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Emergency Plan of Action Final Report

Moldova: Extreme winter conditions

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRMD006 EPoA Final Report	Glide number: CW-2019-000013-MDA
Date of issue: 22 October 2019	Date of disaster: 11-12 January 2019
Operation start date: 6 February 2019	Operation end date: 2 July 2019
Operation budget: CHF 161,502	
Number of people affected: 5,460	Number of people assisted: 3,136
Host National Society: Moldova Red Cross	
N° of other partner organizations involved in the operation: Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs, Social Assistance Departments	

A. SITUATION ANALYSIS

Description of the disaster

Precarious meteorological conditions, abundant snow, low temperatures (-5 to -11 C°) were registered between 11 and 12 January 2019 on the territory of the Republic of Moldova. The level of snow throughout the country reached 30 – 190 mm, which was extreme, with most of snow falling in the central and northern part of the Republic. The Government announced “yellow” code of danger in the country. On 11-12 January the roads were closed for any movement, but after 24 hours, they were cleaned and opened again. 14 communities in 5 districts were left without electricity for one day.

Low temperatures in Moldova continued until the end of January. On 20 January several regions of the country were affected by freezing rain, which covered all the roads in ice and snow. It is reported that in total 5,460 people were affected by the disaster. Many people with limited physical mobility and living alone were blocked in their houses limiting their ability to purchase required items, including food. Due to the lower than normal temperatures the housing condition proved to not be adequate to keep households warm. The most vulnerable were unable to afford the costs of heating and were concerned that additional costs associated with heating would indebt them further. Out of 5,460 affected people, 2,912 needed Red Cross assistance. These were mainly older people, people with disabilities or people with very low income in their families. Because of their poverty, they could not afford to heat the houses as the heating costs were very high. With the limited income, people preferred to spend money on food or medicines rather than on heating or electricity, which put them at risk of developing illnesses and further exacerbating their difficult situation.

Summary of response

Overview of Host National Society

Moldova RC has about 100,000 members, 16 branches, about 800 active volunteers. All the activities are coordinated from the HQ. Frozen conflict in Transnistria contributes to a sustained and persistent vulnerability of large sections of the population. However, with the divided country, Red Cross still stays united – Moldova RC has access to the vulnerable population on both sides of Dniester river. Staff and volunteers of the Moldova Red Cross have started collection of clothes and footwear. Donations from the local population made it possible to distribute used clothes to 210



RC Regional Coordinator from Edinet delivering the relief items and giving psychosocial support for DREF beneficiaries that were affected by the extreme weather conditions *Photo by Moldova Red Cross*

people. Moldova Red Cross has also addressed a *DeFacto* clothes company with the request to provide warm clothes and footwear as in-kind donations.

Around 120 volunteers and staff were involved in the provision of support to those affected in seven regions (Edinet, Telenesti, Calaras, Ungheni, Basarabeasca, Criuleni, Anenii Noi). One more region – Benderi – was added as the beneficiary region for the operation for distribution of food parcels and blankets (80 families). The region was added after additional analysis of the situation and information provided by Benderi Red Cross branch (which arrived late from the district). The National Society was very fast in organizing all necessary tender procedures to purchase food parcels, blankets and heaters; the suppliers provided samples of their products.

The target groups and beneficiaries were selected by Moldova Red Cross in cooperation with the local communities, central and local governments. The distribution of the relief items started in early March. 3,136 people from 1,120 families received support within the operation. Besides food parcels and blankets, 400 families also received heaters and a possibility to cover the bills for electricity for 3 months.

While distributing the relief items, staff and volunteers provided psychosocial support to those affected. The logos of Moldova Red Cross and the IFRC were used to ensure visibility at all the stages of the operation.

A series of lessons learned workshops was organized in May 2019 in five regions of Moldova. The workshops were organized on the regional levels so that to involve the local authorities, the representatives of the local departments of Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs, medical structures and social services. During the workshops the flow of the operation was discussed, as well as the roles of each partner in case similar disasters happen. After the regional workshops, the branch managers gathered in Chisinau to document and discuss all the results with the whole DREF operation team in the HQ and the NS President.

Overview of Red Cross Red Crescent Movement in country

The IFRC provided support to Moldova Red Cross during the whole implementation period of the DREF operation. The IFRC provided technical advice, tools and standards, facilitating organizational development and knowledge sharing, monitoring and reporting. The IFRC provided DREF as a response tool for harsh winter conditions. Three monitoring visits were organized to Chisinau in February – May 2019 by the IFRC country representation. The tender commission meeting was attended by HoCC of the IFRC CCST for Russia, Belarus and Moldova and programme coordinator, all the tender results were duly documented and improved by the Global Operational Logistics, Procurement and Supply Chain Management.

Deployment of one RDRT member was organized to Moldova in the beginning of March. The mission included monitoring of distribution, a sample post-distribution monitoring and supporting the NS team in implementing the operation. The sample PDM was done with 12 families and it was recommended to finish PDM and include at least 88 more families.

