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Operation Update

The Bahamas: Hurricane Dorian



Emergency appeal: n° MDRBS003	GLIDE n° TC-2019-000099-BHS
Operation update n° 6 (24-month update) Date of issue: 2 November 2021	Timeframe covered by this update: 2 September 2019 – 30 September 2021
Operation start date: 2 September 2019	Operation timeframe: 28 months End date: 31 December 2021
Funding requirements: CHF 32 million	DREF amount initially allocated: CHF 500,000
N° of people being assisted: 14,940 people ¹	
Red Cross Red Crescent Movement partners currently actively involved in the operation: The Bahamas Red Cross Society (BRCS), American Red Cross, Canadian Red Cross, International Federation of Red Cross and Red Crescent Societies (IFRC), and the International Committee of the Red Cross (ICRC).	
Other partner organizations actively involved in the operation: The Government of The Bahamas: National Emergency Management Agency (NEMA), Disaster Reconstruction Authority (DRA), Ministry of Environment and Housing, Ministry of Public Works, Ministry of Health, Ministry of Social Services and Urban Development. United Nations agencies: International Organization for Migration (IOM), Pan American Health Organization (PAHO), World Health Organization (WHO), United Nations Population Fund (UNFPA), World Food Programme (WFP), United Nations Development Programme (UNDP), United Nations Programme on HIV/AIDS (UNAIDS) and United Nations Children' Fund (UNICEF). The European Commission - DG ECHO and several foreign governments both within and outside the region. Non-governmental organisations: Samaritans' Purse, Mercy Corps, CORE Community Organized Relief Effort, World Central Kitchen (WCK), Water Vision.	
On behalf of BRCS, IFRC wishes to thank all partners who have contributed to this operation: American Red Cross, British Red Cross and its Overseas branches in Bermuda, British Virgin Islands and the Cayman Islands, Canadian Red Cross Society, China Red Cross – Hong Kong branch, Danish Red Cross, Finnish Red Cross, French Red Cross, Iraqi Red Crescent Society, Irish Red Cross Society, Jamaica Red Cross Society, Japanese Red Cross Society, Norwegian Red Cross, Red Cross of Monaco, The Netherlands Red Cross, Turkish Red Crescent Society, Singapore Red Cross Society, Spanish Red Cross and Swiss Red Cross. IFRC also thanks the European Commission - DG ECHO and governments of United States of America (Office of U.S. Foreign Disaster Assistance-OFDA), Canada, Cyprus, Malta, Ireland, Portugal, Italy, and Switzerland as well as private and corporate donors and partners for their generous contributions towards this appeal.	
For more detail on donor response, please click here.	

A. Situation Analysis

Description of the disaster

Hurricane Dorian struck the Bahamas on 1 September 2019 as the strongest Atlantic Hurricane documented to directly impact a landmass. The islands of Abaco and Grand Bahama and the surrounding Cays sustained the worst impacts with homes, public buildings and other properties swept away or destroyed by massive storm surges. To date, the official overall death toll is 74 with 282 people still unaccounted for. The Government estimates USD3.4 billion in loss and damages caused by Dorian.

¹ Or 3,735 families, calculated at 4 people per household/family.

Among the government's efforts to support people in Abaco and Grand Bahama to recover in the aftermath of the hurricane were:

- Provision of home repair assistance, debris removal and reconnection to the main power grid;
- Support for business recovery programmes, educational services, and other social services;
- Support in rebuilding businesses and key infrastructure, including support for small businesses and individual livelihoods;
- Designation of Abaco and Grand Bahama as Economic Recovery Zones with economic concessions such as tax-free food and construction items up to June 2021;
- Disbursement of funds to assist hundreds of micro and small businesses affected by Dorian;
- Support with rent payments to landlords, and vouchers for purchase of household items for those displaced by Dorian.

The after-effects of Hurricane Dorian have also figured largely in the 2020/2021 National Budget such the extension of tax relief for affected areas, balanced against the economic pressure on public coffers due to the COVID-19 pandemic, losses suffered by the tourism and hospitality sector, and increased support for public health spending, unemployment services, food assistance and other social welfare services².

COVID-19 situation in the Bahamas: The first case of COVID-19 was reported in the Bahamas on 18 March 2020, prompting the government to implement measures to mitigate and prevent spread of the disease such as night-time curfews, weekend lockdowns, restriction on international travel, limitations on domestic travel and reduced operation times for essential businesses and services. Physical distancing, mandatory face masks and hand sanitization protocols continue to be in place. The government also updates the general public regularly through [press releases](#) and features around the situation and recently, the rollout of the nation-wide vaccination programme. Government interventions in the context of COVID-19 include:

- Insurance pay-outs to people affected by Dorian and COVID-19 by the National Insurance Board;
- Unemployment assistance payments to affected residents in Grand Bahama;
- Provision of meals and food items through the National Feeding Task Force interventions (in which BRCS provided support for months)

In line with government efforts, BRCS has continued to respond with actions to curb spread of the disease; reduce psychological impact on people affected; enhance awareness of and encourage good hygiene practices; and provide food and cash grants to mitigate household economic stress. The National Society maintains close coordination with government authorities to support response efforts and is in the process of updating its response plan to the current situation. The BRCS COVID-19 response plan activities are also supported under the IFRC's global appeal and are regularly reported on the IFRC [GO](#) platform and through [IFRC appeal updates](#).

The COVID-19 situation in the Bahamas has affected the implementation of the initial programmes under this Appeal, all of which have had to be adapted, postponed, revised, or removed in observation of movement limitations and safety protocols. As of 30 September 2021, the COVID 19 restrictions and increased case numbers are not affecting the construction progress for the Grand Bahama branch, although some challenges are being faced for first aid training sessions on the family islands.

Summary of current response

Overview of Host National Society

The Bahamas Red Cross Society (BRCS) has its national headquarters in Nassau, two branches in Abaco and Grand Bahama, and 14 groups (small branches) on different islands, with 436 volunteers and 84 staff members. Before Hurricane Dorian, its main programmes focused on first aid and social assistance (Meals on Wheels, and clothing donations to vulnerable groups). In the wake of Dorian, BRCS volunteers and staff provided first aid services, pre-hospital care, psychosocial support (PSS), household items and Restoring Family Links (RFL) services to people affected. Since then, BRCS has significantly expanded its scope of work to address needs of people affected by

² <https://www.pwc.com/bs/en/assets/bahamas-budget-2020.pdf>

the hurricane. Click here for details on BRCS's work under the latest [Revised Emergency Appeal](#) and [operation updates](#).

Under this Appeal, BRCS's response to Dorian up to September 2021 has reached the following vulnerable groups:



572 homeowners through **house repair support**



238 households through **rental support**



148 small and medium businesses through **livelihoods grants and training**



3,055 through **multi-purpose cash grants**



87 volunteers **trained**



8,706 people with **services to reduce health risk factors**



2,094 people with **hygiene promotion**



877 households with **PGI actions**

In coordination with World Central Kitchen and with support from American Red Cross (ARC), BRCS delivered Meals on Wheels and hygiene items to vulnerable groups in Nassau up to the end of August 2020. The COVID-19 pandemic has increased the number and need of vulnerable households, especially older people and those who have lost regular income sources. IFRC is also supporting BRCS with access to funding for COVID-19 response activities through its [global appeal](#).

Overview of Red Cross Red Crescent Movement in-country

Partners in-country are the American Red Cross and Canadian Red Cross Society working together with BRCS to support the IFRC emergency plan of action and bilaterally. Partners coordinate all interventions, meeting regularly to update, identify challenges and adapt to best support the National Society in the current evolving context. See the latest [EPoA](#) for further details.

