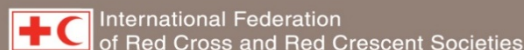


## Operation Update Report Vietnam: Floods



<b>Emergency appeal n°</b> MDRVN020	<b>GLIDE n°</b> <a href="#">FL-2020-000211-VNM</a>
<b>Operation update n°</b> 2; 15 January 2021	<b>Timeframe covered by this update:</b> 19 October 2020 to 31 December 2020
<b>Operation start date:</b> 19 October 2020	<b>Operation timeframe:</b> 12 months, 31 October 2021
<b>Funding requirements (CHF):</b> 3,900,000	<b>DREF amount initially allocated:</b> CHF 500,000
<b>N° of people being assisted:</b> 160,000 (Actual Reached: 88,516. Female: 42,360; Male: 46,156)	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> At present, VNRC received funding support bilaterally from GRC, Thai RC Society, Singapore Red Cross, Red Cross Society of China. Some National Societies contributed in-kind support including Hong Kong RC, Korean RC, Swiss RC, Norwegian Red Cross. National Societies contributed to the EA including Austrian Red Cross, British Red Cross, Swedish Red Cross, Canadian Red Cross, Japanese Red Cross, Swiss Red Cross as well as Czech government and Swiss government through SDC.	
<b>Other partner organizations actively involved in the operation:</b> The National Committee for Disaster Prevention and Control (NCDPC), UN agencies, NGOs and private sectors started implementing response activities on the ground. The Swiss Agency for Development and Cooperation (SDC), Swedish Government, USAID have confirmed their financial support to the operation. Private sector is actually involved in the response including Coca Cola, and Prudential.	

**Summary of major revisions made to emergency plan of action:** At the time of this update, based on the recent assessment conducted by the VNRC Nation and Provincial Disaster Response Teams (NDRT and PDRT) as well as low coverage of the EA, it is suggested that revision of the EPoA should be done in coming weeks to reflect the actual needs vs. available funding which might include particularly the downscaling of the target population, the budget revision of some sectors/interventions.

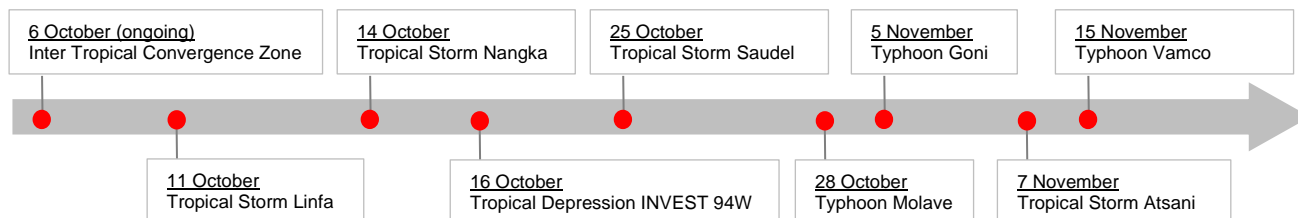
## A. Situation analysis

### Description of the disaster

The central region of Viet Nam was experiencing prolonged heavy rain since 6 October 2020. This is due to the combination of numerous weather systems – the Inter Tropical Convergence Zone combining with cold air as well as tropical storms Linfa and Nangka. Tropical Storm Linfa made landfall in Quang Nam and Quang Ngai provinces in Central Viet Nam in the morning of 11 October 2020 and brought along 150 to 300 millimetres of rain. Tropical Storm Nangka made landfall in the morning of 14 October 2020 in the northern provinces of Viet Nam which brought along a further 150 millimetres of rain. On 16 October 2020, another tropical depression (Tropical Depression INVEST 94W) made landfall in the central provinces of Viet Nam. Additionally, Tropical Storm Saudel hit Viet Nam on 25 October closely followed by Typhoon Molave on 28 October. Typhoon Molave was one of the most devastating typhoons making landfall in Vietnam in decades. The typhoon made landfall after a series of tropical storms hitting Viet Nam and had caused severe flooding and at least three landslides which tragically resulted in the loss of 40 lives. 44 people are still missing, and six people are severely injured. On 5 November, Typhoon Goni made landfall in Viet Nam and Tropical Storm Atsani made landfall on 7 November. Tropical storm Vamco, was the latest to hit central Viet Nam as it made landfall on 15 November 2020.

The recurrent storms bringing heavy rainfall have caused water levels in rivers to rise rapidly. The Viet Nam National Disaster Management Agency (VNDMA) has reported that many areas in central Vietnam recorded accumulated rainfall

of more than 1,600 millimeters between 5 to 20 October 2020, with peaks of 2,400 millimeters in some locations over the same period. The Hieu River (Quang Tri), Bo River (Hue), Gianh River and Kien Giang River (Quang Binh) have reached historically high levels, and in some locations flood waters have exceeded the previous historical highs recorded in 1979 and 1999. In addition, hydropower plants began releasing water from reservoirs to prevent them from bursting. Consequently, large-scale floods appeared in the provinces from Nghe An to Quang Ngai province, with major floods concentrated in places from Quang Binh to Quang Nam province. Click [here](#) to see the map of affected areas.



Timeline: Weather systems affecting Vietnam since 6 October 2020

To date, 31,637 households, who had evacuated, have now returned their homes. Together with support from local governments, local communities and stakeholders, they have been actively repairing their houses and recovering their livelihood activities.

According to the latest WHO Situation report of 31st December, it has been 30 days since the last locally transmitted case reported in Vietnam. The swift response of the Viet Nam government helped to curb the spread of the pandemic.



People's water containers during floods in Trieu Long commune, Trieu Phong district, Quang Tri province  
Photo: VNRC



People's water containers during floods in Cam Thuy commune, Cam Lo district, Quang Tri province  
Photo: VNRC

Viet Nam has reported a total of **1,465** confirmed cases and 35 deaths since the first case was reported on 23 January 2020. As an auxiliary to the government and an active member of the National Steering Committee for Countering COVID-19 Response and Prevention, VNRC worked with the Ministry of Health and the Centre for Tropical Disease Control (CDC) in responding to COVID-19. Following the absence of new Covid-19 cases, the government has considerably eased social distancing measures. Although the advice to use personal protective measures like using facemasks, sanitisers and handwashing are still applicable, it is not compulsory. However, the strict lockdown and social distancing measures put in place to control the spread of infections due to the pandemic has affected the income levels and livelihoods of the most vulnerable sections of the population. As per the Ministry of Labour, War Invalids and Social Affairs (MOLISA) around 7.8 million workers lost their jobs or were furloughed due to the pandemic.<sup>1</sup>

These floods have exacerbated the drop in income and livelihoods. The typical weather cycle in the Mekong Region is overwhelming the resilience of the community, exacerbated by the ongoing pandemic. See OU1 for more information. The numbers of affected people and damage to property in 14 provinces are as follows:

<sup>1</sup><https://www.vietnam-briefing.com/news/vietnam-business-operations-and-the-coronavirus-updates.html/>

