

# Emergency Plan of Action Operation Update Vanuatu: Ambae Volcano Eruption

<b>DREF n° MDRVU005</b>	<b>GLIDE n° <a href="#">VO-2017-000140-VUT</a></b>
<b>DREF operation update n° 2</b> Issued: 30 January 2018	<b>Timeframe covered by this update:</b> 25 September 2017 - 31 December 2017
<b>Operation start date:</b> 25 September 2017	<b>Operation timeframe:</b> 6 months (extended from 4 months)
<b>Overall operation budget:</b> CHF 255,278	<b>Operation end date:</b> 31 March 2018
<b>N° of people being assisted:</b> 11,000	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b>	
The Vanuatu Red Cross Society (VRCS) works with the following RCRC partners: Australian Red Cross; French Red Cross; New Zealand Red Cross; and the International Federation of Red Cross and Red Crescent Societies (IFRC) country cluster support team – Pacific, IFRC as co-lead of the Vanuatu Shelter Cluster.	
<b>Other partner organizations actively involved in the operation:</b>	
The Government of the Republic of Vanuatu through the Vanuatu National Disaster Management Office (NDMO) activated the National Emergency Operations Centre (National EOC) and has been coordinating the response. The Joint Police Operations Centre (JPOC) was also activated and the Vanuatu Police Force and Vanuatu Mobile Force have been supporting the operations with logistics and transportation, as well as security in the evacuation centres. Provincial Governments activated their Provincial Emergency Operation Centre (PEOC) and respective Provincial Disaster Committees to lead the operation on the ground. In Sanma province the WASH, Shelter, Gender, Logistic, FSAC and Protection Cluster with the assistance from its National and international cluster leads (i.e: UNICEF with WASH Cluster, CARE international and Save the Children for Gender and Protection, and IOM).	

## Summary of major revisions made to emergency plan of action, and update on progress of operation:

- Through this operations update, the DREF operation timeframe has been further extended by two months to allow additional time to complete the replenishment of non-food items (NFIs). Replenishment items are scheduled to arrive in Port Vila before the end of March 2018 by ship from KL and will be dispatched to Santo and Ambae Island.
- To date a total of 10,392 people have been reached by activities and distributions under this operation.
- Volcano hazard awareness messaging, Health and PSS components have now been carried out, both while the population was evacuated, and have been continued now that the people have repatriated back to Ambae Island. The PSS component has been completed.
- All emergency response activities and distribution have now been completed in Santo, Pentecost, Maewo and Ambae.
- The shelter cluster lessons learned workshop was held in Santo and was attended by all shelter cluster members.
- A multi-province lessons learned workshop was also held in Ambae on 4-6 December 17. A total of 23 participants attended from Santo branch, East, South and north of Ambae Island.
- Monitoring and evaluation was conducted in the east, north and south of Ambae island.
- PASSA awareness to targeted population completed.

## A. SITUATION ANALYSIS

### Description of the disaster

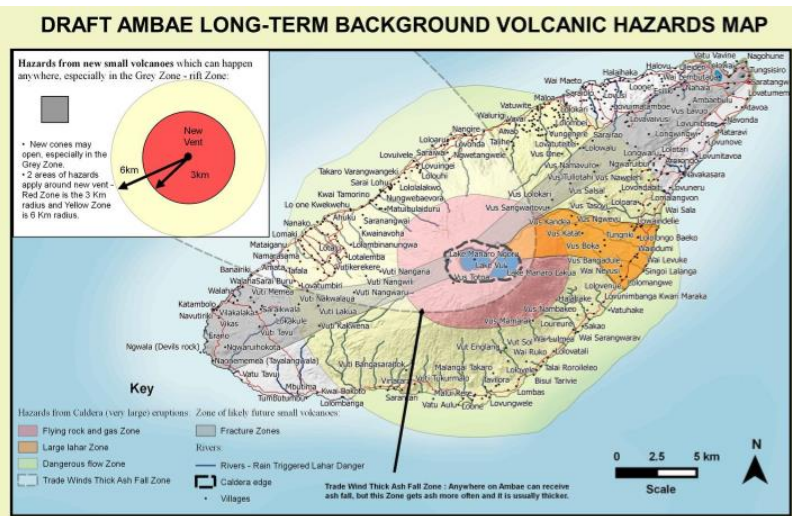
On 23 September 2017, the Vanuatu Meteorology & Geo-hazards Department (VMGD) increased the alert level for Monaro volcano on Ambae island, Penama province to Level 4: a moderate eruption state. A new volcanic cone had formed within one of the two crater lakes (Manaro Vui). This alert level indicates that flying rocks and volcanic gas will affect the Red Zone – a 6.5

km radius around the volcano crater. Villages located further from the volcano's crater can expect volcanic hazards, including explosions and ash rain. There is also an increased likelihood that ash falls around the island, especially in villages exposed to the prevailing trade winds direction. As a result of the volcano's increased activities, many of the island's water sources have been contaminated through ash fall and acid rain. Acid rain has caused damage to food crops and contributed to food and livelihood insecurity for people living on the island. At this level of activity, the VMGD had advised that the volcano's activity may increase or decrease at any time without warning.

South, West and North West Ambae experienced ash rain and smoke as a result of the increased volcano activities. An estimated 5,500 people were initially affected, however loud explosions and further ash rain was experienced throughout the whole island and a decision was made for mass evacuation to nearby islands Maewo, Pentecost (Penama Province) and Santo (Sanma Province). This then meant that the whole island population of approximately 11,000 people (based on the 2009 Census data) was affected.

On the 22 November the VMGD had advised that the volcano's activities have decreased and reduced the alert level to Level 3. The government of Vanuatu has declared the state of emergency and announced the repatriation of the 11,000 people back to Ambae Island. The repatriation took place from 22 to 27 November 2017 for the whole population to move and settle back on the island.

On the 7 December, the VMGD had advised the volcano alert was reduced to Level 2, remaining up to the time of reporting.



