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Emergency Appeal Operations Update

Dominica: Tropical Storm Erika

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal no. MDRDM002	GLIDE no. TC-2015-000119-DMA
Operations update no. 3	
Emergency Appeal operation start date: 10 September 2015	Timeframe: 7 months (10 April 2016)
Date of issue: 6 April 2016	Appeal budget: 889,494 Swiss francs (CHF)
Disaster Relief Emergency Fund (DREF) allocated: CHF 169,560	
No. of people being assisted: 2,800 families (11,200 people)	
Host National Society(ies) presence (no. of volunteers, staff, branches): Dominica Red Cross Society, with 576 volunteers, 4 staff at National Headquarters and 10 branches.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), American Red Cross	
Other partner organizations actively involved in the operation: The Caribbean Disaster Emergency Management Agency (CDEMA), the Pan American Health Organization (PAHO), the French Civil Defence, the Regional Council of Martinique and the Regional Council of Guadeloupe.	
Government Agencies: Dominica Office of Disaster Management.	

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Summary: Due to the passage of Tropical Storm Erika on 27 August 2015. A band of torrential rain caused by the system resulted in 12.64 inches of rainfall in less than twelve hours and triggered massive flooding and several landslides. Regional governments and the Caribbean Disaster Emergency Management Agency (CDEMA) stepped in to help Dominica after recording the loss of lives. According to a CDEMA report, 1,070 users lost electricity and all 44 of the water systems in the country were affected by the storm, cutting off the water supply for the majority of the population. Telecommunication services were restored quickly and the three hospitals and 43 health centres remained operational. The main airport was closed as it suffered damages, but was operational two weeks following the event. The Canefield airport, a secondary facility, remained operational for helicopter and small aircraft use. All seaports remained functional and open.



Volunteers from the Dominica Red Cross Society distributed food parcels to affected families in Checkhall. Source: DRCS

The government of Dominica declared nine special disaster areas: Petite Savanne, Pichelin, Good Hope, Bath Estate (Paradise Valley), Dubique, Campbell, Coulibistrie, San Sauveur and Petite Soufriere. Fourteen people were reported dead, 16 missing, 574 rendered homeless and 1,034 people evacuated due to the unsafe conditions in their communities. Damage and losses were estimated at \$1.3 billion East Caribbean dollars (XCD) (US\$481 million) or 90 per cent of the country's gross domestic product (GDP).

Coordination and partnerships

The IFRC Pan American Disaster Response Unit (PADRU) through the disaster management coordinator for the English-speaking Caribbean region were in contact with the National Society prior to Tropical Storm Erika's arrival. Within 72 hours after the storm hit Dominica, the IFRC disaster management regional coordinator and the emergency shelter officer were deployed to Dominica on 28 August along with the Regional Intervention Platform for the Americas and the Caribbean (PIRAC) delegate of the French Red Cross. An IFRC operational information, monitoring and reporting senior

officer was deployed on 3 September and arrived in Dominica on 5 September. Currently, there is an IFRC operations manager in country supporting the ongoing implementation of the operation.

At the onset of the operation, the Office of Disaster Management was coordinating the National Emergency Operation Centre (NEOC), where various government agencies deployed representatives. The Caribbean Disaster Emergency Management Agency (CDEMA) was also active and held meetings to share information and coordinate activities. PADRU was also part of these meetings and collaborated with the IFRC team in country.

