





UP IN THE HILLS

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FOREWORD

The Ukhiya and Teknaf Upazilas in Cox's Bazar have been home to nearly a million stateless Rohingya refugees who escaped unspeakable atrocities in their homeland in Myanmar in 2017. Though there had been large influx of refugees into Bangladesh in the past, most of them had been repatriated back to Myanmar. This time it was different. Little did anyone realize that this large number of refugees will have to stay on in the temporary camps exposed to the vagaries of nature and dependent on aid which is fast dwindling, awaiting an uncertain future.

CARE responded to this unprecedented humanitarian crisis immediately alongside the larger humanitarian community. Since 2017, CARE has been addressing the humanitarian needs of Rohingya refugees through managing the camps with the support of the government and other stakeholders, involving communities in camp operations, providing shelter and WASH related services especially drinking water and toilets, primary health care to women and children, and supporting women and girls against gender-based violence through counseling and setting up of safe spaces. As the camp area is highly prone to heavy rains leading to landslides and flooding during the monsoon season from April to November, CARE also ensures emergency preparedness through capacity-building, simulation exercises, early-warning systems, awareness-raising, relocations and other risk mitigation works. The essence of our work has been to make the camp a better place each day, every day.

Through this photo essay, we have made an honest attempt to capture the key activities our colleagues are engaged in on a day to day basis in the camps as part of Camp Coordination and Camp Management (CCCM), which is termed as Site Management and Site Development (SMSD) in the Rohingya context. Notably, this is probably the first ever instance of CARE leading CCCM operations globally.

The book depicts the activities and services which we support the people with, and also tries to capture the experiences of our frontline leaders. The photographs do evoke a lot of emotions on the plight of the refugees in the camps.

However, through the sparks of light and hope in the faces of the Rohingya women and girls participating in projects, this book exhibits the perennial human spirit of hope and courage amidst great despair and uncertainty.

We hope this book will provide the reader a ring side view into the camp life of the refugees and massive humanitarian effort put in by agencies like CARE.

While we celebrate this undying spirit of refugee population in Cox's Bazar, we wish that no one becomes a refugee ever, anywhere in the world!

M

Ram Das Deputy Country Director—Programs CARE Bangladesh



MESSAGE FROM THE COUNTRY DIRECTOR

Bangladesh came forward with open arms and a humanitarian heart, to stand beside the forcibly displaced Rohingya refugees from Myanmar into Cox's Bazar that is now a protracted tragic reality. Alongside the Government of Bangladesh, donors and several aid agencies have been providing essential lifesaving support and protection to nearly a million Rohingya refugees.

CARE is one of the leading humanitarian agencies that has been responding continuously since the onset of this forced displacement. Our teams are working around the clock. Every single day, even in the midst of a raging pandemic, each team member woke up with the conviction and grit to go through the day and ensure safe living conditions for these people. This photobook is a testimony of the relentless efforts of all those who have put their heart and hands into ensuring safe shelters for the Rohingya refugees. It is also a reflection of how the living conditions have improved over time.

I hope this photobook allows viewers a visual journey into the reality on the ground. Although there has been tireless work and huge improvements overtime, there is still so much to do, and as humanitarians we are determined to continue our collective efforts, as long as we need to.

Ramesh Singh Country Director CARE Bangladesh

ACRONYMS

CCCM: Camp Coordination and Camp Management

CFRM: Complaint, Feedback and Response Mechanism

CfW: Cash-for-Work

CiC: Camp-in-Charge

CSP: Community Support Project

CwC: Communication with Communities

DMU: Disaster Management Unit

EPR: Emergency Preparedness and Response

EVI: Extremely Vulnerable Individual

FIC: Feedback, Information and Complaints

INGO: International Non-Governmental Organization

MSF: Médecins Sans Frontières

LPG: Liquefied Petroleum Gas

GBV: Gender-based Violence

IOM: The International Organization for Migration

NGO: Non-Governmental Organization

PSHEA: Prevention of Sexual Harassment, Exploitation and Abuse

PwD: Person with Disability

SD: Site Development

SimEx: Simulation Exercise

SMS: Site Management Support

WPP: Women's Participation Project

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COMMUNICATION WITH COMMUNITIES (CWC)

In AUGUST 2017, the world witnessed the largest and fastest refugee influx into Bangladesh. Since then, 700,000+ Rohingya people have fled from Myanmar's Rakhine State to Cox's Bazar. Now, there are 900,000+ people living in the Rohingya refugee camps.

