

DREF operation	Operation n° MDRCI013
Date of Issue: 17 June 2021	Glide number: Not applicable
Operation start date: 5 October 2020	Operation end date: 31 January 2021
Host National Society: Côte d'Ivoire Red Cross (CRCI)	Operation budget: CHF 169,568
Number of people affected: 5,894 people (4,091 males & 1,803 females)	Number of people assisted: 1,958 people including 1,386 injured persons and 572 volunteers and Team Leaders.
Red Cross Red Crescent Movement partners currently actively involved in the operation: International Federation of Red Cross (IFRC), International Committee of the Red Cross (ICRC), Swedish Red Cross	
Other partner organizations actively involved in the operation: National office of Civil Protection	

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

A. SITUATION ANALYSIS

Description of the Disaster

An assessment conducted by the Cote d'Ivoire Red Cross Society (CRCI) revealed that there was a high risk for the 2020 presidential elections to be characterized by increased tensions which could lead to violence throughout country in twenty-six (26) communities of ten (10) hot spot districts, including the districts of Abidjan, the Vallée de Bandama (Gbéké), Lacs, Savanes, Loh-Djiboua, Denguélé, Savanes, Zanzan, Sassandra Montagnes and Marahoué.

To ensure the National Society was well prepared to manage these tensions and potential violence, the International Federation of Red Cross and Red Crescent Societies (IFRC) launched a [DREF operation](#) on 06 October to allow preparedness of volunteers. The operation was ended on 31 January 2021 with some 1,386 injured persons reached with humanitarian assistance by the Red Cross. The beneficiaries were assisted with first aid/psychosocial counselling. The capacities of the 26 local branches, volunteers and some staff at the national headquarters were also strengthened to respond to any emergency that could come up before, during and after the elections. Some 572 staff and volunteers also benefitted from first aid/psychosocial counselling and received personal protective equipment against Covid-19 during the implementation period.



A Red Cross volunteer assisting a district health worker at a Health care centre in Gagnoa – October 2020 ©CRCI

Summary of Response

Overview of Operating National Society

Prior to elections, in September 2020, CRCI organized various capacity strengthening workshops for staff and volunteers from several hot spot locations. These workshops were financially and technically supported by ICRC and included the following:

- Contingency Plan Review Workshop
- Safety and Security in Emergency Situations workshop for 15 volunteers and staff members
- RFL in emergency situations
- Two emergency simulation exercises which included modules on safety and security.

To complement actions undertaken by the National Society with its partners in preparedness, this DREF operation enabled CRCI to implement the following activities before, during and after the elections:

- **Before the elections:** The operation supported the implementation of two simulation exercises for Emergency First Aid Team (EFAT) 572 volunteers and team leaders including the training in psychosocial first aid, safety and security. This team was deployed for a period of 10 days in the 26 priority areas. These simulations were funded by ICRC. However, the step-down exercise in each of the 26 targeted localities was funded through this DREF operation.
- **During the elections:** A total of 26 teams were deployed during the elections to provide first aid, PSS and safety and security. The operation supported the EFATs during the election period. From the overall 5,894 persons affected by the localized violence linked with elections, the teams reached 1,929 with their intervention.
- **Post elections:** A total of 26 teams were deployed for an additional 9 days to monitor the situation and respond should there be a need.

Overview of Red Cross Red Crescent Movement in country

The IFRC provided technical and financial support to CRCI operations through its West Coast Cluster Office (CCST) located in Abuja, Nigeria. As part of the preparedness plans for the National Society's response to humanitarian emergencies experienced by the population before, during and after the Presidential Election. Indeed, the IFRC provided significant technical and financial support to the CRCI, both in the development of its action plan and throughout the implementation period of the DREF operation activities as detailed in this final report.