Description	Nghe An	Ha Tinh	Quang Binh	Quang Tri	ThuaThien Hue	Quang Nam	Da Nang	Quang Ngai	Gia Lai	Dak Lak	LâmĐông	BinhĐinh	PhúYên	Kon Tum	Total
<b>No. of people</b>															
Dead	12	6	25	52	31	41	3	1	2	2	1			2	183*
Missing				2	12	19	1		1			23		1	60*
Evacuated		12,486	47,372	39,725	73,940	71,840	78,544	873	-	--				-	324,780*
<b>No. of houses</b>															
Destroyed/washed away	16	43	133	20	30	288	8	441	15			71	6	22	1,093
Damaged	-	-	-	-	-	-	-	-	-	-	-	-	-	-	219,356*
Submerged	19,865	41,128	125,896	104,970	84,963	15,034	7,094	7,056				3,003		5	409,324*
<b>Loss of agriculture, fishery and poultry (ha)</b>															
Rice field submerged	1,833	638.2	207	364		995		244.2	2,067				56	518	8,479*
Fruit trees	452	1,306	186	557	36	539	33	543.6	93					3	3,749
Other crops and vegetables	-	-	-	-	-	-	-	-	-	-	-	-	-	-	34,688*
No. Cattle	1,271	9,981	17,954	5,863	341	1,265	83	2,003	3				2	2	38,768
No. Poultry	324,663	790,463	1,010,310	550,229	110,885	207,616	19,610	362,789	200			21,372	1,122	1,605	3,400,864
Aquaculture	6,968	2,935	4,383	1,051	1,737	307	36	85							17,502
Description	Nghe An	Ha Tinh	Quang Binh	Quang Tri	ThuaThien Hue	Quang Nam	Da Nang	Quang Ngai	Gia Lai	Dak Lak	LâmĐông	BinhĐinh	PhúYên	Kon Tum	Total

Numbers of affected and damage to property in 14 provinces as of **21 December 2020**

(Source: National Steering Committee for Natural Disasters Prevention and Control and the Red Cross Chapters)

\*exact breakup is not yet available

When flood occurred, the delivery of assistance has been hampered by extensive damage to public transportation infrastructure. VNDMA reported that more than 165 kilometers of national highway, 801 kilometers of local roads and three bridges have been heavily damaged; Rescue teams are accessing affected areas by boat to deliver relief items and to evacuate vulnerable people. Communication has also been hampered by the loss of electricity in many affected areas due to 3,125 electric poles collapsed or broken (VNDMA). To date, 100% of national highways, 90% of roads and bridges have been reconstructed by the government.

## Summary of the current response

### Overview of host National Society response action

With a strong experience of responding to floods in the past, the Viet Nam Red Cross (VNRC) has mounted one of its biggest ever disaster responses. It is going to take many months and even years for a lot of people to recover from these destructive floods.

VNRC is a member of the National Steering Committee on Natural Disaster Prevention and Control. As an active member, VNRC urgently requested all Chapters in the affected areas to work closely with the local level Steering Committee of Natural Disaster Prevention and Control, Search and Rescue; to monitor and provide frequent updates to the headquarters about the ground situation. Apart from the government, the VNRC has been among the very first to respond to this flood situation and continues to be one of the leading actors working in the affected provinces.

From the onset of the torrential rains on 6 October 2020, VNRC has been monitoring the situation with local counterparts. At the branch level, the National Society has been active in assisting with the dissemination of early warnings and evacuations. VNRC immediately released emergency aid, including cash assistance (CHF 120 per deceased household) and essential household items, including household kits (two blankets, two mosquito nets, one water bucket 10L, a set of cooking utensils (1 pot, 1 kettle, 1 frying pan) and one water container (1.5L) and boxes of water purification sachets (from VNRC stocks). Relief efforts are implemented through VNRC's disaster response teams deployed together with community-based volunteers. VNRC teams reached many affected communities by boat as many places had been cut off by flood waters. 3,140 household kits were distributed in eight provinces of central Viet Nam, including 2,140 in the provinces targeted by the emergency appeal (Quang Binh, Quang Tri, ThuaThien Hue and Quang Nam), and 1,000 in Ha Tinh, Quang Ngai, Binh Dinh and Phu Yen with the VNRC's Disaster Relief Fund. The VNRC has prepositioned more such stocks to aid more people in these provinces. VNRC deployed three NDRT members to join the assessment team of Disaster Management Working Group to conduct a joint assessment in Quang Binh, Quang Tri and Quang Nam.

Since 6 October 2020, a total of 9,857 people volunteers and staff from local chapters (6,851 men and 3006 women)

have participated in the evacuation efforts of affected people to safer places. On the eve of typhoon Vamco's landfall, VNRC chapters in Quang Binh, Quang Nam, Quang Tri, Thua Thien Hue, Quang Ngai, Ha Tinh, and Nghe An provinces, activated their PDRT teams. In Quang Binh, PDRTs and CDRTS have supported the evacuation of 3,400 households in Le Thuy, Quang Ninh and Tuyen Hoa districts specifically targeting elderly and children population. In Binh Dao, VNRC evacuated 10 older people (female) to the commune response centre.

PDRTs have supported local authorities to evacuate households in coastal areas to safer places. In each province, the evacuation process is well coordinated with local authorities, enhancing the preparedness of the community in response to the disaster. The PDRT and CDRT teams have also been actively involved in needs assessments (conducted the 16 November) and relief distribution. On the logistics side, following a procedure now well established, the VNRC chapters have reviewed their stocks of relief items and equipment in view of immediate response, and through the activation of pre-agreements with suppliers they have prepared relief items to be ready for dispatch.

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

The IFRC CCST Bangkok has been coordinating and working closely with VNRC, providing support to the National Society to update the information and monitor the situation remotely including communications support to VNRC in coordination with IFRC Asia Pacific and IFRC in Geneva, achieving coverage in major international news media outlets. Strong coordination has also helped to achieve powerful audio visuals from flood and landslide-affected areas, in collaboration with VNRC. In addition, the CCST has mobilised the Swiss RC's Country Coordinator to provide her support to VNRC during the EPOA development. The IFRC has coordinated with VNRC to organize a Partner Call right after the launch of the EA on 30 October to share updates on the situation and proposed interventions. During the development of this EPOA, the CCST Programme Coordinator has had an initial discussion with VNRC in terms of the structure of this operation and VNRC's expectations from partners for human resource mobilisation and support.

In the country, American RC team alongside with the regional team has been extending assistance to VNRC in preparation of the Concept Notes and Proposals to USAID for the potential bilateral funding support up to USD 900,000. VNRC has been actively sharing regular updated information on torrential rains, tropical storms with three Partner National Societies in Viet Nam, including American Red Cross, German Red Cross and Swiss Red Cross. The Red Cross Society of China through the Chinese Embassy in Viet Nam confirmed support of USD 100,000. The German Red Cross is currently preparing a bilateral concept note and proposal to the German Federal Foreign Office for a potential funding support up to EUR 100,000. The IFRC has appointed an Interim Operations Manager who is currently in the country and start providing his support towards the operation and he is supported by Finance and Admin Officer while the recruitment of a fulltime programme assistant and a PMER Officer is on-going. By the time of this update, the IFRC is in the process of recruiting a full time Operations Manager for four months who will arrive in Viet Nam in January 2021.

