CONTEXT OVERVIEW

The total Rohingya population in Cox’s Bazar now exceeds 880,000, putting a severe strain on the district’s host community and local government, particularly in Teknaf and Ukhia upazilas, where the Rohingya now constitute at least a third of the total population. On top of existing needs, the upcoming rainy season will increase the risk of disasters such as floods and landslides, but also water contamination and disease outbreaks.

In Cox’s Bazar, coordination is led by a Senior Coordinator and supported by the Inter-Sector Coordination Group (ISCG), a neutral and independent coordination body. Strategic guidance and liaison with national level Government is provided by the Strategic Executive Group (SEG), designed as an inclusive decision-making forum of international humanitarian organization leads. The SEG is chaired by the Resident Coordinator with the IOM Head of Mission and UNHCR Representative as co-chairs. IOM coordinates the Site Management and the Shelter/NFI sectors as well as the Communication with Communities (CwC) Working Group.

IOM and its partners continue to scale up operations to respond to the needs of new arrivals, existing Rohingya, and affected host communities in preparation for the rainy season. The present Crisis Appeal outlines IOM’s response plan and associated funding requirements from March to December 2018 in line with the Joint Response Plan for Rohingya refugees. Aside from the activities conducted in the different sectors, IOM remains actively engaged in addressing cross cutting concerns such as Protection, Gender-Based Violence (GBV) and Accountability to Affected Populations (AAP). IOM plans to mainstream protection and GBV through the facilitation of trainings across sectors and services to increase the understanding of general protection and GBV risks and strengthen the overall response. AAP is strengthened through effective, inclusive and consistent communication. Communication with Communities (CwC) activities implemented in the context of AAP include scaling-up of life-saving information with regards to possible disasters through community outreach workers, community radio and focus group discussions.

USD 182.1 Million required to assist an estimated 900,000 individuals

<table>
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<tr>
<th>Category</th>
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<td>Site Management</td>
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<td>Site Development and Site Maintenance Engineering</td>
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<td>Quick Impact Projects</td>
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<td><strong>TOTAL</strong></td>
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Response: March — December 2018

**OBJECTIVE 1:** Ensure effective humanitarian response through strengthened inter-sector coordination at strategic and operational levels

**OBJECTIVE 2:** Reinforce humanitarian community’s ability to conduct humanitarian response through the establishment of a humanitarian hub and strengthened information management

**OBJECTIVE 3:** Ensure effective advocacy and resource mobilization in support of the collective humanitarian response, including national and local partners

The Inter-Sector Coordination Group (ISCG) Secretariat, an impartial and neutral coordination body, will continue to coordinate the overall response with 150 agencies known to be responding to the crisis. The ISCG consists of external relations, analysis and Planning, Situation and Coordination Units—in line with the organigram designed and agreed upon during an independent review process in January 2018.

Some of the key functions of the Secretariat will include: supporting the Strategic Executive Group (SEG), Head of Sub Office Group (HoSOG) and ISCG efforts to take decisions on operations, key policy issues, and security challenges; maintaining a common and in-depth understanding of needs across makeshift settlements, refugee camps, spontaneous settlements, and host communities; facilitate joint and inter-sectoral assessments as appropriate, contributing to needs and population monitoring efforts and data analysis; strengthening data and information management on behalf of the whole humanitarian community to support operational and strategic decision making and managing the response program cycle.

In addition, the Secretariat will continue to work on maintaining clear and effective links with the Government of Bangladesh and strengthening collaboration with national and local government authorities but also scaling up advocacy initiatives and resource mobilization efforts in support of the Rohingya refugee crisis.

Finally, the Secretariat will ensure that the centrality of protection, as well as cross-cutting and thematic issues such as gender, age and disability, environmental sustainability, cash-based assistance, and engagement with affected communities, are properly addressed and coordinated across the response.

