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DREF operation final report

Russian Federation: Boat Accident

 International Federation
of Red Cross and Red Crescent Societies

DREF operation n° MDRRU012 GLIDE n° AC-2011-000086-RUS 12th April 2012

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

Summary: The cruise ship "Bulgaria" was caught in a storm on the Volga river in Tatarstan on Sunday, 10th July 2011, at about 14.00 and sank within minutes at one of the widest points of the river claiming the lives of 130 people.

The Russian Red Cross provided psychosocial support to the affected families of the deceased and to the survivors in order to minimize the psychological effects in the aftermath of the boat accident. Most of the victims are residents of Tatarstan. This operation was implemented over six months and was completed by the 15th January 2012.



Survivors of "Bulgaria" rescued by "Arabella" cruiser ship are brought ashore
Photo: Reuters

CHF 25,358 was allocated from the International Federation's Disaster Relief Emergency Fund (DREF) to support the Russian Red Cross in delivering immediate psychosocial assistance to some 200 families. Following the implementation of the operation, there is a balance of CHF 911 that needs to be returned to the DREF funds.

The major donors and partners of DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, Danish Red Cross and government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian governments, the Japanese Red Cross Society, the Luxembourg government, the Monaco Red Cross and government, the Netherlands Red Cross and government, the Norwegian Red Cross and government, the Spanish Government, the Swedish Red Cross and government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors. The IFRC, on behalf of the national society, would like to extend thanks to all for their generous contributions.

[<click here for the final financial report, or here to view contact details>](#)

The situation

The double-decker vessel "Bulgaria" was caught in a storm in Tatarstan on 10th July 2011, while sailing from Bolgary to the regional capital, Kazan. It sank within minutes at one of the widest points of the river, near the village Syukeevo. The cause of sinking was reported to be overloaded by carrying more than the allowed number of passengers and was also was last repaired more than 30 years ago. According to survivors there were many children travelling on the boat.

The first survivors were picked up by a passing riverboat called the Arabella. Officials have confirmed rescuing at least 78 people.

Compensation payments to the affected people and families were transferred from the total 175,5 million rubles allocated for that purpose. Two million rubles have been transferred to the accounts of the affected people from the republican fund. The Tatarstan Administration is providing one-time compensations of 300 thousand rubles to the relatives of the perished, who had lived in the Republic. Nine children who have lost both parents were provided provisional guardianship. All affected families have been provided with service by the social workers to help them to prepare documents required for compensations, inheritance and so on.

Coordination and partnerships

- On 11th July 2011 the Republican Ministry of Health and EMERCOM were informed about the Russian Red Cross Project on providing urgent assistance to the people affected by the shipwreck of the "Bulgaria" in the Republic of Tatarstan with support from the IFRC DREF Fund.
- The Russian Red Cross proposal of psychosocial support was submitted to the Administration of the Tatarstan President on 15th July 2011.
- As a result of a number of meetings and negotiations (19th July 2011 - with deputy Minister of Labor, Employment and Social protection and with the Heads of Social protection Departments of the Republic of Tatarstan; on 10th September 2011 - with deputy Minister of Labor, Employment and Social protection) good working contacts have been established with the Ministry and resulted in the extension of the cooperation agreement between the Russian Red Cross regional branch and the Ministry. The lists of the affected people and families were identified.
- The Republican Ministry of Labor, Employment, and Social protection designated the Republican Center of psychosocial support "Mirror" as a partner to the project implementation.
- The staff has been identified to coordinate the project, a team of psychologists/social workers started contacting the affected families.
- Measures have been taken in order to prevent professional burn out among the psychologists: expert psychologists-consultants from the Kazan State Medical University were invited to provide this assistance.

Red Cross and Red Crescent action

The aim of the operation was to decrease the psychological effects in the aftermath of the "Bulgaria" accident through provision of psychosocial support to affected population in Tatarstan.

In the framework of the planned operation, the Russian Red Cross was focusing on the following actions:

- Prepare 20 volunteers who provide immediate and mid-term community-based psychosocial support to the affected individuals and families.
- Arrange social support for the affected individuals and families and help them resolve their social or legal problems related to the accident.

Achievements against outcomes

Emergency health and care	
Objective: The psychological effects in the aftermath of the Bulgaria boat accident are reduced through the provision of psycho-social support to about 200 affected families.	
Expected results	Activities planned
Psycho-social support is provided to about 200 families.	➤ Provide psycho-social support to about 200 families members affected by the Bulgaria boat accident through Red Cross staff and trained volunteers to address people's needs and to improve their psychological condition.

