

## Emergency Plan of Action (EPoA) Zimbabwe: Floods

<b>DREF Operation:</b> MDRZW010	<b>Glide n°</b> EP-2015-000001-ZWE
<b>Date of issue:</b> 13 January 2015	<b>Date of disaster</b> 09.12.14
<b>Operation manager (responsible for this EPoA):</b> Naemi Heita , Regional Disaster Risk Reduction Coordinator, IFRC Southern Africa Office	<b>Point of contact (name and title):</b> Karikoga Kutadzaushe, Operations Manager, ZRCS, Zimbabwe
<b>Operation start date:</b> 12.01.15	<b>Expected timeframe:</b> Three months
<b>Overall Operation Budget:</b> CHF 192,292	
<b>Number of people affected:</b> 6,000 people (1,200 households)	<b>Number of people to be assisted:</b> 2,500 people (500 households)
<b>Host National Society presence:</b> 20,000 volunteers, 120 staff members , 8 provincial branches	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> Danish Red Cross, Norwegian Red Cross, Finnish Red Cross, ICRC, IFRC SARO.	
<b>Other partner organizations actively involved in the operation:</b> UNOCHA, IOM, World Vision	

## A. Situation analysis

### Description of the disaster

Since December 2014, Zimbabwe has experienced continuous heavy rainfall, which has led to widespread flooding across the country, with the worst affected provinces including: Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands. Early warning and monitoring data evidence indicates that the flooding will soon extend to traditionally high flood risk communities in the Masvingo, Matabeleland North and Matabeleland South provinces.



A flooded home in Muzarabani © ZRCS 03.01.15

According to preliminary assessments, approximately 6,000 people (1,200 households) have been affected, of which 2,500 people (500 households) are in urgent need of assistance. Ten (10) people have died from drowning while, one child died following the collapse of their house, while many more have been injured, displaced and left homeless. Many houses have collapsed due to flooding, particularly those in informal settlements such as the high density peri-urban suburb of Harare Urban (Mashonaland Central), where houses were at different stages of construction. The houses are built of bricks but using no cement thus making them prone to damage from the incessant rains. Belongings have also been washed away including food and livelihoods items. Water supply and sanitation infrastructure have been flooded and contaminated, including 70 boreholes in the Mashonaland Central province (Mbire district) alone, which has increased the risk of waterborne diseases. The flood-affected population has moved to higher ground, with some seeking refuge in schools.

Zimbabwe's weather department has issued flood alerts indicating that the heavy rains are expected to continue with downpours of more than three inches (nearly eight centimetres) forecast in the northern and eastern regions, accompanied by gusty winds. In a statement On 2 January 2015, the government's Civil Protection Department

advised affected communities to find shelter on higher ground. It also warned that roofs could be blown off and low-cost and mud-built houses risk collapse from water saturation – a scenario that has already started as the rains have continued. A looming threat of back flows into tributaries of most major rivers including Zambezi is expected to trigger flooding along the tributaries, while approximately 9,000 refugees in the Tongogara refugee camp are also at the threat of flooding from the rapidly swelling Save River.

## **Summary of the current response**

### **Overview of Host National Society**

The Zimbabwe Red Cross Society (ZRCS) has an existing pool of highly skilled and trained disaster response personnel who have received Emergency Response Unit (ERU) and Field Assessment and Coordination Team (FACT) training. Moreover, the ZRCS has a capacity at community level in the form of fully trained response teams that have been funded through ECHO and other Movement actors. Since the onset of the flooding, the ZRCS has been closely monitoring the unfolding humanitarian crisis and activated contingency plans, which already had focus on floods in some of the affected areas such as in the Mashonaland Central Province (Muzarabani district). The National Disaster Response Teams (NDRT) in collaboration with Provincial Disaster Response Teams (PDRT) trained volunteer teams that have carried out preliminary assessments and provided some immediate relief assistance to 500 people (100 households) in the Manicaland, Mashonaland Central and Mashonaland East Provinces. The ZRCS had pre-positioned relief stocks (non-food items (NFIs)), however these have now been depleted and need to be replenished in order to meet the needs of the affected population. The ZRCS has also posted updates and field reports to information systems and networks such as DMIS, Relief Web, the ZRCS website and on social media platforms, which has been updated as the situation evolves.

