

CommunityFirst Roadmap Adapted for Dignified Shelters

COMMUNITY-LED RESPONSES TO NATURAL DISASTERS DURING THE COVID-19 PANDEMIC

This Roadmap is adapted from the [CommunityFirst COVID-19 Roadmap](#)

If you need implementation support, please contact hello@seechangeinitiative.org

Objective: to promote access to a safe, protected and dignified environment with adequate living spaces and basic services for people affected by the crisis; as well as for the most vulnerable populations.

Determining factors: resources, skills and community knowledge; needs and vulnerabilities identified by the affected population. Natural or climate-change induced-disasters often damage homes and settlements, displace people and interrupt essential services. Livelihood opportunities are affected as are domestic and community activities. Food insecurity is a challenge.

ALERT

- ☐ Identify the early warning systems available in the community, country, regionally or internationally: resources, information sources
- ☐ Activate a chain of people that alert others during the emergency and means of information sharing (e.g. digital, social media, radio etc)
- ☐ Connect this alert network with existing community action committees
- ☐ Identify the risks and/or emergencies that affect my community: hurricanes, torrential rains, volcanic eruptions, [earthquakes](#), landslides, heatwaves, wildfires
- ☐ Identify potential rescue organizations
- ☐ Prepare for the consequences of possible prolonged isolation
- ☐ Make the decision to: stay, evacuate or go to shelters

ORGANIZE

1. Create a CommunityFirst committee for the shelter

- ☐ Establish the priorities of the committee and agree on the roles of its members
- ☐ Designate individuals (or sub-committees) responsible for the following areas:
 - ☐ Fundraising and reception of donations
 - ☐ Maintenance, cleaning and distribution of materials
 - ☐ Health promotion
 - ☐ Coordination of vulnerable groups: children, youth, women and pregnant women, the elderly, people with illnesses or disabilities
 - ☐ Coordination of meals and nutrition
 - ☐ Communications
 - ☐ Alerts and coordination with other actors

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- ☐ Create a whatsapp/facebook group for the committee

2. Identify the space

- ☐ Identify the shelter with regard to environmental conditions
 - ☐ Location, access and protection against natural hazards
 - ☐ Capacity and allocation of spaces
 - ☐ Temperature, ventilation and shaded areas
 - ☐ Access to water and availability of bathrooms
 - ☐ Kitchen and communal eating area
- ☐ Identify spaces to ensure the safety and well-being of:
 - ☐ Women and girls
 - ☐ Elderly people
 - ☐ People with pre-existing medical conditions
 - ☐ Unaccompanied minors, child-headed households
 - ☐ Families/social bubbles
 - ☐ LGBTQ

3. Assess immediate needs

- ☐ Water (15L/person/day), ensure clean storage
- ☐ Food (include a reserve for possible prolonged isolation)
- ☐ Clothing, blankets and protection from cold and rain
- ☐ [Health](#) services
- ☐ Safe environment

4. Identify resources, knowledge and skills within the community

- ☐ Shelter and other safe community spaces
- ☐ Individuals with first aid, medical and psychological training
- ☐ Food and water, personal hygiene products, building materials
- ☐ Experience (and memory) of emergency response
- ☐ Mason, carpenter, plumber, tailor, artisan
- ☐ Educators

5. Coordinate with humanitarian actors

- ☐ Identify support that humanitarian actors can provide e.g:
 - ☐ Mattresses, blankets, clothing and footwear, personal hygiene products
 - ☐ Food
 - ☐ Water and sanitation
 - ☐ Medical, psychological and social support
 - ☐ First aid and personal protective materials (medicine, masks, bandages, needles etc)
- ☐ Establish the terms of the relationship with humanitarian actors
- ☐ Assess additional risks, aftershocks etc

6. Establish collective norms for residents of the shelter

- ☐ Equal respect for all people
- ☐ Zero-tolerance of and prevention of sexual violence or abuse
- ☐ Maintain a peaceful living space, free of physical and verbal violence including inappropriate comments towards women or LGBTQ individuals
- ☐ Zero-tolerance on drugs and alcohol

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- ☐ No buying and/or selling of any goods
- ☐ Create security protocol
- ☐ Create schedules for cleaning, meals, showers, closing of doors, etc.
- ☐ Establish trust between shelter residents and volunteers/staff so that people feel comfortable to come forward if they have symptoms of COVID-19 or other diseases
- ☐ Self-care practices for COVID-19 and other diseases

7. Train shelter volunteers/staff in:

- ☐ First Aid
- ☐ Psychological first aid
- ☐ Dignified treatment of vulnerable people
- ☐ Supporting unaccompanied minors

PREPARE

1. Welcome shelter residents

- ☐ Keep records of shelter residents
- ☐ Support people with their urgent needs
- ☐ Screen newcomers for symptoms of COVID-19 (new cough, fever, shortness of breath) or other diseases
 - ☐ Designate a space for these people

2. Identify people at high-risk of COVID-19 and other vulnerable groups

- ☐ High-risk:
 - ☐ Elders and older people
 - ☐ People with comorbidities, especially:
 - ☐ Chronic kidney disease
 - ☐ Chronic lung disease
 - ☐ Diabetes
 - ☐ Heart disease
 - ☐ Hypertension
 - ☐ Obesity
 - ☐ Tuberculosis
 - ☐ HIV
 - ☐ Immunocompromised people
 - ☐ E.g. People with cancer
- ☐ Vulnerable:
 - ☐ Women and girls
 - ☐ Pregnant women
 - ☐ People with disabilities
 - ☐ Youth
 - ☐ People of sexual and gender diversity
 - ☐ People living with HIV/AIDS
 - ☐ Indigenous peoples

