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Operation Update Report 1

Uganda: Population Movement from DRC

 International Federation
of Red Cross and Red Crescent Societies

DREF n° MDRUG045		GLIDE n°: CE-2022-000195-UGA	
Operation update n° 1; date of issue: 30 May 2022		Timeframe covered by this update: 13 April – 24 May 2022	
Operation start date: 12 April 2022		Operation timeframe: 6 months (new end date: 31 October 2022)	
Funding requirements: CHF 409,283	Second allocation: CHF 224,050	DREF amount initially allocated: CHF 185,233	
N° of people being assisted: 14,500 people			
Red Cross Red Crescent Movement partners currently actively involved in the operation: The operational presence of IFRC, ICRC, NLRC, BRC-Flanders, GRC, and AustRC, in the country provides an opportunity for technical and logistical support to the operation in key sectors of WASH, Protection & RFL, Shelter, and Hygiene Promotion.			
Other partner organizations actively involved in the operation: Office of the Prime Minister (OPM), UNHCR, and 19 Organisations both International and National Organisations			

Summary of major revisions made to emergency plan of action:

This operation update is to inform stakeholders that as of 17 May 2022, the number of Congolese refugees crossing the borders into Uganda continues to increase, with a daily average of 500 arrivals. In consequence, the health and sanitation conditions of the camps are worsening, requiring a scale-up of URCS support. As such, below modifications are being made to the existing operation:

- A scale-up in the operational target from 4,500 people to 14,500 is to be reached through an integrated package of services.
- A second allocation from the Disaster Relief Emergency Fund (DREF) of 224,050 Swiss Francs from the initially allocated 185,233 Swiss Francs. The total budget will be 409,283 Swiss Francs, to enable URCS to meet increasing immediate needs.
- A three (3) months timeframe extension for an overall six (6) months operational timeframe (new end date: 31 October 2022).

In addition to the above, the operation update provides information on progress since launching the operation as detailed in the operational strategy.

A. SITUATION ANALYSIS

Description of the disaster

On 13 April 2022, the IFRC launched a [DREF Operation](#) of CHF 185,233 to support URCS meet the immediate shelter needs of 4,500 in the targeted districts of Kisoro, Kasese, and Bundibugyo for three months. This was following [an influx of Congolese refugees](#) starting on 28 March, who had crossed into Uganda from DRC through the borders of Bunagana in Kisoro, Mponwe in Kasese, and Busunga in Bundibugyo Districts as a result of the conflict in North Kivu in the Democratic Republic of the Congo (DRC).

One month after implementation started, UNHCR and the Office of the Prime Minister (OPM) recorded some 20,197 refugees at the Nyakabande Transit Centre as of 17 May 2022. Besides those registered at the camps, there are an estimated 10,000 other refugees still living with the host communities in Bunagana, Kisoro District. Those living in host communities are said to have relatives on the Ugandan side, thus they cross into Uganda in the evening



Figure 1: URCS Volunteer conduction awareness at the Transit Centre in preparation for relocation to the Holding Centre. ©URCS

hours to spend the night and leave during the daytime back to the DRC to cultivate and take care of their farms. There are also another 1,000 refugees and 3,220 asylum seekers registered in Kasese District while in Bundibujjo and the number continues to increase.

Indeed, the situation in the DRC remains unpredictable, resulting in many families being displaced and crossing the border into Uganda. The situation continues to escalate with the [new arrivals from DRC](#) on 24 May 2022. Projections point toward more than 40,000 people arriving by end of May 2022 as per the UNHCR emergency appeal. This increase in numbers is causing huge stress on the existing capacity to support the camps. At the same time, the withdrawal of support by some responding organizations at the transit centres leaves URCS with a higher caseload, particularly since they are leading on WASH intervention in the camps. Reports from the responding Inter agency steering committee indicate that the Transit and reception centres are above the holding capacity by 24% of the original design capacity. Women and children are the most affected per data from the UNCHR weekly situation reports.

The above situation has led to increased risks in terms of health, hygiene, water, shelter, and protection, especially as March, April, May and June mark the long rainy seasons in Uganda, and this poses a risk of disease outbreak if no immediate actions are taken with regards to health, hygiene and sanitation awareness in the camps that are already congested.

To note, [UNHCR has launched \\$47 million Appeal](#) to mobilize resources to respond to escalating needs caused by the refugee crisis in Uganda and is appealing to partners to step in as the resources are very limited on the ground.