### **Overview of Red Cross Red Crescent Movement in country**

The International Federation of Red Cross and Red Crescent Societies (IFRC) has a country delegation in Zimbabwe, which provides assistance to the ZRCS, with support from the IFRC Southern Africa Regional Office (SARO) based in Botswana. The ZRCS is also working in collaboration with in-country Partner National Societies (PNS) including the Danish, Finnish and Norwegian Red Cross. The International Committee of Red Cross (ICRC) also has a country delegation. The Movement partners present in-country coordinate through regular Movement coordination meetings. These have been instrumental in coordinating the planning and response to the flooding as well as information sharing as the situation has evolved. An Emergency Steering Committee Meeting is scheduled, which may provide more logistical support from the ICRC, as has been the experience in responding to previous emergencies.

### **Overview of non-RCRC actors in country**

The Civil Protection Department is playing a key role in coordinating response actions. The ZRCS as mandated by the ZRCS Act of 1981 and the Civil Protection Act of 1989 is also a member of the Civil Protection Committee and thus attends coordination meetings at all levels. At the provincial level, ZRCS provincial staff are working closely with provincial civil protection committees chaired by Provincial Administrators and carry out joint assessments and relief efforts. The Provincial Civil Protection Committees have since requested the Red Cross to intervene in the unfolding crisis. To date, the government has been instrumental in commandeering evacuation logistics airlifting stranded and marooned victims. Currently, no concrete plans have been shared by other agencies as contribution to the alleviation of the situation. The Civil Protection Department has coordinated a joint assessment with other agencies including ZRCS and the teams are currently in the field. Some areas are still difficult to reach and more information will be expected on the real situation on the ground.

[<click here to go directly to the budget](#) [here for contact details](#) >

## **Needs analysis, beneficiary selection, risk assessment and scenario planning**

### **Needs analysis**

As of 10 January 2015, the rapid assessments carried out by the ZRCS are the primary source of information on the situation. The ZRCS NDRT and PDRT personnel have in collaboration with the Civil Protection Agency supported community based action teams to carry out assessments where possible. In other inaccessible areas, the ZRCS has had to rely on unsubstantiated information from various networks which have been shared by people in or around the affected areas. As noted, according to these sources, approximately 6,000 people (1,200 households) have been affected, of which 2,500 people (500 households) in need of immediate assistance, specifically in the areas of shelter, food, health and care, water, sanitation and hygiene promotion. The ZRCS is requesting assistance to

enable assessments to be carried in order to provide validation of the needs of the current flood-affected population and inform the breakdown of households to be supported in these areas.

### **Risk Assessment**

The Meteorological Services Department has stated that more rainfall is expected, with as much as 80mm predicted within the next 24 hours (as of 10 January 2015), and lead to potential flooding in high flood risk communities in low lying areas downstream of the Zambezi River, specifically in the Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West, Masvingo, Matabeleland North, Matabeleland South and Midlands Provinces.

In most of the flood-affected areas, accessibility remains difficult as most roads are impassable, flooded or mud clogged making transportation of material and assessments difficult. The persistence of rains on already saturated ground and over spilling dams will further exacerbate the already precarious situation. The ZRCS has access to approximately 80 per cent of the flood-affected areas, and to reach the remaining inaccessible areas may rely on the Air Force of Zimbabwe depending on the weather conditions. On 7 January 2015, efforts to reach Mashonaland Central province (Muzarabani district) by helicopter was abandoned due to bad weather.

