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Emergency appeal operations update

Côte d'Ivoire: Post electoral Civil Unrest

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRCI003 GLIDE n° OT-2010- 000255-CIV Operation Update No. 2 - 30 November, 2011

Period covered by this Ops Update:
28 July to 31st October, 2011

Appeal target (current): CHF
6,702,008;

Appeal coverage: 11%; [<click here to go directly to the updated donor response report, or here to link to contact details>](#)

The following National Society and other Partners have contributed to the implementation of this first phase of response:



RCCI/IFRC assistance in Toulépleu ville/IFRC

- Swiss Red Cross has contributed 1,000 shelter kits (in-kind donation including tools)
- Spanish Red Cross has contributed towards 2,000 NFIs kits
- The Swedish and Japanese Red Cross provided two pledges
- The Canadian Red Cross has deployed a fully funded Health Delegate
- The Canadian embassy in Côte d'Ivoire supported procurement of NFIs
- The West African Development Bank also provided support

Appeal history:

- This Emergency Appeal was initially launched on 17 June, 2011 for CHF 6,702,008 for 12 months to assist 60,000 beneficiaries.
- CHF 50,000 was initially allocated from the West Africa Population Movement funds to support the national society to meet urgent basic needs of the most affected communities
- CHF 247,613 was initially allocated from the Federation's Disaster Relief Emergency Fund (DREF) to support the national society to respond.

Summary: The first phase of planned activities has now reached the targeted 4,000 households in Toulépleu Prefecture, West of Côte d'Ivoire. The assistance of the Red Cross has been contributing to restoring hope to the affected population as beneficiaries start rebuilding their lives, while the number of returnees keeps increasing gradually on hearing the news of Red Cross support. Additional registration of new target beneficiaries was also carried out during the reporting period as the number of returnees has increased. A total of 2,880 were registered within three weeks (August 2011). With the training of selected Red Cross volunteers and community health officers, sensitization activities on prevention of diseases are ongoing in the target communities. Activities are expected to be scaled up in health and care sector. The water and sanitation sector has trained 20 Red Cross volunteers and 40 community hygiene promoters on sensitization activities to promote good hygiene practices. IEC materials have also been produced to enhance sensitization activities. For effective implementation of activities, the capacity of the Red Cross local branch in Toulépleu is has now been strengthened. The branch warehouse has been rehabilitated and the

premises fenced with support from the operation. Procurement and clearing of relief items have been effectively done by the logistics unit with the support of the IFRC.

Local transportation networks are also engaged in the prepositioning of relief items at designated distribution points. The activities implemented so far have been carried out with the deployment of IFRC regional staff, delegates and RDRT members who have been working in good collaboration with the National Society staff. Prospects for continuing the good progress depend on continued funding, which has thus far proven to be a challenge due to competing emergencies in Africa and elsewhere in the world.

There are increased needs in long term shelter, livelihood, health, watsan and psycho social support. A revision of this appeal based on a long term need assessment is becoming critical since the number of refugees and IDPs returning is increasing and the affected communities are looking to the Red Cross for further assistance.

The situation

The post-election crisis in Côte d'Ivoire has claimed hundreds of lives and has internally displaced more than one million people within the country with tens of thousands others crossing into neighbouring countries like Ghana, Guinea, Togo, Mali, Burkina Faso and especially Liberia where 171,968 Ivorian refugees are currently located seeking refuge.

The humanitarian consequences of these social and political crises are unprecedented in Côte d'Ivoire and in neighbouring countries, all of which are highly interdependent economically. Since the inauguration of the new government in Côte d'Ivoire on 22 May, 2011, peace has gradually returned to Abidjan and in the rest of the country, although the situation remains unpredictable in the Moyen Cavally region which is bordering Liberia's Counties of Nimba, Grand Gedeh, River Gee and Maryland.



The increasing rate of resumption of economic activities throughout the country reflects this recovery. However, the destruction of property and houses, perpetrated during the conflict poses serious humanitarian challenges in the affected communities. Despite the important number of humanitarian agencies in Côte d'Ivoire and their Offices or Sub-offices based at Man District¹ the Response to the needs is still slow and inadequate.

Along the axis of the Red Cross areas of intervention (Axe A: Douékoué – Toulepleu), the IDPs and refugees are continuously and sustainably returning in their areas of primary residence. According to UNHCR, as of 29 September, 2011, "the number of Ivorian refugees in Liberia now stands at 159,000". The refugees returned mainly to Bolequin, Toulepleu and Guiglo. It is difficult to accurately estimate the number of returnees, but for IFRC, the average rate of repopulation reassessed in 43 villages during the distribution of NFIs in August 2011 is 40%. In some places like the sub-prefectures of MEO and PEHE, this rate can go up to 57%. For villages like Pekan-Village or Glacon-Block, almost all inhabitants are back to these villages. Even though many humanitarian organizations and UN agencies are considering moving to Toulepleu to open field base / liaison offices, to date none has come yet, and almost all of them still are located in the city of Man except for UN-OCHA and WFP which have just opened offices in Toulepleu town.

