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# DREF Final Report

## Philippines: Taal Volcanic Eruptions

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n°</b> MDRPH039
<b>Date of Issue:</b> 6 November 2020	<b>Glide number:</b> <a href="#">VO-2020-000002-PHL</a>
<b>Operation start date:</b> 15 January 2020	<b>Operation end date:</b> 15 July 2020
<b>Host National Society:</b> Philippine Red Cross	<b>Operation budget:</b> CHF 498,602
<b>Number of people affected:</b> 736,802	<b>Number of people assisted:</b> 21,768
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> The Philippine Red Cross (PRC) has worked with the International Federation of Red Cross and Red Crescent Societies (IFRC) in this operation. The Spanish Red Cross supported the operation with funding received from ECHO, which complements the funding provided through the DREF. The Finnish Red Cross also deployed camp management specialists to provide technical support.	
<b>Other partner organizations actively involved in the operation:</b> Government of Philippines preparedness and response has been coordinated through the National Disaster Risk Reduction and Management Council (NDRRMC). Other Government agencies involved included the Department of Education (DepEd), Department of Health (DOH), Department of Labour and Employment (DOLE), and Department of Social Welfare and Development (DSWD). The Philippine humanitarian sector response has been coordinated by the Humanitarian Country Team (HCT) via the United Nations Office for the Coordination of Humanitarian Affairs (OCHA).	

## A. SITUATION ANALYSIS

### Description of the disaster

On 12 January 2020, the Department of Science and Technology's Philippine Institute of Volcanology and Seismology ([PHIVOLCS](#)) raised an Alert Level from 1 to 4 (out of 5) after increasing activity of Taal Volcano, which is located on the island of Luzon in Batangas, CALABARZON (Region IV-A). An [Alert Level 4](#) means that a hazardous explosive eruption is possible within hours to days, and warrants a "Danger Zone" of up to 14 kilometres from the main crater.

Taal Volcano is situated on Volcano Island and is listed as a "Permanent Danger Zone", with permanent settlement on the island not recommended, however, approximately 459,300 people live within the 14 kilometers Danger Zone ([OCHA](#)). Taal Volcano is among the most active volcanoes in the Philippines, with more than 30 reported eruptions. On 12 January, PHIVOLCS reported that eruptive activity at Taal Volcano main crater had intensified, with continuous eruptions generating a 15 kilometers of steam laden cloud of super-heated ash, and frequent volcanic lightning raining wet ashfall as far as Quezon City, some 100 kilometers away. This subsequently progressed to a magmatic eruption accompanied by thunder and more lightning. On the advice of PHIVOLCS, pre-cautionary evacuations were conducted in at-risk communities within the 14km Danger Zone in Batangas and Cavite provinces. Philippine President Rodrigo Duterte declared a state of calamity across CALABARZON, as a means of expediting the delivery of humanitarian assistance to those affected.

According to the [National Disaster Risk Reduction and Management Council \(NDRRMC\)](#) situational report as of 6 March 2020, the Taal Volcanic eruptions have had the following impact:

- A total of 736,802 people (191,952 families) have been affected in CALABARZON (Region IV-A), Central Luzon (Region III) and National Capital Region (NCR).
- Families displaced:
  - At the peak of the crisis, 135,610 people (39,076 families) were being supported in 535 registered evacuation centres (EC), and 170,732 people (44,439 families) were outside the evacuation centres (ECs) ([NDRRMC situational report No. 47](#)).

- Damage to infrastructure:
  - 14,082 houses were damaged, of which 4,573 were totally damaged (destroyed); and 9,509 partially in the province of Batangas, CALABARZON (Region IV-A).
- Essential services affected
  - Eight public and private health facilities were closed as a result of evacuation.
  - 264 cities/municipalities suspended classes, and 78 schools in the 14km zone had to be evacuated, affecting approximately 31,000 children (Department of Education).
  - 24 cities/municipalities experienced power interruptions, all of which have now been fully restored.
  - Three cities/municipalities experienced water supply disruptions, all of which have now been fully restored.
  - Nine roads were closed due to damage caused and as a result of lockdown of areas within the 14km Danger Zone.
  - 643 flights cancelled due to ashfall (383 domestic and 260 international).
- Damage caused to infrastructure and livelihoods (farming, fishing and tourism) estimated to be approximately CHF 65 million (NDRRMC).

On 26 January 2020, PHIVOLCS lowered the Alert Level from 4 to 3 as the likelihood towards a hazardous eruption was reduced. On 14 February 2020, this was then lowered from Alert Level 3 to 2 to reflect an overall decreasing volcanic earthquake activity, and steam and gas emissions at the main crater of Taal. On 19 March 2020, the Alert Level was then lowered again from 2 to 1. Despite the lowering of the Alert Level, PHIVOLCS continued to warn that the unrest had not completely stopped, with the persisting possibility of sudden steam-driven explosions, volcanic earthquakes, and ashfall, which could threaten surrounding areas. They continued to recommend that entry to Taal Volcano Island remain strictly prohibited; and advised Local Government Units (LGU) to continue to strengthen their preparedness, contingency plans and communication measures in the event of renewed volcanic activity. The lowering of the Alert Level allowed thousands of people that had been evacuated to return home, however many remained displaced and in need of resettlement due to the proximity of their places of origin to the volcano.



The whole area of Luzon was under enhanced community quarantine from 16 March to 30 April due to COVID-19. PRC has made adjustment to its operational strategy to still address the needs caused by Taal Volcano eruption while taking into consideration the risks from COVID-19. During cash distribution, physical distancing was considered with no direct human to human contact when receiving cash. **(Photo: PRC)**

Taal Volcanic eruptions came as the authorities and partner organizations were already responding to emergencies related to public health ([measles and polio, MDRPH032](#)) and earthquakes ([Mindanao, MDRPH036](#)). It was followed by typhoons [Kammuri, MDRPH037](#) in November 2019, and [Phanfone, MDRPH038](#) in December 2019, and latterly the [COVID-19 Pandemic \(MDRCOVID19\)](#).

Since January 2020, the country, has also been wrestling with the continuing spread of COVID-19. On 12 March 2020, the Philippine government raised a Code Red sublevel 2 as recommended by the Inter-Agency Task Force on Emerging Infectious Diseases (ITAF-EID). This has imposed stringent measures on the country including measures of physical distancing, enhanced community quarantines (ECQ), and limitation of movement within the entire country. On 16 March 2020, the entire Luzon was put on enhanced community quarantine until 13 April 2020, which was later extended until 15 May 2020. As of 12 October 2020, a total of 339,341 cases and 6,321 deaths had been reported by the Department of Health (DOH) [COVID-19 Case Tracker](#). There has been a prioritization of the Government of Philippines, and partner organizations including Philippine Red Cross (PRC) to prioritize the COVID-19 response. This has had implications on the PRC implementation of other ongoing operations, including the Taal Volcanic Eruptions response, with activities having to be rescheduled or redesigned to adapt to the current situation. A six-week extension of timeframe was approved to accommodate the changes that have been required; and enable commitments to the affected population to be met. Please refer to “Section C – Detailed Operational Plan” for information on the implications of COVID-19 on the implementation of the DREF operation (by Area of Focus).

## Summary of response

### Overview of Host National Society

In accordance with the PRC Standard Operating Procedures (SOP), the Operations Center (OpCen), which functions 24/7, has been on heightened alert as the Taal Volcano situation has evolved, and continuously disseminated update reports as they become available. A Rapid Damage Assessment and Needs Analysis (RDANA) team was mobilized support evacuations and conduct assessments in the affected areas. Specialized Emergency Response Units (ERU) for disaster relief, health, water and sanitation, search and rescue and welfare were all activated; as were National Disaster Response Teams (NDRT), Red Cross Action Teams (RCAT 143) and Red Cross community-based volunteers (Red Cross 143) were deployed. The PRC Communications team has been posting updates and photos of the situation on [Facebook](#) and [Twitter](#).

