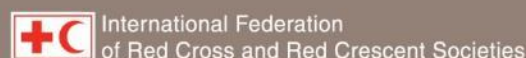


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Emergency Appeal

12-month report Operations update

The Bahamas: Hurricane Dorian



Emergency Appeal MDRBS003	Glide n° TC-2019-000099-BHS
Operation update n° 4 12-month update Date of issue: 22 December 2020	Timeframe covered by this update: 2 September 2019 – 3 September 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.	
<u>Private donors</u> 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

A.1 Description of the disaster

Hurricane Dorian hit the country on 1 September 2019 as the **strongest Atlantic Hurricane documented to directly impact a landmass** since records began. 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 Government stated Dorian caused **USD 3.4 billion in losses and damage** in the country⁴.

A year after Hurricane Dorian made landfall into the northern Bahamas islands of Grand Bahama and Abaco, there are still plenty of needs to be addressed. After any natural disaster, the most common critical needs are

food, shelter, and drinking water. The local authorities along with number of local and international non-governmental organizations in **Abaco** have been providing different types of support to the affected population such as home repair assistance, business recovery programs, educational services etc. The Marsh Harbour area has been reconnected to electricity lines and more comfortable conditions have been created. However, most cars and parts of the main island of Abaco still have no power and portable generators have been utilized to maintain works related to the recovery of housing or running micro or small businesses such as convenient shops, dining places, barber shops, car wash and gas stations etc. Additionally, dozens of social facilities and hundreds of houses have been partially and fully repaired in Central Abaco with support of humanitarian organizations.

In **Grand Bahama**, it is estimated that some locations experienced storm surges of over 20ft affecting approximately 400 businesses and between 8000-9000 homes. Over the past 12 months, the government has focused on rebuilding the business community and key infrastructure as well as providing support to those who lost their livelihoods. The Small Business Development Center disbursed over \$3 million BSD to assist over 113 micro and small businesses affected by Hurricane Dorian.

The largest number of Economic Concessions in the country's history was provided for Grand Bahama and Abaco which were declared Economic Recovery Zones. A record number of food and construction items have been made duty and VAT free and concessions extended through to the end of 2020.

The Department of Social Services in Grand Bahama disbursed over \$1,798,693.00 in rent payments to landlords on behalf of Grand Bahamians and over \$332,542.07 in vouchers were issued for the purchase of appliances and beds to assist residents displaced because of Hurricane Dorian.

The National Insurance Board in Grand Bahama made significant pay-outs to residents affected by Hurricane Dorian and COVID-19. Unemployment Assistance payments to date total over \$1,058,403.08. Unemployment Benefit payments totalled over \$1,563,065.59 disbursed to residents in Freeport, East Grand Bahama, and West Grand Bahama.

To date, through The Disaster Reconstruction Authority's Small Home Repair Program approximately 2,000 Grand Bahamians have been approved for assistance. Some \$3,257,170 has been put directly into the hands of Bahamian companies and homes. Bahamian contractors received over \$9 million for debris removal throughout the island since the hurricane⁵.



Photo 1: The affected population in Abaco and grand Bahama received relief items in the aftermath of the storm. Source: IFRC.

² [NEMA update](#): Death Toll Rises to 74 post-Hurricane Dorian, 28 Feb. 2020

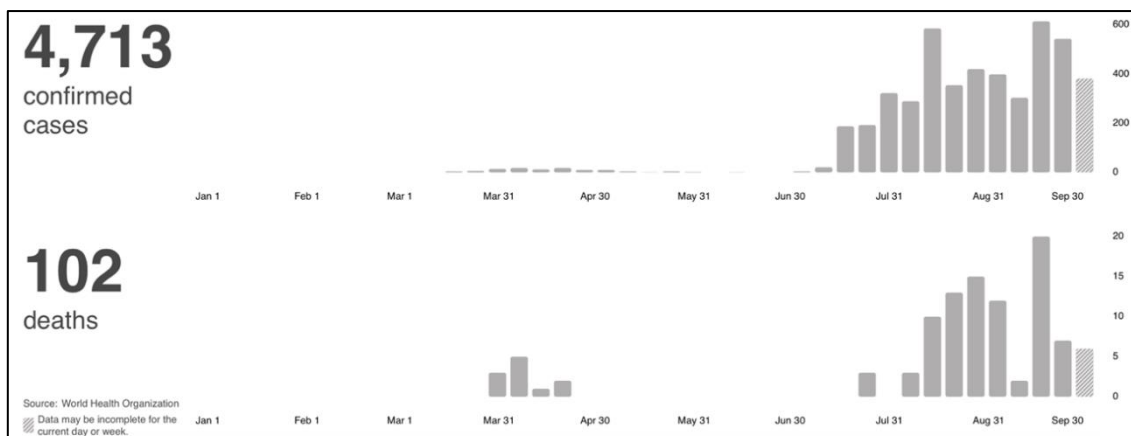
³ As of 1st October 2019 - NEMA

⁴ 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 damage⁴ (⁴ IADB November 2019. [Assessment of the Effects and Impacts of Hurricane Dorian in the Bahamas](#))

⁵ [Featured Story. Office of the Prime Minister, Grand Bahama](#). 2 September 2020.

Nonetheless, **a year after the disaster, both islands still need further support in the areas of reconstruction and livelihoods.**

COVID-19 situation in the Bahamas: Since March, the COVID-19 pandemic started affecting The Bahamas. During the initial months, the government 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 issues a regular update of its COVID-19 dashboard and press conferences are held weekly to provide the latest information on new cases and adjustment of measures.



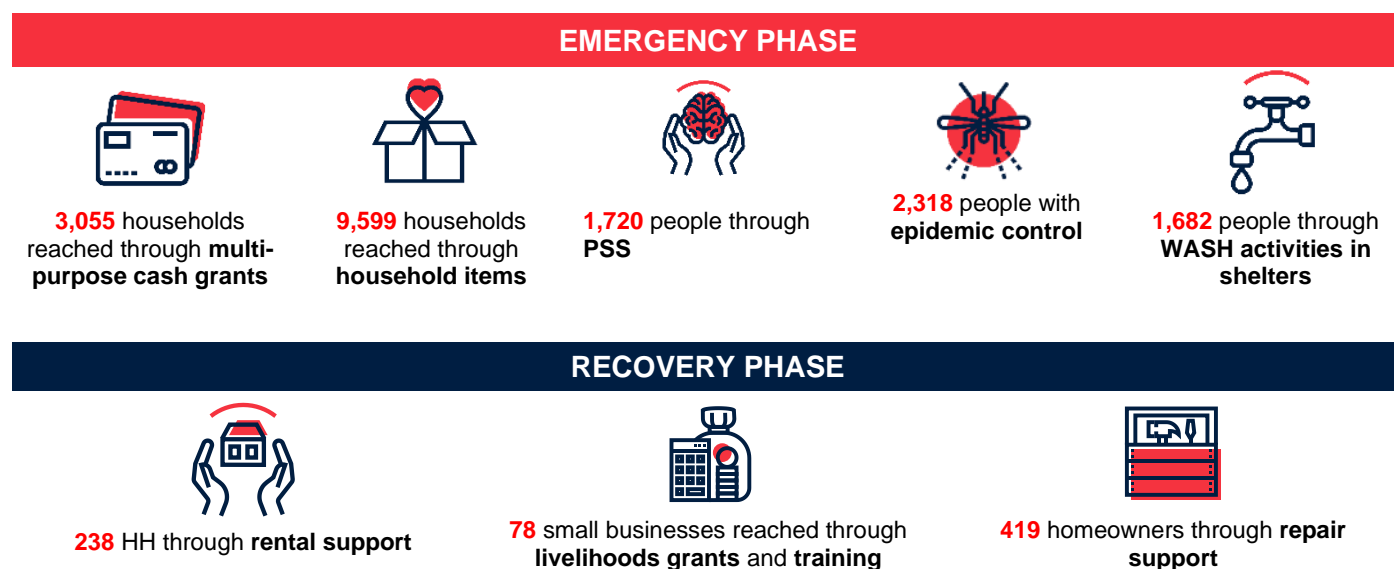
BRCS maintains coordination with government authorities to support response efforts in face of COVID-19. BRCS prepared a contingency plan and later issued a [National Society Response Plan](#) highlighting its planned actions. Current information on BRCS' activities as part of the national **COVID-19 response** is available on [IFRC GO](#) and [IFRC's appeal 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 223 volunteers and 84 staff members. Before the hurricane, its main programmes 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 provided first aid, pre-hospital care, psychosocial support, household items and restoring family links (RFL). For further details, see the [Revised Emergency Plan of Action no. 3 and previous operation updates](#). In the last 12 months, **BRCS experienced a significant growth in the scope of its work and actions** to address the most pressing needs after the disaster:

The BRCS response to Dorian up to September 2020 has reached the following vulnerable groups:



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 increased the need to support vulnerable households, especially people who have lost their income sources and elderly population with food and hygiene items. The BRCS coordinated 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. BRCS, IFRC, American Red Cross and Canadian Red Cross continue coordinating 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 harmonized 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).

