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# Emergency Plan of Action operation update

## Dominica: Hurricane Maria



<b>Emergency appeal No. MDRDM003</b> <b>Operation update no. 2</b>	<b>Glide n°</b> <a href="#">TC-2017-000136-DMA</a>
<b>Date of issue:</b> 26 October 2017	<b>Timeframe covered by this update:</b> 21 September to 20 October 2017
<b>Operation start date:</b> 21 September 2017	<b>Operation end date:</b> 21 September 2018
<b>Overall operation budget:</b> 5,749,087 Swiss francs	<b>DREF amount initially allocated:</b> 239,232 Swiss francs
<b>No. of people being assisted:</b> 5,000 families (15,000 people)	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> The International Federation of Red Cross and Red Crescent Societies (IFRC), American Red Cross, the Bahamas Red Cross Society, the Barbados Red Cross Society, The Belize Red Cross Society, The British Red Cross, the Canadian Red Cross Society, the Columbia Red Cross Society, the Danish Red Cross, the Grenada Red Cross Society, the Guyana Red Cross Society, the Montserrat Red Cross, the Netherlands Red Cross, Finnish Red Cross, French Red Cross-PIRAC (Regional Intervention Platform for the Americas and the Caribbean), Icelandic Red Cross, the Jamaica Red Cross, New Zealand Red Cross, the Red Cross Society of Panama, Suriname Red Cross, the St. Lucia Red Cross, the Swiss Red Cross, the Trinidad and Tobago Red Cross Society and the International Committee of the Red Cross (ICRC).	
<b>Other partner organizations actively involved in the operation:</b> Caribbean Disaster Emergency Management Agency (CDEMA), Caribbean Community (CARICOM), United Nations system agencies (United National Development Programme (UNDP), the United Nations Children's Fund [UNICEF], World Food Programme [WFP], Food and Agriculture Organization of the United Nations [FAO], the United Nations Office for the Coordination of Humanitarian Affairs (UN-OCHA), International Organization for Migration (IOM), Directorate General (DG)- European Community Humanitarian Aid Office (ECHO), Pan American Health Organization (PAHO), World Health Organization (WHO), government of the affected countries, United States Agency for International Development (USAID)/ Office of United States Foreign Disaster Assistance (OFDA), the United Kingdom's Department for International Development (DFID), among others.	

### Summary of major revisions made to emergency plan of action reflected under this update:

Based on the evolving needs, the following outputs have been removed from the plan:

**Output 1.1** *Medical materials provided to assist with injury management in the population during hurricane recovery activities.*

**Output 1.4:** *Community-based disease prevention and health promotion are provided to the affected population*

Since the provision of medical materials for hospitals has been covered by other actors, the output 1.1 has been removed from the Emergency Plan of Action. Following a recommendation from the Ministry of Health, health Promotion activities for the targeted population will continue including water and sanitation support and activities from the two sectors will be combined. Therefore output 1.4 has been removed.

The attached [Revised Budget](#) for 5,749,087 Swiss francs reflects a correction in the Bilateral Response column.

## Situation analysis

### Description of the disaster

Maria, the 13th named storm of the 2017 Atlantic Hurricane Season, became a category 5 hurricane near the Leeward Islands on Monday 18 September 2017. Hurricane Maria impacted Dominica at approximately 9:35pm on 18 September as an extremely strong hurricane with wind speeds of 250 kilometers per hour. Maria then impacted Antigua and Barbuda, Montserrat and St. Kitts and Nevis on 19 September and the Virgin Islands between 19 to 20 September 2017.

The approximate population of Dominica is of 71,000 inhabitants, and estimates indicate that at least 85 per cent of the population were exposed to moderate or severe damage due to the strong winds caused by the hurricane. One month after hurricane Maria hit Dominica the country is **still in emergency phase**. Water supply networks have been repaired benefitting 55-60% of the population<sup>1</sup>. The water distribution is still unstable and is at times turned off to allow for repairs. Increased clean-up efforts are ongoing in the capital city of Roseau, but much work remains to be done. All over Dominica streets remain littered with waste and debris. Heavy rains in the last weeks have additionally affected road conditions and hindered movement in some areas. Availability of food items has improved, but most small shops are still closed. Larger supermarkets in urban centres have opened and offer goods. The Roseau Port continues to be very congested. Some electrical lines have been restored, but for most parts, there is minimal electricity in the country. The Ministry of Education requested assistance in reopening at least 24 schools in October. But some schools are still housing families that are unable to return to their homes.<sup>2</sup> As of 15 October, at least 361 families were residing in 102 collective centres assessed by IOM<sup>3</sup>. According to the latest Pacific Disaster Center aerial survey around 62% of houses (approximately 16,000) are highly damaged or destroyed.<sup>4</sup> A curfew from 6 pm to 6 am is still in place for Roseau.

**Summary of current response**

Despite an unrelenting emergency situation, limited movement, shortage of goods and limited funding in the first month of the operation, the Dominica Red Cross Society, with the support of the IFRC has successfully provided essential humanitarian support to the affected population. The support included distribution of non-food items including shelter material, provision of safe water and hygiene items and Restoring Family Link services. Plans for cash transfer programme activities are at an advanced stage. During the entire response process, the capacity to respond to disasters of the National Society has significantly been strengthened.

The graph on the right shows an overview of the response as of 24 October 2017.

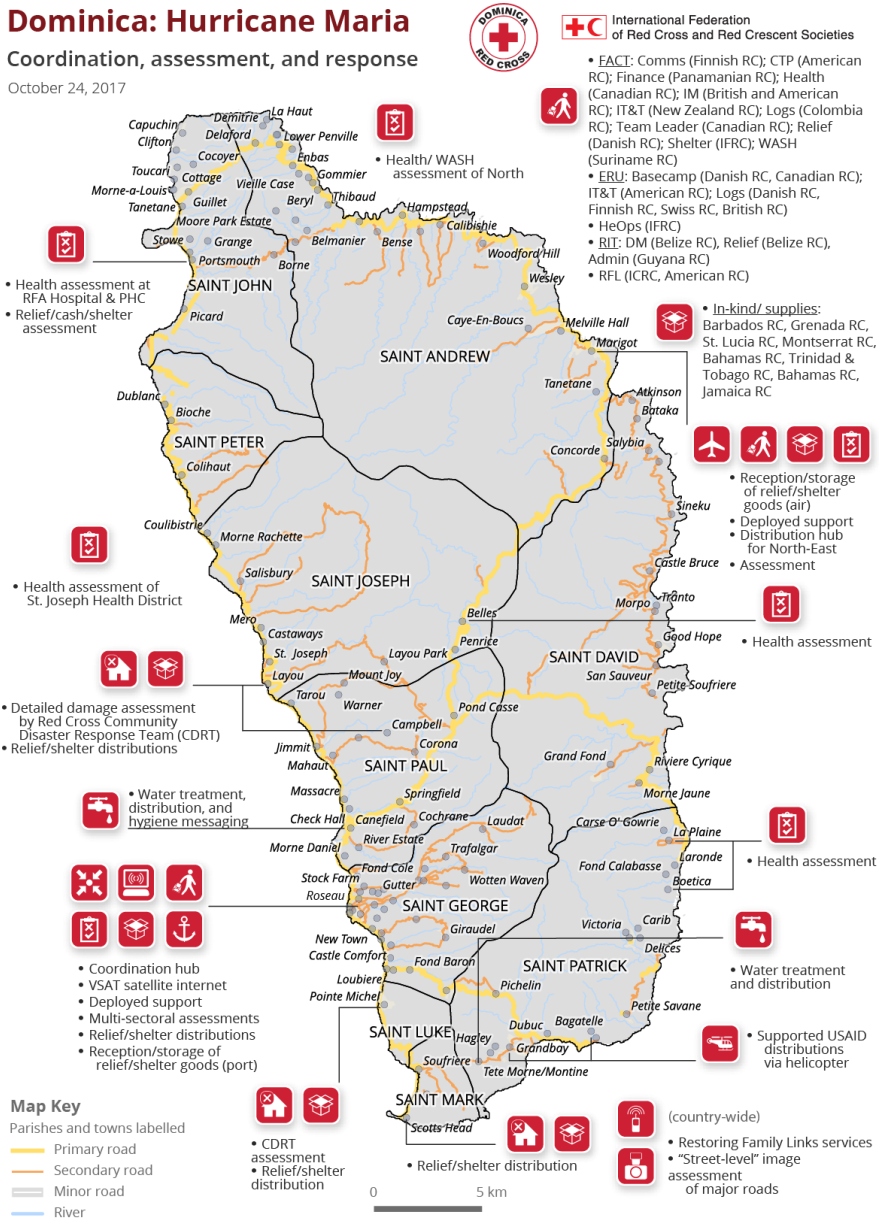


DRCS volunteers support families repair their houses.

