

ANNEX I: GLOSSARY

For the purposes of the Operational Guidelines the following terms are used:

Actors contributing to the humanitarian response:

Intergovernmental and (international or national/local) non-governmental organizations and agencies or governmental or para-governmental disaster responders providing protection and assistance to affected persons during and after the emergency phase.

Affected persons:

Those who suffer the negative consequences of a particular disaster, whether they are displaced or not, for instance if they have sustained injuries, loss of property and livelihoods and other damages due to the disaster.

Camps:

Newly erected sites with non-permanent shelters (e.g. tents) used for the collective and communal accommodation of evacuated/displaced persons in the event of a disaster. Camps can be planned (i.e. purposely-built sites, completed before or during the influx) or self-settled (i.e. set up spontaneously without the support of the government or the humanitarian community). Camps are a type of collective shelter (see below).

Collective centres:

Pre-existing buildings and structures used for the collective and communal non-permanent accommodation of evacuated/displaced persons in the event of a disaster. Types of buildings and structures used as evacuation centres vary widely. They include schools, hotels, community centres, town halls, hotels, sport infrastructures, hospitals, religious monuments, police posts, military barracks, warehouses, disused factories, and unfinished buildings, etc. Collective centres are a type of collective shelter (see below).

Collective shelters:

Camps and collective centres as defined above.

Disaster:

A serious disruption of the functioning of a community or a society causing widespread human, material, economic or environmental losses which exceed the ability of the affected community or society to cope using its own resources.¹

¹ International Strategy for Disaster Reduction (ISDR), UNISDR Terminology on Disaster Risk Reduction, available at www.unisdr.org/eng/library/UNISDR-terminology-2009-eng.pdf

Disaster/Emergency management:

Organization and management of resources and responsibilities for addressing all aspects of an emergency, in particular preparedness, response and initial recovery steps.²

Discrimination:

Disadvantageous distinctions that are based on race, colour, sex, language, religion, political or other opinion, national or social origin, property, birth, age, disability or other status of a person. To advantage someone on the basis of objective and serious reasons (e.g. particular vulnerability; specific needs not shared by others) rather than these criteria does not amount to discrimination even if the person concerned possesses them.

Displacement affected communities:

Communities that bear the negative consequences of displacement, either because they have to flee or leave their homes and places of habitual residence themselves, or because they have had to host internally displaced persons, or because they have to receive and integrate formerly displaced persons who return to their homes and places of habitual residence or settle permanently elsewhere in the country.

Durable solutions:

In the context of internal displacement, a situation where internally displaced persons no longer have any specific assistance and protection needs that are linked to their displacement and can enjoy their human rights without discrimination on account of their displacement. It can be achieved through:

- (i) Sustainable reintegration at the place of origin (hereinafter referred to as “return”);
- (ii) Sustainable local integration in areas where internally displacement persons take refuge (local integration); or
- (iii) Sustainable integration in another part of the country (settlement elsewhere in the country). This can be applied to disaster affected persons as well.

According to international standards (the right to liberty of movement and freedom to choose one’s place of residence; the Guiding Principles on Internal Displacement) all solutions must be voluntary, i.e. based on an informed decision and free choice by the persons concerned.

Evacuation:

“Facilitation or organization of transfer of individuals or groups from one area/locality to another in order to ensure their security, safety and well-being.”³ Evacuations are forced if they are ordered and/or enforced by authorities. A forced evacuation is not considered arbitrary or unlawful and thus permissible if it is done in accordance with the law, absolutely necessary under the circumstances, to protect life, health or the physical integrity of the affected persons, and to the extent the emergency allows, in proper consultation with the affected population.

² International Strategy for Disaster Reduction (ISDR), UNISDR Terminology on Disaster Risk Reduction, available at www.unisdr.org/eng/library/UNISDR-terminology-2009-eng.pdf

³ Handbook for the Protection of Internally Displaced Persons, March 2010, p. 503.

Evacuation centres:

Collective shelters (see above) used for temporarily accommodating evacuated persons.

Family reunification:

“The process of bringing together families, particularly children and older dependants, with their family or previous care-provider for the purpose of establishing or re-establishing long-term care.”⁴

Forced eviction:

The permanent or temporary removal of individuals, families and/or communities against their will from the homes and/or land which they occupy, without the provision of, and access to, appropriate forms of legal or other protection.⁵ The notion of forced evictions does not apply to evictions carried out both in accordance with the law and in conformity with the provisions of international human rights treaties.⁶ Forced eviction does not automatically mean arbitrary displacement, but can be the first step leading to it.

