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# Emergency appeal

## Ukraine: Civil unrest

 International Federation  
of Red Cross and Red Crescent Societies

Revised Appeal n° MDRUA007	<b>16,000 people</b> to be assisted	Appeal initially launched: <b>May 2014</b>
	<b>CHF 317,790</b> DREF allocated	Revised Appeal issued <b>September 2014</b>
Glide n° OT-2013-000151-UKR	<b>CHF 2.29 million</b> Appeal budget (revised)	Ends March 2015 (extended from November 2014)

## Summary

This revised Emergency Appeal seeks a total of some **CHF 2.29 million** (increased from CHF 1.38 million) to enable the IFRC to support the **Ukrainian Red Cross Society (URCS)** to deliver assistance and support to some 16,000 people, with a focus on the existing health and care, water, sanitation, and hygiene promotion, shelter, and capacity building activities, complemented now with winterization, beneficiary communication, disaster preparedness and disaster response components. The revised plan is based on recent needs assessments and reflects increased humanitarian needs among the displaced population in Ukraine, an extended timeframe, and an increase in activities and the number of involved volunteers. The planned response reflects the current situation and information available at this point of the evolving operation, and will be adjusted based on further developments and more detailed assessments.

Details are available in the Emergency Plan of Action (EPoA) [<click here>](#)

## The disaster and the response to date

- **November 2013 to February 2014:** period of increasing civil unrest
- **March 2014:** independence referendum (Crimea) and Crimea's integration into the Russian Federation
- **February and March 2014:** CHF 317,790 DREF allocated to support preparedness activities and to assist the National Society to provide first aid and psycho-social assistance
- **May 2014:** Emergency Appeal launched for CHF 1.38 million to support the population affected by the continued civil unrest and to allow preparations for the potential escalation of violence
- **May to August 2014:** Implementation of Emergency Appeal activities (Ops Updates 1 and 2)
- **September 2014:** Revised Emergency Appeal for CHF 2.29 million.



Simulation exercise of URCS National Response Teams members.  
Photo: IFRC

## The operational strategy

**Needs assessment and beneficiary selection:** As of mid-September 2014 authorities report a total of 262,977 IDPs across Ukraine; 94 per cent of whom come from the eastern regions of Ukraine while 8 per cent come from Crimea. According to UNHCR estimates there are some 500 collective centres throughout the country, hosting some 24,000 IDPs. An estimated 60 per cent of these centres are thought to be unsuitable for winter accommodation.

Ongoing assessments indicate that the displaced families continue to move, often on a daily basis. IDP settlements appear to be unprepared for coping with the approaching winter situation, which makes it challenging to identify their needs due to the different structural conditions at various collective centres. Displaced persons continue to return back home to areas where the Government has regained control, though it is difficult to estimate their number, as some have never registered as IDPs. Most of them are returning to Slovyansk, Khramatorsk, Druzhkivka and Krasny Lyman from the nearby cities in Donetsk and Kharkiv regions. In Slovyansk, water, electricity and gas supplies have been restored to 95 per cent of the previous capacity, and payments of pensions and social benefits have been resumed in the city. While IDPs in the East show willingness to return as soon as hostilities end and are able to find housing, jobs and access services, IDPs from Crimea are reporting that they are not likely to return to Crimea under the current circumstances.

Hygiene and first aid items, emergency shelter, blankets, heaters and non-food item (NFI) assistance are the main needs of the IDPs, who are residing with relatives, in host communities, schools, tents, unfinished buildings and government buildings. Some IDPs have rented apartments or hotel rooms. These IDPs are now beginning to struggle to find financial resources to support themselves, and both host families and IDPs are becoming increasingly vulnerable due to financial constraints. There are also returnees to the areas where military actions have ended, and people there would also need support for the upcoming winter.

For returnees the priority is to re-build their homes in the hope that the authorities will repair the social infrastructure (schools, hospitals, etc.). The URCS intends to focus on the IDPs residing in the cities of Kyiv, Kharkiv, Dnepropetrovsk, Zaporozhye, Odessa, Kherson, Nikolaev and also on those who have returned to Donetsk and Luhansk regions. Currently, the regional branches of the National Society are undertaking detailed needs assessments of the families which are most in need, with a focus on single elderly and disabled people along with persons suffering from chronic diseases, women as heads of households and children.

