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Emergency appeal operation update

Democratic Republic of Congo: Population Movement

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRCD013
GLIDE n° OT-2012-000154-COD
Operation update n°1
16 May, 2013

Period covered by this Ops Update: 27 March to 27 April, 2013.

Appeal target (current): CHF 1,122,910

Appeal coverage: 30%; <click [here](#) to go directly to the updated donor response report, or [here](#) to link to contact details >

Appeal history:

- This [Emergency Appeal](#) was initially launched on 27 March, 2013 for CHF 1,122,910 for 6 months to assist 15,000 beneficiaries.
- Disaster Relief Emergency Fund (DREF): CHF 150,000 was initially allocated from the Federation's DREF to support the national society to respond.



DRC Red Cross volunteers provided psychosocial support to CAR refugees during registration. Photo by /Red Cross of DRC

Summary: Following continued armed conflicts in CAR, thousands of CAR citizens sought refuge in neighbouring DRC. This emergency appeal was then launched to assist 15,000 CAR refugees in DRC. One week after the launching of the emergency appeal, intensified fighting that led to the overthrow of President Bozize in CAR caused security to deteriorate further. This security situation worsened in Bangui, following an attempt by the Seleka forces to disarm people in the neighbourhoods of Bangui. This has prompted an increase in the number of refugees in DRC, and thus, the number of people in need of assistance. Information available at this time indicates that the new refugees are from the 7th subdivision of Bangui, precisely from Ouango, Ngaragba and Kassai villages, where armed conflict between Seleka forces and respective local population has left several deaths recently.

The fluid situation has caused some delays in implementation of the emergency appeal activities, and activities have been focused on support to the authorities in registration and initial instalment of new refugees and restoration of family links. Lack of land access from north has also caused delays in delivery of necessary relief items.

So far, two RDRT members have been deployed to the field to organize the assistance and conduct the necessary assessment of the situation. The process to recruit the operations manager is almost complete and the selected candidate will be deployed to the field in the days ahead.

Contributions have been received from the American Red Cross, the Danish Red Cross (Danish Government) and the Canadian Red Cross (Canadian Government), but additional funding is urgently needed to support the

targeted beneficiaries who remain extremely vulnerable. Changes in the situation are being closely monitored, and a revision of the emergency appeal is planned in the coming months depending on the situation.

The situation

Following continued armed conflicts in CAR, thousands of CAR citizens sought refuge in neighbouring DRC. This emergency appeal was then launched to assist 15,000 CAR refugees in DRC. One week after the preparation of this appeal by the FACT team, the security situation in CAR deteriorated further and the number of refugees has increased considerably, and their living conditions have become even more precarious. The town of Zongo (town along the DRC and Bangui border) is witnessing a new wave of arrivals from the Bangui 7th Subdivision, particularly from the villages of Uango, Ngaragba and Kassai, following clashes between youths in targeted villages and Seleka forces. Furthermore, following the coup d'état that took place in the CAR last 24 March; houses were looted, people raped and murdered among the populations of Subdivisions outside Bangui, resulting in many casualties and pushing entire families to seek refuge in border localities between the DRC and CAR. On the morning of 31 March, there were about 1,000 newly displaced people including entire families, pregnant women, the elderly and children, including two identified and unaccompanied children aged 7 and 13 years (boy and girl) from the same family. The number of unaccompanied children is likely to increase as RFL search activities are ongoing.

This estimate adds to the 31,231 CAR refugees already in the DRC, following the 2012 politico-military conflict and the recent coup d'état (UNHCR statistics at 5 April, 2013). It should be noted that this insecurity situation caused casualties both among Central Africans, and Congolese people living in areas along the CAR border. This is the case in Zongo, where the little Aichetu who is 04 years old, and of Congolese parents was fatally wounded on 13 April 2013, around 8:40 A.M, by a stray bullet from the CAR. This tragedy has created great shock among the population of Zongo who now prefer to hide in their houses for fear of being surprised by another stray bullet.

These persons were received by the National Commission for Refugees (CNR) and registered by the immigration department (DGM), in collaboration with the Urban Committee of the DRC RC in Zongo.

