

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

GUYANA: FLOODS

8 November 2005

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 over 181 countries.

In Brief

Appeal No. 05EA001; Final Report; Period covered: 24 January to 24 September 2005; Final appeal coverage: 103.8%. [Click here to go directly to the attached Final Financial Report.](#)

Appeal history:

- Launched on 24 January 2005 for CHF 2,042,000 (USD 1,721,727 or EUR 1,320,872) for 6 months to assist 30,000 beneficiaries (6,000 families).
- Budget revised downward to CHF 1,383,356 to reflect funding received and programme extended by 2 months to 24 September.
- Disaster Relief Emergency Funds (DREF) allocated: CHF 300,000.

Related Emergency or Annual Appeals: Caribbean Sub Regional Programmes Annual Appeal 05AA041, Hurricane Ivan Emergency Appeal 21/2004

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All International Federation assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations \(NGO's\) in Disaster Relief](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

For longer-term programmes in this or other countries or regions, please refer to the Federation's Annual Appeal. For support to or for further information concerning Federation programmes or operations in this or other countries, or for national society profiles, please also access the Federation's website at <http://www.ifrc.org>

For longer-term programmes, please refer to the Federation's Annual Appeal.

Background and Summary

More than 200,000 people were affected by heavy flooding at the beginning of 2005 in Guyana. From 26 December 2004 to 20 January 2005 over one metre of rain fell – the most for a comparable period in over 100 years. After a day of relative sunshine the rains started again on 22 January causing increased flooding in many parts of the country including the capital, Georgetown, and areas along the eastern coast of the country. Houses were

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completely flooded and many businesses were forced to close in an effort to protect their goods. Government offices, courts and schools were also forced to close. While the main airport continued to function, the municipal airport was temporarily forced to close and the state owned radio station ceased to operate. In the eastern coastal region of the country, roads were flooded and impassable. In some areas, more than two feet of water were covering the roads, making several communities unreachable for rescue teams.

In the first hours after the disaster, surveys were carried out by Guyana Red Cross Society (GRCS) volunteers with support from Federation delegates, compiling lists of beneficiaries in each of the targeted areas. As distributions got quickly underway, assessments continued to be carried out in order to identify families who had not yet been reached due to the level of the water.

Many residents in the areas affected by the floods live in poverty and the severe flooding further exacerbated their already precarious situation. Thousands of people were displaced by the floods and forced to seek refuge in one of the shelters set up in East Coast Demerara by the Guyana Defence Force. The GRCS headquarters was also transformed into an emergency shelter, assisting those in need from the surrounding area. Tens of thousands more were affected by the floods and were in urgent need of potable water and food.

After three weeks, the rains subsided and the flood waters drained away to some extent in certain areas. A number of beneficiaries remained in shelters as many houses were still flooded, although the water had receded from the streets. Fortunately, some people again had access to the local market and were able to return to work.

The government of Guyana received some USD 6 million in cash, in-kind donations and aid from a number of countries. The Guyanese government initially released 200 million Guyanese dollars (approximately USD 1,120,448 or CHF 1,332,025) for emergency relief and in March, the president of Guyana announced an USD 14 million package to help flood-affected communities. The government provided grants of 10,000 Guyanese dollars (approximately USD 50), targeting 70,000 households, as well as a USD 1.2 million grant for agricultural relief and USD 0.2 million to affected small businesses.

Through the launching of this Emergency Appeal, the GRCS and the Federation were able to provide quick and effective relief supplies to over 11,500 families, distributing food and non food relief items, which supported them through the most severe flooding, helped them clean up their homes when the flood waters subsided, and contributed to preventing serious outbreaks of water borne diseases.

The Pan American Disaster Response Unit (PADRU) quickly deployed a team leader, a water and sanitation delegate, and five regional intervention team (RIT) members to Guyana to ensure support for the National Society. The regional health delegate and the coordinator of the Port of Spain Sub Regional Office were also in Guyana at the start of the operation. At the beginning of May, a head of operations was recruited, who remained in Guyana to oversee the remaining activities in the work plan.

