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DREF operation update

Philippines: Returnees

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRPH025	Categorization of crisis¹: Yellow
DREF update n° 1: 15 June 2017	Timeframe covered by this update: 31 March 2017 – 25 May 2017
Operation start date: 31 March 2017	Operation end date: 31 August 2017 (<i>Revised</i>)
Overall operation budget: CHF 72,088	Operation timeframe: 5 months
N° of people being assisted: 394 ² people	
Host National Society: Philippine Red Cross (PRC) is the nation's largest humanitarian organization, working through 103 chapters and sub-chapters covering all administrative districts and major cities in the country. The National Society has at least 1,000 staff at national headquarters and chapter levels, and approximately one million volunteers and supporters, of whom some 500,000 are active volunteers.	

This Operation Update informs the extension of the operation's timeframe by two months (until 31 August 2017). The extension allows the chapter in providing support to the individuals who are not able to return within the initial timeframe of the operation due to issues on documentation and transportation.

A. Situation analysis

Description of the situation

Since 15 February 2017, there has been a rapid increase in the number of Filipino returnees from the state of Sabah in Malaysia arriving in Zamboanga City, Mindanao. Most of the returnees are coming from the eastern part of Sabah such as Semporna, Tawau, Lahad Datu, Kunak, Sandakan-Romero and Sandakan-Kumunak. While repatriations were procedural and common prior to the increase, the sinking of a vessel that previously transported the returnees prompted suspension of the exercise in September 2016. The suspension led to a backlog of repatriations of approximately 7,000 undocumented Filipino migrants in Sabah.

As of 26 May, a total of 2,382 returnees have arrived since the exercise started on 15 February.



PRC staff explains the different kinds of support they can provide to the returnees on their arrival. (Photo: PRC Zamboanga chapter)

15-Feb	01-Mar	08-Mar	12-Mar	15-Mar	22-Mar	05-Apr	12-Apr	19-Apr	26-Apr	25 May	Total
411	430	301	423	201	216	121	65	1	5	208	2,382

Following the arrival of sixth batch of returnees on 22 March, the Philippine Red Cross (PRC) leadership and Zamboanga City chapter determined that they needed to increase their capacity to respond to the needs of the

¹ Based on the IFRC Secretariat's Operational Response Framework. This categorization implies that the response intervention is within the capacity of the National Society of an affected country to manage with resources available in-country. If requested, the IFRC Country Office may provide any necessary technical or management support to the National Society, and if required, the IFRC Regional Office may support the mobilization of regional disaster response tools, with Geneva supporting the allocation of Disaster Relief Emergency Funds (DREF).

² Number of people being assisted is based on the number of people reached after the DREF was launched on 1 April 2017.

returnees. On 23 March, the leadership of PRC communicated formally to seek support from the IFRC Disaster Relief Emergency Fund (DREF). The request was made after a dialogue between the PRC national headquarters, PRC chapters in Basilan, Sulu, Tawi-Tawi and Zamboanga City, local government counter parts and the Department of Social Welfare and Development (DSWD). Based on assessments conducted through key informant interviews with returnees, the immediate needs were temporary accommodation, food, sleeping materials, hygiene items, medical support and psychosocial support.

By mid-April, the number of returnees began to slow down and PRC have now requested an extension of the operation timeframe until 31 August 2017. There are two main reasons. Firstly, the flow of returnees has slowed down due to congested shipping lines transporting the returnees from Sabah to Zamboanga and the expected number of 7,000 returnees is yet to be reached. Secondly, on 25 May, the Government of Philippines declared a state of Martial Law due to the Marawi crisis which may have an impact in the future.

The extension will also allow PRC to undertake an internal review of the response and lessons learnt workshop. Considering the local context of key information who will be involved in the review and lessons learnt workshop, it is appropriate that these activities are undertaken after the end of Ramadan.

Summary of current response

Overview of Host National Society

The support by PRC is being provided on one-off basis in view of the large scale of returnees' needs following the backlog of repatriations. Under normal circumstance, the National Society does not engage in providing welfare services to returnees in routine regular repatriations.