Source: Government of Bangladesh - UNHCR Joint Registration Exercise





34
Total camps

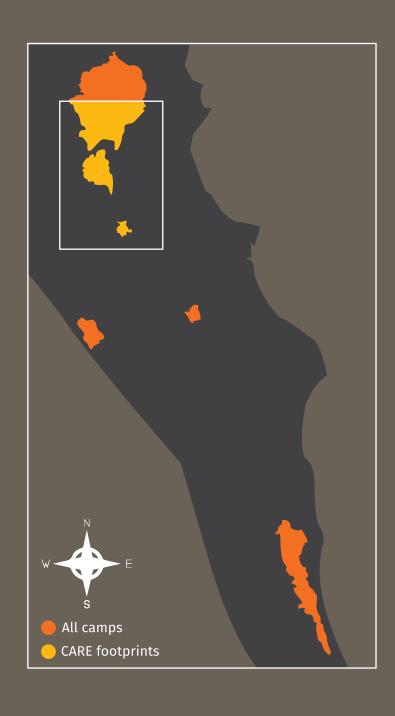
936,733 Current population

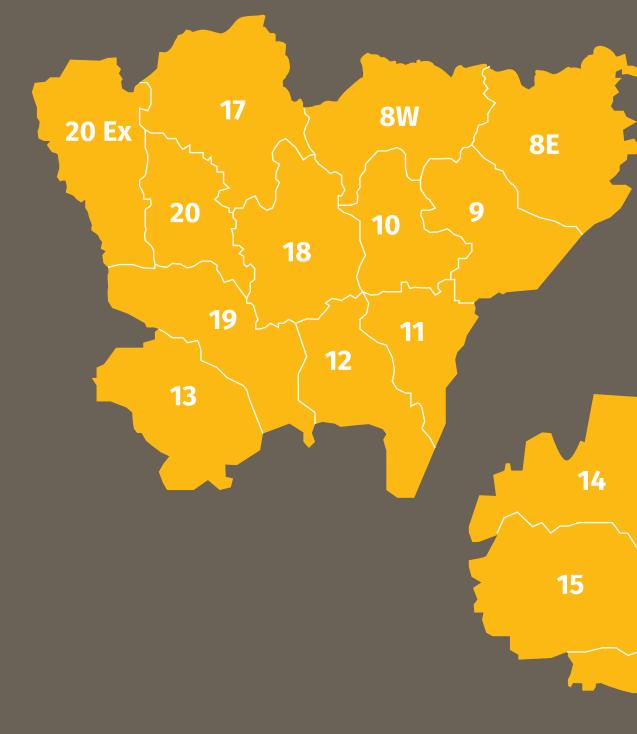
156,794

Current households









SITE MANAGEMENT AND SITE DEVELOPMENT (SMSD) IN THE ROHINGYA REFUGEE RESPONSE

Since the beginning of the Rohingya crisis in 2017, CARE Bangladesh has been carrying out Site Management and Site Development (SMSD) initiatives in response to the influx of Rohingya people from Myanmar to Bangladesh. Following the onset of the crisis, CARE launched SMSD activities in various camps to support Rohingya refugees, gaining significant experience and expertise in this highly technical area, more popularly known as Camp Coordination and Camp Management (CCCM). Globally, this is the first time that CARE has implemented CCCM operations in one of their missions, notably in the sprawling refugee camp in Bangladesh, which is the largest in the world.

Continuous efforts are being made by CARE SMSD teams to improve the quality of life for Rohingya refugees in camps through, among other things, better coordination and service monitoring; reduced disaster risk; strengthened accountability mechanisms; improved accessibility; enhanced infrastructure; and active community mobilisation. CARE SMSD initiatives directly benefit over 100,000 people living in the camps.



16
Camps

100,000+
Population

KEY PILLARS

01

02



03



COORDINATION

- Partnerships
- Cooperation with all stakeholders
- Collaboration with refugees
- Information management

CAMP OPERATIONS, EMERGENCY PREPAREDNESS AND RESPONSE (EPR)

- Service Mapping and Monitoring
- Camp Safety Audit
- Relocations
- Disaster Risk Reduction Campaigns
- Disaster Management Unit Volunteers

COMMUNITY ENGAGEMENT

- Awareness activities
- Community Support Projects
- Skill trainings tailored for women
- Women's Participation Projects

04

05

06

COMMUNICATION WITH COMMUNITIES (CWC)

- Feedback, Information and Complaints hubs
- Complaints, Feedback and Response Mechanism
- Radio Listening Sessions

SITE DEVELOPMENT (SD)

- Infrastructure construction
- Site repair and maintenance
- Disaster Risk Reduction
- Reforestation
- *Cash-for-Work

CAPACITY BUILDING

- Trainings
- Drills and role-play
 Simulation exercises





A meaningful and coordinated intervention

Establishing and maintaining a network of effective partnerships with a wide range of stakeholders, is a top priority for CARE in order to facilitate a meaningful and coordinated intervention. Inclusive participation of community leadership structures in the camp, humanitarian partners, refugee and host communities, as well as local authorities is essential for strong coordination. For this reason, CARE seeks to deliver a high-quality, integrated approach to camp coordination in collaboration with more than 100 partners.





100+ Partners



1 monthly General Coordination meeting in each camp



1 monthly Inter-Sector Focal Points meeting in each camp

COORDINATION

Camp Managers

Key to successful coordination

The Camp Managers collaborate with all stakeholders in complete dedication towards the betterment of the community. Updated, timely, and accurate information sharing with the partners, the refugee community and other key actors is key to successful coordination.



What does it mean to be a Camp Manager?



I am working as the Camp Manager in Camp 13. This is the second largest camp out of the total 34 camps. There are 7 blocks, 37 sub-blocks, and a population of nearly 44,000 people. There are hilly areas, flat areas, and flood-prone areas. Managing such a camp is extremely tricky. For instance, even if it rains lightly, the camp gets flooded and access is disrupted due to inadequate drainage systems. As a result, Non-Governmental Organizations (NGOs) are unable to provide proper assistance. Other major areas of concern are deforestation, hill cutting, and similar activities which are wreaking havoc on the environment. Excessive polythene use in the camps is also interfering with sewage disposal and obstructing water flow.

Every day, every hour, we are attempting to solve these issues. For CARE, the opportunity to work here has opened a new door. Using this knowledge, CARE can respond to such crises in any country around the world.