Summary of current response

Overview of Operating National Society

Uganda Red Cross Society (URCS) has implemented the below actions since the onset of the crisis:

1- Assessment and coordination

- URCS has mobilised and deployed 60 volunteers (40 WASH, 10 RFL, 10 Others), 4 NDRT (2 shelters and 2 WASH), and 5 staff to support the operations in Kisoro, Kasese, and Bundibujjo from the onset of the crisis on 29 March 2022.
- URCS provides daily situational reports to in-country partners, PNS and IFRC, reflecting the situation and activities. Besides ensuring strengthened coordination, this is to prepare partners for possible resource allocation. So far, through these updates, the Belgium RC – Flanders 46, 000 Euros towards the response.
- There are currently 19 organisations responding to this situation and they hold weekly coordination meetings. Each organisation is assigned a specific thematic area. URCS is leading on WASH and attends these weekly coordination meetings which are chaired by UNHCR and aimed at reflecting on gaps, and challenges and reporting the progress of activities.

2- Shelter and household items

URCS has already distributed 400 household kits, activated at the onset of the crisis from the ECHO project crisis modifier. These kits are being replenished through this DREF operation. The items enabled the National Society to respond to the immediate needs of the refugees at the time of arrival. Additional household items kits, sufficient for 500 households have been procured and prepositioned.



Figure 2: URCS volunteers preparing for NFI distribution in Kisoro Transit Camp

3- Water, Sanitation, and Hygiene (WASH)

URCS is a core member of the WASH Cluster for the refugee operations, together with Cafomi, a National non-government organisation that receives funds from UNCHR. Since 28 March 2022, URCS has been able to implement the below actions in WASH:

- Hygiene campaigns, daily water treatment, and hygiene promotion at the water storage facilities, reaching 12,145 people.
- Construction of 60 emergency bathing shelters.
- Setting up a T95 tank (95,000 litres of clean water) which is serving the population at the Kisoro hosting centre.
- Installed six (6) 10,000 tanks that are filled through water trucking.

Overall, analysis indicates that the target under the wash component has been overachieved because of the influx of refugees as well as the availability of active and committed volunteers.

4- Health

The NS has been conducting health promotions in the refugees camps on daily basis. By the time of this update, URCS had reached a total of 10,480 people with health promotion messages to prevent outbreaks. Some 800 Mosquito nets were also distributed to the refugees as part of the 400 household items kits distributed.

5- Protection

Supported by the ICRC, URCS is providing RFL services to refugees at transit and holding centres. A total of 4,594 individuals have been reached with the services.

Overview of Red Cross Red Crescent Movement in-country

Regarding this operation, the following partners have played a very key role, proving crucial support:

1. **ICRC:** Proving URCS with financial and technical support in the protection, especially with RFL services in the camps.
2. **ECHO HIP project consortium members (Netherlands RC, Austrian RC, and IFRC):** Activated the Crisis modifier which enabled URCS to quickly respond to the very urgent needs of the first 400 refugee households. This was activated when the district triggers for population movement were reached. The triggers are well defined in the multi-hazard Contingency Plan for the Kisoro district.
3. **Belgian Flanders:** Mobilized a total of 46,000 Euros as bilateral support to URCS intervention in the WASH sector through the Austrian RC. This support from Belgian Flanders was discussed with IFRC to ensure no overlap with activities supported by the DREF. The Austrian RC is providing technical support to the National Society as well as WASH.
4. **Netherlands RC with support of the ECHO project:** Allocating 5,000 EURO to support transportation of WASH prepositioned items to Kisoro to support URCS response.

To note, the Pilot Programmatic Partnership (PPP) project is in the planning phase and is considering the component of People on the move to complement the DREF Operations in the refugees' camp. The project will ensure continuity at the end of the DREF operations in October 2022, as an exit strategy.

Throughout the operational period, the IFRC Disaster Management (DM) Delegate based in Juba will continue to provide technical support together with two IFRC in-country delegates (health and finance) under the Juba Country Cluster Delegation. Monthly monitoring missions are planned with one monitoring mission already conducted by the DM Delegate accompanied by a Senior Wash officer from the MENA region. The monitoring mission provided operational leadership to deployed URCS teams as well as meeting representatives of the responding organisations and the government. IFRC is closely monitoring the situation in the country and has provided an operations manager surge who is overseeing implementation.

The three sites where the response is happening are located southwest of the country and takes a whole day to travel from Kampala by road, however, there are daily flights to and from Kampala. In this regard, the operation has been designed to accommodate three trips by the monitoring team from Kampala by flight. This will save time and reduce the two days of travel to two hours for the monitoring teams.

Overview of other actors' actions in-country

URCS attends the Inter-Agency Coordination meeting which is held daily and is chaired by OPM focal person and the UNCHR, where partners provide daily updates and share challenges.