**INDICATORS & TARGETS**

- 100 SEG, ISCG and Head of Sub Office (HoSO) meetings are held and minutes are shared
- More than 1,300,000 people in need disaggregated by sex and age receive multi-sector assistance
- 40 situation reports are produced and shared, including detailed sex, age and diversity disaggregated data, gender analysis from all sectors, and clear identification of gaps
- 20 partners use the coordination hubs
**SITE MANAGEMENT**

**Achievements: September 2017 — February 2018**

IOM has rolled out **effective site management services** — inclusive of site operations, community services, and coordination of the overall Site Management Sector in Cox’s Bazar — in **100% of the areas under IOM’s responsibility**, reaching an estimated 500,205 individuals in the Kutupalong-Balukhali Expansion Site and additional settlements and surrounding communities in both Ukhia and Teknaf Upazilas. IOM’s site management services contribute to affected populations having access to fit-for-purpose assistance and protection services. **Inclusive and contextualized community participation and communication with communities mechanisms have been introduced**, making a notable difference in reducing refugees’ vulnerability and fostering positive interaction with members of the host community.

**IOM Response: March — December 2018**

**OBJECTIVE 1:** Enhance equitable access of refugees to relevant services and protection, based on locally agreed standards, ensuring refugees and host communities are informed, and engaged through representative community participation

**OBJECTIVE 2:** Support informed humanitarian decision-making and prioritization of gaps and needs across vulnerable groups and geographic areas

The scale and congestion of sites, especially the Kutupalong-Balukhali Expansion Site hosting over 600,000 people, present serious protection risks. In the mostly-unplanned site population density is high, with 2.01m² of usable space per person, compared to the international standard of 45m². Congestion and difficult terrain require important investments to improve accessibility, mitigate environmental risks such as flooding and landslides. The close proximity of shelters further exacerbates the risk of fire hazards and the continued spread of communicable diseases. Additionally, major weather events such as the upcoming monsoon season will likely result in widespread damage across all camps and settlements. To formulate an inclusive response to the operation of sites under IOM’s management, **efficient and comprehensive site management at the camp, neighbourhood and village level** is needed to allow refugees and vulnerable Bangladeshis to **identify and prioritize needs, liaise with service providers, and design localized solutions**. IOM will also ensure a **meaningful participation of all groups of the population in decision-making processes and in camp activities as well as promote increased accountability to affected population**. Continuous efforts will be dedicated to ensure that communities across the camps are better prepared, informed and able to act upon the alert of major weather events occurring. In addition, IOM will increase its operational capacity to support **relocation of households affected by landslides and flooding** across the sites.

**INDICATORS & TARGETS**

- 100% of camps and camp-like settings hosting refugee populations are benefitting from site management services
- 80% of refugees have the means to participate in camp-level activities
- 80% of complaints received through the community feedback mechanism are resolved and all requests for information are answered within one week
- 1,500 households are relocated to safe areas before the upcoming rainy season
- 80% of the Sector partners report good performance by the Sector in relation to its core functions
SITE DEVELOPMENT & MAINTENANCE ENGINEERING

Achievements: September 2017 — February 2018
IOM has rolled out effective site development services in 100% of the areas under its responsibility, responding with targeted improvements to drainage, enhancements to access and fit-for-purpose earth stabilisation works to ensure public safety. Infrastructure projects have been implemented using cash-for-work from refugee and host populations, including construction of resilient temporary community centres and identification and preparation of plots for shelter and services. Additionally, IOM actively participates in the Site Planning Taskforce, the Shelter and Settlements Technical Working Group and the Energy and Environment Working Group.

IOM Response: March — December 2018

OBJECTIVE: Improve physical site access and safe and dignified living conditions for refugees, and adjacent host communities, including reducing their vulnerability to natural hazards

