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Emergency appeal operations update

Uganda: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRUG037	Glide n° OT-2014-000013-UGA
Operations update n° 2	Date of issue: 24 March 2014
Emergency Appeal Operation start date: 11 February, 2014	Timeframe covered by this update: 18 February to 10 March 2014
Appeal Budget: 1,722,559 Appeal coverage: 5%	Timeframe: 6 months. End date 10 August 2014.
Operation budget: CHF 1,722,559	Total estimated Red Cross and Red Crescent response to date: CHF 90,316
Disaster Relief Fund (DREF) allocated: CHF 170,000	Number of people to be assisted: 25,000
Host National Society presence: 93 volunteers, 14 staff and 4 branches in the regions bordering South Sudan	
National Societies currently involved in the operation: Uganda Red Cross Society, Danish Red Cross, German Red Cross, Swedish Red Cross, Norwegian Red Cross, Canadian Red Cross and British RC.	
Other partner organizations involved in the operation: IFRC, ICRC, Government of Uganda, UNHCR, WFP, Oxfam and Care International.	

Summary: A start up DREF from IFRC's Disaster Relief Emergency Fund of CHF 170,000 was allocated on 11 February, 2014 to support Uganda Red Cross Society (URCS) in delivering humanitarian assistance to 25,000 beneficiaries from South Sudan in refugee settlements across Arua and Adjumani districts of West Nile Sub Region of Northern Uganda. The background for the emergency is rooted in the escalation of armed conflict in the Republic of South Sudan from mid-December 2013.

An emergency appeal was launched on 11 February, 2014 seeking CHF 1,722,559 to support URCS in the emergency response to the influx of refugees from South Sudan. Insecurity and violence that flared up following the armed conflict uprooted thousands of South Sudanese from their

original homes, provoking mass population displacement within South Sudan with hundreds of thousands of the displaced seeking safe haven within the neighbouring countries. Uganda which shares a common border with South Sudan has received the bulk of the fleeing refugees with 74,511 refugees having been registered by Office of the Prime Minister as of 6 March, 2014. Although rigorous Diplomatic efforts towards a peaceful resolution of the conflict continue to be chanted under the auspices of Intergovernmental Authority on Development (IGAD) and the African Union (AU) the number of refugees arriving in the operational area will continue to increase as the fighting and insecurity continue in many parts of South Sudan, despite the parties to the conflict signing a Peace Agreement. The emergency appeal was jointly prepared by URCS and the IFRC to support 25,000 refugees in dire need of emergency medical care, shelter, food, water and adequate sanitation facilities.

URCS, through its branches in Arua and Adjumani and with support from International Committee of the Red Cross (ICRC), as part of response has been supporting the newly arrived refugees in the transit centres and settlements with Restoration Family Links (RFL) activities. The provision of RFL services has been complimented by support



On spot assessment of a water facility by the IFRC operation support delegate. Photo: URCS.

from the appeal through which URCS has rolled out hygiene promotion activities, registration of new arrivals, psychosocial support activities in the transit centres and settlements. Further support from the appeal has enabled the deployment of one full WatSan kit 5 with support from Norwegian Red Cross and two water treatment units with storage facilities from German Red Cross and activities to further prevention of communicable diseases with final touches on rolling out of emergency shelter provision and an ambulance for referrals.

The IFRC has deployed an Operations Support Unit composed of an Operations Support Delegate, a Logistics Delegate and a Project Accountant (to be recruited) for operational support and management of the operation. The role of the unit is to provide technical support to URCS in relation to current and potentially upcoming emergency operations, especially in the areas of finance and procurement. Norwegian Red Cross has deployed a WatSan delegate alongside WatSan Kit 5, while Swedish Red Cross has committed to deploy a delegate for one month to function as the Operations Support delegate during recruitment, whereas British Red Cross support with a Logistics Delegate.

The IFRC Operations Support Unit deployed to assist URCS with operational and financial management of the appeal, is in place at the national society's head quarter in Kampala. British Red Cross is supporting the deployment of the Logistics Delegate for 6 month whereas Canadian Red Cross has deployed an Operation Support Delegate for 5 months. Norwegian Red Cross deployed a WatSan delegate for 3 weeks along with a WatSan Kit 5.