## **B. Operational strategy and plan**

### **Overall objective**

The flood-affected population's survival and immediate needs are met through the provision of essential emergency relief, food and shelter items, water, sanitation and hygiene promotion assistance, targeting a total of 2,500 people (500 households) in Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces.

### **Proposed strategy**

This DREF operation will include the following activities:

- Carry out needs assessment and analysis for validation of the needs of the current flood-affected population with the intention of modifying/extending the operation is required. Following the needs assessment a breakdown of the households per province will be confirmed through the issue of an Operations Update.
- Procurement and distribution of NFIs: 1,000 blankets (two blankets/family); 250 kitchen sets (priority to be given to the 250 vulnerable households whose utensils got damaged/lost during floods), and 500 mosquito nets. Please note that NFIs have already been utilized for distributions to 500 people (100 households) and will be replenished.
- Procurement and distribution of 500 food parcels to households affected for one month (20kg mealie meal, 2kg beans, 2 litres cooking oil, 500g salt, 2kg sugar, 500g powdered milk and 2kg flour). Based on the information from preliminary assessments and also informed by the actions of other players a one month food support will be provided to the flood-affected populations in the form of parcels based on the standard food basket.
- Provision of temporary shelter (1,000 tarpaulins, 2,000 timber pieces and 50 rolls plastic sheeting) for 2,500 people (500 households) affected families. Shelter shall be a priority provision and shall be sensitive to gender disparities and needs as guided by the Sphere Standards. Tools to support shelter construction are locally owned by the communities; and volunteers will be deployed to provide demonstration/assistance as required;
- Provision of 45,000 aqua tablets for three months (30 tabs/household/month);
- Procurement and distribution of 500 hygiene kits (soap, vaseline, sanitary pads, mosquito repellents) and 500 buckets (for water storage);
- Printing and distribution of Information, Communication and Education (IEC) materials to the affected communities and carrying out hygiene promotion;
- Training of staff and volunteers on SPHERE standards;
- Procurement of Mega V/ODK equipment and training of staff and volunteers on its use for surveying/distributions in collaboration with the IFRC Zone and SARO.

In this DREF operation, most vulnerable populations who are in a need of immediate life-saving assistance and are not being targeted by other agencies will be prioritized – this will include: children and the chronically ill orphans, persons with disabilities, widows, and women. The needs of women and children and other disadvantaged groups will

be taken into consideration. Please note that the targeting of 2,500 people (500 households) is in anticipation of the proportionate support from other agencies such as International Organization for Migration (IOM), the United Nations Children's Fund (UNICEF), World Vision and other non-state actors who are currently undergoing inter agency assessments coordinated by the Civil Protection Department. As noted, a breakdown of the households per province will be confirmed following the needs assessment that is planned. Moreover, as the response by other agencies has not been established, other interventions not included in this DREF operation will be considered, and hence a revision may need to be considered. The DREF operation may also need to be revised to include other areas, which have not been affected, i.e. in the southern and western parts of the country (Masvingo, Matebeleland North and Matebeleland South) but are at high risk of floods as a result of the continued rainfall.

Of the items to be procured, only tarpaulins will be procured externally, as food hampers, hygiene kits, kitchen sets, mosquito nets, plastic sheeting and timber can be easily and quickly procured locally. As well as provisioning items for the operation, relief stocks already utilized, will require replenishment and expenses incurred prior to the DREF allocation reimbursed, i.e. assessments and logistics costs

## Operational support services

Key support services for the successful operation will include the following:

Support Service	Function
<b>PMER</b>	Support with evidence based reporting, upholding accountability and compliance
<b>Finance</b>	Availing financial resources, financial accountability, control mechanisms, financial reporting. NS Staff well trained and experienced in DREF operation.
<b>Communications</b>	Profiling and documentation of the response, Public relations
<b>IT</b>	Communication systems set up and maintenance.
<b>Human Resources</b>	Organizing personnel for the operation, volunteers, staff, surge capacity.