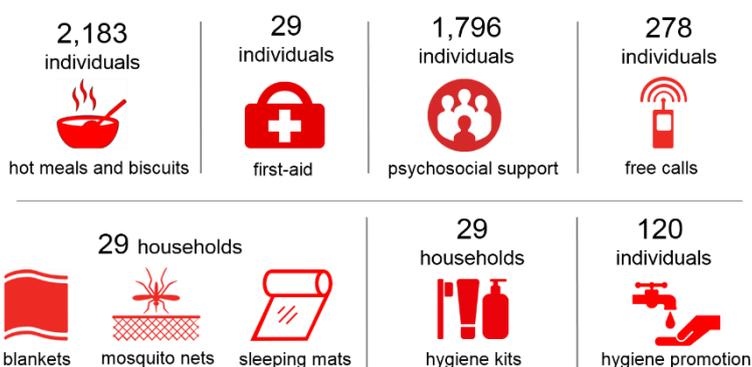
PRC has been complementing the efforts and assistance being provided by the government to the returnees providing health, safety, welfare including hot meals and psychosocial support, to returnees arriving in Zamboanga City.

So far, 2,382 people have returned to the country from Sabah. The Zamboanga City Chapter has mobilized 21 staff and volunteers to provide welfare services to the returnees. As of the latest arrival on 25 May, the National Society had provided 1,796 people with psychosocial support. To reconnect with families or nearest kin, 278 individuals were supported to make phone calls and send 'safe and well' messages to their families (both local and international calls) upon their arrival in Zamboanga City.



A chapter staff registers a returnee on PRC registry. This registry will help PRC reconnect families in case a kin is looking for them. **Photo: PRC Zamboanga chapter.**

PRC provided 2,183 individuals with hot meals and attended to 29 individuals with first aid. Furthermore, 747 individuals registered with PRC to be linked with family members who will contact the National Society regarding the status of their loved ones. For the non-food items, 29 households had received sleeping kit and hygiene kit. Alongside the distribution, hygiene promotion activities were conducted where 120 individuals were reached with hygiene messages. PRC also provided used clothing to 50 people (where 20 per cent are female and 80 per cent are male).



PRC medical technicians are on site to undertake triage before referring cases requiring medical assessment and assistance to DOH. The National Society has also placed an ambulance on-standby in the location during the arrivals of returnees.

Table 1. Breakdown of support provided by PRC Zamboanga chapter to the returnees

Date of Arrival	Total no of returnees individuals	PSS individuals	Free calls individuals	I am Alive/ Safe and Well individuals	Hot meals individuals	First aid individuals	Hygiene Kits households	Sleeping Kits households	Hygiene promotion individuals
15-Feb	411	297	3	-	144	15	-	-	-
01-Mar	430	430	50	-	430	4	-	-	-
08-Mar	301	214	29	136	375	4	-	-	-
12-Mar	423	276	44	36	423	-	-	-	-
15-Mar	201	65	32	34	201	-	-	-	-
22-Mar	216	159	43	216	216	-	-	-	-
05-Apr	121	82	37	90	121	-	-	-	-
12-Apr	65	65	11	62	65	1	3	3	-
19-Apr	1	-	-	-	-	-	-	-	-
26-Apr	5	-	-	-	-	-	-	-	-
25-May	208	208	29	173	208	5	26	26	120
Total	2,382	1,796	278	747	2,183	29	29	29	120

*The grey-coloured columns are the number of returnees supported by PRC before the DREF was launched.

When the returnees arrive at their home provinces, the local chapters also support them with additional assistance if required.

Table 2. Breakdown of support provided by Sulu and Tawi-Tawi chapters to the returnees

Chapter	PSS	Free Calls	I am alive/ safe and well	Hot meals	First-aid
Sulu	60	20	38	60	2
Tawi-Tawi	32	33	-	-	-

Based on the PRC response plan, IFRC approved a CHF 72,088 DREF allocation on 16 February 2017 to augment the resources and capacity of the National Society to respond to the immediate needs on the ground. The implementation timeframe of this operation has been extended to five months and will end on 31 August 2017. Philippines IFRC Country Office will issue the final report three months after the completion of the operations.

Overview of Red Cross Red Crescent Movement in country

The IFRC Country Office is coordinating with PRC and the ICRC, and supporting the National Society to disseminate updates on the response to Movement partners with in-country presence and to the IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur. The Country Office and APRO through the Migration Coordinator are also providing technical guidance to PRC. For this operation, the Country Office is the main partner supporting PRC while ICRC channeled its support of hygiene kits to the local government authorities.

