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## Operation Update Report Malaysia: Flash Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF n°:</b> MDRMY008	<b>GLIDE n°:</b> <a href="#">FL-2021-000209-MYS</a>
<b>Operation update n° 1;</b> 15 March 2022	<b>Timeframe covered by this update:</b> 27 December 2021 – 3 March 2022
<b>Operation start date:</b> 27 December 2021	<b>Operation timeframe:</b> Six months (extended from four months) <b>Revised end date:</b> 30 June 2022 (originally 30 April 2022)
<b>DREF amount initially allocated:</b> CHF 350,000	<b>Revised allocated amount:</b> CHF 414,000
<b>N° of people initially targeted:</b> 11,089 people (2,500 families) <b>Revised target:</b> 13,589 people (3,000 families)	
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> The National Society is well known and respected and works closely with the Government. The MRCS mandate is outlined in Directives No. 18, No. 20 and No. 21 of the National Security Council: its role is to support other government agencies in rescue and evacuation efforts and provide emergency medical services. The International Federation of Red Cross and Red Crescent Societies (IFRC) has a dedicated team located within MRCS, at the national headquarters. The IFRC Malaysia support team works closely with the MRCS headquarters counterparts in monitoring the situation and enhancing readiness measures. The IFRC has supported the MRCS with pre-positioned stock funded under Red Ready (the National Society capacity development project).	
<b>Other partner organizations actively involved in the operation:</b> Government of Malaysia (GoM), National Security Council (NSC), National Disaster Management Administration (NADMA), Malaysian Fire and Rescue Department, Social Welfare Department (JKM), and the Malaysian Civil Defence Force (APM). The Malaysian Army and Malaysian Navy have deployed boats and heavy-duty equipment such as tractors and lorries to clear the muddy road and ensure flood-affected people are transported to the evacuation centre. This includes logistics support through an A400M aircraft from the Malaysian Airforce to mobilize relief goods.	

### Summary of major revisions made to emergency plan of action:

This Operation Update (OU) will institute changes to this DREF operation brought about by recent heavy rains and flash floods in Kelantan and Terengganu states in Peninsular Malaysia during the second half of February 2022. The major changes are as follows:

- The National Society has requested a second allocation of CHF64,000, bringing the total allocation under this DREF to CHF414,000 (CHF360,000 + CHF64,000).
- The second allocation will facilitate the National Society to cover an additional 500 families who have been affected by recent floods in February. The revised total target will be 3,000 families (13,589 individuals).
- The additional 500 households will be reached in new districts within the same states as originally planned.
- The end date of the operation will be revised to 30 June 2022.

## A. SITUATION ANALYSIS

### Description of the disaster

The Tropical Depression TWENTYNINE made landfall in Kemaman District located in the southern part of the state of Terengganu, which is on north-eastern Peninsular Malaysia, in the late evening of 16 December 2021. As of 17 December, its centre was about 40 km west of Kemaman, with maximum sustained winds of 46 km/h. It continued further west over central Peninsular Malaysia as a Tropical Depression, dissipating in an area north of Kuala Lumpur in the early morning of 18 December<sup>1</sup>. Most Peninsular Malaysia experienced moderate to heavy rain with thunderstorms on 17-18 December, causing severe flooding. According to the Department of Irrigation and Drainage, 316.5mm of rain fell in Klang on Saturday (18 December), compared to the average monthly national rainfall of 202mm<sup>2</sup>. Owing to flooding across the affected states, as of 6 January 2022, 54 fatalities have been recorded, two people are missing, and more than 120,000 people were forced to leave their homes for safe shelter in relief centres.

Considering that the flooding is occurring when cases of COVID-19 are still active across Malaysia, and with concern on the new variant Omicron in the country, there are concerns that large numbers of people in relief centres would increase the risk of transmission. To address this risk, the Ministry of Health (MoH) has reminded the authorities and affected people to ensure adherence to COVID-safe standard operating procedures (SOPs), including physical distancing. The MoH stated on 20 December 2021 that at least 181 people were detected with COVID-19 cases among the evacuees.

On 28 January 2022, the government of Malaysia stated in their report that the floods had devastated much of Malaysia in recent weeks, causing an estimated MYR 6.1 billion (USD1.46 billion or CHF 1.3 billion) in overall losses. In a special report on the floods' impact, the Department of Statistics said damage to public assets and infrastructure caused losses of MYR 2 billion (CHF 444.3 million), followed by MYR 1.6 billion (CHF 355.4 million) in damage to homes. Manufacturing losses accounted for MYR 900 million (CHF 100.9 million), most of which were recorded in the central state of Selangor, one of the country's wealthiest and most populous regions surrounding the capital Kuala Lumpur. The report said Selangor was also the worst hit overall, with about half of Malaysia's losses recorded in the state. The department also reported heavy damage to vehicles, business premises and the agricultural sector.

On 23 February 2022, MET Malaysia issued a warning on strong winds and choppy waters for much of the East Coast. The warning was upgraded into a flood warning on 25 February when continuous rain covered much of the states of Terengganu and Kelantan and parts of Pahang. A combination of heavy rain for more than six hours, compounded by a major tide coming in from the coastal area, saw rapidly rising floodwater that pushed inwards into areas previously unaffected by any type of flooding.