Within the framework of CRCI / ICRC cooperation, the ICRC supports CRCI every year in its emergency preparedness and response activities. Also, within the framework of the preparation and implementation of the 2020 Contingency Plan for Elections (CEP), the International Committee of the Red Cross (ICRC), through its regional delegation based in Abidjan, supported the CRCI in its organizational development and emergency preparedness. It also supported the National Society in the implementation of Restoring Family Links (RFL) activities, including financial and technical support in the preparation and implementation of the training of volunteers and technical staff of the NS headquarters on the Management of Remains (MRM). Specifically, the ICRC provided technical, financial and logistical support to the CRCI for its preparation for the October 2020 elections, by supporting, among others, workshops to update the Presidential Contingency Plan for the October 2020 elections, in the preparation and implementation of two (2) simulation exercises (1 in the county: Odienné and 1 in Abidjan): Yopougon); the training of Focal Point volunteers in safety/security, communication, RFL; the acquisition of First Aid kits (57 equipped first aid kits, 250 bibs, identification material); the maintenance of radio equipment, the maintenance of breakdown vehicles of the NS, and the deployment of five (5) ICRC vehicles and the assumption of responsibility for 3 days of the per diems of volunteers deployed in the field in strategic areas where these ICRC vehicles had been deployed.

The ICRC also donated two (2) new Land Cruisers to the CRCI and provided additional vehicles and drivers during the election period.

The Swedish Red Cross provided additional funding to fill the gaps in the budget for the Elections Contingency Plan. For example, it granted CRCI financial support for the acquisition of 20 new digital VHF radios and the renewal of the IT service accessory equipment, including batteries, chargers and VHF antennas.

Needs analysis and scenario planning

Needs analysis

Based on the assessment conducted by CRCI, there was a high risk that the 2020 presidential elections would be characterized by increased tensions that could lead to more violence throughout the country with possibility for military to be deployed. Twenty-six (26) communities in nine (9) districts were identified as hotspots with varying levels of risk ranging from high (1), medium (2) to low (3) as indicated in the table below. These included areas located in the districts of Abidjan, the Bandama Valley (Gbéké), Lakes, Savannah, Lôh-Djiboua, Denguélé, Zanzan, Sassandra Mountains and Marahoué. The 26 so-called priority zones where the National Society has concentrated most of its humanitarian emergency response activities during the DREF operation are:

Details on the needs analysis can be found in the emergency plan of action, [here](#).

Operation Risk Assessment

The operation had anticipated three possible scenarios categorised as best case, most likely and worst scenario. By the end of the operation, the situation was at the best-case scenario category, though, there were some cases of minor injuries sustained by about 1,386 people due to electoral tension, nervousness and provocation among supporters of the candidates for the presidential elections. The CRCI first aid staff and volunteers

responded quickly and effectively by providing care to persons injured having minor physical trauma and no evacuation. As a result, there was no need for a second allocation or extension of this operation. Details of scenario planning and risk assessment can be found [here](#).

COTE D'IVOIRE 2020 PRESIDENTIAL ELECTIONS HOTSPOTS AND RISK LEVELS			
N°	District	Hotspot	Risk level
1	Abidjan	Abobo	1
		Yopougon	1
		Cocody	1
2	Vallée du Bandama (Gbéké)	Bouaké	1
3	Lacs	Daoukro	1
4	Savanes	Ferkessédougou	1
		Ouangolo	1
		Tengréla	1
		Boundiali	2
		Korhogo	2
5	Lôh-Djiboua	Gagnoa	1
		Divo	2
6	Denguélé	Odienné	2
7	Zanzan	Bouna	2
8	Montagnes	Duékoué	2
		Toulepleu	2
		Guiglo	2
		Bangolo	2
		Blolequin	2
		Zouan-Hounien	2
		Bin-Houyé	2
		Man	3
		Danané	3
		Bonon	2
		Bouaflé	3
		Zuénoula	3

B. OPERATIONAL STRATEGY

Overall Operational objective:

The overall objective of the operation was to ensure preparedness of the volunteer EFAT team and staff of Côte d'Ivoire Red Cross (CRCI) to intervene promptly and effectively in the event of unrest caused by the 2020 presidential elections and establishment of conditions guaranteeing a safe and secure environment.

The DREF operation involved the provision of Disaster Risk Reduction (DRR), Health, Safety and Security; to ensure the chances of reaching the expected target of 1000 HHs (at least six thousand 6000 people) in the 26 areas identified as hot spots. Thankfully, the skirmishes which occurred before the elections and even after, quelled down quickly and the few localized unrest reported did not escalate. However, as planned, activities reported below were implemented

1. PRE-ELECTION PHASE

For this phase, the main activities related to training, coordination contracting and operating costs of the NS, deployment of first aid workers in the field and PSS support were implemented as follows:

a) Trainings

- **Refresher and simulation exercises for volunteers:** A refresher workshop, followed by two simulation exercises of the contingency plan for emergency preparedness for elections were organized for the benefit of 130 first aid workers and 26 Team leads (5 volunteers + 11 Team Leaders per locality) based in the ten districts covering the 26 localities identified as hotspots.
- The ICRC funded the facilitators involved in the two simulation exercises. The simulation exercise took place at the end of September 2020 in Odienné in the North of the country, and the second at the beginning of October 2020 in Abidjan (precisely Yopougon) in the South.