Overview of non-RCRC actors in country

The repatriations are being coordinated between the Philippine and Malaysian authorities through its respective immigration offices. Various Philippine government departments are supporting the gradual reintegration of the returnees for their livelihood security, political participation and social protection. The lead government agency supporting the returnees is DSWD through its Processing Center for Displaced Persons (PCDP) unit in Zamboanga City. Support provided by the authorities include temporary accommodation, medical assessment and assistance, and proper documentation. From the port area, returnees are being brought to the PCPD office of DSWD. The National Commission on Muslim Filipinos also provides food to returnees upon arrival like bread, water and coffee. For the transportation arrangements for those heading to onward destinations, the local government unit of Zamboanga is subsidising the fare of their transportation.

Coordinating with the authorities

As auxiliary to the public authorities, PRC maintains a strong relationship with government bodies. The government departments involved include the Department of Social Welfare and Development (DSWD), Department of Foreign Affairs (DFA), Department of Health (DOH), Department of Labor and Employment (DOLE), National Commission on Muslim Filipinos, Philippine Coast Guard and Philippine Statistics Authority (PSA).

At the National Headquarters level, PRC is closely coordinating and collaborating with the Department of Foreign Affairs through its Office of the Undersecretary for Migrant Workers' Affairs. At the ground level, the Zamboanga chapter is coordinating closely with DSWD on the provision of immediate relief and with DOH on medical assessment and

assistance. The National Society is coordinating with relevant public authorities in Manila (through its National Headquarters) and local government units in Basilan, Sulu, Tawi-Tawi and Zamboanga City (through its chapters) to advocate for adequate support by the authorities for returnee reintegration.

Needs analysis and scenario planning

Up to 5,018 more returnees are expected to arrive in Zamboanga port from Sabah, over the coming weeks, bringing the total number of returnees to 7,000. Already, 2,382 people have arrived in eleven batches. The returnees are arriving as a combination of complete families and single individuals. Many arrive with only the very basic possessions, if any, that they could carry.

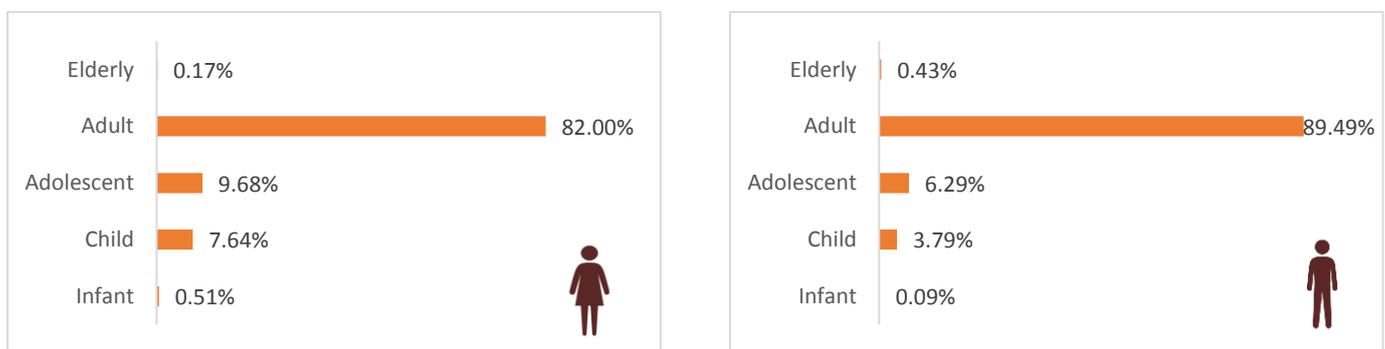
Based on the key informant interview by the chapter, some individuals reported staying in detention centres in Sabah since September 2016. This was due to the sinking of the vessel that previously transported the returnees back to Zamboanga. The backlog of returnees made the detention centres congested and stretched the provision of basic services. Some returnees have also been away from their families for some time due to the back log.

The returnees usually arrive often in the middle of the night and are often tired and disorientated. Upon arrival at the port, the returnees are received by DSWD. PRC have also set up welfare desks to provide welfare services and also hot meals.

After they have been received in the port, the returnees are then transported to DSWD’s processing centre to be documented. Once processed, they are transported to the places where they – or their kin – originate from. For those whose roots are in Zamboanga, where families are available, processing is reasonably quick. For those whose roots are the island provinces of Basilan, Sulu and Tawi-Tawi, processing and onward transportation can take days.

However, there are also a few returnees who are still staying in the processing centre of DSWD after their arrival in Zamboanga since they no longer have any family in the Philippines. The government is still considering ways on how to support them.