Search and rescue have been hampered by a lack of suitable assets (boats and other vessels) to navigate the waterways formed around affected villages. According to MRCS Terengganu Chapter, search and rescue were not feasible with boats under 15hp, and river currents have been deemed too rapid to be navigated safely.<sup>3</sup> The Malaysian Civil Defence force, known as *Angkatan Pertahanan Awam Malaysia* (APM), lost their relief items after strong currents upturned their truck in Hulu Terengganu.<sup>4</sup>

Ten roads in five districts remain closed and under water in Terengganu, with depths ranging from 0.3 to 2.0 meters, and authorities have had to rely on helicopters to survey the areas before initiating boat rescues.<sup>5</sup> There have been unscheduled water cuts at 44 places in Hulu Terengganu.<sup>6</sup> There have been medical evacuations as senior folk, and people with chronic diseases suffered from lack of food, running water, disrupted electricity supply and shortage of medication.

<sup>1</sup> <https://reliefweb.int/report/malaysia/malaysia-tropical-depression-twentynine-gdacs-jtwc-met-malaysia-aha-centre-echo>

<sup>2</sup> Selangor floods: Surprise or failure?, at page <https://www.malaysiakini.com/newsletter/603755>

<sup>3</sup> MRCS Coordination meeting, meeting minutes, 28 February 2022

<sup>4</sup> Lori APM dinaiki ADUN terbalik ketika redah banjir hantar bantuan, at page <https://www.utusan.com.my/nasional/2022/02/lori-dinaiki-adun-terbalik-ketika-redah-banjir-hantar-bantuan/>

<sup>5</sup> Bomba kesan penduduk terperangkap banjir di Hulu Terengganu melalui helikopter, at page <https://www.freemalaysiatoday.com/category/bahasa/tempatan/2022/02/27/bomba-kesan-penduduk-terperangkap-banjir-di-hulu-terengganu-melalui-helikopter/>

<sup>6</sup> 44 kawasan Hulu Terengganu berdepan banjir, gangguan bekalan air, at page <https://majoriti.com.my/berita/2022/02/28/44-kawasan-hulu-terengganu-berdepan-banjir-gangguan-bekalan-air>

District	Road/ location	Depth of water
Kemaman	Loji Air Sungai Pinang	0.76 m
Kemaman	Jalan Air Putih (Seberang Tayor)	0.3 m
Kemaman	Jalan Pelantoh	0.6 m
Besut	Jalan Jertih-Keruak	1.0 m
Setiu	Jalan Pengkalan Merbau-Pelong (Kampung Seri Kenangan)	1.5 m
Setiu	Jalan Kampung Bukit-Alur Lik	2.0 m
Setiu	Jalan Permaisuri - Kampung Hulu Seladang	0.75 m
Dungun	Jalan Tepus-Kuala Jengai (Kampung Rantau Panjang)	0.8 m
Hulu Terengganu	Jalan Simpang Gaung to Sungai Tong	1.2 m
Hulu Terengganu	Jalan Bukit Diman-Tersat (Near Kampung Pengkalan Ajal)	2.0 m

Based on local feedback, the out-of-season flooding presents a different challenge as people were caught unprepared. Leading into the monsoon season, regularly affected locations often stock up on food supplies, medication and drinking water. It is anticipated that a larger number of people would be running low on food and relief items, especially areas that are flooded for the first time. In Kelantan, new housing areas such as Perumahan Prima in Lubok Jong promoted to be beyond flood have also been affected. The newly affected areas extend all the way to Rantau Panjang.

From March until June 2022, there is an expected four-month heavy rain forecast in Malaysia. With an average daily rain of 53 mm -70 mm rainwater per rain session, there may be forecasted flash floods and landslides in certain areas in the country. With current climate change, it is difficult to have a precise and detailed location of the floods. The latest daily forecast highlights a yellow alert towards the southern part of Malaysia.

As for Kelantan and Terengganu, the low land levels and settlements near the riverbanks and the seaside are flood-prone areas. Flood prevention projection and assessment must be made before the location is flooded. MRCS Disaster management monitors with state MRCS and district teams, and provides updates and information on arising needs to the Secretary-General and DREF Team.

As of 3 March 2022, 3,536,724 confirmed COVID-19 cases had been recorded in Malaysia, with new daily cases of 32,467. There have been 33,028 recorded deaths, with a 59.7 per cent ICU bed occupancy rate. COVID-19 cases have been particularly high in Kelantan, with 1,500 to 2,000 cases a day, and Kelantan is the state with the lowest vaccination rate at 61.3 per cent of the population. There are reported 57 clusters in the states with 13,449 active cases and 1,021 imported cases. There are 12,611 active cases of people in home quarantine (Category 1), 295 people in PKRC (quarantine centre), 514 warded in hospital, seven in ICU without requiring medical equipment and 22 ICU cases needing breathing support. For Terengganu, data from the ministry show that as of 3 March 2022, only 69.2 per cent are reported as fully vaccinated in Terengganu. The current active case is 993 people, with six cases brought in dead.

## Summary of current response

### Overview of Host National Society

Currently, the flood response of MRCS funded with DREF and USAID BHA is ongoing in the targeted flood-affected states, which are in Selangor, WP Kuala Lumpur, Pahang, Kelantan and Johor. MRCS has cancelled flood response in Terengganu as planned in the EPoA, and have added Johor to the targeted areas due to the high needs in the state. After the assessment in Terengganu in December 2021, there were no gaps that needed to be covered by MRCS. The focus activities of MRCS are:

- Provide hygiene kits, multi-purpose cash grants (MPCG), hygiene promotion, health awareness, and mental health psychosocial support (MHPSS). These are funded by DREF (CHF 350,000).
- Provide mobile clinic services, MHPSS, hygiene promotion, and WASH support (water and household storage distribution). These are funded by USAID BHA (USD 100,000).