**Dominica: Hurricane Maria**

Coordination, assessment, and response

October 24, 2017



Produced by: SurgeIM.Dominica@ifrc.org | Projection: WGS 84 / UTM zone 20N | Boundaries from GADM, Map data © OpenStreetMap contributors

<sup>1</sup> United Nations, Dominica: Hurricane Maria Situation Report No. 7 (as of 19 October 2017)  
<sup>2</sup> United Nations, Dominica: Hurricane Maria Situation Report No. 6 (as of 14 October 2017)  
<sup>3</sup> International Organization for Migration, Displacement Tracking Matrix (DTM) – Dominica, Hurricane Maria Response, Round 1 – 20 October 2017  
<sup>4</sup> United Nations, Dominica: Hurricane Maria Situation Report No. 7 (as of 19 October 2017)

As of 20 October, the Dominican Red Cross, with IFRC support, has distributed relief items to 2,653 families. The following table summarizes the cumulative distributions:

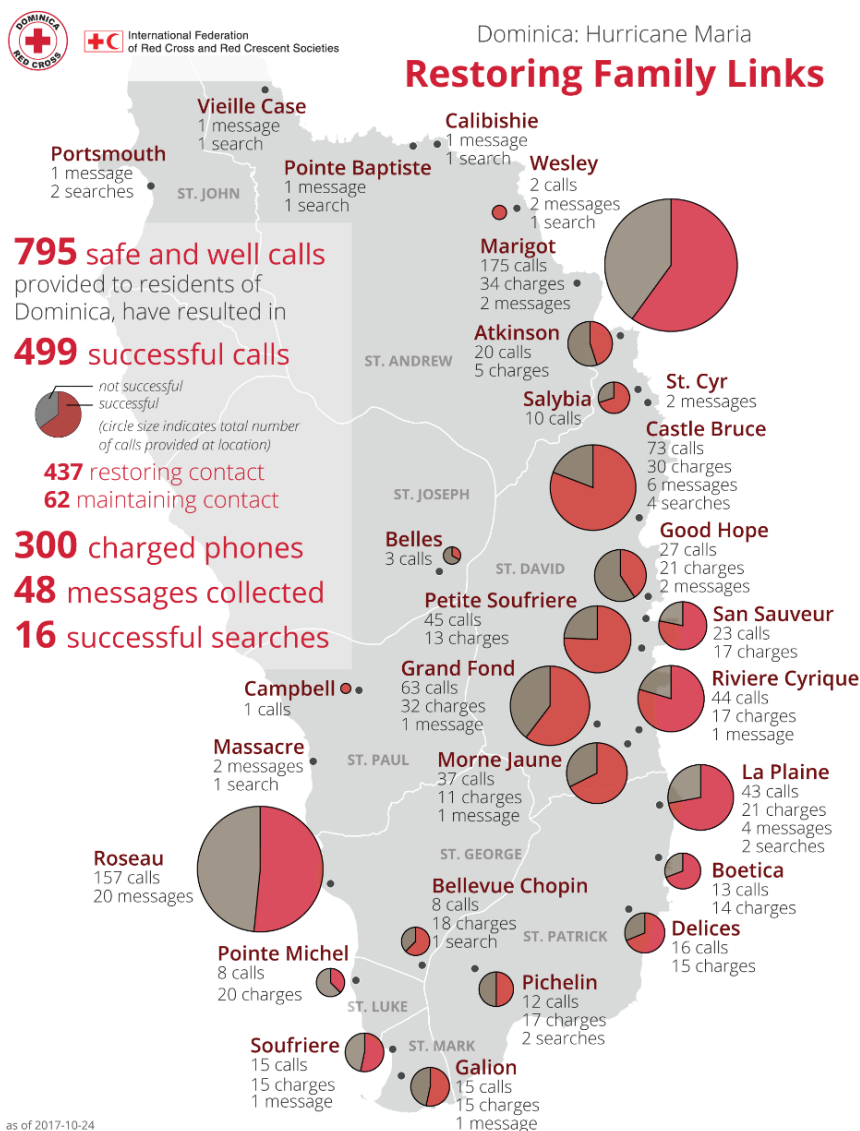
	HH	Tarpaulins	Toolkits	Wood	Blankets	Mosquito nets	Kitchen sets	Hygiene kits	Jerry Cans	Buckets	Food parcels	Assorted items
<b>St. George</b>	<b>1,651</b>	<b>2,572</b>			<b>750</b>	<b>880</b>		<b>1</b>	<b>384</b>		<b>136</b>	<b>77</b>
Goodwill	716	1,000							4		28	4
Roseau	566	977			520	500		1			108	73
Stock Farm	151	160										
Tarish Pit	115	230			230	230			230			
Loubiere	75	150				150			150			
Citronniere	28	55										
<b>St. Joseph</b>	<b>174</b>	<b>314</b>	<b>75</b>	<b>150</b>	<b>280</b>	<b>280</b>	<b>140</b>	<b>140</b>	<b>280</b>	<b>140</b>		
Layout	140	280	75	150	280	280	140	140	280	140		
Mero	34	34										
<b>St. Luke</b>	<b>225</b>	<b>450</b>			<b>450</b>	<b>450</b>	<b>225</b>	<b>225</b>	<b>450</b>	<b>225</b>		
Pointe Michel	225	450			450	450	225	225	450	225		
<b>St. Paul</b>	<b>194</b>	<b>365</b>	<b>131</b>	<b>230</b>	<b>260</b>	<b>260</b>	<b>130</b>	<b>210</b>	<b>260</b>	<b>130</b>	<b>8</b>	<b>8</b>
Campbell	130	265	131	230	260	260	130	130	260	130		
Mahaut	-										8	8
Cochrane	64	100						80				
<b>St. Mark</b>	<b>315</b>	<b>630</b>	<b>315</b>	<b>262</b>	<b>350</b>	<b>630</b>	<b>315</b>	<b>315</b>	<b>630</b>	<b>315</b>		
Soufriere	150	300	150	234	20	300	150	150	300	150		
Gallion	30	60	30	44	60	60	30	30	60	30		
Scotts Head	135	270	135	218	270	270	135	135	270	135		
<b>St. David</b>	<b>30</b>								<b>60</b>	<b>60</b>		
Saint Sauveur	30								60	60		
<b>St. Patrick</b>	<b>64</b>								<b>66</b>	<b>50</b>	<b>14</b>	<b>14</b>
Delices	-										14	14
Tete Morne	25								27	50		
Fond St. Jean	39								39			
<b>Grand Total</b>	<b>2,653</b>	<b>4,331</b>	<b>521</b>	<b>876</b>	<b>2,090</b>	<b>2,500</b>	<b>810</b>	<b>891</b>	<b>2,130</b>	<b>920</b>	<b>158</b>	<b>99</b>

54 DRCS and national staff members including 40 volunteers have been responding to the emergency. Different regional and global surge tools have been deployed to Dominica, including, Head of Emergency Operations (HEOPs), a FACT team and Emergency Response Units (ERUs) in logistics, basecamp, and ITT. 18 surge staff members supporting the Dominica Red Cross remain in Dominica, but the number will be reduced in the coming month. The International Committee of the Red Cross (ICRC) has provided assistance with restoring family links' activities. The IFRC provides institutional and technical support through its Country Cluster Support Team (CCST) for English-speaking Caribbean countries and Suriname, the Americas Regional Office (ARO) and the Caribbean Disaster Risk Management (CADRIM) Reference Centre.