- The 120 first aid volunteers and 26 Team Leaders in turn cascaded the training received and organized in their respective localities, the simulation exercise of the Contingency Plan Elections 2020, considering the peculiarity of each zone.
- **Training of volunteers in Psychosocial First Aid (PSP):** A training workshop was organized on First Aid and psycho-social support, Covid19 preventive measures, Safety and Security for 26 volunteers from the 26 localities identified as hotspots (1 volunteer per locality).
- Due to the very fragile health and safety context, the Focal Point volunteers residing in the 26 priority localities received specific training on the theme of 'Safety and security', which was delivered as a cross-cutting module during the volunteers' refresher sessions.
- Training was also provided on best practices for the control of COVID-19 with particular emphasis on 'correct application of COVID-19 barrier measures in the field. This capacity building of the volunteers was mainly done during refresher courses and simulation exercises that were organized in their localities prior to the elections.
- As planned, the above-mentioned training was cascaded to the 546 volunteers and 26 Team leaders deployed in the field, that is, a total of 572 volunteers mobilized during this operation.



CRCI first aid assistance for branches to cater for the injured in Gagnoa – October 2020 ©CRCI

b) Coordination

- **Operational Command Post:** An Operational Command Post (OCP) was set up by the CRCI Secretary General at CRCI headquarters and operated as an internal and inter-departmental crisis management unit. It was an intermediary cell between the facilitation cell composed of the various field actors (rescue workers, victims, journalists, weapon bearers, youth, etc.) and the reflection/decision making cell composed of the President of the CRCI and the head of the ICRC delegation in Abidjan. It played a liaison role between the facilitation unit and the think tank. As a result, it coordinated the activities of the facilitation unit and reported to the think tank. Its role was also to receive any security incident and transmit it to the think tank for decision making. This operations unit was managed 24/7 during peak periods. For this purpose, daily allowances (perdiems) were provided for sixteen (16) days for twelve (12) persons designated by the CRCI Secretary General.
- **Coordination with the Government:** Several meetings were held with the Ministries of Security and Civil Protection; Interior and Territorial Administration; with the General Staff of the Armed Forces to re-explain the mandate and mission of the CRCI as an auxiliary of the public authorities but independent, impartial and neutral in the implementation of its humanitarian actions; as well as to present the Red Cross bibs that were to be used by Red Cross staff and volunteers during relief interventions in the field in case of emergencies related to the presidential elections.
- **Establishment of communication channels:** To ensure and guarantee the safety and security of staff and volunteers in the field and to enable them to operate within the Red Cross mandate, the Coordination ensured that appropriate and regular lines and channels of communication were established in agreement with the relevant authorities. In addition to this, other actions were carried out as detailed below:
 - Subscription to the Canal+ bouquet for regular monitoring of information concerning the evolution of the security situation in relation to the electoral process.
 - Use of social networks and data access.
 - Provision of a communication credit (Internet and telephone / fixed line).
 - Credit provision of communication units (purchase of top-up cards at CRCI Headquarters).

c) Purchases and operating costs - NS

The intervention materials were purchased and sent to the 26 localities covered by the operation, before the presidential election day, to ensure visibility and effectiveness of the interventions of the Red Cross of Côte d'Ivoire on the ground during the relief operations and medical coverage. These are:

- Bibs: 310 bibs were purchased by the IFRC for the volunteers in the 26 zones.

- First Aid Kits: Two (2) equipped first aid kits were acquired and transferred to each of the 26 priority areas, in addition to the kits already provided by the ICRC. Stretchers were also made available for each of the 26 risk areas.
- Red Cross of Côte d'Ivoire flags: Two (2) large flags were made available in each of the 26 priority zones and two (2) large masts were erected at the NS headquarters, to ensure good visibility at CRCI headquarters.

The operational costs of the National Society had been considered in the budget of the DREF Elections to enable it to cover all the needs related to the deployment of the intervention teams. These operational costs mainly concerned the vehicles being pre-positioned in strategic areas.