CHF 300,000 was released from the Federation's Disaster Relief Emergency Fund (DREF) in order to facilitate prompt mobilization of relief goods from PADRU.

On 20 January, a telethon was held in Berbice County; money and food supplies from which were channelled through the Guyana Red Cross Society. There was also much solidarity shown by other Caribbean National Societies, which sent goods and cash to Guyana.

Following the relief operation, the focus moved to preparing both the affected communities and the GRCS to be in a stronger position and better prepared in case of similar disasters in the future. In the communities, this included community based first aid training and health and hygiene talks in the affected communities. Better preparedness for the GRCS included enhancing capacity by ensuring that the National Society is better equipped in case of future disasters, providing psychosocial support training for staff and volunteers, installing and training the National Society in radio communications and logistics, and conducting a "lessons learned" review.

Coordination

The GRCS and the Federation took an active role in the overall coordination of the response to these floods. Both the Federation and GRCS took part in all the Joint Operations Committee (JOC) meetings. They maintained a close working relationship with Guyana Water Incorporated, the Ministry of Health, UNICEF and PAHO and had regular meeting with key government authorities, UN agencies and international organizations.

Analysis of the operation - objectives, achievements, impact

Emergency relief (food and basic non-food items):

Objective 1: 30,000 vulnerable beneficiaries (6,000 families) in Guyana have benefited from the provision of food and non-food items to assist them during the flood emergency.

Overall the GRCS and the Federation reached over 11,500 families with food and non-food relief supplies. In regard to the provision of food and non-food items, the following were distributed to those in immediate need as a result of the floods:

Item	Quantity distributed
Food parcels	12,000
Blankets	13,000
Kitchen sets	160
Plastic sheeting	11 rolls

The GRCS coordinated with the World Food Programme (WFP) and other stakeholders involved in the distribution of food, including representatives of NGOs and the Civil Defence Commission (CDC). A total of 9,000 families received 12,000 Red Cross food parcels; 3,003 received two distributions, while 5,997 received one distribution. The Red Cross also provided logistics support for the distribution of 2,640 WFP food parcels. Overall, the Federation and WFP distributed 14,640 food parcels to over 100 communities.

In the Emergency Appeal, the original request was for 5,000 blankets and a further 12,000 bed sheets. However, this decision was changed to distribute 13,000 blankets instead.

Unfortunately, 96 kitchen sets went missing in transit to Guyana. Therefore, the total number of kitchen sets that the GRCS received was only 904. It was not felt necessary to reorder the missing sets. Not all of the kitchen sets were distributed during the appeal timeframe. While some went out during the relief phase, as a result of the ongoing assessment indicating the changing needs of the communities, it was felt these were not needed on the scale originally envisioned. Therefore, the remaining kitchens sets were, and will continue to be after the timeframe of this appeal, distributed via the GRCS social welfare and community outreach programme, which provides support to, among others, people living with HIV AIDS, single parents and senior citizens. In this way, the GRCS will be able to target some of the more vulnerable people in Guyana who continue to struggle after the floods. The German Red Cross also had a bilateral project running with the GRCS which distributed 1,000 kitchen sets.

The plastic sheeting was originally intended for the community shelters, but when it arrived the need in the shelters was not as great as originally needed. The remaining material will remain as disaster preparedness stock for the GRCS.

Outside of the framework of this emergency appeal, GRCS also provided 150 hot meals daily over a two week period to those who were house-bound in the communities. The Red Cross headquarters also became a shelter where 45 persons took refuge between the 18 January and 19 February.

In addition, through the disaster preparedness programme supported by the Japanese Red Cross Society, the GRCS had access to a container of disaster relief stocks. These stocks proved valuable during this disaster in equipping volunteers with waterproof boots and raincoats. It also held cots which were useful for the GRCS shelter and

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volunteers. The GRCS was also able to donate 60 cots to the Georgetown hospital. The GRCS is now looking at ways to replenish these stocks.