Since the last [operation update](#), **American Red Cross** has supported BRCS through:

- Expanding the solar system for BRCS headquarters
- Completion of repairs and upgrading to the NHQ and kitchen facilities.
- Security gates installed at entry points for NHQ
- Generator purchased for installation at the new Grand Bahama branch

Since the beginning of the response operation, American Red Cross worked with partners in removing tonnes of debris; distributing unconditional cash transfers; providing families with rental assistance, delivering hot meals, producing, and delivering potable water to over 16,500 people; providing grants to restart small businesses; distributing assistance to replace household assets, and pledging funds for National Society Development

through the IFRC multi-donor appeal. American Red Cross has also supported BRCS in developing a three-year strategic plan, training staff and volunteers in disaster preparedness; expanding the reach of the existing Meals on Wheels programme; developing a communications strategy and purchasing equipment to support it; purchasing vehicles, machinery, and electronics to facilitate BRCS activities; covering salaries of key operations staff and consultant fees; and conducting learning activities together with other RCRC partners.

American Red Cross will be closing the office in October 2021.

Also, since the last update, the **Canadian Red Cross** has supported BRCS with:

- Twelve participants (volunteers and staff) were trained in Epidemic Prevention on 6-7 April 2021.
- Ten participants trained in Infection Prevention and Control (IPC) on 27-28 May 2021.
- Response Plan developed in May 2021 (currently being updated post tabletop exercise and EOC training).
- Volunteer Recruitment and Retention Strategy drafted (currently with National Society team for final refinement before submission for Board approval)
- Training conducted in the development of Emergency Plans of Action and Situation Reports for accessing Movement support in Emergencies was conducted on 21-22 June 2021 with BRCS staff.
- A PGIE ToT was conducted on 21-24 July with staff and volunteers of the BRCS. This training featured 15 participants.
- Emergency Operations Centre (EOC) retrofitting works were officially completed in August.
- Emergency Operations Centre Management and Functioning training were conducted on 9-13 August 2021 BRCS staff and volunteers. 17 persons in total were exposed to the training.
- A Disaster Risk Management Policy was completed in September and is presently before the Board for approval.

Ongoing/ Planned Activities under the bi-lateral PER Project

- Standard Operating Procedures for Sectors being developed by the National Society
- Preparations for the execution of PSS ToT training scheduled for the first week of November
- Preparations for NIT/ NDRT Training scheduled for the last week in November are ongoing.
- Development of Contingency Plans for five Family islands to commence.

The **IFRC Hurricane Dorian operation team** is now based in Nassau, with three national staff members and one staff member in Grand Bahama overseeing the construction process. The Abaco office is now closed, with all activities associated with the Appeal in Abaco being completed as of 30 June.

At the regional level, technical support is provided through the IFRC's Country Cluster Delegation (CCD) for the English and Dutch-speaking Caribbean in Port of Spain (POS), Trinidad and Tobago; and by the IFRC's Americas Regional Office (ARO) in Panama. Since 1 May 2020, the Bahamas Hurricane Dorian operation has been under the management of the POS CCD office.

Coordination among the RCRC Movement partners continues through:

- Monthly meetings with BRCS, IFRC, American Red Cross and Canadian Red Cross.
- Weekly coordination calls are held with the construction supervisor in Grand Bahama.
- Monthly coordination meetings are held with the Head contractor, engineering consultants, and BRCS, Canadian RC and IFRC representatives to review the progress of construction.
- Monthly email updates to the BRCS President from the operational team leads.
- Participation in the weekly regional operation meeting led by the IFRC ARO.

Overview of non-RCRC actors in country

The Government of the Bahamas led the initial response to Hurricane Dorian's impact through the National Emergency Management Agency (NEMA) in coordination with the Caribbean Disaster Emergency Management Agency (CDEMA). During the emergency phase, IFRC chaired the Red de Fondos Ambientales de Latinoamérica y el Caribe (RedLAC), Cash Working Group, Shelter Working Group and Global Shelter Cluster lead agency for natural

disasters, and at the request of NEMA, deployed a Shelter Coordination Team (SCT) to support existing coordination mechanisms and lead the Bahamas Shelter Sector (BSS).

In December 2019, the Ministry of Disaster Preparedness, Management, and Reconstruction transferred the overall shelter response to the Disaster Reconstruction Authority (DRA) coordination for NEMA to transit back to preparedness. BRCS and IFRC coordinate closely with the DRA, especially in shelter programming in Abaco and Grand Bahama. UN agencies, IOs, and I/NGOs are present in the Bahamas. While most based their operations in Nassau, response efforts focused on central and north Abaco and Freeport, Grand Bahama. To date, most NGOs that arrived in the country in response to Hurricane Dorian have now left the country.

Needs analysis and scenario planning

Needs analysis

The needs analysis and scenario planning based on assessment data and the recovery phase of the Bahamas Hurricane Dorian operation are specified under the [Revised Emergency Plan of Action no. 3](#). This operation update reports against this plan of action, while serving to record changes to this plan highlighted at the beginning of this document, i.e., the no-cost extension to the operational timeframe, the increase in Shelter and Livelihoods targets, and the revision of some activities and costs, as the global COVID-19 pandemic has hamstrung many of the initially planned activities as well as added extra challenges for people already dealing with the effects of Hurricane Dorian. Pandemic conditions have increased pressure on livelihoods and contracted household incomes while raising the need for food and hygiene items such as face masks and hand sanitizers, psychosocial support (PSS), and reliable information. IFRC is supporting BRCS in related response through the [IFRC's multi-donor global/regional COVID-19 emergency appeal](#).

Operation Risk Assessment

Identified Risk	Potential Impact	Mitigation Measures
COVID-19 mitigation measures and Government restrictions result in limited movement of people, enhanced curfews, closure of businesses and loss of jobs.	<ul style="list-style-type: none"> Reduced staff and volunteer mobility Lack of access for selected people targeted to building materials/labour for house repairs Limited mobility for field monitoring visits Increased vulnerability due to income loss BRCS response to the COVID-19 situation reduces availability of staff and volunteers to support Hurricane Dorian response interventions. 	<ul style="list-style-type: none"> Constant monitoring of the ongoing situation. Adaption of working models. BRCS developed a contingency plan for the outbreak, mapping of resources and actions to be conducted. RC partners in-country are supporting BRCS to access new funding sources to respond to the effects of COVID-19. When possible, activities will be carried out by phone or using online means.
Possibility of high impact from hydrometeorological events during the annual hurricane season.	<ul style="list-style-type: none"> Affected communities are again exposed, leaving them more vulnerable More communities may be impacted and require additional response. 	<ul style="list-style-type: none"> Monitor risks with Government counterparts, NOAA, and Weather Network. Continue supporting preparedness efforts of BRCS in coordination with other partners in-country.
Lack of Status Agreement in place.	<ul style="list-style-type: none"> The IFRC international staff is not recognised, or legal status is cancelled. The agreement does not guarantee the IFRC privileges, immunities, and exemptions. <p>There is a continued risk, due to possible changes in future government strategies and policies, which could impact IFRC's position. At worst, this could limit the effectiveness of IFRC as an organisation and jeopardise its position, or create divisions within BRCS, who act as in-country Red Cross lead. The risk at this point is seen as medium, but could escalate with any significant change, be it personnel or events.</p>	<ul style="list-style-type: none"> The hiring of local staff is conducted through BRCS. BRCS has a bank account for IFRC to use. IFRC legal advisor (ARO) continues dialogue with the Bahamas attorney general's office to move ahead with the Status Agreement. A Nota Verbale from the IFRC SG was sent to the Bahamas Permanent Mission in Geneva requesting to expedite the process through diplomatic channels. Consistent monitoring of international staff visas to ensure adherence to immigration protocols.