American Red Cross worked with its partners to achieve the following:

- More than 24,000 cubic meters of debris have been removed on Abaco.
- 3,038 received multi-purpose unconditional cash transfers in the aftermath of Hurricane Dorian.
- 200 families received six months of rental assistance on Grand Bahama.
- The home repairs program of 500 homes through IFRC, BRCS, and CORE is well underway with ~350 homes completed.
- Nearly 600,000 hot meals were delivered on Abaco and New Providence.
- More than 1.6-million gallons of potable drinking water were produced and disseminated on Grand Bahama, reaching 4,898 households or ~16,500 people. Production and dissemination of drinking water has been successfully handed over to the Grand Bahama Utility Company.
- Thus far, 172 small businesses on Abaco and Grand Bahama have received \$1,600,000 in business restart grants.
- 106 households have received asset replacement assistance.
- Approved a National Society Development pledge with IFRC.

American Red Cross has partnered with Bahamas Red Cross to accomplish the following with National Society Development support:

- Develop a three-year strategic plan, which was approved by the BRCS board.
- Train over 100 BRCS Staff and Volunteers on disaster preparedness topics.
- Expand BRCS' Meals on Wheels program from ~200 beneficiaries to ~950 beneficiaries over the course of a three-month COVID-adapted Meals on Wheels program.
- Develop a communications strategy and purchase communications equipment for BRCS, including a drone and camera.
- Purchase key assets for BRCS, including three flatbed trucks, two forklifts, laptops for the Family Island Members groups, and satellite phones.



Photo 2: Emmanuel Saint Just accompanies an Abaco resident after she receives cash to help her recover. More than 3,000 families have received unrestricted cash from the Red Cross to spend on whatever needs are most pressing to them. Many have used the funds on food, medicine, home repairs and transportation. Source: American Red Cross.



- Support the salaries of the Resource Mobilization Manager; Planning, Monitoring, Evaluation, and Reporting Officer; and Project Manager.
- Support the work of the external consultant, leading the process of the designing and construction of the Grand Bahama branch.
- Conduct a midline learning activity among BRCS, IFRC, CanRC, and AmRC.

Photo 3: This mother/daughter business team had to overcome new challenges after Hurricane Dorian damaged their equipment and the main space which they worked out of. Through a partnership between the American Red Cross and CORE, they received a small business grant that allowed them to purchase new printing equipment for inside the new mobile business space in the trailer. Source: American Red Cross.

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

The **Canadian Red Cross** is providing support toward the strengthening of the Bahamas Red Cross Society's capacity to respond to emergencies through the bi-lateral PER project:

- A virtual PER self-assessment was undertaken in May to June 2020 to identify and prioritise areas that the National Society is desirous of strengthening post an evaluation of current response capacity. The entire process culminated in the development of a work plan with activities to be implemented over two years.
- The National Society's institutional capacity for executing responses is being enhanced through the updating of its disaster response plan integrating cross-cutting themes.
- Procurement of equipment for the retrofitting of the Emergency Operations Centre in Nassau is ongoing.
- Technical support provided for the integration of PGIE in data tools which commenced with volunteer registration and will be expanded to include all other data collection tools.
- Guidance for the development of a volunteer recruitment and retention strategy is ongoing.
- Project Cooperation Agreement fully signed between The Bahamas Red Cross and the Canadian Red Cross in November.
- PGIE in emergencies training being carried out with formal online instruction to follow.

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 severely limited. However, the team remains operational while respecting the Government's measures.

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). On 1 May 2020, the Bahamas Hurricane Dorian operation was transferred under the management of the CCST office after the hand-over process.

Coordination is maintained through several spaces for information-sharing:

- Weekly partners meetings with BRCS, IFRC, American RC and Canadian RC to share updates, coordination, experiences, and challenges.
- Bi-weekly coordination meetings with Abaco and Grand Bahama field teams and sectoral leads, to which American RC and Canadian RC are invited
- Bi-weekly operations meeting with BRCS leadership and sector leads
- Weekly participation in the regional operation meeting led by IFRC's ARO

Overview of non-RCRC actors in-country

The initial response to Hurricane Dorian's impact was led by the Government of the Bahamas, through the National Emergency Management Agency (NEMA) in coordination with the CDEMA. During the emergency phase, 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).

The Ministry of Disaster Preparedness, Management and Reconstruction transferred the overall to the Disaster Reconstruction Authority (DRA) coordination since December 2019, 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.

Several 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. However, some NGOs had to depart the country or limit activities due to COVID-19 travel and movement restrictions.

Needs analysis and scenario planning

Needs analysis

The needs analysis and scenario planning based on assessment data and the recovery phase of the operation are specified under the **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. Increased pressure on livelihoods has been identified as well as the need for food and hygiene items, Psychosocial Support, and accurate 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. RC partners in-country are supporting BRCS to access new funding sources to respond to the effects of COVID-19. When possible, activities will be carried out through phone or online means to avoid gatherings.
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 preparedness efforts of the NS in coordination with other partners in country.
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 worse, 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 conducted through BRCS. 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 The lack of status agreement can affect the situation of delegates who might need to leave the country to renew entry visas.

B. OPERATIONAL STRATEGY

B.1 Proposed strategy

The operation's overall objective 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; 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. Still, some selection criteria remain sector-specific (e.g., damage classification of houses, business ownership). The MPCGs, livelihoods, shelter and WASH interventions do not target the same Dorian-affected population, but there might be an overlap as some households could be reached via two different interventions.



Photo 4: BRCS, IFRC and AmRC staff conducted a monitoring visit of the home repair programme in Abaco in November 2020 to assess progress and challenges. Source: Holly Baker, American Red Cross.

C. DETAILED OPERATIONAL PLAN



Shelter

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

Male: est. 4,545⁶

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 ⁷
# of displaced households provided with mid-term shelter and settlement assistance through cash and voucher assistance (rental support)	235	238
# of households provided with shelter assistance to repair non structurally damaged homes.	500	552

Progress towards outcomes

Progress in this report focuses on actions of the recovery phase, for emergency response efforts in this sector see the previous operations update.

⁶ Estimate based on the national average of men (49%) and women (51%). <https://countrymeters.info/en/Bahamas>

⁷ 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 so households would receive assistance as soon as possible.

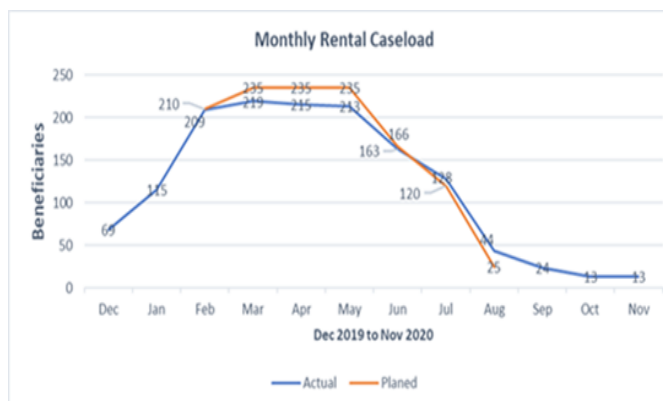
Rental support program in Grand Bahama: In December 2019, BRCS and IFRC launched the rental programme in Grand Bahama targeting Dorian affected households whose homes were classified as moderately or severely damaged. In Grand Bahama, a rental assessment was conducted and found that there were suitable 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 according to the available budget (\$ 987,000.00). The number of total tranches planned is 1,410.

To ensure the programme achieved its objectives a monitoring system has been put in place and living conditions of the displaced, protection issues, relation between renters and property owners are tracked as much as COVID-19 restrictions allow. 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 changed were taken out from the rental support and a few other families were added. In addition, 20 of the most vulnerable families will receive a 3-month extension.

Progress to date is shown in the graph to the right. The total number of tranches planned was 1,410 instalments. Up to end of October, 1,412 tranches were given. The rental program will conclude in November 2020.

The BRCS/IFRC team conducted a post-distribution monitoring (PDM) which highlighted the following findings on the program:

- The post-distribution monitoring revealed that rental assistance made a positive contribution programme outcome. Indirectly, it also contributed to resuming the livelihood activities. Payment made to the beneficiaries had a positive effect on beneficiaries and rental market. One hundred per cent of participants reported satisfaction with the programme.
- A key finding was that not all the persons interviewed were aware of the selection criteria. Out of the 64% who knew the reason for being selected, 77% reported they were chosen because Dorian destroyed their house, and 14% stated it was due to loss of income. 96% correctly knew the duration of the rental assistance, and 98% reported that they would receive 700 BSD per month, but the record (signed proof of payment) shows that 100% received 700 BSD.
- 80 % of respondents stated that rental amount 700 BSD was enough or more than enough, while 20% said that amount was not enough. This finding is in line with the beneficiary's record; 188 (79%) beneficiaries' receipts show that the monthly rent they pay is equal or less than 700 BSD, while 21% beneficiaries pay more than 700 BSD. This analysis indicates that the rental value of 700 BSD/month was appropriate to meet the rental needs of most of the beneficiaries. (The **PDM survey - Rental Assistance Programme in Grand Bahama** has been issued and is available at: <http://adore.ifrc.org/Download.aspx?FileId=366251&.pdf>).



