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Final Report

Fiji: Tropical Cyclone Harold

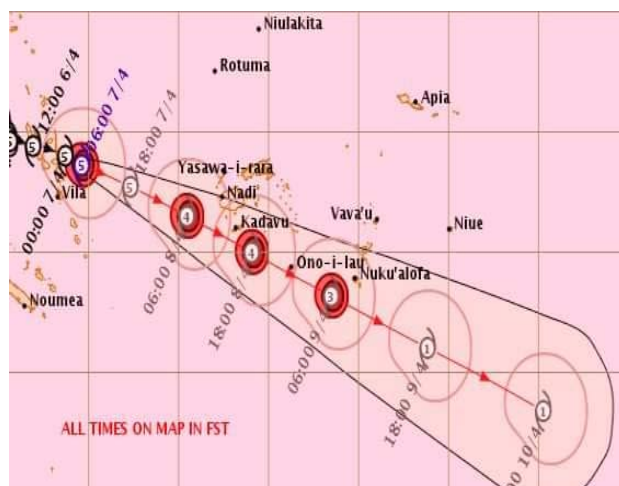
 International Federation
of Red Cross and Red Crescent Societies

DREF operation	Operation n° MDRFJ004
Date of Issue: 26/01/2021	Glide number: TC-2020-000051-Fiji
Operation start date: 14/04/2020	Operation end date: 31/10/2020
Host National Society(ies): Fiji Red Cross Society	Operation budget: (CHF) 388,433
Number of people affected: 180,000	Number of people assisted: 12,370
Red Cross Red Crescent Movement partners currently actively involved in the operation: The Fiji Red Cross Society (FRCS) 37 staff and 213 volunteers in its 16 branches had been implementing the activities within the DREF response and has been supported by the International Federation of Red Cross and Red Crescent Societies (IFRC)	
Other partner organizations actively involved in the operation: Fiji Government, Save the Children (SC), Adventist Development Relief Agency (ADRA) Fiji.	

A. SITUATION ANALYSIS

Description of the disaster

Tropical cyclone (TC) Harold entered as a category 4 cyclone from the west and moved in a south easterly direction towards the southern part of Fiji waters on 8 April 2020. It brought heavy rain causing widespread flooding. 250 evacuation centres were opened across the country with 10,000 people displaced and 6,240 evacuees utilizing the centres. There were landslides and flooded crossings on the main islands of Viti Levu and Vanua Levu, with significant damages to Kadavu island, Vatulele and Southern Lau islands. The remoteness of these islands and damages to communication and existing COVID 19 travel restrictions made assessment and reporting of damages challenging. FRCS was part of a joint aerial assessment with the National Disaster Management Office (NDMO) on 9 April. The Royal New Zealand Air Force confirmed significant damage to dwellings, water, sanitation and hygiene (WASH) facilities, and food and livelihoods, with the worst affected areas being Kadavu and Southern Lau. Detailed damage assessments were completed on the islands of Kadavu, Matuku and Vatulele which were directly in the path of the cyclone.



TC Harold track map as of 7 April 2020. (Photo: Fiji Meteorological Services)



Photos of damage in Nasole, Nasinu (Central Division). (Photo: Fiji Village @ Legend)



Aerial footage of Nabukelevu I Ra, Kadavu (Eastern Division). (Photo: NDMO)



Volunteers make their way through the village of Nasolo Village Ba (Western Division) during flooding caused by TC Harold to rescue children and their mother. **(Photo: AFP)**

Summary of response

Overview of Host National Society

Based on the projected path of the cyclone, FRCS completed early actions through its Divisional Service Coordinators (DSCs) to mobilize branches to secure structures, prepare food, and have communities prepare Go Bags in case of evacuation, prep for safe water collection and support the elderly and persons with disabilities. Further early actions were taken to alert the Emergency Response Team (ERT) volunteers and prepare necessary PPE (Personal Protective Equipment), ensure branches had a safe structure to manage operations, complete a stock-take of pre-positioned items, and prepare satellite phones and other communication equipment. Community disaster committees were mobilized and at-risk communities were informed of the early warnings and necessary actions to take. Based on an anticipated response FRCS activated its contingency plan and put key National Society staff and volunteers at HQ and affected branches on standby and checked the availability of volunteer supervisors in the branches closest to the cyclone path through the two DSC's who manages the two affected divisions in the western and northern parts of Fiji (note that central and eastern divisions are managed by the FRCS headquarters). In response to TC Harold, FRCS mobilized 213 volunteers to distribute relief items based on the needs assessments, completed health in emergency messaging and supported Psychological First Aid (PFA) and Restoring Family Link (RFL).

Overview of Red Cross Red Crescent Movement in country

Divisional/regional coordination mechanisms were activated and FRCS held Movement coordination meetings with IFRC. IFRC provided support to the FRCS National Office Emergency Operations with the drafting of the DREF EPoA, the ongoing implementation and monitoring of the relief operation, including a monitoring mission.

Overview of non-RCRC actors in country

Coordination with stakeholders has been very effective. FRCS worked closely with local Non-Governmental Organisations (NGOs) and Civil Society Organisation (CSOs) through cluster groups and during response ensuring that collaboration happens at all level of engagement in humanitarian response. Throughout the response period a representative from FRCS was on external secondment to the NDMO planning team. The representative was able to advise FRCS on the government plans at real time and also update the NDMO team on FRCS response development before, during and after the disaster.