3. Adapt the space

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- ☐ Take the necessary measures to ensure safety and well-being (e.g., create separate sleeping spaces and personal hygiene schedules) for:
 - ☐ Women and girls
 - ☐ Elderly people
 - ☐ People with pre-existing medical conditions
 - ☐ Unaccompanied minors
 - ☐ Families/social bubbles
 - ☐ LGBTQ+
- 4. Provide food and essential items**
 - ☐ Create communal kitchens and food drives, following COVID-19 safety protocols
 - ☐ Provide hygiene kits containing masks, soap and disinfectant
 - ☐ Make a list of the services provided (and not provided) at the shelter
- 5. Supply water, electricity and sanitation**
 - ☐ Ensure quantity and quality of water (15 L/person/day minimum)
 - ☐ Encourage frequent hand washing
 - ☐ Ensure that there are adequate handwashing stations with soap
 - ☐ Facilitate access to drinking water
 - ☐ Keep the bathrooms clean, disinfected, well lit and private as possible
 - ☐ Ensure access to electricity and light
- 6. Adapt community life**
 - ☐ Establish health protocols to prevent spread of COVID-19
 - ☐ Encourage the use of masks inside and outside the shelter
 - ☐ Among non-family members, people should practice physical distancing of two meters
 - ☐ Conduct recreational activities or workshops
 - ☐ Maintain cultural and religious activities according to safety protocols
- 7. Prepare isolation/quarantine for COVID-19**
 - ☐ Prepare spaces for isolation of people with possible COVID-19
 - ☐ Ideally, create separate isolation spaces for: men, women and girls (young children with their mothers), minors
 - ☐ If this is not possible, create divisions between people sleeping in the same space
 - ☐ Ventilate and clean the spaces well
 - ☐ Identify someone to bring food to people in isolation
- 8. Mobilize community assets**
 - ☐ Use community resources, knowledge and skills for COVID-19 prevention activities:
 - ☐ E.g. mask-making, soap-making, outdoor theater and music
 - ☐ Connect with local organizations and/or institutions to fill in the gaps

RESPOND

- 1. Communicate key messages**
 - ☐ Raise awareness on:

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- ☐ The current state of the emergency
- ☐ Symptoms and prevention of COVID-19
- ☐ The risks of diarrhea and/or respiratory diseases and prevention
- ☐ High-risks of dengue, Zika, malaria and Chikungunya in endemic zones
- ☐ The importance of mental health and self-care
- ☐ Emphasize that the shelter is a *dignified space*
- ☐ Emphasize the importance of continuing vaccination programs for children and vulnerable populations to prevent outbreaks
- ☐ Combat myths, stigma and rumours
- ☐ Prioritize COVID-19 communications to high-risk groups
- ☐ Translate into local languages

2. Support vulnerable groups

- ☐ People with comorbidities:
 - ☐ Ensure access to treatment (with support from humanitarian actors)
 - ☐ Map available routes to access health services, e.g.:
 - ☐ Community health centers
 - ☐ Hospitals (emergency services)
 - ☐ Civil protection
- ☐ Women, girls, and people of sexual and gender diversity:
 - ☐ Ensure access to feminine hygiene products
 - ☐ Provide materials for mothers and babies: diapers, powdered milk
 - ☐ Guarantee health services and supplementary nutrition to pregnant and breastfeeding women
 - ☐ Prioritize babies and toddlers for blankets and mattresses
 - ☐ Create women's groups to facilitate sharing, trust, and self-care activities
 - ☐ Facilitate access to medical (including emergency contraception and post-exposure prophylaxis if accessible) and psychological assistance in the case of violence, rape and/or sexual abuse
- ☐ Youth
 - ☐ Establish a routine
 - ☐ Create activities such as games, reading circles, sports and self-care
- ☐ Elderly people
 - ☐ Ensure physical distancing
 - ☐ Maintain hydration and medical treatment if applicable
- ☐ People with disabilities
 - ☐ Facilitate dignified, safe and adequate access to:
 - ☐ Information on the current emergency situation
 - ☐ Information on COVID-19
 - ☐ Bathrooms
 - ☐ Food
 - ☐ Health services

3. Support mental health and well-being

- ☐ Continue to provide resources to support mental health and wellness
- ☐ Facilitate self-care activities

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- ☐ Coordinate with humanitarian actors to obtain psychosocial support in the event of a crisis
- ☐ Create a dedicated space for self-care and relaxation

4. Detect and isolate cases of COVID-19

- ☐ Train community health worker (or anyone with healthcare experience) to conduct COVID-19 screenings
 - ☐ People with symptoms should notify this person
 - ☐ Refer suspected cases (as well as their direct contacts) to a health center for clinical evaluation and testing
 - ☐ Refer people with severe symptoms to the health center or medical humanitarian actors
- ☐ Suspected cases should isolate within the designated isolation area for 14 days
- ☐ If there is no space for individual isolation, suspected cases (and their contacts) should physically distance and use a mask
- ☐ Provide food, water, essential supplies and emotional support to isolated people

5. Maintain protective measures

- ☐ Continue to encourage mask-wearing, hand-washing and physical distancing

6. Continue coordination with relevant external actors

- ☐ Coordinate with humanitarian actors and public protection services to maintain access to essential health services and supplies
- ☐ Ensure continuation of vaccination programs for minors and vulnerable people