



# UNHCR Regional WASH Strategy for Emergency Refugee Response in Europe 2015 - 2016

## GUIDING PRINCIPLES

The following principles will guide the response for refugees and other people on the move:

### Access, Equity and Integration

1. UNHCR seeks to ensure that all refugees and other people on the move; women, men, boys, girls, have adequate access to essential WASH services.
2. WASH facility design and operation must consider asylumseekers, refugees and migrants with specific needs, so that they can safely access services in an equitable manner.
3. WASH services (water supply, wastewater, solid waste management) should be integrated into existing municipal systems and managed by local authorities.

### Scalability, Flexibility and Effectiveness

1. WASH interventions must be needs-based, adapted to the country and the local situation, meaning flexible and scalable to respond adequately to the changes in patterns and scale of movements.
2. Promote and strengthen the capacities of key stakeholders and partners to ensure to ensure an inclusive approach based on international humanitarian principles.
3. Interventions are prioritised and scaled according to scenarios defined as the situations, types of sites and timeframes of movements.

### Coordination

1. WASH coordination meetings should take place with all partners involved at field and capital level, and above all agree with relevant authorities on the most efficient and effective approach.

# OPERATIONAL GUIDANCE

The following is guidance for operationalization of the WASH response, for the three situations in Europe.

## MINIMUM WASH SERVICE LEVEL STANDARDS

### **Situation 1. Arrival/ exit sites, way points, assembly points (bus/train stations) border crossings and refugee aid points (0-24 hours)**

At locations where refugees and other people on the move choose to rest, or are required to wait for a period of a few minutes to a few hours, a level of WASH services equivalent to those commonly seen at bus/train stations or football stadiums will be expected. The focus should be on adequate gender separated toilets/urinals, hand washing facilities and access to drinking water. All facilities must guarantee privacy and safety at any time of the day and night, and will need to be cleaned and maintained minimum. A design population based on planned peak daily flows should be selected and the facilities designed according to the following ratios or equivalent national standards.

- Toilets 1:50 ratio women, 1:50 ratio men (half toilet, half urinal), plus wheelchair accessible toilets at 1:500 ratio, all equipped with appropriate hand washing facilities.
- Water Bottle Refilling Taps at 1:100 ratio
- Rubbish bins 1:500

### **Situation 2. Reception sites, registration sites, transit sites (with residual overnight caseload) 1-5 days**

At locations where refugees and other people on the move are required to wait for a period of a few hours up to a few days, a level of WASH services equivalent to those commonly seen at major airports will be expected. The focus should be on adequate gender separated toilets/urinals, hand washing facilities and access to drinking water, and with access to washbasins, baby changing facilities, showers and laundry facilities for the residual overnight caseload. All facilities must guarantee privacy and safety at any time of the day and night, and will need to be cleaned and maintained minimum. A design population based on planned peak daily flows should be selected and the facilities designed according to the following ratios or equivalent national standards.

- Toilets 1:50 ratio women, 1:50 ratio men (half toilet, half urinal), plus wheelchair accessible toilets at 1:500 ratio, all equipped with appropriate hand washing facilities
- Water Taps / Washbasins at 1:100 ratio
- Showers 1:100 ratio
- Laundry facilities (hand washing or machines, drying lines or machines), 1:500
- Rubbish bins 1:500

### **Situation 3. Collective centres, longer term sites as defined by respective governments, with stay > 5 days**

At locations where refugees and other people on the move are expected to remain for extended periods of time a level of WASH services equivalent to those commonly seen at hostel accommodation will be expected. However, where the expected duration of stay is expected to be greater than three months then individual family WASH facilities are recommended. The focus should be on adequate toilets/urinals, hand washing facilities and access to drinking water, and access to washbasins, baby changing facilities, showers, laundry, and kitchen facilities. All facilities must guarantee privacy and safety at any time of the day and night, and will need to be cleaned and maintained minimum. An appropriate system for daily cleaning and maintenance of the WASH facilities will need to be established and managed. A design population based on planned peak daily flows should be selected and the facilities designed according to the following ratios or equivalent national standards.

- Toilets 1:20 ratio women, 1:20 ratio men (half toilet, half urinal), plus unisex wheelchair accessible toilets at 1:500 ratio
- Water Taps / Washbasins at 1:50 ratio
- Showers 1:20 ratio
- Laundry facilities (handwashing or machines, drying lines or machines), 1:100
- Kitchen facilities (dish washing facilities, food waste management ), 1:50
- Rubbish bins 1:100

## **IMMEDIATE AND MID-TERM WASH OPERATIONAL RESPONSE GUIDELINES**

The following section provides guidance for WASH operational response and the types of interventions that may be used for immediate emergency response, and then the types of interventions which may be suitable as facilities are developed for the longer term.

