



ONLINE ORIENTATION TRAINING ON SPHERE MINIMUM STANDARDS AND CORE HUMANITARIAN STANDARDS

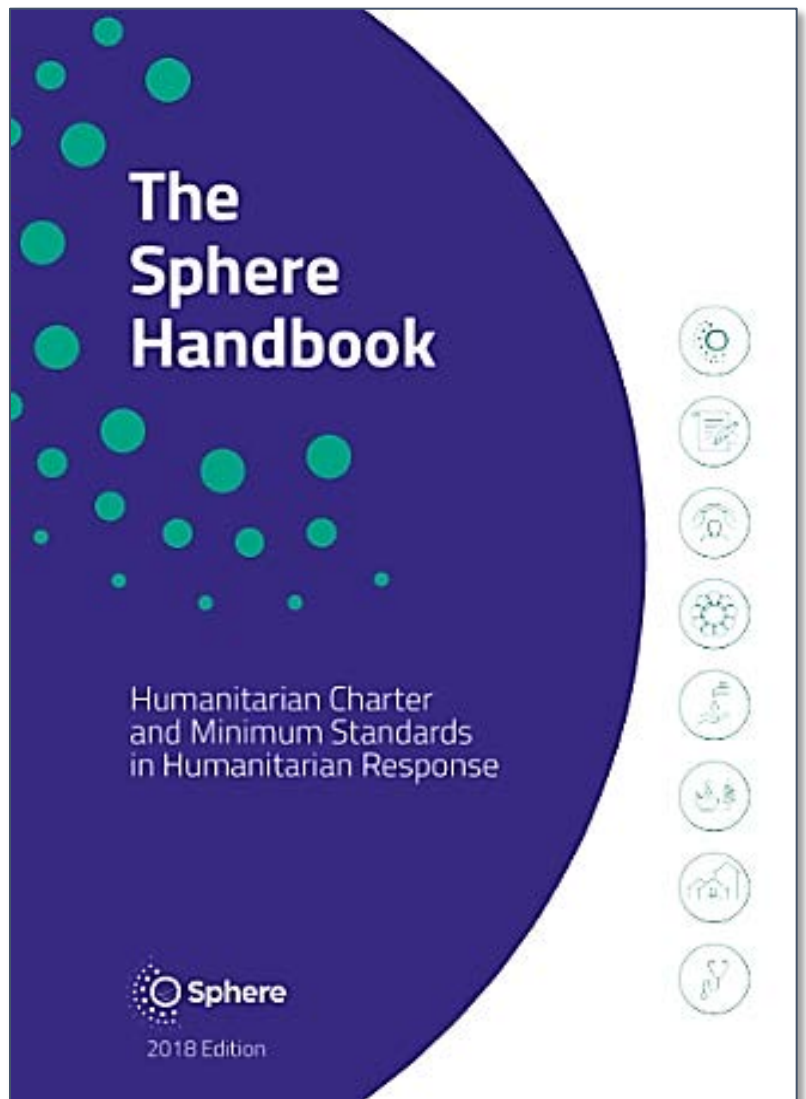
JUNE 15TH TO AUGUST 7TH, 2020

ORGANIZED BY
EVANGELICAL LUTHERAN CHURCH IN AMERICA

FACILITATION SUPPORT
LUTHERAN WORLD RELIEF

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REPORT
**Online Orientation Training on Sphere Minimum Standards, CHS and
 Emergency Preparedness plan**
15th June- 7th August 2020

1. Introduction

The role of faith-based organizations (FBO) in humanitarian crisis is critical. FBOs contribute to overall delivery of lifesaving assistance to millions of people affected by natural disasters and conflicts. In almost every humanitarian response program, faith-based organizations are often the first responders to immediate needs. Analyzing the trends, it is easy to say that conflicts, climate change and economic stress are likely to increase vulnerability in years to come, putting millions more people at risk of being pushed into humanitarian crisis. As per the recent OCHA publication Global Humanitarian overview, *“in 2020, 167.6 million people will need humanitarian aid and protection.”* Getting ahead of predictable shocks, organizational preparedness and staff capacity building would be key strengths in order to reach people in need without any delay.

The Evangelical Lutheran Church in America’s (ELCA) Lutheran Disaster Response (LDR) program is unique as it recognizes the significance of improved capacity of humanitarian actors. Efforts are being made to build the capacity of staff in humanitarian actions including Sphere and Core Humanitarian Standards (CHS). These standards are key to ensure program quality and accountability. Partnering closely with companion churches and other Lutheran and ecumenical relief agencies shows significant results in ensuring local needs are being addressed and met. However, amid the COVID-19 pandemic, options of in-person capacity building programs such as training are quite challenging. Most humanitarian agencies are gradually shifting toward virtual platforms to continue its capacity building agenda. ELCA in partnership with Lutheran World Relief has come up with a unique model of capacity building for its companion churches and ecumenical relief agencies. Through this model, partner members will be able to acquire knowledge through distant learning methods. This model training continued for 8 weeks (maximum) and get completed in 4 phases.

Phase-1		Phase-2		Phase-3		Phase-4	
Sphere, CHS documents have been reviewed for critical response to questions of the training moderator & Online session on foundational chapters		Sphere chapters reviewed questions sessions on chapters Emergency preparedness response plan	Technical documents and answers with Online Technical and &	Review Selected videos on application of Sphere, CHS and organizational preparedness. Participant presented technical chapters in groups		Develop a community of practice platform where participants can post their initiatives after the training program.	

The training model has been designed on the Microsoft Teams platform where each participant registered them and participated.