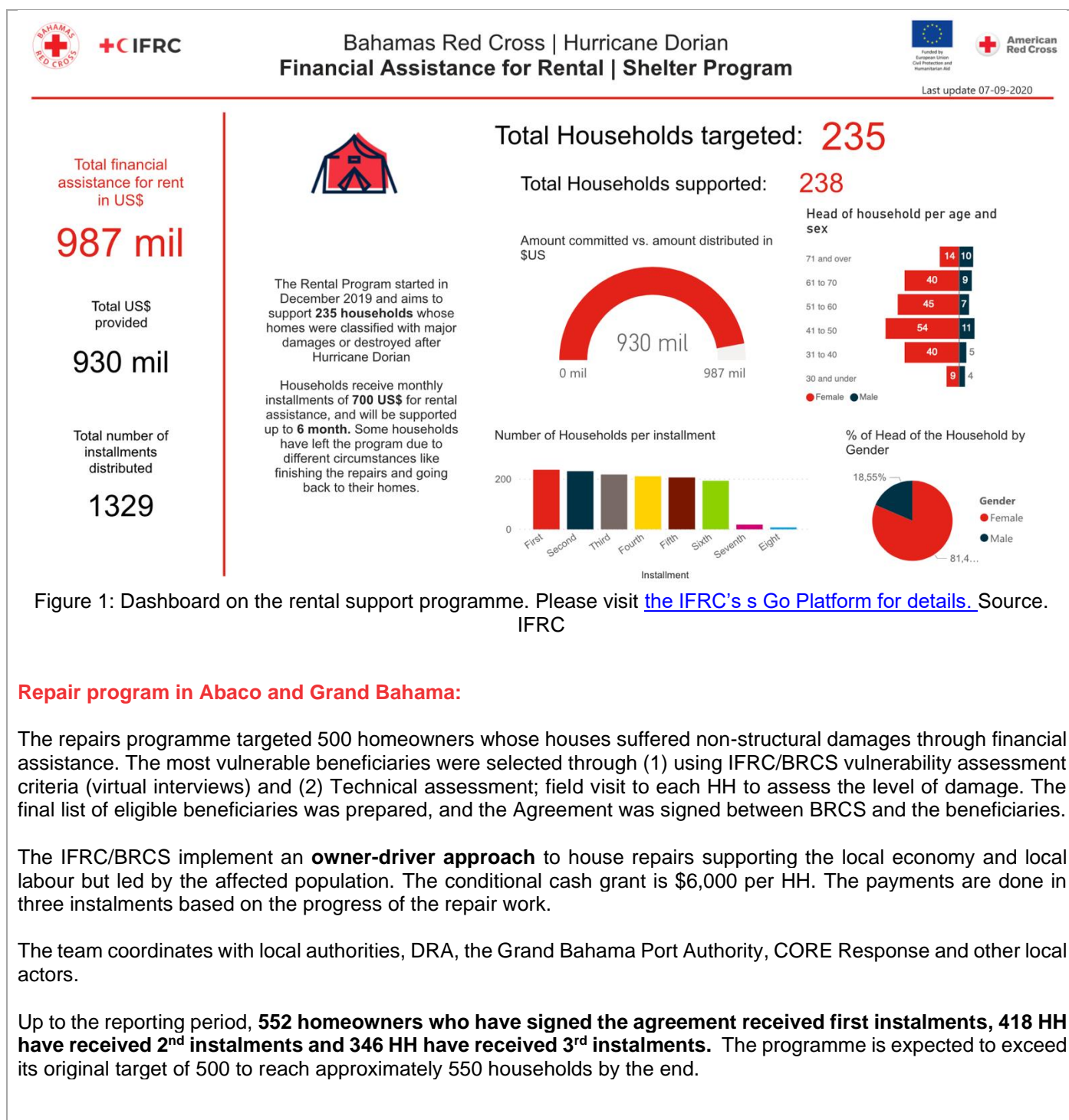


Figure 1: Dashboard on the rental support programme. Please visit [the IFRC's s Go Platform for details](#). Source: IFRC

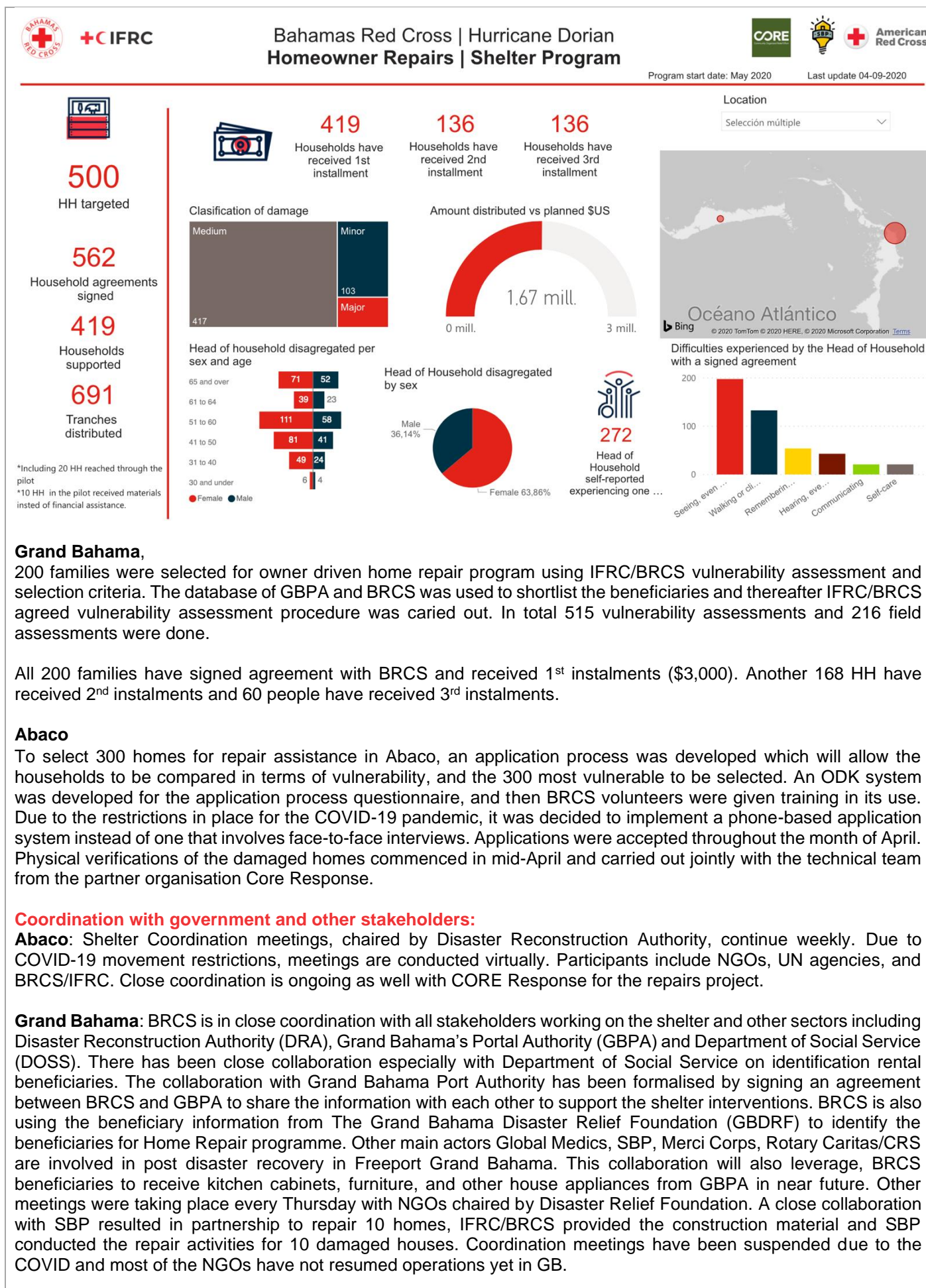
Repair program in Abaco and Grand Bahama:

The repairs programme targeted 500 homeowners whose houses suffered non-structural damages through financial assistance. The most vulnerable beneficiaries were selected through (1) using IFRC/BRCS vulnerability assessment criteria (virtual interviews) and (2) Technical assessment; field visit to each HH to assess the level of damage. The final list of eligible beneficiaries was prepared, and the Agreement was signed between BRCS and the beneficiaries.

The IFRC/BRCS implement an **owner-driver approach** to house repairs supporting the local economy and local labour but led by the affected population. The conditional cash grant is \$6,000 per HH. The payments are done in three instalments based on the progress of the repair work.

The team coordinates with local authorities, DRA, the Grand Bahama Port Authority, CORE Response and other local actors.

Up to the reporting period, **552 homeowners who have signed the agreement received first instalments, 418 HH have received 2nd instalments and 346 HH have received 3rd instalments**. The programme is expected to exceed its original target of 500 to reach approximately 550 households by the end.



