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# DREF Operation Final Report

## St. Vincent and the Grenadines: Floods

 International Federation  
of Red Cross and Red Crescent Societies

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| <b>DREF Operation Final Report</b><br><b>Operation n° MDRVC003</b>   | <b>Glide no.</b> <a href="#">FL-2016-000130-VCT</a>  |
| <b>Date of issue:</b> 27 February 2018   | <b>Date of disaster:</b> 29 November 2016  |
| <b>Operation manager:</b> Santiago Luengo a.i.<br>Disaster Management coordinator for the Caribbean.   | <b>Point of contact (name and title):</b> Bernard Morgan, Director General of the Saint Vincent and the Grenadines Red Cross (SVGRC) |
| <b>Operation start date:</b> 29 November 2016  | <b>Expected timeframe:</b> 3 months (the operation end date was 13 March 2017)   |
| <b>Overall operation budget:</b> 155,905 Swiss francs (CHF)  |  |
| <b>Number of people affected:</b> 25,000 people  | <b>Number of people to be assisted:</b> 400 families (2,000 people)  |
| <b>Host National Society presence:</b> The National Society's headquarters and 10 branches were involved in the operation, this included 150 volunteers and staff  |  |
| <b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> French Red Cross/ Regional Intervention Platform for the Americas and the Caribbean (PIRAC for its acronym in French) and the International Federation of Red Cross and Red Crescent Societies (IFRC). |  |
| <b>Other partner organizations actively involved in the operation:</b> NEMO (National Emergency Management Office), Ministry of Health, Wellness and the Environment (MoHE), Central Water Sewage Authority (CWSA)   |  |

<Click [here](#) for the DREF final financial report. Click [here](#) for the contact information>

## A. Situation Analysis

### Description of the disaster

On Tuesday, 29 November 2016, Saint Vincent and the Grenadines was impacted by heavy rains, which resulted in flooding and landslides in several communities. Sandy Bay in the north-eastern area of Saint Vincent was the most severely affected community. However, the villages of Magum, Orange Hill, Overland, London, Point, Owia and Fancy in the north-east and Spring Village, Coulls Hill, Troumaca, Rose Bank, Sharpes, Fitz Hughes and Chateaubelair in the north-west of Saint Vincent were also impacted. Some people suffered losses to their subsistence crops, livestock and dwelling houses. The island's water and sanitation systems were severely damaged. Due to these health and financial challenges and the initial trauma from the disaster, the SVGRCS prioritized psychosocial support.



Crews removing debris from a main road in Sandy Bay.  
Source: SVGRCS

The government reported that the island's physical infrastructure (roads and bridges) was extensively damaged. Mudflows and debris blocked many roadways and coupled with the infrastructural damage, made many communities inaccessible by road.

Flooding and landslides caused significant damage to the major pipelines that supplied the villages throughout the north-eastern quarter of Saint Vincent. Consequently, water for the area was supplied by tenders provided by the Central Water and Sewage Authority (CWSA).

The Jennings System was not operational in the aftermath of the disaster; as a consequence, the water supply in the following areas was affected: Byera, Mannings Village, Colonaire, Park Hill, South Rivers, Mt. Grenan, Diamonds Village, New Grounds, Lowmans Windward, Hadley’s Village, North Union, South Union, Cedars, Biabou, Jeffrey, Spring, Peruvian Vale, Argyle, Mt. Pleasant, Rawacou, Stubbs, Calder, Carapan and Diamond; other areas affected by water issues were the areas supplied by the Perseverance water distribution system: Mt. Young, Georgetown, Dickson, O’Briens Valley, Spring, Mt. Bentick, Langley Park, Chapmans Village, Rabacca, Orange Hill, Field 18, Tourama and Sandy Bay. The water supply was also disrupted in the North Leeward area from Coulls Hill to Richmond.



**A local supermarket making a donation of water to communities Source: SVGRCS**

The flooding destroyed 15 houses, severely damaged 20 houses and partially damaged more than 50 houses.

Apart from the physical damage, many houses were inundated with flood water, which damaged household items. Three emergencies collective centres were opened in Sandy Bay, which housed 55 people and 66 people were located at the secondary collective centres (relatives and friends). Throughout the country, there were 79 people in emergency collective centres and 100 in secondary collective shelters at the peak of the disaster. The affected families cleaned their homes, but they lacked the necessary equipment to remove settled water and silt. Additionally, the areas around the affected houses were muddy and further rains worsened the situation. Shelter, water, sanitation and psychosocial support in particular were important priorities for the communities.

## Summary of the current response

### Overview of Host National Society

The Saint Vincent and the Grenadines Red Cross Society Community Disaster Response Teams (CDRT), National Intervention Teams (NIT) and volunteers worked on the response operation from the onset of the emergency. The National Society has 10 Regional Intervention Team (RIT)-trained members (2 water and sanitation [WATSAN], 2 Logistics, 1 Information and reporting, 1 Communication, 1 information technology (IT)/Telecommunication and 3 General) and 83 general NIT members.

The communities of Sandy Bay, Owia and Fancy were rendered unreachable because of a series of landslides and collapsed bridges, and the water supply was disrupted in the initial 48 hours of the flooding in the villages of Orange hill, Overland, Magum, London, Sandy Bay, Point, Owia and Fancy; the National Emergency Management Office (NEMO) and the Coast Guard provided 100 cases of bottled water from 29 to 30 November 2016, which the CDRT and volunteers distributed to the emergency collective centres and secondary collective centres. The CWSA and the SVGRC mounted operations to provide safe drinking water to the most affected communities of Sandy Bay, Owia and Fancy.



**Water Distribution. Source: CWSA**

The National Society used its EW403D water purification unit, which had the capacity to distribute 1,056 US gallons per hour, to deliver 32,331 US gallons of water from 1 to 4 December 2016 to 400 families in Sandy Bay. The SVGRCS purchased the EW403D water purification unit during a Disaster Relief Emergency Fund (DREF) operation in 2013.