Summary of the current response

The Dominica Red Cross Society activated its Emergency Operation Centre on 28 August 2015 and immediately commenced operations in the following areas:

- Initial damage assessments conducted in 18 communities (Bath Estate, Canefield/River Estate, Campbell, Carib Territory, Checkhall, Colihaut, Coulibistrie, Delices, Good Hope, Layou, Mahaut/Massacre, Marigot, Mero/Macoucherie, Pichelin/Bagatelle, Petite Soufriere, Roseau South (Newton, Loubiere), San Saveur, Soufriere/Scottshead)
- Provision of first aid and psychosocial support services most notably for residents of Petite Savanne
- Detailed assessments in Pichelin/Bagatelle, Grand Bay, Checkhall, River Estate, Fond St. Jean and other communities
- Participation in the National Emergency Operations Centre until the official deactivation on September 25
- Meetings with DOWASCO, Ministry of Education, Ministry of Health, Office of Disaster Management, Welfare Department and other local stakeholders to coordinate actions to affected communities
- Development of private sector partnership with Digicel for the provision of boats and vehicles to assist with relief distribution; cellular phones hotline services to operate CTP programme; provision of staff to volunteer their services to the emergency operation for up to one month post-impact
- Communication via television, radio, print and social media to provide updates to the general public
- Establishment of online donation platform via Facebook social media (Dominica Red Cross Society 767) as well as separate bank account to receive bilateral funds earmarked to support the emergency operation
- Public education campaigns on safe water management and hygiene promotion
- Collection and distribution of private donations of food, water and clothing
- Briefing and management of walk-in volunteers to support the emergency operation
- Installation of an EW403D water treatment unit in Coulibistrie and provision of safe drinking water
- Hygiene promotion campaigns within schools in collaboration with the Dominica Water and Sewerage Company (DOWASCO) and the Ministry of Education
- Identification and rental of warehouse facilities to support relief distribution
- Beneficiary registration for displaced persons from Petit Savanne
- Distribution of medical supplies as requested by the Ministry of Health
- Distribution of prepaid debit cards to 270 displaced families from Petit Savanne and Dubique
- Distribution of food, water and non-food items to 23 affected communities (See chart below)
- Deployment of IFRC Operations Manager to Dominica and hiring of a Finance and Administration Officer
- ODK / Mega V Training provided to staff and volunteers by IFRC Surge Delegate
- Preparations in progress for 2nd distribution of 280 prepaid debit cards to displaced families from Petite Savanne and Dubique to support the purchase of larger household items due to Erika.

C. DETAILED OPERATIONAL PLAN

Early warning and risk reduction

Objectives	Indicators									
Outcome 1: Increase the disaster risk reduction (DRR) knowledge of community members	# of people in 6 communities who know about threats and vulnerabilities and can develop activities to reduce risks									
Output 1.1 Technical support for training on multi-hazard early warning systems	# of people trained in early warning systems (EWS)									
Activities planned	Month									
Conduct community early warning systems training in at least 6 communities	1	2	3	4	5	6	7	8	9	

Update and promote the multi-hazard apps									
Conduct sensitization campaign on community disaster preparedness									
Support development of family disaster plans									
Carry out a KAP baseline and end line assessments in the 6 target communities									

This outcome has been removed from the emergency operation predominantly due to lack of funds but also because there have been several early warning programs initiated by various donors over the years that require further technical support to be fully functional. This is something the Dominica government will need to follow up on and commit to maintaining.

Quality programming

Need Analysis: In the initial stages of the appeal an ODK/Mega V kit was brought to Dominica to assist with the registration of beneficiaries, particularly in the cash transfer programming. Seeing the value of the system and how it can be used to do assessments, monitor beneficiary satisfaction and to do paper free household distributions the National Society requested a more advanced training with additional staff and volunteers and another kit to support its operations. The surge capacity delegate from the Americas regional office carried out this training in February and it was very well received. He also brought another ODK kit so that the National Society could broaden its reach and support the government in carrying out community assessments, among other things.