The OPM and partners have started the relocation of the refugees from the Holding Centre in Nyakabande to the Nakivale refugee settlement. However, the biggest challenge is that the refugees are reluctant to be transported to the settlement camp as they have hopes of returning to their country once the conflict scales down.

UNHCR¹, the UN Refugee Agency, alongside the Government of Uganda and humanitarian partners, is assisting some 21,000 refugees in the country's southwest Kisoro. UNCHR has launched an emergency appeal of \$47 Million for 60,000 refugees from DRC and South Sudan entering Uganda.

There are 19 agencies currently responding to the refugee crisis in Uganda in the Southwest part of the country in the areas of WASH, Health, Shelter, Protection, and Camp Coordination, although with very limited resources. These agencies comprise both National and International Organisations, which have been clustered into different sectors to minimise duplications with URCS leading on WASH. On WASH, URCS is distributing clean water through trucking, installing storage tanks, extending water distribution lines with tap stands, constructing T95 tanks to increase water storage, conducting hygiene promotion for all the refugees, and scaling out to the host communities. Further URCS is supporting sanitation with the construction of toilets and bath shelters as well as maintenance of existing toilets, decommissioning of filled-up latrines, and supporting desludging of permanent latrines in both the host community and transit centre. URCS is also helping with solid waste management, distribution of handwashing facilities as well as vector control.

¹ <https://www.unhcr.org/news/briefing/2022/4/6246a9704/thousands-flee-uganda-following-clashes-dr-congo.html>

Catholic Relief Service (CRS) has stepped in to provide an immediate response to the shelter gap by providing 40 shelters in addition to the 15 existing shelters. MSF is supporting the cost of labour to erect 60 shelters with poles and plastic sheeting provided by UNHCR.

Needs analysis and scenario planning

Needs analysis

The National Society receives a daily report from the field providing updates on the activities being conducted by the volunteers in Kisoro and Kasese. The report indicates the activities, challenges, and way forward. There is also a daily Coordination meeting by the partners chaired by the Office of the Prime Minister and UNHCR, where all partners present what they are doing and the gaps existing. All the above sources of information are being used by URCS to plan the intervention.

IFRC Cluster Disaster Management Delegate, Surge Operation Manager, WASH Senior Advisor for MENA Region, and URCS WASH Manager visited Kisoro – Nyakabande Transit Centre from 2- 3 May 2022. The objective of the visit was to meet and interact with the field operations staff of the URCS, observe challenges on the ground and meet other stakeholders as well. The visit was very helpful for the team to note the challenges on the ground and brainstorm on how the NS could better be supported.

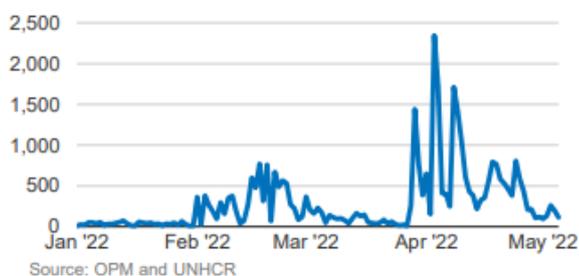
Based on URCS assessments and in coordination through the Inter-Agency Coordination, the following are the priority areas identified that need immediate support to maintain the health and protection of those families crossing the border into the camps.

i) Anticipated worsening of the situation

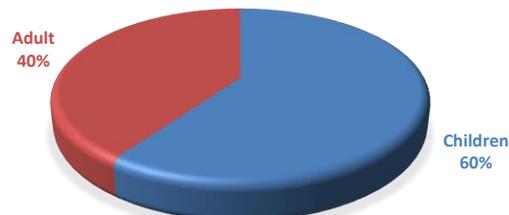
Following the launch of this operation, the situation as of 17 May has evolved with more than 20,000 refugees who have crossed the Bunagana border in southwest Kisoro district into Uganda, at an average of 500 persons per day. This is a 20% increase from the 4,500 refugees initially identified to have crossed into Uganda from the DRC.

Uganda | New arrivals from DRC

1 January - 5 May 2022



PERCENTAGE OF CHILDREN AGAINST THE TOTAL POPULATION



Based on the displacement trend and considering past similar events and [ongoing gunfire exchanges](#), it is projected that more than 40,000 refugees will cross into Uganda by the end of June 2022². Cumulative factors show an urgent need to anticipate the worsening of the situation with the increasing needs, increasing numbers of refugees in the transit centre with not enough facilities, and the WASH and health vulnerability with the recently started March/April/May rainy season. The actual needs detailed below are worsening with limited disposition to mitigate the risk and keep an active presence in terms of information collection, Wash and health assistance, and protection. Statistic from UNCHR indicates that the biggest percentage of the refugees are women and children, as seen in the pie chart, who are more vulnerable.

ii) Shelter

The population in the Transit Centres continues to increase on daily basis at an average of 500 of which require special attention. The capacity of the Transit centre at Nyakabande is already exceeded by 24%, hence the shelter need is high already. The transit centres are designed to host refugees for a maximum of 5 days, but the situation has forced longer stays hence calling for increased shelter support. This situation is worsened by the refusal of the fleeing population to be moved to the established refugee camps.

