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Emergency Plan of Action (EPoA)

Zimbabwe : Tropical Cyclone Eloise

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation	MDRZW015	Glide n°:	TC-2021-000009-ZWE
Date of issue:	29 January 2021	Expected timeframe:	4 months
		Expected end date:	31 May 2021
Category allocated to the of the disaster or crisis: Yellow			
DREF allocated: CHF 192,509			
Total number of people affected:	Approx. 2,000 people ¹	Number of people to be assisted:	2,000 people (400 households)
Provinces affected:	Manicaland, Mashonaland East, Matabeleland South and Masvingo provinces	Provinces targeted:	<ul style="list-style-type: none"> • Chivi and Chiredzi districts in Masvingo province • Beitbridge district in Matabeleland South province • Chipinge district in Manicaland province
Host National Society(ies) presence (n° of volunteers, staff, branches): 20,000 volunteers, 50 Staff and 2,000 Branches. 150 trained volunteers are available in targeted areas to support implementation.			
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC), Danish Red Cross, Finnish Red Cross, British Red Cross, Belgian Red Cross			
Other partner organizations actively involved in the operation: Department of Civil Protection (DCP), World Food Programme (WFP), UN OCHA, World Vision, CARE Internation, IOM, Goal, UNICEF, Save the Children, FAO and Mercy Corps.			

A. Situation analysis

Description of the disaster

Tropical cyclone Eloise entered Zimbabwe on 23 January at about 20:00 hrs with wind speeds of 160 kilometres per hour (kph) (99 miles per hour). It brought heavy rains in Masvingo, Manicaland and Matabeleland Provinces which covers the southern part of Zimbabwe.

According to the Government's Meteorological Services Department (MSD), these heavy rains have caused flooding, mudslides, and destruction of infrastructure in Manicaland, Mashonaland East and Central, Matabeleland South and Masvingo provinces since 23 January. In Manicaland, at least three people have reportedly died in Chipinge District, after they were swept away by floodwater that destroyed about 15 houses in Gumiro Village. The heavy rains also caused a mudslide in

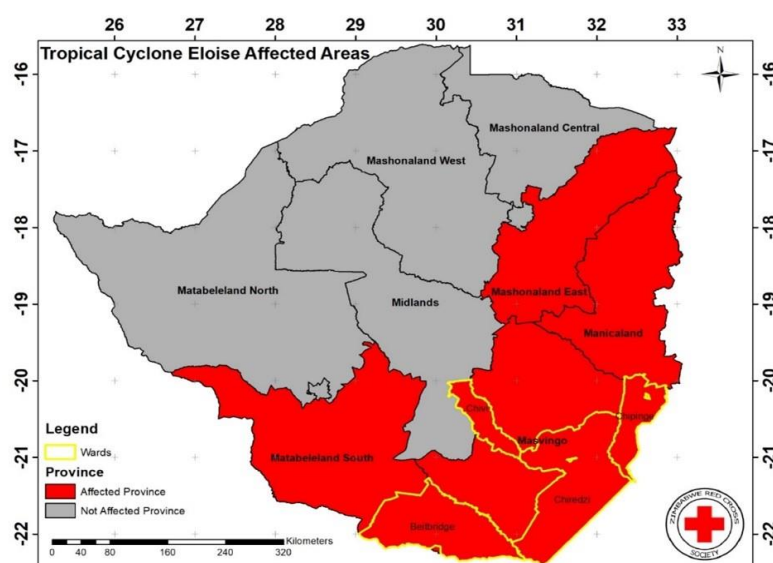


Figure 1: Map of Zimbabwe highlighting areas affected by TS Eloise
Source: ZRCS

¹ Based on preliminary data available. However, assessments are ongoing to determine number of people actually affected by Eloise so this figure might increase in next few days.

Chipinge and Tanganda, with large boulders blocking some roads, and damages to at least three schools across the province. The Watershed, Bangazzan and Mutakura dams are at their alert levels and could spill and cause flooding downstream.

In Masvingo Province, damages to roads are hampering access to nearly 170 people waiting to be evacuated in Ward 34 of Village 21, Masvingo District. Some are already living in the open, in urgent need of shelter assistance. Tokwe Mukosi Dam has reached its full capacity and begun to spill, which could lead to floods in the province, according to Zimbabwe National Water Authority. In Zimbabwe's capital, Harare, 34 families have been evacuated to two high schools in Budiriro and need food, hygiene kits, blankets, and other non-food items.

Situation per affected province:

Masvingo Province: According to the Zimbabwe Red Cross Society (ZRCS) Provincial Development Coordinator Chivi District identified four evacuation centres which can house approximately 250 families (1,050 people). However, the plan has faced a major setback as community members are not cooperating -- they are opting to stay in open spaces close to their homes where they can walk back to assess the situation on their own. In Masvingo district, 47 families have moved to an open space about 4 km from their village and they have started constructing temporary shelter using the 50 tents donated by ZRCS. The place has no safe water and no proper ablution facilities posing a danger to the affected people.



Figure 2: ZRCS Volunteers conducting assessment on Chikomba district, 25 January 2021 ©ZRCS

Mashonaland East Province: Continuous heavy downpours (greater than 40mm) resulted in infrastructure damage in Chikomba District. Most families had their food stocks soaked in water and this includes buckets of sorghum which they had received from Caritas in Chikomba. Two females from Bwanya village were injured when their three-roomed houses collapsed. At the time of planning this operation, about 274 people had been reported affected by Tropical Cyclone Eloise in this province.

Matabeleland South Province: Heavy rains pounded Beitbridge town (greater than 30mm) resulting in flash flooding. A total of six houses were destroyed in Wards 5 and 15 of Beitbridge District. Most roads across the Districts are in a poor state due to the heavy rains and flash flooding. Due to poor network connectivity and road network across the province, most areas are still inaccessible thus failing to get up to date information on the damage of infrastructure. Currently, the ZRCS team is going for assessments to evaluate the damage caused in these remote affected areas. Approximately 300 people have been affected by the tropical storm.

Manicaland Province: To date, a total number of 265 persons (53 households) in Manicaland have been evacuated to four evacuation centres. In Chipinge and other surrounding wards near Save downstream, people are being encouraged to go to designated evacuation centres within their wards because of fear of backflow of Save river. Additionally, COVID-19 remains a threat with four people having been tested positive in one of the evacuations centres in Manicaland.

Preliminary assessments conducted in affected areas indicate that approximately 1,889 people or 378 households have been affected by tropical storm Eloise, however, ZRCS teams have been dispatched to conduct detailed assessments so this number might increase as more details on impact emerge.

