#### Arsal ECC Meeting

***Minutes of meeting***

Date: 21.11.2019

Place: Arsal Municipality

Participants: UNHCR, NRC-MSA, NRC, MoSA, IRC, QRC, ACA, LRC, New-Arsal, Sawaed el kheir, URDA, ACF, SCI, Emergency and Relief Unit.

* UNHCR is planning to assist vulnerable Lebanese with distribution of existing Medco Cards in key municipalities, including Arsal in coordination with DAF in North Bekaa and Ghirass in Central Bekaa. Plus, UNHCR is planning to preposition blankets as well that can be distributed to both vulnerable Lebanese and/or needed Syrian Refugees in the winter season. In addition, a plan is in place to possibly assist public health centers across the Bekaa and possibly existing agencies that assist vulnerable Lebanese households.
* Winter assistance program is in place of which assistance is to be provided as priority one for those highly vulnerable and not receiving any assistance, priority 2 those scored severely vulnerable but are not receiving any assistance and priority three for those scored severely vulnerable but only receiving food assistance. It will be a one-off assistance of $375 provided through the red card pending distribution and validation. Confirmation on winter assistance will be provided only when the refugees receive the upload SMS. Delay in distribution took place due to the current situation but is ongoing now around the Bekaa.
* Challenges are faced with the Two-Way SMS system one of which are technical issues and inquiries with regards to if refugees can send another SMS correcting a wrong SMS sent; however, no answer is received from BO on ways forward and hence refugees are requested to call the call center.
* SCI in coordination with shelter sector and Medair will be distributing 1,000 weatherproofing kits by this week or the next latest. SCI also have some emergency kits available as well as CRIs including boots and emergency cash. This will be coordinated with BA to ensure assistance is provided to those in need and avoid duplication. SCI also have a warehouse present in Arsal of which the items will be positioned, and which will allow better response in the area.
* LRC provided families residing in 6 settlements with timber and 3 plastic sheets/HH in coordination with ICRC. 525 HHs received the assistance this week.
* LRC is also working with QRC for distribution of insulation kits in 6 informal settlements as well as they will distribute fuel in settlements, they conduct WASH activities in to 1,050 Syrian refugees and 450 Lebanese. The amount is 100$/month for two months. First batch was finalized and LRC are planning the second batch to receive vouchers. They will also assist 10 public institutions (public schools and PHCs) with fuel as well.
* URDA in coordination with QRC finalized distribution of fuel to 1,167 Syrian Refugees. They provided 40L/HH.
* URDA also supported 250 HHs in three settlements for 3 months providing 80 L/HH per month.
* It is highlighted the importance to provide fire awareness sessions for beneficiaries once they receive the fuel as to avoid any emergency.
* QRC also have a warehouse present in Arsal (tarpaulins and timber) and are working in case of emergencies responding to affected cases in spot with needed assistance.
* QRC have also a proposal that is yet to be confirmed that includes ready to eat meals, facilitating opening roads in case of snow accumulation, dislodging and transportation for refugees if needed.
* NRC are responding in emergencies as they are the main coordinator and are accepting referrals if needed as well, they have shared their hotline with refugees to call if needed. NRC has 1500 plastic sheets and 70 Medium repair Kits and as well planning to purchase some New Arrival Kits and CRIs (blankets and mattress) to be places in Arsal and enable better response to emergencies.
* Sawaed El Kheir in 2018-2019 had partnership and funding from different seven agencies. They supported around 115 informal settlement with CRIs, including fuel and clothes as well as provided medical assistance by also establishing a PHC in one informal settlement. They work in a humanitarian manner not excluding any refugee in need. For 2019-2020 they are also working to provide the same type of assistance hopefully also be able to assist and cover all the refugees, but confirmation will be provided after mid-December. It is also important to note that with facilitation of access to Wadi Hmeid last year, they were able to assist around 220 households in the area as well.
* For Wadi Hmeid, there is no accurate figures for Syrian refugees as also most of them live in groups and are shepherds, but numbers are between 200-250 HHs.
* ACF is working on rehabilitation of informal settlements through water channels as well as able to provide under LPC core relief item assistance and garbage bins. ACF distributed drainage kits last year in informal settlements.
* On drainage kits, agencies state that they were not efficient and not utilized by refugees and hence no planning for further distribution is in place.
* Four settlements were referred by MoSA to ACF as settlements that always are susceptible for floods. ACF states that there aren’t right slopes or drainage points for a channel to be established in that area.
* MoSA stresses the need for municipality and UNDP to clean the water channels established by them prior to winter season.
* PCPM conducted assessment for shelter distribution in Arsal. Of which 87% eligibility rate was detected and as such Medair and SCI will distribute needed shelter kits in coordination with shelter sector.
* A lot of complaints were received with regards to PCPM’s assessment stating that it was not clear and unfair. All cases that believe they need to be re-assessed can be referred for shelter sector to seek possible re-assessment and provide needed items before winter season.
* Medair is also planning distribution of fire extinguishers and will also add an awareness session on fire mitigation as well.
* Emergency and Relief Unit states that there has been no delay seen at checkpoints and there has been facilitation of movement of patients from Arsal no neighboring areas; however, main challenges in medical cases are those that are not registered and/or recorded by UNHCR and not covered by Next Care as well as hospitals refusal to admit some cases stating that they are full.
* A participant raised the issue that staffing for agencies should include Lebanese from Arsal.

**On emergency**

1. Facilitating access to and from informal settlement: ACF and QRC will confirm possibility of aiding in this regard this year.
2. Coordination among agencies:

* Last year it was agreed that having the RNA conducted in Arsal was not practical, but with the new system and the live feed participants agree that a training is to be conducted for the ECC and then they will assess possibility of application.
* A google link in Arabic including informal Settlements in Arsal is shared that was not utilized last year, but participants stress the need for this tool to be utilized for coordination and planning as well as to avoid duplication. Agencies to insert their plans on the link prior to distribution as to avoid duplication. Noting that duplication might still eb the case in emergencies since a lot of donors arrive and would like to provide a certain assistance to a certain informal settlement.
* WhatsApp Group for ECC was created by the MSA and utilized last year which deemed successful and will continue to be utilized.

1. Respond to shelter and CRI need

Agencies to utilize a google link as well, especially local NGOs if possible, to update their stock. INGOs with access to Activity Info should ensure it is being updated as well.

All distribution is done in the field settlement to settlement and if need be of a mass distribution an SMS is to be sent.

1. Health cases:

Emergency and Relief Unit states, they can assist medical cases and transfer them even in case of snow accumulation as they have equipped vehicles.

1. Relocation sites (Around 3 days)- Agencies state that refugees prefer residing with relatives

* MoSA to confirm availability of five mosques
* Emergency and Relief Unit might also be able to provide five rooms
* LRC and QRC among others will assist in provision of meals and CRIs for the families in relocation sites as well as transfer. This will be coordinated on ECC WhatsApp group.

1. Ensure Assistance to Wadi Hmeid families and Vulnerable Lebanese especially midst the current situation. QRC also stated that around 30% of all assistance includes Lebanese.
2. Ensure assistance to scattered tents and houses- Possibility of mapping these families sin coordination with existing agencies.

***Action points:***

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| **Action** | **Who** |
| Share the health leaflet that includes contracted hospitals | UNHCR |
| Share the list of settlements planned for distribution | SCI |
| Share list of relocation sites | MoSA |
| Update google link | All Agencies |
| Update contingency stock | All Agencies |
| Conduct RNA training | UNHCR |

Blankets

Referral :