Eighty of the National Society’s 150 volunteers were involved in the operation. On the first day of the operation, SVGRC volunteers manned the telephones at NEMO’s Emergency Operation Centre (EOC), enabling them to collect valuable information on the emergency; on 29 and 30 November 2016, they brought water to Sandy Bay and the surrounding areas by foot because they were inaccessible to vehicles. The volunteers attended to first aid issues in the emergency collective centres, assisted with general collective centre management and provided support to the assessments, and the food and water distributions. The total number of items distributed from the National Society’s pre-position stock is shown in the table below:

## Overview of Red Cross Red Crescent Movement in country

| Areas        | Hygiene kits | Buckets   | Jerry cans | Blankets in centres | Water units (gal.) | Kitchen sets | Bottled water distributed |
|--------------|--------------|-----------|------------|---------------------|--------------------|--------------|---------------------------|
| Sandy Bay    | 21           | 20        | 200        | 60                  | 13,056             | 10           | 150                       |
| Owia         | -            | -         | 50         | -                   | 8,000              | -            | -                         |
| Georgetown   | -            | -         | 150        | -                   | 11,275             | -            | -                         |
| Rose Bank    | 25           | 20        | 50         | 42                  | -                  | -            | 80                        |
| <b>TOTAL</b> | <b>46</b>    | <b>40</b> | <b>450</b> | <b>102</b>          | <b>32,331</b>      | <b>10</b>    | <b>230</b>                |

The French Red Cross's PIRAC assisted in the development of the national society plan of action; PIRAC officials met with the IFRC's Caribbean disaster coordinator during his country visit, and it was involved in the final two months of the DIPECHO 10 Flood Risk Project in Saint Vincent and the Grenadines.

### Movement Coordination

The IFRC through the Disaster and Crisis Department supported the operation and the monitoring of the process. An IFRC disaster management delegate was deployed to St. Vincent and the Grenadines to coordinate with the National Society the plan of action. Also, the Reference Centre (CADRIM) supported the Lesson Learned workshop at the end of the timeframe in coordination with the National Society.

### Overview of non-RCRC actors in country

NEMO activated its National Emergency Operations Centre (NEOC) and coordinated the response with the main government agencies (CWSA, Saint Vincent Electricity Services Limited [VINCLEC] and The Buildings, Roads and General Services Authority [BRAGSA]) operating within the disaster area and with the Red Cross and other partners. The Ministry of Health coordinated the public health issues with the Red Cross, especially those regarding water safety, hygiene and sanitation.



**Water Distribution (Source CWSA)**

The Central Water and Sewage Authority enlisted the support of private companies and government ministries to assist with the distribution of water through tenders to the affected areas.

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

#### Need Analysis

**Health:** The Red Cross collaborated with the Ministry of Health on the execution of a one-week training workshop for first responders and councilors in psychosocial support, for which the psychologist at the main hospital in Kingstown was selected as the trainer. Councilors were selected from the Ministries of Health, Social Development and Education and NEMO, and they were joined by first responders from the communities of Sandy Bay, Owia, Magum, Orange Hill, Fancy and Buccament.

The participants established the National Psychosocial Support team to deal with the medium and long-term psychosocial issues in the affected communities. Three cases were referred for psychiatric analysis and eight focus groups regarding psychosocial support issues were also conducted in the villages of Sandy Bay, Georgetown, Buccament, and Petit Bordel.

Broken septic tanks and standing water created optimal breeding conditions for mosquitoes, which the health authorities feared could foster the spread of dengue, Zika or chikungunya.

The Ministry of Health was already conducting Zika prevention actions, and it deployed 100 volunteers throughout Saint Vincent and the Grenadines with a mandate to destroy the breeding sites of the Aedes Aegypti mosquito; where the breeding sites could not be destroyed completely, the use of mosquito curtains and repellants were

recommended to households to mitigate the threat.

**Water and Sanitation:** The affected homeowners embarked on the cleanup of their dwelling houses and yards immediately following the disaster; however, the lack of equipment and cleaning materials to remove debris and silt were major constraints. The proper storage and disposal of garbage also presented a serious health hazard given the increase in the population of flies, rats and other vectors; moreover, the empty sardines and corn beef tins and other tin foods that remained without proper disposal meant that there was an increase in the number of injuries to children playing in the affected communities, prompting the Red Cross to collaborate with the CWSA's Solid Waste Management Unit to put an adequate mechanism in place to respond to this issue. Finally, a Red Cross WATSAN unit, which worked alongside the CWSA, was deployed immediately following the disaster to help to establish a regular supply of safe water within 6 hours of the disaster in the affected communities.

**Shelter and settlement:** The government provided food to the emergency collective centres, while the SVGRC provided blankets, jerry cans, hygiene kits and PSS comfort kits to families with children. SVGRCs and CDRTs volunteers also cooked meals and provided services such as first aid in the emergency collective centres in Rose Bank and Sandy Bay.

The affected families whose homes were either destroyed or severely damaged received support from the Government

### **Beneficiary selection**

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

- Families whose home was destroyed or significantly damaged
- Persons with disabilities
- Families with a large number of children
- Single-parent households with children,
- Families with elderly members

### **Risk Assessment**

During the emergency, the roads to the north leeward and north-windward sides of the island remained hazardous and impassable in some cases due to the collapse of bridges and the erosion of roads. Moreover, standing water, silt and carcasses of dead animals posed a risk of water and vector-borne diseases such as diarrhea, leptospirosis and dengue.

The SVGRCs mitigated the risk factors for its staff and volunteers by using a boat to transport non-food items (NFIs), food parcels and water to isolated communities. The SVGRC also restricted movement after dark due to the treacherous road conditions. Finally, the National Society supplemented the hygiene kits with hygiene promotion and dengue prevention to minimize the risk of possible secondary hazards.