¹ Man is a City distant from the District of Toulepleu which is the area most affected by the crisis and where humanitarian needs still incommensurable

Encouraged by the presence of the Red Cross, dozens of villagers are returning to their places of origin from Liberia or from the surrounding forests. Today, the humanitarian needs are equal to the incredible level of destruction—particularly of houses—visible in all villages. As the refugees are accelerating their return home in Côte d'Ivoire in large numbers, the Red Cross of Côte d'Ivoire (RCCI) and the Federation have so far supported over 23,542 people of 4,000 families with shelter and relief materials, watsan, health and livelihood activities in 60 villages of Toulépleu Department. Since MSF Belgium left Toulépleu in August 2011, only the RCCI has been supporting by the Federation, is present in Toulépleu and operates daily in 60 target villages since May 2011.

Coordination and partnerships

The National Society continued to collaborate through regular and effective participation in national and sectoral coordination meetings with other humanitarian actors including ICRC, French Red Cross and UN Agencies. The Regional Representative regularly attends meetings of the Humanitarian Country Team (HCT) in Abidjan. The Operations Coordinator and the RDRT Relief participate in technical meetings of the clusters both in Abidjan and Man. A regular humanitarian coordination meeting which gathers around the prefect agencies present in the field (CRCI/IFRC, OCHA, and WFP) have been initiated by the RCCI/IFRC at Toulépleu level. On the other hand, a meeting (bi-weekly) for exchange and coordination between Movement partners Red Cross (IFRC, ICRC-Guiglo) is held alternately in Toulépleu and Guiglo.

The Red Cross of Côte d'Ivoire, as auxiliary to public authorities, is also collaborating with government ministries and agencies at national and local levels on improved assistance to the population affected by the crisis. In the Prefecture of Toulépleu, the Préfet urged the Red Cross to increase its humanitarian assistance to the returnees as the NFIs distributed during the first phase of the operation as well as the other supports given thus far are contributing to the rapid and definitive return of displaced households and also assisting beneficiary in restarting their lives.

Given that the Appeal of the Federation did not attract interest of partners/donors and the fact the RCCI/IFRC must put its planned activities in standby mode, dialogue and good coordination with other newcomer humanitarian actors and especially with other movement partners in Toulépleu is essential not only to avoid duplication but to create a synergy for a rational and more intelligent response to the needs of the returning communities. The newcomers in Toulépleu really have to behave as successors more than as initiators of activities already completed or being implemented. So rather than start from scratch, they should instead take over from the RCCI/IFRC for the interests of vulnerable communities.

Red Cross and Red Crescent action

Overview

The initial assessments made by the FACT team 6 months ago, as well as the reassessments conducted by the implementation team revealed dire humanitarian needs in the area around the town of Toulépleu where the Red Cross of Côte d'Ivoire with support from the IFRC commenced the first phase of the operation with the distribution of non-food items to 4,000 households (24,000 individuals) in 60 villages during this reporting period. The relief items distributed by the Red Cross is supporting the day-to-day survival and stimulating return of IDPs to their places of origin. The goal of this appeal is to improve the living conditions of up to 10,000 families displaced by the post-electoral violence in the West of the country through the provision of shelter, needed NFIs, health services, psychosocial support, livelihoods, potable water and sanitation installations and psycho-social support. The constant improvement of the security situation in the western side of the country has enabled the good implementation of activities, which has encouraged the return of internally displaced and refugees in Liberia.

Progress towards outcomes

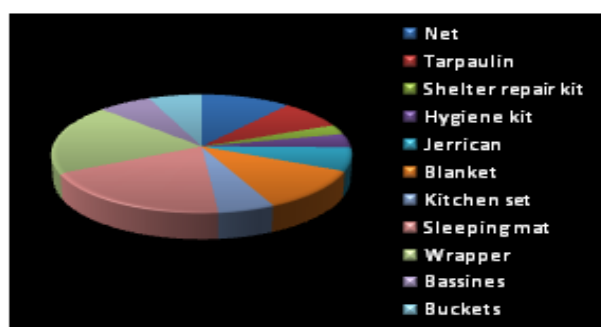
Relief distributions (food and basic non-food items)

Outcome: Up to 4,000 families in zone A benefit from the distribution of non-food items as required.	
Output	Activities planned
The 4,000 identified and registered IDPs families have received basic relief items.	<ul style="list-style-type: none"> • Support the National Society to conduct rapid mapping of the affected area & detailed beneficiaries targeting/registration; • Recruit among the affected communities and train them on beneficiaries registration and relief distributions based on Sphere standards. • Distribute 4,000 Household shelter material & tools; 400 Community shelter tools; 4,000 Household resettlement NFIs; 4,000 Hygienic kits 6 people/month; 10,000 Household water treatment; 2,000 Livelihood and recovery • Monitor relief activities and report

Progress: Based on the comprehensive assessment carried out during the FACT mission and with the collaboration of the National Society's structure at local level, the operation has trained 90 Red Cross volunteers from the Toulépleu branch on relief distribution strategies including identification, registration, organization and monitoring during distribution phase. Some of the trained volunteers collaborated with the staff at local branch to carry out identification and registration of target beneficiaries in 60 communities in Toulépleu Department.

