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Emergency Plan of Action

Preliminary Final Report

Rwanda: Population Movement (Burundi)

 International Federation
of Red Cross and Red Crescent Societies

DREF operation MDRRW012	Glide n° OT-2015-000129-RWA
Date of Issue: 1 February, 2016	Date of disaster: 3 April 2015
Operation start date: 8 May 2015	Operation end date: 15 September 2015
Operation manager: Andreas Sandin, Operations Coordinator	Point of contact: Angelique Murungi, Head of Disaster Management, Rwanda Red Cross Society.
Host National Society: Rwanda Red Cross, 50 volunteers from different branches, 7 National Disaster Response Team volunteers, 8 staff	Operation budget: CHF 244,580
Number of people affected: 24,635	Number of people assisted: 7,500 most vulnerable people (1,500 households)
N° of National Societies involved in the operation: Belgian Red Cross, Danish Red Cross, International Federation of Red Cross and Red Crescent Societies and International Committee of the Red Cross.	
N° of other partner organizations involved in the operation: ADRA, Africa Humanitarian Action, American Refugee Committee, Care International, Ministry of Disaster Management and Refugees Affairs (MIDMAR), Ministry of Health, PAJER Plan Rwanda, Save the Children, United Nations High Commissioner for Refugees, United Nations Population Fund, World Food Programme, World Health Organization and World Vision.	

A. Situation analysis

Description of the disaster

Since early April 2015, more than 228,689 people fled Burundi due to tension and violence occurring before and after the presidential elections held in July 2015 (UNCHR). They sought refuge in neighbouring countries of the Democratic Republic of the Congo, Rwanda, Tanzania, Uganda and Zambia. According to the UNCHR as of 28 December 2015, an estimated 71,820 Burundi Nationals sought refuge in Rwanda, crossing through entry points across 10 districts along the Burundi-Rwanda border in the south east of the country. The refugees arrived without their belongings due to in-security as well as the long distances travelled, In some instances they travelled more than 170 km from their homes. Following their arrival, they were hosted in three transit centres in Bugesera district (Eastern Province), Nyanza district (Southern Province), and Rusizi district (Western Province), after registration they were relocated to Mahama permanent camp, which is located in Kirehe district (Eastern Province). At the onset of the influx there were limited basic services (first aid, health, shelter, water, sanitation and hygiene promotion) being provided at the camp.

On 11 May 2015, the International Federation of Red Cross and Red Crescent Societies (IFRC) released Swiss Franc 244,580 from the Disaster Relief Emergency Fund (DREF) to support the Rwanda Red Cross Society respond to the needs of 7,500 people (1,500 families). They were supported with emergency relief and shelter, first



Rwanda Red Cross volunteers provide essential relief to Burundi refugees. Photo: Rwanda Red Cross

aid, hygiene promotion, psychosocial support, registration and tracing services in the transit centres and permanent camp for a period of three months. From 10 July 2015, while the implementation of the DREF operation continued, it was identified that there was an increasing number of refugees entering Rwanda from Burundi and also emerging needs in host communities surrounding the camps. Given the evolution of the situation, it was agreed that an expanded response was required through the launch of an Emergency Appeal (EA). On 5 August 2015, an Operations Update was issued, which extended the timeframe of the DREF operation for an additional three weeks to enable assessments be completed. This was expected to culminate in the launch of an Emergency Appeal (New end date: 31 August 2015). On 31 August 2015, another Operations Update was issued, which extended the timeframe by two additional weeks (New end date: 15 September 2015) to further support this process. On 18 September 2015, following the end of the DREF operation, an EA was launched, seeking Swiss franc 549,020 to support 10,000 people (2,000 families): specifically targeted 7,500 people (1,500 families living in the Mahama camp and 2,500 people (500 families) in the host community (Munini) separate from the people assisted through the DREF operation. [Please refer to the EA for information on this operation.](#)

This DREF has been partially replenished by the Belgian Red Cross / Government, Canadian Red Cross / Government, DG ECHO, and Netherlands Red Cross. The major donors and partners of the DREF include the Red Cross Societies and Governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the United Kingdom Department for International Development (DFID) the Medtronic and Zurich Foundations and other corporate and private donors. The IFRC, on behalf of the Rwanda Red Cross Society would like to extend many thanks to all partners for their generous contributions.

Please note that this Preliminary Report is issued in advance of the Final Report, which is expected to be issued by the end of March 2016 following the reconciliation of expenditures incurred and explanation by the Rwanda Red Cross Society (RRCS) on any variances in terms of the proposed strategy (as highlighted in this report).

