

Emergency Plan of Action Final Report

Cameroon: Train Crash

DREF operation	Operation n° MDRCM024; Glide n° XXX
Date of Issue: 30.03.2017	Glide number:
Date of disaster: 21 October 2016	Operation start date: 21 October 2016
Operation budget: CHF 64,175	Operation end date: 3 January 2017
Number of people affected: 1,300	Number of people assisted: 1,066
Host National Society(ies): More than 50 permanent staff, 40,000 volunteers with 18,000 active volunteers across 58 branches and 339 local committees.	
Red Cross Red Crescent Movement partners actively involved in the operation: French Red Cross, ICRC, IFRC	
Other partner organizations actively involved in the operation: Government (including National Fire Brigade and Public Hospitals)	

A. Situation analysis

Description of the disaster

On 21 October 2016, a bridge collapsed in Manyai, a village located some 68 km from Yaoundé, the capital city of Cameroon, disrupting traffic between Yaoundé and Douala. The highway Yaoundé-Douala is a very busy road connecting the Douala seaport in Cameroon to other countries of the Central Africa sub-region. After the highway became inaccessible in the early hours of Friday 21 October 2016, travellers in Yaoundé and Douala chose to use the only train operator in Cameroon, CAMRAIL, as their only affordable means of transport. In response to an unprecedented number of travellers, CAMRAIL authorities decided to add additional wagons to the trains in Douala and Yaoundé, thereby doubling the usual capacity; as reported by the Cameroon Minister of Transports on CRTV, the national television channel. The overloaded train (approximately 1,300 passengers on board a train that usually carries 600) left Yaoundé at 11 am bound for Douala, and derailed at Eseka train station, some 119 km from Yaoundé. Government sources declared that some 75 people were killed, and approximately 600 wounded, some seriously.



CRC volunteers on accident site © CRC

The accident occurred around midday, a business peak time in such places, as local vendors usually sell goods along the platform.

To cope with the emergency, at least 20,000 sachets of blood were needed and the National Order of Physicians appealed for contributions from the public, as they could not afford to pay for blood. Dead bodies were transported to

the hospitals in Yaoundé, and many of them were yet to be identified even 10 days after the accident. Indeed, some bodies were very difficult to identify due to the nature of the accident and recovery of bodies was hampered by ongoing rains.

Summary of response

Overview of Host National Society

Following the announcement of the train derailment in Eseka, Cameroon Red Cross immediately deployed a team from its headquarters to the accident site to conduct a rapid assessment of the situation and provide first aid to the wounded. The team was led by the Secretary General of the National Society, while the National Disaster Management Director took a secondary untarred road from Yaoundé to Eseka, since the highway Yaoundé-Douala was cut off in Manyā the same day following the collapse of a bridge. The Cameroon Red Cross (CRCS) team arrived the scene of the accident at the same time as the National Fire Brigade and government authorities. The National Society mobilized 60 first aid workers (15 from Douala, 4 from Eseka and 41 from Yaoundé) to provide first aid and assist in the retrieval of dead bodies. Over the next 48 hours following the crash, CRCS first aid workers treated 561 wounded people, provided them with first aid treatment and prepared them for transfer to hospitals in Yaoundé and Douala. The transfers were undertaken by the Government. The CRCS team recovered 55 dead bodies, including five children younger than ten years as well as two expatriates. There were more dead bodies trapped under the collapsed train, but CRCS volunteers did not have any appropriate equipment to remove them. The National Society also mobilised two resource people (two RDRT members and former delegates) to assist first aid workers during this response.



CRCS volunteers retrieving injured person from rubbles © CRC

Overview of Red Cross Red Crescent Movement in country

The proximity of the IFRC's Country Cluster Office for Central Africa, based in Yaoundé, the capital city of Cameroon, made it easier to provide immediate support to Cameroon Red Cross. For this operation, IFRC facilitated the publishing of a DMIS report and a web story on the accident on IFRC website¹. ICRC provided support through the replenishment of body bags, stretchers and gloves as well as access to a land cruiser used in the response. Together with the CRCS and IFRC, ICRC and the French Red Cross, also based in Yaoundé, conduct regular in-country Movement Coordination meetings organised at least once per month.