The PRC immediately assessed the situation and released initial reports to alert the Batangas Chapter and other nearby chapters for immediate action. The mobilization of over 70 volunteers, three (3) officer in charge, three (3) administrators from the different chapters in National Capital Region – Malabon, Marikina, Manila, Pasay, Quezon City, Rizal and Valenzuela as well as PRC NHQ Operation Center members played an important role in the assessment and identification of the most in need in the evacuation centers covered and monitored. Issues and concerns that need immediate resolutions like logistics and distributions are addressed with the assistance of the deployed team and the chapter. This kind of support has been a key to the success of the onset disaster emergency response. The lessons learned from the Mount Mayon Eruption in Legazpi, Albay in 2018 experiences from the mobilization of human resource, lifesaving assets and relief assistance from the management has been proven to be of great help in the implementation specially to intensify the existing capacity of Batangas Chapter. Furthermore, the deployment of Operation Center in the field contributed a high impression and impact in the operational activity. The submission of timely report allows the national headquarters to depict the situation on the grounds specifically the sudden and abrupt changes of figures in the no. of evacuation centers and displaced population.

PRC National Headquarters deployed assets to assist the chapter in the evacuations. Teams composed of technical staff and trained volunteers from different services were deployed to affected municipalities in Batangas to accelerate emergency lifesaving activity. Safety, WASH and Health assets were also utilized as one of the main priority sectors to support the affected families through hygiene promotion, water distribution, and installation of portalets (portable toilets) and construction of sanitation facilities.

Team	Mission	Duration
Operations	Support on PRC Emergency Operation activities for Relief, Health, WASH and Welfare including Reporting, Finance and Logistics	13 January to 27 July 2020
Water and Sanitation	Provision of safe drinking water through water supply and rationing to the affected communities, implement emergency hygiene promotion activities	13 January to 27 July 2020
RDANA Team	Sectoral assessment for operation/situation needs and gaps	15 – 16 January 2020
Emergency Response Unit	Augment in the search, rescue and evacuation operations.	13 January to 27 January 2020
Cash Team	Support on the targeting of areas and beneficiary registration through mobile data collection and cash distribution	14 February to 28 July 2020

Summary of overall accomplishments by PRC in response to the Taal Volcanic eruptions can be seen below:

Sector	Actions taken
Relief	<ul style="list-style-type: none"> <li>8,889 families served with Food Items</li> <li>2,822 families provided blankets, and sleeping mats</li> <li>5,000 families received 1<sup>st</sup> tranche of Multi-purpose cash grant (MPCG)</li> <li>4,996 families received 2<sup>nd</sup> tranche of MPCG</li> </ul>
Shelter	<ul style="list-style-type: none"> <li>58 family tents were set-up, with 42 tents prepositioned at the chapter</li> <li>200 tarpaulins distributed to the local government unit</li> <li>2 community kitchens were constructed</li> <li>658 families provided 3 pieces of butane gas canisters</li> </ul>
WASH	<ul style="list-style-type: none"> <li>325,827 liters of water distributed</li> <li>16,501 individuals reached with hygiene promotion and handwashing activities</li> <li>2,134 families provided with jerry cans</li> <li>11,428 families provided with hygiene kits</li> <li>54 portable toilets and hand washing facilities installed</li> <li>5 water tankers were deployed</li> </ul>

Welfare	<ul style="list-style-type: none"> <li>• 21,768 hot meals were served</li> <li>• 14,043 individuals reached through psychosocial support</li> <li>• 10,089 individuals registered for “I am Alive”</li> <li>• 78 individuals provided with welfare referrals</li> <li>• 6 individuals were supported with tracing requests</li> <li>• 4,563 children provided with child friendly space activities</li> <li>• 50 welfare desks established</li> </ul>
Safety	<ul style="list-style-type: none"> <li>• 73 individuals treated with first aid</li> <li>• 53 individuals safely transported using PRC ambulances</li> <li>• 400 individuals were supported with blood pressure monitoring</li> <li>• 12,739 masks distributed</li> <li>• 5 ambulances dispatched to the affected area</li> <li>• 8 First aid stations were established</li> </ul>
Health	<ul style="list-style-type: none"> <li>• 2 emergency medical units established</li> <li>• 3,341 individuals reached through health teaching</li> <li>• 08 individuals with health referrals</li> <li>• 412 patients catered by emergency medical unit</li> <li>• 12,739 masks distributed</li> <li>• 2,587 families provided with mosquito nets</li> </ul>
Education	<ul style="list-style-type: none"> <li>• 1,161 learning kits</li> </ul>
Assets mobilized	<ul style="list-style-type: none"> <li>• 1 humvee</li> <li>• 2 6x6 truck</li> <li>• 3 rescue truck / vehicle</li> <li>• 4 hot meals on wheels</li> <li>• 5 service vehicles</li> </ul>

PRC, in partnership with European Civil Protection and Humanitarian Aid Operations (ECHO), International Federation of the Red Cross and Red Crescent Societies (IFRC), German Red Cross (GRC), Spanish Red Cross (SRC), United Arab Emirates (UAE), Korean Red Cross (KRC), Shangri La, McDonalds, Procter & Gamble and Sun Life Foundation, supported Municipalities of Batangas Province in which evacuation centers are situated, reached a sum of 23,965 **families** for the emergency response through provision of food items, nonfood items, and cash assistance as well as operational costs in order to meet the expected outputs of the plan of action as follows:

Items	Target Families	No. of Families Served	Percent of accomplishment
Food Items	2,500	8,889	177%
Non-Food Items	2,500	10,018	401%
Multipurpose Cash Grant	5,000	5,000	100%
Emergency Shelter (tents)	100	58	58%
<b>Total</b>	<b>10,100</b>	<b>23,965</b>	

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

PRC led the overall response operation, maintaining close coordination with in-country Movement partners and providing regular updates. In addition to the IFRC, a significant number of Movement partners are present in the country: The International Committee of the Red Cross (ICRC), the American Red Cross, Canadian Red Cross, Finnish Red Cross, German Red Cross, Japanese Red Cross Society, Netherlands Red Cross, Qatar Red Crescent Society and Spanish Red Cross.

PRC hosts Movement coordination meetings and operational meetings to share information with partners. IFRC Philippine Country Office (CO) is supporting PRC in disseminating updates to Movement partners in-country and coordinating with the IFRC Asia Pacific Regional Office (APRO) in Kuala Lumpur in accordance with the IFRC Secretariat’s Emergency Response Framework. IFRC Philippine CO and PRC are also coordinating closely with ICRC on security.

On 15 January 2020, IFRC activated the [DREF](#), releasing an initial CHF 238,609 to support PRC with their response to the Taal Volcano eruptions. IFRC Philippine CO undertook a contingency planning process, including the development of possible scenarios (most likely, worst and alternative) to ensure readiness to respond depending on how the situation evolved. On 23 January 2020, the IFRC APRO convened a partners’ call with Partner National Societies (PNS) to update them on the situation, PRC’s response and expected scenarios. On 12 February 2020, an additional allocation of CHF 259,993 was released to expand the response under the DREF, and a one-month extension of timeframe (new end date, 31 May 2020) was announced through the issue of [Operations Update no.1](#). An IFRC APRO personnel was deployed from 10 to 15 February 2020 to monitor implementation of the DREF, as well as consider recommendations

related to strengthening community engagement and accountability (CEA) and protection, gender and inclusion (PGI) components. On 19 May 2020, a six-week extension of timeframe (new end date, 15 July 2020) was announced through the issue of [Operations Update no.2](#). This was required to complete the distribution of multipurpose cash grants, and other activities that had been disrupted by the COVID-19 outbreak.