### Human resources

The DREF operation will require personnel - volunteers and Ns staff.

- 50 trained volunteers are required for the operation to carry out shelter construction, distributions, assessments loading, offloading and shelter construction. Working on a maximum of four hours a day, these will require insurance, travel cost, allowances and refreshments during the operation as stipulated in the ZRCS volunteer policy. An RDRT trained officer will be assigned as the project officer to manage the operation and will be on a fulltime salary support for the three months.
- 12 members of staff at provincial and HQ level will be required at the beginning of the operation and will be reduced as the operation continues, some who are NDRT will participate in the operation as required and in rotation. HQ staff will be coordinating the operation. These will be paid per diem, accommodation cost, travel costs as determined by the NS per diem policies. The 12 staff will be required to support the project officer as and when required in the five provinces being targeted by the operation. The number is cognizant of the geographic spacing of the affected areas.

### Logistics and supply chain

A robust Logistics plan will be put in place to ensure a smooth operation:

- Procurement plans: Locally available material will be procured locally by the ZRCS; this will include water sanitation items and food parcels. Procurement procedures should follow standard IFRC protocol.
- Use of prepositioned Non Food Items at both National Society Level and IFRC regional level: The ZRCS has recently received a donation of NFIs from IFRC (tarpaulins/kitchen Sets) these should be used and replenished back into stock, if any shortfalls IFRC regional stock can be used. All replenishment will be conducted via GLS.
- Warehouse and storage plans: Procured items will be stored at ZRCS main warehouse and or delivered straight to the provincial warehouses. At all times a paper trail of relevant documentation should be kept to account and track stocks during distribution activities.
- Transport and fleet needs: The ZRCS will allocate any free project vehicles to the operation. If additional vehicles are required – IFRC Global Fleet Unit has several VRP vehicles available in country that can be rented for short

term needs. In the past ICRC has loaned trucks to ZRCS, in the event that ICRC cannot loan any trucks to the operation – NS truck will be hired for transport of NFIs to distributions and storage sites. Fuel and maintenance costs have been covered for this operation.

#### **Quick links**

- [Emergency Items Catalogue 2009](#)
- [Logistics Standards Online](#)
- [Procurement Portal](#)

#### **Information technologies (IT)**

All communications costs directly related to the operation are covered by the budget. ZRCS will use existing IT equipment and no additional capital expenditures will be covered by the DREF budget.

#### **Communications**

ZRCS will hold press conferences with local media as needed to profile the response operations. Use of social media platforms such as the ZRCS Facebook and Twitter sites will be critical; at the same time posting updates on the ZRCS website. Communications material gathered during the operation will be shared with IFRC for posting on the recently launched Africa web page [www.ifrc.org/africa](http://www.ifrc.org/africa). This material will be shared with ZRCS for their own use. Furthermore, the National Society will buy air slots with national television channels and radio stations to promote the work being done in the operation. The humanitarian ambassador for ZRCS will also be engaged to reach out to the media fraternity, as well as his fans by posting updates on his own social media sites. A documentary of the operation will be produced for future references and lessons learnt.

#### **Planning, monitoring, evaluation, & reporting (PMER)**

PMER will be key to the delivery of the planned operation to ensure evidence based reporting, upholding accountability and compliance to the established standards. The disaster situation is very fluid with potential for significant evolving and transformation of the nature and extent of the need. In this regard monitoring is required regularly to track the effects and impact of response actions, track progress of activities and the delivery of outputs below and to track beneficiary perceptions on the assistance being rendered. Detailed operational sector specific outputs and time frames have been given in the operational plan. PMER's role becomes very crucial to ensure adherence to the plan of action and inform decision on whether to change plan. DREF monitoring tools will be utilised for this purpose.

