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# **WASH/Shelter Referral Mechanism**

*Beirut – Mount Lebanon*



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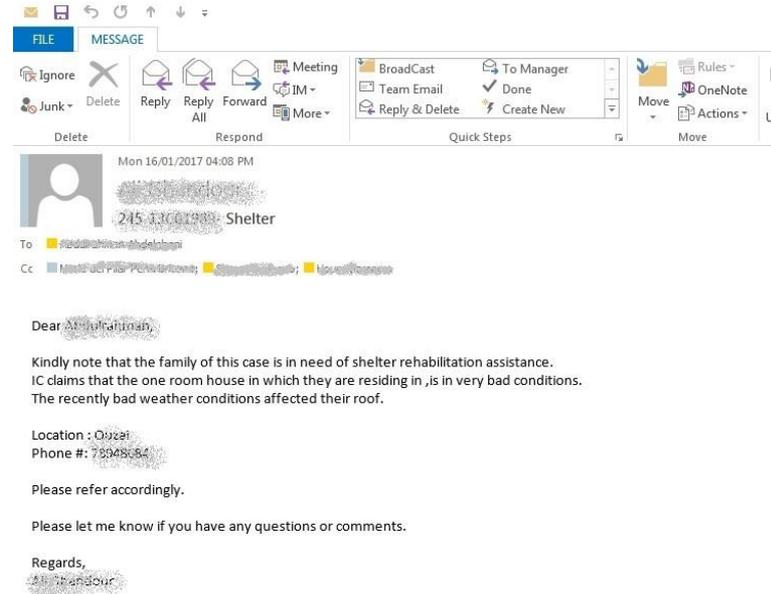


# Referral Mechanism Steps:

Referrals are received on e-mail: [lebmtws@unhcr.org](mailto:lebmtws@unhcr.org)

Referrals should have the following information

- Location/p-code/GPS coordinates
- Key informant/Shaweesh name & phone number
- Brief description of the case/issue referred
- Number of households/individuals affected





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# Referral Mechanism Steps:

UNHCR WASH/Shelter Unit feeds the info to Google docs. The link:

<https://docs.google.com/spreadsheets/d/1jWADhzoHmKMT4F1hC8UyDOQbElgCDzyFkszl6amUGE/edit#gid=0>

What you will see on the Google Doc:

- Referral number
- Date of sharing the referral
- P-code (if available)
- Location
- GPS coordinates
- Shelter type (substandard bldg., informal settlements, collective shelter and large shelter buildings)
- Received from / referred to
- Description





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Google Drive

NOTE: ANY CHANGES MADE HERE WILL BE REFLECTED PUBLICLY, BE EXTREMELY CAREFUL WHEN EDITING EXISTING DATA AND DO NOT EDIT DATA FROM OTHER AGENCIES												
Referral #	Date	P-Code	Location (Cadastral)	Longitude	Latitude	Shelter Type	Received From (Person)	Received From (Organization)	Referred To (Person)	Referred To (Organization)	Description Of Referral	Days Pending
1												
2											The family is composed of 4 persons, parents and 2 children under the age of 5 years, they are living in Aley, literally in a basement where the landlord made in this basement a second floor divided into 2 rooms. They have to take the wooden ladder every time to go up or down and the 2 children aged 4 years and 2 years old are in danger and they	0
3	S001	1/8/2016	No-Pcode	Aley	N/A	N/A	Substandard Building	Aya Alawiye	IRC	Talal Haj Dib	CHF	0
4	S002	9/8/2016	No-Pcode	Aaramoun	N/A	N/A	Substandard Building	Samar Shalhoub	UNHCR	Talal Haj Dib	CHF	0
5	S003	12/8/2016	No-Pcode	Hadchat	34.05035	35.744612	Informal Settlement	Jimmy Matar	Intersos	Hussein Shmeir	PU-AMI	-178
6	S004	15/8/2016	No-Pcode	Choueifet	33.80981	35.51099	Informal Settlement	Talal Haj Dib	CHF	Talal Haj Dib	CHF	0
											A substandard unit that requires a shelter assessment for a possible rehabilitation intervention. Details shared via email.	