Coordination and partnerships

The Office of the Prime Minister (OPM) on behalf of Government of Uganda and the UNHCR, the UN Refugee Agency, are coordinating the overall response operations. A number of Implementing partners have been identified as of yet in both Arua and Adjumani. Amongst these are more operating agencies such as international relief agencies, local NGOs and UN agencies on the ground providing humanitarian assistance to the South Sudan Refugees influx. These include; UNICEF, OPM, IOM, URCS, LWF, OXFAM, ACF, OIM, DRC, WFP, ACORD, MSF, MTI, Baylor, PLAN, ADRAA, World Vision and Save the Children. UNHCR and OPM jointly launched a humanitarian appeal towards the South Sudan Refugee Influx response and continue to request aid agencies to jointly support in addressing existing gaps in terms of provision of services to the refugees. To coordinate the response weekly operations interagency meetings are being conducted in both Arua and Adjumani by OPM and UNHCR while at the national level bi-weekly interagency meetings are conducted by OPM and UNHCR in Kampala. The IFRC's Emergency Appeal covers an essential part of the interagency response towards the South Sudan Refugee influx. As part of this commitment the IFRC Operational Support Unit is in place to provide technical support to the URCS in implementation of the emergency appeal interventions

Operational implementation

Overview

Most arrangements surrounding the implementation of the appeal have been finalized between URCS and IFRC with operation guidelines, operations structure and reporting relationships further agreed upon. IFRC Operational Support Unit has taken shape with a delegate already in place executing roles of Operational Support Delegate, alongside another Logistics Delegate. So far discussions are ongoing to identify and hire a finance accountant to support the implementation of the emergency appeal planned activities.

At Operation level, URCS headquarter has already deployed technical teams to the two branches of Arua and Adjumani to coordinate and guide implementation of planned interventions under two operations teams, one based in Arua and the other based in Adjumani. The technical teams will support the local branches and their volunteers in running activities planned to provide humanitarian support to the South Sudanese refugees.

Uganda Red Cross Society continues undertaking critical interventions within the planned activities towards the South Sudan Refugee Influx. Within the period between the 17 February and 10 March, supported by ICRC, URCS volunteers provided restoring family links and tracing activities which included collection of Red Cross Messages (RCM), opening of tracing requests, identification, registration and follow up of Unaccompanied Minors (UAMs) and re-establishing and maintaining of family links through the RFL phone service. In Adjumani 102 refugees were able

to re-establish and maintain family links through phone calls that were made, while in Arua 164 refugees were able to re-establish and maintain family links. A total of 320 Unaccompanied Minors (UAMs) were cumulatively identified in Adjumani of which 289 UAMs were successfully registered, while in Arua 139 UAMs were cumulatively identified and 10 registered, alongside 7 re-unions. In both operation areas family reunifications remain ongoing with so far 7 children already reunited while 81 cases remain pending and another 96 cases under follow up by the RFL teams in both locations.

Following the successful orientation of 40 volunteers, the two branches have each deployed total of 20 volunteers to conduct routine psychosocial support activities. In Adjumani the 20 volunteers deployed were able to support 570 refugees through counseling. The majority of the 570 individually supported refugees were supported for managing bereavement, aggressive behavior, withdrawals, providing company for elderly, some aspects of gender based violence and alcoholism. The deployed volunteers carry out Gender Based Violence (GBV) sensitization, registration of Persons with Special Needs (PSNs) and basic counseling services through community outreaches using one to one approach, group discussions among others. Within the reporting period total of 14 cases handled by the volunteers were referred for further management and support to the Local Government Health system, MSF-France and MTI using the existing referral pathways.



URCS volunteers engaging in the transfer of refugees from the Transit Centre to Ayilo settlement in Adjumani. Photo: URCS

In Arua through home to home or household visits the volunteers reached 572 households with 3,398 refugees receiving psychosocial support. To complement the psychosocial support visits by the volunteer's five visits were made by two psychologists from Arua Regional Referral Hospital technical coaching and support to the volunteers. Within this period, the volunteers recorded 2,402 families affected by conflict, 195 families who lost their loved ones, 25 persons living with HIV/AIDS, 135 orphaned children, 25 persons with disabilities, 344 persons sick with different ailments, 136 single child headed households (HH), 55 widows and widowers, 21 Victims of Gender Based Violence and 42 Unaccompanied minors amongst others. From the support provided, 468 referrals were initiated with the refugees referred for further social services and professional counseling and health services to MTI.

Within the reporting period the two operation areas deployed a total of 75 volunteers to support hygiene and sanitation promotion activities in the two areas of Adjumani and Arua. The number of volunteers involved in the operation now stands at 93. The volunteers have been involved in sensitizing refugees on good hygiene and sanitation practices through communal meetings, group discussions, and use of illustrative materials and one to one demonstrations. In Adjumani a total of 47 volunteers of which 20 were directly under OXFAM support and 27 under emergency appeal were involved in supporting WASH activities in Nyumanzi reception and settlement, Alere, Miraeyi, and Ayilo. The volunteers were involved in sensitization, house to house inspection and hygiene promotion with topics focused on latrine use, refuse management and water all with aim of preventing outbreak of hygiene and sanitation related diseases among the refugees. In total 14,100 refugees were reached in Adjumani through community sensitization and outreach sessions while 127 refugees were equally reached in Arua through 10 sessions.

Previous inter agency needs assessments conducted revealed access to safe water as a severe challenge to the refugees in both Arua and Adjumani with the need for urgent humanitarian assistance. As part of response to address the huge gaps, URCS with support of German Red Cross (GRC) delivered and installed one water treatment unit at Enyau River in Arua with capacity of 40,000 litres per day of safe water for the refugees helping to improve safe storage purpose.