Grand Bahama,

200 families were selected for owner driven home repair program using IFRC/BRCS vulnerability assessment and selection criteria. The database of GBPA and BRCS was used to shortlist the beneficiaries and thereafter IFRC/BRCS agreed vulnerability assessment procedure was carried out. In total 515 vulnerability assessments and 216 field assessments were done.

All 200 families have signed agreement with BRCS and received 1st instalments (\$3,000). Another 168 HH have received 2nd instalments and 60 people have received 3rd instalments.

Abaco

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 then 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 carried out jointly with the technical team from the partner organisation Core Response.

Coordination with government and other stakeholders:

Abaco: Shelter Coordination meetings, chaired by Disaster Reconstruction Authority, continue weekly. 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 Portal 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.

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	Activity cancelled due to COVID restrictions
% of surveyed people demonstrate knowledge of safer building practices in their shelter solutions	80%	Activity cancelled due to COVID restrictions
# 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: Due to COVID movement restrictions we were not able to implement orientation and training. The house owner employed the certified contractors from DRA to repair houses. The programme has now cancelled the training part. So, this section was unfortunately not achieved due to COVID-19.

Regional support: The IFRC regional shelter focal point provided close support to the operation since September 2019 until April 2020.

Staffing cost for shelter (2 delegates Abaco + Grand Bahama) national staff, and daily workers): Two shelter delegates support activities in Grand Bahama and Abaco, supported by national staff and BRCS staff and volunteers. The IFRC reconstruction coordinator plays a key role in supervision of the overall shelter team and deliverables, and in coordinating with the BRCS leadership.

**Livelihoods and basic needs**

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

Male: 42%

Female: 58%⁸

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	3,056 HH
# of targeted population whose livelihoods are restored to pre-disaster level	130	78

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	78
# of target MSME apply new acquired knowledge and skills promoted by the project to strengthen and protect their livelihoods	130 small business owners	78

⁸ Percentages based on the heads of households reached through the multipurpose cash grants (pre-paid cards).

Progress towards outcomes

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, 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 “Small Business Recovery Grant” (SBR grant).

For the Livelihoods Recovery program in Abaco and after COVID19 restrictions were temporarily lifted in July, the CVA Delegate was offered the opportunity to lead the implementation of this Livelihoods Recovery intervention in Abaco. Focus Groups Discussions were held with farmers, fishermen and small businesses to validate the livelihoods intervention strategy applied in Grand Bahama; and key informant interviews with Bahamas Agricultural & Industrial Corporation (BAIC), Chamber of Commerce, UNDP, CORE, and other agencies. The strategy defined for the SBR program in Grand Bahama was adjusted and approved by BRCS to target **at least 50 small-business owners** impacted by hurricane Dorian in **any part of Abaco** and from **any economic sector**.

In August, a second wave of COVID-19 infections delayed the launching of the Livelihoods Recovery program in Abaco until September, when the call for applications was launched. Applications were submitted through phone interviews and no inspections were done at that time, instead supporting evidence for loss and damages were required. The application phase closed on September 30, 2020.

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

For both the SBR program in Grand Bahama and the Livelihoods Recovery program in Abaco, the targeting criteria were the same:

- The impacted business by hurricane Dorian must be the main source of income.
- Business is located on the island of Grand Bahama or Abaco, respectively.
- Hold a valid business license or vendors permit for 2018, 2019 or 2020.
- Business had to be operational before September 1, 2019.
- Be a micro or small enterprise –gross yearly income not higher than B\$ 100,000 and less than 10 employees in payroll-.
- 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 vessel not larger 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 evidence Dorian's affectation.
- Willing to participate in the online business trainings.

The SBR program in Grand Bahamas was launched on 1 May.

Carry out livelihoods and household economy baseline: The baseline survey has been applied to all 78 selected business-owners of the SBR program in Grand Bahama prior to receiving their first instalment. An end line survey is currently being applied to the same beneficiaries to obtain an analysis of the household economy transformation during the program. The same steps will be fulfilled by the Livelihoods Recovery program in Abaco.

Support 130 affected business owners to restore their economic activity through CVA: A total of 78 businesses were supported in Grand Bahama under the SBR program. An additional 25 businesses that went through the same process selection were funded by the SBDC directly, in agreement with the GBPA. All the information on the criteria and the application process for the SBR program may be found in this website: www.sbrgrants.com

Successful applicants of both interventions on Grand Bahama and Abaco, were categorised according to their level of damage and loss as shown below:

- Category 1: \$3,000 Bahamian dollars (B\$)

- Category 2: \$4,500 B\$
- Category 3: \$6,000 B\$

The SBR program reached a total of 78 businesses as per breakdown below:

First Cohort:

- Category 1: 3 businesses
- Category 2: 24 businesses
- Category 3: 5 businesses

Second Cohort

- Category 1: 10 businesses
- Category 2: 34 businesses
- Category 3: 2 businesses

Out of the 78 reached business-owners, 16 were registered to the Grand Bahama Chamber of Commerce. The cost of the one-year membership fee was reimbursed by the Red Cross⁹.

In Abaco, only one round of applications was launched on September 10 and closed on September 30. A total of 221 applications were received. After the quality checks, completion of evidence and scoring of applications by the Selection Committee –composed by the Abaco Red Cross' Branch Administrator, the President of the Abaco Chamber of Commerce, and the IFRC CVA & Livelihoods Delegate- a total of 68 businesses were selected as grantees for the livelihood's recovery intervention, as per breakdown below:

Category 1: 3 businesses

Category 2: 17 businesses

Category 3: 48 businesses

Out of Category 2, 10 businesses will receive a B\$4,000 grant from the BRCS, as part of a bilateral donation received from the Templeton Church. The remaining B\$500 will be covered by Dorian Operation funds for them to receive the total grant amount calculated for Category 2 (B\$4,500). Beneficiaries will receive the cash through wire transfer in two tranches (60% - 40%). Second instalment to be disbursed after PDM is applied (at least 80% of first instalment must have been spent to business related assets), and the online trainings are completed.

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

- Financial management (bookkeeping, budgeting)
- Digital Marketing (social media, branding)
- Disaster preparedness (business continuity plans)



Livelihoods office conducts monitoring visits with beneficiaries of the program in Grand Bahama. Source: BRCS.

⁹ [Join - The Grand Bahama Chamber of Commerce \(gbchamber.org\)](http://gbchamber.org)

For the case of the SBR program, these trainings were fully funded by the GBPA, as part of the Red Cross-GBPA partnership. In the case of the program in Abaco, these are being covered by Dorian Operation funds and will be held in mid-January until mid- February of 2021. A procurement process was launched to select the service provider of the online trainings, and Island Dreams Management -the same service provider of the SBR program-, was selected. The trainings will be provided through Zoom sessions and a booklet will be handed to each grantee as a supporting reading material. Additionally, a one-full day first aid training will be held for the recipients of the grant in Abaco during December 8-12. Due to COVID-19 protocols, the trainings will be facilitated in groups of 10-12 persons per day and the trainer is from the Grand Bahama Branch. All costs are covered by Dorian Operation. This training is not mandatory but was requested by the President of the BRCS to be included as an additional capacity building activity.

Monitoring of livelihood restoration, strengthening and protection activities: A PDM was done for both cohorts of the SBR program' recipients in Grand Bahama after they receive the 1st installment with the following results:

1st cohort:

- 30 beneficiaries were surveyed out of 32.
- 98% proved to have spent at least 80% of the first instalment on appliances and purchasing of new inventory.
- 100% of consulted beneficiaries confirmed their perception of the Red Cross had improved, and they all stated that staff was very professional.
- All beneficiaries completed the mandatory online trainings and were very satisfied with the delivered services.

2nd cohort:

- 24 beneficiaries out of 46 were surveyed.
- 96% proved that at least 80% of the first installment was spent on purchasing of new stock and appliances.
- 100% of consulted beneficiaries confirmed perception of the Red Cross had improved and stated that the staff was very professional.
- All beneficiaries completed the mandatory online trainings and were very satisfied with the delivered services.

Lessons learned workshop for the livelihoods project: This activity will be part of the Dorian Operation Lessons Learned workshop to be implemented before June 2021, so to integrate the results of both interventions implemented in Grand Bahama and Abaco, respectively. The elements to be assessed in this workshop will be quality of the assistance, timeliness, feedback, effectiveness, etc).

The staff to support livelihoods activities are:

- 1 livelihoods delegate for Grand Bahama who ended mission on 31 September 2020.
- 1 livelihoods officer based in Grand Bahama
- 1 CVA & Livelihoods delegate based in Abaco
- 1 Livelihoods Officer based in Abaco

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 Grand Bahama Red Cross branch and Abaco branch were cancelled, all information had to be submitted and collected by digital means only. This limited potential applicants to apply, mainly in Abaco, as access to a computer/scanner/printer is very limited; mobile coverage and data is also limited, and a significant percentage of potential applicants are not computer savvy. This also challenged the quality of applications submitted, many were incomplete or poor in evidence.
- In the case of the program in Abaco, it was launched a year after the hurricane so access to documents, pictures and even site visits were limited as many had lost mobile phones and did not have any backups of their data, debris had been cleared, documents had been lost during the storm or evacuation.
- Dissemination events included in the GBPA-BRCS partnership to be held in Grand Bahama had to be cancelled/postponed.
- In the case of Abaco, the Selection Committee took longer in the scoring of the applications as documents were shared through Google Drive, some of the members had technical difficulties to access the information shared, availability to coordinate the calls was another serious constraint.