Due to COVID-19 restrictions and Suva being on lockdown, the movement of relief items was a challenge as people movement was restricted. The Fiji Military Force, Fiji Navy and National Fire Authority (part of first responders) supported FRCS with resources on loading and unloading relief items at designated areas.



Fiji Military Officers loading relief items. **(Photo: FRCS)**



FRCS joint operation with Fiji Navy and National Fire Authority **(Photo: FRCS)**

Needs analysis and scenario planning

Need Analysis

Assessments concluded that the greatest impact occurred across the Eastern Division in Kadavu and Southern Lau. Damage was also significant in the Central Division: Tailevu North, Korovou, Nausori, Nakasi, Beqa and Yanuca. Across the Western Division: the districts of Nadarivatu, Vatulele, the Mamanuca Group, the Yasawa Group, coastal communities in the Coral Coast and along the Sigatoka River in the Nadroga/ Navosa Province were also significantly impacted. Sixty (60) schools were also damaged.

Detailed assessment reports indicated the following damages to houses.

Division	Homes completely destroyed	Homes partially destroyed
Eastern	244	203
Central	94	242
Western	228	1,164

Risk Analysis

The following risks were monitored throughout the operation. In addition, the operation complied with current COVID-19 restrictions.

Scenario	Humanitarian consequence	Potential Response	Actual Response
If government opens evacuation centres and cancel curfew hours.	<ul style="list-style-type: none"> Problem with social distancing (COVID-19). Possible lack of evacuation centres due to COVID-19 guidelines. Possible tension over space/food, etc. Possible Gender Based Violence (GBV) issues. Unsafe conditions for the most vulnerable especially women / girls / boys / People living with Disabilities (PWD) etc. 	<ul style="list-style-type: none"> Assist Government in possible relocation to other identified evacuation centres. Online messaging and support on Protection Social Inclusion (PSI), Prevention of Sexual Exploitation and Abuse (PSEA), Child Protection Policy (CPP). 	<ul style="list-style-type: none"> Curfews not cancelled No issues recorded in the management of evacuation centres
Flooding in low lying areas and landslides displacing households	<ul style="list-style-type: none"> People sharing shelter with others potential risk of GBV. WASH problems leading to health issues. Possibility of people being swept away by the flood (missing persons). Rise in theft and criminal activities as people leave behind property. Waterborne diseases outbreak. (Dengue, Diarrhoea, Typhoid and Leptospirosis); COVID-19. Livelihood destroyed (food crops) 	<ul style="list-style-type: none"> Provision of emergency shelter and essential household item assistance including, blankets, water containers & tarpaulins for affected people. Messaging to evacuees in PHiE with PFA & WASH. Messaging on CPP & Gender Equality and Social Inclusion (GESI) principles & action. Contact search & rescue teams with information on missing persons. Possible Cash Based Intervention (CBI) assessment and provision. RFL to be activated & focal points mobilized with the assistance from ICRC. 	<ul style="list-style-type: none"> Relief items distributions completed PHiE and GESI messaging completed RFL activated
Structures with roofs blown off	<ul style="list-style-type: none"> People at risk from flying debris and being displaced from their homes. Other homes and people at risk from flying debris. 	<ul style="list-style-type: none"> Online support to Branches and communities on their response. Provision of clothing packages (black packs), shelter tool kits and tarpaulins. Identification of clear and safe evacuation routes. 	<ul style="list-style-type: none"> All actions noted as potential response undertaken where necessary
Trees, debris blocking roads and waterways.	<ul style="list-style-type: none"> Blocked waterways can mean flooded roads & bridges and mosquito breeding places. Safety risk to communities concerning access to places. 	<ul style="list-style-type: none"> Contact local authorities like National Fire Authority (NFA) and Fiji Roads Authority (FRA) Provision of mosquito nets. 	<ul style="list-style-type: none"> All actions noted as potential response undertaken where necessary

		<ul style="list-style-type: none"> Volunteers working in their respective communities assisting in recovery. 	
Power outage and water cuts	<ul style="list-style-type: none"> Unsafe conditions can lead to a lot of problems and issues. 	<ul style="list-style-type: none"> Provide solar lamps. 	<ul style="list-style-type: none"> Action noted as potential response undertaken

B. OPERATIONAL STRATEGY

Proposed strategy

Due to existing travel restriction, the NDMO relied on local government officials in the affected areas and communities for damage assessments. As of 11 April 2020, it was estimated that close to 180,000 people were affected by the cyclone. The FRCS response reached 12,370 people directly affected by the cyclone. The DREF was to support the FRCS response activity for TC Harold in the Central and Western Division, Kadavu and Southern Lau group of islands and will provide the following relief items.