Summary of the current response

Overview of Host National Society Response Action

ZRCS has presence in all the affected districts but more strongly in Chipinge and Mwenezi where a resilience programme is currently running with support from the British RC. A network of approximately 150 trained volunteers is available to support the response in targeted areas with services including First Aid, Shelter provision and hygiene promotion. In most inaccessible areas the volunteers have been reported to be leading in information dissemination.

At the headquarters level, the NS has since deployed 10 staff members to the areas affected to undertake a detailed needs assessment, concurrently with distributions of household items (HHIs) for shelter including blankets and COVID-19 Personal Protective Equipment (PPEs). To date, 120 tarpaulins have been distributed to affected people, 563 masks, 80 litres liquid for handwashing, 43 buckets and 41 blankets in Masvingo and Manicaland. Joint preliminary assessments with the Department of Civil Protection (DCP) have been conducted in Manicaland and Masvingo Provinces enabling preliminary information on the type and extent of needs on the ground to be available.

The NS has managed to reach out and activate provincial response teams. Volunteers in the four provinces have been crucial in early warning and information raising before the disaster. Distribution of 70 tarpaulins has already been done in Manicaland and Masvingo provinces reaching 89 and 71 households, respectively thanks to the support from British RC and Finnish RC. ICRC provided 80 blankets and 10 first aid kits which will be distributed during the operation. The Danish RC provided \$ 19,000 to National Society, which is being used for the rapid assessments which are ongoing. This initial response has been enabled by the Danish RC, British RC, the Finnish RC, Belgian RC, ICRC and ZRCS resources.

The ZRCS is participating in coordination meetings at national, provincial and district level and will continue to collaborate with the DCP and the inter-agency assessment team on continuing assessments. This DREF will further enable ZRCS to expand its response operations once all the assessments are completed. This will give a clearer picture of the immediate and intermediate needs to which the NS must focus on.

The NS is financially and logistically constrained and has been getting much of the needed support from participation National Societies (PNSs). A data team from ZRCS is constantly tracking the progression of the hazard and issuing out timely updates.

Lessons learned from Cyclone Idai response operation

- **Strategic approach:** In the Idai response, ZRCS, like most agencies focused its operation on the main area affected and proceeded with a blanket approach, which led NS to neglect some other interior locations affected. As a lesson, ZRCS is now proceeding on by targeting specific districts affected, focusing on the rural areas to ensure it reaches the most vulnerable.
- **Coordination:** The NS during Idai response, received many donations and had a hard time managing expectations from both donors and affected communities. The lack of organization at the onset of the response led to coordination issues. As a lesson, for this operation, NS decided to initiate a humble operation to allow it to conduct detailed assessments. With assessment results, the NS will be able to determine exactly the needs, and progressively scale up the response if necessary. An IFRC Surge Operation Coordinator will also be deployed to support NS in coordinating its response with both Movement and other partners.
- **Volunteer management:** Due to the nature of the disaster, it was imperative to continuously rotate staff and volunteers so that they were not burned out. As such, ZRCS for this TS Eloise DREF, has budgeted for volunteers per sector. This will allow for volunteers to be focused on specific sectors in the response, hence preventing burn out. Volunteers will also be trained in Psychosocial Support (PSS), for which specific focal points will be designated to support both affected communities and fellow volunteers.
- **NS media coverage:** Often, the NS is late in coming up with documentaries that will allow the world to know what is happening in an emergency response. It is important to lead such processes by capturing stories which then provides a before and after scenario of RC response. As a lesson, NS has planned for media coverage to ensure that the operations are well featured.

Overview of Red Cross Red Crescent Movement Actions in country

The IFRC Southern Africa Cluster Office will continue to provide technical support to ZRCS during the whole period of the operation's implementation. Indeed, based on lessons learned from Tropical Cyclone Idai response operation in 2019 and in order to mitigate risks, it has been agreed by IFRC and NS that IFRC Southern Africa CCST will be responsible for the financial management of this operation. To support this, surge personnel with operations coordination profile will be deployed for two months to support NS in the daily management of the operation. The CCST also has a logistics hub and finance staff based in Harare, who will support the relevant aspects of the operation as needed.

The NS is working closely with the following in-country PNSs in the following thematic areas:

- Danish RC- Forecast Based Action Project (FBA), Youth Sexual Reproductive Health and Rights (YSRHR)
- Finnish RC – Forecast Based Action, DRR and School Safety Model
- Belgian RC- First Aid
- British RC- CEA, Food Insecurity Response
- ICRC- Blankets, First Aid Kits and Family Restoration Links
- IFRC- Logistical Support
- UNICEF - WASH

These PNS are playing a pivotal role in supporting all NS activities and response operations by availing financial, logistical, and human capital resources for effective and efficient response initiatives. Indeed, they have been key in ZRCS initial response by providing 70 tarpaulins distributed in Manicaland and Masvingo provinces (British and Finnish RC); 80 blankets and 10 first aid kits to be distributed in coming days (ICRC) and financial support to initiate ongoing rapid assessments (Danish RC).

Coordination exists in the Emergency Steering Committee structure, which is convened for joint coordination of the operation, monitoring, sharing of updates on the progress made, challenges with the RC Movement partners.

Overview of other actors' actions in country

In Zimbabwe, humanitarian partners met with the Department of Civil Protection on Friday, 22 January, to discuss preparedness and response measures. The inter-agency contingency plan is nearing finalization and ZRCS staff are being pre-identified for potential deployment during assessments if needed. The ICCG has developed a Contingency Plan and the HCT met to ensure readiness. The rapid needs assessment tool has been updated, as has the stockpile mapping. Some concerns were expressed about the capacity to respond and need for further work with DCP to prepare for the storm, including pre-emptive evacuations where needed. Access will be a major concern and supplies should be moved as soon as possible if they are to go by road. Air assets will otherwise be needed, and follow-up is ongoing with private sector and others on this.

The World Food Programme (WFP) has 40,000MT of food in Zimbabwe but is already stretched (only responding to 1M out of 4M people in need). Any response to Eloise will require frontloading with supplies that are required for the ongoing response and must urgently be replenished.

OCHA has two staff in Harare - who can be contacted, for any coordination issues while Save the Children is focusing mainly on child protection issues.

