

FINAL REPORT



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

SYRIA (HAMA REGION): DAM COLLAPSE/FLOODING

12 June 2003

The Federation's mission is to improve the lives of vulnerable people by mobilizing the power of humanity. It is the world's largest humanitarian organization and its millions of volunteers are active in 178 countries. For more information: www.ifrc.org

Appeal No. 15/02; launched on 6 June, 2002 for CHF 581,000 for 1 month for 8,000 beneficiaries; Appeal coverage: 77.4%

Operational Developments

The Zaizon dam, located in the northwestern part of Syria, collapsed on 4 June 2002 at 15h40. A flash flood swept away Zaizon village, and struck four additional villages: Msheek, Al-Ziyara, Quarqoor and Tal-Wast before reaching the Orontes river.

Fortunately the residents of Zaizon village had seen the cracks developing in the dam, and managed to flee to a high ridge. For the neighbouring villages, however, the flash flood came completely by surprise and left 21 dead. In Zaizon, 251 houses were completely destroyed and 129 sustained partial damage.

Coordination

Local authorities in the flood-affected areas managed the coordination of the relief operation.

Red Cross and Red Crescent Action

Volunteers from the Syrian Arab Red Crescent's (SARC) Hama and Edlib branches were in the flood-affected area within hours of the dam's collapse distributing food to flood victims. That night, two trucks from SARC headquarters arrived at the SARC's Hama branch with the first shipment of tents and blankets.

Within 48 hours of the dam's collapse, thirty SARC volunteers erected the 135 tent, Zaizon tent-camp. SARC ran the camp for the first month following the dam's collapse. SARC volunteers and staff stayed in the camp, sharing tents with the disaster victims. SARC volunteers were responsible for distributing all of the relief items in the camp that were delivered from government warehouses. The volunteers were also involved in distributing relief items in the villages.

From the day the camp was established, SARC staff and volunteers organised health education and cleaning in the camp. One month following the collapse of the dam, with the emergency phase having come to an end, management of the camp was handed over to the local authorities. The volunteers were then able to return to school and work. The camp was eventually closed after having assisted

flood victims for three months. SARC Hama branch staff, however, continued to conduct follow up visits, every two days for an additional six months.

Twenty full-time SARC staff members, and 180 volunteers, from all over Syria, were involved in bringing humanitarian assistance to flood victims. Most of the volunteers were young, ranging in ages from 18-25 years old. Some of them elected to volunteer even though they were in the middle of their examinations. The Hama and Edlib branches were in charge of the operation, with extensive support from SARC headquarters. The branches did a very good job conducting the operation, especially considering that this was their first disaster relief operation. The beneficiaries thought highly of the SARC's work.

Objectives, Activities and Results

- Emergency support by the identification and classification of 8,000 beneficiaries.
- Provision of essential shelter, food, kitchen-utensils and blankets.
- Initial period of support for one month, subject to amendments following detailed assessment.
- Food parcels will be procured and made up by the SARC in Damascus or nearby towns.

All the defined objectives were met. Two thousand families (approximately 10,000 people) were assisted by the SARC through the various activities and distributions.

Health and Care

Twenty people sustained injuries during the flash flooding which followed the dam's collapse. Three days after the dam collapsed, the Federation's regional health delegate conducted an assessment of the site.

Initially SARC headquarters provided two staffed ambulances, however, the need for these was not as great as originally expected. SARC received medicine from the Red Crescent Society of the United Arab Emirates and the Turkish Red Crescent Society. The Ministry of Health (MoH) erected a prefabricated cabin in the Zaizon tent-camp, and a first-aid team and ambulance were made available 24-hours per day. Medical tasks were handled smoothly without any particular difficulties. There were no outbreaks of diseases during the reporting period.

Water and Sanitation

The Civil Defence provided the first mobile latrines to the Zaizon tent-camp, and two weeks later UNICEF followed up building latrines and showers. The government, in the days immediately following the dam's collapse, trucked in water. After a few days, a water network was quickly put in place beside a new tarmac road. In the other affected villages, flood victims used the latrines of their neighbours, and the water network was still functioning. All of the water and sanitation installations/provisions effectively served their purpose.

