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## Emergency Plan of Action (EPoA)

### Cameroon : Flash Floods in Santchou

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation:</b> MDRCM025	<b>Glide n°:</b> FF-2017-000122
<b>Date of issue:</b> 28 <sup>th</sup> August 2017	<b>Date of disaster:</b> 4 <sup>th</sup> August 2017
<b>Operation manager (responsible for this EPoA):</b> Josuane Flore TENE, DCPRR Coordinator, IFRC Yaounde Cluster	<b>Point of contact (name and title):</b> Sogmam Samuel, Secretary General, Cameroon Red Cross (CRC)
<b>Operation start date:</b> 21 August 2017	<b>Expected timeframe:</b> 03 months
<b>Overall operation budget:</b> CHF 95,161	
<b>Number of people affected:</b> 12,890 persons	<b>Number of people to be assisted:</b> 1,105 persons or 221 households partially (90 families) or completely (131 families) lost their houses
<b>Host National Society (ies) presence (n° of volunteers, staff, branches):</b> Cameroon Red Cross (50,000 volunteers, 337 branches)	
<b>Red Cross Red Crescent Movement partners actively involved in the operation (if available and relevant):</b> International Federation of Red Cross and Red Crescent Societies (IFRC)	
<b>Other partner organizations actively involved in the operation:</b> Local administrative authorities	

## A. Situation analysis

### Description of the disaster

Since 04 August 2017, the Menoua Division, in the West Region of Cameroon, has been experiencing heavy rainfalls, causing a significant rise of water levels and mudslides to settlements. Resulting from this situation, severe flooding has ensued in the area, causing extensive material damage and loss of life.

As of 07 August 2017, four (04) main localities had been assessed and as at now, information gathered reports that 12,890 people are affected with damages distributed as follows:

**Bélong:** A town made up of three (3) villages of 2,700 people, was the most affected by these floods. Indeed, more than 70% of the population is affected with 50 families that have seen their homes completely destroyed, more than 20 houses partially destroyed as well as 500 plantations and schools destroyed.



House destroyed by flash floods and mudslides in Santchou ©  
Photo culled from Google

**Fondo Nera:** Locality of 5,000 people of which 30 families are homeless, including 10 families whose homes have completely been destroyed and some 20 partially destroyed. Some three (3) bridges are broken, number of high schools and health centres are destroyed, while 5 hectares of plantation have been devastated by the waters.

**Echiok (village located at about 15 km from Santchou urban centre):** Community of 3,000 people, where the body of one (01) adult was discovered under the rubbles and 02 children are still missing. Damages include the local College of Technical Education [CES] which is completely flooded by water, 20 houses completely destroyed, five (5) broken bridges, devastated plantations and many cattle carried away by the waters.

**Nden- Ofoungou:** a community of 950 people where 100 people lost their plantations and a bridge was destroyed.

**Fosso Ouasen:** which seems to be the locality from where the disaster started, counts 1,240 people or 253 affected households. As such, 31 and 26 registered houses were respectively completely and partially destroyed, with 17 remaining in very bad condition. Latrines, bridges and fields were destroyed.

**Table 1: Summary data of the rapid initial assessment:**

Quarter	# affected households	# people affected	# of houses destroyed	# of houses partially destroyed	# of houses in bad state	# of missing persons	# of deaths	# of water points destroyed	# of latrines destroyed	# of fields and other infrastructure destroyed
Bébong	540	2700	50	21	24	0	0	2	3	500 <sup>1</sup>
Fondo Nera	1000	5000	10	20	19	0	0	6	5	8 <sup>2</sup>
Echiok	600	3000	20	15	21	2	1	2	4	5 <sup>3</sup>
Nden-Ofoungou	190	950	20	8	9	0	0	1	3	101 <sup>4</sup>
Fosso Ouasen	253	1240	31	26	17	0	0	1	6	300
<b>Total</b>	<b>2,863</b>	<b>12,890</b>	<b>131</b>	<b>90</b>	<b>90</b>	<b>2</b>	<b>1</b>	<b>12</b>	<b>21</b>	<b>613</b>

The rains continue to pour down on the Menoua Division, making some localities inaccessible due to the destruction of the above-mentioned bridges; an increase in the data presented in Table 1 is therefore expected.

Exchanges are ongoing with the National Meteorological office and it is expected that rainfall will be more concentrated in the western regions for now. Given the level of poverty within the population of these areas, the homes built are not strong enough to withstand such flash floods.