The Singapore Red Cross (SRC) has launched a public fundraising appeal to aid disaster relief and recovery operations in the flood affected countries of Viet Nam, Philippines, Cambodia and Laos. On 20 October, SRC had already contributed a total of USD75,000 (USD25,000 each to Cambodian Red Cross, Lao Red Cross and VNRC) for food (rice, instant-noodle, canned-fish and soy-sauce) and non-food (mosquito net and blanket) relief items, water purification units, and disaster prevention interventions; as well as short-term recovery projects such as the rehabilitation of latrines, and livelihood (agriculture and livestock) support for those affected.

### **Overview of other actors' actions in country**

The National Steering Committee for Disaster Prevention and Control has closely monitored and organized the coordination meeting with the Disaster Management Working Group, UN Agencies and Red Cross. They launched a Call for Emergency Relief and support to affected people in the Central Coastal Provinces on 13 October 2020.

The Viet Nam Flood Response Plan 2020 has been developed by the Disaster Management Group (DMG) and Sectors in Viet Nam in consultation with the GoV. It aims to identify those critical response priorities to be covered by the Red Cross, UN agencies and NGOs in order to augment the wider government response. The Response Plan will cover a period of six months and will consider both the immediate humanitarian needs and early recovery activities, which are integrated through all sector plans. Sectors involved in the plan have worked in close coordination with each other to ensure that priority activities in this plan have the most significant impact on the lives of the most vulnerable people. The IFRC Emergency Appeal will fit under this Response Plan and it was highlighted by the UN Resident Coordinator during the HCT meetings and coordination meeting with UNOCHA thus far. For details on actions by other actors, please refer to the [EPOA](#).

The VNRC also received requests from foreign embassies (Embassies of China, United Kingdom and Switzerland in Viet Nam), USAID and some private sector companies to provide updates on the current situation and requests for proposals to support VNRC in the response. USAID confirmed that it will support the response with a grant of USD

750,000 for relief activities (cash assistance, shelter, livelihood). The Swiss Government through its Swiss Agency for Development and Cooperation (SDC) is providing CHF 300,000 to the Emergency Appeal. In the meantime, the Prudential Insurance, Coca-Cola Company and Facebook have closely worked with VNRC to provide in-kind donation, and through a bilateral agreement the Coca-Cola Company is supporting USD 350,000 the response with focus on shelter. In addition, several members of the Red Cross Red Crescent Movement, provided bilateral cash donations including Thai Red Cross Society, Red Cross Society of China, Singapore Red Cross, German Red Cross. Recently the Kuwait Red Crescent Society committed funding of 200,000 USD. Other NSs supported via the EA including British Red Cross, Korean Red Cross, Swedish Red Cross, Swiss Red Cross, Norwegian Red Cross, and Hong Kong Red Cross.

## Needs analysis, targeting, scenario planning and risk assessment

### Needs analysis

According to UN OCHA's report, 7.7 million have been exposed to floodings and 1.5 million people directly affected by torrential rains, widespread flooding, and landslides triggered by eight consecutive tropical depressions, storms and typhoons that have hit central Viet Nam in the past month.

Three joint assessment teams (JAT) were established and deployed to the most affected provinces of Quang Binh, Quang Tri, Thua Thien Hue and Quang Ngai from 20 to 24 October 2020 with the participation of VNRC, 16 international organizations and VNDMA. In the meantime, VNRC will continue to conduct detailed needs assessment in coming days and weeks to inform the operation of both emergency and recovery interventions.

From 14 to 25 December 2020, a detailed needs assessment was conducted by members of VNRC's NDRT and PDRT members from four affected provinces's in 16 communes of 9 districts. There was a total of 16 Focus Group Discussions with vulnerable groups (the elderly, the poor, people affected by floods, women, etc.) and interviews with 80 households and local authorities (136 men and 104 women) and Chapters' project management boards to gather detailed information of damages and needs.



VNRC NDRT in a meeting with local authorities to assess basic needs in Cam Thuy commune, Cam Lo district, Quang Tri province  
(Photo: VNRC)

The assessment showed that the needs that currently exist on the ground:

- Shelters and NFIs: There is still a need for construction of flood resistant houses, family evacuation shelter, and shelter kits. Majority of affected households being interviewed in the latest assessment said that they preferred flood resistant houses rather than floating houses which can be swept away in strong winds and strong flow of water that prevails in these locations. VNRC proposes two designs of flood resistant houses which consists of either a mezzanine or an attic on the top of existing house as VNRC has experience in supporting the construction of such houses under DRR projects. The photographs below are an example of these two options. These designs are popular in the flood affected areas and were suggested by local people during the recent assessment done by VNRC. A third option is to build a family evacuation shelter beside existing houses if those housing are not strong enough to hold an attic or a mezzanine ( see third image below). However, further technical assessments are needed to be carried out by local construction consultants with technical support from IFRC' Shelter coordinator.
- Livelihood: high demand for unconditional cash for livestock instead of agriculture inputs for lean season.
- Food: multi-purpose cash for food need and rice
- Water and sanitation: high demand for water tank
- Public infrastructure: evacuation centers, search and rescue equipments (boats, early warnings...) for future evacuations when flooding occurs.



Mezzanine



An attic



*Illustration of a family evacuation shelter to be built beside existing houses if those housing are not strong enough to hold an attic or a mezzanine*

## Targeting

The four targeted provinces for this operation are Quang Binh, Quang Tri, Thua Thien Hue and Quang Nam. Based on the impact of the disaster, the identified urgent needs, and the capacity of its branches in the affected areas, VNRC is targeting the most vulnerable poor households that have been severely affected by the floods. While lost livelihoods and/or houses severely damaged is considered the most important criteria for selecting people to receive assistance, the following criteria are taken into account during the process of prioritization.

In line with the Movement-wide commitments and minimum actions for CEA, VNRC will consult with and seek approval from communities regarding the context analysis and needs assessment, and the implications for the National Society's relief and recovery interventions. In order to implement rehabilitation, VNRC will conduct a detailed assessment of the damages and needs of communes damaged by floods through gathering information from the communities and local authorities about people who have been directly and indirectly affected by the floods.

## Primary criteria

Households must meet at least one of the following criteria:

- Loss of food source (main food source of households was lost or heavily damaged due to the floods).
- Loss of household assets and/or assets used for livelihood, such as rice fields, fish/shrimp and other aquacultures.
- Loss or partially destroyed houses/shelters or inundated.
- Households who have lost family members in the floods.
- People injured by the floods or sick people who are unable to work for a living.

### Secondary criteria

If the number of households who meet all primary criteria is higher than the capacity to support, then secondary criteria will be used for further selection.

Concerning the support for restoring food security and ensuring that gaps in food and immediate basic needs are addressed, the households will need to meet any one of these secondary criteria. The ranking will be from the top list down, as follows:

- Households who are on the latest list of poor households (2 scores).
- Households who are on the latest list of near poor households (1 score).
- Households who self-report not receiving any support or received very little support from other individuals or organizations (1 score).
- Households of which none of the members has the capacity to work (1 score).
- Households caring for disabled or chronically ill people (1 score).
- Female-headed households (1 score).
- Households with pregnant or lactating women (1 score).
- Households with members over 65 years old (1 score).
- Households with children under 5 years old (1 score).