Similarly, the number of refugees in the Kambo, Lembo and Mobayi-Mbongo sites is on the increase due to repeated attacks perpetrated by Seleka forces on the civilian population of the Central African Republic. The situation is becoming more difficult for these populations who can no longer find safe shelter for their families. Furthermore, with the coming of the rains, the situation has become more complicated especially for those on the sandbanks and on temporary sites.

Coordination and partnerships

The lead agency for the protection of the refugee population in the intended area of intervention is the UNHCR, supported by other UN actors such as the WFP, UNICEF, WHO and the UN peacekeeping force in the DRC, MONUSCO. Services are currently being coordinated by the UNHCR to target refugees where they are currently located. This support will continue until the planned refugee camp in Inke is operational.

Beyond the date of the opening of the camp, the UNHCR as well as local authorities (namely the national migration authority [DGM] and the national refugee council [CNR]) have invited the DRC RC, supported by the IFRC, to assist refugees that will remain outside UNHCR managed camps. This intervention will be conducted in close coordination with UN and DRC actors active in the region, including the Ministry of Health, the DGM and the CNR.

As detailed in the "Proposed Operation" section, the basis for the intervention will be to primarily target individuals that have been issued the UNHCR registration card. As the Red Cross assists refugee communities, the DRC RC and IFRC will update the UNHCR and the humanitarian community on its progress and share beneficiary lists to avoid any duplication with refugees being assisted within UNHCR camps.

The DRC RC community health personnel will also coordinate their intervention with the Ministry of Health and support some of the local health infrastructure as detailed in the health section.

At the national level, the RC focal point (Operation management counterpart) will ensure the efforts of the DRC RC are coordinated with the Cluster System and national-level echelons of the UNHCR. . The PMER Officer of

the DRC Red Cross will be fully involved in the monitoring and evaluation of activities and in the preparation of various reports. He will monitor activities in the field.

This operation has been formulated in consultation with the ICRC delegations present in DRC and CAR and will be implemented according to the Red Cross Red Crescent Movement coordination mechanisms established for these countries. Regular consultations between all Movement partners present in DRC and CAR will enable the operation to keep informed of the evolving contexts in CAR and DRC.

During a mission to the DRC, the Regional Representative met other partners such as ECHO, DFID and OFDA to present the appeal action plan. This mission was followed by that of the Regional Communications Officer of CARREP and the Finnish Red Cross delegate, aimed at updating information on the situation of CAR refugees and collecting new data that could be used to generate greater interest in the launched emergency appeal. Data collected during this communication mission were used to write articles on the living conditions of these vulnerable populations and to produce videos on silent disasters.

National Society Capacity Building

The core of DRC RC response capacity is its strong and active network of more than 100'000 volunteers throughout the country at community level, enabling the DRC RC with a broad surge-capacity. In Equateur province alone, the DRC RC can rely on an estimated 6,552 active volunteers with training on relief, water, sanitation, hygiene promotion and community-based health.

In their day to day operations, nation-wide, the sectors of strategic focus of the DRC RC include disaster management, water, sanitation and hygiene promotion services, health services (including HIV prevention, psychosocial health and community-based health), violence prevention (including the prevention of gender-based and sexual violence) and the re-establishment of family links.

The DRC RC is currently actively responding to the consequences of the conflict in Eastern DRC, the Ebola outbreak in province Orientale and the return of Congolese refugees from Angola. It also routinely responds to cholera outbreaks, vaccination and malaria prevention campaigns on a regular basis.

Red Cross and Red Crescent action

Overview

Following fresh attacks in Bangui, volunteers of the Urban Committee of the DRC Red Cross in Zongo are helping local authorities to identify new vulnerable persons and temporary install them in the premises of the CNR. As confirmed by the president of the Zongo Red Cross committee, Georges Maleondi, 'DRC Red Cross volunteers were mobilized since beginning of May to provide the best possible assistance to these vulnerable populations.'

Furthermore, an assessment of the immediate needs of vulnerable populations is being carried out by the Red Cross. On the other hand, volunteers in charge of the Restoring Family Links (RFL) are actively involved in the collection of data that can be used to reunite separated families and to have reliable statistics on unaccompanied children.