2. Rationale:

The COVID-19 Pandemic has severely impacted the lives and national economies of more than 180 nations across the globe. Social distancing and restricted movements are attempts to limit the spread of virus whereas it has encouraged humanitarian leaders to think differently regarding capacity building models. As one alternative to in person training, virtual platforms are gaining popularity as a new way of learning and sharing. We as humanitarians understand that capacity building events should not be compromised because it reduces risk in community while increasing effectiveness and program response time. Virtual platforms such as Skype and Zoom have been used by different agencies. ELCA in agreement with LWR plans to use Microsoft Teams for this capacity building training on Sphere, CHS and organizational preparedness. This program is unique as ELCA - LDR brings God's hope, healing and renewal to people whose lives have been disrupted by disasters in the United States and around the world through effective partnerships with organizations and religious entities. The training module has been designed in line with ELCA's value for response rooted in community and accompanying communities during relief and recovery stages. Partnering closely with companion churches, other Lutheran and ecumenical relief agencies show significant results ensuring local needs are being addressed and met. ELCA's response includes emotional and spiritual care, coordination, refugee assistance, disaster risk reduction and long-term recovery plans.

3. Background

Sphere is a movement that marked the 20th anniversary of Sphere Handbook. It reflects the changes in the humanitarian settings over that time. It includes new guidance for the working in urban settings, addressing minimum standards in protracted crisis and for delivering assistance through markets as a way to meet the standards. All technical chapters in fourth edition have been updated to reflect the current practices and the harmonized Core Humanitarian Standards replaces the previous Core standards. The initiative brings a wide range of humanitarian actors with a primary aim of improving quality of humanitarian assistance and enhance accountability of humanitarian actors towards their constituents, donors and participants. It is one of the most recognized set of minimum standards in humanitarian response. Established in 1997, Sphere is now a membership-based organization governed by a board composed of representative of global network of humanitarian agencies. Sphere is a community of purpose for many humanitarian practitioners with a common objective to improve the quality and enhance accountability.



4. Lead Trainer:

SUBHASHIS ROY: Lead Trainer

Mr. Roy has more than 19 years of professional experience in humanitarian response, capacity building of humanitarian organizations on Quality and Accountability, organizational development, program management and human resource development with Asia, Africa, and Latin America Region. Skilled in managing and leading multi- disciplinary teams in humanitarian operations encompassing Quality & Accountability, multi stakeholder engagement, coordination, and strategy planning. His journey as Humanitarian trainer started in 2009 at Sri Lanka when he had been graduated as Sphere Trainer. As Sphere trainer, he has carried out series of Capacity building events on Sphere, CHS and EPRP such as

Sphere/CHS Orientation, Sphere/CHS TOT, Sphere audit, mainstreaming Sphere in program design, Sphere case studies and facilitated several learning events. In his current assignment with Lutheran World Relief as Global Emergency Program Manager-Technical Capacity, he is leading the capacity building mandate of the organization with a focus on Quality and Accountability standards in 18 countries. His latest capacity building event was in Kenya and Nepal on Sphere Training of Trainers.

5. Management team:

5.1 Marie Anne Sliwinski: Marie Anne Sliwinski serves as the Program Director for Disaster Response and Sustainable Development at the Evangelical Lutheran Church in America (ELCA). Ms. Sliwinski has 17 years of experience working in the non-profit sector, 13 of which are dedicated in international humanitarian and development programs. Currently, Ms. Sliwinski oversees the Lutheran Disaster Response International portfolio, which supports immediate relief and recovery needs of families affected by disasters. Ms. Sliwinski holds a master's degree in International Relations from the University of Chicago, and currently resides in the Chicago suburbs with her husband and two children.

5.2. Joseph Chu: Pastor Joseph Chu is the Associate Program Director of Lutheran Disaster Response, a ministry of the Evangelical Lutheran Church in America (ELCA). Ordained in 1990, he has served ELCA congregations in Illinois and California. From 2004-2009, he served as the Program Director for Asia and the Pacific in the ELCA's Global Mission unit. Between 1996 and 2014, Joe was the Director of Development and Marketing for New Horizons, a social service agency serving people with developmental disabilities in the San Fernando Valley, Calif. In addition, he has been a teacher, a social worker and a non-profit organization administrator in U.S. as well as in Hong Kong, where he was born and raised. Joe is a graduate of Pacific Lutheran Theological Seminary, Berkeley, Calif., and Pacific Lutheran University, Tacoma, Wash. He also has a Master of Pacific and International Affairs (MPIA) degree from the University of California, San Diego

5.3. Carrie Taneyhill: Carrie Taneyhill is Lutheran World Relief's Director for Humanitarian Assistance. She has been deployed to several emergency responses such as the 2015 Nepal Earthquake, the 2018 Sulawesi earthquake in Indonesia and more recently to the Bahamas for Hurricane Dorian. Her experience ranges from managing programs in refugee camps in Africa to writing proposals to attending conferences and workshops in Europe. While most of her time is spent on managing the nuts and bolts of emergency response, in the past she managed LWR's Quilt & Kit Ministry from the shipping and logistics perspective as well as LWR's 4 grants through the Department of State – Bureau of Population, Refugees and Migration. In addition to these responsibilities she also manages emergency projects and is actively engaged in fostering a partnership with the United Nations Humanitarian Response Depots (UNHRD) network and is the point of contact for LWR on the UN Logistics Cluster. Carrie graduated with honors from Gettysburg College with a BA in Political Science and a minor in Anthropology.

5.4. Christine Moolo: Christine serves as Manager for the Diakonia team at the Evangelical Lutheran Church in America (ELCA). Christine has 12 years of experience working in the non-profit sector, 4 years in disaster response. Previously, Christine managed Community Development and Domestic Disaster Response initiatives for the Evangelical Covenant Church with the Love Mercy Do Justice mission priority. She is an Intercultural Development Inventory Qualified Assessor and has facilitated workshops in racial justice, intercultural development and disaster preparedness. Before that, Christine lived in the Democratic Republic of Congo and worked with the World Vision/ECC Area Development Program partnership, piloting the Oxfam Saving for Change program in the mena region. She earned her MA in

International Development from Eastern University and BA in Global Studies and French from North Park University. Christine resides in the Rogers Park neighborhood of Chicago with her husband.

