

The COVID-19 pandemic has limited OCHA’s ability to deploy its usual global, centrally managed tools and services in support of field operations in the case of a sudden-onset disaster or deterioration in current humanitarian operations.

Whilst OCHA currently maintains some deployment capacity through its different rapid response networks, such as UNDAC, INSARAG, the environmental emergencies roster, through operational partners and the Standby Partnerships Programme, this could change at short notice. Remote support services remain largely unaffected, and in fact, may be the default option for providing support given the multiple limitations in movement both within countries but more so regionally and internationally.

The first point of contact for national authorities and partners is the respective OCHA Country Office where present, otherwise the OCHA Regional Office (see below the list and contacts of Regional Offices), managed through the Operations and Advocacy Division (OAD). OCHA Country and Regional Offices will be able to draw on additional support from the different units in headquarters. The type of available support is listed below.

Contact list of OCHA Regional Offices:

Regional Office for Latin America and the Caribbean (ROLAC)	Regional Office for West and Central Africa (ROWCA)	Regional Office for South and Eastern Africa (ROSEA)	Regional Office for the Middle East and North Africa (ROMENA)	Regional Office for the Syria Crisis	Regional Office for Asia and the Pacific (ROAP)	Office for the Pacific
Mr Rogério Silva <a href="mailto:silvar@un.org">silvar@un.org</a>	Ms Julie Belanger <a href="mailto:belangerj@un.org">belangerj@un.org</a>	Ms Gemma Connell <a href="mailto:connell@un.org">connell@un.org</a>	Mr Iyad Nasr <a href="mailto:nasri@un.org">nasri@un.org</a>	Mr Paul Handley <a href="mailto:handleyp@un.org">handleyp@un.org</a>	Ms Amy Martin <a href="mailto:martin23@un.org">martin23@un.org</a>	Ms Anne Colquhoun <a href="mailto:colquhoun2@un.org">colquhoun2@un.org</a>

List and type of support that may be accessed through OCHA to support field operations:

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## I. Coordination support

Mechanism	Impact of Covid-19 on mechanism	Capacities available	How to access the support?
<p><b>The United Nations Disaster Assessment and Coordination (UNDAC) team</b>  <a href="https://www.unocha.org/our-work/coordination/un-disaster-assessment-and-coordination-undac">https://www.unocha.org/our-work/coordination/un-disaster-assessment-and-coordination-undac</a></p> <p><b>Contact:</b> OCHA Regional Offices &amp; OCHA's Coordination Division, Response Support Branch, Emergency Response Section            Or: Peter Muller  <a href="mailto:muller2@un.org">muller2@un.org</a></p>	Limited deployability	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> A United Nations rapid response coordination team managed by OCHA, composed of experts from governments, international humanitarian organisations, and regional organisations.</li> <li>✓ <b>How can it support?</b> Its work focuses on coordination, information management and assessment.</li> <li>✓ <b>Who does it support?</b> Government emergency management structures and UN/Humanitarian Country Teams.</li> </ul>	<p>By request to OCHA from:</p> <ul style="list-style-type: none"> <li>✓ The Government</li> <li>✓ The UN Resident or Humanitarian Coordinator,</li> <li>✓ The Head of OCHA Country Office</li> </ul> <p><b>Note:</b> Many countries have designated governmental UNDAC focal points who are well acquainted with the processes.</p>
<p><b>Virtual On-Site Operations Coordination Centre (VO)</b>  <a href="https://vosocc.unocha.org/">https://vosocc.unocha.org/</a></p> <p><b>Contact:</b> Thomas Peter  <a href="mailto:petert@un.org">petert@un.org</a></p>	N/A	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> A real-time information exchange platform open to the humanitarian and disaster management community.</li> <li>✓ <b>What does it do?</b> It facilitates information exchange and coordination among international actors during the first phase after sudden-onset disasters. The VO is also used to alert rapid response rosters (e.g. UNDAC) and register international response teams (e.g. USAR, Emergency Medical Teams) to support operational field planning.</li> <li>✓ <b>Who does it support?</b> Affected Government and the humanitarian community, principally bilateral responders, in the first 2-3 weeks of a sudden-onset emergency.</li> </ul>	<p>It is recommended that all humanitarian and response actors who play a role in the immediate response (2-3 weeks) register and share information in the emergency discussions.</p>