2. ELECTIONS PHASE

Support for the deployment of rescue workers: Volunteers were deployed in the field with the following tasks: Coverage of alert and first aid stations (PAPS): On the day before Election Day, on Election Day, and on the day after Election Day, 520 volunteers and 26 team leaders were deployed to the 26 at-risk locations for Presidential Election Medical Coverage. Support was provided to them, including daily allowances and medical and psychosocial assistance for three (3) days. During this period (pre, during and post-election) CRCI's rescuers provided rapid, efficient, humane First Aid assistance and psychosocial support to victims of demonstrations related to the 2020 presidential elections as much as possible.

Surveillance carried out by the CRCI team: The surveillance and monitoring allowed the CRCI to reach persons in distress due to the demonstrations, by making safe referrals for the serious cases identified.

3. POST ELECTION PHASE

Support for the deployment of rescue workers: First Aid Station Coverage: For nine (9) additional days after the election, the deployment of 520 volunteers and 26 team leaders was maintained in the 26 localities at risk for medical coverage, especially after the announcement of the results of the presidential election. Also, for this period, support was provided to them in the form of per diems.

Evaluations

Multisectoral needs assessment: Rapid, detailed, and ongoing multi-sectoral needs assessments were conducted in areas that experienced violence related to the 2020 presidential elections. Support was provided to the assessment teams in the form of per diems, including transportation.

Economic Security Assessment (EcoSec): Economic Security Assessments (EcoSec) were conducted in areas that were the scene of violence related to the presidential elections. These assessments were preceded by training of volunteers in the use of data collection tablets with the Kobo Collect software.



Red Cross volunteers carrying out assessment in hotspot communities – October 2020 ©CRCI

The above assessments were conducted in the localities of Gagnoa, Issia, Boguédia, Yamoussoukro, Bongouanou, Yopougon, Anyanma, M'patto and Daoukro in November 2020. From the assessments, the NS discovered that most of the 5,894 internally displaced persons sought refuge in host families. However, they could not be accommodated for a long period of time due to the economic hardship in the host families. Findings from the exercises showed that the needs were mostly in the areas of shelter, protection, security and safety, health, education, food, WASH, nutrition, and livelihood. Due to the security tensions, access to health centres, schools and in some cases, markets were limited while water facilities, where they existed, were either damaged or polluted. Good hygiene sanitation practices were lacking in some communities in the hotspots as open defecation and poor refuse collection were evident in these areas. In addition, cases of assaults, rapes, robbery, kidnap and even murder came up with affected families in most cases refusing to report for fear of further victimization as some of the perpetrators still stayed in the communities.

The results of the assessments assisted the CRCI in prioritizing its areas of intervention with support from its partners and based on its capacities in terms of human and material resources. The outcomes of the assessments also assisted during the flood operation supported by DREF in some parts of the country, especially in the areas of WASH where aquatabs were provided to some beneficiary households who were also trained on the use of the aquatabs.

Lessons learned: A workshop to share lessons learned and experiences was organized in Jacqueville to enable CRCI capitalize on the lessons and experiences of the operation to improve the NS interventions in future operations. The main objective of the workshop was how to improve the quality of implementation in subsequent interventions. A few highlights from the workshop include:

- Good preparedness leads to good response in times of emergency
- The rapid pre-positioning of logistics facilities like vehicles enhances quick intervention of rescue teams
- It is always important to have contingency plans in place as reference and guide document
- The NS needs to put in place an effective system of payment of volunteers' incentive during emergency operations
- There is the need to adhere to communication strategy developed for any operation for effective implementation of planned activities
- Establish an integrated coordination system during emergencies. The recurrent nature of community vulnerabilities and the growing number of people in need of assistance require synergy of action between humanitarian and development actors including government authorities.

Community Engagement and Accountability (CEA): As a cross-cutting approach, CEA was integrated throughout the preparedness and response to the emergencies related to the 2020 presidential elections to ensure maximum and meaningful participation of affected communities. CRCI ensured that, through active communication with the Government and communities, its teams had safer access to hot spots before, during and after the elections. This was essential because without this two-way communication between the Red Cross and other stakeholders, it would have been impossible to operate in the context of the conflict generated by the presidential elections. Thus, a feedback mechanism was put in place through which the CRCI was able to address complaints through its existing system and structure. To this end, volunteers received guidance on information management in crisis situations including how to treat community feedback and how to manage rumours. Once received, the community's comments were documented, processed, and used throughout the operation, which contributed greatly to CRCI's ability to adapt its response to the community's needs and thus improve its services.