Overview of non-RCRC actors in country

The overall coordination of the response to unfavourable winter conditions rests with the Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs. 445 staff of emergency service and 141 rescue vehicles were used to help those stranded on roads. The state institutions and the service of the emergency situations carried out road cleaning works and cleared up access ways to shops, medical institutions. State services have helped homeless people, who were hosted in Placement Centres, and offered hot food.

Needs analysis and scenario planning

According to Moldova Red Cross, in seven regions (Edinet, Telenesti, Calaras, Ungheni, Basarabeasca, Criuleni, Anenii Noi) of the country, 41 communities in total, 1,040 families (at least 2,912 people) needed support during the cold weather period. These were older people living in unfavorable social conditions, people with disabilities, with critical health status, who were left without food supplies and heating resources.

After additional analysis of the situation one more region (Benderi) with 80 benefiting families was included to the operation. Since the National Society was able to get favorable prices for the relief items, it was possible to purchase additional 80 food parcels and blankets without changing the budget.

The vulnerable families who benefited from the operation consist mainly of elderly and/or disabled people. Their pension is extremely low: 500-700 Moldovan lei, which is around CHF 30-40 per month. The families live both in private houses and blocks of flats. The families either didn't have access to central heating or could not afford it, as the cost was



Regional Disaster Response Team (RDRT) member evaluating and monitoring the DREF program implementation in Basarabeasca. Photo by Moldova Red Cross



Relief items being distributed in Ungheni region in Cetireni village
Photo by Moldova Red Cross

extremely high, especially compared to their income. Based on evidence provided by the local departments for social services and Red Cross branch managers, it was defined that food parcels and blankets were the biggest need of the vulnerable families. Food parcels included buckwheat (3 kg), rice (3 kg), sugar (3 kg), wheat flour (2 kg), refined sunflower oil (2 bottles 900 ml each), pasta (2 kg), canned meat from pork, beef, poultry (8 pcs), which could support the family and help them survive during winter, while the family budget could be used for heating. The blankets (thick, warm duvets) were big enough to be used by 2 family members at a time, if needed. However, the most vulnerable families had no possibility to warm up their houses. Thus, 400 electric heaters were purchased and distributed among 400 families. With the high prices for electricity in Moldova (when the heaters are used the cost of electricity can be as high as 1,300 lei – approx. CHF 300) and very low income of the vulnerable people (500-700 lei), support to cover bills for electricity was also needed. With such support those affected by

the cold wave have a possibility to make one warm room in their house which can protect their health status and living in dignity and safety until the weather is warmer in spring.

Initially when the operation was planned, no PDM activities were envisioned by Moldova Red Cross. However, after RDRT deployment in March and later on it was recommended that PDM is organized. It was not possible to deploy any RDRT member for the LLW and PDM mission in May. The National Society committed to finalize the PDM itself. However, due to huge workload, it was impossible for Moldova Red Cross to finalize the PDM before 2 June (end of operation). The PDM was implemented during week 2-3 of June. Thus, the DREF timeframe was extended by one month to finalize the post-distribution monitoring.

B. OPERATIONAL STRATEGY

The operation was coordinated by Moldova Red Cross HQ disaster response specialist and branch chairpersons in their areas of responsibility. The President of Moldova Red Cross was involved in overall control and monitoring of the operation. Red Cross volunteers implemented the delivery of the emergency assistance. During the relief operation, state services assisted Red Cross affiliates in evaluating and collecting lists of beneficiaries and in collecting information about the electricity accounts of the beneficiaries. Deployment of one Regional Disaster Response Team (RDRT) member with strong cash and voucher background added value to support the National Society in managing the operation, monitoring and relief distribution.

The IFRC provided technical support to Moldova RC to develop terms of reference for procurement within the operation, and technical support during the tendering procedure and operation in general. The IFRC provided technical support to Moldova RC in designing and managing the cash allocations for the electricity bills. The staff and volunteers of Moldova RC were also providing psychosocial support to the affected people, talking to them, explaining how they can protect themselves during cold winter and ensured supportive communication. IFRC provided logistics and relief expertise in the form of RDRT support in the operation for Moldova Red Cross from the commencement of the operation until it is needed and justified. No health activities were envisaged for the present DREF operation. Health services were provided by the state health care system (hospitals, polyclinics and ambulances).



RC volunteers from Anenii Noi helped distributing the relief items in the region. Photo by Moldova Red Cross

Table 1. The breakdown of families in need that received DREF humanitarian aid assistance by region

#	Region	Number of affected communities in the region	Number of food packages	Number of duvet blankets	Electric heaters	Electricity bills
1	Ungheni	11	220	220	70	70
2	Anenii Noi	7	150	150	60	60
3	Criuleni	5	120	120	60	60
4	Basarabeasca	3	134	134	50	50
5	Telenesti	6	136	136	50	50

6	Edinet	5	150	150	70	70
7	Calaras	4	130	131	40	40
8	Bender	4	80	80	-	-
	Total	45	1,120	1,120	400	400


Table 2. Specification of the goods purchased. (One parcel distributed per family within one distribution.)