<p><b>The Global Crisis Centre Network (GCCN)</b></p> <p>Contact: Thomas Peter <a href="mailto:petert@un.org">petert@un.org</a></p>	<p>N/A</p>	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> A remote coordination platform for national and regional crisis centers and other actors engaged in information analysis and operational planning.</li> <li>✓ <b>What does it do?</b> Designed to facilitate information exchange in the first phase of a major sudden-onset disaster. GCCN members are alerted through the Virtual OSOCC GCCN roster and thereafter convene remote coordination meetings (via WebEx) to discuss modalities for international assistance. The meetings are typically co-chaired by the affected country and the regional organization and facilitated by OCHA.</li> <li>✓ <b>Who does it support?</b> Affected Government and the humanitarian community.</li> </ul>	<p>Alerted and activated by OCHA or upon request to OCHA from the regional organization or the affected country</p>
<p><b>Connecting Business Initiative (CBI)</b></p> <p><a href="http://www.connectingbusiness.org">www.connectingbusiness.org</a></p> <p>Contact: Karen Smith <a href="mailto:smith3@un.org">smith3@un.org</a></p>	<p>The majority of CBI activities are now focused on COVID-19 response. More information can be found at <a href="https://www.connectingbusiness.org/novel-coronavirus-2019">https://www.connectingbusiness.org/novel-coronavirus-2019</a></p>	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> CBI is a multi-stakeholder initiative transforming the way business networks engages before, during, and after natural and manmade disasters and humanitarian crises and is jointly supported by OCHA and UNDP. Launched at the World Humanitarian Summit in May 2016, it aims to increase local capacity, build resilience and alleviate human suffering.</li> <li>✓ <b>What does it do?</b> CBI supports country-based business networks to contribute to effective disaster risk reduction, emergency preparedness, response and recovery through coordinated engagement between international organizations, civil society, and the private sector. CBI facilitates access to and use of resources, networks, mechanisms and tools, and connects the private sector with national, regional, and international coordination structures and with each other.</li> <li>✓ <b>Who does it support?</b> CBI supports networks based in the Bahamas, Côte d’Ivoire, Ecuador, Fiji, Haiti, Indonesia, Kenya, Madagascar, Mexico, Pacific Islands, Philippines, Sri Lanka, Turkey, Vanuatu, Viet Nam and Yemen and OCHA and UNDP offices in those countries.</li> </ul>	<p>For more information please contact: <a href="mailto:connectingbusiness@un.org">connectingbusiness@un.org</a></p>



<p><b>UN-CMCoord support to COVID-19 Response</b>          Contact: Michael Marx  <a href="mailto:marxm@un.org">marxm@un.org</a></p>	<p>N/A</p>	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> A team of UN civil military coordination (CMCoord) specialists, dedicated to developing and updating relevant COVID-19 related field guidance, providing training support to OCHA staff and partners on CMCoord support to the COVID-19 response, and real-time support to field operations on such issues as CMCoord support to access and protection outcomes.</li> <li>✓ <b>How can it support?</b> CMCS can, at an agency's (global level) or RC's (country level) request, coordinate the issuance of a request for the use of Military Civil Defense Assets (MCDA) provided the requirements are there and the concept of last resort is respected. CMCS and its partners can also assist country leadership with the development of country specific CMCoord strategies, messaging, and with global advocacy.</li> <li>✓ <b>Who does it support?</b> Humanitarian agencies, humanitarian country teams and leadership, and RCs in affected countries, as well as OCHA country offices.</li> </ul>	<p>By request to OCHA from:</p> <ul style="list-style-type: none"> <li>✓ A UN agency or international humanitarian NGO at HQ level</li> <li>✓ The UN Resident or Humanitarian Coordinator</li> <li>✓ The Head of OCHA Country Office</li> </ul>
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## II. Technical advisory services and assessment support