Objective1. Provide psychosocial support to the affected families and its members at home and at the local RRC branch with the help of trained PSP volunteers and consultants-psychologists.

Progress:

From July 2011 until January 2012 the volunteers-psychologists of the Project jointly with social workers, volunteers from the social-psychological centers of Tatarstan «Uanich», «Homer», «Vita», «Golden Autumn», «Joy», «Amyat», «Yardem», «Tayanich» have provided psycho-social support to the affected families in villages and urban rayons of the Republic. The table below is summarizing all the activities done by the volunteers.

Number of the RRC PSP volunteers	Home visits	Number of ward families	Number of PSP talks	Help in solving everyday problems	Group social events with children	Group consultations with psychologists	Participation in meetings with the initiative group of the affected people	Number of talks with the survivors	Participation in methods days	Talks with relatives
13	216	69	353	131	68	38	20	146	40	265

From 11th July 2011, the teams of volunteers/psychologists were providing support, where the affected people and members of their families needed help (morgues – for body identification, in offices, where documents were reinstated and compensations were given to the families of the dead and the affected people).

- Members of the Project were present in the mourning events on August 20 (40 days after the tragedy) at the river port together with the affected families. Flowers were laid, candles were lit at the temporary memorial, and wreaths were downed on the water.
- A memorial stone was erected at the bank of the Kama at the Kuybishevsky water basin on the 51st day in memory of the dead on 2nd September 2011. The President of the Republic, the Minister of Transport, the families of the deceased and 12 members of the Project team from Kazan were present at the ceremony. By the first anniversary of the tragedy a mosque and a chapel is planned to be built.

In November 2011 at the premises of the Center "Mirror", volunteers conducted a seminar on psychosocial support (PSS) for 37 psychologists of the republican social service, from all rayons of the Republic (there are 44 administrative units in the Republic).

Output by the consultants-psychologists

The consultants-psychologists have conducted regular master-classes for volunteers. The volunteers, participants of the Project had a chance to address consultants by phone and Skype, by using calling cards they were provided with. Thus, they could get in touch with not only consultants, but also staff of the Tatar Red Cross regional branch.



During the reporting period consultants–psychologists have conducted 38 individual consultations for psychosocial support programme volunteers, 63 consultations for the affected people, 32 group classes for volunteers and also organized 40 supervision sessions.

During one of the PSP sessions with the survived child done by PSP psychologist

The topics, discussed in group and individual work sessions were the following: supervision of complicated cases; treatment of guilt feeling; tension with the bosses related to the work of volunteers; fear of aggression from the affected people; loss of interest and indifference to work; diagnostics and self-examination of emotional burn-out of volunteers; methods of self-support and self-care, difficulties and possibilities for adults and children group discussions for the affected people, lack of understanding of parents related to the need for psychological support groups for children affected by the tragedy.

One of the Consultants-psychologists has provided support through the website to two groups «Volunteers of the Red Cross» (closed) and «Help to overcome grief and crises situations» (open). Six volunteers became members of these groups, and other participants from outside the Project in the open group.

Two meetings were organized with a military psychologist, veteran of actions, participant of elimination of many terrorist acts and disasters, UNESCO expert of the Programs «Children of Chechya» and «Children of Beslan», deputy general director on special programs of «The Center of protection from stress», in Moscow on 5th December 2011, that was attended by 30 people and the second meeting on 9th December by 17 people.

Summary table of the consultant-psychologists work from July 15, 2011 up to January 15, 2012

Name Experts-psychologists (2)	Number of duties	Number of consultations for psychosocial workers		Number of consultations for the affected families			Number of group consultations	Support cards	Methodology days
		Full-time	By phone	Grow n ups	Children	Teen ager s			
V.Zeleeva, U.Kalmikov									
Total	30	28	10	47	10	6	32	99	40

Consultants-psychologists conducted an assessment of psychological state of the PSP volunteers/psychologists and found out that they needed more individual consultations at the start of the Project, when they were mostly informed about specifics of the coming work and their main request was to gain knowledge in the field of psychosocial support of the affected people and methods of making contacts with them. The request for individual consultations at this stage had several reasons: emotional overload of the volunteers, they start professional activity with unresolved personal problems, evoking emotions while meeting with emotions of other people.