B. Operational Strategy

Strategy under implementation

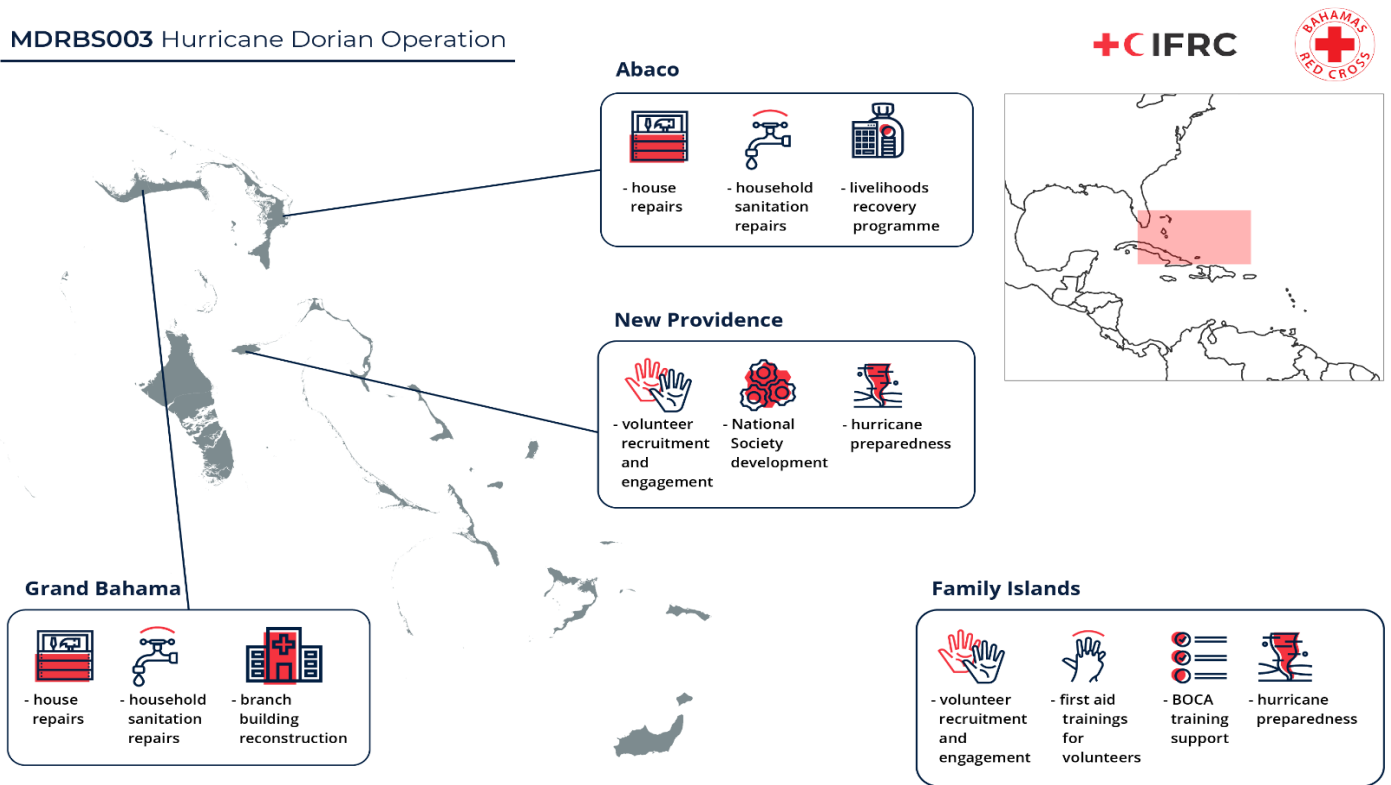
The overall objective of this operation is to provide immediate life-saving and longer-term support for recovery to 3,735 families (14,940 people) affected by Hurricane Dorian. The focus areas of the operation include Shelter; Livelihoods and Basic Needs (through Multi-Purpose Cash Grants); Health; Water, Sanitation and Hygiene Promotion (WASH); Protection, Gender, and Inclusion (PGI); Migration and Restoring Family Links (RFL); Disaster Risk Reduction; and National Society Capacity Strengthening.

IFRC and BRCS harmonised their respective criteria for beneficiary selection and vulnerability criteria, specifically for the Shelter and Livelihoods sectors in the recovery phase. Some selection criteria remained sector-specific (such as classification of house damage, business ownership, etc.) The multi-purpose cash grants (MPCGs), livelihoods, shelter, and WASH interventions did not target the affected population. Still, the overlap was possible wherein some households were reached with a variety of interventions.

C. Detailed Operational Plan

Geographical distribution of recovery activities currently ongoing in response to Hurricane Dorian in the Bahamas.

MDRBS003 Hurricane Dorian Operation



Glide Number: TC-2019-000099-BHS
 The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.



Shelter

People targeted: 8,000 (2,000 households)

Male: 4,000 | Female: 4,000

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

Male: est. 4,545 | Female: est. 4,731

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

Indicators:	Target	Actual
% of surveyed people who report that the shelter solution they implemented has helped in their longer-term recovery	80%	87%

Shelter Output 1.1: Short-term and mid-term shelter and settlement assistance is provided to affected households

Indicators:	Target	Actual
# of households provided with emergency shelter and settlement assistance (at least one of the following items: shelter toolkits, tarpaulin, kitchen sets, cleaning sets and blankets)	2,000	2,319 ³
# of displaced households provided with mid-term shelter and settlement assistance through cash and voucher assistance (rental support)	235	238
# of households provided with shelter assistance to repair non-structurally damaged homes.	500	572

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

Indicators:	Target	Actual
# of community members that received orientation on Build Back Safer.	500	Not conducted
% of surveyed people demonstrate knowledge of safer building practices in their shelter solutions	80%	Not conducted
# of BRCS volunteers and staff trained in Build Back Safer, All under one Roof and PASSA ToT	20	10

Progress towards outcomes

Rental Support in Grand Bahama

The Rental Support Program in Grand Bahama started in December 2019 and successfully concluded in November 2020. The programme targeted affected households whose homes were moderate to severely damaged and whose household members would require rented accommodation while their homes were being repaired. Following assessments, 235 households were selected to receive BSD700 monthly rental support for six to nine months. Considering that not all households collected all the instalments due to changes in displacement status, the programme managed to reach 238 households altogether. This included 20 families who were identified to still be highly vulnerable after six months and were provided an extra three months' rental support. In total, 1,412 tranches were disbursed up to end-October 2020, and the programme concluded in November 2020.

In August 2020, a post-distribution monitoring survey was conducted with 94 of the households to gauge the immediate results of the programme, beneficiary satisfaction with the results of the programme, and beneficiary plans for durable shelter solutions. Some findings highlighted from the survey included:

- Overall, the rental assistance programme has positively contributed towards resuming livelihood activities, supporting the rental market and towards beneficiary dignity.

³ Items were distributed according to need and availability.

- There were varying levels of awareness regarding the selection criteria, with 64% understanding the stipulated criteria while others cited different reasons they were chosen.
- 98% were clear about receiving BSD700/month.
- 96% knew the correct duration of assistance.
- 80% reported the rental amount as sufficient and corresponded to the monthly rent receipts submitted.

Full results of the survey are available [here](#).

House repair programme in Abaco and Grand Bahama

- **Abaco**



House repair in Abaco – July 2021. Source: Karen Bernard.

Abaco's house repair support programme was completed in January 2021, reaching 347 households over its original target of 300 households. IFRC and BRCS partnered with the NGO, Community Organized Relief Effort (CORE) to provide additional support on top of the USD6,000 provided by IFRC.

The selection of people targeted commenced in April 2020. BRCS, CORE, and the people reached selected signed tripartite agreements under this programme, with the first 20 signed in May 2020 and the disbursement of the first instalment in June 2020. Up to 352 households received the first instalment, but five left the programme afterward for different reasons. One house was repossessed by the bank, whereas another was heavily infested by termites and could not be repaired. The remaining three were unable to complete the agreed repair work, and their agreements were terminated.

Subsequently, 347 households received the second and third instalments, thus concluding the house repair programme in Abaco under the IFRC appeal. The total disbursement totalled some USD2 million.

CORE provided 346 households with fourth and/or fifth instalments (USD1,500 to USD5,000) depending on the level of damage. One household was found ineligible for the final instalment. Following these disbursements, CORE also concluded its contribution to this programme.

Disability-inclusive shelter repair support: Following further technical surveys, 11 households were selected for additional disability-inclusive shelter repair support (i.e., USD2,400 per household). These included modifications to repaired houses to accommodate access for disabled people. People reached signed an agreement with the contractor, which was added to the original contract, allowing home improvements such as ramp construction,



House repaired in Grand Bahama – February 2021 (Photo: BRCS).

widening of toilet doors, and installing grab bars in the toilets. All 11 households have received their instalments for this purpose.