Impact

The most vulnerable beneficiary families received immediate relief assistance. Essential assistance provided through the GRCS, such as food parcels, blankets and kitchen sets, helped to expedite the recovery process of those affected. Beneficiary satisfaction surveys showed a high level of appreciation of these goods and confirmed that in the vast majority of cases it was the only assistance they received. They also reported that they found the response was timely and appropriate and they appreciated the approach of the Red Cross to the assessments and distributions.

Constraints

At the beginning of the relief operation, there was some difficulty accessing trucks and having appropriate vehicles to move food and non food supplies. Flood waters also prevented access to some areas. However, vehicles and boats were loaned to the National Society from companies and public service organizations which greatly assisted in the distributions. This also meant that the GRCS was able to make some savings in regards to transportation, and allowed the National Society to purchase two vehicles, which will help relieve some of the transport pressure in future. GRCS will also seek to arrange memoranda of understanding with truck suppliers in case of future disasters.

Many areas were inaccessible during the first round of assessments; therefore, as a result of ongoing assessments in these areas when they did become accessible, some of the needs changed regarding the provision of kitchen sets and plastic sheeting. Also, fewer kitchen sets were received than intended, due to the fact that some of the kitchen sets went missing in transit. Insurance procedures were followed up on this matter.

Health

Objective 1: The water and sanitation needs for 30,000 vulnerable beneficiaries (6,000 families) in Guyana have been assessed, and assistance delivered in this sector.

Achievements (activities implemented within this objective)

The distribution of water and sanitation items began promptly in order to address the needs of those affected by the floods. The following items were distributed as part of this component of the emergency appeal:

Item	Quantity distributed
Hygiene Kits	12,729
Clean up Kits	6,000
Jerry Cans	13,336 (2/family)
Mosquito Nets	12,000 (2/family)

10,000 hygiene kits and jerry cans were donated by USAID for distribution; hence, more of these items were distributed than originally requested in the Emergency Appeal. In addition, jerry cans were donated from some neighbouring Caribbean National Societies and distributed with the Federation stocks, thereby allowing the GRCS to distribute more than the targeted number.

In total, 10,729 hygiene kits were distributed as part of the emergency appeal. The remainder of the hygiene kits were distributed via the GRCS social welfare and community outreach programme, thereby helping to continue supporting those who had been left vulnerable by the floods.

Between 1 March and 13 May, under the campaign entitled “For a Fresh Start”, the GRCS distributed 6,000 clean up kits. The packaging of these clean up kits was organized in the GRCS warehouse, with local Red Cross volunteers, students, and other community members taking part. The clean up kits were distributed together with chlorine tablets and two mosquito nets per family.

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Outside of the framework of the appeal, twenty five 400-gallon water storage containers and twenty five 400-gallon sewerage tanks, donated by companies from Trinidad, were donated to the GRCS and then handed over to the Guyana Water Incorporated (GWI) for their use in the flood affected areas.

The following items were also distributed through the German Red Cross bilateral project:

Item	Quantity distributed
Water filters	1,000
Buckets	1,000
Mosquito Nets	2,000

A key part of the “For a Fresh Start” campaign was the delivery and promotion of health and sanitation messages. During the clean up kit distributions, trained Red Cross volunteers provided heads of families with awareness leaflets containing messages about good sanitation practices. Additional messages were disseminated via posters distributed and displayed in the communities. Six posters in all were produced and distributed in the communities with clear messages regarding “*Health in Disasters*”, “*Use of Mosquito Nets*”, “*Community Based Disaster Preparedness*”, “*HIV/AIDS*”, “*Safe Water Treatment*”, and “*Garbage Disposal*”. These posters were also shared with the Ministry of Health, PAHO and television and radio stations. Linked to this campaign, were the community workshops on health and hygiene, which were conducted for 34 groups (please see objective 2 below).

As a result of good collaboration with the Ministry of Health, the GRCS and the Ministry of Health will continue to work together to distribute a further 5,000 mosquito nets which were purchased with savings made on the relief goods. These will be distributed to the areas which did not receive mosquito nets in the first round of distributions. At the time of reporting, distribution of these had already started with 200 distributed to the Buxton community, which did not receive these items during the relief phase.