Summary of response

Overview of Host National Society

Following the influx of the refugee in to Rwanda from Burundi, through the DREF operation, the RRCS has been able to perform an essential role in supporting the affected population at the entry points and camps. The National society contribution has been appreciated by both beneficiaries and the partners. The DREF operation has had a positive impact, with gratitude shown by the affected population for the non-food items (NFIs), first aid, psychological support, and protection of their living environment through: access to clean water, promotion of best hygiene, protection of their health condition through educational and media communication activities. In addition, the DREF operation has increased the visibility of the National Society within the affected populations and the authorities. It has also strengthened the capacity of volunteers, as well as operational staff in the management of a multi sectoral emergency response, in terms of leadership and management. The RRCS has also benefited from the process of learning lessons for the improvement of its capacity in terms of communication, monitoring and reporting.

Overview of Red Cross Red Crescent Movement in country

The IFRC provided assistance through its East Africa and Indian Ocean Islands (EAIOI) operations unit, and Africa region office, which are both located in Nairobi, Kenya. Since the onset of the disaster, there were regular contact with the IFRC EAIOI operations unit and regular updates on the situation and activities were provided. On 28 April 2015, an alert was issued using the IFRC disaster management information system (DMIS), and an Operational Strategy call carried out by colleagues at Secretariat, Zone and Regional level. It was agreed that an allocation should be made from the Disaster Relief and Emergency Fund (DREF) to support the RRCS respond to the situation on the ground. The IFRC also mobilized a Regional Disaster Response Team (RDRT) member for two months to support the effective implementation of the DREF operation. Following the evolution of the situation, and increasing number of arrivals into Rwanda from Burundi, further Operational Strategy calls were carried out, and a decision made to proceed to an Emergency Appeal (please refer to “Description of disaster” section).

The Belgian Red Cross, Danish Red Cross and Spanish Red Cross, all have an in-country presence. The Emergency Plan of Action (EPoA) and budget for this DREF operation were shared with them, and there were regular coordination meeting with them to discuss the potential of mobilizing additional resources as the situation evolved. The ICRC also worked closely with the RRCS in the reunification of separated children.

Overview of non-RCRC actors in country

Please refer below for information on the partners present, and their respective responsibilities:

N°	Humanitarian organisation	Sector of intervention
1	WFP	Provides of food
2	UNICEF	CHILDREN
3	OMS	HEALTH
4	ARC	Shelter & health
5	Save the children	Healthy community services
6	World Vision & OXFARM	Wash (Providing water and other wash facilities)
7	PAJER	Deals with Hygiene & sanitation
8	AHA: Africa humanitarian action	Deal with health issues
9	Adventist Development and Relief Agency (ADRA) Rwanda	Distribution such as Food & NFIs, education primary and secondary
10	Plan International	Child Protection against GBV
11	Care international	Early Childhood development (ECD)
12	Caritas Rwanda	Supplementary food

N.B: The military and police force are responsible for safety and security in both camps

As per the original EPoA, the intention of the DREF operation was to complement the actions of other organizations, particularly in the entry points where there is currently minimal support being provided.

Needs analysis and scenario planning

Please note that information on the evolution of the situation including needs, risk assessment, and beneficiaries targeted will be explained by the RRCS in the Final Report. Refer to the original EPoA for information on the needs analysis that was carried out at the onset of the DREF operation.

B. Operational strategy and plan

Overall Objective

The Burundi refugee population's survival and immediate needs were met through the provision of essential emergency relief and shelter items; first aid, hygiene promotion, psychosocial support, registration and tracing services, targeting a total of 7,500 people (1,500 households) in the three transit camps (Bugesera-Gashora, Nyanza-Muyira and Ruzizi-Nyagatare), one permanent camp (Kirehe-Mahama), and 25 entry points, in collaboration with the Rwandan Government and other humanitarian actors.

Proposed strategy

Through the DREF operation, the following strategies were used to meet the needs of the affected population in the three transit camps (Bugesera-Gashora, Nyanza-Muyira and Ruzizi-Nyagatare), one permanent camp (Kirehe-Mahama), and 22 entry points:

- Conduct preliminary needs assessment by RRCS branch field staff and volunteers to inform the planned activities within the DREF operation.
- Training of 16 Local Disaster Response Team (LDRT) volunteers on preparedness and response activities in camp settings .
- Distribution of NFIs to 1,500 households, specifically: blankets (3,000 pcs; two per household), Kitenge clothing of double pc (1,500 pcs; one per household targeting women headed households), kitchen sets (one

per household), plastic mats (3,000 pcs; two per household), and second hand clothing (50 bundles, 10 pcs per household). In one of the larger entry points a cooking shelter for new arrivals was constructed.