A total of 4,500 households including those headed by women and elderly were registered. The operation also solicited the support of community leaders for community-based volunteers who assisted in ensuring security at distribution points to complement the Red Cross volunteers' efforts.

The purpose of the Emergency Appeal was to assist 4,000 most affected families. Due to the increasing number of refugees and IDPs coming back to their villages of origin, the RCCI/IFRC conducted a reassessment during the distribution exercises held between 16 July and 11 August 2011. Based on the outcomes of the reassessments conducted from July to August 2011, no less than 500 priority families in urgent need of support have been added to the initial target which brings the updated objective up to 4,500 families to be assisted with shelter and relief. This was possible after the RCCI registered 2 local pledges from Canadian Embassy (CHF 40,000) and African Development Bank (CHF 40,000). As of 27 October, 2011 a total of 4,000 families (23,520 persons) have received support through a return and resettlement package (RRP) consisting of 10 items of essential goods.



Challenges: The need for adequate funding to continue implementation of planned activities is doubtless a big challenge at the moment due to the competing humanitarian emergencies in Africa as well as elsewhere around the world. However with the returning of large part of the refugees and displaced Ivorians in their respective communities, there is an increased need in the relief items. It becomes necessary to carry out another need assessment to identify and register accurate number of beneficiaries which if done will also be contributing to social cohesion and peace building through the support of returnees resettlement in the Red Cross target communities.

Emergency shelter

Outcome 1: 4,000 families (24,000 beneficiaries in total) returning to heavily damaged villages or neighbourhoods, have safe and adequate shelter and settlement solutions through the provision of appropriate emergency shelter materials and access to shelter toolkits.

Output	Activities planned
4,000 returning families are provided with and utilize appropriate emergency shelter.	<ul style="list-style-type: none"> Identify and train national shelter teams members on shelter needs assessment techniques; Identify beneficiary villages, in coordination with other sectors and other partners, and register beneficiaries; Procure store and distribute (in close collaboration with relief team): 8,000 plastic sheets; 4,000 sets of fixings (1kg of roofing nails, and 1kg of galvanized wire per household); 400 sets of tools (machete, shovel, buckets); Work with beneficiary communities to develop an equitable methodology of shared use of construction tools; Develop a methodology for the monitoring and reimbursement for those beneficiary families who construct their shelter frames or roofs with bamboo; Monitor and report on shelter activities.
Outcome 2: 4,000 families (24,000 total beneficiaries) have received flexible material support for the construction of permanent shelter.	
Outputs	Activities planned
4,000 returning families are provided with and utilize appropriate permanent shelter materials. Disaster prevention for safer more resilient housing provided.	<ul style="list-style-type: none"> Use beneficiary lists from first emergency phase to identify beneficiaries; Provide trainings in technical issues and distribution methodology to both National Society staff and staff of other partners; Mobilization of the beneficiary communities concerning the implementation approach, and the actions necessary on all sides; Select, register and sensitise the merchants on the humanitarian voucher methodology; Procure and store 4,000 doors and 12,000 window shutters; Organize the distribution of vouchers; Coordinate with government offices charged with reconstruction; Monitor and report on shelter activities; Develop and implement an exit strategy.

Progress: The FACT assessment carried out in affected communities in Toulépleu showed that at least 75% of houses were completely or partially damaged, thus rendering many households homeless. Some households are staying inside the damaged houses on their return using palm leaves as roofing sheets. However, with the raining period, many of them are seeking shelter with neighbours or relatives whenever it rains. The Red Cross of Côte d'Ivoire (RCCI) with support from IFRC has distributed 3,981 complete emergency shelter kits to 1,990 families in 60 communities in Toulépleu Department between 16 July and 27 October, 2011. The distributed kits contain pick axe, hoe and handle, sledge hammer, tin snips, pincers, nails (7.5cm) 500 grs, 500 grs of roofing nails, rope Ø12mm 30 metres, hack saw 55 cm, shovel and handle, wrecking bar 12 inches, machete, tie wire Ø1.5 mm, 2x tarpaulin 4x6 metres.