Impact

Vulnerable families whose houses required cleaning and sanitizing received appropriate materials to help them do so, as well as information stressing the importance of carrying out these activities. They also received mosquito nets which have contributed towards the prevention of major outbreaks of malaria and dengue fever.

Constraints

While the clean up kits were greatly appreciated by the families, some felt that these were needed earlier. This was due to some delays in getting the necessary materials to Guyana. However, all the clean up kits had been distributed by the middle of May.

Due to these floods occurring so soon after the tsunami disaster in Asia, it was not possible to obtain treated mosquito nets for Guyana. However, it was decided that untreated nets would still provide a barrier and so they were ordered. The second batch of mosquito nets that was ordered was treated.

Objective 2: Awareness of vulnerable families will be raised in key health messages through an HIV/AIDS/STI and TB campaign.**Achievements (activities implemented within this objective)**

In total 34 community health talks took place, reaching 1,092 people. These talks were conducted by health teams comprising trained GRCS volunteers, who gave one to two hour talks on health and hygiene messages. These teams used a large pre-prepared, illustrated flipchart containing messages on water, sanitation, latrines, vaccinations, TB, first aid, HIV/AIDS/STIs, and skin and parasitic infections. A further five trainings took place involving 201 Red Cross youths who not only received these health messages themselves, but were able to spread these messages within their own communities.

These community health talks, with a focus on HIV/ AIDS, STI and TB, complement the ongoing “Together We Can” (TWC) programme of the GRCS, which is an HIV/AIDS youth peer education programme. During the flood, TWC peer education sessions were unable to continue as per normal, as schools were closed, communities were

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difficult to get into and people had other pressing issues to attend to. However, the Guyana Red Cross Society was able to carry out an HIV/AIDS session that was developed specifically for adults, using support material from the TWC programme.

Once the emergency phase was over and communities had time to reflect, more of them came forward with requests for these sessions in order to be better prepared in case of future disasters. The GRCS is continuing these talks outside of the timeframe of the emergency appeal with support from other sources.

Since the floods, the GRCS has been able to train one new national trainer in the TWC methodology and hold refresher training for instructor trainers and peer educators in one of the regions affected by the flood. Peer educators were also trained in areas not affected by the flooding while the relief operation was underway. During the first half of 2005, 500 youths had completed the TWC activity kit.

Impact

There was a great deal of enthusiasm and interest regarding these community health talks and they have helped in increasing Red Cross visibility and reputation in the affected areas. There is anecdotal evidence that people who attended these talks have made changes to their behaviour as a result of the information they received.

Constraints

These talks were started within the first week after the floods. At this time it was sometimes difficult to expect the people in the communities to focus on the health messages. There were also sometimes not enough volunteers trained and available to be able to give as many of these talks as the GRCS would have liked.

Psychosocial Support

Objective 1: Staff and volunteers of the Guyana Red Cross Society plus the affected communities have benefited from psychosocial support to assist them in recovering from the effects of the floods

Achievements (activities implemented within this objective)

A team of three members of the Jamaica Red Cross visited Guyana on 23-25 March to conduct a psychosocial support workshop for Red Cross staff and volunteers, social workers, hospital/NGO personnel and beneficiaries. A total of 29 people took part. The workshop covered the following subjects:

- Stress – physical signs, emotional signs, behavioural signs, types of stressors and coping styles
- Psychological support – what is it?
- Characteristics of a disaster – the phases of disaster, the consequences of disaster, emotional responses in disasters
- Helping the Helpers – job stresses in humanitarian work, taking control of stress, what to do/what not to do

The Jamaica Red Cross team also conducted debriefing sessions, one for the workshop participants and one for Red Cross relief volunteers, to help them come to terms with issues they had dealt with during the relief operation, such as facing hostile communities during distributions, working long hours and uncomfortable physical conditions.

