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# Emergency Plan of Action Operation Update

## Moldova - Extreme Winter Conditions

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation n° MDRMD006</b> <b>EPoA Operation Update n° 1</b>	<b>Glide n° CW-2019-000013-MDA</b>
<b>Date of issue:</b> 3 June 2019	<b>Timeframe covered by this update:</b> 6 February 2019 – 31 May 2019
<b>Operation start date:</b> 6 February 2019	<b>Operation timeframe:</b> 5 months in total (with 1-month extension) <b>Operation end date:</b> 2 July 2019
<b>Overall operation budget:</b> CHF 161,502	
<b>N° of people being assisted:</b> 1,120 families <sup>1</sup>	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> Moldova Red Cross, IFRC	
<b>Other partner organizations actively involved in the operation:</b> Regional governments, Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs	

### Summary of major revisions made to emergency plan of action:

*A recommendation to conduct post-distribution monitoring to properly evaluate the implementation of operation was suggested after RDRT mission in Moldova in March 2019. The post-distribution monitoring will be done by Moldova Red Cross during week 2-3 of June 2019. The timeframe of the DREF operation is therefore extended by one month to implement the post-distribution monitoring mission. The operation is fully implemented. No new funds allocation is required.*

*At least 1,120 families received support within the operation and food parcels and blankets, and 400 families received heaters and coverage of electricity bills as well for three months.*

## A. SITUATION ANALYSIS

### Description of the disaster

Precarious meteorological conditions, abundant snow, low temperatures were registered between 11 and 12 January 2019 on the territory of the Republic of Moldova. The level of snow reached 30 – 190 mm throughout Moldova, which was extreme, with most of snow falling in the central and northern part of the country. The Government announced code of danger “yellow” in the country. On 11-12 January the roads were closed for any movement, but after 24 hours cleaned and opened again. 14 communities in 5 districts were left without electricity for one day. Low temperatures were registered (-5 to -11 C°).

Low temperatures in Moldova have been registered until the end of January. On 20 January, several regions of the country were affected by the icy rain, which covered all the roads in snow. It was reported that a total of 5,460 people was affected by the disaster. Many people with limited physical mobility and living alone were blocked in their houses limiting their ability to purchase required items, including food. Due to the lower than normal temperatures, the housing condition proved to not be adequate to keep households warm. The most vulnerable were unable to afford the costs of heating and are concerned that additional costs associated with heating would indebt them further. Out of the 5,460 affected people, 2,912 needed Red Cross assistance. These were mainly older people, people with disabilities or people with very low income in their families. Because of their poverty, they could not afford to heat the houses as the heating

<sup>1</sup> The exact number will be included to the final report.

costs were very high. With the limited income, people preferred to spend money on food or for medicines rather than on heating or electricity put them at risk of developing illnesses and further exacerbating their difficult situation.

## **Summary of the current response**

### **Overview of Host National Society**

Moldova RC has about 100,000 members, 16 branches, about 800 active volunteers. All the activities are coordinated from the HQ. Frozen conflict in Transnistria contributes to a sustained and persistent vulnerability of large sections of the population. However, with the divided country, Red Cross still stays united – Moldova RC has access to the vulnerable population on both sides of Dniester river. Staff and volunteers of the Moldova Red Cross have started collection of clothes and footwear. Donations from the local population made it possible to distribute used clothes to 210 people. Moldova Red Cross has also addressed DeFacto clothes company with the request to provide warm clothes and footwear as in-kind donations.

Around 120 volunteers and staff were involved in the provision of support to those affected. One more region – Benderi – was added as the beneficiary region for the operation for distribution of food parcels and blankets (80 families). The region was added after additional analysis of the situation and information provided by Benderi Red Cross branch, which could not be provided initially because data arrived late from the district. The National Society was very fast in organizing all necessary tender procedures to purchase food parcels, blankets and heaters; the suppliers provided samples of their production.

The target groups and beneficiaries were selected by Moldova Red Cross in cooperation with the local communities, central and local governments. The distribution of the relief items started in early March. 1,120 families received support within the operation. Besides food parcels and blankets, 400 families have also received heaters and a possibility to cover the bills for electricity for 3 months.

While distributing the relief items, staff and volunteers provided psychosocial support to those affected. The logos of Moldova Red Cross and the IFRC were used to ensure visibility at all the stages of the operation.