## Summary of current response

### Overview of host National Society

As soon as the disaster broke out, the CRC, through the local committee, mobilized 30 staff and volunteers to carry out a rapid assessment of the situation and, search and rescue, above all, to provide first aid to the victims. This exercise was carried out under the supervision of a member of the National Disaster Management Team and committee officials. Volunteers assisted in evacuating victims to secure areas and provided them with psychological support. Immediately, a DMIS was posted with support of the IFRC.

Local Red Cross officials (divisional and sub-divisional presidents, as well as the Divisional Disaster Management) have been participating in crisis meetings organized by the local administrative authorities under the lead of the Senior Divisional Officer (SDO) of Menoua. In the meantime, the president of the local RC committee and volunteers are actively involved in the census of affected people and collecting data that could be used to ascertain the initial needs.

<sup>1</sup> 500 plantations + schools destroyed

<sup>2</sup> 3 broken bridges + 5 hectares of land devastated

<sup>3</sup> Broken bridges + devastated plantations and cattle washed away by waters

<sup>4</sup> 100 plantations destroyed et 1 broken bridge

**Table: Action by RCRC Movement**

Action	Response Action
Rapid Assessment	A rapid assessment was carried out to identify immediate needs of the affected people.
Search and rescue	A team of 30 volunteers were mobilized to conduct search and rescue for evacuation of affected people to safer places.
First aid services	First aid was provided to affected people.
Movement coordination	The Movement partners i.e. ICRC and IFRC are coordinating with NS and providing support to the NS efforts of initial response.

### Overview of Red Cross Red Crescent Movement in Country

The IFRC is present in the country and is supporting the CRC in the development and implementation of the action plan. The NS works with the ICRC in the event of activities in line with restoring family links. As such, a telephone contact has already been established with the ICRC, which is awaiting information on how the events unfold.

On the side-lines of this emergency, coordination meetings of the Red Cross Movement are taking place in the country. During these meetings, the CRC exchanges with its partners about the country, amongst which, on the agenda for this month, planned actions on the present situation.

### Overview of non-RCRC actors in country

After the crisis meeting, the SDO of Menoua Division, under which the town of Santchou is attached, set up a crisis committee, of which the Divisional Red Cross branch of Menoua is a member. Within this committee, the Divisional RC branch is in charge of humanitarian assistance of the affected people. In the meantime, the affected households benefit from the hospitality of some host families and other souls of good will who are supporting them by providing foodstuff. An elite of the locality and traditional chief of the zone sent an encouragement correspondence and promised multifaceted assistance to affected families.

## Needs assessment, beneficiary selection, risk analysis and scenario planning

### Needs assessment

The rapid assessment conducted by the CRC identified urgent needs in the areas of food; emergency shelter for nearly 221 families whose houses were completely or partially destroyed; basic household items (blankets, mattresses, tarpaulins, kitchen utensils, etc.); drinking water; access to appropriate sanitation and the reduction of the increased health risks, especially cholera and poliomyelitis, which are recurrent in the Division. It will also be important to equip the population with long lasting impregnated mosquito nets, to deal with the risk of malaria, given all the stagnant water resulting from the flooding and hygienic kits for women of childbearing age.

Since further information is required, this DREF will allow for a more detailed assessment of the situation. The action plan shall therefore be revised depending on the evolving needs of the most affected households, including the need for emergency shelters and latrines. Tarpaulins will be distributed (2 per families to support the construction of emergency shelters).

The current needs are as follows:

**Table 2: A quantified summary of immediate needs per sector**

N°	Sector	Article	Quantity	Measurement
1	NFIs/shelter	Blankets (2 pcs per HH)	442	Unit
3		Mattress (2 pcs per HH)	442	Unit
5		Kitchen sets (1 pc per HH)	221	Unit
6		Hygiene kits (1 pc per HH)	221	Unit
7		Soap (1 pc of 250g per pers per month for 2 months)	2210	Unit

8		Buckets (1 pc per HH)	221	Unit
9		Jerry can (1 pc per HH)	221	Unit
10	<b>Water, sanitation and hygiene promotion</b>	megaphones and batteries	10	set
11		leaflets	2500	pces
12		posters	2500	pces
13		Images box	10	Image box
14		Chlorine (Box 45Kg)	4	Boxes
15		Containers (for mixing chlorine)	30	Unit
16	<b>Health</b>	First aid kits for volunteers	10	kit
17		Mosquito nets (2pc per HH)	442	Unit

Moreover, needs in terms of food, medicines and even school supplies were equally expressed. Advocacy efforts will be made with other partners to cover these aspects.