UNHCR together with WFP and other partners on the ground have set up temporary shelters at Nyakabande Holding Centre in Kisoro, which is currently accommodating 20,000 refugees, however, the population continues to increase on

² [Uganda Country Refugee Response Plan – Emergency Appeal, April – June 2022 - Uganda | ReliefWeb](#)

daily basis hence, the erected shelter is insufficient. Partners, together with the OPM, have agreed to expand the Holding centre to cater to the continuously increasing population. The refugees at the Holding Centre are reluctant to be moved to the settlement camp as they are hoping that the situation in DRC will calm down soon. Nyakabande holding centre was designed to receive 5,000 refugees from the Transit centre, register them and transfer them to the settlement camp.

The continuous influx of refugees and the rainy period is likely to pose a huge gap in terms of shelter in the camp. Furthermore, over 10,000 refugees have been absorbed into the host communities, especially in Bunagana which is against the Government of Uganda policy hence the Uganda Local Government is planning to forcefully evict the refugees from the host Communities to either move to the Holding Centre/ settlement or back to DRC. Current shelter capacity was designed to hold up to 5,000 refugees hence this is already insufficient.

URCS through this DREF is complementing the shelter needs with emergency household items for most needy families.

iii) **Health and WASH basic facilities**

The health and WASH conditions have worsened since the launch of the operation, with overcrowding and limited access to basic sanitation facilities. By the time of this response, the holding centres had limited latrines of the capacity of 1:65 which is not aligned with the Sphere standards and encourages open defecation. The initial response improved this to 1:56, however with the increased influx of refugees, this has gone up again to 1:107. The already limited health services are limited since this is provided by only one agency (Medical Teams International), rendering the refugee populations vulnerable to untreated illness. Without mosquito nets at holding centres, an upsurge of mosquito-borne diseases like malaria is anticipated to rise. In addition, needs assessments identified psychosocial support as an urgent need among the refugee population. The bathing facilities are very limited as well at the capacity of 1:445, based on information collected by URCS teams on the ground. The National Society and its partners have installed T95 and 6 tanks of 10,000 litres each, but this is still not sufficient.

The limited water supply and sanitation facilities leave the refugee population at risk of water-related diseases such as diarrhoea, cholera, among others. The inadequate access to clean and safe water as well as inadequate access to proper sanitation facilities in the holding and transit centres will exacerbate the spread of diseases as well as in the host communities.

In terms of women's hygiene, gaps identified include a need for menstrual hygiene kits for Women & Girls of Reproductive Age (WGRA) displaced by the conflict. An estimated 6,000 WGRA are 70% of the registered population. This is one of the most important needs in hygiene services, considering that most of the displaced are women and girls based on the ongoing registration yet, there is no partner on the ground to support this gap.

iv) **Protection, Gender, and inclusion**

There are many unaccompanied children, older people, and wheelchair users among those fleeing the violence. The heavy rains being experienced in that region are making conditions even more difficult for these refugees. UNHCR, URCS together with ICRC are conducting RFL services in the holding centre reaching 4,594 people so far.

V) **Restoring Family Links and migration**

Reports from UNHCR indicate that about 65% of the refugees that crossed into Uganda from 28 March up to 10 May 2022 reported at least a family member missing and their whereabouts unknown at the time of arrival in Uganda. In addition, 80,000 individuals are expected to be living in the DRC community surrounding the borders and have less awareness of where various relatives could have fled at the time of violent clashes in the DRC. There is a random movement of the people is observed at the border points to and from unaccompanied minors, due to the [violence in DRC](#).

Targeting

This operation update is to allow URCS to scale up its target from 4,500 people in the [DREF EPoA](#) to 14,500 people (2,900HHs), due to the increased arrival of refugees as a result of the continuous fighting in DRC. The 14,500 people target is an estimated number based on planned interventions considering the infrastructure and materials being used to accommodate the refugees. URCS is working on the basis that the remaining people will be reached by other partners responding.