Progress towards outcomes

EMERGENCY SHELTER	
Outcome 1: The immediate shelter needs of the targeted refugee population are met	
Outputs (expected results)	Activities planned
3,000 households provided with materials and training required to construct emergency shelters	<ul style="list-style-type: none"> • Mobilise/train DRC RC volunteers in the construction of emergency shelter to ensure knowledge transfer to beneficiaries, as well as on relief distributions and logistics practices; • Conduct beneficiary registration of refugees; • Transport and deliver (or make available for pick-up) shelter materials to spontaneous settlements; • Train refugees in the construction of emergency shelters, based on the construction of model shelters and in line with Sphere standards; • Distribute basic tools required for the construction of emergency shelters;

	<ul style="list-style-type: none"> • Distribute 2 tarpaulins per household, and 20 m of rope per household • Monitor the construction of shelters and their upkeep over time, access permitting based on the rainy season.
3,000 households are provided with essential household items (NFIs)	<ul style="list-style-type: none"> • Transport and deliver (or make available for pick-up) NFIs to spontaneous settlements; • Distribute NFIs to registered households as follows: One solar light per household, one kitchen set per household and one nylon grain (rice) bag per household for the storage and transportation of NFIs.

Progress

The MoU with the NS has already been signed for the implementation of the DREF. Also the general action plan and the implementation plan for targeted activities in the DREF advance have also been developed. Practical steps are being taken to effectively carry out distribution activities in the field. A system to procure and distribute items is being put in place, with the support of the Regional Logistician.

Challenges

Due to lack of access through CAR and increased complexities in customs clearance process, arrangements are being made to procure emergency shelter and essential household items in Kinshasa for transport to the targeted areas. Due to funding constraints, the process has been initiated for items for 1,000 families as the first stage.

HEALTH AND CARE	
Outcome 2: The immediate risks to the health of targeted refugee and host population are reduced	
Outputs (expected results)	Activities planned
The health situation and immediate risks are assessed using IFRC guidelines in approximately 18 pre-identified communities	<ul style="list-style-type: none"> • Conduct refresher training for DRC RC nurses and community health workers in the assessment of the health situation and immediate risks • Conduct initial assessment of the health situation and immediate risks in 18 refugee sites and host communities, including immunisation coverage • Continuous monitoring of the health situation.
15,000 beneficiaries reached with community-based disease prevention and health promotion activities, mostly via river access by pirogue	<ul style="list-style-type: none"> • Conduct refresher training for DRC RC nurses and community health workers in community-based disease prevention and health promotion activities including HIV/AIDS prevention • Visit target communities every 7 to 10 days* for the duration of the operation to conduct disease prevention and health promotion activities • Implement health promotion interventions • Ensure access to mosquito nets for 15,000 beneficiaries and sensitise communities on their use • Facilitate the vaccination of beneficiaries from vaccines available through the DRC health system • Exchange disease surveillance data with ministry of health
15,000 beneficiaries are provided with rapid medical management of injuries and diseases	<ul style="list-style-type: none"> • Conduct refresher training for DRC RC nurses and community health workers on the medical management of injuries and disease • Visit target communities every 7 to 10 days* for the duration of the operation with a view to screen the targeted population for injuries, diseases and malnutrition • Offer first aid when appropriate and/or refer patients to a community health reference centre or medical outpost • In extreme cases, facilitate emergency medical transportation for patients to reach reference centres • For beneficiaries suffering from malnutrition, refer to UNHCR camps for comprehensive treatment, including the facilitation of transport as required • Provide medicines to 10 selected health posts acting as first-line reference centres for local health care

