

Emergency appeal operation update

Comoro Islands: Flash Floods

Emergency Appeal n° MDRKM004 GLIDE n° FL-2012-000066-COM Operation update n°1 15 June, 2012

Period covered by this Ops Update:
4 May 2012 to 4 June 2012

Appeal target (current): CHF 801.629
Appeal coverage: 42%.

[<click here to go directly to the updated donor response report, or here to link to contact details >](#)

Appeal history:

- This Emergency Appeal was initially launched on 4 May 2012 for an amount of CHF 801,629 (in cash, kind or services) over a six month period to assist 20,000 beneficiaries (4,000 families).
- CHF 100,000 was initially allocated from the Disaster Relief Emergency Fund (DREF) to support the National Society in their initial emergency response.



Comoros Red Crescent Society volunteers cleaning affected water tanks in the most affected villages. May 2012. Photo/ CRCO

Summary:

Heavy rains inundated the Comoro islands after 20 April 2012, causing the worst flooding in decades. As of 26 April, over 46,000 people were affected and more than 9,000 displaced on the islands of Grande Comore, Mohéli and Anjouan. At the request of the Comoros Red Crescent Society (CRCO) and with support from the International Federation of the Red Cross and the Red Crescent (IFRC), this emergency appeal outlines plans to assist up to 20,000 affected beneficiaries (4,000 households) through relief distribution of non-food items, water and sanitation hygiene (WASH) kits, hygiene promotion activities, as well as health and care interventions including first aid and psychosocial support.

The Comoros Red Crescent Society (CRCO) responded immediately to this situation mobilising over 200 volunteers to support local authorities with evacuation, first aid and emergency health assistance to the affected population. Following an initial joint rapid assessment together with the government and UN agencies, a more detailed sectoral assessment has been carried by CRCO volunteers with technical support from IFRC and the French Red Cross Rapid Intervention Platform for the Indian Ocean (PIROI).

To date, 2,085 households have received non-food items (NFIs), including kitchen sets, sleeping pad, lantern, stove and mosquito nets. WASH kits, including buckets, jerry cans, soap bars, chlorine tablets and water purification sachets, have also been distributed. In Grand Comoro 88 water tanks with a combined capacity of 1,850m³, have been cleaned and the water therein treated for safe human consumption.

NFI distribution and water and sanitation activities are ongoing, including hygiene promotion and epidemiologic control activities which are scheduled to commence in the coming weeks.

The geographic distribution of the three islands of Comoros, and the severely damaged communication infrastructure has presented logistics challenges in terms of transportation and distribution of relief items. Heavy rains that continued until last week have further delayed implementation of activities.

To date, contributions to this appeal have been received from the British Red Cross, the Canadian Red Cross and the Canadian Government, the French Red Cross, the ICRC, the Swedish Red Cross, the Japanese Red Cross and WHO Voluntary Emergency Relief.

On behalf of the Comoros Red Crescent Society, the IFRC would like to thank all partners and donors for their timely and generous support to this appeal.

The situation

In an already intense rainy season, heavy rains inundated the Comoros islands since 20 April 2012, causing the worst flooding in decades. The heavy downpours resulted in landslides, collapsed bridges, loss of livestock and contamination of rain water tanks, isolating many areas and impeding the evacuation of affected communities.

According to the latest information from UNDAC¹ 64,987 people (8% of the total population) have been directly affected by the floods (17,232 in Grande Comore; 30,063 in Anjouan and 17,592 in Mohéli). Another 80,000 people in Moroni and 3,900 in Mitsoudje have been indirectly affected by broken water pumps.

Following the most recent report (29 May 2012) from the Directorate General of Civil Security² (Direction Générale de Sécurité Civile – COSEP), 4 people have lost their lives in the disaster and 83 severely injured. Although families are returning to their homes, there are still approximately 4,000 displaced families. 174 houses were completely destroyed, 307 lost their roof and 1,774 were flooded. The COSEP has also advised that there is a risk of conflict in rural areas due to the loss of land fences.

Reportedly, the water pump in Moroni is currently working although it is not functioning at full capacity. District health centres in Mitsoudje and Grand Comore have water supply shortages. Ngandzale village in Anjouan suffers water shortage.