The Red Cross had identified and selected beneficiary households based on the four criteria of 1) those whose houses were completely damaged, 2) whose communities were not yet reached by other actors, 3) who received inadequate assistance and 4) families living in very remote communities. With the practical training, the volunteers have enhanced their capacity to assist beneficiary households in erecting the tarpaulins over their houses as a temporary emergency measure and also sensitise them on how to use the tools. During this reporting period, the volunteers continued to assist beneficiaries in this regard.

Achievements of the distribution exercise are shown in the table below:

SHELTER AND RELIEF DISTRIBUTION AS OF OCTOBER 27th 2011

	HEALTH		SHELTER				OTHER NFIs									
	Villages	Families targeted	Families reached	Individuals targeted	Individuals reached	Net	Tarpaulin	Shelter repair kit	Hygiene kit	Jerrican	Blanket	Kitchen set	Sleeping mat	Wrapper	Basins	Buckets
TOTAL	62	4,635		27,708	10,200	3,981	2,204	2,493	4,000	7,385	2,492	11,538	8,753	3,747	3,817	
APPEAL OBJECTIVES		4,000		24,000	12,000	8,000	4,000	4,000	4,000	0	4,000	12,000	12,000	4,000	4,000	
%		116%		115%	85%	50%	55%	62%	100%	NA	62%	96%	73%	94%	95%	

Challenges: As for all programme components, needs for funding to continue planned activities remain the priority challenge. Additionally, with the huge percentage of damaged houses and the increasing number of returnees from Liberia and mainly IDPs, there is an increased need in shelter solutions. Six months after the first waves of returnees in a large majority of affected villages all around the Department, it becomes necessary to carry out a long term shelter need assessment to identify and register accurate number of beneficiaries which if done will also be contributing to social cohesion and peace building through the support of returnees resettlement in their villages of origin.

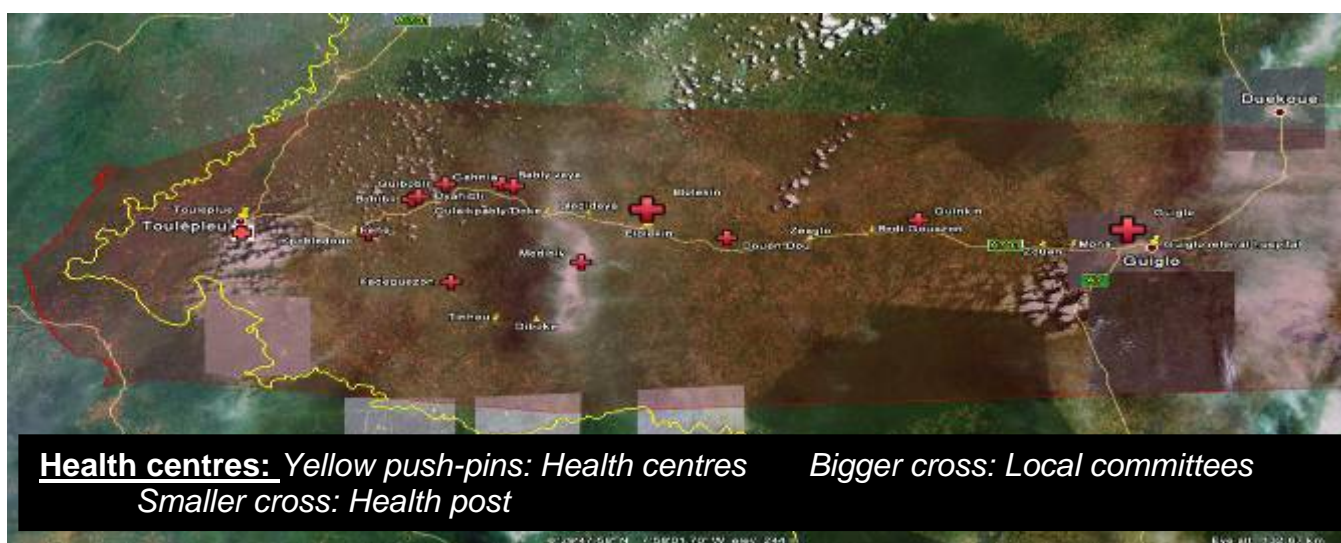
Emergency health and care	
Outcome 1: The immediate risks to the health of 10,000 internally-displaced families are reduced through the provision of community-based health services and psychosocial support activities.	
Outputs	Activities planned
Up to 10,000 families are provided with community-based first-aid services, for the rapid management of injuries and diseases.	<ul style="list-style-type: none"> • Procurement and distribution of 30 Interagency Emergency Health Kits (IEHK), 30 malaria kits and 30 delivery kits to returning CHWs for use in 30 HNS health posts (see Annexe 12) in under-served communities throughout 3 districts: Guiglo, Blolékin, Toulépleu • Support, monitor and supervise activities at the district level through the HNS local committees • Rehabilitation of 30 existing health posts through the repair of doors, door frames, locks and windows, and the replenishment of equipment such as tables and chairs
Minimum initial maternal and neonatal health services provided to up to 10,000 families.	<ul style="list-style-type: none"> • Procurement and distribution of 30 Emergency Reproductive Health kits for home-delivery kits by returning traditional birth attendants (TBA), for use in HNS-supported health posts in under-served communities throughout 3 districts: Guiglo, Blolékin, Toulépleu
Up to 10,000 families are targeted for community-based disease prevention and health promotion activities.	<ul style="list-style-type: none"> • Identification of 25 HNS volunteers from the 3 different local committees to receive refresher training in Epidemic prevention and control measures with a focus on malaria, ARIs, and diarrhoea • The training of 25 HNS volunteers, using Epidemic Control for Volunteers • Initiation of disease prevention activities in 30 health posts in zone A through the development of health messages and IEC materials • Support of surveillance and monitoring activities between 10 health posts and district health authorities • Procurement and distribution of 10,000 mosquito nets accompanied by health messages and follow up by trained volunteers within six months • Procurement and distribution of condoms to 30 health posts
Psychosocial support provided to the target population.	<ul style="list-style-type: none"> • Training of HNS volunteers to assess the needs of the community related to PSP activities • Initiation of PSP activities by HNS volunteers using rehabilitated health posts as a centre of activities