Mechanism	Impact of Covid-19 on mechanism	Capacities available	How to access the support?
<p><b>Joint Environment Unit (JEU)</b>          Contact: By email at <a href="mailto:ochaunep@un.org">ochaunep@un.org</a> or through OCHA's Emergency Response Section Duty</p>	<p>Limited deployability           Remote support possible for</p>	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> A roster of staff (OCHA and UNEP) and environmental experts from Governments or institutions coordinated by the OCHA/UNEP Joint Environment Unit.</li> <li>✓ <b>How can it support?</b> Onsite or remote advice and assessment of environmental impacts in the context of humanitarian emergencies. JEU</li> </ul>	<p>By request to OCHA and/or UNEP from:</p> <ul style="list-style-type: none"> <li>✓ The Government</li> <li>✓ The UN Resident or Humanitarian Coordinator</li> <li>✓ Other humanitarian</li> </ul>



<p>Officer (+41 22 917 1600)</p>	<p>response to the environmental dimensions of both COVID-19 and any other emergency, or crisis</p>	<p>has also developed a set of <a href="#">e-learning modules</a> and efficient tools (e.g. <a href="#">The Flash Environmental Assessment Tool (FEAT)</a> and Nexus Environmental Assessment Tool (NEAT+) which will allow some basic online training in the current environment.</p> <p>✓ <b>Who does it support?</b> Governments (NDMAs, Ministry of Environment, or others as relevant) and humanitarian organisations.</p>	<p>organisations</p> <p>For further information on the specific type of support available and how to request it, please consult the <a href="#">Environmental Emergencies Guidelines</a>.</p>
<p><b>Remote Assessment &amp; Analysis Cell (A&amp;A)</b> Contact: Peter Muller <a href="mailto:muller2@un.org">muller2@un.org</a></p>	<p>N/A</p>	<p>✓ <b>What is it?</b> A group of humanitarian professionals from different humanitarian organisations with complementary expertise (ACAPS, EU/JRC, IMPACT/REACH, JEU, MapAction, OCHA/UNDAC, UNOSAT) who have decided to work together remotely using virtual collaboration tools to provide remote analysis and support to decision makers.</p> <p>✓ <b>What does it do?</b> Gather, consolidate, organise, and analyse secondary information to provide key products such as situation analyses, briefing packages, caseload estimations, and others as agreed upon to decision makers in the field/ affected country.</p> <p>✓ <b>Who does it support?</b> Affected Government and humanitarian country teams.</p>	<p>By request to OCHA from:</p> <ul style="list-style-type: none"> <li>✓ The Government</li> <li>✓ The UN Resident or Humanitarian Coordinator</li> <li>✓ The Head of OCHA Country Office or Regional Office</li> </ul>
<p><b>COVID-19 response: Global Information Management and Assessment &amp; Analysis Cell</b> Contact: Fawad Hussain <a href="mailto:fawadhussain@un.org">fawadhussain@un.org</a></p>	<p>N/A</p>	<p>✓ <b>What is it?</b> A multi-stakeholder, multi-partner Humanitarian Global Information Management, Assessment and Analysis COVID-19 Cell (GIMAC Cell) that aims to coordinate, structure, collate, and manage COVID-19 related information to support global decision making and provide field support.</p> <p>✓ <b>What does it do?</b> 1) Provide remote country-level support, by actively reaching out to countries with the least analysis capacity, most severe humanitarian situation and/or emerging risks: a) provide technical guidance on needs assessment and analysis; b) support joint analysis of</p>	<p>See website: <a href="https://www.gimac.info/">https://www.gimac.info/</a></p>