The Food Security and Livelihood Cluster (FSL) Cluster and Shelter cluster are doing assessments and mobilizing resources from participating organisations. Below is a table showing actors involved in the operation and their areas of interventions:

Agencies	Areas of Intervention	Geographical Area
WFP	Food	Masvingo, Chivi, Mwenezi, Chiredzi, Chipinge
OCHA	Coordination	All affected areas
UNICEF	WASH	Chimanimani
World Vision	Food and Shelter	Chimanimani
CARE International	Food	Chivi
Goal	Food	Chipinge
IOM	Shelter	Chipinge, Beitbridge

Based on this table, in terms of food assistance, it is anticipated WFP will cover these areas, as ZRCS teams in Chivi and Chiredzi will focus on WASH and shelter for most affected 450 households. In these locations, there are currently no other partners committing to these two sectors. In Beitbridge, there are no agencies involved in shelter and WASH though an estimated 100 households need this assistance, therefore ZRCS will also support the district targeting 100 households in this location. For Chipinge, World Vision is focusing on Chimanimani on food and shelter. As such based on reports from provincial teams, no agencies are responding in Chipinge, hence ZRCS will target 250 households in Chipinge with WASH and shelter needs. CEA and PGI issues shall be integrated into all these areas. No agency is providing first aid though some people are being injured in communities as houses are collapsing and flooding. ZRCS has trained volunteers in first aid and will provide this service.

Needs analysis, targeting, scenario planning and risk assessment.

Needs analysis

ZRCS is participating in the interagency assessments where districts have been identified as being worse affected by the cyclone. These needs will however continue to be more defined once the current rescue and assessments efforts in the inaccessible areas are completed. Access to most communities remains difficult with some completely under water, while damaged infrastructure has rendered some places completely unreachable and is requiring significant remediation and repair works for water, sanitation and other forms of public infrastructure. Some people will be moved from low lying flood-prone areas to evacuation centres and camp management will be a requirement as the probable risk of communicable diseases such as COVID-19, cholera and other water-borne diseases becomes more probable and pronounced in areas where drinking water sources may have been affected, damaged or contaminated by flood waters disrupting sanitation. This will be further exacerbated if rains are to continue in previously impacted areas.

Preliminary information from the Chimanimani, Chipinge, Chivi, Chikomba and Chiredzi interagency assessments, in accessible areas, indicate destruction of houses, ravaged by landslides, collapsed due to moisture or inundated by flooding waters. Information from Masvingo Province which lies along the path of the cyclone indicates that there is a high hazard of floods from the overflowing of Tokwe Mkosi Dam. DCP is planning to move more households to safer

evacuation centres. After being submerged with the continuous rainfall, the likelihood is high that returning families will not find a suitable shelter and will need to work to repair and rebuild their homes. Some will need to start afresh and resettle. The highly traumatic manifestation of the disaster points to high levels of stress and risk of post-traumatic-stress disorders, anxieties, and depressions, hence the need for counselling. WASH and health infrastructure is reportedly inundated, contaminated, or destroyed. As such, there is an increased risk of malaria, cholera and other diarrheal diseases, and there is concern regarding the potential for a communicable disease outbreak and high risk of COVID-19 infections. The following are the identified needs gaps:

- **Shelter and household items:** An overall 109 houses have been destroyed due to the wind and floodwaters, forcing the families to relocate with host families or into evacuation centres across affected provinces. The NS has provided some tents and NFIs as indicated in previous sections, but this is not sufficient and there is need for this support to be complemented through provision of emergency shelter and household items. To note, the Government is providing support in evacuation centres and is also currently assessing damages to allow full-fledged response operation.
- **Livelihood and Basic needs:** The displaced/affected families have their food and crops submerged because of the flooding and most have lost their livelihood due to damage caused to infrastructure and farmlands. To note, aside from Beitbridge urban, all other targeted districts are rural areas, thus heavily dependent on crops which have been washed away by the floodwaters.
- **Health:** Zimbabwe has a fragile health system and is prone to cholera, malaria and other public health issues which are exacerbated in floods situations. This means there is a need for sensitization in the current flooding context for the affected communities. With the COVID-19 pandemic, preventive measures must be followed as ZRCS responds to the flood situation to ensure the safety of volunteers and the community they provide relief to, through provision of PPEs such as facemasks, hand sanitizers, soap, gloves to limit the spread of COVID-19 during this intervention. Sensitization on the most recurring health issues needs to be done to encourage positive behaviours and avoid a potential disease outbreak in affected localities.
- **Water, Sanitation and Hygiene (WASH):** Sanitation conditions are poor because the floods destroyed sanitation facilities in the affected communities. Facilities at the few evacuation centres are strained. The floodwaters have also affected some water sources which may result in diarrhoea disease outbreaks such as Cholera and Dysentery. This problem might not only be for the displaced population but even those that have taken shelter in host communities. In addition, stagnant waters resulting from the floods may cause a resurgence of Malaria cases in the community. ZRCS will support the dissemination of health and hygiene messages to the affected population to prevent the spread of diarrheal diseases as well as COVID-19.
- **Protection, Gender and Inclusion (PGI) and Community Engagement and Accountability (CEA):** Based on cultural and religious reasons, some people may be left out and not receive humanitarian assistance because they are either ignored or discriminated upon because of their gender, age or disability. This operation will design the targeting criteria based on vulnerabilities leveraging on diversity factors among others like age and gender. The intervention will seek to engage the at-risk groups such as the elderly and people living with disabilities so that they gain equitable access to assistance. Inclusion will also be considered when deciding on distribution points or strategies used in community engagement to ensure accountability. Post-distribution monitoring will be undertaken after distributions to ascertain the effectiveness of community engagement and accountability (CEA) on increasing consideration of gender and inclusion criteria in the emergency response.

Targeting

The overall target for this DREF operation is 2,000 people or 400 households in the affected areas of Masvingo (Chivi: 150 households; Chiredzi: 75 households), Manicaland (Chipinge: 125 households) and Matebeleland South (Beitbridge: 50 households) with WASH, emergency shelter and household items, PSS and First Aid. All targeted locations are rural areas, except Beitbridge in Matebeleland province which is an urban area.

Of the targeted households, 200 most affected will receive emergency shelter items while the overall households will receive household items. All targeted households will benefit from hygiene and health promotion.

The selection criteria will be developed in consultation with affected communities prioritising CEA approach to ensure the community is included from planning to execution stage of the operation. Priority will be given to the most vulnerable groups/people in the community, guided by the following selection criteria which will be communicated to all the affected population to ensure a transparent process:

- Female-headed households
- Pregnant and lactating women
- Child-headed households
- Orphans and vulnerable children
- Elderly people
- People with disabilities
- Chronically ill people

Disaggregated figures are not yet available, but ZRCS is assessing the affected areas. Once the assessments are concluded, the age and gender figures will be used for the monitoring and reporting of this operation.