6. Training mode:

Initially the training was planned to be held at Chicago and mode would be in person but due to COVID travel restrictions and social distancing norms, it was changed from in person to Online line distant learning.

7. Aim and Objectives:

Sphere orientation training aimed to assist participants in applying and promoting Sphere as a tool to improve quality and accountability of humanitarian actions by the approaches of learning, acting and connecting.

Learn the application process for Sphere Standards-2018 as a tool for humanitarian response.	Navigate the structure of Sphere content and Core Humanitarian Standards (CHS).	Learn about the linkages of Sphere with CHS.	Design similar training programs in respective organizations.	Learn emergency preparedness and response planning process.
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8. Participants

Participants were the representatives of ELCA member associations. This Training was meant for those people who are engaged in disaster response, risk reduction measures and relief & recovery operations. It was helpful for those also who are planning to include disaster relief components in the existing programs and take action in organizational preparedness. Altogether 48 participants have been registered with ELCA structured module in MS team and primality from ELCA and its member associations. Most of the participants have worked in emergency response but Sphere orientation is relatively new for many participants. All participants have submitted application form.

9. Process and Methodology

This 8-week training was delivered through MS team using different methods:

Self-Study & Homework submission	Small group online sessions
Trainer inputs to individual participants	Participant presentation
Plenary presentation	Experience Sharing & Personal case studies
Online Sessions	Trainer's reflections and Tips on various topics
Quiz (Question + Answer)	Videos.
Participatory discussions	

10.Usage of MS team¹ for the training:

COVID-19 response has given new opportunities for humanitarian leaders to continue their efforts of learning and sharing through online virtual tools. In order to facilitate this transition to distance learning and making the transition to remote learning, Teams has created resources, training, and guidelines. Teams is a digital hub that brings conversations, content, assignments, and apps together in one place, letting facilitators / trainers create vibrant learning environments. Build collaborative classrooms, connect in professional learning communities, and connect with colleagues—all from a single experience. Discover more about Microsoft Teams: Overall, for this training, channels namely “ general”, “Training facilitators” and “Water Coolers” were created. General Channel was the major channel for all subject matter contents whereas Training facilitator channel and Water coolers are for Facilitator and non-training subject matter discussion respectively.



Some of the key features of MS Teams used during the training program:

<ul style="list-style-type: none">• Pick channel• conversation• meeting• Make video and audio calls• @mention someone	<ul style="list-style-type: none">• Share a file• Add a tab in a channel• Work with files• Reply to a conversation• Add an emoji, meme, or GIF
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Homework submission: Under the General file section, we created one folder named “ Reading & Assignment” which has 8 sub folders (one each for 8 weeks). Each folder was named with the week/date and questions for the week were posted there. Initially participants faced some challenges in locating the questions and sometimes just answered there itself in the question template. Later, with suggestions from management team, we created another folder as “Homework submission” with one folder for each of the participants. These subfolder under homework submission were created with participant’s names. With creation of this folder, the assignments were much easy for participants and also easy for lead trainer to review the answers from participants.

Chat section: Initially the response was slow from the participants but when each of them started getting individual feedback every week from lead trainer, it encouraged them to share their learning. From 3rd week onwards, chat section was very active with feedback, questions and clarifications and it continued till end of the training program.

Community of practice: MS team platform has been selected for the future discussion and interaction. Lead facilitator and Management team will use this platform to share information about future capacity building opportunities, webinars, workshops and reading materials.

¹ https://www.microsoft.com/en-in/education/remote-learning?icid=mscom_marcom

The ELCA uses Microsoft system (Microsoft 365) in its day-to-day operation and within the system is Microsoft Teams (MS Teams) – a collaboration platform which we used to conduct the online training. We are fortunate that the church has this technology available for use without additional cost or subscription. MS Teams allowed staff and outside participants share a space where we were able to:

- Conduct virtual training and record the training for later viewing
- Communicate via posts as a group and chats for individuals and subgroups
- Save resources and documents, including homework
- Create separate groups via “channel” so facilitators can have a private space to discuss logistics and processes

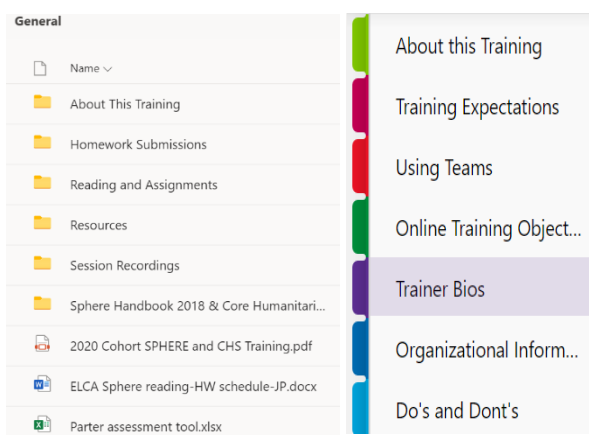
The MS Team created for the training is a permanent platform and all participants can continue to communicate, share resources and offer follow up trainings and webinars in the future.

11. Training content and Proceedings.

8-week online and distant learning training started on 15th June 2020. As per the training agenda, the Sphere topics and chapters were divided into different weeks starting from 15th June 2020.