Items	Kadavu (500HH)	Southern Lau (500 HH)	Central Division (150HH)	Western Division (150HH)	Total (1,350 HH)
Tarpaulin	1,100	1,000	300	300	2,700
Shelter tool kit	550	500	150	150	1,350
Solar lamp	550	500	150	150	1,350
Kitchen set	550	500	150	150	1,350
Mosquito net	1,100	1,000	300	300	2,700
Jerry can 10L	100	400	300	300	1,100
Hygiene kits	100	50	150	150	450
Dignity kits	270	220	150	150	790
Black packs	550	500	150	150	1,350
Blankets	550	500	150	150	1,350

Implementation Overview

As of 30 October 2020, when TC Harold operation ended, FRCS recorded the following number of people reached in the different localities detailed below:

Division	Islands/Provincials	# of Communities	Total Population	# of Households	Total Relief Items (NFIs)
Eastern	Lau	21	2,214	457	2,990
	Kadavu	68	2,720	680	7,217
Central	Serua/Namosi	15	164	45	381
	Tailevu (North)	43	744	111	557
	Tailevu (South)	11	588	86	621
Western	Lautoka	9	1,584	215	457
	Vatulelele	4	962	175	886
	Nadi	4	41	7	36
	Tavua	25	971	142	527
	Ba	36	2,382	461	1,198
Total		236	12,370	2,379	14,870

The table below shows the breakdown of the total relief items of 14,870 distributed to 2,379 affected households in the 3 Divisions.

Division	Islands/Towns	Shelter support items*	Health support items**	Wash support items***	Total
Eastern	Lau	2,270	556	164	2,990
	Kadavu	3,922	1,799	1,496	7,217
Central	Serua/Namosi	189	71	121	381
	Tailevu (North)	470	0	151	621
	Tailevu (South)	422	0	135	557
Western	Lautoka	394	9	54	457
	Vatulele	603	181	102	886
	Nadi	22	7	7	36

	Tavua	300	136	91	527
	Ba	643	283	272	1,198
	TOTAL	9,235	3,042	2,593	14,870

* Shelter support items include settler tool kits, tarpaulins, blankets, kitchen sets, black packs (clothing), and solar lamp

**Health Support Items include dignity kits, mosquito nets

*** WASH support items include water containers (jerry cans) and hygiene kits

Assessment and Distribution: Due to COVID-19 restriction and considering there were confirmed cases in Fiji at the time, normal house to house assessment and distribution could not be carried out. Volunteers were not allowed to set foot in communities to ensure that the virus was not spread to the remote islands. Therefore, secondary data provided by community leaders were used to allocate relief items to the affected families.

Shelter: FRCS focused on distributing shelter and essential household items to affected households to enable them to restore a sense of homeliness following TC Harold. Volunteers provided awareness on how to construct emergency shelter to community leaders. With limited time to prepare volunteers and due to COVID-19 related movement restrictions, a refresher emergency shelter training was not done. To support the operation under these circumstances, FRCS deployed experienced volunteers who have attended the ERT training, to be part of the response team. Part of that ERT training was a section on how to build temporary shelters using the shelter tool kit, tarpaulins and salvaged materials.

Post-distribution monitoring was conducted by the FRCS team to ascertain whether key safe messages have been incorporated into site selection and emergency shelter construction. In this exercise, it was established that village leaders had distributed the relief items not according to the SPHERE standards for living space and household items, as they were trying to cover all affected families with relief items rather than addressing the space requirement and minimum standards for household items to be distributed. FRCS then later conducted a detailed assessment in these communities and distributed an additional 3,876 relief items (such as tarpaulins, shelter tool kits, kitchen sets, black packs, blankets and solar lamps) to the most affected families, in order to meet minimum standards.

Health and Care: Total of 213 were engaged to disseminate IEC materials on communicable disease prevention (i.e. information on dengue, typhoid leptospirosis and COVID-19) and provided Psychosocial First Aid (PFA) using Community Based Health First Aid (CBHFA) approach among affected communities. FRCS ensured that the IEC materials were reviewed to ensure its visibility improved and its message was translated into plain English and vernacular languages to improve understanding. All volunteers were issued with and trained on how to wear the mask and gloves PPEs before they embark on their field work.

Water, sanitation and hygiene: FRCS distributed water storage containers, hygiene kits to affected families at the same time advocate on hygiene promotion, highlighting COVID-19 messages.



Branch volunteers doing COVID-19 and Infectious diseases messaging. (Photo: FRCS)

Livelihood: TC Harold severely impacted household livelihoods and food sources. As such, food security was an immediate concern. FRCS proposed plan was to provide foods and basic needs (non-food items) or emergency livelihood to affected households with the following activities:

- Distribute of hot food in evacuation centres, if applicable
- Distribution of food assistance in kind or cash assistance/voucher to affected household – if market is operational.
- Emergency Livelihoods (if applicable in the current context) –cash for work such as debris, cleaning/road clearing especially in areas of landslide to provide access during emergency operations.

While responding, the FRCS established that the government and other NGOs were distributing food packs and providing hot foods in evacuation centres. The FRCS recognises that other partners are better resourced and have more experience in livelihood assistance. While the FRCS did not undertake any livelihood assistance, it is actively exploring livelihoods options such as cash for work and vouchers for future responses.

Lesson Learned from TC Sarai/ Tino response: Lesson learned from TC Sarai/Tino response identified the need to strength coordination with the NDMO and partners in terms of responding to affected communities. In this regard, an FRCS staff was seconded to be part of the NDMO planning team. This move provided FRCS with information on where the government response and NDMO was also continuously updated on the FRCS response.