Scenario planning

Scenario	Humanitarian consequence	Potential Response
Scenario 1: Affected areas do not receive more rains one week after TS Eloise passing in the country. Not more than 5,000 people are affected.	<p>Access is restored, rain stops; flooding decreases;</p> <p>IDPs are able to go back to their villages and build back their homes;</p> <p>No waterborne disease outbreak and increased Covid-19 infections recorded because of good coordination among stakeholders and authorities on hygiene promotion and shelter support.</p>	ZRCS response: The implementation of this DREF Operation is finalized, in coordination with National Authorities and other stakeholders.
Scenario 2: Rainfall continues for at least 2 weeks after TS Eloise passing but does not exceed 50 mm in 24 hours in areas currently affected. Not more than 10,000 people are affected.	<p>The number of affected people and IDPs increase, extending their stay in evacuation centres.</p> <p>Waterborne disease outbreak is declared, and a high rate of CoVID-19 infections is reported in the evacuation centres and affected areas.</p> <p>Livelihood of communities is affected as businesses are destroyed, flooded.</p>	ZRCS Response: NS to maintain the current DREF scope and continue monitoring the situation. Closely work together with the Meteorology department to ensure alerts are disseminated to communities at risk.
Scenario 3: Heavy rain measuring more than 50mm continues one month after passing of TS Eloise, leaving a trail of destruction with an expansion of the flooded area; access remains a challenge. More than 15,000 people are affected.	<p>Increased number of displaced people.</p> <p>Mass destruction of infrastructure, property, and livelihoods.</p> <p>Reported disease outbreak due to poor water, sanitation and hygiene conditions, expanding to areas which were not affected by TS Eloise.</p>	ZRCS Response: Review of the current DREF operation to broaden the scope of the response, with a possible change in strategy, a longer timeframe, request for a second allocation and possibly the launch of an Emergency Appeal to implement a large-scale response operation.

Operation Risk Assessment

The current DREF operation is exposed to several risks as highlighted below, for which NS and CCST have discussed mitigation measures to ensure targeted communities receive the needed support.

1- Continuous rains and flooding

The current assessment indicates that evacuation rescue operations have started and are continuing in Masvingo and Manicaland. However, if rains continue, and weather conditions further deteriorate accessibility to the affected population will be impeded and delivery of commodities to the affected households will be hampered. This would jeopardize project implementation and further worsen the predicament of affected population.

2- Security Risks

The safety of the response teams remains worrying in various places and sites remain unstable and can harm and injure teams. Volunteer and staff insurance will therefore be integrated in the plan. Caution and Safer Access principles will be always observed. Moreover, security around intervention areas could present potential risks during travel due to poor road infrastructures, which could delay implementation. This is despite the general security conditions in Zimbabwe being stable with no security concerns expected to hamper the implementation of the activities of this project.

To mitigate such incidents during the operation, all security measures of both the Movement and the Government will be strictly adhered to by all volunteers and staff involved in the operation to reduce risks. The security management as part of this operation will be based on the RCRC Fundamental Principles and humanitarian values. In addition, the following actions related to security will be implemented:

- These measures include the respect of visibility through the wearing of jackets and regular communication on all the movements.
- Regular briefings will be organized to remind volunteers and staff on their behaviour and Safer Access.
- Coordination will be maintained between the NS and IFRC to ensure that all security measures are respected.
- All IFRC staff are covered under an official exemption from the Ministry of Public Service, Labour and Social Welfare to continue operations throughout the COVID-19 lockdown. Staff have all documentation to support movement throughout the country and safe passage through checkpoints.

All IFRC staff involved in the operations should have completed the respective IFRC security e-learning courses (i.e., Stay Safe Personal Security, Security Management, or Volunteer Security). Efforts will be made for all ZRCS staff to also complete the courses.

3- Risks linked with sexual exploitation and abuse

- High number of persons staying at one place in evacuation centres- there may be increased social tensions and protection of risk to vulnerable persons staying at evacuation centre. Cases of SGBV risks may arise thus, awareness-raising should continuously be done to lessen and alleviate SGBV risks.
- Lack of Privacy- More intimate situations e.g., bathing, breastfeeding may be compromised. These social norms need to be respected, temporal shelter provision so that privacy can be ensured.
- Absent or unequal assistance- if assistance is not provided equally between various evacuation centre there may be potential tension, conflict and abuse may increase dramatically. There is need to ensure that assistance is distributed equally taking into cognisance People Living With a Disability (PLWD), the elderly, children and women-headed households.
- Uncertainty and lack of information- displaced people in evacuation centres may have little or no access to information about their situation, relief assistance and their rights. There is a need to establish a complaint feedback mechanism that allows information sharing with the people in evacuation centres.

4- COVID-19 Pandemic

The number of COVID-19 transmissions continues to increase in Zimbabwe. Zimbabwe's government announced a renewed hard 30-day lockdown starting 5 January 2021 in response to rising COVID-19 deaths and infections in the country. The measures include a dawn-to-dusk curfew and tight restrictions on inter-provincial travel.

This DREF operation and its operational strategy consider the risks related to the current COVID-19 pandemic and is aligned with the IFRC global emergency appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by the COVID-19 pandemic. According to the Ministry of Health, as of 22 January 2021, the country has recorded 30,999 COVID-19 cases and 1,007 deaths.

Through this operation, RC volunteers will be provided with appropriate PPE (face masks, alcohol-based sanitizers) to ensure that they are not exposed while providing much-needed support to the affected. The design of the DREF operation has considered movement restrictions and will respect all COVID-19 protocols put in place by the government. Other PPE like rubber boots and hand gloves for use during vector control to destroy mosquito breeding sites and clear drainages will be provided. COVID-19 messages will be part of the hygiene promotion messages that volunteers will be disseminating in the evacuation centres.

National Society responses to COVID-19 are supported through the IFRC [global appeal](#), which is facilitating and supporting them to maintain critical service provision while adapting to COVID-19. This DREF operation is aligned with and will contribute to the current global strategy and [regional Emergency Plan of Action](#) for COVID-19 developed by the IFRC Africa Regional Office, in coordination with global and regional partners. This means that the NS will ensure, even as it responds to the flash floods, COVID-19 prevention measures are adhered to, in line with regional plan of action and its national COVID-19 country plan. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this crisis and provide necessary guidance to its membership on the same. The NS will keep monitoring the situation closely and revise the plan accordingly if needed, taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of relief items, procurement issues, and movement of NS volunteers and staff as well as international staff. For more information, please consult the [COVID-19 operation page](#) on the IFRC Go platform.