There is an urgent need for longer-term macro-level planning required to sustain and strengthen existing systems and resources. Coordinated site development works are necessary to increase access throughout the sites, reduce the risk of disasters such as flood, fire, landslide and epidemic, and promote safer communities. IOM will improve living conditions by implementing small-scale high impact projects including formation of pathways reinforced with handrails to define pedestrian access, construction of water crossings and drainage to maintain the natural water courses, and slope negotiation to increase useable land area. Disaster Risk Reduction (DRR) activities including community hazard mapping and targeted relocation of households away from dangerous areas will reduce exposure to natural hazards, and mitigating actions such as earthworks, retaining structures and bio-engineering will facilitate enhanced protection from environmental risks. With major weather events highly likely to cause damages, over 100,000 refugees and over 10,000 structures are estimated to be at risk in Kutupalong-Balukhali Expansion Site alone. IOM will improve public safety by implementing large scale infrastructure projects to enhance access to services via extended road and bridge networks, installation of solar street lighting and construction of semi-permanent facilities for health, site management and civil protection. The Site Maintenance Engineering Project comprising IOM, UNHCR, and WFP will undertake the following four principal activities: (1) Clearing and strengthening primary drainage channels; (2) Land Extension Works; (3) Maintaining vehicular access via maintenance, emergency repair and rehabilitation; (4) Materials supply, fabrication, and pre-positioning to facilitate rapid response during the cyclone and rainy seasons. The activities shall be operationalised with preparatory activities (1 & 2) that have already started; response activities (3) via work crews positioned within the camps and adequately resourced with light machinery, operators familiar with working in wet conditions and technical personnel to provide practical guidance for implementing the works and the supporting activity of material fabrication and supply to be operational by April 2018.

INDICATORS & TARGETS
♦ 100% of camps and sites within IOM’s area of responsibility have vehicular access
♦ 500,276 Rohingya refugees and host community members benefit from site improvement and mitigation works
♦ 140,000 m² of useable area is gained with major earthworks
♦ 100% of camps have operational solar lighting in streets and at key locations
♦ 750,000 labour days are spent on small-scale works and DRR works

Funding required
$ 49.8 million
Individuals targeted
500,276
IOM Response: March — December 2018

OBJECTIVE 1: Improve host community services and infrastructure to reduce tensions emerging from overcrowding and overstraining of resources due to the increase in the area’s population

OBJECTIVE 2: Enhance equitable access of host communities and refugees to relevant services and protection, ensuring populations are informed and engaged through representative community participation

OBJECTIVE 3: Strengthen the cohabitation between refugees and local communities through the organization of social cohesion activities

The increased presence of the Rohingya refugee population in Cox’s Bazar District is putting intense pressure on host communities and fueling growing resentment between the two population groups. Engaging in constructive dialogue to jointly identify pressure points and implement initiatives that foster social cohesion within and between communities and stimulate economic activity in the mid to long-term is crucial. By investing early to address the potential mid to long-term negative consequences of the crisis, IOM will seek to strengthen the humanitarian and development nexus and create the prerequisite conditions for recovery and development within the affected communities.

By implementing Quick Impact Projects (QIPs), through a Cash for Work (CfW) modality, that will focus on the restoration, upgrading and expansion of infrastructure such as clinics, schools, roads, markets, sports facilities, WASH and solid waste management services, cultural centres, and community halls, IOM aims at promoting social cohesion through scaling up investments in inclusive initiatives that support Rohingya and host communities, as well as local authorities who are bearing a disproportionate share of the burden stemming from the crisis.

Host communities will be the principal resource in the prioritization, design and implementation of QIPs. QIPs will be delivered through a partnership modality; partners will be selected based on their ability to deliver effectively in prioritized locations. The CfW methodology will be employed in the delivery of QIPs to maximize the economic impact of the intervention at the local level. Additionally, IOM will conduct an impact evaluation at the end of the project to ascertain the efficacy of the approach and help improve ongoing and future projects of a similar nature.

INDICATORS & TARGETS

♦ 100 QIPs implemented in collaboration with local authorities, communities and refugees, including vulnerable groups, in high-priority areas
♦ 252,994 individuals benefit from QIPs that will focus on restoration, upgrading and the expansion of clinics, schools, roads, markets, sports facilities, WASH and solid waste management services, cultural centres, and community halls
♦ 1,000 community meetings and forums are held to foster social cohesion
Sandbags reinforce slopes, provide paths and stairs in Kutupalong-Balukhali Expansion Site, where mud slides are a concern.
©IOM 2017/Olivia Headon
IOM Response: March — December 2018

OBJECTIVE 1: Enhance emergency preparedness and response capacities of host communities, and support local government in Cox’s Bazar District to build resilience against natural disasters.

OBJECTIVE 2: Reduce the environmental impacts of the refugee crisis to avoid increased disaster risks that will have further impact on both refugees and hosting communities.