Overall, most activities were on track as per the timeline of this flood response operation. A total of 11,400 people (2,280 households) have received multi-purpose cash assistance (MPCA), and 1,500 households (estimated 7,500 people) have received hygiene kits. The same communities that received the MPCA benefited from hygiene promotion and health awareness, including COVID-19 awareness and MHPSS activities. To date, 2,000 people received mobile health services conducted in the same targeted communities.

On the new recent flood in Terengganu and Kelantan, MRCS and IFRC Asia Pacific Regional Office (APRO) have closely monitored the situation and coordinated the response with the Government of Malaysia (GoM) at the district level. This includes the Social Welfare Department (JKM), National Disaster Management Administration (NADMA), and the Malaysian Civil Defence Force (APM) that leads the response. MRCS, in the affected branches, mobilized their staff and volunteers to monitor and get secondary data related to the flood through the local authorities. MRCS is complementing the search and rescue operations by government agencies. MRCS deployed a few staff from MRCS national headquarters to support the assessment and the early responses in Terengganu and Kelantan.

As of 1 March 2022, MRCS delivered three tonnes of relief assistance (hygiene kits, food kits, blankets, etc.) to Terengganu and ran a series of mobile health services in four locations: Masjid Kampung Sekayu, Sekolah Kebangsaan Padang Setar, Masjid Durian Bador dan Sekolah Kebangsaan Bukit Gemuroh. The mobile health clinic conducted health screening and referrals and performed triage for COVID-19 status to ensure that covid-positive people are identified and isolated into quarantine centres. The health outreach has served over 100 people. More follow-up activities are planned, as many adults are either single-dose vaccine recipients or unvaccinated, and most children are not vaccinated. RCCE activities, particularly on vaccine hesitancy, would be relevant in engaging the community for future services. These health mobile clinic activities expanded the current mobile clinic activities funded by USAID BHA.



MRCS staff and volunteers run a mobile health outreach in Hulu Terengganu. Photo: MRCS

Kelantan deployed eight volunteers to the evacuation centre in Masjid Mukim Padang Licin in the Pasir Mas district. They carried out hygiene promotion and MHPSS activities with children and their parents and delivered relief items for their personal use (food and drinks, hygiene items). A total of 193 affected people (56 households) participated in the activities. The MRCS promotional van was also used to conduct RCCE announcements to the residents on COVID-19 and reminders on best practices during and after floods. These activities conducted in Kelantan extended the response activities funded by DREF and USAID BHA.



MRCS volunteers carrying out hygiene promotion, MHPSS and RCCE activities in Masjid Mukim Padang Licin, Pasir Mas. Photo: MRCS

## Overview of Red Cross Red Crescent Movement in country

The IFRC APRO in Kuala Lumpur has a dedicated team located within the MRCS at the national headquarters. The IFRC Malaysia support team is working closely with the MRCS headquarters counterparts to monitor the situation and enhance readiness measures, besides supporting the MRCS on the emergency operations, including the current COVID-19 and disaster emergency response. IFRC has been supporting the capacity enhancement of MRCS through implementing activities and projects under different thematic areas, including the cash transfer programming.

IFRC provided DREF amounting to CHF 350,000 for this operation from 27 December 2021 until 30 April 2022. IFRC also received support from USAID BHA with USD 100,000 to support the MRCS Malaysia flood response.

For the recent flood in Terengganu and Kelantan, IFRC provided support to MRCS by sending one IFRC staff from the Malaysia support team to conduct an assessment in the flood-affected areas.

## Overview of non-RCRC actors in country

NADMA is the lead agency for disaster response in Malaysia under the Prime Minister's Office. However, the Prime Minister announced on 20 December that the National Security Council (NSC) would be taking the lead for flood relief efforts effective immediately.<sup>7</sup> The past search and rescue effort saw more than 66,000 police, army and fire department personnel mobilized nationwide to help with evacuations to relief centres.<sup>8</sup> NADMA hotlines had to be increased to cope with the SOS calls for evacuation. People who could not get through the hunting lines have resorted to Twitter to flag their needs, using the #daruratbanjir hashtag (literally meaning "flood emergency").<sup>9</sup> In the past flood, the Prime Minister announced an initial fund of RM100 million to repair houses and infrastructure damaged by the floods and allocated each flood-hit household with RM1000 (removing the earlier criteria of compensation for "evacuees only").<sup>10 11</sup>

In the recent flood in Terengganu and Kelantan, NADMA has been restored as the lead agency for disaster response in Malaysia under the Prime Minister's Office. At the local level, MRCS engages with the local coordinating platform for disaster response, the *Pusat Kawalan Operasi Bencana* (PKOB), in each district. The Royal Malaysian Police (PDRM) has requested support from *Pasukan Gerak Am* (PGA) and *Pasukan Polis Marin* (PPM) to coordinate search and rescue.<sup>12</sup> In this wave of floods, the Prime Minister announced assistance for each household to the sum of RM 1,000 and additional vouchers for consumer goods to the value of RM2500<sup>13</sup>. The assistance is intended to assist the household in repairing their houses and replacing damaged household appliances.

## Needs analysis and scenario planning

### Needs analysis

MRCS conducted a re-assessment in the five states affected by flood in Dec 2021, from 10-16 February 2022, to gauge the current needs of the affected population. The assessment covered the following themes: communication needs, shelter, food and market functionality, water supply, sanitation facilities, and health. An additional mapping was also conducted concurrently on educational institutions, given possible community-based activities with schoolchildren in the future. Most of the children have lost their learning materials in the floods. When schools start, most children will not have school supplies, exercise books, stationery and school uniforms. In the Orang Asli Villages, teenage girls are not enrolled or attending any form of education before the floods. There is a need to support the children in the affected flood families to return to school.