Also the consultants-psychologists have developed a number of methodological psychological instruments: checklist of life values, personal care rule for the psychosocial worker, and the description of the support scheme for the family. They have constantly monitored the support schemes of the affected people for the purpose of PSP methods supervision.

Objective2. Prepare 20 volunteers to provide immediate and mid-term community-based psychosocial support to the affected individuals and families in order to increase the capacities of the Tatar Regional RRC Branch.

- On 15-18 August 2011 the PSP induction course for the volunteer social workers of the Tatar regional Russian Red Cross branch was organized on the theme “Development of the Program on psychosocial support provision by the regional branch for the families who lost their beloved ones» by the Russian Red Cross PSS experts-psychologists.
- 20 people participated in the Seminar: volunteers-psychologists, consultants-psychologists, representatives of the Ministry of labor and employment and social protection, staff of the Red Cross regional branch. The facilitators provided the audience with theoretical materials and conducted practical sessions on relaxation, professional burn out, using role games and round table discussions. At the end of the Seminar the students received certificates. The Seminar was highly appreciated by the Ministry of Labor, Employment and Social Protection representatives. A press release was launched on the results of the seminar. The Seminar was highlighted by the Media on 17th August, in the newspaper «Evening Kazan » and on the local TV.
- During the project implementation, consultants-psychologists have conducted master sessions for PSS workers, classes on preventing professional burn out.
- On 21st September, a zonal conference was organized with social psychologists on professional supervision of volunteers’ activity, analyses of difficult cases and methodical support by consultants-psychologists from the Center “Mirror” at the premises of the Ministry of Labor, Employment and Social Protection.



PSP volunteers are improving psychological skills at the 2-nd PSP seminar, January, 14

- As a result of the active work of the volunteers, psychological support of the affected people in disaster situations went beyond the project framework at the field seminars in towns and other settlements in the Republic and also in Izhevsk (Udmurtiya), where the volunteers shared knowledge obtained at the Seminar.
- During the operation, it became clear that the majority of volunteers are not adequately prepared for the work with children and this is why the staff of the Tatarstan Red Cross branch together with the science department of the Republican Center "Mirror" prepared printing of three booklets to help the affected people in disasters and had a psychological trauma: «Having Trauma», «Memo – psychological help to Children, that suffered the loss of relatives», «Children and Grief». Three companies participated in the tender. Soon 1,500 booklets were printed and distributed among volunteers to be used in their work with the affected people.
- In accordance with the revealed needs, addressed by the Regional Red Cross branch Chairman, a two-day workshop on "Psychosocial help to children and their parents in a crises situation" was held in Kazan on 12-14 January 2012. Trainers of the Workshop were the Director of the Russian Red Cross disaster management department and senior research worker of the State Psychological Institute named after V.Serbysky. 22 people attended the workshop (13 members of the Project team, 5 students, and 3 social psychologists from the Crises center). The participants learned about PSS skills related to how help to children suffering from psychological trauma and technique of somatic suffering. The basics of individual and group work with child psychological trauma (skill of "making contacts", «area exploration», «movement tempo»); building up body-oriented resources in a group, group communication skills; skills of authentic movement.

The National Society also organized several meetings and discussions in order to advocate for the interests of the affected people:

- On 26th July 2011, a conference was held with the representatives of the Ministry of Labor, Employment and Social Protection, the Emercom Center, leading psychologists from several institutions on the issue of education and use of volunteers-psychologists in the PSS Project «Bulgaria» and in the Student games in Kazan in 2013.
- On 14th September, Deputy Minister organized a conference on the involvement of social psychologists in the Republic with participation of the Russian Red Cross regional branch, and preparation of an agreement between the Russian Red Cross and the Ministry.
- After the request of the children rights ombudsman, volunteers visited the families of children orphans (the Arsky rayon) to examine the state of the children, their living conditions, and drawing of documents for the Guardianship Department of the corresponding municipal unit.
- The Tatar regional branch of the Russian Red Cross has sent a letter to the children rights ombudsman of the Russian President Office with the proposal to change the form of payments to the children affected in disasters.
- Volunteers helped the affected people to visit state offices and reinstate documents, to the courts to solve the issues of guardianship and compensation payments, to the funerals and memorial arrangements in the families as well as in the republican events. The analysis of the work of the Project participants made it clear that while solving communal problems of the people, volunteers were inevitably drawn into conflict situations. In order to address this issue the Red Cross branch invited conflict management expert from the Kazan University, who conducted a lecture on the subject and gave individual consultations.
- The Head of the Russian Red Cross regional branch and the Center "Mirror" systematically cooperated to optimize volunteer's activity: arranged work conferences with participants and consultations for volunteers, sessions. All this allowed the National Society to analyze the situation and introduce necessary corrections that made a final impact on interaction of volunteers and the affected people.
- The positive moment in the work was the fact that volunteers have been selected from among workers of the social services which authority made it easier to visit the affected families.
- The regional branch of the Russian Red Cross jointly with the Center "Mirror" organized a two-day seminar for 35 volunteer students of the social workers faculties of the institutes of higher education in Kazan on 7-8 February 2012.