**Operational strategy:** to improve the living conditions of 4,000 families (16,000 individuals) severely affected by the conflict in Ukraine and to assist them through the provision of tailored humanitarian assistance in the form of the distribution of food and non-food assistance including winterization preparedness for the IDPs and returnees and health related activities. The humanitarian action would include:

- Winterization packs for 2,750 families
- Additional 2,750 hygiene items for the families;
- Additional 1,900 first-aid kits for volunteers trained in First Aid;
- Production and dissemination of intensive IEC messages on diarrhoea and respiratory tract infections amongst IDPs and the hosting communities.
- Increased psychosocial first aid service in the areas where people are staying in shelters or at temporary centres. It will also increase preparedness among volunteers to respond to PSS needs of the IDPs and the hosting communities.



## Coordination and partnerships

### Movement Coordination

In line with the Movement Coordination Agreement signed between the URCS, ICRC and IFRC in 2012, Movement Coordination meetings are regularly held in Kyiv under the chairmanship of the URCS. IFRC support to the URCS is provided through the IFRC Europe Zone Office. The support is based on the careful identification of needs and is done in close coordination and cooperation with the National Society.

Since February 2014, support to the URCS has been provided by the IFRC's Head of Country Cluster for Eastern Europe and Central Asia, with strategic guidance and support by the Director of the IFRC Europe Zone Office. In order to promote the activities of the URCS and ensure respect for its volunteers, IFRC developed, with the support of a Finnish Red Cross communications team, the following two videos: a two minute long video, titled "The Importance of Impartiality in Ukraine", and a 10 minute video, titled "Respect: Ukrainian Red Cross Volunteers Take Risks to Save Lives"<sup>1</sup>

The ICRC is also supporting the URCS in strengthening its first aid delivery capacity by providing training courses to staff and volunteers in tactical and emergency first aid. The Ukrainian Red Cross staff and volunteers, along with their colleagues in ICRC, work constantly to ensure that all people, most importantly those engaging in the conflict, understand and respect the Red Cross emblem and permit the critical work of the Red Cross to continue. The Ukrainian RC coordinates its work with ICRC on the delivery of humanitarian assistance to conflict-affected areas.

## Sectors of intervention



### Health and care

**Outcome 1: Increased readiness of Red Cross First Aid teams to provide timely first aid services for IDPs.**

**Output 1.1 URCS first aid teams are ready to serve in case of further escalation of violence (in coordination with ICRC).**

Activities planned:

- Setting up additional first aid posts as required in view of the potential population movement
- Training of additional to 150 volunteers and 50 staff in First Aid
- Procurement and distribution of first-aid kits to the URCS staff and volunteers trained in First Aid.
- Provision of transportation and incentives for the deployment of additional volunteer teams
- Monitoring the deployment of First Aid teams

**Outcome 2: The beneficiaries affected by crisis and emergency situations are provided with Psychosocial Support Services (PSS).**

**Output 2.1 Psychosocial support is provided to the target population.**

Activities planned:

- Deployment of psychosocial support specialist(s)
- URCS volunteers receive additional training in community-based psychosocial support and are supported in their daily activities
- Building up a resource pool of volunteers and staff trained in PSS to cope with the evolving situation
- Ensuring a permanent presence of Red Cross PSS-trained volunteers in first aid points across the

<sup>1</sup> The videos can be accessed via the following links: <http://bit.ly/ImpartialURCS> and <http://bit.ly/RespectURCS>

country

- Identification of people at risk or severely affected individuals; referral to a second-line counselling service
- Psychosocial support to URCS staff and volunteers affected by the crisis as needed



## Water, sanitation, and hygiene promotion

**Outcome 3: Preparedness stocks are in place to assist up to 5,000 beneficiaries, particularly with a view to responding to a potential IDP crisis.**

**Output 3.1 Basic hygiene kits for up to 5,000 beneficiaries are pre-positioned in the warehouses.**

Activities planned:

- Procurement of hygiene kits for immediate distribution to the affected population
- Effective assessment by URCS staff/volunteers in coordination with authorities/Movement, to identify targeted distribution of stocks as needed
- Monitoring the evolving situation to respond to the water and sanitation needs and use of stocks

**Outcome 4: Target people are assisted with emergency sanitation and hygiene interventions and reached with IEC messages.**

**Output 4.1 Basic hygiene supplies for additional 11,000 beneficiaries are procured and distributed.**

Activities planned:

- Identification and listing of beneficiaries identify distribution points and collecting information of distributed items
- Procurement and distribution of 2,750 basic hygiene kits following URCS procurement procedures and standards
- Production and dissemination of intensive IEC messages on diarrhoea and respiratory tract infections amongst IDP's and host communities
- Transportation and distribution
- Monitoring and reporting



## Shelter and settlements

**Outcome 5: Preparedness stocks of non-food items are in place to assist up to 5,000 beneficiaries, particularly with a view to responding to a potential IDP crisis.**

**Output 5.1 Basic non-food items for up to 5,000 beneficiaries are pre-positioned in the National Society's warehouses.**

Activities planned:

- Procurement and pre-positioning of tents, blankets, bed linens for immediate distribution to the affected population
- Effective assessment by URCS staff / volunteers in coordination with Authorities / Movement to identify targeted distribution of stocks as needed
- Monitoring of the evolving situation to respond to the shelter and non-food needs and use of stocks

**Outcome 6: Emergency shelter and non-food relief item needs of the affected population are met under the national coordination mechanism.**

**Output 6.1 2,750 additional families have been assisted with winterization packs.**

Activities planned:

- Identification and listing of beneficiaries identify distribution points and collecting information of distributed items
- Procurement of 2,750 winterization packs following URCS procurement procedures and standards
- Transportation and distribution
- Monitoring and reporting



## National Society capacity building



**Outcome 7: The disaster management capacity of the National Society to respond to the consequences of the crisis and disaster situations is strengthened**

**Output 7.1 The National Disaster Response Team (NDRT) has been strengthened to provide efficient response to crises and emergency situations.**

Activities planned:

- Support the URCS at the branch level in updating contingency crisis and response plans
- Improve coordination with governmental authorities on disaster preparedness and response activities
- Conduct a general DM training for staff and volunteers
- Basic /rapid needs assessment training/refreshers for NDRT
- Conduct training in Relief Distribution, Logistics
- Support for Communications and IT, through the provision of computers, printers, radio and teleconference communications materials for particularly insecure areas



## Programme support services

Support will be provided in the following areas:

- **Human resources (HR):** The URCS has more than **865** staff and **60,000** volunteers nationwide. With regards to the personnel who have been involved in this operation, some **3,500** staff and volunteers were active in relief distributions, first aid provision, training and dissemination activities; each oblast has up to 3 first aid teams, each with 8 to 26 members, covering 25 oblasts/regions country-wide. Starting from August 2014, the URCS plan was to focus on 10 oblasts for the same activities, with **1,000** personnel / volunteers being active. The current crisis has placed enormous stress on the URCS leadership, staff and volunteers. In the upcoming phase of the operation, additional HR capacity might be needed to support the operation, and therefore, upon the confirmation of funds, an RDRT team and/or Disaster Management practitioners will be considered for deployment to support URCS.
- **Communications - advocacy and public information:** The URCS has attained a greater level of public profiling of its work, in particular due to its role as a first aid response organization during periods of civil disturbance. The National Society has recognized this increase in public recognition, and is increasing its emphasis on public communication. Obtaining accurate, up-to-date information from the field has remained a significant challenge, and in addition, inaccurate reports in the media required the National Society to adapt its previously well-established systems of information management. The National Society has recruited an additional information officer to help guide it in improving its public information management. The IFRC has also recognized the need to support the URCS in its efforts to share its work, both with the Ukrainian public, and with media/donors/potential donors. Technical support will be provided to assist the National Society in building capacity in this area.
- **Beneficiary communications:** accountability is a key requirement for the URCS. For this reason, communication channels between the National Society and beneficiaries have been established in order to ensure feedback. The final evaluation will include the perception of the beneficiaries and the local authorities regarding the efficiency and efficacy of the activities, which need to be executed in accordance with the standards and policies of the IFRC, Ukrainian Red Cross and the minimal standards of the Sphere Project.
- **Logistics:** the appeal includes costs related to logistical resources necessary for the URCS to implement its distributing, monitoring and evaluating activities. Continued support, as from the onset of the operation, will be given to URCS supply chain management capacities. For the

URCS to efficiently run the logistics aspects of this appeal, the IFRC will provide technical support through the IFRC Global Logistic Services – Dubai office. In the first stage of the appeal all procurement was carried out locally except for the 400 tents which were procured via the IFRC's Global Logistics Office in Dubai to guarantee international standards and because this type of product wasn't available in the local market.