- Distribution of shelter items, plastic sheeting (3,000 pcs; two per household)
- Set up of four volunteer tents (two in Bugesera-Gashora camp; two in, Kirehe-Mahama camp) to replace the used tents and facilitate volunteer work in camps related to first aid, psychosocial support and tracing services.
- Distribution of hygiene related NFIs for 1,500 households: buckets (1,500 pcs; one per household), jerry cans (3,000 pcs; two per household) and soap (12,000 pcs; eight pcs per household).
- Refresher training of 40 volunteers in PHASTER and Mobile Cinema production in emergencies.
- Community hygiene promotion including through mobile cinema in the three transit camps of (Bugesera-Gashora, Nyanza-Muyira and Ruzizi-Nyagatare) and one permanent camp (Kirehe-Mahama, with the intention of improving poor hygiene practices within the refugees camps.
- Provision of first aid and psychosocial support services in 22 entry points.
- Support government of Rwanda with registration in 22 entry points.
- Working with other actors to provide tracing services to reunite refugees with lost family members.

Please note that revisions to this strategy will be explained by the RRCS in the Final Report.

Operational support services

Human resources (HR)

The DREF operation mobilized the following personnel:

- Field staff facilitated the implementation of relief operation to ensure the effective implementation, and monitoring of the activities planned.
- Branch Disaster Response Team (BDRT) / Local Disaster Response Team (LDRT) volunteers facilitated the identification of beneficiaries and assessment of the situation, as well as distributions of NFIs in the transit and permanent camp.
- National Disaster Response Team Members (seven) NDRT members supported the BDRT/LDRT volunteers in nine sites, and were involved in distributions of NFIs shelter and hygiene items, as well as coordination of the DREF operation at branch level. All of the NDRT had a relief profile, including one with a shelter profile. In addition seven RRCS staff were also deployed to ensure the effective coordination, implementation, and monitoring of the activities.
- Seventy (70) RRCS volunteers were able to participate in the implementation of activities planned, for example, preliminary assessment, distribution of NFIs, shelter and hygiene items; and community hygiene sensitization. All volunteers received equipment (caps, gloves, gum boots, jackets, rain coats and t-shirts). **Please note that the intention was to mobilize 50 volunteers, with an additional 20 on standby – this revision to strategy will be explained in the Final Report.**
- An IFRC RDRT was mobilized for two months to support the effective implementation of the DREF operation; and technical assistance was provided from the IFRC EAIOI operations unit, ICRC and Partner National society in the country.

Logistics and supply chain

Pre-positioned stock that had been strategically located in risk areas enabled the RRCS to respond swiftly in the initial stage of the disaster, which was crucial and the remaining items were procured to replenish those that had been used. The RRCS logistics unit facilitated the transportation and storage of relief items. Regular reports on stock-ins and stock-outs were provided to the disaster management head and small additional non-food balance were prepositioned

to reinforce branch strategic stocks. Challenges with transportation of relief items were solved by renting a truck for the transport of relief items and this enabled the timely distribution of relief the supplies.

Communications

The RRCS used a range of communication strategies to share information about its response activities during the DREF operation including, TV broadcasting, radio, newspapers and social media. During the DREF operation press conference were carried out in which representatives from affected population (both refugees and members of the host community) and neighbouring local community were invited by radio station management to share the information on the activities planned. RRCS published regular reports on the situation as well as the implementation of the planned activities to raise awareness and inform the affected population of the assistance that were being provided.

Beneficiary communication strategies (e.g. mobile cinema) were also used in the camps, which helped engage youths who were the majority. Beneficiary communication was used for health and hygiene promotion, PSS and also as a means of enabling the affected population to communicate or share their ideas (e.g. on the assistance that was required/being provided).

Planning, monitoring, evaluation & reporting (PMER)

The RRCS branch committee members (at field level) carried out 16 monitoring visits during the DREF operation to monitor/supervise the implementation of the activities planned, as well as support the collection of information on progress. Management monitoring tools were developed and used. Regular coordination meetings were carried out. In attendance were branch staff, volunteers and other partners. This ensured that all those involved in the implementation of the planned activities were updated on the progress. Branch level progress reports on the situation were also provided to National level in collaboration with MIDIMAR and UNHCR. Through the DREF operation, the RRCS branches have developed experience to coordinate and supervise emergency response activities.

The IFRC RDRT provided technical support in the monitoring the planned activities and also maintained regular contact with the RRCS disaster management team, and the IFRC EAI/OI operations unit on the progress of the DREF operation through emails or phone calls.

