

www.ifrc.org
Saving lives,
changing minds.

Emergency Plan of Action Operation Update

Saint Lucia: Hurricane Matthew



DREF Operations Update No. 2	Operation n° MDRLC003
Date of issue: 17 January 2017	Date of disaster: 29 September 2016
Operation start date: 30 September 2016	Point of contact: Terrencia Gaillard, Director General of St. Lucia Red Cross (SLRC) email: sluredcross@candw.lc
Overall operation budget: 72,711 Swiss francs (CHF)	Operation timeframe: 4 months (operation will be extended by 1 additional month); the end date is now 14 February 2017.
N° of people being assisted: 1,250 people (250 families)	
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC)	
Other partner organizations actively involved in the operation: National Emergency Management Organization (NEMO), Water and Sewerage Company Limited (WASCO) and Saint Lucia Electricity Services Limited (LUCELEC)	

Summary of major revisions made to emergency plan of action:

A revision has been made to this Disaster Relief Emergency Fund (DREF) Emergency Plan of Action (EPoA)'s timeframe; the operation will be extended by a month, and it will now end on **14 February 2017**. Due to the ongoing Hurricane Matthew operation in Haiti, the IFRC's warehouse stock levels were depleted, and it was not able to replenish the SLRC's stock in the previously agreed upon three-month operational timeframe; therefore, the IFRC is requesting a one-month extension to complete the replenishment of the items to the National Society, which will be sent to Saint Lucia in a single shipment at the end of January 2017.

[<Click here to view contact details>](#)

A. Situation analysis

Description of the disaster

On 27 September 2016, a patch of inclement weather approaching the Caribbean from the Atlantic Ocean began to gather speed, reaching speeds of 60 mph (96 km/h). By 11:00am Eastern Daylight Time (EDT), St. Lucian authorities issued a Tropical Storm Warning as the system had been upgraded to Tropical Storm Matthew and it 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 Tropical Storm Matthew.

Heavy rainfall, rough seas and strong gusty winds associated with the passage of Tropical Storm Matthew continued to impact the island until the morning of 29 September 2016. Early reports from National District Disaster Committees, SLRC volunteers and Community Disaster Response Teams (CDRTs) indicated an island-wide impact. Power outages were reported in several communities across the island, and all quadrants of Saint Lucia including Gros-Islet, 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 roads and the loss of 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, and the National Emergency Management Office identified damage to farms in their assessment.

Based on assessments conducted by the St. Lucia Red Cross, at least 120 families were affected by the flooding and damage to their roofs. The immediate needs of those affected included blankets, cleaning kits and tarpaulins.

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

Summary of current response

Overview of Host National Society

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 National Intervention Team (NIT) members, and 6 CDRTs trained in community disaster response by the National Society under its current disaster risk reduction programme.

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.

Overview of non-RCRC actors in country

The Saint Lucia Red Cross has been in constant and direct coordination with NEMO, WASCO and LUCELEC in the coordination of the assessment, the understanding of the impact of the hurricane on the island and the coordination of the actions being developed. The Government of Saint Lucia has also provided support with transportation.

Needs analysis and scenario planning

Based on the rapid assessment and the support provided through SLRC's distribution of non-food items (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 was the absence of household items (blankets), cooking items (kitchen sets) and covering/repair of their damaged roofs.

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. Additionally, there is a large number of single parent families, which are generally 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; as result, the government of St Lucia, through NEMO, provided the volunteers with transportation.

Health and Welfare: (1) There was little to no damage and minimal flooding to health facilities; however, five of the centres (Monchy, Grand Riviere Babonneau, Grace and Belle Vue) had no power and two (Grace and Belle Vue) had no telephone service; (2) The Soufriere alternate site has been decommissioned; (3) Saint Jude's Hospital, which operates from the George Odium Stadium, experienced minor infrastructural issues (roof and drainage), and Hurricane Matthew caused leaks in the ceilings in the Gros-Islet Polyclinic and Castries Health Centre; (4) The main concern remains an interruption in the water supply.

Education: (1) Dame Pearlette Primary and the Gordon Walcott Primary Schools had some flooding with minimal damage to the perimeter wall, drains and furniture equipment; (2) Six collective centres were opened overnight, housing over 133 people; all of the collective centres have since been closed, and the people who sought refuge in them have returned home.

Agriculture: (1) Preliminary assessments indicate widespread damage to the sector; as much as 85 per cent of the country's farms suffered damages.

Infrastructure and Electricity: (1) Power outages were reported island-wide. There were numerous reports of downed power lines; however, LUCELEC gradually restored the island's power.

Water: (1) The assessment of the water sector has been completed. Access to some intakes were hindered by landslides and fallen trees; (a) There was a high level of turbidity throughout the network; (b) Power outages affected WASCO's operations treatment and distribution plants. Crews from WASCO worked with LUCELEC to restore the affected plants as quickly as possible.