- Tayeb Ali Pramanik, Camp Manager



My name is Laizu Begum, and I work in Camp 16 as the Camp Manager. Coordination with Sector Focal Point(s) is one of my primary responsibilities. I monitor all services within the camp, such as hygiene, health, education, food, and security; to see if there is room for improvement and if people have any other needs. We provide support to each household and offer assistance in a variety of areas, such as fire protection and disaster management as well as share information related to camp activities through our Site Management Support (SMS) Volunteers and 100 Disaster Management Unit (DMU) Volunteers. We provide useful services for marriage and cremation. Furthermore, we are actively monitoring whether any rumor is causing confusion among the community and communicating with people to dispel those in a timely manner.

We are constantly having to adapt to a situation in which coordination, support, assurance, collaboration, and communication must be strengthened and reinforced.

- Laizu Begum, Camp Manager

Ensuring efficiency and safety

CARE Site Management and Site Development (SMSD) teams work tirelessly to ensure that the camps run efficiently and safely so that communities are prepared for emergencies. The Disaster Management Unit (DMU) is composed of 300 trained *Volunteers; ready to prepare for and respond to any kind of disasters; supporting the community until external emergency services reach the camp. In addition, CARE teams ensure the smooth running of the camp through regular Service mapping and monitoring; Field assessments; Plots allocation of facilities and shelters; Relocation support and more.



02





898 Fire points maintained



78% of Service monitoring issues resolved on an average

CAMP OPERATIONS, EMERGENCY PREPAREDNESS AND RESPONSE (EPR)

Fire Response Training

CARE team regularly organizes Fire safety and basic first aid trainings, including Fire drills for all of the Disaster Management Unit (DMU) Volunteers in order to be able to better respond to fire incidents in the camps and quickly assist the community. These trainings are conducted in collaboration with the American Red Cross and the Bangladesh Fire Service and Civil Defense Department.









I could not find work for a year after moving to Bangladesh. Then I heard from Community Members and *Volunteers that CARE was looking for new Volunteers. I went to the information hub and told them about my interest to volunteer and help the community. I was soon assigned to the Disaster Management Unit (DMU). I learnt a lot of things there, such as first-aid, how to be safe during a cyclone and strengthen shelters, respond in the event of a fire, or other natural catastrophe, awareness on landslide risks, COVID-19 and so on. It is now my responsibility to share everything that I have learned with the community. I also assist families during emergency camp relocations. With the savings from working, I purchased a sewing machine. In addition to using this sewing machine for my personal work, I have also taught other neighbors to operate it.

- Rofiqa, DMU Volunteer



Cyclone Simulation Exercise

A cyclone Simulation Exercise (SimEx) was organized by CARE and IOM in Camp 16 in March 2022 to test the response capacity of the teams. All Site Management and Site Development (SMSD) Staffs, *Volunteers and DMU Volunteers played active roles in this simulation of an emergency response in the aftermath of a cyclone; from damage assessment to first-aid care. CARE, IOM and all Sector Focal Point(s) worked together to plan and execute the exercise, which involved 34 separate scenarios with role-play.

We had previously received Cyclone preparedness training but this Simulation exercise gave me a clear understanding of post-cyclone emergency response. We learned how to act in such a situation through practice with various scenarios. This gave everyone an opportunity to fully understand their respective tasks if a cyclone makes landfall, and also on ways to coordinate amongst teams for effectively managing the emergency. This will be very useful for us in the future.

- Habibullah, Refugee







Camp 16 Fire Response

On January 9, 2022, a major fire broke out in Camp 16 and devastated many houses of Rohingya and host communities. More than 1700 people were affected; and an entire neighborhood was burnt down. Fortunately, there were no fatalities and the fire resulted in only a few minor injuries.

CARE team coordinated the emergency response and dispatched teams from all of the CARE managed camps to support the fire response activities.







In the aftermath of the fire, the focus was on delivering hot meals, temporary tents, restoring water supply, fixing latrines, cleaning debris, and helping partners. Gradually, the focus shifted to site planning and shelter reconstruction; site development and WASH emergency and repair operations, as well as providing LPG, blankets, and cloths. All sectors joined their efforts for a speedy restoration of the afflicted area.









When the fire broke out, I contacted all of my DMU team members by phone, and they arrived within minutes. When we realized the fire could not be put out, we notified Site Management Support, Cyclone Preparedness Programme Volunteers, and the Fire Service and Civil Defense. They arrived and tried their best to put out the fire with water, and we continued to assist them. Many homes were destroyed because of the fire. Some families moved in with relatives, while others sought refuge in NGO facilities and other temporary shelters. We managed crowds and distributed emergency food. To protect the personal belongings of the people, the teams split into groups of 15 and patrolled the area till dawn.

- Zokoria, DMU Leader



After the fire broke out, it was late into the night before the fire was under control. We dismantled several shelters to break the spread of the fire, which helped greatly to contain the situation. I did not get home until after 2 a.m. When we returned to the spot the following morning, there were so many issues. People were crying everywhere - someone's house was burned down; someone's child was missing; there was no food or water; and many other issues. We assisted in every means possible - providing emergency shelter, food, and water, with the goal of providing as much immediate assistance as possible.

- Majeda Begum, DMU Volunteer



Relocations

There are instances when households need to be relocated from one area of a camp to another safer location. This is an important part of the role that Site Management and Site Development (SMSD) team plays in camp life. In September 2020, a barbed-wire fence was built to delineate the borders of the camps. This suddenly placed dozens of families and facilities outside of the camp boundary fence, and reduced their access to essential services. CARE team was involved in a long process to resolve this situation. All of the impacted families of Camp 16 were eventually relocated inside the camp boundary.



Sharing facilities with the host community was very difficult when I was living on the other side of the barbed-wire fence. We were quarreling a lot with our landowners. I informed CARE about it and started the process to move back inside the camp so that we can reside on the allocated land for the refugees. Once we got the approval, CARE set up a shelter for us to live. Now we do not have to face any issues regarding our living settlements and we are happy with the arrangement.