IFRC information management (IM) specialists were also deployed under the rapid response mechanism from the American Red Cross and The Netherlands Red Cross for periods of one month each. They supported the preparation of maps, containing information on the impact of Taal Volcano, as well as other data visualization and hazard monitoring support. These have been shared with Movement and non-Movement partners. A PGI specialist was deployed from New Zealand Red Cross to support mainstreaming of PGI components in the Taal Volcano response after this was identified as a priority need by IFRC/PRC; however, the COVID-19 outbreak resulted in this mission being shortened. The Finnish Red Cross also deployed camp management specialists to provide technical support.

Regular meetings have been held by PRC with counterparts involved in the Taal Volcano eruptions response, namely IFRC, Finnish Red Cross, German Red Cross and Spanish Red Cross. This aided coordination on the complementarity of support between the DREF and ECHO funds, and to maximize any identified synergies to increase efficiency and effectiveness. An additional CHF 20,000 was pledged directly to IFRC by Swedish Red Cross to the 2020 Operational Plan, which complements the DREF and ECHO funding. The Swedish Red Cross pledge was used to support a 2<sup>nd</sup> tranche of multipurpose cash grants for affected families. The PRC has also received donations from the Republic of Korea Government and numerous corporate and private donors.

### **Coordination with the authorities**

The Republic Act 10072 (Philippine Red Cross Act of 2010) recognizes PRC as an independent, autonomous, non-governmental organization auxiliary to the authorities of the Republic of the Philippines in the humanitarian field. As an auxiliary to the government, PRC maintains a strong relationship and collaboration with (i) NDRRMC; (ii) provincial, municipal and barangay (village) disaster risk reduction and management councils; and (iii) local government units defined in the Disaster Risk Reduction and Management Act. PRC participates in NDRRMC meetings and coordinates with the Department of Social Welfare and Development (DSWD) and Department of Health (DOH).

PRC has coordinated with [NDRRMC](#) for pre-disaster risk analysis (PDRA) and response cluster activation. NDRRMC and the [Philippine Institute of Volcanology and Seismology](#) (PHIVOLCS) have continuously provided updates including on preparedness, evacuation and response measures, volcanic alert levels and advisories to regional counterparts and other agencies through formal updates.

According to the [OCHA's 3W report](#), more than 60 organizations mobilized themselves for this response, working across different sectors including education, non-food-items (NFI), logistics, protection, shelter, and WASH.

### **Inter-agency coordination**

At country level, PRC and IFRC are observers to, and participate in, meetings of the Humanitarian Country Team (HCT). PRC and IFRC are involved in relevant government-led cluster information sharing, planning, and analysis at all levels while IFRC supported PRC coordination efforts through representation in other relevant clusters as required. At field level there is strong coordination between PRC chapter and operational teams and the local government units to ensure efficiency of the response in minimizing duplication and gaps.

IFRC is co-lead of the Shelter Cluster with the government's lead agency, DSWD. IFRC Philippine CO's health personnel also coordinated with the authorities and partner organizations, as well as the local media on the effects of Taal Volcano eruption.

### **Needs analysis and scenario planning**

Please refer to the original [EPOA](#), [Operations Update no.1](#) and [Operations Update no.2](#) for information on needs analysis, risk analysis, changes made to the EPOA, information on targeting, multi-dimensional vulnerability indicators, scenario planning, where they are explained in detail.

## B. OPERATIONAL STRATEGY

### Proposed strategy

#### Overall Operational objective

The DREF operation aimed to meet the immediate needs of 15,000 people (3,000 families) affected by the Taal Volcano eruptions and displaced to evacuation centres, through the provision of appropriate assistance including: essential household and emergency shelter items, multi-purpose cash grants, health (including FA and PSS), PGI, WASH; and welfare services. The delivery of this support was accomplished over a period of six months, from 15 January until 15 July 2020.

Note that the DREF operation formed part of an overarching Plan of Action, which was led by PRC; and complemented by other Movement partners and local donors.

Initially humanitarian needs and priorities were identified based on the Rapid Damage Assessment and Needs Analysis (RDANA) and combined with other inter-agency rapid needs assessment (*IOM*), which PRC participated in. During the operation there were changes on the ground which lead to conduct further assessments and adjust the response accordingly:

- The area over Taal Lake and communities within a 7km radius west of the Taal Volcano Main Crater were inaccessible for a longer period. Hence, at least 15,000 families were displaced for a prolong period and needed support. Based on assessment, there was a need for essential household items, first aid and psychosocial support, food assistance, health, livelihoods, protection, water, sanitation and hygiene (WASH).
- Since January 2020, the country, has also been wrestling with the continuing spread of COVID-19. On 12 March 2020, the Philippine government raised a Code Red sublevel 2 as recommended by the Inter-Agency Task Force on Emerging Infectious Diseases (ITAF-EID). This imposed stringent measures on the country including measures of physical distancing, enhanced community quarantines, and limitation of movement within the entire country. On 16 March 2020, the entire Luzon was put on enhanced community quarantine until 13 April 2020, which was later extended until 15 May 2020. There has been a prioritization of the Philippine government, and partner organizations including Philippine Red Cross (PRC) to prioritize the COVID-19 response. This had implications on the ongoing operations, including the Taal Volcano response, which PRC had to rescheduled or redesigned to adapt to the situation. A one and a half months' time frame extension was granted to ensure commitments to the affected population were met.

PRC adjusted its response to the Taal Volcanic eruptions as the situation evolved, linking to the findings of the assessments and the funding available.

A details of main revisions can be found in [Operations Updates no.1](#) and [no.2](#), as well as information on commitments on quality programming, and operational support needs, where they are explained in detail.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 12,500 (2,500 families)

Male: 6,326

Female: 6,174

Indicators:	Target	Actual
# families from the affected communities restored their immediate safety and well-being through shelter assistance	2,500	2,500
# evacuee families provided with essential household items	2,500	2,500
# volunteers trained on camp management	25	0

### Narrative description of achievements

A total of 2,822 affected families received essential household items in Batangas province, of which 2,500 families were supported through the DREF. Additional families have been covered through other donations received by PRC. Each family received sleeping kit which contains two blankets, two mosquito nets and two sleeping mats. Please see below table for information on the accomplishments.

Province	Municipality	No. of families supported by PRC	Supported through the IFRC DREF
Batangas	Batangas City	1,094	1,094
	Bauan	818	818
	Calatagan	235	-
	Ibaan	124	124
	Sto Tomas	155	155
	Taal	396	309
<b>Total</b>		<b>2,822</b>	<b>2,500</b>

As shelter needs and essential items for daily living remains a major concern among the affected families and mostly because most of the evacuees are from the Taal Volcano Island (TVI) where now considered a permanent danger zone. The families were staying in the evacuation centres and some were being hosted by relatives and neighbours.

PRC has supported DSWD with the set-up of basic services in the Malainin Interim Area camp in Ibaan City, Batangas province, where evacuees were relocated awaiting permanent resettlement. The IFRC CO released 200 sheets of tarpaulins and 100 units of tents from its pre-positioned stocks to support the Malainin Interim Area camp. Each family tent installed on the ground, the floor lining of which has half-inch thick plywood to keep away from moisture. The windows have woven nets to prevent flies from coming in while letting the air to easily enter. There are also ante-room area and provisions for storage at the rear area. The installations of tents were participated by the head of the families through cash for work. These kinds of assistance to families contribute to additional sources of income and obtain other unmet daily needs through cash.

The DREF was used to replenish the tarpaulins and ECHO funds were used to replenish family tents. Tents replenishment was done by IFRC CO logistics on behalf of German Red Cross and Spanish Red Cross. Note: the distribution of tarpaulins was initially deprioritized due to changes in needs on the ground. Due to the prolong displacement people were unable to return home for a longer period. Therefore, the need for tarpaulins arise in the latter part of the operation. Hence distribution of tarpaulins was restored.

The Finnish Red Cross deployed camp management specialists to provide technical support with the set-up of basic services in the Malainin Interim Area camp; as well as strengthen capacity of PRC staff and volunteers through on-the-job training. The deployment also ensured that the minimum standard practices in shelter and settlement for sustaining the lives and dignity of those affected by eruptions were being followed. Training of volunteers on camp management through the DREF was cancelled, as no longer required; and costs offset against other activities.