A series of lessons learned workshops was organized in May 2019 in five regions of Moldova. The workshops were organized on the regional levels so that to involve the local authorities, the representatives of the local departments of Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs, medical structures and social services. During the workshops the flow of the operation was discussed, as well as the roles of each partner in case similar disasters happen. After the regional workshops, the branch managers gathered in Chisinau to document and discuss all the results with the whole DREF operation team in the HQ and the NS President.

### **Overview of Red Cross Red Crescent Movement in country**

The IFRC continues to support the Moldova Red Cross in implementation of the DREF operation. The IFRC provides technical advice, tools and standards, facilitating organizational development and knowledge sharing, monitoring and reporting. The IFRC provided DREF as a response tool for harsh winter conditions. Three monitoring visits were organized to Chisinau in February – May 2019 by the IFRC country representation. The tender commission meeting was attended by HoCC of the IFRC CCST for Russia, Belarus and Moldova and programme coordinator, all the tender results were duly documented and improved by the Global Operational Logistics, Procurement and Supply Chain Management.

### **Overview of non-RCRC actors in country**

The overall coordination of the response to unfavourable winter conditions rests with the Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs. 445 staff of emergency service and 141 rescue vehicles were used to help those stranded on roads. The state institutions and the service of the emergency situations carried out road cleaning works and cleared up access ways to shops, medical institutions. State services have helped homeless people, who were hosted in Placement Centres, and offered hot food.

## **Needs analysis and scenario planning**

### **Needs analysis**

According to Moldova Red Cross, in seven regions of the country (Edinet, Telenesti, Calaras, Ungheni, Basarabeasca, Criuleni, Anenii Noi.), 41 communities in total, 1,040 families (at least 2,912 people) needed support during the cold weather period. These were older people living in unfavourable social conditions, people with disabilities, with critical health status, who were left without food supplies and heating resources.

After additional analysis of the situation one more region (Benderi) with 80 benefiting families was included to the operation.

The vulnerable families who benefited from the operation consist mainly of elderly and/or disabled people. Their pension is extremely low: 500-700 Moldovan lei, which is around CHF 30-40 per month. The families live both in private houses and blocks of flats. The families either didn't have access to central heating or could not afford it, as the cost was extremely high, especially compared to the income. Based on evidence provided by the local departments for social

services and Red Cross branch managers, it was defined that food parcels and blankets were the biggest need of the vulnerable families. Food parcels included buckwheat (3 kg), rice (3 kg), sugar (3 kg), wheat flour (2 kg), refined sunflower oil (2 bottles 900 ml each), pasta (2 kg), canned meat from pork, beef, poultry (8 pcs), which could support the family and help them survive during winter, while the family budget could be used for heating. The blankets (thick, warm duvets) were big enough to be used by 2 family members at a time, if needed. However, the most vulnerable families were defined, who had no possibility to warm up their houses. Thus, additionally 400 electric heaters were purchased and distributed among 400 families. With the high prices for electricity in Moldova (when the heaters are used the cost of electricity can be as high as 1,300 lei) and very low income of the vulnerable people (500-700 lei), support to cover bills for electricity was also needed. With such support those affected by the cold wave have a possibility to make one warm room in their house which can protect their health status and living in dignity and safety until the weather is warmer in spring.

Initially, at the planning of the operation, no post-distribution monitoring (PDM) activities were envisioned by Moldova Red Cross. However, the RDRT deployment recommended to accomplish a PDM. Deployment of one RDRT member was organized to Moldova in the beginning of March. The mission included monitoring of distribution, a sample post-distribution monitoring and supporting the NS team in implementing the operation. The sample PDM was done with 12 families and it was recommended to finish PDM and include at least 88 more families.

Since it was not possible to deploy any RDRT member later on, the National Society committed to finalize the PDM itself. Moldova Red Cross could not commit to finalize the PDM before 2 June (initially planned end date of the operation). The PDM will be implemented during weeks 2 and 3 of June. **Thus, it is recommended to extend DREF timeframe by one month to finalize the post-distribution monitoring.**

## B. OPERATIONAL STRATEGY

### Implemented strategy

The operation was coordinated by Moldova Red Cross HQ disaster response specialist and branch chairpersons in their areas of responsibility. The President of Moldova Red Cross was involved in overall control of the operation. Red Cross volunteers implemented the delivery of the emergency assistance. During the relief operation, state services assisted Red Cross affiliates in evaluating and collecting lists of beneficiaries and in collecting information about the electricity accounts of the beneficiaries. Deployment of one Regional Disaster Response Team (RDRT) member with strong cash and voucher background added value to support the National Society in managing the operation, monitoring and relief distribution.

