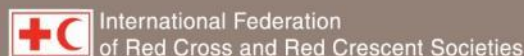


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Emergency Appeal 6-month report Operations update

The Bahamas: Hurricane Dorian



Emergency Appeal MDRBS003	Glide n° TC-2019-000099-BHS
Operation update n° 3 6-month update Date of issue: 20 May 2020	Timeframe covered by this update: 2 September 2019 – 31 March 2020
Operation start date: 2 September 2019	Operation timeframe: 22 months End date: 30 June 2021
DREF allocated: 500,000 Swiss francs (CHF), already returned to the fund.	Funding requirements: CHF 31.7 million For details on coverage, see the Donor Response .
Number of people to be assisted: 3,735 families (14,940 people) ¹	
Host National Society presence: The Bahamas Red Cross Society (BRCS) has a national headquarters in Nassau, two local centres (Grand Bahama and Abaco branches) and 14 groups (small branches) with 147 volunteers and 16 staff members.	
Red Cross Red Crescent Movement partners involved in the operation: American Red Cross, Canadian Red Cross, the International Federation of Red Cross and Red Crescent Societies (IFRC), and the International Committee of the Red Cross (ICRC).	
Other partner organisations actively involved in the operation: The Government of The Bahamas through its National Emergency Management Agency (NEMA), Disaster Reconstruction Authority (DRA), Ministry of Environment and Housing, Ministry of Public Works, Ministry of Health, and Ministry of Social Services & Urban Development. United Nations agencies: International Organization for Migration (IOM), Pan American Health Organization (PAHO), World Health Organization (WHO), United Nations Population Fund (UNFPA), World Food Programme (WFP), United Nations Development Programme (UNDP), United Nations Programme on HIV/AIDS (UNAIDS) and United Nations Children' Fund (UNICEF). The European Commission - DG ECHO and several foreign governments both within and outside the region. Non-governmental organisations: Samaritans' Purse, Mercy Corps, CORE Community Organized Relief Effort, World Central Kitchen (WCK), Water Vision.	
On behalf of the BRCS, the IFRC expresses its gratitude to all partners who have provided contributions to this operation: American Red Cross, British Red Cross and its Overseas branches in Bermuda, British Virgin Islands and the Cayman Islands, Canadian Red Cross Society, China Red Cross – Hong Kong branch, Danish Red Cross, Finnish Red Cross, French Red Cross, Iraqi Red Crescent Society, Irish Red Cross Society, Jamaica Red Cross Society, Japanese Red Cross Society, Norwegian Red Cross, Red Cross of Monaco, The Netherlands Red Cross, Turkish Red Crescent Society, Singapore Red Cross Society, Spanish Red Cross and Swiss Red Cross.	
The European Commission - DG ECHO and several foreign governments have also generously contributed, including the United States of America (Office of U.S. Foreign Disaster Assistance - OFDA), Canada, Cyprus, Malta, Ireland, Portugal, Italy, and Switzerland.	
Private donors from Australia, Austria, The Netherlands, Switzerland and The United States. <u>Corporate partners and private foundations:</u> Airbus, Copa Airlines, Marriott International Inc, Samsung Electronics Co., LTD, Amazon, UPS, Foundation Didier & Martine Primat, ELMA Relief Foundation, Orange Bowl Committee Inc., InterContinental Hotels Group, Second Congregational Church, The Pennsylvania Trust Co. Other contributions also include the Staff Association and online donations from private donors.	

Summary of major revisions made to emergency plan of action: The [3rd revision of the EPoA](#) increased the overall funding requirements, target households and timeframe of the operation.



32 million CHF



3,735 families



22 months

¹ According to ArcGIS, Bahamas has an average of 3.4 people per household. For the Emergency Plan of Action, an average of 4 people per household was considered. [26 June 2019. ArcGIS](#)

A. SITUATION ANALYSIS

Description of the disaster

Hurricane Dorian hit the country on 1 September 2019. It made several historical records as the strongest Atlantic Hurricane documented to directly impact a landmass since records began, tying it with the Labour Day Hurricane of 1935. While the Bahamas has over 700 islands, the hurricane significantly impacted the islands of Abaco and Grand Bahama and the surrounding Cays. The official death count is 74 casualties² (63 Abaco and 11 Grand Bahama) and 282 persons still missing³. The Caribbean Disaster Emergency Management Agency (CDEMA) estimated a total of 15,000 people in need of food or shelter⁴, following the hurricane, with an estimated 5,000 people evacuating to Nassau, New Providence. The Government stated Dorian caused USD 3.4 billion in losses and damage in the country⁵.



Photo 1: October 30, 2019. Grand Bahama, Bahamas. One of the very first residents of Grand Bahama to receive multi-purpose cash grant from the Red Cross via pre-paid debit card. Photo by Katie Wilkes/American Red Cross.

Abaco Islands were the most severely affected, particularly by the strong winds. Assessments of Abaco found widespread destruction, with thousands of houses levelled, telecommunications towers down, and water wells and roads damaged. **Water, electricity, sanitation and shelter continue to remain the priority needs** for the population of Abaco. Although the electricity grid is starting to be repaired and outside of Marsh Harbour power supply is starting to return. Data from the Ministry of Public Works and actors engaged with the shelter cluster has confirmed that destroyed buildings are concentrated in the area surrounding Marsh Harbour. In this area, the most ravaged are The Pea and The Mudd, which are mainly inhabited by groups in situation of vulnerability, as well as the area of Scotland Cay. Varying degrees of damage were also registered in critical infrastructure in Abaco such as health centres, Marsh Harbour port, airport and schools. Challenges continue as many people have not been able to return to their homes and remain dislocated.

In **Grand Bahama**, the central and eastern parts were the most impacted, with homes damaged between Freeport and Deep-Water Cay. A damage assessment⁶ carried out by the Department of Social Services estimated 75 per cent of houses analysed near Eight Mile Rock West End, Freeport and East End, were destroyed or suffered major damage.

The Kendal GL Isaacs Gymnasium closed in mid-February. As of 31 March 2020, less than 250 hurricane-affected people remained in two shelters in New Providence (Bahamas Academy Auditorium and a hotel nearby (Poinciana Inn). These figures **are decreasing on a weekly basis** as people find alternatives and the Government also assesses other potential solutions.

COVID-19 situation in the Bahamas: The Government of the Bahamas has installed daily curfews, weekend lockdowns, closure of international borders, limitation of domestic flights, social distancing measures, and reduced operations to essential business and services only. The Ministry of Health published a daily update of its COVID-19 dashboard and press conferences are held weekly to provide the latest information on new cases and adjustment of measures. BRCS maintains coordination with government authorities to support response efforts in face of COVID-19. A

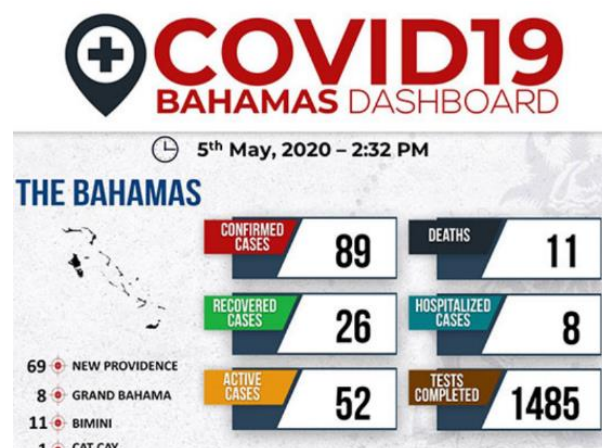


Figure 1: The Bahamas Ministry of Health COVID-19 dashboard as of 5 May 2020. Source: Ministry of Health of The Bahamas

² NEMA update: Death Toll Rises to 74 post-Hurricane Dorian, 28 Feb. 2020

³ As of 1st October 2019 - NEMA

⁴ According to Caribbean Disaster Emergency Management Agency (CDEMA)

⁵ The USD 3.4 billion-impact was divided as 72 per cent in damage, 21 per cent in losses and 7 per cent in additional costs with the private sector absorbing almost 90 per cent of total losses. Abaco suffered 87 per cent of the losses and 76 per cent of the damage⁵ (⁵ IADB November 2019. [Assessment of the Effects and Impacts of Hurricane Dorian in the Bahamas](#))

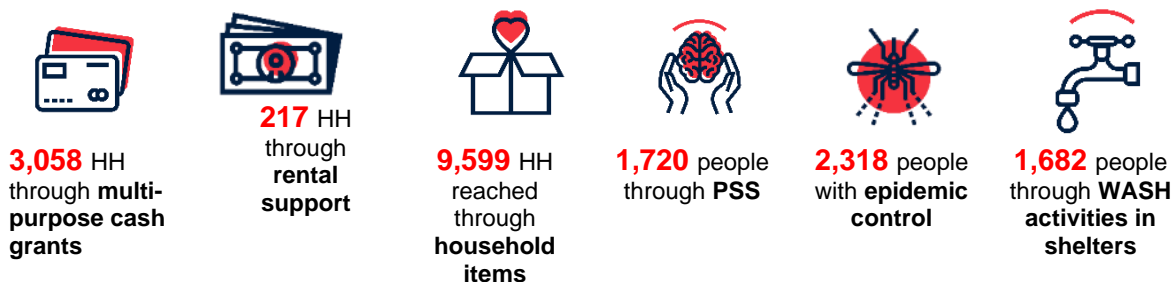
⁶ Department of Social Services, Grand Bahama Report on Assessments related to Hurricane Dorian, 9 September 2019 – 9 October 2019

contingency plan is in place to both protect volunteers and staff of the BRCS, as well as to conduct scenario planning on how the pandemic may impact The Bahamas Dorian Operation. Up to date information on the activities of BRCS as part of the national COVID-19 response and covered outside of this revised appeal is available on the IFRC GO Platform and IFRC’s regional updates.

Summary of the current response

Overview of Host National Society

The **Bahamas Red Cross Society (BRCS)** has a national headquarters, two local centres (Grand Bahama and Abaco branches) and 14 groups (small branches) with 147 volunteers and 16 staff members. The BRCS began its work in 1939, and it works as an auxiliary to the Government of The Bahamas. Its main programmes before the hurricane focused on first aid and social assistance (Meals on Wheels and donation of clothing to vulnerable groups). Immediately after the hurricane hit, BRCS volunteers and staff tirelessly worked to provide first aid, pre-hospital care, psychosocial support, household items including locally received donations, restoring family links (RFL). For further details, see the Revised Emergency Plan of Action no. 3. The overall number of actions carried out by the BRCS in response to Dorian up to March include:



In coordination with World Central Kitchen and with the support of American RC, BRCS continues delivering Meals on Wheels to vulnerable groups in Nassau. The COVID-19 pandemic has increased the need to support vulnerable households, specially people who have lost their income sources and elderly population with food and hygiene items. The BRCS is coordinating with IFRC to access additional funding through the IFRC’s regional EPoA for COVID-19 to expand activities.

Overview of Red Cross Red Crescent Movement in-country

Red Cross Red Crescent Movement partners (American Red Cross and Canadian Red Cross Society) are present in-country and are supporting BRCS’s response both through the IFRC’s Emergency Plan of Action and bilaterally. In order to ensure and facilitate coordination between partners, BRCS, IFRC, American Red Cross and Canadian Red Cross continue to coordinate regularly to discuss the interventions to date, provide an update, identify challenges and how to best support the National Society’s continued efforts in a coordinated manner. See EPoA for further details on activities implemented by American Red Cross, Canadian Red Cross and the International Committee of the Red Cross (ICRC).

The American RC worked with its partners to expand support in their specific projects:

- World Central Kitchen who submitted a proposal that covers BRCS kitchen remodelling, plow to plate initiatives on Abaco and Grand Bahama, and Meals on Wheels support.
- American RC in partnership with Mercy Corps, has supported the distribution of potable water in Grand Bahama and provided business grants to 14 businesses in cash support in January. These businesses came from the sectors of trade/industry; retail/sales; tourism/hospitality; and services. Mercy Corps submitted an economic recovery amendment to increase the number of businesses it supports on Grand Bahama.
- Mercy Corps’ WASH program is in discussion to support additional WASH infrastructure on Grand Bahama to respond to challenges presented by COVID-19.
- CORE submitted two concept notes to support livelihoods on Abaco and more holistic support to Sweeting Cay on Grand Bahama. American RC, in partnership with CORE Response, are working to help rebuild economic activity and increase employment opportunities in Grand Bahama and Abaco. In January, 290 Cash for Work (CFW) labourers have been employed clearing 13,830 cubic meters of debris. 20 small businesses in Abaco have been registered for the distribution of business re-start grants. The American RC field representative also facilitated planning meetings between CORE Response, IFRC and BRCS in Abaco for the joint repairs programme. A similar session was later supported in Grand Bahama with the IFRC and BRCS shelter team.



Photo 2: Left side: The American Red Cross has purchased three new flatbed trucks for the Bahamas Red Cross. They will be used to move PPE, food parcels, and supplies across and around the islands, to combat COVID-19, assist food insecure people, and prepare for each hurricane season. Right side: The American Red Cross is working with the Bahamas Red Cross to expand their *Meals On Wheels* program to reach more people. Now the program is reaching more than 500 people with a hot meal 6 days a week. Source: American Red Cross/ Holly Baker.

American RC is working in coordination with BRCS and IFRC to support NSD projects, as well as coordinating with IFRC and Canadian RC to create a One Movement NSD plan. Laptops and equipment have been provided to BRCS to increase its capacities as well in the Family Islands in view of the COVID-19 situation. In addition, American RC updated its business continuity plan, as the COVID-19 situations evolves, after seeking inputs from all partners. Specific support related to COVID-19 actions of BRCS have included:

- Purchase of communication awareness materials with the BRCS logo on it
- Purchase of PPE: masks and hand sanitiser
- Purchase of three flatbed trucks and three forklifts to facilitate BRCS distribution on New Providence, Abaco, and Grand Bahama
- Scale up of Meals on Wheels for COVID-19 affected individuals: AmRC and IFRC are supporting BRCS' Meals on Wheels program on New Providence, which is currently serving more than 500 people. Selection criteria includes senior citizen, persons living with a disability, and/or a single-headed household. Plans are still underway to set up similar programs on Grand Bahama and Abaco

The current American RC delegation in country comprises of a field representative, programme manager, information & reporting delegate, communications delegate and administration and logistic staff.

The previous Canadian RC field representative provided support to BRCS leadership until February 2020. This support was then followed up by the arrival in early March of the Preparedness for Effective Response Canadian Red Cross delegate. He provided guidance for the development of the COVID-19 contingency plan of BRCS. In addition, Canadian RC is initiating the induction PER process for all BRCS branches and adapted the methodology so workshops can be conducted virtually.

The IFRC Hurricane Dorian operation team is based in Nassau, Grand Bahama and Abaco as the main working hubs for activities. Due to COVID-19 movement restrictions, inter-island travel has been shut down. However, the team remains operational while respecting the Government's measures. All long-term delegates are in-country and local staff has been hired to support several sectors of the operations including logistics, CVA, shelter, livelihoods, case management, finance, administration and drivers.

At the regional level, the BRCS and team receive technical support through the IFRC's Country Cluster Office for the English and Dutch-speaking Caribbean (in Port of Spain) and the IFRC's Americas Regional Office (in Panama). As of 1 May 2020, the Bahamas Hurricane Dorian operation has been transferred under the management of the CCST office after the hand-over process.

Coordination is maintained through several spaces for information-sharing:

- Weekly operational meetings with BRCS, IFRC, American RC and Canadian RC to share updates, coordination, experiences and challenges.
- Weekly RCM high-level partners meetings.
- Weekly coordination meetings with Abaco and Grand Bahama field teams and sectoral leads, to which American RC and Canadian RC are invited
- Weekly Operations Meeting to report on updates and challenges with IFRC Americas Regional Office

Overview of non-RCRC actors in-country

The response to Hurricane Dorian's impact is led by the Government of the Bahamas, through the National Emergency Management Agency (NEMA) and in coordination with the CDEMA. NEMA has established its Emergency Support Functions (ESF) humanitarian coordination structure, composed of 15 ESFs with their own lead ministries or

departments to align response sectors between relevant stakeholders. Although the Inter-Agency Standing Committee (IASC) cluster approach was not officially activated, coordination between humanitarian partners, led by NEMA, with support from CDEMA and previously from OCHA, was established upon the request of the Government of The Bahamas. The regional and international humanitarian community has designated focal points for each of the relevant Emergency Support Functions to strengthen support and coordination efforts. The Shelter Sector is within the Emergency Support Function ESF 6, Mass care and Shelter service, together with CCCM. Debris removal, early recovery, and other related areas are included in the ESF 3. The IFRC fulfilled its role as chair of the *Red de Fondos Ambientales de Latinoamérica y el Caribe* (RedLAC) Shelter Working Group and Global Shelter Cluster lead agency for natural disasters, and on request of NEMA, deployed a Shelter Coordination Team (SCT) to support existing coordination mechanisms and lead the Bahamas Shelter Sector (BSS).

Under the leadership of the Ministry of Disaster Preparedness, Management and Reconstruction, the overall coordination has been transferred early December 2019 to the Disaster Reconstruction Authority (DRA), for NEMA to transit back to preparedness. BRCS and IFRC coordinate closely with the DRA, especially in relation to shelter programming in Abaco and Grand Bahama.

More than 40 humanitarian organisations (UN System, International Organizations and Non-Governmental Organisations) are present in The Bahamas. While most base their operations in Nassau, response efforts focus on central and north Abaco and in Freeport, Grand Bahama.