- **Grand Bahama**

As of end-June 2021, 220 beneficiary households had received all three instalments associated with the house repair program.

House-to-house visits were conducted to observe the actual progress of work per household. During the program, it was found that nine beneficiary households faced challenges in repairing their roofs properly. After these visits were completed, a request to IFRC and BRCS management was made to provide an additional \$3,000 per household based on the shelter delegate's detailed assessment in Grand Bahama. This additional grant subsequently allowed all nine households to complete the additional repairs to ensure that their homes met the requirement of being safe, secure, and habitable.

Access improvement for those disabled was also considered. Agreements to make these improvements were signed with two people reached with multiple disabilities. IFRC also facilitated contracts between beneficiary and contractor and provided funds for these changes.

A post-distribution monitoring (PDM) survey was completed in March, with 91% of people indicating satisfaction with the repair program and 87% reporting that the program has supported their longer-term recovery efforts.

Overall, the house repair programme in Abaco and Grand Bahama covered 572 households over its original 500 target, despite some people dropping out of the programme mid-way. The programme also ensured an owner-driven approach that increased buy-in and ownership of the work by the beneficiary households and had the added value of improving access for disabled and older people through home improvements.

Coordination with the Disaster Reconstruction Authority (DRA) continued with weekly meetings in 2020 and monthly meetings in 2021 and included BRCS, IFRC, UN agencies, and NGOs. BRCS/IFRC worked closely with CORE in Abaco. In Grand Bahama, Red Cross partners worked closely and exchanged relevant information with the Grand Bahama Port Authority (GBPA) and the Department of Social Services (DoSS), and other NGOs in the field.

Challenges

- Restrictions on movement and public gatherings due to COVID-19 created challenges throughout the implementation period. Despite this, the team was able to find ways to overcome these constraints.
- Changes in beneficiary contact numbers, lack of response, or re-location without informing caused some difficulty in communication.
- Technical assessment of houses or actual progress of house repairs were delayed due to COVID 19 restrictions throughout implementation.
- Lack of certified electricians/Bahamas Power and Light company staff to check electrical wiring and connect it to the primary power grid is key in considering repairing a house.

For more detail on beneficiary selection and other aspects of the house repair programme, click [here](#).

Awareness-raising on Build Back Safer has been highly challenged by the restrictions on movement and gatherings due to COVID-19. As of this reporting time, in observance of personal safety and respecting government regulations, it was not possible to conduct the orientations, awareness-raising, or training on safer building practices as planned.



Livelihoods and basic needs

People targeted: 12,224 (3,056 households)

Male: 6,112 | Female: 6,112

People reached: 3,055 households

Male: est. 6,111 | Female: est. 6,111

LLH Outcome 2: Communities, especially in disaster and crisis-affected areas restore and strengthen their livelihoods

Indicators:	Target	Actual
# of targeted households have enough cash or income to meet their survival threshold ⁴	3,056	3,055
# of targeted population whose livelihoods are restored to pre-disaster level	130	148

LLH Output 2.1: Skills development and/or productive assets and/or financial inclusion to improve income sources are provided to target population

Indicators:	Target	Actual
# of households supported with in-kind assets or cash or vouchers for recovering or starting / strengthening economic activities	130	148
# of target SME (Small Medium Enterprises) apply new acquired knowledge and skills promoted by the project to strengthen and protect their livelihoods	130	148

LLH Output 2.2: Community awareness activities on livelihoods strengthening and protection are carried out with target communities and public actors.

Indicators:	Target	Actual
# of people reached by public awareness and education on sustainable livelihoods.	20	11

LLH Output 2.3: Households are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
# of assisted households able to meet Minimum Expenditure Basket needs (including food items, food-related and non-food items) for 3 months	3,000	3,055 ⁵
# of households assisted with multipurpose cash grants (MPCGs)	250	Not conducted ⁶
% of people targeted expressing satisfaction with cash assistance	80%	97%

Progress towards outcomes

The Livelihoods programme targeted 50 SMEs in Abaco and 80 in Grand Bahama for 130 households under this intervention. However, given the availability of funding⁷ and the current needs of vulnerable Small Medium Enterprises (SMEs), 148 SMEs were reached altogether, with 70 in Abaco and 78 in Grand Bahama. For the latter, two of the original 80 selected people targeted were unable to meet the agreed commitments and so pulled out of the programme. For more detail on beneficiary selection, grant allocation and methodology applied in the Livelihoods programme, click [here](#).

- **Grand Bahama**

Following the revision of the IFRC [EPoA](#), 80 small business owners affected by Hurricane Dorian in Grand Bahama were selected to participate. The Red Cross partnered with the Grand Bahama Port Authority (GBPA) to implement this programme under the name Small Business Recovery Grant (or SBR grant), which launched on 1 May 2020.

⁴ For more detail on this activity, click [here](#) to visit the dashboard on IFRC GO Platform.

⁵ Following reconciliation of data since the last reported figure of 3,056

⁶ This was not conducted as BRCS was running a bilateral cash activity in parallel.

⁷ Availability of funding was possible due to the highly reduced travel costs of staff and volunteers as well as the cancellation of planned face-to-face training sessions due to movement restrictions related to COVID-19.

Of the 80 original businesses chosen, 78 were supported under the Red Cross/GBPA SBR programme, after two business owners dropped out of the programme due to incompleteness of the training sessions. A further 25 businesses vetted using the same process were also funded by the Small Business Development Centre (SBDC) together with the GBPA. More information on the SBR programme is [here](#). In Grand Bahama, all activities and instalments were completed for the 78 target businesses in December 2020.

Through focus group discussions with programme recipients in Grand Bahama, and key informant interviews with industry groups, the Grand Bahama Chamber of Commerce, and other agencies, the SBR methodology used was adapted by BRCS for implementation in Abaco.

A short documentary on the SBR programme has been produced and approved by the GBPA, BRCS and IFRC. This film comprises one [four-minute](#) version for broadcast, and one 60-second version for social media. An official launch of the documentary is being planned by the BRCS communications focal point and the IFRC POS CCD Communications team.



Small business support ranged from formal enterprises rebuilding after Hurricane Dorian (**Grand Bahama left**) and new enterprises starting in (**Abaco right**), **Photo: Karen Bernard**

- **Abaco**

The advent of COVID-19 in Abaco delayed the launch of the Livelihood Recovery Programme until September 2020. Applications were made through phone interviews without physical inspections due to movement restrictions; instead, applicants were required to provide supporting evidence for loss and damages. Applications closed at the end of the month.

By the end of April 2021, the livelihood programme had achieved 75 per cent implementation wherein:

- 70 selected businesses had received their first instalment (comprising 60 per cent of the total individual grant)
- 70 selected businesses had taken the PDM survey, participated in the online business training, and received their second and final instalment (40 percent of the total grant).

These training were conducted via Zoom, with presenters on accountability, insurance, online payment platforms, and the Abaco Chamber of Commerce.

Online training courses

All selected participants of the livelihood programme were required to complete courses in business and financial management; digital marketing and social media; and disaster preparedness to support business continuity. Sessions were conducted twice a week for two hours over four weeks. Disbursement of the second tranche of the grant was contingent on them completing these courses. A service provider was engaged to

run these online training sessions, and supporting reading material was distributed to each participant. GBPA funded these training courses in Grand Bahama, and by the IFRC Emergency Appeal in Abaco.

A baseline survey was conducted in December 2020 through January 2021 for all selected businesses, followed by a PDM in February 2021 to verify that at least 80 percent of the grant was spent on business rehabilitation and disburse the second instalment.

In Abaco, a one-day first aid training was conducted in December 2020. Due to COVID-19 protocols, these were facilitated in small groups with local BRCS first aid trainers. While first aid training was not mandatory, it was recommended by the BRCS President for additional capacity building.

Coordination

RCRC partners exchange data with Mercy Corps and World Central Kitchen on the selected businesses in these livelihood recovery efforts in both Abaco and Grand Bahama. This data was used to support the assessment of remaining gaps and help measure collective impact in the local economies.