Overview of non-RCRC actors in country

Immediately after the announcement of the disaster, the government set up two crisis committees; one in Douala and the other in Eseka. While the crisis committee in Douala was tasked with the safe transfer of passengers to Douala, the one in Eseka, coordinated by the Senior Divisional Officer (SDO) of Eseka, was responsible for information management at the scene of the accident. The National Directorate for Civil Protection dedicated a toll-free number in Eseka to help family members call and get information about their relatives. The Government also deployed a psychosocial support expert to Eseka to assess the situation and provide psychosocial support to survivors, families of affected people, witnesses and all other stakeholders. The President of the Republic of Cameroon decreed free treatment of wounded people who were dispatched in hospitals of Douala and Yaoundé. Dead bodies were also transported by government to hospitals in Yaoundé. In addition, the President of the Republic declared the day of 24 October 2016 a National Mourning Day in memory of the people killed in the accident and commissioned an investigation to determine the exact cause of the disaster.

Needs analysis and scenario planning

¹<http://www.ifrc.org/en/news-and-media/news-stories/africa/cameroon/cameroon-red-cross-response-team-provides-emergency-support-followingtrain-accident-72626/>

Following the immediate assessment conducted by Cameroon Red Cross, gaps were found and needed to be covered. The CRCS deployed 60 volunteers from the day of the accident, 21 October 2016. These volunteers conducted retrieval of dead bodies from rubbles, provided first aid to wounded people, and referred them to Government services for proper transfer to hospitals in Yaoundé and Douala. There was an urgent need to pay the incentives to these volunteers, to enable them to continue their humanitarian activities. In addition, the volunteers in the field (60 volunteers and 6 supervisors) needed psychosocial support to help them debrief and live with what they witnessed during this traumatizing accident. Two sessions with a psychologist was planned for each of the 66 volunteers and supervisors, during which they were properly debriefed and provided with guidance as needed. Hospitals in Yaoundé and Douala declared a blood shortage at blood banks following the accident, and appealed for additional blood stocks. Cameroon Red Cross has a tradition of facilitating blood donation. The National Society mobilized at least 1,000 blood donors and the blood was collected by government hospitals for the treatment of the injured. Sandwiches, drinks and taxi fares were provided for these blood donors. While preparing this DREF operation, the CRCS had already used part of their emergency relief items in response to the accident. As such, this DREF allocation was used to replenish the items that had already been used before validation of the DREF. Those items include 66 first aid kits, 20 stretchers, 5 boxes of gloves, 660 masks, 66 lamp torches, 66 pairs of boots, 66 raincoats, 66 hand-washing sanitizers, 25 camping beds, 60 aprons for volunteers, 6 jackets for supervisors, 2 vacuum mattresses and 200 blankets. Note that body bags were planned to be replenished by the ICRC.



Cameroon RC volunteers transporting train crash victims from accident site to health care centres © CRC

Risk Analysis

The major risk for this operation was the event of the Yaoundé – Douala road remaining closed for a longer period and the inaccessibility of the accident site. Indeed, had the supervisors not been able to use the main road, additional cost and time would have been required for detours through untarred roads. Teams coming from Yaoundé had to cross a rather dense forest. Unfortunately, while crossing some localities, it was noticed that the local population had sabotaged a few bridges. The forces of law and order however quickly controlled this situation.

B. Operational strategy and plan

Overall Objective

The overall aim of this operation was to contribute to assisting the people affected by the Eseka train crash by providing psychosocial support and mobilizing the population for blood donation.

