

Report

Training on Emergency Response for GO team members



Organized By:
EDUCO Bangladesh

Facilitated By:
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Md. Shariful Alam, Project Manager, ALOY-ALOW Project, EDUCO

**MMS training center, Sirajganj
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1. Background:

Bangladesh is prone to various natural hazard. It has experienced some of the worst natural disasters and ranks 1st and 6th among 162 countries in terms of human exposure to floods and cyclone respectively. Climate change is now having a significant impact on the frequency and severity of weather-related disasters in Bangladesh. The global climate change risk index 2010 had shown Bangladesh as the top most vulnerable country in the world due to extreme weather condition. The report also indicates Dhaka as one the high-risk city due to seismic condition in the region.

As a development and humanitarian organization EDUCO Bangladesh has formed GO team (Rapid Response team) consists of 20 members divided in 03 geographical locations of Bangladesh for immediate emergency response. Most of the selected staff have no previous involvement in humanitarian response activities and orientation on response procedures and standards. With this view EDUCO Bangladesh organized a three days long training for capacity development on emergency response process and procedure. Through this training the staff were equipped on response procedures and able to respond any disaster with gained knowledge.

1. Learning Outcomes:

- Understand the potential emergency contexts in Bangladesh in which Child Protection and Education issues emerge;
- Basic understanding on emergency response procedures; hazards monitoring, SitRep, preparing response plan.
- Enhance knowledge and skills on the emergency needs assessment in time of emergency.
- Understand the humanitarian standard e.g. the CHS, Sphere and its companion standards i.e. CPiE.
- Basic understanding on response and complain response mechanism.
- Strengthen the reinforcement of GO team member actions and its technical capacity in supporting emergency response and management that aligning with some crosscutting issues i.e. gender, child protection.

2. Events of the day

Day-1: Conceptual understanding on the overall situation of Bangladesh on disaster and response process.

The training inaugurated by the Additional District Commissioner (ADC)-Development and Human Resources Management of Sirajganj district. In his speech he thanks EDUCO Bangladesh to organize this training in Sirajganj that this prone to various disasters. He expected that EDUCO Bangladesh will introduce new project in Sirajganj for the benefit of the flood prone area. DRM Specialist, OCs and Project Manager Aloy-Alow project give special thanks to ADC for his kind presence to inaugurate the training.

The following issues were discussed by the facilitator:

Understanding of disaster situation in Bangladesh & Overview of past emergency responses of EDUCO: Firstly, DRM Specialist provide an overview to the participants on the overall disaster

vulnerability of Bangladesh describing why Bangladesh is most disaster-prone country in the world. In his presentation her also presented the past disaster events in Bangladesh and casualties for this and future forecasting due to climate change. He also given an overview the past disaster response of EDUCO in global level. All the responses were focused on child protection in emergency and education in emergency.

Identify the key activities for emergency response operation: The participants were asked to identify the key activities those need to accomplish for emergency response operation. After discussed participants agreed that the following activities need to do for emergency response operation:

- A. Hazards Monitoring
- B. Prepare Situation report
- C. Needs Assessment
- D. Response Plan
- E. Beneficiaries Selection
- F. Distribution



Then the facilitators discussed every point to understand the process and tools that need to follow to complete each activity.



Hazards Monitoring: There are two types of disasters, one is slow on-set and another one is rapid on set disaster. After formation of slow on set disaster, we can monitor the hazards to predict the future forecast and organizational level preparedness. Media report, different website and government office are used to monitoring the hazards. The following link support for updating the hazards and situation.