Logistics and Supply Chain: Due to the three back-to-back cyclones (TC Sarai, TC Tino and TC Harold), FRCS conducted a wide stock take to be able to better plan and confirm the proper warehousing/stock management practices. There was a need to have the pre-position stock distributed during TC Harold replenished. Therefore, a request for the DREF extension for a month to accommodate the procurement process both international and local for these relief items. COVID 19 border control measures also contribute to the delay in local and international procurement. The following was recorded at the end of the operation and replenished has been completed for both international and local:

Items	Procurement needs	Distribution Target	Total Item distributed for TC Harold	Total Item Replenishment
Tarpaulin	International (IFRC OLPSCM)	2,700	3,244	3,244
Shelter tool kit	International (IFRC OLPSCM)	1,350	1,232	1,232
Solar lamps	International (IFRC OLPSCM)	1,350	1,430	1,430
Kitchen sets	International (IFRC OLPSCM)	1,350	1,023	1,023
Mosquito net	International (IFRC OLPSCM)	2,700	2,174	2,174
Jerry can 10L	International (IFRC OLPSCM)	2,700	1,928	1,928
Hygiene Kit	Local	450	665	665
Dignity Kit	Local	790	868	868
Black packs (clothes)	Local	1,350	1,195	1,195
Blankets	Local	1,350	1,111	1,111

Communication and Visibility: A communication team was set up by FRCS which comprises of FRCS staffs to support volunteers in updating social media on the work of Fiji Red Cross during the disaster response. At the end of the operation, Fiji Red Cross social media pages recorded the total people following our page updates:

Social Media platforms	Number of people following our page
Facebook	436,836
Twitter	196,550
Instagram	1,886

Planning, Monitoring, Evaluation and Reporting (PMER): In the response phase, PMER collated all data from field team leads who then updates, analysis the FRCS data base and provide information for SITREP weekly updates. The FRCS PMER officer facilitated two lesson learnt workshop which was held at the Western Division on 11 and 12 August 2020 and Central Division on the 19 and 20 October 2020. Reports were documented for future disaster response referencing.

Protection, Gender and Inclusion (PGI): Special consideration for gender equity and social inclusion was incorporated during the planning and implementation stages. In the process, FRCS has procured baby kit and disability kit as the two new extra items under their relief items list

Finance and Administration: The finance team were based in FRCS National Office and worked in close coordination with IFCS and FRCS response team. They ensured that fund disbursements were correct and acquitted appropriately and within the timeframe of submission. They also advise on the available activity budgets to our management team.

Security: Throughout the recovery process, FRCS operation team continue to monitor the environment. Adequate security and safety risk mitigation measures were put in place to avoid RCRC personnel from falling victims to crime, violence or safety related dangers.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: **8,562**

Male: 5,137

Female: 3,425

Indicators:	Target	Actual
# of people reached through emergency shelter support	6,750	8,562
# of households provided with emergency shelter support	1,350	2,854
# of volunteers provided with emergency shelter refresher training	40*	0

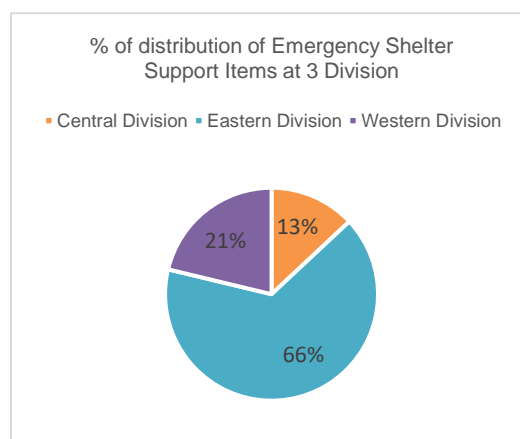
*40 volunteers were trained under ERT for emergency shelter support but no actual training was done under DREF.

Narrative description of achievements

FRCS distributed a total of 9,235 emergency shelter support items to affected households in the three main divisions: Central, Eastern and Western as detailed below. This includes:

- Shelter tool kits (up to one item per household).
- Tarpaulins to be used with the shelter tool kits (up to two items per household, depending on the size of household, level of damage, and presence of family members with disabilities).
- Blankets (one item per household, depending on household who have lost everything, and large households who need more).
- Kitchen sets (one item per household).
- Black pack – clothing pack for a family of five (one item per household, depending on households who have lost everything, and large households who need more).
- Solar lamp (one item per household).

66% of the emergency shelter support items were distributed at the Eastern side of Fiji, 13% in the Central Division and 21% at the Western Division. The needs were greater than planned, therefore FRCS used international prepositioned stock readily available in-country to address it. Tarpaulins were the most needed item distributed and majority were provided to affected communities in the Eastern Division, on Kadavu Island and in the Lau group of islands which were badly affected by TC Harold.



Emergency Shelter Support Items	Eastern	Central	Western	Total
Shelter Tool Kit	998	143	91	1,232
Tarpaulin	2,313	312	619	3,244
Blankets	271	344	496	1,111
Kitchen Set	464	314	245	1,023
Black Packs	772	91	332	1,195
Solar Lamps	1,251	0	179	1,430
Total	6,069	1,204	1,962	9,235

How an 87-year-old man benefitted from the Shelter Tool Kit

Iliesa Kalouvutia who is 87 years old lives with his wife and 2 grandchildren age 18 and 13 at Ekubu Village in the island of Vatulele. The island is located 32 kilometres south of Fiji's largest island, Viti Levu, and was badly affected by TC Harold. Iliesa's family is one of the 91 families in the island that received shelter tool kits after the FRCS assessment team reported that his house was partially damaged (roof totally blown away) by TC Harold.