		<p>most vulnerable population groups’ humanitarian needs; c) contribute to risk identification, projection of humanitarian needs. 2. Map, structure, and collate secondary data for selected countries and build country staff capacities on secondary data review. And 3) establish a global registry of needs analysis and research produced and planned by different stakeholders.</p> <p>Leads are OCHA for coordination of humanitarian response plan component in general; UNHCR for coordination of refugees and IDPs (in collaboration with IOM) component; and WHO for the health-related component more specifically.</p> <p>✓ <b>Who does it support?</b> In the initial phase, GIMAC is providing targeted technical support and services to 25 countries which are implementing Humanitarian Response Plans (HRPs). The geographical scope of this initiative may expand based on resources of the Cell. The first round of field support will be provided until the end of June 2020</p>	
<p><b>IMPACCT Working Group</b> Contact: Virginie Bohl <a href="mailto:bohl@un.org">bohl@un.org</a></p>	<p>The members of the IMPACCT Working group are now focused on COVID-19 response. More information can be found on the webpage at <a href="https://vosocc.unocha.org/rs/s/5033w_Cust">https://vosocc.unocha.org/rs/s/5033w_Cust</a></p>	<p>✓ <b>What is it?</b> IMPACCT is a group open to any humanitarian organization, INGO, IGO, government agency, UN agency, or private sector organization interested to discuss challenges and to identify solutions on customs and importation processes. It is led by a core group of organizations: OCHA, UNCTAD, WCO, Save the Children, IFRC, ITU, IHC, Help Logistics, and MSF Belgium</p> <p>✓ <b>What does it do?</b> In the context of COVID-19, it publishes bulletins on Customs, Immigration, and Quarantine procedures (CIQPs) that compile information for humanitarian partners with the objective to minimize delays at Customs’ entry points.</p> <p>✓ <b>Who does it support?</b> It supports UN agencies and international humanitarian NGOs as well as customs administrations and cross-border agencies aiming to enhance communication on Customs facilitation measures for the importation of medicines, medical equipment and NFIs, between the different actors. In the context of</p>	<p>By request to OCHA from:</p> <ul style="list-style-type: none"> <li>✓ A UN agency or international humanitarian NGO at HQ level</li> <li>✓ The UN Resident or Humanitarian Coordinator,</li> <li>✓ The Head of OCHA Country Office</li> </ul>



	<a href="#">oms.html</a>	COVID-19, it mainly provides support to the countries included in the GHRP.	
<b>HADRA Expert group</b> Contact: Virginie Bohl <a href="mailto:bohl@un.org">bohl@un.org</a>	Full remote support provided	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> The Humanitarian Assistance and Disaster Response in Aviation (HADRA) Expert Group gathers experts who discuss humanitarian and aviation perspectives to enhance the role of airports, as humanitarian hub, in times of emergencies. It is co-chaired by OCHA and ICAO.</li> <li>✓ <b>What does it do?</b> It provides airport situation reports related to operational status. In the context of COVID-19, web application has been developed for an automated information sharing.</li> <li>✓ <b>Who does it support?</b> It supports decision makers before deploying teams to an affected country.</li> </ul>	By request to OCHA from: <ul style="list-style-type: none"> <li>✓ A UN agency or international humanitarian NGO at HQ level</li> <li>✓ The UN Resident or Humanitarian Coordinator,</li> <li>✓ The Head of OCHA Country Office</li> </ul>

### III. Deployment of response capacity

Mechanism	Impact of Covid-19 on mechanism	Capacities available	How to access the support?
<b>The International Search and Rescue Advisory Group (INSARAG)</b> <a href="http://www.insarag.org">www.insarag.org</a> <b>Contact:</b> INSARAG Secretariat, OCHA's Coordination Division, Response Support Branch, Emergency Response Section at  <a href="mailto:insarag@un.org">insarag@un.org</a>	Limited deployability,	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> A global network of Governments and organisations dedicated to improving the quality and coordination of Urban Search and Rescue (USAR) response in case of a sudden onset.</li> <li>✓ <b>How can it support?</b> By bringing extra, specialised urban search and rescue capacity to the country. USAR teams are self-sufficient and typically deployed in collapsed structures emergencies requiring people to be saved from the rubble. INSARAG Externally Classified (IEC) teams have proven their capacity to adhere to internationally agreed minimum standards.</li> <li>✓ <b>Who does it support?</b> International USAR teams support local government response efforts and compliment national first response</li> </ul>	Through bilateral request between member countries, through the country's United National Resident Coordinator and OCHA as the INSARAG Secretariat.  <b>Note:</b> Many countries have designated governmental INSARAG policy and operational focal points who are well acquainted with the processes.