IFRC will also liaise and coordinate actions with the ICRC and other key actors to ensure that the logistics operation uses all information to be as efficient and effective as possible.

- **Information and communication technologies (IT):** with the objective to increase coordination of the operational team in the field, the National Society has purchased 10 notebook computers + printers; they were bought and given to 8 oblasts with the greatest IT needs, with 2 sets for use at the national office/warehouse.
- **Reporting, monitoring and evaluation:** the existing URCS monitoring and supervision system will be strengthened through monitoring visits by IFRC zonal PMER and IFRC zonal operation units. Regular monitoring will support the eventual revision of operational time-frame and coverage. Monitoring tools specific to this operation will be developed by the PMER team. Internal operations reviews will be undertaken at the end of the operation, and the final evaluation will be conducted with technical support from the IFRC and involvement of the National Society's staff and volunteers, with special emphasis on personnel in the branches to allow the building-up of this capacity as widely as possible.
- **Security:** security of staff and volunteers is a primary concern, as the ongoing situation is unpredictable and situation dynamics are constantly evolving. Security matters are coordinated with the ICRC's in-country mission.

## € Budget

See attached IFRC Secretariat budget (Annex 1) for details.

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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.

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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**.

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# EMERGENCY APPEAL

16/09/2014

MDRUA007 Ukraine

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	166,375			166,375
Shelter - Transitional				0
Construction - Housing				0
Construction - Facilities				0
Construction - Materials				0
Clothing & Textiles	781,355			781,355
Food				0
Seeds & Plants				0
Water, Sanitation & Hygiene	105,250			105,250
Medical & First Aid	92,500			92,500
Teaching Materials				0
Utensils & Tools	4,500			4,500
Other Supplies & Services	137,550			137,550
Emergency Response Units				0
Cash Disbursements				0
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>1,287,530</b>	<b>0</b>	<b>0</b>	<b>1,287,530</b>
Land & Buildings				0
Vehicles				0
Computer & Telecom Equipment	6,900			6,900
Office/Household Furniture & Equipment				0
Medical Equipment				0
Other Machinery & Equipment				0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>6,900</b>	<b>0</b>	<b>0</b>	<b>6,900</b>
Storage, Warehousing				0
Distribution & Monitoring	104,000			104,000
Transport & Vehicle Costs	3,850			3,850
Logistics Services	11,650			11,650
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>119,500</b>	<b>0</b>	<b>0</b>	<b>119,500</b>
International Staff	268,900			268,900
National Staff	6,250			6,250
National Society Staff	90,550			90,550
Volunteers	17,600			17,600
<b>Total PERSONNEL</b>	<b>383,300</b>	<b>0</b>	<b>0</b>	<b>383,300</b>
Consultants				0
Professional Fees	35,000			35,000
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>35,000</b>	<b>0</b>	<b>0</b>	<b>35,000</b>
Workshops & Training	139,600			139,600
<b>Total WORKSHOP &amp; TRAINING</b>	<b>139,600</b>	<b>0</b>	<b>0</b>	<b>139,600</b>
Travel	60,500			60,500
Information & Public Relations	47,000			47,000
Office Costs	19,950			19,950
Communications	29,800			29,800
Financial Charges	1,600			1,600
Other General Expenses	8,000			8,000
Shared Office and Services Costs	8,760			8,760
<b>Total GENERAL EXPENDITURES</b>	<b>175,610</b>	<b>0</b>	<b>0</b>	<b>175,610</b>
Partner National Societies				0
Other Partners (NGOs, UN, other)				0
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
Programme and Services Support Recovery	139,584			139,584
<b>Total INDIRECT COSTS</b>	<b>139,584</b>	<b>0</b>	<b>0</b>	<b>139,584</b>
Pledge Earmarking & Reporting Fees	7,700			7,700
<b>Total PLEDGE SPECIFIC COSTS</b>	<b>7,700</b>	<b>0</b>	<b>0</b>	<b>7,700</b>
<b>TOTAL BUDGET</b>	<b>2,294,724</b>	<b>0</b>	<b>0</b>	<b>2,294,724</b>
<b>Available Resources</b>				
Multilateral Contributions				0
Bilateral Contributions				0
<b>TOTAL AVAILABLE RESOURCES</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>NET EMERGENCY APPEAL NEEDS</b>	<b>2,294,724</b>	<b>0</b>	<b>0</b>	<b>2,294,724</b>