Day-1: 15th June 2020 : Inauguration and MS team Orientation

Training inaugurated on 15th June with welcoming address by ELCA. Training and management team also got introduced and their role in training program was discussed such as housekeeping, registration, IT, Sphere handbook related logistics, feedback and complaints. Participants took a tour of MS team platform which was divided into 2 major channels- General and Water Cooler (internal communication for participants). General Channel had 3 sub channels- Post, File, Notebook and Calendar. Under the notebook section all training related information were given so that participants can refer the documents as and when required. Similarly, the file section has been divided into different week-based assignments. Each week, documents were uploaded in MS team on selected topics from Sphere Handbook and placed the questions to be answered by participants after the self-study within a week’s time.



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Week of 15th to 21st June: Disaster Terminologies, what is Sphere & Humanitarian charter.

Documents on What’s Sphere, Disaster terminologies and Humanitarian charter have been uploaded at MS team platform. Participants accessed the documents, studied the documents and answered the questions at their respective folders at MS team by 22nd June. Trainer reviewed the answers from the MS team platform and provided inputs to individual participants. Some of the areas covered were,

- Definition of Hazard, Disaster, Risk & Vulnerability
- Sphere Philosophy
- Define key actions, Standards, Indicators and Guidance.
- the stages of humanitarian cycle?
- special attention should be given for Children, Older, Women, Gender role, Disability in planning process.
- Humanitarian imperative

- principles of Humanitarian charter

Week of 22nd June 2020: Protection Principles and Core humanitarian standards

With the flow of communication since inception of the training program, it was felt by the management team that the participation rate had increased significantly from the week of 22nd June. The week was dedicated to study the protection principles and core humanitarian standards. The documents were placed for the participant for self-study and answer the questions at their respective folders (with participant’s name). It was interesting to note the examples that participants placed under protection principles amplifying their knowledge and experience in USA-domestic response and overseas response. Based on the feedback, a cheat sheet has been developed for future reference and further discussion.

Protection principle 1	<ul style="list-style-type: none"> • Partnership with the American Red Cross to be used as shelters for survivors after a disaster. • Hotels and motels are now being used to ensure survivors are safe and secure. • This could be enacting a curfew in order to keep people safe at night. • In Nepal, project term met with the village-leaders, (made up of representatives of the 3 small villages that worked together to form the larger community and listened to their concerns and needs and addressed priorities. This way they’d feel more dignity and chances of further harm would be lessened by receiving the assistance from those they knew vs. strangers. • Kenya: refugee camps in Kenya where we were attempting to strengthen breastfeeding practices as the most appropriate approach to improving infants’ nutrition.
Protection principle 2	<ul style="list-style-type: none"> • Funding from FEMA (Federal Emergency Management Agency) to provide the so-called Disaster Case Management Services to survivors. • Services to survivors without discrimination based religious affiliations, gender, race/ethnicity, sexual orientations, or any other factors. • Ensuring that assistance is available for various needs that might not have been accounted for initially – mental health issues, religious concerns, dietary needs etc. regardless of judgment • In Peru, following a large flood, survivors took refuge in a “tent city”. People had never received what they needed at the right time. Team sensed a form of discrimination existed. • Armenia: Application of “gender sensitive approach”
Protection principle 3	<ul style="list-style-type: none"> • Lutheran Social Services of Minnesota, one of LDR-US’ affiliates, has a program called Camp Noah. This is one example of the emotional and spiritual care (or psychosocial care). • While repairing homes affected by Hurricane Maria in Puerto Rico, we noticed that although the families were extremely happy and grateful to get their homes back to a safe, secure and sanitary condition, the psychological effects that remained were still very noticeable. celebrate its’ completion. • West Bank/Gaza : Difficult to work under high Psychological stress.
Protection Principle-4	<ul style="list-style-type: none"> • In New York, LDR-US is supporting an agency to provide legal assistance to unaccompanied minors from Central America who have experienced life-threatening dangers in their home countries and are seeking asylum in the U.S. • This could consist of a training to help people understand their government rights

	<ul style="list-style-type: none"> While managing a long-term residential center for families in crisis, it was observed that women, men and children enter the home having been stripped of their rights, primarily from their abusers. By providing protection, the sense of safety, abuse education, counseling and court advocacy empowered them to be able to take the steps to make their own decisions.
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Similarly, Core humanitarian standards were also reflected through their homework.

Commitment-1	Communities and people affected by crisis receive assistance appropriate to their needs.	Most interesting commitment but also difficult to establish
Commitment-2	Communities and people affected by crisis have access to the humanitarian assistance they need at the right time.	Commitment-5: Steps to establish a Complaint response mechanism
Commitment-3	Communities and people affected by crisis are not negatively affected and are more prepared, resilient and less at-risk as a result of humanitarian action	
Commitment-4	Communities and people affected by crisis know their rights and entitlements, have access to information and participate in decisions that affect them.	--Ensure the organization is committed to the process and define the purpose of setting the CRM --Define what constitutes a valid complaint --Define who will have access to use the CRM --Design the complaints handling system, which may include a complaint board and the appeal system
Commitment-5	Communities and people affected by crisis have access to safe and responsive mechanisms to handle complaints.	--Design entry points for users when filing complaints --Decide the format of how complaints will be submitted, including the development of forms
Commitment-6	Communities and people affected by crisis receive coordinated, complementary assistance.	--Define the complaints processing cycle that includes receiving the complaint, processing and responding to the complaints
Commitment-7	Communities and people affected by crisis can expect delivery of improved assistance as organizations learn from experience and reflection.	--Decide on the procedures for investigating complaints --Decide on the manners through which the responses will be given to the complaints
Commitment-8	Communities and people affected by crisis receive the assistance they require from competent and well-managed staff and volunteers.	It is also important to ask people what makes sense to them: setting up the mechanism, implementing it, setting time parameters for responses, reasonable types of responses. Include all voices so that mechanism works for everyone (women, youth and adults who work with youth/children, elderly, ppl with disabilities, illiterate people, people who live far away from the main office/hub, etc.)
Commitment-9	Communities and people affected by crisis can expect that the organizations assisting them are managing resources effectively, efficiently and ethically.	