Food parcel (one parcel per family for one month)	Duvet blankets	Heaters
<ul style="list-style-type: none"> • Wheat flour – 2 kg • Sugar – 3 kg • Buckwheat – 3 kg • Cooking oil – 2 l • Pasta – 2 kg • Rice – 3 kg • Canned fish/meat – 8 pcs • Cardboard boxes-packaging with printer labels – 1 piece 	Blanket, size 200x230 mm, with synthetical filler	Electric oil heater, heating area 17- 20 m ² , overheat control, 1600 Watt

The distribution was followed by monitoring and lessons learned workshops in the regions. The workshops involved the local authorities, the representatives of the local departments of Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs, medical structures and social services. During the workshops the flow of the operation was discussed, as well as the capacities and roles of each partner in case similar disasters happen.

The workshops were conducted in every region affected by the extreme winter conditions and that benefited from DREF support. During the meetings, different levels of local authorities had the chance to discuss further actions and disaster management in the region. Every key stakeholder of the community understood the role and niche he can play in case of a disaster. Red Cross representatives were thanked for their intervention. The National Society had the chance to present the concrete results in terms of relief distribution and the participants at the workshop got a clear understanding of the Red Cross mission in case of disaster. During the workshops, some of the regions committed to sponsor disaster research in the region and use the information for disaster prevention. With the help of DREF program, Red Cross Moldova restored dialogue and improved the communication between the key institutions and organizations that should respond in case of exceptional situations in society. One of the biggest challenges in terms of relief distribution, as discussed at the workshops, was the electricity expenses coverage. DREF program was the first that ever covered such a need. It was also a first-time practice for the National Society. Despite this, the persistent dialogue and negotiation with electricity providers helped the NS to fulfill DREF's program objectives.

C. DETAILED OPERATIONAL PLAN

	<p>Shelter</p> <p>People reached: 3,136 people</p> <p>Male: 35%</p> <p>Female: 65%</p>											
<p>Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions</p>												
<p>Output 1.1: Short, medium and long-term shelter and settlement assistance is provided to affected households</p>												
Indicators:	<table border="1"> <thead> <tr> <th></th> <th>Target</th> <th>Actual</th> </tr> </thead> <tbody> <tr> <td rowspan="2"># people reached with blankets and heaters</td> <td>1,040 families</td> <td>1,120 families</td> </tr> <tr> <td>2,912 people</td> <td>3,136 people</td> </tr> <tr> <td># people reached with payment of electricity bills</td> <td>400 families</td> <td>400 families</td> </tr> </tbody> </table>		Target	Actual	# people reached with blankets and heaters	1,040 families	1,120 families	2,912 people	3,136 people	# people reached with payment of electricity bills	400 families	400 families
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<p>Progress towards outcomes</p> <p>A detailed needs assessment was jointly done by the local authorities and Moldova Red Cross regional branch in February, following which the updated needs were communicated to add one more region to the operation.</p>												

In the second week of February, the IFRC Head of Country Cluster and programme officer visited Moldova Red Cross to monitor the operation and procurement as well as to coordinate the operation. After approval of the tendering process by the IFRC Regional Office for Europe, the delivery of goods to the affected districts started in the beginning of March.



RC young volunteers distributed relief items in Criuleni region. Photo by Moldova Red Cross

Distribution of the above relief was organized in March 2019. 1,120 blankets and 400 heaters were distributed at distribution points set with the support of the local authorities. The volunteers and staff of Red Cross helped people to deliver blankets to their homes, in case they required help.

Moldova Red Cross examined the market to find out that the payment of electricity bills is provided for the vulnerable people by the Jewish community in the country. The president, with her staff had a meeting with The Jewish Community of the Republic of Moldova to analyze the mechanism, which was further implemented within the operation. The agreement was made with two electricity companies in the country, operating in the districts where the beneficiaries live. The branches collected the numbers of electricity accounts of the beneficiaries. These numbers are unique for every household. Then, the transfer of funds was done to the electricity companies indicating the accounts of the beneficiaries. The beneficiaries were later informed that the transfer of funds was done.

Post-distribution monitoring started immediately after the distribution during the RDRT mission in March. However, only 12 families were interviewed. PDM was later finished in June by Moldova Red Cross with the total number of 115 interviewed families. Please refer to Annex 1 to see the PDM key findings.

Challenges

One of the biggest challenges in terms of relief distribution it was the electricity expenses coverage. For Moldova Red Cross, the DREF operation was the first that ever covered such a need, it was also a first-time practice for the National Society. Despite this, the persistent dialogue and negotiation with electricity providers helped the NS to fulfil DREF's program objectives.

Lessons Learned

To cover costs for electricity bills, the National Society implemented the tested and used procedure of the The Jewish Community of the Republic of Moldova in the country. The RDRT delegate during his visit also suggested another way to manage the operation through the cash distribution instead of covering separate bills for electricity. Even though the National Society did not use it during this DREF operation, it might consider it for the future programs.