Needs analysis and scenario planning

Needs analysis

The latest needs analysis and scenario planning based on revised assessment data and the recovery phase of the operation are provided under the recently issued **Revised Emergency Plan of Action no. 3** ([available here](#)). The main change in terms of needs is the compound effect that the COVID-19 measures and restrictions are posing on the hurricane-affected population and rest of the population of the country. Increase pressure on livelihoods has been identified as well as on the need for food and hygiene items, PSS and information. BRCS is conducting COVID-19 response actions which are reflected under the IFRC's regional update for that emergency.

Operation Risk Assessment

Identified Risk	Potential impact	Mitigation
COVID-19 mitigation and restrictions measures from the Government result in restricted movement of people, curfews, closure of businesses and loss of jobs.	Limited capacity to mobilise staff and volunteers, limited capacity of target beneficiaries to access building materials or labour for housing repairs, limited capacity to conduct field monitoring and visits, increased vulnerability due to income loss. BRCS response to the COVID-19 situation results in human resources focused on tackling the pandemic, reducing volunteers and staff available to support Hurricane Dorian efforts.	Constant monitoring of the ongoing situation. Adaption of working models. BRCS developed a contingency plan for the outbreak, mapping of resources and actions to be conducted. When possible, activities will be carried out through phone or online means to avoid gatherings. The EA revision no. 3 integrated an extension (until June 2021) to allow buffer time in case livelihoods and repair activities are curtailed due to restrictions. RC partners in-country are supporting BRCS to access new funding sources to respond to the effects of COVID-19.
Printing press businesses are currently not operating at normal pace due to COVID-19 restrictions.	Potential delays in printing cheques for shelter (rental and repair) for target households and hence delays in delivering planned assistance.	IFRC is coordinating with BRCS for the use of direct bank transfer to target households and set up a system with the bank.
Minimal BRCS presence in Abaco, as the branch office was destroyed during the storm, branch members have relocated off the island.	Delay in implementation of activities. Low sustainability of actions at branch level	Engage with BRCS regularly to build capacity and attract volunteers

Hydrometeorological events remain a possibility during hurricane season (which starts in June), national risks that are low, but a high impact could occur	Affected communities are again exposed, further reducing their coping mechanisms, additional communities may be impacted, requiring an additional response	Monitor risks with Government counterparts, NOAA and Weather Network. Continue supporting PER process (in coordination with Canadian Red Cross) and preparedness efforts of the NS.
Lack of Status Agreement in place	The IFRC international personality is not recognised or legal status is cancelled, the agreement does not guarantee the IFRC privileges, immunities, and exemptions. There is a continued risk, due to the instability around future government strategies and policies, which may impact IFRC's current position. At worst, this could limit the effectiveness of IFRC as an organisation and safeguard its position or create divisions within BRCS, who act as the in-country Red Cross lead. The risk at this point is seen as medium, but could quickly escalate with any significant change, whether it be personnel or a key event.	The hiring of local staff is conducted through BRCS now. BRCS has a bank account for IFRC to use. IFRC legal advisor in ARO continues the dialogue with attorney general's office to move ahead with Status Agreement

B. OPERATIONAL STRATEGY

Proposed strategy

The overall objective of the operation is to provide immediate life-saving and longer-term support for recovery to 3,735 families (14,940 people) affected by Hurricane Dorian focusing on Shelter (including distribution of household items); Health; Water, sanitation and hygiene promotion; Livelihoods and basic needs through multi-purpose cash grants; Protection Gender and Inclusion; Migration, Disaster Risk Reduction; and National Society Capacity Strengthening.

Beneficiary selection and vulnerability criteria:

IFRC and BRCS harmonised its vulnerability criteria for the recovery phase, specifically the livelihoods and shelter (rental and repairs) interventions. However, some selection criteria remain sector-specific (damage classification of houses, business ownership). The MPCGs, livelihoods, shelter and WASH interventions are not targeting the same Dorian-affected population, but there might be overlapping as some households will be reached via two different interventions. For example, internally displaced households at the shelters in New Providence received households' items, WASH support through portable toilets and hand-washing stations, and some might have also received MPCGs (pre-paid cards).

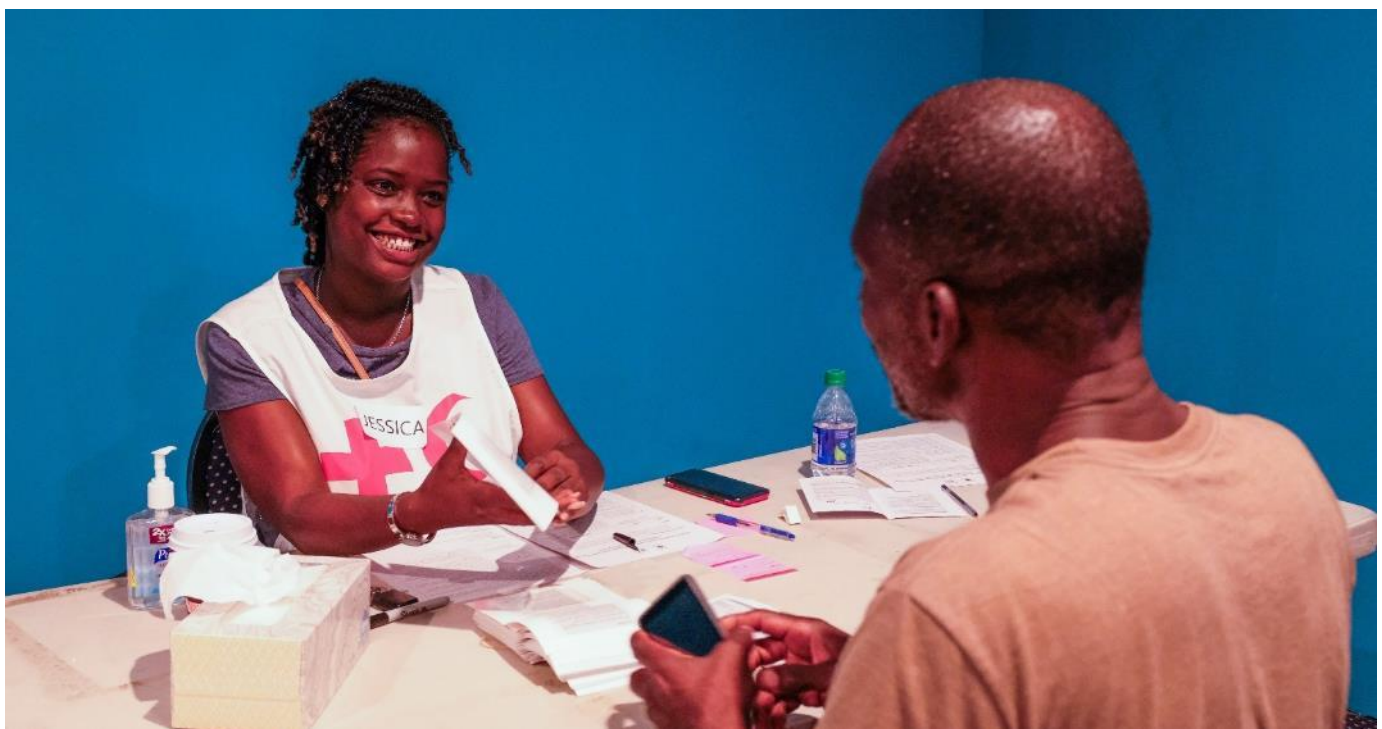


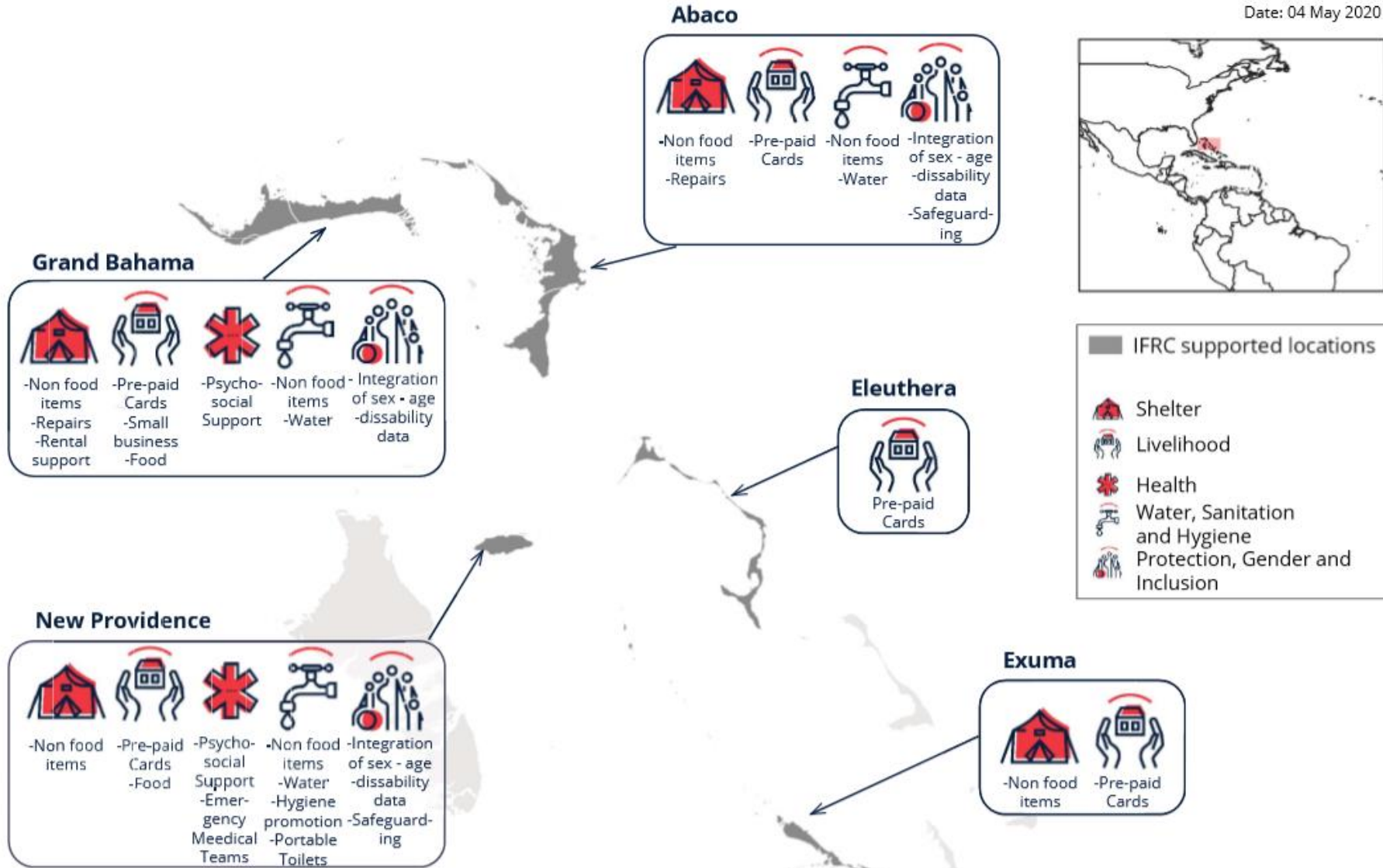
Photo 3: More than 3,000 Dorian affected households received multi-purpose cash grants through pre-paid debit cards to support their basic needs. Source: IFRC

Areas of focus activities per island BRCS and IFRC

MDRBS003 Hurricane Dorian Operation



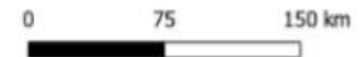
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Glide Number: TC-2019-000099-BHS

The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.

Produced by IM Americas.



C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 9,276 (2,319 households)

Male: est. 4,545⁷

Female: est. 4,731

Outcome 1: Communities in disaster affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

Indicators:	Target	Actual
% of surveyed people who report that the shelter solution they implemented has helped in their longer-term recovery	80%	Planned

Output 1.1: Short-term and mid-term shelter and settlement assistance is provided to affected households

Indicators:	Target	Actual
# of households provided with emergency shelter and settlement assistance (at least one (1) of the following items: shelter toolkits, tarpaulin, kitchen sets, cleaning sets and blankets)	2,000	2,319 ⁸
# of displaced households provided with mid-term shelter and settlement assistance through cash and voucher assistance (rental support)	235	217 ⁹
# of households provided with shelter assistance to repair non structurally damaged homes.	500	20

Progress towards outcomes

Coordination with government and other stakeholders: Shelter Cluster meetings were going on until February (see Shelter Coordination section). Technical Working groups meetings to develop Build Back Safer (BBS) messages were going on until February.

Abaco: Shelter Coordination meetings, chaired by Disaster Reconstruction Authority, continue weekly. Now due to COVID-19 movement restrictions, meetings are conducted virtually. Participants include NGOs, UN agencies, and BRCS/IFRC. Close coordination is ongoing as well with CORE Response for the repairs project.

Grand Bahama: BRCS is in close coordination with all stakeholders working on the shelter and other sectors including Disaster Reconstruction Authority (DRA), Grand Bahama's Port Authority (GBPA) and Department of Social Service (DOSS). There has been close collaboration especially with Department of Social Service on identification rental beneficiaries. The collaboration with Grand Bahama Port Authority has been formalised by signing an agreement between BRCS and GBPA to share the information with each other to support the shelter interventions. BRCS is also using the beneficiary information from The Grand Bahama Disaster Relief Foundation (GBDRF) to identify the beneficiaries for Home Repair programme. Other main actors Global Medics, SBP, Merci Corps, Rotary Caritas/CRS are involved in post disaster recovery in Freeport Grand Bahama. This collaboration will also leverage, BRCS beneficiaries to receive kitchen cabinets, furniture and other house appliances from GBPA in near future. Other meetings were taking place every Thursday with NGOs chaired by Disaster Relief Foundation. A close collaboration with SBP resulted in partnership to repair 10 homes, IFRC/BRCS provided the construction material and SBP conducted the repair activities for 10 damaged houses. Coordination meetings have been suspended due to the COVID and most of the NGOs have not resumed operations yet in GB.

Assessment of immediate and early recovery shelter needs, capacities and gaps, and mid-term shelter solutions, including market assessments: With the support of volunteers and active participation of the community, BRCS/IFRC conducted field assessments of the most affected areas in Grand Bahama, identified the beneficiaries and distributed the emergency relief items.

The Department of Social Service conducted socio economic profile and property evaluation assessment and the public works department conducted damage assessment which have been instrumental in further identification of the target communities. IFRC has deployed a recovery assessment team to identify the post Dorian recovery needs of the affected communities in Grand Bahama. The priority needs were identified as rental support to displaced families and repair support to the families whose houses were partially damaged. In order to provide mid-term shelter solutions

⁷ Estimate based on the national average of men (49%) and women (51%). <https://countrymeters.info/en/Bahamas>

⁸ Calculation is based on the total number of hygiene kits distributed. This target was surpassed as a) additional donations were received, and b) affected households received household items based on available quantities per island (warehouses), so in some cases a package of items was provided and in others the available items at the moment were distributed to household would be receive assistance as soon as possible.

⁹ Data cleaning is ongoing and the rentals dashboard is being updated, so there could be small changes in numbers reached up to March 2020.

to displaced families rental support is being provided to 235 families and home repair programme has been launched to support 500 families as a longer-term shelter solution. This programme will also address the needs of the families who have member or members with disability in the family including enhancing the skills of the construction workers in hazard resistant construction and raising safer construction awareness in the community.

Rental market was assessed which include availability of suitable rental places, access to the market and other social services, safety and adequacy standards, market rent and rental norms and conditions and monthly amount of the rent was fixed.

In February, the regional shelter delegate conducted a rapid assessment in Abaco to determine the feasibility of implementing renting solutions in this island. While the need for housing support is clear, there is limited safe rental space at affordable prices that could be supported by the operation at this stage. Therefore, the rental programme will continue localised in Grand Bahama, while the repairs programme targets both Grand Bahama and Abaco.

Identification of target families during the emergency phase provided with household items: Identification and registration of target families during the emergency phase was through ODK.

Procurement and distribution of emergency shelter and household items:

	Item	Procured or in-kind through IFRC
	Blankets	6,450 ¹⁰
	Kitchen set	1,937 ¹¹
	Shelter tool kit	1,800 ¹²
	Tarpaulins	3,000 ¹³
	Cleaning kits	2,274 ¹⁴

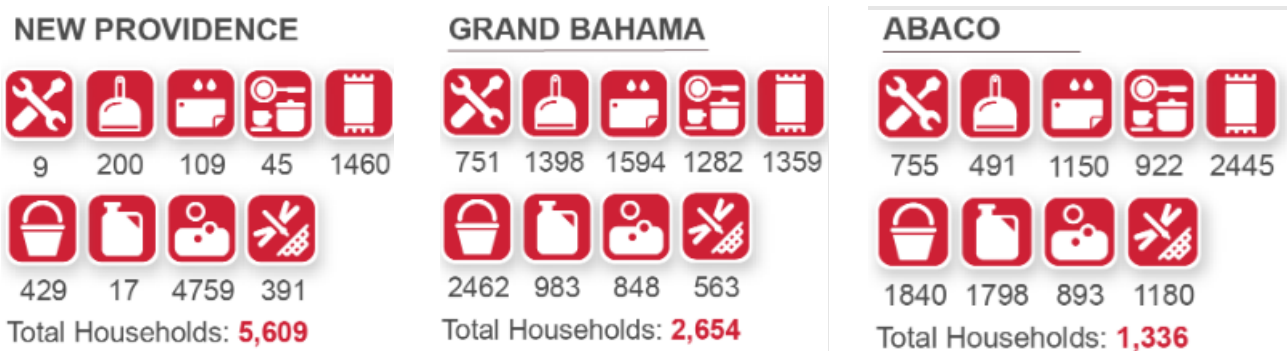
Overall, the Hurricane Dorian operation reached **9,599 households with relief items**. The IFRC Regional Logistics Unit procured the following shelter items (Table 1). BRCS also received additional items from local and international donors which complemented items purchased through the EPoA. IFRC supported BRCS with the local transportation and distribution of additional items.