Indeed, over 21,000 are estimated to have crossed as of 17 May 2022 and 40,000 are expected by the end of May 2022. This is a minimum average considering that 10,000 was estimated on 6 April and more have continued to arrive. More than 10,000 have refused to go to the holding and transit centres in the hope that the situation becomes safe soonest.

B. OPERATIONAL STRATEGY

Proposed strategy

Overall Operational objective:

To meet the immediate shelter, health, wash, and protection needs of 14,500 Congolese refugees through an integrated package of services in the targeted three districts of Kisoro, Kasese, and Bundibugyo as well as in the host communities experiencing refugee influx, for six (6) months. The host communities will be reached with health awareness, especially on cholera, Covid-19, and Ebola. The MoH has hinted at the need to vaccinate both the refugees and host communities on cholera, and Ebola and to continue with Covid-19 vaccination while playing the role of mobilizing populations for the vaccinations.

The DREF operation will support components of the URCS emergency relief and early recovery plans in the following sectors:

- **Needs Assessment:** URCS conducted initial needs assessments and will maintain daily situational report and plans to consolidate the sitreps and situation projections to file a detailed assessment report before the end of May 2022. For the next few months, URCS plans to continuously collect available information to provide a full assessment picture of the operation. A rapid needs assessment has been completed that highlighted the most urgent needs and gaps.
- **Monitoring:** URCS continues to monitor the refugee influx on daily basis as well as keep its headquarters and partners informed of the situation as it evolves. URCS has deployed 40 volunteers, NDRT of different capacities that are closely monitoring the situation daily and providing a report to the HQ for analysis and decision making.
- **Shelter household items HHIs:** Through this operation update, URCS based on need, will distribute the 500 procured and prepositioned EHIs to provide families with basic household items. Only the very vulnerable families who did not have household items and have young kids, lactating, pregnant, old, or sick will be targeted to receive these household items. The initial NFI distribution was done to 400 HH including tarpaulins, blankets, mosquito nets, soap, water jerrican, and utensils through the Echo crisis modifier and replenished by the DREF. This replenishment is because ECHO donates these items to URCS as their disaster preparedness stocks, so these need to be replenished to ensure NS has stocks for the next cycles of disasters.

Additional household items will be procured for 500 households for a total of 900 households to be reached through this operation. Each household items kit will include 3 bars of soap, 2 blankets, 2 jerry cans, 2 saucepans, 6 plates, 6 cups, 2 serving ladles, 6 spoons, 6 forks, 2 mosquito nets, and 2 tarpaulins for immediate and daily household and personal use.

- **Health:** In addition to the needs identified in the [EPoA](#), URCS will prioritise weekly health education to the affected communities on selected topics (Cholera, Covid-19, and Ebola) by using designed IEC materials as well as the distribution of 800 MHM kits to the women and girls at the holding centres. URCS is doing health promotions on key messages for Cholera, Covid 19, and Ebola at the Transit centres and in the host communities on daily basis. URCS will continue to conduct weekly health awareness sessions, especially on Cholera, Covid 19, and Ebola. The National Society also plans to increase the number of Volunteers to continue with health Cholera, Covid-19, and Ebola awareness-raising promotion, and providing Psychosocial support (PSS) to the refugees through focus group discussions and ensuring referrals where necessary, to health care centres.

Water, Sanitation, and Hygiene: The main component allocated to the URCS is WASH and the strategy is to focus on water supply by deploying a water boozier, installation of water tanks as well as water trucking. Hygiene promotion remains key for the NS and will be conducted at a weekly level to ensure proper hygiene is maintained to curb any possible spread of cholera. Construction of additional sanitation facilities like community bathing booths/shelters and latrines will be treated as a priority to serve at least 20,000 people. Below are activities that have been implemented to date:

- 12,145 people reached through hygiene and sanitation awareness raising so far
- Installation of one T95 tank serving the entirety of Kisoro hosting centre, i.e. approximately 20,000 people provided with water to date.
- Provision of 300 MHM kits which have been distributed to women and girls of childbearing age
- 12,145 households were provided with water treatment and sensitized to safe water collection and storage
- One water testing consumable delivered
- A total of 30 sanitation tool kits were procured to support pit excavations both at the transit centre and host communities
- Some 20 rolls of plastic sheeting were procured to support the construction of bath shelters for the refugees. This is in addition to 1,000 logs and poles as well as 400 tools and assorted nails (hark saws, bow saws,

claw hammers, nails 1.5", 3", 4" & 5") procured for the construction of pit latrines and bath shelters. The above items will support the construction of 20 emergency wash facilities.

- Some 10 Hudson Spray pumps and relating chemicals were provided to the responding teams to support vector control.
- 25 hand washing facilities (communal) procured to be placed around the hosting centres to support hygiene promotion and the practice of handwashing.
- 30 garbage collection bins (100 litres capacity) to support solid waste management procured.