In addition to these immediate needs for the disaster affected populations, the local Red Cross committees also need technical support to strengthen their capacities in several areas including awareness, distribution, sanitation, as well as construction of emergency shelters and latrines. They also need to be supplied with intervention and communication equipment.

Furthermore, volunteers will need first aid kits to provide first aid services to the injured, since such situations expose the population and even volunteers themselves to very serious injuries. These kits will allow volunteers to provide first aid before referring the injured to the nearest health centre if necessary. The volunteers, divided in teams, will receive 2 kits for each team, for a total of 10 first aid kits.

In addition, local committees will be equipped with materials for environmental sanitation, to be used with community involvement. This includes:

**Table 3: Material needed for environmental sanitation**

N°	Description	Quantity	Unit
1	Soft brushes	25	Unit
2	Rakes	25	Unit
3	Hoes	25	Unit
4	Wheel barrows	10	Unit
5	Bleach	50	Unit
6	Soap (200gr)	270	Unit
7	Detergent	270	Unit
8	Sprayers	20	Unit
9	Shovels	30	Unit

Such material is, in most cases, procured on the local market by the National Society with respect to the rules of procedures of both the NS and the IFRC.

#### **Beneficiary selection:**

Based on the records of affected persons done by the local committees, the operation will assist affected persons identified as the most vulnerable for a total of 221 families (1,105 people). Of course, in such a situation, it will not be easy to select the beneficiaries since many people are vulnerable. However, with the support of local Red Cross committees as well as village and neighbourhood leaders, a selection of the most vulnerable will be made in accordance with the following criteria:

- Families with female heads of households;
- Nursing women;
- Pregnant women;

- Households with elderly people;
- Households with disabled persons;
- Households hosting unaccompanied children.

## Risk analysis

Most roads in this area are generally impassable. With the intensification of the rains, the amount of mud and stones piled up, the number of people affected by the floods could multiply and increase the vulnerability of those already affected. There are many broken bridges due to the heavy downpours, making access to the most remote areas virtually impossible. This, despite the fact that the dynamism of the city had returned thanks to the completion of the Melong-Dschang road. Indeed, this road is the transport hub, linking Bamenda and other parts of the Northwest region of Cameroon to Santchou.

Also, the destruction of livestock constitutes a source of pollution for the environment and sources of water. The same is true for the destruction of latrines, thus exposing the population to diseases related to dirty water and lack of hygiene. The destruction of fields in these villages, where about 80% of the population lives off subsistence farming of crops such as cocoyams, cassava, beans, maize, plantain, bananas, etc., exposes populations to an eventual food crisis. Some are also engaged in cash crops such as cocoa and coffee that are a major source of income for these communities.

**Table 4: Summary of risk analysis**

Risk	Occurrence likelihood (high, mid, low)	Severity of risk impact (high, mid, low)	Mitigation measures
<b>Beneficiaries selection</b> Difficulties / exposure of volunteers for the selection of the most vulnerable people	Mid	Mid	1. Volunteers will work with community leaders and administrative authorities in the selection of beneficiaries and during the response phase  2. The response activity will be covered by a communications approach, including door-to-door sensitization and radio programs for social mobilization
<b>Epidemics</b> Outbreaks of diseases related to dirty water and pollution of the environment	Mid	High	Activities including hygiene promotion and prevention of communicable diseases will be carried out
<b>Operational capacity</b> : Weak technical capacity of the volunteers involved in the operation	Low	Mid	1. Deployment of a Watsan RDRT with relief background  2. Deployment of volunteers solely dedicated to the current DREF  3. Strengthen technical operational capacities

## B. Operational Strategy and Plan

With support from the IFRC, the CRC intends to provide assistance to 221 affected families, whose homes have been partially or completely destroyed. This shall be done by supplying essential non-food items (blankets, mattresses, mosquito nets, hygiene kits for women of childbearing age, cooking utensils, soap, jerry cans, buckets). The CRC also plans to conduct sensitization activities on water-related diseases and house water treatment and storage, and to provide sanitation kits for the promotion of health and hygiene.