In terms of communication preferences, 25 per cent of respondents preferred mobile phones to share and seek information. Thirty per cent of respondents have sustained 50 per cent or more damage to their shelters. Most places with food and market functionality were in Johor and Kelantan. Three villages in two districts in Kelantan were identified to have issues with access to water and hygiene and community cleanliness (Kuala Krai and Pasir Mas district). COVID-19 remains the biggest health concern for most respondents at 52.5 per cent.

<sup>7</sup> ["MKN put in charge of flood relief, after flak over NADMA"](#), Free Malaysia Today, 2021.

<sup>8</sup> ["Prime Minister Ismail Sabri Yaakob, news conference"](#), South China Morning Post, 2021.

<sup>9</sup> ["Nadma adding more hunting lines as many complain calls unanswered"](#), New Straits Times, 2021.

<sup>10</sup> ["As Malaysia grapples with massive flooding, Ismail Sabri faces storm of criticism"](#), Free Malaysia

<sup>11</sup> ["Media statement by malaysia pm, "mesyuarat khas penyelarasan bencana negara"](#), 20 December 2021.

<sup>12</sup> ["Banjir Kelantan: pasir mas perlukan bot dan lori"](#), Majlis Keselamatan Negara, 2022.

<sup>13</sup> ["Mangsa banjir akan terima bantuan bernilai hampir RM10,000 - Perdana Menteri"](#) Astro Awani, 2022.

The floods highlighted the risk implications to communities. A need for disaster risk reduction (DRR) education in the community on the impact's floods will be required. The DRR aims at reducing the vulnerability to, and impact of disasters on communities. It prepares communities for potential disasters, thereby reducing the impact of said disaster.

In the recent floods in late February 2022, MRCS had initially mobilized staff and volunteers to two affected states, Terengganu and Kelantan. The MRCS team focused on the Hulu Terengganu and Tumpat districts heavily affected by the flood and very rural places. A gap in services after people had been evacuated from rescue boats was noticed. Families became temporarily separated, where children wandered around the landing area waiting for their parents to arrive. The elderly also arrived already suffering from exposure to cold and wet conditions. Relief items such as blankets and health services were not available to quickly tend to their needs. Food and water were not available upon their arrival. Conditions made it difficult to ensure safety, as villages were inundated with debris, with timber logs and other items drifting in. Many evacuated people were elderly, and some had not been vaccinated, i.e., very little defence against COVID-19. MRCS performed basic health services at different evacuation centres, managed emergency cases, and referred COVID-19 positive patients to the quarantine centre. Since then, as people started to return to their homes, a lack of clean water and mobile health has been identified as a need. RCCE for the vaccine-hesitant has also been identified, as some are unvaccinated or have only taken a single dose.

Based on the assessment in the two states affected by the flood, MRCS will target additional districts in Terengganu and Kelantan, selecting the rural villages that have been badly affected by the flood and that received less assistance. Total additional 500 households (estimated 2,500 people, based on the average of five members in one household) have been identified from these two states.

### **Operation Risk Assessment**

With increasing cases of COVID-19 in Malaysia, staff and volunteers are at high risk of contracting the COVID-19 virus. Few states targeted, Kelantan and Terengganu, have higher unvaccinated rates in Malaysia. MRCS continues to strict COVID-19 SOP for staff and volunteers. Staff and volunteers are equipped with the PPE, and regular rapid tests are conducted. MRCS also integrates COVID-19 response activities in this flood operations that target the communities.

In the targeted location, including the two new locations, most major roads to the major operations side were reported safe by the state government. Most of the roads are open and are clear to use. MRCS will also provide daily situation updates on potential roads that might be damaged and fail to connect the villages to the district office. This ensures multi-sectoral responses and sharing of information.

## **B. OPERATIONAL STRATEGY**

### **Proposed strategy**

As stated in the approved EPoA, the primary objective of this emergency operation is to provide effective integrated relief assistance to 2,500 households severely affected by recent flash floods in five target states. With the recent floods in Terengganu and Kelantan, MRCS is adding another 500 households to be supported (estimated 2,500 additional people) in Terengganu and Kelantan. These 500 households are from the additional target areas badly affected by the flood in late February 2022.

Details of the key components of this emergency operation are outlined below.

### **Livelihood and basic needs**

MRCS started providing multi-purpose cash grant assistance (MPCA) to 2,500 households severely affected by flash floods in five target states, enabling them to address their immediate food and non-food needs. Amongst other basic needs, the MPCA assistance would mainly target the food and hygiene needs of the target households. Up to the release of this Operation Update, 2,280 households (an estimated 11,400 people, with an average of five family members per household) have received the MPCA. The remaining 220 from the total 2,500 households registered are still in the MPCA disbursement process. Detailed progress can be found in section C.

With the new flood event in Terengganu and Kelantan, an additional 500 households will be assisted through MPCA, covering 250 households in Tumpat, Kelantan state, and another 250 households in Hulu Terengganu, Terengganu. These 500 households will be selected based on the vulnerability criteria used for this MPCA. The majority target population from the newly targeted villages are senior citizens, and the villages selected are in very rural areas that received limited assistance. The Government announced that cash assistance would be provided to the flood-affected,

with RM 1,000 (CHF 219) plus RM 2,500 (CHF529) to be used for house rehabilitation and purchase house appliances. The MPCA from the MRCS will complement the existing assistance from the government and enable people to address their immediate food and non-food needs. The amount of MPCA will be the same as the amount given in the original EPoA, which is MYR 350 (CHF 77) per household.