- Md. Harun, Program Participant



Connecting individuals

CARE has established 10 Community Committees in each camp to ensure that all groups within the population are adequately represented and engaged through different activities. This creates opportunities for individuals to contribute in addressing community problems and needs, and take part in some decision-making for the camp. It also helps to ensure that decisions are inclusive of the gender and diversity needs of the camp population. These committees enable camp residents to connect with one another and with the Site Management Support (SMS) agency; fostering a sense of community; enhancing self-esteem; and encouraging healthy social interactions.







61 Community Support Projects (CSP) implemented



14 Women-led projects supported through skills trainings



14,000+ meetings and sessions organized with the community

COMMUNITY ENGAGEMENT

Community Support Project (CSP)

CARE has supported the community with the implementation of 61 Community projects so far; during which participants led all the steps from design to implementation and eventually, evaluation. These projects covered a wide range of topics, such as community welfare (e.g., cooking materials and decorations for marriage ceremonies, tree planting, watershed construction); culture (singing competition, *ham-nath competition, drawing and painting); leisure and sports (football and *chinlone) and site development (pathway, stairway, and railing construction).



I started drawing on my own and I enjoy it a lot. When we were in Myanmar, I used to buy art supplies with the money I saved from my tuition. In the beginning, I had no opportunity to draw after becoming a refugee. But, as I became a member of the Youth committee created by CARE, I got that opportunity later on. I got involved in a Community Support Project (CSP) on art and crafts. Once again, I could draw! I drew several pictures, which were later displayed in an exhibition. My family has been encouraging me since then.

- Abdul Hashim, CSP participant/Youth Committee member





One of the problems we often talked about amongst ourselves is the difficulties to commemorate religious and social festivals. For example, cooking equipment had to be rented from outside the camp for such occasions, which was very expensive for us. When we shared the issue with CARE team during our Youth committee meeting, they encouraged us to design a Community support project around these needs and supported us by providing all necessary cooking materials. Now, it is easier for us to plan for the essential events without worrying about money or anything else. In two months, we received support for more than 15 events.

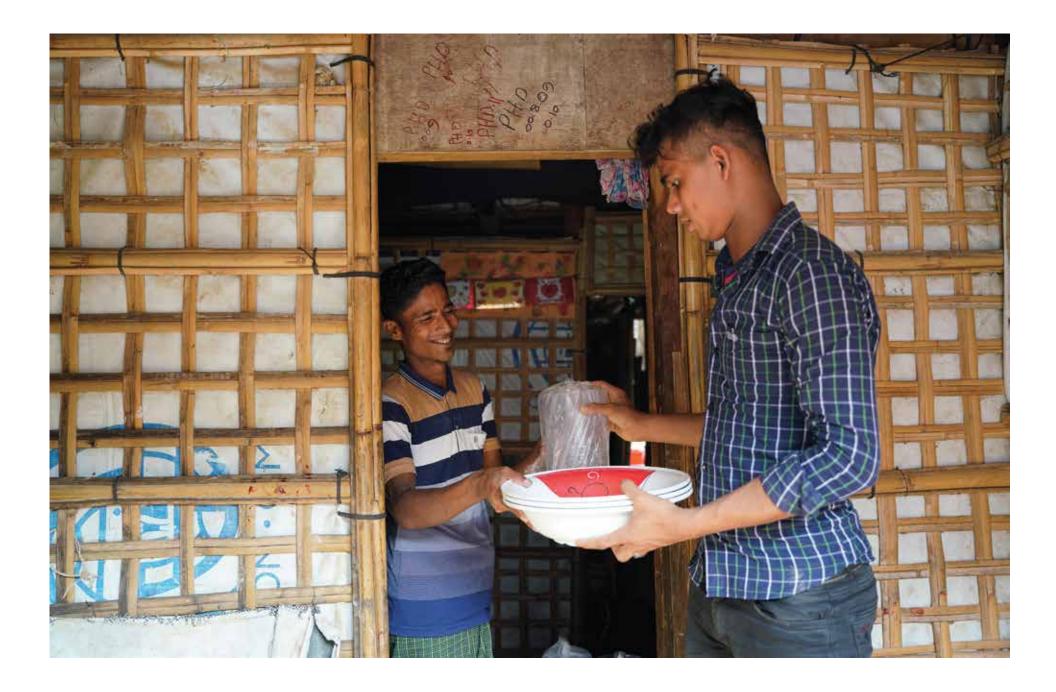
- Md. Yusuf, Youth Committee Leader and CSP Participant





I was previously unaware of the services provided by CARE. I could not figure out how to find and organize cooking and wedding supplies for my wedding within the camp. When I came to know about the support from CARE, I contacted them. I got to know the Youth Committee Leader through them, who introduced me to the Community Support Project (CSP) Committee. The committee manages the cooking materials which anyone can borrow when needed. I was able to organize the wedding event with their assistance. This saved me a lot of money, which I could use towards other things. Later, I informed my community about CSP so that they, too, could avail this service.