For flood: www.ffwc.gov.bd

For cyclone: www.bmd.gov.bd

For overall disasters: 1090

For overall: <http://www.ddm.gov.bd/>

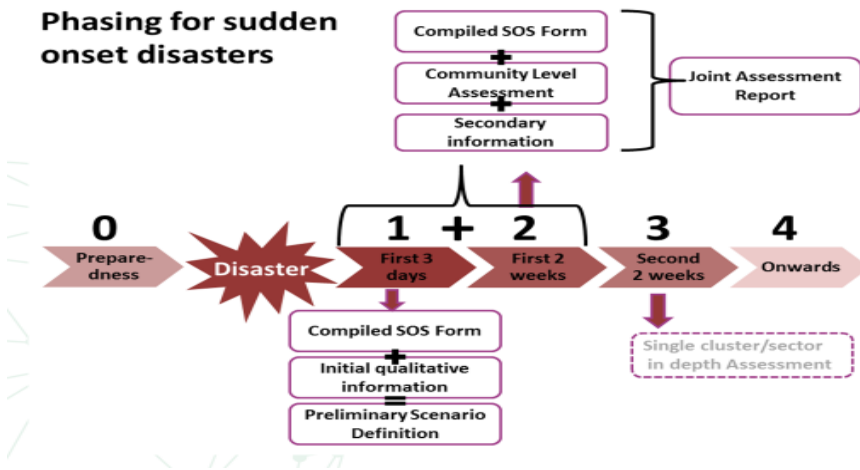
Preparing situation report: After strike any disaster, we need to prepare situation report as soon as possible to update the management on the situation with specific recommendations. In situation report the following points should cover to provide comprehensive situation to management-

- ❖ Overview of the situation
- ❖ Location
- ❖ Where the incident happened
- ❖ When the incident/disaster happened
- ❖ How many people been affected with disaggregated data?
- ❖ Situation of affected people:
 - Where they are living
 - Are there any protection issues
 - How their basic rights are fulfilling
- ❖ Are there any other actors both government and non-government organization for supporting the affected people?
- ❖ Are there any security concern?
- ❖ Recommendation

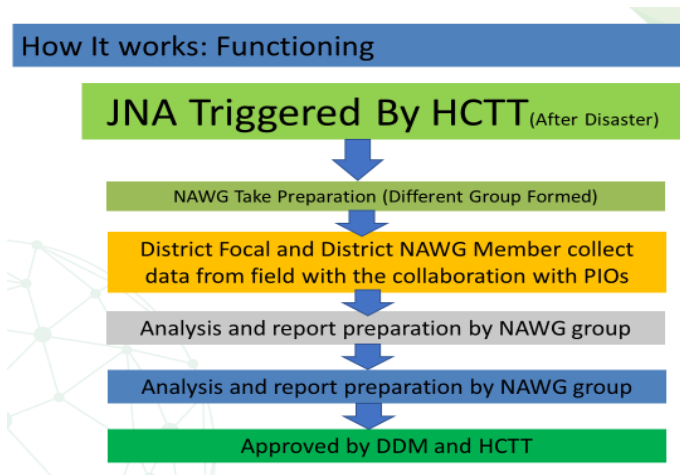
After discussion the above points, the participants divided into three groups and asked to prepare a situation report on fire, earthquake and flood. The situation report prepared based on hypothetical situation and within 24 hours of disaster strikes. After that the participants discussed how extent the mentioned points covered in situation report.

Needs Assessment: Based on situation report, management can decide for go to Needs Assessment to understand the needs of affected people focusing on several sectors i.e. health, education, protection, food, shelter, WASH, nutrition, market. Two types of need assessment are conducted, one is rapid needs assessment and another one is joint need assessment. As EDUCO have no developed rapid need assessment tools, thus EDUCO will go with Joint Needs Assessment. There are three phase of joint needs assessment as below-

Joint Needs Assessment



And the process follows as below-



Preparing response plan: After conduction of Needs Assessment, if organization decided to go for emergency response, organization needs to prepare the response plan with including the below points-

- A. Response items
- B. Time line
- C. Resources require
- D. Response strategy
- E. Coordination mechanism
- F. Cross cutting issues in response plan

Beneficiaries selection process and distribution plan: Then discussed the beneficiaries process, facilitator briefly discussed the process of right beneficiaries for the distribution of relief items. The

beneficiaries will be selected through set criteria based on nature of disaster. But the below general criteria organization can follow for selecting the right beneficiaries-