A total of 100 family tents deployed in Batangas, of which 58 tents were pitched in Malainim Interim Area, Ibaan, Batangas. **(Photo: PRC)**

Community kitchens were also constructed by PRC inside the evacuation center to create a space for food preparation and food handling. Two community kitchens were established in Tumaway and Motorpool Evacuation Site in Talisay. This promotes good sanitation and cooking of healthy food hence evacuees can prepare appropriate nutrition. Furthermore, a total of 1,974 butane gas canisters were distributed to 658 families in Ibaan and Talisay. Each family received three pieces for cooking preparation.



In the left is a newly constructed communal kitchen in Talisay. In the right photo is the distribution of butane gas in Motorpool Evacuation Site, Talisay. **(Photo: PRC)**

## Challenges

Maintaining appropriate standard for the protracted displacement of people in the evacuation centres, use of public places as evacuation centres such as schools and other public facilities and time required to identified permanent relocation.

Due to prolong displacements, needs on the ground were changing and the PRC had to adjust the plan to meet the needs of the affected people. Such as distribution of tarpaulins were initially deprioritised and restored to meet the needs.

## Lessons Learned

Good coordination with DSWD and local government units and other coordination agencies such as IOM (referring to displacement tracking matrix) and building mid-term to longer-term support to evacuation centres.

Furthermore, community kitchens were constructed inside the evacuation center where food preparation and food handling take place as there was no accessible kitchen area among the evacuees. This promoted good sanitation and cooking of healthy food hence evacuees can get appropriate nutrition. Coordination with the stakeholders and close monitoring of the program enabled to identify the real needs on the ground. This ensured right assistance to the affected people at the right time.



## Livelihoods and basic needs

People reached: 21,768

Male: 10,884

Female: 10,884

Indicators:	Target	Actual
# affected families able to meet their basic needs	3,000	21,768
# of Ready to Eat Food / Hot Meals provided (as part of PRC Welfare Support)	3,000	21,768
# affected families provided with multipurpose cash grants to address their basic needs	1,500	2,050

### Narrative description of achievements

A total of 21,768 ready-to-eat/hot meals have been provided to affected families as part of the PRC welfare service in evacuation centres in Batangas and Cavite provinces of Region IV-A (CALABARZON). The DREF has covered all the meals provided considering the significant needs in the ground. A total of four hot meals vans were deployed as part of PRC welfare support. An additional 8,889 affected families have also received food items (which contains 5 kilos of rice, 5 packs of noodles, 5 pieces of corned beef, 5 pieces of beef loaf, 5 pieces of sardines and 12 sachet of 3 in 1 coffee). Please see below table for information on the accomplishments:

Province	Municipality	No. of food items distributed	No. of ready-to-eat/hot meals
Batangas	Agoncillo	2,190	2,000
	Alitagtag	266	-
	Balayan	-	180
	Balete	428	-
	Batangas City	181	7,513
	Bauan	20	2,087
	Calatagan	238	1,486
	Ibaan	744	434
	Lemery	576	1,000
	Lian	221	-
	Lipa City	396	1,889
	Mabini	22	-
	Malvar	-	202
	Nasugbu	127	-
	Padre Garcia	31	-
	Rosario	31	-
	San Juan	30	-
	San Luis	249	213
	San Nicolas	1,120	-
	San Pascual	149	-
Sto. Tomas	299	734	
Taal	396	1,000	
Talisay	644	-	
Tanauan City	147	2,430	
Taysan	41	-	
Tuy	343	-	
Cavite	Tagaytay	-	600
<b>Total</b>		<b>8,889</b>	<b>21,768</b>

It was intended that multipurpose cash grants (MPCGs) would be disbursed to 1,500 families through the DREF. Those targeted were the most vulnerable amongst the families that remained displaced and are awaiting permanent resettlement, or those who have returned home but whose livelihoods had been disrupted.

Assessment and monitoring of the situation identified that many families were expected to be displaced for longer than expected, with limited means of income generation. Following the cancellation of other activities under the DREF, it

was possible to disburse a 2<sup>nd</sup> tranche of MCPGs to support additional families to meet their basic needs. A total of 2,050 families received a multipurpose cash grant through the DREF across the both the tranches. Each family received PHP 3,500 (approximately CHF 70). The amount was based on the calculated minimum expenditure basket, which was validated in consultation with the LGU and Provincial Disaster Risk Reduction and Management Council (PDRRMC).



A modified distribution workflow put in place to ensure appropriate physical distancing in Barangay Makina, Balete (Left photo) and Barangay Banyaga, Agoncillo (Right Photo) in the province of Batangas are being implemented. (Photo: PRC)

Please see below table for information on the accomplishments:

Municipality	1 <sup>st</sup> Tranche		2 <sup>nd</sup> Tranche		Total number of families reached through the IFRC support
	Overall PRC accomplishment	With IFRC Support	Overall PRC accomplishment	With IFRC Support	
Agoncillo	2,570		2,567		
Lemery	300	300	300	300	300
San Nicolas	569	76	569	279	279
Talisay	687	687	687	685	687
Balete	437		388	347	347
Ibaan	437	437	489		437
<b>Total</b>	<b>5,000</b>	<b>1,500</b>	<b>4,996</b>	<b>1,611</b>	<b>2,050</b>

The DREF was complemented by ECHO and Swedish Red Cross funding, as well as private donations from SunLife and Suyen Cooperation (Bench). A total of 9,996 families received MCPGs overall through the PRC response.

PRC utilized its Cash in Envelope (Direct Cash) Guidelines for COVID-19 to support the chapter in the implementation. This kind of delivery mechanism was considered as the main option to deliver the assistance considering that the partner Financial Service Provider (FSP) PhilPost failed to proceed with the disbursement due to temporary suspension of payout services in April 2020 due to the implementation of enhanced community quarantine. Furthermore, the PRC Batangas Chapter had the capacity to conduct the payout in terms of staff mobilization and accountability to ensure check and balance of the funds issued by national headquarters.

As part of the standard operating procedures, PRC followed the maximum safety measures in the context of the COVID-19 pandemic such as beneficiaries, volunteers and staff upon arrival are subject to perform hand washing before entering the distribution site. Beneficiaries must come to the designated distribution site on their respective distribution day and time to limit number of individuals inside the site. Aside from hand washing, beneficiaries were subject to body temperature check using infrared thermometer scanners prior to entering the site. Beneficiaries who registers a temperature above normal parameters will be taken immediately to the designated room/tent. The staff and volunteers were equipped with surgical masks, face shields and hand sanitizers which have been placed in designated areas to ensure safety in the process.

As a result, a total of 2,255 families received the cash through direct cash in envelope while a total of 2,745 families were served through FSP during the first tranche. FSP were able to resume operation later on and they had expressed interest and availability to accommodate disbursement requests.

A modified post-distribution monitoring exercise was conducted in June with 593 respondents due to the implementation of community quarantine. Post distribution monitoring was done where respondents were interviewed through phone calls. In terms of cash utilization, the top three expenses are for food, house repair and medical expenses: 95 per cent spent the cash to food, 44 per cent spent in house repairs and 29 per cent spend for medical expenses.

## Challenges

The DREF operation had to be extended by six-weeks (until 15 July 2020) to accommodate delays in the disbursement of multipurpose cash grants. This was caused by the enhanced community quarantines (ECQ), and limitation of movement enforced following the COVID-19 outbreak. As noted above, the FSP PhilPost, which has been utilized previously by PRC in other operations, was intended to be used for all disbursements; however, it suspended operations due to COVID-19. This necessitated that PRC use an alternative Cash in Envelope. The FSP resumed operations, and all remaining disbursements were done through this modality. A modified distribution workflow put in place to ensure appropriate physical distancing, disinfection and handwashing facilities established at entry point, and minimal number of people needing to congregate.

