance of atleast one meter between any two individuals. Efforts shall be made to avoid use of plastics, asbestos etc. in erecting makeshift camps.
Camp Administration	• The Camp in-charge will coordinate with Pratirodhi Bondhu and e-Help initiatives to facilitate services. • The Relief camp should be strictly notified as no-spitting, no-tobacco zone. • List of camp in-charges shall be prepared and shared with all stakeholders in advance and training to camp in-charge. • Sufficient Toilet facilities have to be provided in proportionate to the Camp capacity. • Mandatory screening of all brought to the camp/seeking shelter in the camp shall be done for any health condition. • Camp register should also maintain separately information about pregnant women, infants, elderly, people with existing health conditions and persons with disability. • People presenting with fever and or fever like symptoms should be immediately segregated and taken for medical care. • If required, such infected/identified persons should be shifted to designated quarantine/isolation facilities within the relief camps or location pre-identified by the district administration. • Immediate information to 104 shall be provided for any case related to COVID-19 in the camp (asymptomatic and symptomatic). • Special accommodation facility for elderly, pregnant lady and PwD (People with Disability) should be arranged. • Each camp should have "**Information Board**" capturing contact details of key service providers for immediate support displayed in local language and Capacity of the Camp to accommodate inmates adhering the COVID-19 norms & regulations. • Appropriate IEC for prevention of COVID infection to be displayed in local language using pictorial depiction and lesser text.
Basic Facilities	**Water:** • Disinfection measures for drinking water shall be practiced for water provisioned for drinking to

	camp inmates. • Hand washing bay shall be established in each camp with multiple hand washing points at appropriate distance with soap should be provided at entry and exit of camp • Water shall be made available. Per person availability **shall be increased to 30 litre/person/day**. **Sanitation:** • All guidelines for sanitation facilities in relief camps should be strictly maintained • Ensure sufficient Handwash/soap, sanitizers, masks for the camp inmates. • Cleaning of common spaces shall be done thrice a day particularly handrails, door latches, switches etc. which are frequently touched • Adequate disinfectant shall be made available in the camp. • Mosquito control measures to be strictly followed **Food Storage and Distribution:** • Any food item brought to the camp must be sanitized appropriately as per disinfection protocol. All packed items shall be cleaned properly using disinfectants. • Special care should be taken/ SoP should be prepared for distribution of cooked food adhering to precautionary measure as per COVID-19 norms & regulations. • Food items provided to young children should follow global Infant and young child recommendations, and remain in line with Infant Milk Substitute Act available at: http://www.bpni.org/docments/IMS-act.pdf • Proper food hygiene should be maintained by cook whether cooking is done family wise or a community kitchen is established. • Kitchen and food storage area should be sanitized thrice daily and camp inmates shall be sensitized in this regard by camp-incharge/ frontline workers on duty. • Appropriate IECs on food safety shall be displayed in the cooking and dining area. The IECs are available at: https://fssai.gov.in/cms/coronavirus.php • Pregnant women and lactating mothers at the camp should be provided relevant information on covid19, pregnancy, childbirth and breastfeeding. **Clothing:** • Appropriate arrangements shall be made for detergents and washing spaces for camp inmates to maintain cloth hygiene. • Adequate provision of bed-nets shall be made. **Medical and Psychosocial Support**: • Medical team should be armored with basic PPE for conducting screening during registration process. • Pre-identification of the Medical facilities like Medical team, Ambulances for transportation of infected, isolation facilities nearby etc. • Home quarantine people to be shifted to quarantine centers and they shall not be kept in the relief camps. • Daily monitoring (in place of weekly) of health condition shall be done by the health team on duty in the camp following all precautions and guidelines. • Any suspected case shall be immediately shifted to designated health facility/ quarantine centre. • All protocols for safety or camp inmates and staff on duty shall be strictly adhered to. • All other guidelines in the relief camp management manual regarding medical and psychosocial support shall be implemented. • Standby arrangements for transportation of symptomatic cases shall be made in all camps with more than 200 inmates (in place of 500) • Wearing of masks inside the camp may be made compulsory. Sufficient masks may be

	provided by the DDMAs.
Special arrangements for Children, women, physically challenged and elderly	• Identify and operationalize child friendly spaces for integrated service delivery to women & children. Maintain social distancing in all activities conducted. • Within CFS, ensure learning corners for 3-6 age group children and school children in the age group 06-14 years for engaging them in different learning and recreational activities maintaining social distancing guidelines. • Ensure availability of learning and recreational material (Anganwadi in a box or school in a box) for children in all learning corners. • Teachers and Anganwadi workers designated for Child Friendly Spaces shall take all precautions to keep themselves and the children safe. • Ensure appropriate care of breastfeeding and lactating mothers, promote breastfeeding and ensure access to basic nutrition for both mother and children. Ensure proper care and hygiene is maintained by pregnant women and lactating mothers. Some of the actions for different high risk groups include. o For under five children, following needs to be provided by the district health authorities: ▪ Counselling on age appropriate feeding including exclusive breast feeding (upto 6months) and complementary feeding (6-23months) ▪ IFA syrup for anemia prevention and treatment as per Anemia Mukt Bharat guidelines ▪ ORS packet and zinc as per-positioning for treatment of diarrhea ▪ Provision for regular screening for malnutrition and referrals to health facility o For pregnant women, following needs to be provided by the district health authorities: ▪ Antenatal check ▪ IFA and calcium supplements ▪ Resting area in relief camp o For lactating mothers, following needs to be provided by the district health authorities: ▪ IFA and calcium supplements ▪ Breastfeeding counselling and support o For elderly persons suffering from any chronic ailments like-hypertension, diabetes, previous lung disease, kidney disease ▪ Antihypertensives and antidiabetics ▪ Special attention needs to be provided to the elderly. They should be advised to be away from any sick person. ▪ Information on covid19 and NCDs can be accessed from https://www.who.int/who-documents-detail/covid-19-and-ncds • Separate register of under-five children, pregnant women, lactating mothers, elderly (more than 60 years age) and sick persons should be maintained • wherever possible separate arrangements shall be made for accommodation of high-risk population including elderly, ill, pregnant women, lactating mothers, infant and malnourished children etc • If any of the high-risk groups have any of the COVID symptoms, immediate transfer to designated hospital shall be made • Individual attention shall be given by the frontline workers to these vulnerable groups for ensuring maintenance of appropriate hygiene including proper and frequent hand washing with soap, cough etiquette.
Waste Management & Vermi Control	• Closed bins of different colours must be in place in all the camps for disposal of used items • Adequate stock of disinfectants shall be made available in the camps with designated sanitation worker to keep the camp sanitized
Security	• Roster based deployment police personal/home guard/VDP with basic PPE shall be made in each identified camp to manage crowd and to ensure decorum and safety • Police/VDP shall ensure social distancing during all collective process in the camp be it during registration, food/relief distribution and other such activities where crowd may gather • Appropriate planning and demarcations shall be made in advance to ensure social distancing