## WASH

As of 3 March 2022, MRCS has distributed hygiene kits to 1,500 target households in the early stages of the emergency. The distribution of those hygiene kits targeted the people affected by the flood in December 2021 and January 2022. To assist those affected by the recent flood in late February 2022 in Terengganu and Kelantan, MRCS is adding new additional 500 households to receive the hygiene kits in the recent flood-affected areas in Terengganu and Kelantan. In addition to the 1,500 pre-positioned stocks that the current DREF had replenished, MRCS requested 250 hygiene kits to cover the new households.

MRCS started to conduct hygiene promotion to targeted communities and delivered key messages through different communication strategies in the communities, including but not limited to community events, community workshops and dissemination of IEC materials. Estimated up to this Operation Update, MRCS reached 12,500 people from the targeted communities with hygiene promotion, conducted together with the health awareness, COVID-19 awareness, and MHPSS activities. This activity was carried out in the five targeted states and will also be conducted in the new additional areas.

Through the funding from USAID BHA, MRCS provided temporary access to water by processing river water, delivering supplies by water trucks to the targeted communities and distributing water storage at the household level. To date, at least 2,500 people have been reached by the water trucking activities, who have received 50,000 litres of drinking water and 12,000 litres of raw water for household usage, such as washing clothes and support for containers and piping into their area. That water is for one day of utilization in the targeted communities. The activities under WASH are ongoing, and the detailed progress on the activities can be found in section C.



Hygiene kits distribution. Photo by MRCS.

With the recent floods, MRCS will expand their WASH activities in the new targeted location, providing drinking water by water delivery to the targeted communities. The WASH team will be deployed to those affected areas. The disrupted water supply, combined with the significant distance from towns, has made it difficult for residents to buy water for drinking or washing. The team will be deployed for ten days to carry out water filtration using water purification units such as the Aquaplast AP 700CL (more commonly known as Man-pack) and LMS from 6 to 15 March. The team will review the needs for further continuation. MRCS is looking to collaborate with the municipal water provider Jabatan Bekalan Air and local 4X4 vehicle associations to support water distribution using their fleet of vehicles. Kelantan will also be looking to distribute water in the targeted areas as the water supplies there were also disrupted.

## Health

MRCS plans to provide mental health and psychosocial support (MHPSS) to 2,500 households in the target villages when people return to their villages. There will be MHPSS sessions for adults and children, with MRCS volunteers providing mental health awareness coping mechanisms and promoting the MRCS PSS careline centre. By having members from five states, including Selangor, Kuala Lumpur, Kelantan, Pahang, and Terengganu, on the ground to support activities, this interaction would ease the stress of the villages with interventions for their mental health. MHPSS information will be included in the IEC material that MRCS will distribute to the families, including DREF operations information, CVA, early recovery livelihoods grants, hygiene promotion, and feedback number. MRCS will implement health and wellness awareness activities for 2,500 targeted households (11,089 people).



PSS activities for children in Johor. Photo by MRCS.

MRCS conducted PSS needs assessments in early emergencies at the evacuation centres. The delays in the search and rescue have contributed to prolonged stress to the people who are still trapped and unable to evacuate. Even when they are successfully evacuated, they are often traumatized and shell-shocked. Education has also been disrupted as schools become temporary shelters for the community. There is a need to support these people with mental health and psychosocial support (MHPSS). From those assessments, MRCS designed the MHPSS session to be provided to the flood-targeted people in the evacuation centres, tailored based on different needs, such as children and seniors. The MHPSS session included stress management and how to calm yourself for different age groups (children, adults, seniors). In the case of the people needing referrals, MRCS will only refer cases to the health clinic under the government institution, which is more affordable. Up to the release of this Operation Update, MRCS conducted the MHPSS session in the five targeted states and estimated reaching out to 12,500 people who have also received the other assistance from MRCS. To date, there have been no cases that need a referral by MRCS. DREF and USAID BHA fund the MHPSS activities.

Through the funding from USAID BHA, to ensure affected communities, especially the critically ill and those in rural areas, have sufficient access to basic and emergency health services, MRCS has provided health services through the mobile clinic to the people affected by flood in the targeted areas. MRCS integrated their COVID-19 response into their mobile clinic activities, which included rapid COVID-19 test to the people who came to the mobile clinic, providing them with prevention kits (PPE: masks, hand sanitizers), and home kits care (thermometer, oximeter, paracetamol, mouthwash, lozenges, self-test saliva COVID-19 kit, home care guidebook). Up to date, over 2,000 people have received health services from the mobile clinic activities, and most cases recorded were open wounds, muscle cramps, asthma, and skin disease. The activities under Health are ongoing and will be expanded to the new targeted areas. Detailed progress on the activities can be found in [section C](#).



Mobile clinic activities by MRCS. Photo by MRCS.

MRCS will ensure that all staff and volunteers abide by the national disaster management guidelines on measures to minimize transmission of COVID-19 that was released in November 2020. IFRC has oriented MRCS on the COVID safe pilot guide Asia Pacific 2020, strictly implemented under this emergency operation.

### **Community engagement and accountability**

MRCS has assessed the communication needs of the affected populations. Mobile phones are found to be the highest preferred form of communication. It is also found that some areas may not have access to the internet and electricity, and alternative channels would be required. More people prefer to share information through mobile phones, friends and family than printed materials. Moving forward, MRCS would need to consider developing more interactive forms of communication compared to printed materials.