Livelihoods and basic needs

People reached: 3,136 people

Male: 35%

Female: 65%

Outcome 1:

Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
# people reached with food parcels	1,040 families	1,120 families
	2,912 people	3,136 people

Progress towards outcomes

A detailed needs assessment was jointly done by the local authorities and Moldova Red Cross regional branch in February, following which the updated needs were communicated to add one more region to the operation.

In the second week of February, the IFRC Head of Country Cluster and programme officer visited Moldova Red Cross to monitor the operation and procurement as well as to coordinate the operation. After approval of the tendering process by the IFRC Regional Office for Europe, the delivery of goods to the affected districts started in the beginning of March.

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Challenges

The volunteers did not have enough experience to conduct the post-distribution monitoring. Thus, the PDM was conducted by staff of the operation solely. They met the RDRT member earlier in March, stayed in contact and got all necessary information and software to conduct the PDM. If the volunteers had enough knowledge, possibility to travel between the districts, available equipment to use software, the PDM could have been conducted within a shorter time.

Lessons Learned

The volunteers and regional staff of Moldova Red Cross are to be trained in conducting post-distribution monitoring. They require information on using the special software while getting information from the households.

Strategies for implementation

S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Output S1.1.4: National Societies have effective and motivated volunteers who are protected

Indicators:	Target	Actual
# volunteers provided with briefings on their roles and trained	110	120

Progress towards outcomes

The distribution of the relief items within the operation was done by Moldova Red Cross staff and 120 local volunteers, with active support provided by the local authorities.

Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place

Indicators:	Target	Actual
3 staff are hired and are fully operational in their positions	3	4

Progress towards outcomes

To provide better quality of the operation, four staff were hired: coordinator of the operation, assistant to coordinator/translation, logistics/distribution officer and finance officer. Thus, all the aspects of operation, including procurement and reporting, were well organized and implemented with quality.

Outcome S2.1: Effective and coordinated international disaster response is ensured

Output S2.1.1: Effective response preparedness and NS surge capacity mechanism is maintained

Indicators:	Target	Actual
1 RDRT mission is launched to support the operation	1	1

Progress towards outcomes

RDRT was deployed to support of the Moldova RC during distribution of the food parcels, heaters and blankets within DREF operation of Moldova RC and to exchange knowledge. During the mission, 12 families were interviewed for the PDM. It was recommended to the NS to interview at least 88 more families to have a clear picture of the efficiency of support provided.

Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.

Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues

Indicators:	Target	Actual
2 press releases or conferences are organized	2	0

Progress towards outcomes

No press-conferences on provision support was organized during the operation: in the end of February governmental elections took place in Moldova and Red Cross did not want to be associated with the political discussions going on in the country. The changes in communication staff in IFRC CCST for Russia, Belarus and Moldova did not allow to organize a communications mission to Moldova. However, on the local level, the media were informed about the operation and later invited to the LLWs. The NS has no website, but the information about distribution was published on the Facebook pages of Moldova Red Cross HQ and its branches.

Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

Indicators:	Target	Actual
1 final narrative and financial report is submitted on time	1	1

Progress towards outcomes

The National Society was in constant contact with the IFRC, providing regular updates on the implementation process and financial situation. The analysis of the implementation was done during the LLWs in the regions, with the involvement of the representatives of local departments of Civil Protection and Emergency Situations Service of the Ministry of Internal Affairs, medical structures and social services.

Lessons Learned

During the LLWs, 189 stakeholders in 7 regions from Moldova had the opportunity to have an open dialogue on the DREF operation implemented and the work of the Moldova Red Cross in general. The key organizations and institutions discussed and worked on Vulnerability and Capacity Assessment (VCA). The stakeholders had agreed on distinct roles that the institutions and organization have should a disaster occur. LLW also tackled upon challenges and ways to overcome them in case of disasters. In some regions during the workshop the participants had a simulation of “force majeure” meetings in case of disasters and ways how to manage the situation. In the framework of DREF program 2019 Red Cross Moldova through LLW and other negotiation and coordination meetings had to reestablish the dialogue with the authorities and reinforce its position in case of disasters.

D. THE BUDGET

The total budget for this DREF operation was CHF 161,502, of which CHF 119,953 was utilized. The final balance of CHF 41,549 will be returned to the DREF account. Please click [here](#) to see the final financial report.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the national society, would like to extend thanks to all for their generous contributions

Contact information

Reference documents



Click here for:

- [Emergency Plan of Action \(EPoA\)](#)
- [DREF Operations Update](#)
- [The map.](#)

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How we work

All IFRC assistance seeks to adhere to the [Code of Conduct](#) for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the [Humanitarian Charter and Minimum Standards in Humanitarian Response \(Sphere\)](#) in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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.