This work was followed up on with the translation and first print run of a psychosocial first aid manual. This was developed by the Costa Rican Red Cross and is felt to be an excellent resource to be used in the Caribbean. The GRCS will trial this resource in this context, and will share experiences during a workshop planned for November 2005 which will bring together National Societies in the Caribbean with experience in psychosocial support.

Impact

The two debriefing sessions run by the Jamaica Red Cross were well received. Amongst the participants there was an appreciation of their own and others' behaviour and actions during the disaster. Red Cross volunteers began to understand *why* they volunteered, for *whom* they were doing it and issues of vulnerability. They also reported a change in attitude towards the beneficiaries through personal discovery of the Red Cross "principles in action". Red Cross volunteers also recognized that there is a major need for training and awareness to be better prepared for the next disaster.

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By advancing this area of work through supporting the printing of a manual on psychosocial first aid, the Guyana Red Cross Society has positioned itself as a key National Society in the Caribbean to advance the Red Cross experience in this field, the importance of which was clear during this operation.

Constraints

The psychosocial support component of this operation was originally planned to take place earlier than it did. Unfortunately, the team from the Jamaica Red Cross was involved in psychosocial support activities in the Cayman Islands as part of the Hurricane Ivan emergency response. The team was in Guyana for only three days, one of which was a national holiday, instead of the five days originally planned.

While there had been plans for the GRCS to conduct a workshop with experts from Canada on working with children in disasters, unfortunately this proved to be impossible due to time constraints for both parties. However, this is an activity the GRCS will continue to pursue outside the timeframe of this operation.

Strengthening of Preparedness and Response

Objective 1: The capacity of the Guyana Red Cross Society and vulnerable communities in disaster response and community based disaster preparedness (CBDP) including First Aid have been strengthened.

Achievements (activities implemented within this objective)

Between February and April, 60 community members from the flood affected areas participated in first aid courses at the GRCS headquarters. These community members were identified as a result of their close work with the Red Cross during the relief distributions. This training helped forge stronger links between these community members and the Red Cross, while enabling the community leaders to work towards becoming first aid trainers themselves. The participants from these courses were key contact people for arranging the community based first aid sessions.

The community based first aid (CBFA) component of the plan was developed to target eight of the flood-affected communities. Unfortunately only four of the targeted communities were able to take part (Sophia, Enmore South, Enmore North and Haslington) with six sessions spread over these communities. These sessions took place between 11 June and 9 August, with the later sessions being supported by the Australian Red Cross. In total the courses managed to attract 288 people, exceeding the original target figure of 270. These sessions were conducted through the dedication of eight GRCS trained first aid instructors. Ten participants who showed particular enthusiasm and capacity have become first aid trainers themselves and were involved in the training sessions in the other communities. These sessions went well in terms of the number of people reached and trained, the enthusiasm for the training from the participants and the links they created between GRCS and these communities. Building on this success it is hoped that the programme could be extended to other communities.

In order to support this community based work, Red Cross community based first aid and disaster management booklets were ordered from the Federation's Sub Regional Office in Trinidad, which were useful as supporting documentation in these training sessions.

Unfortunately, the CBFA training started later than initially planned due to a number of factors, including the time it took for the communities to recover from the emergency phase of the flooding and the late arrival of first aid kits for the participants, which were donated by the American Red Cross. In the end, the training took place without the distribution of the first aid kits, as had been planned. The kits arrived in mid July and will be distributed at an appreciation ceremony planned later in the year to coincide with World Disaster Reduction day.

The original plan had been for community based disaster preparedness (CBDP) training to take place, however this was not possible due to a number of factors. It was necessary for the GRCS to build up its contacts with the communities first, which was done through the CBFA programme. As explained, these sessions were delayed for a number of reasons, which meant that by the end of the appeal's timeframe the CBDP activities had not taken place. However, the positive work through the CBFA sessions with the GRCS and the communities means that GRCS is now in a good position to develop its work in CBDP activities. One of the GRCS' priorities will be to build on the mapping of communities originally done through the flood assessments. The need for sound, updated community mapping has been recognized as a key lesson learned during the flood response.