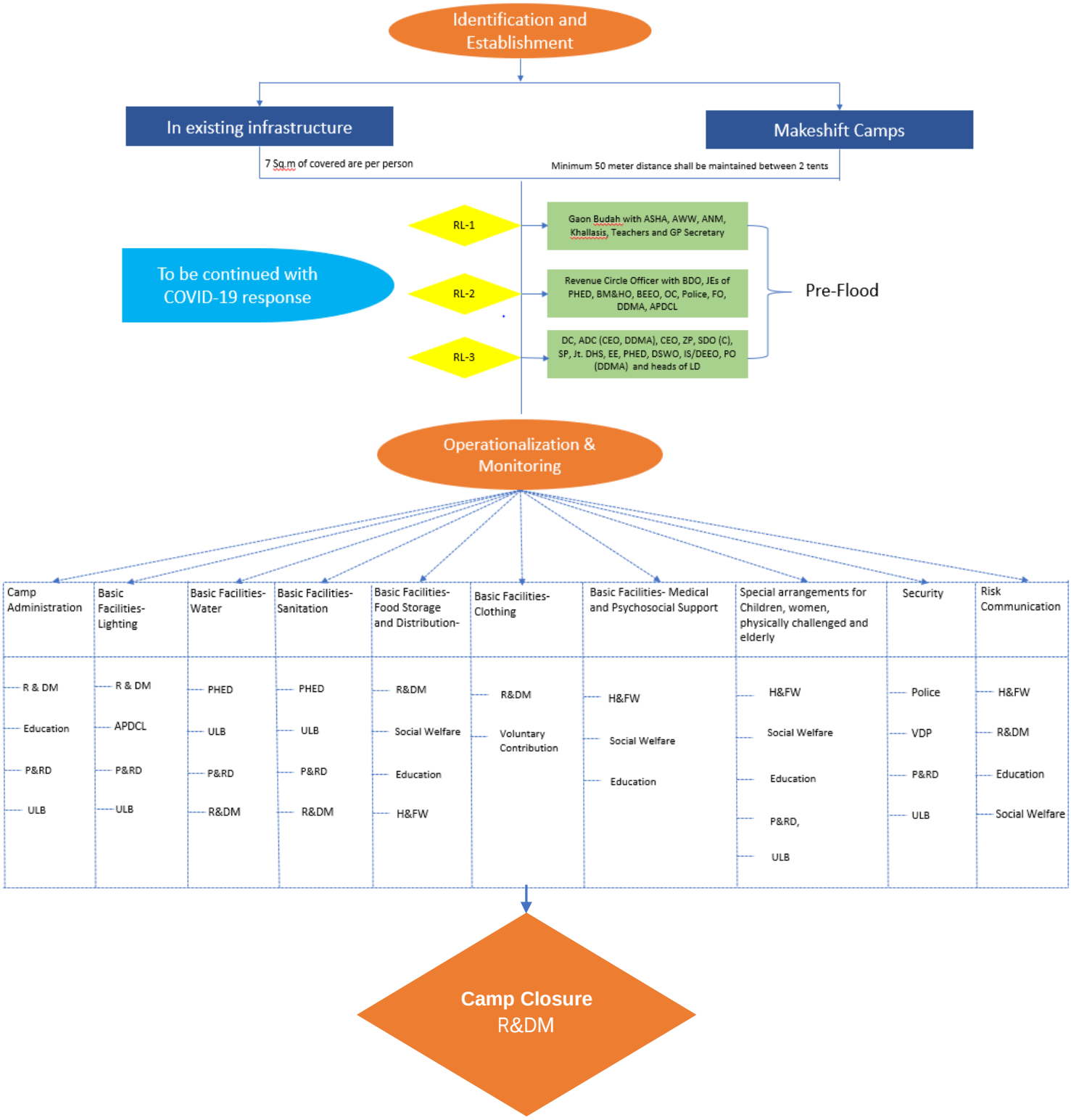
	• Proper time planning and shifts shall be identified to ensure proper crowd management
Risk Communication and Community Engagement	• All appropriate messages and communications in local languages shall be displayed in appropriate locations in the camp. • As feasible broadcast arrangements through radio/TV shall be made to inform the camp inmates on safety messages and evolving situation • All entitlements of the flood victims shall be displayed in form of a poster in the camps. • Proper feedback shall be collected from camp inmates on their needs and services provided in the camp using the scorecard developed by ASDMA. • Train volunteers/officials to help support with risk communication in the camps and also to capture useful cases, stories and interviews which can support government to act and also provide systematic information to media.
Arrangement for Livestock	• Pre-identify the highland areas (e.g. Tea Garden etc.) with green grasses for arrangement of the green fodder for livestock of the farmers/ camp inmates.
Closure of the Camp	• Before declaring the closure of the camp, inmates shall be asked/allowed to do proper disinfection of their flood affected shelters. • For those families losing their shelters due to flood/erosion (full damaged), appropriate arrangements shall be made.