On Completion of self-study and homework submission exercises on foundational chapters, online session was organized on 25th June to highlight the key messages of foundational chapters and recall the learning of self-study and homework. Some of the highlights are given below,

Humanitarian charter	Protection principles
<p>Humanitarian charter provides us the ethical and legal basis to use other chapters of Sphere such as Protection principles, Core humanitarian standards (CHS) and technical standards. It comprised of legal rights and core beliefs. The definition of " Humanitarian imperative" which says that " Action should be taken to prevent or alleviate human suffering arising out of disaster or conflict. It is interesting to acknowledge that in any disaster, it is the community itself who takes initiative to reduce their sufferings. However, the primary role is with government for timely assistance. Where there is clear gap in capacities of affected population and government, the role of voluntary agencies is very crucial. The major role of voluntary organizations is to complement the efforts of Government and affected population with due acknowledgement. Majorly there are 3 principles given by Sphere Humanitarian charter that supports the efforts of humanitarian agencies- 1) Right to life with Dignity. 2) Right to receive humanitarian assistance. 3) Right to Protection and security. The main purpose of Right to life principle is to preserve life where it is threatened. The right to receive humanitarian assistance aims to provide adequate standard of living including adequate food, water, clothing, shelter and health. If the state or non-state actors are not able to provide such assistance, they must allow others to do so. This principle is based on " impartiality " concept. The right to protection and Security aims to provide safety and security to people with special reference to people living with increased vulnerabilities. This also protects people not involved in armed conflicts through international humanitarian law, Geneva convention (1949), additional protocols (1977) and Convention on status of refugees (1951).</p>	<p>Whenever disaster strikes, it comes with so many challenges along with unmet basic survival needs. under such situations, capabilities of affected population get challenged which results into poor or lack of access to services to exercise their rights. One of the most significant human rights which get challenged is " Safety, security and Dignity. Protection principles chapter of Sphere handbook tried to explain the areas where we need to be more vigilant so that affected people can exercise their rights. In order to do so, we as humanitarian actors needs to get information from the affected locality on possible risk factors which concerns protection of children, addressing gender based violence, housing & property rights, Mine action, security situation (rule of law), availability of legal services and refugee rights. Once we have information from the field area on possible risk, it will be relatively easy for us to apply actions. These actions are categorized under 4 approaches-1) Preventive approach (Preventing threats, dignity), 2) Responsive (stop ongoing Violence, 3) Remedial (provide remedies to ongoing or past abuses), 4) environment building (contributing to political, social, cultural and legal environment). Sphere handbook categorized the overall approach of " Respecting Rights" into 4 PRINCIPLES. <u>PRINCIPLE-1: Enhance People safety, dignity and rights and avoid exposing them to further harm.</u> <u>PRINCIPLE-2: Ensure People's access to impartial assistance,</u> <u>PRINCIPLE-3: ASSIST people to recover from physical and psychological effects.</u> <u>PRINCIPLE-4: Help people to claim their rights.</u></p>

Week of 29th June 2020 (Food Security, WASH and Shelter):

After the successful exercises on self-study, homework and online session on foundational chapters, The week of 29th June started with exploring the technical chapters namely Food Security, WASH and Shelter in MS team platform. It was felt that participants liked the technical chapters very much and reflected their examples and extracted the standards and indicators from the Sphere handbook. Some of the key messages discussed during the self-study, reflections and home answers to weekly homework are summarized below,

Water, Sanitation and Hygiene Promotion (WASH):

Water, Sanitation and hygiene (WASH) is one of the lifesaving essentials during emergency situation. In absence of WASH, existence of life get challenged. Comparing to normal situation, disaster poses increased challenges in accessing lifesaving essentials such as WASH. In absence of WASH, the disaster affected population face public health issues and led to another disaster. Sphere Standards recognize the significance of WASH interventions during humanitarian response programs, early recovery and risk reduction measures. The major aims of WASH intervention in any disaster response is to " To reduce public health risk by creating barriers along the pathways". Some of the indicators identified easily from the Sphere Handbook by the participants are,

Category	Indicators
Promoting Personal Hygiene	2 container per Household of 10-20 litres, 250 grams of bathing and washing soap, one hand washing station per shared toilet, potty/scope/nappies to dispose children's faeces, appropriate materials for menstrual hygiene, Toilet kit.
Water supply	15 Litres per person per day, Distance between household and water point should be less than 500 meters, less than 30 minutes queuing time.
Under excreta Management	1 toilet for maximum 20 people, Distance between the household and toilet must be less than 50 meters.
Vector control	% of identified vector breeding sites where life cycle is disrupted, % of Households with appropriate action to protect themselves from vector born disease.
Under Solid Waste Management	100 liters container for every 40 households
Under WASH in disease outbreak	One hand washing station per 10 inpatients, 60 liters per patient per day in Cholera treatment centers. For more details please read page number 90-145 of Sphere Handbook.

Food Security:

Food Security and Nutrition is the 2nd technical chapter of Sphere Handbook (Refer Page number 157 - 233). In normal circumstances, lack of adequate food makes people under nourished and gradually it affects his/her day to day life but when disaster strikes in an area, lack of adequate food and under nutrition reduces one's ability to recover after crisis. The chapter comprised of 7 categories. Some of the indicators identified by participants from Sphere Handbook under these 7 categories are placed here.