Objectives	Indicators							
Outcome 2: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation according to IFRC standards	Number of assessments conducted at general and or sector level as necessary							
Output 2.1: Initial needs assessment are updated following consultation with beneficiaries	Assessment reports which show that beneficiaries are consulted (assessment reports, plan of action)							
Activities planned	Month							
	1	2	3	4	5	6	7	
Conduct a rapid emergency assessment	X							
Develop a multi-sectoral action plan	X							
Carry out detailed assessment of impacts at community level (consultation with beneficiaries)	X	X						
Output 2.2: The management of operation is informed by a comprehensive monitoring and evaluations	Planned evaluations identify recommendations and lessons learned with management feedback							
Activities planned	Month							
	1	2	3	4	5	6	7	
Train DRCS personnel in ODK and Mega V	X				X			
Targeting and register beneficiaries using ODK	X							
Purchase of two ODK / Mega V kits	X					X		
Develop and disseminate 2 beneficiary stories						X	X	
Develop and disseminate 2 press releases	X							
Conduct monitoring visits by IFRC Secretariat	X					X		
Carry out beneficiary satisfaction surveys						X	X	
Produce operation updates and final report		X		X				X
Conduct evaluation and a lessons learned of the operation and publish findings on the IFRC website						X	X	
Conduct an external financial audit								X

Areas common to all sectors

Needs analysis: Teams were deployed to conduct damage assessments as access to communities is restored. While local supply chains were impacted, the markets and financial systems in the capital, Roseau, remained functional. People were evacuated from a few communities including Petit Savanne and Dubique to evacuation centres, guesthouses and private homes in and around Grand Bay and Roseau. As a result, CTP was recommended as a mechanism for supporting these internally displaced persons (IDPs) and as a means of stimulating the economy. The original figure of 500 beneficiaries was a rough estimate at the onset of the emergency. Once a detailed assessment was conducted 270 beneficiaries were identified as needing additional support through the cash transfer program.

Each family from Petit Savanne and Dubique received a VISA debit card for US\$125, which was increased from the initial projection of US\$100 to accurately reflect the average cost of a food basket for one month.

Population to be assisted: Initial actions included the use of an unconditional cash transfer programme through the distribution of VISA Debit cards (multi-purpose) for US\$125 per family to support emergency needs, in particular food. There will be a second distribution for the same beneficiaries and an additional 10 households who were either missed or where the families have split, in the amount of US\$209 to assist with the replacement of lost household items when they return home. The National Society will also provide the same beneficiaries with an additional US\$100 from their own donation funds. The second distribution was delayed due to the delay in relocating the communities of Dubique and Petite Savanne into more permanent housing when they would need to start thinking about replacing larger household items.

Objectives		Indicators						
Outcome 3: 270 families (1,100 people) receive humanitarian assistance through cash transfer to cover their immediate needs to return to their homes.		Number of families who receive cash transfer to cover their immediate needs						
Output 3.1: Distribution of unconditional cash grants to 270 families (1,100 people) through the cash transfer programme.		Number of cash transfers provided per family.						
Activities planned	Month	1	2	3	4	5	6	7
Carry out detailed assessments in prioritized evacuation centres		X						
Select and register beneficiaries		X						
Carry out market analysis, determination of amount of assistance		X						
Issue cards		X					X	
Distribute cards to beneficiaries		X					X	
Monitor card use		X					X	

Health & Care

Needs analysis: Following the emergency many of the affected families received some form of Psychosocial support (PSS) through both group and individual sessions. The Dominica Red Cross supported some of these activities by providing movie nights and games for the children at the various guesthouses accommodating the displaced population. However, the After Action Review that took place in December highlighted the need for further and on-going psychosocial support. The affected population is still feeling the effects of tropical storm Erika, and having to adjust to new living circumstances with little privacy or control over their own lives has been difficult.

The Dominica Red Cross initiated further talks with the Ministry of Health to determine where Red Cross could fill in some of the existing sessions within their current work plan. This will include play and recreation activities for the children and emotional and social support for the adults. Volunteers will also support the referral system as they will be trained how to recognize individuals who require one on one professional counselling. A refresher training course was held to disseminate the principles of community based psychosocial support to the volunteers.