Appendix A- Checklist for Relief Camp Management, DDMAs DDMAs/ SDO (Civil)/ RCO

Sl. No.	Action	Timeline	Status *(Use √ to indicate completion)*
Pre-Flood activities to be completed by DDMAs/ SDO (Civil)/ RCO			
1	Revenue Circle wise list of relief camps and accommodation capacity with designated camp in-charges and intake developed/updated and notified	April	
2	Relief Camp wise child friendly spaces identified	April	
3	Letter of communication sent to all departments to ensure compliance to Relief Camp Management Guidelines and the SoP	April	
4	Relief Camp Monitoring team constituted and notified & Training	April	
5	Training of camp in-charge in the wake of COVID-19	April	
6	Departmental list of camp wise designated officials received	April	
7	Department wise one day orientation of designated officials on relief camp management conducted by respective departments	April	
8	Status of preparedness related to relief camp management taken from departments during Pre-Monsoon Preparedness meeting	April	
9	procurement of Gratuitous Relief items (e.g. pre-monsoon for flooding) which will be required for operationalizing relief camps completed (As appropriate)	April	
10	Pre-positioning of essential GR stock and departmental pre-positioning (as appropriate) against identified relief camps in strategic locations completed	April	
11	Mechanism for necessary transportation arrangements (road, water and air) to ensure GR is transported in time to each of the designated camps established	April	
12	Ensure that all measures of social distancing and other added actions as suggested in the addendum are ensured	April	
Actions to be taken At the warning stage by DDMAs/ SDO (Civil)/ RCO			
13	Operational readiness review for relief camps conducted	On receipt of warning	
14	Instruction issued for setting up of camps	On receipt of warning & situational development	
15	Setting up of camps and provisions/functions of responsible departments reviewed	On onset of flooding and evacuation	
16	Setting up of Child Friendly Spaces and breastfeeding corners in designated camps reviewed		
Actions to be taken during Flood by DDMAs/ SDO (Civil)/ RCO			
17	Relief Camp Monitoring team activated	When camps are operational	
18	Ensuring special care is taken to evacuate home quarantined persons including separate camp arrangements		
19	Camps are safe from all hazards and appropriate protection and vigilance arrangements being made		
20	Real time review conducted with Relief Camp Monitoring Team to ensure: a) Distribution of GR as per norms ensured in each camp b) Lighting arrangement in residential portion, toilets, and approach road ensured in each camp c) Potable water for drinking and other household purposes (at least 30 liters/person/day) ensured in camps. d) Separate, accessible (within 50 meters) and hygienic toilets ensured in camps. e) Hand washing bay with soap are available in the entry and exit. f) Separate bathing units for male and female are available in camps.	Once in every 2/3 days till camps are operational	

	g) Separate food arrangements for children, pregnant and lactating women, ill and elderly are made as per need. h) Culturally and age appropriate clothing (if situation warranted) for inmates are arranged in camps. i) Sanitary protection for women and girls is provided. j) Health including regular RCH services, health and hygiene education and psycho-social care arrangements are made in camps. k) Security and protection arrangement including monitoring of situation of women & children as well as breast-feeding spaces are available in camps. l) Waste management facilities are functional in camps m) Operationalization of Child Friendly Spaces and breast-feeding corners in all camps n) Relevant SBCC materials in local languages are provided in camps o) Educational and recreational activities in child friendly spaces in camps following social distancing guidelines p) Social distancing in all collective actions. q) Proper disinfection as per guideline. r) Appropriate care and referral of suspected cases		
20	Grievance Redressal mechanism for collecting and addressing feedback/complains from camp inmates are established and functional at camp level	When camps are operational	
21	Real time instructions/directives to concerned departments to address grievances issued		
22	Real time functional mechanisms for ensuring accountability in camp management are ensured		
23	Closure of the camps declared considering the on-ground situation	Based on situational development	
Actions to be taken post Flood by DDMAs/ SDO (Civil)/ RCO			
24	Post Operation (Closure of camps) Visits conducted to assess the situation of the camps	10 days after closure	
25	Designated camps (particularly schools) are provided with resources/ support towards cleanliness post closure of the camps	With 20 days of closure	
26	Post closure review meeting conducted to understand challenges, gaps and areas of improvement in camp management	Within 30 days of closure	
27	All related documents (needed for compliance) are properly managed		
28	Departments are instructed to conduct internal debriefing on lessons learnt		

Appendix B- Roles and Responsibility Matrix



Annexure-II

Child Friendly Spaces in Relief Camps

(Guidelines for operationalization in the context of COVID-19)

CFS is a place designed and operated in a participatory manner where children affected by disasters can be provided with a safe environment, integrated services including play, recreation, education, health, and psychosocial support and/or information about services/supports provided. The purpose of CFSs is to support the resilience and well-being of children through, structured activities conducted by community in a safe, child friendly, and stimulating environment.

District Administration will set up "Child Friendly Spaces (CFS)" in every Relief camp in co-ordination with Line departments and NGOs / civil society organizations. All protocols for COVID-19 containment including safety and security of children will be ensured in CFS

Child Friendly Spaces are a critical and non-negotiable component of relief camp management in Assam. This guidance is set forth to supplement the guidance on flood relief camp management in the context of COVID-19 issued via No. RGR/ASDMA. 09/2014/323 dated 24th April 2020 and the basic guidelines for implementation of Child Friendly Spaces in Emergencies under NSSP, 2016 issued via letter No. ASDMA/101/2017/Pt/28 dated 5th July 2018. The following needs to be adhered to with regard to Child Friendly Spaces in relief camps in the current scenario:

Phase	Actions to be taken at village level where relief camps are being identified	Responsibility
Pre-Disaster	• Identify locations within the designated camp boundary or nearby where children can be engaged and supported following social distancing, personal hygiene, cough etiquettes and other COVID-19 precautionary measures	Gaon Burha/ Mondal with School Safety Focal Point Teacher, ANM, ASHA and AWW, SMC members and PRIs
	• Create a database of children who will be supported in the identified CFS from the targeted villages to plan for the set up using social distancing	School Safety Focal Point Teacher and AWW
	• Identify existing IT assets (e.g., Television/Radio) in schools designated as camps) to use them for remote learning in camps	
	• Arrange and wherever feasible basic materials such as tents/tarpaulin, recreational and sports as well as education materials, desired number of masks for children, soaps for handwashing, GR as per norms for children to be provided through CFS with Revenue Circle Officer	
	• Identify and map pregnant women, lactating mothers, mal nourished children against identified camps and Child Friendly Space and share the information to camp-in-charge	ANM, ASHA, AWW
	• Conduct remote/ face to face (core camp team) pre-flood camp level meeting to plan for services in CFS as per COVID-19 guidelines	Coordinated by Camp-in-charge
	• Develop a short and simple routine of various activities to be conducted in the Child Friendly Spaces	School Safety Focal Point Teacher and AWW
	• Submit any requirement of tools and materials related to CFS to the Office of the BEEO/CDPO for onward sharing with RCO/SDO (Civil)/DDMA	
	• Develop/adapt teaching learning and recreational materials available with the school/ICDS centre for use in the CFS	
	• Conduct mock exercises to test how social distancing and other COVID prevention measures can be maintained in child friendly spaces in the camp	Coordinated by Camp-in-charge