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# Referral Mechanism Steps:

UNHCR WASH/Shelter Unit will copy the partner who is responsible to respond in the area/site/cadastral

FW: Shelter Referral #S042 - Message (HTML)

FILE MESSAGE

Ignore X Delete Reply Reply All Forward Respond Quick Steps Move Tags Editing Zoom

Fri 24/02/2017 03:33 PM

**Lebanon Mount Lebanon Wash Shelter**  
FW: Shelter Referral #S042

To: [Redacted]

Cc: [Redacted]

Dear [Redacted],

I hope this email finds you well.

Kindly find below a Shelter referral shared by [Redacted] for your follow up.

Name of Beneficiary: ~~AL QUDSI NADIRAH~~  
Case ID: ~~942~~  
Phone number: ~~70043272~~

The remaining informations are in the link below.

Please fill the assistance provided, status and date closed in the google doc sheet for shelter **Referral #S042**: <https://docs.google.com/spreadsheets/d/1A6a5vuyvWEN2qBUz79EGlJRxa5VVia-HBjpp6gATic/edit#gid=0>

Note that:

- The personal information are shared via email only for privacy.
- The person referred this case is in CC and they can follow up with the case via the link.
- Use the email [lebmtws@unhcr.org](mailto:lebmtws@unhcr.org) for any referrals related to WASH and Shelter in Beirut and Mount Lebanon.

Best Regards,  
Hussein



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# Referral Mechanism Steps:

WASH/Shelter Unit will follow up until referrals are completed and cases are closed.

- The organization who referred the case can check on a daily basis on the progress of referral
- The organization received the referral must describe clearly about the assistance received

Description Of Referral	Days Pending	Assistance Provided	Status of the referral (completed or ongoing)	Date Closed
The family is composed of 4 persons, parents and 2 children under the age of 5 years, they are living in Aley, literally in a basement where the landlord made in this basement a second floor divided into 2 rooms. They have to take the wooden ladder every time to go up or down and the 2 children aged 4 years and 2 years old are in danger and they are afraid that he will evict them from the	0	We visited the family in Aley on Friday Aug 5, 2016. The family is living in a second floor of a warehouse and they climb a wooden ladder to reach their shelter (like an attic fo 2 rooms space). They don't pay rent and don't want us to talk to the land lord, because they are	Completed	8/5/2016
Mohamad Khaled Mehtar is residing in Aramoun, Mount Lebanon and was visited by UNHCR BO partners 5 months ago.  The POC claimed that the partners promised to rehabilitate his house 5 months to no avail and he is still living	0	The family is not eligible they are least Socio and least shelter	Completed	8/9/2016
The tents' sides and roofs are made up of nylon which leaks water during winter and heavy snow adds a lot of pressure on the roof thus threatening its collapse. Some have wood plates which help a bit with the leakage, but it's not enough and others do not.	-178	The IS is assessed and they will be supported with SOK Kits next month.	ongoing	
15/08/2016; a fire broke out in 4 tents at Choueifet Ghandour ITS (33.80981 35.51099), no injuries were sustained; however, all the furniture and legal papers were burned. The families are requesting 4 NAK's to replace the tents that were burned	0	CHF distributed 4NAKs to the families on 17/8/2016	Completed	8/17/2016
A substandard unit that requires a shelter assessment for a possible rehabilitation intervention. Details shared via email.		CHF assessed the house there is water leakage from one wall Because it is below the level of the ground. Moreover, part of the ceiling is concrete and the other part is TOT. The cost of rehabilitation is very high. We asked the family if they like to move to another place.		





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# What to refer!

- Fire incidents
- Flooding incidents
- Eviction and threat of Eviction
- New arrival families

**Immediate Action needed**

- Lack protection from climatic exposure (missing of windows, external doors, leakage problems, humidity and missing one or more external walls)
- Lack of adequate privacy and dignity (no internal separations between rooms)
- Lack of adequate WASH facilities and Hygiene
- People with specific needs and no accessibility to shelter
- Health and safety Hazards



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# Questions