## Summary of current response

### Overview of Host National Society

Vanuatu Red Cross Society (VRCS) works through one headquarters office in Port Vila and six branches covering all administrative provinces of Vanuatu (**Penama Province, Sanma Province, Malampa Province, Torba Province, Tafea Province and Shefa Province**). It has 34 staff based in the national office in Shefa Province and nine staff scattered in the other administrative provinces, in addition to approximately 508 volunteers throughout the country.

Following its experience of Tropical Cyclone (TC) Pam in 2015, VRCS has made significant investment in developing its capacity in disaster preparedness and response. Almost 100 volunteers have received emergency response training and stocks of emergency relief supplies are pre-positioned in six depots/warehouses throughout the country. In its recovery operation following TC Pam, VRCS focused on building the resilience of local communities to be better prepared to face future disasters. This included establishing and training community disaster committees in line with national disaster management plans. In addition, VRCS, through its auxiliary role, plays a key role in the government's disaster response plans, and together with in-country Movement partners has been sharing information and coordinating closely with the national disaster management authorities.

On 25 September, VRCS received an official request from NDMO for assistance to respond in carrying out VRCS mandate through;

- assessing the needs on the ground,
- disseminating key information in relation to government plans for the response following advice from the VMGD,
- distribution of non-food items (NFI),
- Shelter, WASH as well as Health intervention based on the assessed needs.

On 22 November, VRCS received an official request from the NDMO and Sanma provincial government for assistance to respond in carrying out VRCS mandate through:

- conducting final registration on the evacuees before repatriation,
- final distribution of NFI to the evacuees,
- dissemination of key repatriation information plan to the evacuees,
- head count while boarding and on arrival in Ambae.

Representatives of VRCS have attended inter-agency meetings organized by the NDMO including the WASH and Gender and Protection clusters and strategically positioned its personnel and resources where needed.

The Sanma PEOC has now closed and the VRCS staff and volunteers have returned back to their normal activities. The Penama EOC has been reactivated and the branch officer and volunteers were part of manning the EOC to date.

In early December, VRCS held a lessons learned workshop in Ambae for participants from HQ, Santo, east, south and north Ambae. This was attended by 23 participants comprised of VRCS staff, volunteers and CDCCC and Area council secretaries

As of the end of November, all activities associated with the emergency response have all completed. VRCS is now looking forward the arrival of non-food items (NFI) from KL.

### **Response in Ambae**

On 10 October, different cluster groups had deployed to Ambae to conduct sectoral assessment before the repatriation of the people. On 22 October, the repatriation of the people began and ended on the 27 October. The volcano alert level has been reduced to alert Level 3 by the VMGD.

There was heavy ash fall, acid rain and explosions from the volcano. People living near the volcano were showing signs of panic and anxiety, and were in need of information on where to go to for safety. Anticipated risks of lava flow were high, and people living in areas where lava flow could potentially affect them were more worried than others on the island.

On 27 September, the VRCS WASH officer and the Disaster Services Officer (DSO) were deployed to Ambae to provide general awareness training using the standard key messaging to the volunteers to enable them to carry out awareness in the communities.

On 4 October, the VRCS WASH officer based at Saratamata and the communication officer and WASH volunteer based at Saratamata returned to Port Vila. 30 local Volunteers from Penama province based at the VRCS Branch at Saratamata have evacuated with the population from the east and south of Ambae island to Maewo and Pentecost Islands. On authorisation by the HQ, the branch officer had taken with him NFIs from the branch and open a sub pre-position hub on the island of Pentecost.

The WASH officer deployed to Walaha, West Ambae and communications officer and a WASH volunteer to Saratamata, the provincial capital in East Ambae, to support operations. These personnel were assisting with general awareness as well as disseminating basic hygiene practices in the evacuation centres.

Additional volunteers were mobilized, and two volunteers were stationed at each of the 14 evacuation centres in East Ambae, before the evacuation order was received. These volunteers established Evacuation Centre Management Working Groups at each centre to manage the organisation of the centre and register evacuees.

As of 26 September, on request of the government, VRCS had dispatched 100 tarpaulins that were pre-positioned in Saratamata and sent 250 filled 10-litre jerrycans to support water distribution in evacuation centres on East Ambae and a further 100 tarpaulins on the Republic of Vanuatu Ship (RVS) Tukoro boat. Two satellite phones have been activated on Ambae to assist the operation emergency communications

### **Repatriation of the people from Ambae.**

Upon receiving the decision made by the Council of Ministers (COM) for the repatriation of the people back to their island, Penama Red Cross Branch officer and volunteers based on the island of Pentecost and Maewo and Santo branch, carried out general preparedness awareness on the repatriation plan by the government and decision by COM to repatriate. These were done mainly in Pentecost, Maewo and Luganville, Santo with other partners such as World Vision and Save the Children.

Branch Officers (BO) and Volunteers from Penama Red Cross Branch were repatriated with the communities once the repatriation order was given and have provided continuous ongoing provision of information on distribution of relief, registration of people. While evacuee registration was ongoing from 22 to 28 October from Pentecost, Maewo and Santo, data was being entered and correlated in Port Vila headquarters by the Disaster team.

Initially the Ambae island population were told to repatriate back to where they have come from. However, some had repatriated back on their free will and government and partners could not suppress or intervene as movement based on free will had been encouraged and too many people were prepared to move.

Sanma Provincial Government declared a state of emergency and activated its EOC to manage and coordinate the repatriation of people out from Luganville, Santo.

As people were preparing to repatriate, the VRCS Sanma Province Branch in Santo provided a range of assistance including the distribution of pre-positioned NFIs to supplement the emergency relief supplies that were donated to the Vanuatu government by FRANZ and other partners.