### **Overall implementation and financial situation**

69.38 per cent (108,170 Swiss francs) of this DREF's allocation was spent. The closing balance of 47,735 Swiss francs will be reimbursed to the DREF.

## **B. Strategy and operational plan**

### **Overall objective**

In close coordination and collaboration with NEMO and other relevant national authorities, the overall objective was to provide immediate relief and assistance to 400 families (2,000 affected people) as a complement to the post-disaster activities that were conducted on behalf of the population affected by the severe storm in Saint Vincent and the Grenadines.

### **Strategy**

A total of 2,000 people directly benefited from the DREF and more than 10,000 people through the SVGRCs's

outreach programmes. The overall objective was met by employing a strategy that focused on:

- Identifying a local coordinating mechanism.
- Empowering community volunteers to work alongside Red Cross volunteers on the distribution of relief supplies.
- Conducting rapid damage and needs assessment and ongoing assessments in collaboration with community volunteers and NEMO.
- Deploying relief supply teams to carry out individual household deliveries rather than having people go to a central distribution centre.
- The early introduction of psychosocial support to enable affected people to resume their livelihoods' activities quickly.

**Specific objectives:**

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

The SVGRCS met the operation's objectives as over 2,000 people were impacted directly by the programme and more than 10,000 indirectly via mainstream and social media and promotional campaigns throughout the affected communities.

**Proposed strategy**

CDRTs and volunteers formed part of the Red Cross's damage and needs assessment teams that were deployed to the affected areas immediately following the National Authority's authorization; they were also involved in the continuous assessment process, which included focus group discussions and community consultations.

The SVGRCS hired a communication officer for three months to ensure that all the affected communities were included in the operational two-way feedback system; the official also focused on the operation's beneficiary feedback mechanism and its integration with all the sectors, which was intended to guarantee that specific needs linked to gender, age, disability, ethnicity and other factors that increase vulnerability were considered. A complaint mechanism was also put in place, and accountability to beneficiaries was enhanced through the realization of a beneficiary satisfaction survey, which had a sample size of 250 families, and the provision of a feedback mechanism that allowed the affected communities to send feedback to the National Society's headquarters.

The operation had an efficient monitoring system that provided adequate support to the field activities. The project manager was responsible for directing and monitoring the operation's implementation within the affected communities, and the regional disaster management coordinator for the Caribbean conducted one monitoring visit. Lastly, the team headed by a CADRIM technical officer conducted an evaluation of the DREF.

Four Hundred families received hygiene kits, jerry cans, and buckets and cleaning kits, which were purchased through the IFRC's Global Logistics Services (GLS) in Panama, and SVGRCS volunteers delivered instructional lectures on the use of the chlorine tabs and hygiene promotion to the families.

Volunteers received prior hygiene promotion training and teaching materials containing key messages, which were developed and shared with the affected families; these efforts complemented the National Society's water and sanitation activities, which were conducted in collaboration with the Ministry of Health and CWSA.

The EW403D water purification unit was deployed in conjunction with the CWSA. By 6 December 2016, the main water delivery system for Sandy Bay, Magun, Overland, London, Point, Owia, Spring, Georgetown and Fancy was 90 per cent operational; consequently, the EW403D unit was withdrawn from service.

The following items were distributed to the affected families:

Table 2: Distribution table of relief items distributed during the DREF

| Village  | PSS | Hygiene Kit | Cleaning Kit | Access to Safe Water | Jerrycan + Bucket | Kitchen Sets | Blankets |
|----------|-----|-------------|--------------|----------------------|-------------------|--------------|----------|
| Magun    | X   | 20          | 20           | X                    | 20                | 20           | 100      |
| Overland | X   | 10          | 10           | X                    | 10                | 10           | 50       |

|                   |   |            |            |   |            |            |              |
|-------------------|---|------------|------------|---|------------|------------|--------------|
| London            | X | 25         | 25         | X | 25         | 25         | 125          |
| Sandy Bay         | X | 125        | 125        | X | 125        | 125        | 625          |
| Ponit             | X | 10         | 10         | X | 10         | 10         | 50           |
| Owia              | X | 20         | 20         | X | 20         | 20         | 100          |
| Spring/Georgetown | X | 20         | 20         | X | 20         | 20         | 100          |
| Fancy             | X | 20         | 20         | X | 20         | 20         | 100          |
| Fitz hughs        | X | 20         | 20         |   | 20         | 20         | 100          |
| Sharps            | X | 25         | 25         |   | 25         | 25         | 125          |
| Chateaubelair     | X | 15         | 15         |   | 15         | 15         | 75           |
| Buccament         | X | 15         | 15         |   | 15         | 15         | 75           |
| Spring Village    | X | 15         | 15         |   | 15         | 15         | 75           |
| Coulls Hill       | X | 10         | 10         |   | 10         | 10         | 50           |
| Rose Bank         | X | 15         | 15         |   | 15         | 15         | 75           |
| Troumaca          | X | 10         | 10         |   | 10         | 10         | 50           |
| Vermont           | X | 10         | 10         |   | 10         | 10         | 50           |
| Bequia            | X | 15         | 15         |   | 15         | 15         | 75           |
| <b>Total</b>      |   | <b>400</b> | <b>400</b> |   | <b>400</b> | <b>400</b> | <b>2,000</b> |



*Photos above: Distribution of relief supplies in Sandy Bay. Source SVGRCS*

In collaboration with NEMO, the SVGRCS used NEMO's standard questionnaire to conduct the initial needs assessment. Red Cross volunteers and community volunteers were deployed as data collectors, and the continuous needs assessment were conducted through focus group discussions while being sensitive to the gender, ethnicity, disability, health and poverty issues during the discussions.

Four community consultations were done to discuss operations and to evaluate the performance of the operations and to use feedback to improve performance.

### **Operational support services Human resources**

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

- One coordinator in headquarters/field (charged to the operation)
- Water and sanitation NIT (National Society volunteer)
- Administrative - accounting personnel at the National Society headquarters.
- IT Department personnel.
- Volunteer personnel from the SVGRC.

