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VICTIM ASSISTANCE

Responsible National entity:

Libyan Mine Action Centre (LibMAC)
mandated by the Ministry of Defence (MOD)

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NOTE:

This document is current at the date shown on this page. The Libyan Mine Action Standards (LibMAS) are subject to regular revision, so users should ensure that they are using the latest version of each document in the standards. The most recent versions of LibMAS are the versions that are posted on the LibMAS pages of the LibMAC website www.lmac.gov.ly

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Foreword

Critical safety, control and quality elements of the International Mine Action Standards (IMAS) have been retained in the Libyan Mine Action Standards (LibMAS), so ensuring that they maintain the principles agreed in IMAS guidelines.

The work of preparing, reviewing and revising LMAS is conducted by a technical committee with the support of international, governmental and non-governmental organisations in Libya. The latest version of each Libyan standard can be found at the LibMAC website.

In all LMAS the words “must”, “shall”, “should” and “may” are used in the following way. “Must” or “shall” is used to indicate a requirement, something that must be done in order to conform to the LibMAS. “Should” is used to indicate the preferred requirements, methods or specifications, but these may be varied when reasons for doing so are given. “May” is used to indicate a possible method or course of action that should be considered but need not be applied.

1. Introduction

- 1.1 'Victim Assistance' (VA) or 'Survivor' Assistance, refers to all support provided to victims, survivors and their families provided to reduce the immediate and long-term medical and psychological implications of their trauma.
- 1.2 A 'Survivor' is a man, or a woman or a child who has suffered harm as a result of a mine, ERW or cluster munition accident.
- 1.3 'Victim' are persons either individually or collectively who have suffered physical, emotional and psychological injury, economic loss or substantial impairment of their fundamental rights through acts or omissions related to the use of mines or the presence of ERW. Victims include directly impacted individuals, their families, and communities affected by landmines and ERW.
- 1.4 In the context of Victim Assistance, the term Victim may include dependants or other persons in the immediate environment of a mine/ERW casualty, hence having a broader meaning than survivor.
- 1.5 For the purpose of this standard, the terms 'Victims' or 'Survivors' are interchangeable and used to describe the same people, and 'Victim Assistance' or 'Survivor' Assistance' used to describe the same activity.

2. General Principle

- 2.1 The provision of assistance to victims of mines and ERW is one of the five fundamental components 'pillars' of mine action. As such mine action programmes must ensure that assistance for victims is included in the planning, development and implementation of the programme.
- 2.2 Victim Assistance (VA) covers more than just the medical care to treat the results of mine or ERW accidents. VA must also cover the rehabilitation of victims and their full reintegration into society. Additionally, VA does not just involve personnel injured by these devices; VA also includes families and communities that have suffered as a result of mine/ERW accidents
- 2.3 This LibMAS provides standards and guidelines for the provision of Victim Assistance in Libya and applies to all organisations carrying out or intending to carry out Victim Assistance activities in Libya.

3. Medical Terminology

- 3.1 The following VA medical terminology is used in this standard:
 - a. **Orthotics.** The profession that deals with the use of specialised mechanical devices to support or to supplement weakened or abnormal joints or limbs.

- b. **Prosthetics.** The production and application of artificial body parts. Prosthetics may also be described as biomechanics.

4. Victim Assistance – Groups of Activities

- 4.1 Victim Assistance is made up of seven complementary groups of activities that cover assistance to a victim from the time of a mine/ERW accident through to the full reintegration of the victim as a fully functioning member of society.
- 4.2 Also included in the groups of activities are advocacy for the rights of mine/ERW victims and data collection to provide the basis for the prioritisation and planning of effective and sustainable VA programmes.
- 4.3 The VA groups of activities are described below:

4.3.1 Emergency Medical Care

Emergency medical care covers the activities that will support a mine/ERW victim from the moment that an accident occurs through to the provision of definitive surgical care resulting in the victim's condition being stabilised. Emergency medical care includes emergency assistance at the scene of the accident, transfer to hospital(s), surgery and recuperation from surgery.