Detailed water and sanitation (WATSAN) assessments carried out in Anjouan and Moheli indicate a serious risk of water-borne diseases in both islands. Most of the villages use the rivers as a water source, and quality tests displayed a high rate of turbidity. Open air defecation is a common practice and has increased after the floods for families that have a latrine - as they were inundated by the floods. The lack of appropriate drainage for both rain and residual water is also a mayor concern. In Anjouan, 15 villages were seriously affected by the floods; 10 villages among them use rivers as a water source. Four of these 15 villages remain non accessible by road (the WATSAN team reached those communities by foot). In Moheli 22 villages where flooded and most of the population consumes water directly from the rivers. Some neighbourhoods have water supply, but the water is not treated at source.

In relation to livelihood loses, reports indicate that vanilla producers have suffered extensive loss of vanilla plants in the affected agricultural areas in Grande Comore – this will in turn reduce the amount of vanilla available for export later in the season - a main source of income for small scale farmers. Data collection in the agricultural sector is expected to begin with immediate effect.

In-depth evaluations carried out by the Education Sector Group, estimates that 58 schools are non-operational, including the university, affecting some 20,038 school children (16,757 in primary school; 3,281 in secondary school) as well as some 3,000 university students.

According to the Department of Infrastructure, approximately 204 km of roads (94 in Grand Comore, 40 in Mohéli and 70 in Anjouan) are in need of reconstruction and/or repair.

¹ United Nations Disaster Assessment and Coordination - Union of the Comoros. Flash Floods. Situation Report #7- 04 June 2012

² COSEP. Situations des Urgences en Comores. Rapport de situation N°12. 29 May 2012

Coordination and partnerships

On 25 April 2012 the government declared a state of natural disaster for the affected regions and launched an appeal for international aid. The following day the government officially requested to the Comoros Red Crescent Society to undertake any action possible to assist the population.

COSEP activated its crisis centre on 25 April 2012 and continues coordinating assessments and emergency operations at national level, with support from the United Nations Office for the Coordination of Humanitarian Affairs (OCHA). Coordination meetings are held every Tuesday and Thursday with the participation of all relevant actors, including the CRCO. COSEP and OCHA are working closely to improve information exchange on who does what and where. Sectoral meetings have been put in place as follows:

Relief	COSEP (Directorate General of Civil Security) UNDP CRCO
Water and Sanitation	COSEP, MAMWE ³ (Electricity and water supply Comorian Company) UNICEF, CRCO.
Health and nutrition	Ministry of Health, SSM ⁴ , SPV ⁵ , WHO, UNICEF, UNFPA, MSF, CRCO.
Logistics	COSEP, UNDP, WFP, AND ⁶ , CRCO
Protection – Education	Ministry of Education, UNICEF
Communication-Security	Directorate of infrastructures, Comores Telecom Co., AND, Police, COSEP
Food security	COSEP, Ministry of Production, UNDP, WFP

CRCO is one of the most significant humanitarian actors in Comoros with a vast network of community based volunteers present in every local community. It is the main organisation in the country with the capacity and resources to reach and provide assistance to the most needy.

The coordination with local authorities and other humanitarian actors is being carried out not only to share information and avoid duplications but also to increase active cooperation. In this sense, the CRCO has identified 458 water tanks which require cleaning. Three hundred of these 458 water tanks will be cleaned by CRCO through this appeal, and the United Nations Development Programme (UNDP) is considering cleaning the remaining 158 in cooperation with COSEP. The World Food Programme (WFP), in collaboration with the CRCO, completed the distribution of 25.12 mt of High Energy Biscuits (HEB) to 4,000 households across the three islands. Additional WASH kits, mosquito nets and aquatabs for 2,749 households have been also distributed across 22 villages in partnership with UNICEF.

In terms of actions by other actors, a water engineer has arrived from VEOLIA France and is working in cooperation with UNICEF to, inter alia, explore ways to restore usage of the pumping station in Vouvouni. On 28 May 2012, the Ministry of National Education with the support of UNICEF, COSEP and local NGOs started distribution of schools kits; tarpaulins, tents and recreation kits in 121 schools across 58 villages of Grand Comore, Mohéli and Anjouan. A Food and Agriculture Organisation (FAO) expert arrived on 31 May 2012 to support the Directorate of Agriculture and all other concerned actors in the on-going agriculture detailed assessments and development of an early recovery and food security disaster risk management plan. A second FAO expert is expected to join shortly. A Turkish delegation composed of doctors, water

³ MAMWE (Gestion de l'Eau et de l'Electricité aux Comores) is the national company, responsible for the regulation of the electricity and water sector.