Relief Distribution of Food and Basic Non-Food Items

The Emergency Appeal was surrounded by a considerable amount of publicity, and various governments and sister National Societies responded contributing a significant amount of relief items.

Additionally, the following countries and national societies donated funds directly to the SARC: the French Red Cross Society (USD 7,000); the Netherlands Red Cross Society (USD 40,000); the Swiss Government (USD 25,000); and, the Kuwait Red Crescent (USD 50,000). The governments of Morocco, Algeria, Kuwait, Libya, Italy and Iraq donated goods directly to the Syrian government.

The following goods were donated in kind in response to the Federation's Appeal:

Red Cross/Red Crescent Society	Tents	Blankets	Medical Supplies	Oil (lt.)	Sugar (kg)	Rice (kg)	Tea (kg)	Misc.
Turkey	200	1,000	3,308 kg	3,000	3,000	3,000		3,000 kg biscuits
UAE	100	1,000						
Algiers	200	3,972	4,890 kg	900	1,000	3,000	460	920 kg pasta
Lebanon								100 mattresses
Egypt	100	6,250						
Qatar								Generator clothes
Austria		4,800						
Bahrain	300	100 rolls; and 116 cartons	1,786 cartons	334 cartons	2,000 bags			200 bags flour; 143 cartons shoes and clothes
Palestine RC/Syria								22 beds and mattresses; 500 kg food

Due to national regulations, relief items donated to the SARC were passed on to the government. The SARC with support from the Federation's regional delegation, submitted a request to the government to allow the SARC to manage the goods, but with the exception of 70 tents, the request was not accommodated.

Statistics on the total amount of items distributed and people assisted could not be prepared, as many organisations, companies and individuals came in and distributed directly by themselves to the population. The local authorities were also unable to provide any statistics at the time of the writing of this report, as they distributed items to everyone in need.

SARC was in charge of conducting all of the distributions of relief items during the first month the Zaizon tent-camp was in operation. The Society also organised some distributions directly in the affected villages. However, there are no updated distribution figures beyond the following figures provided early on by the SARC.

Four villages in the Hama-area were affected as a result of the dam's collapse. These villages were: Zaizon (pop. 800), Msheek (pop. 625), Al-Ziyara (pop. 4,659), and Quarqoor (pop. 2,366). In total, some 3,394 beneficiaries were identified and received assistance. The assistance was handed over to the head of each affected family. Distribution cards were used to control the distribution of items and were only filled in by the SARC.

SARC volunteers and staff distributed the following urgently needed relief items in each of the following villages:

Zaizon: 350 blankets, 1,062 clothing sets, 562 pairs of shoes, 800 units of shampoo and soap, 200 heaters and canisters, 4,000 kg of food, 400 chairs, 10 tables, 780 drinking glasses, 110 tents, 15 boxes of kitchen-sets.

Msheek: 200 blankets, 107 mattresses, 670 clothing sets, 861 pairs of shoes, 212 units of shampoo and soap, 282 kitchen items, 1,000 kg of food, 190 tents (tents were also provided in the area around Msheek).

Al-Ziyara: 714 kg food, 208 clothing sets, 271 pairs of shoes, 166 mattresses and pillows, 500 blankets.

Quarqoor: 166 mattresses and pillows, 208 clothing sets, 271 pairs of shoes, 95 units of shampoo and soap, 714 kg of food.

Three villages in the Idleb area were also affected: Jiser al Shogour (pop. 4,500), Al Zeyadieh (pop. 1,500), and Iz Marin (pop. 3,000). Beneficiaries in these areas received food, clothing, medicine, blankets, shoes, and 2000 kg chloride.

Jiser al Shogour: 300 blankets, 159 kitchen-sets, 50 tents, 257 clothing sets, 283 pairs of shoes, 42 units shampoo and soap, 41 heaters and canisters, 27 mattresses, 1,341 kg of food. Beneficiaries also received additional relief items.

Al Zeyadieh: food, clothes, medicine, and shoes.

Iz Marin: food, clothes, medicine, and shoes.

Shelter

Two trucks from SARC headquarters arrived on the night of 4 June at the Hama-branch with 100 tents and 150 blankets. People who lost their homes to the flooding were housed by relatives or strangers in nearby villages or stayed in the open air. On 5 June, two more trucks arrived from SARC headquarters with an additional 200 tents, 350 blankets and 300 kitchen sets.

