

# Operations update



International Federation  
of Red Cross and Red Crescent Societies

## Pandemic influenza: response and mitigation

Emergency appeal n° MDR00002  
GLIDE n° EP-2009-000084  
Operations update n° 3  
15 May 2009

### Focus on: Zone Plans of Action; H2P programme support.

**Period covered by this Ops Update:** 7-14 May 2009.

**Appeal target (current):** CHF 5,000,000 (USD 4.4m or EUR 3.3m).

**Appeal coverage:** this appeal is currently 0% covered; several donors have, however, expressed interest and discussions are ongoing.

#### Appeal history:

- This Emergency Appeal was initially launched on a preliminary basis on 30 April 2009 for CHF 5,000,000 (USD 4.4m or EUR 3.3m) for 6 months.
- Disaster Relief Emergency Fund (DREF): CHF 550,000 was allocated from the Federation's DREF to support the Mexican Red Cross to respond.
- Operations Update n° 1 issued 4 May 2009.
- Operations Update n° 2 issued 7 May 2009.

**Summary:** The official WHO count is 6,497 cases of influenza A (H1N1), with the virus reported in 33 countries. The WHO press briefing on May 13 reminded that the pandemic phases are not based on severity. The move to Phase 5 (the current status) was based on the transmission of the disease between humans, causing community outbreaks, and the geographic spread. However, nations need to assess severity for themselves, for planning and response purposes. Severity in a given location is multi-factorial, and was outlined in the WHO assessment document from May 11. The prevalent expert opinion was that a severity index was not feasible on a global level given that what we have seen in previous pandemics, and even in the same country, is that you can have different levels of severity (according to WHO). The three main factors in determining severity for a given location are 1) the virulence and transmissibility of the virus (2) the vulnerability of the population (3) the community resilience. The WHO continues to strive to gather information so that nations can assess their own vulnerability and respond appropriately.

**This Operation's Update focuses on two key areas:**

- A summary of the updated Zone Plans of Action.
- Efforts to exploring possible support from the current H2P programme to help National Societies urgently prepare for a potential pandemic.

## The situation

This Preliminary Emergency Appeal was launched on 30 April 2009 to respond to the outbreak of the influenza A (H1N1) virus (the so-called 'swine flu') that originated in Mexico. The World Health Organization (WHO) pandemic alert remains at level 5 (characterized by human-to-human spread of the virus into at least two countries in one WHO region). Level 5 is considered a strong signal that a pandemic is imminent and that the time to finalize the organization, communication, and implementation of the planned mitigation measures is short. The WHO has reported that as of 7 May 2009 the number of confirmed cases worldwide has reached 2,099, with 23 countries affected. The level 5 situation remains current.

## Red Cross and Red Crescent action

### Progress towards objectives

The Preliminary Emergency Appeal established the following three main objectives and related expected results and planned activities:

<b>Objective 1: Capacity building -- support National Societies' efforts to increase their capacity, working in partnership with their governments, to tackle influenza at community or local level in affected countries, thereby mitigating the threat of a pandemic and the challenges it may pose and reducing the risk of human cases.</b>	
<b>Expected result</b>	<b>Activities planned</b>
The response capacities of National Societies have been reinforced.	<ul style="list-style-type: none"> <li>• Improved communications.</li> <li>• Developing or updating guidance on staff and volunteer health and protection.</li> <li>• Developing, printing and translating information and education materials and communication messages.</li> <li>• Advocacy for National Societies' role in complementing their government's efforts.</li> <li>• Mapping of National Society actions and identifying support requirements and actual involvement.</li> </ul>

<b>Objective 2: Provide resources and structural support so that countries and communities at risk of influenza can increase their preparations for a possible pandemic and are ready to train their staff and volunteers.</b>	
<b>Expected result</b>	<b>Activities planned</b>
Resources and structural support has been provided resulting in at-risk countries and communities have increased their preparations, including training staff and volunteers.	<ul style="list-style-type: none"> <li>• Public awareness and education campaigns (hygiene &amp; health promotion).</li> <li>• Community-based First Aid.</li> <li>• Prepare country and community level contingency plans.</li> <li>• Training, establishing and organizing National Society and community's response teams (for example, National Disaster Response Teams, community response teams, etc).</li> <li>• Providing logistical support for procurement and stockpiling of emergency medical and non-medical items (masks, gloves, aprons, pairs of rubber boots, and hygiene supplies such as soap and disinfectants would be necessary to cover the needs of volunteers, staff and the general population for six months).</li> <li>• Increasing partnerships at the local level; and improve performance in community-based surveillance, social mobilization and community outreach activities.</li> </ul>