- Neyamat Ullah, Program Participant



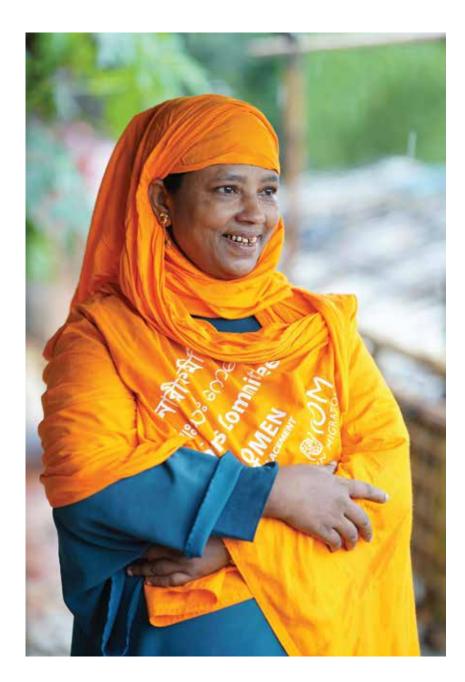
The Women's Participation Project (WPP)

The Women's Participation Project (WPP) is a global initiative developed by the **International Organization for Migration** (IOM) and the Women's Refugee Commission (WRC) in coordination with the Global CCCM Cluster. In Bangladesh, it is implemented by IOM and their partners, including CARE. The WPP aims at supporting the meaningful participation of women and girls in camp life, governance, and decision-making in their community. In each camp, the Women's Committee is involved in Site **Management and Site Development (SMSD)** activities, including awareness-raising on fire response, cyclone/Monsoon preparedness, COVID-19 etc., helping the community to become more resilient. They also receive training in areas such as leadership and empowerment; psychosocial support and self-care; cultural preservation; sewing; tailoring; handicrafts, and more. The learnings are key tools to enable these women to design and lead projects of their own.

I am a single mother with two children. We arrived here facing immense difficulty and initially lived on the road. People here helped me a lot at the time. Later, I relocated to a makeshift tent and was subsequently selected to join the Women's committee formed by CARE. We used to highlight our numerous needs and difficulties during the committee sessions. I joined the Women's Participation Project (WPP) with other members of the committee, and we requested CARE to provide us with sewing machines. After getting the sewing machine, I began by teaching the women in our block to sew. We instructed other members in different blocks in sewing and handicrafts. The CARE team also taught us to draw and make embroidery designs. Aside from that, I made some money by doing my own tailoring. I have been able to give my children and family a lot of support with the earnings.

- Rozia Begum, Women's Committee Leader/WPP Focal Point





- My responsibility as a Women's Participation Project Focal Point is to represent other women and bring forth their needs and problems in meetings. I also provide sewing lessons to women living in my neighborhood. CARE provided us with sewing machines, which are very useful to us. We used to pay 20 to 30 taka (~USD 0.30) to stitch the clothes we bought from the market. We can now sew it ourselves at no extra cost. Also, we can now earn some extra money during Eid festivals. I am happy with this opportunity to make a living.
 - Hasina Noor, Women's Committee Leader/WPP Focal Point



WPP Fairs and Exhibitions

In 2022, CARE organized a camp exhibition to showcase the artwork and handicrafts of both the Women's Participation Project (WPP) and the Community Support Project (CSP). CARE arranged a second WPP fair in the Cox's Bazar Regional Office in addition to taking part in the WPP fair that IOM hosted in Cox's Bazar. During both events, handcrafted goods made by WPP members from all camps were exhibited and sold. All profits were distributed to the women participants.











Engaging in two-way dialogue

CARE seeks to better adapt their response to the situation and realities on the ground by continuously engaging in two-way dialogue with communities, by listening to the needs, opinions, recommendations, and concerns of the people. CARE also aims to foster trust between communities and different crisis response sectors by giving them a voice in the sector plans, policies, and decisions.





04





83,000+ feedback and complaints cases received and referred



600 persons (on average) reached monthly with radio listening sessions

COMMUNICATION WITH COMMUNITIES (CWC)

COVID-19 Response

Since the onset of the pandemic in March 2020, CARE teams have raised awareness on COVID-19 and supported partners with the response in camps. Site Management teams assisted the Health teams with identifying COVID-positive patients and isolating them at the Isolation and Treatment Centers or at home, as well as isolating their family members. During the quarantine period, CARE ensured that food was provided to the affected households. More than 180 COVID-19 positive cases from the CARE managed camps have been identified with the support of CARE teams.



It started with a fever and a cough for me. Having seen the symptoms, I went to an INGO run hospital for a COVID-19 test. A few days after I took the test, staffs from Médecins Sans Frontières (MSF) and CARE came and informed me that I had tested positive for coronavirus, and that I needed to go into isolation while my family would be placed in quarantine. Knowing this made me a little nervous. I agreed to go to the isolation center at the Goyalmara Hospital after being persuaded by a CARE staff. CARE ensured all necessary services to my family during that time. I was also able to make a speedy recovery thanks to the excellent treatment I received.

- Anwar Ullah, Program Participant



My supervisor informed me that a COVID-19 patient had been identified in my block. I was tasked with gathering a detailed description of his general condition and isolating him. The patient and his family were nervous about isolation, but after we explained the entire procedure to them, they agreed. After isolating the patient, his family members were also quarantined at home. Throughout this period, we supported the family in every possible way. The patient was able to recover and return home soon. As a *Volunteer, I am thrilled to have been able to provide such assistance to a patient. Additionally, I can use this experience in the future to better assist others.

- Karim Ullah, Volunteer



Complaints, Feedback and Response Mechanism (CFRM)

Individual refugees and households can use the mechanism to raise concerns about service delivery. Feedback and complaints about services are received and routed through the camps' Feedback, Information, and Complaints (FIC) hubs, which are run by **CARE Site Management teams. Women** represent, on average, about 45% of the complainants. CARE also organizes daily mobile CFRM sessions to reach remote and secluded areas, as well as the most vulnerable people throughout the camps. The teams ensure that all cases are systematically referred to relevant partners, who later provide a response to the complainant.