A member of the Regional Disaster Response Team (RDRT) shall be deployed, to support the National Society in carrying out a detailed assessment to determine if any changes are necessary to this operation. This shall be done based on how the situation unfolds on the field. The assessment checklist includes issues related to gender and diversity to inform specific or typical needs of most vulnerable people.

The Secretary General chaired a crisis meeting at the headquarters and National Disaster Response Team (NDRT) members were mobilized for a possible deployment. Ongoing assessments on the field could lead to a modification of this action plan.

Thirty-three (33) volunteers and supervisors will be briefed (recycled) on needs assessment and the registration of beneficiaries who could be assisted in the coming weeks in each area and on the promotion of health and hygiene. The operation will engage communities in assessment, design of the assistance package, registration, distribution and monitoring of the assessment as relevant to the context.

### Overall objective

Contribute to improving the living conditions of 221 most vulnerable families, following the flash floods in Santchou district (West Cameroon).

### Proposed Strategy

This action plan will depend on the rainfall in this Division, bearing in mind that the highest rainfall comes from Dschang (headquarters of the Division) and it is likely to pour some more in the future, since the rainy season is just at its beginning. A rapid assessment was conducted by local volunteers, who could not access some affected areas due to the deterioration of roads (including broken bridges) following these rains. The CRC has experience at HQ level with floods management in the Far North region, and with analysis of information received, expects the situation on the ground to be worse than announced.

As such, it is essential to start assistance with the points below:

- Continue assessing the situation and needs with the support of response teams (NDRT/RDRT) in the country;
- Identify the most affected communities and households (specifying the nature of the losses);
- Mobilize and brief volunteers;
- Support the local Red Cross committee (deployment of NDRT and RDRT)
- Distribute non-food items to the most affected families
- Organize sensitization sessions:
  - On risk areas
  - On the treatment and conservation of water at home
  - On orientation towards temporary shelters
- Promote hygiene and sanitation
  - Disinfection of water points and latrines
  - Distribution of Aqua tabs
- Produce Information Education and Communication (IEC) materials on water, hygiene and sanitation.
- Conduct a mid-term assessment
- Update the action plan depending on the evolution of the situation.

## **Operational support services**

The operation will be conducted in collaboration with all partners involved in the field operation.

### **Human Resources**

The implementation activities will require the deployment of 30 Cameroon Red Cross volunteers and 3 supervisors, one from the headquarters, who will be trained/recycled. These activities will be conducted with the involvement of beneficiaries and in collaboration with the local administrative authorities. Indeed, the volunteers will all receive training and will all be used in sensitization and hygiene promotion activities. However, only 30 volunteers will be involved in distribution activities.

A support staff consisting of:

- 1 NDRT member,
- 1 logistics assistant,
- 1 reporting/communication assistant
- 1 finance/accounting assistant,
- 1 driver
- 1 DM coordinator,

will be deployed to support the volunteers. These people will only benefit from per diems corresponding to their mission days on the field, if necessary.

A member of the RDRT with Watsan/Relief focus will be deployed for a one-month period, to provide a community-based support to the NS. This period may be extended depending on the needs on the field.

Monitoring missions by the headquarters of the NS will be conducted in collaboration with the IFRC's Disaster Management Unit. Other departments (Health, Human Resources and PMER) will be involved depending on their areas of expertise and the needs on the ground. The overall responsibilities of the operation lie with the operation manager.

### **Logistics and Supply Chain**

Response shall require the local purchase of hygiene and sanitation items. These purchases will be done in strict compliance with CRC and IFRC procedures. NFI materials are available in the cluster office warehouse and will be replenish with this DREF

The logistics assistant of the CRC shall work on this with the support and collaboration of the logistics officer of the Federation. If necessary, the logistics officer of IFRC may be deployed to the field to facilitate the transportation of the items to beneficiaries, given the logistical challenges (roads and broken bridges) in the affected area, resulting from this flood.

### **Information Technology (IT)**

Telephone discussions and on-line communications are already underway between the local RC branches, the divisional focal points of the CRC and the headquarters' technical departments (NS and IFRC) in order to collect information on the situation. These discussions will continue throughout the operation, to ensure a better monitoring of the activities and the evolution of the situation.

### **Communication**

The CRC shall use its website and the extensions of its social networks to make the achievements of this operation known. It shall also be made known through the various IFRC media platforms. Moreover, local and regional community radios shall be used for the dissemination of messages on the promotion of hygiene and sanitation as well as the reduction of disaster risks. The visibility of the Red Cross volunteers' field actions will be ensured during the operation through local media and visibility equipment. A film/documentary will also be produced to reinforce the visibility of this operation, to enlighten all actors on the real situation and support the workshop on lessons learned. Good documentation and reports highlighting these lessons will be done. The CRC shall provide regular updates of the operation.