WATER, SANITATION AND HYGIENE PROMOTION

Outcome 3: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Outputs (expected results)	Activities planned
Continuous assessment of water, sanitation, and hygiene situation is carried out in 18 pre-identified communities	<ul style="list-style-type: none"> • Conduct refresher training for DRC RC volunteers on the conduct of water/sanitation and hygiene assessments • Conduct initial assessment of the water/sanitation and hygiene situation in 18 communities • Monitor the water/sanitation and hygiene situation in 18 communities every 7 to 10 days
Hygiene and water/sanitation-related NFIs are accessed by 15,000 beneficiaries; which meet Sphere minimum standards	<ul style="list-style-type: none"> • Transport and deliver (or make available for pick-up) hygiene and water/sanitation related NFIs to spontaneous settlements; • Distribute NFIs to registered households as follows: One collapsible jerry can per household, one bucket with lid per household, 200 grams of soap per beneficiary per month and 200g of laundry soap per household per month
Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population	<ul style="list-style-type: none"> • Conduct refresher training for DRC RC volunteers on hygiene promotion activities • Identify and train community volunteers in the delivery of hygiene promotion messages using a train the trainers approach • Monitor the ongoing delivery of hygiene promotion messages into 18 communities every 7 to 10 days, and through the use of mass communication media (Radio)
Adequate sanitation in line with minimal Sphere standards in terms of quantity and quality is provided to 18 communities	<ul style="list-style-type: none"> • Conduct refresher training for DRC RC volunteers on emergency sanitation • Using a community mobilisation approach, regionally procured tools will be distributed to the communities, supervise the digging and maintenance of emergency latrines in 18 communities • Conduct monitoring visits every 7 to 10 days
Access to safe drinking water is improved for 15,000 beneficiaries	<ul style="list-style-type: none"> • Conduct refresher training for DRC RC volunteers on the treatment of water using pūr™ (or a similar flocculent/disinfectant product, based on availability, given the high turbidity of the water at most sources) • Transport and deliver (or make available for pick-up) water treatment products for 15,000 beneficiaries • Distribute water treatment products in sufficient quantity to purify 5,000L of drinking water per household • Using a trainer-of-trainer approach, train communities on the use of pūr™ (or similar product) • Monitor water treatment practices into 18 communities every 7 to 10 days

Progress

Local procurement process for WatSan hardware has been initiated in Kinshasa.

Challenges

Due to security restrictions and limited transportation options, the RDRTs tasked to support WatSan training and volunteer organization has not been able to initiate this within the reporting period.

RESTORING FAMILY LINKS

Outcome 4: Family links are restored whenever people are separated from, or without news of, their loved ones as a result of the population movement

Outputs (expected results)	Activities planned
People in affected areas and relatives outside these areas have access to appropriate means of communication to re-establish and maintain contact with loved ones	<ul style="list-style-type: none"> • Strengthen the DRC RC RFL offices in Zongo and Gbadolite • Activate the RFL office in Bosobolo • Based on demand, visit communities and camps to collect and return Red Cross messages administered through the national DRC RC RFL network, supported by the ICRC*

Progress

Following the new influx of refugees, DRC RC volunteers of the local committees of the Equateur province are assisting public administrative services (CNR and DGM) in the registration of new refugees. This is an opportunity for them not only to register unaccompanied children but also to restore family links.

Challenges

The extent of the operation implementation area is one of the challenges to this activity.

DISASTER PREPAREDNESS AND RISK REDUCTION

Outcome: Communities at risk will benefit from an improved early warning early action mechanism managed by DRCRC at all levels.

Outputs (expected results)	Activities planned
Enhanced preparedness for population movement through increased awareness and analysis of hazard risks and increased volunteer engagement.	<ul style="list-style-type: none"> • Development of population movement contingency plan for DRCRC • Raise awareness of staff and volunteers of mainstreaming of DRR in emergency relief activities. • Strengthen early warning communication mechanisms from field to headquarter level.

Progress

This activity has not yet been initiated due to other more urgent priorities.

Human resources

Progress

Thanks to the DREF advance, two RDRT members have been recruited and are already in Kinshasa. They have started conducting interviews/briefing with the NS, the regional representation as well as meetings with internal (ICRC PNSs) and external partners of the Movement (UNHCR, WFP, CNR, etc.).

The recruitment of the Operations manager is also underway. Candidates have already been shortlisted and are being interviewed. The NS counterpart of the Chief of Operations should also be recruited in order to ensure the same level of information for the NS, contribute to strengthening the capacity of the NS and in turn prepare a possible transfer of skills.

In addition, the Red Cross of DRC now has a PMER Officer whose costs will be charged to this operation. This staff will ensure the timely preparation of quality reports for this operation and other operations in DRC.