Assessment	Use standardized protocols such as FCS, HDDS, RCS and FSPC (get more details in page no. 167).
Management of malnutrition	More than 90% of people have access to dry ration supplementary feeding within one day's of return work, More than 90% of moderate acute malnutrition/ Severe acute malnutrition cases with access to treatment, Less than 3% discharges from targeted supplementary feeding program died, More than 75% recovered.
(Micronutrient deficiencies	There is no cases of scurvy, pellagra, beriberi and riboflavin deficiency, Promote public health measures to control micro nutrient deficiency - Vit-1 Supplementation with vaccination for age 6-59 months, de-worming for children-12-59 months, Iodized salt, Vit-A & D fortified , Iron supplements- 6-59 months age group
Infant and child feeding program	% of IYCF policy guidelines followed, % of breastfeeding mothers access to skilled counselling, % of caregivers have access to code complaint supplies of appropriate breast milk substitute and support for artificial feeding

Food security	% of target population with 35% food consumption score, % of targeted population with more than 5 main food groups (dietary diversity score) regularly consumed.
Food assistance	Less than .2 percent of food loss, Food distributed are good quality (local preferences), appropriate mechanism, easy to prepare, Distance of households with final distribution points or markets are less than 5 KM, 2100 kcal per person per day
Livelihood	Percentage change in the targeted population' production, % of people with access to adequate storage facility, % of population with improve access to functioning markets, % of population who improved their net income, % of population with access to credit, % of people who diversify their income generating activities.

Shelter and Settlement:

Shelter and Settlement is the 3rd technical chapter of Sphere handbook (refer Page 237 -286). Shelter provides protection from weather variability, privacy, making meal, education, relax and reduce spreading of diseases. When Disaster strikes to a community, vulnerability increases for affected population. It was felt that lack of shelter increases the stress factor also. Most importantly for people living with disability, pregnant ladies, children, elderly people and people suffering from some health issues need a place to rest and recover. Sphere handbook has 7 categories of Shelter and settlement. Some popular indicators identified by participants from Sphere Handbook during homework submission are placed here for reflections

Planning	% of population indicating that shelter and settlement assistance reflects their needs and priorities.
Location and Settlement planning	45 square mt for each person in camp type settlement, 30 square mt each person where communal services are given, Ratio of Covered living space and plot size is 1:2. Space between 2 building should be at least 2 mt
Living Space	3.5 square meter per person for living space, floor to ceiling height minimum 2 meters.
Household items	2 full sleeves clothing, 1 blanket, insecticide treated bed nets, 2 sets of cooking utensils with eating plates, fuel and artificial lighting.
Technical assistance	Involvement of local authorities, active involvement of affected population, safe building practices.
Security of tenure	% of shelter recipients that have security of tenure for their shelter and settlement option at least for the duration of a particular assistance program
Environment sustainability	% of Shelter construction using low carbon emission construction materials, More than 70% of the volume of solid waste is reused, re-purposed or recycled.

Week of 6th July 2020: Health & CASH Transfer

Week started with self-study materials for participants on Technical chapter health and Cash transfer modality. Some of the reflection given by participants while submitting their homework are as follows

Health: Health is the 4th and final technical chapter of Sphere Handbook (Page no. 290-369). Impact of any disaster is significant on health. If the other technical chapters are not being addressed properly, then the impact on health is much more like if there is unsafe drinking water, poor access to sanitation or hygiene, poor quality food or inadequate shelter, all of them contributes to poor health status. Sphere chapter on health has 8 categories. Some of the indicators under each chapter are,

Health System	Minimum 80% of the population must have access to primary health care within one hour of walking from their dwelling, at least 18 number of
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	inpatient beds per 10000 population, 1-2 health care workers per 1000 population, minimum 80% births attended by skilled personnel, minimum 23 birth attendant per 10000 population
Communicable disease	Minimum 90% of alerts being reported within 24 hours, Case fatality rate is reduced to acceptable level
Child health	95% of children aged 6 months to 15 years have received measles vaccine, 90% of children aged 12 months received 3 doses of DPT, under-5 crude mortality rate fewer than 2 deaths per 10000 per day
Sexual and reproductive health	Basic emergency obstetric and new born care: minimum 5 facilities per 500000 people
Injury and Trauma	% of health facilitation having disaster plan including management of mass casualties, reviewed and rehearsed
Mental Health	% of primary health care services with trained and supervised staff and system for managing mental health condition
Non-Communicable disease	% pf primary health care facilities providing care for priority NCDs.
Palliative care	% of staff trained in basic pain and symptom control or palliative care in each health center.

Self-study exercises were followed by online sessions on Technical chapters and participants got the opportunity to clarify their doubts on application of technical chapters.

Week of 13th July: Videos on Cash Transfer and Core Humanitarian charter

The week was dedicated to improving our knowledge on practical application of Sphere standards through going through some videos. These Videos were 1. IRC Lebanon case study 2. Introduction to CHS. Both the videos were liked by participants and reflected back on MS team platform about their learning on Cash transfer modality, its challenges and opportunities.

Week of 20th July: (Participant’s Presentation on Technical Chapters)

Participants were arranged into 4 major groups- Food security& Nutrition, WASH, Shelter and Health. Each group has been assigned a mentor for technical support and guidance. The primary purpose of this group formation was to create opportunity for the participants to present the technical chapters with their own understanding. All the groups were allotted almost 7 days to prepare and finally on 28th July, participants presented their group work to rest of the participants. Once again MS team platform has been used for all the presentations. All the 4 groups prepared under the guidance of their mentor and the sessions were very good in terms of content, resemblance with their current work and need to strengthen integration of Sphere and CHS standards in their work profile.