Process monitoring was conducted through the acting general director.

### **Logistics and supply chain**

- The procurement plan was to distribute water purification tablets (Aquatabs), jerrycans, buckets, food parcels, blankets, kitchen sets, hygiene kits, cleaning kits and hygiene promotion and vector disease prevention materials as per the needs identified in the affected areas and discussions with the Ministry of Health. The procurement followed the National Society's procurement procedures for purchases under CHF 1,000; however, the IFRC's procurement procedures were recommended for purchases over CHF 1,000.
- The SVGRC's warehouse is located at its headquarters in Kingstown, and the existing stocks were fully utilized to rotate stocks in the warehouse, including items from the Tropical Mobile Storage Unit. The stock replenishment was done according to the procurement plan, and donations were coordinated to ensure the rotation of the existing stocks to avoid overloading the National Society's warehouse capacity.
- The rental of an additional truck was required for the water purification unit for 3 weeks.

**Information technologies (IT)**

Due to the heavy reliance on mobile phones to reach volunteers and affected communities, as well as to communicate with NEMO and the IFRC's Pan American Disaster Response Unit (PADRU), the National Society's mobile phone costs especially international phone calls to the Caribbean regional office in Trinidad and Tobago and ARO in Panama was a necessity.

**Communications**

The Disaster Management Information System (DMIS) and SVGRC's Facebook page were updated daily, and other social media outlets were also used to solicit donations and keep the public, including the diaspora, informed about the ongoing operation. The mainstream media including the two-local television stations and newspapers also carried stories on the relief operations, particularly the water, sanitation and hygiene campaign. Moreover, the affected communities were included in the consultative processes, which ensured constant feedback and served as a complaint mechanism through which grievances were aired and resolved.

Two beneficiary stories were done to reflect the impact of the National Society's humanitarian work (see the [annex](#) for the beneficiary stories).

Finally, volunteers were provided with phone credit so that they could maintain communication with the National Society at all time.



*Psychosocial Support Workshop held 6 to 10 March 2017 at NEMO headquarters  
Source: SVGRC*

**Security**

The National Society relied on the situation report from the National Authorities, which included an assessment of the security situation within the affected communities, before deploying any volunteers to the affected areas. Standard operating procedures were established relative to the deployments, and they were discussed with volunteers, who were advised to move around in groups in the field to minimize the risk of robberies and or other acts of violence.

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

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

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

### **Administration and Finance**

The National Society administration and finance costs are according to the DREF Guidelines, and they will not cover structural and normal annual office costs; the costs are limited to supporting only the DREF operation work plan for three months. The same rule is applied to the IFRC costs that are supporting human resources (PMER/Finance) and materials for the purposes of the operation. The acting regional disaster management coordinator based in Mexico will be the project's manager, and he will work closely with SVGRC to ensure compliance with the DREF guidelines.

## C. Detailed Operational Plan

### Health and care

**Needs analysis:** The SVG Red Cross identified psychosocial support as the highest priority in terms of needs of the health sector.

**Population to be assisted:** The SVGRC assisted the communities of Magum, Overland, London, Sandy Bay, Point, Owia, Spring/Georgetown, Fancy, Fitz Hughes, Sharps, Chateaubelair, Buccament, Spring Village, Coulls Hill, Rose Bank, Troumaca, Vermont and Bequia.

|  |  |           |                      |
|--|--|-----------|----------------------|
| <b>Outcome 1</b><br><br><b>The immediate risks to the health of affected population are reduced.</b> | <b>Outputs</b>   |           | <b>% achieved</b>    |
|  | <b>Output 1.1 Psychosocial support provided to the target population</b>                       |           | 100%                 |
|  | <b>Output 1.2: Community -based disease prevention and health promotion measures provided.</b> |           | 100%                 |
| <b>Activities</b>  | <b>Implementation on time</b>  |           | <b>% of progress</b> |
|  | <b>Yes</b>   | <b>No</b> |                      |
| 1. Provide psychological support to 2,000 people in 18 communities                                   | X  |           | 100%                 |
| 2. Psychological support workshop for 20 volunteers  | X  |           | 100%                 |
| 3. Psychological monitoring visits   | X  |           | 100%                 |
| 4. Coordination meetings with partners and government  | X  |           | 100%                 |
| 5. Community-based health and first aid (CBHFA) refreshment workshop                                 | X  |           | 100%                 |
| 6. 4 CBHFA promotional campaigns   | X  |           | 100%                 |

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| <p><b>Achievements</b></p> <ul style="list-style-type: none"> <li> <b>Provide Psychological support to 2,000 people in 18 communities.</b><br/>           Twenty councillors and first responders were deployed to 18 communities, with each team working with an average of 6 people, and the National Society conveyed prevention messages at local community events in which PSS activities were conducted.         </li> <li> <b>Psychological support workshop for 20 volunteers</b><br/>           Psychosocial support was identified in the needs assessment report as the most critical issue. In response, ten first responders from the villages of Sandy Bay, London, Magum, Overland and Owia attended a one-week national workshop; this workshop was done in collaboration with the Ministries of Health, Education and Social Development and NEMO, and 15 additional participants were drawn from the government sector; as a direct consequence of this, the National Psychosocial Support Team was formed under the guidance of the psychologist who facilitated the training. Eight focus groups on psychosocial support were         </li> </ul> |
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carried out in the most severely affected communities. The National Society is satisfied that the structures are now in place at the community level to conduct the necessary follow ups with those in need over a medium and long-term period; the system also makes allowance for the continuous assessments and referrals.

- **Psychological monitoring visits**

These visits were conducted following the focus groups because the assessments revealed that some of the affected persons required clinical support. Eight of these visits were done, and the strictest confidentiality was maintained during them.

- **Coordination meeting with partners and government**

Two damage and needs assessment meetings were conducted with the Ministry of Health and NEMO; the main results of the meetings were the execution of a plan to respond to the public health needs of the affected communities and a plan to deliver psychosocial support.