Progress: Concerning health, planned training sessions have been conducted, building capacities to implement activities: 6 trainers from Guiglo, Blolékin and Toulépleu were trained in epidemic control, 103 (volunteers) Community Health Workers (ASC) trained in epidemics control and 46 matrons trained in the above mentioned 3 Districts where RCCI/IFRC are intervening.

A mission for assessment and health centres inventory has been carried out in August 2011 before starting implementation of health promotion activities. Based on the findings, 25 community health posts (case de santé) were selected for rehabilitation² since almost all of them were destroyed during the conflict. Due to lack of funding the operation can only start rehabilitation of three (3) health posts out of the 25 targeted in the area of intervention.

² 10 in Toulépleu, 10 in Blolékin and 5 in Guiglo

Evaluation of the necessary equipment has also been carried out. Materials and medical equipment³ are purchased and stored in the RCCI local committee warehouse in Toulépleu. Procedures for activity implementation are now developed.



Challenges: As for all components the need for adequate funding to continue planned activities is paramount..

Water, sanitation, and hygiene promotion

Outcome: The risk of waterborne and water related diseases has been reduced through the provision of safe water, sanitation and hygiene promotion to 4,000 internally displaced families in Côte d'Ivoire for six months (24,000 beneficiaries)

Outputs	Activities planned
4,000 displaced families have been provided with hygiene kits in zone A.	<ul style="list-style-type: none"> • Develop/use the relevant tools to assess beneficiary locations and other information relating to the hygiene needs of 4,000 families; • Acquire and distribute 4,000 hygiene kits; • Monitor and report on the distribution
10,000 displaced people have access to safe drinking water in zone A.	<ul style="list-style-type: none"> • Purchase and distribution of 10,000 household water treatment kits (HHWT); • Rehabilitate 40 water points; • Monitor water quality at household level
The health status of 4,000 families is improved through behaviour change and hygiene promotion activities in zones A.	<ul style="list-style-type: none"> • Identify the trainees for refresher course and to use the relevant training modules; • Train community volunteers and supervisors in Participatory Hygiene and Sanitation; • Monitor and report on the distribution. • Support the volunteers to distribute water purification tablets and sensitize the communities on their use; • Support the volunteers to organize community awareness-raising sessions on water treatment and good hygiene

Progress: As for Watsan, 20 supervisors and 40 community workers were trained in hygiene promotion activities, including among others, awareness in good hygiene and sanitation practices for storage and handling of drinking water, good management and maintenance of water points, use of latrines and resulting impacts on health, as well as a hand washing demonstration. A total of 14,792 door-to-door hygiene awareness sessions have targeted 7,294 households; 2,417 families have received hygiene kits through relief distribution exercises; 1,480 hand washing and cholera awareness leaflets were distributed, including 6,395 tablets of 10 aqua tabs to 783 households; 109 dishes racks were constructed by community members; 20 social mobilization sessions were organized with focus on sanitation (cleaning campaign), housing rehabilitation, 192 pit latrines dug by the communities to combat open defecation, etc.

³ 10 basic kits, 10 malaria kits, 30 metal trunks, 3 boxes of delivery kits

Moreover, household water treatment and 132 well disinfection sessions have been conducted reaching the 19,778 people living presently in the 20 targeted communities. Evidence of improved water quality has been proven in 232 households through water testing using portable water testing laboratory (Delagua kit).