A detailed health assessment was initially conducted in the targeted communities with the intention of identifying the factors for response to facilitate basic health and hygiene promotion and reduce risks associated with bacterial, mosquito and vector-borne diseases. However, this activity along with the provision of first aid kits was removed from the emergency operation as the community-based health and first aid (CBHFA) needs were being addressed via the network of community health workers led by the Ministry of Health. Overall the health system was not heavily impacted by the emergency and was able to deliver essential services to the affected population.

Population to be assisted: The National Society will reach at least 800 people with psychosocial support (PSS) in cooperation with the Ministry of Health, Social Welfare Department. This is a reduction from the 1,500 that was initially targeted. More than 1,000 hygiene kits have been distributed to the affected population along with tips for better hygiene. The first aid app will be promoted through an email blast on Easter weekend as well as through the CDRT refresher trainings being done by the National Society.

Objectives		Indicators						
Outcome 4: The immediate risks to the health of the people in the affected communities are reduced.		% of people in the intervention zone of the operation can access to diseases prevention or psychosocial support activities.						
Output 4.1: First aid app is promoted to beneficiaries		Number of downloads of first aid app						
Activities planned	Month	1	2	3	4	5	6	7

Identification and registration of people in evacuation centres	X						
Distribution of 1,000 hygiene kits with hygiene promotion material	X	X	X				
Detailed health assessment	X						
Promotion of Universal first aid app						X	X
Output 4.2: At least 800 people have access to psychosocial support	Number of people receiving psychosocial support						
Activities planned	Month						
	1	2	3	4	5	6	7
Conducting PSS activities with the targeted population	X	X			X	X	X

Water, sanitation and hygiene promotion

Needs analysis: Water was the greatest need in Dominica following Tropical Storm Erika with the majority of the 44 systems in the country being disrupted. The Dominica Red Cross provided water in jerry cans to isolated communities in the early days of the emergency and later buckets and aquatabs. PIRAC also loaned a water treatment plant to the response and technical expertise to support the set-up. The DRCS worked in collaboration with DOWASCO, the Dominica Water and Sewage Company who helped run the plant. They also supplied water trucks to transport clean water to the more remote communities, as well as the chemicals required to treat the water at the plant. For these reasons, all activities related to the trucking of water were removed from the emergency plan.

Unfortunately at the onset of the appeal there were not enough funds to procure a second water kit, which would have been useful, due to the need. Now that the water has been 100 per cent restored there is no need for the water plant, which will be cleaned and serviced before being packed at DRCS.

Lack of potable water was the main health concern following tropical storm Erika due to the impact of the storm on water access. As the population needed to find an alternative source of water, public awareness was needed on the importance of safe drinking water and proper hygiene practices to avoid water and vector-borne diseases. The DRCS developed a pamphlet on proper hand washing techniques and the use of aquatabs, which was handed out with all jerry cans, buckets and aquatabs. Volunteers also explained the procedures in person. Public service announcements were also developed and aired on radio as well as audio recordings played at warehouse distributions as a means to reach the population. Cleaning kits were also distributed to 600 families to ensure their living environments were kept clean and free of bacteria.

The National Intervention Team (NIT) training was removed from the plan of action due to competing priorities and limited funds. The Regional Intervention Team (RIT) Watsan who was in Dominica soon after the emergency provided volunteers with basic training on the set up and running of the water treatment plant. There are also some individuals from the National Society who completed the NIT Watsan training previously and can be called upon in future as the need arises.

Population to be assisted: Drinkable water was provided to isolated communities not accessible by road suffering from shortages. The DRCS set up the water treatment plant at Coulibistrie and collaborated with DOWASCO in the running of it. Hygiene promotion activities have been done in conjunction with the distribution of clean drinking water and non-food items such as jerry cans, buckets and will continue to be disseminated through the upcoming CDRT refresher trainings that will be held by the National Society.