### Lessons Learned

Cash distribution proves to be an accepted type of relief support based on the feedback received for the Cash Transfer Programming of Taal operation as this is seen as more dignified and effective in supporting affected communities.

The flexibility in terms of delivery mechanism in providing cash assistance has proven efficient in terms of ensuring that PRC will be able to provide timely cash support to the most vulnerable affected population. Originally, PRC was supposed to mobilize a partner FSP. Due to some limitation of operation caused by COVID-19 situation, the FSP was not mobilized. Hence, this prompted PRC to use the cash in envelop as a delivery mechanism and this was led by the chapter.

In the future, PRC will diversify its delivery mechanism by exploring the possibility of using electronic payment solution, like [G-Cash](#), in urban areas.

Lessons learned from other operations such as Tisoy DREF operation on protocols to distribute cash in times of COVID-19 such as social distancing, hygiene practices were useful.



### Health

People reached: 15,156

Male: 7,578

Female: 7,578

Indicators:	Target	Actual
# people reached through NS emergency health management programmes	15,000	15,156 <sup>1</sup>
# ambulances dispatched to the affected area	6	5
# people reached by first aid and blood pressure reading services (based on need)	1,000	473
# people served in emergency medical unit (EMU)	-	412
# people reached with community-based disease prevention and health promotion programming	15,000	3,341
# people reached with community-based epidemic prevention and control activities	15,000	12,500
# evacuee families provided with insecticide treated mosquito nets	2,500	2,500
# people provided with direct psychosocial support	1,000	14,043

### Narrative description of achievements

Five ambulances were mobilized to Batangas (three units) and Cavite (two units) provinces which provided transportation to hospitals for 53 people. An additional eight (8) first aid stations were established in Batangas (6), Cavite (1) and Laguna (1) provinces. A total of 473 people was provided first aid management (73 people) and blood pressure taking (400 people).

PRC installed two emergency medical units (EMUs) in Batangas City Sports Complex and Bauan Technical High School. Volunteer Doctors and Nurses from Health Partners were deployed in the EMUs to cater basic health care services of the evacuees. A total of 412 patients were served during the emergency operations. There were 8 patients' referrals made. Furthermore, medical missions were held in Mataas na Kahoy Elementary School and Batangas Sports

<sup>1</sup> Calculated based on people reached with i) first aid and blood pressure reading; ii) EMU patients, iii) community-based disease prevention, and iv) PSS. It is assumed that those people receiving mosquito nets are amongst this population.

Complex, in partnership with Barangay Holy Spirit, Quezon City. Services provided includes medical consultation, laboratory tests such as blood chemistry, urinalysis and diagnostic test which includes X-ray, ECG and ultrasound. Free medicines were provided to the affected population. Mobile Health Teams, with volunteer doctors and nurses were roaming around different key evacuation centers in Batangas to provide immediate treatment and other services.

Furthermore, the people affected by ash fall from the Taal Volcano were in need of face masks particularly those who cannot afford. As a PRC response for public safety and needs, a total of 12,739 masks were distributed to the evacuees and affected populations. The masks were a combination of local donations, PRC disaster relief stocks, ICRC and IFRC.

A total of 2,587 families received insecticide treated mosquito nets in Batangas province, of which 2,500 families were supported under the DREF. Additional families have been covered through other donations received by PRC. Each family received two nets each. Guidance from volunteers on how and when to use them was provided during distribution. Messaging focused on minimizing the risks of diseases such as dengue, which are transmitted via a day-biting mosquito. Furthermore, a total of 3,341 people have been provided with health teaching with key messages around prevention for cough and cold, hypertension and dengue, information dissemination about COVID-19 and proper use of dust and facial mask was also conducted alongside distribution.

Welfare Desk is a package of programs and activities by the Welfare Services extended to the affected population to help them cope with the drastic changes brought about by the disaster. It is the area of coordination for the welfare activities of the Red Cross and it is set up by the chapters in the evacuation centers where the affected families are gathered. At the onset of the Taal Volcano eruption, this has been set up in evacuation centers in different municipalities of Batangas City. It is the activity which has been carried out since the Taal Volcano erupted up to the transition phase to early recovery. A total of 50 welfare desks have been set up in different evacuation centers. It is through these that the needs and concerns of the internally displaced people have been relayed and addressed. Aside from welfare desks, the PRC Batangas Chapter has posted hotline numbers in social media platforms and strategic areas. With the implementation of the enhanced community quarantine, the Welfare Services has put in place its own Welfare hotline numbers to maintain open communication to the people when PRC personnel were not present in the areas. This provided people with access to information and allowed contacting relatives and loved ones or had someone to talk to. They posted copies in every evacuation center and printed in flyers that they distributed to the beneficiaries in the evacuation centers. Suggestion boxes were installed in Welfare desks at the chapter and evacuation centers as a medium to get feedback and inquiries. The feedback was collated every day after duty and suggestions were addressed.

A total of 14,043 people had been reached with first aid psychosocial support (as part of PRC Welfare Support) in Batangas and Laguna provinces. The number of people who require psychosocial support has gone up due to combination of different factors: trauma from the volcanic eruption, stress from prolonged displacement, and fear from the COVID-19 pandemic. A referral system was established to refer people to the local health unit if there are further needs.

### **Challenges**

The prolonged operation and due to concurrent emergency response due to COVID-19 situation, staff and volunteers were exhausted. Identifying and timely sourcing of PPE for the actual volcano and PPE for COVID-19 was challenging.

### **Lessons Learned**

To adjust to the COVID-19 situation, additional budget was included for PPE in last FedBudget iteration. PPEs were distributed to all staff and volunteers mobilized for the operation.

Use of welfare desks continue to be very effective to provide a one stop shop for people to seek assistance and guidance from trained volunteers. Learnings from the previous operations; Dengue and Mindanao earthquake operation such as early deployment of the emergency medical units tents to support local health facilities was very useful.

The welfare activity has adapted to the current situation related to COVID-19 like placing plastic covers to welfare desks, having personnel wear masks and face shields and thermal scanners to make sure that evacuees are in good condition when visiting the desk. These preventive measures contributed to mitigating the spread of the virus.



## Water, sanitation and hygiene

People reached: 16,501

Male: 8,250

Female: 8,251

Indicators:	Target	Actual
# of people provided with water, sanitation and hygiene-related services that meet agreed standards according to specific operational and programmatic context	15,000	16,501 <sup>2</sup>
Initial assessment of water, sanitation and hygiene situation carried out (as part of RDANA)	1	1
# of people will receive safe water distributed	15,000	15,000
# of affected families provided with jerry cans	2,500	2,134
# of portable toilets installed	43	54
# of handwashing facilities installed	43	54
# of temporary bathing and/or shower facilities installed	15	De-prioritized
# of people reached with hygiene promotion	12,500	16,501
# of affected families provided with hygiene kits	2,500	2,500

### Narrative description of achievements

An initial assessment of the water, sanitation and hygiene situation was carried out (as part of the RDANA) and this informed the subsequent operational strategy related to provision of safe water supply and sanitation facilities in selected ECs. This included the cancellation of installation of bathing/shower facilities, which were no longer required as the facilities were either already in place or being covered by other partner organizations.

A total of 325,827 litres of water were produced/distributed. This was done through 5 water tankers and a water purification unit, which have served 15,000 people (3,000 families). A total of 2,134 families received jerry cans to store water in Batangas province, which equates to 85 per cent of the target (2,500). Each family received two 10-litre jerry cans. There is a small balance of jerry cans at the closure of the DREF operation. These items have been handed over and will be distributed by the chapter after the DREF is closed. Chapter is still operational as there continue to be some needs on the ground.