## Mass evacuation response off island

Date	From Warehouse Location	Distributed to:	Tarpaulin	Blanket	Sleeping mat	Hygiene kit
2/10/17	VRCS Santo warehouse	Provincial Shelter Cluster	40			
2/10/17	VRCS Santo warehouse	Mormon Church Santo (Evacuation Centre for people with special needs)		160	80	
11/10/17	VRCS Santo warehouse	Northern District Hospital by Provincial Health Cluster				345
<b>TOTAL</b>			<b>40</b>	<b>160</b>	<b>80</b>	<b>345</b>

VRCS Santo warehouse continued to make NFI distributions during the following two weeks, but these quantities were minimal. VRCS also mobilized prepositioned NFIs from their Port Vila warehouse via a local chartered ship to provide assistance to evacuees in Pentecost and Maewo according to the following table to approximately 2,007 people, while the full distribution data is still undergoing analysis and correlation;

Date	Distributed to:	Mosquito Nets	Solar Lanterns	Tarps	Blanket	Kitchen Sets	Hygiene Kit	Jerry Can 10 L	Sleeping Mat
8/10/17	South Pentecost	163	163	163	163	163	163	326	326
9/10/17	North Pentecost	188	188	188	188	188	188	380	380
9/10/17 & 10/10/17	Maewo	218	218	190	138	218	218	346	226
<b>TOTAL</b>		<b>569</b>	<b>569</b>	<b>541</b>	<b>489</b>	<b>569</b>	<b>569</b>	<b>1052</b>	<b>932</b>

These figures include distribution of the donated NFIs from FRC New Caledonia delegation, Oxfam Vanuatu under stock sharing agreement with VRCS and VRCS pre-positioned stocks from Port Vila Warehouse.

Repatriation of the people back to Ambae had exposed them to emotional and physical stress, particularly as volcanic activity continued to appear strong in spite of being reduced to Level 3. Psychosocial support (PSS) was highlighted as a major need by the government to the people as people were showing signs of stress due to the uncertainty of their safety when they were back to their homes.

Concerns were also raised on the wellbeing and safety of the evacuees from outbreak of diseases such as diarrhoea and mumps.

The same concerns were raised by the evacuees in Pentecost and Maewo, therefore VRCS immediately requested that PSS be included in the response, focusing on the affected communities.

Since this is the first time VRCS is engaged in the provision of PSS interventions, technical support was requested from Fiji Red Cross to train the volunteers from VRCS Provincial Branch for Penama to provide PSS to people in the evacuation centres in North Pentecost and South Pentecost.

VRCS has continued to coordinate at the national level with partners through ongoing liaison with the Provincial Government, Clusters, World Vision and Save the Children, that were on the ground after the repatriation took place.

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

VRCS has worked with IFRC and the International Committee of the Red Cross (ICRC) through their regional structures, as well as with VRCS' in-country partners, Australian Red Cross (ARC) and French Red Cross (FRC) with whom VRCS have a long-term engagement.

VRCS requested technical support from the Pacific Red Cross societies under the Peer to Peer approach, and Fiji Red Cross Society was able to offer that support. Further mentoring and PSS training support was requested and NZRC has deployed a PSS delegate to support the training of more volunteers for VRCS in Port Vila.

Due to the low capacity and timely availability of stocks from Australia and Kuala Lumpur logistics warehouses, IFRC CCST Suva, on the request from VRCS received support from French Red Cross Chapter in New Caledonia to assist with the provision of stocks to support the operation. This support was highly appreciated and timely. These items from the French Red Cross in New Caledonia included:

- Tarpaulins - 355
- Sleeping Mats - 460
- Mosquito Nets - 480
- Jerry Cans - 750

ARC support in country was through financially supporting the Shelter Cluster lead with technical support from a shelter delegate provided to the Vanuatu Shelter Cluster. An in-country ARC finance delegate was also providing technical support to the VRCS in handling the finances and reporting for this operation.

VRCS has coordinated the Movement partners' support with assistance from the IFRC CCST Pacific office in Suva.

## **Overview of non-RCRC actors in country**

### **National level**

At the national level, the focus of the response has been on Ambae, where the volcano effects were continuously felt. The National Disaster Management Office (NDMO) was supporting the Provincial Government with the coordination of the response. It initially activated the National EOC and declared a state of emergency for Ambae island; however, the EOC has now scaled back to normal hours. The coordination involved all key humanitarian actors including the Vanuatu Police Force and Vanuatu Mobile Force. This Joint Police Operation Centre (JPOC) was deployed to evacuate all the people from Ambae, and assisted with the repatriation of the people back on Ambae. Government has also been assisting in distributing food rations, bottled water, transportation, shelter and psychosocial support through the provincial cluster leads.

All Vanuatu humanitarian coordination groups ('clusters') were activated, and individually met for initial preparedness briefings (logistics, telecommunications, food security, health, education, shelter, and WASH). The same clusters were asked by the government to carry out rapid and technical sectorial assessments of the effects of the volcano on infrastructure while people were evacuated to the nearby islands. They were also asked to put together a clear repatriation plan and recommended actions. This plan was shared and based on the assessment findings, the COM declared people would be returned home from 20 to 28 October.

Provincial EOCs in Penama and Sanma provinces were also activated in coordination with the National EOC. The Penama Provincial EOC was closed moved to Pentecost and opened a small EOC and was closed down and moved back during the repatriation and was opened, presently still operational.

For the initial assessment and response, the following coordination hierarchy was put in place and remains active:

1. National Emergency Operations Centre, Port Vila;
2. Secondary on-site hub at the Provincial Emergency Operations Centre in Luganville, Santo;
3. Onsite Coordination Centre, Penama Province, East Ambae

For the repatriation the following coordination hierarchy was put in place and remains active:

4. National Emergency Operations Centre, Port Vila;
5. Secondary on-site hub at the Provincial Emergency Operations Centre in Luganville, Santo;
6. Onsite coordination on Pentecost and Maewo

The Vanuatu Meteorology and Geo-hazards Department (VMGD) had undertaken aerial surveillance of the Ambae volcano with the assistance of specialists from GNS Science New Zealand. Relief items donated by the government and private sectors, were loaded and delivered to the people repatriated back based on the clusters Sectoral assessment conducted.