During the DREF operation a needs assessment will be carried out midway to establish the extent to which the response operation has addressed the current deficiencies. Besides giving insight on the changes on the gaps and needs, this will also inform on the plans for the medium and long term interventions. A beneficiary satisfaction survey will be carried towards the end of operation to track beneficiary perceptions on the aid vis-à-vis the deficiencies. Taking cognizance of the potential escalation of the emergency from continued rains, ZRCS will continue monitoring the situation and will update and if need be revise the EPoA as necessary. Lessons from ongoing assessments will inform decisions and revisions on the design of the implementation plan and strategy. In addition, an operational review / lessons learnt workshop will also be carried with technical support from the IFRC Zone or SARO to provide recommendations for long term interventions.

## C. DETAILED OPERATIONAL PLAN

### Quality programming / Areas common to all sectors

<b>Outcome 1: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation</b>													
<b>Output 1.1: Emergency plan of action is updated and revised as necessary to reflect needs</b>													
Activities planned	Week / Month	1	2	3	4	5	6	7	8	9	10	11	12
Needs assessment survey which shows beneficiaries are consulted													
Revision of EPoA based on consultation with beneficiaries, assessment and analysis													
Procurement of Mega V/ ODK equipment and training													
<b>Outcome 2: The management of the operation is informed by a comprehensive monitoring and evaluation system</b>													
<b>Output 2.1: Monitoring information informs revisions of emergency plan of action where appropriate</b>													
Activities planned	Week / Month	1	2	3	4	5	6	7	8	9	10	11	12
Beneficiary satisfaction survey													
Monitoring visits													
<b>Output 2.2: The findings of evaluations lead to adjustments in on-going plans and future planning as appropriate</b>													
Activities planned	Week / Month	1	2	3	4	5	6	7	8	9	10	11	12
DREF review workshop													

### Water, sanitation and hygiene promotion

**Needs analysis:** Most affected households lost their water storage devices along with most of their NFIs. While most protected water sources have been flooded and or contaminated by flood waters. To avert potential water related illness it is paramount to provide water storage buckets that will keep the water safe. Furthermore hygiene promotion through awareness raising campaigns during distribution of the relief items will be done. Local volunteers will continue to pass on messages to this effect. Hygiene kits will also be procured and distributed to affected households for sanitizing their implements and living spaces.

**Population to be assisted:** 500 households in the Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces, which are flood-affected, whose access to safe water supply and sanitation facilities has been disrupted and are at increased risk of waterborne diseases.



[illegible]

**Output 1.1: Target population in flood-affected areas is provided with access to safe drinking water supply in accordance with SPHERE and WHO standards (Target: 2,500 people/500 households)**

[illegible]

**Output 1.2: Target population in flood-affected areas is provided with adequate environmental sanitation facilities (Target: 2,500 people / 500 households)**

[illegible]

**Output 1.3: Target population in the flood-affected areas are provided with hygiene promotion activities, which meet SPHERE standards (Target: 2,500 people / 500 households)**

[illegible]

## Shelter and settlements (and household items)

**Needs analysis:** Provisioning of temporary shelter to 500 households where damaged: Two tarpaulins will be distributed per family while 20 metres of plastic sheeting will be given out for flooring purposes and or covering partially damaged structures. Four lengths of treated timber will also be distributed along to mitigate deforestation. Participatory designing of the shelters with the facilitation of shelter construction by trained volunteers will be considered.

**Population to be assisted:** 500 households in the Manicaland, Mashonaland Central, Mashonaland East, Mashonaland West and Midlands provinces, which are flood-affected, whose homes have been damaged/destroyed and which have lost household assets.