Based on the 1st up to 6th batches manifest of arrival obtained from the DSWD, age³ and sex profile of returnees are reflected in the chart below. Data from other batches is now being collected and assessed.



Based on key informant interviews with the returnees, the immediate needs include temporary accommodation, hot meals, sleeping materials, hygiene items, medical support and psychosocial support. Staying connected is also essential for returnees and on this regard, domestic and international phone calls are crucial to restoring family links or sending “safe and well” messages. Some returnees also need support to meet their transportation costs when heading to their places of origin, mainly the islands of Basilan, Sulu and Tawi-Tawi.

Beneficiary selection

PRC will provide assistance to returnees expected in Zamboanga port from Sabah over the coming weeks. Each returnee household or individual will be provided with a PRC beneficiary card containing the names of individual returnees or/and the members of the households. The card will form the basis for the recognition of bearers as beneficiaries of PRC. During distributions, PRC volunteers will countercheck if the names on the card are listed in distribution sheets. Upon receipt of any items or assistance, each household head will sign the award sheets or lists.

Based on the actual situation on the ground, PRC is considering a new strategy on how to best accommodate the needs of arriving returnees in terms of the distribution of relief items. The strategy will consider the needs of returnees who arrive with family members or those who come back individually.

³ 0-12 months – infant, 2-12 years old – child, 13-17 adolescent, 18-59 adult and 60 above – elderly

B. Operational strategy and plan

Over-all Objective

This operation aims to meet the immediate food, non-food and welfare needs of 5,018 returnees.

Proposed strategy

This CHF 72,088 DREF allocation contributes to the overall PRC plan of action. The operation will be implemented over five months – inclusive of replenishments – and will be completed by 31 August 2017. A final report will be made available three months after the end of the operation.

Provision of assistance and post-assistance monitoring will be carried out by PRC staff and volunteers at the chapter levels – in Basilan, Sulu, Tawi-Tawi and Zamboanga City. Interventions of the chapters will include provision of psychosocial support, hot meals, non-food items and support for restoring family links.

Specific activities will include:

1. Setting up of welfare desks
2. Providing psychosocial support
3. Providing hot meals to all returnees
4. Supporting returnees to make free calls to their relatives
5. Providing essential household items (two blankets, two plastic sleeping mats, two mosquito nets and one hygiene kit) to 5,018 returnees, i.e. 1,004 families based on the region's average of five members per family.
6. Disseminating basic hygiene messages to the returnees

Operational support services

Human resources

A social welfare assistant from Social Services Department from PRC went to Zamboanga chapter for a week to provide technical assistant to the chapter staff and volunteers. One member of the regional disaster response team (RDRT) member will be deployed to support specific aspects of the operation – mainly at the national headquarters – as per PRC's request.

Gender and diversity

PRC ensures that its interventions are aligned with its own as well as the [IFRC Minimum standard commitments to gender and diversity](#) in emergency programming. The PRC operation will provide support to all returnees who include children, pregnant or lactating women, men and boys. Most, if not all, belong to the socially vulnerable households, and lack relevant resources to cope with basic humanitarian needs on their own.

Logistics and supply chain

Logistics activities aim to effectively manage the supply chain, including, procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

The in-country logistics team dispatched the non-food items prepositioned from Cebu warehouse to Zamboanga Chapter - sleeping kits (which consists of 2 blankets, 2 mosquito nets and 2 plastic mats) and hygiene kits.

Procurement for replenishment has been done as per IFRC standard procurement procedures. Blankets and sleeping mats has been sourced locally by the National Society with support of the IFRC in-country logistics team while hygiene kits and mosquito nets was sourced via the IFRC Regional Logistics Unit (RLU) in Kuala Lumpur, Malaysia. The RLU will also extend technical logistics support to the Country Office and PRC, if required.

Information technologies (IT)

The DREF allocation will cover costs of mobile phone credit and Internet cards for the four chapters involved. PRC will ensure that staff and volunteers involved in the operation are reachable via mobile phones. The chapters have computers for keying in data, preparing reports and sending official communication.

Communications

All communications are being coordinated and shared with PRC and ICRC communications teams before publication. So far, the only public information released is [Information Bulletin](#) issued on 17 March.

Beneficiary communications and accountability

No update as of reporting.