Families did not receive a standard package of items because in some cases families left the items they did not need, and not all items were available in the required quantities in all three main islands.

As a result of these factors, BRCS reached more affected families than the initial target under this EPoA. 58 per cent of distributions took place in New Providence, 28 per cent in Grand Bahama and 14 per cent in Abaco. While New Providence did not experience the full strength of the hurricane and was less affected, it received an influx of hurricane-affected people who had to leave Abaco and Grand Bahama in the aftermath. Many internally displaced families remained in New Providence for months after

as they could not return to their original homes due to damages, limited services available, limited support networks and lack of income opportunities.

Illustration: Number of specific items and overall number of households reached per island.



The operation also covered the cost of a kitchen at the school shelter (Height Forests Academy) in Abaco where the Base Camp was set up in September 2019. It included a gas stove for boiling water, 2 fridges and a freezer. It also functioned as a store for drinking water, MRE's and snacks.

¹⁰ 3,950 blankets procured through IFRC's RLU and 2,500 as in-kind donation from Norwegian RC.

¹¹ 1,537 kitchen sets procured through IFRC's RLU and 500 as in-kind donation from Norwegian RC.

¹² 800 shelter tool kits procured through IFRC's RLU and 1,000 as in-kind donation from Norwegian RC.

¹³ 1,000 tarpaulins procured through IFRC's RLU and 2,000 as in-kind donation from Norwegian RC.

¹⁴ 930 cleaning kits procured through IFRC's RLU and 1,344 as in-kind donation from American RC.

American RC also provided an in-kind donation through IFRC of 1,008 solar lanterns which were distributed in affected locations (505 were distributed in Freeport Hudson, Grand Bahama in October 2019).

Identification of target families to be provided with medium term shelter and settlement needs – 235 rental grants and provision and monitoring of rental grants monthly for 6 months: In December 2019, the rental programme was launched in Grand Bahama targeting Dorian affected households whose homes were classified as moderately or severely damaged. In Grand Bahama, the rental assessment was conducted and found that there were suitable rental options for families while they repair their damaged homes. Hence, the rental programme aimed to enrol a total of 235 vulnerable households in the island and support them with USD 700 per month for a maximum of 6 months.

Up to 31 March 2020, 217 families¹⁵ received rental support. To ensure program achieved its objectives monitoring system has been in place and living conditions of the displaced, protection issues, relation between renters and property owners are regularly monitored. The results of the monitoring feed into the programme and adjustments are made accordingly. A review of the programme was also carried out and beneficiaries whose displacement status has been changed are being taken out from the rental support.



Photo 4: BRCS Grand Bahama branch deliver rental support cheque to a head of household. January 2020. Source: BRCS.



Bahamas Red Cross | Hurricane Dorian
Financial Assistance for Rental | Shelter Program



Last update 18-05-2020

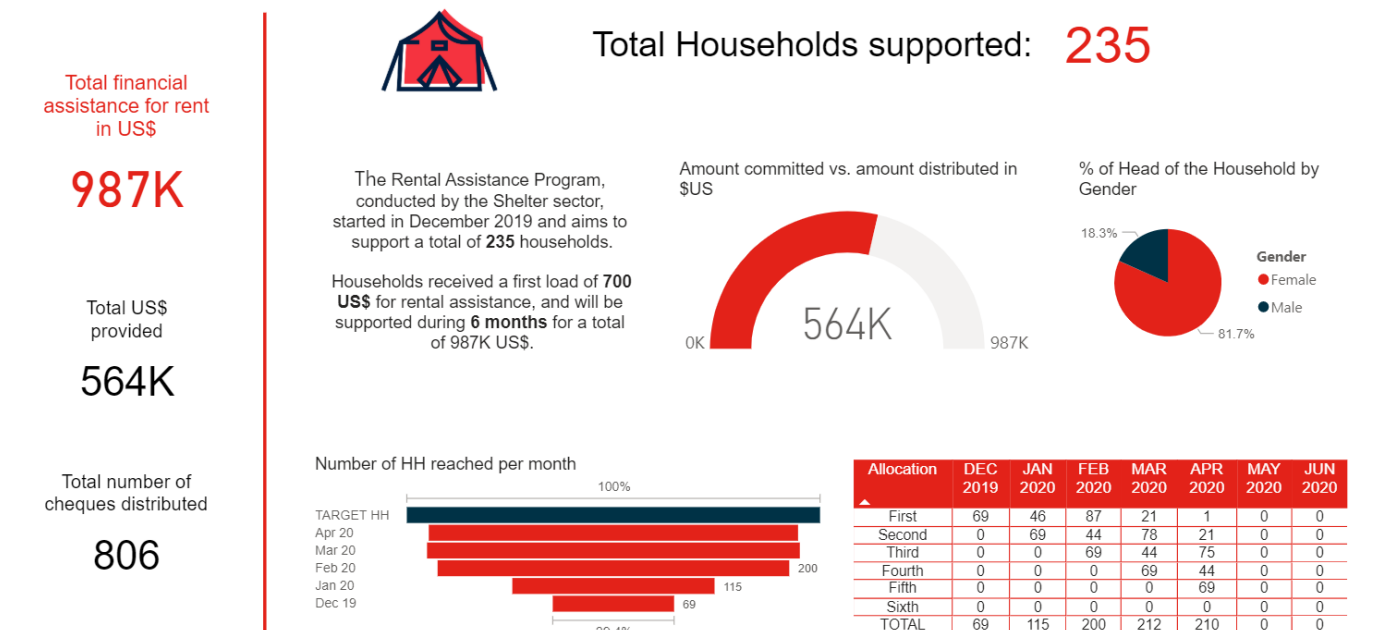


Figure 2: Dashboard on the rental support programme. Please visit [the IFRC's s Go Platform for details](#). Source: IFRC

Identification of target families to be provided with safe, sustainable and secure settlement conditions - repairs for 500 homes:

The repairs programme targets 500 homeowners whose houses suffered non-structural damages. The selected homeowners will receive financial assistance for repairs and sensitisation material on Build Back Safer (BBS) practices. The IFRC/BRCS shelter team started coordinating with other NGOs also working in home repairs to find synergies. The team coordinates with local authorities, DRA, the Grand Bahama Port Authority, NGOs (e.g. SBP and CORE Response). The IFRC/BRCS will implement an **owner-driver approach** to repairs to also support the local economy and local labour but led by the affected population. Target locations are:

¹⁵ Data cleaning was ongoing at the time of reporting so there could be slight variances in data in future reports and in the online dashboard.

Grand Bahama: Target locations include → Arden Forest, Freeport Ridge, Heritage, Queens Cove, Sunset and Over the bridge of Grand Bahama.

Home repair programme aims to provide support to 200 families whose houses have been damaged. Based on the recommendation of the Shelter Technical team, BRCS is supporting the repair of the houses which have received non-structural damage to avoid the compliance and permit issues. A pilot project to repair homes was started by deploying two modalities: one through partnership with an NGO and one through **owner-driver approach**. Ten houses have been partly repaired through partnership with SBP and ten other houses are being repaired by beneficiaries themselves using owner-driver repair modality. First instalment has been distributed and it was effectively used, and beneficiaries have been reached to the progress stages to receive the second instalment.



Photo 5: Left side: Before photo of one of the houses to be repaired under the partnership with SBP pilot in West Section (Freeport) Grand Bahama. The repairs started in mid-February 2020. Right side: Progress on repairs done on the same house as of mid-March 2020. Source: BRCS.

Based on the learning from the pilot project, it was decided that the **owner-driver approach** will be adopted for the remaining case load for the home repair and technical assistance to the families will be provided for mucking, gutting, mold remediation, wall and roof strengthening.

In Grand Bahama, to identify the vulnerable families requiring home repair support, the databases from BRCS and GBPA are being used. Data review has been completed and shortlisted families are being further assessed based on selection criteria. At the time of writing of this report 80 beneficiaries have been qualified through conducting vulnerability assessment and following exclusion criteria for the next technical assessment. Project implementation plan, guidance notes, monitoring and inspection tools have been developed and team structures are in place except for a community mobiliser and shelter officer.

Abaco: Target locations include Central Abaco → Central Pines, Dundas Town, Marsh Harbour, Murphy Town and Spring City.



Photo 6: BRCS Abaco branch receiving calls from people interested in applying to the shelter repairs programme in Abaco. BRCS staff/volunteers were trained to collect the application information via ODK. This database of applicants would then support the selection of the most vulnerable households. Source: IFRC.

To select 300 homes for repair assistance in Abaco, an application process was developed which will allow the households to be compared in terms of vulnerability, and the 300 most vulnerable to be selected. An ODK system was developed for the application process questionnaire, and ten BRCS volunteers were given training in its use. Due to the restrictions in place for the COVID-19 pandemic, it was decided to implement a phone-based application system instead of one that involves face-to-face interviews. Applications were accepted throughout the month of April. Physical verifications of the damaged homes commenced in mid-April and were carried out jointly with the technical team from the partner organisation Core Response.

Repair of homes to support safe, sustainable and secure settlement conditions for 500 families and monitoring: As of 31 March, the pilot programme in Grand Bahama had started with 10 homeowners in coordination

with the NGO SBP and 10 through the ODR Modality. The programme in Abaco will start once the application process is closed and households selected based on the programme and vulnerability criteria.

Challenges:

- COVID-19 movement restriction measures caused delays in the delivery of cheques to households under the rental programme. BRCS/IFRC prepare and sign cheques in Nassau
- During March, the distribution of rental support experienced delays as cheques could not be picked up at the Grand Bahama branch due to the COVID-19 measures.
- Rental beneficiaries changing contact numbers or not responding promptly.
- Rental beneficiaries changing locations.
- Technical assessment of the houses could not be conducted or were delayed due to COVID-19 movement restriction.
- Unavailability of certified electricians/ BPLN staff to test the wiring and connect it with main grid. This is key to ensure a house can be considered as repaired.

Output 1.2: Technical support, guidance and awareness raising in safe shelter design and settlement shelter planning and improved building techniques are provided to affected households

Indicators:	Target	Actual
# of community members that received orientation on Build Back Safer	500	0 (planned)
% of surveyed people demonstrate knowledge of safer building practices in their shelter solutions	80%	-0% (planned)
# of BRCS volunteers and staff trained in Build Back Safer, All under one Roof and PASSA ToT	20	10

Progress towards outcomes

Orientations on assessments implementation for volunteers: Trainings have been provided to BRCS staff and volunteers in the Abaco and Grand Bahama branches on the use of the tools for assessment and monitoring for the rental and repair programmes. During the relief phase, shelter kit IEC materials were produced based on IFRC training material, a brochure was designed, printed out and disseminated during distributions together with shelter kits.

Regional support: The IFRC regional shelter focal point provided close support to the operation since September 2019 until the reporting period based in the country.

Staffing cost for shelter (2 delegates Abaco + Grand Bahama) national staff, and daily workers): During the 1st quarter of 2020, IFRC completed recruitment of the long-term shelter team, with shelter delegates working from Grand Bahama and Abaco. The IFRC reconstruction coordinator plays a key role in supervision of the overall shelter team and deliverables, and in coordinating with the BRCS leadership. In addition, local staff/daily workers have been hired to support in the registration of potential beneficiaries of the programmes and monitoring of activities.



Livelihoods and basic needs

People reached: 3,058 households (approx. 12,232 people)

Male: 42%

Female: 58%¹⁶

Outcome 2: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of targeted households have enough cash or incomes to meet their survival threshold	3,056	3,058 HH received cards. Reloads completed
# of targeted population whose livelihoods are restored to pre-disaster level	130	0

Output 2.1: Skills development and/or productive assets and/or financial inclusion to improve income sources are provided to target population

Indicators:	Target	Actual
# of households supported with in-kind assets or cash or vouchers for recovering or starting / strengthening economic activities	130 small business owners	0 (planned)
# of target MSME apply new acquired knowledge and skills promoted by the project to strengthen and protect their livelihoods	130 small business owners	0 (planned)

Progress towards outcomes

¹⁶ Percentages based on the heads of households reached through the multipurpose cash grants (pre-paid cards).

Definition of livelihoods restoration, strengthening and protection strategy: A Livelihoods Recovery Needs Assessment was conducted between 12 September 2019 and 10 October 2019 through the 1st livelihoods rotation. This initial assessment highlighted the need to cover basic needs through MPCG but also to assist in the restoration and strengthening of livelihoods of small businesses, fishermen or farmers impacted by the hurricane, in both Grand Bahama (GB) and Abaco. The 2nd and 3rd rotations conducted further assessments to refine actions.

There was a gap (mid-December to mid-February) between the initial livelihoods surge deployments and the recruitment of the Livelihoods delegate, who joined the operation on 17 February 2020. As some months had passed, it was key to conduct a rapid re-assessment to verify how livelihoods needs had changed during that period. Due to the delay in the start of livelihoods activities, some 32 people registered and eligible for livelihoods from the fishery sector were supported with MPCG in January (Output 2.3) in Grand Bahama.

The revised strategy targets **at least 80 small-business owners** affected by the hurricane in any part of **Grand Bahama** and from **any sector**. To implement this, the Red Cross has partnered with the Grand Bahama Port Authority (GBPA) and named the project as “Small Business Recovery Grant” (SBR grant). Livelihoods support activities in Abaco will be assessed after COVID19 restrictions are lifted. It is expected to support at least 50 beneficiaries in this island.

Sectors targeted in the SBR Grant in Grand Bahama:

- Arts & crafts
- Tourism, entertainment, hospitality
- Professional services, transportation
- Retail, trade, sales activities
- Farming & fishing related activities
- Health & wellness activities
- Foods & beverages
- Etc.

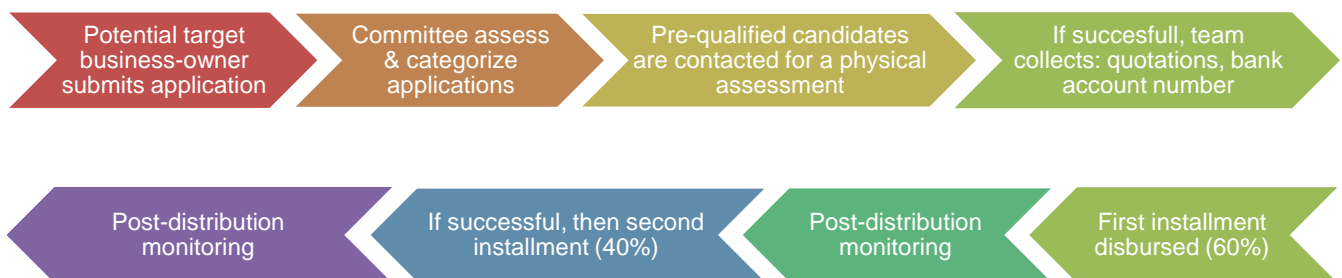


The livelihoods intervention mainly focuses on Grand Bahama. This is based on current BRCS and IFRC capacities. Livelihoods support in Abaco is still needed, however, the very limited branch set up here, the availability of only one livelihoods delegate in the Operation, and COVID-19 movement restrictions between islands hinder the capacity to engage in a livelihoods intervention at this stage. Other alternatives are being considered (See activities under output 2.3). After COVID19 restrictions are lifted we might consider some livelihoods support to Abaco as well, if an additional livelihoods delegate is incorporated, or the Abaco branch capacity improves.

The **Livelihoods Strategy's objective** is to:

- ✓ **recover the economy** after damage & loss provoked by Hurricane Dorian
- ✓ **boost local markets**
- ✓ **generate employment**
- ✓ **mitigate** for the loss of both hurricane Dorian and the COVID 19
- ✓ **build back safer: Strengthen and Protect**

GBPA, BRCS and IFRC will open an application process (1st - 12th May) for this first window (out of two). Interested small business-owners affected by the hurricane can apply for this livelihoods-conditioned cash assistance. The following flowchart explains the main steps of the process.



This strategy was presented in March to BRCS leadership and has been approved.

Selection and registration of target business-owners based on selection criteria

- Business is located on the island of Grand Bahama
- The damaged business must be the main source of income
- Valid Business license or vendors permit in 2018, 2019 or 2020
- Running the business before 1 September 2019.
- Should be a micro or small enterprise – with gross yearly income not higher than B\$ 100.000 and less than 10 employees

- In case of licensed farmers, cultivation area not bigger than 10 acres and farming or food processing as main source of income
- In case of artisan fishermen, main boat not bigger than 20 feet, and fishing as main source of income
- Willing to accept physical check of business at any stage of the process and facilitate proofs of being affected by Dorian
- Willing to participate in business trainings/workshops.

The project is ready to start implementation and will be launched on 1 May. It has been on hold several weeks due to COVID19 restrictions.

Carry out livelihoods and household economy baseline: The baseline survey will be completed by final selected beneficiaries prior to receiving the first instalment. This same survey will be completed by the same beneficiaries at the end of the project (end line survey). This allows to measure the impact of the assistance provided. The end-line survey will be filled-in during the participatory workshop for lessons learnt.