Multiple shipments of immediate relief items organized by the government through private sector donations were delivered to people displaced on Ambae before being evacuation off island and also on the island of Maewo and Pentecost.

UN Agencies were also supporting with the deployment of technical specialists in the areas of displacement tracking, camp management, logistics and shelter coordination from IOM, WFP and IFRC. FRANZ partners supported through deployment of assets, funding and direct delivery of regional supplies.

All vessels departed from Port Vila to Luganville for the repatriation. The government has received generous offers of support from many partners. NGOs have mobilized to support the repatriation process.

### **Provincial level**

The Penama provincial government has withdrawn its established base on Pentecost and arranged the movement of all staffs back to Provincial HQ on Ambae before the repatriation of the people. The Penama provincial government immediately activated its EOC, and held its operation coordination meetings and continued with the operation on the island of Ambae.

The Vanuatu Mobile Force, VRCS and other organisation have stepped in providing assistance to the working group to continue with the operation.

The Sanma Provincial Government was the northern hub for managing the repatriation of the people from Ambae and the operation to support the repatriation plan. Maritime movements were being coordinated by the Ports and Harbour authority with support from the NDMO Logistics Officer and the Maritime Wing of the Vanuatu Police.

## Needs analysis and scenario planning

### Needs analysis

The clusters sector assessment conducted had identified the following immediate needs of the affected population before the repatriation were water, food and volcano general awareness.

Once the affected population repatriated back to Ambae Island, the needs highlighted were mainly PSS, WASH, and Health and general awareness with key standardized messaging.

Upon the request of NDMO, IFRC has mobilized technical support to PWD through the deployment of the CCST Pacific Shelter manager for one month. The mission was to advise on the approach of the cluster, establishing the provision of tents as requested by the Sanma and Penama Provincial EOCs, the registration of the evacuees, as well as assisting with ongoing coordination. Since the population of Ambae has been repatriated, and no further shelter needs are foreseen on Ambae, the technical support was no longer needed beyond 10 November.

The CCST has conducted two shelter training sessions. One in Port Vila with a total of 18 participants and one in Santo with more than 35 participants were present.

With people now being repatriated, unclean facilities and compounds in the host communities were a common scene. Tents that were used to house the evacuees were being dismantled by the volunteers and taken into storage in close collaboration with the Shelter Cluster lead. Cleaning up the compounds and returning the facilities to its normal conditions were carried out by the volunteers from Penama and Sanma provinces.

The Ambae population have returned back to their homes, however some had returned back to their gardens and properties being damaged by animals (cows and pigs) while they were evacuated from the island.

With the repatriation process completed, people's needs, based on on-site visits and assessments by VRCS, highlighted that water, food and awareness on volcano activities were high. South and West Ambae have continued to experience considerable amount of ash fall and acid rain from the volcano, affecting water sources, food and crops as well as the animals.

Some of the people who have returned to Ambae have shown signs of stress, and some were apprehensive to return to their homes for fear of potential volcanic eruption as it maintained an alert level of 3. There was an immediate need to provide psychosocial support, including psychological first aid in affected communities. Psychosocial support was provided to VRCS staff and volunteers – who have been heavily involved in the response and some of whom were directly affected by the Ambae evacuation – was also a priority.

The continued volcanic ashes have led to health hazards like respiratory and skin and eye irritation. Water sources in some parts of the islands were contaminated. The situation was monitored closely by the WASH and Health cluster. The Volunteers have step in immediately with other sectors conducted health promotion and disease prevention at identified communities using the epidemic control for volunteer's toolkit, together with other sectors such as water and sanitation.

### Operation Risk Assessment

- As the activity of the volcano is unpredictable and may increase again to Level 4 or higher, with a major eruption at any time, there was a significant safety risk for VRCS staff and volunteers on the ground in Ambae.
- The remote location of the affected communities and potential for adverse weather condition may affect the operation
- The greater risk currently was if the ash fall and acid rain continued, people would suffer from breathing in the dust, crops damaged and water contaminated. Explosions heard from the volcano would continue to make people panic and be stressed by the situation.
- Staff and volunteers have been provided with personal protective equipment and the volcano's activity closely monitored through liaising with VMGD to ensure staff safety. Disseminating timely information to team leaders on the ground and VRCS staff enabled early actions to be taken by the communities who are the most affected by the volcano activities.
- Maintaining close coordination with local authorities and existing volunteers network for access to information and not imposing to the communities.

## B. OPERATIONAL STRATEGY

### Overall Objective (as previously revised)

The DREF operation aims to assist the whole population of Ambae<sup>1</sup> (11,000 people) through the mobilisation and distribution of relief items, surge support from HQ and branches, assist communities in addressing their priority needs, raising awareness of the communities on the plans by government, including on the volcano alert level based on advice from VMGD, as well as

<sup>1</sup> Originally the DREF operation aimed to assist the East Ambae population (5,500 people)

standard hygiene and health promotion key messages in close collaboration with the Health Cluster, WASH Cluster, Food Security Cluster under the coordination of the Provincial government, .

The DREF operation addresses the needs of the affected population of Ambae island evacuated to Pentecost and Maewo and Luganville, Santo through the provision of emergency shelter in evacuation centres, including those assisted with temporary tents, where VRCS is responsible for registration and assessment, as well as in targeted manner through distribution of non-food items and PSS.

## Strategy

In early stage of the response and preparation of the EPOA, initial needs assessment data was only available for the population of the south and east Ambae.

Once completed the Sanma provincial government requested the Sanama RC branch to assist the massive evacuees arriving in Santo which revealed the same needs for the evacuees in Pentecost and Maewo.

Following request received from Sanma provincial government, VRCS extended the scope of its intervention to include the affected evacuees in Santo.