Below table indicates the potential impact of the pandemic on this DREF operation and how Zimbabwe Red Cross Society will respond to the situation in the event COVID-19 mitigation measures are made more stringent.

COVID-19 measures	Standard epidemic control measures	Temporary lockdown of society (schools, shops, public functions)	Complete lockdown and restriction of movement during implementation period
Likelihood	High	Moderate	Low
Impact on operation	No impact on ZRCS operation will ensure to adhere to epidemic control measures put in place by government.	The impact will be relatively low on this operation, as Government has opened its borders and the temporary lockdown has been lifted. ZRCS is also assured to be able to implement operation's response activities even in the event of temporary lockdown is imposed.	ZRCS is ensured to be able to carry on its activities as it is part of the presidential taskforce and has been given full access to move during any lockdown. The unlikely event of a complete lockdown is only possible if there is a drastic increase in the number of COVID-19 cases in the country.
Mitigation measures	As the epidemic control measures were already in place before crisis, the operation is designed to adhere to the measures. Trainings will be conducted in small groups with due respect to social distancing measures. Distribution and awareness-raising exercises will ensure that physical distancing norms will be adhered to.	Same as under standard epidemic control measures. In addition, some delays might be experienced with procurements of some items. If this happens, a timeframe extension may be requested. ZRCS will distribute COVID-19 PPEs to the staff and volunteers who will be involved in the response. The team involved in response will be trained in preparedness and response.	Health and hygiene promotion activities will be adjusted in line with any new measures that might come up, while relief through cash and voucher assistance will be provided. ZRCS will distribute COVID-19 PPEs to the staff and volunteers who will be involved in the response. ZRCS will distribute COVID-19 PPEs to the staff and volunteers who will be involved in the response.

B. Operational strategy²

Overall Operational objective:

This DREF operation aims at providing immediate relief assistance in shelter and HHIs, health, WASH and PGI to 400 families (2,000 people) who have been most affected by Tropical Storm Eloise in Chivi, Chiredzi, Chipinge and Beitbridge. The operation is initially being launched for a period of four months in anticipation of potential procurement challenges and to ensure proper completion of activities to maximise impact of targeted communities.

² The plan should be prepared by the National Society, with support from the Secretariat technical departments and support services.

The operation will also ensure that ZRCS is able to finalize a detailed assessment that will inform the course of the operation and allow for the plan of action to be revised if necessary.

The focus will be on the following proposed activities:

1- Shelter and household items (Target: 1,000 people or 200 households)

Organisations that focus on shelter are focusing on long term intervention. To ensure that immediate needs are met, ZRCS plans to support 200 households with delivery of emergency shelter materials and HHIs by procuring and distributing directly to the families. This is because, per initial assessments, most of these items are not available on markets at district levels and when they are, prices are very high. As such, the NS prefers to procure them from Harare (capital of Zimbabwe) or South Africa to ensure they are made available. Below activities will be implemented under this sector:

- Conduct a detailed multi-sectoral assessment of the situation in targeted areas
- Participatory beneficiary identification and selection
- Emergency Shelter will be provided to 200 most affected households that have had their homes destroyed in Chivi: 75 households, Chiredzi 38 households, Chipinge 62 households, Beitbridge: 25 and are currently displaced. They will be provided with immediate shelter material including:
 - o Procurement and distribution of 800 tarpaulins for 200 HH (4/HH)
 - o Procurement of 400 rolls plastic sheeting (x 20metres per HH). To note, the plastic sheeting will be used for floors HH level while tarpaulins will be used for the structure.
 - o Procurement and distribution of 200 shelter toolkits for (1 per HH)
 - o Procurement of 1,000 planks of timber (x5 per HH)
 - o Procurement and distribution of 200 kitchen sets (1/HH)
 - o Transportation of Shelter materials, including tarpaulins provided by other partners.
- Affected families will also receive sensitization on safer shelter construction practices to build back better.
- 40 volunteers (10 per targeted location) will be involved in shelter activities, supporting targeted households as needed to erect the emergency shelters.
- These 40 volunteers will receive training for 3 days in shelter techniques (building back safer) and will be deployed for 4 days to support erecting all 200 emergency shelters.

2- Health (Target: 2,000 people or 400 households)

In the early stages of disaster/ displacement, many people show signs of distress, which may also be worsened by being in a crowded place and inappropriate living conditions in evacuation centres. PSS service is not currently available as the Regional Psychosocial Support Initiative (REPSSI) focus on long term thus ZRCS will ensure provision of basic PSS in the form of basic Psychological First Aid and refer when required. This service will be provided as soon as possible utilising trained volunteers in the evacuation centres. Targeted communities will be provided by NS with services to identify and reduce health risks through below activities:

- Procurement of 40 First Aid Kits
- Orientation of 20 volunteers on PSS
- Provision of PSS and First Aid services to affected community members as needed.
- Distribution of 800 mosquito nets (2 per households)
- Conduct health promotion to prevent outbreaks and further spread of Covid-19 (to be done with hygiene promotion).

3- Water, Sanitation and Hygiene - WASH (Target: 2,000 people or 400 households)

The requirements for WASH include improved hygiene practises to mitigate potential for outbreaks of COVID-19, as well as prevention of faecal contamination leading to waterborne disease outbreaks. Further dissemination of health guidelines and public health regulation for addressing the ongoing crisis of COVID-19 will also be required. Whilst several organisations are offering this, due to restriction on movement and logistical issues associated with COVID-19 regulations, the support is not adequate. Therefore, ZRCS will provide buckets, soaps and liquid soap. The ZRCS will also provide water purification tablets, stock solutions for disinfecting sites, training on basic water purification so as to prevent disease outbreaks due to people drinking or using contaminated waters and water testing kits. Volunteers will continuously conduct awareness on health and hygiene. There is also a need for public handwashing stations in communal areas (especially in health facilities and treatment centres), temporary sanitation facilities and water distribution systems and services in the temporary evacuation centres or shelters.

Below activities will be implemented to ensure hygiene promotion and prevent wash-related disease outbreaks:

- Procurement and distribution of 100 handwashing buckets with lids and taps for distribution across evacuation centres
- Provide 400 HH with WASH NFIs including buckets (2 per household – 800 buckets, jerry cans (1 per household – 400 Jerry cans) and soap (5 bars per household – total of 2,000 soap bars).
- Provision of water purification products (Water Guard) for 400 households for 3 months (2 bottles per HH per month = 2400 bottles)
- Procurement and distribution of 4,000 washable face masks for the targeted population (2 per person) and liquid soap (1litre per household) to prevent the spread of COVID-19
- Procurement of 1,000 N95 masks for overall 100 volunteers
- Procurement of hand sanitizers for overall 100 volunteers
- Procurement of 400 sanitation kits for 400 HHs (1/HH) and for implementing branches (2/branch)
- Training of 80 volunteers on hygiene promotion to support sanitation activities
- Conduct sanitation sessions once a month per target location for 3 months
- Procurement of 8 sanitation kits for the 4 implementing branches to support sanitation sessions
- Development and production of IEC materials to foster community hygiene and encourage change of behaviours.
- Procurement and distribution of dignity kits to 600 women and girls of childbearing age representing 30% of the population (600 per month for 3 months= 1800 kits).