[illegible]

**Output 1.1: Distribution of NFIs and emergency shelter items undertaken to meet the needs of the target population in flood- affected areas (Target: 2,500 people / 500 households)**

[illegible]





## Contact information

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

- **Zimbabwe Red Cross Society:** Maxwell Phiri, Secretary General; phone: +263.4.332638; +263.4.332197; email: [phirim@redcrosszim.org.zw](mailto:phirim@redcrosszim.org.zw)
- **IFRC Regional Representation:** Michael Charles; Tel. +26771395339; Email: [michael.charles@ifrc.org](mailto:michael.charles@ifrc.org)
- **IFRC Africa Zone:** Daniel Bolanos, Africa Zone DMC; phone: +254 20 283 5213; email: [daniel.bolanos@ifrc.org](mailto:daniel.bolanos@ifrc.org)
- **IFRC Geneva:** Christine South, Operations Quality Assurance Senior Officer; phone: +41.22.730.45 29; email: [christine.south@ifrc.org](mailto:christine.south@ifrc.org)

### For Resource Mobilization and Pledges:

- **IFRC Africa Zone:** Martine Zoethoutmaar, Resource Mobilization Coordinator; phone: +251 11 518 6073; email: [martine.zoethoutmaar@ifrc.org](mailto:martine.zoethoutmaar@ifrc.org)

### For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries):

- **IFRC Zone:** Robert Ondrusek, PMER/QA Delegate, Africa phone: +254 731 067277; email: [robert.ondrusek@ifrc.org](mailto:robert.ondrusek@ifrc.org)

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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.

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Saving lives, changing minds.



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.