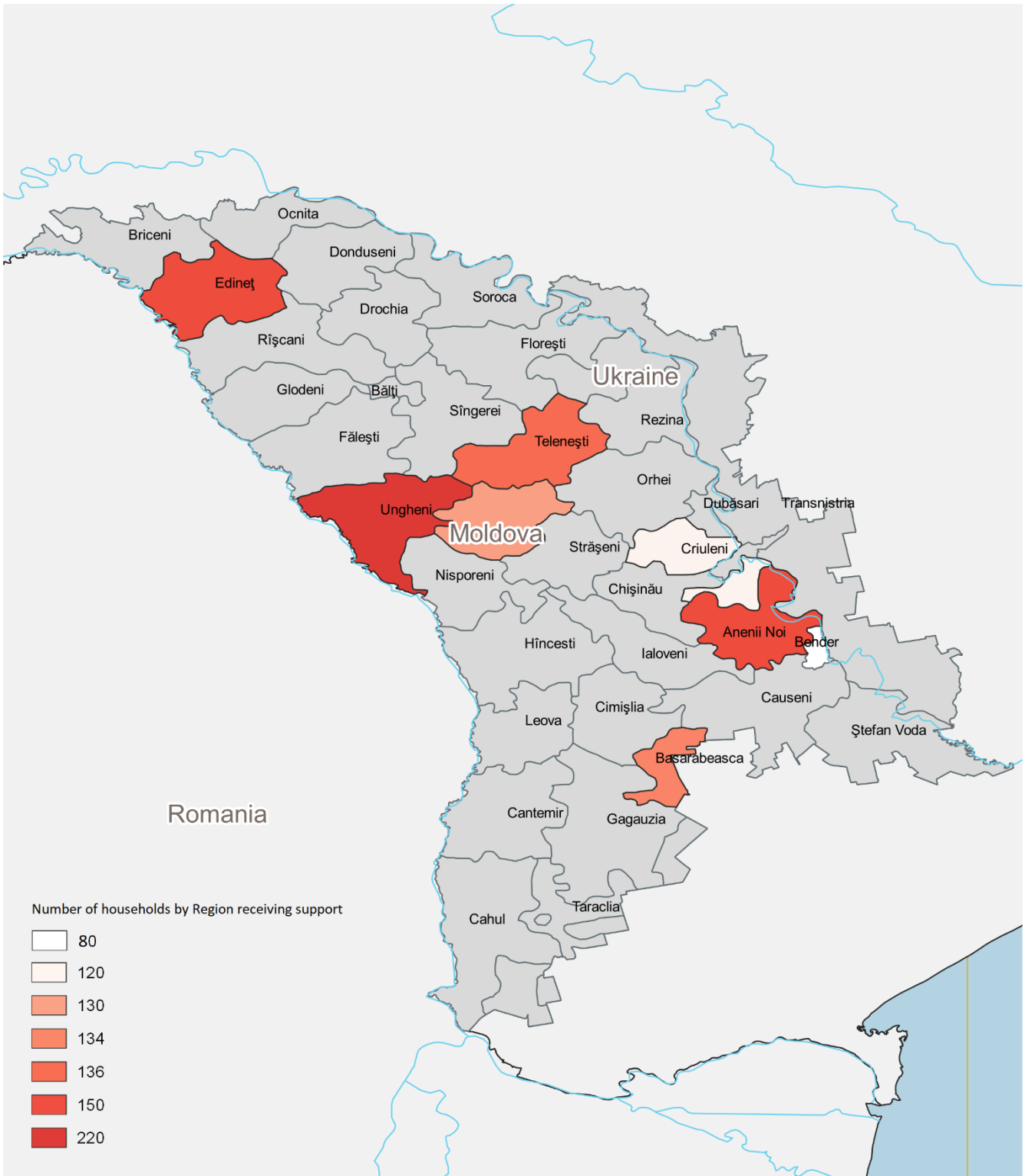


Promote social inclusion
and a culture of
non-violence and **peace**.



Moldova: Extreme winter conditions

Glide Number: CW-2019-000013



DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/02-2019/09	Operation	MDRMD006
Budget Timeframe	2019/02-2019/07	Budget	APPROVED

Prepared on 18/Okt/2019

All figures are in Swiss Francs (CHF)

MDRMD006 - Moldova - Extreme Winter Conditions

Operating Timeframe: 02 feb 2019 to 02 jul 2019

I. Summary

Opening Balance	0
Funds & Other Income	161.502
DREF Allocations	161.502
Expenditure	-119.953
Closing Balance	41.549

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	105.755	117.967	-12.213
AOF3 - Livelihoods and basic needs	25.645		25.645
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	131.400	117.967	13.432
SFI1 - Strengthen National Societies	16.257		16.257
SFI2 - Effective international disaster management	10.650	1.392	9.258
SFI3 - Influence others as leading strategic partners	3.195		3.195
SFI4 - Ensure a strong IFRC		594	-594
Strategy for implementation Total	30.102	1.986	28.116
Grand Total	161.502	119.953	41.549