Province	Municipality	No. of families received jerry cans (2 per family)
Batangas	Batangas City	1,094
	Bauan	818
	Ibaan	67
	Sto. Tomas	155
<b>Total</b>		<b>2,134</b>

A total of 54 portable toilet units, with handwashing facility, were installed in selected ECs in Batangas province. Please see below table for information on the accomplishments:

Province	Municipality	No. of portable toilets and handwashing facilities
Batangas	Alitagtag	5
	Balayan	5
	Batangas City	20
	Bauan	5
	Calaca	10
	Lipa	4
	Taysan	5
<b>Total</b>		<b>54</b>

A total of 16,501 people received key hygiene promotion messages, including on effective handwashing, menstrual hygiene management, safe disposal of solid waste, water storage and treatment, as well as awareness on referral points for vaccination of children. Hygiene promotion was conducted to emphasize the importance of hand hygiene, through handwashing with soap, as one of the most effective actions to reduce the spread of pathogens and prevent infections, including the COVID-19 disease. IEC materials about proper hand washing and also proper use of mask

<sup>2</sup> Calculated based on people reached with hygiene promotion. It is assumed that those people receiving jerry cans, hygiene kits and reached with water are amongst this population.

were also posted in locations where people can easily see like barangay halls.

A total of 11,428 families received hygiene kits in Batangas province, of which 2,500 families were supported under the DREF in the municipalities of Agoncillo, Batangas City, Bauan, Ibaan, San Nicolas and Sto Tomas. At the distribution sites, individuals were provided with a briefing on the proper use of hygiene kits. IFRC standard hygiene kit contains 12 pieces of body soap, 5 laundry soaps, 40 sanitary pads, 5 bath towels, 6 rolls of toilet paper, 3 toothpaste tubes, 5 toothbrushes and 4 disposable razors. Please see below table for information on the accomplishments:

Municipality	Hygiene kits
Agoncillo	1
Batangas City	1,093
Bauan	818
Ibaan	408
San Nicolas	25
Sto Tomas	155
<b>Total</b>	<b>2,500</b>

### Challenges

Due to COVID-19, there was an extended need for sanitation and cooking facilities. It was challenging to mobilize volunteers to conduct activities in communities, especially in the smaller evacuation centres.

### Lessons Learned

To address the needs, PRC had to plan multiple rounds of hygiene items distribution, provide sanitation solutions including portable toilets, semi-permanent toilets and handwashing facilities. Due to current COVID-19 situation, PRC identified different options/methods to conduct activities without compromising quality of work and ensuring safety of volunteers/staff.



### Protection Gender and Inclusion

People reached: 21,768

Male: 10,884

Female: 10,884

#### Indicators:

	Target	Actual
# people provided with PGI services	15,000	21,768
Initial assessments focus on key PGI areas (as part of RDANA)	Yes	Yes
Sex-age and disability disaggregated data is collected	Yes	Yes
% staff and volunteers sign the code of conduct	100	100

#### Narrative description of achievements

PGI was incorporated as part of the RDANA; and indirectly all targeted families supported through this DREF operation have been provided with different services based on PGI considerations and standards. A total of 18,606 people benefitted from activities completed under the DREF operation. Sex-age and disability disaggregated was collected by sector.

A total of 1,046 personnel was involved in the DREF operation, and all of them had signed the code of conduct prior to mobilization.

Children in ECs were provided with child-friendly space (CFS) activities through psychosocial support games. CFS is an intervention used by the PRC to increase children's access to a safe environment and promote good psychosocial well-being. PRC ensured the setting up of CFS to prioritize the safety and welfare of children in evacuation centers. CFS activity focused on informal education, storytelling, coloring, reading and games, and supervised playing where 4,563 children have been reached. CFS was conducted in rooms and tents where PRC coordinated with the camp managers of Ibaan and Talisay. The Philippine Mental Health Association (PMHA) - Lipa Chapter composed of

volunteers, psychologists and psychiatrists conducted structured art and play therapy for the children of Malainin and Talaibon.

The team organized recreational activities like Zumba, basketball, volleyball and badminton to evacuees promoting healthy lifestyle and psychosocial activity. A Zumba instructor was hired to lead two sessions. In addition, a psychologist was hired to assist the Welfare team in providing psychosocial support with the affected population. Prior to the therapy, an orientation was conducted among PRC volunteers to assess the current state being of the people. This includes the common issues and concerns identified by vulnerable individuals that may need individual psychotherapy.

The Taal Volcano eruption caused wide damage to school properties including classrooms, gymnasiums, books and school materials. Students and teachers faced a problem on recovering from the damages that the volcanic earthquake and ashes caused on schools. Classes were suspended immediately. Aside from the impact of Taal Volcano, the COVID-19 pandemic has also interrupted the education, particularly, displaced families from Taal Volcano Island who have been staying in the evacuation centers. To support the learners, PRC provided school kits (which contains one piece ruler, one pack colored paper, one pack bondpaper, three pieces ballpen (red, black and red colors), eight pieces composition notebook, one box crayons, one pad paper, one piece pencil, one piece sharpener, one piece scissors and one piece eraser) to 1,161 learners aged 6-12 years old to encourage them to continue and pursue education even at these trying times.

Municipality	Beneficiaries
Ibaan	405
Balete	278
Talisay	478
<b>Total</b>	<b>1,161</b>

### Challenges

Due to the limited space in the evacuation centres and no adequate separations, there was a concern on privacy.

### Lessons learned

Installation of separate tents outside the evacuation centre enabled people to have a separate space for their families. Furthermore, tarpaulins were used to make separations within the evacuation centres.

PRC distributed Read and Play Kits to children (with the ECHO support), it was noted during post distribution monitoring that there are requests for additional learning materials for children since they cannot attend school due to suspension of classes. Hence, adjustment was made from the DREF budget where procurement of school kits was also included in the response.

Furthermore, team identified the value of organising different types of recreational activities like Zumba, basketball, volleyball and badminton to evacuees, which promoted health lifestyle and psychosocial activity.



Evacuees participating in Zumba Exercise at Malinin Interim Area, Ibaan. (Photo: PRC)



### Migration

People reached: 18,606

Male: 9,303

Female: 9,303

Indicators:	Target	Actual
# displaced people reached with information and services provided from welfare desks	15,000	18,606 <sup>3</sup>
# affected people have access to basic services	15,000	18,606
# welfare desks providing RFL services in the affected area	NA	50

<sup>3</sup> Calculated based on people reached with PSS and CFS

### **Narrative description of achievements**

A total of 50 PRC welfare desks were established. PRC's welfare desks were providing a range of services for affected families, including ready-to-eat/hot meals, PSS, and RFL. The PRC welfare desks also received and responded to concerns related to protection, ensuring that any cases identified are referred to the relevant government authorities. Welfare desks' volunteers registered people on the "safe and well" registry who want to report themselves safe for people who might be looking for them. A total of 18,606 people was reached through the welfare desks. These people were reached through various services including 6 tracing cases referred, managed 10,089 "I'm alive" calls, 78 individuals supported with referral services, PSS to 14,043 people and CFS to 4,563 children. Please refer to *Health* section above for more information on the PSS, and *Livelihoods and Basic Needs* section for more information on the ready-to-eat/hot meals distributions

PRC supported DSWD with the set-up and management of basic services in the Malainin Interim Area camp in Ibaan City, Batangas province. This location has been established to accommodate those affected families that were not able to return to areas categorized as "Permanent Danger Zones". PRC has received support from the Republic of Korea government, and Swedish Red Cross (through the IFRC 2020 Operational Plan), which will be used to support the early recovery process for these families, including relocation support with recognition of dignity and safety.

### **Challenges**

Fluid movement of evacuees through the project duration from one place to another has resulted to fluctuation of data gathering that even the LGUs and camp managers could not have a stable figure where a certain family is located.

### **Lessons learned**

With the implementation of the enhanced community quarantine, the welfare services assign hotline numbers to maintain open communication to the people when PRC personnel were not present in the areas. This provided people with access to information, allowed contacting relatives and loved ones.