<b>Objective 3: Plan for and advise on Business Continuity Plan (BCP) initiatives at the global, zonal and National Society levels, thereby ensuring that essential services to communities and coordination of activities are supported or reinforced.</b>	
<b>Expected results</b>	<b>Activities planned</b>
BCP initiatives have reflected progress in supporting or reinforcing essential services to communities and coordination of activities.	Defining roles and responsibilities and identifying capacity needs; and considering organizational and "core business continuity" measures.

### Progress and challenges

#### Federation Secretariat (Geneva)

In response to the increased demand of National Societies interested in preparing for a possible H1N1 pandemic outbreak, consideration to request support from unobligated H2P funds to be provided directly to additional National Societies to help them urgently prepare for a pandemic. Without technical, financial and management support from H2P, these National Societies will not be able to implement activities that we know can save millions of lives during a pandemic.

As a result of the H1N1 outbreak and the increasing demand and urgency for pandemic preparedness, the Federation intends to support another 10 to 15 National Societies with a simplified, shorter version of an H2P project. The goals and expected outputs would be basically the same, only simplified to ensure activities could be completed in three to six months. These projects would be managed by the same H2P Unikt team working in conjunction with the Federation's DM staff in Geneva and the Zones.

Within the Federation efforts continue to identify the most effective way to increase the capacity of Zones and the Geneva office to deliver and sustain pandemic preparedness technical support in the event of a pandemic.

## Zone Plans of Action

The Federation's approach is based on its Minimum Security Requirements (issued in September 2007), with four security-related phases:

**White Phase –Normality. Working conditions are ideal: no major health/safety concerns.**

### Indicators

- Some viruses circulating among animals causing infections in humans.
- Limited number of infections reported globally but none reported in region or country.

### Plan of action

- Personnel should maintain personal hygiene measures in accordance pandemic health guidelines.
- Normal programmed reviews of contingency plans and business continuity plans to be conducted.

**Yellow Phase: Low intensity cases reported / Pandemic preparations being undertaken in host country. Working conditions allow programmes to continue: there are some security/health concerns – a situation of heightened security / health awareness is initiated**

### Indicators:

- Almost daily but localized incidents of cases, infections are reported globally or in region.
- Isolated incidents occur in host country but are contained and health services coping with treatment of cases.
- Government health organizations issue warnings and advisories to the population.

### Plan of action:

Provided the indicators above apply the following measures have to be taken into consideration.

- Prepare/update the business continuity plan in the zone/country
- Programme activities prioritised and essential staffing levels identified.
- Local case updates provided to the Secretariat's Influenza Pandemic Technical Committee (IPTC) in GVA on a regular basis.
- Distribute protective measures and encourage the staff to practice daily protective hygiene.
- Advise the staff to get seasonal flu vaccination

**Orange Phase: Health Emergency Situation. Necessity to reduce number of expatriates and activities – tight health, safety and security management is needed.**

**Indicators:**

- Verified human-to-human transmission able to cause community level outbreaks.
- Incidents of cases, infections are reported in country, local health service coping but may appear to be under stress.
- Government closes schools, and non essential public services.
- Passenger and goods vehicle services at times disrupted due to health scare.
- Active health checks at airports, border crossings and ports or borders closed.
- Government declares state of emergency.
- Civil fear, political and social disruption of normal life.
- Increase in social unrest and crimes.

**Plan of action**

Provided indicators above apply, the following measures have to be taken into consideration.