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/02-2019/09	Operation	MDRMD006
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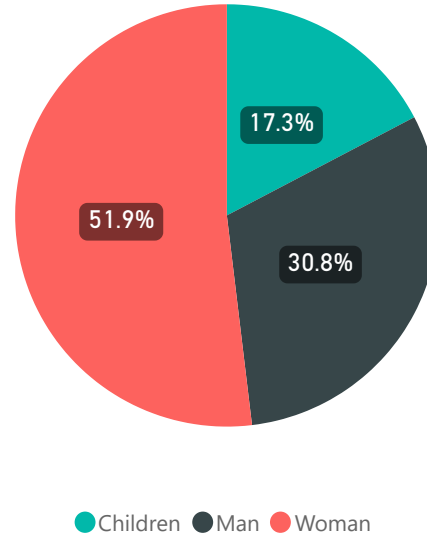
III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	106.080	80.983	25.097
Clothing & Textiles	31.200	50.425	-19.225
Food	22.880	20.426	2.454
Other Supplies & Services	52.000	10.132	41.868
Logistics, Transport & Storage	2.400	3.772	-1.372
Distribution & Monitoring	2.400	294	2.106
Transport & Vehicles Costs		3.478	-3.478
Personnel	23.265	14.575	8.690
International Staff	10.000		10.000
National Society Staff	9.800	9.816	-16
Volunteers	3.465	4.758	-1.293
Consultants & Professional Fees		55	-55
Professional Fees		55	-55
Workshops & Training	3.400	3.032	368
Workshops & Training	3.400	3.032	368
General Expenditure	16.500	10.215	6.285
Travel	10.800	5.374	5.426
Information & Public Relations	3.200	947	2.253
Office Costs	2.500	1.810	690
Communications		769	-769
Financial Charges		1.303	-1.303
Other General Expenses		11	-11
Indirect Costs	9.857	7.321	2.536
Programme & Services Support Recover	9.857	7.321	2.536
Grand Total	161.502	119.953	41.549



