

www.ifrc.org
Saving lives,
changing minds.

DREF Operations Update

St. Vincent and the Grenadines: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF Operations Update No. 1 Operation n° MDRVC003	Glide no. FL-2016-000130-VCT
Date of issue: 01 February 2017	Timeframe covered by this update: 1 December 2016 to 25 January 2017
Operation start date: 29 November 2016	Operation timeframe: 3 months (operation end date is 13 April 2017)
Overall operation budget: 155,905 Swiss francs (CHF)	Point of contact: Bernard Morgan Director General of St. Vincent and the Grenadines Red Cross (SVGRC): svgredcross@vincysurf.com
N° of people affected: 25,000 people	Number of people to be assisted: 400 families (2,000 people)
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), Central Water and Sewerage Company Limited (CWSA)	

Summary of major revisions made to emergency plan of action:

It has been difficult to find the time to conduct the Jamaica Red Cross-supported psychological support (PSS) workshop for the volunteers as well as other project activities; moreover, the holiday season caused a delay in the procurement of the goods, which pushed back their delivery date. Consequently, the operation has been extended by one month in order to complete the remaining activities, and it will now end on **13 April 2017**.

[<Click here for the contact information>](#)

A. Situation analysis

Description of the disaster

On Tuesday, 29 November 2016, St. Vincent and the Grenadines was impacted by heavy rains, which resulted in flooding and landslides in several communities. Sandy Bay in the north-eastern area of St. Vincent was the most severely affected community; however, the villages of Magum, Orange Hill, Overland, London, Point, Owia and Fancy in the north-east and Spring Village, Coulls Hill, Troumaca, Rose Bank, Sharpes, Fitz Hughes and Chateaubelair in the north-west of St. Vincent were also impacted.

Safe drinking water has been restored to all of the affected communities; however, the storage and disposal of garbage is still inadequate, and it is being addressed by the National Society's hygiene promotion campaigns. Psychosocial support is becoming more urgent, and the training and deployment of trainees will assist in alleviating this challenge. Lastly, the Sandy Bay disaster response team has been reactivated to deal with the mobilization of the community regarding training and response and to manage the recovery and rehabilitation programmes.

Summary of current response

Overview of Host National Society

The Saint Vincent and the Grenadines Red Cross's Community Disaster Response Teams (CDRTs), National Intervention Teams (NITs) and volunteers have worked on the response operation since the beginning of the disaster. The National Society has 10 Regional Intervention Team (RIT)-trained members (2 water and sanitation 2 Logistics, 1 Information and reporting, 1 communication, 1 IT/Telecommunication and 3 General) and 83 general NIT members.

Summary of current response

1. Distribution of emergency relief supplies (blankets, jerry cans, hygiene kits) in collaboration with NEMO.
2. Production and distribution of safe water for 12,000 residents of the villages of Orange Hill, Magum, London, Sandy Bay, Owia and Fancy. More than 35,000 US gallons delivered by tanker trucks. The water and sanitation unit, including 3 Red Cross volunteers was deployed along with CWSA personnel to conduct this activity.
3. Coordination Mechanism re-activated with the help of the National Society to manage and distribute relief assistance given to the community from other parts of Saint Vincent and the Grenadines and from external sources.
4. Assessment conducted to determine the level of psychosocial needs of the community.
5. Finalized the detailed needs assessment in the communities of North Windward and North Leeward and other area in Saint Vincent and the Grenadines.
6. Consultation on psychosocial support carried out in the community of Sandy Bay.
7. Conducted two meetings with the chief medical officer, director of NEMO and the local Pan American Health Organization (PAHO) representative on the operation's future direction.
8. The National Society organized focus groups with beneficiaries and community stakeholders.
9. The National Society, through various focus groups and community consultations, reactivated the Sandy Bay disaster response team; this group's local knowledge will be beneficial to the implementation of this Disaster Relief Emergency Fund (DREF).
10. In consultation with the disaster response team in the community, other factors impacting vulnerability such as inadequate storage and disposal of garbage were highlighted. The questions regarding sanitation and hygiene that emerged from consultations in the area were sent to the Public Health Department and the MoHe for follow-up action.
11. Specific consideration has been given to; gender, ethnicity indigenous people, age, disability, livelihood and the history of the indigenous people who reside in the area. Particular attention was also paid to their dietary needs in the context of people who were affected by chronic non-communicable diseases. The data collected by the Red Cross regarding the dietary standard to be applied was passed on to NEMO and the donors of food baskets. In our meetings with NEMO, the Ministry of Health and Environment and other stakeholders, the Red Cross highlighted the special interest of the indigenous groups and inquired about the possibility of developing rehabilitation programmes.
12. The National Society continues to assess the communities to ensure that this operation meet the needs of the people by:
 - Conducting continuous needs assessments and analysis
 - Ensuring integrated programming between sectors is being done