Logistics

Outputs (expected results)	Logistics Focus
Logistics support enables the delivery of all sector activities and services outlined above	<ul style="list-style-type: none"> • Establish the supply chain and control of supply movement from point of entry to final distribution point. • Procurement and mobilization of goods and services (coordinated by the Global Logistics Service Dubai Office). • Reinforce and increase the DRC RC logistics capacity through one training workshop, as well as on-the-job training.

Progress

Following the fall of President Bozize in Bangui, the initial plan 'A' envisaged in the appeal to ferry materials to Zongo (DRC) from the regional warehouse in Yaoundé (Cameroon / CARREP) through Bangui (CAR) was no longer practical; thus, a plan 'B' had to be considered. Thus, logistical arrangements are underway for the delivery of materials to operation sites. Several investigations are underway (contact with ICRC in Kinshasa, UN System partners (UNHCR / WFP), etc.) and are still ongoing between Yaoundé and the NS and between Dubai and the Regional Representation in order to find cheapest and fastest option.

Challenges

Logistics is the greatest challenge to this operation. Transporting the materials will take longer and will be more expensive than originally planned. To avoid going into a deficit, considerations to reduce the numbers of Appeal

beneficiaries are also underway; that is of the 3,000 families planned in the Emergency appeal, distribution of 1,000 family kits have been agreed as stage one.

Communications – Advocacy and Public Information

Objective 1: To raise international awareness of the humanitarian context in DRC and position the National Society and the IFRC as key humanitarian partners in the region.	
Expected Results	Activities Planned
<p>Outcome: The humanitarian context of DRC is widely reported and the unique position of the IFRC and DRC RC as humanitarian actors is recognized.</p>	<ul style="list-style-type: none"> • Maintain a regular flow of communication materials for donors including facts and figures, key messages, issues and reactive lines, questions and answers • Maintain a regular flow of communications materials for distribution to the media including news releases, fact sheets, beneficiary stories, video and photographs • Maintain a media relations focal point to respond to interview requests, pitch story ideas, brief media, and position spokespeople with key international and regional media • Generate public information content including web stories, blogs, social media, video footage and photo galleries that will be posted to ifrc.org and shared with other global humanitarian web portals • Support field visits by donors and media • Develop advocacy tools in coordination with the Africa zone advocacy delegate and DRC RC
Objective 2: To build the capacity of communications within DRC RC.	
<p>Outcome: DRC RC communications staffs increase their skills, and are equipped with tools and resources to support their fundraising, marketing and communications efforts.</p>	<ul style="list-style-type: none"> • Support DRC RC to produce effective and engaging media resources; press releases, photographs, videos, stories • Support DRC RC to develop social media strategies and manage social media accounts and online media • Work with DRC RC to identify and develop relationships with local media. • Provide brand management training and support for DRC RC • Work with the DRC RC to develop templates for emergency and disaster communication

Progress

The Communications Officer of CARREP went on a field trip, and was supported by the Zone's Communication Department and a delegate from the Finnish Red Cross. They will help us put in place a communication plan on the ground, in collaboration with the NS and other partners. Information collected will be used to prepare press materials and documentaries as well as other visibility materials and raise funds for this operation. Information collected will be used to prepare press material and documentaries as well as other visibility and fundraising material for this operation. During the communication mission, 07 articles were actually written on different topics related to the living conditions of Central African and DRC refugees and the new wave of arrivals of vulnerable persons, following clashes between Seleka forces and Central African civilians. Furthermore, videos were shot and are being prepared, with special focus on silent disasters and the challenges these vulnerable people face every day. A video was also made on the issue of unaccompanied children in order to draw attention to this issue and stress the urgency of taking concrete and swift action to restore family links.

Challenges

The real challenge to communication as well as other practical aspects of this operation is access to the site to collect information.

Security

A security mission is under preparation. Administrative arrangements are underway for the mission of the zonal security delegate to the DRC. The primary objective of the mission is to make an assessment of the security situation in IFRC intervention areas in the DRC, in order to establish Safety Regulations for the mission.

Contact information

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How we work

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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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