### **Water Supply**

- Immediate: Bottled water, water tanks / trucks with tapstands
- Longer Term: Water bottle refilling taps connected to city water supply, with suitable drainage to stormwater drains or soakage pits

### **Toilets**

- Immediate: Portable Chemical Toilets (with twice daily cleaning contract) (eg. Mobilpipi, Toi Toi, Boxi)
- Longer Term: Turkish style squat flush toilets installed in pre-fabricated buildings/containers, or other suitable structures. Connection to water supply and sewer network, or holding tank with pump to sewer network, or septic tank with soakage.
- All facilities must have safety locks from inside and all fittings should be heavy duty/vandal proof.
- Minimum cleaning/maintenance contracts required for all toilets.
- Lighting must be installed, functional and switched on especially at dark hours.

### **Handwashing and Personal Hygiene**

- Immediate: Alcohol based hand sanitizer dispensers
- Longer Term: Wash basins equipped with taps, liquid soap dispensers, mirrors (for handwashing, tooth brushing, shaving, etc).
- Daily cleaning/maintenance contracts required for all handwashing facilities.
- Ensure appropriate baby changing facilities in the shower area or laundry facilities.

### **Showers**

- Showers installed in pre-fabricated buildings/containers, or other suitable structures. Connection to water supply and sewer network, or holding tank with pump to sewer network, or septic tank with soakage. Hot water heating by solar, electricity or gas.
- All fittings to be heavy duty / vandal proof.
- Minimum cleaning/maintenance contracts required for all showers.

### **Laundry Facilities**

- Install laundry tubs for hand washing and/or coin operated heavy duty washing machines. Install drying lines and/or coin operated electric drying machines, or heated drying rooms.
- Daily cleaning/maintenance contracts required for all laundry facilities.

### **Solid Waste Management**

- Organised collection of waste in bags / bins. Disposal into larger bins /skips. Collection by municipal waste collection services for disposal/recycling.
- Many of the waste items are in good condition and there is opportunity for managed recycling of non-food items (NFIs) such as blankets, tents, clothes, sleeping mats, shoes, for re-distribution to refugees.
- Recycling of plastic, metal, and composting of food waste should be undertaken where possible.

### **Suggested Hygiene Items**

Distribution of hygiene items should only be considered in situation 1 and 2 sites, where refugees are required to stay overnight. Where possible refugees should be given the opportunity to choose the hygiene items, they want to take what they actually need, rather than receiving a pre-packaged kit. Relevant hygiene items will need to be agreed at local level based on consultations with refugees and taking into account the locally available products. Items that could be considered for distribution include:

- Toothbrush, Toothpaste – 100g
- Disposable razor, shaving cream
- Hand cleansing gel (alcohol)
- Sanitary Pads
- Disposable diapers
- Wet wipes

### **Kitchens**

- Install dish washing facilities including drains with grease traps. Connection to sewer network, or holding tank with pump to sewer network, or grease trap with soakage.
- Install facilities for management of kitchen solid waste.
- Daily cleaning/maintenance contracts required for all kitchen facilities.



## REFERENCE GUIDANCE AND DOCUMENTS

### WASH Programme Approach

UNHCR will support the relevant line Ministries and local Authorities to ensure refugees have access to adequate WASH services. Level and type of WASH services will depend on the situation and timeframe.

All physical work must be in accordance with relevant National or International Standards and permits and permissions must be obtained prior to commencement of the work.

### Coordination, partnership and monitoring of WASH programmes

The overall responsibility of coordinating the WASH sector response is with the relevant line Ministry and in line with the Refugee Coordination Model. UNHCR will support in carrying out this responsibility. Refugee WASH coordination will be decentralized, action-oriented and driven by key outputs. Coordination should clearly establish who is doing what, where and when (4W matrix), and agree and update WASH response strategy

and technical standards. The outcomes of decentralized meetings will feed into the central country coordination mechanism.

Partnerships and close collaboration with other UN agencies, NGO's, Red Cross Societies are critical and will be linked to national initiatives.

### Key reference documents:

UNHCR Public Health Strategy 2014 – 2018

<http://www.unhcr.org/530f12d26.pdf>

UNHCR WASH Winterization Guidelines

<http://wash.unhcr.org/download/wash-winterization/>

Sphere 2011

<http://www.sphereproject.org/handbook/>

UNHCR WASH Manual

[wash.unhcr.org](http://wash.unhcr.org)

EUROCODE

[http://www.eurocodes-online.com/?hl=en\\_US](http://www.eurocodes-online.com/?hl=en_US)

Also refer to relevant National Building Codes.



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