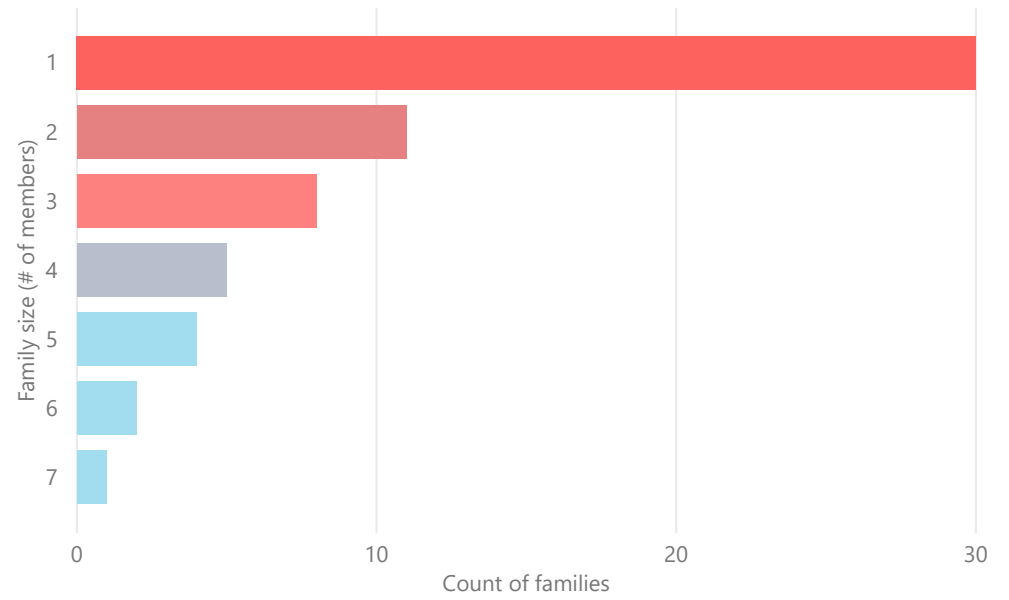
Distribution regions

Structure of families

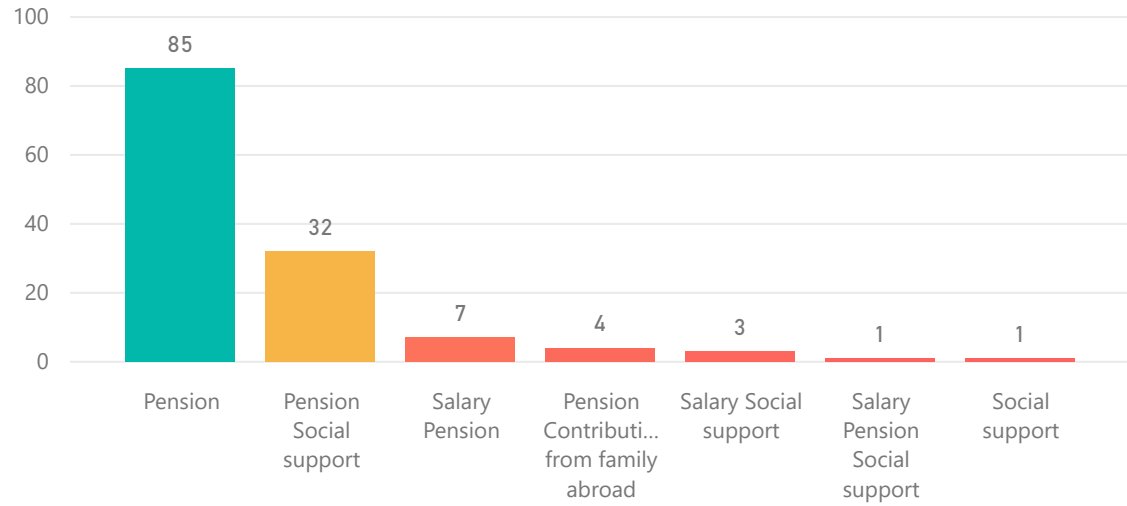


Children Man Woman

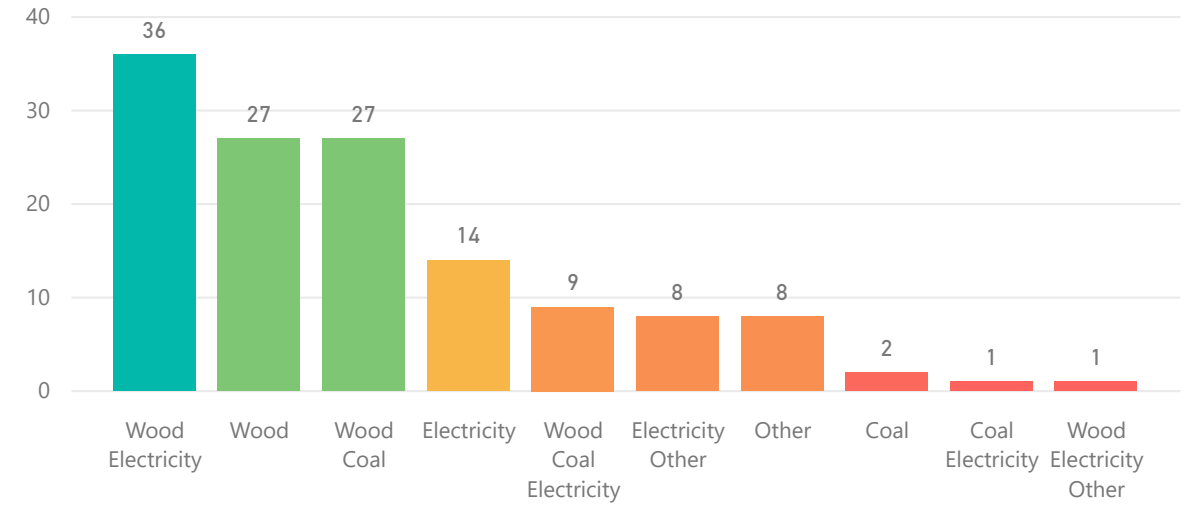
Family size



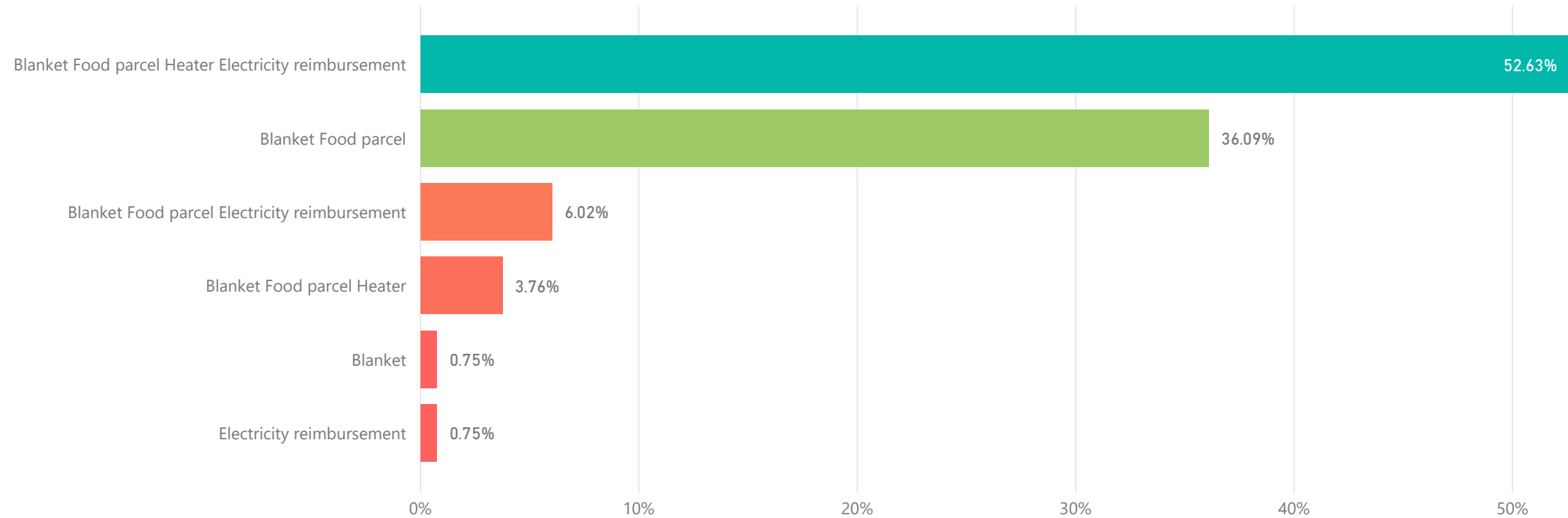
What are your incomes?