Security

Parts of Mindanao are security-sensitive due to the presence and operations of other bearers of arms. Basilan, Sulu and Tawi -Tawi are areas of highest security concern. Given the context, and in accordance with security protocols, no national headquarters and/or expatriate personnel will be deployed to the three provinces. All activities will be implemented by the respective PRC chapters whose staff and volunteers come from the target communities.

Following the clash between the non-state armed group and government forces in Marawi on 23 May 2017, the Philippine Government declared Martial Law in the whole region of Mindanao for two months. Going in and out in the region is limited. Considering the situation on the ground, all staff from the Red Cross and Red Crescent Movement in-country will follow strict compliance of the security guidelines. All this will be done in close coordination with ICRC.

Planning, monitoring, evaluation, & reporting (PMER)

Reporting on the operation will be made in accordance with the IFRC minimum reporting standards. Other than this update, a final report within three months of the end of the operation will also be published. An internal review and lessons learned workshop will be held at the end of the operation to inform future similar interventions.

Administration and Finance

The IFRC provides the necessary operational support for review, validation of budgets, bank transfers and technical assistance to National Societies on procedures for justification of expenditures, including the review and validation of invoices. PRC – which is on working advance system – has been supported for many years by the IFRC and is accustomed to these financial procedures.

C. Detailed Operational Plan⁴

Quality programming

Quality programming			
Outcome 1: Adequate assessment, monitoring and internal review measures contribute to an effective and relevant response	Outputs		% of achievement
		Output 1.1: Continuous analysis and monitoring guide implementation of the operation and an end-line internal review informs future similar interventions	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
1.1.1 Mobilize PRC staff and volunteers for assessments, ongoing situation analysis and post-assistance monitoring	X		8%
1.1.2 Deploy one RDRT member to provide technical support to the National Society		X	0
1.1.3 Undertake assessments, ongoing situation analysis and post-assistance monitoring	X		8%
1.1.4 Ensure that any adjustments to this plan are informed by continuous assessment of needs and feedback from affected people	X		8%
1.1.5 Undertake an internal review of the response and organize a 'lessons learned' workshop to inform future similar interventions	X		50%
Progress towards outcomes			
With the arrival of every batch of returnees, PRC Zamboanga chapter immediately sets-up welfare desks that serve as a one-stop shop. Alongside the provision of different support – like hot meals, free calls, and PSS – is the assessment on returnees' needs.			
Considering the decrease of frequency and number of returnees coming back, the Plan of Action will be extended for another two months. This is to ensure that returnees who are not able to return within the initial timeframe of the operation can still be supported. The main factor in the decrease of arrival is the issue related to strict documentation policy of the Malaysian government and transportation capacity.			

⁴ Progress of activities is based on achievements after the DREF was launched on 1 April 2017.

Based on the actual situation on the ground, PRC is considering a new strategy on how to best accommodate the needs of arriving returnees in terms of the distribution of relief items. The strategy will consider the needs of returnees who arrive with family members or those who come back individually.

A lessons learnt workshop is planned to review the on-going operation. The workshop will be an opportunity to capture the gaps and needs in implementing the operation. All chapters involved in the operation will join and have their inputs.

Water, sanitation and hygiene promotion

Needs analysis: Returnees are reaching Zamboanga City with only the very basic, if any possessions, they could carry from Sabah. They are being provided with mosquito nets and hygiene kits, complemented with dissemination of basic hygiene messages, including on the prevention of malaria which is endemic in the provinces of Basilan, Sulu, Tawi-Tawi and Zamboanga. Safe water and sanitation facilities are available at the temporary accommodation in DSWD's PCDP office, and as such no need for PRC to intervene in these.

Population to be assisted: 1,004 returnee families will receive mosquito nets (2 per family) and hygiene kits (1 per family).

Water, sanitation, and hygiene promotion			
Outcome 2: Immediate reduction in risk of water and vector borne diseases to returnees	Outputs		% of achievement
		Output 2.1: Improved knowledge of hygiene among the returnees	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
2.1.1. Provide hygiene kits and mosquito nets to returnee families	X		3%
2.1.2. Mobilize community health volunteers to disseminate basic hygiene messages to returnees	X		8%
2.1.3. Procure hygiene kits and mosquito nets to replenish those distributed to returnee families	X		80%
Progress towards outcomes			

PRC was able to provide the following non-food items so far.

Table 3. Breakdown of households reached with mosquito nets and hygiene kits⁵.