- Promoting early recovery
- Consulting with local leaders of churches, community activists and other community groups

Overview of Red Cross Red Crescent Movement in country

The French Red Cross's Regional Intervention Platform for the Americas and the Caribbean (PIRAC for its acronym in French) is currently working on the DIPECH10 flood risk project in country; in addition, it supported the development of the National Society's plan of action, and it has worked closely with IFRC officials.

Overview of non-RCRC actors in country

NEMO activated its National Emergency Operations Centre (NEOC), and it continues to perform water distributions with the Red Cross and other partners. The Ministry of Health is supporting operations by providing information and collaborating with the Red Cross on issues such as disease prevention. NEMO is working with the Red Cross and others to divide up the responsibilities for specific response areas. The Central Water Sewage Authority has supplied affected private companies and government units with water for distribution through tenders.

Needs analysis and scenario planning

- **Health:** During the damage and needs assessment, many of the affected people recounted heart-wrenching stories about their traumatic experiences during the flooding and landslides. In response, NEMO asked the National Society to support the Ministry of Health and Environment (MoHE)'s efforts to mount an effective platform for psychosocial social support (PSS) in the affected communities. The SVGRC has selected the most vulnerable people in Sandy Bay (to Buccament Bay) Rose Bank on the leeward side and Rose Hall as per analysis of their current situation after the level of impact, family size, number of children and the MoHE and NEMO's distribution of non-food items (NFIs) and Food items (FIs) was taken into account.
- Broken septic tanks and standing water have created optimal breeding conditions for mosquitoes, which the Health authorities fear could foster the spread of dengue, Zika or chikungunya; hand foot and mouth disease (HFMD) also poses a risk as the MoHE has documented previous cases of the disease on the island. The SVGRC, in collaboration with the MoHE, is also conducting a Zika project, which is being by the United States Agency for International Development (USAID) through the IFRC and will be extended to the affected homes and the collective centres in Sandy Bay and Rose Bank; sensitization on Zika and other epidemiological diseases are being conducted and ongoing.
- Zika prevention actions are already being conducted through the Ministry of Health and Environment, which trained 100 volunteers in the areas of vector control management so that they can work with MoHE officials; prevention efforts primarily consist of the distribution of sensitization materials and long-lasting insecticide treated [mosquito] nets (LLITNs), especially for pregnant women and mothers with vulnerable young children.
- **Water and Sanitation:** The homeowners have started the clean-up process to enable to return home; however, the lack of equipment and cleaning material to remove the silt is hindering the clean-up process, which is concerning since the severe weather patterns have continued.
- **Shelter and settlement:** The government is providing the collective centres, while NEMO is supplying food, and the SVGRC is providing blankets, jerry cans, hygiene kits and PSS comfort kits for families with children; SCVGRS volunteers and CDRTs are also cooking meals and providing services such as first aid in the collective centres in Rose Bank and Sandy Bay.