Based on importance, each of the above-mentioned criteria will be given 1-2 points and support will be provided to those having the highest scores. Concerning the support for restoring lost livelihood assets and productive inputs and for repairing and rebuilding houses, specific secondary criteria will be developed in coordination with local authorities and other stakeholders.

### Scenario planning

According to the National Centre for Hydro-Meteorological Forecasting (NCHMF) of Viet Nam, from now to the end of the year 2020, the number of tropical cyclones over the East Sea is likely to be about one or two with the ability to directly affect Viet Nam mainland, mainly in the Central and Southern regions. The seasonal outlook from the Viet Nam Institute of Hydrology and Meteorology Science and Climate Change (IMHEN) published on 31 October, forecast four or five typhoons over the East Sea by end of January 2021 with two to three typhoons affecting the mainland of Viet Nam. This could add further challenges to the relief operations. Further information will advise the operations as and when it becomes available.

The measures to respond include:

- NDRT, PDRT, CDRT on standby and deployment.
- National and International Emergency Appeal launch/revision.
- Emergency Operation Centre activated.
- Continuous Monitoring and updates.
- Emergency response conducted.
- Cash/shelter working groups activated.
- Mapping resources, replenishing relief items in warehouses.

Cash and voucher assistance interventions are being used as one of the modalities under this operation as according to the rapid assessment for markets (RAM) which has now been conducted. The local market system in these provinces are still functioning, and people can purchase food and essential commodities. VNRC will conduct market assessment and selection of local providers for construction materials in the coming months.

There have been no risks identified or threats in the provinces, with local governments mobilized and providing support to affected communities. The VNRC has an extensive cash-based programming experiences which started in 2009 to cover the needs of populations affected by Typhoon Ketsana. In 2017, VNRC implemented the cash component of a UNDP, FAO and IOM-project supporting 28,842 flood and storm affected households. The same year, VNRC developed its "Position Paper: Cash-based Intervention (CBI)" to address humanitarian needs in a more timely, effective and transparent manner. Working through financial service providers (FSP) has become a VNRC priority.

In light of the COVID-19 outbreak, as 31 December 2020, 30 days have gone by since the last reported community



*A resident is seen driving through floodwaters in Quang An Commune, Thua Thien Hue, Vietnam, October 20, 2020. Families in Quang An Commune struggled to commute and receive food and supplies due to heavy floods. (Photo: Yen Duong/IFRC)*

transmitted case of COVID-19. The Ministry of Health have confirmed a total of 1,465 COVID-19 cases of which 1,325 (90.5 per cent) have recovered while 35 deaths caused by the virus. All the remaining cases under treatment in various health care facilities (HCF) across the country are with mild symptoms or asymptomatic, no more patients required ICU. The country has suspended the entry of all foreigners from 22 March 2020 until further notice to limit the spread of COVID-19. The measure will not apply to diplomats, officials, foreign investors, experts, and skilled workers.

The risk of COVID-19 infections being low in Viet Nam people are not required to follow prevention measures. However, as mentioned in WHO's last situation report in Viet Nam<sup>2</sup>, "the risk of community transmission is still possible albeit limited and under control given that there have been previously reported cases without clear epi links and some cases that were detected upon arrival in other countries". Thus, VNRC has integrated basic prevention measures of wearing facemasks, handwashing, use of sanitizers and maintaining physical distance where possible. In the event of a surge in infections, VNRC will immediately follow all government measures to control the spread of infections. VNRC is a member of the Steering Committee on COVID-19 Prevention and Control, at the national and provincial levels, and has the capacities to quickly enforce the government guidelines on prevention and control, throughout its operations.

The following table provides the possible scenario that may affect this operation and the mitigation measures for the scenario.

Scenario	Humanitarian consequence	Potential Response
Another severe tropical storm or typhoon makes landfall in the same location	Loss of lives, shelter, assets and livelihoods due to the storm	VNRC continues to support the affected areas and expand the operation to address the needs. Preparedness activities are also included to reduce the impact on lives when the storm hits.
COVID – 19 cases increased, and additional lockdown measures put in place	Loss of income and livelihoods and movement of people restricted	VNRC adjusts the operation outputs to accommodate the changes that may impact the movement of items. VNRC may explore additional activities to address additional gaps (in the affected areas) that may arise from this.

### Operation Risk Assessment

According to the Joint Assessment Team report over 7.7 million people have been affected by this series of disasters with 1.5 million people being severely affected. VNRC headquarters will closely monitor and provide technical support to the provincial chapters and at the same time work closely with local government in the process of selecting people to receive assistance to ensure that the process is accountable and transparent for the affected communities.

## B. Operational strategy

### Overall Operational objective

The initial operation aimed to meet the immediate and early recovery needs of 40,000 of the most vulnerable affected households (160,000 people) in four worst affected provinces of Quang Binh, Quang Tri, Thua Thien Hue and Quang Nam within 12 months.

Overall operational strategy still remains the same but based on the limited budget from EA, the target population was revised 25,500 households (138,000 people). See previous Operation Update.

After the latest need assessment conducted by VNRC team and based on the budget of EA, the revised target as below:

Shelter	Livelihood and basic needs	Health	WASH	DRR	PGI & CEA
44,000	17,200	50,000	84,000	24,000	160,000

<sup>2</sup><https://www.who.int/vietnam/internal-publications-detail/covid-19-in-viet-nam-situation-report-16>

## Proposed strategy

The four worst affected provinces (Quang Binh, Quang Tri, Thua Thien Hue and Quang Nam) are targeted (see the initial proposed strategy in OU 1). The selection of targeted districts and communes has been done based on needs, and resources available and the support from the Government of Viet Nam (GoV) and humanitarian actors. This action will augment and not duplicate efforts done by other donors and agencies. Based on the assessment conducted by VNRC on 15 November 2020, VNRC maintains the proposed strategy.

The assistance provided to those affected by the floods differs according to impact and immediate needs, in coordination with other actors on the ground. Based on the initial data collected, the main impacts of the disaster have been to shelter, household items and livelihoods. This operation will support about 11,050 households (44,200 people) to improve their living conditions and restore their shelters. VNRC plans to distribute 5,000 household kits<sup>3</sup> and 5,000 Shelter kits based on the damage assessment and recommendations from JAT report. Household kits are given out in the immediate aftermath of the disaster to meet some immediate needs. Shelter kits are given to households whose houses have minor damage (less than 50% of the house) and the households can repair the damage by themselves. In addition, 400 households will be fully supported with newly built houses (flood resistant houses) and 650 affected households will be provided with conditional voucher assistance (voucher for materials) for repairing damaged houses. Households whose homes have been damaged from 50-70% will receive vouchers for purchase of materials for repair, and those households whose houses are damaged beyond 70% or completely washed away will be supported with newly built houses. The households that receive Shelter kits, vouchers and new houses are selected after detailed assessment at the local level. As mentioned earlier, in the section on 'Targeting', specific secondary criteria will be developed in coordination with local authorities and other stakeholders for scoring and selecting households with repair and rebuilding assistance. Based on experience (Cyclone Damrey interventions ,2017), VNRC anticipates that there will be some level of overlap in the households receiving different types of assistance because some households meet multiple criteria for assistance. For example, some households may receive household kits as well as a newly built house.