The National Society has recommended that water harvesting systems be set up at 5 institutions, including the Red Cross headquarters in light of the recent storm which exposed the vulnerability of the water system. The chosen institutions house the more vulnerable populations including the homeless, orphans, youth and the elderly. The operation will cover the costs of the water tanks, pumps and hardware to set up the systems.

Objectives	Indicators						
Outcome 5: The affected population has daily access to safe water in compliance with SPHERE minimum standards in terms of quantity and quality.	Number of affected people that receive safe water.						
Output 5.1 Production and distribution of drinkable water according to SPHERE standards	Number of litres of safe water distributed						
Activities planned	Month						
	1	2	3	4	5	6	7
Conduct detailed assessment to define intervention strategy	X						
Procure aquatabs to distribute with jerry cans and buckets		X					

Replenishment of Aqua EW403D to Guadeloupe				X			
Deploy a RIT specialized on water and sanitation	X						
Transport and set up of one water treatment unit	X	X					
Distribution of jerry cans to small, remote communities	X	X					
Set up water harvesting systems						X	
Rent space for installation of 1 bladder	X						
Set up 1 bladders (10m ³ capacity) with 3 tap stands	X						
Production of water to population	X	X					
Distribute 6,000 jerry cans and 3,000 buckets (two jerrycans per household and one bucket per household).	X	X	X				
Beneficiary satisfaction survey is carried out						X	
Carry out maintenance of water and sanitation equipment					X		
Output 5.2: The National Society gains capacity in water and sanitation	Number of volunteers trained on water and sanitation and hygiene promotion activities						
Activities planned	Month	1	2	3	4	5	6
Train DRCS volunteers and DOWASCO staff on the use of Aqua EW403D		X	X				
Procure chemicals for contingency stock			X				
Training on maintenance of water and sanitation equipment						X	
Output 5.3: Adequate hygiene and sanitation promotion is provided to target population.	Number of people reached with hygiene promotion in the selected communities						
Activities planned	Month	1	2	3	4	5	6
Deliver public service announcements to public		X	X				
Conduct hygiene promotion activities (including safe water use and sensitization of water-borne diseases)		X	X				X
Distribute hygiene kits		X	X				X
Procurement of 600 cleaning kits		X					
Distribute 600 cleaning kits		X	X	X			
Carry out surface cleaning in targeted communities			X	X			

Shelter and settlements (and household items)

Needs analysis: Shelter continues to be a high priority for up to 300 displaced families who have been provided with temporary accommodation funded by the government of Dominica. The government has also committed to resettling the communities of Petite Savanne and Dubique permanently through the donation of 300 Petrocasa houses donated by Venezuela, as these areas are now considered unsafe. Construction is underway, but the deadline for completion has not been confirmed. As a result, DRCS determined that there was no longer a requirement for the provision of shelter kits as this is being funded through other sources.

Due to high demand an additional 500 mattresses had been added to the budget, but due to a shortage of funds only the initial 1,000 were procured along with 1,000 bed sheets. The National Society did however use some of their bilateral funds received to purchase an additional 204 mattresses to cover the shortfall.

Population to be assisted: The National Society initially used their pre-positioned stock following the emergency, as the minimum transit time from the IFRC's warehouse in Panama to Dominica took around 15 days, resulting in the replenishment of stock in the following days. Moreover, at the beginning of the operation, no funding for air transportation was obtained. One thousand kitchen kits were procured through Panama to support these distributions. Additionally, initial actions included the use of an unconditional cash transfer programme through the distribution of VISA debit cards (multi-purpose) for US\$125 per family to support replacement of household items, home repairs and food. In total, affected people in 22 communities received support.

Objectives	Indicators
Outcome 6: The immediate household needs of the target population are met.	Beneficiaries are satisfied with goods received
Output 6.1 Essential household non-food items are provided to the target population in the form of mattresses, bed linen, and kitchen sets.	# of families receiving non-food items.
Activities planned	Month
Conduct detailed assessments	1

Contact information

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