Support 130 affected business owners to restore their economic activity through CVA: At least 80 of these 130 beneficiaries will be from Grand Bahama. All the information on the criteria and the application may be found in this website: www.sbrgrants.com Successful applicants will be categorised in one of these three categories according to their level of damage & loss:

- Category 1: 3.000 Bahamian dollars (B\$)
- Category 2: 4.500 B\$
- Category 3: 6.000 B\$

Beneficiaries will receive the cash through wire transfer in two tranches (60% - 40%). Second instalment to be disbursed after proper check on how the cash was spent (at least 80% of it, allocated to business related assets).

The livelihoods recovery activities for Abaco are still to be defined.

Support at least 80 business owners in protecting and strengthening their livelihoods: All selected beneficiaries in Grand Bahama must commit to complete these three courses to receive the SBR Grant:

- Financial management
- Marketing
- Disaster preparedness and recovery

These trainings are fully funded and delivered by the GBPA, as part of the Red Cross-GBPA partnership.

Monitoring of livelihood restoration, strengthening and protection activities: This will be done throughout the project.

Lessons learned workshop for the livelihoods project will be implemented by the end of it: Towards the end of the project, a sample of beneficiaries will be gathered to express their opinions on different aspects of the project (quality of the assistance, timing, staff, etc). The end-line survey will be completed at this stage to measure the impact of the project (same survey conducted prior to implementation).

The staff to support livelihoods activities are:

- 1 livelihoods delegate
- 1 livelihoods officer

Close coordination with ARO livelihoods focal point, GVA Livelihoods focal point and the Livelihoods Resource Centre is being implemented.

Challenges:

- The BRC branch did not agree on how the previous beneficiaries were selected (fishermen in East End), therefore it was decided to start the process of targeting again.
- Due to COVID 19 restrictions, physical application at the BRC branch in GB were cancelled. Dissemination events on different parts of the island have also been cancelled/postponed. Applicants may apply solely through the web, for the time being.



Figure 3: Small Business Recovery Grant logo and site

Output 2.2: Community awareness activities on livelihoods strengthening and protection are carried out with target communities and public actors.

Indicators:	Target	Actual
# of people reached by public awareness and education on sustainable livelihoods.	20	11

Progress towards outcomes

Volunteer and staff training on livelihoods and basic needs: A livelihoods orientation course for 11 BRCS volunteers and staff was held on 23 September, to strengthen the intervention of the operation and to build capacities in the BRCS. Eleven BRCS staff and volunteers attended the orientation course, which also included Red Cross Orientation; CEA, PGI and RFL sessions.

Livelihoods Programming Course (LPC): An LPC is planned for the last quarter of 2020 and will be implemented by the IFRC Livelihoods Resource Centre. This standardised course is based on the IFRC Guidelines for Livelihood Programming and the LRC Livelihoods Toolbox.

It has been designed to ensure a combination of theory and practice in order to facilitate the understanding of the information and subsequent application of the knowledge acquired.

Course Objectives:

- The course objective is to provide personnel and volunteers of NS, the IFRC and other humanitarian organisations with the basic theoretical and practical knowledge to identify and design livelihood projects, specifically:
- Familiarise participants with the most common concepts, terminology and approaches about livelihoods.
- Introduce the different types of livelihood interventions
- Examine the specificities of livelihoods interventions throughout the project cycle.

Output 2.3: 3,056 households are provided with unconditional multi-purpose cash grants to address their basic needs

Indicators:	Target	Actual
# of assisted households able to meet Minimum Expenditure Basket needs (including food items, food-related non-food items) for 3 months	3,056	3,058
# of assisted households with MPCGs	250	0
% of people targeted expressing satisfaction with cash assistance	80%	0

Progress towards outcomes

Co-lead Cash Working Group: CWG based in Nassau was co-led by DOSS and IFRC until December 2019. Cash Sub Working group in Abaco was handed over to IFRC by WFP on December 2019 -as part of their exit strategy- and it was kept active until January 2020. IFRC and BRCS continues to coordinate with government agencies (including Department of Social Services).

Feasibility analysis, market assessment and monitoring of local Financial Service Provider (FSP) status Program sensitisation with key stakeholders: A quantification of priority needs was calculated including data sourced from 2013 Bahamas Expenditure Survey, Aliv Cell Rates (local cellphone company) and The Bahamas Minimum Wage Act. Besides including updated minimum expenditure basket costs, an additional costing was considered for a one-time debt payment and insurance premiums. This was the basis of the rationale for the multi-purpose cash grant calculation.

The Bahamas Red Cross Society had used debit cards in the past, however there was no contract in place with the local provider immediately after the hurricane. Thus, the IFRC Visa pre-paid card was activated and tested in ATMs across Nassau to ensure functionality and ATM liquidity, and to verify additional fees and charges that could apply in the use of this payment mechanism.



Mobilise volunteers to conduct cash & voucher assistance (CVA):

BRCS volunteers were involved in the MPCGs distributions taking place in Nassau, Freeport and Marsh Harbour. Also, the BRCS's hotline centre and case workers¹⁷ were mobilised to support on the follow up of beneficiary questions, compliments and complaints on the MPCGs program. Creole speaking volunteers were briefed and mobilised to support with outreach and communication with Haitian beneficiaries in Nassau.

In February 2020, 15 volunteers (all women) received an Introduction to Cash Transfer Programming training from the Grand Bahama Branch.

Photo 7: Introduction training for BRCS volunteers and staff in Grand Bahama provided by the CVA team in February 2020. Source: IFRC.

Implementation of CEA activities tailored for livelihoods programming, including feedback & complaints mechanism: The team developed informational products in both English and Creole, including but not limited to FAQs, leaflets with key messages, communication scripts, among others. An agreement was reached with cellphone service provider carriers to have the option for massive SMS text messaging to provide beneficiaries with information on distribution dates and other important messaging.

A dedicate phone (hotline) and database were set up to monitor and track feedback and complaints. This system developed to include different communication channels (hotline, email, feedback boxes, resolution desk, among others) See also CEA section.

As the multi-purpose cash grants intervention expanded from an initial 1,000 household targeted to 2,500 HH to finally 3,058 HH, the CEA mechanism also expanded to manage the increased number of requests for information, registration, issues, complaints and feedback.

Registration and verification of selected households:

From the beginning of the operation, the targeting criteria set focused on families displaced due to Hurricane Dorian, currently relying on others for housing (e.g. government or religious shelters, friends and family, short term rentals under risk of eviction, related damage or destroyed housing). Lists of evacuees were received by DOSS -coming from their shelters' census- and Odyssey, a local NGO -that registered evacuees on arrival at Pindling Airport-. With the lack of means for site verification or community validation -due to the nature of internal displacement- the sole means of verification required was to show proof of residency prior to the hurricane, in highly affected areas hit by Hurricane Dorian. For those people affected who had lost all documents and evidence, a case history was built and these were included in the case management process run by BRCS to be validated as a MPCGs beneficiary or to be entitled to any other type of assistance being provided.

Distribution sites or methods are analysed against the Minimum Standards on Protection, Gender and Inclusion in Emergencies and resulting action plan is implemented: Distributions site used in Nassau had a ramp access, a climatized waiting area with water refreshment point and male and female washrooms, open safe area for children offering toys and amusement activities, as well as a designated volunteer as carer. Also, PSS volunteers supported distributions to provide any assistance in site when required. People with special needs were fast-tracked in the distribution flow.

Informational materials in Creole and English were printed (posters) to provide information on the process and use of the cards.

¹⁷ BRCS has temporary agreement with the National Health Insurance (NHI) agency who has loaned its call center staff and services to support Red Cross.

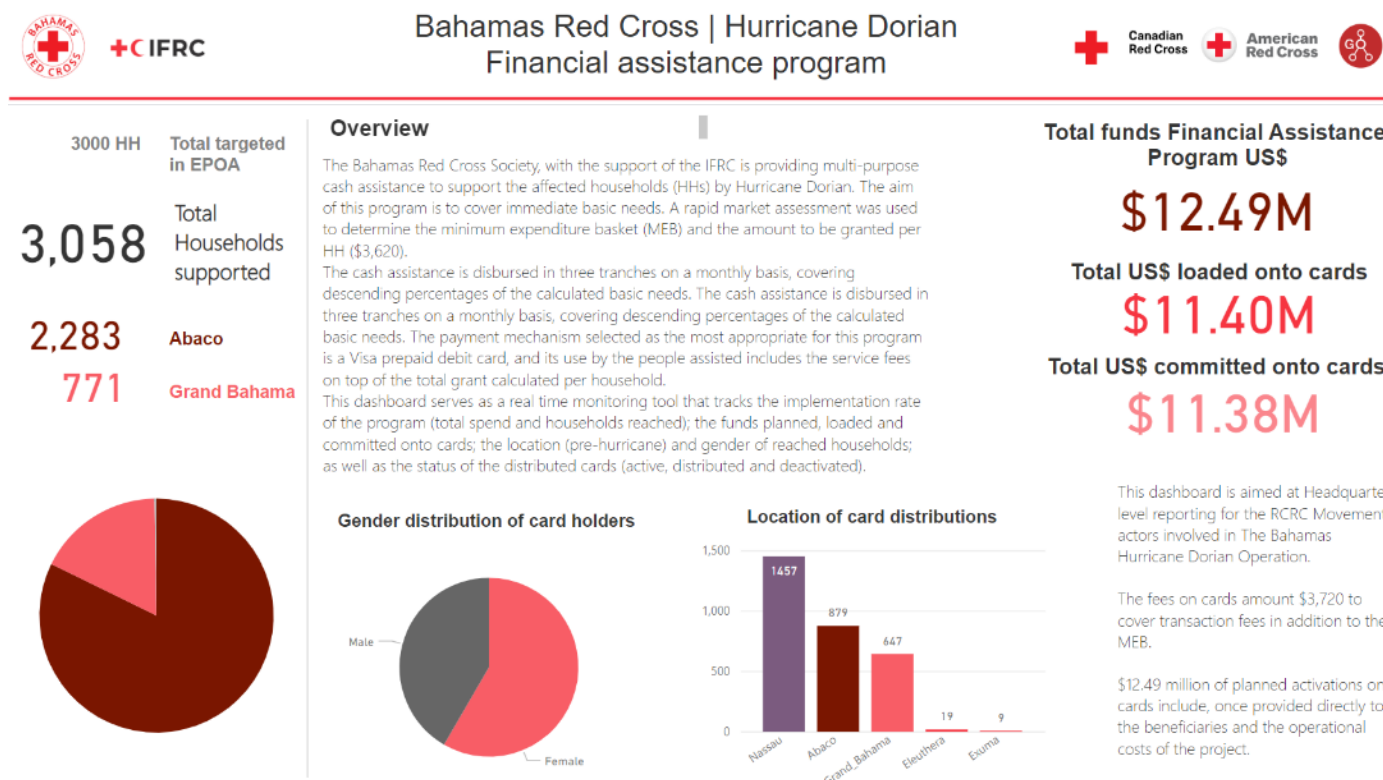
Distribution of multi-purpose cash payment mechanism (Visa pre-paid debit cards) and provision of payment instalments to households that have received pre-paid debit cards:

The target set up in early 2020 of reaching 3,000 household was surpassed by early February with a total of 3,058 households who received cards. While the 1st distributions started in less than 30 days after the hurricane, during October and November distributions ramped up to massive events of 150 beneficiaries or more once or twice a week in simultaneous locations (Nassau, Freeport, Marsh Harbour). Within the rationale of assisted those most in need, the largest number of beneficiaries came from Abaco (a per chart below).

Monitor card use and complaints response mechanism (in English and Creole): The FASS team has worked in permanent coordination with IM and CEA for Hotline database resolution of queries. FASS team jointly with CEA and Communications focal point prepared key frontline messages when the program was moving into a recovery phase and the registration was coming to a close to focus on other programmes. These were validated by the senior management of BRCS and disseminated internally at all levels. As part of the phasing out of the MPCG program and exit strategy, a partnership was supported with GiveDirectly NGO locally operating in Marsh Harbour providing MPCGs similar in grant amount and targeting criteria as the Red Cross one. Additional identified beneficiaries were referred to GiveDirectly.

The team spent a good part of the period conducting follow ups with households that had not showed so far despite multiple invitations. All those follows ups that responded were re-invited to the next distributions in order to reach the initial 3,000 HHs target which was later surpassed to 3,058.

A dashboard was developed in November 2019 to showcase the progress of the distribution of cards, tranches loaded onto cards, overall amount commitment and other key details. Please visit [the IFRC's s Go Platform for details.](#)



Conduct post-distribution monitoring and final card reconciliation: Planning for a post-distribution monitoring survey started in February. The initial work plan entailed conducting face to face interviews in Grand Bahama and Abaco using ODK to a sample of the total number of households who had -received at least first tranche- or completed -who have received all three instalments- cards. Visits were conducted to Grand Bahama and Abaco to assess the feasibility and plan logistic details accordingly. However, due to the COVID-19 pandemic and the introduction of movement restriction measures it was important to safeguard the safety of BRCS staff and volunteers, as well as of target households. The interviews had to be conducted over the phone logging results in ODK. CVA staff received an introductory training via webinar on PDM, FASS, CEA, PGI and IM. Results will be analysed in May as the bulk of the interviews were conducted after the reporting period.

The staff to support cash and voucher assistance (CVA) activities during the recovery phase are:

- 1 CVA delegate (arrived in mid-February).
- 1 Encashment RIT

- 3 CVA officers -local staff based in Grand Bahama (2) and Abaco (1)

Challenges:

- The team has spent significant time troubleshooting incidents with cards distributions from the very beginning of these -missing signatures of beneficiaries, distribution of wrong cards to beneficiaries-, potential duplications cases identified all along the duration of the program, following up with beneficiaries with card issues -malfunction of cards- and pending re-assignments -lost cards.
- Assess remaining gaps of uncovered target population with unmet basic needs for a possible extension of a multi-purpose cash program with a recovery approach potentially in Abaco.



Water, sanitation and hygiene

People reached: est. 8,000 (2,000 households)

Male: 3,920¹⁸

Female: 4,080

Outcome 3: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# of people reached with WASH support during the emergency phase	4,000	More than 2,000 HH reached through WASH items. 2,094 people reached via hygiene promotion

Output 3.1: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
# of households provided with safe water during the emergency phase	2,000	At least 4,731 households ¹⁹

Progress towards outcomes

Coordination with local authorities and other actors working on WASH: During September 2019, BRCS and IFRC participated in the WASH Sector Coordination meetings held in Grand Bahama with cluster partners and government representatives from Grand Bahama Utility Company and Department of Environmental Health Services (DEHS).

In Abaco, IFRC coordinated and participated with Wash Service Center (WSC), Dept of Environment and Ministry of Disaster in conjunction with IsraAid for the Abaco hydrogeological survey (26-29 October).

Conduct initial assessment of the water, sanitation and hygiene situation in targeted communities and continuously monitor the water, sanitation and hygiene situation in targeted communities: IFRC WASH field visits and assessments were conducted in East **Grand Bahama** between September 16-21 through the 1st

WASH surge rotation. Monitoring of the situation continued in October 2019 with the 2nd WASH rotation who conducted informal interviews with affected population about water availability and distribution as well as checking for sanitary facilities and the need for support if improvements are necessary and checking the awareness of hygiene practices.

Assessment and coordination with partners were ongoing in **Abaco** to assess needs and gaps. During the emergency phase, the team conducted search for off-grid/private wells for potential Red Cross rehabilitation and or suitable public buildings/resources for WASH support. However, limited numbers were identified in the first two months of the emergency. In Abaco, 10 of 11 public water systems (WSC) were operational as of 30 October 2019, although with



Photo 8: Hydrogeological survey done jointly by WSC, Dept. of Environment, Ministry of Disaster, IsraAid and IFRC. October 2019. Source: IFRC.

¹⁸ Estimate based on the national average of men (49%) and women (51%). <https://countrymeters.info/en/Bahamas>

¹⁹ Families received at least 1 bucket and/or 2 jerry cans.

intermittent supply at that state. Gaps were filled by WASH cluster through water treatment and trucking from private wells.



Photo 9: IFRC WASH Hydrogeologist jointly with the relief team conducted field visits to The Farm settlement in near Treasure Cay (Abaco) between October and November 2019. All houses in The Farm suffered severe damages with many were totally destroyed. Source: IFRC

In **New Providence**, the WASH team also visited the collective shelters in November 2019 jointly with The Chamber of Commerce to explain and or discuss plans needed to improve facilities: stagnant water caused by the showers and the condensation of the facility air-conditioning; need for better management of solid waste and collection of garbage. One solution found was to contract and train some of the people in the shelter to help to improve a clean environment after normal working hours.

The assessments conducted by the WASH surge rotations also informed the Early Recovery Plan, which proposed to integrate financial assistance for water & sanitation repairs to be added to the shelter repairs programme. There was very little need for rehabilitation of public or private wells (as in original EPoA) but for the affected families who manage to return to their original location and start rebuilding their homes, financial support for water & sanitation repairs was highlighted. These findings and recommendations shaped the current shelter repairs programme which includes -- for the houses that require it – a payment to cover WatSan repairs in both Abaco and Grand Bahama.

Overall as several actors were working in this sector, needs were being covered during the response phase. Monitoring of the WASH situation continued until the last rotation of WASH surge deployment in March 2020. Monitoring also included assessment of the situation in the last two shelters that were open in Nassau (Bahamas Academy and Poinciana Inn).



Photo 10: BRCS distributed donations of bottled water. Donations received in Nassau were shipped to Grand Bahama and Abaco to be distributed to affected communities, as well as in New Providence. September 2019. Photo by Jenelle Eli/American Red Cross.