- Any incident is to be reported to Health Coordinator/H2P delegate/HOZ as soon as possible for further follow up.
- Daily updates provided to the Secretariat's Influenza Pandemic Technical Committee (IPTC) in GVA.
- Consideration given to moving dependents or staff not coping/under stress to home locations.
  - ü The HoZ, in consultation with the IPTC and Security Unit, will normally put in place a travel restriction for visits by external personnel.
  - ü Steps taken to protect staff with protective gear and vaccinations as needed.
- No major road movements are to take place unless explicitly authorized by the Senior Field Manager and if needed the local authorities.
- Staff not required for essential activities directed to stay at home and adopt stringent health measures in accordance with Pandemic personal health guidelines.
- Federation transport provided to those required to work in the office.
- All personnel carry mobile phones and essential phone numbers along with them at all times.
- Delegates and key staff members are issued with VHF handsets.
- Ensure that for the remaining personnel there is enough food reserves available (6 weeks' stock)
- Ensure that there are enough resources to continue the work in the office such as fuel for generator and vehicles
- Ensure that simple SOPs for the basic equipment like generator and computer server back up

**Red Phase: Hibernation. The health or security conditions do not allow work in Federation Offices.**

**Indicators**

- Virus spreads from country to country, district to district, town to town, pandemic under way.
- Local health services have difficulty coping with the influx of cases.
- Health institutions are overcrowded by people demanding vaccinations/ medicines.
- Cases reported among RC/RC staff and delegates to the extent that personnel are unable to essential service/programmes are unable to be undertaken.
- Civilian transport considerably reduced due to health and safety concerns.
- Majority of shops, markets, workplaces closed.
- Increased crime and unrest leading to government deploying security forces with orders to take drastic action against looters.
- Government orders population to remain indoor.

**Plan of action:**

- Daily updates provided to the Secretariat's Influenza Pandemic Technical Committee (IPTC) in Geneva.
- Daily security situation updates provided to the Security Unit in Geneva.
- Personnel to stay put in their respective offices/homes.
- Any personnel who become seriously ill transferred to an appropriate local health facility.
- Thorough security checks are to be done before any movement is allowed.
- Personnel to ensure that they have communications with Senior Field Manger/Representative to await further instructions.
- Each expatriate should have one bag ready with all his/her essentials ready (e.g. documents, some clothes, personal computer, etc.), weighing not more that 20 kg's.
- Constant contact between delegation and IPTC/Security Unit, Geneva.
- Where possible relocation may be undertaken from any of the field locations to base location in order to provide health care/support.

### Americas Zone

#### Objective 1: Support the NS that are implementing activities in coordination with authorities according to a Plan of Action.

Expected results:	Planned Activities.
National Society preparedness and response capacity is increased.	<ul style="list-style-type: none"> <li>• Support planning in National Societies.</li> <li>• Carry out a mapping of resources and actions of National Societies in the Americas.</li> <li>• Needs assessment.</li> <li>• Channel the support to the region.</li> </ul>

#### Objective 2: Adapting guides and the information material on pandemic to the specific context.

Expected results:	Planned activities.
National Societies will strengthen their communication and information programmes and activities using common standardised key messages.	<ul style="list-style-type: none"> <li>• Support the two regional reference centres in preparing the material.</li> <li>• Assign a technical health resource to the reference centres.</li> <li>• Support to workshops for training of volunteers in the National Societies.</li> <li>• Adapt, print and distribute information, communication and education material in three languages (English, Spanish and French).</li> </ul>

#### Objective 3: Elaboration of Business Continuity Plan for the Americas (BCP).

Expected results	Planned activities
The Zone can guarantee an essential level of functioning to support the National Societies	<ul style="list-style-type: none"> <li>• Elaboration of the Business Continuity Plan for the Americas. (BCP).</li> <li>• Validation of the plan.</li> <li>• Organizing a dissemination workshop of the BCP in the zone.</li> <li>• Elaborating a guide on BCP to National Societies.</li> <li>• Training of staff on how to work with BCP.</li> </ul>

Objective 4: Establish a basic pre-positioned stock of PPE in PADRU RLU.	
Expected result	Planned activities
An adequate PPE stock is established.	<ul style="list-style-type: none"> <li>• Purchase process and pre-positioning of 5,000 PPE kits for staff and volunteers.</li> <li>• Preparation and printing of information leaflet on the correct use of PPE.</li> </ul>

## Asia and Pacific Zone

**Preparation:** Early identification and procurement / establishment of resources and services essential to maintain critical functions are crucial for this plan to work. Department and Unit Heads are to identify those resources and services needed to support their critical functions as per Annex A and submit the requests to the relevant supporting department (logistics/admin/IT) as a priority. Progress in preparation is to be briefed daily to the CIMT by each Department Head. All delegates and staff are to ensure they are able to work from home for a protracted period. Procurement of foodstuffs, water and basic medical supplies remain the responsibility of the individual. At this stage, it is not yet considered necessary to maintain abnormal stocks but should the situation in Kuala Lumpur be expected to decline to that currently being reported in Mexico City – where shops are closed – an advisory to stock up will be sent.