C. Detailed Operational Plan

Programming / Areas Common to all Sectors

Outcome 1: Continuous and detailed assessment and analysis is used to inform the design and implementation of the DREF operation
Output 1.1: Initial needs assessment; and monitoring and evaluation of activities planned
Activities planned
1.1.1 Carry out preliminary needs assessment
1.1.2 Conduct monitoring the activities
1.1.3 Conduct LDRT training (in preparedness and camp management) (Target: 16 volunteers)
1.1.4 Conduct operational review / lessons learned
Achievements
1.1.1 In April 2015, a preliminary needs assessment was carried out and the DREF allocation reimbursed the costs that were incurred by this exercise (please refer to “Needs analysis and scenario planning” section).
1.1.2 Please refer to “PMER” section.
1.1.3 In total, 70 volunteers received training on preparedness and camp management, which equates to 435 per

cent of the intended target (16). **Please note that explanation of this variance will be provided by the RRCS in the Final Report.**

- 1.1.4 An operational review / lessons learned exercise was not carried out due to the prioritization of proceeding with an expanded operation through the launch of an EA.

Challenges

Key challenges included:

- Logistics and supply chain: Delay in implementation due to limited resources in some areas, which were newly established (e.g. transport and logistics) and there is an urgent need to look into procedures and guidelines for more efficiency.
- Communication: During the DREF operation, with the stress and the increase of needs for refugees. Weaknesses in RRCS's communication with the IFRC in terms of consultation and sharing decisions resulted by the monitoring and adjustments to cover new beneficiaries on their needs in accordance with the DREF guidelines.

Lessons Learned

Lessons learned included:

- PMER: RRCS appreciated the active involvement among the communities in activities, which was due to the participatory approach used this helped to understand better the situation and plan accordingly.
- RCRC / Agency coordination: The DREF operation came to highlight the importance of continues monitoring and communication with partners by sharing earlier information and take decision in close coordination to respect the agreements took with the partners or donors.
- National Society capacity building: The practical experience gained by the volunteer teams during this DREF operation, in terms of providing emergency first aid services, psycho social support immediately after the onset of the disaster, emergency relief etc. to the most vulnerable families has contributed to reinforce the volunteer capacity skills and confidence of working with other organizations.

Health and care

Outcome 1: Immediate risks to the health of the Burundi refugees are reduced through the provision of first aid and psychosocial support services, over a period of three months

Output 1.1: Target population provided with access to first aid and psychosocial support services on arrival (Target: 1,500 households / 7,500 beneficiaries)

Activities Planned

- 1.1.1 Installation of first aid and psychosocial support tents (Target: Four tents (two in Bugesera-Gashora camp, two in Kirehe-Mahama camp).
- 1.1.2 Replenishment of first aid kits (Target: Four kits).

Achievements

- 1.1.1 In total, five tents were procured/installed to support the provision of first aid and psychosocial support services which equates to 125 per cent of the intended target (Four). **Please note that explanation of this variance will be provided by RRCS in the Final Report.** In addition, the ICRC also provided support, which combined with those sourced from RRCS stocks located elsewhere around the country enabled further tents to be installed to extend the provision of these services to Burundi refugees. Following the installation of the tents, volunteers were deployed to provide first aid and psychosocial support services and reached 1,457 people (1,080 women, 117 men, and 260 children), as well as made 5,690 referrals for follow up support.
- 1.1.2 In total, five first aid kits were replenished, and have since been used in the three camps, and the permanent camp, which equates to 135 per cent of the intended target (Four). **Please note that**

explanation of this variance will be provided by RRCS in the Final Report.

Challenges

Key challenges included:

- Security: During the DREF operation, the only issue observed was that Mahama camp had no electricity/lighting, which was identified as contributing factor for the increased risk of gender based violence a night to the volunteers who carried out the night service, it was also was also challenging to provide first aid assistance at night.

Lessons learned

Lessons learned included:

- Health and care: The importance of including a component on psychosocial support in disaster response operations, where family members have been killed, injured or missing, needs to be strengthened to all emergency teams in order to ensure effective and efficient response.