Provide safe water targeted communities through distribution of donated bottled water:

IFRC WASH team procured water quality testing, hardware and plumbing supplies in Nassau during the emergency phase. The WASH items which were ordered mid-October arrived in November. These items supported testing the quality of the water wells in Abaco.

Several humanitarian agencies in Grand Bahama Samaritan's Purse, Mercy Corps, ADRA and others) brought in RO units of various capacities to support the response.

BRCS received local donations of bottled water and these were integrated within the distribution of other households' items. IFRC supported with transport and distribution costs. Based on the donations available, families received 5-gallon jugs of potable water, cases of 48 small water bottles, cases/packs of 1.5 litres water bottles. Most of the distribution of relief items also integrated cases of waters based on the availability at the time in each island.

Watsan Kit 2 and a water tank were also procured for the relief phase of the operation. The pool testers were used to verify water quality in Abaco and Grand Bahama.

Conduct training for RC volunteers on carrying out water, sanitation and hygiene assessments

Four volunteers were provided induction for hygiene promotion in Grand Bahama early in the operation.

Challenges:

- In Abaco, during the relief phase there was limited ability to respond to greatest WASH needs within most vulnerable migrant communities (especially sanitation), due to lack of authorisation (internal and external) and dynamic population movements.

Output 3.2: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
# of HH reached with hygiene promotion	500 HH	Est. 523 HH (2,094 people)

Progress towards outcomes

In **Grand Bahama**, In October 2019, 10 BRCS volunteers (8 women and 2 men) were trained in Epidemic Control, Hygiene Promotion, Effective Communication and Community Engagement. Because of the availability of volunteers this training was carried out in collaboration with Community Engagement and Accountability Delegate. The training used IFRC ECV training materials and IEC material from the MoH. Volunteers used the training to promote the health messages especially for those who were still living in damaged houses. 412 people (103 households) were reached with WASH key messages. The messages were delivered during the distribution of WASH items (Hygiene kit, 2 jerry cans, 1 bucket).

IFRC WASH team supported with debris clearing of heavily affected areas (The Mudd and Pidgeon Peas) in March Harbour, **Abaco**. As these locations contained human remains there was strong coordination with ICRC to disseminate ICRC-developed protocol for encountering human remains to construction crews contracted to clear debris (reminding them not to disturb or fragment remains during their work).

In **New Providence**, after the initial visit to the collective shelter Kendall G.L Isaacs Gymnasium by the WASH team, BRCS started educational activities in health and hygiene promotion in November. BRCS staff and trained volunteers carried out a cleaning campaign on 6 November and 68 persons participated in hygiene promotion activities. In mid-November, this collective centre received 120 boxes of garbage bags for clean-up activities that improved the physical environment around the compound and enabled to have an organised waste management system in place. Hygiene promotion in collaboration with BRCS PSS staff, and clean-up campaign complemented the sanitation activities.

A sanitation cleaning team was trained to keep bathrooms cleaned (started on 8 December 2019). BRCS provided messaging on epidemic control. Overall, through BRCS/IFRC support 1,682 persons were reached in the months when the population in the shelter was at that level.

Challenges: For Grand Bahama, one of the initial challenges highlighted was the limited availability of trained volunteers as many were supporting different sectors.

Output 3.3: Hygiene-related goods which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of households provided with essential hygiene items	2,000	6,500

Progress towards outcomes

Distribution and monitoring of hygiene kits to affected families (and other WASH items)

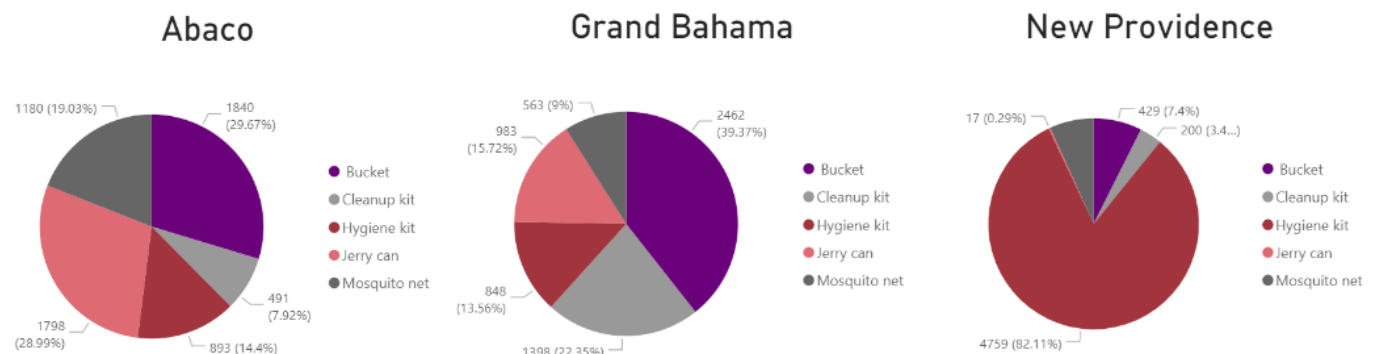


Figure 4: Total number of WASH items distributed per island between September and December 2019. Source: IFRC

Item	Procured or in-kind through IFRC

Jerry cans	3,600 ²⁰	IFRC procured 2,300 hygiene kits, while the BRCS received additional hygiene items through bilateral donations. Overall, 6,500 hygiene kits were distributed (848 in Grand Bahama, 893 in Abaco and 4,759 in New Providence) during the response phase between September and December 2019.
Buckets	3,099 ²¹	
Hygiene kits	2,300 ²²	
Mosquito nets	2,000 ²³	
Water filters	1,500 ²⁴	

The IFRC standard hygiene kits distributed included the following items: 5 washing bars of soap, 12 rolls of toilet paper, 13 pieces of hand & body bar soap (100g/bar), 5 tubes of toothpaste, 5 toothbrushes, 5 250ml bottles of shampoo, 5 disposable razors, 8 packs of 10 sanitary pads, 5 hand towels, 2 combs and 1 plastic bag.

Output 3.4: Improved access to and use of adequate sanitation by the target population is provided

Indicators:	Target	Actual
# of people with access to temporary sanitation facilities (toilets and hand-washing stations) in collective centres	n/a	1,682
# of households with access to an improved sanitation facility in Abaco / Grand Bahama	500	0 (planned)

Progress towards outcomes

Provide sanitation solutions (toilets and hand-washing stations) in collective centres:

The collective shelter at Kendall G.L Isaacs Gymnasium received 15 portable toilets on 20 November 2019. Six additional portable toilets were put into service in December. Toilets, bathroom and showers repairs were completed between 3-6 December in the same facility. Hand-washing stations were also set up. Assessments made at the gymnasium continued to ensure that provision of WASH was in line with SPHERE Standards. The BRCS/IFRC monitored the WASH situation throughout this period adjusting the number of portable toilets as the population decreased. This collective centre was closed in early February and remaining families were reallocated to other two collective centres in Nassau.

After February, the BRCS and IFRC were assessing their approach to WASH in the new shelters, The Poinciana Inn and The Bahamas Academy, that opened after Kendall closed. If the BRCS observed a gap in the services and access was granted to the shelters, the BRCS and the Dorian Operation would continue providing WASH service to the people in collective centres, especially at the Academy. Soap, portable toilets, and hand washing stations were installed in these two shelters.

In March 2020, with the restrictions imposed by COVID-19 the BRCS kept in contact with the Department of Social Services which manages these collective centres to monitor the status of the affected population still living in the centres and potential gaps and needs.

Support cleaning activities in the collective centres: Cleaning campaigns were conducted by BRCS/IFRC at the Kendall G.L. Isaacs Gymnasium collective centre with the affected population.



Photo 11: Portable toilets and hand washing stations installed by IFRC between November and January at the collective centre located at Kendall G.L Isaacs Gymnasium. Source: IFRC

²⁰ 2,600 jerry cans procured through IFRC's RLU and 1,000 as in-kind donation from Norwegian RC.

²¹ 1,705 buckets procured through IFRC's RLU and 1,394 as in-kind donation from Canadian RC.

²² 1,800 hygiene kits procured through IFRC's RLU and 500 as in-kind donation from Norwegian RC.

²³ 2,000 mosquito nets procured through IFRC's RLU.

²⁴ All procured by IFRC's RLU.

Repair toilets in the 500 homes supported by the shelter programme: The repairs programme in Grand Bahama and Abaco includes a portion of funding that will be granted to selected home owners to ensure water and sanitation facilities are repaired and functioning in the homes. This tranche will be provided to target households through the same delivery modality used for the shelter repairs subject to monitoring and progress on the identified repairs.

The WASH activities were supported through three WASH surge rotations between September 2019 until March 2020.



Health

People reached: 8,706

Male: est. 4,266²⁵

Female: est. 4,440

Outcome 4: The immediate risks to the health of affected populations are reduced

Indicators:	Target	Actual
# people reached by NS with services to reduce relevant health risk factors	8,000	Est. 8,706

Output 4.1: Target population is target with rapid medical management of injuries and disease

Indicators:	Target	Actual
# of people trained by NS in first aid	10	0 (planned)
# people assessed and transferred to appropriate care and support with EMT services at arrival in Nassau from Abaco and Grand Bahama	400	Est. 400

Progress towards outcomes

BRCS reached approximately 8,706 people through Rapid Medical Management (est. 400 people), Epidemic Control (2,318 people), mosquito nets distribution (est. 4,268 people) and PSS (1,720 people). However, there could be overlapping of health services provided to some persons due to the mobility of the population and different points of services.

Health needs assessment: Health needs assessment was conducted by Surge Health with support from Canadian Red Cross clinical surge assessment team in partnership with BRCS. The assessment focused on three key areas of potential health support within the Operation in public health, clinical gaps and need to deploy clinical ERU assets, and psychosocial support needs and structures. Assessment of needs as they evolve during response and recovery is ongoing.

Red Cross EMT service provision: The BRCS Emergency Medical Team (EMT) was contacted on 2 September and asked to assist with people being evacuated from Abaco and Grand Bahama to Odyssey Aviation, Nassau Bahamas to medical facilities for urgent care. Initially the Bahamas Red Cross personnel at Odyssey Aviation was staffed with 2 certified emergency nurses with training in critical care and ophthalmic nursing, and veteran and experienced certified emergency medical technicians the number of which increased with needs.

²⁵ Estimate based on the national average of men (49%) and women (51%). <https://countrymeters.info/en/Bahamas>



Photo 12: Emergency Management Team operated between 2-11 September 2019, providing services in particular to evacuees arriving from Abaco and Grand Bahama who required medical assistance. Source: BRCS.

Although other ambulances from Doctor's Hospital and Princess Margaret Hospital were operating at the same triage centre there were often shortages in ambulance services. The BRC ambulance occasionally had to take up to 5 patients to the Emergency Room at one time because there was no other ambulance available. Four buses for patient transfer were also used due to the overwhelming flow of patients who were accompanied by Bahamas Red Cross emergency nurses and transported to the hospital with police escort.

The Bahamas Red Cross EMT service with ambulance ceased operating on 11 September. Additional, staffing support was provided at Odyssey on 12 September. Concrete figures are not available for the number of people assessed, assisted and transported by Bahamas Red Cross EMT however, reports from the EMT team, estimated 40 to 60 people per day for 8 days. Data was also available for the first 3 days of BRCS EMT operation, captured in the table below.

Table. Number of people transferred by BRCS EMT services from 2 to 4 September 2019

	Age	Male	Female	Unknown Sex
	0 to 5	1	3	1
	6 to 12	0	1	0
	13 to 17	0	0	0
	18 to 29	4	6	0
	30 to 39	12	5	0
	40 to 49	9	2	0
	50 to 59	5	3	0
	60 to 64	2	3	0
	65 to 69	0	0	0
	70 to 79	2	0	1
	80+	0	0	0
	Unknown age	1	1	0
	Sub Totals	36	24	2

Source: The Bahamas Red Cross EMT. September 2019.

Replenishment of first aid materials: Complete first aid kit was provided to the First Aid and EMT to replenish ambulance stock.

Output 4.2: Epidemic prevention and control measures carried out.

Indicators:	Target	Actual
# of people reached with health and hygiene promotion messages (including vector control)	4,000	Est. 2,318
# of volunteers trained in key messages on health and hygiene promotion	50	5
# of households provided with mosquito nets	2,000	1,067 households ²⁶

Progress towards outcomes

Approximately 2,318 people were reached by BRCS with epidemic prevention through key health and hygiene messages until the reporting period. Key health and hygiene messages were developed using the Epidemic Control for Volunteers (ECV) materials aligned with Ministry of Health messages. Key messages in the first round of messages focused on handwashing, safe drinking water, safe food preparation, and seeking medical care for wound infections and rashes. The messages were aligned with Ministry of Health and PAHO messaging and shared with them and other key partners (including Samaritan's Purse). Key messages were reviewed alongside the evolving public health situation in the third week of the operation. Messages were changed to focus on evolving water situation handwashing, safe drinking water, safe food preparation, protection from mosquitos and seeking early medical care for any illness. These messages were then developed into social media posts and posted on the Bahamas Red Cross Facebook Page with a paid boost aimed at Abaco and Grand Bahama locations. All messages have been translated into Creole. Five (5) staff and volunteers have been trained on these messages to support providing these messages during distributions. Messages are provided conversationally, allowing for questions and for community members to raise concerns.

Care providers (30 nurses) in the Department of Public Health received training and refresher in January on Epidemic Control (rainy season, flew, prevention messages)

1,067 households (563 in Grand Bahama, 1,180 in Abaco and 391 in New Providence) were reached though the distribution of mosquito nets (2,134 nets distributed 2 per household).

Output 4.3: Psychosocial support provided to the target population

Indicators:	Target	Actual
# of PSS recipients receiving information on positive coping strategies and grounding techniques	1,600	1,720
# of BRCS staff and volunteers trained in PSS	60	18

Progress towards outcomes

In the first week after Dorian, BRCS developed a roster of trained volunteers specialised in psychology and counselling, drawing from a pool of 31 nurses previously trained in PSS in August 2019. These nurses were released by MOH to support BRCS's response in Nassau. The provision of these services is coordinated with the Bahamas Psychological Association (BPA), that has been appointed by MOH to coordinate the MHPSS response across the country.

In Nassau support is provided by PSS trained nurses and clinical psychologists at the Bahamas Red Cross Support Cottage (at HQ). Volunteers at this cottage have also supported PSS services in shelters in Nassau when requested from MOH and in coordination with shelter managers. PSS services have included one on one counselling, psychoeducation on coping, normative and referral to other services (those with health or mental health issues are referred to appropriate care facilities in Nassau. The operation covered the cost of children toys and hand booklets for use at the PSS cottage. The operation developed and printed PSS brochures to support all PSS activities.

In Grand Bahama PSS Surge Delegate, provided PSS services to both Red Cross volunteers and staff as well as those affected. From the 1-4 of October a training for social workers who have expressed a desire to volunteer through the Red Cross to provide PSS services. It used the same methodology as was used previously in August (Global PSS Reference Centre methodology).

Training			
Training type to BRCS staff/volunteers	Male	Female	Total
Basic listening and questioning			4
Full PSS training			18
Seminar on how to build mentally resilient children.			11
Psychological first aid for response staff (Abaco 28/09)	7	5	12

After the relief phase, the BRCS Grand Bahama branch maintained a functional and private PSS space; volunteers were present on 1st and 3rd Thursdays of every month. This face to face service has been halted in March due to the COVID-19 restriction and to protect staff, volunteers and the general population. In Abaco, PSS services have so

²⁶ 2,134 mosquito nets distributed 2 x per family

far been limited (97 people). As people return to Abaco, the need for more services is expected. Psychological First Aid Training for all response staff (as per health component of Minimum Standards for Gender and Diversity in Emergencies) was conducted for all frontline response staff in Abaco on 28 September.

Overall, it is estimated BRCS provided PSS services to approx. 1,127 persons in the Kendal Gym shelter gym in New Providence, 97 persons in Abaco, and 496 in Grand Bahama.

Outcome 5: The medium-term risks to the health of affected populations are reduced

Indicators:	Target	Actual
# of people transported to appropriate clinical care or support facilities.	n/a	TBC

Output 5.1: Gaps in medical infrastructure of the affected population filled

Indicators:	Target	Actual
# of people trained to operate new ambulance	10	0
# of ambulances supported with operational costs	2	0

Progress towards outcomes

The IFRC procured one ambulance for the Bahamas Red Cross Society that was retrofitted. Another vehicle was donated to the BRCS by the Italian RC. See output 5.2 for information on EMT transfers during the response phase.

Output 5.2: Community based disease prevention and health promotion measures provided

Indicators:	Target	Actual
# of community members engaged in eCBHFA activities	n/a	-

Progress towards outcomes

Community Based Health and First Aid (eCBHFA) training is not due to begin until the recovery phase when populations in different locations have stabilised. Two staff at the Bahamas Red Cross are trained as facilitators in eCBHFA and with the support for the Caribbean Disaster Risk Management (CADRIM) reference centre and English-Speaking Caribbean and Suriname Cluster Office peer support to assist with these trainings can be supported using a pool of Caribbean Red Cross trainers.

These actions also require further funding and human resources in order to be implemented. Since the COVID-19 outbreak, BRCS health staff has been focusing on supporting action on that intervention line.



Protection, Gender, and Inclusion

People reached: 212²⁷

Male: 18%

Female: 82%

Outcome 6: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs

Indicators:	Target	Actual
# of households reached with PGI actions	865	212

Output 6.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.

