

A. INTRODUCTION

The Introduction is the place to put general information about the guidelines, their goals and an introduction to the structure of the guidelines.

B. OPERATION

The Operation section is the core of the SAMETS guidelines. Here all relevant information to operate an ETS with regards to the target groups will be put in a short and comprehensive way.

B.1 Managing <TARGET GROUP> in ETS

This section describes how each target group will be managed in an ETS and what the corresponding needs of the specific target groups are. Needs that are similar in different target groups will be marked with a small symbol to show intersections.

B.1.1 Problem description

In order to guide the reader into the situation each target group will be introduced by a problem description which describes the challenges and special requirements that come with the corresponding target group.

B.1.2 Logistics

This subsection will describe the logistics needed to handle the specific target group. It is aimed to summarize the technical and supply needs linked to the target group.

B.1.3 Psychosocial care

The psychosocial care subsection will describe the psychosocial needs of the different target groups in an operative ETS. This section is repressible for summarizing how people will be treated in the ETS.

B.1.4 Summary of Intersections

Each Target group section will contain a summary of intersections of needs at the end in order to provide an overview of synergies. It will cover a summary of the intersection symbols as described above. This subsection is aimed to assist the user in organizing the ETS in the most efficient way.

C. ETS SETUP AND ORGANISATION

This section deals with getting from the first moment of an ETS set up to a operational ETS with all facilities necessary. Once an ETS needs to be set up there are two main parts to be considered.

C.1 Material and staff logistics

The material and staff logistics subsection will cover all aspects related to resources in the set-up phase of an ETS. Since most ETS start with a lack of resources the process from getting from a minimum setup to the optimum set-up (fully operational) needs to be described.

C.1.1 Minimum requirements and set up

This subsection will describe the minimum that is required in terms of resources to accommodate the corresponding target group.

C.1.2 Optimum set up

The optimum set-up will describe how a full operational ETS will look like in terms of resources (material and staff) for the given target-group.

C.1.3 Getting from minimum to optimum

This section will cover the transition from minimum to optimum set-up. Here it is necessary to

describe which resources will first be scaled up and which later in order to get to the operational state effectively.

C.2 Affected people management

Next to the management of resources also affected people will come to the ETS at the first moment it is set-up. It is thus necessary to describe how to handle these people (by target-group) in the set-up phase of the ETS. It is necessary to understand that the following subsections will create requirements for the logistics parts of the guidelines.

C.2.1 Registration

This subsection will describe the registration process for the given target-group.

C.2.2 Definition of concrete needs

This subsection will describe how concrete needs of the given target group will be defined and translated into requirements for logistics.

C.2.3 Care

This subsection describes how basic catering will be done for people from the given target group. It will also cover how this catering will be transformed from a basic version into the operational (or optimal) version.

D. ASSESSMENT

The Assessment section will cover all information relevant to assess the given ETS situation. Since this a highly specialized task it will serve as the backbone to train specialized ETS managers that will also serve as contact persons for operational personnel with basic training. Please provide information relevant for assessment in this section.

E. APPENDIX

The SAMETS guideline will have to reference to various sources and other guidelines for ETS management.

In order to provide a comprehensive reference list these sources and guidelines will be referenced in this appendix. Please put all references that you use for your part of the guideline in this appendix.