IOM will support the capacity building of both the local population and government institutions to cope with environmental issues as well as strengthen their general disaster risk management and mitigation capacity. This support will be provided as an initial stage of a more medium to long-term approach to reduce the overall needs, vulnerabilities and risks.

Activities will include: stakeholder mapping and capacity assessments of relevant government and civil society institutions responsible for disaster management within Cox’s Bazar from the district level down to the union level (including existing volunteer groups); capacity building of disaster management institutions through the provision of human resources, infrastructure and training support; capacity building of the host population in disaster risk mitigation through the provision of infrastructure and training support; establishment of a school Disaster Management (DM) committee in Teknaf and Ukhia upazila; and conservation activities as well as engagement with relevant stakeholders in environmental conservation activities. Disaster Risk Reduction (DRR) activities under this project will target Bangladeshi national hosting communities in both Teknaf and Ukhia.

INDICATORS & TARGETS

- The operational and management capacity of 720 individuals in relevant DM institutions and committees for DM and response is strengthened
- 189,620 individuals benefit from reinforced response preparedness of key officials and members of the host population
- 24,310 students, teachers and community members benefit from DRR support to schools and can be accommodated during disasters
- 5,000 environmental conservation activities are initiated jointly with the government in targeted areas
- 300 staff, volunteers, and DM committee members are trained in gender and protection

Funding required
$ 5 million
Individuals targeted
219,950
IOM & Partners Response: March — December 2018

OBJECTIVE 1: Increase access (physical and economic) to alternative cooking fuel sources and Fuel Efficient Stoves (FES) in the short, medium and longer-terms.

OBJECTIVE 2: Curtail environmental degradation and restore productivity of already damaged forest and agricultural areas

Rohingya refugees have been cutting roots and trees to use as firewood for cooking which has led to massive deforestation. There is a need to provide alternative options for cooking fuel to all affected families in the Rohingya and host population to prevent further deforestation, protection risks, and negative health outcomes. Liquefied Petroleum Gas (LPG) has been shown to be the cheapest and cleanest option available in the local context and provides a rapidly scalable solution. IOM will establish a supply chain for cooking fuel and LPG canisters.

Through this joint project with UNHCR, FAO and WFP, a total of 80,000 households will receive cooking kits, including stove set, LPG canister & gas. IOM will conduct trainings for each household on receipt of a cooking kit. Each household will receive up to six months of supply of LPG through vouchers and service provision contracts with suppliers. Only refugees will receive LPG refills, while host communities who received a cooking kit will receive income generating support and capital investment, which will enable them to purchase the refill.

IOM will also conduct regular training, mobilization and messaging on LPG access, usage and safety through partners as well as capacity building and monitoring for local vendors.

In addition, cash for work activities will be carried out with refugee and host-communities to rehabilitate deforested areas and protect water sources. These activities will also play a role in building social cohesion between the two populations.

INDICATORS & TARGETS

♦ 80,000 refugee and host community households will receive LPG stoves kits and alternative fuels (stove, regulator, hose, cylinder and LPG)

♦ 60,000 refugee households will receive monthly refill of LPG through E-voucher system

♦ 20,000 host communities will receive income generating support to enable them to purchase the refill on the long run

♦ 100,000 refugee and host community households will receive fuel-efficient cooking stove (until they receive the LPG in the next phase)

♦ 50 nurseries sites are identified and tree seedling and nurseries are initiated

♦ 1,500 households are engaged in agro-forestry cash for work activities
A woman, among newly arrivals at Ajumanpara border point, stands under the rain. ©IOM 2017/Muse Mohammed
NEEDS AND POPULATION MONITORING

Achievements: September 2017 — February 2018

Since the October 2016 influx — and increasingly since the August 2017 influx — IOM has strengthened its position as a key data provider on population movements and needs for the humanitarian response through the Needs and Population Monitoring (NPM).

NPM figures have been adopted by the ISCG as the baseline for the Humanitarian Needs Overview (HNO). Since August, IOM has assessed a total of 1,658 sites and completed four full rounds of its Site Assessment (SA), a multi-sectoral needs assessment and population mobility tracking tool. The NPM Site Assessment is complemented by NPM Flow Monitoring systems that have allowed IOM to monitor new arrivals daily. Through NPM activities, IOM has continuously supported the ISCG through its engagement with the Information Management Working Group and the Site Management Sector. IOM also continually engages with other key data providers and partners to ensure the harmonization and consolidation of figures.