For restoring food security and livelihoods, a total of 4,300 households (17,200 people) will be targeted to receive unconditional multipurpose cash grants (MPCG) to ensure gaps in food and immediate basic needs are addressed with consideration of the minimum expenditure basket (MEB) calculation. The selection of people to be assisted is being undertaken in close consultation with the local authorities, firstly to identify the poor and near poor households and secondly the community to identify those that meet the secondary criteria.

Continuing heavy rain and flooding increase the risk of communicable and vector-borne diseases. There is an urgent need to promote health education for the population in affected areas to reduce risk of illnesses and improve living conditions. VNRC will select 150 volunteers from four provinces for trainings on Epidemic Control for Volunteers (ECV). After the training, these volunteers will conduct health education sessions for at least 50,000 people from different with communities.

In addition, 20,000 households will receive water purification tablets with a total of 2,400,000 Aquatab tablets along with orientation on its use and post distribution monitoring. Since the floods have damaged people's water storage facilities, VNRC will provide support to 1,000 households with water storage containers (1,000 litre capacity) to enable affected households to reserve water. Jerry cans will also be distributed alongside deployment of water purification units. The intervention will be combined with behaviour change communication activities. A total of 21,000 households (84,000 people) are expected to benefit from this support.



The Red Cross team of Huong Hoa district are seen assessing the damages of a landslide at Huc Commune, Huong Hoa district, Quang Tri province. October 21, 2020. (Photo: Yen Duong/IFRC)



Red Cross team of Quang Nam is seen delivering relief packs to residents who lost their homes to landslides in Village 1, Tra Nam Commune, Quang Nam province. November 4, 2020. (Photo: Yen Duong/IFRC)

<sup>3</sup>The kit consists of two blankets, two mosquito nets, one water bucket 10L, a set of cooking utensils (1 pot, 1 kettle, 1 frying pan) and one water container (1.5L).

The findings from the assessment also show that there is a shortage of capacity on disaster preparedness and response of local government and mass organizations/local communities/schools. This operation will target about 12,000 households from 200 villages in four provinces to undergo capacity building on Community Based Disaster Risk Reduction (CBDRR), safe school trainings, development of contingency plans, emergency response drills etc. The operation will ensure the promotion and participation of men and women of different age groups through trainings. Sex, age and disability disaggregated data (SADDD) will be collected and analysed and will be informing the emergency response. Translation of Minimum Standards on PGI will be executed along with the training to relevant VNRC staff involve in the operation. In the meantime, feedback and complaint system will also be set up in all targeted communes so that people could share and report any issue during the operation.

## Support Services

### Human resources



*Red Cross volunteers on boats, delivering relief packages to isolated residents in CauNhi village, Quang Tri province, October 20, 2020.  
(Photo: Yen Duong/IFRC)*

The National Society has appointed one operations manager to oversee the implementation and monitoring of all outputs under the operation. One finance officer has been assigned to the operation and is responsible for overseeing the reconciliation of expenditure and producing timely financial reports. At chapter level one focal point has been assigned in each province to oversee the implementation of activities within the affected communes. A total of 160 volunteers have been mobilized for this response and provided with emergency health insurance as well as appropriate personal protective equipment.

Based on the demand for technical and coordination support required to deliver this operation, the following programme support functions are being put in place to ensure an effective and efficient technical coordination: one full time IFRC operational manager to be present in the country to provide leadership and overall coordination as well as management of the operation supported by a program officer, administration and logistics officer and/or finance officer; and a planning, monitoring, evaluation, and reporting (PMER) officer. The field team will be guided and supported by the APRO PRD in Emergencies (in terms of resource mobilisation), IFRC Emergency Operations Manager and the CCST Programme Coordinator (in terms of overall planning and NSD) alongside with the logistics and supply chain; information technology support (IT); information management; communications; security; PMER; partnerships and resource development; livelihoods; shelter; WASH; health and cash as well as finance and administration will also be supported from the IFRC Bangkok CCST, IFRC APRO or PNS with presence in Vietnam.

### Communication

The VNRC communications team is ensuring that Red Cross response efforts are effectively communicated to the public in a timely manner. VNRC staff and volunteers across the country are actively contributing to institutional communications through their own social media networks. IFRC's communications teams in Bangkok CCST and APRO are supporting VNRC's communications efforts in sharing voices from the community and showcasing its response activities through extensive international media coverage and the production of audio-visual materials.

### Information technology and telecommunications

The operation is covering costs of mobile phone credits and internet cards for the chapters involved. VNRC is ensuring that staff and volunteers involved in the operation are accessible via mobile phones. The chapters have sufficient computer software and hardware capacity, and support for the operational requirements.

## **Security**

The IFRC security framework is applicable for IFRC staff for this operation. With regards to VNRC staff and volunteers, the National Society's security framework is being applied. All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe Personal Security, Stay Safe Security for Managers and Stay Safe for Volunteer. Staff and volunteers to be aware of the security situation and briefed on actions in emergency. In terms of security during distributions, the national society is working very closely with local government in the identification of appropriate distribution points considering aspects such as access and security as well as COVID-19 prevention measures such as hand-washing, wearing face-masks and social distancing.

## **Community engagement and accountability (CEA)**

VNRC has a proactive approach to Community Engagement and Accountability (CEA). Affected communities are being engaged in key aspects of the operation. This includes the selection process of people to be supported (which is underway), being given access to information on the criteria being used for the selection process, engagement of Communities in verifying information regarding households of people to be supported and establishment of feedback mechanisms. The villages or wards leaders are trained on the selection process of people to be assisted and the facilitation of village meetings for the selection of people to be assisted, by VNRC. The selection is based on criteria mentioned under the section on 'Targeting' (Pg.7-8)

After the meeting where people to be assisted are selected, all levels of the Red Cross Chapters review at least 20% of the list of beneficiaries to receive goods and money. Through the meeting, posters are posted with the phone numbers of project staff of the Red Cross Chapters and Headquarters to receive feedback from the people.

A perception study and a budget to support this will be critical in this context, especially with COVID-19 considerations around misinformation, community concerns during evaluation and displacement from flooding. This study shall be coordinated with any CEA / RCCE interagency efforts at country level and regional level. In addition, training of volunteers on how to engage with communities safely is key. IEC on engaging with communities during COVID-19 has been produced already could be adopted in the languages and training of volunteers and staff involved in these operations in RCCE in relation to COVID-19.

## **Planning, monitoring, evaluation and reporting (PMER)**

Reporting on the operation is being carried out in accordance with the IFRC reporting standards. Regular updates are being issued during the operation's timeframe, and a final report issued within three months after the end of the operation. The operation is receiving support through IFRC Bangkok CCST PMER team. The operation monitoring teams are making field visits as needed. This is helping identify and, where possible and necessary, resolve any issues. Necessary tools and templates for regular data collection and reporting have been adopted from existing PMER resources. An internal mid-term review, and a final evaluation along with a lesson learned workshop will be conducted towards the end of the operation to capture learnings and recommendations of the operation and for future operations. Since more storms are predicted to hit Viet Nam in the coming months, there is also a possibility that the emergency appeal may be revised depending on the needs arising later.

