**Activity 1**

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|  | | **Sophia** is a Local Government Official in Lviv.  *Many of the municipal buildings in the city, including schools and dormitories, have been turned into collective centres for people fleeing the areas of Ukraine most affected by the war.*  *Sophia is overseeing several of these collective centres. The collective centres are being managed by people from the communities where the centres are located – for example, by Head Teachers from the schools. There are some International Non-Governmental Organisations (INGOs) present who are providing some support to the centres directly and who have been in contact with her.* |
| *Sophia has been familiarising herself with the Sphere Handbook. It has helped her to ensure that the centres are properly set up so that they provide adequate space and facilities, and it has also helped her deal with issues of access, dignity and protection.*  *She had no idea how useful the Sphere Handbook could be, particularly in an urban setting like Lviv, and has been introducing it to the staff and volunteers who work with her. They have some questions.*  *Imagine that you are Sophia. Use the Sphere Handbook to find the answers to these questions:*  (Start with the question that corresponds with your group. For example, if you are Group 2, start with Question 2 before going on to answer Questions 3 and 1.) | | |
| 1 | *“I’ve heard that the Sphere Handbook includes something called The Humanitarian Charter. What is the Humanitarian Charter, and what are the common rights on which it is based?”* | |
| 2 | *“I thought by providing shelter we were offering people the protection they needed. But someone told me that if we are not careful, we could be putting people at risk. What are the four Protection Principles, and what might be some protection risks in a collective centre?* | |
| 3 | *“I’m not directly involved in Shelter, WASH, Food or Health, so do I need to use the Sphere Handbook? Is there one Standard that applies to everyone involved in managing or coordinating a humanitarian response? And what does it say about handling complaints?* | |

Be ready to share your answers.