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 included Red Cross Orientation; CEA, PGI and RFL sessions.

Livelihoods Programming Course (LPC): LPC training was implemented from September 7 to October 7 –with a four-weeks duration-. A total of 22 participants were selected by BRCS –representatives from different Family Islands, staff and volunteers from headquarters and GB/Abaco Branches-, 7 seats were given to National Societies of the Caribbean (Guyana, Jamaica, Antigua & Barbuda, Trinidad & Tobago, Barbados) and 1 seat was provided to the IFRC. A total of 6 participants successfully completed the course, 2 from BRCS, 3 from the Caribbean National Societies and 1 from the IFRC. The IFRC Livelihoods Resource Centre shared a report of the LPC course on December 1, 2020. This standardised course is based on the IFRC Guidelines for Livelihood Programming and the LRC Livelihoods Toolbox.

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	3,000	3,056
# of assisted households with MPCGs*	250	0 (cancelled)
% of people targeted expressing satisfaction with cash assistance	80%	98%

Progress towards outcomes

Note: The additional 250 households to be assisted through MPCGs will not be completed due to BRCS implementing a bilateral cash activity.

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 cell phone 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 calculated grant was a total of **\$3,620** to be paid in three monthly instalments:

- First instalment: USD\$1,780
- Second instalment: USD\$1,030
- Third instalment: USD\$810

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 workers¹⁰ were mobilised to support on the follow up of beneficiary questions, compliments, and complaints on the MPCG program. Creole speaking volunteers were briefed and mobilised to support with outreach and communication with Haitian beneficiaries in Nassau. In February 2020, 15 volunteers of the Grand Bahama Branch received an

¹⁰ BRCS has temporary agreement with the National Health Insurance (NHI) agency who has loaned its call center staff and services to support Red Cross.

Introduction to Cash Transfer Programming training facilitated by the CVA Delegate and the Encashment RIT Delegate.

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 cell phone 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 MPCG intervention expanded from an initial 1,000 household targeted to 2,500 HH to finally 3,056* HH, the CEA mechanism also expanded to manage the increased number of requests for information, registration, issues, complaints, and feedback.

Note: the figure of households reached through the FASS program was revised down from 3060 to 3056 after final reconciliation was completed in June 2020.

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 shelter's 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: The 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.

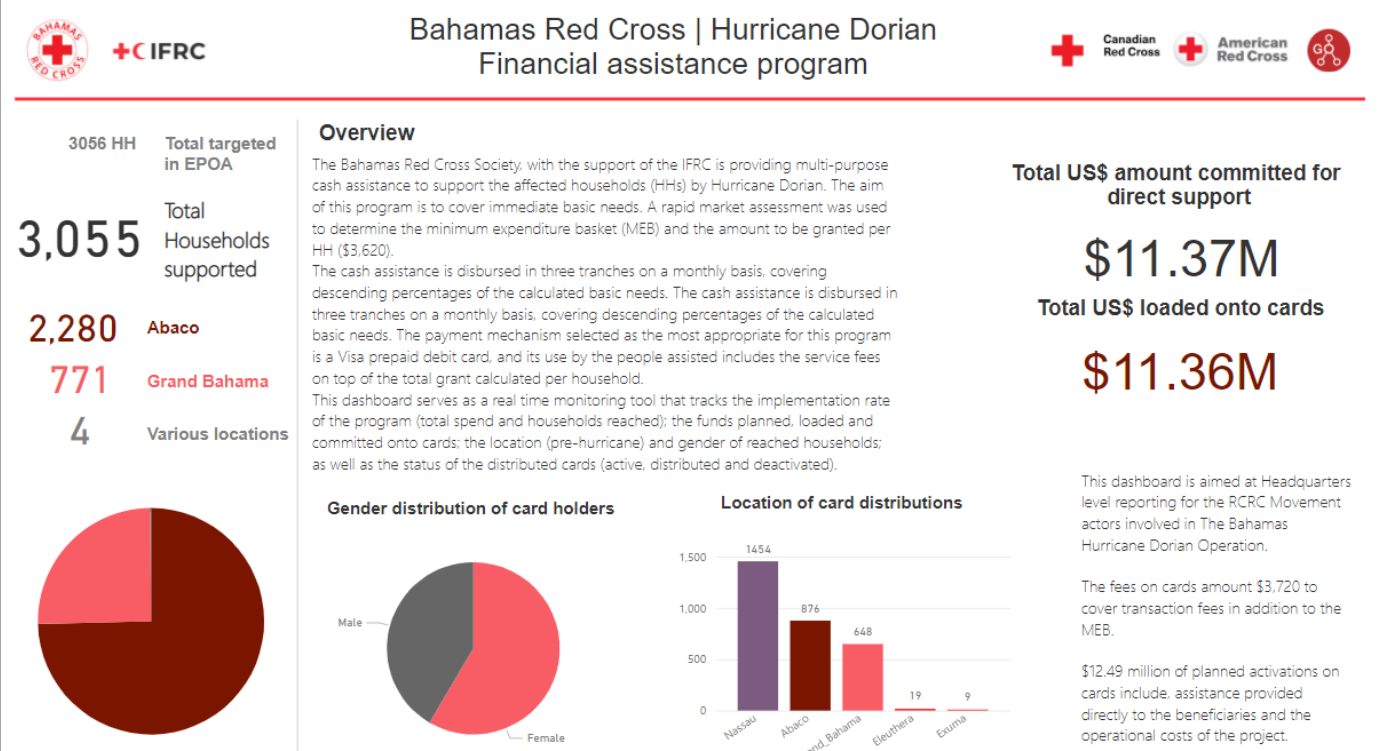
Distribution of multi-purpose cash payment mechanism (Visa pre-paid debit cards) and provision of payment instalments to households that have received pre-paid debit cards:

The target set up in early 2020 of reaching 3,000 household was surpassed by early February with a total of 3,056 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 (as 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. The FASS team jointly with the CEA and Communications focal point prepared key frontline messages when the program was moving into a recovery phase and the registration was ending 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 an NGO operating locally 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 shown despite multiple invitations. Those who responded were re-invited to the next distributions to reach the 3,000 HHs target which was later surpassed to 3,056.

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.](#)

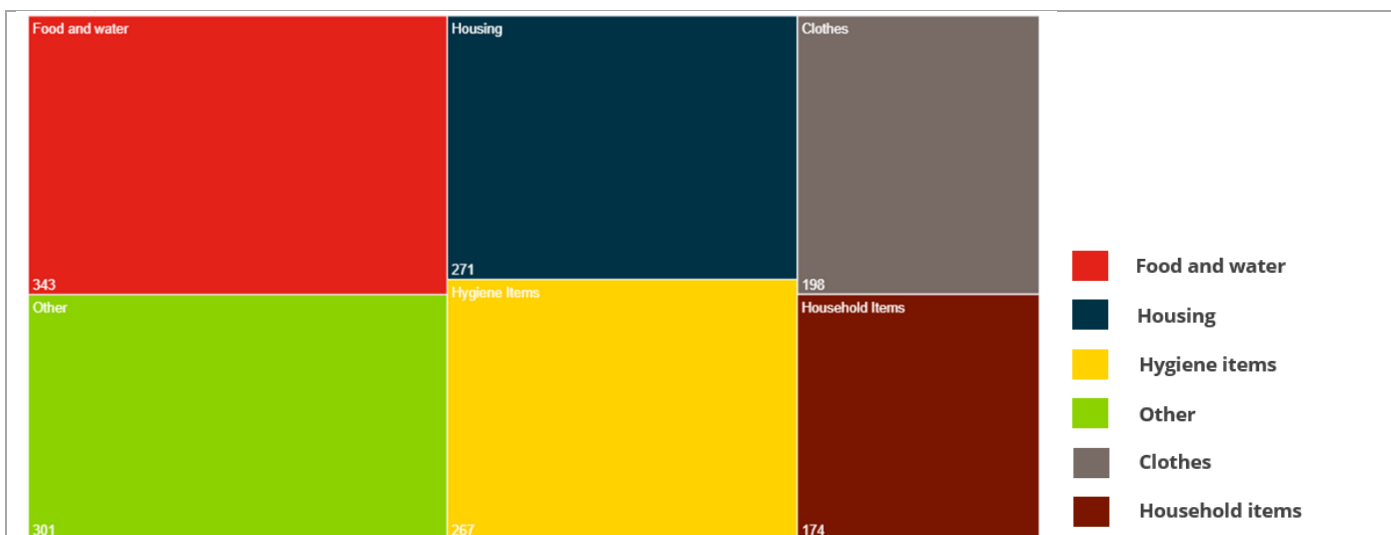


Conduct post-distribution monitoring and final card reconciliation: A PDM was conducted in April 2020. The initial plan entailed conducting face to face interviews in Grand Bahama and Abaco using ODK. However, due to the COVID-19 pandemic and the introduction of movement restriction measures it was important to safeguard the safety of BRCS staff and volunteers, as well as of beneficiaries. A sample size of 341 households (255 from Abaco and 86 from Grand Bahama)¹ were randomly selected with 95% confidence level and 5% margin of error. To assure that the minimum target number of respondents were met for the desired level of precision, a 10% buffer was added bringing the total randomly selected households to 375 per camp. A total of 375 households participated during this survey.