Gender Based Violence (GBV):

Violence “that is directed against a person on the basis of their gender or sex, including acts that inflict physical, mental or sexual harm or suffering, threats of such acts, coercion and other arbitrary deprivation of liberty. It includes physical, sexual and psychological violence perpetrated or condoned within the family, the general community or by the State and its institutions.”⁷

Host community:

A community that hosts considerable numbers of internally displaced persons, typically in camps, collective centres, informal settlements or directly integrated into households.⁸

Internally displaced persons:

“Persons or groups of persons who have been forced or obliged to flee or to leave their homes or places of habitual residence, in particular as a result of or in order to avoid the effects of armed conflict, situations of generalised violence, violations of human rights or natural or man-made disasters, and who have not crossed an internationally recognised border.”⁹

⁴ Handbook for the Protection of Internally Displaced Persons, March 2010, p. 503. Inter-agency Working Group on Unaccompanied and Separated Children, Inter-Agency Guiding Principles on Unaccompanied and Separated Children, January 2004.

⁵ Handbook for the Protection of Internally Displaced Persons, March 2010, p. 503. UN CESCR, General Comment No. 7: The right to adequate housing: forced evictions, 20 May 1997, para. 3.

⁶ See Basic Principles and Guidelines on Development based Evictions and Displacement, UN Doc A/HRC/4/18, para 4 and footnote a.

⁷ Handbook for the Protection of Internally Displaced Persons, March 2010, p. 168. See UN General Assembly, Declaration on the Elimination of Violence against Women, Arts. 1 and 2, A/RES/48/104 of 20 December 1993.

⁸ See Handbook for the Protection of Internally Displaced Persons, March 2010, p. 504.

⁹ See Guiding Principles on Internal Displacement. E/CN.4/1998/53/Add.2 (1998), Scope and Purpose, §2.

Livelihoods:

“The combination of the resources used and the activities undertaken in order to live. The resources might consist of individual skills and abilities (human capital), land, savings and equipment (natural, financial and physical capital, respectively), and formal support groups or informal networks that assist in the activities being undertaken (social capital).”¹⁰

Natural disaster:

“Disasters” (see page 55) that are caused by sudden-onset natural hazards. The term “natural” disaster is used for ease although the magnitude of the consequences of sudden natural hazards is a direct result of the way individuals and societies relate to threats originating from natural hazards. The magnitude of the consequences is therefore determined by human action, or the lack thereof. The Operational Guidelines are written with sudden-onset disasters in mind, but they can also be applied to other kinds of disasters.

Persons with specific needs:

Persons exposed to risks going beyond those of the general population because, among others, of their gender, age, health status, disability, belonging to a minority, particular social status, indigenous origin, or internal displacement and other specific circumstances they find themselves in.

Protection:

A concept that encompasses all activities aimed at obtaining full respect for the rights of the individual in accordance with the letter and spirit of international human rights [and where applicable], refugee and humanitarian law. Protection involves creating an environment conducive to respect for human beings, preventing and/or alleviating the immediate effects of a specific pattern of abuse, and restoring dignified conditions of life through reparation, restitution and rehabilitation.¹¹

Relocation:

(a) *Temporary* relocation: The act of moving evacuated people to a place where they stay until return or settlement elsewhere in the country becomes possible;

(b) *Permanent* relocation: The act of moving people to another location in the country and settling them there when they no longer can return to their homes or place of habitual residence.

Relocations can be voluntary, i.e. with the consent of affected persons, or forced, i.e. against the will of such persons. Relocation is only successful if it leads to a durable solution (see page 57) in the sense of sustainable settlement elsewhere in the country.

¹⁰ Handbook for the Protection of Internally Displaced Persons, March 2010, p. 508. Department for International Development, Sustainable Livelihoods Guidance Sheets, 2001.

¹¹ OCHA, Glossary of Humanitarian Terms in relation to the Protection of Civilians in Armed Conflict, 2003.

Reparation:

Restitution, compensation, rehabilitation, satisfaction and guarantees of non-repetition for victims of human rights violations. Reparation is full and effective when it is proportional to the gravity of the violations and the harm suffered and victims have relevant information concerning reparation mechanisms and equal and effective access to them.¹²

Secondary impacts of natural disasters:

Secondary impacts of natural disasters can include natural or physical impacts such as landslides caused by heavy rainfall or seismic activity. They could also encompass impacts by the initial disaster on industrial installations and infrastructure, e.g. damage to hydro dams or damage to pipelines and chemical factories that may cause spills of hazardous materials which pose a threat to human health and lives.