Where possible and relevant, communication and information sharing will be conducted with the Government, specifically the Civil Protection department.

## **Security**

The West region is relatively quiet for now. However, due to its proximity to Nigeria, it is still important to maintain a high level of vigilance. Nonetheless, arrangements are made by the local authorities for the security of persons. The IFRC Regional Security Coordinator for Africa Region will extend necessary guidance on the security assessment and appropriate measures to be undertaken for safety of staff and volunteers.

## **Planning, Monitoring, Evaluation and Reporting (PMER)**

Although ongoing monitoring shall be provided by the local branches of the NS, the CRC at headquarters level, in close collaboration with the IFRC, will monitor the progress of the operation and provide the necessary technical expertise.

Monitoring and reporting of the operation shall be carried out by the NS. Weekly updates on the overall evolution of the operation shall be sent to the IFRC and periodic reports shall provide details on the monitoring of the indicators.

The DREF shall be reviewed in order to assess the impact of this operation and a workshop of lessons learned will also be organized in this learning process.

## **Administration and finance**

The NS has a permanent administrative and financial department, which will ensure proper use of financial resources, in accordance with the conditions to be outlined in the Memorandum of Understanding between the NS and the IFRC.

Management of financial resources will be carried out in accordance with IFRC procedures and DREF guidelines. A member of the IFRC funding team will support the NS to ensure compliance with financial procedures. It may be important to conduct field trips to ensure that supporting documents are collected and most especially, ensure their quality and validity.





## D. BUDGET

		25/08/2017	
<b>CMR Flood Santchou</b>		<b>DREF Grant Budget</b>	<b>Budget CHF</b>
500	Shelter - Relief	6,179	6,179
501	Shelter - Transitional	0	0
502	Construction - Housing	0	0
503	Construction - Facilities	0	0
505	Construction - Materials	0	0
510	Clothing & Textiles	23,945	23,945
520	Food	0	0
523	Seeds & Plants	0	0
530	Water, Sanitation & Hygiene	8,790	8,790
540	Medical & First Aid	1,660	1,660
550	Teaching Materials	3,057	3,057
560	Utensils & Tools	5,986	5,986
570	Other Supplies & Services	0	0
571	Emergency Response Units	0	0
578	Cash Disbursements	0	0
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>		<b>49,619</b>	<b>49,619</b>
580	Land & Buildings	0	0
581	Vehicles Purchase	0	0
582	Computer & Telecom Equipment	0	0
584	Office/Household Furniture & Equipment	0	0
587	Medical Equipment	0	0
589	Other Machiney & Equipment	0	0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>		<b>0</b>	<b>0</b>
590	Storage, Warehousing	454	454
592	Distribution & Monitoring	1,922	1,922
593	Transport & Vehicle Costs	2,621	2,621
594	Logistics Services	0	0
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>		<b>4,998</b>	<b>4,998</b>
600	International Staff	6,693	6,693
661	National Staff	140	140
662	National Society Staff	7,759	7,759
667	Volunteers	9,101	9,101
<b>Total PERSONNEL</b>		<b>23,693</b>	<b>23,693</b>
670	Consultants	0	0
750	Professional Fees	699	699
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>		<b>699</b>	<b>699</b>
680	Workshops & Training	6,953	6,953
<b>Total WORKSHOP &amp; TRAINING</b>		<b>6,953</b>	<b>6,953</b>
700	Travel	1,730	1,730
710	Information & Public Relations	437	437
730	Office Costs	175	175
740	Communications	612	612
760	Financial Charges	437	437
790	Other General Expenses	0	0
790	Shared Support Services	0	0
<b>Total GENERAL EXPENDITURES</b>		<b>3,390</b>	<b>3,390</b>
599	Programme and Supplementary Services Recovery	5,808	5,808
<b>Total INDIRECT COSTS</b>		<b>5,808</b>	<b>5,808</b>
<b>TOTAL BUDGET</b>		<b>95,161</b>	<b>95,161</b>

## Contact Information

For further information, specifically related to this operation please contact:

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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 (NGOs) 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.

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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.