The PDM covered Dorian-affected households from two locations (Abaco and Grand Bahama), who received MPCGs in New Providence, Abaco, Grand Bahama, Eleuthera or Exuma. IFRC and BRCS conducted distributions at these locations as many of the affected population from Abaco and Grand Bahama moved to different islands after the hurricane staying at shelters, with friends or relatives, or to find new income opportunities. Five trained enumerators collected the primary data from randomly selected households using a standard questionnaire applied via phone interviews. The data was collected using kobo online data collection system.

In total, 66% of the respondents were female and 34% were male. The majority age range of respondents was between 41-60 years-old, which represented 48% of respondents.

The top categories on the use of the cash assistance are aligned with the categories reported in the distribution's exit surveys.



- **48%** of respondents reported knowing why they were selected for the assistance.
- **60%** of respondents reported that the amount provided was not enough to cover their basic needs.
- **90%** of respondents confirmed they knew how to report issues and **74%** of respondents reported to be **very satisfied** with the support received to troubleshoot issues or to answer inquiries.
- **99%** of respondents reported they did not experience concerns while receiving the assistance.
- **77%** of respondents said their perception on the Red Cross had improved.

Some of the final conclusions/recommendations were:

- During the assessment phase focus group discussions with men and women separately must be conducted to mitigate potential tensions within households/communities or general safety risks related to the financial assistance.
- The Inclusion of the community in the assessment and design phase of the program to calculate grant amounts and determine modalities of payment relevant to the people to be assisted.
- Improve communication of eligibility, selection criteria and targeting process to the public, the target population, but also to the staff and volunteers of the National Society.

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

- 1 CVA delegate
- 1 Encashment RIT (ended mission in mid-September)
- 3 CVA officers for 3 months (March, April, May) -local staff based in Grand Bahama (2) and Abaco (1)

Conduct CVA level II training for volunteers: Due to the COVID-19 travel restrictions and to accommodate a larger number of participants from BRCS but also from other National Societies of the Caribbean, a Cash Transfer Programming in Emergencies on-line course was decided to be implemented through the Spanish Red Cross/IFRC Livelihoods Resource Centre. The course aims to promote a common understanding of the CVA concepts, especially in emergency settings, associated terminology and frames, encourage critical thinking to discern when CVA is the most appropriate tool and to understand how to apply CVA throughout the project cycle or an Emergency Plan of Action.

The course has a total duration of 8 weeks, from October 9 to December 6. A total of **33** participants were appointed:

- 14 staff/volunteers of BRCS (headquarters, Grand Bahama, and Abaco branches)
- 14 seats were given to staff/volunteers of the following NSs of the Caribbean: Antigua & Barbuda, Barbados, Belize, Dominica, Grenada, Jamaica, St. Kitts & Nevis, St. Vincent & The Grenadines, and St. Lucia.
- 4 seats to the IFRC (3 seats to the CCST Caribbean, 1 seat for ARO)

Challenges:

- The high level of rotation between CVA delegates deployed within the Relief ERU and a non-existent handover system implied inaccurate and/or misplaced data between incoming/departing delegates, but mainly repetition of mistakes on the production of distribution lists, management of database –creation of duplicated versions of the database-, among others reflected in the Real Time Evaluation report.
- The CVA delegate and Encashment RIT delegate have 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 duplication cases identified all along the duration of the program, follow up on card troubleshooting and pending reassignments of cards to replace malfunctioning or lost cards.



Water, sanitation, and hygiene

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

Male: 3,920¹¹

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 ¹²

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)

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	231

Progress towards outcomes

All relief phase activities for WASH were early 2020 and reported in previous operation updates.

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 shower repairs were completed between 3-6 December in the same facility. Hand-washing stations were also set up. This collective centre was closed in early February and remaining families were relocated to two other 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 Kendal closed. Soap, portable toilets, and hand washing stations were installed in these two shelters. The WASH activities were supported through three WASH surge rotations between September 2019 until March 2020 and continued with national staff support through to the closure of remaining centres in July 2020.

Repair toilets in the 500 homes supported by the shelter programme: The repair programme in Grand Bahama and Abaco includes a portion of funding that will be granted to selected homeowners to ensure water and sanitation facilities are repaired and functioning in the homes. This tranche is provided to target households through the same delivery modality used for the shelter repairs subject to monitoring and progress on the identified repairs. As of 2 September 2020, **231 households** have improved the sanitation facilities in their house through the financial assistance package provide to all house beneficiaries.

¹¹ Estimate based on the national average of men (49%) and women (51%). <https://countrymeters.info/en/Bahamas>

¹² Families received at least 1 bucket and/or 2 jerry cans.



Health

People reached: 8,706

Male: est. 4,266¹³

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, the various needs, and different points of services.

All main health related support activities under the Dorian operation were completed in the relief phase. See past operation updates.

The Bahamas Red Cross Society is conducting activities to support the COVID-19 response under the framework of the global IFRC appeal. Information on these actions can be found on the Go Platform¹⁴ as well as on the regular updates shared by the IFRC.

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	23
# of households provided with mosquito nets	2,000	1,067 households ¹⁵

Progress towards outcomes

Approximately 2,318 people were reached by BRCS with epidemic prevention through key health and hygiene messages. 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 through the distribution of mosquito nets (2,134 nets distributed 2 per household).

For further details view previous operation updates.

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	36

¹³ Estimate based on the national average of men (49%) and women (51%). <https://countrymeters.info/en/Bahamas>

¹⁴ <https://go.ifrc.org/emergencies/3972#actions>

¹⁵ 2,134 mosquito nets distributed 2 x per family

Progress towards outcomes			
<p>In Abaco, PSS services have so 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. 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 restrictions and to protect staff, volunteers, and the general population. The BRCS opened a hotline for PSS in relation to COVID-19.</p> <p>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. For details of past actions see previous updates.</p>			
Outcome 5: The medium-term risks to the health of affected populations are reduced			
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			
<p>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.</p> <p>These ambulances have supported action during COVID-19 times, by transferring suspected cases as part of the fleet of ambulances that support Government hospitals.</p>			
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			
<p>Community Based Health and First Aid (eCBHFA) training was planned for the recovery phase when populations in different locations have stabilised. However, due to lack of funding and dedicated human resources activities remain halted. Since the COVID-19 outbreak, BRCS health staff has been focusing on supporting actions on that intervention line.</p>			



Protection, Gender, and Inclusion

People reached: 669¹⁶

Male: 31.4%

Female: 68.7%

Outcome 6: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, because 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	669
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%	Approx. 80% of programs. Rental, repairs, and livelihoods programmes include SADD data. MPCGs did not integrate SADD data.

¹⁶ Based on the data collected for the rental, repairs and livelihoods programmes.

# of BRCS staff and volunteers trained in Minimum Standard Commitments	20	10
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Progress towards outcomes

Support sectoral teams to ensure collection and analysis of sex-age and disability-disaggregated (SADD) data: SADD data was gathered through shelter (rental and repairs) and livelihoods. A PGI dashboard was created in collaboration with IM. It provides important information about different vulnerabilities as well as breakdown of beneficiaries who were assisted through RC programmes.

Key achievement has been the integration of disability disaggregated data by using Washington Group Questions (WGQ) that allow identification of persons with disabilities according to a human-rights based approach. This is the first IFRC operation systematically using the WGQ methodology to collect data on disability. Systematic collection of SADD allows IFRC to demonstrate and analyse who we are reaching with our programmes.