Administration can assist with identifying some services including potable water delivery, but the costs and maintenance of such remains the responsibility of the individual. Those personnel identified as essential will have telephone and internet connections established and maintained at their residences. If they do not already have them, they should contact Administration / IT Telecoms unit for assistance.

Health guidelines on preventative measures have been circulated separately and are to be strictly adhered to by all delegates and staff. Stocks of Tamiflu and Personal Protective Equipment (PPE) are to be ordered and held by the Health in Emergencies delegate for all Personnel working for the Federation and their immediate families. All personnel are to provide HR with their updated family information, home address and phone numbers. This BCP is to be continuously reviewed and revised as necessary.

**Response:** The zone will comply with public health directives of the Malaysian government, such as office closures. Should a serious outbreak of Influenza A/H1N1 be reported in Kuala Lumpur, the head of zone may order that all non-essential staff stay and work from home as much as possible.

Any personnel experiencing flu-like symptoms, or who cohabitates with someone who begins showing symptoms, is to advise their line manager by phone, seek medical attention and remain at home.

If two or more personnel from a single office suite experience flu like symptoms then all personnel from that suite are to return to and remain at home. Should more than 25% of the personnel present in the office become ill, the HoZ will close the office and direct essential personnel to work from home for a week, following which all those not showing symptoms will return to the office.

The CIMT will monitor the situation as it evolves globally and will identify any locations considered particularly high-risk for infection designating them as “influenza hotspots.” Personnel who travel to

an affected area designated an “influenza hotspot” are to remain at home for four days following their return. If they show no symptoms after four days they can then return to the office.

Should any essential person AND their designated backup person both fall ill or otherwise be unable to maintain their critical functions and no other suitable person be available to fill in, then the HoZ (or designated acting HoZ) is to advise the Geneva-based Influenza Pandemic Technical Committee (IPTC) immediately of the situation and request external support. Any personnel who become seriously ill will be treated in a local health facility in Kuala Lumpur. Personnel unable to arrange their own transport to a health facility are to contact the Office (or Duty Officer) for assistance.

Any expatriate personnel or family member who falls ill may be repatriated home following initial treatment only after discussions between the treating physician, Health Officer/Human Resources Department in Geneva and SOS International (or in the case of a National Society contracted staff member or his/her family the respective NS HQ and Insurance Provider).

**Security:** It is not anticipated that even a serious outbreak of Influenza A/H1N1 in Kuala Lumpur will lead to a significant decline in the overall security situation, which is currently at PHASE WHITE. In the unlikely event a protest / civil unrest situation evolves or is expected, then the office may be closed and essential staff instructed to work from home.

## Europe Zone

**Main goal:** National Societies and Federation offices in Europe are better prepared to cope with & respond to a possible outbreak of Pandemic Influenza.

**Timeframe:** 6 months from May – Nov 2009. Activities would start immediately in support of work ongoing already, and would be finalized in time of the next influenza season (autumn/winter 2009).

**Objective 1:** Strengthen National Society pandemic preparedness and response capacity.

### Expected results and activities

#### Improved information sharing for 52 National Societies.

- Create group of focal persons in each National Society.
- Ensure regular update of information between National Society.
- Disseminate best practice, tools, and guidelines.
- Build virtual network & collaboration platform.
- Translate key documents, guidelines and communications into Russian language.
- Publishing, printing and dispatching of information materials.
- Media communication (press-conferences etc).

#### Tailored support to selected European National Societies (10-12 National Societies.

- Support development of specific National Society pandemic contingency plans.
- Promote & support development of basic National Society business continuity plans.
- Support development of IEC materials in local language.
- Provide technical support upon request.
- Support National Society advocacy and external cooperation at country level where relevant/required.