Indicators:	Target	Actual
% of sector programming which integrates sex-age and disability-disaggregated data	80%	Rental, repairs and livelihoods programmes include SADD data
# of BRCS staff and volunteers trained in Minimum Standard Commitments	20	10

Progress towards outcomes

Assess specific needs of the affected population based on criteria selected from the minimum standard commitments on gender and diversity: A rapid monitoring assessment (direct observation and key informant

²⁷ Based on the data collected for the rental programme. Data for

interviews) was conducted in Collective Shelters during the first months of the operation by the Surge Team deployed: Kendal GL Isaacs Gym, Fox Hill Community Centre, All Saints Congregation Hall and Salvation Army Mackey Street (now closed).

In October 2019, the PGI surge undertook 13 interviews and informal group discussions in Abaco with multiple community members (Bahamian and Haitian), NGOs, and the Government. Government coordination meetings were also attended.

PGI surge rotation worked closely with Recovery Assessment Team in October to integrate PGI into the plan. This included the mapping of future PGI requirements to inform Recovery Plan.

Support sectoral teams to include measures to address vulnerabilities specific to gender and diversity factors (including people with disabilities) in their planning: Advice was provided on the vulnerability criteria for shelter and livelihood programmes including integration of Washington Group Questions to collect data on disability.

BRCS was also supported in planning COVID-19 food security and relief response including defining vulnerability criteria and targeting as well as development of additional materials on coping with stress including referral contacts for psychosocial support.



Photo 13: **Data Protection training** provided to staff and volunteers of the BRCS Grand Bahama branch. This training provided an overview by the PGI delegate and data protection basics by the IM and Case Management delegates. March 2020. Photo by Matt Baden / IFRC.

Hold basic training with IFRC and NS staff and volunteers on the Minimum Standard Commitments: A PGI introduction session was delivered to 10 BRCS staff and volunteers in Grand Bahama in March. In addition, a PGI session is being integrated in upcoming pre-hurricane workshop.

Support sectoral teams to ensure collection and analysis of sex-age and disability-disaggregated data (see guidance in (forthcoming) revised MSCs: In coordination with sectors and support services, intake / application forms for the shelter programme for repairs integrate questions to collect SAD disaggregated data including the use of the Washington Group questions. The MPCGs programme integrated sex and age disaggregated data.

PGI specialist to support activities: The PGI surge completed her mission on 26 November. Handover notes highlighted the following challenges:

- Protection risks are high, particularly for migrant population. Long-term xenophobia from Bahamians to Haitians (an estimated 20% of the population).
- Gender-based violence (GBV) and child protection (CP) risks are high across all three islands, as are risks of PSEA (protection against sexual exploitation and abuse).
- Risks in collective shelters remain high.

To follow up on the last PGI rotation, a PGI delegate arrived in country in March 2020 to provide technical expertise to the programmes and BRCS in integrating PGI standards and considerations. Due to COVID-19 travel restrictions and heightened PGI related needs, the delegate was extended for two additional months to continue supporting activities.

Output 6.2: Emergency response operations prevent and respond to sexual-and gender-based violence and all forms of violence against children.

Indicators:	Target	Actual
# of staff and volunteers equipped with knowledge on how to prevent and respond to SGBV and child protection – basic training	10	10
# of NS staff and volunteers who have attended specialized/focused trainings on SGBV and child protection	10	0
Referral fact sheet developed and disseminated to relevant stakeholders	Fact sheet	Completed

Progress towards outcomes

Coordination: PGI surge rotations and current PGI delegate participated in the Protection Working Group and GBV Working Group. Since March 2020, regular participation has been maintained in Abaco Protection Coordination Group meetings and weekly coordination with IOM, UNICEF and NGOs on various protection issues to identify current service, information and advocacy gaps and if IFRC/BRCS can play a role in delivering targeted protection activities. Also, info exchange meetings are taking place with IFRC's regional migration and PGI coordinators.

Use Minimum Standard as a guide to support sectoral teams to include measures to mitigate the risk of Protection Issues/SGBV: During March and April, the PGI delegate coordinated with CVA, IM, PMER and CEA teams to ensure the MPCGs PDM captured PGI related information to support analysis to what extent the multi-purpose cash promoted people's dignity, access, participation and safety and to inform what corrective measures can be taken for future programming. To complement this, a PGI brief was delivered during the MPCGs PDM online training provided to 3 BRCS staff who have been conducting the online surveys.

The PGI delegate has worked during March with CEA and BRCS HR to define content for staff survey that aims to capture BRCS staff working conditions and wellbeing during COVID-19 outbreak and current curfew. In coordination with NSD, CEA and PER, PGI worked to integrate PGI messages and measures in the BRCS COVID-19 Plan of Action.

Work is also ongoing to integrate PGI considerations in the Preparedness for Effective Response (PER) induction and assessment which is led by the Canadian Red Cross.

Efforts continue to systematise PGI and COVID-19 media monitoring to identify trends and risks in real time, adapt programming to respond to increasing vulnerabilities and support advocacy efforts.

Develop Standard Operating Procedures (SOPs) for Protection/SGBV including mapping of referral pathway (in line with the forthcoming SOP template in the revised Minimum Standard Commitments):

- Child protection interview questions for HR hiring provided to BRC to support with Child Protection implementation process.
- In December 2019, BRCS identified at least 10 protection cases and worked on providing PSS and referrals to appropriate authorities.
- In coordination with the BRCS focal point, IFRC started working on a PGI plan and standard operating procedures to address individual protection cases through case management as well accompanying training package.
- External and internal PSS helplines were tested and contact information was included in a PSS flyer to be disseminated through Meals on Wheels programme.
- SGBV referral information has been updated for New Providence and continued efforts are made to map available services in Grand Bahama and Abaco.

Dissemination on key messages on how to report misconduct in key location and with Red Cross personnel and volunteers: In March, the IFRC Dorian Operation PSEA guidelines were updated with contact information for reporting staff misconduct. Posters with Safe Calls are displayed on office walls in Nassau, Abaco and Grand Bahama.

In addition, the PGI delegate started the process to develop a policy to prevent and respond to sexual exploitation and abuse (PSEA) for BRCS and reviewed SOPs for collecting feedback via hotline to integrate procedures for handling sensitive complaints such as sexual exploitation and abuse.

Include messages on preventing and responding to SGBV in all community outreach activities: In March, BRCS hosted an SGBV information desk at the annual Red Cross Health Fair where preventive messages and referral information were shared with community members.

Referral information for victims of domestic violence is being disseminated through Meals on Wheels programme in New Providence.

Hold basic day training with IFRC and NS staff and volunteers on addressing SGBV: The surge PGI rotation finalised partnership between UNFPA, Department of Social Services and Bahamas Red Cross to deliver TOT training on GBV for non GBV specialist to 3 BRC staff members and volunteers.

Map and make accessible information on local referral systems for any child protection concerns: Close coordination with UNFPA took place in November 2019 on providing GBV training for non GBV specialist, and on mapping GBV and CP NGOs to improve existing GBV referral pathway.

Child Protection briefing notes with referral and reporting information are being prepared and rolled out during May across all departments.

Volunteers, staff and contractors sign, are screened for, and are briefed on child protection policy/guidelines: The PGI delegate followed up on the status of the Child Protection Policy with BRCS, the final draft was presented to the BRCS board in April.

Challenges:

- Increased PGI related vulnerabilities due to COVID-19 including restrictions on people's movement and freedoms; stigma and discrimination; persons with disabilities may experience higher risk because of pre-existing conditions including losing access to their regular support mechanisms (care workers); all marginalized groups are at risk of not being included in discussion and decisions about the management of the outbreak and services put in place; stress associated with quarantine measures can create household tensions leading to increased parental frustration and corporal punishment; increased risk of domestic violence which is a concern not only for our beneficiaries but also for staff and volunteers.
- Face-to-face interaction with communities is at the core of PGI, difficult to identify specific measures to promote vulnerable persons' dignity, access, participation, and safety while working remotely.
- Challenges in finding an effective and accessible online platform to replace planned face-to-face trainings.
- Crisis centre has seen increased number of reports of domestic violence coming through their hotline. Concern of lack of SGBV specific walk in services as many have closed or changed to remote service model due to COVID-19.
- Urgent need to integrate PGI specific messages in COVID-19 risk communication and disseminate protection and PSS referral pathways.



Migration and Restoring Family Links

People reached: 128

Male: n/a

Female: n/a

Outcome 7: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

Output 7.1: Awareness raising and advocacy address xenophobia, discrimination and negative perceptions towards migrants are implemented.

Indicators:	Target	Actual
# of advocacy spaces on the needs of the migrant or internally displaced population	Not defined ²⁸	1

Output 7.2: Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster

Indicators:	Target	Actual
# of RFL cases / services	Not defined ²⁹	128

Progress towards outcomes

²⁸ Depends on the spaces available

²⁹ Depends on the cases opened by families.

Support to National Society through ICRC specialists:

The International Committee of the Red Cross (ICRC), in coordination with the BRCS, implemented Restoring Family Links (RFL) services to reconnect families separated by the Hurricane including development of RFL working procedures. The ICRC team that supported RFL activities of the Bahamas Red Cross was composed of 1 RFL delegate, 1 RFL Data manager and two forensics experts. The RFL delegate completed his mission and follow up has been handed over to BRCS.



Figure 5: BRCS and ICRC interview a hurricane affected man in Abaco. October 2019. Source: IFRC

Work with other partners to create a National RFL Network adapted to the specific Bahamian context:

The Bahamas Red Cross continues to follow up on family tracing cases through its Bahamian contacts across the islands, a system typical and adapted to the context.

Support in forensic expertise to increase identification of mortal remains to follow up with authorities' identification of dead bodies: Two forensic experts were deployed by ICRC during the response phase to evaluate a potential advisory role to the families and authorities regarding the identification of human remains.

Train volunteers in RFL Activities and referrals to other services such as (PSS): Nine RFL volunteers were trained on emergency RFL activities, to interview and take cases of family tracing. One case worker was trained to centralize information on family tracing in the BRCS headquarters.

Organization of data management to centralize the information gathered of missing people, and to issue proper follow-up: All tracing cases collected during the first phase of the Emergency were organized, cleaned and input into the RFL Tracing cases logbook. A workflow and procedure were developed for the BRCS team to ensure cases are followed up and families contacted regularly. A Tracing Form was created and translated into Creole. The statistics were re-organized.

As of 31 March 2020, the RFL team has collected information and has been tracing 221 missing persons (128 cases), among these 57 cases were resolved (81 persons) through family reconnections.

In the context of COVID-19, the BRCS is checking with the persons in the remaining two shelters and at the Detention Centre in Nassau who might not have heard or seen their family members since curfew began to see if there is a need to make any connection with these families.



Disaster Risk Reduction

People targeted: 1,000
People reached: Planned

Outcome 8: Communities in high risk areas are prepared for and able to respond to disaster

Indicators:	Target	Actual
# of people reached through RCRC programmes for DRR and community resilience (excluding public awareness and education campaigns)	1,000	0

Output 8.1: Communities in high risk areas are prepared for and able to respond to disaster

Indicators:	Target	Actual
# of HH reached through disaster preparedness and community resilience activities	250	0
# people reached with public awareness and education campaigns using harmonized messages to reduce, mitigate and respond to identified risks	250	0
Outcome 9: Communities affected in disaster and crises affected areas adopt climate risk informed and environmentally responsible values and practice		
Indicators:	Target	Actual
# of communities to develop longer terms risk reduction plans to address long – terms adaption needs and unexpected climate related risk	TBD	0
Output 9.1: Contribution to climate change mitigation are made by implementing green solutions		
Indicators:	Target	Actual
# of people reached by climate change mitigation and environmental sustainability awareness raising campaign	TBD	0
Progress towards outcomes		
All Disaster Risk Reduction (DRR) activities planned under the EPoA are on hold. The recruitment of the DRR delegate has been put on hold as COVID-19 restrictions do not allow any entry of flights to the country and this restriction will remain in place for the next few months. The BRCS does not currently have a DRR department or focal point.		
This Area of Focus remains underfunded and will likely be significantly reduced in scope due to limitations in human and financial resources.		

Strengthen National Society

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

Indicators:	Target	Actual
# of volunteers trained by the operation (disaggregated per gender and type of training)	At least 100	TBC
Output S1.1.4: The BRCS has effective and motivated volunteers who are protected		
Indicators:	Target	Actual
# of volunteers insured	100	500

Progress towards outcomes

The IFRC Regional Volunteering & Youth Development Coordinator from the Americas worked with the Volunteering Officer from the BRCS and the leadership of the National Society to finalize the BRCS Volunteering Policy, volunteer management processes for formal and spontaneous volunteers during the emergency, the Volunteer Handbook and the guidelines for delegates and staff for dealing with volunteers. The Volunteer Induction orientation session was standardized, and presentation and agenda were prepared to be used in each branch that is receiving new volunteers.

Ensure that there is a National Volunteering Development Team with at least: A Volunteer Manager, a Volunteer Officer and a Youth Officer: The BRCS volunteer manager was recruited and is working closely with the IFRC NSD and liaison delegate to establish systems and procedures for volunteer management. It has been agreed that at this point the team will consist only of the volunteer manager and the youth officer. A volunteer profile has been drafted, ready for approval, of the role as member groups (small branches) volunteer leader in charge of volunteer management at the local level. This initiative is being launched during the hurricane preparedness webinar series as an action to better address volunteer management and especially volunteering in emergencies. The member groups will be encouraged to identify or recruit the volunteer leader and they will be trained by webinars in June on basic volunteer management and volunteering in emergencies. Activities to better welcome and keep spontaneous volunteers are also under way as preparedness for the hurricane season.

Ensure that volunteers are insured throughout the operation and receive inductions (the insurance also illness due to virus such as COVID-19): 500 volunteers were insured under the operation in 2019, the same amount of volunteers are insured under the IFRC's volunteer insurance for the remainder of 2020. The national health insurance provides coverage for COVID-19 related expenses for Bahamian residents.

The operation covered the costs of posters and banners for volunteers.

Provide psychosocial support to volunteers & ensure volunteers' safety and wellbeing: The BRCS PSS centre provided support to BRCS volunteers that were affected by the disaster during the initial response phase. The IFRC PSS Surge team deployed is also providing support to volunteers and staff deployed.

A total of 45 BRC volunteers received PSS during the aftermath of Hurricane Dorian:

- Grand Bahama: 29
- New Providence: 27
- BRC Staff: 2

Procure Volunteer Kit: Two volunteer kits were procured by the operation in September 2019.

Ensure visibility items for 100 volunteers: Caps, t-shirts, shirts and 160 vests provided for volunteers supporting activities.

Ensure volunteers are properly trained (briefing on volunteers' roles and the risks they face), volunteers' safety and wellbeing, awareness of their rights and responsibilities: New volunteers have joined the BRCS to support the relief actions and support their communities. Briefings are being provided by the BRCS to volunteers and staff and the operation has decided that any technical training offered will have the following structure to reinforce the Red Cross Movement values:

- Red Cross orientation
- Brief introduction to the work of the BRCS
- Regulations to become a BRCS Volunteer
- Code of Conduct
- Crosscutting themes as CEA and PGI (already being included and coordinated with the Surge focal points)

A Red Cross 3-hour Orientation Class for 10 volunteers conducted in the BRCS Grand Bahama branch on 5 October 2019. This was in combination with Relief Distribution and ODK Intake Classes held at the Grand Bahama Branch.

An induction for new volunteers took place in Abaco in March 2020 with the volunteer focal point of BRCS. Work is ongoing in order to have an up to date registry of volunteers as well as a system to keep track of trainings.

Ensure volunteers' engagement in decision-making processes of respective projects they implement: Actions are being implemented through the support of dedicated BRCS volunteers in New Providence, Grand Bahama and Abaco. The strategy and activities are being coordinated by the BRCS on a daily basis with the operation team.



Photo 14: Volunteers in Abaco share their experiences with Real Time Evaluation (RTE) lead evaluator and CEA delegate through a focus group discussion. February 2020. Source: IFRC

Challenges: The lack of volunteers in Abaco is being addressed by the NSD advisor together with the counterpart in the BRCS and the CEA delegate. At the same time the volunteering policy adopted in the last quarter of 2019 will be explained and rolled out together with the instructions regarding volunteer management such as recruitment and induction both to Grand Bahama and Abaco.

Output S1.1.6: The BRCS has the necessary infrastructure and systems in place

Indicators:	Target	Actual
# of BRCS branches rehabilitated	1	0

# of policies and procedures of BRCS updated and put in place	n/a	1
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Progress towards outcomes

Hiring of NS personnel: In January, interviews were conducted for BRCS HR manager, resource mobilization and PER officer. A new HR manager was recruited and started in the first week of March. Human Resources plan was developed with support from the IFRC's HR in emergencies focal point for the operation to ensure proper handover and long-term support to the BRCS and the intervention strategy of the operation.

While there has been progress in the recruitment of a volunteer manager, HR manager and other posts, key human resources are still needed to support the volume of activities related to the Hurricane Dorian operation.

National Society Development

The facilitators of the OCAC workshop came back to BRCS after Hurricane Dorian to update and monitor the OCAC plan of action. Based on the OCAC results, the OCAC Plan of Action and the actual situation, a National Society Development Movement Plan of Action (October 2019 – March 2021) was drafted. The plan of action is also based on the volunteering development plan of BRCS that was a result of the regional volunteering workshop in February 2019. The five main areas of the Plan of Action are governance, management, volunteering development, branch development and communications and resource development.

There was a National Society Development senior liaison officer from the IFRC who worked directly with the governance of the BRCS until February 2020 in order to guarantee coordination with the operation efforts and development plans. This file was handed over to the NSD delegate who arrived in country in February.