Beneficiary Selection

The selection of beneficiaries was based on needs, NEMO's and SVGRC's damage assessments and the following selection criteria:

- Families whose home was destroyed or significantly damaged
- Persons with disabilities
- Families with a large number of children
- Single-parent households with children,
- Families with elderly members
- Persons affected due to the increased vulnerability of the community

Risk Analysis

The community of indigenous people are being assisted by the government and through this Disaster Relief Emergency Fund (DREF); however, many of the assessments now include other people who were made vulnerable by the disaster. The SVGRC is currently addressing the inadequate storage and disposal of garbage, the lack of food due to agricultural losses, the increase in unemployment as a result of the flooding and the deterioration in sanitary conditions.

B. Operational strategy and plan

Specific objective:

Provide emergency humanitarian aid to at least 400 families (2,000 affected people) in order to respond to and meet basic needs in health, water and sanitation and shelter and settlements (non-food items) during the three-month operation.

Overall Objective

In close coordination and collaboration with NEMO and other relevant national authorities, the overall objective is to provide immediate relief and assistance to 400 families (2,000 affected people) as a complement to ongoing activities to the population affected by the severe storm in Saint Vincent and the Grenadines.

Proposed strategy

The CDRTs and volunteers will continue to carry out assessments, and they will continue with the distribution based on the current registration of affected people and estimates of the affected families that still need assistance. Additionally, the volunteers will provide updates on the situation, and there will be constant contact with the CDRTs and the volunteers, as well as regular visits/community meetings in the affected communities. The MoHE and NEMO are working closely with the operation, which will prevent the duplication of efforts.

The community consultations, including community focus groups, are the operation's primary beneficiary feedback mechanism; this approach will also ensure that specific needs linked to gender, age, disability and other factors, which may increase vulnerability, are taken into account throughout the operation and that a complaint mechanism is in place.

Moreover, the accountability to beneficiaries will be increased through the realization of a beneficiary satisfaction survey, which will have a sample size of 250 families, and by providing a feedback mechanism from the communities to operational headquarters.

The 400 selected families will receive hygiene kits, jerry cans, buckets and cleaning kits, which will be purchased through the IFRC's Global Logistics Services (GLS) in Panama; SVGRC volunteers will also deliver instructional lectures on the use of the chlorine tabs and hygiene promotion to the 400 families.

Volunteers will receive prior hygiene promotion training, and teaching materials containing key messages will be developed and shared with the affected families. Furthermore, in order to complement water and sanitation activities, well cleaning and disinfection services will be provided to at least 250 families.

The water purification unit, EW403D, has been deployed, and in coordination with the National Society, the government-operated water system completely regained its functionality. The SVGRC distributed safe water in Sandy Bay, Magum, Overland, London, Point Owia, Spring, Georgetown and Fancy.

Operational support services

The Ministry of Health and Environment, particularly its Public Health Department, has assisted the Red Cross by reviewing reported cases of sanitation needs, and it has begun to implement some of the findings from the assessments in the affected communities.

Human resources

In order to implement this plan of action, the SVGRC has a multidisciplinary technical team that will ensure the implementation of activities:

- One coordinator in headquarters/field (charged to the operation)
- Water and sanitation NIT (National Society volunteer)
- Administrative - accounting personnel at the National Society's headquarters.
- IT Department personnel.
Volunteer personnel from the SVGRC.
- Process monitoring is being conducting through the acting general director.

Logistics and supply chain

- The procurement plan is to distribute water purification tablets (aqua tabs), jerry cans, buckets, blankets, kitchen sets, hygiene kits, cleaning kits and hygiene promotion and vector-disease prevention materials as per the needs identified in the affected areas and based on further discussion with the Ministry of Health and Environment. The procurement will follow the National Society's procurement procedures for purchases under CHF 1,000; however, the IFRC's procurement procedures are recommended for purchases over CHF 1,000.
- The SVGRC's warehouse is located at its headquarters in Kingstown, and the existing stocks are utilized fully as to rotate stocks in the warehouse, including items from the Tropical Mobile Storage Unit. The replenishment of stocks will be done according to the procurement plan, and donations are coordinated as to ensure the rotation of the existing stocks and avoid overloading the National Society's warehouse capacity.
- The rental of an additional truck, which will be covered by this DREF, will be required for the water purification unit for a period of 3 weeks.