<p><b>Partnerships with Operational Support Partners</b></p> <p><b>Contact:</b> Ileya Mileva <a href="mailto:ileya.mileva@un.org">ileya.mileva@un.org</a></p>	<p>Limited availability to deploy</p> <p>Remote support possible</p>	<p>teams on the ground.</p> <ul style="list-style-type: none"> <li>✓ <b>What is it?</b> A series of partnerships with operational response agencies that normally deploy with or alongside OCHA in the context of sudden-onset emergencies in order to provide niche capability and services to the Government and humanitarian responders.</li> <li>✓ <b>How can it support?</b> OCHA can facilitate contact and service provision by the following organisations in the respective field: <ul style="list-style-type: none"> <li>○ <b>Americas Support Team &amp; International Humanitarian Partnership:</b> logistic and life-support module for humanitarian personnel; OSOCC/ EOC module; base camp</li> <li>○ <b>Fuel Relief Fund:</b> access to and distribution of fuel</li> <li>○ <b>ACAPS:</b> onsite and remote analysis support</li> <li>○ <b>DHL:</b> airport logistics handling</li> <li>○ <b>MapAction:</b> mapping &amp; GIS support; specific catalogue and service desk available <a href="#">here</a>.</li> <li>○ <b>European Union Emergency Response Coordination Centre's (ERCC's) Copernicus Emergency Mapping Service:</b> satellite imagery</li> <li>○ <b>Telecoms Sans Frontiers:</b> telecommunications and new technology</li> </ul> </li> <li>✓ <b>Who does it support?</b> National and international humanitarian response actors.</li> </ul>	<p>By request to OCHA from:</p> <ul style="list-style-type: none"> <li>✓ A UN agency or international humanitarian NGO at HQ level</li> <li>✓ The UN Resident or Humanitarian Coordinator,</li> <li>✓ The Head of OCHA Country Office</li> </ul>
<p><b>Standby Partners Programme (SBPP)</b></p> <p>Contact: Eleonora del Balzo <a href="mailto:delbalzo@un.org">delbalzo@un.org</a></p>	<p>Largely remote support provided but will consider</p>	<ul style="list-style-type: none"> <li>✓ <b>What is it?</b> The SBPP is a mechanism whereby external Stand-By Partner organizations provide 'gratis' humanitarian experts for temporary support to OCHA emergency operations.</li> <li>✓ <b>What does it do?</b> It allows for the deployment of SBP experts to</li> </ul>	<p>By request from OCHA field offices and HQ sections, through OAD to Emergency Response Section.</p>



	<p>physical deployments again when access is restored.</p>	<p>humanitarian operations. Due to COVID-19, most of the SBP experts are currently working remotely. There are currently more than 20 SBP experts working remotely, while 13 are currently physically deployed. This figure is growing every week.</p> <p>✓ <b>Who does it support?</b> In principle OCHA can only utilize the services of SBP experts to support humanitarian emergencies in the field. Due to the declared OCHA Corporate and IASC Scale-Up emergency, OCHA is now also able to request SBP experts to support COVID-19 related HQ activity.</p>	
<p><b>UN On-Line Volunteers</b> Contact: Alan Butterfield <a href="mailto:butterfielda@un.org">butterfielda@un.org</a></p>	<p>N/A</p>	<p>✓ <b>What is it?</b> The United Nations Volunteers (UNV) programme contributes to peace and development through volunteerism worldwide.</p> <p>✓ <b>What does it do?</b> UNVs work with partners to integrate qualified, highly motivated and well-supported UN Volunteers into development programming and promote the value and global recognition of volunteerism.</p> <p>✓ <b>Who does it support?</b> UNV On-Line Volunteers are available to support HQ and field offices with gratis remote support for a range and depth of expert profiles. To become or engage a UN volunteer please check at <a href="https://www.unv.org/about-unv/who-we-are">https://www.unv.org/about-unv/who-we-are</a></p>	<p>Direct to UNV at UNV Online Volunteer service: <a href="http://www.onlinevolunteering.org">www.onlinevolunteering.org</a></p>



## IV. Online information resources

Mechanism	Impact of Covid-19 on mechanism	Capacities available	How to access the support?
Humanitarian InSight Contact: Vincent Hubin <a href="mailto:hubin@un.org">hubin@un.org</a>	N/A	<a href="#">Humanitarian InSight</a> remains in place with a dedicated COVID-19 GHRP segment. Update of country pages including on HNO, HRP and monitoring data will depend on field capacity to ensure monitoring.	See website: <a href="https://humanitarianinsight.info/">https://humanitarianinsight.info/</a>
Financial Tracking Service (FTS) Contact: Vincent Hubin <a href="mailto:hubin@un.org">hubin@un.org</a>	N/A	<a href="#">FTS</a> will continue its regular service including on tracking funding to the COVID-19 response. Please refer to existing guidelines to understand what is tracked and not tracked as well as reporting procedures.	See website: <a href="https://fts.unocha.org/">https://fts.unocha.org/</a>