Proposed strategy

This DREF operation was aimed at supporting the Cameroon Red Cross to provide assistance through the following activities:

- Pay incentives to the Red Cross volunteers who were mobilised to carry out search and rescue activities in Eseka. Volunteers were mobilised from Yaoundé, Douala and Eseka, and were supervised in the field by a team from the CRCS headquarters in Yaoundé.
- Mobilisation of blood donors for one month, in support of the blood collection efforts being made by Government in hospitals and health centres in collaboration with national and international partners.
- Refer Red Cross volunteers to health centres where they could receive psychosocial support following the shocking moments gone through trying to save lives.

- Replenish the first aid materials used during the life-saving interventions of Red Cross volunteers.
- Conduct a lessons learned workshop to assess Red Cross intervention during this operation and draw lessons for future interventions. These opportunities were planned to be used to brief CRCS volunteers and staff on DREF guidelines.

Operational support services

Human resources (HR)

Some 60 Red Cross volunteers and 6 supervisors were mobilized for the operation. The operation was supported by the IFRC Central Africa CCST.

Logistics and supply chain

Procurement plans: The items deployed were available on the Cameroonian market and thus were purchased by the Cameroon Red Cross. Items not available in Cameroon were purchased internationally through IFRC logistics.

Warehouse and storage plans: The National Society has a small warehouse at their headquarters in Yaoundé that was used for storing the items replenished.

Transport and fleet needs: Fuel was needed for CRCS vehicles deployed for this operation.

Information Technologies (IT)

From the announcement of the train crash, the CRCS and IFRC have been using telephone extensively for communications considering the enclaved nature of the accident site. Provisions were made in the budget to cover these costs.

Communications

National and international media were approached to ensure proper coverage of Red Cross interventions. Throughout the operation, the communication department of the CRCS relayed images of volunteers in action on the ground, on the NS Facebook blog. A communications team member was on the field with the rescue teams.

Planning, monitoring, evaluation, & reporting (PMER)

A two-day lessons learned workshop was organised at the end of the operation.

C. DETAILED OPERATIONAL PLAN

Health and Care

Needs analysis: Psychosocial support was planned to be provided to Red Cross volunteers involved in the operation, and to the bereaved families. Most hospitals in Douala and Yaoundé expressed the need for supplementary blood to treat the injured. The NS needed to mobilize at least 1,000 blood donors for this operation. The first aid and relief items used equally needed to be replenished.

Population to be assisted: The population targeted by this operation included Red Cross volunteers, bereaved families and injured persons who were in government hospitals. The total number of people targeted by this DREF operation was 1,066 (66 Red Cross volunteers and supervisors, and 1,000 wounded people).

Health and Care	
Outcome 1: The immediate risks to the health of affected populations are reduced.	
Output 1.1: Target population is provided with rapid medical management of injuries and diseases.	
Output 1.2: Psychosocial support provided to the people affected by this operation.	
Planned activities	
1.1.1	Provide first aid to wounded people and dead body management
1.1.2	Purchase the items to be replenished (include 66 first aid kits, 20 stretchers, 5 boxes of gloves, 660 masks, 66 lamp torches, 66 pairs of boots, 66 raincoats, 66 hand-washing sanitizers, 25 camping beds, 60 aprons for volunteers, 6 jackets for supervisors, 2 vacuum mattresses and 200 blankets) are purchased and transported to the NS headquarters in Yaoundé
1.1.3	Fuel Cameroon Red Cross vehicles for the operation
1.1.4	Transport the items to warehouse
1.2.1.	Identification of the beneficiaries (66 Cameroon Red Cross volunteers and supervisors)
1.2.2.	Provide psychosocial support sessions to volunteers
1.2.3.	Organise and facilitate a lessons learned workshop
Outcome 2: The gap of blood in the hospitals of Yaoundé and Douala is filled to enable the proper treatment of wounded people in hospitals.	
Output 2.1: At least 1,000 blood bags are collected by the hospitals of Yaoundé and Douala with Red Cross support	
Planned activities	
2.1.1	Mobilise and sensitize blood donors (3 per week for 4 weeks)
2.1.2	Liaise with the appropriate hospitals for the collection of blood.
Achievements	
1.1.1	The accident occurred around 13:00, the CRCS was alerted within 30 minutes and the first team was ready to be deployed 15 minutes later. Upon arrival on the field, CRC volunteers provided first aid treatment to injured persons. They equally helped remove dead bodies from rubbles.
1.1.2	As planned by the DREF operation, the following items were procured in replacement of those used. These included 66 first aid kits, 20 stretchers, 5 boxes of gloves, 660 masks, 66 lamp torches, 66 pairs of boots, 66 raincoats, 66 hand-washing sanitizers, 25 camping beds, 60 aprons for volunteers, 6 jackets for supervisors, 2 vacuum mattresses and 200 blankets.
1.1.3	Fuel was equally provided for Cameroon Red Cross vehicles used in this operation.
1.1.4	Items procured in replenishment were transported the to the NS warehouse in Yaoundé for storing.
1.2.1	Beneficiaries of psychosocial support were identified based on the type of accident and ensuing trauma that could be caused by such an event. Indeed, all 66 Cameroon Red Cross volunteers and supervisors, as well as victims and witnesses of the accident were identified to receive Psychosocial support.