A new assessment of the situation has been conducted by the watsan team. The findings show that a total of 71.4% of the population is back in the 20 villages assessed⁴. Most of the heads of households are back.

Challenge: As elsewhere, the need for funding to continue planned activities.

Livelihoods	
Outcome 1: Immediate re-establishment of existing agricultural livelihoods for 2,000 families in targeted area.	
Output	Activities planned
Improved agricultural production by providing appropriate agricultural kits: tools, seeds and fertilizer to 2,000 families in zone A.	<ul style="list-style-type: none"> • Coordination with integrated sector (shelter and watsan) for identifying and purchasing tools and putting them into kits • Distribution of agricultural and recovery tool kits • Livelihood and Recovery kits: <ul style="list-style-type: none"> ○ 2pcs Hoe ○ 1pc Machete ○ 2 pcs Gum Boots (2 pairs per family) ○ 1 bag Fertiliser (Urea: 10kgs and NPK 15kgs, per family) ○ 1pc Watering can ○ 2 pcs Jerry can ○ 1pc Bucket ○ 1 bag Seeds (50 kg) • Monitoring and reporting
Outcome 2: Strengthened livelihoods through Income Generating Activities (IGA) associations.	
Output	Activities planned
Identify and support 20 IGA associations through income generating projects (women, youth, pro, farmers).	<ul style="list-style-type: none"> • Identify the officially recognized associations which have been most affected • Train them on project management • Support IGA activities • Monitor and report

Progress: The livelihoods support for farmers in 22 selected villages out of 54 targeted started with acquisition and prepositioning in Toulépleu of 7.5 tones of lowland rice Vita9, Urea, 3.75 tones of 2.5 tones of NPK and 1,000 pairs of boots. Activities started on 6 September, 2011.

Items	Bags	Qty (kgs)	Total
Seeds	500	15	7,500
NPK	75	50	3,750
UREA	50	50	2,500
Boots			1,000

Seed rice and fertilizers prepositioned at Toulépleu warehouse

⁴ The total number of villages targeted by the operation is 54. The Watsan team is intervening in 20 most affected villages

Rather than distributing to individual beneficiaries, the community approach is chosen. Thus, seeds, agricultural tools and fertilizers have been distributed to youth and women's groups as well as village cooperatives, wherever they exist in the Red Cross target communities. From the 22 selected villages, a total of 20 agricultural cooperatives already received 296 bags of 50kg of seed rice, 75 bags of NPK and 974 pairs of boots. During the 3 rounds of NFIs distributions, members of these cooperatives have benefited from shelter kits containing hoe, machete, shovel and pick and are now using them for farming.

Through a Memorandum of Understanding signed between RCCI/IFRC and the National Agency for Rural Development (ANADER) office in Toulépleu, an agricultural engineer from the ANADER is deployed and is working with the RCCI/IFRC team in Toulépleu. He is in charge of supervision of beneficiary agricultural cooperative activities in the 22 selected villages and the training of CRCI volunteers to further monitor farming activities.

A rice nursery pilot was conducted in a field behind the RCCI local committee and has proven successful. Only 9 villages were able to benefit from the totality of the quantities of necessary fertilizers. Due to lack of funds 13 out of the 22 villages in axes 2 and 3 will have to re-plant the rice without fertilizer.

List of beneficiary villages

Axis 1: Douozon, Panhoulo, Sahoubly, Sahibly, Grié 1 and Grié 2, Zoutouo, Glakon Bloc, Pahoubly,

Axis 2: Toulépleu village, Zoguiné, Doueguibly, Bawombly, Klobly, Ouloto Zrebli, Pekan village, Toulépleu ville

Axis 3: Seibly, Kouyably, Kambly, Pantroya, Bakoubly

Challenge: Unfortunately, the livelihood plans of action cannot be completed as planned because of lack of funds to buy all the necessary fertilizers. As a result only some villages have received seeds.

Emergency logistics

Outcome: The logistics capacity of the Côte d'Ivoire Red Cross Society to respond with relief and recovery items is strengthened through pre-positioning of standard items (together with technical assistance) to effectively manage the supply chain from arrival of relief items through to clearance, storage, forwarding and distribution.

Output	Activities planned
Coordinated mobilization of relief goods, reception of all incoming goods, warehousing, provision of vehicles as required, and an efficiently coordinated dispatching of goods to the final distribution points.	<ul style="list-style-type: none"> • Purchase and transport of non-food items (NFI) for 4,000 families; • Acquire and transport 4,000 sets of shelter materials, with each set comprising of a: shelter tool kit, corrugated iron sheets, cement, nails, wire; • Procure water purification tablets for 10,000 families; • Dispatch relief supplies and control supply movements from point of dispatching to distribution point; • Carry out reception of relief goods and arrange warehousing and transportation to distribution points following the International Federation logistics procedures; • Store non-food items and pre-position NFI sets in warehouses for 26 maximum efficiency in compliance with Red Cross policies and procedures; • Identify temporary warehouse to pre-position relief items locally; • Support the review and improvement of the National Society's capacities including systems and local procurement procedures; • Coordinate logistic and transport with the Movement partners such as PNSs, the ICRC, and other organizations in country; • Provide reporting on logistic and transport activities.

