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| **Shelter Case Study** |  |
| Your team has been assigned to a shelter in a small town several hours drive from the city.  A small local charity is managing the shelter on behalf of the local authority. Before it was converted into a shelter – just three months ago – the building was an old school, disused for some time.  The two-story building has water, heating and electricity. However, like everywhere else, there are frequent power cuts.  Before the first group of displaced people arrived, the local authority carried out some work. The classrooms, which are on two levels, are now dormitories. Each dormitory is equipped with bunk beds – six per 30 square-metres. The shelter now sleeps about 100 people, although on occasion there have been close to 120 people using the shelter.  Each of the two floors has two washrooms, situated at each end of the main corridor. Each washroom has two toilets. The toilets are the old, squatting type. Each washroom also has one shower cubicle. In the basement, there is a room with two washing machines.  A large room on the ground floor has a dining table, eight chairs, a kettle and microwave. There is one tap and sink in the corner of the room.  When the shelter first opened, displaced people would stay just a few nights before moving on. But recently, some people – particularly families with young children – are staying for longer periods of time, sometimes weeks.  You hear that some residents want to talk to you about facilities at the shelter. You understand that they have some concerns and you have arranged a meeting. | A picture containing indoor, window, several  Description automatically generated |
| **Use the Sphere Handbook to help you prepare for the meeting with the shelter residents.**  ***How will you prepare for the meeting?***  ***What questions do you have for the shelter residents?***  ***What will you say in response to their questions and concerns?***  **Make a note of any information and guidance in the Sphere Handbook that helped.** | |