## **Administration and finance**

IFRC CCST finance and admin units are providing the necessary operational support for review, validation of budgets, bank transfers, and technical assistance to VNRC on procedures for justification of expenditures, including the review and validation of invoices. VNRC has implemented DREF and Emergency Appeal operations previously and has complied with the necessary financial procedures to the required standards. Partner National Societies in country are being included in the planning, monitoring, evaluation and reporting processes. A workshop will be organized for VNRC to share lessons learnt with other NGOs, UN agencies that are involved in the emergency response in country.

## **Logistics and supply chain management**

VNRC has a logistics focal point in Da Nang and Warehouse managers who extend the logistics support to the operation and coordinate the deployment of household kits to the affected areas such as transportation of goods by trucks, reception points at arrival destinations.

The household kits (two blankets, two mosquito nets, one water bucket 10L, a set of cooking utensils (1 pot, 1 kettle, 1 frying pan) and one water container) distributed under this operation are available in VNRC pre-positioned stocks and have been released to meet immediate operational needs. Apart from household kits, other household essential items such as tarpaulins and shelter tool kits are also requested and will be mobilized from both local and international sources including IFRC's regional warehouse in Kuala Lumpur. For locally acquired items, VNRC is bound to follow the procurement laws of the government and IFRC.

The operation has also launched the mobilization table through the IFRC's Humanitarian Services and Supply Chain Management (HSSCM) unit in Kuala Lumpur, seeking for in-kind donations worth CHF 446,000 of household essential items. Those essential items include tarpaulin, shelter toolkit, blanket, kitchen set, and mosquito net. The copy of the updated mobilization table is available at Go platform: <https://go.ifrc.org/emergencies/4896#details>. As of now, The operation received in-kind donations of tarpaulins, shelter toolkits and kitchen sets from Korean Red Cross, Hong Kong Red Cross, Norwegian Red Cross and Swiss Red Cross. These in-kind goods are being transferred from the IFRC's Regional Warehouse in Kuala Lumpur to VNRC warehouse in Danang.

## C. DETAILED OPERATIONAL PLAN



### Shelter

People reached: 9,045

Male: 4,721

Female: 4,684

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

Indicators:	Target	Actual
# of targeted people that have access to shelter	44,200	9,405

**Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.**

Indicators:	Target	Actual
# households provided with emergency shelter and settlement assistance.	11,050	2,140

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

Indicators:	Target	Actual
# training manuals/ leaflets / guides developed for awareness raising on Build Back Safer adapted to the context and specific hazards.	3 types of IEC materials	0

Progress towards outcomes

At the time of this report, VNRC distributed 2,140 household kits, in addition, there is still a need for 2,451 household kits. VNRC is about to receive 2,000 kitchen sets from Korean Red Cross which will distribute these kitchen sets soon after reception.

Findings from the latest assessment show that for households whose houses were not majorly damaged, they started repairing their houses on their own with the support from relatives and neighbours or from unconditional cash grants from private donors. VNRC proposes to start with repairing and upgrading 139 houses. Along with this VNRC will also conduct eight trainings on safe shelters for the local builders and home owners whose houses are being repaired.

Majority of affected households being interviewed in the latest assessment said that they preferred flood resistant houses rather than floating houses which can be swept away in strong winds and strong flow of water that prevails in these locations. The flood resistant houses with two proposed designs (mezzanine or attic on top of existing houses - see above) are higher than annual flooding levels with a total area not less than 200 square meters, provides a safe storage and evacuation place during floods and storms. VNRC proposes to start with 50 such structures depending on further technical assessment and local context.

VNRC received 1,583 shelter kits as in-kind donation from Swiss Red Cross, Norwegian Red Cross and Hong Kong Red Cross through the IFRC EA. These shelter kits will be distributed to affected households in need in February 2021 along with training on shelter (conducting house repairs) in parallel to the distribution. The assessment found that the demand for shelter kits had decreased due to several reasons.

These assessments also show that targets for shelter and other forms of assistance will have to be revised to reflect the current needs on the ground. The needs have changed mainly because- as mentioned earlier, several people have carried out their own repairs and several actors (private and other I/NGOs) have come forward with assistance. VNRC will revise the EA based on these needs shortly.

*Household kits distribution at Cam Hieu commune, Cam Lo district, Quang Tri province. (Photo: VNRC)*





Distribution of household kits in Nong Son district, Quang Nam province. (Photo: VNRC)



Household kit distributed in Nam Tra My district, Quang Nam province, November 4, 2020. (Photo: Yen Duong/IFRC)



## Livelihoods and basic needs

People reached: 4,201

Male: 1,907

Female: 2,294

### Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of households supported through multipurpose cash grants.	4,300	1,511

### Output 1.5: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of households of targeted population whose livelihood are improved from pre-disaster level.	1,000	0

### Progress towards outcomes

To date, Red Cross Chapters in four provinces including Quang Binh, Quang Tri, Quang Nam and Thua Thien Hue have successfully organized village meetings to select people to be assisted. Public meetings were held to distribute unconditional cash to 1,511 households, equivalent to 4,224 people (1,907 men and 2,294 women). Those meetings for selection of people to be assisted were led by the village leaders who had received prior training on the process.

Lists of households to be assisted were prepared based on the primary and secondary criteria described on Pg.6, and, announced at village meetings. Based on the criteria, cash assistance is being distributed as follows: 1 million VND for one person – household (38 CHF), 2 million VND for two person – households ( 77CHF), 3 million VND (115 CHF) for households with three or more people.

Each selected household was provided with the hotline number of VNRC and staff members to report any complaint or feedback. Complaints boxes were also prepared at distribution places to receive information or comments throughout the project implementation. So far, there were still no feedback from the local authorities as well as beneficiary.



Village meetings for selection of people to be assisted at Phu Gia village, Ninh Phuoc commune, Phuoc Son district, Quang Nam province

(Credit: Quang Nam Red Cross chapter)



Village meetings for selection of people to be assisted at Dong Tu village, Hien Ninh commune, Quang Ninh district, Quang Binh province

(Credit: Quang Binh Red Cross chapter)



Assessment results of the need for cash, food and livelihood support showed that:

- Overall, 14,302 households needed multi-purpose cash, of which 2,889 have been distributed. The remaining (11,413 households) have high need of multi-purpose cash for livestock, seeds and food due to submerging of rice fields.
- It is expected that people will face shortages of rice. - The need for rice is 46,667 tons whereas only 4,657 tonnes have reached the people. Although rice was provided by the government during the emergency situation, the amount of rice is predicted to be insufficient, in the next three months. Hence, there is a need to focus on multi-purpose cash support to assist people to buy food.
- Overall, 13,977 households needed cash for livelihood restoration of which 616 households have been granted, the rest of 13,361 households have demand for purchasing livestock. VND 5 million cash (193 CHF) will be distributed to people whose cattle, poultry were swept away.