I knew that any incident within the block should be reported to CARE. We were informed of this by CARE Site Management Support Volunteers during their routine visits.

I was doing household chores one morning while my two-year-old daughter was playing outside. At one point, I went outside to check on her and saw that she was not there. I panicked, and my husband and mother-in-law were very rude to me. I felt helpless. I went to the information hub for help. The CARE staffs explained to me that the matter would be referred to the Child Protection Agency, and I was assured of their full support in this situation. CARE Volunteers and the protection agency searched the entire camp for my daughter, and with their support, I got my child back in the same afternoon. She was safe and unharmed!

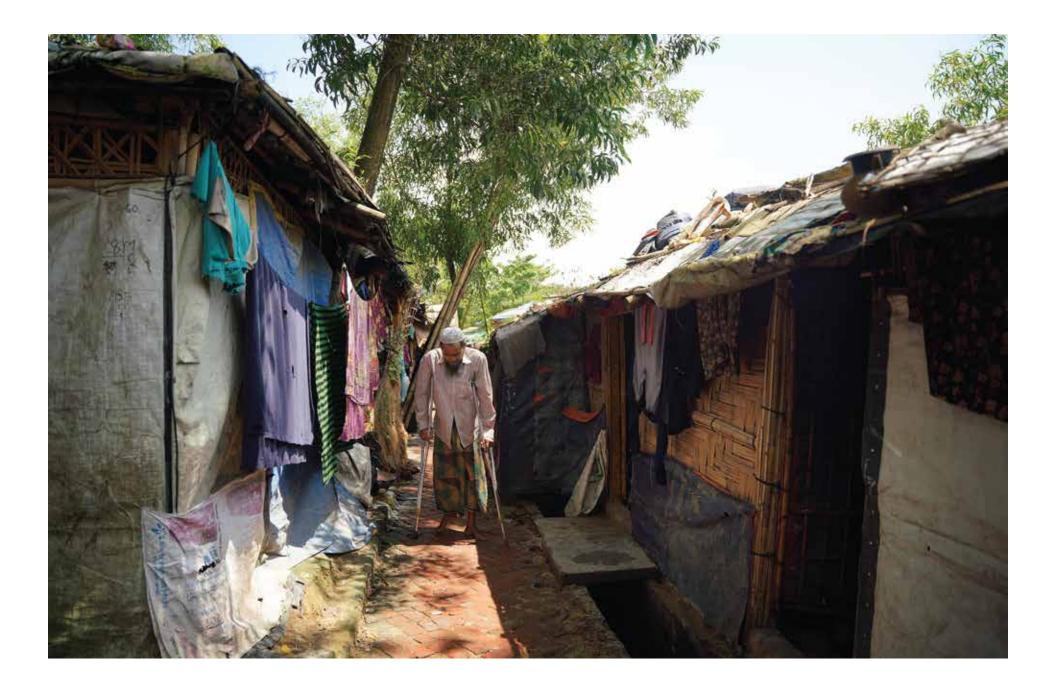
- Bibi Jaan Noorjan, Program Participant





Whenever we have any issues, we report them to the CARE team, and they do their best to resolve them as soon as possible. When we mentioned the need for a road, they referred us to their Site Development (SD) team, who then built this road, and the stairs. Now, around 400-500 families are enjoying the benefits of having these facilities. People who are physically challenged, like me, are benefiting the most from this improvement. Through the Community Support Project (CSP) of CARE, persons with disabilities have also been given commode chairs. I also received one, which has been a huge help to me.

- Syedul Islam, Program Participant



Radio Listening Sessions

Women, men, adolescent girls and boys can listen to news flash, podcasts, series, and other content during the radio listening sessions organized by CARE. The topics of child care, family planning, women's decision-making roles, and nutrition are most popular among women. Men appreciate parenting topics as well. Both groups are eager to listen to podcasts about prevention or preparedness measures for natural disasters, such as monsoon and cyclone preparedness. Adolescent girls and boys prefer short episodes about camp life and daily news.



CARE organizes radio listening sessions on a regular basis. I learned about the physical and psychological difficulties that a girl faces as a result of child marriage, such as difficulty in conceiving and the subsequent malnutrition of the mother and the unborn child. It is unfortunate that I married off my two daughters before I knew these things. But now, I am working to make people aware of the dangers of early and child marriage. Even when one of my family members marries, I make sure that the bride and groom are both of appropriate age. I also informed everyone that getting approval from the *Camp-in-Charge (CiC) is necessary before getting married. If the girl is underage, the CiC won't give authorization. Consequently, there have been fewer child marriages. Now, I encourage everyone I know to attend the radio listening sessions.

- Samuda Khatun, Program Participant



Improving living conditions

CARE Site Development (SD) team focuses on improving the living conditions in the camps through improvement and development of the living spaces around the camps which includes creating new infrastructure; emergency repairs; landslide risk mitigation; plot development for new shelter construction; pathway and stairway construction; drainage construction and maintenance; water crossing access; reforestation and planting, and solar street-light installation. The works are normally carried out following the assessment of community needs; as well as direct requests from the community. Both refugee and host communities get the opportunity to directly get engaged in SD activities through *Cash-for-Work.





47% of projects implemented by SD team are requested by the community people



48,793 *Cash-for-Work labors engaged in SD activities



450,000+ people directly benefited from SD interventions

SITE DEVELOPMENT (SD)



I couldn't work for a while after moving to the camp from Myanmar as I had little information on the opportunities. Then I heard about the information hub that CARE runs. I submitted an application for a *Cash-for-Work opportunity there. My name was registered and soon I had a discussion with CARE Site Management and Site Development (SMSD) team.