IFRC livelihoods officer conducts monitoring visit to one of the people reached of the small-business grants in Grand Bahama.

Monitoring

Dashboards were set up on the GO Platform, showing key figures and impact of the Livelihoods recovery programmes in both [Abaco](#) and [Grand Bahama](#). Baseline and end-line surveys in both locations are also used to monitor the effects and impact of the programme for programme recipients in their communities. Post-distribution monitoring surveys have also been conducted to ensure how the expenditure of the grant is made and online training completed and to help tweak the programme if needed. Findings of the PDMs can be found [here](#).

Training for staff and volunteers

To date, the following orientation and training sessions have been conducted.

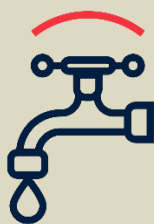
- Livelihoods orientation for 11 BRCS staff and volunteers in September 2020. This included Red Cross Red Crescent orientation, community engagement and accountability (CEA), protection, gender and inclusion (PGI) and restoring family links (RFL).
- A four-week Livelihoods Programming training was run in September/October 2020 for 22 Family Island representatives, BRCS staff and volunteers, and participants from National Societies in the Caribbean and IFRC.

Challenges

There were several challenges encountered by the field teams in both Grand Bahama and Abaco surrounding the selection of people targeted mainly due to restrictions posed by COVID-19 as people were unable to physically go to the branch offices to submit their documents, and were not always able to access digital facilities or equipment, or network coverage. This also affected the quality of applications received. The loss of documents and business assets also caused challenges. It was also difficult for BRCS to verify information as they could not conduct site inspections. The selection committee also experienced technical difficulties using online tools to assess the applications.

A second and third wave of COVID-19 cases prompted the government to tighten restrictions around curfew times and testing for travellers. This created further challenges and did hinder physical inspections of selected businesses. Once again, this challenge was overcome through careful planning and communication with people targeted to put in place processes to allow visits in a COVID-19 safe environment.

For information on the multi-purpose cash grants programme, click [here](#), and [here](#).



Water, sanitation and hygiene

People targeted: 8,000 (2,000 households)

Male: 4,000 | Female: 4,000

People reached: est. 18,924 (est. 4,731 households)

Male: est. 9,462 | Female: est. 9,462

WASH Outcome 3: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# people reached with WASH support during the emergency phase	4,000 ppl	2,000 households with WASH items, 2,094 people with hygiene promotion

WASH Output 3.1: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
# of households provided with safe water during the emergency phase	2,000	4,731 ⁸

WASH Output 3.2: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

# of households reached with hygiene promotion	500	523 ⁹
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WASH Output 3.3: Hygiene-related goods which meet Sphere standards and training on how to use these goods is provided to the target population

# of households provided with essential hygiene items	2,000	2,300
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WASH Output 3.4: Improved access to and use of adequate sanitation by the target population is provided

# of people with access to temporary sanitation facilities (toilets and handwashing stations) in collective centres	N/A	1,682
# of households with access to an improved sanitation facility in Abaco/Grand Bahama	500	542

Progress towards outcomes

All planned WASH activities conducted during the relief phase of the operation were completed in early 2020. Click [here](#) for details in previous operation updates.

Under the Shelter programme, WASH support was also provided through the repair and rehabilitation of household toilets and handwashing facilities. These were included under the house repair programme, and have reached a corresponding 572 households in Grand Bahama and Abaco.



Health

People targeted: 8,000 (2,000 households)

Male: 4,000 | Female: 4,000

People reached: 8,706

Male: 4,266 | Female: 4,440¹⁰

Health Outcome 4: The immediate risks to the health of affected populations are reduced

⁸ Households which received at least 2 jerry cans and/or one bucket.

⁹ 2,094 people

¹⁰ Estimate based on the national average of men (49%) and women (51%). <https://countrymeters.info/en/Bahamas>

Indicators:	Target	Actual
# people reached by BRCS with services to reduce relevant health risk factors	8,000	8,706
Health Output 4.1: Target population is target with rapid medical management of injuries and disease		
Indicators:	Target	Actual
# of people trained by BRCS in first aid	50	87
# people assessed and transferred to appropriate care and support with EMT services on arrival in Nassau from Abaco and Grand Bahama	400	400
Health Output 4.2: Epidemic prevention and control measures carried out		
Indicators:	Target	Actual
# people reached with health and hygiene promotion messages (including vector control)	2,000	2,318
# of volunteers trained in key messages on health and hygiene promotion	50	23
# of households reached with LLITNs	2,000	1,067 ¹¹
Health Output 4.3: Psychosocial support provided to the target population		
Indicators:	Target	Actual
# of PSS recipients receiving information on positive coping strategies and grounding techniques	2,000	1,720
# of BRCS staff and volunteers trained in PSS	60	36
Health Outcome 5: The medium-term risks to the health of affected populations are reduced		
Indicators:	Target	Actual
# of people transported to appropriate clinical care or support facilities	n/a	n/a
Health Output 5.1: Gaps in medical infrastructure of the affected population filled		
Indicators:	Target	Actual
# of people trained to operate new ambulance	10	5
# of ambulances supported with operational costs	2	2
Health Output 5.2: Community-based disease prevention and health promotion measures provided		
Indicators:	Target	Actual
# of community members engaged in e-CBHFA activities	n/a	n/a
Progress towards outcomes		
<p>All planned Health activities under this operation were completed in the relief phase. Click here for details in previous operation updates.</p> <p>The global COVID-19 pandemic has had its effects on the implementation of interventions under this operation as well. Due to government restrictions on inter-island travel, mandatory testing, curfews and limitations on public gatherings, activities have had to be suspended, revised, adapted, postponed or cancelled.</p> <p>BRCS is part of the global/regional emergency appeal regarding response to the pandemic itself and is currently conducting activities in-country in line with government initiatives. With IFRC support, the National Society has also been able to procure equipment and protective items to enhance response activities with local hospitals and other partners.</p> <p>For information on BRCS/IFRC activities in response to the COVID-19 pandemic, click here.</p>		

¹¹ 2,134 mosquito nets distributed - 2 x per household for a total of 167 households.



Protection, Gender and Inclusion

People targeted: 3,460 (865 households) - indirectly

Male: 1,730 | Female: 1,730

People reached: 3,508 (877 households)

Male: est.1,754 | Female: est.1,754

PGI Outcome 6: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalised groups, as a result of inequality, discrimination and non-respect of their human rights, and address their distinct needs

Indicators:	Target	Actual
# of households reached with PGI actions	865	877

PGI Output 6.1: NS programmes improve equitable access to basic services, considering different needs based on gender and other diversity factors.

Indicators:	Target	Actual
% of sector programming which integrates sex, age and disability disaggregated data	80%	80% ¹²
# of BRCS staff and volunteers trained in Minimum Standard Commitments	20	0 ¹³

PGI Output 6.2: Emergency response operations prevent and respond to sexual and gender-based violence and all forms of violence against children.

Indicators:	Target	Actual
# of staff and volunteers equipped with knowledge on how to prevent and respond to SGBV and child protection - basic training	10	19
# of NS staff and volunteers who have attended specialized/focused training on SGBV and child protection	10	0
Referral fact sheet developed and disseminated to relevant stakeholders	1	0

Progress towards outcomes

To date, up to 877 households have been reached with PGI actions. These involve multiple sectors, including the shelter house repair, and the livelihoods programmes. Three PGI delegates on rotation from September 2019 through July 2020 helped support PGI considerations across the different programme sectors during the emergency to the recovery phase.

Data for the shelter rental programme and house repairs as well as the livelihoods programmes was disaggregated by sex, age, and disability. Disability data was disaggregated using the [Washington Group Questions](#), making this IFRC's first operation to use this methodology to collect such information systematically. A [dashboard](#) was created on the IFRC GO platform with information on different vulnerabilities and the disaggregation of people reached assisted through RCRC programmes. IFRC continues to support BRCS in the disaggregation of programme data across each sector.