The objectives of the operation are as follows and based on the evolving situation:

1. To assist the most affected population of Ambae island with:
  - a distribution of emergency shelter and WASH NFIs
  - increased awareness of preparedness measures/evacuation procedures further preparing them for any future eruption (packing only key documentations, different levels of alert on the volcano, evacuation routes and ports nearest to evacuation centres, etc)
  - RFL in registration and assisting the evacuees to connect with their families.
2. Disseminating of WASH messages to the Ambae communities, including once they have returned home, for the prevention of water borne diseases.
3. To support the provincial government in evacuating, and returning people to identified safe areas.
4. **The revised strategy** includes a health component as original strategy did not define any health interventions.
  - Health surveillance<sup>2</sup> and disseminating health messages to the South and Eastern parts of Ambae. The Red Cross volunteers together with MoH conducted active surveillance for respiratory illness or diarrheal diseases – syndromic surveillance. The allocation of areas was requested by Penama RC Branch to the Provincial EOC, due to Penama RC branch capacity and presence of volunteers in areas, while West and North Ambae is covered by World Vision and Save the Children.
  - PSS training and PFA support carried out for volunteers and staff of VRCS both in the evacuation areas in Pentecost and Ambae, as well as a National PSS training to brief VRCS volunteers on the PSS approach. The trained volunteers and staff will then be tasked to carry out PSS support to the evacuees and the people of South and East Ambae.
  - PFA support provided to evacuees and follow up visits to returnees requiring further assistance in the evolving situation.

## Operational support services

### Human resources

The following human resources have been mobilised within VRCS for the response activities:

- DM coordinator
- DM officer
- WASH officer
- Communications officer
- Sanma Branch officer
- Sanma Community Climate Resilience (CCR) projects staffs (x 4)
- Penama Branch officer
- Penama support officer
- Logistics officers (x2)
- 70 x volunteers (ERT/WASH/Logistics)

VRCS requested for technical support in the sectors below to provide technical assistance and advice on how to assist with the evolving needs of the evacuees under the coordination of the IFRC, including the following surge and RDRT roles:

- Shelter/ Evacuation Management and Shelter Cluster coordination
- Logistics – technical support to mobilise and arrange for procurement, and assist to map out stock mobilization in-country
- Communications
- PSS Technical trainer for PSS/ PFA training

<sup>2</sup> WHO and MoH have established surveillance system.

- Health RDRT /PSS Peer to Peer Support (deployed for two months in total to support VRCS to implement the PSS and Health components of the operation)
- PMER support for this operation

## Logistics and supply chain

Logistics activities aimed to effectively manage the supply chain, including, procurement, customs clearance, storage and transport to distribution sites in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures.

NFIs from the Port Vila warehouse have been utilised to support evacuees in Ambae, Pentecost and Maewo while NFIs from the Santo warehouse have been made available to fill the needs identified for evacuees in Santo. These prepositioned stocks have been supplemented by rapid local procurement of sleeping mats and solar lanterns. It was anticipated that further stocks would be needed to cover the VRCS targeted population, however donation of emergency relief supplies from FRANZ and other partners directly to the Vanuatu government have reduced the need for the dispatch of VRCS pre-positioned NFIs significantly, particularly in Santo.

Agreement with Australian Red Cross, who hold emergency relief items in neighbouring Brisbane, was reached to fill the predicted gap in in-country stocks and these items were dispatched via sea-freight to arrive in Port Vila. These NFIs will replenish VRCS stocks dispatched ahead of the upcoming Pacific cyclone season. Additional replenishment of distributed kitchen sets and hygiene kits are required, and these items will be replenished through another dispatch by the IFRC Asia-Pacific OLPSCM Unit in KL. It was earlier estimated that sea freight from the IFRC OLPSCM regional warehouse to Port Vila would take 45-55 days by sea (port to port). However, the delivery by ship is taking more time than expected and is now expected to reach Port-Vila in March 2018, explaining why this DREF is being extended. These replenishment plans are detailed in the table below:

	Total VRCS prepositioned items distributed between 25 Sept - 12 Oct (excluding donations from FRC and Oxfam)	Items dispatched from Brisbane to address predicted stock gaps ETA P.Vila end-March 2018	Additional DREF replenishment from IFRC regional warehouse
Tarpaulin	365	1,585	-
Sleeping Mat (locally procured)	590	-	-
Mosquito net	130	1,500	-
Kitchen set	547	-	547
Jerry Can 10L	500	1,400	-
Jerry Can 20L (replenish with 10L JCs instead)	205	-	-
Hygiene kit	537	-	537
Blanket	622	860	-

VRCS has a logistics team and logistics volunteers led by two logistics officers – who were trained during the TC Pam operation by the IFRC Logistics delegate – providing administrative and logistics support to the operation. Further during the TC Pam operation, the IFRC warehouse management software Logic was implemented and is currently in use for supply chain management within the VRCS logistics system. VRCS logisticians in Port Vila oversee local freighting, customs clearances for international replenishments and the local procurement of goods and services in line with VRCS procurement practices. IFRC Logistics manager based in Pacific CCST office in Suva deployed for two and a half weeks to provide surge support to VRCS. IFRC OLPSCM provided technical support to VRCS and IFRC Pacific CCST as required.

Transportation on Ambae island is very minimal and mainly through pickup trucks either double cap or single cap. Due to the road conditions, 4WD are highly needed and recommended for transporting of volunteers and items from warehouses and ports to communities, for gravel roads with several patches of cemented creek drainages that run throughout the whole island. Means of transportation is mainly by foot, however there are four ports accessible by boats in Ambae with very basic resources. There is one airport with infrequent flights twice a week from Port Vila.



## Information technologies (IT)

Internet connectivity is very slow and quite challenging in Ambae, even in Saratamata Provincial centres, but mobile communications are mostly reliable at this stage. In West Ambae, there is limited mobile reception – mainly with Telecom

Vanuatu Limited TVL (phone provider). Internet and mobile reception will also be an issue in the out-of-Ambae evacuation sites on Maewo and Pentecost.

