

## KEY ACTIVITIES

### Community Outreach Members (COMs)

COMs are trained refugee volunteers who conduct home visits to provide essential information on services and protection topics. COMs also identify and assist very vulnerable people, and make referrals for further protection and assistance as needed. They engage communities to respond to shared concerns through community-led projects, covering a wide range of topics including adult literacy, skills-building, and solidarity for marginalized groups. COMs are active in 31 camps and on Bhasan Char.

### Communication with Communities

The Information Service Centres (ISCs) are facilities where refugees can go to receive information about humanitarian services and to share feedback and concerns. ISC staff and volunteers conduct outreach sessions and follow up with vulnerable persons to access services. UNHCR and partners work with refugees to create content on topics of concern to the community, including peaceful coexistence, access to services, and disaster preparedness. These messages are disseminated using audio messages and facilitated listening sessions. UNHCR also operates an Interactive Voice Response system to send pre-recorded audio messages as phone calls in Rohingya language, reaching over 70,000 people in the fourth quarter of 2022.



Community ChinLon Match Highlighting Youth Engagement Activities in Camp 13 © UNHCR/CBP Unit

### Elected Community Representation

Community representatives facilitate block level meetings to identify community concerns and raise them at the camp coordination level. Community representatives also develop messaging and conduct awareness sessions on topics of community interest. They facilitate the resolution of small-scale communal disputes via mediation session, promote behavioral change to mitigate protection issues, and seek to ensure women's empowerment by facilitating greater female participation in their activities. The elected community representation system functions in four 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, with the support of UNHCR and partners. The projects range from small scale infrastructure to solidarity initiatives and education campaigns. The Community Groups programme includes over 4,000 refugees in 31 camps and Bhasan Char.

### Religious engagement

UNHCR and partners work closely with imams and female religious teachers (FRTs) to discuss concerns in the community and conduct awareness sessions across all camps. 2022 placed a focus on further developing leadership skills, with over 240 imams and FRTs receiving leadership training across 17 camps in the fourth quarter.

### Disability Inclusion

Persons with disabilities and older persons face many challenges in the camps in Cox's Bazar, including hilly terrain, poor infrastructure, 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 stigma associated with disability and caregiving roles. To ensure that the rights of older people and persons with disabilities are protected, UNHCR actively participates in the Age and Disability Working Group.

### Gender Equality

UNHCR mainstreams gender equality in all of its 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 (ISCs) and one stand-alone ISC. COMs, community groups, and religious engagement programmes are also active, and being expanded as more refugees are relocated to the island.

KEY FIGURES COX'S BAZAR CAMPS\*



**3,296**  
Service projects implemented by community groups



**23**  
Service centres in 17 camps Information



**234,604**  
Calls on emergency prevention and response



**847**  
COM's supporting their communities



**55,493**  
Refugees households visited by COMs



**1,724**  
Community groups engaged



**505,300**  
Individuals participated in activities at community centres



**1,410,510**  
Individuals reached by community led messaging on key protection risks



**98,279**  
Feedback and complaints received

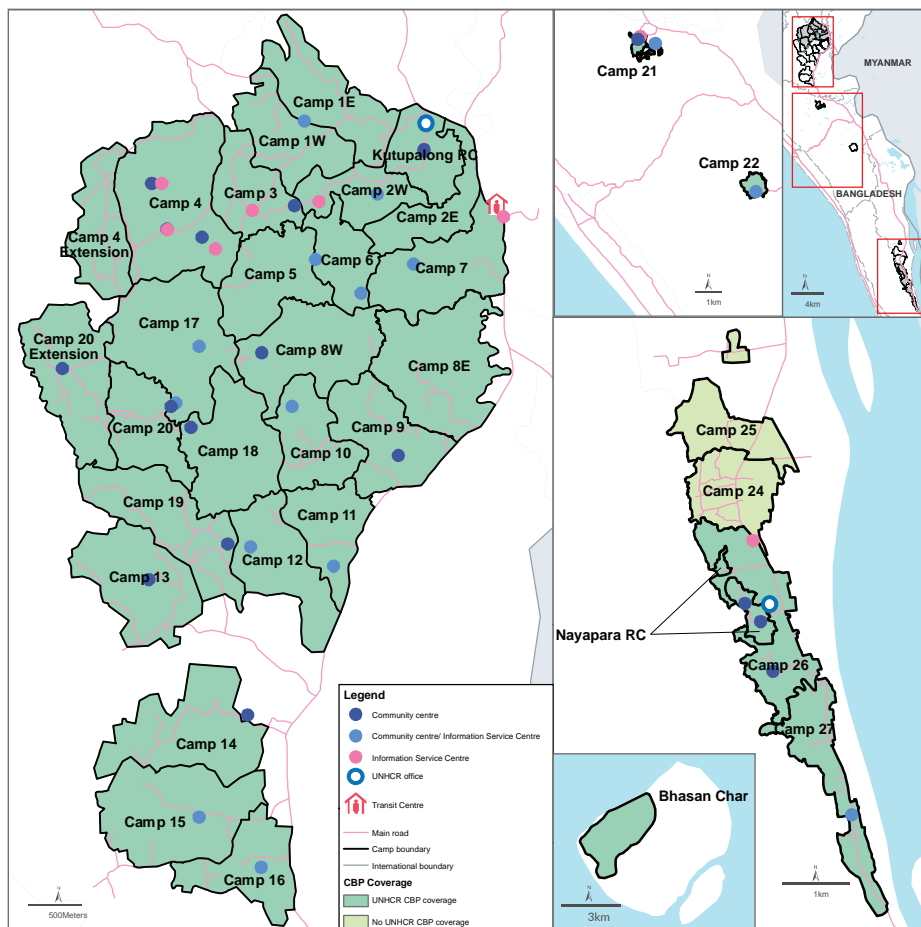


**34,808**  
Persons living with disabilities provided with assistance



**1839**  
Community-led discussions by community groups

CBP COVERAGE MAP



KEY FIGURES BHASAN CHAR\*



**182**  
Community-led discussions by community groups



**88**  
Community groups engaged



**17,432**  
Individuals participated in activities at community centres



**66,327**  
Individuals reached by community led messaging on key protection risks



**15,493**  
Feedback and complaints received



**5,222**  
Refugee households visited by COMs

\*This information reflects data collected between January to December 2022