During Disaster	• Ensure space is available for child friendly space in the camp either in a separate room in the relief camp or in open space covered with tarpaulin for both shade and sitting	Camp-in-charge
	• Ensure siting arrangement in a way that it ensures minimum 1-meter distance between two children	CFS in-charge teacher and AWW
	• Register all children (0-19), pregnant women and lactating mothers taking shelter in the relief camp for providing services in the CFS	
	• Ensure that the activity routine developed before the disaster is being executed with enough scope for educational and other activities with children following social distancing norms. The activities will include:	
	Age specific food and nutrition services • Establish and make functional a breastfeeding corner where lactating mothers in the relief camp will be encouraged to feed their children (only 1 mother at a time) • Screen height and weight of children (0-6 years) following 1-meter distance and identify children who need additional attention • Provide take home ration to children and their mothers as per ICDS norms following 1-meter distance • Provide take home ration to school age children as per mid-day meals norm following 1-meter distance	CFS in-charge teacher and AWW
	Health Services • Conduct routine immunization services and other (Village Health Sanitation & Nutrition Day (VHSND) activities following 1-meter distance between beneficiaries • Provide Counselling on age appropriate feeding including exclusive breast feeding and complementary feeding to pregnant and lactating mothers • Provide IFA syrup to children as per guidelines • Provide ORS packet as per-positioning for treatment of diarrhea • Conduct Antenatal checkups and provide IFA and calcium supplements to pregnant women as per guidelines • Conduct routine check-up and provide IFA and calcium supplements to lactating mothers as per guidelines • Provide health education on COVID related issues to children and their mothers • Provide sanitary protection support (culturally appropriate) to adolescent girls registered in the CFS	ANM and ASHA
	Infection Prevention and WASH services • Demonstrate hand washing steps to children and ensure handwashing with soap on hourly basis to children and women in the CFS. • Encourage and guide children to wash hands before and after use of toilet, before and after eating anything • Ensure that enough water and soap is available for handwashing near CFS and containers are disinfected/cleaned regularly • Ensure that children in CFS have access to safe drinking water and toilet as per guidelines • Ensure that everything that is frequently touched in the CFS is disinfected thrice daily • Educate children and women in CFS about infection prevention measures to be undertaken by them during their stay at camp and when they go back home	PHED Khallasi with Gaon Burha and Camp-in-charge

	Education and recreational Services • Organize children as per age group 3-6 years, 6-14 years and 14-19 years • Ensure attendance of children as per the defined age group • As per the pre-developed routine, conduct regular classes in a more generic and supplementary manner with special provisions for persons with disability • Engage children in quiz, knowledge test games, storytelling, story making and other such interactive activities which require less/no movement and can be done maintaining social distancing • Wherever feasible organize radio/television classes or classes through Diksha app among children • Facilitate physical activities which do not requiring touching one another and physical distancing can be maintained. School in a Box and Anganwadi in a box concepts shall be implemented as feasible • Conduct painting, creative art, singing and such other activities to facilitate their engagement and support them in dealing with emerging stress • Observe children who are silent, in fear, shock or anxious and provide them individual care in ventilating their feelings • Provide appropriate and timely guidance to children on the existing and emerging scenario • Conduct life skills session with focus on adolescents • Ensure through regular monitoring of the attendance register that children remain accounted for	All teachers (in case the relief camp is established in a school) CFS in-charge teachers and AWW
	Protection Services • Account for any unaccompanied children in the camp • Educate children about their safety both online and offline safety during their stay in the relief camp • Share regarding the associated risks such as violence, trafficking and abuse that may happen during and after flood and in COVID situation • Provide information related to child protection services that are available to support in case of any such issues e.g., ChildLine, DCPU, JJB, CWC etc. • Support children in revealing any unwanted experience that they might have experienced in the camp and support them in reporting those. • Place a complain box in the CFS or in a strategic location in the camp and encourage children (particularly girls) to report any issue related to abuse. Child Protection Officers/ Committees may check the box regularly for complaints	CFS in-charge teachers and AWW Village Child Protection Committee (wherever existing)
	• Compile and submit daily report to camp-in-charge and DDMA on number of children as per age group, sex and disability status catered or provided services in the CFS.	CFS in-charge teachers and AWW
Post Disaster	• Compile and submit a detailed report on CFS operation in the camp with summary of attendance, activities conducted etc. • Share observations and lessons learnt to BEEO's/CDPO's office for improvement of CFS in relief camps in future • Based on lessons improve provisions in the designated camps for effective operation of CFS in future	CFS in-charge teachers and AWW

Annexure-III: Sample letter of communication

অসম চৰকাৰ

GOVERNMENT OF ASSAM

Government of Assam
Office of the Deputy Commissioner and Chairperson
District Disaster Management Authority……
Phone…….. Email……..

No. DDMA_____ Date_____

To,

Superintendent of Police, _____
Chief Executive Officer, Zilla Parishad, _____
Sub-Divisional Officer, _____
Executive Engineer, Public Health Engineering Department, _____
District Social Welfare Officer, _____
Joint Director of Health Services, _____
District Elementary Education Officer,_____
District Veterinary Officer, _____
Deputy General Manager, APDCL_____
Circle Officers, _____
Block Development Officers, _____

Sub: Relief Camp Management as Assam Disaster Management Manual, 2015 and compliance to SoP

Sir/ Madam,

With reference to the above, this is to inform you that Government of Assam has notified the Relief Camp Management Guidelines (Appendix XXXV - Guideline for Relief Camp Management) under the Assam State Disaster Management Manual 2015 and have issued supplementary Standard Operating Procedures via notification No._____.

Henceforth, in compliance to the guideline and the SoP and as preparedness to upcoming floods, you are requested ensure the following:

- Designate nodal officers/focal points against identified relief camps and share the same with DDMA/SDO (Civil) and respective Circle Officers
- Conduct one day internal orientation of designated officials on the Relief Camp Management Guidelines (Appendix XXXV - Guideline for Relief Camp Management) and the SoP
- Review preparedness and pre-positioning at strategic locations
- Ensure that designated officials participate in Sub-division level/ Circle level planning and preparedness meetings and coordinate regularly with respective Circle Officers
- Be part of the Relief Camp Joint Monitoring Team and conduct pre-during-post operational visits to selected camps and submit joint monitoring reports
- Ensure that vulnerable groups particularly children, women, disabled, elderly and diseased are paid due attention in the camps
- Plan for and implement actions in relief camps through child friendly spaces to reduce disruption of services particularly child related services.
- Please arrange for 'Know Your Team' initiative for better coordination and concentrated effort.