Information technologies (IT)

Due to the heavy reliance on mobile phones, which are necessary to reach volunteers and affected communities and communicate with NEMO and the IFRC's Pan American Disaster Response Unit (PADRU), the National Society's mobile phone costs (especially international phone calls to the Caribbean regional office in Trinidad and Tobago and ARO in Panama) will be covered by the DREF.

Communications

The operation's communication strategy will widely employ use of social media, the National Society's communication unit and mainstream media, including interviews with leaders of the community and also people who were affected. The major cost for the National Society is the pre-paid phone service to reach volunteers, stakeholders and the CDRTs.

Security

The earlier mentioned security issues have improved. decrease, as the previously heavy rainfall has decreased as the country approaches dry season, among other improvements; however, volunteers continue to operate in groups in the field to minimize the risk of robberies or assaults on the volunteers.

Planning, monitoring, evaluation, & reporting (PMER)

This operation will issue an intermediate progress report and a final report at the end of the operation. An IFRC mission is scheduled for the last week of February 2017 to support the closure of the operation at the country level.

A lessons learned workshop will be held at the end of the operation in order to identify practical recommendations and proposals for improvement in future emergency operations in the country.

C. Detailed Operational Plan

Health and Care			
Outcome 1 The immediate risks to the health of affected population are reduced.	Outputs		% of achievement
		Output 1.1: Psychosocial support provided to the target population	
	Output 1.2: Community -based disease prevention and health promotion measures provided		
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Provide psychosocial support to 2,000 people in 18 communities		X	10%
Psychosocial support workshop for 20 volunteers	X		20%
Psychological monitoring visits	X		70%
Coordination meetings with partners and government	X		70%
Community-based health and first aid (CBHFA) refreshment workshop	X		40%
4 CBHFA promotional campaigns	X		30%
Progress towards outcomes			
<u>Psycho social support workshop for 20 volunteers</u>			
There was major concern about the recruitment of facilitators from Jamaica; however, the University of Saint Vincent and the Grenadines indicated that this matter was settled on 23 January 2017. The PSS workshop is scheduled to take place from 20 to 24 February 2017.			
<u>Community-based health and first aid (CBHFA) refreshment workshop</u>			
The CBHFA training is germane because it will address the vitally important areas of garbage storage and disposal; this workshop will be held as soon the facilitators are in place, which will likely be the second week of February 2017.			

Water, sanitation, and hygiene promotion			
Outcome 2 Immediate reduction in risk of waterborne and water-related diseases in targeted communities.	Outputs		% of achievement
	Output 2.1: Daily access to safe water, which meets Sphere and World Health Organization (WHO) standards in quantity and quality, is provided to target population		100%
	Output 2.2: Hygiene promotion activities, which meet Sphere standards in terms of the identification and use of hygiene items, are provided to target population		30%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Deployment of the water plant and NITs	X		100%
Distribution of safe water by trucking for 2,000 people	X		600%
Purchase of chemical elements for the EW403D water plant		X	100%
Distribution of 800 jerrycans (2 per family)	X		56%
Distribution of 400 14-litre plastic buckets with a tap (1 per family)	X		26%
Distribution of 30,000 aquatabs		X	0%
Maintenance of the water plant	X		85%
Distribution of 400 hygiene kits (1 per family)	X		30%
Distribution of 400 cleaning kits (1 per family)		X	0%
2 refreshment of hygiene promotion workshops	X		0%
4 hygiene promotion campaigns	X		25%
Progress towards outcomes			
The National Society has conducted all the production and distribution of safe water using the WATSAN filter unit in collaboration with the central water and sewerage authority (CWSA). Water has been restored to the affected areas.			
<u>Distribution of safe water by trucking for 2,000 people</u>			
Production and distribution of safe water for 12,000 residents of the villages of Orange Hill, Magum, London, Sandy Bay, Owia and Fancy. More than 35,000 US gals delivered by tanker trucks. The WATSAN unit, including 3 Red Cross volunteers was deployed with the CWSA in this effort.			
<u>Purchase of chemical elements for the EW403D water plant</u>			
The purchase of chemical elements for the EW403D water plant are in progress with the IFRC Logistic Unit.			
<u>Distribution of 800 jerrycans (2 per family)</u>			
Distribution of 450 jerry cans. These were distributed through NEMO and CWSA. In the affected areas.			
<u>Distribution of 400 14-litre plastic buckets with a tap (1 per family)</u>			
Distribution of 102 plastic buckets, which were distributed through the CWSA water delivery in the affected areas.			
<u>Distribution of 30,000 aquatabs</u>			
The aquatabs are currently being shipped to Saint Vincent.			
<u>Distribution of 400 hygiene kits (1 per family)</u>			
Distribution of 120 Hygiene kits, which were distributed through NEMO to the affected areas.			
<u>Distribution of 400 cleaning kits (1 per family)</u>			
The shipment from Panama still needs to pass through customs in St. Vincent and the Grenadines.			