Date	Mosquito nets	Hygiene kits
12 April	3	3
25 May	26	26
Total	29	29

For the distribution of non-food items, priorities were given to returnees who arrived with family members. To accommodate the needs of those returnees who come back individually, PRC will consider a new strategy on how to best accommodate them and the families they are returning to.

The overall progress is low as the flow of returnees has slowed down due to congested shipping lines transporting the returnees from Sabah to Zamboanga and the expected number of 7,000 returnees is yet to be reached.

The Chapter conducted a simplified hygiene promotion for adults and children, promoting good behavioral change through education to improve hygiene practices among individuals. The activity reach 120 individuals (60 children and 60 adults, where 37 percent are female and 63 per cent are male for adults).



Zamboanga City chapter personnel teaches children proper hand-washing, educating them on how to improve hygiene practices.
(Photo: PRC Zamboanga chapter)

⁵ A standard hygiene kit contains 12 pieces' body soap, 5 pieces' laundry soap, 40 pieces' sanitary pads, 5 pieces' bath towels, 6 pieces' toilet paper, 2 pieces' tooth paste, 5 pieces' tooth brush and 4 pieces of disposable razor.

Shelter (household non-food items)

Needs analysis: Returnees are reaching Zamboanga City with only the very basic possessions, if any, they could carry from Sabah. Returnees require essential non-food items, including sleeping items, to meet immediate needs in a dignified manner.

Population to be assisted: 1,004 returnee families will receive non-food relief items (2 blankets and 2 sleeping mats).

Shelter (including household non-food items)																								
Outcome 3. The immediate non-food needs of the returnees are met.	Outputs		% of achievement																					
	Output 3.1 Essential household items are provided to the returnees.																							
Activities	Is implementation on time?		% progress (estimate)																					
	Yes (x)	No (x)																						
1.1.1 Register returnee families.	X		8%																					
1.1.2 Mobilize and transport non-food items from prepositioned stocks to affected areas.	X		100%																					
1.1.3 Distribute non-food items to returnee families.	X		3%																					
3.1.4. Procure blankets and sleeping mats to replenish those distributed to returnee families	X		80%																					
Progress towards outcomes																								
<p>The in-country logistics team already dispatched sleeping kits and hygiene kits good for 1,004 families. The items were already handed over to Zamboanga Chapter who take the lead in distributions.</p> <p>Distribution of items was undertaken at the processing office of DSWD where returnees are being brought to be documented after their arrival at the port area. The 29 households reached with sleeping kit. The same households were also reached with hygiene kit (table below is the age and sex disaggregated data).The following is a breakdown of items distributed.</p>																								
<p>Table 4. Breakdown of households reached with sleeping kit.</p> <table border="1"> <thead> <tr> <th>Date</th> <th>Sleeping kits</th> </tr> </thead> <tbody> <tr> <td>12 April</td> <td>3</td> </tr> <tr> <td>25 May</td> <td>26</td> </tr> <tr> <td>Total</td> <td>29</td> </tr> </tbody> </table>				Date	Sleeping kits	12 April	3	25 May	26	Total	29													
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12 April	3																							
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			 <p>A PRC staff handed over the hygiene and sleeping kit to a woman beneficiary. (Photo: PRC Zamboanga chapter)</p>																					
<p>The overall progress is low as the flow of returnees has slowed down due to congested shipping lines transporting the returnees from Sabah to Zamboanga and the expected number of 7,000 is yet to be reached.</p>																								
<p>Table 5. Age and sex disaggregation data of families reached with non-food items</p> <table border="1"> <thead> <tr> <th>Age group</th> <th>Male</th> <th>Female</th> </tr> </thead> <tbody> <tr> <td>Elderly</td> <td>3</td> <td>-</td> </tr> <tr> <td>Adult</td> <td>60</td> <td>57</td> </tr> <tr> <td>Adolescent</td> <td>5</td> <td>10</td> </tr> <tr> <td>Child</td> <td>26</td> <td>20</td> </tr> <tr> <td>Infant</td> <td>2</td> <td>2</td> </tr> <tr> <td>Total</td> <td>96</td> <td>89</td> </tr> </tbody> </table>				Age group	Male	Female	Elderly	3	-	Adult	60	57	Adolescent	5	10	Child	26	20	Infant	2	2	Total	96	89
Age group	Male	Female																						
Elderly	3	-																						
Adult	60	57																						
Adolescent	5	10																						
Child	26	20																						
Infant	2	2																						
Total	96	89																						

Health

Needs analysis: Based on interviews with the returnees the repatriation process causes some level of psychological stress on the returnees. The operation will provide psychosocial support to the returnees.