- Ensure that each level official designated under the SoP on Relief Camp Management deliver against their stated role
- Take measures to ensure the following in each designated relief camp
  - GR as per norms (Revenue Circle in coordination with DDMA)
  - Lighting arrangement in residential portion, toilets and approach road (PWD-E)
  - Potable water for drinking and other household purposes (at least 20 liters/person/day) (PHED)
  - Separate, accessible (within 50 meters) and hygienic toilets (PHED)
  - Separate bathing units for male and female (PHED)
  - Separate food arrangements for children, pregnant and lactating women, ill and elderly (Health and Social Welfare)
  - Culturally and age appropriate clothing (if situation warrants) for inmates (Revenue Circle)
  - Sanitary protection for women and girls (Health and Family Welfare)
  - Health including regular RCH services, health and hygiene education and psycho-social care arrangements in camps (Health and Family Welfare, Social Welfare particularly DCPUs)
  - Security and protection arrangement including monitoring of situation of women and children as well as separate species such as breast-feeding spaces in camps (Police, VDPs, DCPUs)
  - Waste management facilities in camps (Revenue and DM, P&RD and ULBs)
  - Operationalization of Child Friendly Spaces in all camps (Health and Family Welfare, Social Welfare, Education and PHED)
  - Relevant SBCC materials in local languages (Health and Family Welfare, Social Welfare, Education)
  - Educational and recreational activities in camps (Education Department)
- Identification of Additional quarantine and isolation Centre.

A department wise compliance report may be submitted during the **pre-monsoon preparedness meeting.**

Yours Sincerely

(_____)
Deputy Commissioner & Chairperson
District Disaster Management Authority, _____ District

Memo No. _____ Date_____

Copy to:

1. PS to the Chief Secretary & Chairperson, State Executive Committee, Assam State Disaster Management Authority, Government of Assam for kind appraisal of the Chief Secretary, Dispur
2. Chief Executive Officer, Assam State Disaster Management Authority, Dispur
3. Joint Secretary and State Project Coordinator, Assam State Disaster Management Authority, Dispur
4. ADC & CEO, District Disaster Management Authority

(_____)
Deputy Commissioner & Chairperson
District Disaster Management Authority,_____ District

Enclosure:

1. Sop on Relief Camp Management
2. Guidelines on Child Friendly Spaces
3. Circle wise list of Designated Relief Camps etc.

Government of Assam

Family Identity cum-Camp Service Inventory for Relief Camps

1. Name of the head of the family _____

2. Address _____

_____

3. Details of Family Members (Put Number of family members against each age group in the table)

Children and Adolescents	0-1 year		1-6 years		6-14 years		6-18 years	
	Male	Female	Male	Female	Male	Female	Male	Female

Adults	19-60 years		Above 60 years	
	Male	Female	Male	Female

Members with Special Need	Pregnant Women	Lactating Mothers	Persons with Disability	Seriously ill/requiring medical attention

4. If there are family members requiring medical attention, provide details of the disease and medicines required

_____

_____

5. Registration Serial No (As per Camp Register in Annexure-6) _____

6. Date of Entry in the camp_____

7. Date of Exit from the camp_____

Signature/Thumb Impression of the Head of the Family

Signature of the Camp In-Charge

Annexure-V: Details of Relief Items Distributed/Issued

Inventory of Essential GR Supplies and Services Provided to the Camp Inmate Family

Sl. No.	Date	Articles supplied in the Camps (Food, water, cloth, medicine etc.)	Scale for Adult/ Minor	Quantity issued	Signature of the recipient	Signature of the distributing officer

(N.B. Format as per the Assam DM Manual, 2015)

Verified and matched with the Camp Register: Signature _____ Date_____

Annexure-VI: Details of Camp Summary & Format for Camp Register

Part-1: Camp Summary

Date: _____

Name of Camp_____ Place of Camp_____

Block/Revenue Circle _____ District _____

Camp In-charge's name & Designation _____ Mobile No._____

No. of Families as on Date _____ No. of Inmates as on date _____

No. of Unaccompanied Children _____

Part 2- Detailed Register of the Camp Inmates

Camp Registration No.	Name of the Family Head	Details of family Members									Camp Check In Date	Camp Check Out Date
		Children		Adults				Members with Special Need				
		Male (0-14 Years)	Female (0-14 Years)	Male (14-60 years)	Female (14-60 years)	Male (above 60 years)	Female (above 60 years)	Pregnant Women	Lactating Mothers	Persons with Disability		

N.B.: 1. Every Camp In-charge will ensure the display of the Camp Summary in front of the Relief Camp
2. Every Camp in-charge/ Camp Officer will maintain the Detailed Register of the Camp Inmates separately for further actions

For More Information Contact
Assam State Disaster Management Authority
Govt. of Assam,
Assam Secretariat, Dispur
Phone-+91- 361- 2237221
Email- asdmaghy@gmail.com

Guidelines for Managing Community Kitchens in Relief Camps/Temporary Shelter

The current situation of the COVID-19 pandemic demands strict adherence to protocols related to prevention of COVID-19 at all levels. Hence, COVID-19 specific guidelines are developed to assist responsible officials and personnel on specific measures to be taken in specific context and scenarios. These guidelines are targeted for **Community Kitchens set up in relief camps/Temporary Shelters** in the state of Assam.

Designation	Role & Responsibilities
Lot Mandal/Gaon Burah	**Pre-Disaster** • Identify safe and hygienic space (away from toilet, drains, etc.) to set up community kitchen within the designated relief camps in the villages/Revenue Circles. • In case of schools used as relief camps, mid-day meals kitchen and its tools to be pre-arranged for setting up of relief camps. • To map the requirement of cooking gas cylinders based on availability and identify options for instant procurement/refilling of gas cylinders for use in community kitchens • Identify safe location to dispose organic and inorganic food waste generated from community kitchen. • Identify and list of available resources for community kitchen in designated relief camps such as utensils and submit the list to the Revenue Circle Officer (RCO). • Identify and list community institutions such as religious groups, cultural groups, Community based societies, SHGs etc. in the neighboring villages of relief camp site who have large cooking tools and utensils for community events including cooking and establish a dialogue for mobilizing these resources for community kitchen on a voluntary basis • In case of unavailability of mid-day meals or community level assets, identify tent houses/vendors and develop a list of such vendors who can supply cooking tools, utensils, cooking gas etc. which can instantly hired. Coordinate with Revenue Circle Officer and share details of such vendors for their engagement through transparent selection process. • Prepare a list of safety and cleaning items such as number of PPE kits, soaps, brooms, floor mops, etc. required for cooks, cleaners, volunteers, etc., for cleaning of relief camp and community kitchen, and submit the list to the Revenue Circle Officer • Prepare the list of designated cooks and helpers for the relief camps and submit the list to the Revenue Circle Officer. Those already engaged in mid-day meals cooking may be enlisted or SHGs may be identified to provide cooking support in community kitchens set up in camps • Ensure that all stakeholders engaged in operationalization of Community Kitchens are sensitized on optimal Infant and Young Child Feeding (IYCF) practices. • Ensure that all stakeholders engaged in operationalization of Community Kitchens are sensitized on need for strict adherence to Infant Milk Substitutes act (IMS Act). This act bans any kind of promotion/distribution of breast milk substitutes and baby foods among babies under two years of age. • Identify a safe and well ventilated storeroom for storing food raw materials and products. Ensure that the storeroom is properly cleaned and maintained before being used • Pre-position fire safety equipment's/materials near/inside identified kitchen and ensure that no inflammable products are stored near the fire source • Coordinate with Gaon Panchayats, Anganwadi Workers, Teachers etc. to explore feasibility of establishing community kitchen garden in pre-identified relief camps • Ensure that water filters to be arranged in the camps. Clean drinking water should be made available to inmates while meals are served