Operational Support Services

Human Resources: A crisis cell, with an emergency operation centre made up of 12 personnel was put in place at National Society headquarters. The team was made up of:

- The Head of the Programs
- The National Safety and Security Focal Point
- The National Disaster Relief and Management Coordinator (DM)
- An operational brigade chief (2 people working alternately)
- A Communication Assistant (2 assistants working alternately)
- The IT and Telecom Manager
- The logistics manager
- The storekeeper
- The personnel in charge of Finance and Accounting
- The fleet manager
- Two (02) Drivers

At the local branch level, a total of 520 Red Cross volunteers and 26 team leaders were mobilized for the operation.

To support the preparation of the operation, the IFRC regional office based in Abuja, Nigeria provided support to the NS through its Disaster Relief and Management Coordination which worked closely with other departments of the NS such as logistics, human resources, finance, PMER and security and ensured that all relevant systems for a successful operation.


Logistics and supply chain: The local procurement of personal protective equipment (PPE) and the selection of its supplier was carried out by CRCI, in accordance with the requirements of the operation and aligned with IFRC standards, processes and logistics procedures. The IFRC logistics officer based in Abuja provided remote logistics support. The IFRC provided all technical guidance and support to the NS to ensure compliance with IFRC standards, while building the capacity of the CRCI logistics unit. In preparation for the elections, other items procured included visibility materials (bibs) and first aid kits.

Finance and Administration: Through its Finance Department, IFRC provided the necessary support to the National Society to help it review and validate budgets, bank transfers, technical assistance on expenditure justification procedures, and review and validation of operational invoices.

Security: At the start of the DREF operation, security in Côte d'Ivoire according to the IFRC standards, was at orange. All Movement and Government security measures were strictly adhered to by all volunteers and personnel involved in the operation to reduce risks. These measures included respect for visibility by wearing Red Cross bibs and regular communication on all movements. In the event of a drastic change in the security situation in the country, plan was put in place to conduct a security risk assessment in all programme compartments to propose specific and clear mitigation measures to be put in place prior to the implementation of the programme. Regular briefings were held to remind volunteers and staff of their behaviour and safer access. Coordination was ensured on a regular basis between the NS, IFRC and ICRC to ensure that all security measures were respected. Security management in this operation was based on respect for the Fundamental Principles of the International Red Cross and Red Crescent Movement and humanitarian values.

Planning, Monitoring, Evaluation and Reporting (PMER): The PMER department, supervised implementation, monitoring and evaluation and reporting aspects of the operation in the 26 localities covered by the DREF Elections MDRCI013. The responsibility for the daily monitoring of the operation fell to the Local Leaders of the 26 priority areas under the supervision of CRCI Headquarters, to assign responsibilities, ensure transparency and appropriate financial management of the operation. Regular operational updates were issued to report on the progress of the implementation of the operation. A lesson learned workshop was held towards the end of the operation to reflect on the lessons learned from the operation and a report of the workshop was produced and widely disseminated. The IFRC cluster office in Abuja, through the PMER Officer also provided technical support to the operation to ensure that the operational objectives were met.

C. DETAILED OPERATIONAL PLAN

 <p>Disaster Risk Reduction People reached: 572 people Male: not recorded Female: not recorded</p>		
Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster		
Indicators:	Target	Actual
# of simulation exercises performed	10	2
# of volunteers and staff recycled and who undergo the simulation exercise	130 Volunteers and 26 TL	130 volunteers and 26 Team Leaders
# of volunteers who received cascaded simulation in 26 hotspot areas	N/A	572 persons (546 volunteers and 26 TL)
# of rapid assessments conducted	1 in each hotspot	26 (1 in each Priority Zone)
# of EcoSec assessments conducted	1 in each hotspot	11 assessments i.e., one in each zone that experienced election related violence
Narrative description of achievements		
<p>With the revision and updating of the 2020 presidential election's contingency plan, the NS organized a refresher workshop for 130 volunteers and 26 team leaders who also participated in 2 simulation exercises (5 volunteers and 1 Team Leader / local branch x 26). The exercise was carried out in Odienné in the north of the country towards the end of September 2020 while the second exercise took place in Abidjan, in the south, at the beginning of the month of October 2020. The participants thereafter cascaded the knowledge acquired in their respective zones/branches.</p> <p>The operation organized a first aid/psychosocial training for 26 volunteers from the identified 26 hotspots. The training session focused on Covid-19 preventive measures and best practices, safety, and security. The training contributed to strengthening the capacity of the volunteers and preventing them from contracting Covid-19. In addition, respecting Covid-19 protocols by wearing face mask, washing of hand with soap and water or using alcohol-based hand sanitizer also served as sensitization messages to the population on Covid-19 prevention.</p>		