The DRCS and the IFRC have coordinated closely with the government and other partners, through attendance at CDEMA and cluster meetings. Since 6 October, CDEMA no longer hosts regular meetings, but continuous exchange of information is taking place with partners and governments through meetings, reports and online trackers.

The graph on the right shows the status of the Restoring Family Links services as of 24 October 2017.

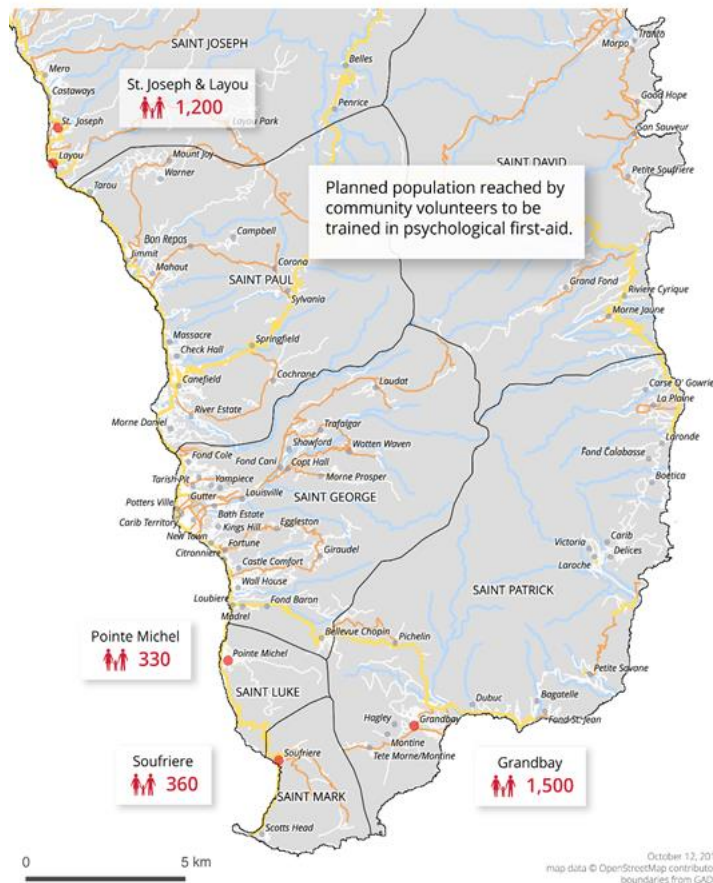
Additionally, the DRCS supported USAID in distributing non-food items including hygiene items not part of this Emergency Appeal. The distribution included approximately 80 kitchen sets and 200 hygiene kits, blankets and collapsible jerry cans in Grand Bay. In Bagatelle, the National Society supported the distribution of approximately 40 kitchen sets and 100 hygiene kits, blankets and collapsible jerry cans.



## Detailed Operational Plan

### Health & care

**Population to be assisted:** The target population to be supported with community based first aid care is 5,000 families in 4 communities in 4 parishes (one community in each parish) where services will be combined. It is expected that for first aid, the population will identify themselves by directly seeking care. For PSS, people in need will be identified through general screening or referral in the 4 districts of focus for the DRCS. Since the provision of medical materials for hospitals has been covered by other actors, output 1.1 has been removed from the Emergency Plan of Action. Following a recommendation from the Ministry of Health, health promotion activities for the targeted population will continue including water and sanitation support and activities from the two sectors will be combined. Therefore output 1.4 has been removed.



Health & care			
Outcome 1: Contribute to protection and recovery of physical and mental wellbeing in the affected communities	Outputs		% of achievement
		Output 1.1 Medical materials provided to assist with injury management in the population during hurricane recovery activities.	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Procurement of 60 dressing/suture kits for a one-time distribution to cover the doubling of the injury rate			
Distribution of all kits to all primary care facilities			
Progress towards outcomes			
Revision: Since medical materials are being provided by other actors, this output has been removed from the plan as the medical materials are no longer needed.			

<b>Output 1.2:</b> Psychosocial support (PSS) is provided to 3,000 people.			0%
<b>Indicator:</b> Number of people benefit from PSS activities. <b>Baseline:</b> 0; <b>Target:</b> 3,000 people in 4 areas			
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Development of PSS material and activities with the affected population	X		50%
PSS training for volunteers	X		33%

Debriefing with volunteers as a lessons-learned workshop	X		0%
Hiring of a local PSS technical consultant for training, mentoring and debriefing volunteers	X		100%
<b>Progress towards outcomes</b>			
The preparations for provision of psychosocial support are underway.			
1. A PSS questionnaire, as well as a data collection tool, have been developed and approved by the Ministry of Health. The standardized training materials are still in development.			
2. On 14 October, 5 community volunteers were trained in PSS first aid, in Scotts Head. On 21 October, 11 volunteers were trained in Soufriere and Grand bay. This is an initiation of a rotating training plan.			
4. A local PSS technical consultant has been recruited.			

<b>Output 1.3:</b> Strengthen community based first aid care and support for up to 5,000 affected families in 4 areas.			<b>% of achievement</b>
<b>Indicator:</b> Number of volunteers trained to provide first aid services <b>Baseline:</b> 0; <b>Target:</b> 40			0%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Mobilization of existing trained first aid volunteers to provide first aid services	X		0%
Training new first aid volunteers in community-based health and first aid (CBHFA).	X		0%
Provide first aid kits to all the National Society community first aid volunteers	X		0%
<b>Progress towards outcomes</b>			
The above activities were planned for month two. These activities remain unfunded.			

<b>Output 1.4:</b> Community-based disease prevention and health promotion are provided to the affected population			<b>% of achievement</b>
			0%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Produce and distribute information, education and communication (IEC) materials relevant for disease prevention and health promotion to 1,000 families in target communities			
Train and mobilize DRCS and community health volunteers with training in epidemic control (in conjunction with community-based disease prevention, health and hygiene promotion (see water sanitation, below)			
<b>Progress towards outcomes</b>			
<b>Revision:</b> In discussion with the Ministry of Health it was agreed to combine the community based disease prevention with the hygiene promotion in output 2.2 below, as it is the regular approach in the country. This output has been removed.			

## Water, sanitation, and hygiene promotion

**Population to be assisted:** Approximately 5,000 families on the western coastline from the north to the south including Roseau have been cut off from potable water. The Dominica Water and Sewerage Company (Dowasco) is still working in coordination with partners to repair and restore their water system. Due to heavy rains, Dowasco is often forced to close intakes caused by heavy siltation. The Dominican Red Cross has two water treatment plants set up in Check Hall Valley and Saint Sauveur. The systems are up and running and each has the capacity to produce 4,000 liters per hour. Storing capacity of 10,000 liters are on each site to serve more than 500 families with potable water. The plants in Check Hall Valley has been refilled on a basis of 4-5 day while the other plant has not been refilled since the first production. The tank should be replaced with a smaller version and relocated from Saint Sauveur to another yet to be assessed location. Hygiene promotion messages will be carried out to decrease health and hygiene related issues

right after the WASH practical training has been conducted. Good hygiene practices and solid waste control will be part of these key messages and can be carried out with the other actors in country doing the same. Beneficiaries registered and assessed for shelter relief items will also receive hygiene items and key messages.