1.2.2	This operation provided psychosocial support for 60 Cameroon Red Cross volunteers and their 6 supervisors. Each of them had <i>two (2) sessions with a psychologist during which they were properly debriefed and provided with guidance as needed</i> . The Government also deployed a psychosocial support expert to Eseké to assess the situation and provide psychosocial support to survivors, families of affected people, witnesses and all other stakeholders.
1.2.3	A lessons learned workshop was held in Yaoundé from 20 – 21 December 2016 and intended for participants to evaluate the manner in which the relief operation was conducted on the field, assess the team responsible for the implementation of the operation and the various activities carried out; draw lessons on what went well, and formulate recommendations focusing on areas for improvement.
2.1.1	The National Society mobilized and sensitized at least 1,000 blood donors. and the blood was collected by government hospitals for the treatment of the injured. Sandwiches, drinks and taxi fares were provided for these blood donors
2.1.2	See 2.1.1 above.
Challenges	
The following challenges were encountered while implementing this DREF operation: <ul style="list-style-type: none"> • Administrative slowness with regards to the signing of mission orders for the deployment of teams (in Yaoundé and Douala); • Logistics deployment (one vehicle available but no fuel and driver unavailable); • Inadequate information for a better choice of equipment to be deployed; Bad roads to the accident site, leading to the team using a secondary road which they did not know very well.	
Lessons learned	
As concerns lessons learned, the alert given by the authorities, the communication between first aid volunteers, the proper organization of rescue operations, the mobilization of teams at local level, and the other actors on the ground (fire brigade, gendarmerie, BIR, medical staff) were cited as positives to be maintained for future emergency operations. With regards to resource mobilization in emergencies, participants were taught the differences between a DREF and an Emergency Appeal (EA).	

D. THE BUDGET

The overall budget for this DREF was CHF 64,175, of which CHF 47,505 was spent. The balance of CHF 16,670 will be reimbursed.

Variations Explanation:

The over expenditure in the 'Volunteers Costs' budget line, amounting to CHF 1,211 (14%), is related to the cost of staff budgeted under 'National Society staff' which presents a positive balance of CHF 4,123.

Contact information

For further information specifically related to this operation please contact:

Cameroon Red Cross: Samuel SOGMAM , Secretary General, Cameroon RC; email: samuelsogmam@yahoo.fr, Tel +237 674 639 121

IFRC Regional Representation:

- Andrei Engstrand-Neacsu, Head of Cluster, IFRC Yaoundé Multi-Country Cluster Support Office for Central Africa; email: andrei.engstrandneacsu@ifrc.org
- Josuane Flore Tene, DCPRR coordinator, IFRC Yaoundé Multi-Country Cluster Support Office; phone: +237 677 098790; email: josuane flore.tene@ifrc.org