IOM Response: March — December 2018

**OBJECTIVE 1**: Enhance equitable access of refugees to relevant services and protection, based on locally agreed standards, ensuring refugees and host communities are informed and engaged through representative community participation

**OBJECTIVE 2**: Support informed humanitarian decision-making and prioritization of gaps and needs across vulnerable groups and geographical areas

By providing updated information on the numbers, locations and needs of refugees in both host communities and collective sites in Cox’s Bazar district, IOM will continue to support informed humanitarian decision-making and prioritization. Information is collected through key informants at a highly granular level, and aggregated to the site or community level. Activities will include a projected 5 rounds of bi-monthly NPM site assessments between March and December 2018, covering all locations hosting Rohingya refugees. Regular updates of site profiles will be provided together with data from key indicators of multisectoral needs, updated imagery of displacement sites through unmanned aerial vehicle (UAV) flights and footage, information management and Geographic Information Systems (GIS) support to define and adjust site boundaries as required and targeted surveys to fill information gaps regarding host community relations and perceptions. In addition, IOM will conduct ad hoc rapid needs assessments in the case of emergencies or specific events.

The partnership with ACAPS will continue to provide extra analysis, linking together NPM findings with any other qualitative and quantitative needs assessments carried out.

**INDICATORS & TARGETS**

- A total of 5 rounds of NPM site assessments are completed
- A total of 5 NPM reports are published
- A total of 200 NPM site profiles are published
- A total of 40 enumerators are trained on Preventing Sexual Assault and Exploitation (PSEA) and general protection
**LIVELIHOODS**

**IOM Response: March — December 2018**

**OBJECTIVE 1:** Ensure and sustain the timely provision of life-saving and life-sustaining assistance for Rohingya and host communities

**OBJECTIVE 2:** Strengthen, enhance and support the livelihoods of host communities and promote resilience and empowerment opportunities for Rohingya refugees, including support to key community infrastructure such as markets and agricultural infrastructure

In a recent WFP survey, 80 per cent of the overall refugee population was highly to entirely reliant on life-saving assistance. The sudden influx has created significant social, economic and environmental ripple effects across host communities in the surrounding areas, who were among the poorest in Bangladesh prior to the influx, and who now are forced to compete with the Rohingya population over access to services, water, forest and farm land. Host communities are increasingly feeling the effects of inflation and downward pressures on daily labor wages. **Within the host communities, there is a need to support income-generating activities**, including scaled-up programming to enhance agricultural production and strengthening local food supply chains through productive asset enhancement, post-harvest processing support and enhanced marketing capacity. **Socioeconomic empowerment initiatives are also needed for the refugees**, especially for women and youth, to promote resilience and positive coping strategies among the refugee population.

In the first phase of the response, IOM commenced an agriculture and agro-forestry project with FAO, focusing on host communities. IOM, in collaboration with FAO, will continue to roll out activities providing **livelihood support to host communities** via marketing and supply chain inclusion; support to farmer and fishery groups; support to livestock activities through provision of livestock as well as animal health and management training, business planning, tools and other required inputs. **Support will also be provided to build resilience in the Rohingya population through the provision of language skills, vocational, and entrepreneurship training; life-skills training to promote employment readiness**; and by conducting a risk assessment to understand how to best include vulnerable groups, including women and youth, in self-reliance activities without increasing the risk of violence.

Finally, activities will include vocational **training on reforestation technology and management of land stabilization** in addition to the establishment of a tree nursery in collaboration with the Forestry Department.