<p><b>Provide training and technical support to National Society staff and volunteers.</b></p> <ul style="list-style-type: none"> <li>• Develop on-line interactive modules for volunteer and staff training.</li> <li>• Deploy and manage on-line training solution (in line with Federation learning Management System<sup>1</sup> platform).</li> <li>• Provide or facilitate in-country technical training upon request.</li> </ul>
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**Objective 2. To strengthen Federation pandemic preparedness and capacity to support National Societies.**

<p><b>Expected results and activities</b></p>
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<p><b>Planning and preparedness completed in all Federation offices.</b></p>
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| <ul style="list-style-type: none"> <li>• Pandemic contingency plans completed in all Federation offices.</li> <li>• Business Continuity plans completed in all Federation offices.</li> <li>• Security plans updated in all Federation offices.</li> <li>• Stockpile of necessary protective items completed (e.g. tamiflu, masks).</li> </ul> |
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<p><b>Monitoring &amp; evaluation system in place, as well as effective learning.</b></p>
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| <ul style="list-style-type: none"> <li>• Key indicators and monitoring framework agreed with the National Society.</li> <li>• Regular reports and updates provided.</li> <li>• Lessons learned exercise conducted.</li> <li>• Learning shared with National Societies and Geneva.</li> <li>• At least one case study documented.</li> <li>• Lessons learned systematized and fed into to planning and SOPs.</li> </ul> |
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<p><b>Interagency coordination enhanced.</b></p>
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| <ul style="list-style-type: none"> <li>• Establish regular contacts with different external stakeholders.</li> <li>• Operationalise existing MoU with WHO/EURO and develop PoA.</li> <li>• Reinforce monthly dialogue with UN and other actors in Budapest and other locations.</li> </ul> |
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<p><b>Federation preparedness &amp; response capacity reinforced.</b></p>
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| <ul style="list-style-type: none"> <li>• Short-term assignments &amp; consultancies.</li> <li>• Staff on loan and/or internship.</li> </ul> |
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Notes:

- Activities proposed above are in addition to ongoing H2P programme activities at zone and country level (currently Ukraine and Azerbaijan, plus potentially Belarus)
- General support will be provided to all 52 NS
- Tailored support will be provided to 10-12 National Societies, selected on the basis of vulnerability, capacity, existing resources, interest etc (full set of criteria to be developed).

<p><b>East and North Africa (MENA) Zone</b></p>
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In conformity with the pandemic preparedness and response objectives of the Federation, the MENA Zone Office is mobilizing its resources in support of the humanitarian efforts and initiatives of its regional NSs to cope with the challenges of an imminent pandemic in the Middle East and North Africa.

**Overall Objective of the operation: Support the MENA National Societies in their efforts to address the immediate needs of the communities and people affected by pandemic influenza threat. As the situation continues to evolve, the short and medium term needs will be investigated further. Also, the MENA Office initiatives will strive to improve the preparedness and response capacities of the National Societies in all activities.**

The activities of the MENA Zone Office in support of the National Societies will cover the areas of:

<sup>1</sup> LMS currently being finalised in GVA; alternatively Europe Zone has already deployed pilot courses on Moodle.

- Prevention and mitigation of the effects of a potential pandemic influenza.
- Recovery and Risk Reduction.
- Capacity building.

**Specific Objectives:** The MENA Zone National Societies have a long history of working with local communities. The National Societies have trained community volunteers in various aspects of community activities, which would be very useful to utilize in meeting the challenges of an influenza pandemic. Accordingly, National Society volunteers and staff will be mobilized from different parts of their countries to support operations in the local communities by disseminating messages aimed at minimizing the impact of an imminent pandemic. Additionally, the MENA Zone Office will mobilize two staff on loan from regional NSs to support the efforts of National Societies by guidance and training.

**Specific Objective 1 – Prevention and mitigation of the effects of pandemic influenza.**

Provide the National Societies with structural support and provision of IEC (information, education & communication) materials to promote adequate and effective prevention and mitigation capacity among local communities. The National Societies, supported by the MENA Zone Office, will work with local authorities and branch members, to identify possible areas for community based prevention and mitigation campaigns.

**Expected results:** Resources and structural support has been provided resulting in at-risk countries and communities have increased their preparations, including training staff and volunteers.

**Actions:**

- Identification of communities in the target districts.
- Basic knowledge and skills training for community volunteers.
- Public awareness and education campaigns (hygiene & health promotion).
- Developing, translating & printing IEC materials.
- Distributing IEC material.
- Community-based First Aid.
- Training, establishing and organizing National Society and community's response teams (for example, National Disaster Response Teams, community response teams, etc).
- Providing logistical support for procurement and stockpiling of emergency medical and non-medical items (masks, gloves, aprons, pairs of rubber boots, and hygiene supplies such as soap and disinfectants would be necessary to cover the needs of volunteers, staff and the general population for six months).
- Increasing partnerships at the local level; and improve performance in community-based surveillance, social mobilization and community outreach activities.