In his story, Iliesa had never experienced a cyclone like TC Harold in his life. He said in an interview that as an old man, he was enjoying his retirement life until TC Harold struck and destroyed his house. ***"My property was financed through my retirement***



Photo: Kelisi at the English language Wikipedia
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money 37 years ago and it was my only investment which I believed will remain with me till I die” said Iliesa. But TC Harold had no mercy, it had to destroy it. TC Harold was so strong and we did not really expect it to be such”

“We were still trying to come to terms with the devastation caused by TC Harold when Fiji Red Cross visited us. They were the first organization to reach us. We had nothing and the thoughts to rebuild was too much to bear. **I am so grateful to Fiji Red Cross for the Shelter Tool Kit.** This really motivated me as I needed the tools to rebuild my home with the building materials contributed by other donors. These shelter tool kits are costly when bought exclusively and the thought of receiving it was overpowering. We cannot thank Fiji Red Cross enough,” said Iliesa.

Iliesa was able to rebuild his house within 5 weeks after TC Harold hit Vatulele island. The story above reflects the effectiveness of the shelter response approach in Vatulele. The detailed assessment identified the needs of the communities and the support provided by other partners. This ensured that the FRCS support complemented rather than duplicate the support of other partners leading to a quick recovery and satisfied communities.



Iliesa standing with his wife beside their incomplete home. Building material of his house are seen behind him covered with the tarpaulin given by FRCS. (Photo: FRCS)

Challenges

The main challenge was the existing COVID-19 restrictions which contributed to the following:

- Limited time to prepare volunteers on refresher trainings. Lack of understanding to prepare the team to response to TC Harold amidst COVID-19. Safe shelter awareness? Post distribution monitoring was conducted to ascertain whether relief items reached the affected families, but FRCS response team established after doing initial damage assessment that items were not distributed accordingly as per SPHERE requirements for living space and household items. This was due to the relief items being handed over to community leaders to be distributed, due to COVID-19 restrictions and limited interface with the affected population.
- With this, a second wave of distribution was later conducted and additional emergency shelter and essential household items were distributed to affected families in order to achieve the minimum standards, at an additional cost to FRCS.
- FRCS response team travelled with other government officials during the response and in most cases the FRCS response team had to distribute according to the government timetable which affected their reach to affected communities.

Lessons Learned

- FRCS to schedule its Emergency Response Training (ERT) a month before the cyclone season (November to April) this process is included in the Disaster Policy and SOP. This is done to keep the volunteers and staff updated with response knowledge.
- Develop SOP to cater for both cyclone and pandemic response.
- Develop SOP for simultaneous disasters responses.
- FRCS to provide own transportation cost for field response.
- FRCS relief items have a shelf-life (expiry date): regular inspections and rotation of prepositioned stock to be included in the logistic SOP to ensure only quality items reach affected communities.



Health

People reached: 3,042

Male: 609

Female: 2,433

Indicators:	Target	Actual
# of people reached through activities to reduce health risk	10,000	3,042
Health needs are identified and addressed by response planning and activities	Yes	Yes

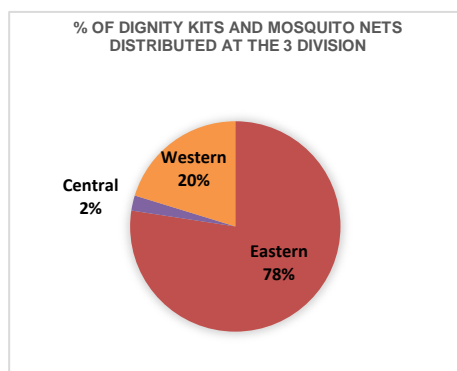
# of volunteers, community members train in ECV(LTDD)/COVID-19 awareness and prevention <ul style="list-style-type: none"> Only leptospirosis, typhoid, dengue and diarrhoea (LTDD) training was done (ECV component) 	40	(volunteers were trained under other funds)
# people reached through community-based disease control and health promotion	10,000	(Health promotion done under other funds)
# of mosquito nets distributed	2,700	2,174
# of volunteers activated to improve knowledge about public health issues among target population in Central and Western Division, Kadavu and Southern Lau	112	213

Narrative description of achievements

The volunteers involved in the response were briefed on COVID-19 awareness and prevention. The community-based diseases control and health promotion activities were carried out and funded by Australian Aid funding. Therefore, only dignity kits and mosquito nets were distributed to women and children. The 3,042 people reached through activities to reduce health risk does not include people who were reached for health promotion funded by other donors.

Referral cases were done to the Social Welfare Department and Medical Services Pacific for anyone needing Psychosocial Support (PSS).

Health Emergency Kits	Eastern	Central	Western	Total
Dignity Kit	651	37	180	868
Mosquito Nets	1,704	34	436	2,174
Total	2,355	71	616	3,042



At the end of the response, FRCS distributed a total of 868 dignity kits to women and girls and 2,174 mosquito nets to pregnant women and children below the age of 6. Around 78 per cent of these items were distributed at the Eastern division, where Kadavu Island and the Lau group of islands were badly affected by TC Harold. In total, 20 per cent of the total dignity kits and mosquito nets were distributed to the Western Division and 2 per cent to the Central Division respectively.