MRCS is creating the feedback mechanism and is currently finalizing the system before roll-out to be benefited by affected communities. MRCS has communicated to affected communities at the states affected by the flood through IEC materials and booklets with a demonstration on how to use the goods in-kind distributed, such as the home care kits and risk communication for health issues during floods. MRCS is setting up bulk SMS to reach out to communities, especially for updates on cash distribution and potentially other important news.

### **Protection, gender and inclusion**

MRCS has considered the inclusion of vulnerable groups in their assessments and has actively included them in distributing hygiene kits, MHPSS, WASH, and MPCA. Vulnerable populations included children, single mothers, persons with disabilities and seniors. MRCS Youth plans to conduct DRR activities in schools affected by the floods, not limited to only Malaysians but also considering populations of the refugee community in Malaysia. MRCS incorporated child-friendly spaces during their flood response for MHPSS. Areas of improvement include looking into the relevant existing policies to help strengthen protection, especially for child protection.

### **Logistics and supply chain**


The Global Humanitarian Services and Supply Chain Management (GHSSCM), the Asia Pacific in Kuala Lumpur supported MRCS to purchase 1,500 hygiene kits to replenish the pre-positioned stocks distributed in this DREF operations. Currently, pending the delivery of the hygiene kits to MRCS. MRCS plans to deliver an additional 250 hygiene kits for immediate distribution to 250 households in Terengganu who are affected by the recent bout of floods. The IFRC also supports MRCS in facilitating the Red Rose's services to the MRCS MPCA project.

### Quality of programming and information technology and information management

MRCS continues to use the KOBO toolbox to assess the targeted affected areas. The IFRC APRO IM team supported MRCS on utilizing the KOBO toolbox and continue to provide technical support on this. MRCS continue to use the Red Rose data management system for their MPCA project. The registration of the households to receive the MPCA was collected by the Red Rose data and integrated into the Red Rose data management system. MRCS conducted training for staff and volunteers in the targeted states on utilizing the KOBO toolbox, the Red Rose data collect, and the Red Rose data management system.

IFRC regional cash coordinator for APRO facilitated MRCS to receive support from the Netherland RC on the information management system and post-distribution monitoring for this DREF operation. The PDM questionnaire is currently transferred into KOBO for review by technical leads to enable better quality responses from aid recipients. Part of the support will also assist in training MRCS to generate a dashboard of dynamic data so that more insights can be extracted with less static analysis.

## C. DETAILED OPERATIONAL PLAN

	<p><b>Livelihoods and basic needs</b></p> <p><b>People reached: 11,400 (2,280 households)</b></p> <p>Male: 6,840</p> <p>Female: 4,560</p>		
<p><b>Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods</b></p>			
Indicators:		Target	Actual
# of targeted households that have enough (food, cash, income) to meet their survival threshold		3,000 (additional 500 HH)	2,280 HHs
<p><b>Output 1.5: Households are provided with unconditional/multi-purpose cash grants to address their basic needs</b></p>			
Indicators:		Target	Actual
# of household reached with cash for basic needs		3,000 (additional 500 HH)	2,280 HHs
<p><b>Progress towards outcomes</b></p> <p>Beneficiary registration was done from 29 January to 15 February 2022 by MRCS volunteers through Red Rose (RR) Data Collect. The selection of beneficiaries was outlined through a pre-set main criteria and vulnerability criteria. The main criteria are households badly affected by flood disasters, and their livelihoods were affected or cut off due to floods. The vulnerability criteria include:</p> <ul style="list-style-type: none"> <li>• families among B40 group with no fixed monthly income;</li> <li>• families with vulnerable groups, namely people with disability (PwD), people with chronic disease, elderlies, pregnant women, lactating women, high number of children/infants in the household;</li> <li>• or families who lost their breadwinner and have no external support nor economic resources to feed themselves;</li> <li>• or families headed by children (non-adults) or orphans;</li> <li>• or families led by <i>senior</i> women / senior citizens without external support nor economic resources to support themselves.</li> </ul> <p>The process of verifying beneficiary data was supported by the heads of communities and observations by volunteers who made house-to-house visits. The hard copy registration forms were given to the head of communities to be distributed to potential beneficiaries. Upon form submission and keying-in the data into RR Collect apps, HQ</p>			

shortlisted the beneficiaries based on the pre-set scoring through the Red Rose platform which prioritize the applicants based on the main selection criteria and vulnerability criteria.


The registration process was challenging in terms of managing different capacities of each state. While some states moved independently (Kelantan, Johor, Selangor and Federal Territory of Kuala Lumpur), HQ had to give considerable manpower support to Pahang for the registration of the targeted households.

To date, the cash assistance was successfully transferred to 2,280 households (estimated 11,400 people, with average of five family members per household). The remaining unsuccessful transfers were rejected by Finance in the first round of filtration due to data error (wrong IC number or account number), currently being corrected. The remaining also includes cases of unbanked beneficiaries with no representatives, and cases of repetitive representatives. This issues currently had been discussed and salutation had been taken.

Even though MRCS is a statutory body of the government, volunteers had a difficult time to get cooperation from the community who were afraid of scams and some misunderstood the beneficiary registration form to be a loan application form. This was rectified with the support of the CEA team from the headquarters and the branches who made further engagement with the heads of communities to build trust and provide explanation. Press coverage from senior management was also shared with the community to ensure that the assistance is legitimate and credible.