4.3.2 Continuing Medical Care

Continuing medical care is the ongoing medical care provided from the time that a victim's condition is stabilised after surgery through to a time when a victim is able to live in reasonable comfort with the injuries sustained. In some cases such medical care may be necessary throughout the life of the victim.

4.3.3 Physical Rehabilitation

Physical rehabilitation includes the provision of prosthetic and orthotic devices, wheelchairs and walking aids, as well as the training in their use. Not all surviving mine/ERW victims will need physical rehabilitation.

4.3.4 Psychological and Social Support

Psychological and social support includes the counselling and advisory support provided to mine/ERW victims and their families in order to assist them to adjust to their new status and to cope with their new circumstances.

Note: Such support may also be provided to families of victims that did not survive a mine/ERW accident.

4.3.5 Employment and Economic Integration

Employment and economic integration involves activities such as vocational training and job

placement to provide economic independence for victims and their families. In some cases specific industries or businesses may be established to provide employment to mine/ERW victims or support may be provided to start up small businesses.

4.3.6 Advocacy for the Rights of Mine/ERW Victims

Disabled people, who are very often marginalised, must have legal protection against discrimination, and assurance of an acceptable level of care and access to services. In order for this to be realized, advocacy for the rights of ERW victims must be actively carried out.

4.3.7 Data Collection

Data collection is needed to provide the basis for the prioritisation and planning of effective and sustainable VA projects. VA must include systems and procedures for the gathering of and managing information on mine/ERW accidents and mine/ERW victims.

5. Compliance with Humanitarian Principles

5.1 All VA is to be carried out in accordance with the humanitarian principles of:

- a. Protection, care and respect for human beings, which includes:
 - Protecting life and health.
 - Preventing and reducing suffering.
 - Respect for human beings.
- b. Neutrality. Not taking sides in any hostilities or in controversies based on political, racial, religious or ideological identity. Transparency and openness are important to remaining neutral.
- c. Impartiality. Assistance is provided to all those who are suffering without discrimination. However, important to this principle is that those with the most need should be assisted first.

6. Design and Development of Victim Assistance Projects

6.1 The design and development of VA projects is to conform to the following criteria:

- a. The project is to have a documented project plan.
- b. The project must address one or more of the groups of activities covered in sections 4.3.1 to 4.3.5 above.
- c. The project is to be based on a clearly identified need resulting from a comprehensive needs assessment or other formal study.
- d. The project is to conform to the priorities included in the National Mine Action Plan.
- e. The project is to be designed and developed to achieve measurable outcomes and the means by which outcomes are to be measured included in the project plan.

- f. The project is to include monitoring and evaluation. More on monitoring and evaluation of VA is included in sections 11 and 12 below.
 - g. The project involves relevant stakeholders at the national, organisational and local levels.
 - h. The project includes an appropriate level of co-ordination and interaction between the applicant, the LibMAC and relevant national and local government authorities.
- 6.2 In addition, the design and development of VA projects should ensure that the resulting project plan:
- a. Is culturally appropriate.
 - b. Where possible, involves the intended beneficiaries in implementation, monitoring and evaluation.
 - c. Draws on lessons learned from previous VA activities.
 - d. Reflects the ongoing and long-term nature of VA.
 - e. Does not discriminate against certain groups or individuals due to age, gender, race, ethnicity, religion, disability or social status.
 - f. Is flexible and adaptable.

7. Endorsement of VA Projects

- 7.1 Endorsement of VA project plans is to be obtained from the LibMAC prior to the VA activities commencing. This is in addition to any necessary formal agreement with relevant and appropriate Ministries.
- 7.2 The requirement for endorsement applies to each separate VA project, and endorsement will be primarily based on the project complying with the requirements of the LibMAS.

8. Accreditation of VA Organisations

- 8.1 Currently VA organisations are not required to gain accreditation before they implement their projects. However the LibMAC will visit the organisations facilities and field operations to conduct an assessment on the implementation of the endorsed project plans. Such assessment will be carried out to ensure that the plan conforms to the design and development criteria included in section 6 above.