Week of 28th July: Emergency Preparedness and Response plan & Capacity assessment tool

Facilitator uploaded the Emergency Preparedness and Response Plan template (Example version) at MS team platform and asked for individual attention to review the same and participate in upcoming online sessions. Some of the major areas covered under the topic are,

Emergency Preparedness and Response Plan (EPRP)

For any agency or organization that works on humanitarian crisis, one of the most important tool is Emergency Preparedness and Response Plan (EPRP). Just like a true friend, it helps in identifying risks and develop plans to respond to the risk quickly. EPRP helps in preparing responses quickly to humanitarian crisis with quality and accountability standards. It incorporates all necessary items that we might be looking for during a humanitarian response such as current intensity of the risk, early warning mechanism to know more about the risk, existing capacity that we have, role & responsibilities in first few critical days of disaster, coordination mechanism to supplement the efforts of others, surge capacity, available resource, vendor list, storage list and decision making on choice of response modality (kind support or cash support).

Capacity assessment for Humanitarian Response

Along with EPRP, Participants have been equipped with a tool on humanitarian capacity assessment of staff and partners. Having a handy tool that helps in assessing the capacity of partner and also staff in an easy way is always a requirement at organizational level. The tool shared with participants is a simple one with user friendly ways to collect answers.

Week of 3rd August: Community of Practice

After covering the major parts of Sphere and CHS topics, the week was allotted to discuss the different options of community of practice. Almost all the participants shown consensus that community of practice is needed, and it would be a useful tool for future conversations. The key message discussed during the session are,

Community of Practice:

It is a group of people who share a concern or a passion for something they do and learn how to do it better as they interact regularly. This definition reflects fundamentally social nature of human learning. It is very broad. It applies to any group, whose members learn how to survive in a hostile world, as well as a group of engineers who learn how to design better devices or a group of civil servants who seek to improve service to citizens. It has 3 major components: 1) The domain: members are brought together by a learning need they share. 2) The community: their collective learning becomes a bond among them over time, 3) The practice: their interactions produce resources that affect their practice. Community of practice (COP) have many examples starting from small WhatsApp group to big virtual groups. It helps members in several ways such as learn new things, expert opinion, learn higher learning opportunities such as TOTs, sharpen skills, practice new things, share views for getting initial reflections, experimenting ideas, developing advocacy papers and many more. As a result of in-depth discussion, it was decided that for the time being MS team will continue to be alive and be act as community of practice for the participants, management team and trainer.

7th August 2020: Valedictory session

Being the final day of the training, lead facilitator reviewed the training agenda and presented the summary of the training sessions. Mr. Roy expressed thanks and good wishes to all with special mention to some of the participants for their unique way of engagement during the training sessions such as good questions, active participation, sincerity and encouragement. Mr. Roy also shared his views to consider the same MS team platform for the time being as community of practice. Management team members Ms Marie Anne, Christine, Joseph and Rebecca acknowledged the significance of MS team as community of practice. The training ended with good wishes and vote of thanks

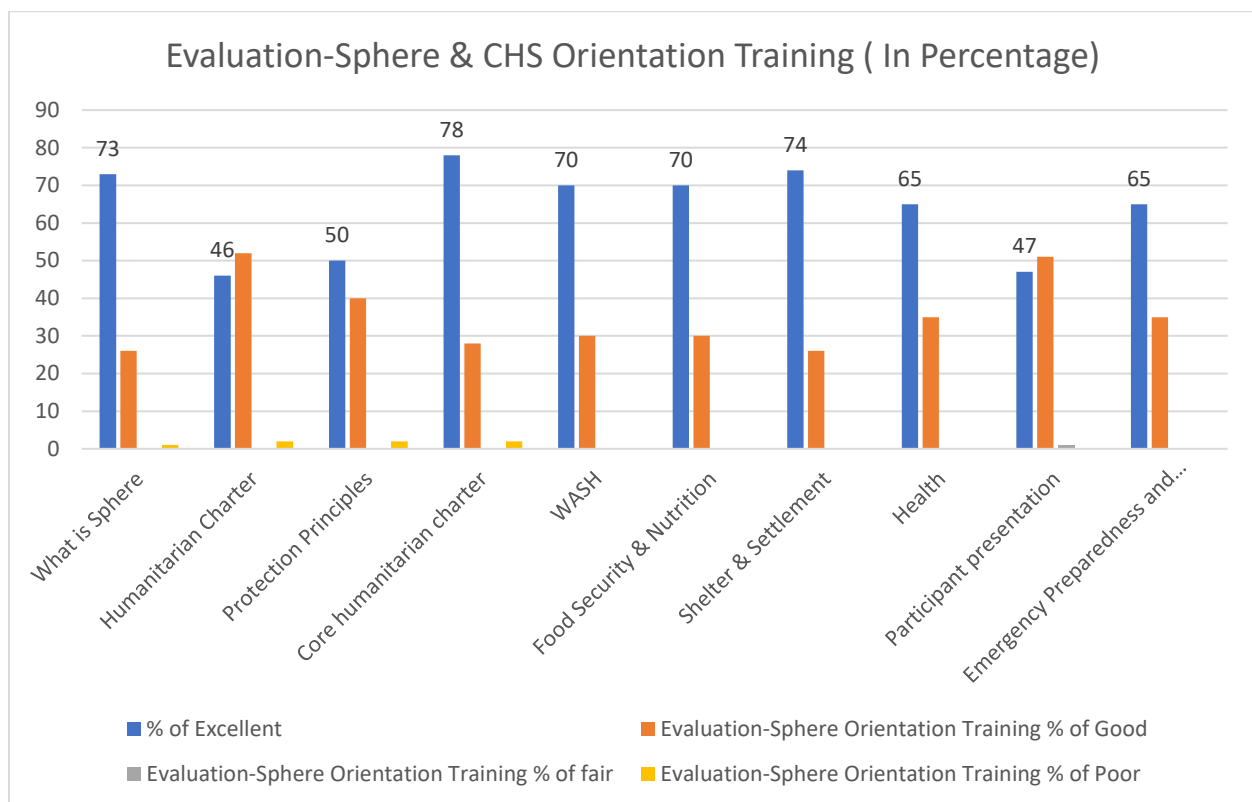
12.Action plan : ELCA

ELCA and its affiliates will continue to build upon what have been learned from the training. This includes:

- Developing a plan to further orient our companion churches and affiliates in the United States and overseas programs on the concepts of humanitarian standards.
- Re-assessing our current tools and guidelines for churches in humanitarian response using CHS lens.