⁴ Service de Santé Militaire, Military Health Service.

⁵ Santé Publique et Vétérinaire, Department of the Health Ministry for Public and Veterinary health.

⁶ Armée Nationale de Développement

specialists and infrastructure experts, arrived this week and is visiting the affected areas and holding meetings with different partners to assess a possible support.

National Society Capacity Building:

This operation will contribute to organisational development and capacity building of CRCO in a sustainable manner which leaves behind a stronger set of skills and capacities at headquarters and branch levels.

With the support of the IFRC and the PIROI, systems and procedures will be improved to enhance efficient financial management, logistics, monitoring and reporting. During the third week of the operation, an IFRC delegation composed of the Regional Development delegate and the Regional Finance Officer was deployed to Comoros to review and put in place financial and reporting procedures. The support of an operations manager and Regional Disaster Response Team (RDRT) members will help to strengthen competences in disaster response. Staff and volunteers will benefit from planned trainings on relief interventions, water and sanitation, hygiene promotion, epidemiologic control and disaster risk reduction. The IFRC and PIROI assistance in terms of technical support will continue during and after this operation.

In addition to this, a Canadian Red Cross delegation is present in Comoros working on an Organisational Development program to support the CRCO from the start of the operation.

Red Cross and Red Crescent action

Thanks to the support provided by IFRC (the DREF allocation of CHF 100.000 and the Emergency Appeal launched on 20 April 2012) as well as the support of the PIROI (in kind donations, technical and logistic support since 4 May 2012), the Comoros Red Crescent has been able to assist some of the most affected people immediately after the disaster.

After a first joint rapid assessment together with the government and UN agencies, in-depth sectoral assessments have been carried out by CRCO volunteers with technical support from IFRC and PIROI.

Distribution and water and sanitation activities are ongoing. To date, 2,085 households out of 4,000 have received non-food items (NFIs) and WASH kits.



A Comoros Red Crescent Society volunteer validating the beneficiaries' distribution list. NFI distribution in Vouvoni, Grand Comore. May 2012. Photo/ CRCO

In Grand Comoro 88 water tanks with a combined capacity of 1,850m³, have been cleaned and the water therein treated for safe human consumption. A detailed assessment focusing on houses in need of disinfection has been completed in Mohéli and Andjouan, and is on going in Grand Comore. 30 CRCO volunteers have been trained on hygiene promotion this week and corresponding activities will start in the communities the following week.

An operations manager arrived in Comoros on 20 May 2012 to support CRCO for the duration of this operation. A WATSAN RDRT member was deployed to CRCO from Mauritius to support a fast and efficient response during the initial month of the operation. A relief RDRT will join the team in the coming days to support the distribution implementation and monitoring.

Ongoing short-term interventions:

- Distribution of NFIs to the most vulnerable households
- Cleaning of water tanks and water potabilisation in the most affected villages of Grand Comoro
- Disinfection of most affected households in Mohéli and Anjouan islands

- Deployment of an IFRC relief RDRT to facilitate the relief distribution
- Hygiene promotion activities

Mid to longer-term support will focus on epidemiologic control to prevent disease and on community based risk reduction activities, including nine mitigation projects at village level.

Progress towards outcomes

Relief distribution (non-food items)	
Outcome: 20,000 displaced persons (4,000 households) in Ngazidja, Mohéli and Anjouan are provided with emergency assistance for a period of one month	
Outputs (expected results)	Activities planned
4.000 households are provided with appropriate non food items	<ul style="list-style-type: none"> • Develop beneficiary targeting strategy and registration system to deliver intended assistance • Purchase and distribute non-food items (kitchen sets, sleeping pad, lantern, stove) to 4,000 households (2,450 in Grande Comore, 650 in Mohéli and 900 in Anjouan) • Monitor and evaluate the relief activities and provide reporting on relief distributions • Conduct a lessons learnt workshop

Progress / Achievements:

- Needs Assessment tools were designed.
- Following an initial rapid assessment, assistance was provided to 4.000 families (2450 in Grande Comoro, 650 in Mohéli, and 900 in Anjouan). As families continue to gradually return to their homes, CRCO continues with assessments to complete identification.
- Beneficiaries' selection and registration tools have been developed.
- 2,085 households out of 4.000 have already received NFIs (see table below for more details):
 - 425 households in Grand Comoro
 - 637 households in Mohéli
 - 1,023 households in Anjouan
- Procurement of relief items to complete distribution is in progress.
- Distribution to a further 1,915 families is scheduled to be completed by the end of July 2012.
- Monitoring tools and reporting procedures for relief activities have been developed and applied.