## **International Disaster Response**

<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of NS branches that are well functioning (in the operation)	NA	1
% of volunteers insured	100	100
NS coordinated international disaster response effectively	Yes	Yes
Rapid response personnel support the operation	1	6
DREF procedures are applied during the implementation of the operation	Yes	Yes
% of target population satisfied with support received	80	100
Logistics department provides constant support to the National Society's logistics unit for replenishment and other procurements	Yes	Yes
# of coordination meetings held with other stakeholders	3	3
Complementarity and strengths of the Movement enhanced	Yes	Yes
Movement coordination is well established	Yes	Yes

### **Narrative description of achievements**

The PRC led the Movement's overall response for this operation, maintaining close coordination with Movement partners in the country and providing updates. The PRC works with the IFRC, the ICRC and seven Partner National Societies in the country: The American Red Cross, Canadian Red Cross, Finnish Red Cross, German Red Cross, the Japanese Red Cross Society, Netherlands Red Cross, Qatar Red Crescent and Spanish Red Cross. On 13 December 2019, the PRC convened a meeting with ICRC and IFRC counterparts to provide a briefing on the priority needs and call for additional funding following completion of the RDANA. Regular meetings were initiated by PRC with counterparts that are involved in the Taal Volcanic eruptions response, namely IFRC, Finnish Red Cross, German Red Cross and Spanish Red Cross. As noted, PRC mobilized additional resources from ECHO, Korean Government and from corporate and private donations to complement the DREF.

Coordination of the Shelter Cluster was initiated by the Asia Pacific Shelter coordinator for the IFRC CO in support of the Philippines HCT Cluster system. This included sharing of rapid needs assessment data; the dissemination of OCHA snapshots and regular 3W reporting. The IFRC CO also attended briefings held by PHIVOLCS on the evolving situation, which informed decision making on contingency planning and scenario development.

PRC, with support from IFRC, actively coordinated with different stakeholders such as HCT, relevant government agencies from the national level down to the municipal level.

An IFRC Operations Manager was deployed between November 2019 and June 2020 from the Asia Pacific Regional Office (APRO) to support PRC with the coordination of the response. The IFRC CO mobilized rapid response personnel to provide overarching surge support to all DREF (MDRPH033, MDRPH037 and MDRPH039) and Emergency Appeals (MDRPH032, MDRPH036 and MDRPH038). These included Emergency Health, Information Management (IM) x 2, PMER and PGI profiles, which were seconded from American Red Cross, Canadian Red Cross, Netherlands Red Cross and New Zealand Red Cross.

An IFRC APRO staff was deployed to conduct monitoring in February 2020, which resulted in recommendations related to CEA and PGI.

IFRC CO personnel were also deployed to support the chapters, namely with the process of selection/validation of targeted families; provide recommendations related to the integration of CEA and PGI considerations into the response; plan and monitor disbursement of MPCGs. PRC volunteers mobilized for this DREF operation were insured under the Membership and Accident Assistance Benefit (MAAB) of PRC.

The IFRC CO assisted PRC to ensure accountability and compliance with regards to the DREF procedures. This includes the issue of Information Bulletins and Operations Updates; ensuring that all EPOA are published on [the IFRC Appeals Database](#), as well as utilization of the [IFRC GO Platform](#) to issue situation reports.

IFRC CO logistics, in coordination with PRC logistics, dispatched essential household items for 2,500 families, comprising blankets, hygiene kits, jerry cans, mosquito nets, and sleeping mats, as well as tarpaulins for the ECs. These items were then replenished through the DREF.

Community engagement and accountability (CEA) was an important component of the DREF operation; and integrated into all activities planned to ensure that affected families have access to information on services being provided by PRC, as well as participate and feedback to PRC. The PRC welfare desks were established which allowed concerns to be shared with PRC and then addressed in real time. At present there is no means of capturing these concerns systematically; however, PRC is taking steps to strengthen this for future response operations, this includes the development of revised CEA guidelines. Consultation/participation with affected families was also done during the RDANA; with barangay committees and as part of the post distribution monitoring exercises that were carried out. Based on the post distribution monitoring, in terms of suggestions and feedback to the entire process, all respondents reported to be satisfied with the distribution planning and implementation of PRC.

### Challenges

As mentioned above, for CEA, there is no means yet of capturing the concerns systematically.

### Lessons learned

For CEA, PRC have identified the need for a systematic recording and analysis of feedback for decision making. PRC has recently developed its own CEA implementation guideline. This will be rolled-out across different services and programmes of PRC, both in the NHQ and chapter levels.

## Influence others as leading strategic partner

Indicators:	Target	Actual
IFRC and PRC participate in local, national and international dialogues /meetings	Yes	Yes
# of communications materials produced/published	10	10

### Narrative description of achievements

The PRC communication team ensured that the Red Cross response efforts are effectively communicated to its key target audiences in a timely manner. The Operations Center (OpCen) located at the PRC's National Headquarters

(NHQ) collected information from the chapters and Red Cross 143 volunteers in the affected areas. In addition to a press release, regular updates on activities and status were posted on the official social media accounts of the PRC. Communication teams posted updates and photos on [Facebook](#) and [Twitter](#). PRC staff and volunteers across the country actively contributed to corporate communications through their own social media networks. Through social media, 74 posts on PRC's official Facebook page for Taal have had a reach of 8,221,258 while on Twitter, 64 posts have had 3,963,574 impressions. Overall, the social media reach for both is 12,184,832.

The Philippine Red Cross and IFRC communications team has promoted the visibility of PRC's efforts through press releases.

15 January 2020: Red Cross called for public support as humanitarian operations continue for communities affected by Taal Volcano eruption

20 January 2020: Batangas Gov. Mandanas extended his gratitude to the Philippine Red Cross in the midst of its humanitarian efforts in Taal Volcano eruption-affected communities.

IFRC media advisory: *Philippines volcano – Red Cross prepares for the worst*

The Red Cross' efforts on the ground have been cited in media reports as follows:

- [PH Red Cross to help put up tent cities for Taal eruption evacuees during rehab phase](#)
- [PH Red Cross calls for more volunteers amid Taal crisis](#)
- [Help Taal Volcano victims, PH Red Cross appeals](#)
- ['Funds ready for Taal evacuees'](#)
- [LIST: Where to send donations for Taal evacuees](#)
- [Philippine Red Cross Rushes to Help After Taal Volcano Erupts](#)

### Challenges

Due to the ongoing COVID-19 situation, it was challenging conduct some of the meetings/dialogues.

### Lessons learned

Welfare Services has put in place its own Welfare hotline numbers to maintain open communication to the people when PRC personnel were not present in the areas. This provided people with access to information.

## Effective, credible and accountable IFRC

Indicators:	Target	Actual
Effective performance of staff supported by HR procedures	Yes	Yes
% of compliance with PRC HR procedures	100	100
% of financial reporting respecting IFRC procedures	100	100
% of operational staff for IFRC receive security briefing	100	100

### Narrative description of achievements

PRC mobilized NHQ and Chapters existing staff, Red Cross 143 volunteers, Red Cross Action Teams (RCAT134) and NDRTs from other chapters as required. PRC's human resources (HR) procedures were applied for all deployments. A total of 1,046 PRC personnel was involved in the response. Please refer to International Disaster Response Output 1.1.4 for information on the HR that has been mobilized.

The IFRC CO, through the finance and administration team, provided operational support for the review, budget validation, bank transfers, and technical assistance to PRC including review and validation of invoices. All financial transactions in this operation were conducted in accordance with the IFRC's standard financial procedures. The DREF project agreement was signed upon the activation of the DREF; and revised through addendums based on the expanded allocations that have been made, and extension of timeframe required.

The IFRC security framework was applied to the DREF operation. For PRC staff and volunteers, the National Society's security framework was applied. Regular and close coordination was maintained with the ICRC in accordance with the existing security framework and Movement's coordination agreement. Regular information sharing was maintained and

specific security protocols for each level of security. In the country, all staff members and volunteers have required to take the IFRC online courses: Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security. Following the Taal Volcanic eruptions, the IFRC CO security focal point, in collaboration with IFRC health manager, disseminated updated security guidelines and precautionary measures such as the use of N95 masks. The IFRC CO logistics team distributed PPE for staff working in the areas of operation.