# DREF OPERATION

13/01/2014

## MDRZW010 Zimbabwe Floods

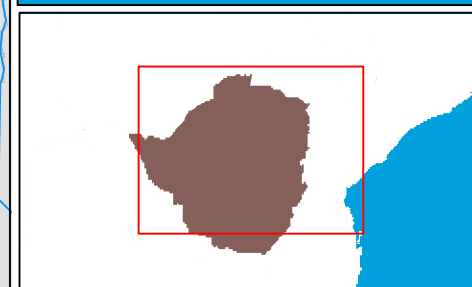
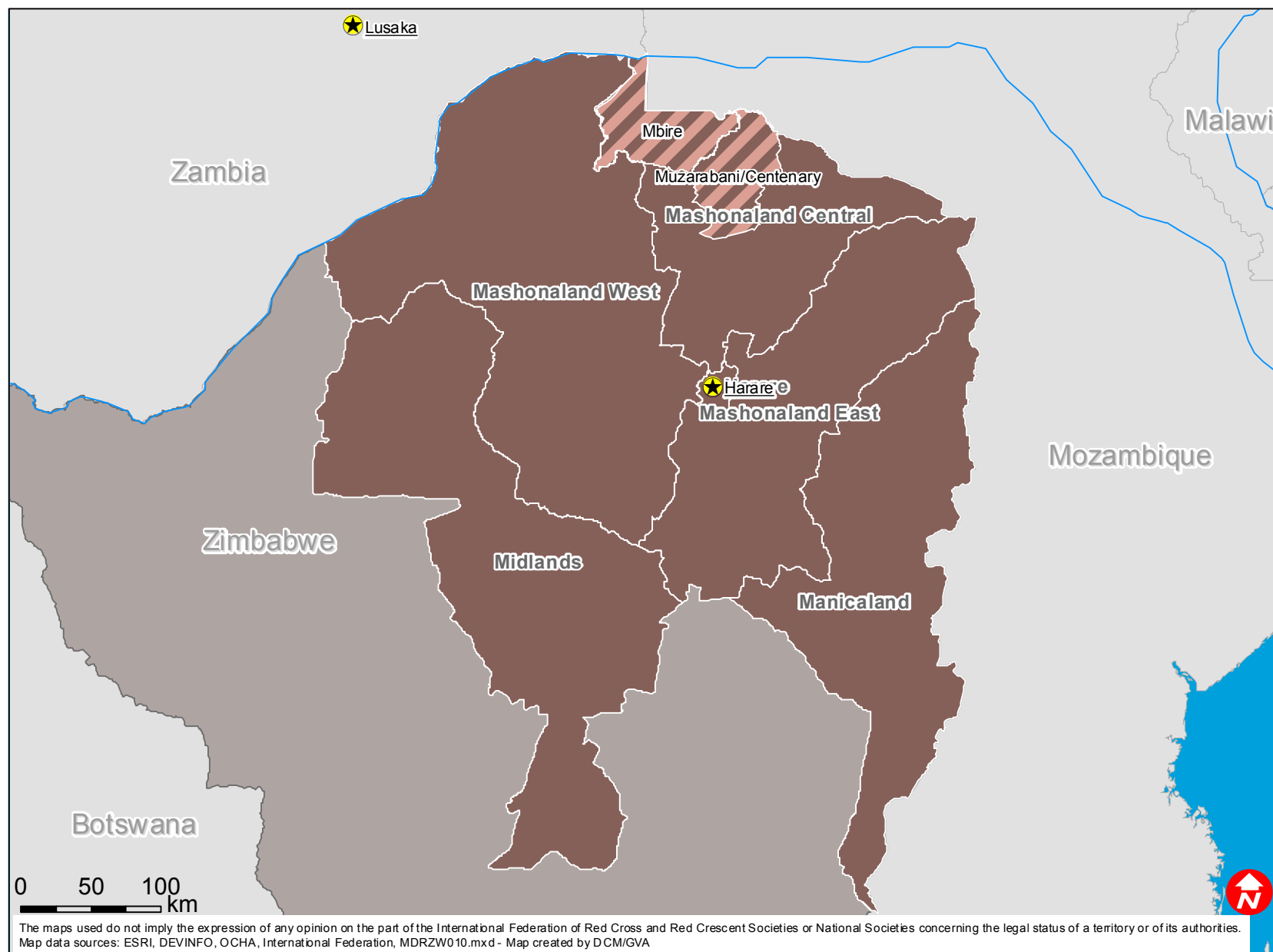
Budget Group	DREF grant budget
Shelter - Relief	21,122
Shelter - Transitional	1,000
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	0
Clothing & Textiles	31,631
Food	25,510
Seeds & Plants	0
Water, Sanitation & Hygiene	7,806
Medical & First Aid	0
Teaching Materials	0
Utensils & Tools	9,184
Other Supplies & Services	0
Emergency Response Units	0
Cash Disbursements	0
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>96,253</b>
Land & Buildings	0
Vehicles Purchase	0
Computer & Telecom Equipment	0
Office/Household Furniture & Equipment	0
Medical Equipment	0
Other Machinery & Equipment	0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>0</b>
Storage, Warehousing	612
Distribution & Monitoring	15,332
Transport & Vehicle Costs	12,830
Logistics Services	0
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>28,774</b>
International Staff	0
National Staff	0
National Society Staff	17,004
Volunteers	6,830
<b>Total PERSONNEL</b>	<b>23,834</b>
Consultants	0
Professional Fees	0
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>
Workshops & Training	14,000
<b>Total WORKSHOP &amp; TRAINING</b>	<b>14,000</b>
Travel	5,400
Information & Public Relations	7,672
Office Costs	1,102
Communications	2,092
Financial Charges	1,429
Other General Expenses	0
Shared Support Services	
<b>Total GENERAL EXPENDITURES</b>	<b>17,695</b>
Programme and Supplementary Services Recovery	11,736
<b>Total INDIRECT COSTS</b>	<b>11,736</b>
<b>TOTAL BUDGET</b>	<b>192,292</b>





International Federation of Red Cross and Red Crescent Societies  
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge  
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja  
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

MDRZW010  
EP-2015-000001-ZWE  
12 January 2015

# Zimbabwe: Floods



-  Most affected districts
-  Affected provinces

The maps used do not imply the expression of any opinion on the part of the International Federation of Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities.  
Map data sources: ESRI, DEVINFO, OCHA, International Federation, MDRZW010.mxd - Map created by DCM/GVA