The BRCS Board approved the Child Protection Policy for BRCS in 2020. Also, an action plan for policy implementation was developed and shared with the BRCS President. The IFRC NSD delegate provided technical support and follow-up. Planned activities for child protection referrals and child protection training were not conducted due to the lack of an NS focal point and pandemic restrictions in place.

Training of staff and volunteers to prevent sexual and gender-based violence (SGBV) prevention and response training in the Family Islands could not occur due to COVID-19 restrictions and lack of a BRCS focal point. SGBV prevention training materials are available, and there is the possibility of future training or refresher courses for all BRCS member groups annually. However, two PGI training sessions, which included psychosocial support (PSS), were conducted for BRCS in Nassau on 23-24 September 2020 to support staff and volunteers in service delivery to affected people.

¹² Approximately 80% of programmes. Shelter rental and house repairs, and livelihoods programmes utilize SADD data. MPCGs did not integrate sex, age and disability disaggregated (SADD) data.

¹³ Training could not be conducted by the PGI delegate due to COVID-19 restrictions.

While PGI SoPs for case management, including safe protection referrals, were developed with a PGI delegate's support, continuous monitoring of referral pathways has been a challenge with the lack of a National Society focal point. IFRC continues to support BRCS in including PGI in its long-term planning and development where possible.

Policies for Volunteering, Child Protection, and Youth were drafted and presented to the BRCS Governing Board and approved in June 2021. Three more risk management, human resources, and finance policies have been presented at an extraordinary board meeting in August 2021 and approved.

One major achievement was revising the BRCS constitution/statutes, approved at the Central Council bi-annual meeting on 24 June 2021.



Migration and Restoring Family Links (RFL)

People targeted: 200
Male: 100 | Female: 100
People reached: 128
Male: 74 | Female: 74

Migration Outcome 7: Communities support the needs of migrants and their families, and those assisting migrants at all stages of migration (origin, transit and destination)

Migration Output 7.1: Awareness-raising and advocacy addressing xenophobia, discrimination and negative perceptions towards migrants are implemented.

Indicators:	Target	Actual
# of advocacy spaces on the needs of the migrant or internally displaced population	1	1

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

Indicators:	Target	Actual
# of RFL cases/services	200	128

Progress towards outcomes

Restoring Family Links (RFL) services were conducted by the International Committee of the Red Cross (ICRC) in coordination with BRCS during the relief phase of this operation. The ICRC team on-site included an RFL delegate, one RFL data manager, and two forensics experts. During this time, nine BRCS volunteers were trained in RFL, including RFL emergency response activities, interview techniques, conducting family tracing, and centralizing family tracing information. The work of the forensic experts included evaluating the feasibility of an advisory role to affected families and the authorities in identifying human remains. With the departure of and handover by the ICRC team, BRCS has continued follow-up on family tracing cases on different islands through its contacts.



Disaster Risk Reduction

People targeted: 1,000
People reached: 0
Male: 500 | Female: 500

DRR Outcome 8: Communities in high-risk areas are prepared for and able to respond to disaster

Indicators:	Target	Actual
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# of people reached through RCRC programmes for DRR and community resilience (excluding public awareness and education campaigns)	1,000	110
DRR Output 8.1: Communities in high-risk areas are prepared for and able to respond to disaster		
Indicators:	Target	Actual
# of households reached through disaster preparedness and community resilience activities	250	0
# of people reached with public awareness and education campaigns using harmonized messages to reduce, mitigate and respond to identified risks.	250	1,780
DRR Outcome 9: Communities affected in disaster and crises-affected areas adopt climate risk-informed and environmentally responsible values and practices		
Indicators:	Target	Actual
# of communities which develop longer-term risk reduction plans to address long-term adaptation needs and unexpected climate-related risks	TBC	0
Output 9.1: Contribution to climate change mitigation is made by implementing green solutions		
Indicators:	Target	Actual
# of people reached by climate change mitigation and environmental sustainability awareness-raising campaigns	1,000	0
Progress towards outcomes		
<p>The BRCS carried out a simulation exercise integrated into a volunteer recruitment campaign on May 8 using funds from the Dorian Appeal. This activity involved 43 volunteers and 67 new potential volunteer recruits. It involved engaging people in simulating different emergency scenarios and included an integrated obstacle course to help create some competition between groups.</p> <p>As part of the COVID-19 awareness-raising and PSS support, BRCS is reaching some 3,000 children with school information and activities. Additional awareness activities associated with hurricane preparedness and climate change knowledge were added for two of the three schools BRCS is working with from April through to June 30. This involved providing 1,780 school children with information around climate change and its potential impact and checklists that help the school children understand how to be prepared in a hurricane.</p> <p>All other Disaster Risk Reduction (DRR) activities planned under the EPoA are on hold as there has been no additional funding to support these. Also, the current COVID-19 environment limits the number of community-based actions. The recruitment of the DRR delegate was ceased, and BRCS does not currently have a DRR department or focal point. Given this Area of Focus remains underfunded, and progress is due to limitations in human and financial resources and COVID-19 restriction measures, the activities in this sector will not be implemented as originally planned.</p> <p>Indirectly, however, IFRC has been supporting BRCS in its partnership with The Nature Conservancy (TNC). TNC shares technical knowledge and information with BRCS regarding climate and environmental changes that may affect the Bahamas through this partnership. For its part, BRCS maintains communication with its local communities to garner information on how climate change affects them. Together with the technical knowledge provided by TNC and the BRCS's presence in its local communities, long-term risks, and strategies to mitigate these risks are identified. IFRC supports BRCS in conducting assessments and consultation with communities and will continue to support projects to mitigate the effects of climate change. This pilot programme working with TNC may be expanded to include other partners next year if deemed feasible.</p>		

Strengthening the National Society

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

Indicators:	Target	Actual
# of volunteers trained by the operation (disaggregated by gender and type of training)	>100	214

Output S1.1.4: The BRCS has effective and motivated volunteers who are protected		
Indicators:	Target	Actual
# of volunteers insured	100	1,000
Output S1.1.6: The BRCS has the necessary infrastructure and systems in place		
Indicators:	Target	Actual
# of BRCS branches rehabilitated	1	1 currently in progress
# of policies and procedures of BRCS updated and put in place	n/a	5 ¹⁴
Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened		
Indicators:	Target	Actual
# of volunteers trained on standards for disaster response and preparedness	10	0
Progress towards outcomes		
<p>The IFRC National Society Development (NSD) advisor and liaison have supported the BRCS leadership while maintaining close coordination with Red Cross partners in-country through regular fortnightly meetings. Also, IFRC is supporting BRCS in its 2016-2019 audits with the support of a finance development delegate. An accountable, transparent financial system is in place to ensure timely and accurate reporting.</p> <p><i>Volunteer recognition</i></p> <p>The first national online volunteering recognition event was held on the International Day of Volunteering, 5 December 2020. This was held as an online event and included all member groups from different islands, including 171 volunteers recognized for their contributions. National media also covered the event, which concluded with an online party.</p> <p>The procurement of 500 uniforms for volunteers has been completed for distribution as well.</p> <p>The dedicated ‘cottage’ space for volunteers at the National Headquarters in Nassau is also now equipped with the kitchenette and spaces for volunteer activities and storage and support related youth and communications activities as needed.</p> <p><i>Capacity building</i></p> <p>34 volunteers and staff from the member groups and HQ participated in the comprehensive online volunteer management training during 4 sessions in May. The IFRC continental facilitated its volunteering development unit and the volunteer development officer from the cluster delegation.</p> <p>With support from this pledge, up to 214 BRCS staff and volunteers have participated in induction training conducted while observing pandemic protocols.</p> <p>Restrictions around pandemic conditions hindered First Aid training planned during the first period of this project. Still, in the last months of implementation, BRCS managed to train 213 volunteers in five-member groups. Three instructor trainers were re-certified by American Red Cross in Miami in June. They will carry out a training of trainers in August 2021.</p> <p>BRCS staff and volunteers have also been provided personal protective equipment (PPE), including face masks, hand sanitizers, and gloves for all their work. All BRCS offices have safety protocols that require taking individual temperatures when entering, recording names, sanitizing hands, and using face masks when indoors.</p> <p><i>Youth development strategy</i></p>		

¹⁴ Approved: A Youth Development Strategy, a Volunteering Development Strategy, and a Data Protection policy. Currently under review is a PSEA policy, and under discussion is a Procurement Policy for the National Society. Child protection. HR and Resource mobilisation in draft (approved in October).

