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Emergency Plan of Action (EPoA) Saint Lucia / Americas: Disaster

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation	Operation N° MDRLC003
Date of issue: 14 October 2016	Date of disaster: 29 September 2016
Operation Manager: Omar Robinson, Emergency Response Coordinator; email: omar.robinson@ifrc.org	Point of contact: Terrencia Gaillard, General Director of St. Lucia Red Cross, sluredcross@candw.lc
Operation start date: 30 September 2016	Expected timeframe: 2 months
Overall operation budget: 72,711 Swiss francs (CHF)	
Number of people affected: Approx. 25,000 people	Number of people to be assisted: 1,250 people (250 families)
Host National Society(ies) presence (n° of volunteers, staff, branches): 8 National Intervention Teams (NITs), 20 Community Disaster Response Teams (CDRTs), 5 staff members and 200 volunteers	
Red Cross Red Crescent Movement partners actively involved in the operation (if available and relevant): American Red Cross, Japanese Red Cross Society	
Other partner organizations actively involved in the operation: National Emergency Management Organization (NEMO), Water and Sewerage Company Limited (WASCO) and St. Lucia Electricity Services Limited (LUCELEC)	

<Click [here](#) to view the contact information. Click [here](#) to view the DREF budget>

A. Situation analysis

Description of the disaster

On 27 September 2016, an area of disturbed weather in Atlantic Ocean began to gather speed, reaching speeds of 60 mph (96 km/h). By 11:00am Eastern Daylight Time (EDT) on that same day, authorities in St Lucia issued a Tropical Storm Warning as the system had been upgraded to Tropical Storm Matthew and was expected to impact the island. Within hours of the warning, residents began to experience heavy rainfall and strong winds of up to 60 mph or higher associated with the approaching storm.

At 5:00pm EDT on Tuesday, 28 September 2016, Tropical Storm Matthew's centre was located near latitude 13.8N and 62.0W or about 65 miles west of St Lucia. Heavy rainfall, rough seas and strong gusty winds associated with the passage of Tropical Storm Matthew continued to impact the island until 8:00am on the morning of 29 September 2016.

Early reports from National District Disaster Committees, Saint Lucia Red Cross (SLRC) volunteers and CDRTs indicated an island-wide impact. Power outages were reported in several communities across the island, and all quadrants of Saint Lucia including Gros-Ilet, Castries, Bexon, Marc, Dennery, Laborie, Micoud, Choiseul, and Vieux- Fort reported flooding. The hazard also resulted in the loss of infrastructural services, including telephone and internet, impassable



Area of Laborie. Source: Saint Lucia Red Cross

roads and the loss of the water supply in some areas. Roofing damage was also reported in a number of areas. Primary health care facilities also reported flooding and damaged roofs.

Based on initial rapid assessments conducted by the Saint Lucia Red Cross, at least 120 families were affected by flooding and damaged roofs. The immediate needs of those affected included blankets, clean and tarpaulins; additionally, the National Emergency Management Office (NEMO) identified damage to farms in its assessment.

After the impact of the Hurricane, the national water agency Water and Sewerage Company Limited (WASCO) and St. Lucia Electricity Services Limited (LUCELEC) worked on restore the supply of water and electricity.

Summary of the current response

Overview of Host National Society



Beneficiary registration in the Area of Ti Rocher Source: Saint Lucia Red Cross

The Saint Lucia Red Cross conducted a rapid needs assessment in the affected areas of Canaries, Anse la Raye, Bexon, Marc, Vieux Fort, Bocage, Ti Rocher, Corinth, Belle Air and Millet, with the support of 22 National Society volunteers, 5 staff members, 8 NITS, and 6 CDRT teams trained in community disaster response by the National Society under its current disaster risk reduction programme, which is funded by the American Red Cross.

The Saint Lucia Red Cross was able to respond immediately to supply non-food items (NFIs) to meet the immediate needs of 250 affected families because it received 2 pre-positioned Tropical Mobile Storage Units (TMSUs) stocked with NFIs, which was supported by the Japanese Red Cross Society under the Caribbean Pre-Positioning Project 2010 to 2011.



Saint Lucia Red Cross warehouse. Source: Saint Lucia Red Cross

Overview of Red Cross Red Crescent Movement in country

The Saint Lucia Red Cross is issuing regular updates to the regional office for the Americas in Panama and as well the Sub-regional Office in Port of Spain, Trinidad. The American Red Cross is working with Saint Lucia Red Cross on the disaster risk reduction programme “Saving lives in the Caribbean through Preparedness”, which has supported the CDRTs’ training; however, this Partner National Society (PNS) is not directly involved in the response operations.

Movement Coordination

The International Federation of Red Cross and Red Crescent Societies (IFRC) helped coordinate the response with the SLRC and collaborated with partners through its Disaster & Crisis Prevention, Response and Recovery Unit (DCPRR).