The tents were erected on 6 June with the aid of 30 SARC volunteers on the site of the Zaizon village. Two days later the authorities finished a tarmac road. Each tent was provided with electricity, and a water network was established with one tap servicing every five tents.

The Zaizon camp included 135 tents, for 92 families (800 persons). Five prefab cabins were erected for MoH, police and administration. In the other villages a total of 165 tents were distributed, mainly in Msheek, which was the second-hardest hit area.

Soon after the disaster the government constructed a new 500-house village on high ground close to Zaizon to house all of the affected people in the area. Affected families were able to move into the houses in November/December 2002.

Red Cross and Red Crescent Movement -- Principles and Initiatives

The Fundamental Principles were adhered to throughout the operation, however, issues regarding diversity and gender or HIV/AIDS were not the primary focus of this operation.

National Society Capacity Building

The SARCS responded very well, considering that this was their first challenge of this kind. 180 Volunteers, many of them already trained through the Society's disaster preparedness (DP) programme, a bilateral effort with the Turkish Red Crescent supported by the Federation, left their jobs and studies and hastened to the area of disaster. Twenty members from the Hama and Idleb branches, and SARC national headquarters in Damascus worked day and night in response to the needs created by the dam's collapse.

All SARCS staff and volunteers involved in the operation gained valuable experience from the operation. However, during the operation it became clear that the SARC headquarters in Damascus was, with only four full-time employees, severely understaffed. This led the Society to hire five new staff members. The Society appointed a new disaster coordinator, and made two people responsible

for logistics/warehouse management. An information officer and an administrative assistant were also hired, and SARC is looking to hire a health coordinator.

Steps were also taken to strengthen the level of disaster preparedness at branch level by training volunteers. A three-week workshop on camp management was arranged in October 2002, involving 71 volunteers from SARC and the National Societies of Iraq and Jordan. Further training is being planned in cooperation with the Federation's regional delegation in Amman.

Following a request from the SARC, a Federation organisational development delegate, funded by the Norwegian Red Cross, was posted to Damascus for a six month period, starting in December 2002, to support the SARC with capacity building.

Federation Delegation

Within three days of the collapse, the Federation's regional delegation in Amman deployed information and health delegates, accompanied by the French Red Cross's regional bilateral delegate to the affected area. The Federation's regional finance/admin delegate spent two days in Damascus teaching the SARC's Financial Officer the Federation's financial, logistics and reporting procedures. A Landcruiser from the regional delegation was made available to the Hama branch for two weeks, as the branch did not possess adequate means of transportation to cope with the situation.

A Federation relief/liaison delegate was based in Syria for the period 11- 22 June to assist the SARC, and monitor Federation inputs and provide feedback. The Federation's regional field reporting delegate was in Syria from 21 - 26 July assisting the SARC with reporting.

Advocacy/Public Information

The regional information officer conducted two week long missions to the site, to help the SARC answer requests for information from the local and international media. Interviews were given to Syrian television during the days following the disaster. Local newspapers published extensive articles about the relief efforts by the National Society and its volunteers. The Federation issued a press release on its Appeal. Two stories about the SARC response were published on the Federation's web site, and two more in Al-Ittihad, the monthly Arabic- and English-language newsletter of the regional delegation.

Follow-up Activities

Following the emergency response operation, DREF funding of CHF 136,460 still remained unused. Due to the excellent response of inkind donations, by the end of the emergency relief and rehabilitation phase the operation had a balance of CHF 135,000.

In accordance with requests made by the SARC and its needs for capacity building, the funds were reallocated to a new project, SY 501. The project is designed to strengthen the Society's response capacity and the capacity of SARC headquarters. These activities were especially important in regard to the Society's responsibilities regarding the crisis in and around Iraq.

The following materials and services were procured using the remaining balance of funds.

- Capital expenditures: incl. Toyota Landcruiser, 4 computers, 1 printer and network (CHF 45,000).
- Transport of Landcruiser (four wheel drive): shipping, insurance, import exp., spare parts and diesel (CHF 9,750).
- Human Resources: SARC Disaster Management Officer, Information Officer, and training of SARC staff (CHF 42,000).
- Administrative expenses: informational material, renovation of SARC office, and sundry administrative expenses (CHF 39,710).