In Adjumani, URCS/ IFRC with support from the Norwegian RC has deployed one WatSan kit 5¹ to support the 5000 refugees with safe water, sanitation facilities including emergency latrine construction facilities, hygiene promotion and vector control. Water treatment unit as part of WatSan kit 5 has capacity to treat 40,000 liters of water per day. The German Red Cross (GRC) has also installed one water treatment unit in Ayilo with capacity of providing 40,000 liters of safe water per day. Treated water from the water treatment unit is trucked to the refugee settlements. Although water treatment unit outputs cannot cover the entire population, the presence of the WatSan Kits has helped increase access to safe water, sanitation and basic hygiene promotion in those areas. The kits are supporting to reduce the risks of WatSan related diseases in the settlements.

Although Uganda has for the last twenty years been hosting refugees first from the former Sudan and of recent South Sudan it is prudent to note that over 50,000 of these refugees who had been accorded refugees status were voluntarily repatriated in 2008 following the return of calm after the signing of the Comprehensive Peace Agreement (CPA) between Sudan and South Sudan. The repatriation of these refugees resulted into decommissioning most of the settlements in Arua and virtually all those in Adjumani. With the new arrivals, shelter has emerged as a serious challenge as majority of the structures that had hitherto been created had collapsed.

Although there has been effort to distribute some tarpaulins to enable the refugees set up their own shelters, many have not been able to realize this owing to physical challenges, challenges of accessing materials or lack of skills to set up such shelters. URCS has made efforts towards provision of shelter support for such HHs. In Adjumani, volunteers deployed were able to carry out verification of lists of Persons with Special Needs (PSNs) as part of assessment of shelter needs. The same assessment will be conducted in Arua and a list of the most vulnerable in need of shelter developed and shared with stakeholders

In total URCS has deployed 30 volunteers to support border monitoring, reception and registration of new arrivals in both Arua and Adjumani operation areas. Of these, 15 are deployed in Arua while in Adjumani 10 volunteers are deployed in registration and another five volunteers at border point reception. These volunteers essentially are the first point of contact between the new arrivals and the humanitarian actors. Activities include receiving the new arrivals, helping vulnerable persons offload luggage, first aid to new arrivals with injuries and most importantly helping to direct the new arrivals to appropriate places for assistance.

The Adjumani team recorded 98 new arrivals who were assisted with First Aid for minor injuries in addition to 58 convulsion cases in children, four snake bites and 50 scorpion bites among others. Although UNHCR and OPM have rolled out biometric registration of the refugees, URCS continues to support the two with the preliminary registration of the new arrivals. This is a manual process of registration and basically captures basic information that can then be used for planning by agencies. Within this period, Adjumani registered 52,840 new arrivals while Arua registration team recorded 14,625 new arrivals.

Planned interventions	Implementation (%)
Health and care	
<ul style="list-style-type: none"> Emergency health care and psychosocial support to refugee families in reception centres and camps. 	<ul style="list-style-type: none"> Sensitization is ongoing and so far 3,398 persons have been reached through community sensitisation sessions. 100% completed. A total of 60 volunteers have been trained. Referral pathways created and up to 482 refugees have so far been referred.
Water, sanitation and hygiene promotion	
<ul style="list-style-type: none"> Immediate reduction in risk of waterborne and water related diseases in targeted communities 	<ul style="list-style-type: none"> WatSan kit 5 deployed in Ajumani to support refugees with safe water, sanitation and hygiene promotion. Water treatment unit deployed (1 in Arua and 1 in Adjumani) Distribution of treated water through water

	<p>trucking.</p> <ul style="list-style-type: none"> • Watsan NDRT teams deployed to both Arua and Adjumani • Volunteers has been trained on hygiene promotion in the camps • Volunteers conducting Hygiene promotion in both Arua and Adjumani reaching 14,100 persons through mass sensitisation sessions. • Monitoring of hygiene promotion activities on going by WASH Manager and deployed NDRT.
Shelter and settlements	
<ul style="list-style-type: none"> • Improved living situation for 5,000 of the most vulnerable refugee families through provision of emergency shelter, during 6 months. 	<ul style="list-style-type: none"> • Identify, registration and verification of PSNs in need of shelter ongoing in Adjumani, Arua pending. • Orientation of volunteers on installation and use of tarpaulins started in Adjumani while Arua pending.
Disaster preparedness and risk reduction	
<ul style="list-style-type: none"> • Strengthened capacity of the national society to ensure provision of quality services in line with international standards. 	<ul style="list-style-type: none"> • Concept for training volunteers on emergency health and first aid, shelter and relief, and PHAST-ER being developed. • Population Movements Contingency Plans in place pending updating

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How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster 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:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
 2. Enable healthy and safe living.
 3. Promote social inclusion and a culture of non-violence and peace.
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