2 refreshment of hygiene promotion workshops

One hygiene promotion workshop is scheduled for 9 February 2017

4 hygiene promotion campaigns

One hygiene promotion campaign was conducted in Sandy Bay on 12 January 2017.

Shelter and settlements			
Outcome 3 The immediate shelter and settlement needs of the target population are met.	Outputs		% of achievement
		Output 3.1 Essential Household Items (EHIs)/ NFIs are provided to the target population	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Distribution of 400 kitchen sets (1 per family)	X		3%
Distribution of 2,000 blankets (5 per family)	X		15%
Progress towards outcomes			
Distribution of 400 kitchen sets (1 per family)			
Distribution of 10 Kitchen Sets in Sandy Bay to the most urgent cases, which was based on availability.			
Distribution of 2,000 blankets (5 per family)			
Distribution of 300 blankets (two per family); these blankets were distributed throughout the affected areas based on the National Society's stock levels.			

Quality Programming / Areas Common to all Sectors			
Outcome 4 Continued assessment and analysis are used to inform the design of the operation.	Outputs		% of achievement
		Output 4.1 The management of the operation is informed by a comprehensive monitoring and Evaluation system.	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Initial needs assessment	X		100%
Detailed assessment	X		40%
Monitoring visit by the IFRC	X		50%
National Society evaluation meeting	X		40%
Lessons learned workshop	X		0%
Develop and disseminate two beneficiary stories	X		0%
Develop and disseminate two press releases	X		50%
Progress towards outcomes			
<p>Initial needs assessment The National Society completed the initial needs assessment for the affected communities.</p> <p>Detailed assessment Ongoing assessments are being done in the communities of Orange Hill, Magum, London, Sandy bay, and Fancy to address the current shelter, psychosocial support and water, sanitation and hygiene situation.</p> <p>Develop and disseminate two press releases The National Society posted information about the disaster on social media networks and mainstream media.</p>			

Contact Information

For further information specifically related to this operation please contact:

In the Saint Vincent and the Grenadines Red Cross:

Bernard Morgan, a.i. General Director of the Saint Vincent and the Grenadines Red Cross,
Email: bmorgansvg@gmail.com

In the Americas Region:

Omar Robinson, emergency response coordinator; mobile: +507 317 3050; email: omar.robinson@ifrc.org
Iñigo Barrena, head of Disaster and Crisis 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, head of Partnerships and Resource Development (PRD); phone: +(507) 317-3050; email: julie.hoare@ifrc.org

For In-Kind donations and Mobilization table:

¹ The percentages in this sector were calculated based on: 1. The Target population minus progress made; 2. The Number of households covered by the interventions; 3. The needs covered by the operation.

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**.