The Project Monitoring

On 11-14 January 2012 the Russian Red Cross disaster management department monitored the progress of the project implementation.

One part of the monitoring was the preliminary work on analyzing changes in behavioral and emotional state of the affected people during PSP sessions conducted by the volunteers of the Tatarstan Red Cross regional branch. 40 forms of the affected people were analyzed, which provided basis for a conclusion that most of the affected people have undergone a normal period of recovery after what they had gone through (the time period since the tragedy – about 5 months). However, there are approximately 10 per cent of the affected people, who continue experiencing helplessness, hopelessness, inability to cope with everyday responsibilities, absence of trust, unwillingness to contact volunteers, refusal of support. 35 of 40 affected people are ready to cope with everyday issues; 32 have felt being part of the society and 26 were ready to be involved in social activity; 34 reported to be ready to support the people around. According to the clients' reports their feelings were: anger and irritation – 10; a feeling of guilt – 10; absence of trust in official structures – 16.

On 11th January 2012, a meeting with the team of the Project was organized, where PSP volunteers and consultant-psychologists discussed their experience and expressed their own feelings about the Project. It was mentioned that there has been an increase of number of the affected people who were aware of the need for psychosocial support and a level of trust. However, lack of skills among volunteers to provide urgent psychological help, trauma treatment, and settlement of conflict situations in the families was also mentioned.

During the monitoring visit a meeting was held with the Director of the Republican Center of psycho-social help «Mirror». She expressed gratitude to the Russian Red Cross for providing training to psychologists, volunteers, and for the assistance to the people affected in the shipwreck. The representative of the Ministry of Labor, Employment and Social Protection expressed that would be appropriate to continue the Project because of the need for children, group rehabilitation, assistance to the parents, organization of self-support groups among the affected people.



The team of PSP volunteers after the 2-nd PSP seminar devoted to PSP support of children.

During the discussions with the target group one of the affected people said: «There is a need for Project of emotional help to the people and trained specialists /volunteers, who can provide PSP support. This Project should be prolonged so as timely help makes impact on stress resilience. The present time is the time of anthropogenic catastrophes and there must be several PSS teams that shall be always ready to help. The Red Cross has a good mission to come to help before other organizations».

The monitoring has revealed the need for continuation of the Project, that is motivated by the increase of the awareness of the need for PSP support and trust towards Russian Red Cross workers; the affected people have expressed the wish to form self-support groups, groups of child rehabilitation (adaptation of adopted children, sensory, play work), assistance to the parents to cope with their own emotions and understanding of necessity for PSS support to children.

Challenges in organization of the work of the RRC PSS volunteers:

- Some families continue to refuse help and do not allow volunteers to visit their homes; the survivors experience strong anger and irritation, who think that they have been paid not enough attention; the parents reject offers of psychological support to their children (thinking that would be an additional trauma). But the volunteers think that these children need psychological help in child groups.
- Some members of the affected families are ready to participate in the self-support groups, organization of which is under consideration now.
- The question about the children group, raised at one of the group consultations with volunteers was postponed because the volunteers could not convince the parents about the benefits of such groups for children and of their necessity.
- Also, the volunteers submitted requests to organize a seminar on support provision to children from the affected families, so as they are ready to help children, but they do not feel sure of their competence in the question. Consultants-psychologists have noted a need for participation of some psychologists from the schools that have the pupils who lost relatives. There is further need for more education seminars for volunteers, who provide support in disasters.
- So far we could not convince the volunteers of a need for regular contacts with psychologists-consultants and supervisors (even if by correspondence due to organizational difficulties), so as they

distance themselves from their own emotional experience, while providing support to the affected people and such experiences take place judging by individual consultations with the volunteers. To overcome this difficulty a scheme of description of the situation for each family that was visited by volunteers was developed. On the basis of the documentation we hope to make detailed analyses of the specific work with the affected families and also the dynamics of emotional state of the affected people.