Protection, Gender and Inclusion (PGI)

ZRCS will ensure that protection issues are taken into cognisance covering everyone despite age, gender, disability status and nationality. ZRCS will conduct awareness-raising and training activities on protection. For inclusion of everyone, engagement with people in the centres will be done to ensure that all the assistance is distributed equitably and impartially. Gender roles will be considered when setting up distribution time and dates as well as in hygiene promotion activities. As part of the needs assessment and analysis, a gender and diversity analysis will be included in all sector responses including Livelihoods, WASH, Shelter to understand how different groups have been affected, which will inform the operational strategy. All sectors will seek to meet the IFRC Minimum Standards on Protection, Gender and Inclusion in Emergencies.

Community Engagement and Accountability (CEA)

CEA will be streamlined throughout the intervention process to guarantee maximum and meaningful participation of the affected communities and ensure protection of all vulnerable groups. During assessments, ZRCS will ensure to use CEA approaches, to determine the preferred communication channels by communities and preferred feedback mechanism. As part of these approaches, ZRCS will conduct a verification of the beneficiaries selected to control that the selection criteria are respected. ZRCS staff and volunteers will also collect feedback and complaints of beneficiaries during the selection and throughout the course of the operation. Feedback will be shared and analysed at HQ to refine the selection process and criteria if necessary. This will also be used to adapt the intervention based on community needs.

Some 20 volunteers (5 per target area) will benefit from an orientation session on PGI and CEA to ensure that these are duly considered during implementation. All sectors will seek to meet the IFRC Minimum Standards on Protection, Gender and Inclusion in Emergencies.

Operation Support Services

Human resources: Deployment of four ZRCS NDRT to complement Provincial Disaster Response Team in assessments coordination and response. This will ensure that effective response preparedness and NS surge capacity mechanism is maintained. One hundred and forty (140) volunteers will be involved in this operation, with some eight NS staff supporting them. Insurance for volunteers is covered in this operation as well as their coverage for each deployment. The deployed NS staff cost is also included in the operation.

The IFRC will also deploy an Operations coordinations profile Surge to support the daily management of the operation for at least two months. This is because IFRC will be doing direct financial management and payments on the operation, as a risk mitigation measure following lesson learnt from Tropical Cyclone Idai implementation in 2019. Two monitoring visits from CCST from operation focal point and PMER officer will complement this deployment to ensure smooth running of the operation and indicator tracking, while the IFRC finance and logistics officers based in Harare will provide support throughout implementation.

Logistics and supply chain: National Society Logistics services will provide inputs on procedures for the procurement of items/materials, their delivery on the field, their storage and make arrangements for distributions.

Procurement: Local and international procurement will be carried out in accordance with the NS and IFRC standard procurement procedures. NFIs to be procured internationally (through IFRC RLU) include Shelter kits and tarpaulins. Other NFIs will be procured locally, kitchen sets, Mosquito nets, blankets and buckets, soap bars, buckets, sanitation kits, water guard bottles. Current procurement (local and international) plans will include the sourcing of shelter, NFI and WASH-related items from the NS and British RC where possible and using the DREF funds to replenish. Items not available at the warehouse will be directly procured.

Warehousing: ZRCS warehouse at HQ and branch level will be used to stock the NFI before distribution. Fleet: Local rental of trucks will be required to send relief items to the area of operation and last-mile routing will be done using ZRCS vehicle.

PMER: The ZRCS PMER department will support the DREF operation by providing technical inputs and support to the Disaster Management department on planning, continuous monitoring, assessment results and information management. They will also support the development and implementation of the post-distribution monitoring and beneficiaries survey. The NS will engage additional Programme Officer to coordinate the DREF with support from the Operations Manager, Finance Manager and HR and Admin Manager. At field level, one Field Officer has been engaged to implement the planned activities.

The CCST will undertake two monitoring missions to ensure a smooth running of the operation. These missions will be conducted by the Operations Manager and PMER from CCST to support NS and ensure activities remain on track.

A lesson learnt workshop will be conducted to ensure learning is collected for future operations. High-quality assessments, beneficiary satisfaction surveys and post-distribution monitorings will be conducted informing advocacy, resource mobilization and programming, CEA engagement meetings, Community satisfaction survey.

Communications: The communications department will take lead in the collation and documentation of the response, ensure the media coverage and visibility of the operation through press article during the implementation, photos, and video documentary (Information related to the operation will also be disseminated through ZRCS Facebook page, Twitter and webpage. Video documentary showcasing ZRCS response (focus on “build back better”) – to raise ZRCS profile at local and international level to enhance resource mobilization efforts in the future. Journalists from local news outlets will be requested to support with producing content to highlight Ns work on the field.

Finance and Administration: The IFRC has an office in Zimbabwe which is an extension of the Southern Africa CCST and supports the NS with logistic and finance services. The financial management of this operation will be under the direct responsibility of the CCST, which will handle all payments and reporting.

Security

To reduce the risk of RCRC personnel falling victim to crime, violence or road hazards active risk mitigation measures must be adopted. This includes situation monitoring and implementation of minimum-security standards. Security plans need to be developed before any deployment as well as confirmation that IFRC COVID-19 BCP plans are implemented. Any IFRC personnel deployment should be coordinated with the Security Department prior. All RCRC personnel actively involved in the operations must have completed the respective IFRC security e-learning courses (i.e. Stay Safe Personal Security, Security Management, or Volunteer Security).