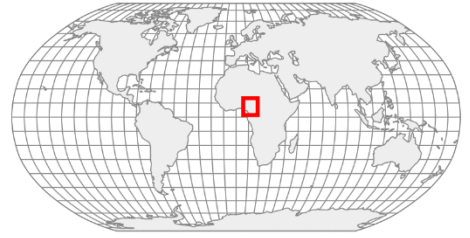


Promote **social inclusion**  
and a culture of  
**non-violence** and **peace**.

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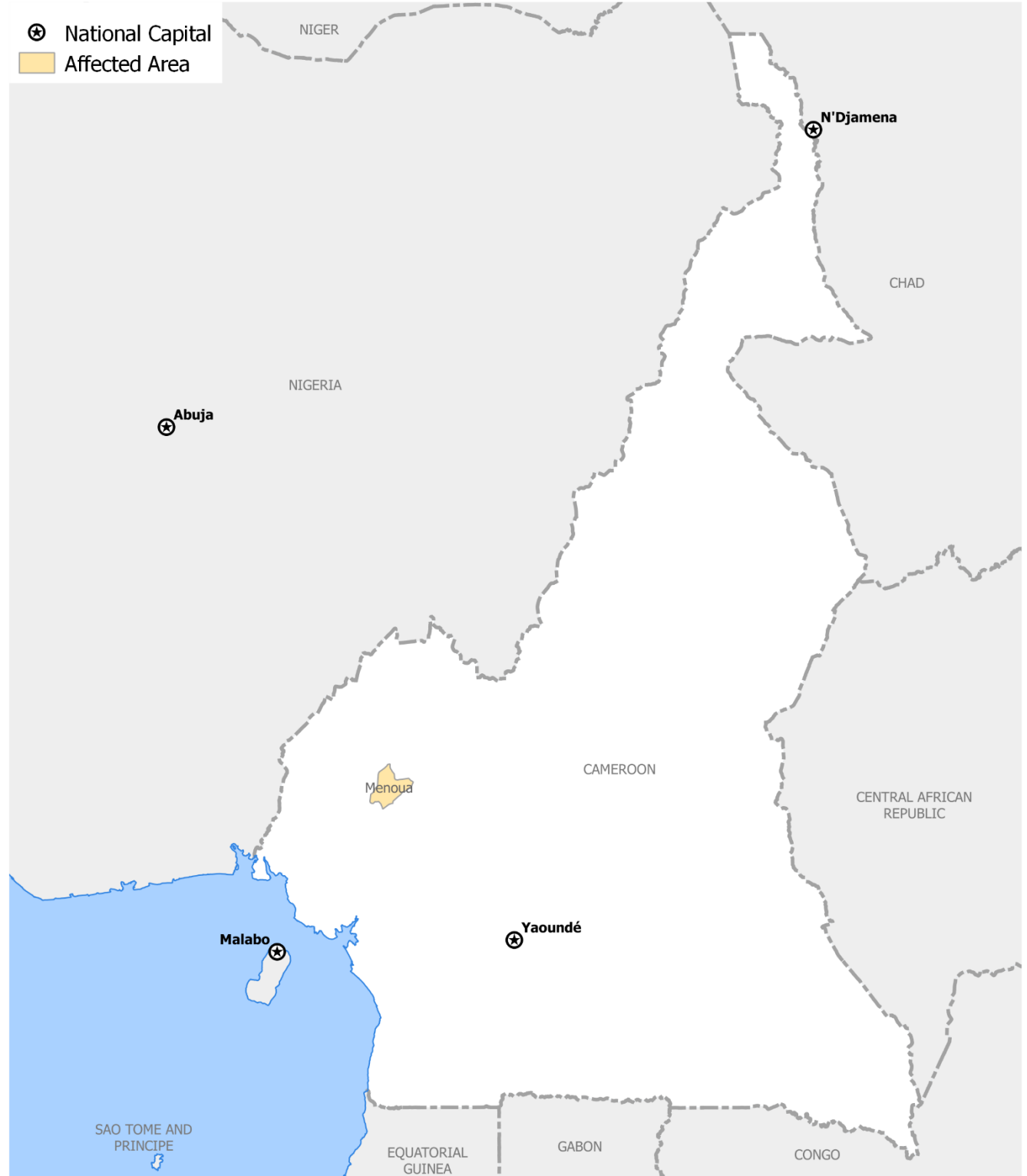


International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر



## Cameroon: Flash Floods

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Map data sources: OCHA, ICRC, IFRC

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