During Disaster

- Coordinate with the Revenue Circle Officer to engage workers to clean and sanitize (using 0.5% chlorine or 1% hypochlorite solution) **the relief camp and community kitchen before & after they are being use every day.**
- Coordinate with the Revenue Circle Officer to deliver the utensils, cooking and cleaning items (if not available locally from sources within the village) for setting up the relief camp and community kitchen in the designated relief camps.
- Coordinate with the Revenue Circle Officer to deliver seasonal fruits, vegetables and nutritious food items for children, pregnant/lactating women, and elderly camp inmates
- Coordinate with Revenue Circle Officer to engage vendors such as tent houses and others for cooking gas, cooking utensils, tools etc. Ensure that only cooking gas is used in community kitchen
- Ensure that in no case firewood is used in camps to prevent/avoid any possible health and environmental impact
- Coordinate with the Revenue Circle Officer to engage the cooks and helpers to manage the community kitchen in the designated relief camps.
- Ensure that community kitchens do not allow any form of tobacco, smoke or any illicit drugs as the entire relief camps is a no-spitting and no-smoking zone
- Coordinate with the Revenue Circle Officer to provide dustbins for disposal of solid waste.
- Coordinate with the Public Health Engineering Department (PHED) to test the water quality from the source and ensure potable water is available for cooking purpose.
- Ensure adherence to global Infant and Young Child Feeding recommendations and strict adherence to Infant Milk Substitute Act. Babies under 6months of age should be exclusively breastfed, and no other liquids/water to be given. Children 6months to 23months of age should be provided locally prepared hot cooked meal comprising of cereals, pulses, diverse vegetables, fruits and eggs.
- Coordinate with AWWs to ensure continuity of Take Home Ration (THR) distribution for all eligible women and children at relief camps during disasters.

Post Disaster

- Coordinate with the Revenue Circle Officer to engage workers to clean and sanitize the relief camp and community kitchen before decommissioning them.

Camp In-Charge

- Coordinate with Lot Mandal to clean and sanitize the relief camp and community kitchen before they are being used.
- Monitor the health condition of the cook/s, helpers and volunteers who are selected to manage the community kitchen.
- Ensure that cook/s, helpers and volunteers are wearing masks, aprons, washing hands regularly, covering their head with cap/*gamusa*/cloth, maintaining physical distance while they are on duty.
- **All the cooking personnel, Helpers, Cleaners and others associated with cooking to be vaccinated for COVID-19 on priority basis**
- **Mandatory testing for COVID-19 (RAT/RTPCR) to be ensured on every new entry of cooking personnel, helper, staff, cleaning personnel & others associated in the community kitchen**
- **Regular checkup for COVID-19 symptoms by health personnel to ensure for all the cooking staff.**
- Ensure that Covid Vaccination Certificate should produce by the cook, helper and the Anganwadi workers for preparing & serving the food.
- **Cooking & distribution procedure to be designed in such a way , so that distance of 6ft is maintained during all the procedures**
- If cook/s, helpers and volunteers are using reusable masks, caps, aprons, etc., they should be washed daily. Every day a fresh set should be used by them.
- Ensure that the kitchen is cleaned and sanitized daily.

- Ensure that only potable water is used for cooking purpose.

- Ensure promotion of exclusive breastfeeding at relief camp for lactating women (with babies under 6months of age) and on complementary feeding for mothers of children 6-23months of age. Coordinate with Anganwadi Workers to provide Infant and Yong Child Feeding counselling to lactating women and mothers of children under the age of two years.
- Children 6months to 23months of age should be provided locally prepared hot cooked meal comprising of cereals, pulses, diverse vegetables, fruits and eggs. In addition, dry food like rice, salt, pulses, rice powder (pithaguri), flattened rice (sira), puffed rice (muri), kumol saul, jaggery (gur), egg, suji, ground nut etc. to be kept ready to distribute at relief camp. No distribution of packaged and processed foods such as chips, noodles, packet juices etc.
- Coordinate with Anganwadi Workers to ensure continuity of Take Home Ration distribution for all pregnant women, lactating mothers and young children at relief camps during disasters.
- Ensure adherence to global Infant and Young Child Feeding recommendations and strict adherence to Infant Milk Substitute Act at the camp: No distribution of Breast Milk Substitutes (BMS), feeding bottles or teats and Infant food at relief camp.
- No person other than a health care worker can share information on or demonstrate use of infant milk substitutes, infant foods or feeding bottles to mothers of children under the age of two years.
- Coordinate with ASHA/AWW/AWH to ensure continuity of other nutrition related services especially screening for malnutrition and Iron folic acid supplementation for children under five years.
- Ensure that no animals are inside the premises of the community kitchen

Cook

- Wear mask at all times in the relief camp premises.
- Cover the head using a cap/*gamusa*/cloth and apron in the kitchen.
- Wash hands for at least 20 seconds before entering the kitchen, before cooking and after using the toilet.
- Encourage camp inmates to practice frequent handwashing (Especially before feeding children)
- Wash reusable masks, caps, aprons, etc. daily and wear a fresh set each day.
- Ensure that fruits and vegetables (to be consumed raw) are thoroughly washed using potable water and 50 ppm chlorine (or equivalent solution) before consumption or storage.
- Avoid large gatherings while distribution of food. Stagger distribution timings. to avoid crowding and inform the recipients in advance of the distribution schedule
- Ensure safe storage of all cooking items before and after cooking. Any cooked product shall be kept tightly covered and should be monitored
- Ensure that only fresh food is served to the people and in no case any left out are used which may lead to food poisoning