Selection criteria of beneficiaries

- ❖ Families are mostly affected
- ❖ Permanent residential
- ❖ Not supported by other organizations/agencies
- ❖ Not got same supported by other organizations
- ❖ Family with having more children
- ❖ Family with having disability, windrows

Selection process

- ❖ Visit the affected areas
- ❖ Meeting/coordination with local/center government to select the response area/s
- ❖ FGD with affected community people to prepare the draft beneficiaries list
- ❖ House to house visit to select the final beneficiaries
- ❖ Endorsed the final selection beneficiaries list

Distribution process

- ❖ Select the distribution place; access to all, consider gender and child protection issues
- ❖ Token distribution
- ❖ Distribution the relief items with getting the acknowledgement.

Complain and response mechanism: To ensure the accountability in emergency response complaints and response mechanism is the key. In complaints and response mechanism the flowing tools and technics can be followed-

Benefits of CRM

- Respect and dignity
- Empowerment through confidence and trust
- Alert agencies to problems
- Allow agencies to rectify mistakes
- To manage risk
- Protect staffs
- Continuous learning and improvement
- Effective response enhances public standing

Complain and Response Mechanism

- ❖ A focal person needs to be established for the CRM
- ❖ Feedback and complaints must be treated with confidentiality and protection to be ensured
- ❖ Sensitive complaints need to be handled sensitively and efficiently
- ❖ The community should decide on the feedback/complain response mechanism (CRM)
- ❖ All feedback and complaints should be recorded and reported

Steps to set up a CRM

Step	Action	Timeline
1	Receive feedback and complaints	During project implementation (Ongoing) e.g. where a response is required, all serious complaints should be acted upon immediately and the source responded to as soon as possible after action is taken; all non-serious within 1 month. Investigators to be decided and assigned by the project Management.
2	Entre all feedbacks and complaints onto a confidential register	
3	Review and, if necessary, investigate all feedback and complaints	
4	Take immediate action on any serious complaints.	
5	Respond to feedback and complaints following review, any investigation process and any action taken. Allow for the source of any serious complaint to appeal against the decision / action taken	
6	Record all responses to feedback and complaints into the confidential register.	Monthly during project implementation
7	Track trends in feedback and complaints received and report these regularly to management.	
8	Review trends in feedback and complaints received and make necessary and feasible adjustments to improve relevance, quality and impact.	
9	Review effectiveness of CRM and make adjustments as necessary.	Quarterly during project implementation

Design/Modality

- ❖ **Physical, i.e. verbal feedback or complaint to any staff member**
- ❖ **By phone/Mobile (call or text SMS)**
- ❖ **By email (if applicable/available)**
- ❖ **By letter**
- ❖ **Via a 'suggestion/ complain box'**

Registering Feedback and Complaints

- ❖ **Book code**
- ❖ **Complain/ Feedback number**
- ❖ **Date of submission**
- ❖ **Name, address, mobile no. and other details of the complainer/ feedback giver**
- ❖ **Gravity / category of complain**
- ❖ **Resolved or not**
- ❖ **Date of resolving**

Cross cutting issue in emergency response: Than, discussed on gender with participants describing how the gender issues can be consider during emergency response through power point presentation and open discussion. For gender mainstreaming in emergency responses the following things may consider.

- ❖ Gender-sensitive needs assessment and analysis;
- ❖ Sex- and age-disaggregated data;
- ❖ Consultations include women and men equally;
- ❖ Active participation of women and leadership by women;
- ❖ Programme objectives respond to gender analysis;
- ❖ Programme budgets adequately resource gender work;
- ❖ Design and targeting : assistance adapted to need, equal access and benefit, dignity and empowerment;
- ❖ Protection strategies and mitigation of potential negative impact (e.g. violence against women);
- ❖ Gender-balanced humanitarian teams;
- ❖ Partnerships including women's rights organizations;
- ❖ Reporting, including on gender equality objectives;
- ❖ Monitoring and evaluation of gender-sensitive indicators;
- ❖ Accountability (e.g. community feedback); coordination with inter-agency gender networks.

Source: Training Manual: Gender Leadership in Humanitarian Action, Oxfam International, March 2017.