**INDICATORS & TARGETS**

- 81,100 agriculturalists in host and refugee communities have increased production and income through the production of high-demand produce using improved skills and tools
- 1,400 families involved in fishery, livestock and other income-generating activities are supported to reduce economic vulnerability
- 8,000 refugees are equipped with self-reliance skills through the provision of different varied trainings, disaggregated by age and sex
- 725 individuals in the refugee and host community have safer habitation sites as a result of reforestation and land stabilization support

**Funding required**

$ 6 million

**Individuals targeted**

91,225
A woman carries out a shelter kit back her home in Kutupalong-Balukhali Expansion Site. ©IOM 2017/Olivia Headon
Achievements: September 2017 — February 2018
Since August 2017, IOM has supported over 620,000 individuals with shelter and Non-Food Items (NFI) assistance, including distribution of 131,000 tarpaulins, 14,430 Upgrade Shelter Kits (USKs), 220,000 blankets, 129,000 floor mats and the most vulnerable families with site clearance/shelter set-up assistance.

Additionally, IOM has established a Shelter/NFI common pipeline with 120,000 USKs and NFIs for 70,000 households. All agencies in the Shelter/NFI sector can access the supplies from the central warehouse after the endorsement of the IOM-led Sector Coordination Team, which has established two Technical Working Groups to address shelter upgrades and energy and environment needs. In collaboration with Sector partners, various technical guidelines, Shelter and DRR Information, Education, and Communication (IEC) materials as well as a site improvement catalogue were developed. Joint Needs Assessments, a bamboo market analysis, service provider mapping and technical trainings of staff/volunteers were also conducted.

IOM Response: March — December 2018

**OBJECTIVE 1:** Provide lifesaving emergency shelter and NFI to new influx of refugees or households affected by natural disasters or other shocks and to existing people in need.

**OBJECTIVE 2:** Improve living conditions contributing to reduced suffering, enhanced protection, dignity, and safety

**OBJECTIVE 3:** Improve social cohesion and enhance resilience

Rohingya refugees currently reside in self-built, makeshift shelters — typically in low houses constructed of bamboo, sticks, and low-grade plastic sheeting — upgraded with shelter grade tarpaulins and other materials. Further upgrading of existing shelters is urgently needed to mitigate disaster risks and to improve living conditions in the settlements. Additionally, household-level site improvement works such as soil stabilization, slope protection, drainage improvements, and maintaining minimum firebreaks need to be coupled with shelter upgrades and natural hazard contingency kits. IOM will continue to enable the population, through the distribution of Upgrade Shelter Kits and training of households in disaster risk reduction and shelter upgrading, to upgrade their shelters with the view to mitigating disaster risks and to improving living conditions in the settlements. Additionally, extremely vulnerable households that require particular protection assistance will benefit from the durable shelter program, while households in host communities will benefit from cash for work initiatives focused on household-level site improvement works such as soil stabilization, slope protection, and drainage improvements.

**INDICATORS & TARGETS**

- 90,000 households benefit from NFIs and USKs through the Common Pipeline
- 120,000 households benefit from the DRR and Shelter Upgrade program
- 5,000 extremely vulnerable households that require particular protection assistance benefit from the durable shelter program
- 1,000 households benefit from cash for work initiatives in host communities

Funding required
$ 29.9 million
Individuals targeted
600,000
A young woman draws water at an IOM well in Kutupalong-Balukhali Expansion Site. ©IOM 2017/Olivia Headon
Achievements: September 2017 — February 2018

Since August 2017, IOM has trucked 1,992 cubic meters of drinkable water into the spontaneous settlements and has constructed: 1,949 latrines, benefitting over 100,000 individuals; 110 Deep Tube Wells (DTWs) currently providing safe water to over 110,000 beneficiaries in the camps and makeshift settlements; and 116 wash rooms, with 28 more under construction. IOM has also distributed 220,000 bars of soap and 30,070 hygiene kits.

IOM Response: March — December 2018

**OBJECTIVE 1:** Ensure effective, sufficient and continuous provision of life saving water and sanitation services for targeted girls, boys, women, and men

**OBJECTIVE 2:** Ensure that all targeted girls, boys, women and men have the means and are encouraged to adopt individual and collective measures increasing health seeking behaviors to mitigate public health risks

**OBJECTIVE 3:** Ensure that all WASH assistance promotes the protection, safety and dignity of targeted people, and is provided equitably to girls, boys, women, and men

With the coming monsoon season and without safe and adequate water supply and sanitation or practicing hygienic behaviour, there will be disease outbreaks in the camps and makeshift settlements. With extremely high population density, any outbreak has potentially dire consequences. The gap in hygiene practices persists and must be filled as soon as possible. Additionally, new arrivals—especially girls and women—have limited access to bathing facilities and Acute Watery Diarrhoea (AWD) is endemic in all camp areas. To address these issues, IOM activities will focus on scaling up water supply activities, sanitation and waste management, hygiene promotion, and epidemic control.