¹² Arguably, under present international customary law, reparation is only due for gross human rights violations (See Principles and guidelines on the right to a remedy and reparation for victims of gross violations of international human rights law and serious violations of humanitarian law: A/Res/60/147, 21 March 2006). Obligations to provide reparation in less serious cases may flow from international human rights conventions.

ANNEX II: PROTECTION OF SPECIFIC GROUPS OF PERSONS CROSS-REFERENCES TO RELEVANT GUIDELINES

Certain groups of persons are particularly vulnerable and/or have particular needs in the event of a disaster. The specific human rights concerns these groups may face, and some of the practical steps that can be taken to protect them, have been systematically integrated into the Guidelines. This annex cross-references relevant guidelines for the following groups: internally displaced persons, women, children and adolescents, older persons, persons with disabilities, persons living with HIV/AIDS, single parent households without extended family support or child headed households, ethnic minority groups and indigenous peoples.

1. Internally displaced persons

Guidelines:

- I.1 Non-discrimination
- I.6 Treatment of internally displaced persons in accordance with the Guiding Principles on Internal Displacement
- I.8 Protection activities to be prioritized on the basis of assessed needs
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks
- A.1.2 – A.1.8 Evacuations (voluntary and forced)
- A.2 Protection against separation of families and of separated/unaccompanied children
- A.3 Protection against secondary impacts of natural hazards
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- A.4.2 Protection against gender-based violence
- A.5.1 – A.5.3 Security in host families and communities, camps or collective centres
- B.1.1 – B.1.3 Access to and adequate provision of humanitarian goods and services
- B.2.1 Equal access to food
- B.2.2 Water and sanitation in camps and collective shelters
- B.2.3 Safe and dignified shelter for IDPs, including outside camps
- B.2.4 Occupation of unused property for accommodation
- B.2.5 Equal access to health care
- B.2.6 Facilitation of re-schooling displaced children

- C.1.2 Protection of property left behind
- C.2.1 – C.2.5 Adequate shelter including guarantees in case of evictions
- C.3.3 Location of camps and sites and access to livelihoods
- D.1.1 Not prevent return to homes due to lack of documentation
- D.2.1 – D.2.5 Freedom of movement in the context of durable solutions
- D.3.1 – D.3.2 Family unity during all phases of the disaster response and family reunification
- D.4.1 Feedback on disaster response
- D.5.1 Electoral rights

2. Women

Guidelines:

- I.1 Non-discrimination
- I.3 Participation and consultation
- I.8 Protection activities to be prioritized on the basis of assessed needs
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- A.4.2 Protection against gender-based violence
- A.4.3 Protection against trafficking, child labour, contemporary forms of slavery
- A.5.2 Security and protection in camps and collective centres
- B.1.1 – B.1.2 Access to and adequate provision of humanitarian goods and services
- B.1.4 Addressing gender-specific roles in humanitarian action
- B.2.1 Including women in planning, design and implementation of food distribution
- B.2.2 Safety in accessing sanitation facilities in camps and collective shelters
- B.2.3 Adequate shelter addressing the specific needs
- B.2.5 Special attention to health needs of women
- B.2.6 Equal access to education
- C.1.5 Assistance in (re-)claiming property and acquiring deeds in one's own name
- C.2.3 Consultation and participation in planning and implementation of shelter and housing programmes
- C.3.1 – C.3.2 Access to livelihoods and skills training
- D.1.1 Equal access to documentation issued in one's own name
- D.4.1 Feedback on disaster response

3. Children and youth

Guidelines

- I.1 Non-discrimination
- I.3 Participation and consultation
- I.4 Best interest of the child
- I.8 Protection activities to be prioritized on the basis of assessed needs
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks

ANNEX II: PROTECTION OF SPECIFIC GROUPS OF PERSONS
CROSS-REFERENCES TO RELEVANT GUIDELINES

- A.2.1 Evacuation of children together with parents
- A.2.2 Temporary interim care for separated or unaccompanied children
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- A.4.2 Protection against gender-based violence
- A.4.3 Protection against trafficking, child labour, contemporary forms of slavery
- A.4.5 Protection against recruitment and use by armed elements
- A.5.2 Security and protection in camps and collective centres
- B.1.1 Access to and adequate provision of humanitarian goods and services
- B.2.1 Unimpeded access to food for persons with specific needs
- B.2.3 Adequate shelter addressing the specific needs
- B.2.5 Special attention to health needs of girls
- B.2.6 Equal access to education, including facilitation of return to schools
- C.1.5 Assistance in (re-)claiming property for orphaned children
- C.4.1 Access to secondary and higher education
- D.1.1 Documentation in one's own name for unaccompanied, separated or orphaned children
- D.3.2 Family reunification
- D.3.3 Care arrangement for separated or unaccompanied children until reunification
- D.4.1 Feedback on disaster response