When I began, I was an *unskilled worker. Eventually as I gained more experience in the work, I became a *skilled worker. In the past, I was even unable to afford the education of my children since I did not have a job. I can now provide for the needs of my family.

- Zakir Hossain, Cash-for-Work Labor





I remember, during the initial days in the camps, the pathways and internal roads were not in good condition. They also became quite slippery during rains and it was difficult to move around in the camps. For me, it was impossible to move around with a wheel chair in those conditions. So, we let CARE know about the situation. Their Site Development team took care of the problem right away and we had a functioning ramp in a very short period of time. It is so much easier and safer to move around in the camp now.

- Jamal Hossen, Program Participant



Few of the families including mine were always at the risk of injury owing to landslide as our house was at the edge of the hill top. Children were at risk of falling off the cliff. During their visit, the CARE team identified the risk and took action and built a slope stabilization. They also built stairs along the pathway beside our shelter, which helped us move around during the rainy season as the whole area became slippery and was impossible to move about. Now, besides me and my family, about 30 more families from my neighborhood use the stairs and we feel much safer.

- Abu Toyeb, Program Participant





There were few pathways in the camp when we first settled here. It was difficult to move around the community. I reported this problem to the CARE information hub. Soon after, construction of this stair began, and I helped out as a labor. I was able to buy necessities for my family with the money earned from working on this stairway. Also, when our shelter was crumbling down, CARE repaired it. I am currently employed as a semi-skilled labor on a daily wage and involved in various repair and construction work. With the money I earn here, I will be able to aid my family. I am in a much better position to support my family than before. The construction of this stairway benefited more than 162 families who use it regularly. This has helped the entire neighborhood.

- Rajiya Begum, *Cash-for-Work Labor





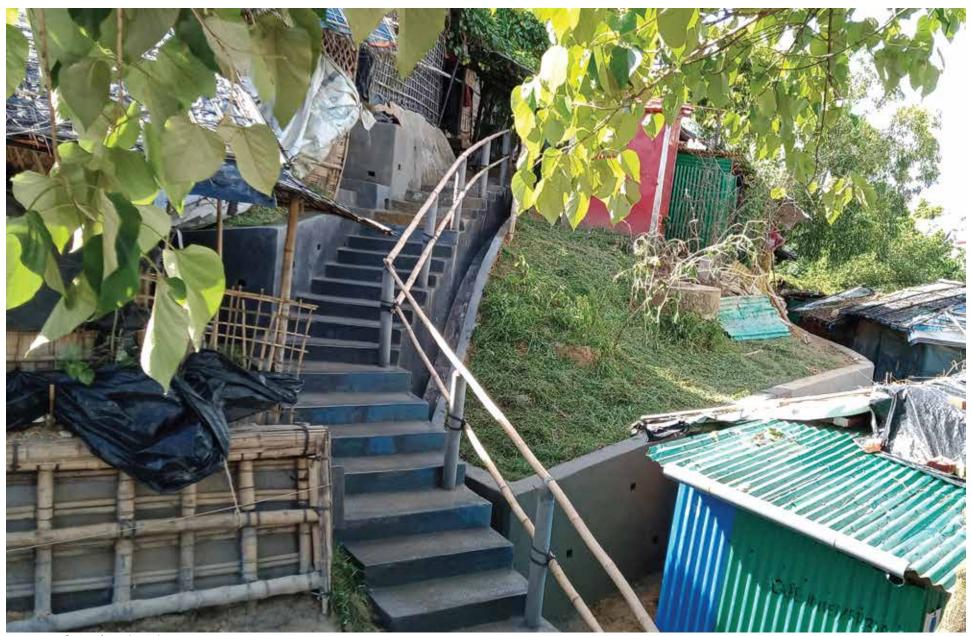
Before site development



After site development



Before site development



After site development

Empowering people

CARE strives to improve the capacity of their staffs, volunteers, as well as partner organizations, and has developed their pool of trainers. Since the beginning of the intervention, teams have undergone 100+ trainings in a wide range of thematic areas, such as Camp Coordination and Camp management/Site Management Support (CCCM/SMS); Communication with Communities (CwC); Protection; Gender-based Violence (GBV); Prevention of Sexual Harassment, Exploitation and Abuse (PSHEA); Emergency Preparedness and Response (EPR); Fire, Monsoon and Cyclone Drills.





100+ trainings delivered



Staffs, Volunteers, refugees and partner organizations are training recipients



CCCM/SMS, CwC, Protection, GBV, EPR, PSHEA themed trainings

CAPACITY BUILDING



Ever since my father died when I was young, I have been caring for my family on my own being the eldest son. Then we were forced to flee to Bangladesh from Myanmar. The level of affection and respect we receive here is quite unusual in the world.

I used to work as a *Volunteer at CARE while living in Myanmar. Thus, when I learned that the process of managing the camp sites had begun, I went to the CARE Site Management Support Office. With excitement, I shared my experience and interest in working with them.

Later on, I became a Site Management Support Volunteer. Now I'm doing considerably better than before.

- Md. Ayub, SMS Volunteer



In Myanmar, I was a student at a *madrasa. After relocating here in 2017, I spent the next year and a half attending a madrasa. However, as the financial situation of my family deteriorated, I had to discontinue my studies in order to make a living.