### **Challenges**

Safety of staff, volunteers and affected people was one of the main challenges during COVID-19 period. While still experiencing the aftermath of Taal Volcano Eruption, Batangas once again was hit by another emergency, COVID-19 pandemic. This resulted in cancellation of most of the activities, limited personnel to be mobilized, implementation of rigid safety measures, and worries on the people being deployed.

### **Lessons learned**

PRC has incorporated COVID-19 guidelines into its response protocols. PRC requested staff and volunteers to use appropriate personal protective equipment (PPE) at all times, provided necessary PPEs, and provided with briefing to staff and volunteers prior to deployment, these ensured safety of staff, volunteers and affected people. Furthermore, COVID-19 highlighted the advantages of moving towards digital documents, specially related to finance documents.

## **D. Financial Report**

The actual expenditure is 99.9 per cent (CHF 498,579) of the CHF 498,602 DREF amount requested. Balance from this operation, CHF 23, will be returned to the DREF pot.

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

Full financial report is attached at the end of this report.

## Contact information

Reference documents



Click here for:

- [DREF Operation](#)

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

### In Philippine Red Cross

- Elizabeth Zavalla, secretary general; phone: +63 2 790 2300; email: [secgen@redcross.org.ph](mailto:secgen@redcross.org.ph)
- Leonardo Ebajo, director for disaster management services; email: [leonardo.ebajo@redcross.org.ph](mailto:leonardo.ebajo@redcross.org.ph)

### In IFRC Philippines Country Office

- Robert Kaufman, head of country office; email: [robert.kaufman@ifrc.org](mailto:robert.kaufman@ifrc.org)
- Patrick Elliott, operations manager; phone: +63 998 961 2140; email: [patrick.elliott@ifrc.org](mailto:patrick.elliott@ifrc.org)
- Radhika Fernando, interim operations manager; email: [radhika.fernando@ifrc.org](mailto:radhika.fernando@ifrc.org)

### In Asia Pacific Regional Office, Kuala Lumpur

- Gwendolyn Pang, deputy regional director; email: [gwendolyn.pang@ifrc.org](mailto:gwendolyn.pang@ifrc.org)
- Necephor Mghendi, head of DCC; email: [necephor.mghendi@ifrc.org](mailto:necephor.mghendi@ifrc.org)
- Nur Hayati Ahmed, operations coordinator; email: [OpsCoord.SouthEastAsia@ifrc.org](mailto:OpsCoord.SouthEastAsia@ifrc.org)
- Siokkun Jang, logistics manager, regional logistics unit; email: [siokkun.jang@ifrc.org](mailto:siokkun.jang@ifrc.org)
- Antony Balmain, Communications Manager; email: [antony.balmain@ifrc.org](mailto:antony.balmain@ifrc.org)

### In IFRC Geneva

- Christina Duschl, senior officer, operations coordination; email: [christina.duschl@ifrc.org](mailto:christina.duschl@ifrc.org)
- Karla Morizzo, senior DREF officer; email: [karla.morizzo@ifrc.org](mailto:karla.morizzo@ifrc.org)
- Eszter Matyeka, senior officer, DREF; email: [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)

### For IFRC Resource Mobilization and Pledges support:

- **In IFRC Asia Pacific Regional Office:** Alice Ho, partnership in emergencies coordinator; email: [PartnershipsEA.AP@ifrc.org](mailto:PartnershipsEA.AP@ifrc.org)

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

- **In IFRC Asia Pacific Regional Office:** Siew Hui Liew, PMER manager; email: [siewhui.liew@ifrc.org](mailto:siewhui.liew@ifrc.org)

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## How we work

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

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



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



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



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

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/1-2020/8	Operation	MDRPH039
Budget Timeframe	2020/1-2020/7	Budget	APPROVED

Prepared on 18/Sep/2020

All figures are in Swiss Francs (CHF)

## MDRPH039 - Philippines - Taal volcano eruption

Operating Timeframe: 15 Jan 2020 to 15 Jul 2020

### I. Summary

Opening Balance	0
<b>Funds &amp; Other Income</b>	<b>498,602</b>
DREF Allocations	498,602
<b>Expenditure</b>	<b>-498,579</b>
Closing Balance	<b>23</b>

### II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction		760	-760
AOF2 - Shelter	134,319	138,604	-4,285
AOF3 - Livelihoods and basic needs	142,394	214,680	-72,286
AOF4 - Health	65,490	48,926	16,564
AOF5 - Water, sanitation and hygiene	110,315	78,423	31,893
AOF6 - Protection, Gender & Inclusion	28,779	2,737	26,043
AOF7 - Migration		633	-633
<b>Area of focus Total</b>	<b>481,298</b>	<b>484,762</b>	<b>-3,464</b>
SFI1 - Strengthen National Societies	314		314
SFI2 - Effective international disaster management	13,851	13,746	105
SFI3 - Influence others as leading strategic partners	3,139		3,139
SFI4 - Ensure a strong IFRC		72	-72
<b>Strategy for implementation Total</b>	<b>17,304</b>	<b>13,817</b>	<b>3,487</b>
<b>Grand Total</b>	<b>498,602</b>	<b>498,579</b>	<b>23</b>

# DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/1-2020/8	Operation	MDRPH039
Budget Timeframe	2020/1-2020/7	Budget	APPROVED

Prepared on 18/Sep/2020

All figures are in Swiss Francs (CHF)

## MDRPH039 - Philippines - Taal volcano eruption

Operating Timeframe: 15 Jan 2020 to 15 Jul 2020

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>305,690</b>	<b>343,129</b>	<b>-37,440</b>
Construction - Facilities		229	-229
Construction Materials		113	-113
Clothing & Textiles	52,500	55,365	-2,865
Food	4,323	10,529	-6,206
Water, Sanitation & Hygiene	57,178	54,581	2,597
Medical & First Aid	48,132	18,035	30,097
Teaching Materials	3,679		3,679
Utensils & Tools	33,750	12,483	21,267
Other Supplies & Services	9,155	580	8,575
Cash Disbursement	96,973	191,214	-94,241
<b>Land, vehicles &amp; equipment</b>		<b>1,625</b>	<b>-1,625</b>
Computers & Telecom		1,625	-1,625
<b>Logistics, Transport &amp; Storage</b>	<b>46,478</b>	<b>24,129</b>	<b>22,349</b>
Storage		2,727	-2,727
Distribution & Monitoring	13,500	2,171	11,329
Transport & Vehicles Costs	32,450	17,319	15,131
Logistics Services	527	1,911	-1,383
<b>Personnel</b>	<b>59,625</b>	<b>13,746</b>	<b>45,879</b>
International Staff	1,500		1,500
National Society Staff	37,216	1,978	35,238
Volunteers	20,909	11,769	9,140
<b>Consultants &amp; Professional Fees</b>	<b>1,385</b>	<b>5</b>	<b>1,380</b>
Professional Fees	1,385	5	1,380
<b>Workshops &amp; Training</b>	<b>6,249</b>	<b>3,562</b>	<b>2,687</b>
Workshops & Training	6,249	3,562	2,687
<b>General Expenditure</b>	<b>48,744</b>	<b>81,954</b>	<b>-33,210</b>
Travel	18,234	41,687	-23,453
Information & Public Relations	21,489	8,901	12,588
Office Costs	718	23,183	-22,465
Communications	2,108	1,972	136
Financial Charges	6,195	3,662	2,533
Other General Expenses		2,548	-2,548
<b>Indirect Costs</b>	<b>30,431</b>	<b>30,430</b>	<b>1</b>
Programme & Services Support Recover	30,431	30,430	1
<b>Grand Total</b>	<b>498,602</b>	<b>498,579</b>	<b>23</b>