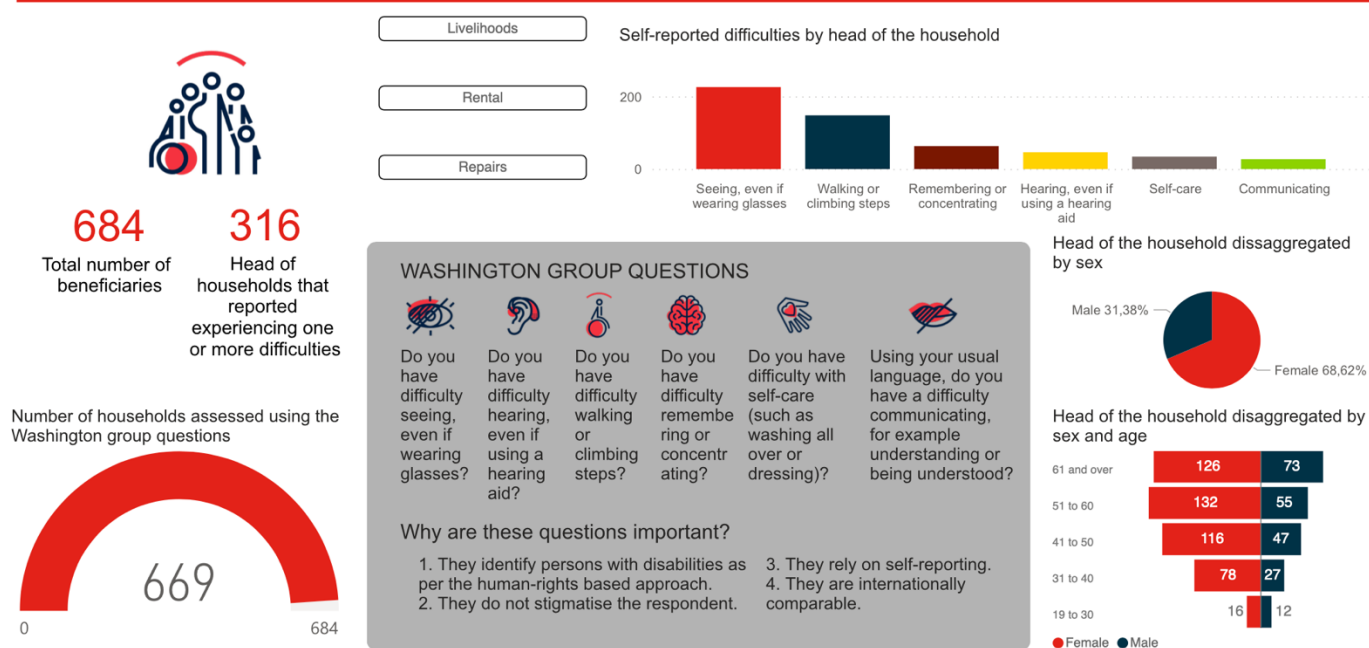
IFRC continues to advocate for BRCS to disaggregate their assessment and programme data across sectors.



+C IFRC

**Bahamas Red Cross | Hurricane Dorian
Protection Gender and Inclusion**

Last update 19-08-2020



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.

Ensure Programming meets the Minimum Standards for protection, gender, and protection in emergency:

The PGI delegate worked with sector leads to ensure the specific needs, vulnerabilities, and capacities of the affected population (including gender, age, disability, health, legal and social status) inform the design, implementation, and evaluation of recovery activities.

PGI delegate worked with IM and PMER to integrate PGI questions in PDMs (FASS and rental support) and analysed the findings of FASS PDM.

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	Completed
Referral fact sheet developed and disseminated to relevant stakeholders	Fact sheet	Completed and hand over to NS

Progress towards outcomes

The Child protection policy for BRCS was approved by President of BRC. The draft policy was sent to Ministry of Education for cross-referencing. The final policy draft was approved by the BRCS Board on 15 July 2020.

A draft action plan for policy implementation has been developed and shared with the BRCS President. Some actions relate to PGI and are incorporated in the BRC PGI plan, however specific actions are to be covered by HR, Volunteer Management and PSS.

After the PGI completed her mission in July, the NSD delegate will follow through approval of the policy in mid-July. Mapping and updating of child protection referrals and development and delivery of child protection training content are top priorities for PGI in the coming months. IFRC PGI Senior Officer, at the Americas Regional Office, is in contact with the PGI focal point at BRCS to provide follow up and support.

Sexual and Gender-based Violence Prevention and Response Training: Due to covid-19, face-to-face trainings were put on hold including the planned SGBV prevention and response training. Instead of full training, two SGBV briefings were delivered to Meals on Wheels (MoW) staff and volunteers in New Providence.

SGBV considerations were also integrated in PGI session at the BRCS Hurricane Preparedness Webinar Series.

Next steps will be to train staff and volunteers in the family islands. The PGI focal point of BRCS will coordinate with CEA and Volunteer Manager organize trainings in Abaco and Grand Bahama and other Family Islands, based on what restrictions allow. Training materials exist and BRC can lead the training. SGBV training should be repeated for all BRC member groups on an annual basis.

Gender based violence: Referral pathway A referral pathway for gender-based violence has been developed by UNFPA during Dorian Operation. However, it is more generic and some of the services has changed the operation hours and modalities due to covid-19 restrictions. A mapping tool was developed and shared with BRC PGI and CEA focal persons.

The PGI delegate supported BRCS in developing PGI SOPs for case management including safe protection referrals. Discussions were held with BRC regarding paper form/phone referrals between agencies and safe referral was discussed during OSCaR training for caseworkers. Next steps include: Continuous monitoring of the referral pathway to ensure that referrals are being treated appropriately and translation of referral pathway to creole once mapping is concluded.

Prevention and response to sexual exploitation and abuse: PSEA Policy for BRC: As a follow-up to the IFRC Dorian audit recommendations, the PGI delegate initiated a PSEA policy development process approved by the President. A PSEA introduction training to BRC leadership and key staff was delivered and PGI delegate prepared a rough policy draft for discussion with different departments as well as with BRCS management. The policy draft was shared with the President and the DG. Continued support to drafting and later implementing the policy will be required. Coordination with PER process will take place to potentially integrate this line of work.



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 ¹⁷	1

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

Indicators:	Target	Actual
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¹⁷ Depends on the spaces available

# of RFL cases / services	Not defined ¹⁸	128
Progress towards outcomes		
<p>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. 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. 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.</p> <p>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.</p>		



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 is 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 as no additional funding has been received to support these and the current COVID-19 environment limits the number of community-based actions. The recruitment of the DRR delegate was halted. The BRCS does not currently have a DRR department or focal point.

This Area of Focus remains underfunded and progress is due to limitations in human and financial resources, as well as restrictions on COVID-19 restriction measures.



Strengthen National Society

¹⁸ Depends on the cases opened by families.

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	95

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 NSD advisor provides continuous support to the BRCS around volunteering development and makes sure the volunteer manager is connected to the regional network. The IFRC Regional Volunteering & Youth Development Coordinator from the Americas regional office is also providing support on strategic issues. Considerable progress has been made in this area since the new volunteering manager was hired. Efforts are ongoing to make sure all staff are following the volunteering policy and the volunteer management cycle.

Ensure that there is a National Volunteering Development Team with at least: A Volunteer Manager, a Volunteer Officer, and a Youth Officer:

A new volunteer manager was hired in April 2020. The IFRC NSD advisor is working closely with him and the NSD programme has a strong focus on volunteering development. A volunteering development strategy was drafted during the third quarter and it has been approved giving a clear direction to this area in alignment with the recently adopted BRCS strategic plan. The BRCS made the decision to start using the IFRC relationship management system for the volunteer database and now data is being consolidated and once all the data is in the database, we will have clear numbers on number of volunteers and their training disaggregated by age and sex.

The NSD advisor also provides support to the youth officer. The new BRCS Youth Policy was approved in August and the drafting of the Youth strategy has started.

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 number 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 is building upon the experience from the Dorian response to develop a PSS programme for volunteers. This is part of the recently adopted volunteering strategy.

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:

The volunteer manager has updated the introduction of volunteers to make the onboarding of volunteers easier. Now introduction of volunteers takes place on more regular basis to make sure they can become operational quickly. More focus is given to the fundamental principles and the Code of Conduct to ensure that everyone knows which organisation they sign up for. The BRCS has had to recruit many new volunteers in new Providence for the Government Food Tack Force of which the BRCS is a partner.

Challenges: The volunteer base has grown substantially in New Providence, however due to the continued travel restrictions in the Bahamas between islands the volunteer manager has not been able to travel to the islands and promote volunteering and the use of the volunteer management cycle. As travel restrictions and curfew are lifted, BRCS will roll out additional activities and training on the family islands to reach, register and engage volunteers across the Bahamas. Also, a virtual training on volunteer management is being planned for the first quarter of 2021.

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

Indicators:	Target	Actual
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# of BRCS branches rehabilitated	1	0
# of policies and procedures of BRCS updated and put in place	n/a	1

Progress towards outcomes

The NSD advisor and liaison delegate maintains continuous dialogue with the President and Director General and follows up 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. In NSD the partners (IFRC, Amcross and Canadian Red Cross) have agreed on a One Movement NSD Plan of Action which is being monitored in biweekly meetings with the President and the Director General and partners. In the One Movement Plan of Action there are many activities related to strengthening the infrastructure and systems such as introducing Microsoft Office 365 to the BRCS, the IFRC relationship management system for the databases of volunteers, paid staff, and warehouse. In the area of resource mobilization, the BRCS has chosen to work with salesforce and IFRC has been supporting in initial meetings.

Hiring of NS personnel: BRCS with support from IFRC has hired the Volunteering manager, HR manager, Finance manager, Resource Mobilization manager, PMER officer, IM officer, PER officer, CEA senior officer.

National Society Development

The NSD programme is based on the OCAC and its plan of action. Considerable progress has been made in all areas of priority.

With financial support from the American Red Cross the BRCS did their strategic planning during several virtual working sessions during June and July and the new Strategic plan, BRCS Strategy 2030 was approved in August.