4. Older persons

Guidelines:

- I.1 Non-discrimination
- I.3 Participation and consultation
- I.8 Protection activities to be prioritized on the basis of assessed needs
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks
- A.1.3 Special attention during evacuation
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- A.5.2 Security and protection in camps and collective centres
- B.1.1 – B.1.2 Access to and adequate provision of humanitarian goods and services
- B.2.1 Unimpeded access to food for persons with specific needs
- B.2.2 Accessibility of sanitation facilities
- B.2.3 Adequate shelter addressing the specific needs
- B.2.5 Access to health care
- D.3.2 Family reunification

5. Persons with disabilities

Guidelines:

- I.1 Non-discrimination

- I.3 Participation and consultation
- I.8 Protection activities to be prioritized on the basis of assessed needs
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks
- A.1.3 Special attention during evacuation
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- A.5.2 Security and protection in camps and collective centres
- B.1.1–B.1.2 Access to and adequate provision of humanitarian goods and services
- B.2.1 Unimpeded access to food for persons with specific needs
- B.2.2 Accessibility of sanitation facilities
- B.2.3 Adequate shelter addressing the specific needs
- B.2.5 Specific health care
- B.2.6 Special attention to children with disabilities in accessing education
- C.2.3 Consultation and participation in planning and implementation of shelter and housing programmes
- C.3.1 Access to livelihoods and skills training
- D.4.1 Feedback on disaster response

6. Persons living with HIV/AIDS

Guidelines:

- I.1 Non-discrimination
- I.3 Participation and consultation
- I.8 Protection activities to be prioritized on the basis of assessed needs
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- B.1.1 – B.1.2 Access to and adequate provision of humanitarian goods and services
- B.2.1 Unimpeded access to food for persons with specific needs
- B.2.5 Access to health care and prevention of HIV/AIDS
- B.2.6 Equal access to education and prevention of HIV/AIDS
- C.3.1 Access to livelihoods and skills training

7. Single heads of household without familial support and child-headed households

Guidelines:

- I.1 Non-discrimination
- I.3 Participation and consultation
- I.8 Protection activities to be prioritized on the basis of assessed needs
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- A.5.2 Security and protection in camps and collective centres

ANNEX II: PROTECTION OF SPECIFIC GROUPS OF PERSONS
CROSS-REFERENCES TO RELEVANT GUIDELINES

- B.1.1 – B.1.2 Access to and adequate provision of humanitarian goods and services
- B.1.4 Addressing gender-specific roles in humanitarian action
- B.2.1 Unimpeded access to food for persons with specific needs
- B.2.2 Safety in accessing sanitation facilities in camps and collective shelters
- B.2.6 Ensuring access to education for children heading households
- C.1.3 Facilitated procedures for restitution of land deeds and property documents
- C.2.3 Consultation and participation in planning and implementation of shelter and housing programmes
- D.4.1 Feedback on disaster response

8. Ethnic and religious minorities or groups facing discrimination and indigenous peoples

Guidelines:

- I.1 Non-discrimination
- I.3 Participation and consultation
- I.8 Protection activities to be prioritized on the basis of assessed needs
- I.9 Protection activities to respect cultural sensitivities
- A.1.1 Protection of life, physical integrity and health of persons exposed to imminent risks
- A.4.1 Special attention to protection against violence, including in camps and collective centres during and after the emergency
- A.5.2 Security and protection in camps and collective centres
- A.6.4 Dealing with mortal remains in an ethnic and religious sensitive manner
- B.1.1 – B.1.2 Access to and adequate provision humanitarian goods and services
- B.2.3 Adequate and culturally acceptable shelter
- B.2.6 Equal access to culturally sensitive education
- C.1.2 Protection of property left behind
- C.1.6 Respect for traditional claims to land title and ownership
- C.2.3 Consultation and participation in planning and implementation of shelter and housing programmes
- C.3.1 Ensuring training programmes do not reinforce economic marginalization of such groups
- D.4.1 Feedback on disaster response
- D.4.2 – D.4.3 Culturally sensitive humanitarian assistance and right to exercise religious faith and cultural traditions

ANNEX III: REFERENCES TO CODES OF CONDUCT, GUIDELINES AND MANUALS

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- United Nations Declaration on the Rights of Persons Belonging to National or Ethnic, Religious and Linguistic Minorities, GA Resolution 47/135 of 18 December 1992.
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