Overview of non-RCRC actors in country

The SLRC has continuously and directly coordinated with NEMO, WASCO and LUCELEC on the assessment, the ascertaining the hurricane’s impact on the island and the development of the response actions. Meanwhile, the government of St Lucia provided transportation services for the Saint Lucia Red Cross to support the volunteers’ information collection in the field as well as for the distribution of relief supplies to the affected communities.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Based on the initial rapid assessment and the support provided through SLRC’s distribution of NFIs on 29 September 2016 in the communities of Anse la Raye, Canaries, Bexon/Marc, Vieux Fort, Millet, Marchand, Bel Air, Vieux Fort and Riverside Road, (Castries), a total of 250 families were directly affected by the storm. Given the impact of the storm on the roofs of residential homes and the flooding of homes, the main challenge for these families has been the absence of sleeping materials (blankets), cooking items (kitchen sets) and covering/repair of their damaged roofs. As the rains are forecasted to continue, families are vulnerable to continued discomfort from wet sleeping surfaces. The following table shows the NFIs the National Society distributed from its stock:

Distribution Table of distributed NFIs					
<i>Item/Community</i>	<i>Tarpaulin</i>	<i>Cleaning kits</i>	<i>Blankets</i>	<i>Kitchen sets</i>	<i>Hygiene Kits</i>
<i>Anse la Raye</i>	5	3	15	0	12
<i>Canaries</i>	5	0	25	0	0
<i>Bexon/Marc</i>	40	8	115	5	35
<i>Vieux Fort</i>	80	8	230	3	100
<i>Marchand</i>	79	5	66	6	32
<i>Bel Air</i>	5	0	12	0	2
<i>Vieux Fort</i>	15	0	7	0	1
<i>Riverside road</i>	21	1	30	11	18
Total	250	25	500	25	200

Moreover, based on data provided by the Statistics Department of St Lucia, the island continues to experience high levels of unemployment. There is a large number of single parent families, headed by women, as well as elderly people living on their own, who are forced to rely on the community members for their survival and care.

The distribution of relief items was dependent upon the availability of appropriate vehicles, (the government of St Lucia through NEMO) is providing transportation for the volunteers. In addition, because the government did not issue a state of emergency, the availability of the sufficient number of volunteers could be impacted.

Risk Assessment

In general, humanitarian interventions in St. Lucia do not pose a major security risk; however, due to St. Lucia’s topography, some locations are not accessible to motor vehicles.

B. Operational strategy and plan

Overall objective

The overall objective of this operation is to ensure that the relief needs of the 250 most vulnerable families in communities around the island are met by the Saint Lucia Red Cross through the provision of NFIs particularly sleeping materials (mattresses, blankets and pillows).

Proposed strategy

The Saint Lucia Red Cross volunteers and community disaster response teams conducted assessments in the communities before issuing tickets for relief distribution; the distributions were based on updated registrations and the number of affected families requiring assistance. SLRC volunteers provided updates on the situation, and there was continuous contact with the CDRTs and National Society staff. A community meeting and a “walk through” in the communities that were affected were also scheduled.

The communications focal point for the Red Cross worked with the NIT to ensure the inclusion of certain vulnerable groups and that all beneficiaries are satisfied and can provide feedback to the National Society in order provide a better response in future operations.

Since the SLRC has already distributed the NFIs to the 250 affected families, the proposed strategy planned is to replenish the SLRC’s headquarters’ stock that was used for the assistance of the families as hurricane season is still ongoing.

Operational support services

Human resources

To date, approximately 25 volunteers have been mobilized to provide support for the assessments, distributions, communications and the National Society’s day-to-day activities; meals and travel costs was covered for these volunteers. National Society vehicles have been used to safely transport volunteers from the office / home and other operational areas. In addition, the volunteers used mobile phones in order to communicate with the National Society’s headquarters while out in the field, and they were also provided with pre-paid phone credit to ensure their safety.

For this operation, the National Society’s CDRT and NIT members provided support as per the work plan, which was designed to support the volunteers during community visits. SLRC volunteers used the community participatory approach (beneficiary communication, beneficiary satisfaction surveys for NFIs). In order to support the National Society’s communications operations, the communication focal point will help develop a beneficiary feedback mechanism; the duration of the communication focal point’s assignment will be one month, but it may be split between the operation’s two-month duration depending upon the operations coordinator’s work plan.

Logistics and supply chain

The procurement plan is to replenish the NFIs, primarily blankets and mattresses as per the needs in the identified affected areas. The coverage of these items will be from the National Society’s pre-positioned stocks, and the replenishment will be of the locally procured NFIs that were used during the disaster response, which will be replenished through Panama. The procurement procedures followed the National Society’s procurement procedures; however, the use of IFRC’s procedures is recommended for larger purchases (over CHF 1,000).

There are currently two 40-foot TMSUs secured at the SLRC’s compound in Castries. The replenishment of stock will be completed as per the movement of supplies to the field. In addition, the National Society’s efficient coordination of the food parcels that were prepared and distributed kept it from overstocking food items.