## **Communications**

VRCS communications approach and activities were an important part of this operation. From early on Vanuatu Red Cross used social media to provide updates on the volcano status and disaster response for general viewers and followers on the VRCS Facebook page.

VRCS also engaged in media interviews, both domestic and international as the island was being evacuated. With an increased volume of media requests, an IFRC surge communications delegate was deployed to Vanuatu for two weeks at the request of the VRCS. The VRCS communications and dissemination officer was deployed to Ambae during the evacuations, this provided excellent on the ground reporting and photos.

The IFRC communications delegate acted as spokesperson, gathered content and supported VRCS to make a robust and practical communication and media plan for the response and recovery to the operation. Among the materials produced were a photo essay, many news stories for example through wire services such as Reuters, and in the Seattle Times, ABC Radio, and other outlets, and in English, French, Dutch and Spanish.

With the repatriation completed it was still important that communications and media continues. This is to tell the story of the great work of VRCS and also to convey the needs of people on Ambae.

VRCS continued to provide regular Facebook updates regarding the operation, and support for more in-depth communications and media outputs will come from the IFRC CCST in Suva.

## **Security**

The main security threat to staff and volunteers working on this response was posed by their proximity to the volcano itself. Health may be impacted by volcanic gases and ash fall, and, given the current alert level, volcanic activity can increase at any time, posing further threat to staff and volunteer safety and personal security.

To minimise these risks to individual safety and security, VRCS supply deployed staff and activated volunteers with protective equipment, including masks. VRCS are also monitoring updates and advice from the VMGD and other authorities and will adapt their activities accordingly.

Staff deployed to communities and evacuation areas needed to travel with their own food and water to limit strain on local resources. Staff briefing and debriefing are carried out to provide further security measures and adapt plans according to the advice received from VMGD on the volcano activities.

## **Planning, monitoring, evaluation, & reporting (PMER)**

The respective divisions of the VRCS headquarters in Port Vila, such as disaster risk management, WASH, Health accounting and management, have guided and monitored the Plan of Action. Support for communications and coordination continue to be provided by the IFRC CCST Suva DRM team.

Reporting on the emergency plan of action was carried out according to IFRC minimum standards. Monitoring visits to the affected communities and interviews with beneficiaries, volunteers and others participating in the response was conducted to assess progress at regular intervals and guide any required adjustments to the proposed response. A lessons-learned workshop was carried out by VRCS staff, volunteer and relevant stakeholders.

## **Administration and Finance**

VRCS headquarters has a finance team to support the administrator in the field with all activities necessary to ensure the proper use of resources. The administrator coordinates with the operations manager for any expenditure or purchase that takes place during the operation, and resources utilized in accordance with standard VRCS and DREF guidelines and procedures. A finance officer from the IFRC CCST available to visit during the timeframe of the DREF and assist with monitoring and resolving any financial issues.

# **C. DETAILED OPERATIONAL PLAN**

Activities completed during this reporting period:

1. Distribution of NFI's to beneficiaries
2. Conducting general awareness as per community thematic areas.
3. PSS training to VRCS staff and volunteers and awareness to the affected community

## **Early warning & emergency response preparedness**

A holistic approach on prevention was carried out by the community and branch volunteers on Ambae since 23 September. This was put in place to ensure that evacuees are kept informed of the evolving situation. Interventions carried out were also to ensure that the evacuation centers are managed appropriately, considering the needs of the evacuees.

<b>Outcome 1: At risk population are aware of evacuation procedures</b>	<b>Output 1.1</b> Preparedness and evacuation awareness sessions are conducted in target communities		100%
<b>Activities</b>	<b>Is implementation on time?</b>		<b>% progress (estimate)</b>
	<b>Yes (x)</b>	<b>No (x)</b>	
Registration of beneficiaries	x		100%
Evacuation awareness sessions conducted (information on planned evacuation and where to relocate to)	x		100%
Hazard awareness sessions conducted (awareness on the level of volcano alert)	x		100%
Procurement of PPE for 50 Volunteers (Mask, Vest, Back Strap, Hat, Life Jackets, Rain coats)	x		100%
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>	
n° of people reached by public messaging (volcano alert level, and effects of volcano ash fall and smoke) relating to the Volcano response operation	11,000	10,392	90%
n° of people reached with information on evacuation & repatriation process	11,000	10,392	90%
n° of Volunteers with proper PPE for prevention during field deployment	50	50	100%
<b>Progress towards outcomes</b>			
Rest of the activities under this area have been completed as per OU#1.			
VRCS staffs and volunteers from Ambae and Santo, carried out repatriation messaging and awareness in the evacuation centres and communities on Pentecost, Maewo and Santo. The total number of people reached in this operation is 10,392 people out of the 11,000 population that was estimated in the mini-census that was conducted by government.			

<b>Outcome 2: Immediate reduction in risk of waterborne and water related diseases in targeted communities.</b>	<b>Outputs</b>		<b>% of achievement</b>
	<b>Output 2.1: Hygiene promotion activities provided to target population</b>		95.5%
<b>Output 2.2 WASH (NFIs) are provided to the target population</b>			
<b>Activities</b>	<b>Is implementation on time?</b>		<b>% progress (estimate)</b>
	<b>Yes (x)</b>	<b>No (x)</b>	
Deployment of WASH team to Ambae	x		100%
Deployment of WASH team to Maewo and Pentecost	x		100%
Printing of WASH IEC materials	x		100%
Training/refresher for local volunteers in hygiene promotion	x		100%
Hygiene promotion activities at evacuation centres and host communities in Ambae	x		100%

Hygiene promotion activities at evacuation centres and host communities in Maewo and Pentecost	x		100%
Distribution of hygiene kits	x		100%
Distribution of jerry cans	x		100%
Provide awareness sessions at distribution sites (before distribution) on recommended usage of WASH NFIs	x		100%
Replenishment of WASH NFIs	x		50%
Distribution of WASH kits for establishing adequate sanitation facilities	x		100%
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>	
n° of people reached by hygiene promotion activities	11,000	10,392	90%
n° of households (HHs) provided with WASH NFIs	700	634	90%
<b>Progress towards outcomes</b>			
With exception of pending replenishment of WASH NFI, all the activities in this thematic area are completed with VRCS continuing reaching out to the affected communities in the areas on WASH through community visit and monitoring.			