Implementation of this project began in December 2002, and is progressing well. The vehicle was delivered and the computers were purchased and installed. The DM officer was employed before the project started, and an information officer was employed in January 2003. The training needs of SARC staff are still being identified. The renovation of the SARC's office is close to completion. SARC has in the meantime moved into new premises, funded for two years through the Regional Appeal related to the crisis in Iraq, but the old renovated office will be used for other purposes. The project was expected to be completed by the end of September 2003, but the training activities will take more time.

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All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable. This operation seeks to administer to the immediate requirements of the victims of this disaster.

Subsequent operations to promote sustainable development or longer-term capacity building will require additional support, and these programmes are outlined on the Federation's website. For further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.

INTERNATIONAL FEDERATION OF RED CROSS AND RED CRESCENT SOCIETIES

Interim report	
Annual report	
Final report	x

Appeal No & title: 15/2002 Syria dam collapse / flooding

Period: 2002 up to 5 June 2003 provis.

Project(s): PSY501

Currency: CHF

I - CONSOLIDATED RESPONSE TO APPEAL

FUNDING	CASH		KIND & SERVICES		TOTAL INCOME
	Contributions	Comments	Goods/Services	Personnel	
Appeal budget	581,000				
less					
Cash brought forward					
TOTAL ASSISTANCE SOUGHT	581,000				
<u>Contributions from Donors</u>					
American RC Private Donors (DPNUS)	16,117				16,117
Canadian Govt. Red Cross Aid Trust (DGNCA01)	45,788				45,788
Donor - Disaster Relief Emergency Fu (DREF)	200,000				200,000
Japanese Red Cross (DNJP)	17,958				17,958
Libyan Red Crescent (DNLY)	5,000				5,000
Monaco Red Cross (DNMC)	7,382				7,382
ALGERIAN - RC			31,175		31,175
EGYPTIAN - RC			150,000		150,000
TURKISH - RC			62,133		62,133
UNITED ARAB EMIRATES - RC			92,614		92,614
TOTAL	292,244		335,922		628,166

II - Balance of funds

OPENING	
CASH INCOME Rcv'd	292,244
CASH EXPENDITURE	-142,921

CASH BALANCE	149,323

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III - Budget analysis / Breakdown of expenditures

Description	APPEAL Budget	CASH Expenditures	KIND & SERVICES		TOTAL Expenditures	Variance
			Goods/services	Personnel		
<u>SUPPLIES</u>						
Shelter & Construction	216,000					216,000
Clothing & Textiles	43,000	15,119	150,000		165,119	-122,119
Food & Seeds	100,000	37,339			37,339	62,661
Water & sanitation						
Medical & First Aid						
Teaching materials						
Utensils & Tools	50,000	26,596			26,596	23,404
Other relief supplies			185,922		185,922	-185,922
Sub-Total	409,000	79,054	335,922		414,976	-5,976
<u>CAPITAL EXPENSES</u>						
Land & Buildings						
Vehicles						
Computers & Telecom equip.						
Medical equipment						
Other capital expenditures						
Sub-Total						
<u>TRANSPORT & STORAGE</u>	60,000	18,387			18,387	41,613
Sub-Total	60,000	18,387			18,387	41,613
<u>PERSONNEL</u>						
Personnel (delegates)	10,000	76			76	9,924
Personnel (national staff)	20,000	19,585			19,585	415
Sub-Total	30,000	19,661			19,661	10,339
<u>GENERAL & ADMINISTRATION</u>						
Assessment/Monitoring/experts		16			16	-16
Travel & related expenses	5,000	2,657			2,657	2,343
Information expenses	5,000	378			378	4,622
Admin./general expenses	8,000	7,039			7,039	961
External workshops & Seminars						
Sub-Total	18,000	10,091			10,091	7,909
<u>PROGRAMME SUPPORT</u>						
Programme management	39,000	9,636			9,636	29,364
Technical services	12,000	2,888			2,888	9,112
Professional services	13,000	3,204			3,204	9,796
Sub-Total	64,000	15,729			15,729	48,271
Operational provisions						
Transfers to National Societies						
TOTAL BUDGET	581,000	142,921	335,922		478,843	102,157