Progress: Basic non-food items (NFIs) have been locally procured and prepositioned at the National Society's temporary warehouse. The operation supported in the custom clearance of the shelter kits borrowed from Dakar regional stock. The logistics team facilitated the transportation of NFIs from Abidjan to Toulépleu. Indeed effective logistics arrangements were made with local transport companies in the country for the transportation and prepositioning of procured relief items from the temporary warehouse to the local branch warehouse in Toulépleu. Effective logistics measures were also put in place for the transportation and prepositioning of the relief items at distribution points.

Challenges: Logistics and fleet management training sessions have been organized for the National Society staff as IFRC regionally deployed logistics officer continued to work with the National Society's logistics team to improve on the logistics systems and procedures of the National Society. Five Red Cross volunteers, 2

interns and the logistics assistant of the Red Cross of Côte d'Ivoire have been trained on the use of the Federation logistics tools and their harmonization with the existing tools in the National Society. However the proper warehouse management and quality control check up is a big issue that needs to be addressed in terms of strengthening logistic management capacity during emergency. All activities are predicated on the need for adequate funding to continue implementation.

National Society capacity building

Outcome: The National Society strategic goals (Strategic Plan 2008-2012) are reinforced to meet the humanitarian challenges through the development of programmes adapted to local vulnerabilities and focused on areas of health, preparation and response to disasters and institutional development, through programmes in water and sanitation; restoring family links; community health; public health awareness; first aid; HIV-AIDS; psycho-social support; education (kindergarten, primary school); community risk reduction; promotion of humanitarian principles.

Output	Activities planned
National Society capacity gaps are identified and reinforced on-the-job through their lead role in the emergency operation itself.	<ul style="list-style-type: none"> • Equipment: motorbikes, computers, mobile phones bought; • Rehabilitation of warehouse; • Train of Red Cross and community volunteers in watsan, health and PSP

Progress: The warehouse in the Toulépleu local branch where the field operation is based has been rehabilitated and radio communication and satellite telephone equipment installed to facilitate communication between the field and the headquarters. All the operational vehicles are also equipped with the HF radio. Since 21 July, effective radio communication between Toulépleu local branch radio room, headquarters and the vehicles has been operational. A BGam satellite telephone installed with possibility of Internet connection is now removed with the return to normality of the Internet network that was damaged during the conflict. The IFRC also 3 trained radio operators who have since running shift schedule daily. The operation has also rehabilitated some office spaces at the local branch and supported in the fencing of the local branch.

Training and refresher programmes have been organized for volunteers and Red Cross staff on first aid, watsan, health relief, finance, logistics and fleet related activities at HQ as well as in the field.

Challenge: The need for adequate funding to continue implementation of planned activities.

Communications – Advocacy and Public Information

Outcome: The operation is effectively communicated to internal and external audiences.

Output 1: Gather compelling images and stories of vulnerable people and response by the Red Cross of Côte d'Ivoire and its volunteers.

Output 2: Photos and human interest stories continue to be posted to the IFRC web site, humanitarian websites, and other social media such as Facebook and Twitter and shared with relevant partners.

Output 3: Field visits organized with selected media in the regions where the Red Cross of Côte d'Ivoire is intervening to strengthen the visibility of the National Society.

Output 4: Key messages developed through community projects implemented by the Red Cross of Côte d'Ivoire to consolidate the reconciliation and social cohesion efforts.

Progress: The distribution of relief items to target beneficiaries during the first phase of the operation in Toulépleu was well covered by the local, national and international media. An IFRC Communication Senior Officer conducted a mission with a team composed by international media (BBC and CNN) in Toulépleu to cover the ongoing activities and specially the third round of relief distribution from 2 to 13 October, 2011. Series of photos, stories on the impact of the Red Cross intervention are available for the general public and additional documentaries are under development. A press conference and courtesy visits to some embassies (Canada, EU, and Saudi Arabia) and private sector (Coca Cola) to advocate in favour of more support from the international community to the Ivorian population affected by the post election political crisis were also made. The IFRC Resource Mobilization Senior Officer was also part of the mission. Several

bilateral meetings with potential partners have been organized. In Abidjan a meeting was held with Coca Cola Country Office which directed the IFRC/RCCI Team to Dakar where the Coca Cola Regional Office is based. After meeting with Coca Cola HQ in Dakar, discussions on the partnership between the two organizations are still ongoing. One of the positive output is Coca Cola has reiterated its willingness to support health component of the Operation. The different steps before IFRC receives the promised donation of 2x40 foot containers of medical equipment and supplies for Côte d'Ivoire are defined. IFRC has to fill an online application available in a provided web link.