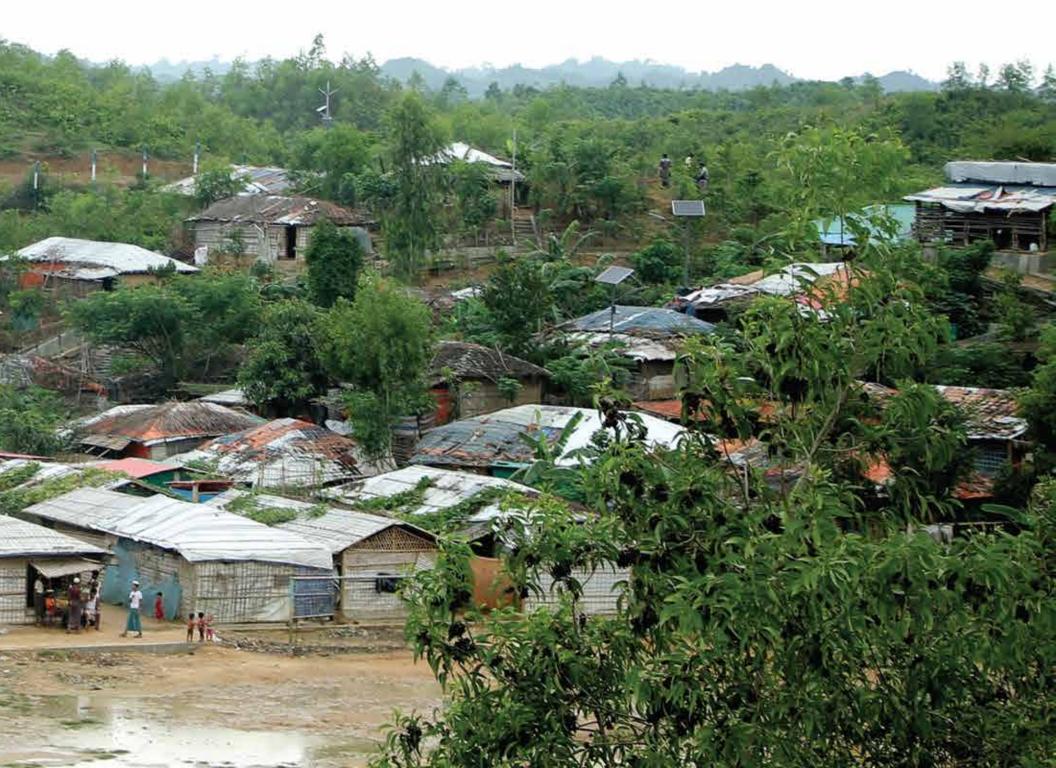
My parents are quite elderly, and my grandmother is also in poor health. Moreover, I have three younger brothers and two younger sisters. In addition, because my uncle is extremely vulnerable, I am responsible for his family. Under these conditions, I needed a source of income desperately. Then, our *Majhi informed me that CARE was going to start working in Camp 13 in 2019. I submitted my application in early January.

On January 9, I became a CARE *Volunteer. After working for a year, I was able to support the marriage of one of my sisters by combining the money I earned here and the money we brought along with us when we fled home. A year later, I was able to do the same for my other sister using only the earnings from my time with CARE. I have learned so much here. I learned Bangla and can also communicate in English. I am also continuing my education by taking an online university course.

I am happy with myself and how others percieve me. I am eager to continue working with CARE so that I may expand my experience.

- Md. Umayer, Volunteer





GLOSSARY

Camp-in-Charge (CiC): Each refugee camp in Cox's Bazar has a government representative who is in charge of the camp administration, coordination and liaison with humanitarian actors, security officials and other stakeholders.

Cash-for-Work: A very specific programmatic approach adopted by humanitarian agencies in different sectoral interventions across Shelter, WASH or DRR activities. Cash-for-Work can be skilled or unskilled, and workers are paid a flat daily rate for a pre-determined number of work days.

Chinlone: Popular traditional national sport in Myanmar, also known as caneball. It is non-competitive, with typically six people playing together as one team. The ball used is usually made from handwoven rattan.

Ham-Nath: Ham is poetry in praise of "Allah," and Nath is praise to the Islamic prophet Hazrat Muhammad (Sm). In the context of Community Support Projects, community people organize Ham-Nath competitions in the camps as part of their cultural practice.

Learning Center: Learning Center offers education services on a specific study package including Mathematics, History, Geography, English and Myanmar languages to the young Rohingya refugees in the camps. Humanitarian Agencies run the learning centers free of charge for students aged from 4 up to 14 years old.

Madrasa: A specific type of religious center for the study of Islam. Majority of the students are children at the Madrasas in both Bangladeshi and Rohingya Communities, and they are taught by Maulanas.

Majhi: A system created by Bangladeshi authorities as an emergency response measure to the sudden influx of the refugees in August 2017. Majhis were appointed by the Bangladesh Armed Force Devision. Their initial purpose was to estimate the refugee population, assess their immediate needs, and connect them to emergency aid from various providers. A Majhi is accepted as a leader or focal point in his community.

Maulana: A scholar who have studied under another Islamic scholar is called a Maulana. A vast number of the Maulanas teach at Madrasas after their studies.

Unskilled vs. Skilled Worker in Site Development activities: Daily labors with expertise in masonry work and basic literacy are referred to as skilled labors; whilst labors who assist the mason with, for example, carrying construction materials are referred to as unskilled workers.

Volunteer: Differs from Cash-for-Work. It is a status given to some Rohingya refugees and Bangladeshi nationals engaged by humanitarian agencies to achieve specific operational objectives, usually on a medium to long-term basis (cf. Guidance on Rohingya Volunteer Incentive Rates, ISCG, Office of the Refugee Relief and Repatriation Commissioner (RRRC), 2018).

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