The area of finance development was identified as a very important focus area during the spring, and it was agreed that a finance systems assessment will take place during the second semester of 2020. Through the NSD department in Geneva contact was established with the Norwegian Red Cross which specializes in this area and a delegate will support the operation remotely until 31 December 2020.

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, especially 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: Apart from the induction training for the BRCS board the induction of the Director General has been ongoing by the NSD advisor and Liaison who arrived in The Bahamas on 2 February.

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

The NSD advisor has also supported the introduction of all incoming senior managers and have put them in contact with the regional networks and technical counterparts in the Cluster office in Port of Spain.

Support rehabilitation of Grand Bahama branch with support from the IFRC Reconstruction Advisor: The design consultant has completed the structural assessment and determined that the building is structurally damaged and would require substantial retro fitting to ensure structural integrity.

Architectural designs have been finalised and approved

Structural drawings and detailed specification for tendering are being developed.

Tender documents for the demolition of the Branch building have been prepared
Construction of the building is scheduled to begin February 2021.

Case Management

Development and deployment of case management database (software): The BRCS with support from the IFRC's case management delegate developed a case management program to connect beneficiaries affected by Hurricane Dorian to community support programs. 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.

The case management system was disbanded in July after a review was carried out with BRCS and the Case Management delegate completed his mission. The decision was made to disband the case management structure as the cost associated with the team and process was determined to be unsustainable for BRCS to manage in the long term. Key learnings were discussed on this process to consider for future operations.

Increase the BRCS storage capacity: IFRC is continuing to support BRCS to upgrade the warehouse facilities in Nassau, this has included the fabrication of stairs, access balconies and ventilation to improve the longevity of stock that is to be repositioned for upcoming hurricane seasons.

Forklift for BRCS: 2 forklifts were leased through local agency, the lease agreement transferred to a lease to purchase with additional made available American RC bilaterally to pay out the balance of the lease in March 2020.

Support the NS to review logistics processes and procedures to manages their activities and assets: IFRC has worked with the BRCS logistic team to put in place clear procurement procedures in line with IFRC standards. The IFRC trained procurement officer will continue working closely with the BRCS team to develop the capacity of BRCS further. We are also working closely with American RC and BRCS to tag and track all assets that BRCS currently own and are distributed across several islands.

Assess and improve the NS fleet according to the needs & setup a proper fleet management system: Three Hilux pickups have been donated to BRCS with additional support being provided to BRCS in Abaco and Grand Bahama through the fleet that IFRC has in place.

Challenges:

- The IFRC is supporting the BRCS with a percentage office costs and human resources costs related to Hurricane Dorian activities. BRCS has been able to provide supporting documentation for reimbursement from June 2020.

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

The hurricane season is underway with three named storms already reaching the Caribbean and one tropical storm reaching the Bahamas some minor impact on the family islands. The Preparedness for Effective Response (PER) delegate from the Canadian Red Cross has been developing a long-term strategy with BRCS for the improvement of emergency response across five targeted islands (including New Providence, Abaco & Grand Bahama).

Some additional activities Canadian Red Cross have completed with Bahama Red Cross are listed below:

- A virtual PER self-assessment was undertaken in May to June 2020 to identify and prioritise areas that the National Society is desirous of strengthening post an evaluation of current response capacity. The entire process culminated in the development of a work plan with activities to be implemented over two years.
- The National Society's institutional capacity for executing responses is being enhanced through the updating of its disaster response plan integrating cross-cutting themes.
- Procurement of equipment for the retrofitting of the Emergency Operations Centre in Nassau is ongoing.
- Technical support provided for the integration of PGIE in data tools which commenced with volunteer registration and will be expanded to include all other data collection tools.
- Guidance for the development of a volunteer recruitment and retention strategy is ongoing.
- Project Cooperation Agreement fully signed between The Bahamas Red Cross and the Canadian Red Cross in November.
- PGIE in emergencies training being carried out with formal online instruction to follow.

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		
Initial operational start up support implemented by IFRC for the host national society and participating national societies included common services such as operations centre and basecamp costs.		
Surge Deployments: Initial deployments included Team Leader, Deputy Team Leader, Relief, Admin/Welcome Service, Livelihoods, Finance, PMER, Shelter, Communications, WASH, PSS, CASH, IM, Logistics, PGI and CEA. See below the map of all surge deployments during the relief phase.		
Output S2.1.4: Target communities dialogue with BRCS and can provide feedback, complaints and influence decisions that affect them.		
Indicators:	Target	Actual
% of targeted population satisfied that they have access to information, feedback mechanisms and can influence the programme/response	80%	-
# and type of channels established that allows for two-way communications between selected communities and BRCS	3	2
% of complaints and feedback received on programme(s)/operation(s) responded to within 2 weeks	80%	100%
Progress towards outcomes		
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 was 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.		
Training of staff and volunteers for collecting, acknowledging, and responding to community feedback and CEA practices:		
A 2.5-hour 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 about 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:

- 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 **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. 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 were 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 was identified and with support from the IFRC case management and IM delegates and Data Protection Policy was drafted and approved for the NS. An IM focal point in the National Society was recruited to manage several databases and transfer skills and capacities to ensure sustainability of the tools and systems created.

Support and coordination with CVA and PMER took place for the development and deployment of the PDM for the MPCGs, livelihoods, rental, and repairs programs.

Seven (7) dashboards are available on the Go Platform: HR, CVA, CEA, PGI, Rental programme, Repairs programme, and Livelihoods programme.

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 ¹⁹	28	28
# of shelter sector and technical meetings (co)chaired and documented ²⁰	28	28

The Shelter Sector Coordination Team (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

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. All documents produced by the SCT are available at: <https://www.sheltercluster.org/response/bahamas-hurricane-dorian-2019>

The Shelter Sector Coordination Team (SCT) phased out on 20 February 2020. Key challenges and reflections after departure of SCT were reflected in the 6-month report of the operation.

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

Communication plan and implementation: 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 12-month Hurricane Dorian anniversary: The BRCS communications officer with support from the IFRC developed a 12-month Hurricane Dorian communications pieces to be shared with the Government, local institutions, and partners, showcasing the reach of the National Society during the past 12 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.

¹⁹ 28 in total

²⁰ 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).

A 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 final report and management are available here: <http://adore.ifrc.org/Download.aspx?FileId=342184&.zip>

A final evaluation is planned before the end of the operation, which will need to be adapted to the COVID-19 context and available resources.

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. However, **COVID-19 restrictions suspended other planned donor visits to the operation.**

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

The IFRC's Office of Internal Audit and Investigations (OIAI) conducted an audit in November 2019. Based on the recommendations, the operations team regularly monitors the risk matrix and updates it as required.

IFRC's finance, PMER and NSD delegates provided technical support and guidance to BRCS's finance and PMER focal points on key accountability aspects for reporting.

D. Financial Report

Up to 18 December 2020, the funding requirement as per the revised EPoA was 32 million Swiss francs, with some 27,618,347 in contributions received (86.31% coverage).

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

Reference documents



Click here for:

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

Contact information

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

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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 always 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	2019/9-2020/9	Operation	MDRBS003
Budget Timeframe	2019/9-2021/6	Budget	APPROVED

Prepared on 18 Dec 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 18 Dec 2020	27,618,347
Appeal Coverage	86.31%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	5,375	11,414	-6,039
AOF2 - Shelter	5,374,691	4,457,334	917,357
AOF3 - Livelihoods and basic needs	13,089,846	12,699,704	390,142
AOF4 - Health	81,621	70,528	11,093
AOF5 - Water, sanitation and hygiene	759,183	353,277	405,906
AOF6 - Protection, Gender & Inclusion	57,473	86,210	-28,737
AOF7 - Migration	137,234	400	136,833
SFI1 - Strengthen National Societies	3,634,515	1,558,390	2,076,125
SFI2 - Effective international disaster management	3,444,781	2,403,157	1,041,624
SFI3 - Influence others as leading strategic partners	205,862	32,402	173,460
SFI4 - Ensure a strong IFRC	101,175	58,575	42,600
Grand Total	26,891,756	21,731,392	5,160,365

III. Operating Movement & Closing Balance per 2020/09

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	26,131,869
Expenditure	-21,731,392
Closing Balance	4,400,478
Deferred Income	888,527
Funds Available	5,289,005

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	2019/9-2020/9	Operation	MDRBS003
Budget Timeframe	2019/9-2021/6	Budget	APPROVED

Prepared on 18 Dec 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	18,945,121				18,945,121		
Australia - Private Donors	6,300				6,300		
Austria - Private Donors	9,792				9,792		
British Red Cross	887,214				887,214		
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	543,699				543,699		
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	8,299				8,299		
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	1,579,438	79,854	113,019		1,772,312		
The Canadian Red Cross Society (from Canadian Gov	375,699				375,699		
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	1,272,924				1,272,924	888,527	
United States - Private Donors	199				199		
UPS foundation	74,143				74,143		
Total Contributions and Other Income	25,452,595	566,255	113,019	0	26,131,869	888,527	
Total Income and Deferred Income					26,131,869	888,527	