Challenges

- DREF operational budget did not include any budget for health activities, such as refresher trainings and messaging.
- Health trained volunteers were not available during the response due to COVID 19 travel restrictions.
- Health IEC materials were not available at Branch level during the response.

Lessons Learned

- Ensure the inclusion of relevant sector lead during DREF planning.
- Health training to be done at branch level rather than Divisional level, ensuring that all Branch volunteers are aware of what to do during disaster.
- Prepositioning of Health IEC materials at Branch level.



Water, sanitation and hygiene

People reached: 4,887

Male: 2,492

Female: 2,395

Indicators:	Target	Actual
No. of people reached with hygiene kits	450	3,325
No. of people reached with HP activities	750	4,887
No. of volunteers involved/trained in HP activities	40	37

Narrative description of achievements

Refresher training was completed on hygiene promotion and COVID-19 messaging to 37 volunteers that were engaged to respond immediately after the cyclone. Online briefing and resources were provided for the rest of the 75 volunteers who were not trained directly but involved later in the response.

More people were reached through hygiene promotion activities than those receiving hygiene kits. This was due to the fact that some people in affected communities who did not need hygiene kits were given IEC materials on proper hand washing and COVID-19 prevention messaging.

FRCS distributed the following essential household items:

- Water storage containers (jerry can): two units of collapsible water containers per household.
- Hygiene kits: one kit per household

The below table shows that FRCS distributed a total of 1,928 jerry cans and 665 hygiene kits.

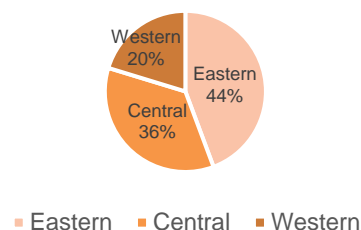
Household items	Eastern	Central	Western	Total
Jerry cans 10L	1,111	369	448	1,928
Hygiene kits	38	549	78	665
Total	1,149	918	526	2,593

The affected communities were mostly dependent on rainwater harvesting systems. Therefore, the actual number of people reached is higher than the target as hygiene was a greater concern than anticipated. In some communities there was a greater need for jerry cans to store clean drinking water due to risk of community water sources being contaminated.



A Branch volunteer distributing IEC materials on hand washing and COVID-19 messaging. **(Photo: FRCS)**

Percentage of jerry cans and hygiene kits distributed to the 3 division



Challenges

- Inaccurate information received from community based focal point on hygiene needs for affected families.
- No technical officer available at National Office to focus on WASH implementation.
- Unavailability of WASH survey materials (e.g. testing kits, GPS device etc.)
- Community based focal points and volunteers were not able to identify WASH needs due to lack of knowledge on both hardware and software WASH approaches.

Lessons Learned

- Through training, provide guidelines for need assessment information to community based focal points.
- FRCS to consider establishment of WASH focal points at National, Divisional and Branches.
- Consideration to purchase WASH survey equipment. (GPS and builders (dumpy) level).
- Identified WASH focal point at all levels and provide training on recognizing WASH needs.




Protection Gender and Inclusion

People reached: 868

Male: 0

Female: 868

Indicators:	Target	Actual
Does the operation demonstrate evidence of addressing specific PGI needs	Yes	Yes
Does the operation meet minimum standards for PGI in emergencies	Yes	Yes
Narrative description of achievements		
<p>An assessment of special needs was completed based on PGI in emergencies. The total of 868 dignity kits were distributed by FRCS to women and girls in affected households. Health training for volunteers also include PGI messaging and how to identify, address and refer PGI issues during emergencies.</p> <p>Branch Volunteers were each given 125 copies of the service providers' contact details as part of the distribution items to affected communities.</p>		 <p>Volunteers transporting relief items in a fibre boat. (Photo: FRCS)</p>
Challenges		
<ul style="list-style-type: none"> The general lack of knowledge from our community focal points who are not normally trained under our FRCS (e.g. Village Headman) to capture the needs of elderly, people with disability, women and girls affected the final data received. COVID-19 restriction, did not allow the FRCS team to gauge the situation in evacuation centres so this prevented the proper assessment of access by marginalized groups to water, latrines and other essential aids. Separate accommodation for men and women volunteers was not available and this affected volunteers' privacy and cultural norms. Majority of the volunteers were reluctant to be part of the response team because of the lack of knowledge of the novel COVID-19 virus and the uncertainty of its effect. 		
Lessons Learned		
<ul style="list-style-type: none"> Ensure that communities, staff and volunteers are continuously trained in data collection and to consider PGI in planning and responding during disaster for all. Ensure that relevant PGI guidelines are in place at all times. The use of PPEs are to be part of health training at all times and not only during disaster. Develop SOPs for pandemics and epidemic for volunteers and staff. 		