As part of the next phase of the operation, URCS will continue with the implementation of the below actions to support improving WASH conditions in the targeted hosting centres and communities:

- Continue with hygiene and sanitation awareness-raising weekly in each of the 3 targeted locations for the duration of the operation.
 - Continue to provide households with water treatment tablets. Based on Sphere standards, each person should have access to 5L of water per day. So, for a full month, each household will need 5L X 5 persons x 30 days, which sums up to 750 litres of water per month. Each tablet of Aquatabs is meant to purify 20litres of pure water, as it is not good for turbid water. Thus, each household needs 37.5 tablets of Aquatabs. Based on the above, a total of 67,500 tablets of Aquatabs will be procured and distributed to 900 households receiving household items kits to serve for two months.
 - Provide water trucking to the hosting centre and communities for 2 months. This will be combined with sensitization on safe water collection and storage and the procurement of water testing consumables.
 - Procure 10 sanitation tool kits to support pit excavations both at the transit centre and host communities
 - Procure 20 rolls of plastic sheeting, as well as logs and poles to support the construction of additional 20 pit latrines and bath shelters for the affected
 - Procure an additional 20 Hudson Spray pumps to support vector control and respective chemicals. Total to be achieved under this operation is 30 spray pumps.
 - Provide additional 500 women and girls of childbearing age with MHM kits. The total to be achieved under this operation is 800 MHM kits procured and distributed.
 - Procure material for setting up two T95 tanks to increase access to water in Kasese and Bundibugyo hosting centres for the benefit of both the refugees and host communities.
 - Procure and install 10 Mobile toilets (Mobilets) installed at the refugee holding centre
- **Protection, Gender, and Inclusion (PGI):** Technical support will be sought to ensure that URCS train 60 volunteers on protection minimum standards.
 - **Migration:** Restoration of Family Links is one of the key activities the URCS will continue to provide to the affected people with the support of the ICRC.
 - **Community Engagement and Accountability (CEA):** CEA is being mainstreamed throughout the intervention to guarantee maximum and meaningful participation of the affected communities. A feedback and complaint desk has been put in place for recipients of distributed items to provide direct feedback on the distribution exercise. For clarity and a good flow of information, clear roles and responsibilities have been agreed upon with representatives, community leaders, and committees. The beneficiary selection process is being communicated to all affected through the established community radio at Nyakabande Holding Centre. The use of television and radio shows on hygiene and health promotion is also instrumental in collecting feedback and responding to community concerns. Monthly Radio shows sessions will be conducted monthly in the target communities to assist disseminate flood risks and safety measures for households, as well as disease prevention actions. In addition, key informant interviews and focus group discussions on community behaviours and risk management strategies which feedback will inform evidence-based community actions by volunteers.

Operation Support Services

Human resources: The operation is under the leadership of the URCS Director of Disaster Management with the technical departments who provide support to the field operations teams. Besides, URCS has deployed an operations surge profile from its headquarters to the field for the operational period and is working with and supervising the deployed volunteers in liaison with the responding branch managers. URCS is being supported by a Surge Operations Manager deployed for the entire period of 6 months and frequent monitoring visits by the cluster disaster management delegate. 50 volunteers (40 on WASH and 10 others) will be practically reorientated on safe shelter interventions and WASH on site. This is to ensure the volunteers are adapted to the reality on the ground for both shelter and wash setups.

Two drivers will be engaged fully at the operational field level for the entire implementation period for three targeted sites.

Logistics and Procurement: URCS will conduct local procurements and payment will be done by the IFRC directly, however in event that the procurement threshold is above 50,000 CHF, IFRC Regional procurement team will be able to support the process.

Planning, Monitoring, Evaluation, and reporting (PMER): URCS PMER unit will support the development of tools for data collection for real-time reporting. Data disaggregation will be very key to ensuring that the most vulnerable are reached with the services. Surge Operations Manager will be instrumental in supporting the PMER unit to ensure quality service delivery timely

Finance and Administration: IFRC Finance will support the URCS in financial reporting to ensure timely and quality financial reporting. Finance monitoring missions will be conducted to provide support when it is required and conduct also spot checks

Security: URCS staff, Volunteers, and NDRT deployed in the field will work under the safety and security guidelines of the NS. There is a security committee that has been established at the camp level that provides key security information to all agencies in the Camp. IFRC staff in the field and the Surge will be directly under the IFRC security rules. There will be close monitoring of the DRC border situation as time goes on.