- **Community based health and first aid (CBHFA) refreshment**

The hygiene, water and sanitation promotion and training were done in conjunction with the CBHFA training; this was closely related to the distribution of hygiene kits, cleaning kits and cleaning liquids. The comprehensive approach on these matters directed the communities to not only focus on personal hygiene, water and sanitation issues, but also on the broader health questions affecting their communities. For example, improving the situation regarding the collection, storage and disposal of garbage and the proper storage of water, resulted in the reduction of the breeding areas for the *Aedes Aegypti* mosquito, which helped reduce the threat of Zika.

- **4 CBHFA promotional campaigns**

Given the weaknesses of the public health system in the affected communities, the campaign served as a mechanism to galvanize the people to take care of basic public health needs through the utilization of community resources. A small cadre of volunteers were provided with the tools to conduct basic first aid to allow them to act as first responders in the event of an emergency. General Awareness was raised on the need to clean up the communities, thus mitigating the public health hazards of vectors and other threats. Four campaigns were implemented in Sandy Bay, Buccament, Petit Bordel and Campden Park, in which 300 community volunteers participated in directly.

### Challenges

Community Health networks for the management of health issues were weak and non-existent in some cases

### Lessons Learned

If the community were provided with tools to help themselves, they would respond in a responsible and mature way to bring relief to affected members in the community.

### Water, sanitation and hygiene promotion

**Needs analysis:** Providing safe water to the communities and reducing the public health threat caused by water and vector-borne diseases.

**Population to be assisted:** The Water Plant Unit supported the communities in which safe water was restored. In regard to the NFI-related hygiene promotion, safe water was provided to Magum, Overland, London, Sandy Bay, Point, Owia, Spring/Georgetown, Fancy, Fitz Hughes, Sharpes, Chateaubelair, Buccament, Spring Village, Coulls Hill, Rose Bank, Troumaca, Vermont and Bequia.

| Outcome 2 | Outputs | % achieved |
|-----------|---------|------------|
|-----------|---------|------------|

| Immediate reduction in risk of waterborne and water-related diseases in targeted communities. | Output 2.1 Daily access to safe water, which meets Sphere and World Health Organization (WHO) standards in quantity and quality, is provided to target population | 100% |               |
|---|---|------|---------------|
|   | Output 2.2: Hygiene promotion activities, which meet Sphere standards in terms of the identification and use of hygiene items, are provided to target population  | 100% |               |
| Activities  | Implementation on time  |      | % of progress |
|   | Yes   | No   |               |
| Deployment of the water plant and National Intervention Teams (NITs)                          | X   |      | 100%          |
| Distribution of safe water by trucking for 2,000 people                                       | X   |      | 100%          |
| Purchase of chemical elements for the EW403D water plant                                      | X   |      | 100%          |
| Distribution of 800 jerrycans (2 per family)  | X   |      | 50%           |
| Distribution of 400 14-litre plastic buckets with a tap (1 per family)                        | X   |      | 100%          |
| Distribution of 30,000 aquatabs   | X   |      | 100%          |
| Maintenance of the water plant  | X   |      | 100%          |

| Achievements  |
|---|
| <ul style="list-style-type: none"> <li> <b>Deployment of the water plant and NITs.</b><br/>           The WATSAN unit was deployed on the evening of 29 November 2016 and worked until 4 December 2016 to deliver 32,331 US gallons of water to 2,000 people in the affected areas; ten National Society NITs worked alongside a team from the CWSA to provide safe water to the communities.         </li> <li> <b>Distribution of safe water by trucking for 2,000 people</b><br/>           The distribution of safe water, which was complemented by jerry cans and plastic buckets, was done in the villages of Georgetown, Overland, Magum, London, Sandy Bay, Point, Owia and Fancy. Although the main water system was restored on 5 December 2016, the Central Water and Sewage Authority was concerned about the quality of some of the tanks, hence their distribution of aquatabs, in collaboration with the Red Cross; additionally, there was continuous monitoring and testing of the water quality to ensure that the highest standards are achieved.         </li> <li> <b>Purchase of chemical elements for the EW403D water plant</b><br/>           All the chemicals were delivered to the National Society.         </li> <li> <b>Distribution of 800 jerrycans</b><br/>           Please see Distribution Table 2 above for this information.         </li> <li> <b>Distribution of 400 14-liters plastic buckets with a tap</b> </li> </ul> |

In conjunction with CWSA, the SVGRCS distributed the buckets to beneficiaries in Sandy Bay and Georgetown. Please see Distribution Table 2 for more information on this activity.

- **Distribution of 30,000 aquatabs**

In conjunction with CWSA, the SVGRCS distributed the aquatabs along with the jerrycans to beneficiaries in Sandy Bay and Georgetown.

- **Distribution of hygiene kits**

Please see Distribution Table 2 for this information.

- **Distribution of cleaning kits**

Please see Distribution Table 2 for this information.

- **Maintenance of the water plant.**

This activity was conducted when they completed the distribution of water.

- **2 refreshment hygiene workshops**

This workshop was combined with the CBHFA workshop.

- **4 hygiene promotion campaign.**

- These were conducted in the communities of Sandy Bay, Buccament, Chateaubelair and Campden Park, and they involved the mobilization of the community through the cleaning of rivers, beaches and drains to destroy mosquito-breeding grounds and to eliminate other vectors including rats.
- The campaigns utilized social media and mainstream media to heighten awareness of the need for children and adults to engage in good dental and body hygiene practices.
- The SVGRCS delivered four workshops on hygiene to provide volunteers with tools to train people in their respective communities in good hygiene practices, which could be shared with members of households that were unable to attend.
- The distribution of hygiene kits, cleaning kits and cleaning liquid empowered the affected persons to utilize the training to employ good practices in general hygiene in the family context.