Strengthen National Society		
Indicators:	Target	Actual
NS have prepositioned masks and other PPE	Yes	Yes
# of volunteers insured	228	213
% of staff and volunteers are provided with necessary PPE	100%	100%
Narrative description of achievements		
<p>FRCS COVID-19 work continued into the TC Harold response phase. The 213 volunteers engaged in the response were covered under existing IFRC insurance arrangements.</p> <p>Volunteers and FRCS staff were trained on the proper use of PPEs. Relevant PPEs were distributed to all volunteers and FRCS staff who were part of the response team. Videos and other communication tools were made available online for volunteers to access.</p>		
Challenges		

- Gumboots and raincoats issued to volunteers were different sizes.
- Some reflector vests were issued without Red Cross logo and this impacted access to communities.
- Active senior volunteers who were insured but could not be deployed due COVID-19 restrictions.
- Volunteers did not have the proper data collection equipment (Phones/Tablets/Laptops)

Lesson Learned

- For future operation FRCS to provide logos for all reflector vests used in response.
- Develop a criteria for the selection of volunteers for disaster assessment and distribution
- Ensure the provision of data collection equipment for volunteers to support real time data updates.

International Disaster Response

Indicators:	Target	Actual
NS coordination international disaster response effectively	Yes	Yes
# of remote surge support provided	3	5

Narrative description of achievements



USA Ambassador updated on TC Harold Response by FRCS & IFRC at the FRCS EOC. *(Photo: FRCS)*

The IFRC CCST in Suva provided technical support to FRCS during the operation. Technical support was initially provided on the development of the DREF Operation Plan of Action. On the ground, support was also provided in logistics, WASH, communication disaster management, planning, monitoring evaluation and reporting (PMER).

Surge support was also available during joint meetings with stakeholders and funders.

Challenges

- Lack of experience in the preparation of the DREF delayed the process of approval
- COVID-19 restrictions prevented the proper compilation of the DREF, as core sector leads were not available to provide guidance in their specific areas
- The fear and uncertainty brought on by the novel COVID-19 caused public panic, resulting in improper planning initially

Lessons Learned

- Provision of a DREF training, ensuring it covers key areas such as finance coding and research. Finalize a Business Continuity Plan to ensure proper actions are taken in times of disaster

Influence others as leading strategic partners

Indicators:	Target	Actual
IFRC and National Society participate in local, national and International dialogues/meetings	Yes	Yes
NS developed Business Continuity Plans finalised	Yes	Yes
Lessons learned workshop is conducted	Yes	Yes

Narrative description of achievements

FRCS participated in ongoing meetings with the NDMO and IFRC to ensure adequate coverage and sharing of information for assistance of those in affected areas. A business continuity plan was developed to ensure delivery of services continued throughout the response period.

Lesson Learned Workshop: Throughout every disaster response, lessons are learned and opportunities for improvement are discovered. As part of a continuous improvement process, FRCS conducted two workshops which were held in the Western and Central Division on the 11 – 12 of August and 19 - 20 October, 2020 respectively. Lesson learned workshops were done by divisions to ensure that COVID-19 restrictions were adhered to in terms of the number of participants.



Western Division LLW participants (Photo: FRCS)

Western Division Lesson Learned Workshop: 30 participants were invited to attend the FRCS Western Division Lesson Learned workshop. This included 15 volunteers, 10 external stakeholders and 3 FRCS staff. External stakeholders included representatives from the Ministry of Health & Medical Services, Fiji Military Forces, the Fiji Police force, Save the Children Fiji, Commissioner Office Western. These partners were part of the Commissioner Western's TC Harold response team. FRCS Divisional Manager, formally Divisional Service Coordinator (DSC) opened the 2-day workshop. In his remark, he acknowledged all volunteers and stakeholders who had given their time to respond to affected families. Identification of what was done well, what was not done well and what could be improved was emphasized as key in this workshop, to ensure improved disaster response in the future.

Central Division Lesson Learned Workshop: 25 participants were invited to attend the FRCS Central Division Lesson Learned Workshop which was held at Holiday Inn conference room for 2 days. The first day was attended by 5 external stakeholders' representatives who were from the Ministry of Rural & Maritime Development (Commissioner Central and District office Eastern), Ministry of Health & Medical Services, US Embassy, IFRC and FRCS programs coordinators which included Disaster, Health, Youth, PGI, Finance and 3 Branch volunteers. The second day involved 15 FRCS staff and 3 volunteers who were part of the TC Harold response. The workshop was opened by the FRCS Director General who elaborated the importance of documenting FRCS response operations for future disaster response. Most importantly to document lessons learned on how the FRCS managed two differing disasters simultaneously.



Central Division LLW participants (Photo : FRCS)

Methodology used for the Two Lesson Learned Workshop

The Preparedness for Effective Response (P.E.R) tool was used to guide the discussions on areas of success and challenges in the response, as well as the way forward. The P.E.R approach involves five areas that comprises of analysing and planning, coordination, operational capacity, operations support, policies, strategy and standards. These five areas help participants identify what needs to be working effectively for a National Society, in order to deliver services in disaster emergencies. In this process the following was identified:

- How well experienced FRCS volunteers were and the trainings that build up their capacity and confidence in responding to TC Harold, while also ensuring that COVID-19 considerations were incorporated in their movements.
- How well planned and coordinated was the FRCS response internally (between FRCS National Office, Divisions and Branches) and in partnership with external stakeholders prior to responding to affected communities.
- How well organized and planned was the equipping of volunteers with proper PPEs and skills to collate accurate information for decision making. The need to advocate the role of the FRCS during a disaster to partners, government agencies and other first responders.
- The importance of understanding FRCS logistic processes during times of response, for example; Availability of FRCS vehicles in good condition to counter all geographical areas of response, as well as the availability of pre-position stock to accommodate assistance for families in affected areas.