13.Evaluation:

During the course of the training program, we conducted evaluation twice. Once for the foundational chapters and another one at end of the training.



Comments on the Reading Materials

- All materials were presented well and actionable.
- Grateful for having access to the Sphere manual for the course and for future use. The posts from Subshasis were also very helpful throughout the course.
- The reading materials were excellent. I used the online resource. I have not received my hard copy yet.
- The manual is a very helpful and detailed resource
- Provided materials were good. The only thing I noticed was that in some cases the slideshows used during the meeting were not the same provided for study

- Have enjoyed the reading and videos - very helpful Glad to have the handbook now.
- They were very helpful to read additional materials next to the handbook, as well.

Trainer's Facilitation skills

- Very appreciative of the time and expertise conveyed.
- Excellent facilitators! Unfortunately, my chat option did not work so I was unable to enter chat questions or see others' questions and responses.
- Working with Microsoft Teams was a challenge for me. Now at the end of the course, I am feeling a bit more comfortable with it
- The facilitation was useful especially when responding to specific questions
- The facilitation has been well done and especially considering the number of participants and spanning time zones.
- The online facilitation was great - I really appreciate the time Subhashis, Christine, Marie Ann and others took for this course.

Share one learning that you remember

- I've had little experience with the "health", especially thinking through the special needs for nursing mothers, etc. Therefore, all was relatively new and informative for me.
- The topic of food assistance and how supplying assistance via in-kind, cash-based assistance and or market purchasing can be more complicated than it seems regarding keeping all well balanced. Determining how individuals survived before a disaster becomes key before relief/response begins to determine the real need.
- It will help us at LDR-PR to help more our survivors and the community.
- Emergency response also needs standardization, Human approach and good accountability!
- Just knowing there are widely held standards for cooperative practice is great!
- Action should be taken to prevent or alleviate human suffering arising out of disaster or conflict, and that nothing should override this principle.
- I learned about the interconnectedness of the topics. For example, how a settlement is planned will impact waste disposal and location of water, which in turn affects the WASH and health sectors
- I have a better sense of the use of cash transfers now
- Overarching would be that there are researched based resources with specific indicators that can guide our assessment and response to disasters that specifically address the technical areas above. Functional parameters of how much space is needed for sheltering and setting up camps, how close to latrines and bathrooms. How to calculate how much water is needed per person per day for planning for supplies, as well as the many others.. standards, key indicators and guidelines seem to be essential tools for disaster work. The INFORM Risk Indicator tool I found very interesting. I will spend more time in considering how our risks in the U.S. are changing.
- I was interested in the interdisciplinary nature of WASH, specifically in vector control. With a health background, you typically think of health as the main focus, but thinking about how engineering contributes to vector control is really interesting.

- It really stretches across all, but the importance of assessments (before, during and after) with inclusion of participants. While we do those at some level, the intentionality reinforced is my takeaway.

Scope of improvement:

- How to develop cost effective rebuilding mitigation practices, especially using green materials and volunteers.
- Keep up with the good work
- I've enjoyed my journey through this training and have gained many new perspectives of how this world looks in a different view.
- The online model is working for the most part; however, having participated in an in-person Sphere/CHS training, the in-person model was more helpful for me. Maybe we could convene an in-person training post-COVID as a follow up? Maybe a workshop specifically on implementation of the CHS/Sphere technical standards in the field?
- I would be interested in going deeper and hope to join in another training as it is provided.
- Enjoyed all of it Subhashis was a great presenter, Marie Ann and Christine Thank you for your support great work
- It has all been good so far, so no suggestions from me!!
- I suggest that future learning groups be smaller to allow more participation.
- Continue having activities that engage different learning styles - readings and powerpoints for visual learners, discussions for auditory learners, group activities or presentations or scenarios for kinesthetic learners
- I would like to work through an actual case study to see the application of topics
- I would like to see a continuation of the community collaboration in ongoing disaster work globally. We learn so much from one another.
- Handbook earlier would be helpful (although only so much control on shipments) maybe one-hour sessions should be scheduled for 1.5 hours as we tended to stretch on. Recordings were helpful if you had to miss or hop off before conclusion. Great Job!



Sphere and CHS Online Orientation Training Curriculum & Agenda 15th June 2020 to 7th August 2020

Online Training Objectives:

- Learn the application process for Sphere Standards-2018 as a tool for humanitarian response.
- Navigate the structure of Sphere content and Core Humanitarian Standards (CHS).
- Learn about the linkages of Sphere with CHS.
- Learn emergency preparedness and response planning process.

Week-1	Week-2	Week-3	Week-4	Week-5	Week-6	Week-7	Week-8
15-21 st June	22 nd -27 th June	29 th -june to 4 th July	6 th -11 th July	13 th -18 th July	20 th -25 th July	27 th july-1 st August	3 rd -7 th August
Disaster Terminologies	Protection Principles	WASH	Health	Case study	Participant will prepare their presentations	Emergency preparedness and response plan	
What is Sphere	Core humanitarian charter	Food Security& Nutrition	Cash Transfer	Review Videos		Practice Sessions	
Humanitarian Charter		Shelter & Settlement	Group formation			Practice Sessions	
ONLINE SESSION DETAILS							
15 th June: Welcome and Course brief	25 th June- Foundation chapters		8 th July- Technical Chapters		20 th July: EPRP	28 th July: Participant Presentation- Technical chapters	3 rd Aug: Community of Practice
					Online session- CHS- 24 th July		7 th August: Valedictory