Water, sanitation, and hygiene promotion			
Outcome 2: Immediate reduction in risk of waterborne and water related diseases in targeted communities.	Outputs		% of achievement
		<b>Output 2.1:</b> Access to safe water is provided to the affected population  <b>Indicator:</b> Number of families provided with access to safe water <b>baseline:</b> 0; <b>target:</b> 1,000 families	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Conduct initial assessment of the water, sanitation and hygiene situation in targeted communities.	X		100%
Continuously monitor the water, sanitation and hygiene situation in targeted communities.	X		100%
Conduct induction training for Red Cross volunteers carrying out WASH assessments.		X	0%
Coordinate with other WASH actors on the target group's needs and appropriate response.	X		100%
Provide safe water to population in targeted communities through mobile water treatment plants and trucking where necessary.	X		92%
Distribution chlorine tablets for 5,000 families for one month.	X		2%
On-the-job training for volunteers on water treatment.	X		80%
Train targeted communities in safe water storage and the use of water treatment products (aqua tabs).	X		60%
Progress towards outcomes			
<p>The families in Good Hope area (including Petit Soufriere and Saint Sauveur) and Check Hall Valley have improved access to water through water distribution from DRCS's water treatment systems since 27 September (Check hall) and 10 October (Good Hope area). Approximately 919 families have been provided with access to safe potable water.</p> <ol style="list-style-type: none"> <li>Field assessments were conducted in Check Hall valley, Soufriere, Pointe Michel, Grand Bay, Tete Morne, Good Hope, Saint Sauveur, Petite Soufriere, Pichelin, Fond St.Jean, Bagatelle and the entire West Coast. A joint WASH and Health assessment was conducted in the North, including Penville, Clifton, Capuchin, Thibaud and Vieille Case. The report is published to country assessment tracker: <a href="https://docs.google.com/spreadsheets/d/1whvQ8LgZMgQQItPDGkRN1wxtU9jpZBw4O7cUjCtuOuQ/edit#gid=0">https://docs.google.com/spreadsheets/d/1whvQ8LgZMgQQItPDGkRN1wxtU9jpZBw4O7cUjCtuOuQ/edit#gid=0</a></li> <li>Monitoring visits to the target areas have taken place on a regular basis to observe both the use and the distribution of the treated water. The treated water was tested and confirmed safe by the Pan American Health Organization.</li> <li>A three-day WASH training for DRCS volunteers will take place in the first week of November.</li> <li>WASH actors meet to coordinate as part of the WASH cluster twice a week.</li> <li>Water treatment equipment was installed in Check Hall and Good Hope area (including Petit Soufriere and Saint Sauveur). The production capacity of the equipment is 4,000 liters per hour. The storage capacity of the DRCS is 10,000 liters in each location. 50,000 liters have been treated.</li> <li>In Tete Morne, 50 families received 2 packs of 10 aqua tabs (1 tab/10 liters) each.</li> <li>4 DRCS volunteers have participated in water treatment on job training.</li> <li>The households that received water handling and storage items were trained on use of aqua tabs.</li> </ol> <p>Revision: The indicator was revised to include the words "access to".</p>			
<b>Output 2.2:</b> Adequate hygiene promotion is provided to target population  <b>Indicator:</b> Number of households that receive hygiene promotion <b>Baseline:</b> 0; <b>target:</b> 5,000 families			% of achievement
			2%

Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Conduct a CBHFA training for volunteers		X	0%
Mobilize community health volunteers to disseminate basic hygiene messages.		X	0%
Develop a hygiene communication plan and train volunteers to implement activities from communication plan.		X	0%
Hygiene promotion activities to link with health promotion and first aid		X	0%
Design/Print materials (e.g. Posters, Flyers, Folders)	X		0%
Treatment and storage monitoring of water through household surveys and household water quality tests.	X		0%
Engage population in actions to reduce the spread of vector borne diseases (Cleaning and proper storage)	X		0%
<b>Progress towards outcomes</b>			
Adequate hygiene promotion to the targeted population has been limited to some hygiene messages shared during the distribution of treated water at Check Hall on 28 September and 3 October. The conditions to provide purified water (output 2.1) were challenging due to inaccessible and hard terrains and lack of appropriate water sources. Therefore, efforts were focused on providing access to water. Low funding also has hampered the implementation of hygiene promotion.			

<b>Output 2.3:</b> Hygiene-related goods (NFIs) which meet Sphere standards are provided to the target population			<b>% of achievement</b>
<b>Indicator:</b> Number of families that receive hygiene kits, jerry cans and buckets. <b>Baseline:</b> 0; <b>Target:</b> 5,000			23%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Targeting and registration of beneficiaries	X		50%
Procurement and distribution of 5,000 hygiene kits (one per family)	X		18%
Procurement and distribution 10,000 jerry cans (two per family)	X		21%
Procurement and distribution of 5,000 buckets (one per family)	X		18%
<b>Progress towards outcomes</b>			
1,158 families have received hygiene kits and jerry cans.			
The targeting and registration of beneficiaries is ongoing (same as registration for other NFIs output 3.1 below) 1,158 households received 891 hygiene kits, 2,130 jerry cans and 920 buckets in St. George, St. Joseph, St. Luke, St. Paul, St. Mark, St. David and St. Patrick. Further details can be viewed in the table on page 3 above.			

## Shelter and settlements

### Population to be assisted – Relief: 5,000 households


In coordination with other humanitarian actors it was decided that the main target area for the Dominica Red Cross NFIs distributions should be the capital city of Roseau and the communities south of Roseau since it has the largest population and the Dominica Red Cross is the best located to reach these areas.

The selection of the communities is based on vulnerability as well as the level of home damages sustained. In cooperation with representatives from the community, individual households are assessed and registered, and the ones with houses that are either destroyed or suffered major damage are prioritized to receive the relief items. Each household will receive a package of essential non-food items (2 tarpaulins, 2 blankets, 2 mosquito nets, 1 kitchen set, and for WASH (Output 2.2) 1 hygiene kit, 2 jerry cans and 1 bucket).

### Population to be assisted - Shelter: 2,500 households

From the 5,000 households targeted for shelter relief, 2,500 households with major damage where the structure is unusable and cannot be repaired will be targeted for additional support of wood, fasteners and corrugated iron (CGI).



 International Federation of Red Cross and Red Crescent Societies

# Hurricane Maria Response

Coordinated relief approach



## Assessed hurricane-affected households

### [1] No significant damage

Structure is useable and can be occupied. Repairs required are minimal.  
*E.g. Some shingles blown off roof or roof covering loosened. Windows broken.*

### [2] Minor damage

Structure is useable and can be occupied after urgent temporary measures are taken. Owner will probably need assistance with repairs.  
*E.g. Portions of roof covering are missing. Windows or doors are blown out. Structure shifted off foundations.*

### [3] Major damage

Structure is not useable and cannot be safely occupied until after repairs are made.  
*E.g. Roof covering is blown off exposing interior of structure. Windows and doors are missing and walls are damaged.*

### [4] Destroyed

Structure not useable and cannot be repaired. Must be rebuilt. Structural instability or total destruction.  
*E.g. Walls are blown down. Foundations collapsed.*

## Damage and vulnerability criteria

### Relief

**5,000** households

### Phase 1



kitchen set



blanket (x2)



mosquito net (x2)



hygiene kit



bucket



jerry can (x2)



tarp (x2)

## Additional damage and vulnerability criteria

### Phase 2



**2,500** households

### Shelter



fasteners



wood



CGI



**1,000** households

### CTP



unconditional cash transfer (\$450 USD)