## Health

People reached: 870

Male: 328

Female: 542

**Outcome1: The immediate risks to the health of affected populations are reduced**

Indicators:	Target	Actual
# of people reached by NS with services to reduce relevant health risk factors	50,000	990

**Output 1.3: Community-based disease prevention and health promotion is provided to the target population**

Indicators:	Target	Actual
# of volunteers trained by NS in epidemic control	150	120
# of people received health promotion	50,000	870

Progress towards outcomes

Red Cross Chapters have prepared and printed 13,269 leaflets and posters (6 types) for communication activities on clean water and sanitation in an emergency and disease prevention, including:

- Posters on selection criteria for beneficiaries
- Envelopes
- Set of 9 communication pictures on clean water and disease prevention
- Posters on hand washing instruction
- Banner for communication on clean water and sanitation in the villages
- Leaflets on clean water and disease prevention

In addition, 4 training courses on clean water and sanitation in emergency situations and disease prevention were organized for 120 volunteers (74 men, 46 women) by VNRC headquarter and Red Cross Chapters. They were introduced in communication methods on changing behaviour, some basic skills such as observation, questioning, presentation, feedback, listening and knowledge about water, preventive measures, using clean water in floods, COVID-19 prevention and prevention of infectious diseases. Volunteers were divided into groups to practice communication in the community and were instructed by the trainers.



After the training course, 100% of volunteers could be able to prepare and well organize communication sessions on clean water, hygiene and infectious diseases. Plans for communication had also been set up to facilitate the monitoring, evaluation and support of Red Cross Chapters.



*Training on communication for volunteers at Nong Son district, Quang Nam province*



*Role play activities at Training on communication on clean water and sanitation and disease prevention in emergency situations in Quang Nam Province*

The trained volunteers organised 27 communication sessions for 870 people (328 men, 542 women) in 27 villages. As a result, people's awareness on disease prevention, using clean water, washing hand has improved. The large number of people participating in these communication events, learned proper washing hand steps, using mosquito net for practical application to prevent diseases.



*Role play activities at Training on communication on clean water and sanitation and disease prevention in emergency situations at Thanh Phuoc village, Huong Phong commune, Huong Tra district, Thua Thien Hue province  
(Credit: Thua Thien Hue Red Cross chapter)*



## Water, sanitation and hygiene

People reached: 74,400

Male: 39,200

Female: 35,200

### Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicator	Target	Actual
# of households provided with safe water services that meet agreed standards according to specific operational and programmatic context	21,000	1,500

### Output 1.2. 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 received water purification tablets/sachets	20,000	16,533

### Output 1.4. 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 people reached by hygiene promotion activities	84,000	74,400

#### Progress towards outcomes

A water purification unit was deployed to Hai Lang district supplying safe water to affected people. It is estimated that the unit has provided at least 540,000 litres of water to 1,500 households (6,000 people) in 2 communes of Hai Lang district. The water unit started its operation since 27 October until 15 November].

Hygiene promotion activities have also been carried out during the distribution of water purification tablets. This included information on handwashing with soap before meals and after using the toilet, purification of drinking water with tablets or by boiling before use, covering food, covering the mouth while sneezing or coughing and maintaining cleanliness in the surroundings etc. This awareness raising was done during the distribution process at the office of the local authority in the community where people gathered to collect the purification tablets. Additionally, at the local level, VNRC volunteers have also joined with the local authorities in their effort to clean up the environment.

480,000 water purification tablets (Aquatabs) have been distributed to 16,533 households (equivalent to 74,400 people; male 39,200 and female 35,200) affected by the consecutive floods in 4 provinces (Quang Binh, Quang Tri, Quang Nam and Thua Thien Hue) covering 15 districts and 61 communes. Along with the water purification tablets, 200 households from Quang Tri province received jerry cans that were already available in VNRC stocks. Findings from the latest assessment indicated that people have access to safe and clean water in daily life. Therefore, there is no need for water purification tablets or jerry cans to be distributed as proposed initially during the time of floods. The assessment suggested that water storage containers with capacity of 1,000 liters should be prioritized as the water tank will be mounted on high places or on top of houses with strong iron frames so as to be usable during floods.



Red Cross teams deploying water purification units in Quang Tri province, November 2, 2020. (Photo: VNRC)



## Protection, Gender and Inclusion

People reached: 88,516

Male: 46,156

Female: 42,360

**Outcome1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs.**

Indicators:	Target	Actual
Does the operation demonstrate evidence of addressing the specific needs to ensure equitable access to disaster response services?	Yes	Yes

**Output 1.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.**

Indicators:	Target	Actual
Orientation to Red Cross Chapters	Yes	0

Progress towards outcomes

The operation has been ensuring that sex- age and disability disaggregated data is documented during the relief distribution and all interventions under this operation. In the meantime, the translation and incorporation of the IFRC's Minimum Standard Commitments on protection, gender and inclusion (PGI) will be carried out in coming days alongside orientation sessions to VNRC staff and volunteers. These standards are being proactively integrated in all stages of the operation starting with the selection of people to receive assistance.

During the selection of people to be assisted, households with female heads and pregnant women received higher priority. The participation of women participating in awareness sessions and trainings is also being ensured.



## Disaster Risk Reduction

People reached: 0

Male: 0

Female: 0

**Outcome 1: Communities in high risk areas are prepared for and able to respond to disaster**

Indicators:	Target	Actual
# of RC staff/volunteers trained in disaster response, preparedness, DRR	150	0

**Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters.**

Indicators:	Target	Actual
# of people reached through DRR projects	24,000	0

Progress towards outcomes

Because of time and budget constraints, priorities and resources have been given to relief activities and detailed needs assessment, therefore, no specific activities related to DRR have been carried out during the reporting period.

After providing disaster relief, in the early recovery phase, VNRC will focus on building capacity of Red Cross Chapters, local governments and target communities in DRR for future response.

## Strengthen National Society

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

Indicator	Target	Actual
National society chapter capacities have been strengthened through the response operation.	Yes	0

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

Indicator	Target	Actual
# of volunteers attending briefings and trainings prior the water distributions.	150	20

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

Indicator	Target	Actual
No. of NS provided with technical support in development of communications, PMER, and financial management:	1	0

Progress towards outcomes

The IFRC has appointed an Interim Operations Manager who has been providing in-country strategic operation management guidance and technical leadership to ensure the optimal coordination and management of resources required for the effective and efficient implementation of the emergency operation. The Operations Manager will work with the Vietnam Red Cross Society (VNRC) and represent IFRC in coordination mechanisms together with the VNRC led by the Government as well as in the Humanitarian Country Team. In addition, a Support Service Officer has also been recruited to support the operation in ensuring the IFRC financial procedures are exercised while the recruitment of a programme assistant and a PMER Officer is on-going. With the full team in place, it is expected that adequate technical support will be given to VNRC.

At least 20 volunteers have been oriented and involved in operating the water purification unit in two communes of Hai Lang district in Quang Tri province. The volunteers take turn during the day to ensure smooth operation.

## International Disaster Response

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

Indicator	Target	Actual
National Society cooperates closely with local authorities on response efforts.	Yes	Yes

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

Indicator	Target	Actual
# of communications surge support deployed	1	2

**Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved.**

Indicator	Target	Actual
Percentage of calls/contacts addressed through beneficiary feedback mechanism	100%	0

Progress towards outcomes

VNRC applied beneficiary feedback mechanism in 60 village meetings for beneficiary selection and 11 distributions with hotlines on posters/envelops, complaint boxes and logbook to monitor the progress of addressing the feedback and complaints. At the distribution, at least 5 beneficiaries were interviewed for their satisfaction and feedback/reflection. So far, beneficiaries were satisfied with the beneficiary selection and organization of distributions. In addition, local people while joining the meetings or distributions can call or contact via hotlines. To date, there has been no calls/contacts received. Red Cross focal points and volunteers were arranged to support the organization of these events and provide instruction for local people on feedback mechanism.