In cooperation with the American Red Cross the planning of the strategic planning process has started with an external consultant who has been active in the regional NSD work on strategic planning before. Pework to prepare for the actual strategic planning retreat has started and the retreat will take place when the COVID-19 situation allows.

IFRC has provided key staff of the NS working on Dorian with laptops, printers, generators, 3 projectors and mobiles. Some of this equipment has been shipped to Abaco and Grand Bahama to support activities. In addition, 3 video conference systems are being procured to facilitate the teleconference capacity of the NS, specially during the COVID-19 situation which requires staff to work from home and increase use of virtual meetings. These will be set up at the headquarters, Abaco and Grand Bahama branches.

In addition, the branch offices in Abaco and Grand Bahama also received office furniture. The IFRC also procured office material and furniture for the shared Movement space at the headquarters. American Red Cross has also supported costs for office materials and laptops for BRCS.

Leadership induction training: New BRCS Director General attended International Conference in Geneva in December 2019. Ongoing support was provided to the leadership of the NS by NSD Liaison, two induction events for the newly elected board and also HR support in the recruitment of new staff.

In 2020, support continued to the leadership of the BRCS by the NSD advisor and Liaison who arrived in The Bahamas on 2 February. The NSD advisor and liaison delegate maintains continuous dialogue with the President and Director General and priorities for the year have been set based on the OCAC plan of Action and the comprehensive NSD Plan of Action. The agreed priorities for the NSD support are resource mobilization, volunteering development, member groups development, governance, and management. The NSD advisor and liaison will support the DG in some key areas where the open positions have not been filled. Full coordination with the IFRC continental volunteering coordinator is also maintained.

From March, the NSD advisor has been asked by the Director General to attend the weekly senior management meetings in an advisory capacity.

NSD participated in a first meeting with the BRCS, IFRC and The Nature Conservancy in The Bahamas.

NSD has supported the Director General in the COVID19 response setting up daily coordination meetings and advising on the strengthening of PMER and financial reporting requirements.

Support rehabilitation of Grand Bahama branch with support from the IFRC Reconstruction Advisor:

BRCS signed a Professional Service Agreement with Architectural Design Ideas Ltd on 8 April 2020. The planning and design of the building are divided into two stages as follows to manage risks:

- Stage 1a. Structural damage assessment of exiting GB Branch building in Freeport.
- Stage 1b. Typical design of BRCS Branch building for Abaco branch.

The area of the building will be a maximum of 3,250 sq. Ft. The building will be designed in a way that it could be expanded in future.

The Design Consultant has started structural damage assessment of BRCS GB existing building. Due to COVID-19 restriction on movement, the Design Consultant is unable to travel, and this is going to delay the project.



Photo 15: Case workers are using the OsCAR system to follow up on the clients in a systematic manner. 2020 Photo by Matt Baden/ IFRC.

Grand Bahama. Several capacity building trainings have been done in case management, gender-based violence, PFA, and data protection. The IFRC, with the support of the Canadian Red Cross has supported the BRCS in digitizing current case work practices, through the provision of laptops and software upgrades.

Case Management

Development and deployment of case management database (software): The BRCS with support from the IFRC's case management delegate has developed a case management program to connect beneficiaries affected by Hurricane Dorian to community support programmes. Since the last quarter of 2019, IFRC supported the development and implementation of a case management system that is helping to consolidate all the information for a follow up on the cases registered for Hurricane Dorian operation, as well as existing BRCS welfare and Meals on Wheels programs.

Training and development for BRCS staff and volunteers in case management: Case work staff and supervisors were hired in November 2019 by the BRCS to support Hurricane Dorian, as well as National Society programming in New Providence, and later

Challenges:

- Case Management software development progressed more slowly than anticipated with the software implementation delayed several months. However, solutions were established (RC2) to fill the gap for until the OSCaR database software was delivered in April 2020.
- Cross-sectoral tracking of cases and managing cases is a tedious process that requires a lot of steps and data manipulation and making the information available for caseworkers and supervisors. BRCS/IFRC coped with these challenges by developing solutions such as the use of the RC2 Relief tool, the information management platform that collects and manages information for humanitarian operation.
- Training and development for case workers remains a constant as the needs of beneficiaries change over time. This has been exacerbated by COVID-19, and effective digital training solutions have been required to keep staff and volunteers up to date.
- Policy development with the BRCS has been concurrent with Hurricane Dorian Operation. As a result, casework practices have not been able to rely on approved policies to inform practices (eg. Child Protection Policy, Data Protection Policy)

Increase the BRCS storage capacity: The refurbishment of 10 40" containers for prepositioning of relief items in Nassau was completed in 2019.

Other costs covered by the operation include:

- Setting up warehouses in Nassau, Abaco and Grand Bahama (security, rental of warehousing space, rental of equipment, 2 warehouse tents)
- Rental of 3 vehicles through the Global Fleet and additional ones locally based on operational needs

Adaption of BRCS warehouse building in Nassau to allow for increased office space for Movement partners: This activity was completed in October. This office space is used by BRCS, American RC, Canadian RC and IFRC.

Forklift for BRCS: A forklift has been rented to support the transportation of items in the BRCS Warehouse.

Setting up a Warehouse in Nassau, Abaco and Grand Bahama: IFRC Logistics deployed two mobile storage units, one in Grand Bahama and one in Abaco. Also, in Nassau a warehouse of 1,000 m² was rented. **Support the NS to review logistics processes and procedures to manages their activities and assets:** IFRC is supporting the BRCS operation in Abaco, Grand Bahama and Nassau with procurement, transport, warehouse management, and import goods. Also strengthen BRCS through trainings and joint activities. The IFRC field coordinators in Grand

Bahama and Abaco are supporting the branches in stock monitoring and distributions to support and train BRCS staff and volunteers.

Assess and improve the NS fleet according to the needs & setup a proper fleet management system: Support has been provided to assess and improve the fleet management for the operation.

Warehouse Tents: One warehouse tent was sent to Abaco and one warehouse tent was sent to Grand Bahama for the setup of two hubs.

Challenges:

- The IFRC is committed to support the BRCS with a percentage office costs and human resources costs related to Hurricane Dorian activities. However, up to the reporting period BRCS has yet to invoice IFRC for these expenditures since September 2019. Dialogue is ongoing with BRCS leadership to ensure these costs are received (based on previous agreements) as soon as possible to register these expenditures.

Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened

Indicators:	Target	Actual
# of volunteers trained on standards for disaster response and preparedness	10	0

Progress towards outcomes

As the hurricane season is only months away and the capacity of the NS across the territory is uneven, NSD took the lead on making a baseline of all member groups in the country and the organisation of a pre hurricane season workshop. The Preparedness for Effective Response (PER) delegate from the Canadian Red Cross arrived in country during the first week of March and joined the pre-hurricane meeting working group.

IFRC participated in the (ER induction training led and organized by Canadian RC team in-country and in Canada. This was a virtual induction adapting the regular induction methodology to the current movement and social distancing constraints. It was directed to BRCS staff and members across The Bahamas (including the Family Islands). American RC also participated in this training.

In the first week of March, a working group for the planning of the pre hurricane season workshop (to take place 6-8 May) had its first meeting including the BRCS, IFRC and the American Red Cross. The objectives for the workshop agreed with the President and DG are:

1. Provide orientation and training in key areas such as volunteer management, Community Engagement and Accountability, disaster preparedness and readiness.
2. Carry out a Swot analysis on the current state of the RC on the Family Islands.
3. Agree on a Plan of Action to be better prepared for the Hurricane Season and beyond.

However, the pre hurricane season workshop that was planned had been postponed due to COVID-19. Instead of postponing it fully an online alternative is being planned. Five (5) webinars during three weeks will be organized with learning objectives between each session. The result of this initiative will be better prepared volunteers and each family island will have a basic emergency response plan. Not all member groups in all Family islands have access to a laptop and internet and this is being procured by American Red Cross.

International Disaster Response

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

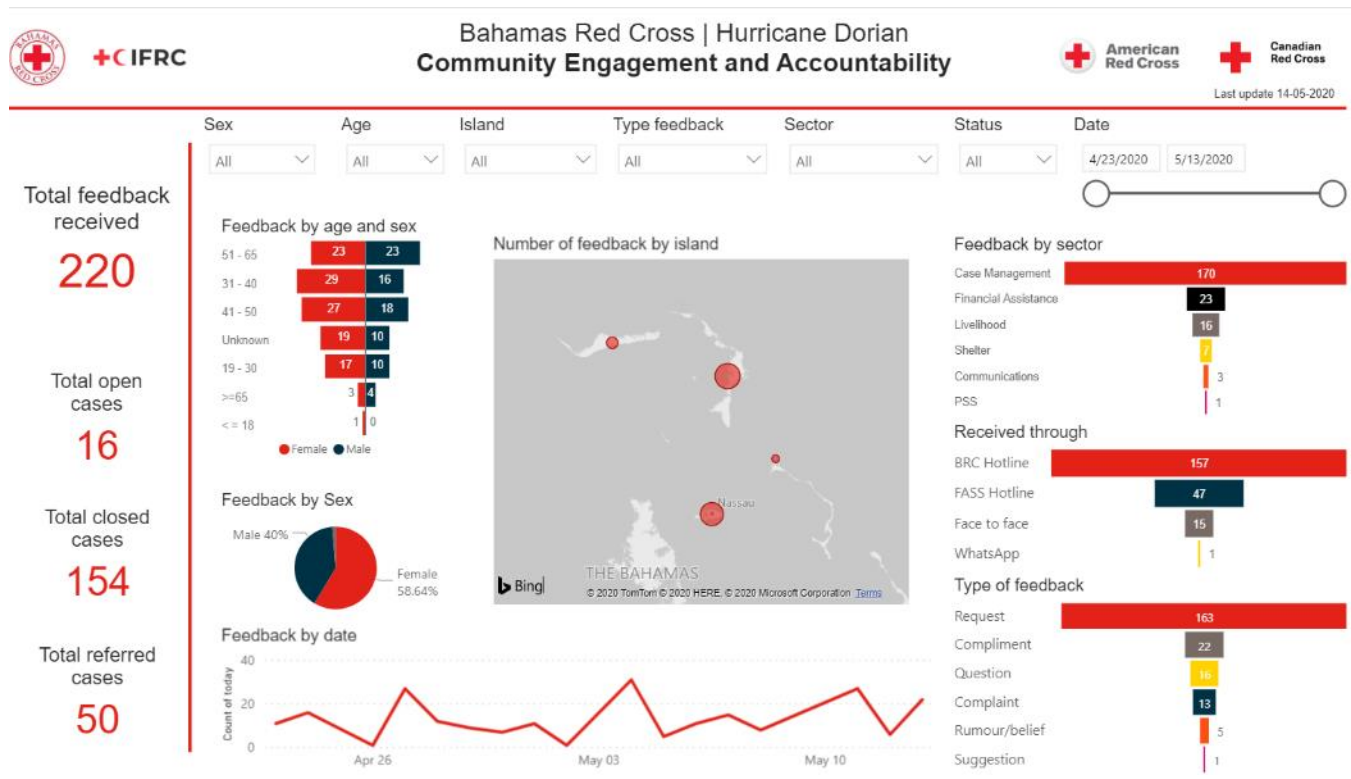
Indicators:	Target	Actual
# of surge personnel deployed to support the operation	87	87

Progress towards outcomes

The rapid assessment was conducted through key informant interviews, and interviews with affected people in shelters in New Providence and during distributions both in Grand Bahama and New Providence. Key community leaders were also interviewed as well as owners of small-medium businesses in affected areas.

Continuous assessments were conducted by the CEA delegate through field visits and interviews with community members and leaders. Household visits and community meetings have taken place throughout the operation to verify and update assessment findings, to advertise different feedback and complaints channels, and to increase people’s awareness of the right to give feedback.

An interactive **CEA dashboard** was developed with support from IM. It is regularly updated and is available on the [IFRC Go Platform](#). It allows to filter information per type, channel, age group, gender, status of feedback and sector. The dashboard has recently been updated and improved in line with the improvements made on the feedback mechanism, to reflect necessary disaggregation of feedback.



Set up a toll-free hotline number at BRCS HQ and set up a bulk SMS system: A Bulk SMS system has been set up, and the procurement of a toll-free landline for the BRCS hotline has been ongoing throughout the first quarter of 2020. The installation of the new toll-free telephone system is currently underway with the new toll-free hotline soon to be operational.



Photo 16: BRCS participants of the one-day Community Engagement & Accountability (CEA) training, facilitated by CEA delegate in February 2020. Source: IFRC.

Training of staff and volunteers for collecting, acknowledging and responding to community feedback and CEA practices:

A 2.5 hours volunteer induction training of 18 potential PSS volunteers in Grand Bahama was undertaken on 2 October. Induction training materials were revised to be more interactive and HR to include safety for volunteers.

Capacity building trainings initiated with BRCS for feedback mechanism. A training was conducted for BRCS case workers in Nassau upon recruitments.

In February, 25 BRCS staff members received a one-day CEA training focusing on communicating with communities, and feedback and complaints in Nassau. 22 volunteers in Grand Bahama and 8 volunteers in Abaco received a training on how to

collect, acknowledge, answer and document feedback via face-to-face interactions in November and December. Refresher and follow-up trainings have been conducted for staff and volunteers in Nassau, Grand Bahama and Abaco in January and February.

Briefings on handling of feedback and complaints have further been delivered to BRCS' frontline workers, including the expansion of the Meals on Wheels programme in response to COVID-19.

Develop and disseminate targeted messages for media, volunteers, local and traditional leaders, churches, schools and other stakeholders to inform community debates. CEA materials: posters, brochures, guidelines & key messages: Frontline messages were developed with regard to the programming transition into the recovery phase. Dissemination of key messages took place in Abaco, through household visits, community meetings to disseminate key messages in response to trends and patterns identified through the BRCS hotline.

Incorporate feedback channels into sectors' programmes in Abaco, Grand Bahama and Nassau: Additional work has been done in coordination with IM and Case Management to establish a sustainable referral pathway of feedback throughout the feedback cycle. Further improvements were also done on the documentation of feedback, to ensure a consistent and coordinated approach to documenting feedback with Microsoft Forms, which, on the one hand, streamlines the analysis of feedback, and, on the other hand, facilitates feedback through the referral pathway by automatically generating feedback notifications to be sent to the relevant appointed focal points corresponding to the feedback's origin and nature. This affords the feedback mechanism to accommodate all sectors on all islands, allowing any type of feedback through any type of feedback channel to be captured and inputted into the one mechanism for analysis, referral and response purposes.

CEA plans for integration was drafted and submitted in January to Grand Bahama and Abaco regarding MPCGs programming. Integration of CEA into case management also advanced well during the first quarter of 2020 as well as undertaking the minimum actions of CEA during the assessment, planning and designing stages of the shelter and livelihood programmes on Grand Bahama. Community mobilizers are currently being recruited for the shelter programme on Abaco and Grand Bahama, with trainings on community engagement being prepared and conducted upon recruitment.

A CEA Senior Officer has been recruited for BRCS in Nassau to coordinate all community engagement activities across the country, with the training and orientation process now underway and facilitated by the IFRC CEA delegate.

Conduct community perception surveys or focus groups: The CEA delegate facilitated focus group discussions and community meetings in February with community members, local community leaders and other organizations as well as household visits in Abaco. Those community engagement efforts were undertaken to pilot, test and disseminate key messages to support the operation transitioning into the recovery phase. The messages were adjusted and finalized based on the findings from those visits, and subsequently disseminated through the BRCS frontline workers both reactively and proactively. Additional community visits and consultations were facilitated by the IFRC CEA delegate in February during the visit of the evaluation team for the RTE to establish the communities as the key source of information for the evaluation.

With the aim of community participation in decision making processes, and continuously improving the assistance being provided, further efforts implemented to relay perceptions and voices of different community include regular community feedback updates shared with target audiences, post distribution monitoring of the MPCGs program, as well as the findings from the exit surveys that were deployed during MPCGs distributions.

Challenges:

- During the end phase of the CVA programme (December-February) the hotline managed a large number of calls related to the programme (questions on registration and issues with cards). Targeted key messages



Figure 6: Feedback poster developed to increase awareness among Red Cross staff and volunteers. Source IFRC.

were designed in response to these feedbacks and complaints with the hotline and community outreach efforts playing a significant role in closing down the programme.

- Low technological capacity of the hotline to receive and cope with a high volume of calls. Installation of a toll-free landline is a priority.
- There is a lack of proactive information and messages about the Red Cross and its available services. There is a need to increase support to volunteers for community outreach and support to the communication team for public outreach.
- Low local capacity in Abaco and limited capacity building efforts from the BRCS HQ.
- Community outreach affected by COVID-19 with more efforts put into social media, which limits the efficiency of communication endeavours.
- Implementation of the toll-free hotline delayed due to COVID-19.
- Programme-related activities requiring community consultations limited to COVID-19 restrictions.

Output S2.2.5: Shared services in areas such as IT, logistics and information management are provided

Progress towards outcomes

Information management support: During the **relief phase**, an ODK survey was produced between the different sectors to collect data of people affected in shelters and distribution points to register people targeted and establish an intervention strategy for the recovery programmes. The data collected was published on the [IFRC GO Platform](#) and was triangulated with reporting field teams regularly.

During the **recovery phase**, the IM team reviewed and tested if the RC2 system met the requirements as a temporary solution until the OSCaR software for case management was ready to be rolled-out. Coordination took place with RC2 focal point at the Washington University for roll out in early March.

IM delegate visited Grand Bahama and Abaco to share database, train case workers and provide IM best practices. At least 10 daily workers and 3 National staff trained in different islands on Mobile Data Collection.