**INDICATORS & TARGETS**

- 332,040 individuals in settlements benefit from safe water meeting agreed standards and meeting demand for domestic purposes
- 332,040 girls, boys, women and men in settlements benefit from functional latrines meeting agreed standards
- 70% of women, men, boy and girls are able to demonstrate at least three critical hygiene practices
- 180,000 households that have received a WASH hygiene kit and/or a top up kit and/or a voucher in the last three months
- 80% of women, men, girls and boys including elderly people and those with disabilities express satisfaction with the WASH response

Funding required

$ 25.8 million

Individuals targeted

332,040
IOM supports patient referrals, treatment costs, staffing and supplies at MOH run Ukhia Health Complex ©IOM 2017/Muse Mohammed
Achievements: September 2017 — February 2018

IOM has been a key player in the health sector response, supporting the expansion of primary, reproductive and secondary health care services as well as public health and outreach campaigns. Since August 2017, **241,254 medical consultations have been conducted by IOM, while 11,940 antenatal care sessions and 1,356 deliveries were completed in IOM facilities.**

Additionally, since the start of the outbreak, a total of 4,576 patients were triaged across IOM’s three Diphtheria Treatment Centers (DiTCs), and 584 patients were admitted for treatment in IOM facilities.

Finally, IOM has reached **4,487 beneficiaries** since August through Mental Health and Psychosocial Services (MHPSS) including individual counseling, in-patient care, patient referrals, and sensitization activities.

IOM Response: March — December 2018

**OBJECTIVE 1:** Improve access to lifesaving and comprehensive primary and secondary health services for crisis-affected populations with a special focus on child health aimed at reducing avoidable morbidity and mortality.

**OBJECTIVE 2:** Provide comprehensive and life-saving reproductive, maternal, neonatal and adolescent health care to reduce morbidity and mortality

**OBJECTIVE 3:** Ensure the prevention of, and response to outbreaks of diseases with epidemic potential and other health emergencies

IOM will continue to **scale up quality services in the newly populated zones in the mega settlements and other spontaneous settlements as well as in the host communities.** IOM also intends to **enhance access to comprehensive reproductive services** through integration with primary health care. Additionally, IOM will continue working with health partners on **outbreak prevention and response, capacity building, health information management, and emergency referral and support systems.**

Finally, IOM will **expand its MHPSS programme** to include a more systematic and comprehensive approach.

**INDICATORS & TARGETS**

- 300,000 primary health care consultations are conducted
- One Health Provider (HP) available and functional per 6,000 to 10,000 individuals, in each administrative unit; one Primary Health Care (PHC) center available and functional per 20,000 individuals, in each administrative unit
- 50% of all deliveries are conducted in a Health Facility (HF) and assisted by a skilled birth attendant
- 80% of HFs provide reports of Early Warning, Alert and Response System (EWARS) as per agreed timelines
- 100% of HF (PHC and HP level) provide at least two short methods of birth control and one Long Acting Method
- 100% of IOM medical staff and partners trained in protection mainstreaming

Funding required **$ 17.8 million**

Individuals targeted **771,819**
Children and women refugees have specific protection needs. ©IOM 2017/Olivia Headon
Achievements: September 2017 — February 2018

Since August 2017, IOM has identified and assisted 15,257 Extremely Vulnerable Individuals (EVIs) and 37 Victims of Trafficking (VoTs), provided Psychological First Aid (PFA) to 4,332 individuals, and referred 1,887 individuals to health facilities. In addition, dignity kits have been distributed to 7,315 households, while 20,276 solar lanterns have been distributed to vulnerable women. IOM’s Protection Unit consists of a total of 30 IOM officers and case workers who carry out daily protection programming, such as community outreach to EVIs, case management for survivors of Gender Based Violence (GBV) and Trafficking in Persons (TiP), providing counseling and information on legal rights as well as conducting group Psychosocial Support Services (PSS) in close coordination with IOM’s Mental Health and Psychosocial Unit.