The IFRC provided technical support to Moldova RC to develop terms of reference for procurement within the operation, and technical support during the tendering procedure and operation in general. The IFRC provided technical support to Moldova RC in designing and managing the cash allocations for the electricity bills. The staff and volunteers of Moldova RC was also providing psychosocial support to the affected people, talking to them, explaining how they can protect themselves during cold winter and ensured supportive communication. IFRC provided logistics and relief expertise in the form of RDRT support in the operation for Moldova Red Cross from the commencement of the operation until it is needed and justified.

The distribution was followed by monitoring and lessons learned workshops in the regions. The workshops involved the local authorities, the representatives of the local departments of Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs, medical structures and social services. During the workshops the flow of the operation was discussed, as well as the capacities and roles of each partner in case similar disasters happen.

The results of the workshops will be further analysed with the support of IFRC and recommendations for the future immediate response, as well as recommendations on quick and efficient needs assessment will be developed. Recommendations will be included to the final report of the operation.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 1,120 families

Male: no data available yet

Female: no data available yet

**Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions**

**Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households**

Indicators:	Target	Actual
# people reached with blankets and heaters	1,040 families	1,120 families
# people reached with payment of electricity bills	400 families	400 families

#### Progress towards outcomes

A detailed needs assessment was jointly done by the local authorities and Moldova Red Cross regional branch in February, following which the updated needs were communicated to add one more region to the operation.

In the second week of February, the IFRC Head of Country Cluster and programme officer visited Moldova Red Cross to monitor the operation and procurement as well as to coordinate the operation. After approval of the tendering process by the IFRC Regional Office for Europe, the delivery of goods to the affected districts started in the beginning of March.

Distribution of the above relief was organized in March 2019. 1,120 blankets and 400 heaters were distributed at distribution points set with the support of the local authorities. The volunteers and staff of Red Cross helped people to deliver blankets to their homes, in case they required help.

Moldova Red Cross examined the market to find out that the payment of electricity bills is provided for the vulnerable people by the Jewish community in the country. The president, with her staff had a meeting with Jewish community to analyse the mechanism, which was further implemented within the operation. The agreement was made with two electricity companies in the country, operating in the districts where the beneficiaries live. The branches collected the numbers of electricity accounts of the beneficiaries. These numbers are unique for every household. Then, the transfer of funds was done to the electricity companies indicating the accounts of the beneficiaries. The beneficiaries were later informed that the transfer of funds was done.

12 families were interviewed immediately after the distribution of the relief, in the framework of the RDRT mission in March. PDM will be implemented in June by Moldova Red Cross.



### Livelihoods and basic needs

People reached: 1,120 families

Male: no data available yet

Female: no data available yet

**Outcome 1:**

**Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities**

Indicators:	Target	Actual
# people reached with food parcels	1,040 families	1,120 families

#### Progress towards outcomes

A detailed needs assessment was jointly done by the local authorities and Moldova Red Cross regional branch in February, following which the updated needs were communicated to add one more region to the operation.

In the second week of February, the IFRC Head of Country Cluster and programme officer visited Moldova Red Cross to monitor the operation and procurement as well as to coordinate the operation. After approval of the tendering process by the IFRC Regional Office for Europe, the delivery of goods to the affected districts started in the beginning of March.

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12 families were interviewed immediately after the distribution of the relief, in the framework of the RDRT mission in March. PDM will be implemented in June by Moldova Red Cross.

## Strategies for implementation

**S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform**

**Output S1.1.4: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
# volunteers provided with briefings on their roles and trained	110	120

### Progress towards outcomes

The distribution of the relief items within the operation was done by Moldova Red Cross staff and 120 local volunteers, with active support provided by the local authorities.

**Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place**

Indicators:	Target	Actual
3 staff are hired and are fully operational in their positions	3	4

### Progress towards outcomes

To assure the implementation of the operation, four staff members were hired: coordinator of the operation, assistant to coordinator/translation, logistics/distribution officer and finance officer. Thus, all the aspects of operation, including procurement and reporting, were well organized and implemented with quality.

**Outcome S2.1: Effective and coordinated international disaster response is ensured**

**Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained**

Indicators:	Target	Actual
1 RDRT mission is launched to support the operation	1	1

### Progress towards outcomes

RDRT mission was launched to support of the Moldova RC during distribution of the food parcels, heaters and blankets within DREF operation of Moldova RC and to exchange knowledge. During the mission, 12 families were interviewed after the distribution. It was recommended to the NS to interview at least 88 more families to have a clear picture of the efficiency of support provided.

**Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.**

**Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues**

Indicators:	Target	Actual
2 press releases or conferences are organized	2	0

### Progress towards outcomes

No press-conferences on provision support was organized during the operation: in the end of February governmental elections took place. However, on the local level, the media were informed about the operation and later invited to the LLWs. The NS has no website, but the information about distribution was published on the Facebook pages of Moldova Red Cross HQ and its branches.

**Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders**

Indicators:	Target	Actual
1 final narrative and financial report is submitted on time	1	0

## Progress towards outcomes

The National Society was in constant contact with the IFRC, providing regular updates on the implementation process and financial situation. The analysis of the implementation was done during the LLWs in the regions, with the involvement of the representatives of local departments of Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs, medical structures and social services. Further information will be included to the narrative report as well. The final financial and narrative report will be published after the end of operation.

## D. BUDGET

The total budget for this DREF operation is CHF 161,502.

## Contact information



Click [here](#) to see the EPoA

Click [here](#) to see the interim financial report

Click [here](#) to return to the title page

**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**.

# DREF Operation

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/02-04	Operation	MDRMD006
Budget Timeframe	2019/02-06	Budget	APPROVED

Prepared on 30/May/2019

All figures are in Swiss Francs (CHF)

## MDRMD006 - Moldova - Extreme Winter Conditions

Operating Timeframe: 02 Feb 2019 to 02 Jun 2019

### I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>161,502</b>
DREF Allocations	161,502
<b>Expenditure</b>	<b>-143,544</b>
<b>Closing Balance</b>	<b>17,958</b>

### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			<b>0</b>
AOF2 - Shelter	105,755	141,558	<b>-35,804</b>
AOF3 - Livelihoods and basic needs	25,645		<b>25,645</b>
AOF4 - Health			<b>0</b>
AOF5 - Water, sanitation and hygiene			<b>0</b>
AOF6 - Protection, Gender & Inclusion			<b>0</b>
AOF7 - Migration			<b>0</b>
<b>Area of focus Total</b>	<b>131,400</b>	<b>141,558</b>	<b>-10,158</b>
SFI1 - Strengthen National Societies	16,257		<b>16,257</b>
SFI2 - Effective international disaster management	10,650	1,392	<b>9,258</b>
SFI3 - Influence others as leading strategic partners	3,195		<b>3,195</b>
SFI4 - Ensure a strong IFRC		594	<b>-594</b>
<b>Strategy for implementation Total</b>	<b>30,102</b>	<b>1,986</b>	<b>28,116</b>
<b>Grand Total</b>	<b>161,502</b>	<b>143,544</b>	<b>17,958</b>

# DREF Operation

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/02-04	Operation	MDRMD006
Budget Timeframe	2019/02-06	Budget	APPROVED

Prepared on 30/May/2019

All figures are in Swiss Francs (CHF)

## MDRMD006 - Moldova - Extreme Winter Conditions

Operating Timeframe: 02 Feb 2019 to 02 Jun 2019

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>106,080</b>		<b>106,080</b>
Clothing & Textiles	31,200		31,200
Food	22,880		22,880
Other Supplies & Services	52,000		52,000
<b>Logistics, Transport &amp; Storage</b>	<b>2,400</b>		<b>2,400</b>
Distribution & Monitoring	2,400		2,400
<b>Personnel</b>	<b>23,265</b>		<b>23,265</b>
International Staff	10,000		10,000
National Society Staff	9,800		9,800
Volunteers	3,465		3,465
<b>Workshops &amp; Training</b>	<b>3,400</b>		<b>3,400</b>
Workshops & Training	3,400		3,400
<b>General Expenditure</b>	<b>16,500</b>	<b>5,103</b>	<b>11,397</b>
Travel	10,800	4,893	5,907
Information & Public Relations	3,200		3,200
Office Costs	2,500		2,500
Financial Charges		211	-211
<b>Operational Provisions</b>		<b>129,680</b>	<b>-129,680</b>
Operational Provisions		129,680	-129,680
<b>Indirect Costs</b>	<b>9,857</b>	<b>8,761</b>	<b>1,096</b>
Programme & Services Support Recover	9,857	8,761	1,096
<b>Grand Total</b>	<b>161,502</b>	<b>143,544</b>	<b>17,958</b>