With the cascaded trainings organized in all the 26 hotspots, the operation reached and enhanced the capacity of a total of 572 persons (546 volunteers and 26 team leaders). This has indirectly strengthened the capacities of the local branches of the volunteers.

Overall, the assessments conducted revealed a total of 5,894 people (Male: 4,091 and Female: 1,803) were found to have been displaced following localized unrest from the 2020 elections.

Challenges

- The simulation exercise in the north of the country was affected by a 2-day electricity power outage. In addition, some responders during the assessments were not willing to give information requested especially in areas that witnessed pre-election violence for fear of reprisal or victimization as some of the people who instigated or caused violence were still living in the communities.
- Many households who were economically vulnerable expected cash voucher assistance from the Red Cross to help them sustain their families.

Lessons Learned

- There is the need for volunteers to maintain discipline and uphold the Fundamental Principles of the Red Cross and Red Crescent Movement in the field, especially in volatile political/ethnic situations.
- The multisectoral and EcoSec assessments carried out by the operation afforded the NS the opportunity to assess the challenges faced by the vulnerable populations in terms of water, sanitation and hygiene and shelter. The NS will ensure that any subsequent operation, project, or programme, it develops and integrates some potential solutions to some of these challenges, which were not necessarily linked with elections, but more with the socio-economic condition of these communities.
- There is the need to integrate cash voucher assistance in subsequent DREF operation.
- Good preparation facilitates a good response in an emergency
- Timely pre-positioning of logistics facilities enhances the rapid intervention of response teams
- Lack of flexibility in the choice of areas delays and makes it difficult for response teams to intervene
- Lack of a rapid payment system for volunteers in emergency situations affects effective implementation of planned activities

Recommendation

- There is the need to always adhere to the communication chain/line put in place
- It is needful to set up an integrated coordination system in subsequent operation
- Strong coordination mechanism during this kind of operation enhances effective actions in the field
- Assessing the security situation in operation targeting communities in strong collaboration with local branches will go a long way in avoiding security incidents and delay in implementation of planned activities



Health

People reached: 1,476 people

Male: 669 people

Female: 807 people

Indicators:	Target	Actual
# of people supported through the first aid response	at least 20 per locality (520)	1,386 persons (592 male & 794 female) + 90 RC volunteers & staff (77 male & 13 female)
# of first aid response stations setup	26	26
# of volunteers and staff who have received Psychological First Aid	520 volunteers and 26 TL	520 volunteers, 26 Team Leaders, 12 national HQ staff
# of volunteers and staff trained in Psychological First Aid	52 volunteers and 26 TL	52 volunteers, 26 Team Leaders, 12 staff (2 volunteers and 1 Team Leader per priority location).

# of volunteers and staff briefed on COVID-19 preventive measures and safety and security	26 volunteers and 26 TL	26 volunteers 26 Team Leaders 12 staff
# of people reached with Psychological First Aid services	Needs based	1,386 people + 52 volunteers, 26 Team Leaders and 12 staff
# of team meetings for volunteers and staff involved in the operation	1	16
# of volunteers equipped with PPE	546	546 (20 first aid volunteers + 1 Team Leader per location)
# of monitoring missions conducted by NS coordination to field	3	1
# of lessons learned workshops conducted	1	1

Narrative description of achievements

The CRCI PSS team including the volunteers trained in PSS and first aid, carried out first-aid response and psychosocial support in the 26 targeted localities, reaching an overall 1,476 people (1,386 persons (592 males and 794 females) + 90 RC volunteers and staff (77 males and 13 females). In addition, 52 Red Cross volunteers, 26 team leaders and 12 NS staff. The PSS/first aid support contributed to relieving beneficiaries of trauma they suffered before, during and after the election.

The Red Cross volunteers assisted some injured persons with first aid treatment, while some were assisted with evacuation to the nearest facilities. In addition, volunteers assisted health personnel in health centres as some centres were short of personnel because some of them could not come out.