Bridges: (1) Several roads were blocked in Castries, Gros-Islet, Dennery, and Soufriere (West Coast Road); (2) The Ministry of Infrastructure was responsible for clearing the primary road network. (1) A wall collapsed near the old Sunset Motors building in Marisule, Gros-Islet;

Housing: (1) Houses mainly suffered roof and water damage, including the loss of personal belongings; (2) One house was partially damaged in Dennery and another collapsed in Bisee; 1 house was severely damaged in Gros Islet; 3 houses had their roofs blown off in the La Bourne, Monchy area; a boulder struck a house in Soufriere; 5 houses in the Bocage area lost part of their roof; land slippage in Etangs/ Soufriere caused damage to an elderly man's home.

Risk Analysis

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 immediate needs of the 250 most vulnerable families in communities around the island are met by the St. Lucia Red Cross through the provision of NFIs, particularly sleeping materials (mattresses, blankets and pillows).

Proposed strategy

The St. Lucia Red Cross volunteers and Community Disaster Response Teams conducted assessments in the communities before issuing vouchers 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 affected communities were also scheduled.

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

The SLRC has already distributed the NFIs to the 250 affected families and replenished its stock

Operational support services

Support services include Human Resources, Communications, Planning, Monitoring and Evaluation, Reporting and Administration and Finance. Please see the [DREF EPoA](#) issued on 15 October 2016 for more details.

Logistics and supply chain

The IFRC's warehouse stock levels were reduced by the ongoing response to Hurricane Matthew in Haiti; therefore, in order to optimize its resources, the IFRC sent a single shipment to Saint Lucia at the end of November 2016 to replenish the goods that were used during SLRC's response.

C. Detailed Operational Plan

Programming / Areas Common to all Sectors			
Outcome 1 Continuous assessment and analysis are used to inform the design and implementation of the operation.	Outputs		% of achievement
		Output 1.1 Assessment of needs, operational management and operational security	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Assessments of affected areas are performed	X		100%
Monitoring visits by the SLRC and the IFRC	X		100%
Evidence-based communications and advocacy that leverage both traditional and non-traditional media is produced throughout the operation	X		100%
Progress towards outcomes			
<p><u>Assessments of affected areas are performed</u> The National Society completed the assessments for the communities it and NEMO selected.</p> <p><u>Monitoring visits by the SLRC and the IFRC</u> The National Society has conducted monitoring visits to the following communities Canaries, Anse la Raye, Bexon, Marc, Vieux Fort, Bocage, Ti Rocher, Corinth, Belle Air and Millet; the IFRC conducted a monitoring visit in December 2016.</p> <p><u>Evidence-based communications and advocacy that leverage both traditional and non-traditional media is produced throughout the operation</u> The National Society posted information about the disaster on its social media networks; however, the coverage of the disaster was limited to its social networks.</p>			

Water, sanitation, and hygiene promotion			
Outcome 2: Immediate reduction in the risk of waterborne diseases in targeted communities for 200 families. .	Outputs		% of achievement
		Output 2.1 Distribution of Hygiene related goods, which meet sphere standards, are provided to 200 families in affected areas based on needs	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Distribution of 200 hygiene kits (1 per family) (standard kit)	X		100%
Distribution of 25 cleaning kits ¹	X		100%
Replenishment of above NFIs	X		100%
Progress towards outcomes			
Distribution of 200 hygiene kits (1 per family) (standard kit)/ Distribution of 25 cleaning kits (1 per family) The National Society has conducted all of the distributions,			
Replenishment of above NFIs The replenishment of the NFIs has been completed.			

Shelter and settlements			
Outcome 3 Immediate shelter and settlement needs of 250 families are met.	Outputs		% of achievement
		Output 3.1 Essential non-food items are provided to 250 families	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Distribution of 25 kitchen sets type 1 (large)	X		100%
Distribution of 250 tarpaulins	X		100%
Insert relevant activity and add rows as needed	X		100%
Distribution of 250 mattresses (single)	X		100%
Distribution of 500 blankets (2 per family)	X		100%
Replenishment of the NFIs above	X		100%
Progress towards outcomes			
The National Society has conducted all of the distributions and replenished all of the NFIs.			

¹ This figure refers to the stock that was replenished.

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, a.i. head of Pan American Disaster Response Unit (PADRU) operations; mobile: +507 317 3050; email: omar.robinson@ifrc.org
- Iñigo Barrena, head of Disaster and Crisis Prevention, Response and Recovery (DCPRR) Department; mobile: +507 6679 3238; email: c.i.barrena@ifrc.org

In Geneva

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

For Resource Mobilization and Pledges:

- Julie Hoare, Partnership, Resources and Development (PRD) Unit coordinator; email: julie.hoare@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

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.