Registered gaps:

- Some families couldn't receive some items due to a lack of stocks. This remaining distribution will be completed by July 2012, upon receipt of the pending items.
- Due to low tide at Mohéli, the disembarkation of items was interrupted and the ship was delayed in proceeding to Anjouan for distribution.

Challenges:

- Experiencing difficulties in reaching villages targeted for distribution by truck, due to damage to bridges and some access roads.

Water, sanitation and hygiene promotion

Outcome: The risk of water-borne and water-related diseases is reduced through the provision of drinking water and hygiene promotion to 4,000 households for one month	
Outputs	Activities planned
Safe water is provided to 4,000 households as damaged systems are restored.	<ul style="list-style-type: none"> • Train volunteers on water and sanitation activities • Procurement and distribution of WASH kits consisting of 1 bucket, 1 jerry can, 2 soap bars, 50 chlorine tablets and 50 water purification sachets to 4,000 households: 2,450 in

	Ngazidja, 650 in Mohéli, and 900 in Anjouan
The health status of the population is improved through behaviour change and hygiene promotion activities.	<ul style="list-style-type: none"> • Undertake community awareness campaigns of prevention of communicable and water borne disease in the three islands • Hygiene promotion and information dissemination on the safe use of water treatment chemicals
Sanitation activities are undertaken within affected communities, including disinfection of habitats and water storage facilities	<ul style="list-style-type: none"> • Identification and disinfection of houses in the three islands • Identification and cleaning of 300 rain water collection tanks in Ngazidja
The risk of water tanks being damaged by floods is reduced for targeted 30 households	<ul style="list-style-type: none"> • Identification of 30 most damaged rain water collection tanks in Ngazidja • Protection of these tanks by either elevating the structure or covering the tank

Progress:

- Training on Water and Sanitation activities has been conducted for 50 volunteers (30 in Grande Comores, 20 in Mohéli, and 10 in Anjouan). This activity was completed on 16 May 2012.
- 2,085 households (425 in Grand Comoro, 637 in Mohéli and 1,023 in Anjouan) out of the 4.000 which were targeted have received WASH kits.
- Procurement of relief items necessary to complete distribution is in progress. Distribution of WASH kits to a further 1,915 families, in addition to previous distribution commitments is scheduled to be completed by the end of July 2012.
- 30 CRCO volunteers have been trained on hygiene promotion in Grand Comore. Hygiene promotion training for another 45 CRCO volunteers will be completed in Moheli and Anjouan by the end of the month.
- Hygiene promotion and awareness campaigns will start on the third week of June in Grand Comore.
- Identification of houses in need of disinfection has been completed by 4 June 2012 in the three islands. Disinfection of houses will start on 11 June 2012 and is expected to be completed for the three islands by the first week of July 2012.
- 300 water tanks (out of the 458 identified) have been targeted across 17 villages of Grand Comore. To date, 88 water tanks have already been cleaned in 5 villages. This activity is expected to be completed by the end of July 2012.
- Identification of the 30 most damaged water tanks is expected to start by 18 July 2012 and is expected to be completed by the end of July 2012.

Registered gaps:

- Heavy rains continued after the initial identification process causing the water tanks which were initially evaluated as being clean to be filled with mud after the rains, thereby requiring further interventions. On the other hand, some households managed to clean their own water tanks with the help of their communities. The WATSAN team has resolved these variations by sending one member to the communities a day in advance to verify possible changes in water tank identification.
- Cleaning of water tanks has often been interrupted due to heavy rains. The three teams have worked overtime to overcome these delays, and thanks to these efforts, the number of water tanks cleaned is even higher than initially planned.