Day-2: Understanding on Sphere

The day two started with the recap of the previous day discussion. The participants divided into two groups and each group asked five questions from the previous day learning to opposition group. Then, DRM Specialist briefly described the contents of previous day.

Sphere: After that, Project Manager Aloy-Along project discussed on Sphere. In his session he discussed on the structure and history of Sphere, core humanitarian principles and Core humanitarian standards, red crescent code of conducts. The session was formulated open discussion, power point presentation, video show and group work.

Four humanitarian principles are:

- Humanity
- Neutrality
- Impartiality
- Independence

Technical Chapter

The four technical chapters include Minimum Standards in key response sectors:

- **Water Supply, Sanitation and Hygiene Promotion (WASH)**
- **Food Security and Nutrition**
- **Shelter and Settlement**
- **Health**



Core Humanitarian Standard: 09 Commitments



Day-3: Field visit and experience sharing

To gather the field experiences and link with the inhouse knowledge the participants went to Chowhali Char, where MMS distributed cash grants to the flood affected people. The participants divided into three groups and discussed with the benefices. Through the discussion session the participants tried to understand the severity of

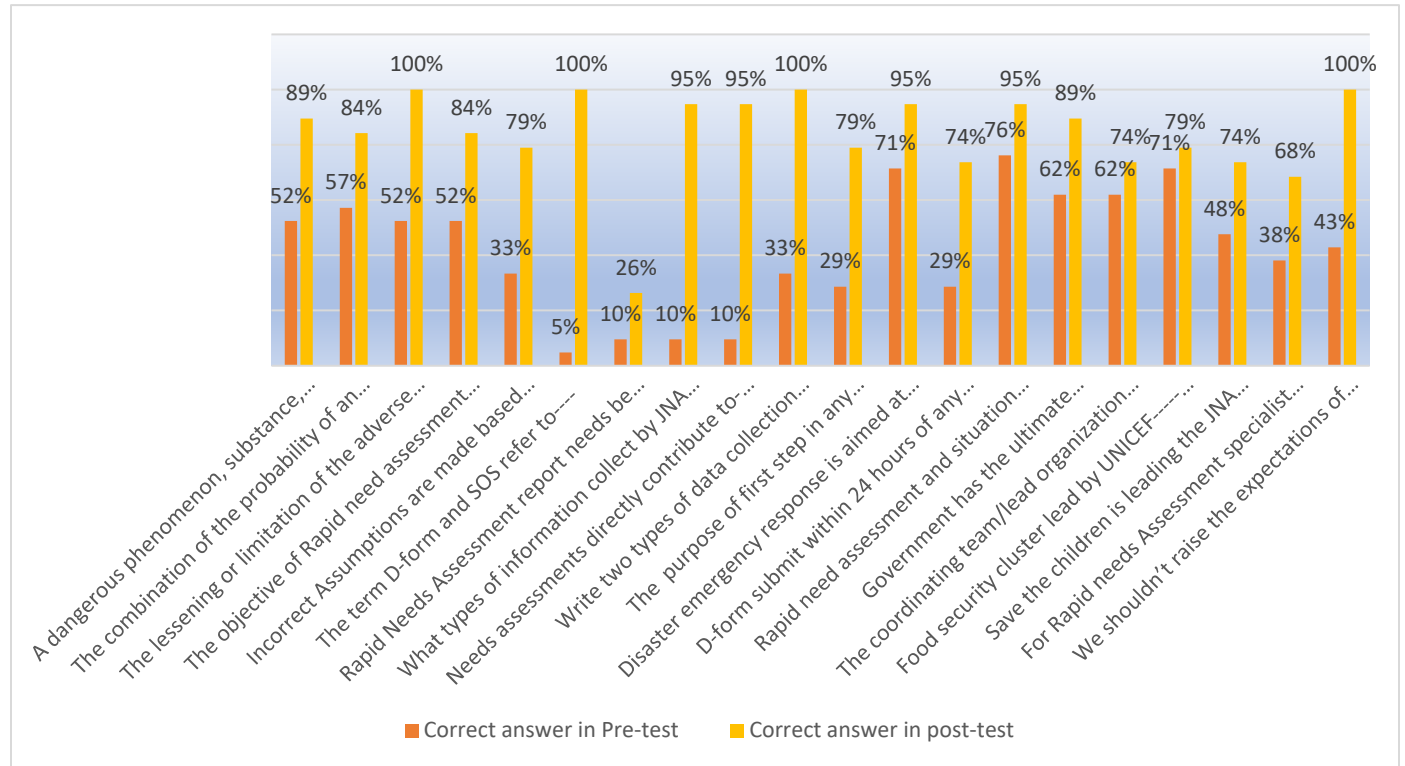


flood, coping ability of affected people, beneficiary's selection process, distribution mechanism, complaints and response mechanism. In the reflection sessions the participants stated that the MMS has followed all of procedures those described in training.

Experiences sharing by Executive Director, MMS: After return from the field visit, Executive Director of MMS shared his experiences in emergency response. In this discussion, he appreciated the energy of GO team members of EDUCO Bangladesh. He described the challenges in beneficiary's selection and way of overcoming, benefit of cash transfer, coordination, complaints and response mechanism. During this session, participants asked questions to ED for clarify some issues. It was very fruitful discussion and participants leant lots from the experiences of ED of MMS.



Pre & post-test: To evaluate the change of knowledge level for this training the participants attended in pre-test and post-test. Participants asked to answer same 20 questions in pre-test and post-test. Below is the analysis of findings-



Annex-1: Schedule