However, despite setbacks in the planned CBDP activities, disaster preparedness work had been a key focus in regards to ensuring the GRCS is better prepared in terms of future disaster response. A key element of this has been the ongoing activities focused on disaster preparedness training. One aspect of this was the participation of a key staff member in a regional Red Cross pre-hurricane meeting, held in early June in Panama. Another aspect was training sessions run by Federation staff for the staff and volunteers of the GRCS in logistics standards and telecommunications knowledge, which was well received by the participants.

There has been a substantial emphasis on lesson learning within the National Society. In July, the Guyana Red Cross Society hosted two lesson learning review days. The first of these was an internal review day for GRCS staff and volunteers and the Federation. This was followed by a second day which also involved key external partners, from government ministries, NGOs and international organizations. It also included valuable contributions from representatives of the communities affected by the floods. The purpose of these events was to review the Red Cross and the collective response to the floods, focus on the key lessons learned during the response, and make recommendations for follow up work in order to be better prepared in case of future disasters. These lessons learned events were also supported by conducting 200 beneficiary satisfaction surveys; this information helped feed into an external evaluation of the GRCS and Federation's response.

Impact

The response to the community based first aid training sessions was excellent with participants showing great enthusiasm for the training as well as becoming further involved in Guyana Red Cross Society activities. This has helped build on the relationship between the GRCS and these communities and set the foundations for future CBDP work.

The GRCS is now better prepared to deal with this type of event in future, both in terms of material resources, as the GRCS has increased its disaster preparedness stocks and now owns its own 4x4 vehicles, as well as in terms of staff capacity, with staff trained in international logistic standards, telecommunication and disaster preparedness. There was also a great deal of emphasis on lessons learned during this operation, though beneficiary satisfaction surveys, lessons learned events with key partners, and an independent evaluation, which have all contributed to help the GRCS and Federation be better prepared in case of future disasters.

Constraints

The start of the community based first aid training was delayed due to a number of factors, including the late arrival of first aid kits, donated by the American Red Cross, which did not reach Guyana until the middle of July. In addition, some of the communities were not as forthcoming as expected as regards participation in the community based first aid sessions. However, with the success of the CBFA activities that have taken place, the GRCS hopes to expand this outreach to other communities.

A key constraint during this operation was transport, as the GRCS did not own 4x4 vehicles. With a portion of the savings made on distribution costs, the GRCS has been able to purchase two 4x4 vehicles in order to increase its overall capacity in the event of future disasters. This will also be of substantial benefit to ongoing community work.

Objective 2: The capacity of the Guyana Red Cross Society in the area of telecommunications has been reinforced.

Achievements (activities implemented within this objective)

In order to improve the disaster response capacity of the GRCS, a basic VHF network was to be installed in Guyana for the GRCS, and the staff and volunteers trained in its use. A telecommunications expert from the Panama Regional Delegation went to Guyana in September and conducted a two day workshop for staff and volunteers from GRCS headquarters as well as the Letham branch.

The telecommunications equipment is currently in Guyana and ready for installation; however at the time of completion of the emergency appeal, the agreement on the mast space for the repeater station had not been finalized.

Impact

The GRCS staff and volunteers have received training in how to use the telecommunications equipment. The materials necessary to set up a VHF system is in country and once an agreement for instalment is reached, the GRCS will have a VHF network which will provide radio coverage for up to a 40 mile radius around Georgetown.

Constraints

Unfortunately, the required equipment did not arrive in Guyana until the beginning of June and was not cleared through customs until the second week of July. This delayed the installation of the equipment. At the close of the appeal timeframe GRCS was still following up with the Guyana telecommunications company to confirm the available mast space for this equipment.

Red Cross and Red Crescent Movement -- Principles and initiatives

- Relief activities were carried out based on the Fundamental Principles of the Red Cross and Red Crescent Movement.
- Activities were all based on the SPHERE Project humanitarian charter and the code of conduct for emergency response. The GRCS also realized it could play a role in the disseminating of these standards to other organizations within Guyana.
- Beneficiary selection criteria focused on the vulnerability of those affected; as a result, food and non-food distributions targeted the elderly, disabled, evacuees to shelters, pregnant women, children and female heads of household. In addition to the targeted communities, specific assistance was provided to groups with special needs not receiving assistance from other organizations: these included “The Guyana Association for the Blind”, the “Children’s Convalescent Home”, the “School for the Deaf” and for Persons Living with HIV/AIDS.