Water, sanitation and hygiene promotion

Outcome 1: Immediate risk of waterborne disease to Burundi refugees is reduced through the provision hygiene materials and hygiene promotion, over a period of three months

Output 1.1: Target population are provided with hygiene promotion activities, which meet SPHERE standards (Target: 1,500 households / 7,500 beneficiaries)

Activities planned

- 1.1.1 Carry out health and hygiene promotion awareness sessions and campaigns
- 1.1.2 Conduct refresher training on PHASTER and Mobile Cinema production in emergencies (Target: 40 volunteers (10 per camp across four camps)
- 1.1.3 Conduct weekly mobile cinema on hygiene promotion events in three transit camps & one permanent camp. (Target: 48 mobile cinema , one per week in four camps for 12 weeks)
- 1.1.4 Distribution of remaining hygiene related NFIs (Target: 1,571 buckets, 3,618 jerry cans and 14,018 pcs of soap; and sensitization on their use)
- 1.1.5 Replenishment of hygiene related NFIs (Target: 400 buckets, 400 jerry cans and 1,200 pcs of soap)
- 1.1.6 Production and distribution of health promotion leaflets (Target: 1,481 leaflets)

Achievements

- 1.1.1 In total, 6,000 families approx. (32,000 people approx.) were estimated to have been reached through health and hygiene awareness sessions and campaigns using the PHAST methodology, which equates to 400 per cent of the intended target (1,500 families / 7,500 people). **Please note that explanation of this variance will be provided by RRCS in the Final Report.** RRCS volunteers carried out the health and hygiene awareness sessions and campaigns, which focused on prevention and control of malaria, proper use of mosquito nets that had been distributed by the Government to affected households. In total, more than 8,000 families in the camps were trained by volunteers on safe water storage and use. It was also reported that people's awareness of the importance of hygiene improved but needs to be reinforced to inform behavior change. Early case detection for waterborne diseases and referrals were also conducted, and efforts made to improve drainage of rain water.
- 1.1.2 In total, 40 volunteers received refresher training on PHASTER and Mobile Cinema production in emergencies, which equates to 100 per cent of the intended target (100) and now have the expertise to use these approaches for health and hygiene promotion.
- 1.1.3 In total, 38,600 people were reached through 14 mobile cinema hygiene promotion events.

1.1.4	<u>Please note that progress against this activity will be included by the RRCS in the Final Report.</u>
1.1.5	<u>Please note that progress against this activity will be included by the RRCS in the Final Report.</u>
1.1.6	In total, 1,481 leaflets were distributed to 1,481 families, which equates to 100 per cent of the intended target (1,481 leaflets).
Challenges	
Key challenges included:	
<ul style="list-style-type: none"> Water, sanitation and hygiene promotion: Mahama permanent camp is located near the river bank and in case of heavy rainfall some area in camp can be flooded which may lead to all sorts of problems including water borne diseases. 	
Lessons learned	
Lessons learned included:	
<ul style="list-style-type: none"> National Society capacity building: Through the DREF operation, the RRCS has increased its capacity in responding to emergencies, skills and knowledge increased due to practical exercise provided to the BDRT/LDRT teams. 	

Shelter and settlements

Outcome 1: Immediate shelter and settlement needs of the Burundi refugees in 10 districts (at 25 entry points) were met, over a period of three months	
Output 1.1: Target population is provided with NFIs and emergency and shelter items (Target: 1,500 households / 7,500 beneficiaries)	
Activities planned	
1.1.1.	Distribution of remaining NFIs and shelter items (Target: 2,400 blankets, 1,020 Kitenge, 775 kitchen sets, 2,400 plastic mats, 3,000 plastic sheeting and 50 bundles of second hand clothing).
1.1.2.	Replenishment of NFIs and shelter items (Target: 600 blankets, 480 kitenge, 725 kitchen sets, and 600 plastic mats)
Achievements	
1.1.1	<u>Please note that progress against this activity will be included by the RRCS in the Final Report.</u> <u>Please note that progress against this activity will be included by the RRCS in the Final Report.</u>
Challenges	
Key challenges included:	
<ul style="list-style-type: none"> Shelter and settlements: Lack of family privacy due to limited space in Mahama camp. 	
Lessons learned	
Lessons learned included:	
<ul style="list-style-type: none"> Early warning & emergency preparedness: Pre-positioned stocks that had been strategically located in risk areas enabled the RRCS to respond swiftly in the initial stage of the disaster. 	

Restoring family links

Outcome 1: Registration of Burundi refugees and restoration of family links between members of the population that have been separated from or without news of their relatives	
Output 1.1: Burundi refugees have access to appropriate means of communication to re-establish and	

maintain contact with their relatives
Activities planned
1.1.1 Support Rwandan government to register refugees at entry points
1.1.2 Tracing support to refugees in collaboration with other actors
Achievements
1.1.1 In total, 1,600 refugees were registered by tracing volunteers.
1.1.2 In total, 80 children between 5-14 years were supported with tracing services and reunited with their families. Red Cross messages exchanged between 150 families and free call phones provided to 34,647 people.
Challenges
None reported
Lessons learned
None reported

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 Disaster Response (Sphere) in delivering assistance to the most vulnerable.

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