



## Annex 1

### Setting Up a Community Center – Minimum standards

Community centers must be established and managed with minimum requirements and standards that protect the dignity of women, men, boys and girls and ensure their safety and participation. Each community center must include the following minimum requirements and standards. The organization that will establish the center is responsible to ensure all the following is in place. Where capacity or resources do not allow this, the protection cluster must be directly informed to provide the required support.

#### General minimum standards:

- **Safety:** Safety and avoiding creating harm is the first principle to consider. Safety of women, men, boys, girls, people with disabilities, GBV survivors and victims of the conflict that benefit from the community centers, must be monitored all the time. Mitigation measures should be developed and put in place to keep the centers as 'safe spaces'. Safe access to/from the community centers must be continuously monitored, post-distribution monitoring, exit interviews and other informal/formal discussions with the people visiting the centers can be very helpful in revealing existing risks. Confidentiality must be extremely respected at all times and during all the case management activities. All the staff involved in community centers activities must be trained on **basics of child protection, humanitarian code of conduct, protection from sexual exploitation and abuse and confidentiality (staff involved in the case management must be fully equipped with the needed capacity of course)**. External suppliers, contractors and other non-staff visitors must sign and be briefed on the code of conduct as well. Additionally, sensitive documents and personal data kept in the center must be safely secured, or otherwise, they can be kept at the managing organization offices.
- **Inclusiveness:** The center must be an inclusive place for people from different backgrounds. Gender, age and diversity concepts must be respected by the managing organization and promoted among the visitors. Tribal dynamics and political affiliation must be taken into consideration to avoid any issues. Promoting neutrality and impartiality of the centers throughout all the activities is essential.
- **Accessibility:** The affected population where the community center is established must be able to access the center in a safe manner. Managing agencies must also be able to reach out to the community and identify the most vulnerable individuals and encourage them to benefit from the community centers.
- **Community engagement:** The community center sustainability will require the input and support of many stakeholders. Husbands, parents, and community leaders have a lot of influence over the ability of women and girls to participate in programmes for example. It is, therefore, essential to understand the perspectives of these individuals while setting up a community center, and to mobilize community support so that individuals, especially women and girls are able to safely participate in all activities. Engaging men and boys to ensure they understand the purpose, location and benefits of the community center will enable the participation of a larger number of women and girls. Ensuring the involvement of and buy in from the community for sustainability of the initiative, is vital to the success of the community



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center. Moreover, the wide engagement of the community, is essential in identifying the most vulnerable people to help them<sup>1</sup>.

- **Collaboration and coordination:** The community centers will include different kinds of interventions and will require staff from different sectors, units and agencies to work together. Continues coordination and collaboration is essential for the success of the community center. Implementing organizations and protection cluster and sub-clusters must also maintain active collaboration for building the capacity of the community center staff and volunteers.

### For the location of the community center:

- Where possible, community consultations must inform the selection of the community center. Women and girls must be consulted if the location is accessible to them (culturally accepted location)
- Local authorities and leaders must be consulted to ensure their buy-in and support
- Lease agreements, contracts and other official steps must be taken into consideration based on the location and the context

### For the center itself:

- Must have as a minimum: one room for children, one room for private consultations with adults, one bigger room for training sessions, distributions, meetings and community gatherings, and one reception/waiting area.
- Clean drinkable water must be provided all the time
- Must have separate toilets for females and males. Separate toilets for children as well. And the toilets must be disability sensitive (i.e doors must be wide enough, locks and lights keys are reachable for people on wheelchairs). All toilets must have the basic hygiene and sanitary products
- Must have lights in all the facility, including the toilets. Generators must be provided where relevant and needed
- The doors for the adults' toilets must have locks. Children ability to use locks must be assessed to decide on having or not having locks in their toilets' doors
- Should have chairs, mats (if relevant) and fans
- Must have a privacy fence or wall
- The entrance should have a ramp for visitors using wheelchairs
- Must have fire extinguishers and first aid kits. Staff must be trained on using them
- Clear symbols with Arabic description for exits, assembly points, first aid kits and fire extinguishers must be located in easy-to-see places within the center
- Children room must have child friendly posters, toys, books and decoration
- Rights and responsibilities table in **Annex 1** must be printed and presented in center. Visitors must be also verbally briefed on their rights and responsibilities. Additionally, the agency managing the center is encouraged to show visual materials related to protection from sexual exploitation and abuse and other Information-Education-Communication (IEC) material as relevant
- Either outside the center, or in the reception area, there must be an information board to be used for announcements and for sharing the schedules of the services and assistance (**Except the services related to CP and GBV that must be shared with the people of concern only**)
- Must have closets to keep files and documents safe

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<sup>1</sup> Adapted from Women and Girls safe spaces- UNFPA



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### For the community center administration:

- A dedicated female receptionist must be responsible for the reception area. The receptionist is responsible for 1) welcoming the visitors and providing information on available services and assistance in the community center, 2) provide clear information on working hours and schedules, 3) explaining the rights and responsibilities of the visitors, 4) registering complaints and feedbacks from the visitors 5) other responsibilities as required. The receptionist must be trained on how to deal with sensitive cases in safe, dignified and confidential manner.
- The community center must have female and male social workers. Social workers must be dealing directly with GBV and CP cases and consultations must take place in the private rooms only.
- Females and males community outreach volunteers or mobilizers are needed to engage the communities and identify vulnerable individuals
- No one, except the person of concern, must be allowed in the children and adults consultation rooms. Privacy must be ensured in all the cases that require individual support or case management
- Information and training sessions (such as MRE sessions, referral pathway sessions, etc.) must be clearly announced in advance and this must be coordinated with case management teams for their consideration and planning. Sessions must be also conducted in culturally appropriate manner (separated women and men for example). Date and time of the sessions must be selected based on consultations with men and women to ensure their effective participation based on their daily roles and responsibilities (cooking time, prayer time, workloads, etc.)
- The center must be kept clean and hygienic all the time



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**Annex 2 (roles and responsibilities of community center visitors)**

<b>Rights of community center visitor</b>	<b>Responsibilities of the community center visitor</b>
It is your right to receive humanitarian aid and assistance without any pressure to do anything against your free will.	This center belongs to the community that we are helping. Please help us to preserve it and its assets
It is your right to feel and to be protected while accessing humanitarian assistance, services and information in this center.	During your visit, some meetings might be taking place, please help us to keep the center a quiet place to allow these meetings happen with no disturb.
It is your right to be treated with respect and dignity; it is the responsibility of the humanitarian aid staff of this center to ensure that for you.	Please help us in keeping this center a safe, neutral and impartial space by not brining any kind of weapon.
It is your right to receive aid, access services, and be treated without any misconduct, disrespect or bad behavior of any kind.	
No one can demand you for sex in exchange of any kind of assistance or service such as food, money or job.	
You have the right to report any misbehavior by..... <b><i>[each organization must describe its complaint and feedback mechanism here or provide the hotline number]</i></b>	