Shelter (including household non-food items)			
Outcome 3: The immediate shelter and household needs of the target population are met	Outputs		% of achievement
	<b>Output 3.1</b> 5,000 most vulnerable households will receive non-food items (NFIs) including tarpaulins, blankets, mosquito nets and kitchen sets  <b>Indicator:</b> Number of households who receive NFIs <b>Baseline:</b> 0; <b>target:</b> 5,000 families		51% (2,559 families)
	Activities	Is implementation on time?	
	Yes (x)	No (x)	
Deployment of a surge staff member specialized in relief	X		100%
Rapid assessments	X		50%
Targeting and registration of beneficiaries	X		50%
Procurement and distribution of essential non-food items for 5,000 families: 10,000 tarpaulins (two per family), 5,000 kitchen sets (one per family) 10,000 long-lasting insecticide treated mosquito nets (two per family), 10,000 blankets (two per family).	X		50%
Provision of technical orientation for volunteers and beneficiaries on the construction of emergency shelters and long-lasting using of tarpaulins technics	X		10%
Post Distribution Monitoring survey using Open Data Kit (ODK)	X		0%
Progress towards outcomes			
<p>Vulnerable households have received non-food items (NFIs) including tarpaulins, blankets, mosquito nets and kitchen sets. To date 2,559 families have received NFIs. Further details of the distribution can be viewed in the distribution table in the summary of the response above.</p> <ol style="list-style-type: none"> <li>1. A FACT delegate specialized in relief arrived 27 September. A Regional Intervention Team (RIT) member arrived on 1 October to provide additional relief support.</li> <li>2. The target communities were identified through coordination meetings with other agencies conducting distributions. Approximately half of the targeted communities have been visited for the rapid assessment.</li> <li>3. More than 2,800 households have been assessed with the help of village councils and other community representatives. Signatures of all beneficiaries are collected in order to be able to trace the relief items.</li> <li>4. 2,559 households have received relief items as follows: 4,331 tarpaulins, 2,090 blankets, 2,500 mosquito nets and 810 kitchen sets.</li> <li>5. Residents in Layou and Campbell attended technical orientation on tarpaulin use.</li> <li>6. Post distribution monitoring survey has been designed, but implementation has been postponed prioritizing distribution due to limited resources (vehicles and volunteers).</li> </ol>			

Outcome 3: The immediate shelter and household needs of the target population are met	Outputs		% of achievement
	<b>Output 3.2:</b> 2,500 displaced most vulnerable households receive building material for permanent repair of the roof structure of their own house  <b>Indicator:</b> Number of families that receive building material for permanent repair of the roof structure of their house. <b>Baseline:</b> 0; <b>Target:</b> 2,500		21%
	Activities	Is implementation on time?	
	Yes (x)	No (x)	
Deployment of a surge member specialized in shelter	X		100%
Training of volunteers (detail assessments)	X		0%
Detailed assessments (vulnerability / house situation)	X		50%
Targeting and registration of beneficiaries	X		30%
Development of standard roof construction for strong winds	X		40%
Training of the target families to repair their house (build back safer)	X		0%

Training for community key persons or carpenters	X		0%
Distribution of building material and shelter tool kits to the target families	X		0%
Supervision of the ongoing repair work	X		0%
<b>Progress towards outcomes</b>			
521 vulnerable households in Layou, Campbell, Soufriere, Gallion and Scotts Head have received building material to repair the roof structure of their houses. Families have been able to move back into their homes after repairing their houses with the support of DRCS.			
<ol style="list-style-type: none"> <li>1. FACT delegate specialized in shelter has been supporting DRCS since 27 September.</li> <li>2. 2 DRCS volunteers have been trained in detailed assessments and are currently supporting the activities.</li> <li>3. A more detailed assessment was carried out based on the damage assessment of relief assessment that is implemented as part of output 3.1. Detailed assessments have been completed in Layou, Campbell, Soufriere, Scotts Head and Gallion. To support government efforts to open schools, houses of families staying in 5 different schools in Roseau have been assessed to speed up the return to their homes.</li> <li>4. Targeting and registration of beneficiaries is taking place in alignment with the detailed assessment.</li> <li>5. The shelter team is developing the standard roof construction for strong winds. An order of 5,000 hurricane straps has been placed in order strengthen the roofs.</li> <li>6. 75 families in Layou, Campbell, Soufriere, Gallion and Scotts Head have been trained to repair their houses.</li> <li>7. 2 local carpenters, one in Layou and one in Campbell have been trained in building and strengthening roofs.</li> <li>8. 521 families have received wood and shelter kits.</li> <li>9. Supervision of repair work is ongoing.</li> </ol>			

## Restoring Family Links (RFL)

**Population to be assisted:** The target population is any person inside Dominica who has been unable to contact family to notify them of their welfare following the storm as well as diaspora in other countries who have been unable to reach their family members in Dominica. A tool has been established through ICRC's Family Links website so that inquiries can be received from families located in other countries. Disaster Inquiries are restricted to family members. Active searching is prioritized for sought persons with identified vulnerabilities such as illness, injury, advanced age or unaccompanied minors.

As often in the immediate aftermath of a rapid-onset disaster such as hurricane Maria, there was a sharp rise in the RFL needs, followed by a "tail" of more complex RFL needs subsequently. After the acute phase of a disaster, when communication is restored, the challenge is to sustain activities on behalf of those who remain without news of their loved ones and to clarify the fate and whereabouts of missing persons.

Dominica is starting to recover from the hurricane and the RFL service is therefore transitioning into the recovery phase as normal means of communication resumes. Increasingly, many people have found a way to get in touch with family members. The RFL service therefore needs to adapt, which is why the focus **now shifts more towards actively tracing person who remain unaccounted for.**

Active tracing in Dominica was undertaken only for vulnerable people in the early days following the hurricane. This is because processing tracing requests is a time-consuming task. During the emergency phase of a response, other means of restoring contact (Safe and Well message, telephones etc.) are generally more efficient and provide a faster response to large-scale needs. Active tracing must now take place for all family members who are still without news of their loved ones when other simpler means of restoring contact have been used and have proved unsuccessful.

The RFL services were coordinated with another agency, Telecoms Sans Frontier, to avoid duplication and ensure maximum impact.

Restoring Family Links (RFL)			
Outcome 4: Family links are re-established and maintained between separated relatives	Outputs		% of achievement
	<b>Output 4.1</b> Families are supported to access appropriate means of communication to re-establish and maintain contact with their families' members.		132%
	<b>Indicator:</b> Number of people who are successfully assisted with RFL services. <b>Baseline:</b> 0; <b>Target:</b> 400		
Activities		Is implementation on time?	% progress (estimate)

	Yes (x)	No (x)	
1. Deployment of RFL surge capacity to support the DRCS	X		100%
2. Provision of RFL equipment	X		100%
3. Provide access point to telecom and other RFL services	X		100%
4. Prioritization of requests for RFL amongst vulnerable groups (e.g. children, elderly, persons with special needs)	X		100%
5. Training of DRCS personnel in RFL	X		100%
6. Receipt and distribution of messages to assist affected people with RFL	X		100%

#### Progress towards outcomes

Family links have been successfully re-established and maintained between separated relatives through the below listed activities. 529 people have been successfully assisted. Numerous vulnerable and isolated people were identified and provided with appropriate RFL support to enable them to access the service. A map with an overview of the RFL services provided as of 15 October can be viewed on page 4.