National Society Capacity Building

The capacity of the GRCS was enhanced throughout this operation. Apart from the actual experience of conducting the activities, through which many of the staff and volunteers report that they learned a lot, Red Cross staff and volunteers have benefited from various training activities. One staff member attended a pre-hurricane meeting in Panama in June 2005 for all the Caribbean National Societies. Topics included information about the Federation’s disaster response tools, good logistical and financial practices, Regional Intervention Teams, contingency planning and pre-positioning of stock commodities. The GRCS staff member found the meeting extremely useful and held a feedback session for the GRCS, which was particularly well received by the GRCS board members. In addition, two training sessions were conducted in Guyana by Federation staff in logistics and telecommunications, thus enabling the staff and volunteers of GRCS to be better prepared in case of future disasters in these two areas.

The GRCS is also now better materially equipped to meet the demands of such an operation should such a disaster occur again. A network telephone system was installed in the GRCS, which was invaluable in dealing with the increase in communication between the public and the GRCS. In addition, savings made during the relief phase meant that the National Society was able to purchase two 4x4 vehicles. This was particularly important as the limited availability of transport during these floods was a hindrance. The National Society also has disaster preparedness stocks in the form of the kitchen sets and the plastic sheeting.

There has been heavy focus on learning lessons from this operation and various exercises have facilitated this, including the conducting of two rounds of beneficiary satisfaction surveys, the two lessons learned events and the final evaluation. These activities ensured that both the Federation and the GRCS learned some valuable lessons for this emergency response.

Lessons learned

- One of the major lessons learned from the national response to this disaster was that there needs to be a much better defined national disaster plan which is disseminated and understood by the different agencies. The weakness in this area caused problems with agencies understanding their expected roles and hindered the coordination of the overall response. The GRCS and Federation-organized lessons learning event was one of the first steps in addressing how this situation can be rectified.
- As a result of the beneficiary satisfaction surveys, some of the households reported that the blankets were too heavy for the climate. This will be taken into consideration in the future.

- The beneficiary satisfaction surveys found that the provision of the clean up kits was one of the most appreciated items received, helping beneficiaries to get their homes clean and sanitized. However, some feedback has shown that the distribution of these may have been too slow. This was partly due to the late arrival of equipment as well as diminished volunteer numbers as they returned to their normal work.
- It would have been beneficial to have a vehicle with a portable megaphone system to advertise the community health and hygiene talks, and to help with the sound during the sessions.
- The volunteers very much appreciated the psychosocial support debriefing sessions. However, psychosocial support is a subject area that is sometimes shirked due to a misunderstanding about what it means. Therefore it would be useful for the trained health volunteers to use the new manual to see how this important area can be further disseminated and built into ongoing work.
- The importance of developing community relationships was a key message coming from all agencies at the lesson learning review. The GRCS has begun to build on its relationship with the communities through the CBFA programme, which can now be expanded to focus on community based disaster preparedness activities.
- From the lesson learning review, some of the positive aspects that were highlighted included the fact that the Guyana Red Cross Society was able to reach a substantial number of those most seriously affected by the floods with appropriate and timely relief goods, in a manner that was appreciated by the majority of the population. It was also recognized that there had been some good collaboration and coordination between some of the agencies. The scale of and quick response by the GRCS and other agencies with safe water and health messages meant that the outbreak of serious disease feared did not occur.