**Specific Objective 2: Disaster risk reduction and community based preparedness actions.**

Provide technical and material resources and structural support to five National Societies in countries with identified at-risk communities so that they can increase their preparedness for a possible pandemic and are ready to respond at local and national levels.

**Actions at local and national levels:**

- Support National Societies in conducting rapid VCAs in 5 countries.
- Design short training programme on pandemic awareness campaigns.
- Carry out technical training for staff and volunteers in community based disaster preparedness and risk reduction.
- Support NSs to plan awareness campaigns.
- Support the establishment of local community disaster/pandemic preparedness teams.
- Provide these teams with the needed PPEs.

- Equip the local disaster response teams with telecommunication means.
- Develop local contingency plans for at risk areas
- Conduct simulation exercise.
- Conduct awareness campaigns in coordination with media.
- Establish national and regional DRR task forces.

### **Specific Objective 3 – Capacity Building.**

Support the MENA National Societies to increase their pandemic preparedness and response capacity, working in partnership with their governments, to tackle influenza at community or local level.

#### **Actions:**

- Reviewing National Society response capacity.
- Mapping of National Society actions and identifying support requirements and actual involvement.
- Developing or updating guidance on staff and volunteer health and protection.
- Advocacy for National Societies' role in complementing their government's efforts.
- Improved communications.

**Exit plan:** The current plan of action is for 6 months. As the program continues, a more complete exit strategy should be developed. The general idea will be for the MENA Zone Office to identify which objectives will need to be continued with Federation support and which objectives can be transitioned completely to the National Societies.

## **Southern Africa Zone**

### **Objectives of the Zone Continuity Plan:**

- Setting up a system for a flexible response to an unpredictable event.
- Ensuring that the Federation's resources are utilized appropriately to respond to a flu pandemic, support National Societies to that effect and maintain essential activities as well as capacity to respond to disasters.
- Enhancing health protection and well being of staff.
- Minimizing loss and delays due to the suspension of non essential activities and avoiding significant service delivery disruptions.
- Providing timely and up to date information to staff.
- Ensuring rapid recovery and resumption of all services and activities.
- Use the CP for any similar situation and or adapt it for its future needs.

### **Essential Service Functions that the zone must maintain in a crisis situation:**

- § National Society support.
  - § Overall support management to National Societies.
  - § Situation monitoring.
- § Health support and coordination.
  - § Relief health support.
  - § Tamiflu stocks management.
- § Relief Operations/Disaster coordination & support.
  - § DREF, ERUs, FACT, DMIS management and coordination.
  - § Appeals and situation reports management.
- § HR/staffing management.

- § Contracts and payroll management.
- § Staff health monitoring and referral.
- § Medical evacuations.
- § Counselling and psychological support.
- § 24/7 Hotline.
- § Staff movement monitoring and emergency contact list updates.
- § Insurance coverage and claims management.
- § Flexible working hours system and monitoring.
- § Security management.
  - § General situational and personal security management.
  - § 24/7 support service with back up and counselling on security issue.
  - § Addressing increased insecurity to include outsourcing.
- § Finance and Accounting.
  - § Cash availability and worldwide funds transfer management.
  - § Payroll continuity.
  - § Back up solutions for regular banking services shut down.
- § Logistics and procurement.
  - § Procurement and stock management.
  - § Shipping and handling.
- § Information technology, systems and telecommunications.
  - § Setting up telecommuting for essential staff to work from home.
  - § Securing all systems to be operational at all times.
  - § Periodic back up of all Computer files with safe off site storage.
  - § Maintaining help line support.
  - § Securing power supply and surge protection.
  - § Ensuring phone service continuity and back up communications means in case of service interruption.
- § Internet and Web site management.
  - § Publishing, editing and maintenance.
- § Office facilities management.
  - § Cleaning and general maintenance.
  - § Air conditioning and ventilation services.
- § Information and Communication.
  - § Press and media relations.
  - § General communications, press releases and publishing.
- § Office equipment and supplies management.
  - § Stock management of office supplies.
  - § Reception and switchboard/fax services.
- § Vital records management.
  - § Archive safe storage and backup filing.