The arrival of the vessel carrying returnees arrive is often announced at the last minute. The vessel also mainly arrives in the middle of the night. As such, the chapter staff and volunteers often have to mobilize at very short notice to prepare the welfare desks and hot meals. This then takes up most of the night and the next few days as the returnees are processed. As such, stress management support is also given to staff and volunteers working on the operations.

Population to be assisted: Up to 5,018 people will be provided with psychosocial support and referred for healthcare services if required.

Health			
Outcome 4: The immediate mental health risks of returnees are reduced through targeted psychosocial support	Outputs		% of achievement
		Output 4.1: Psychosocial support provided to the returnees	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
4.1.1 Provide orientation and training of staff and volunteers on provision of psychosocial support.	X		100%
4.1.2 Produce information, education and communication materials relevant for psychosocial support.	X		7%
4.1.3 Provide psychosocial support to returnees and support referral processes for cases requiring specialist attention	X		36%
4.1.4 Organize peer support sessions, 'rest and recreation' and team building activities for staff and volunteers involved in the response	X		100%
Progress towards outcomes			
<p>The returnees are often held for long periods of time in the Sabah before being transported to Zamboanga, the sea travel takes four hours and they often arrived with only the very basic possessions, if any, they could carry. The backlog of returnees makes detention centres congested. Psychosocial support is crucial considering the stress induced of being held in over-crowded detention centres with limited the access to basic facilities. Others have been away from their families for some time since they have been held in detention centres. Hence, PSS is an important part of the PRC response.</p> <p>Right in the port area, during the different batches of arrival, PRC staff provided PSS through psychological first aid to 1,796 (41 per cent were female and 59 per cent were male) children and adult⁶. Some of the returnees who arrived also need medical care. With this, PRC provided first aid to 29 individuals and monitored the blood pressure for the elderly which were then referred to DOH for further examination. This is to ensure that returnees will be provided with appropriate medical attention. The team also treated cases of scabies (a skin diseases) and fever. Based on the records from DOH, migraine, respiratory tract infection and skin disease are the top 3 common medical condition of the returnees.</p> <p>The influx of the returnees that often arrive in the middle of the night at the Zamboanga port has caused chapter staff and volunteers to work for extended hours. PRC gives importance to protecting the psychosocial wellbeing of its own staff and volunteers as well as the returnees. With this, PRC conducted a Psychosocial Support Programme for the Zamboanga Chapter staff and volunteers at the Grand Astoria Hotel in Zamboanga City on 22 April 2017, where 22 participants (where 59 per cent are female and 41 per cent are male) from Zamboanga chapter joined.</p>			
			
		<p>PRC personnel from Zamboanga chapter were provided with PSS programme by the Social Services Department (Photo: PRC)</p>	

⁶ Out of the 1,796 persons that have received PSS services, 355 received through the allocation of this DREF.

Food security and nutrition

Needs analysis: Returnees require food upon arrival and pending onward journey to provinces of origin. This operation will provide hot meals in temporary accommodation.

Population to be assisted: 5,018 people will be provided with hot meals.

Food security and nutrition			
Outcome 5: The immediate food needs of the returnees are met.	Outputs		% of achievement
		Output 5.1: Returnees have access to meals.	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
5.1.1 Register returnee families.	X		8%
5.1.2 Mobilize volunteers and staff to prepare meals in temporary accommodation centres.	X		8%
5.1.3 Serve hot meals to returnees.	X		8%
Progress towards outcomes			
<p>On the date of repatriation, Philippine government alert its concern agencies as well the PRC. Then, staff from Chapter prepare hot meals for the returnees as they arrive in Zamboanga.</p> <p>Right after the arrival of the returnees in the port area, the chapter provides returnees with hot meals. So far, 2,183 people were provided with hot meals, a rice porridge with chicken, during their arrival at the Zamboanga port. Of the total number provided with hot meals, 394 was through the DREF.</p>			

Restoring Family Links

Needs analysis: Connectivity is essential for the returnees, especially in maintaining or establishing contact with family members.

Population to be assisted: Up to 5,018 people will be assisted to establish links with their family members or to send "safe and well" messages.