1. A FACT Restoring Family Links (RFL) delegate from the American Red Cross arrived in Dominica on 26 September and an ICRC RFL delegate arrived on 30 September. The two delegates have been consulting with local authorities and promoting the available RFL services both to affected population in Dominica and to relatives overseas who want to contact their family members.
2. A RFL kit was effectively used to provide the service. The kit included 3 satellite phones and mobile charging stations. A number of items will be donated to the DRCS to support the RFL response post deployment and in the event of a future disaster. This includes; 1 tablet, 1 battery charging station 1 printer, 1 camera, 1 camera printer, 1 torch, 2 solar lanterns, 2 solar chargers, 2 megaphones and 2 cell phone hub chargers.
3. A total of 805 satellite telephone calls were provided. 512 of these were successful in either restoring or maintaining family links. The services were provided in 22 locations in Dominica targeting areas without mobile coverage. Beneficiaries made calls to family members in 35 countries. Mobile charging services were provided to approximately 300 people, allowing them to access the contact lists on their phones. The DRCS received 18 enquiries from other National Societies where relatives overseas were seeking for information from their relatives. Initially focusing on vulnerable individuals, the DRCS with the support of the IFRC, were successfully able to locate 17 people and exchange messages.
4. Vulnerable people were located with support from community representatives in order to identify immobile people in their homes to directly provide RFL services. The DRCS also provided 75 phone calls for prisoners.
5. 14 DRCS staff and volunteers were trained in RFL. 9 trainees completed evaluation forms and reported an increased knowledge of RFL. Extensive on the job training and shadowing was provided to 4 DRCS volunteers who, when asked, all reported being capable of providing the services to be used in future emergencies. A handover document has been prepared to support ongoing RFL response post RFL deployment. A tool has been developed to assess the learning experience of the 4 volunteers to inform and improve future RFL deployments.
6. Where contact could not be established through satellite phone calls, 36 safe and well/anxious for news messages were attempted made to deliver to families. So far 5 messages were successfully delivered.

## Disaster preparedness and risk reduction

Disaster preparedness and risk reduction			
<b>Outcome 5: Increase the disaster risk reduction (DRR) knowledge and practice of community members</b>	<b>Outputs</b>		<b>% of achievement</b>
	<b>Output 5.1</b> Technical support for training on multi-hazard early warning systems  <b>Indicator:</b> number of community members trained in early warning systems. <b>Baseline:</b> 0; <b>target:</b> tbd.		0%
<b>Activities</b>	<b>Is implementation on time?</b>		<b>% progress (estimate)</b>
	<b>Yes (x)</b>	<b>No (x)</b>	
Community early warning system training in selected affected communities	X		0%
Sensitization campaign on community disaster preparedness	X		0%

Training for volunteers on disaster risk reduction and early warning	X		0%
Support the development of family disaster plans	X		0%
Training and equipment of Community Emergency Response Teams (CERTs)	X		0%
<b>Progress towards outcomes</b>			
The above activities are planned for months 9-11.			

## National Society capacity building

**Needs analysis:** The National Society headquarter building and warehouses suffered extensive damages during the hurricane. Most windows were broken, doors damaged, storage spaces in the compound lost their roofs, and most of the furniture in the headquarter office was destroyed and equipment damaged. Additionally, the National Society building was looted and much of the IT equipment was stolen, computers, phones, projector, TV screen in the EOC and meeting room. Some older items that had not been functional before Maria and others that were water damaged by Maria have now been restored to a working state. Restored items include 3 computers and hard drives, data was also recovered from additional 3 computers. Radio equipment has been made operational, including a VHF repeater that had not been working for a while. Old and new radio equipment will also be made compatible and operational with the repeater shortly. As outlined below, some radio equipment has been replaced with new, but more is still required to complete systems and to enhance capability.

National Society capacity building			
Outcome 6: Contribute to the rehabilitation and improvement of the Dominica Red Cross Society's capacity	Outputs		% of achievement
		<b>Output 6.1</b> National Society headquarters and logistic facility is restored and improved for better future disaster preparedness and response.  <b>Indicator:</b> Logistics facility is restored and furnished. <b>Baseline:</b> no; <b>Target:</b> yes	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Repair of the DRCS' headquarters' building	X		35%
Furniture and equipment for DRCS office to replace destroyed or looted equipment	X		25%
Repair of logistics capacity at headquarters	X		35%
Logistics training to increase capacity – internship in Panama RLU	X		0%
<b>Progress towards outcomes</b>			
<p>The DRCS compound warehouse spaces have been cleaned of the existing stocks that were damaged during the hurricane and two of the warehouse spaces have been re-roofed with tarpaulins. A warehouse with 400 meters<sup>2</sup> of space has been secured in Roseau and is currently receiving items. The repairs of the facility will be carried out once necessary funding has been secured.</p> <p>A DRCS volunteer is being trained as logistics officer and is taking part in all logistical aspects of the operation. A DRCS volunteer is currently acting as a warehouse manager and receiving on the job training in the main warehouse from one ERU Team member. The same arrangement is in place for the DRCS compound warehouse. A waybill system has been implemented in the DRCS main warehouse space to ensure good practices. The National Society relief contingency stocks have been inventoried and included in the general relief stocks to ensure that oldest stocks of relief items are used and eventually replaced by new items. A light vehicle fleet management system has been put in place.</p> <p>Multiple repairs have been conducted by the FACT team at the DRCS headquarters. Light fixtures, electrical connection, some furniture and other improvements have been made to achieve minimal working capacity at the headquarter office.</p> <p>The remaining activities will commence in months 3 to 9.</p>			

<b>Output 6.2</b> The National Society has increased capacity on the management of Emergency Operation Centre (EOC)		0%	
<b>Indicator:</b> Number of National Society staff and volunteers trained <b>Baseline:</b> 0; <b>Target:</b> 20			
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Purchase of lost IT equipment for DRCS (computers, HF/VHF, etc.)	X		40%
EOC training	X		0%
<b>Progress towards outcomes</b>			
<p>The above activities are planned for months 9-12. Nevertheless, some of DRCSs equipment has been recovered or refurbished. The working DRCS equipment along with the equipment donated by the Partner National Societies and items procured in the first month enable the disaster communications as necessary for the operation although some configurations, installations and additional equipment is still needed to bring DRCS to full capacity.</p> <p>1. The following IT equipment has been donated to DRCS by Partner National Societies:</p> <ul style="list-style-type: none"> <li>• Sinology NAS</li> <li>• Router</li> <li>• Router/Access Point</li> <li>• Access Point</li> <li>• Printer</li> <li>• VHF Radios x3</li> </ul> <p>The following IT equipment has been procured:</p> <ul style="list-style-type: none"> <li>• Laptops x 4</li> <li>• Data Projector x 1</li> <li>• Printer x 1 (+ 1 already donated)</li> <li>• Motorola Handheld Radios x 10</li> <li>• Motorola Base/Mobile Radios x 2</li> <li>• VHF Antennas x 2</li> <li>• HF Broadband Antenna x 1</li> <li>• Power Supply x 1</li> <li>• Various small IT items</li> <li>• Various small Telecom Items</li> </ul> <p>Revision: "and volunteers" added to indicator.</p>			

<b>Outcome 7: The National Society increases its capacity to respond to disaster</b>	<b>Outputs</b>		<b>% of achievement</b>
	<b>Output 7.1:</b> Support National Society disaster response assessments and response planning  <b>Indicator:</b> Updated hurricane contingency plan <b>Baseline:</b> Hurricane contingency plan is not updated; <b>Target:</b> Hurricane contingency plan is updated.		0%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Carry out a Well-Prepared National Society (WPNS) assessment with the DRCS	X		0%
Review the DRCS National Response Plan and update its hurricane contingency plan	X		0%
Volunteers receive recognitions after the operation	X		0%
All volunteers received the IFRC Insurance	X		0%
<b>Progress towards outcomes</b>			
The above activities are planned for months 9-12			