All volunteers involved were briefed on DREF and the implementation plan of the operation. They were also given training on how to utilize the RR Collect apps for beneficiary registration. Field Coordinators from all states were trained on using the Red Rose platform to verify data keyed-in through the apps. Digitalizing the beneficiary registration form through the RR Collect apps was found a challenge to some volunteers who were not digital-savvy and this has resulted in delayed registration process (having to fill-in the hard copy form and transfer it to the app manually). To speed up the process of beneficiary registration, HQ team supported in keying-in the data into the app based on the hardcopy.

While we have DREF and CVA-trained volunteers from all states, some states were not deploying trained volunteers for this operation. Another round of on-site training sessions had to be conducted in all five states to ensure the operation is implemented correctly. Field Coordinators also faced difficulties to recruit sufficient volunteers to run the operation as they are currently many programs running within MRCS HQ and Branches at the same time.

	<p><b>Health</b></p> <p><b>People reached: 12,500 (2,500 households)</b></p> <p>Male: 6,840</p> <p>Female: 4,560</p>	
<b>Outcome 1: The immediate risks to the health of affected populations are reduced</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of targeted households that have received health services	3,000 (additional 500 HH)	2,000
<b>Output 1.1: Community-based disease control and health promotion is provided to the target population</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of households reached with community-based health promotion and monitoring by volunteers	3,000 (additional 500 HH)	2,500
<b>Outcome 6: The psychosocial impacts of the emergency are lessened</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of targeted households reached with social care assessment and support	3,000 (additional 500 HH)	2,500
<b>Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff</b>		

Indicators:	Target	Actual
# households reached with psychosocial support activities	3,000 (additional 500 HH)	2,500

### Progress towards outcomes



Mobile health clinic. Photo by MRCS

The mobile health activity carried out Type 2 health screening, which consisted of basic health screening such as blood pressure measurement, checking glucose levels, BMI, performing rapid tests for COVID-19, and treating fever and basic skin problems. Up to 2,000 people received health services from the mobile clinic activities, and most cases recorded were open wounds, muscle cramps, asthma, and skin disease. The activities in the five targeted areas benefited communities living there. Estimated 12,500 people benefited from these mobile health clinic activities. MRCS coordinates with the district health department to carry out the mobile clinic activities.

Based on the recent mobile health activity in Terengganu, the needs observed were: COVID-19 triage, basic health screening, transfer for emergency cases, and covid-positive patients.

A challenge encountered are a lack of skilled volunteers and weak engagement with local authorities from some states. MRCS will need to work on strengthening the links with the local health authorities to ensure continuity of mobile health services and material support. Regular requests for secondary data from health authorities will also help in determining relevant health needs rather than having MRCS to reassess the community frequently to get up-to-date health situation of the community.



## Water, sanitation and hygiene

People reached: 11,400 (2,280 households)

Male: 6,840

Female: 4,560

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

Indicators:	Target	Actual
# of households reached with WASH services	3,000 (additional 500 HHs)	2,500

### Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
# of assessments/monitoring visits undertaken and shared	2 (1 additional assessment for the recent floods)	1

### Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population

Indicators:	Target	Actual
# of people reached by hygiene promotion activities	13,589 (additional 2,500 people)	12,500

### Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
# of households provided with a set of essential hygiene items	1,750 (additional 250 hygiene kits)	1,500
# of households trained in the use of distributed items	1,750 (additional 250 hygiene kits)	1,500

### Progress towards outcomes

MRCS distributed 1,500 hygiene kits in Selangor, Pahang, Kelantan, and Terengganu from their pre-positioned stocks. In Selangor, Kelantan and Terengganu, MRCS were able to distribute hygiene kits in evacuation centres and the targeted villages in the early days of the flood. While in Pahang, distribution took place at the targeted villages, a few weeks after the flood. The limited access to the target villages which located in remote areas had caused a delay

in distribution. Despite these challenges, MRCS was able to complete the distribution within the first two months of the operations.

Hygiene kit content:

Items	Quantity
Washing powder, 1 kg bag	x3
Sanitary napkin, pack 20 pcs	x2
Disposable razor, pack	x5
Shaving cream, 100 g	x1
Toilet paper, pack	x4
Toothpaste, 75 ml tube	x3
Toothbrush	x5
Body soap, 100 g piece	x10
Dishwashing liquid, 500 ml bottle	x2
Shampoo, 500 ml	x1
Bath towel, 60 x 40 cm	x1
Nail clipper	x1
Sponge for washing dishes, pack	x4
Tissue paper for face, pack 150 pcs	x2
Carton box	x1

MRCS prepared IEC materials which included health and WASH information, the information was focusing on hygiene kits contents, messaging related to personal hygiene during COVID-19 and water-borne diseases such as cholera and typhoid, that are commonly associated with floods. These IEC materials were distributed to the target communities who received the MPCA and hygiene kits. MRCS carried out hygiene promotion activities face to face activities, together with the health awareness included the COVID-19 awareness. IEC materials were also put up and displayed in public places



Water distribution in the indigenous people village, Selangor. Photo by MRCS.

MRCS deployed 16 volunteers to do water processing in Hulu Langat, Selangor, after the tropical depression hit in December 2021. MRCS provided temporary access to water through processing of river water and delivering by water trucks to the targeted communities, and distributed water storage for household level. To date, at least 2,500 people were reached by the water trucking activities who received 50,000 litres of drinkable water and 12,000 litres of raw water for household usage such as for washing clothes, as well as support for containers and piping into their area. That water is for one day of utilization by the people in the targeted communities in Hulu Langat, Selangor. It was a total of 17 days of operation over two locations in Hulu Langat.