### **Challenges**

- The community health networks for the management of sanitation, hygiene, water, disease control and general health care were weak and nonexistent in some cases.
- People lacked awareness of the consequences of various public health threats e.g. leptospirosis, Zika and other waterborne diseases.
- The jerrycans were not distributed during the critical phase of the emergency, which meant that when the items finally arrived, the sense of urgency surrounding them had diminished.

### **Lessons Learned**

- People were disposed to applying good practice regarding their personal health and public health in general, and knowledge about health hazards were communicated in a manner that was clear and concise.
- People are willing to take actions collectively to improve public health if they can be mobilized in that regard.

**Shelter and settlements (and household items)**

**Needs analysis:** A number of families in the affected communities are in need of emergency shelter since their homes were either destroyed or severely damaged.

**Population to be assisted:** Relief will be provided to the communities of Magum, Overland, London, Sandy Bay, Point, Owia, Spring/Georgetown, Fancy, Fitz Hughs, Sharpes, Chateaubelair, Buccament, Spring Village, Coulls Hill, Rose Bank, Troumaca, Vermont and Bequia.

|   |  |                               |                   |                      |
|---|--|-------------------------------|-------------------|----------------------|
| <b>Outcome 3</b><br><br><b>The immediate shelter and settlement needs of the target population are met.</b> | <b>Outputs</b>   |                               | <b>% achieved</b> |                      |
|   | <b>Output 3.1 The immediate shelter and settlement needs of the target population are met.</b> |                               | 100%              |                      |
| <b>Activities</b>   |  | <b>Implementation on time</b> |                   | <b>% of progress</b> |
|   |  | <b>Yes</b>                    | <b>No</b>         |                      |
| Distribution of 400 kitchen sets (1 per family)   |  | X                             |                   | 100%                 |
| Distribution of 2,000 blankets (5 per family)   |  | X                             |                   | 100%                 |

|   |
|---|
| <b>Achievements</b>   |
| <ul style="list-style-type: none"> <li>• <b>Distribution of 400 kitchen sets.</b><br/>The much-needed items of kitchen sets and blankets were distributed outside of the critical phase of the emergency due to their late arrival from panama, which meant that need for them had diminished by the time they arrived.</li> <br/> <li>• <b>Distribution of 2,000 blankets</b><br/>Please see Distribution Table 2 above for this information.</li> </ul> |
| <b>Challenges</b>   |
| <ul style="list-style-type: none"> <li>• The main emergency shelter personnel in Sandy Bay and Spring Village lacked adequate training in shelter management and psychosocial support.</li> <li>• The inordinately long time it took to find alternative housing for the affected people.</li> <li>• The affected people expected that the relief supplies would arrive in the shortest possible time.</li> </ul>   |

## Lessons Learned

- Human resources deployed at emergency shelters must be trained.
- Persons who suffered a loss of their dwelling houses must be handled with dignity and expedition.
- Relief items ought to be distributed during the early period of the emergency
- Relief items ought to be sourced from local suppliers given the availability and price competitiveness.

## Quality programming / Areas common to all sectors

| Outcome 4<br><br>Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation. | Outputs   |    | % achieved    |
|--|---|----|---------------|
|  | Output 4.1 The management of the operation is informed by a comprehensive monitoring and evaluation system. |    | 100%          |
| Activities   | Implementation on time  |    | % of progress |
|  | Yes   | No |               |
| Initial needs assessment   | X   |    | 100%          |
| Detailed assessment  | X   |    | 100%          |
| Monitoring visit by the IFRC   | X   |    | 100%          |
| National Society evaluation meeting  | X   |    | 100%          |
| Lessons learned workshop   | X   |    | 100%          |
| Develop and disseminate two beneficiary stories  | X   |    | 100%          |
| Develop and disseminate two press releases   | X   |    | 100%          |

## Achievements

- **Initial need assessment**

This was conducted in coordination with the IFRC and the CDRTs.

- **Detailed assessment**

Volunteers from the CDRT worked with volunteers from the National Society to execute the field operations.

- **Monitoring visit by IFRC**

The disaster manager for the Caribbean made one monitoring visit to the field, and there will be another monitoring visit that will be conducted in coordination with CADRIM at the end of the implementation period.

- **National Society evaluation meeting**

The community consultations provided space for strengthening the collaboration between the communities, NEMO, various governmental ministries and the Red Cross, which will contribute significantly to the sustainability of the National Disaster Risk Reduction programme and the strengthening of community resilience.

- **Lessons learned workshop**

CADRIM executed this activity; the lessons learned are available at the following link.

- **Develop and disseminated two beneficiary stories**

See the [annex](#) for the beneficiary stories.

- **Develop and disseminate two press release.**

The two press releases were developed and disseminated in coordination with the national press.

### **Challenges**

- Mobilizing community volunteers to attend workshops in Kingstown due to the volume of work to be attended to in their communities

### **Lessons Learned**

- Local knowledge is a significant factor in all phases of the response.
- The community volunteers were invaluable members of the damage and needs assessment teams; for example, they were able to help the teams locate and access persons in locations that were not familiar to the officials, and they were also critical to the verification of information, which helped to speed up the assessments.
- There seems to be a case for the sourcing of items locally due to inherent advantages in availability and price competitiveness; moreover, the purchasing of items locally would give a jump start to the affected areas' fragile economy.
- The damage and needs assessment process ought to conduct an analysis of the special circumstances of some communities including history, ethnicity, social/economic and cultural aspects; for example, indigenous people constitute more than 80 per cent of the population of Sandy Bay, London, Magum, Overland and Owia.



*Review Meeting at National Society headquarters. Source: SVGRCS*

## Contact Information

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

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

- Priscila Gonzalez, planning, monitoring and reporting team coordinator; email: [priscila.gonzalez@ifrc.org](mailto:priscila.gonzalez@ifrc.org)

Click [here](#) to return to the title page.