The procurement and provision of personal preventive equipment including face masks and hand sanitizers to the volunteers and personnel who participated in the operation contributed to preventing cases of Covid-19 infection among them. The fact that volunteers were also observing Covid-19 prevention measures also served as sensitization messages on the prevention of the pandemic among the population. The volunteers used the opportunity of the operation to sensitize the population on the existence of the pandemic, prevention, and measures to take in case of symptoms/signs.

A Lessons learned workshop was organized with 30 participants in attendance to capture and document vital lessons for improving future preparedness and response operations.

Challenges

The security situation in some of the volatile areas made access difficult for humanitarian actions. In some cases, volunteers were prevented by protesters from administering first aid treatment to the injured or assisting in evacuation to health facilities. However, with the Red Cross volunteers based in some of these communities coupled with the fact that the Red Cross is well respected and accepted among the population as an impartial and non-partisan organization, volunteers wearing their bibs and other visibility tools were able to have access to these communities.

Lessons Learned

Highlights of lessons learned are in the Lessons learned workshop section.



Protection, Gender and Inclusion

People reached: 558 volunteers and staff

Male : 227

Female 331

Indicators:	Target	Actual
# of staff and volunteers oriented in PGI guideline based on the specific needs	546	558 Male: 227 Female: 331
Narrative description of achievements		

In the election preparedness contingency plan of the NS, it was envisaged that if elections lead to widespread violence and displacement, the affected population would be more exposed to protection problems. Based on the experiences and lessons learned from past electoral crises, the NS could not rule out the possibility of experiencing situations in which sexual and gender-based violence and violence against children are real and aggravated by the occurrence of civil unrest generated by elections. To prepare for any eventuality, and to be ready to assist the elderly, people with disabilities, women, girls, and toddlers in the event of violence and displacement, the following activities have been implemented by the NS as a preparedness measure:

- Basic training on the principles of protection including child protection, prevention of sexual exploitation and abuse (PSEA), gender-based violence; secure identification and orientation was organized and 520 volunteers, 26 Team Leaders and 12 staff from the national headquarters took part in the training. The training enhanced the knowledge of the participants who also carried out messages on prevention of sexual violence and abuse to their respective communities.
- The NS carried out the mapping, strengthening, and sharing of baselines of gender-based violence and signed the code of conduct policy and child protection guidelines
- Identification and sharing of reference channels with local branches for cases of gender-based violence, including psychosocial support in each of the 26 communities identified as hot spots were carried out.
- The NS ensured the signing of the Code of Conduct by all CRCI volunteers and staff; as well as NS service providers/suppliers. The NS also kept them informed of child protection policy and guidelines. All these were included in all debriefing sessions. Beneficiaries were able to understand better the notion of protection, non-discrimination among the population and inclusiveness.

Strategies for Implementation		
Indicators:	Target	Actual
# of volunteers insured	546	546
# of volunteers provided with food	546	546
# of volunteers trained on CEA	26	26
# of community feedback reports generated	3	3
% of community feedback responded to	At least 80%	80%
# of crisis management centres set-up	1	1
# of communication cards repositioned	50	50
# of vehicles set ready for deployment	8	21 (5 from ICRC and 16 from CRCI)
Narrative description of achievements		
All planned activities were realized with additional support from other Movement partners like the ICRC which provided additional operational vehicles when need during the operation.		
These activities also contributed to ensuring the effective implementation of planned activities in the other sectors and also contributing to building the confidence and morale of the Red Cross volunteers throughout the implementation period. In addition, the capacity of the local branches in CEA was enhanced with the training of volunteers.		
Challenges		
Same as in the sectors above		
Lessons Learned		
Community feedback should be considered vital in improving Red Cross intervention in any future emergency operation.		

D. BUDGET

The budget allocated to this operation was CHF 169,568 out of which CHF 108,923 (64%) was expended. The balance of CHF 60,645 will be returned to the DREF pot. Explanation of variances is outlined below.