Helpers/ Volunteers

- Wear mask at all times in the relief camp premises.
- Cover the head using a cap/*gamusa*/cloth and apron in the kitchen.
- Wash hands for at least 20 seconds before entering the kitchen, before cooking and after using the toilet.
- Wash reusable masks, caps, aprons, etc. daily and wear a fresh set each day.
- Wash fruits and vegetables (to be consumed raw) are thoroughly washed using potable water and 50 ppm chlorine (or equivalent solution) before consumption or storage.
- Wipe the ingredient packets 50 ppm chlorine (or equivalent solution) before opening them.
- Wear gloves while serving food to the inmates.
- Segregate the organic and inorganic food waste and put them in separate dustbins.

Cleaners

- Wear mask at all times in the relief camp premises.
- Wash hands for at least 20 seconds before entering the kitchen, before cooking and after using the toilet.
- Clean and disinfect (using 0.5% chlorine or 1% hypochlorite) frequently touched surfaces (door knobs, hand rails, benches, washroom fixtures, etc.).

	• For cleaning metallic utensils, use potable water, detergent and 70% alcohol-based disinfectant. Sun dry the utensils and store them in a clean location above the ground. • Wash the cleaning cloths daily using potable water, detergent and 70% alcohol-based disinfectant. Sun dry them and store them in a clean container. • Regularly clear the food waste bins and dispose the waste safely away from the relief camp premises in the designated location.

Refer to the Food Hygiene and Safety Guideline issued by FSSAI here.

Issued in Public Interest

Assam State Disaster Management Authority,
Government of Assam,
Dispur, Guwahati-06

Assam State Disaster Management Authority

COVID-19 Advisory for flood affected people in temporary shelters other than relief camps

In Assam, on an estimated average 3-4 million people have been affected by floods in the last 10 years. While certain proportions of the affected people resort to relief camps operated by the local administration, many prefer alternative temporary shelters such as high raised platforms, roads and embankments as convenient shelters. While government encourages flood affected people to take shelter in formal relief camps, any informal temporary shelters that may come into being during floods, must follow COVID Appropriate Behaviors and protocols as mentioned below:

- **Shelter Coordination Committee** - As people resort to temporary shelters, a shelter coordination committee shall be formed and focal point shall be nominated by people themselves comprising of inmates with adequate representation of women, adolescents and young people and elderly to coordinate with local administration. The local administration must be notified about existence of such camp at the earliest and GR request through Gaon Burah/ Lot mondal / Panchayat representatives shall be placed before the local administration by the committee. The Shelter co-ordination committee will also arrange COVID testing /RAT at regular intervals with the help of health team. The Shelter co-ordination committee may arrange COVID-19 vaccination camp for the inmates with the help of District Immunization Officer.

- **Co-ordination of Relief Distribution / essential items:** Relief and essential item distribution should be co-ordinated maintaining social distancing norms

- **Display of Emergency Phone Numbers:** Emergency phone numbers should be displayed in the temporary shelter sites like DEOC (Control Room) No, Police Control Room No, Health, Fire & APDCL

- **Awareness on COVID appropriate behavior:** The inmates should be adequately sensitized by local administration on the Govt. advisory and COVID appropriate behavior to be adopted in such temporary shelters through public miking, IEC distribution etc. Local administration may engage community volunteers like Protirudhi bandhu volunteers, Aapada Mitra, Civil Defence volunteers etc. for this purpose.

  Further the medical teams visiting such relief camps may guide the inmates for COVID appropriate behavior and testing within 24 hours of starting such shelters/ camps.

- **Sanitization of Temporary Shelters:** Daily sanitization of temporary shelters shall be ensured by local administration. One team per shelter or one team for a group of adjacent shelters can be assigned for sanitization of such shelters.

- **Social Distancing within and between tents**- If any temporary shelter is created, social distancing of atleast 6 feet shall be ensured between every tent and accordingly number of tents shall be erected. Per person covered space of 7 square metre shall be maintained as far as possible. Adequate quantity of tarpaulins shall be requested through Gaon Burah /lot mondal / Panchayat representatives by the shelter coordination committee. District / Local administration should provide sufficient tarpaulins to each family so that each family member can maintain a minimum covered space of 7 square metre within the tent.

- **Adequate water arrangements**- The shelter coordination committee through Gaon Burah/ Lot Mondal / Panchayat Representatives shall request PHED department for providing minimum 20 litres of water per person per day through appropriate sources. Hygiene shall not be compromised at any cost.

- **Adequate Lighting arrangements:** District Administration will ensure adequate lighting arrangements in the temporary shelters. The inmates should not face any difficulty for staying in the shelters during night time.

- **Handwashing facility with Soap**- Any such temporary shelter site shall have provision for hand washing with soap at entry and exit; and other locations depending upon the total population in such temporary shelters shall be made. Local arrangements based on materials available shall be made. 60 seconds of handwashing during entry, before and after use of toilet, before and after taking food, feeding baby, handling child faeces shall be ensured.

- **Mandatory wearing of masks-** all such flood affected families in temporary shelters must ensure that all members always wear masks mandatorily. They must be worn properly to cover nose and mouth. Touching the front portion of mask/face covers to be avoided.The site should have a common mask disposal bin which can be covered and all guidelines related to safe disposal of masks shall be followed. At least "1" triple layer mask should be given free of cost to the relief camp / temporary shelter inmates from DDMA per day.

- **Separate toilets form male and female**- Within a minimum distance of 10 metre and maximum 50 metre of any such temporary shelters, either existing community toilets to be identified and demarcated as male and

female toilets or separate temporary toilets shall be erected with support of PHED. Adequate water for cleaning and hand washing with soap shall be made available in such toilets. Adequate distance (atleast 20ft) should be maintained while installing hand pumps and temporary toilets. Separate toilets should be installed for People with Disability and Elderly persons.

PHE department will monitor the installation of temporary toilets and temporary bathrooms, Field Officer (DM) will ensure availability of soaps for hand washing in temporary shelters along with installation of dustbins. Community volunteers like Pratirodhi bandhus / Aapada mitra / Civil Defence volunteers etc. will assist District Administration in proper arrangement of temporary toilet facilities in the temporary shelters.