Participants in group discussion and presentation during the workshop. (Photo: FRCS)

Challenges

- Stakeholders and partners lack of knowledge on the role of the FRCS during disaster response at the Divisional and District level which affected its coordination during field operations. Internal coordination of response activities with the onset of COVID-19 restrictions which altered normal disaster response processes.
- Non-attendance of key personnel from stakeholders/partners.

Lessons Learned

- Increase awareness on the role of the FRCS in disaster response to external stakeholders/partners. This to be done during non-disaster periods, alongside meetings with relevant government agencies at Divisional and District levels. All of which will need to be documented for future referencing.
- Continuance engagement of the FRCS in NDMO response operations, ensuring the FRCS role is accommodated in the planning and implementation phases.
- Finalize FRCS Business Continuity Plans, catering coordinated approach towards delivery services and core program work from the National Office, Divisions and Branches.
- The DM team (logistics) needs to continue to support the legal advocacy work led by the Disaster Law and National Society Development (NSD) teams to negotiate legal facilities such as duty and customs exemption with NDMO and the Fiji Revenue and Customs Service.
- Pre-online surveys to be part of the Lesson learned workshop planning stage to gauge external stakeholder/partner expectation on the role of FRCS in disaster.
- Post evaluation surveys to be conducted with volunteer response teams immediately after returning from the field.
- Carry out Lesson Learned workshop with stakeholders/partners at their various offices, as opposed to having them attend the FRCS workshops at organized venues and meeting spaces.

D. Financial Report

A total of CHF 388,442 was allocated for the DREF and it has been fully utilised.

Description	Budget	Expenditure	Variance	Narration
Relief items, construction, supplies	266,811	228,809	38,002	Cost only includes international procurement and local procurement.
Logistics, Transport & Storage	51,230	62,218	-10,988	Excessive cost incurred from high duty cost charges from the procurement and high transportation cost due to the hired vehicles cost transporting relief items.
Personnel	39,386	56,728	-17,342	Due to COVID-19 restriction, response activities were done in 2 phases because post-monitoring determined that items were not distributed to everyone in the affected communities.
Workshops & Training	2,820	1,707	1,113	Lesson Learned workshop help in the Western and Central Division
General Expenditure	4,489	15,273	-10,785	Most of the administration fees were not budgeted but it was eligible in the new DREF guidelines.
Total	388,443	388,443	0	

For further details on expenditure, refer to [attached](#) final financial report at the end of this report.

Contact information

Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

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 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.

www.ifrc.org

Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/4-2020/11	Operation	MDRFJ004
Budget Timeframe	2020/4-2020/10	Budget	APPROVED

Prepared on 25/Jan/2021

All figures are in Swiss Francs (CHF)

MDRFJ004 - Fiji - Tropical Cyclone Harold

Operating Timeframe: 14 Apr 2020 to 30 Oct 2020

I. Summary

Opening Balance	0
Funds & Other Income	388,443
DREF Allocations	388,443
Expenditure	-388,443
Closing Balance	0

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	22,775	69,773	-46,997
AOF2 - Shelter	237,669	84,369	153,299
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	44,983	5,326	39,657
AOF5 - Water, sanitation and hygiene	1,251	20,125	-18,874
AOF6 - Protection, Gender & Inclusion	1,251	13,608	-12,357
AOF7 - Migration	250		250
Area of focus Total	308,180	193,201	114,978
SFI1 - Strengthen National Societies		120,147	-120,147
SFI2 - Effective international disaster management	56,212	53,303	2,909
SFI3 - Influence others as leading strategic partners	3,028	4,206	-1,178
SFI4 - Ensure a strong IFRC	21,023	17,586	3,437
Strategy for implementation Total	80,263	195,242	-114,979
Grand Total	388,443	388,443	0

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/4-2020/11	Operation	MDRFJ004
Budget Timeframe	2020/4-2020/10	Budget	APPROVED

Prepared on 25/Jan/2021

All figures are in Swiss Francs (CHF)

MDRFJ004 - Fiji - Tropical Cyclone Harold

Operating Timeframe: 14 Apr 2020 to 30 Oct 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	266,811	228,809	38,002
Shelter - Relief	74,237	75,822	-1,586
Clothing & Textiles	114,147	46,813	67,333
Water, Sanitation & Hygiene	33,989	18,897	15,092
Medical & First Aid	5,194	5,986	-792
Utensils & Tools	32,900	23,956	8,944
Other Supplies & Services	6,345	57,335	-50,990
Logistics, Transport & Storage	51,230	62,218	-10,988
Storage	5,640	21,071	-15,431
Distribution & Monitoring	31,960	9,281	22,679
Transport & Vehicles Costs	13,630	27,505	-13,875
Logistics Services		4,361	-4,361
Personnel	39,386	56,728	-17,342
National Society Staff	22,231	17,436	4,795
Volunteers	17,155	39,292	-22,137
Workshops & Training	2,820	1,707	1,113
Workshops & Training	2,820	1,707	1,113
General Expenditure	4,489	15,273	-10,785
Travel		59	-59
Information & Public Relations	3,290	1,729	1,561
Office Costs	1,175	2,176	-1,001
Communications	24	222	-198
Financial Charges		560	-560
Other General Expenses		10,529	-10,529
Indirect Costs	23,708	23,708	0
Programme & Services Support Recover	23,708	23,708	0
Grand Total	388,443	388,443	0