Time	Session	Content/s	Facilitator	Methodology
Day-1: 13 Dec'19				
08.30-09.00	Opening of Workshop	- Welcome Speech	ADC, Sirajganj	Opening speech
09.00-9.20	Introduction	- Overview of Agendas - Objectives sharing and course overview	Kazi Abdul Kadir, DRM Specialist	PPP and open discussion
9.20-9.40	Pre-test			
9.40-10.30	Understanding of disaster situation in Bangladesh & Overview of past emergency responses of EDUCO	- Why Bangladesh is one of most disaster-prone country - Sharing the emergency response operations in different countries by EDUCO	Kazi Abdul Kadir, DRM Specialist	PPP
10.30-11.00	Health break			
10.30-11.30	Identify the key activities for emergency response operation	- Hazards monitoring - Situation assessment - Need assessment - Response plan	Kazi Abdul Kadir	Group work and presentation
11.30-12.00	Hazard monitoring	Overview on the tools of situation monitoring.	Kazi Abdul Kadir	Power point presentation and discussion
12.00-1.00	Preparing situation report	Key points those should cover in situation report	Kazi Abdul Kadir	PPP, discussion and on hand exercise
1.00-2.00	Lunch			
1.00-2.00	Need assessment	Methodology for assessing the needs of disaster affected people - Tools - Technics - Prepare the need assessment report	Kazi Abdul Kadir	PPP and on hand exercise
2.00-3.00	Prepare your response plan	Beneficiaries selection - Methodology - Inform the beneficiaries - Relief distribution	Kazi Abdul Kadir	Open discussion
3.30-4.00	Health break			
4.00-4.30	Complain and response mechanism	- Mechanism - Principles	Kazi Abdul Kadir	PPP and open discussion
4.30-5.00	Cross cutting issue in emergency response	- Child protection - Gender	Kazi Abdul Kadir	PP and discussion
Day-3: 14 Dec'19				
9.00-9.30	Recap	- Key lesson learnt in last day	Kazi Abdul Kadir	
9.30-1.00	Sphere	- Humanitarian principle and standards	Md. Shariful Alam	PPP and open discussion
1.00-2.00	Lunch break			
2.00-4.00	Core Humanitarian Standards	11 core humanitarian and way of compliance	Md. Shariful Alam	PPP and open discussion
4.00-5.00	Basic understanding on CPIE	Standards in CPIE guideline	Kazi Abdul Kadir	PPP and open discussion
Day-4: 15 Dec'19				
9.00-1.00	Field exercise	Field visit	Kazi Abdul Kadir	
1.00-2.00	Lunch			
2.00-3.00	Reflection and discussion	Reflection on field exercise.	Kazi Abdul Kadir	Open discussion
3.00-4.00	Expert opinion	Challenges and way forward		
3.00-4.00	Why GO team	Rules and responsibility of GO team members	Kazi Abdul Kadir	
4.00-4.20	Post-test			
4.20-4.30	Closing			