- **Random health check ups and screening**- The shelter coordination committee will also coordinate through local ASHA/ ANM for random screening and checkup in the shelter site through health camps on daily basis. Occasional testing with "RAT" in case the temporary shelter/ relief camp comes under containment zone or the number of COVID cases reported are increasing in that area.

- **Caring vulnerable**- The shelter coordination committee shall enlist all pregnant women, lactating mothers, infants and young children, elderly, persons with disability and sick/persons on going any critical medical condition and provide special care and inform appropriate department/ local administration through GoanBurah/ Lot Mondal/ Panchayat representatives for support whenever needed

- **Child Friendly Space**- A separate tent shall be earmarked for children. Local administration will provide extra tarpaulins to the shelter co-ordination committee based on requirement. Nearest ICDS workers/ school teachers shall be informed by the shelter coordination committee to operationalize such centres maintaining COVID protocols as per existing guidelines. Lactating mothers and mothers of young children shall be supported for age appropriate feeding of infant and young children through this space. For construction of CFS, miscellaneous costs for procurement of bamboo, CGI sheets, labour cost. etc., should be spent from the fund allocated for GR etc.

- **Isolation shelters / Sick room**- 1-2 extra tent shall be made functional through local administration to keep any person showing any symptoms of COVID-19 in the temporary shelters or people who were in home isolation and have evacuated to such temporary shelters. However if any inmate is found COVID positive during their stay in temporary shelter or the inmate is more than 50 years age group, they must be sent to the nearby government COVID care center immediately. Isolation tents shall be erected at a distance from other tents and movement of other people shall be restricted. Necessary support to such people in terms of food, water etc. shall be provided by the committee following all safety protocols. For construction of

Isolation shelters, miscellaneous costs for procurement of bamboo, CGI sheets, labour cost. etc., should be spent from the fund allocated for GR etc.

In case of Isolation shelters for COVID-19 affected inmates, toilet and hand pump should be separately installed along with separate pits/ closed dustbins for menstrual hygiene management. Items for regular disinfection/ sanitization of such shelters should be provided in adequate quantities by PHED / Local administration. PHE department will monitor the installation of temporary toilets and temporary bathrooms in isolation shelters, Field Officer (DM) will ensure availability of soaps for hand washing and installation of covered dustbins in temporary isolation shelters. Community volunteers like Pratirodhi bandhus / Aapada mitra / Civil Defence volunteers etc. will assist District Administration in proper arrangement of temporary toilet facilities in the isolation shelters.

- **Food Safety**- If a community level kitchen is organized, due care shall be taken for cleaning of the raw food items and hygienic cooking. There shall be a roster of people managing the kitchen who should wear all necessary protective gears (like masks & hand gloves) and should follow all protocols from cleaning, cooking to management of residues / kitchen waste.

- **Menstrual Hygiene Management** -For menstrual hygiene management, shelter level provisions shall be made through local administration for safe management and disposal of sanitary napkins / clothes.
  Field Officer (Disaster management) will monitor the installation of separate dustbins and the community volunteers like Pratirodhi bandhus/ Aapadamitra/ Civil Defence etc. will install dustbins at appropriate locations for such affected communities. Sanitary napkins have now been included under essential items for distribution during relief & therefore may be provided free of cost in such relief centers/ temporary shelters.

- **Waste management-** Due care shall be taken to manage and safely dispose garbage generated in the shelters following guidelines of solid and liquid waste management. Such a site shall be declared as no-spiting zone, temporary drains to drain out water safely, and appropriate spraying of disinfection materials through relevant departments / Panchayat shall be made.

- **Monitoring of Temporary shelters:** VLMCC members / Panchayat members / VCDC members should be entrusted with the local level monitoring works of such shelters. However the District Administration will nominate one Govt. nodal officer who will be entrusted with the responsibility of monitoring and reporting about such temporary shelters.

- **Feedback mechanism:** The camp co-ordination committee will place a box or devise a mechanism for obtaining feedback from the people taking shelter in such camps regarding relief services, specific requirements for Isolation shelters etc. Feedback can be collected by the Gaon Burha and submitted to Local Administration/ Circle office

****

GOVERNMENT OF ASSAM
ASSAM STATE DISASTER MANAGEMENT AUTHORITY (ASDMA)
JANATA BHAWAN, DISPUR, GUWAHATI-781006
Phone: 0361-2237221 (O); 0361-2237010 (Fax)

No. ASDMA/42/2021/13 Date: 16th June, 2021

From : Gyanendra Dev Tripathi, IAS
Chief Executive Officer (CEO),
Assam State Disaster Management Authority
Janata Bhawan, Dispur

To : The Deputy Commissioner & Chairman,
District Disaster Management Authority, Assam
All Districts, Assam

Sub : COVID-19 Advisory for flood affected people in temporary shelters other than relief camp

Sir/Madam,

With reference to the subject cited above, I am forwarding an advisory evolved by ASDMA for observance of COVID appropriate behavior in respect of flood affected people residing in temporary shelters other than relief camps.

You are requested to take necessary action for effective compliance of the same by responsible officers under your jurisdiction and closely monitor the temporary camps in accordance with the provisions of the advisory to contain the spread of COVID-19 in such camps.

This has approval of Chief Secretary to the Govt. of Assam.

Yours faithfully,

Encl:

1. Copy of Advisory

Gyanendra Tripathi 16/6/2021

(Gyanendra Dev Tripathi)

Memo No. ASDMA/42/2021/13 **Date: 16th June, 2021**

Copy to:

1. The Principal Secretary, Revenue & DM Department, Govt. of Assam, Dispur for information
2. The Principal Secretary, Health Department, Govt. of Assam, Dispur for information
3. The Principal Secretary, Food & Civil Supplies Department, Govt. of Assam, Dispur for information
4. The Principal Secretary, Social Welfare Department, Govt. of Assam, Dispur for information
5. The Commissioner & Secretary, Revenue & DM Department, Govt. of Assam, for information and necessary action
6. The Commissioner & Secretary, Public Health Engineering Department, Govt. of Assam for information and necessary action
7. The Commissioner & Secretary, P&RD Department, Govt. of Assam for information and necessary action
8. The Commissioner & Secretary, Education Department (Elementary), Govt. of Assam, for information and necessary action
9. The Director, Directorate of Information & Public Relations, Assam for information & Necessary action
10. S.O to the Chief Secretary, Assam, Dispur for information

Gyanendra Tripathi 16/6/2021

(Gyanendra Dev Tripathi)