Challenges

To ensure a measurable impact in hygiene and sanitation behaviour change. In order to achieve better results a survey will be conducted to establish a baseline regarding hygiene and sanitation knowledge and habits. The aim is identify concrete hygiene promotion needs to guide the hygiene promotion activities. A final survey will be conducted to ascertain if activities were successful in improving hygiene and sanitation habits.

NFI AND WASH KITS DISTRIBUTIONS DETAILED INFORMATION

GRAND COMORE					
REGION	Villages	Families	People	Distribution date	Distribution status
HAMBOU	Bangoi	56	280	14/05/2012	Distribution completed
	Salimani Hambou	10	50	09/05/2012	Distribution completed
	Mdjoiezi Hambou	12	60	09/05/2012	32 more families identified
	Daweni	2	10	15/05/2012	Distribution completed
	Mitsoudjé	23	115	14/05/2012	Distribution completed
	Djoumoi Chongo	27	135	09/05/2012	Distribution completed
	SUB TOTAL HAMBOU		130	650	
BAMBAO	Séléa Bambao	28	140	10/05/2012	Distribution completed
	Mkazi	4	20	15/05/2012	Distribution completed
	Bweni Bambao	35	175	16/05/2012	Distribution completed
	Ndrouani	4	20	14/05/2012	Distribution completed
	Mwandzaza Boini	8	40	15/05/2012	Distribution completed
	Vouvouni	216	1 080	15/05/2012	71 families did not receive the stove
	SUB TOTAL BAMBAO		295	1 475	
TOTAL GRAND COMORE		425	2 125		
ANJOUAN					
REGION	Villages	Families	People	Distribution date	Distribution status
DOMONI	Outsa	13	65	30/05/2012	did not receive stove
	Ngandzélé	22	110	30/05/2012	did not receive stove
	Ouzini	7	35	30/05/2012	did not receive stove
	Ouzini Salamani	101	505	30/05/2012	did not receive stove
	SUB TOTAL DOMONI		143	2 335	
POMONI	Dzindri	50	250	29/05/2012	did not receive stove
	Maweni ya Kangani	6	30		Village non accessible. Need to return
	Dzindri ya Ntsini	8	40	27/05/2012	did not receive stove
	Pomoni	121	605	28/05/2012	did not receive stove
	Kowé	14	70	27/05/2012	did not receive stove
	Salamani ya Dzindri	40	200	27/05/2012	did not receive stove
	Nindri	58	290	27/05/2012	did not receive stove
	Vouani	84	420	29/05/2012	did not receive stove
	Vasi	40	200	29/05/2012	did not receive stove
	SUB TOTAL POMONI		421	1 485	
TOTAL ANJOUAN		1 023	3 820		

MOHELI					
MLEDJELE	Hamba	51	255	26/05/2012	did not receive stove and soap
	Miringoni	120	600	26/05/2012	did not receive stove and soap
	Nimachuwa	26	130	27/05/2012	did not receive stove and soap
	Barakani	42	210	26/05/2012	did not receive stove and soap
	SUB TOTAL MLEDJELE	239	1 065		
DJANDO	Ndrondroni	21	105	27/05/2012	did not receive stove and soap
	Ouallah II	20	100	27/05/2012	did not receive stove and soap
	Hamavuna	54	270	29/05/2012	did not receive stove and soap
	Hanyamoida	13	65	29/05/2012	did not receive stove and soap
	Mlabandra	11	55	29/05/2012	did not receive stove and soap
	Wallah I	29	145	27/05/2012	did not receive stove and soap
	SUB TOTAL DJANDO	145	740		
CENTRE	Fomboni Islamique	21	105	25/05/2013	did not receive stove and soap
	Fomboni Comotel	16	80	25/05/2014	did not receive stove and soap
	Fomboni Mjimbiya	7	35	29/05/2012	did not receive stove and soap
	Fomboni Canaleni	10	50	29/05/2012	did not receive stove and soap
	Djoiezi	70	350	28/05/2012	did not receive stove and soap
	Mbatsé I	7	35	28/05/2012	did not receive stove and soap
	Mbatsé II	13	65	28/05/2012	did not receive stove and soap
	Mboigoma	26	130	25/05/2012	did not receive stove and soap
	Hoani Gnambo	64	320	28/05/2012	did not receive stove and soap
	Domoni	16	80	28/05/2012	did not receive stove and soap
	SUB TOTAL CENTRE	250	980		
	TOTAL MOHELI	637	2 785		
GRAND TOTAL	2 085	9,130			