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International Federation of Red Cross and Red Crescent Societies

GUYANA: FLOODS

Selected Parameters	
Year/Period	2005/1-2006/2
Appeal	M05EA001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Response to Appeal

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
Budget (A)		1'383'356				1'383'356
Opening Balance (B)		0				0
Income						
Cash contributions						
Barbados Red Cross Society		31'763				31'763
Canadian Red Cross Society		95'950				95'950
ECHO		977'454				977'454
Icelandic Red Cross		5'093				5'093
Japanese Red Cross Society		65'916				65'916
Monaco Red Cross		15'440				15'440
Netherlands Red Cross		49'685				49'685
Other		-3'647				-3'647
Swedish Red Cross		170'000				170'000
Trinidad & Tobago - Private Do		188				188
Trinidad & Tobago Red Cross :		24'969				24'969
Cash contributions (C1)		1'432'812				1'432'812
Reallocations (within appeal or from/to another appeal)						
DREF		0				0
Reallocations (C2)		0				0
Other Income						
Voluntary Income Pledges		-12'527				-12'527
Other Income (C5)		-12'527				-12'527
Total Income (C) = SUM(C1..C5)		1'420'284				1'420'284
Total Funding (B + C)		1'420'284				1'420'284

II. Balance of Funds

	Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation	TOTAL
Opening Balance (B)		0				0
Income (C)		1'420'284				1'420'284
Expenditure (D)		-1'371'860				-1'371'860
Closing Balance (B + C + D)		48'425				48'425

International Federation of Red Cross and Red Crescent Societies

GUYANA: FLOODS

Selected Parameters	
Year/Period	2005/1-2006/2
Appeal	M05EA001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance A - B
		Health & Care	Disaster Management	Humanitarian Values	Organisational Development	Coordination & Implementation		
A							B	A - B
BUDGET (C)		1'383'356					1'383'356	
Supplies								
Clothing & textiles	164'081		175'376			175'376	-11'295	
Food	347'689		347'751			347'751	-62	
Water & Sanitation	33'907		16'114			16'114	17'793	
Medical & First Aid	1'500		1'188			1'188	312	
Teaching Materials			142			142	-142	
Utensils & Tools	174'696		151'060			151'060	23'636	
Other Supplies & Services	70'886		68'945			68'945	1'941	
Total Supplies	792'759		760'575			760'575	32'184	
Land, vehicles & equipment								
Vehicles	60'288		70'286			70'286	-9'998	
Computers & Telecom	32'939		24'424			24'424	8'515	
Office/Household Furniture & Equipment			7'885			7'885	-7'885	
Total Land, vehicles & equipment	93'227		102'596			102'596	-9'369	
Transport & Storage								
Storage	131'845		14'004			14'004	117'841	
Distribution & Monitoring			132'171			132'171	-132'171	
Transport & Vehicle Costs	20'989		6'168			6'168	14'821	
Total Transport & Storage	152'834		152'343			152'343	491	
Personnel Expenditures								
Delegates Payroll	74'103		26'502			26'502	47'601	
Delegate Benefits			27'536			27'536	-27'536	
Regionally Deployed Staff	20'898		21'806			21'806	-908	
National Staff			16'566			16'566	-16'566	
National Society Staff			9'002			9'002	-9'002	
Consultants	15'000		17'151			17'151	-2'151	
Total Personnel Expenditures	110'001		118'563			118'563	-8'562	
Workshops & Training								
Workshops & Training	26'845		15'913			15'913	10'932	
Total Workshops & Training	26'845		15'913			15'913	10'932	
General Expenditure								
Travel	34'329		49'385			49'385	-15'056	
Information & Public Relation	34'847		30'168			30'168	4'679	
Office Costs	32'896		31'760			31'760	1'136	
Communications	12'676		14'281			14'281	-1'605	
Professional Fees	3'024		4'535			4'535	-1'511	
Financial Charges			652			652	-652	
Other General Expenses			525			525	-525	
Total General Expenditure	117'772		131'306			131'306	-13'534	
Program Support								
Program Support	89'918		89'171			89'171	747	
Total Program Support	89'918		89'171			89'171	747	
Operational Provisions								
Operational Provisions			1'393			1'393	-1'393	
Total Operational Provisions			1'393			1'393	-1'393	
TOTAL EXPENDITURE (D)	1'383'356		1'371'860			1'371'860	11'496	
VARIANCE (C - D)			11'496			11'496		