The BRCS board approved the Youth Development Strategy in February 2021, which helps strengthen and expand the National Society's youth programme. The BRCS is continuing to contact schools, and they are working towards developing formal agreements with multiple schools to develop the Red Cross youth brigade programme.

Audits

Another achievement was the completion of the financial audits of the fiscal years of 2017-2019 which were also approved by the Central Council in June 2021. Both BRCS and IFRC enhanced efforts to complete this exercise within the given timeframe to support BRCS advance towards greater accountability. The procurement process for the audit of 2020 was completed and the audit will be carried out in the third to fourth quarter.

BRCS Statutes

The revised BRCS constitution (statutes) was approved in the Central Council in June 2021 and now meets the standards of the IFRC Guidance on NS Statutes.

Branch Development

A BOCA Training of Trainers took place in April, and 8 trainers from HQ and 3 branches were trained. In May-June the BOCA's of Grand Bahama and Exuma were carried out. In parallel, the Branch Development Strategy was drafted. 5 islands were identified for the first phase of branch development: Abaco, Andros, Exuma, Grand Bahama, and Inagua. In the drafting of the strategy, the member groups of these islands were interviewed and were engaged. During Central Council in June (the General Assembly), training on Branch development was carried out for all member groups to make everyone aware of the process and train don some basics. The branch development process is planned to continue into 2022 to reach all Family islands. The branch development process also means implementing the BRCS Strategy 2030- continues at the community level.

Reconstruction of the BRCS Grand Bahama branch building

The Grand Bahama branch building has been designed by an Architectural firm located in Nassau that has used a modular design to expand the building in the future when additional funds become available. The office building with the kitchen and the warehouse will be built first, followed by construction of the multi-purpose hall in the second phase, pending budget availability from other sources outside of the appeal.

The Grand Bahama branch construction was awarded in February 2021 for a total of USD717,000. The BRCS contracted Pinnacle Construction, and work commenced on site in May 2021. The building is at 48% completion as of 30 September and the current estimated end date for construction is 12 December 2021.



The proposed design for the Grand Bahama branch building. The design is modular and will be constructed in stages.

Challenges

- In the Grand Bahama branch building construction, COVID-19 restrictions and delays in design completion delayed this project by four months. Construction is expected to be completed in December 2021.
- While the BRCS volunteer base has grown, it has been difficult for the BRCS volunteer manager based in New Providence to visit other islands to promote volunteering and related activities.
- Throughout the Bahamas, COVID-19 restrictions continue to be revised in correspondence to case numbers per island, including the extension of curfew hours, PCR testing, and daily check-in with health authorities where necessary. This reduces mobility for activities and has constrained many planned activities as with other sectors.

International Disaster Response

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

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

Indicators:	Target	Actual
# of surge personnel deployed to support the operation	87	87

Output S2.1.4: Target communities dialogue with BRCS and are able to provide feedback, complaints and influence decisions that affect them.

Indicators:	Target	Actual
% of targeted population satisfied that they have access to information, feedback mechanisms and can influence the programme/response	80	98 ¹⁵
# and type of channels established that allows for two-way communications between selected communities and BRCS	3	4
% of complaints and feedback received on programme(s)/operation(s) responded to within 2 weeks	80	100

Output S2.2.5: Shared services in areas such as IT, logistics and information management are provided

Output S2.2.6: Coordinating role of the IFRC within the international humanitarian system is enhanced

Indicators:	Target	Actual
# partners mapped and contributing to the shelter sector response	28	28
# Shelter sector and technical meetings (co)chaired and documented	28	28

Progress towards outcomes

Staff deployment and recruitment

Up to 87 people under the FACT, RIT, ERU and SIMS¹⁶ provided support in the emergency phase of this operation. These included team leaders, specialists in relief distributions, livelihoods, shelter, WASH, PSS, cash distributions, PGI and CEA, and finance, administration, PMER, IM, Communications, and Logistics. Click [here](#) for more information on surge deployments under this operation. Staff from the Americas Regional Office, Panama and the Country Cluster Office in Port of Spain were also deployed to provide technical and coordination support during the emergency phase of this operation.

Shelter support was also provided during the emergency phase by the Shelter Sector Coordination Team (SCT), which helped coordinate with the government authorities, Ministries, and other partners, including BRCS and RCRC Movement partners. The SCT also helped finalize core documents for response coordination which can be found [here](#). The SCT phased out in February 2020. More information on the SCT's role, key challenges and reflections can be seen [here](#) (page 39-40).

Staff to support relief through recovery operations in-country were also recruited, including international staff (i.e., the Operation Manager, Deputy Operation Manager, Finance and Administration, PMER, Logistics, NSD, HR, IM, Field Coordinators, and Case Management staff) together with national staff in the corresponding sectors.

For the extended period of this appeal from July through December 2021, one manager and two national staff will be in place to oversee the construction of the Grand Bahama branch office, support NSD activities in-country and ensure the remaining reporting and accountability requirements are fulfilled.

Information management support

The rollout of the Open Source Case Management and Recordkeeping system (OSCaR) software did not occur as plans for case management implementation ceased due to the lack of a National Society focal point. Funds

¹⁵ Aggregate percentage taken from post-distribution monitoring surveys for Financial Assistance (2), Relief distributions, Livelihoods, Shelter Rental and Shelter House Repairs programmes.

¹⁶ Field Assessment and Coordination Team (FACT), Regional Intervention Team (RIT), Emergency Response Unit (ERU), Surge Information Management Support (SIMS)

initially allocated for this project have been moved over to construct the Grand Bahama branch building, with agreement from Canadian Red Cross, funding the project.

At present, there are eight dashboards for this operation on the [GO Platform](#): two documenting achievements during the [relief](#) phase and six covering the [recovery](#) phase.

Community Engagement and Accountability

To date, CEA has received feedback from over 2,100 people, most of which were fielded over the BRCS toll-free Hotline with over 1,800 calls. To date, 1,266 cases have been responded to and closed, with 514 currently under process and 281 being referred for further assistance. While most queries dealt with financial and food assistance, others were related to general aid, livelihoods, shelter, psychosocial support (PSS) and health issues. Other forms of feedback were made through the dedicated financial assistance hotline, in person or through WhatsApp. Most of the feedback received was requests, followed closely by questions. Service users also paid compliments and made a few complaints while others called to clarify rumours or to make suggestions. The BRCS hotline is currently managed by one CEA staff with the help of two volunteers. Due to COVID-19, the BRCS Hotline team worked on-site on alternate days or remotely.

In January 2021, BRCS facilitated The Mass Fatality Management Virtual Conclave with the National Emergency Management Agency (NEMA). The primary objective of this was to produce petitions to include management of mass fatality incidents (MFI) into existing legislation, such as was experienced from Hurricane Dorian, but not limited to natural disasters. The conclave was supported by both government and NGOs, and viewed as ground-breaking, proactive and innovative.

Induction and training related to CEA practices for staff and volunteers were conducted in 2020. Click [here](#) (page 28) for more information.

Challenges

The greatest challenge to all endeavours under this sector has been the COVID-19 pandemic and its related restrictions imposed by the authorities to curb the spread of the virus and enhance public safety. Social media and online platforms were used extensively to engage target audiences, but this limited communication to those who had access to internet connectivity, electronic media, or knowledge of using them. There were delays in implementing activities, including using the toll-free hotline and other programme activities requiring community consultation.

Influence others as leading strategic partner

Outcome S3.1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable

Output S3.1.1: IFRC and NS are visible, trusted and effective advocates on humanitarian issues

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

Outcome S3.2: The programmatic reach of the National Societies and the IFRC is expanded.