Several ODK forms have been developed upon requests of shelter team to support monitoring and registration (rental and repairs programmes). In addition, the need to reinforce data protection within the operation has been identified and, a plan has been made and will be put into practice as soon as possible. There is a need to have an IM focal point in the National Society in order to hand over several databases and transfer skills and capacities to ensure sustainability of the tools and systems created.

Support and coordination with CVA and PMER has been ongoing, during the first quarter of 2020, for the development of the PDM for the MPCGs programme.

Currently, there are three dashboards available on the Go Platform: CVA, CEA and Rental programme. Dashboards for the repairs and livelihoods programme are also planned.

ARO and CCST monitoring visits: The IFRC's Deputy Regional Director and Head of Partnerships and Resource Development (PRD) & PMER visited the operation in January 2020. The Head of the CCST for the English and Dutch-speaking Caribbean visited as well in February 2020 to meet the team and conducted high-level dialogues with the BRCS's leadership.

Recruitment of IFRC staff to coordinate Operation at field level: All planned long-term IFRC coordination staff (Operations Manager, Deputy Operations Manager, Finance, PMER, Logistics, NSD, HR, IM, Field Coordinators, and Case Management) have been recruited and are support activities under this EPoA and the BRCS to enhance current systems. Sector-specific staff is reflected under each Area of Focus.

IFRC staff who supported the operation from ARO during the initial first months and IFRC staff from CCST who provide technical remote support after hand over of operation: The following staff from the ARO supported the operation during the **response phase** to conduct assessments and provide technical support: Continental Operations Coordinator, Health delegate, Livelihoods delegate, HR in emergencies, Finance senior officer, PMER senior officer, Disaster Management delegates, Logistics officer, CVA delegate, IM senior officer, IM/CVA intern, Volunteering coordinator, Communications officer, IT manager and IT officer. From the CCST, the PMER senior officer and Finance senior officers were deployed to provide support.

Output S2.2.6: Coordinating role of the IFRC within the international humanitarian system is enhanced

Indicators:

Target

Actual

# of partners mapped and contributing to the shelter sector response ³⁰	28	28
# of shelter sector and technical meetings (co)chaired and documented ³¹	28	28

Progress towards outcomes

The Shelter Sector Coordination Team (SCT) and its 3 team members (National Coordinator, Hub Coordinator in Abaco/Information Manager, and Technical Coordinator) phased out on 20 February 2020. The team facilitated and co-chaired more than 35 documented meetings for Dorian response (13 in Freeport for Grand Bahama, 10 in Marsh Harbour for Abaco, 2 in Nassau for New Providence, 10 Technical Working Group). The minutes have been shared with partners and are accessible on <https://www.sheltercluster.org/response/bahamas-hurricane-dorian-2019>

The SCT supported The Bahamas Shelter Sector coordination with engagement of National Emergency Agency (NEMA), Disaster Reconstruction Authority (DRA), Ministry of Public Works, Ministry of Social Services and up to 28 partners, including Bahamas Red Cross/IFRC. The SCT additionally supported and helped to facilitate the re-introduction of inter-sector coordination on Abaco, led by the DRA.

The SCT finalized the core documents for the coordination of the response, including (1) the Strategic Framework; (2) response & planning dashboard, including Partner Presence Mapping; (3) extended Factsheet for February that could be used for communication on the 6 months mark, (4) Technical Guidelines, (5) Building Back Better interim key messages, (6) Document index & useful links, (7) Media monitoring index, (8) activity monitoring system

The SCT technical guidance has addressed various issues to support partners understanding of Bahamas shelter & housing recovery context, issues covered include guidance on:

- Housing Land & Property rights related to generational land issue & crown land.
- Non-structural repairs
- Retrofit
- Rental Assistance
- Building permit process and guidance on the issue of licensed contractors

Building Back Better interim key messages were developed and validated in Abaco and Grand Bahama. Partners started using these on their programmes in various ways, including as a check list related to repairs, and for discussions with contractors and staff on key elements of Build Back Safer.

The SCT facilitated a 1-hour Bahamas Shelter Sector update on 20 February 2020 to the REDLAC Shelter Working Group, that is chaired by IFRC.

The SCT debriefed the IFRC Americas office on The Bahamas Shelter Sector and SCT deployment on 26 February.

Based on the last consolidated report of the SCT up to February 2020, the Shelter Sector partners have provided emergency shelter support with Shelter NFIs distributions (tarpaulins & toolkits) for an estimated 4,954 households, with 2,172 in Abaco and 2,782 in Grand Bahama. Partners have reported ongoing and planned activities for rental assistance for more than 535 households and early recovery support through homes mucking/gutting (1,187 housing units), mould remediation (1,152 housing units) or repairs for up to 2,868 housing units. The main priority and current focus of the response is on repairing the maximum number of houses with non-structural damage before the next hurricane season due to commence in June.

On Abaco, the STC took the lead in addressing cross-cutting issue of Psycho-Social Support (PSS), by facilitating the development of PSS First Aid & Referral guidance in English & Haitian Creole, in collaboration with the Health Sector & Ministry of Health.

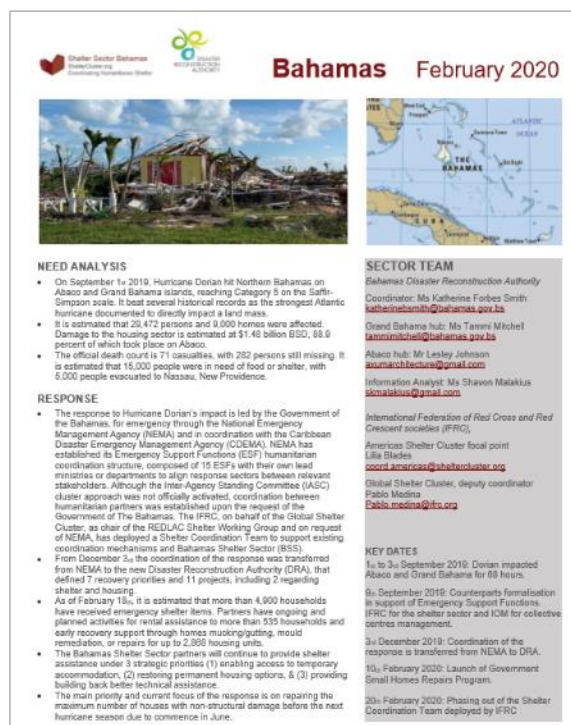


Figure 7: SCT Factsheet February 2020

³⁰ 28 in total

³¹ 28 meeting done (2 in New Providence, 10 in Grand Bahama, 7 in Abaco, 9 TWG), 9 meetings planned (3 in Grand Bahama, 3 in Abaco, 3 TWG).

Shelter sector Bahamas partners were engaged to take active roles in shelter sector coordination moving forward, including support in information management & socio-technical assistance.

Challenges and reflections after departure of SCT:

- The Shelter Sector Coordination team (SCT) deployed by IFRC as chair of the REDLAC Shelter Working group and Global Shelter Cluster lead for natural disasters, ended its in-country support on 20 February and handover all tools and processes to DRA. This included 3W monitoring system, meeting management tools, mailing list, WhatsApp groups Management and all relevant documents produced during the response. DRA and sectorial partners will face challenges to keep a coordinated response moving forward, especially on Abaco.
- Some affected people from Abaco and Grand Bahama were evacuated to New Providence, with up to 2,000 sheltered in collective centres. Only few hundreds remain there, with the incoming closure of the last two collective centres, but without clear options to move back to their pre-Dorian communities. This is specifically the case for those who were settled on the area that have been now declared as no-build zone and cleared out by the Government on Abaco.
- There is anecdotal evidence that more people are coming back to Abaco, without current shelter options. This might include people evacuated to the USA, with their visa coming to an end.
- House reconstruction in The Bahamas can be very expensive (upwards of 70,000 USD for a small 2-bedroom house). While Government and partners are starting to repair houses with minor damage, there is no current capacity identified to rebuild at scale destroyed homes or houses with structural damage. Those on generational land and potentially crown land with destroyed homes may be particularly vulnerable since they generally can struggle to access formal credit using the house or land as collateral.
- Most of the houses that were damaged and destroyed were due to non-compliance with the Bahamas building codes and from the significant tidal surge flooding. Building Back Better, technical assistance and quality control for enhanced building code compliance must be enhanced to reinforce resilience of Bahamian affected communities in a future of more frequent climate-change induced hurricanes.
- The lack of hazard mapping will reduce the ability of households in low-lying coastal land to rebuild "risk-aware" and set their bottom floor levels at an appropriate level that is both affordable and balanced with risk from tidal surge flooding.

Influence others as leading strategic partner

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 3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues

Progress towards outcomes

High level monitoring visit: The President of the IFRC, Francesco Rocca and vice-president Miguel Villarroel (Venezuelan RC) visited The Bahamas, jointly with the IFRC's Regional Director for Americas, observed the collective shelters in Nassau and talked to storm affected communities on Abaco on 19 to 20 September 2019.

Communication plan and implementation: Three communications rotations were deployed to support BRCS and the Operation. The third rotation identified, together with the National Society, a communications focal point and defined the medium-term communication strategy.

The IFRC's regional communications unit through multiple deployments of communications surge staff provided technical support to the new BRCS communications officer to develop and implement a communications plan. The BRCS receives also strong technical support from the American RC's communications delegate based in country.

Support BRCS with 6-month Hurricane Dorian anniversary: The BRCS communications officer with support from the IFRC developed a 6-month Hurricane Dorian report to be shared with the Government, local institutions and partners, showcasing the reach of the National Society during the past 6 months and the upcoming actions.

Legal support for Status Agreement: Dialogue is ongoing with between IFRC, BRCS and the Government of The Bahamas.



Output S3.1.2: IFRC produces high-quality research and evaluation that informs advocacy, resource mobilization and programming.

The Real Time Evaluation took place in February 2020 with visits to the IFRC's secretariat offices in Geneva, Panama and Nassau to conduct in person and phone interviews with BRCS staff and volunteers, IFRC, Movement partners, community leaders, affected population and other organizations working on Dorian efforts. The evaluation team visited New Providence (Nassau), Grand Bahama and Abaco. The Evaluation team is completing the final report.

Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.

Output S3.2.1: Resource generation and related accountability models are developed and improved

Donor monitoring visits have been received from OFDA in February 2020. The American RC team in country also conducted monitoring visits to the projects before the movement restrictions were set up.

Effective, credible and accountable IFRC

Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability

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

Progress towards outcomes

An audit was carried out in November 2019 by the IFRC's Office of Internal Audit and Investigations (OIAI) to identify and map potential risks. Based on the recommendations received in early March, the team mapped the activities and action points to integrate to mitigate these risks. The operation's management team will regularly monitor this risk matrix and update it as required.

Support for financial and programming reporting is ongoing as well.

A briefing was provided by IFRC's finance, PMER and NSD delegates to the new BRCS's Director General on IFRC reporting requirements in April 2020.

D. Financial Report

Up to 30 April 2020, the funding requirement as per the revised EPoA was 32 million Swiss francs, with some 23,231,735 in contributions received.

Click [here](#) to go to the financial report.

Reference documents



Click here for:

- [Operation Update no. 1](#)
- [Operation Update no. 2](#)
- [Emergency Plan of Action Revision no. 3](#)
- [Previous documents](#)

Contact information

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

The Bahamas Red Cross Society:

- Sean Brennen, Director General, email: DirectorGeneral@bahamasredcross.org.
- Alicia Pinder, Disaster Manager; phone: +1 242-535-0073; email: lpinder@bahamasredcross.com

In the IFRC Office in Nassau, The Bahamas:

- Baylar Talibov, Operations Manager; phone: +1 242 824 3604; email: Baylar.talibov@ifrc.org

In the IFRC Country Cluster Support Office in Port of Spain, Trinidad & Tobago:

- Abdul Nasir Khan, Programme Manager, CCST for the English & Dutch-speaking Caribbean; email: Nasir.KHAN@ifrc.org

In the IFRC Americas Regional Office in Panama:

- Jono Anzalone, Head of the Disaster and Crisis Department; email: jono.anzalone@ifrc.org
- Felipe del Cid, Continental Operations Coordinator; phone: +507 317 3050; email: felipe.delcid@ifrc.org
- Diana Medina, Communications Unit Coordinator for the Americas; email: diana.medina@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- Marion Andrivet, Emergency Appeals and Marketing Senior Officer; email: marion.andrivet@ifrc.org

For In-Kind donations and Mobilization table support:

- Mauricio Bustamante, Head of Logistics, mauricio.bustamante@ifrc.org; cel: +507 6677-9675
- Stephany Murillo, Logistics Manager, stephany.murillo@ifrc.org; cel: +507 6679-9674

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

- Maria Larios; Planning, Monitoring, Evaluation and Reporting (PMER) Manager; email: maria.larios@ifrc.org

In IFRC Geneva:

- Antoine Belair, Operations Coordination Senior Officer for Disaster and Crisis (Prevention, Response and Recovery); email: antoine.belair@ifrc.org

How we work

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

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



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

Emergency Appeal

Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/9-2020/4	Operation	MDRBS003
Budget Timeframe	2019/9-2021/6	Budget	APPROVED

Prepared on 19 May 2020

All figures are in Swiss Francs (CHF)

MDRBS003 - Bahamas - Hurricane Dorian

Operating Timeframe: 02 Sep 2019 to 30 Jun 2021; appeal launch date: 03 Sep 2019

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	600,000
AOF2 - Shelter	6,200,000
AOF3 - Livelihoods and basic needs	13,700,000
AOF4 - Health	400,000
AOF5 - Water, sanitation and hygiene	900,000
AOF6 - Protection, Gender & Inclusion	200,000
AOF7 - Migration	200,000
SFI1 - Strengthen National Societies	4,500,000
SFI2 - Effective international disaster management	5,000,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	300,000
Total Funding Requirements	32,000,000
Donor Response* as per 19 May 2020	23,231,735
Appeal Coverage	72.60%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	27,219	0	27,219
AOF2 - Shelter	2,434,351	1,190,907	1,243,445
AOF3 - Livelihoods and basic needs	13,756,533	12,356,582	1,399,950
AOF4 - Health	158,552	68,766	89,786
AOF5 - Water, sanitation and hygiene	719,643	170,841	548,802
AOF6 - Protection, Gender & Inclusion	57,473	68,839	-11,366
AOF7 - Migration	167,713	400	167,313
SFI1 - Strengthen National Societies	2,568,917	835,684	1,733,233
SFI2 - Effective international disaster management	3,009,652	1,661,228	1,348,424
SFI3 - Influence others as leading strategic partners	201,988	25,142	176,846
SFI4 - Ensure a strong IFRC	37,275	58,575	-21,300
Grand Total	23,139,315	16,436,964	6,702,351

III. Operating Movement & Closing Balance per 2020/04

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	21,423,058
Expenditure	-16,436,964
Closing Balance	4,986,094
Deferred Income	1,895,894
Funds Available	6,881,988

IV. DREF Loan

* not included in Donor Response	Loan :	500,000	Reimbursed :	500,000	Outstanding :	0
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Emergency Appeal

Interim FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/9-2020/4	Operation	MDRBS003
Budget Timeframe	2019/9-2021/6	Budget	APPROVED

Prepared on 19 May 2020

All figures are in Swiss Francs (CHF)

MDRBS003 - Bahamas - Hurricane Dorian

Operating Timeframe: 02 Sep 2019 to 30 Jun 2021; appeal launch date: 03 Sep 2019

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
Amazon	23,506	382,829			406,334		
American Red Cross	15,173,515				15,173,515		
Australia - Private Donors	6,300				6,300		
Austria - Private Donors	9,792				9,792		
British Red Cross	888,753				888,753		
British Red Cross (from ELMA Relief Foundation*)	484,795				484,795		
China Red Cross, Hong Kong branch	25,223				25,223		
European Commission - DG ECHO	542,845				542,845		
FONDATION DIDIER & MARTINE PRIMAT	100,000				100,000		
Government of Malta	21,700				21,700		
IFRC at the UN Inc	34,093				34,093		
Iraqi Red Crescent Society	964				964		
Irish Government	109,059				109,059		
Irish Red Cross Society	5,386				5,386		
Italian Government Bilateral Emergency Fund	109,697				109,697		
Jamaica Red Cross	4,803				4,803		
Japanese Red Cross Society	36,457				36,457		
Marriott International Inc.	9,832				9,832		
Netherlands - Private Donors	7,263				7,263		
Norwegian Red Cross	6,039	103,572			109,611		
On Line donations	8,244				8,244		
Red Cross of Monaco	43,902				43,902		
Samsung Electronics Co.,LTD.	34,907				34,907		
Singapore Red Cross Society	9,981				9,981		
Spanish Red Cross	75,000				75,000		
Swiss Government	300,000				300,000		
Swiss Red Cross	200,000				200,000		
Switzerland - Private Donors	198				198		
The Canadian Red Cross Society	1,584,796	79,854	57,613		1,722,263		
The Canadian Red Cross Society (from Canadian Gov	375,765				375,765		
The Government of Portugal	32,680				32,680		
The Netherlands Red Cross	43,382				43,382		
The Republic of Cyprus	10,900				10,900		
Turkish Red Crescent Society	20,000				20,000		
United States Government - USAID	385,072				385,072	1,895,894	
United States - Private Donors	199				199		
UPS foundation	74,143				74,143		
Total Contributions and Other Income	20,799,190	566,255	57,613	0	21,423,058	1,895,894	
Total Income and Deferred Income					21,423,058	1,895,894	