C. Detailed Operational Plan



Shelter

People targeted: 1,000

Male: 480

Female: 520

Requirements (CHF): 82,817

P&B Output Code	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	% of targeted households reached with emergency shelter support (50% or 100 HH)															
	Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.	<ul style="list-style-type: none"> - # of volunteers trained in emergency shelter construction (Target: 40 Volunteers) - # of people reached with shelter NFIs (Target: 1,000 people) 															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP005	Assessment of shelter needs, capacities and gaps																
AP005	Identification of caseloads and verification of beneficiaries in different target groups – inclusion factors integrate gender, diversity and disability in the response																
AP005	Identification of the appropriate modality of support for each caseload																
AP005	Coordination with other relevant sectors for integrated programming																
AP005	Coordination with government and other stakeholders																
AP005	Distribution of the shelter and household items to the affected population																
AP005	Monitoring and evaluation of the shelter support provided																
P&B Output Code	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	<ul style="list-style-type: none"> - # of households provided with technical support and guidance on the type of support they receive (Target: 200 HH) - % of recipient households acknowledging relevance of technical guidance received (Target: at least 50%) 															
		Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP006	Technical support provision build back safer guidance, awareness raising activities																
AP006	Identification and mobilization of volunteers for shelter intervention																

AP006	Development of appropriate training material for awareness raising/training of volunteers																		
AP006	Awareness raising/training of shelter volunteers																		
AP006	Awareness raising/training on safe local building techniques to local builders																		
AP006	Development and provision of appropriate technical support modalities and materials for transfer of knowledge to beneficiaries																		
AP006	Monitoring of adoption of technical guidance																		
AP006	Evaluation of adoption of technical guidance																		



Health

People targeted: 2,000

Male:920

Female:1,080

Requirements (CHF): 10,460

P&B Output Code	Health Outcome 1: The immediate risks to the health of affected populations are reduced	% of targeted people reached with health support (100% or 2,000 people)																	
	Health Output 1.1: The health situation and immediate risks are assessed using agreed guidelines	<ul style="list-style-type: none"> - # of districts where assessments were done (Target: 4 districts) - # of volunteers trained on PSS and FA (Target: 20 volunteers) - # of people reached with PSS services (10% of total target) - # of mosquito nets distributed (Target: 800 nets) 																	
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16		
AP022	In coordination with health authorities, undertake detailed assessments to identify health needs, number/type/location of damaged health facilities and/or medical service gaps in target communities																		
AP022	Procurement of 40 First Aid Kits																		
AP022	Orientation of 20 volunteers on PGI, CEA and PSS																		
AP022	Providing PSS and Psychological First Aid services) Caring for front line staff and volunteer (stress management sessions, team meetings)																		
AP022	Procurement of 800 Mosquito nets																		

AP022	Dissemination of health awareness (jointly conducted with hygiene promotion)																		
AP022	Conduct monitoring of activities																		



Water, sanitation and hygiene

People targeted: 2,000

Male:920

Female:1,080

Requirements (CHF): 40,296

P&B Output Code	WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities	% of targeted people reached with WASH assistance (100% or 2,000 people)															
	WASH 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	<ul style="list-style-type: none"> - # households provided with buckets (Target: 400 HH) - # of people reached with potable water (Target: 2,000 people) - % of people targeted acknowledging usefulness of WASH related items distributed (Target: at least 50%) 															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP026	Distribute 2400 household water treatment products Aqua tablets or water guard for 400 HH (2/HH/month for 3 months)																
AP026	Train population of targeted communities on safe water storage and safe use of water treatment products																
AP026	Monitor treatment and storage of water through household surveys and household water quality tests.																
P&B Output Code	WASH Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population	- # of HH having received sanitation equipment (Target: 400 HH)															
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP030	Procurement and distribution of 400 sanitation kits (x1 per household)																
AP030	Procurement of washable face masks for 2000 people (2/person)																
AP030	Procurement 800 hand washing liquid soap																
AP030	Procurement of 1,000 N95 masks for overall 140 volunteers involved in operation																
AP030	Procurement of 500ml sanitizers (2 per volunteer)																
AP030	Procurement of 10,000 soap bars (5/HH)																

P&B Output Code	WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population	<ul style="list-style-type: none"> - # of people reached by hygiene promotion activities (Target: 2,000 persons) - # of volunteers trained in hygiene promotion activities (Target: 80 volunteers) - # of hygiene and health promotion sessions conducted (Target: 12 sessions) - # of women and girls reached with hygiene materials (Target: 600 people) 															
		Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15
AP030	Training of 80 Volunteers in health and hygiene promotion (20 volunteers per area)																
AP030	Conduct hygiene and health promotion sessions once a month for 3 months in all 4 targeted locations																
AP030	Deploy volunteers for HP sessions once a month for 3 months in 4 targeted locations																
AP030	Procurement of 8 sanitation kits for implementing branches to support HP sessions																
AP030	Development and production of IEC Material																
AP030	Procurement of dignity kits for 600 women and girls sufficient for 3 months																
AP030	Conduct PDM for overall WASH items distributed																

Strategies for Implementation

Requirements (CHF): 58,935

P&B Output Code	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	# of volunteers involved in the response (Target: 140 volunteers)															
		Output S1.1.4: National Societies have effective and motivated volunteers who are protected	<ul style="list-style-type: none"> - # of volunteers insured (Target: 140) - # volunteers provided with visibility material and protective clothing for their safety (Target: 140) 														
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP040	Provide complete briefings on volunteers' roles and the risks they face																
AP040	Provide psychosocial support to volunteers																
AP040	Ensure volunteers are aware of their rights and responsibilities																

AP040	Ensure volunteers' safety and wellbeing																	
AP040	Ensure volunteers are properly trained																	
AP040	Ensure volunteers' engagement in decision-making processes of respective projects they implement																	
P&B Output Code	Outcome S2.1: Effective and coordinated international disaster response is ensured	# of monitoring visits conducted by CCST (Target: 2)																
	Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved	<ul style="list-style-type: none"> - # of months Ops surge deployed (Target: 2 months) - # of CEA meetings conducted (Target: 3) - # of Lessons learned workshops conducted (Target 1) 																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP046	Deployment of Ops Surge profile for two months																	
AP046	IFRC provides support to NS through Operations and PMER monitoring visits																	
AP084	Conduct orientation session for 20 volunteers on PGI and CEA																	
AP084	Methods are put in place to ensure communities can participate in the response and influence decision-making																	
AP084	Community communication activities ensure people are kept informed of operational plans and progress and they have information they need about the response																	
AP084	Community feedback systems (including rumour and/or perception tracking) are established, and feedback acted upon and used to improve the operation																	
AP084	Exit strategy developed that includes community consultation and sharing of the final evaluation results with the community																	
AP084	Conduct lessons learned workshop																	

Funding Requirements

The overall funding required for this operation is CHF 192,509 as detailed in below budget.