IFRC Region: Farid Abdulkadir, Head of DCPRR Unit, Nairobi, Kenya; phone +254 731 067489; email: farid.aiywar@ifrc.org

IFRC Geneva: Cristina Estrada, Response and Recovery Lead; phone +41 22 7304 260; email: cristina.estrada@ifrc.org

IFRC Regional Logistics Unit (RLU): Rishi Ramrakha, Head of regional logistics unit; phone: +254 733 888022; fax: +254202712777; email: rishi.ramrakha@ifrc.org

For Resource Mobilization and Pledges:

In Africa Region: Fidelis Kangethe, Partnerships and Resource Mobilization Coordinator; Nairobi; phone: +254 731 984 117; email: fidelis.kangethe@ifrc.org

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

- In IFRC Zone:

æ

[Click here](#)

1. Revised Emergency Appeal budget (if needed) [below](#)
2. Click [here](#) to return to the title page

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.

www.ifrc.org
Saving lives, changing minds.



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.

Disaster Response Financial Report

MDRCM024 - Cameroon - Train Crash

Timeframe: 03 Nov 16 to 03 Jan 17

Appeal Launch Date: 03 Nov 16

Final Report

Selected Parameters

Reporting Timeframe	2016/11-2017/5	Programme	MDRCM024
Budget Timeframe	2016/11-2017/1	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		64,175				64,175	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		64,175				64,175	
C4. Other Income		64,175				64,175	
C. Total Income = SUM(C1..C4)		64,175				64,175	
D. Total Funding = B + C		64,175				64,175	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		64,175				64,175	
E. Expenditure		-47,505				-47,505	
F. Closing Balance = (B + C + E)		16,670				16,670	

Disaster Response Financial Report

MDRCM024 - Cameroon - Train Crash

Timeframe: 03 Nov 16 to 03 Jan 17

Appeal Launch Date: 03 Nov 16

Final Report

Selected Parameters

Reporting Timeframe	2016/11-2017/5	Programme	MDRCM024
Budget Timeframe	2016/11-2017/1	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			64,175			64,175		
Relief items, Construction, Supplies								
Clothing & Textiles	660						660	
Medical & First Aid	23,724		23,194			23,194	530	
Other Supplies & Services	1,073						1,073	
Total Relief items, Construction, Sup	25,457		23,194			23,194	2,262	
Logistics, Transport & Storage								
Distribution & Monitoring	3,500						3,500	
Transport & Vehicles Costs	1,500		1,273			1,273	227	
Total Logistics, Transport & Storage	5,000		1,273			1,273	3,727	
Personnel								
National Society Staff	7,900		3,777			3,777	4,123	
Volunteers	8,596		9,808			9,808	-1,211	
Total Personnel	16,496		13,584			13,584	2,912	
Workshops & Training								
Workshops & Training	6,395		3,952			3,952	2,443	
Total Workshops & Training	6,395		3,952			3,952	2,443	
General Expenditure								
Travel	2,660		969			969	1,691	
Office Costs	1,333		868			868	466	
Communications	1,917		536			536	1,381	
Financial Charges	1,000		229			229	771	
Total General Expenditure	6,910		2,602			2,602	4,308	
Indirect Costs								
Programme & Services Support Recove	3,917		2,899			2,899	1,017	
Total Indirect Costs	3,917		2,899			2,899	1,017	
TOTAL EXPENDITURE (D)	64,175		47,505			47,505	16,670	
VARIANCE (C - D)			16,670			16,670		

Disaster Response Financial Report**MDRCM024 - Cameroon - Train Crash**

Timeframe: 03 Nov 16 to 03 Jan 17

Appeal Launch Date: 03 Nov 16

Final Report

Selected Parameters

Reporting Timeframe	2016/11-2017/5	Programme	MDRCM024
Budget Timeframe	2016/11-2017/1	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	64,175		64,175	64,175	47,505	16,670	
Subtotal BL2	64,175		64,175	64,175	47,505	16,670	
GRAND TOTAL	64,175		64,175	64,175	47,505	16,670	