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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.**

## Disaster Response Financial Report

### MDRVC003 - St-Vincent & Grenadines - Floods

Timeframe: 13 Dec 16 to 13 Apr 17

Appeal Launch Date: 13 Dec 16

Final Report

#### Selected Parameters

|                         |             |           |          |
|-------------------------|-------------|-----------|----------|
| Reporting Timeframe     | 2016-2018/1 | Programme | MDRVC003 |
| Budget Timeframe        | 2016-2017   | 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>                     |                              | 155,905                                   |  |   |                                  | 155,905 |                 |
| <b>B. Opening Balance</b>            |                              |   |  |   |                                  |         |                 |
| <b>Income</b>                        |                              |   |  |   |                                  |         |                 |
| <u>Other Income</u>                  |                              |   |  |   |                                  |         |                 |
| <i>DREF Allocations</i>              |                              | 155,905                                   |  |   |                                  | 155,905 |                 |
| <b>C4. Other Income</b>              |                              | 155,905                                   |  |   |                                  | 155,905 |                 |
| <b>C. Total Income = SUM(C1..C4)</b> |                              | 155,905                                   |  |   |                                  | 155,905 |                 |
| <b>D. Total Funding = B +C</b>       |                              | 155,905                                   |  |   |                                  | 155,905 |                 |

\* 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>                        |                              | 155,905                                   |  |   |                                  | 155,905  |                 |
| <b>E. Expenditure</b>                   |                              | -108,170                                  |  |   |                                  | -108,170 |                 |
| <b>F. Closing Balance = (B + C + E)</b> |                              | 47,735                                    |  |   |                                  | 47,735   |                 |

## Disaster Response Financial Report

## MDRVC003 - St-Vincent &amp; Grenadines - Floods

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| 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>155,905</b>                            |  |   | <b>155,905</b>                   |               |          |
| <b>Relief items, Construction, Supplies</b>     |                |                              |   |  |   |                                  |               |          |
| Clothing & Textiles                             | 9,706          |                              | 8,378                                     |  |   | 8,378                            | 1,327         |          |
| Water, Sanitation & Hygiene                     | 46,402         |                              | 16,946                                    |  |   | 16,946                           | 29,456        |          |
| Teaching Materials                              | 16,176         |                              | 7,876                                     |  |   | 7,876                            | 8,300         |          |
| Utensils & Tools                                | 19,411         |                              | 22,553                                    |  |   | 22,553                           | -3,142        |          |
| <b>Total Relief items, Construction, Sup</b>    | <b>91,695</b>  |                              | <b>55,753</b>                             |  |   | <b>55,753</b>                    | <b>35,942</b> |          |
| <b>Logistics, Transport &amp; Storage</b>       |                |                              |   |  |   |                                  |               |          |
| Storage   |                |                              | 113                                       |  |   | 113                              | -113          |          |
| Distribution & Monitoring                       | 5,308          |                              | 6,541                                     |  |   | 6,541                            | -1,233        |          |
| Transport & Vehicles Costs                      | 7,380          |                              | 4,730                                     |  |   | 4,730                            | 2,651         |          |
| Logistics Services                              | 12,738         |                              | 7,395                                     |  |   | 7,395                            | 5,343         |          |
| <b>Total Logistics, Transport &amp; Storage</b> | <b>25,426</b>  |                              | <b>18,778</b>                             |  |   | <b>18,778</b>                    | <b>6,648</b>  |          |
| <b>Personnel</b>                                |                |                              |   |  |   |                                  |               |          |
| National Society Staff                          | 4,549          |                              | 5,594                                     |  |   | 5,594                            | -1,044        |          |
| Volunteers                                      | 4,903          |                              | 6,352                                     |  |   | 6,352                            | -1,449        |          |
| Other Staff Benefits                            |                |                              | 28  |  |   | 28                               | -28           |          |
| <b>Total Personnel</b>                          | <b>9,453</b>   |                              | <b>11,974</b>                             |  |   | <b>11,974</b>                    | <b>-2,521</b> |          |
| <b>Workshops &amp; Training</b>                 |                |                              |   |  |   |                                  |               |          |
| Workshops & Training                            | 6,470          |                              | 135                                       |  |   | 135                              | 6,335         |          |
| <b>Total Workshops &amp; Training</b>           | <b>6,470</b>   |                              | <b>135</b>                                |  |   | <b>135</b>                       | <b>6,335</b>  |          |
| <b>General Expenditure</b>                      |                |                              |   |  |   |                                  |               |          |
| Travel  | 5,662          |                              | 2,950                                     |  |   | 2,950                            | 2,712         |          |
| Information & Public Relations                  | 3,538          |                              | 5,311                                     |  |   | 5,311                            | -1,772        |          |
| Office Costs                                    | 1,213          |                              | 1,680                                     |  |   | 1,680                            | -467          |          |
| Communications                                  | 2,123          |                              | 2,408                                     |  |   | 2,408                            | -285          |          |
| Financial Charges                               | 809            |                              | 2,580                                     |  |   | 2,580                            | -1,771        |          |
| <b>Total General Expenditure</b>                | <b>13,345</b>  |                              | <b>14,929</b>                             |  |   | <b>14,929</b>                    | <b>-1,584</b> |          |
| <b>Indirect Costs</b>                           |                |                              |   |  |   |                                  |               |          |
| Programme & Services Support Recove             | 9,515          |                              | 6,602                                     |  |   | 6,602                            | 2,913         |          |
| <b>Total Indirect Costs</b>                     | <b>9,515</b>   |                              | <b>6,602</b>                              |  |   | <b>6,602</b>                     | <b>2,913</b>  |          |
| <b>TOTAL EXPENDITURE (D)</b>                    | <b>155,905</b> |                              | <b>108,170</b>                            |  |   | <b>108,170</b>                   | <b>47,734</b> |          |
| <b>VARIANCE (C - D)</b>                         |                |                              | <b>47,734</b>                             |  |   | <b>47,734</b>                    |               |          |