IOM Response: March — December 2018

**OBJECTIVE 1**: Monitor and advocate for access to territory, prevention of refoulment and promotion and respect for refugees’ rights

**OBJECTIVE 2**: Promote a community-based approach to the response and provide protection services to persons at heightened risk

**OBJECTIVE 3**: Enhance access and improve quality response and prevention services for individuals at-risk of gender-based violence

**OBJECTIVE 4**: Improve access to quality child protection services and psychosocial support activities for girls and boys and other children with protection concerns and who are at risk, including unaccompanied and separated children

In the makeshift settlements, individuals continue to be exposed to a high prevalence of GBV with up to three quarters of women reporting incidents. Within the population, children and adolescents are among the most vulnerable and are regularly exposed to high levels of violence, sexual harassment and exploitation, and harmful social and cultural practices. Additionally, Cox’s Bazar runs a consistent risk of TiP, with traffickers taking advantage of the desperate economic and social conditions of the refugees. Protection issues will remain integral to the Rohingya crisis response. To address these issues and ensure the well-being and safety of the most vulnerable in the population, IOM will identify and support refugees at heightened risk as well as VoTs through services such as case management, safe shelter and referrals. IOM will also raise awareness in GBV and community-based protection mechanisms. Unaccompanied and separated children, children with disabilities, children affected by violence, abuse, neglect, or exploitation will be identified, documented and benefit from case management services. IOM will also continue to advocate for the mainstreaming of protection principles into the other sectors where IOM is engaged.

**INDICATORS & TARGETS**

- 7,000 refugees at heightened risks as well as VoTs identified and supported, including through case management, disaggregated by age and sex
- 14,250 individuals are sensitized to protection risks
- 7,800 individuals benefit from GBV awareness raising and community based protection mechanisms, disaggregated by age and sex
- 700 unaccompanied and separated children, children with disabilities, children affected by violence, abuse, neglect, or exploitation identified, documented and benefit from case management services, disaggregated by age and sex
IOM Response: March — December 2018

IOM is at the forefront of ensuring that Accountability to Affected Populations (AAP) remains at the core of the response in Cox’s Bazar and that its principles are incorporated into all programmatic interventions. IOM’s AAP programming is founded on the pillars of: participation, information sharing, and feedback and complaint mechanisms.

**OBJECTIVE 1:** To mainstream all principles of accountability and community engagement across all of IOM activities, to ensure all affected populations have access to information to allow them to make well informed decisions about their lives

**OBJECTIVE 2:** Ensure that feedback and complaints mechanisms reach all members of the affected communities, including the men and women, the vulnerable and marginalised, and that complaints are acted upon, resolved and any programmatic adjustment is made in a timely manner.

**OBJECTIVE 3:** A consistent inclusive approach to communication that takes into account the language and literacy issues of this response to improve two-way engagement.

IOM is the lead agency of the Communication with Communities (CwC) Working Group (WG), which continues to advocate for the full integration of Accountability to Affected Populations in all sectors of the response. The WG promotes strong AAP principles across agencies, and the collection and analysis of feedback from the communities, for a greatly improved service delivery to affected populations. The WG aims to provide predictable, valuable and timely information through coordination across agencies of information hubs, information availability and training of field staff in the area of CWC. The WG values the support of and partnership with the IOM part-funded consortium led by BBC Media Action (with agencies Internews and Translators without Borders) to continue activities that promote coordinated, timely, and responsive two-way engagement, and systematic accountability through a collective mechanism to collect and analyse feedback from across the response.

**INDICATORS & TARGETS**

- 80% of all affected people (men and women, girls and boys, the extremely vulnerable, old or marginalised) have the required information for informed decision-making
- 50% of people in IOM and IOM implementing partner sites use available mechanisms to report their feedback and complaints on IOM’s humanitarian delivery
- CWC WG: 80% of CWC WG partners participate in the collective service approach for necessary course correction, response planning, and programming (“closing the loop”)

**Funding required**

$1.2 million

**Individuals targeted**

900,000
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View of army road in Camp 18 of Kutupalong-Balukhali Expansion Site. ©IOM 2018/Shintaro Higashiyama