Output S3.2.1: Resource generation and related accountability models are developed and improved

Progress towards outcomes

The IFRC ARO regional communications unit provided communications support to BRCS through the deployment of surge staff during the emergency phase for technical assistance and a communications plan. This was also supported by the American Red Cross communications delegate based in-country.

One-year commemoration of Hurricane Dorian

Given the pandemic restrictions throughout the country in 2020, the commemoration of Hurricane Dorian on 1 September 2020 was made mostly through social media, press releases, and online platforms. These include:

- [One year after Hurricane Dorian](#)
- [Hurricane Dorian: One year later in the Bahamas](#)
- [Hurricane Dorian anniversary](#)

IFRC also supported the BRCS communications officer with developing commemorative communications pieces for the event. Together with a one-year report on the National Society's response prepared by the BRCS PMER officer, these were shared with the government, local institutions, and partners, showcasing the National Society's reach in response to Dorian.

Legal status agreement

Discussions continue among IFRC, BRCS, and the Government of the Bahamas. A letter from the IFRC SG's office was recently sent to the Bahamian Ministry of Foreign Affairs regarding this matter, together with highlights of IFRC support to BRCS's response to Hurricane Dorian and its longer-term commitment towards National Society capacity development.

Effective, credible and accountable IFRC

Outcome S4.1: The IFRC enhances its effectiveness, credibility and accountability

Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

Progress towards outcomes

Audit of BRCS 2016-2019 finances

Financial audits of the fiscal years of 2017-2019 were also presented to the Central Council for approval in June 2021. Both BRCS and IFRC enhanced efforts to complete this exercise within the given timeframe to support BRCS's advance towards greater accountability.

The IFRC is engaging an audit firm to complete the BRCS audit for 2020 before December 2021.

Final Evaluation and Lessons Learned Workshop

The final evaluation for the Dorian operation was carried out during July and August, with the final report submitted on September 30, 2021. The final evaluation team found that the recovery operation was well designed and effectively implemented, as summarized in the table below. All information and opinions indicated that the operation was comprehensive, integrated, and adapted well to the unforeseen COVID-19 realities. The national and international Red Cross (RC) staff and volunteers were perceived as competent, compassionate, reliable, and clear communicators. The operation's effectiveness was apparent in the site visits undertaken by the lead evaluator to several small businesses, which were operating and receiving clients, and visits to the damaged homes supported by Red Cross, which were found to be largely repaired and all livable. The vast majority of people reached consulted expressed their gratitude and appreciation for timely support from the Red Cross, which had significantly enabled their families' return to normalcy. The evaluation final report will be published in the [IFRC Evaluation Database](#).



Challenges

Monitoring visits by IFRC and other partners in-country have been limited due to restrictions and requirements governing inter-island movement and curfews imposed to curb the spread of the virus. Adaptations have been made to conduct such monitoring activities online where possible.

D. Financial Report

See [Annex](#).

Reference documents

Click here for:

- [Previous Appeals and updates](#)
- [Emergency Plan of Action \(EPoA\)](#)

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

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) 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.

Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/09-2021/09	Operation	MDRBS003
Budget Timeframe	2019/09-2021/12	Budget	APPROVED

Prepared on 29 Oct 2021

All figures are in Swiss Francs (CHF)

MDRBS003 - Bahamas - Hurricane Dorian

Operating Timeframe: 02 Sep 2019 to 31 Dec 2021; appeal launch date: 03 Sep 2019

I. Emergency Appeal Funding Requirements

Thematic Area Code	Requirements CHF
AOF1 - Disaster risk reduction	600,000
AOF2 - Shelter	6,200,000
AOF3 - Livelihoods and basic needs	13,700,000
AOF4 - Health	400,000
AOF5 - Water, sanitation and hygiene	900,000
AOF6 - Protection, Gender & Inclusion	200,000
AOF7 - Migration	200,000
SFI1 - Strengthen National Societies	4,500,000
SFI2 - Effective international disaster management	5,000,000
SFI3 - Influence others as leading strategic partners	0
SFI4 - Ensure a strong IFRC	300,000
Total Funding Requirements	32,000,000
Donor Response* as per 29 Oct 2021	27,421,252
Appeal Coverage	85.69%

II. IFRC Operating Budget Implementation

Thematic Area Code	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	43,665	11,421	32,243
AOF2 - Shelter	5,621,878	5,653,674	-31,796
AOF3 - Livelihoods and basic needs	13,233,594	13,213,123	20,472
AOF4 - Health	85,102	87,216	-2,113
AOF5 - Water, sanitation and hygiene	789,386	759,921	29,465
AOF6 - Protection, Gender & Inclusion	86,237	86,210	27
AOF7 - Migration	46,383	46,783	-400
SFI1 - Strengthen National Societies	3,932,843	3,433,955	498,888
SFI2 - Effective international disaster management	3,421,896	3,351,335	70,562
SFI3 - Influence others as leading strategic partners	102,414	56,575	45,838
SFI4 - Ensure a strong IFRC	101,175	83,283	17,892
Grand Total	27,464,572	26,783,495	681,077

III. Operating Movement & Closing Balance per 2021/09

Opening Balance	0
Income (includes outstanding DREF Loan per IV.)	27,612,787
Expenditure	-26,783,495
Closing Balance	829,292
Deferred Income	2,558
Funds Available	831,850

IV. DREF Loan

* not included in Donor Response	Loan :	500,000	Reimbursed :	500,000	Outstanding :	0
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Emergency Appeal

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/09-2021/09	Operation	MDRBS003
Budget Timeframe	2019/09-2021/12	Budget	APPROVED

Prepared on 29 Oct 2021

All figures are in Swiss Francs (CHF)

MDRBS003 - Bahamas - Hurricane Dorian

Operating Timeframe: 02 Sep 2019 to 31 Dec 2021; appeal launch date: 03 Sep 2019

V. Contributions by Donor and Other Income

Opening Balance							0
Income Type	Cash	InKind Goods	InKind Personnel	Other Income	TOTAL	Deferred Income	
Amazon	23,506	382,829			406,334		
American Red Cross	19,315,292				19,315,292		
Australia - Private Donors	6,300				6,300		
Austria - Private Donors	9,792				9,792		
British Red Cross	887,214				887,214		
British Red Cross (from ELMA Relief Foundation*)	484,795				484,795		
China Red Cross, Hong Kong branch	25,223				25,223		
European Commission - DG ECHO	543,699				543,699		
Fondation Didier & Martine Primat	100,000				100,000		
Government of Malta	21,700				21,700		
IFRC at the UN Inc	34,093				34,093		
Iraqi Red Crescent Society	1,894				1,894		
Irish Government	109,059				109,059		
Irish Red Cross Society	5,386				5,386		
Italian Government Bilateral Emergency Fund	109,697				109,697		
Jamaica Red Cross	4,803				4,803		
Japanese Red Cross Society	36,457				36,457		
Marriott International Inc.	9,832				9,832		
Netherlands - Private Donors	7,263				7,263		
New Zealand Red Cross	3,653				3,653		
Norwegian Red Cross	6,039	189,549			195,587		
On Line donations	8,299				8,299		
Red Cross of Monaco	43,902				43,902		
Samsung Electronics Co.,LTD.	34,907				34,907		
Singapore Red Cross Society	9,981				9,981		
Spanish Red Cross	75,000				75,000		
Swiss Government	300,000				300,000		
Swiss Red Cross	200,000				200,000		
Switzerland - Private Donors	198				198		
The Canadian Red Cross Society	1,704,677	103,688	158,619		1,966,984		
The Canadian Red Cross Society (from Canadian Gov	375,699				375,699		
The Government of Portugal	32,680				32,680		
The Netherlands Red Cross	43,382				43,382		
The Republic of Cyprus	10,900				10,900		
Turkish Red Crescent Society	20,000				20,000		
United States Government - USAID	2,121,945				2,121,945	2,558	
United States - Private Donors	199				199		
UPS foundation	74,143				74,143		
Write off & provisions				-23,506	-23,506		
Total Contributions and Other Income	26,801,608	676,065	158,619	-23,506	27,612,787	2,558	
Total Income and Deferred Income					27,612,787	2,558	