## Programming / Areas Common to all Sectors

Quality programming (areas common to all sectors)			
Outcome 8: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation according to IFRC standards	Outputs		% of achievement
		Output 8.1 Initial needs assessment are updated following a consultation with beneficiaries.	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Conduct a rapid emergency assessment	X		80%
Develop a multi-sectorial emergency plan of action (EPoA)	X		100%
Carry out detailed assessment of impacts at community level (consultation with beneficiaries)	X		50%
Progress towards outcomes			
<p>Continuous and detailed assessment and analysis have been used to inform the design and implementation of the operation:</p> <ol style="list-style-type: none"> <li>Health assessments were conducted in St. Joseph Health District and the RFA Hospital including Primary Health Center in Portsmouth further assessments included Belles and La Plaine. WASH Field assessments were conducted in Check Hall Valley, Soufriere, Pointe Michel, Grand Bay, Tete Morne, Good Hope, Saint Sauveur, Petite Soufriere, Pichelin, Fond St.Jean, Bagatelle and the entire West Coast. A joint WASH and Health assessment was conducted in the North, including Penville, Clifton, Capuchin, Thibaud and Vieille Case. Cash transfer programming (CTP) assessment was conducted in Roseau and Portsmouth. Key informant interviews were held with select financial institutions including stores and a feasibility monitoring was conducted. Detailed shelter assessments were completed in Layou, Campbell, Scotts Head and Gallion. To support government efforts to open schools, houses of families staying in 5 different schools in Roseau have been assessed to speed up the return to their homes. Assessments can be accessed through an online tracker: <a href="https://docs.google.com/spreadsheets/d/1whvQ8LgZMgQQltpDGkRN1wxtU9jpZBw4O7cUjCtuOuQ/edit#gid=0">https://docs.google.com/spreadsheets/d/1whvQ8LgZMgQQltpDGkRN1wxtU9jpZBw4O7cUjCtuOuQ/edit#gid=0</a></li> <li>The Emergency plan of action was launched on 10 October 2017.</li> <li>Detailed assessments of impacts at community level are taking place. Community committees have the responsibility to identify the most vulnerable families and conduct the initial assessments.</li> </ol>			

Output 8.2 The management of the operation is informed by comprehensive monitoring and evaluations			% of achievement
			2%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
1. Hire personnel for the efficient and effective management of the operation	X		0%
2. Training of DRCS personnel in Open Data Kit (ODK) and Mega	X		70%
3. Procurement of ODK and Mega V kits	X		0%
4. Development of a monitoring and evaluation plan defining the indicators	X		50%
5. Development of a comprehensive indicator tracking table		X	0%
6. Conduct targeting and registration of beneficiaries using ODK	X		50%
7. Conduct monitoring visits by the IFRC	X		0%
8. Carry out a beneficiary satisfaction survey and publish the evaluation report on the IFRC's website	X		0%
9. Organize lessons learned workshop	X		0%

10. Conduct a final evaluation of the operation and publish the evaluation report on the IFRC's website	X		0%
11. Develop operations updates and a final report	X		20%
12. Conduct an internal financial audit of the operation	X		0%

**Progress towards outcomes**

The foundation for a comprehensive monitoring and evaluation of the operation are currently being developed.

1. Recruitment of 5 DRCS personnel is ongoing.
2. There was no formal training of DRCS personnel in Open Data Kit (ODK), but a brief overview on mobile data collection was provided to 7 volunteers supporting market assessments, CTP and relief data collection.
3. No ODK or Mega V kits have been procured. An American Red Cross ODK equipment was used.
4. A detailed monitoring and evaluation (M & E) plan is being developed in consultation with all sectors.
5. The indicator tracking table will be developed when the M&E plan is finalized.
6. A targeting criteria has been developed and beneficiaries are being registered. Instead of using ODK, a community based approach is being used where the communities receive assessment sheets where they identify and assess the most in need in their community.
8. Relief and RFL monitoring surveys have been developed. The RFL survey will be carried out in the week of 22 October and the relief survey in the coming weeks.
11. An operations update no.1 was published on 11 October, this is the second operations update.

The remaining activities are planned for later dates.

**Needs analysis:** The IFRC and the DRCS will focus its Cash Transfer Program (CTP) in the capital city of Roseau. The geographic focus has been strategically selected considering the following:

**Damage and Needs**

- Roseau and the immediately surrounding communities are amongst the most densely populated areas in Dominica. As such the impact of the disaster and need for timely recovery in this area is critical.

**Appropriateness and Impact of Intervention**

- The CTP intervention is focused on a one-time unconditional cash grant of \$450 USD (issued via pre-paid card) to support immediate needs. As such, the CTP intervention will be most appropriate in Roseau and the surrounding communities where economic recovery is needed the fastest and where ATMs are now functioning and easiest to access.
- The CTP will have the most impact and benefits in Roseau as the cash inject in Dominica's capital, will indirectly support other areas in the island which depend in the city's economic recovery for their own recovery and well-being.

**Hurricane Maria Response**  
Cash Transfer Program



International Federation of Red Cross and Red Crescent Societies

Overview



\$1,220 XCD (~450 USD) cash grant issued through IFRC prepaid card



Targeting



communities targeted across Dominica



households qualify based on criteria to identify the most affected and vulnerable

**Outcome 9: 1,000 families (3,000 people) are assisted through a one-time unconditional cash transfers to cover their immediate humanitarian needs**

Outputs	% of achievement
<b>Output 9.1:</b> Distribution of unconditional cash grants to 1,000 families (3,000 people) through the cash transfer programme	0%

	<b>Indicators:</b> A) # of families reached with cash transfers. <b>Baseline 0; Target: 1,000</b> B) % of beneficiaries expressing satisfaction with the DRCS's cash distribution (i.e. beneficiary selection, distribution process, etc.) <b>Baseline: 0; Target: 80%</b> C) % of beneficiaries using the feedback mechanisms in place for cash and other distributions. <b>Baseline: n/a; Target: 50</b>		
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
CTP refresher training, to provide orientation on Hurricane Maria CTP process (beneficiary communications, assessment, registration distribution, monitoring and evaluation)	X		0%
Mobilize a surge technical staff in CTP	X		100%
Assess and monitor market and financial service provider status	X		100%
Programme sensitization with key stakeholders (financial institutions, store owners, community leaders, local authorities)	X		70%
Establish and activate feedback and complaints response mechanism	X		20%
Conduct detailed assessments to identify eligible beneficiaries based on preset-selection criteria using ODK.	X		5%
Registration and verification of selected beneficiaries using ODK.	X		0%
Provide unconditional cash grants of 1,220 XCD (\$450 USD) to 1,000 selected households and conduct post-distribution card reconciliation.	X		0%
Monitor card use and complaints response mechanism	X		0%
Conduct Post-Distribution Monitoring and Final Card Reconciliation	X		0%
<b>Progress towards outcomes</b>			
<p>The cash transfers of unconditional cash grants to the families in Roseau have not yet started, but preparations are well underway.</p> <ol style="list-style-type: none"> <li>A CTP refresher training, to provide orientation on Hurricane Maria CTP process, is scheduled for the week of 23 October.</li> <li>A Surge CTP support is ongoing since 23 September.</li> <li>A cash transfer programme (CTP) assessment was conducted in Roseau. Key informant interviews were held with select financial institutions and stores and a feasibility monitoring was conducted.</li> <li>Sensitization activities with key stakeholders is underway. The Ministry of Tourism has approved the programme. Financial institutions (banks) were briefed on the programme.</li> <li>Two telephone numbers have been secured for a dedicated hotline that will serve as feedback and complaints response mechanism.</li> <li>Detailed assessments to identify eligible beneficiaries in selected target area have recently started. The identification will take place through community committees rather than through ODK technology. The targeting process is in alignment with the country wide approach for beneficiary selection.</li> <li>Beneficiaries will be registered once validation is complete.</li> <li>Cash grants will be issued as planned in month two once beneficiaries have been registered.</li> </ol> <p>Monitoring will take place once and after cash distribution has started.</p> <p>Revision:  "Total (USD) amount of relief cash distributed" was deleted from the first indicator as it was mistakenly attached to the indicator at the drafting of the EPOA.</p>			
<b>Outcome 10: Effective communication with all stakeholders is ensured</b>	<b>Outputs</b>		<b>% of achievement</b>
	<b>Output 10.1:</b> Establishment of communication/public relations functions		92%
Activities	Is implementation on time?		% progress (estimate)