As mentioned above, the government of St Lucia (NEMO) provided transportation with drivers to support the relief distributions in the communities.

Information technologies IT

Mobile phones continue to be the primary method for contacting volunteers, CDRT members affected communities, NEMO and the IFRC’s Pan American Disaster Response Unit (PADRU). The National Society will cover the mobile phone costs (especially international phone calls to Trinidad and Tobago/ Caribbean Regional Representation Office [CRRO] and Panama/Regional Office for the Americas [ARO]) throughout the operation.

Communications

The Saint Lucia Red Cross issued Situation Reports via email to the Trinidad sub-office and Panama. During the disaster, local and regional media outlets contacted the SLRC to obtain information on the situation; as a result, the SLRC’s communications focal point has been issuing social media broadcasts in order to keep the media outlets and general public informed. Lastly, the Saint Lucia Red Cross Mobile App is also being used as a portal for alerts and messages to communities.

Security

Currently, there are no serious concerns regarding the security of the operation as the SLRC has previously worked in the communities, and it has built a high level of trust and good will with the community members as a result.

Planning, monitoring, evaluation, & reporting (PMER)

SLRC, with support from the IFRC, will be responsible for PMER and the accountability function of this operation. Consequently, the SLRC and IFRC will develop:

- A monitoring and evaluation plan that defines all of the operation's indicators, their purpose and the audience for all of the collected data.
- A comprehensive indicator tracking table (ITT) to monitor project implementation.
- A final report of the operation

Field visits will be undertaken to verify operational activities. The distribution of relief items will be carried out exclusively by Red Cross staff and volunteers, who will be reaching the final beneficiaries personally. The operational report will provide accurate data on the distribution, and the narrative and financial reports will be produced according to SLRC/IFRC requirements.

Administration and Finance

Transfers will be made on the basis of the provisions in the letter of agreement to be signed between the National Society and the IFRC for the implementation of the operation. The IFRC, through its Finance Department, will provide all of the operational support for the implementation, review, validation of budgets, bank transfers and technical support to the National Society on procedures for justification of expenditures, review and the validation of invoices for operational progress.

Contact Information

For further information specifically related to this operation please contact:

In the Saint Lucia Red Cross:

Terrencia Gaillard, Director General of the Saint Lucia Red Cross, Email: sluredcross@candw.lc

In the Americas Region:

- Omar Robinson, Emergency Response Coordinator; email: omar.robinson@ifrc.org; mobile: +507 317 3050
- Iñigo Barrera, Head of Disaster and Crisis Prevention, Response and Recovery (DCPRR) Department, email: c.i.barrera@ifrc.org ; mobile: +507 6679 3238

In Geneva

- Susil Perera, senior officer response and recovery; +41 (0)22 7304947; susil.perera@ifrc.org

For Resource Mobilization and Pledges:

- Alejandra Van Hensbergen, Senior Relationship Management Officer; Phone: +(507) 317-3050; Email: alejandra.vanhensbergen@ifrc.org

For In-Kind donations and Mobilization table:

- Stephany Murillo, regional senior logistics and mobilization officer; email: stephany.murillo@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- Priscila Gonzalez, planning, monitoring and reporting team coordinator; email: priscila.gonzalez@ifrc.org

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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.

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.

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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

DREF OPERATION

MDRLC003- ST LUCIA HURRICANE MATTHEW

14/10/2016

DREF Grant
Budget CHF

Budget Group	DREF Grant Budget CHF
Shelter - Relief	3,501
Shelter - Transitional	0
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	0
Clothing & Textiles	26,389
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	7,923
Medical & First Aid	0
Teaching Materials	0
Ustensils & Tools	720
Other Supplies & Services	0
Cash Disbursements	0
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	38,535
Land & Buildings	0
Vehicles	0
Computer & Telecom Equipment	0
Office/Household Furniture & Equipment	0
Medical Equipment	0
Other Machinery & Equipment	0
Total LAND, VEHICLES AND EQUIPMENT	0
Storage, Warehousing	0
Distribution & Monitoring	7,615
Transport & Vehicle Costs	2,957
Logistics Services	6,500
Total LOGISTICS, TRANSPORT AND STORAGE	17,071
International Staff	0
National Staff	0
National Society Staff	2,464
Volunteers	4,585
Other Staff Benefits	0
Total PERSONNEL	7,049
Consultants	0
Professional Fees	0
Total CONSULTANTS & PROFESSIONAL FEES	0
Workshops & Training	0
Total WORKSHOP & TRAINING	0
Travel	3,450
Information & Public Relations	0
Office Costs	887
Communications	788
Financial Charges	493
Other General Expenses	0
Shared Office and Services Costs	0
Total GENERAL EXPENDITURES	5,618
Partner National Societies	0
Other Partners (NGOs, UN, other)	0
Total TRANSFER TO PARTNERS	0
Programme and Services Support Recovery	4,438
Total INDIRECT COSTS	4,438
TOTAL BUDGET	72,711