Emergency health and care

Outcome: The risk of deaths, illnesses and impact from diseases is reduced among affected communities through the provision of preventive measures at community-level	
Outputs	Activities planned
First aid and rescue provided to those affected by the disaster.	<ul style="list-style-type: none"> Provide the first aid and rescue and refer those affected to the health facilities Provide psychological support to affected people
Health services are supported on the primary and possibly secondary levels to meet the health needs and fill the health service gaps resulting from the emergency.	<ul style="list-style-type: none"> Support health authorities in health centre to treat and refer patients
The scope and quality of the Comoro Red Crescent health and care services are improved and the risk of epidemic outbreaks reduced.	<ul style="list-style-type: none"> Procure and distribute mosquito nets to 4,000 households (2 per household) in Ngazidja, Mohéli and Anjouan Conduct 3 trainings on ECV for 100 volunteers already trained in CBHFA in Ngazidja, Mohéli and Anjouan Monitor epidemics for six months Health education

Progress

- More than 200 volunteers were rapidly deployed to support local authorities in the evacuation of the population at risk. Approximately 1.600 people were evacuated with the support of the CRCO volunteers.
- Three paramedics from CRCO were deployed to support health services in assisting the population with first aid and referrals to health centres and hospitals. Around 100 wounded persons were attended to through the support of CRCO.
- Psychological support was provided to wounded and evacuated population in high distress
- 4,170 mosquito nets have been distributed to 2,085 families in Grand Comoro, Mohéli and Anjouan. The CRCO continues to work in close collaboration with the Ministry of Health for this activity.

Challenges

- No major challenges have been reported regarding this outcome.

Disaster risk reduction

Outcome: Floods and landslide risk is reduced for targeted communities in Ngazidja and Mohéli and Anjouan.	
Outputs	Activities planned
Flood and landslide affected communities are better prepared to predict, respond and recover to disasters.	<ul style="list-style-type: none"> • Train 50 volunteers on Vulnerability Capacity Assessment (VCA) guidelines and tools. • Conduct VCA with communities in targeted districts. • Develop community hazard maps for each of the communities • Development community contingency plans and community based early warning systems • Develop mitigation micro projects in targeted communities based on VCA findings • Public awareness and public education for DRR activities

Progress:

- Disaster risk reduction activities are foreseen to commence in July 2012. Contacts have been established with the World Bank to coordinate activities and utilise all the available resources to promote synergies.

Logistics

The geographic distribution of the country, composed of three islands, requires extra efforts in terms of logistics and telecommunication.

Due to the difficulty in local procurement of some of the items, a request for international mobilisation of relief items has been made. The regional logistics unit (RLU) based in Dubai is supporting by launching and updating the mobilisation table and facilitating the international procurement and dispatch of NFIs. The ICRC and French Red Cross provided the first in kind donation (25 tons of goods provided by PIROI) that enabled the initial distribution to assist the most affected population. Goods have to be transported by boat between the islands, thereby increasing the cost of carrying out the activities and delaying the implementation.

Items available in-country will be procured locally following the IFRC procurement standards and quality control. The logistics and procurement delegate from PIROI continues to provide technical support to the CRCO.

Communications – Advocacy and Public Information

The aim is to maintain a regular flow of reliable information between the field and other key stakeholders. This will be vital for fundraising, raising awareness of the work of the Red Cross Red Crescent and in maintaining a strong profile of emergency operations. We recognise the importance of maintaining effective communication during the operation, between affected populations and structures of the Red Cross Red Crescent, media and donors, as an essential mechanism to ensure greater quality operations, accountability and transparency. Communications activities described here are intended to support the National Society to improve their own communication skills and develop appropriate communication tools.

To date eight press releases have been distributed to the national and international media and CRCO will continue to produce communication pieces to ensure it continues to retain high level of visibility for the work of its volunteers as well as its prominent position in terms of nationally coordinated disaster response.

Some additional outreach material including hygiene promotion leaflets have been produced and distributed.

The International Federation also helps support the CRCO through regular reporting and operation updates, starting with this one.

Contact information

For further information specifically related to this operation please contact:

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

- **IFRC Zone:** Robert Ondrusek, PMER/QA Delegate, Africa phone: +254 731 067277; email: 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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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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