

KEY ACTIVITIES

Community Outreach Members (COMs)

COMs Community Outreach Members (COMs) are trained refugee volunteers who conduct door-to-door home visits to provide invaluable information to community members on services and on protection topics. COMs also identify and assist vulnerable people such as persons with disabilities and older persons, and make referrals for people who need further protection and assistance services. COMs also engage communities to respond to shared concerns through their own activities, such as organizing literacy classes for adults, adolescent chess clubs, and handicraft skills workshops. COMs are active in 27 camps.

Communication with Communities

The Information Service Centres are facilities in the camps where refugees can go to receive accurate information, as well as provide feedback and share concerns on services. The Interactive Voice Response (IVR) system sends pre-recorded audio messages as phone calls in Rohingya language on topics such as COVID-19 prevention and response, and monsoon, cyclone and flood preparedness. In the third quarter of 2022, UNHCR reached over 70,000 people through the IVR system.



Awareness-raising session on disaster preparedness about Cyclone preparedness © UNHCR/Amos Halder

Elected Community Representation

Community representatives facilitate block level meetings to identify community concerns and raise them at camp coordination meetings and with humanitarian partners operating in the camps. Community representatives also conduct awareness sessions for community members. They facilitate the resolution of small-scale communal disputes via mediation sessions. The elected community representation system functions in 4 camps.

Community Groups

Female and male adult and youth community groups organize discussions in their communities to identify needs and gaps, and plan service projects to address them. UNHCR and partners support the groups to carry out projects identified and prioritized by the community. The service projects range from small scale infrastructure repairs to handwashing campaigns and distribution of handicrafts. The Community Groups programme currently function with over 3,800 refugees in 31 camps.

Religious engagement

UNHCR and partners work closely with imams and female religious teachers to engage them in the humanitarian response. Imams and female religious teachers conduct awareness sessions on prevention of child marriage, health, monsoon and cyclone preparedness, peaceful coexistence, and other protection issues across 31 camps.

Disability Inclusion

Persons with disabilities and older persons face many challenges in Cox's Bazar, including hilly terrain, poor infrastructure, and stigma and discrimination. UNHCR and partners are supporting refugees with functional and physical rehabilitation assistance, assistive devices, and psychosocial support to enable them to live independently. Caregivers are supported to reduce the impact and stigma associated with disability and caregiving roles. To ensure that the rights of older people and persons with disabilities are protected and upheld, UNHCR actively participates in the Age and Disability Working Group.

Gender Equality

UNHCR mainstreams gender equality in all of its CBP work, including providing training on gender and GBV to volunteers and community members. UNHCR co-chairs the Gender in Humanitarian Action Working Group (GiHA WG) together with UN Women. The GiHA WG provides technical support and advocacy to advance gender equality across the joint response.

Bhasan Char

Community-Based Protection activities are ongoing on Bhasan Char with two locations established as community centres with integrated Information Service Centres. COMs are providing lifesaving information to refugees across all clusters, religious engagement programmes continue, and community groups are undertaking activities which respond to the needs jointly identified on the island such as making stretchers and chairs to carry refugees to health facilities. Additionally, community-led discussions are ongoing on various issues, including cluster cleanliness and prevention of drowning.

KEY FIGURES COX'S BAZAR CAMPS



2,349
Service projects implemented
by community groups



23
In 17 camps Information
service centres



193,745
Calls on emergency prevention
and response



540
COM's supporting their communities



28,118
Persons living with disabilities
provided with assistance



1292
Community groups engaged



343,618
Individuals participated in activities
at community centres



1,025,466
Individuals reached by community led
messaging on key protection risks



73,891
Feedback and complaints received

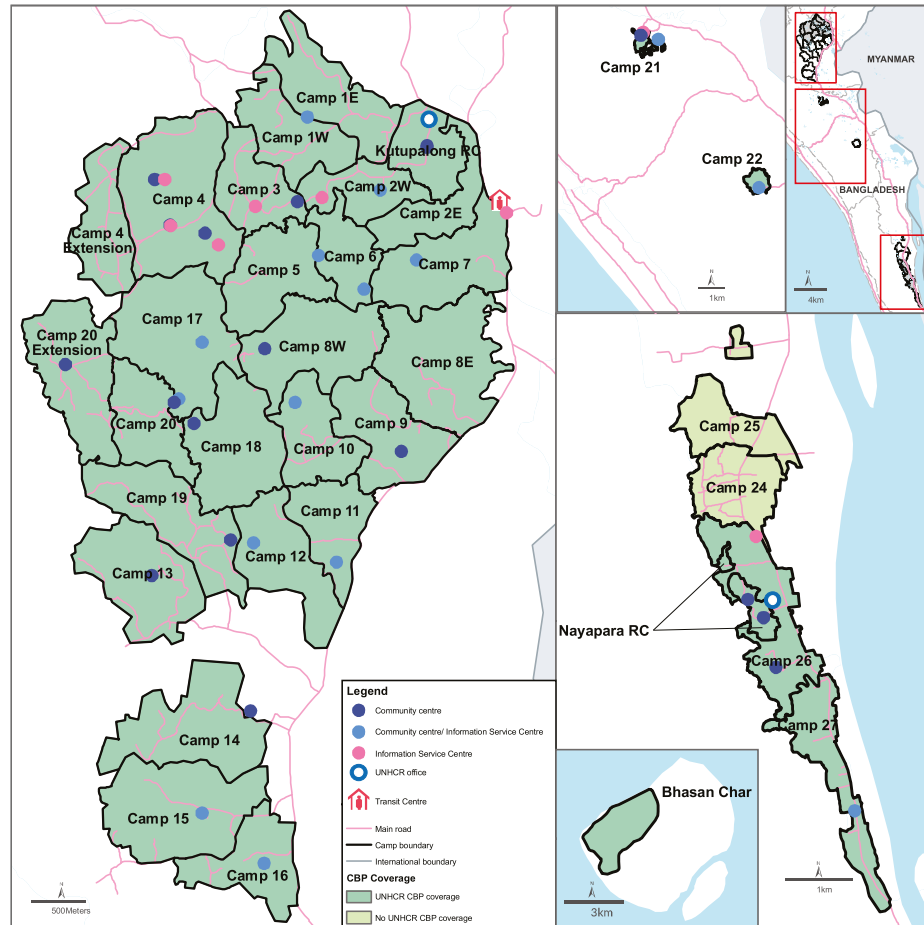


39,358
Refugee households visited by COMs



886
Community-led discussions by
community groups

CBP COVERAGE MAP



KEY FIGURES BHASAN CHAR



134
Community-led discussions by community
groups



64
Community groups engaged



11,387
Individuals participated in activities
at community centres



49,657
Individuals reached by community led
messaging on key protection risks



12,008
Feedback and complaints received



3,854
Refugee households visited by COMs