In another hand, a visit was paid to Saudi Arabia embassy and gave fruitful results since the ambassador himself assured the Federation in Côte d'Ivoire his firm intention to forge a sustainable collaboration. Then the ambassador immediately took the decision to support the operation in the West through a detailed proposal to submit, following approval from the Ministry of Foreign Affairs. The proposal is being drafted.

Challenge: Follow-up, proactivity and voluntarism to get the promises of support become confirmed pledges given the gap in human resources at country level.

Operational support and coordination

Outcome: The human resources needs for this operation are adequate to implement the planned activities.

Outputs: The following human resource needs (eight sectoral specialists and eleven local staff) are met:

- **Federation Representative:** represents the Federation to facilitate its Movement coordination strategy; ensures global management and leadership in-country; supports humanitarian diplomacy activities; develops partnership with government and humanitarian actors; and explores new funding opportunities for National Society's long term programme. As experienced delegate, he also facilitates relations with the National Society; helps position the National Society and the Federation as crucial humanitarian actors in Côte d'Ivoire; he develops context, security and trend analysis.
- **Operation Coordinator:** to be based in Abidjan and will travel regularly to the field and be mainly focused on Operation's implementation.
- **Shelter delegate:** in charge of technical coordination of the operations to be based in Toulépleu and will travel regularly to the field: in the first phase one shelter specialist, one shelter officer and two local staff will be needed. During the second phase of the shelter programme one shelter specialist, one administrative assistant (particularly with regards to the processing of the voucher programme) and a data entry officer will be needed (the shelter specialist should have experience in cash and/or voucher approach).
- **Health delegate:** to provide technical oversight and coordination of health activities and assisting the National Society in developing and implementing other elements of Federation assistance to the Red Cross of Côte d'Ivoire that have crosscutting health-related aspects.
- **Relief:** one relief specialist to implement the first phase of the plan of action (beneficiary identification, distribution, and initial livelihoods and recovery planning), supported by a Relief officer with technical knowledge in health, psycho-social support, and water & sanitation (watsan). The recommendation is to link health and watsan activities during the first phase of the response. The health specialist will also coordinate with the relief delegate for watsan distributions such as hygiene kits and Aqua tabs. In the second phase of the response a watsan specialist should be deployed to implement sanitation related activities which require specialized technical knowledge.
- **Communication:** there is no full time communications focal point at the National Society. Communications can be looked after by regional resources. National Society plans to hire a full time staff.
- **Logistics:** a logistics specialist with a strong background in procurement is needed to reinforce the Host National Society (HNS) staff.
- **Finance/ Administrative specialist:** to provide full operational support, working with National Society finance/administrative assistant, and procurement, warehousing and fleet officers.

Progress: During the reporting period, the IFRC deployed regional staff members have been working in collaboration with the seconded National Society staff to carry out planned activities. The IFRC Regional Representative continued to ensure coordination and advocacy activities in collaboration with the National

Society's leadership while the IFRC Emergency Coordinator from the Sahel Regional Representation is assisting in effective coordination of the operations.

At Toulépleu, an IFRC RDRT Relief is in charge of field coordination and is seconded by a national Operation Base Manager. The RDRT Relief is leading the distribution exercise. An experienced logistician and a supervisor in charge of distribution and assessments have been hired for the operation. There is also a watsan officer seconded to the operation to supervise water and sanitation activities.

During the reporting period the regionally deployed Finance Officer from the West Coast Office has been supporting the operation with the disbursement of funds, financial analysis for decision making as well as training of National Society's finance staff on the Federation financial procedures and systems during emergency operations. The IFRC watsan Delegate based in Abidjan continued to give technical support in water and sanitation planned activities. As the IFRC security focal person in Côte d'Ivoire he also continued to ensure security briefing and information sharing with personnel deployed for the operation.

During the reporting period the IFRC Resource Mobilization and Communication Senior Officers from Dakar Regional Office conducted a mission in Côte d'Ivoire and visited the operations in Toulépleu. Series of photos, stories on the impact of the Red Cross intervention are available for the general public and additional documentaries are under development. Several bilateral meetings with potential partners have been held with the RCCI Relief Manager, the IFRC Acting Operation Coordinator, the IFRC Resource Mobilization and Communication Senior Officers.

A press conference was organized to advocate for more support from the international community to the Ivorian population affected by the post election political crisis.

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Click here

1. Click [here](#) to return to the title page

How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most

vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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Saving lives, changing minds.



The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.