Currently, VNRC chairs the Shelter Coordination Cluster. A coordination meeting of all members of the Shelter cluster will be held soon in the coming months to plan for developing assistance packages and coordinating with partners to avoid duplication among other issues. The VNRC chapters have been closely cooperating with the local authorities at province, district and commune levels for supporting the successive evacuation operations. In the eve of typhoon Vamco's landfall, VNRC chapters in Quang Binh, Quang Nam, Quang Tri, Thua Thien Hue, Quang Ngai, Ha Tinh, and Nghe An provinces have activated their PDRT teams. In Quang Binh, PDRTs and CDRTS have supported the evacuation of 3,400 households in Le Thuy, Quang Ninh and Tuyen Hoa districts specifically targeting elderly and children population. In Binh Dao, VNRC has evacuated 10 old people (female) to the commune response station. In Nghe An, PDRTs have supported local authorities to evacuate 800 households in coastal areas to safer places. In each province, the evacuation process is well coordinated with local authorities and further enhance the preparedness of the community in response to the disaster. As for each of the flood event since early October, the PDRT and CDRT teams have also been actively involved in needs assessments (conducted the 16 November) and relief distribution.

The IFRC deployed a photojournalist – Yen Duong, based in Viet Nam to document the impact of the storms through two separate assignments- first during 17<sup>th</sup> to 24<sup>th</sup> October covering Thua Thien Hue and Quang Tri and the second during 3<sup>rd</sup> to 10<sup>th</sup> November 2020 covering Quang Nam Ngai provinces. The photos and videos produced by the photojournalist propelled global media coverage of the disaster unfolding in Viet Nam, as well as the Red Cross response to it and the emergency appeal, with major news media outlets such as the [BBC](#), [Reuters](#), [New York Times](#), [CNN](#), [the New Humanitarian](#) and [Al Jazeera](#) among many others featuring the photos and news bytes prominently. Social media posts on IFRC's Twitter and Facebook channels also received high viewership and engagement. These photos and videos continue to help in drawing the world's attention to the magnitude of the humanitarian crisis in Viet Nam.

### **Influence others as leading strategic partner**

**Outcome 3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable.**

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

Indicator	Target	Actual
Post distribution monitoring undertaken in 4 provinces.	Yes	0
Progress towards outcomes		
No progress has been made under this indicator.		

### **Effective, credible and accountable IFRC**

**Outcome 4.1: 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**

Indicator	Target	Actual
Finance Department CCST provides consistent support to the national society to ensure quality to financial reporting	Yes	Yes
Progress towards outcomes		
The IFRC has recruited a local Support Service Officer who will assist the administration, logistics and finance functions of the Emergency Appeal operation and liaise with CCST Bangkok to have smooth functioning of finance and procurement flow under the required rules and regulations.		

## **D. Financial Report**

The financial report will be reported in the next reporting.

## Reference documents



Click here for:

- [DREF Operation](#)
- [Emergency Appeal](#)

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## How we work

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

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



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



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

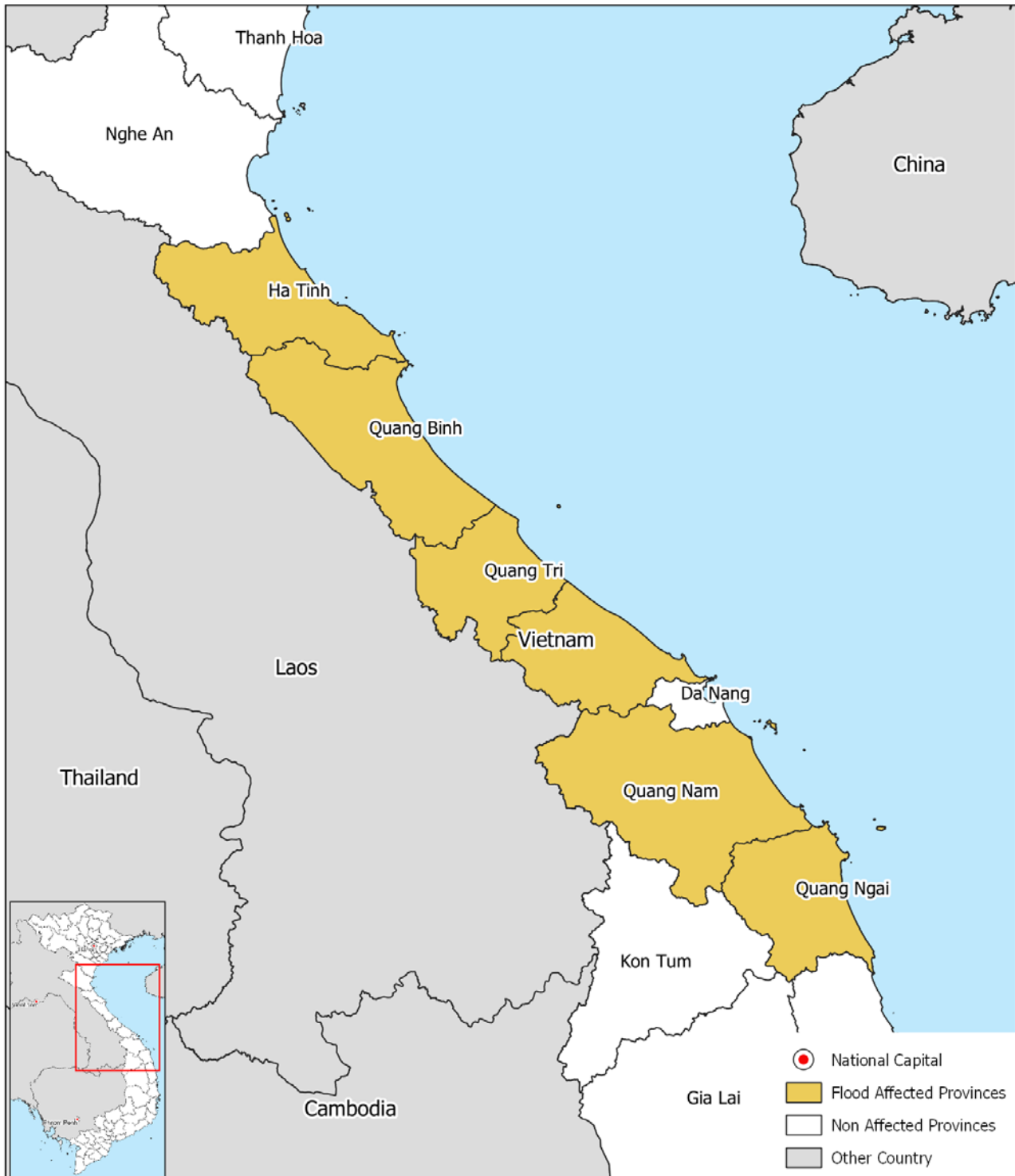


Promote social inclusion  
and a culture of  
**non-violence** and **peace.**

# Map of affected areas



## Vietnam: Floods Emergency Plan of Action (EPoA)



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of territory or its authorities. Map data sources: OCHA, OSM Contributors, ICRC, IFRC