MRCS conducted re-assessment from 10 to 16 February 2022 in the targeted location, to obtain a more current understanding of the local WASH needs. Based on the findings, water access has returned to normal in majority of the flood affected areas, and there were no needs for further water trucking distribution. However, in a few areas, there was a need for water storage containers, and for alternative water sources in Hulu Langat. MRCS will continue carrying out the needed WASH interventions, and is planning to address some of the needs identified from the recent re-assessment exercise, included the distribution of the water storage containers.

The recent floods in Kelantan and Terengganu, during the first emergency response, MRCS have identified immediate needs for drinking water as the regular water supplies have been disrupted. In the meantime, MRCS has delivered a total of 3,976 cartons of bottles water for drinking to both states. Both states have also identified community cleaning as an immediate need, as people are returning to their houses to clean up debris. MRCS has supplied a total of 6 water jet cleaners and 20 IFRC shelter tool kits to both states. MRCS will do a proper WASH assessment in the

second week of March in these new target locations, to understand more on the urgent needs on WASH. Based on the assessment result, MRCS will plan for the intervention needed in those two locations.



## Protection, Gender and Inclusion

People reached: 11,400 (2,280 households)

Male: 6,840

Female: 4,560

**Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.**

Indicators:	Target	Actual
<i>The operation demonstrates evidence of addressing the specific needs to ensure equitable access to disaster response services</i>	Yes	Yes

**Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.**

Indicators:	Target	Actual
<i>NS ensures improved equitable access to basic services, considering different needs based on gender and other diversity factors.</i>	Yes	Yes

### Progress towards outcomes

- An assessment was done to capture the number of vulnerable populations. These include unaccompanied children, female-headed households, pregnant and lactating mothers, migrants, PWDs, unaccompanied seniors, and the chronically ill. The assessment included questions to help identify vulnerable populations, which allowed the preparation to respond to their needs. During the activities, wheelchairs were prepared for PWDs, child friendly spaces were ensured for children during MHPSS activities and vulnerable individuals were considered in the criteria for MPCA.
- Activities already carried out include vulnerable populations in hygiene promotion activities, MHPSS child-friendly spaces and activities, water distribution, and cash.

## Strengthen National Society

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

Indicators:	Target	Actual
<i># of NS branches that are well functioning in the operation</i>	6	5

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

Indicators:	Target	Actual
<i># of volunteers involved in the operation provided with briefing/orientation</i>	95 (additional 15)	110

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

Indicators:	Target	Actual
<i>CEA activities are carried out according to the Principles and Rules for Humanitarian Assistance</i>	100% compliance	100% compliance

**Output S2.1.4: Supply chain and fleet services meet recognized quality and accountability standards**

Indicators:	Target	Actual
<i>Procurement is carried as per IFRC standards and items replenished in the operation timeline.</i>	100% compliance	70% compliance

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

Indicators:	Target	Actual
<i># of branches reached by the NS and IFRC DREF operation</i>	6	6

<b>Output S3.2.1: Resource generation and related accountability models are developed and improved</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of states that have conducted assessments	6 states	6 states
# of lessons learned workshops	1	0
<b>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</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
Finance Department provides consistent support to the national society to ensure quality to financial reporting	Yes	Yes
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li>All five states did initial joint assessments with UNICEF in December. A reassessment was done between 10-16 February to gauge the needs again in the community after the people returned home. Four states participated in the second round, with the Federal Territory being an exception as they saw that the needs did not change being in a high-density urban area. Appointed staff and volunteers from all five states were trained to conduct the assessment in the field using the KOBO data collection. The assessment was done based on the main basic sectors, including shelter, basic needs, health, WASH, and education. Detailed finding on the assessment can be found in the section Need Analysis.</li> <li>Over 110 volunteers have been trained over the five states, with some doing additional training for their respective teams to increase the human resource capacity for DREF activities.</li> <li>A feedback mechanism had been drafted for this operations and is currently pending approval from the MRCS management. MRCS is creating the feedback mechanism and is currently finalizing the system before roll-out to be benefited by affected communities. MRCS has communicated to affected communities through events at the states affected by the flood, using IEC materials and booklets. A demonstration on how to use the goods distributed in-kind was provided, such as the home care kits and risk communication for health issues during floods. MRCS is setting up bulk SMS to reach out to communities, especially for updates on cash distribution and potentially other important news.</li> <li>Procurement of 1,500 hygiene kits to replenish the pre-positioned stocks had been started, pending the delivery of the hygiene kits.</li> <li>IFRC supported MRCS to monitor the budget forecasting and spending of the flood operations, and continue to support on the reporting. IFRC Malaysia support team facilitated a monthly financial review meeting with MRCS to review the updated expenditures against the budget forecasting, based on the overall implementation plan.</li> </ul>		

## **D. Financial Report**

As of this Operation Update, the unofficial financial expenditure summary of MRCS had been reviewed by the IFRC. The current expenditure status of MRCS is:

- MRCS had reached almost 65% rate of the expenditure from the total of CHF 350K DREF allocation.
- MRCS had reached almost 50% rate of the expenditure from the total of USD 100K USAID BHA funds allocation.

The National Society has requested a second allocation of CHF64,000, bringing the total allocation under this DREF to CHF414,000 (CHF360,000 + CHF64,000).

## Reference documents



Click here for:

- [Malaysia](#) on IFRC GO
- [Emergency Plan of Action \(EPoA\)](#)
- All [Appeals](#)

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## How we work

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