	Yes (x)	No (x)	
Ensure that the situation regarding hurricane Maria and the work of the National Society is well documented and shared with media channels to profile the Red Cross and Red Crescent effectively	X		100%
Development of human interest stories and information on the reality of the situation on the ground	X		100%
Monitoring and collation of key facts and figures from the affected communities, to produce concise and visually appealing documents that are regularly updated	X		100%
Coordination with the National Society to ensure that all funding opportunities are well addressed and taken into account	X		100%
Development of a national communications campaign and strategy (removed)	-		-
Development of three videos	X		100%
Development of visual material (posters, infographics, brochures)	X		50%
Development and implementation of social media campaign	X		100%
<b>Progress towards outcomes</b>			
Effective communication to all stakeholders has been ensured through various activities.			
<ol style="list-style-type: none"> <li>1. A communication plan was developed for the operation in the first week as well as a communication protocol for IFRC and DRCS staff and volunteers. Active media relations including responding to media request and arranging media visits to operation sites. The media outlets have included BBC, Open Canada and Coastal Living. Two press conferences have been organized, one in Port of Spain, Trinidad and Tobago 12 October 2017 and the second one for the visit of the IFRC Regional Director to Dominica on 17 October 2017. 3 media houses as well as diplomatic missions attended the conference in Port of Spain and 3 journalists as well as a few partners attended the one in Roseau.</li> <li>2. Communication material produced includes 200 photos, Photo essays, human interest stories and social media profiles have been produced. Additional 200 (approximately) photos and 15 video clips have been produced by IFRC and DRCS staff and volunteers for social media channels.</li> <li>3. Communication packs have been produced including facts and figures documents and key messages.</li> <li>4. Donors such as ECHO, USAID/OFDA and DFID visited the Red Cross and observed implementation of activities.</li> <li>6. 15 high quality videos have been produced.</li> <li>7. Information material, such as infographics, has been produced and shared through reports and presentations, including at press conferences.</li> <li>8. A social media guide for IFRC and DRCS staff and volunteers was developed. Social media channels have been used extensively to highlight the situation and the Red Cross response.</li> </ol>			
Revision:			
Activity 5: Development of a national communications campaign and strategy has been removed from the plan.			

<b>Community Engagement and Accountability (CEA)</b>			
<b>Outcome 11: Communities and families are engaged in a meaningful dialogue to promote risk reduction actions and healthy behaviors, to reduce anxiety, to dispel rumors and promote psychosocial recovery</b>	<b>Outputs</b>		<b>% of achievement</b>
		<b>Output 11.1</b> Community engagement and accountability activities help target communities and families have access to life-saving and actionable information to take action on their safety, health, and wellbeing, through engagement with the Red Cross to influence and guide action	
<b>Activities</b>	<b>Is implementation on time?</b>		<b>% progress (estimate)</b>
	<b>Yes (x)</b>	<b>No (x)</b>	
Development and continue dissemination of targeted messages and community engagement material for local media (community radios and print media), volunteers, local and traditional leaders, churches, schools and other stakeholders in support of sectoral interventions	X		40%
Establish / scale up existing dialogue platforms (call-in radio programmes and print-media) in support of all sectors	X		40%

Rumour and feedback tracking systems established to tackle misinformation originating from target population	X		50%
Progress towards outcomes			
<p>Target communities and families have been provided with access to actionable information and they have been engaged with the Red Cross to influence and guide action. Village council and community committees have been thoroughly involved in the operation for instance through active involvement in the detailed needs assessments and identification of beneficiaries.</p> <ol style="list-style-type: none"> <li>1. CTP information pamphlet has been developed and will be distribution closer to the time of the actual cash transfers. Community engagement is ongoing through meetings, during assessments and through coordination with community representatives and various committees in relation to relief activities.</li> <li>2. Radio is being used to disseminate information on the DRCS activities including dates and times for distribution. The DRCS facebook is also extensively being used to provide updates on the operation.</li> <li>3. A system has been created to address complaints from people who are not included in the community developed beneficiary list and have not received relief items. Complaints are registered at the time of distribution and each household assessed. If the newly assessed households meet the targeting criteria, a follow up distribution is done. A CTP hotline is being established and will be operational once the cash transfer programme is implemented.</li> </ol>			

## Reference documents



Click here for:

Previous

- [Appeals and updates](#)

- [Revised budget](#)

## Contact Information

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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 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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# APPEAL OPERATION

Dominica Hurricane Maria

MDRDM003 -PDM007

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	378,544		60,568	439,112
Shelter - Transitional	0			0
Construction - Housing	0			0
Construction - Facilities	10,500			10,500
Construction - Materials	2,416,590			2,416,590
Clothing & Textiles	78,791			78,791
Food	0			0
Seeds & Plants	0			0
Water, Sanitation & Hygiene	1,191			1,191
Medical & First Aid	71,761			71,761
Teaching Materials	44,200			44,200
Ustensils & Tools	28,826			28,826
Other Supplies & Services	9,609		118,972	128,581
Emergency Response Units	0		246,810	246,810
Cash Disbursements	520,023			520,023
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>3,560,035</b>	<b>0</b>	<b>426,350</b>	<b>3,986,385</b>
Land & Buildings	0			0
Vehicles	0			0
Computer & Telecom Equipment	25,679			25,679
Office/Household Furniture & Equipment	10,000			10,000
Medical Equipment	0			0
Other Machinery & Equipment	0			0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>35,679</b>	<b>0</b>	<b>0</b>	<b>35,679</b>
Storage, Warehousing	0			0
Distribution & Monitoring	9,609			9,609
Transport & Vehicle Costs	165,278			165,278
Logistics Services	34,665			34,665
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>209,552</b>	<b>0</b>	<b>0</b>	<b>209,552</b>
International Staff	295,948			295,948
Regionally Deployed Staff	230,609			230,609
National Staff	17,040			17,040
National Society Staff	49,581			49,581
Volunteers	101,196			101,196
Other Staff Benefits	0			0
<b>Total PERSONNEL</b>	<b>694,374</b>	<b>0</b>	<b>0</b>	<b>694,374</b>
Consultants	37,474			37,474
Professional Fees	63,187			63,187
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>100,661</b>	<b>0</b>	<b>0</b>	<b>100,661</b>
Workshops & Training	61,688			61,688
<b>Total WORKSHOP &amp; TRAINING</b>	<b>61,688</b>	<b>0</b>	<b>0</b>	<b>61,688</b>
Travel	21,139			21,139
Information & Public Relations	12,491			12,491
Office Costs	51,808			51,808
Communications	25,607			25,607
Financial Charges	4,900			4,900
Other General Expenses	215,919			215,919
Shared Office and Services Costs	4,021			4,021
<b>Total GENERAL EXPENDITURES</b>	<b>335,886</b>	<b>0</b>	<b>0</b>	<b>335,886</b>
Partner National Societies	0			0
Other Partners (NGOs, UN, other)	0			0
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Programme and Services Support Recovery	324,862	0	0	324,862
<b>Total INDIRECT COSTS</b>	<b>324,862</b>	<b>0</b>	<b>0</b>	<b>324,862</b>
<b>TOTAL BUDGET</b>	<b>5,322,737</b>	<b>0</b>	<b>426,350</b>	<b>5,749,087</b>
<b>Available Resources</b>				
Multilateral Contributions	1,533,501			1,533,501
Bilateral Contributions			426,350	426,350
<b>TOTAL AVAILABLE RESOURCES</b>	<b>1,533,501</b>	<b>0</b>	<b>426,350</b>	<b>1,959,851</b>
<b>NET EMERGENCY APPEAL NEEDS</b>	<b>3,789,236</b>	<b>0</b>	<b>0</b>	<b>3,789,236</b>