<b>Outcome 3: The immediate shelter and settlement needs of the target population are met</b>	<b>Outputs</b>		<b>% of achievement</b>
	<b>3.1 Emergency shelter assistance is provided to the target population.</b>		90%
<b>Activities</b>	<b>Is implementation on time?</b>		<b>% progress (estimate)</b>
	<b>Yes (x)</b>	<b>No (x)</b>	
Establish distribution plan (distribution team) and coordinate shipping of shelter NFIs to affected areas	x		100%
Distribution of emergency tarpaulins to affected population	x		100%
Provide awareness sessions at distribution sites (before distribution) on recommended usage of shelter NFIs	x		100%
Replenishment of shelter NFIs	x		100%
Distribution of kitchen sets	x		100%
Distribution of solar lights	x		100%
Distribution of blankets	x		100%
Distribution of sleeping mats + mosquito nets	x		100%
Provide awareness sessions at distribution sites (before distribution) on recommended usage of household NFIs	x		100%
Replenishment of household NFIs	x		0%
<b>Indicators:</b>		<b>Target</b>	<b>Actual</b>
n° of hh provided with emergency shelter assistance		2200 <sup>3</sup>	2912
<b>Indicators:</b>		<b>Target</b>	<b>Actual</b>
n° of hh provided with Essential Household Items/non-food items (NFI)		420	418
<b>Progress towards outcomes</b>			
All the activities/outputs in this thematic area have been completed with community with continuous monitoring and community visit from the branch and the National Society Headquarters, pending the replenishment of NFIs at branch and			

<sup>3</sup> Revised up from 5,500 people

national level. These NFI's are to be received in Port Vila by February and then these will be distributed to branches by March 2018.

Outcome 4: The immediate risks to the health of affected populations are reduced	Outputs		% of achievement
	<b>Output 4.1 Community-based disease prevention and health promotion is provided to the target population.</b> <b>Output 4.2 Epidemic prevention and control measures carried out.</b>		87.5%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Carry out surveillance in collaboration with MOH in the high-risk areas	X		100%
Disseminating health messages to the population of Ambae on prevention of respiratory problems, dengue and skin and eye infection.	X		100%
Carry out clean up campaigns in the host evacuation centers in Pentecost Maewo and Santo	X		50%
Referral of serious cases to hospital		X	N/A
Orientation of volunteers and staff on prevention of respiratory illness and other potential health hazards	X		100%
Indicators:		Target	Actual
n° of people reached by community-based health activities		5,500	4,116
Progress towards outcomes			
<p>The target activities in under the Health component have been completed. The clean-up campaigns were completed in Santo and had yet to start in Pentecost and Maewo. VRCS has identified support to obtain surveillance reports from WHO and MoH and mobilised RDRT to provide technical support to the Health team on the ground.</p> <p>The RDRT Health worked with the Penama branch in the worst affected areas on health and PSS activities. Further assessments by the team found that the associated health issues from the ash fall were being referred to the hospital and health clinics, and that no further community activities were required.</p> <p>Total number reached so far in this operation is 4,116 people which is 70 per cent of the targeted population to be reached and the National Society is on track to reach the target by the end of the operation in March.</p> <p>Below is the table that shows the numbers of people reached during the operation.</p>			
TYPE OF AWARENESS & ACTIVITY:	LOCATION:	TOTAL NUMBER OF HH REACHED:	TOTAL NUMBER OF PEOPLE REACHED:
WASH & Health Messaging VRCS.	East Ambae	300	1265
	South Ambae	386	1815
	North Ambae	186	724
Health EPIDEMIC IFRC/VRCS Tool Kit.	North Ambae	186	724
Outcome 5: The immediate emotional risks of affected population, and VRCS personnel are reduced.	Outputs		% of achievement
	<b>Output 5.1: Psychosocial support provided to the target population and the VRCS volunteers and staff working on the response.</b>		100%
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Deployment of PSS Peer to Peer Support	X		100%

PSS support sessions for communities' volunteers and staff	X		100%
Training a fresh pool of PSS volunteers to further support the repatriation of people to Ambae to manage and cope well with stress from the impacts of the volcano	X		100%
Referral of serious cases to services providers for follow up where needed		X	N/A
<b>Indicators:</b>		<b>Target</b>	<b>Actual</b>
n° of community people reached by psychosocial support		5500	4,116
n° of volunteers/ staff reached through psychosocial support		20	92
n° of volunteers/ staff reached by training		30	30

### Progress towards outcomes

The PSS and PFA to staffs and volunteers have successfully completed, with high turned out of staff and volunteers in the training. The actual figure is much higher that the target because of the importance of the activity.

Deployment of the PSS Health RDRT has completed and has been appraised.

The table given below shows the number of community people that were reached with PSS which to date is 4,116 people out of the 5,500 that was planned for the operation. This was an increase of 3,804 compared to the first operation update of this operation.

The topics covered in the PSS awareness were;

- Recovery from disaster in relation to the psychosocial graph
- Act on stress – identifying signs of stress and how to minimize stress with adults
- Supporting children to recover – to help older community members in identifying stress in children and how they can help to cope in these situations.

<b>PSS AWARENESS &amp; ACTIVITY:</b>	<b>LOCATION:</b>	<b>TOTAL NUMBER OF HH REACHED:</b>	<b>TOTAL NUMBER OF PEOPLE REACHED:</b>
<b>PSS/PFA Awareness Messaging using PSS Tool kit.</b>	East Ambae	300	1265
	South Ambae	386	1815
	North Ambae	186	724
	Pentecost	93	312

The table given below shows the number of staff and volunteers that were trained on PSS in VRCS.