- The discussions with volunteers allow us to make one conclusion that the main difficulty in supporting children was:
Adults do not understand the need to support children and think that their own support is enough for them. They look with suspicion at offers of an individual meeting with a psychologist and about group classes for children; there are cases of trials between grown-ups about guardianship; some families with children ask for a meeting with psychologist, but outside the Program (they send applications to other organizations, regions and even other countries).

Conclusions

- The Russian Red Cross psychosocial support operation has made a positive impact on the beneficiaries. The absolute number of the affected people has received timely psychological help. The participation of volunteers in solving social problems protected the affected people from additional stress and psychological load while dealing with everyday problems, regarding guardianship, compensations, housing.
- The 24 hours Rehabilitation center of urgent psychological help “Serdyash” has been opened in Kazan.
- The personnel of the commercial institutions of higher learning that teach social workers, have taken interest in the Project of psychosocial support to the affected people, and offered cooperation with Russian Red Cross in education social workers.
- A stable group of PSP volunteers has been formed that is able to work in such cases.
- While the situation of grown-ups is more or less clear, the volunteers and psychologists think that children still need psychological help. At the same time establishing a children group requires serious work with the parents. It is necessary to find convincing arguments not to reject psychological help to the children.
- The PSP volunteers who work with children consider it necessary to continue classes of psychological help to children and their parents, the evidence to this provides the analyses of psychological state of the affected people and the fact that the necessary knowledge for work with children volunteers got in January 2012 at the seminar «Psychological help provision to children and parents, affected by disaster situation».
- In the opinion of volunteers and other participants of the Project is emphasizing the need to set up an education that is based on the Russian Red Cross methods in forms of a PSP center for children and parents, affected by the disaster (2-d seminar). The city authorities are ready to provide a premise of 90sq. meters

Contact information

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DREF history:



- The DREF bulletin has been published on 15th July 2011 for six months operation to provide psychosocial support to the affected families of the deceased and to the survivors in order to minimize the psychological effects in the aftermath of the boat accident.

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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 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.



Selected Parameters	
Reporting Timeframe	2011/7-2012/3
Budget Timeframe	2011/7-2012/1
Appeal	MDRRU012
Budget	APPROVED

All figures are in Swiss Francs (CHF)

I. Consolidated Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
A. Budget	25,358					25,358
B. Opening Balance	0					0
Income						
Other Income						
<i>DREF Allocations</i>	25,358					25,358
C4. Other Income	25,358					25,358
C. Total Income = SUM(C1..C4)	25,358					25,358
D. Total Funding = B + C	25,358					25,358
Appeal Coverage	100%					100%

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	25,358					25,358
E. Expenditure	-24,447					-24,447
F. Closing Balance = (B + C + E)	911					911

International Federation of Red Cross and Red Crescent Societies

MDRRU012 - Russia - Boat Accident

Appeal Launch Date: 15 jul 11

Appeal Timeframe: 15 jul 11 to 15 jan 12

Final Report

Selected Parameters	
Reporting Timeframe	2011/7-2012/3
Budget Timeframe	2011/7-2012/1
Appeal	MDRRU012
Budget	APPROVED

All figures are in Swiss Francs (CHF)

III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		25,358					25,358	
Logistics, Transport & Storage								
Distribution & Monitoring	3,080							3,080
Total Logistics, Transport & Storage	3,080							3,080
Personnel								
National Society Staff	6,600	4,276				4,276		2,324
Volunteers		3,390				3,390		-3,390
Total Personnel	6,600	7,666				7,666		-1,066
Consultants & Professional Fees								
Professional Fees		15				15		-15
Total Consultants & Professional Fe		15				15		-15
Workshops & Training								
Workshops & Training	8,580	11,056				11,056		-2,476
Total Workshops & Training	8,580	11,056				11,056		-2,476
General Expenditure								
Travel	1,650	1,465				1,465		185
Information & Public Relations	1,500	1,346				1,346		154
Office Costs	1,200	125				125		1,075
Communications		956				956		-956
Financial Charges		325				325		-325
Other General Expenses	1,200							1,200
Total General Expenditure	5,550	4,218				4,218		1,332
Indirect Costs								
Programme & Services Support Recov	1,548	1,492				1,492		56
Total Indirect Costs	1,548	1,492				1,492		56
TOTAL EXPENDITURE (D)	25,358	24,447				24,447		910
VARIANCE (C - D)		910				910		