Business Continuity Planning (BCP): URCS will make use of the already developed business continuity plan in case of any breakout of disease to ensure that the planned activities do not camp to a standstill. IFRC will rely on the URCS business continuity to advise the National Society.

C. DETAILED OPERATIONAL PLAN



Shelter

People reached: 900 HH (4,500)

Male: 1,200

Female: 3,300

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

Indicators:	Target	Actual
# of households reached with immediate shelter support	900	400

Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families

Indicators:	Target	Actual
Number of shelter assessments conducted	2	1
Number of households reached with emergency shelter HHIs	900	400

Progress towards outcomes

- The population in the Transit Centres continues to increase on daily basis at an average of 500 of which 60% of the refugees are vulnerable that require special attention. The Capacity of the Transit centre at Nyakabande is already exceeded 24% hence the need for shelter tents is increased. URCS will complement the efforts of UNCHR who are providing tents with the procured EHIs.
- The NS has been able to support 400 HH with EHI and has already procured an additional 500 EHI
- Detailed need assessment by the URCS has not been done but gets information from the Shelter cluster lead. URCS plans to collect available information to provide a full assessment picture of the operation. A rapid needs assessment has been completed that highlighted the most urgent needs and gaps.



Health

People reached: 10,480

Male: 4,192

Female: 6,288

Health Outcome 1: The dignity of women and girls in disaster situations is maintained

Indicators:	Target	Actual
Number of people assisted with health support <i>(target updated)</i>	14,500	10,480

Health Output 1.1: The menstrual hygiene of women and girls is supported

Indicators:	Target	Actual
Number of MHM kits procured and distributed <i>(target updated)</i>	800	0
<ul style="list-style-type: none"> - 60% of the total number of refugees are Women & Girls of Reproductive Age who are very vulnerable and currently, no Organisations on the ground are taking care of sexual and reproductive health. URCS will therefore focus on conducting sessions that educate women and girls on reproductive health. - NS has procured 300 MHM kits and will be distributed. Through this operations update, an additional 500 kits will be procured and distributed. 		
Health Outcome 2: The immediate risks to the health of affected populations are reduced		
Indicators:	Target	Actual
# of affected population reached with health promotion messages to prevent outbreaks <i>(target updated)</i>	14,500	10,480
Health Output 2.1: The health situation and immediate risks are assessed using agreed guidelines		
# of people reached with PSS	250	0
# of households provided with mosquito nets <i>(target updated)</i>	800	800
# of people supported with first aid services	2,500	80
Progress towards outcomes		
<ul style="list-style-type: none"> - URCS is doing health promotions on key messages on cholera, Covid-19, and Ebola at the Transit centres and in the host communities daily - The health situation is getting worse daily as there have been reported cases of diarrhoea which were suspected to be cholera due to the overcrowding situation at the Transit Centre and the Ebola outbreak in DRC. The ministry of health has raised an alert on possible Ebola after DRC reported an outbreak and asked for increased awareness of the disease. Two diarrhoea cases were reported, and samples were taken to test for cholera and came out negative. A meeting held between IFRC and MOH headquarters in Kampala agreed to have the ministry provide oral cholera vaccines to the refugees to prevent the possible spread of cholera. - The NS plans to increase the number of Volunteers to continue with health promotion and provide Psychosocial Support (PSS) to the refugees as well. 		

	Water, sanitation, and hygiene People reached: 12,145 Male: 7,287 Female: 4,858	
	WASH Outcome1: Immediate reduction in risk of waterborne and water-related diseases in targeted communities	
Indicators:	Target	Actual
# of people reached on wash activities <i>(target updated)</i>	14,500	12,145
WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities		
Indicators:	Target	Actual
# of assessments conducted	1	1
# of people reached during hygiene campaigns <i>(target updated)</i>	14,500	12,145
WASH Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population		
Indicators	Target	Actual
# of household provided with water treatment through the T95 tank <i>(indicator and target updated)</i>	14,500	12,145
# of people sensitized on safer water storage <i>(target updated)</i>	14,500	12,145
# of people provided with access to water supply <i>(target updated)</i>	14,500	20,000
# of water testing consumables <i>(target updated)</i>	3	1
WASH Output 1.3: Adequate sanitation which meets Sphere standards in terms of quantity and quality is provided to target population		
Indicator	Target	Actual