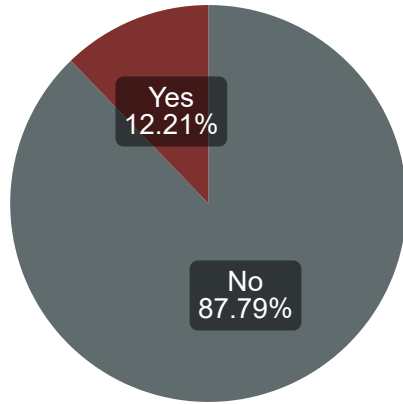
What kind of energy you use for heating?



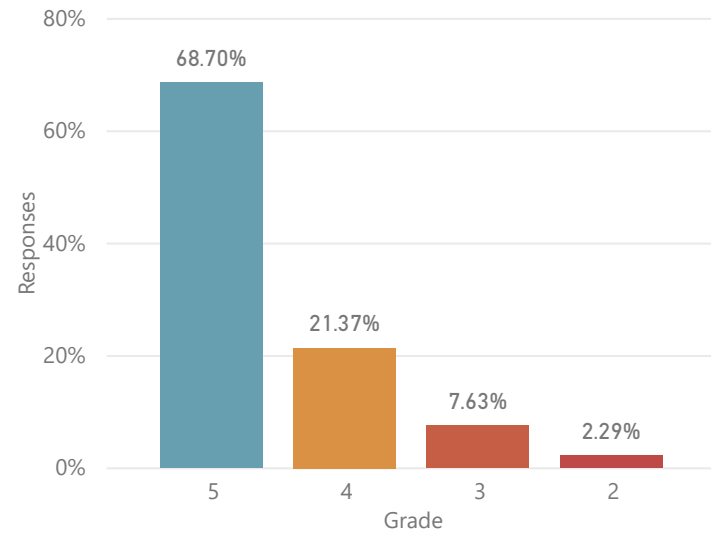
What kind of assistance did you receive from the Red Cross during January's extreme weather conditions?



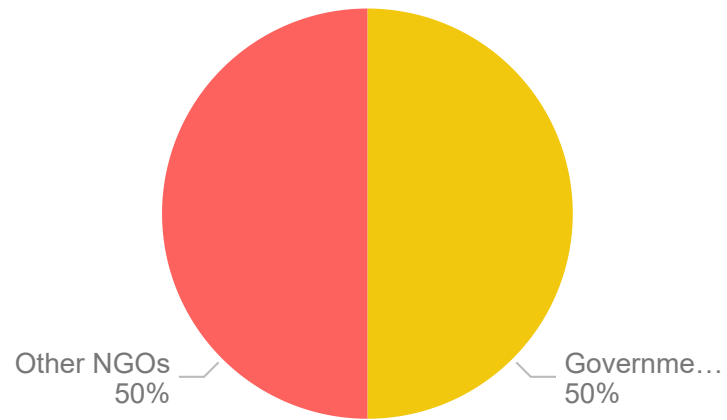
Did you receive assistance from somebody else during January's extreme weather conditions?



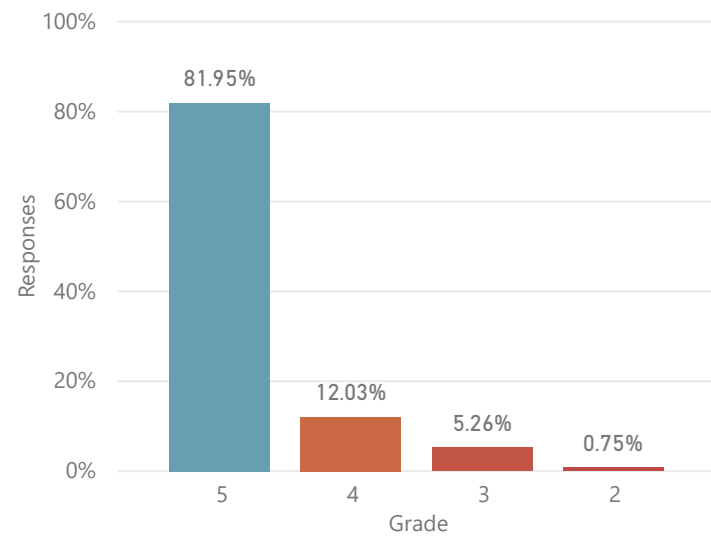
Was the assistance from Red Cross sufficient (1 lowest - 5 highest)?



If yes, from whom?



Was the assistance from Red Cross appropriate (1 lowest - 5 highest)?



Was the assistance timely (1 lowest - 5 highest)?