Restoring Family Links			
Outcome 6: Family links are re-established and maintained between separated relatives	Outputs		% of achievement
		Output 6.1: Returnees are supported to access appropriate means of communication to re-establish and maintain contact with their loved ones.	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
6.1.1 Set up welfare desks and undertake awareness sessions about RFL services among the returnees.	X		8%
6.1.2 Provide phone services as well as collect and process 'safe and well' messages.	X		8%
6.1.3 Collect and process tracing requests.	X		8%
6.1.4 Provide mobile phone charging options to returnees.	X		8%
Progress towards outcomes			
<p>PRC always sets-up a welfare desks every time they get informed of the returnee's arrival. The desks serve as the main stop for client-relations including registration of affected people in need of assistance, determining the immediate needs of registered people and referring them to the relevant PRC department or another agency for assistance. Part of the different services available also include first-aid, PSS, and restoring family links through free calls and I am alive registration.</p>			

To reconnects individuals to their immediate kin, PRC provided free calls (both international and local) to 278 people when they arrived in Zamboanga port. The same service is being provided as well in the processing centre of DSWD where the returnees take temporary refuge. There were also 747 (42 per cent female and 58 per cent male) individuals who registered themselves in PRC master lists as alive. In case a family member would look for them, it would be easy for PRC to trace and let the family members reconnect. To date, although PRC did not receive any inquiry of a family members looking for kin, it is closely paying high attention to returnees who are still staying in the processing centre who do not know any family members here in the Philippines.

When the second batch of returnees arrived, PRC collaborated with Globe, a telecommunications company. Many of the returnees do not have any Philippine simcard they could use while others do not own any cellphone at all. Globe provided free sim cards and PHP10 prepaid load to the returnees, providing access to communications.

Challenges

The schedule of arrival for the returnees is indefinite and usually falls from midnight to dawn. The chapters are only informed about the schedule a few hours before arrival. Part of the challenges faced by the Chapters is gathering all the volunteers and the very limited time to prepare the necessary ingredients (from purchase to preparation) for the hot meals. Staff and volunteers mobilized for this operation become exhausted due to extended working hours during the night.

Reference documents



Click here for:

- [DREF Operation](#)
- [Interim Financial Report](#)

Contact Information

For further information, specifically related to this operation, please contact:

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

Disaster Response Financial Report

MDRPH025 - Philippines - Returnees

Timeframe: 31 Mar 17 to 30 Jun 17

Appeal Launch Date: 31 Mar 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/3-2017/4	Programme	MDRPH025
Budget Timeframe	2017/3-2017/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		72,088				72,088	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		72,088				72,088	
C4. Other Income		72,088				72,088	
C. Total Income = SUM(C1..C4)		72,088				72,088	
D. Total Funding = B + C		72,088				72,088	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		72,088				72,088	
E. Expenditure		-3,617				-3,617	
F. Closing Balance = (B + C + E)		68,471				68,471	

Disaster Response Financial Report

MDRPH025 - Philippines - Returnees

Timeframe: 31 Mar 17 to 30 Jun 17

Appeal Launch Date: 31 Mar 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/3-2017/4	Programme	MDRPH025
Budget Timeframe	2017/3-2017/6	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)						72,088	72,088	
Relief items, Construction, Supplies								
Clothing & Textiles	20,415							20,415
Food	6,022							6,022
Water, Sanitation & Hygiene	15,060							15,060
Medical & First Aid	840							840
Teaching Materials	100							100
Other Supplies & Services	1,640							1,640
Total Relief items, Construction, Sup	44,077							44,077
Logistics, Transport & Storage								
Storage	62							62
Distribution & Monitoring	1,200							1,200
Transport & Vehicles Costs	3,650		3,259			3,259		391
Logistics Services	1,600							1,600
Total Logistics, Transport & Storage	6,512		3,259			3,259		3,253
Personnel								
National Society Staff	1,788							1,788
Volunteers	1,238		87			87		1,151
Total Personnel	3,026		87			87		2,939
Workshops & Training								
Workshops & Training	6,000							6,000
Total Workshops & Training	6,000							6,000
General Expenditure								
Travel	6,563							6,563
Information & Public Relations	1,000							1,000
Office Costs	210							210
Communications	300							300
Financial Charges			50			50		-50
Total General Expenditure	8,073		50			50		8,023
Indirect Costs								
Programme & Services Support Recove	4,400		221			221		4,179
Total Indirect Costs	4,400		221			221		4,179
TOTAL EXPENDITURE (D)	72,088		3,617			3,617		68,471
VARIANCE (C - D)			68,471			68,471		