# of Mobile toilets (Mobilets) installed at the refugee holding centre	10	0
# of Procurement of sanitation tool kits to support on pit excavations both at the transit centre and host communities	40	30
# of Procurement of rolls of plastic sheeting to support in the construction of bath shelters for the POCs	40	20
# of Procurement of logs and poles for the construction of pit latrines and bath shelters	2,000	1,000
# of Procurement of tools and assorted nails (hark saws, bow saws, claw hammers, nails 1.5", 3", 4" & 5")	1,500	400
# of Procurement of Hudson Spray pumps to support on vector control and respective chemicals	30	10
# of Procurement of Hand Washing facilities (communal)	25	25
# of Procurement of garbage collection bins (100 ltr capacity) to support on solid waste management	30	30
WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		
Indicators	Target	Actual
# of people reached through hygiene promotion (target updated)	14,500	12,145
# of hygiene communication plans developed	1	0
# of hygiene promotion sessions conducted (target updated)	18	5
# of people supported with sanitation facilities (target updated)	14,500	20,000
WASH 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 MHM kits PDM conducted	1	0
# of people provided with hygiene kits	800	0
Progress towards outcomes		
<ul style="list-style-type: none"> - The targeted population in this section of the WASH has been overachieved because the URCS volunteers targeted all the refugees who were having access to the WASH services - The overall population in the transit centre increased from 12,000 at the time of launching the DREF to 20,000 at the time of compiling the operations update - Communication plans and the assessment of the WASH needs was done by the UNCHR and other agencies in the Transit centre - URCS plans to continue with the same services to all the refugees in the camp taking into account that URCS is the main partner doing the WASH. - Most of the activities have not been implemented because of the delays in the procurement process from the NS hence will be done in May and June. 		



Protection, Gender and Inclusion

People reached: 4,594

Male: 2,756

Female: 1,838

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

Indicators:	Target	Actual
# of people reached with PGI	450	4,594
Protection, Gender & Inclusion 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
# of assessments conducted	1	1
# of staff/ volunteers trained on minimum standards	60	0

Progress towards outcomes

- URCS and UNHCHR are the main partners taking lead in the protection component and assessment was done by all partners and URCS is yet to train the volunteers on the minimum protection standard. The plan is to train the 60 deployed volunteers; however, the workload has not allowed for training to be conducted yet and is being prioritized once the workload eases. In respect, URCS held orientation sessions with the deployed volunteers on minimum protection standards.
- Protection needs are still very high in the camps and need urgent intervention.
- The target achieved in this section is a combination of the PGI outcome and migration (RFL) as it is indicated in the EPoA.

**Migration****People reached: 4,594**

Male: 2,756

Female: 1,837

Migration Outcome 1: Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit, and destination)

Indicators:	Target	Actual
# of people supported with RFL services	450	4,594

Migration Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations

Indicators:	Target	Actual
# of feedback mechanisms developed	1	1

Migration Output 1.3: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster"

Indicator	Target	Actual
# of people supported with RFL services	450	4,594

Progress towards outcomes

- URCS together with the ICRC is leading the provision of the RFL services in the camps.
- Due to influx of the refugees through the different border points, there is a need to increase the number of RFL volunteers.
- A feedback mechanism has been developed jointly with other agencies in the protection committee.

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
% of complaints and feedback received are responded to by the NS	80%	60%
% of programme decisions based on community feedback (<i>indicator and target updated</i>)	100%	0

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

Indicators:	Target	Actual
# of volunteers insured	127	30
# of lessons learnt workshop conducted	1	0

Progress towards outcomes

- URCS has not yet set up an independent feedback mechanism, however, in the Transit centre a complaint desk has been set up at the community radio where complaint feedback is registered and provided respectively

- URCS will conduct lessons learnt workshop at the end of the May 2022 to share lessons and best practices.

International Disaster Response

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

Indicators:	Target	Actual
<i># of surge deployed</i>	1	1
<i># Monitoring missions conducted by IFRC operations</i>	3	1
<i># of finance mission conducted</i>	1	1

Progress towards outcomes

- The surge Operations manager was deployed for an initial one month as was approved by deploying National Society, however with the continuous influx of refugees and the unpredictable situation on the ground, there is need to extend the Surge support for the remaining period of this operation.

D. Financial Report

Through this Operation Update, the second allocation of 224,060 Swiss Francs has been approved to scale up the response as detailed in the operational strategy above. This will be in addition to the already allocated 185,223 Swiss Francs. The total budget for this operation is 409,283 Swiss Francs, to enable URCS to meet increasing immediate needs as detailed in the below budget.

To note, the National Society is under funds transfer, however, all procurements which account for 63% of the initial DREF allocation are paid directly by the IFRC. At the time of this operations update, procurements worth CHF 92,504 accounting for 93 % of the initial DREF allocation have been finalised. As per the note to file, 20% (CHF 31,475) of the total transferrable amount to URCS has been spent up to 80% at the time of this Update.

Reference documents



Click here for:

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

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How we work

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

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



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



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



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