International Federation of Red Cross and Red Crescent Societies

all amounts in Swiss Francs (CHF)

DREF OPERATION

MDRZW015 - ZIMBABWE - TROPICAL STORM ELOISE

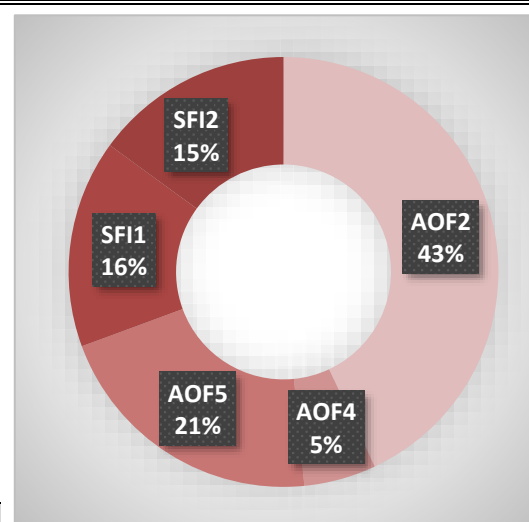
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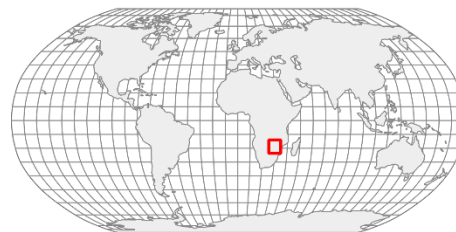
Budget by Resource

Budget Group	Budget
Shelter - Relief	57,340
Construction Materials	885
Clothing & Textiles	8,778
Water, Sanitation & Hygiene	9,911
Medical & First Aid	8,406
Utensils & Tools	8,849
Other Supplies & Services	10,229
Relief items, Construction, Supplies	104,397
Distribution & Monitoring	4,424
Transport & Vehicles Costs	12,962
Logistics, Transport & Storage	17,386
International Staff	12,388
National Society Staff	5,716
Volunteers	12,220
Personnel	30,324
Workshops & Training	10,441
Workshops & Training	10,441
Travel	5,309
Information & Public Relations	8,760
Office Costs	1,416
Communications	956
Financial Charges	1,770
General Expenditure	18,211
DIRECT COSTS	180,759
INDIRECT COSTS	11,749
TOTAL BUDGET	192,509

Budget by Area of Intervention

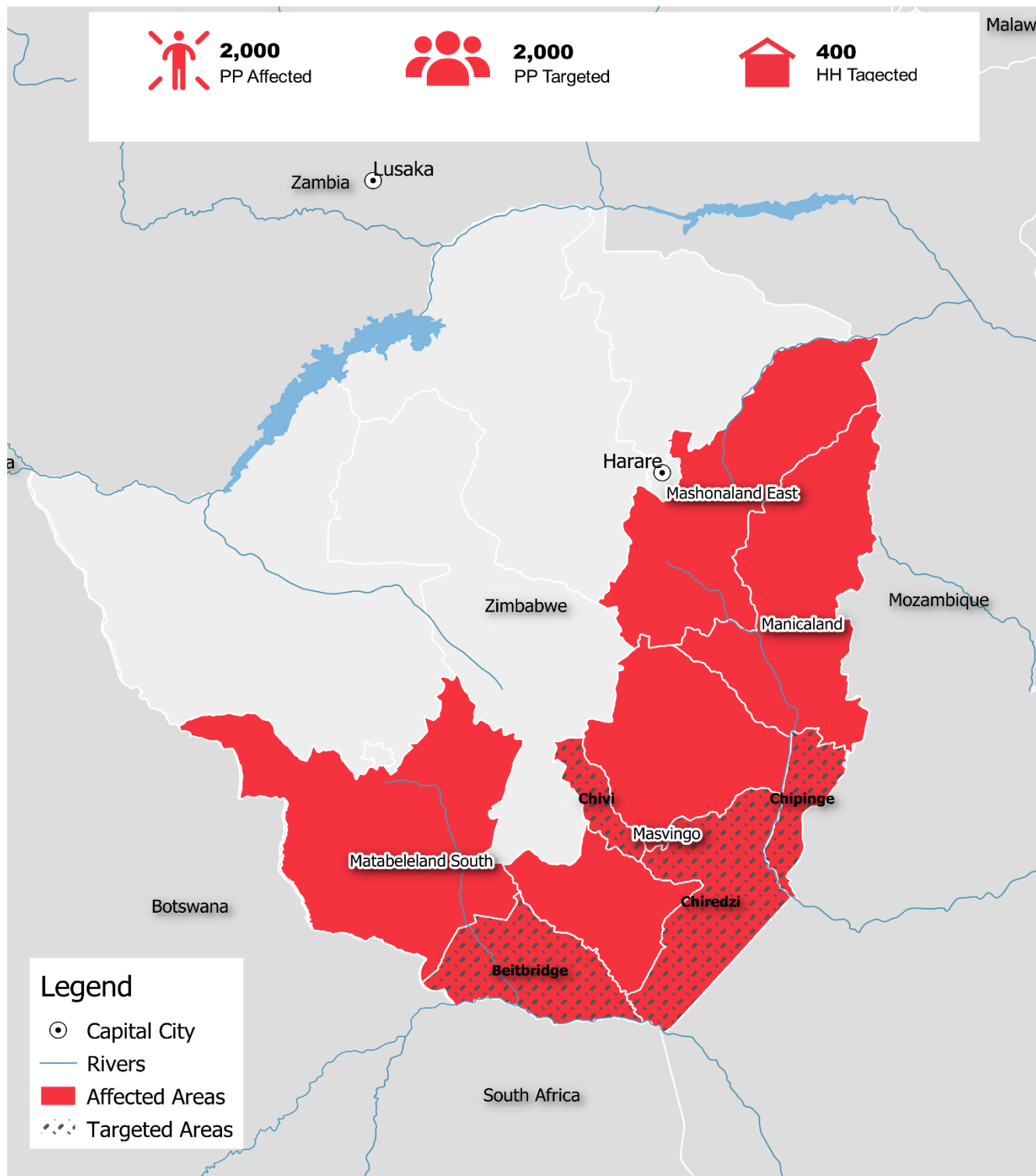
AOF2	Shelter	82,817
AOF4	Health	10,460
AOF5	Water, Sanitation and Hygiene	40,296
SFI1	Strengthen National Societies	30,117
SFI2	Effective International Disaster Management	28,818
TOTAL		192,509



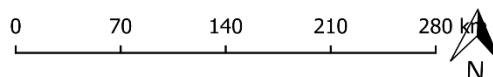


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The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.
 Map data sources: GADM, Zimbabwe RC, IFRC. Map produced by: IFRC Africa Regional Office, Nairobi



Reference documents



Click here for:

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

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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**.