Annex-2: Participants list

SL#	Name of participant	Working Station	Designation
1.	Badal Kumar Sarker	Bhaluka	PO
2.	Md. Anwar Hossain	Kaligonj	PO
3.	Mohammad Mijanur Rahman	Urban	PO
4.	Md. Shariful Alam	Moulvibazar	Project Manager
5.	Tahmina Akter	Urban	Head teacher
6.	Md. Shahidul Islam	Kaligonj	Child Rights and Protection Specialist
7.	Nesar Ahammed	Kaligonj	Head teacher
8.	Md. Rezaul Karim	Bhaluka	ICT Instructor
9.	Tushar Miah	Bhaluka	Head Teacher
10.	Md. Mostafizur Rahman	Urban	MEAL Coordinator
11.	Md. Motaher Hossain	Bhaluka	PO
12.	Md Nurul Alam	Urban	PO
13.	Lucky Akter	Urban	PO
14.	Kazi Sayem Jayed	Urban	Coordinator, Communications Compliance
15.	Md Kabir Hossen	Urban	PO
16.	Tajul Islam	Urban	Deputy Manager Human Resource
17.	Md.Zakir Hossain	Urban	Head Teacher
18.	Md. Sahadat Hossain	Bhaluka	PO
19.	Mohammad Safi uddin khan	Urban	PO
20.	Aminul Islam	Bhaluka	OC
21.	Ismail Hossain	Kaligonj	OC
22.	Kazi Abdul Kadir	CO	Specialist Disaster Risk Management

Annex-3: pre and posttest questionnaire

Learning assessment

Pre-test and Post-test questionnaire

40 marks, 20 min

Please specify the test with ✓ mark in the box

Pre-test		Post-test	
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Please ✓ mark on the correct or most appropriate ensure		
1.	A dangerous phenomenon, substance, human activity or condition that may cause loss of life, injury or other health impacts, property damage, loss of livelihoods and services, social and economic disruption, or environmental damage is--?	- Hazards - Disaster - Risk - Capacity
2.	The combination of the probability of an event and its negative consequences is--?	- Hazards - Disaster - Risk - Capacity
3.	The lessening or limitation of the adverse impacts of hazards and related disasters.	- Hazards - Disaster - Risk - Mitigation
4.	The objective of Rapid need assessment is---	- Disaster risk reduction - Humanitarian response - Early recovery
5.	“Incorrect assumptions are made based on one’s own cultural norms. Assessors do not understand the cultural practices of the affected populations”. This statement is appropriate to what bias?	- Class/ethnic bias - Cultural bias - Gender bias - Person bias
Write the appropriate answer in the left side box		
6.	The term D-form and SOS refer to----	
7.	Rapid Needs Assessment report needs be developed and disseminated during the first..... hours.	
8.	What types of information collect by JNA and RNA	
9.	Needs assessments directly contribute to-----	
10.	Write two types of data collection methods for Needs assessment	

True/ Flash: Please mention in the blank space beside each stamen whether it is true or flash. Please write T for True and F for False

1. The purpose of first step in any emergency is to response-----
2. Disaster emergency response is aimed at addressing the critical and priority needs resulting from a disaster-
3. D-form submit within 24 hours of any disaster strike-----
4. Rapid need assessment and situation report is same-----
5. Government has the ultimate responsibility for needs assessment-----
6. The coordinating team/lead organization will update the field plan as information becomes available-----
7. Food security cluster lead by UNICEF-----
8. Save the children is leading the JNA process -----
9. For Rapid needs Assessment specialist staff must require-----
10. We shouldn't raise the expectations of communities while under taking an assessment--