## East Africa Zone

**Operational strategy and plan: the main focus is on business continuity, technical support to National Societies, and coordination.**

**Goal: to minimize the mortality and morbidity during influenza pandemic.**

**Objectives: to increase the state of preparedness for and the capacity to respond to the pandemic in East Africa Zone.**

**Expect results & planned activities:**

**Support capacities of the Federation are reinforced for pandemic preparedness and response**

- Conduct public awareness & education campaigns.
- Prepare business continuity plans.
- Procure and stockpile emergency medical & non-medical items.
- Develop or update guidance on staff health and protection.
- Translate and print IEC materials.

**Pandemic preparedness and response are improved in 14 National Societies.**

- Provide the information & guidelines to DM & health managers.
- Provide training support for preparedness and response activities.
- Map NSs' preparedness and response actions and identify support requirement and involvement.
- Assist NSs to prepare PoA & process the National Societies requests for funding.
- Provide funds to NS Swine Flu operations.

**Coordination and partnership are strengthened.**

- Improve the communications.
- Map stakeholders preparedness and response actions.
- Coordinate with other humanitarian actors through regular forums.

## West and Central Africa Zone

Since the WHO shifted up the phase of pandemic alert from phase 3 to 5, the Zone office engaged in the following:

- Reactivation of the AHI taskforce for the zone with regular meetings.
- Development of an immediate action plan for the Zone.
- Reviewing the established Zone BCP.
- Organizing meetings within the Zone for staff briefing as well as with partners for coordination.
- Purchase of surgical masks for staff and dependants as protection measure.
- Participating in a regional coordination meeting on Pandemic Influenza.
- Liaising with Geneva IPSC, working groups/Task force for technical support and information sharing.
- Guiding National Societies within the zone in developing their preliminary BCP and coordination with their respective governments.
- Sending out of communications to all National Societies with compiled and translated (English/French) materials.
- Mapping of resources and needs within the zone
- Monitoring and information sharing within the Zone and other humanitarian agencies.
- Reshaping the Zone plan of action according to the context

### **Proposed Actions**

**Goal: Continue providing services and support to the Zone while protecting the safety of staff (located in regional offices and National Societies).**

**Objectives:**

- Collect and share useful information concerning the AH1N1 to the staff, volunteers and communities in WCAZ.

- Enable National Societies to better prepare and respond to the pandemic threat in fulfilling their auxiliary role.
- Ensure adequate preparedness, protection and continuity of services among the vulnerable communities.

#### Planned Activities:

- Reinforcement of technical support team: Recruit a technical support person (national level consultant) to assist in the continuous update of the Zone BCP documents (all offices) and consolidate the Action Plan for the AH1N1. Equally the person is to continue steering the awareness campaign process for the Zone staff and their families.
- Prepositioning of PPE: Procurement of PPE for Zonal staff including for partner representatives within the Zone office (3) and provision of PPE for volunteers in the first time response.
- Production of IEC: Designing of IEC materials, translation of produced materials, printing and dispatching of produced materials within the Zone.
- Mobilisation and training pool of trainers in use of IEC materials at National/branch level as a preparedness measure for next pandemic wave.
- Sensitisation campaign: Mobilisation of volunteers to conduct community awareness campaigns in the 24 National Societies within the Zone.
- Coordination: providing technical support and guidance to the National Societies from the Zone (Dakar, Yaoundé and Abuja) to involve themselves in the country coordination mechanism and play a key role in community preparedness and response component.
- Monitoring and reporting.

#### How we work

**All International Federation 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 is committed to the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.***

The International Federation's activities are aligned with its Global Agenda, which sets out four broad goals to meet the Federation's mission to "improve the lives of vulnerable people by mobilizing the power of humanity".

#### Global Agenda Goals:

- Reduce the numbers of deaths, injuries and impact from disasters.
- Reduce the number of deaths, illnesses and impact from diseases and public health emergencies.
- Increase local community, civil society and Red Cross Red Crescent capacity to address the most urgent situations of vulnerability.
- Reduce intolerance, discrimination and social exclusion and promote respect for diversity and human dignity.

#### Contact information

**For further information specifically related to this operation please contact:** Flemming Nielsen, Head, Operations Coordination Team; phone: +41.22.730.42.33; email: [flemming.nielsen@ifrc.org](mailto:flemming.nielsen@ifrc.org)

**[<The financial status update will be made available shortly; click here to return to the title page>](#)**