<b>LOCATION:</b>	<b>NUMBER OF VRCS STAFFS &amp; VOLUNTEERS:</b>
Pentecost Island	7
Effate Island (HQ Port Villa)	30
Ambae Island	21
Santo Island	34

Quality programming			
Outcome 6 Continuous and detailed evaluation and analysis to inform the operation's design and implementation	Outputs		% of achievement
		<b>Output 6.1</b> Initial needs assessments are carried out in consultation with beneficiaries and authorities  <b>Output 6.2</b> A comprehensive monitoring and assessment of the plan of action is conducted	
Activities	Is implementation on time?		% progress (estimate)
	Yes (x)	No (x)	
Conduct inter-sectoral rapid assessment in East Ambae/evacuation sites and in the new sites in Pentecost and Maewo, coordinated with cluster leads and the provincial disaster committee	X		100%
Analyse assessment data and select beneficiaries based on needs, capacities and vulnerabilities	X		100%
Coordination and liaison with relevant local, provincial and national authorities	X		100%
Post distribution monitoring visits to affected communities	X		100%
Beneficiary satisfaction surveys	X		100%
Lessons learned workshop	X		100%
Child Protection and Gender and Diversity Minimum Standards briefing for volunteers	X		100%
Progress towards outcomes			
All activities in this outcome have been reached and completed.			

## D. BUDGET

As of 31 January 2018, a total amount of CHF188,878 has been utilised in the operation. This is 70 per cent of the total budget of CHF 255,278. As shown in the attached financial report, there is an increased spending mainly on workshop and training and general expenditures; this is due to activities in the psycho-social support (PSS) and health programs that were not planned during the budgeting process. This led to the increase in general expenditure, where volunteers and staff were needed to travel to conduct community visits, run psychosocial and health awareness programs and continue ongoing monitoring visits to the affected areas. Additionally, the general expenditure section also increased because of the need for the VRCS Ambae Volcano response to adapt to the situation and working with the provincial government in the Penama Province.

## Reference documents



Click here for:

- DREF Emergency Plan of Action ([EPoA](#))
- Operation update [no. 1](#)
- [Financial report](#) as at 31 December 2017
- Return to [title page](#)

## 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.

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**.

## Disaster Response Financial Report

## MDRVU005 - Vanuatu - Volcano Eruption

Timeframe: 29 Sep 17 to 31 Jan 18

Appeal Launch Date: 29 Sep 17

Interim Report

## Selected Parameters

Reporting Timeframe	2017/9-2017/12	Programme	MDRVU005
Budget Timeframe	2017/9-2018/1	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
<b>A. Budget</b>			255,278			255,278	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>			255,278			255,278	
<b>C4. Other Income</b>			255,278			255,278	
<b>C. Total Income = SUM(C1..C4)</b>			255,278			255,278	
<b>D. Total Funding = B + C</b>			255,278			255,278	

\* 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>B. Opening Balance</b>							
<b>C. Income</b>			255,278			255,278	
<b>E. Expenditure</b>			-188,878			-188,878	
<b>F. Closing Balance = (B + C + E)</b>			66,400			66,400	

## Disaster Response Financial Report

## MDRVU005 - Vanuatu - Volcano Eruption

Timeframe: 29 Sep 17 to 31 Jan 18

Appeal Launch Date: 29 Sep 17

## Interim Report

## Selected Parameters

Reporting Timeframe	2017/9-2017/12	Programme	MDRVU005
Budget Timeframe	2017/9-2018/1	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	
<b>BUDGET (C)</b>				<b>255,278</b>			<b>255,278</b>	
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	28,608			15,827		15,827	12,782	
Clothing & Textiles	38,495			15,611		15,611	22,884	
Water, Sanitation & Hygiene	22,149			6,444		6,444	15,705	
Teaching Materials	1,379			851		851	527	
Utensils & Tools	38,570			11,597		11,597	26,972	
Other Supplies & Services	20,218			8,965		8,965	11,253	
<b>Total Relief items, Construction, Sup</b>	<b>149,419</b>			<b>59,295</b>		<b>59,295</b>	<b>90,124</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	1,011						1,011	
Distribution & Monitoring	34,317			20,816		20,816	13,501	
Transport & Vehicles Costs	6,663			3,051		3,051	3,612	
Logistics Services	7,363			3,194		3,194	4,169	
<b>Total Logistics, Transport &amp; Storage</b>	<b>49,354</b>			<b>27,061</b>		<b>27,061</b>	<b>22,292</b>	
<b>Personnel</b>								
National Society Staff	17,921			13,928		13,928	3,992	
Volunteers	14,259			3,099		3,099	11,159	
Other Staff Benefits				1,279		1,279	-1,279	
<b>Total Personnel</b>	<b>32,179</b>			<b>18,307</b>		<b>18,307</b>	<b>13,872</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	184			3,443		3,443	-3,259	
<b>Total Workshops &amp; Training</b>	<b>184</b>			<b>3,443</b>		<b>3,443</b>	<b>-3,259</b>	
<b>General Expenditure</b>								
Travel	7,000			14,158		14,158	-7,158	
Information & Public Relations				730		730	-730	
Office Costs	919			793		793	126	
Communications	643			714		714	-70	
Financial Charges				81		81	-81	
<b>Total General Expenditure</b>	<b>8,562</b>			<b>16,475</b>		<b>16,475</b>	<b>-7,913</b>	
<b>Operational Provisions</b>								
Operational Provisions				52,768		52,768	-52,768	
<b>Total Operational Provisions</b>				<b>52,768</b>		<b>52,768</b>	<b>-52,768</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	15,580			11,528		11,528	4,053	
<b>Total Indirect Costs</b>	<b>15,580</b>			<b>11,528</b>		<b>11,528</b>	<b>4,053</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>255,278</b>			<b>188,878</b>		<b>188,878</b>	<b>66,401</b>	
<b>VARIANCE (C - D)</b>				<b>66,401</b>		<b>66,401</b>		