**Disaster Response Financial Report****MDRVC003 - St-Vincent & Grenadines - Floods**

Timeframe: 13 Dec 16 to 13 Apr 17

Appeal Launch Date: 13 Dec 16

Final Report

**Selected Parameters**

|                         |             |           |          |
|-------------------------|-------------|-----------|----------|
| Reporting Timeframe     | 2016-2018/1 | Programme | MDRVC003 |
| Budget Timeframe        | 2016-2017   | Budget    | APPROVED |
| Split by funding source | Y           | Project   | *        |
| Subsector:              | *           |           |          |

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

| Business Line / Sub-sector                             | Budget         | Opening Balance | Income         | Funding        | Expenditure    | Closing Balance | Deferred Income |
|--|----------------|-----------------|----------------|----------------|----------------|-----------------|-----------------|
| <b>BL2 - Grow RC/RC services for vulnerable people</b> |                |                 |                |                |                |                 |                 |
| Disaster management                                    | 155,905        |                 | 155,905        | 155,905        | 108,170        | 47,735          |                 |
| Subtotal BL2   | 155,905        |                 | 155,905        | 155,905        | 108,170        | 47,735          |                 |
| <b>GRAND TOTAL</b>                                     | <b>155,905</b> |                 | <b>155,905</b> | <b>155,905</b> | <b>108,170</b> | <b>47,735</b>   |                 |

# Annex

## **Beneficiary stories**

My name is Andre Billy; I am from an area known as London on the Windward part of the island. This would be the third time that I am being affected by this kind of disaster. The first was in 2013 and the last being the recent November 29<sup>th</sup> 2016 rains. I am accustomed to watch established rivers that have never gotten to the levels of which this one directly in front of my home has gotten to. Originally, I had lands in front of my home. The first rains in 2013 cut my land in half, as it was taken away by the rise in the river. My crops, coconut trees and the land itself were taken with the river to the sea. After this first experience, large stones were packed on the banks to prevent further damage. On November 29<sup>th</sup>, I awoke at eleven (11) pm to the noise of the stones placed there by tractors being washed away like pebbles. The water level was so high that water had gotten into my home and I had to evacuate. I was able to take my things to a neighbour's house as mud and water had taken over my dwelling. I was up until four (4) am trying to save my belongings and unable to do anything as the water took the remaining trees, land and boulders.

NEMO officials informed me and my family that we had to go to a shelter, after seeing the condition of the house and the fact that we were still at our neighbour's residence. We spent a week and four days at the shelter and then were told we had to return home as the school was needed for exams.

There have been companies such as Coreas that sent workers to distribute items. I have seen during the distribution that persons who had no damage would receive items, while those affected would be lucky if they received any at all. This was due to the rush that was there as items were distributed.

The Red Cross has been very good to the community. They have come here on different occasions and on each occasion, they have ensured that the affected like myself have received assistance. The Red Cross is doing a very good job. I would also like to thank the private sector for all they have done.

My girlfriend and I have gone to NEMO and put our problem to them. They have said we should wait as they are doing assessment of our situation. So, we are awaiting the outcome of this assessment. My girlfriend has gone to the area representative to speak about a solution and he has commented that they may put gabion baskets here. I don't think that will be of any use, the land is already gone, the river is directly in front of my door now. I am currently seeking assistance from NEMO to relocate because I cannot stay in a stage like this; it's very dangerous.

Every night once there is rain, I am up watching and monitoring the river. It's very scary that at times I would like to rest after a hard day's work and the sound of rain would destroy that. Once it rains, I am up observing the river. I would very much like to relocate. I am in a constant state of fear and awareness. It was a small river with surrounding lands, trees and crops. Now, the entire property including my house is a part of the river.

### ***Andre Billy***

#### ***London resident (Sandy Bay)***

My name is Selwyn Lavia from Sion Hill Sandy bay. On November 29<sup>th</sup> 2016 my night started with me wanting to watch a movie. So, I went to bed earlier and then awoke at about 10 o'clock to view the movie. Then I was shocked, as what I thought was thunder and the electricity leaving, was in fact the plum tree that had collapsed into the house. Less than 5 minutes after I sat to view the movie, mud started to flow into the house.

I came out and saw my neighbour Lester who told me the whole back of the house was gone due to the plum tree that had collapsed into it. Since 2009, I have been asking my neighbour to cut her plum tree; she however informed me that it was a source of finance and this was never done.

I decided to get some lumber and some galvanize and put them up to block off from the elements. On the following Saturday, a group came to distribute items to those persons more in need. I told them that they should focus on those more affected than I was and even though given the opportunity I didn't choose anything for myself. The person responsible however saw fit to present to me some clothing for my daughter.

The day of distribution of the food baskets, we began in old Sandy Bay towards London. The distribution of the food baskets was very good. I and Mr. Morgan of the Red Cross had a very successful operation.

The last operation of sharing the hygiene kit was not to my satisfaction as I believe that other persons who were not severely affected received kits. I believe that when am distributing even though am affected I should be the last person to receive as I put my community first.

In 2013, when water was being distributed, I ensured that everyone that needed water as a priority received water and after this was then I then looked for water for myself.

The food baskets and hygiene kits that were distributed were very wonderful. The hygiene kit was something that the people never expected. I have not seen NEMO, but the Red Cross has been there for us and I would like for us as a community to acknowledge that. They took persons from the community that they could call to assist them at any time and with the capacity to do so. I would be willing to assist the Red Cross in any endeavor. Red Cross has been there for

us during our time of need and has continued to be there even to present day.

I am beginning to rebuild with assistance from a group within the community.

I would like to thank the Red Cross for the opportunity that they have given to be a part of their operations. My main priorities are my neighbourhoods of Old Sandy Bay and Sion Hill. I would like to state that my community comes first; even though I am affected, my community is central in my thoughts. I would again just like to say thank you to the Red Cross and especially Mr. Morgan for all they have done.

***Selwyn Lavia***

***Sion Hill (Sandy Bay)***

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