Variance explanation

Description	Budget (CHF)	Expenditure (CHF)	Variance (CHF)	Variance Explanation
Medical & First Aid	7,590	4,110	3,480	This budget line was underspent by 45% because the cost was shared with ICRC.
Other Supplies & Services	0	3,204	3,204	The expenses relate to other items used during the volunteers training and were not initially budgeted for.
Computers & Telecom	0	1,841	1,841	This relates to other additional communication costs incurred during volunteers training.
Logistics Services	1,320	0	1,320	ICRC supported the NS in logistics. It provided 5 vehicles, donated 2 and ensured maintenance of some of the NS' vehicles deployed during the operation thus, this line did not need to be expensed.
National Society Staff	4,950	2,321	2,629	The National Society staff monitoring, and trips were limited due to COVID-19 restrictions, thus the 53% savings on this budget line.
Volunteers	73,831	11,903	61,928	This budget line recorded savings of 83.9% because: 1) ICRC funded volunteer related activities in some targeted local branches, 2) There was no serious incident that required large scale deployment of volunteers for first aid or any other emergency intervention, and 3) In some hotspots where interventions were required, volunteers could not be deployed due to security situation and need for safety of volunteers.
Professional Fees	1,650	0	1,650	This budget line was unspent because it was originally planned to have a translator but there was in-house capacity at the Cluster Delegation to translate the documents.
Travel	8,118	16,014	7,896	Due to the no cost extension, volunteers travel costs and additional travel related expenses incurred during the period.
Office Costs	165	1,471	1,306	The copying and printing of materials used by the volunteers were charged.
Communications	1,617	3,228	1,611	This budget line was overspent by 99% as there were communication costs incurred after the election period that was not originally envisaged.

Reference documents



Click here for:

- [Emergency plan of action](#)

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

National Society

- **Côte d'Ivoire Red Cross Society:** Dr Nanan Kouadio Rigobert, Secretary General; email: nanank585@gmail.com; phone: +255 01 0328 4574

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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 always promote, all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



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



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



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

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/10-2021/04	Operation	MDRCI013
Budget Timeframe	*	Budget	APPROVED

Prepared on 03/Jun/2021

All figures are in Swiss Francs (CHF)

MDRCI013 - Côte d'Ivoire - Elections Preparedness

Operating Timeframe: 05 Oct 2020 to 31 Jan 2021

I. Summary

Opening Balance	0
Funds & Other Income	169,568
DREF Allocations	169,568
Expenditure	-108,923
Closing Balance	60,645

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	53,192	30,021	23,171
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs		1,875	-1,875
AOF4 - Health	81,185	14,238	66,947
AOF5 - Water, sanitation and hygiene		1,089	-1,089
AOF6 - Protection, Gender & Inclusion	1,406	1,573	-167
AOF7 - Migration			0
Area of focus Total	135,783	48,796	86,987
SFI1 - Strengthen National Societies	14,596	25,254	-10,658
SFI2 - Effective international disaster management	13,355	29,385	-16,030
SFI3 - Influence others as leading strategic partners	1,757		1,757
SFI4 - Ensure a strong IFRC	4,077	5,488	-1,411
Strategy for implementation Total	33,785	60,127	-26,342
Grand Total	169,568	108,923	60,645

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/10-2021/04	Operation	MDRCI013
Budget Timeframe	*	Budget	APPROVED

Prepared on 03/Jun/2021

All figures are in Swiss Francs (CHF)

MDRCI013 - Côte d'Ivoire - Elections Preparedness

Operating Timeframe: 05 Oct 2020 to 31 Jan 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	7,590	7,315	275
Medical & First Aid	7,590	4,110	3,480
Other Supplies & Services		3,204	-3,204
Land, vehicles & equipment		1,841	-1,841
Computers & Telecom		1,841	-1,841
Logistics, Transport & Storage	10,065	9,206	859
Transport & Vehicles Costs	8,745	9,206	-461
Logistics Services	1,320		1,320
Personnel	78,781	14,224	64,557
National Society Staff	4,950	2,321	2,629
Volunteers	73,831	11,903	61,928
Consultants & Professional Fees	1,650		1,650
Professional Fees	1,650		1,650
Workshops & Training	47,520	44,793	2,727
Workshops & Training	47,520	44,793	2,727
General Expenditure	13,613	24,897	-11,284
Travel	8,118	16,014	-7,896
Information & Public Relations	3,713	4,009	-297
Office Costs	165	1,471	-1,306
Communications	1,617	3,228	-1,611
Financial Charges		174	-174
Indirect Costs	10,349	6,648	3,701
Programme & Services Support Recover	10,349	6,648	3,701
Grand Total	169,568	108,923	60,645