9. Monitoring of VA Projects

9.1 Internal Monitoring

- a. Organisations carrying out VA projects are to include internal monitoring of the VA in their project plan. Monitoring is to cover the progress in the implementation of the project, compliance with the requirements of the project plan and monitoring of any

changes in the environment in which the project outputs are delivered. Internal monitoring should be carried out on a regular basis.

- b. When internal monitoring identifies significant changes in the environment in which a project's outputs are delivered, the VA organisation should review, and if necessary, amend their project plan to ensure that the VA activities remain relevant. Significant changes to a project plan should be notified to the LibMAC.

9.2 External Monitoring

- a. VA activities may be subject to external monitoring by the LibMAC. The aim of this monitoring is to ensure that activities are being carried out effectively and in accordance with the plan endorsed by the LibMAC. The results of any external monitoring by the LibMAC will be formally notified in writing to the VA organisation concerned.

9.3 Corrective Action

- a. When monitoring identifies any deficiencies with the management or implementation of a project, the organisation concerned is to take action to correct these deficiencies. If such deficiencies were identified by external monitoring, further external monitoring may be scheduled by the LibMAC to ensure the action taken is appropriate.

10. Evaluation of VA Projects

10.1 VA organisations are to include external evaluation as part of any VA project design, development, planning and implementation. Evaluation of VA should where possible cover:

- a. Effectiveness. The extent to which the project achieves its medium-term objectives and goals (outcomes).
- b. Impact. The long-term benefits of the project to the beneficiaries and other stakeholders, whether directly or indirectly, intended or unintended.
- c. Relevance or appropriateness. The extent to which the project meets the particular needs, expectations and priorities of the target beneficiaries, LibMAC, implementing organisation and, where applicable, the donor.
- d. Efficiency. The extent to which the project has achieved its 'outputs' efficiently in relation to the 'inputs'.
- e. Sustainability. The probability of the benefits achieved by the project continuing after inputs such as external funding and personnel assistance cease.

10.2 In commissioning evaluations VA organisations should ensure that:

- a. All stages of a project cycle are covered.
- b. All stakeholders are involved in the evaluation and the evaluation benefits all stakeholders.
- c. A systematic and objective approach to evaluation is applied.

- d. Written terms of reference for the evaluation are prepared and agreed by all relevant stakeholders.
- e. Evaluators, including external consultants, are properly briefed and supported and behave in a professional and impartial way.
- f. The results of evaluation are disseminated as widely as possible to stakeholders including donors, the LibMAC, National Authorities, other VA organisations and beneficiaries of a project.
- g. That results of the evaluation are applied to future VA projects carried out by the same organisation in Libya.

10.3 Further guidance on evaluation is included in IMAS 14.10 'Guide to the evaluation of mine action interventions'.

11. Quality Control (QC)

11.1 VA organisations involved in the manufacture of artificial body parts (prostheses) or support devices (orthoses) are to document and implement appropriate QC procedures to ensure that the product is fit for its intended purpose. Such procedures are to be available for inspection by LibMAC external QM teams as required.

12. Training and Qualifications

12.1 All personnel carrying out VA are to have been trained, or have the appropriate qualifications and experience, for the VA activities they are to undertake.

12.2 Records of training and qualifications of VA staff are to be maintained by VA organisations and are to be available for inspection by LibMAC external monitoring teams as required.

13. General References

- a. International Mine Action Standards (IMAS), in particular, 12.10 Mine/ERW Risk Education.
- b. LibMAS 12.10, Mine/ERW Risk Education.

14. Record of Amendments

Ser.	Date: D/M/Y	Standard	Section / Paragraph	Amended by: Name / Position / Org.	Comments
1	22/10/15	12.10/1 Victim Assistance	All	Doug Ware, Chief of Ops/QA, UNMAS	New Standard.
2	18/11/15	12.10/1 Victim Assistance	1. Introduction	Doug Ware, Chief of Ops/QA, UNMAS	Revised terminology.