

OPERATIONS UPDATE



International Federation of Red Cross and Red Crescent Societies
Fédération Internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر

TAIPEI: EARTHQUAKE

27 January 2004

Appeal No. 25/99; Operations Update no. 11

Launched on 24 September 1999 for 3.3 million for 4 months for 100,000 beneficiaries. Budget had been increased to CHF 55.4 million and the rehabilitation programme be extended to July 2005.

Disaster Relief Emergency Funds (DREF) allocated: N/A

Period covered: June to December, 2003 Next Update 12 expected July 2004

The Federation's mission is to improve the lives of vulnerable people by mobilising the power of humanity. It is the world's largest humanitarian organisation and its millions of volunteers are active in over 180 countries. For more information: www.ifrc.org

In Brief

Appeal coverage: 101%; See the Contributions List attached.

Outstanding needs: none

Related Emergency or Annual Appeals: NA

Operational Summary: The post emergency rehabilitation programmes have been completed, however the programme has been extended to until June 2005 in order to fully complete the disaster preparedness and organisational development components. Due to currency exchange rate fluctuations the programme currently has more funds available than originally budgeted. Discussions are underway with donors on suitable projects for the funds.

Operational developments

The construction of two health facilities, the remaining part of the post-emergency rehabilitation programmes has been completed in November 2003. The disaster preparedness and organisational development programme started in June 2002 and is scheduled to be fully implemented by July 2005. The programme is progressing according to plan.

Red Cross and Red Crescent action

A: The rehabilitation programme

| Name of the Project | Status |
|--|--|
| Community support | |
| • Construction of temporary housing (1.341 units) | Completed/ February 2000 |
| • Provision of basic household items (5.205 units) | Completed/February 2000 |
| • Financial support to families (2.341 families) | Completed/May 2000 |
| • Community Welfare activities (81 communities) | Completed/ December 2001 80 out 81 have submitted their final report. |
| • Psychological support and social welfare | Completed/September 2002 |

| | |
|---|--------------------------|
| <i>Health and Education projects</i> | |
| • Construction/renovation of schools (10 units) | Completed/November 2002 |
| • Construction/renovation of health facilities (3 units) | Completed/November 2003. |
| <i>Disaster preparedness</i> | |
| • TRCO disaster preparedness project(4 DP centers) | Completed/ June 2002 |

With the completion of the remaining two health clinics projects, the rehabilitation programme is now fully implemented. The official inauguration of the health clinics will take place in the spring of 2004 after the authorities' final approval of the facilities.

The budget for the three health facilities was 33 mil NT\$ while the actual price was 27 milNT\$, or 16% less.

Health and Care

The Federation supported the renovation or reconstruction of three health care stations, a selection based on the amount of damage sustained, geographical location, accessibility and their situation in the most densely populated areas of Ren Ai district.

Objective 1: To renovate or reconstruct three health care stations in Ren Ai district and provide basic medical equipment for the three clinics. In addition, the Ren Ai central hospital will be provided with one medical car and one mobile dental car.

All issues about the administrative procedure to change the land utilisation and the use of aboriginal land have been settled in Jinyin and Chin Ai in November 2003. The construction sites were monitored with the architect twice during the autumn of 2003.

B. The cash disbursement programme for low income aboriginal people

The objective was to give general cash support of NTD 50,000 per family to lessen the financial burden of household. This was allocated to 4,000 aboriginal low income families that were met one or more of the following criteria:

- either single parents with school children and/or family members with disability;
- families with school children and/or children with disability and;
- elderly or senior citizens without any income or assets.

This programme was fully implemented at the end of March 2003.

The Federation committed NT\$ 200,000,000 (approx. CHF 9 million) to this programme however the actual cost has only been CHF 7.3 million or 19% less.)

C: The disaster preparedness (DP) and organisational development (OD) programme.

The MoU for the first phase of this programme was signed in June 2002. The budget allocated to this programme from June 2002 until June 2005 was NTD 141,614,050 (approx CHF 6.5 million). A programme manager has been appointed to assist with the implementation of the programme through provision of necessary basic manuals, guidebooks and training

The goals of the programme are:

- To provide the TRCO with staff and volunteers trained in DP and DP management on all levels.
- To improve the overall capacity of TRCO using Federation standards in all departments, by infusing manpower and material in the project period
- To repair and upgrade existing training facilities
- To equip the remaining 11 branches with relief supplies, equipment, transportation and communication material.

The TRCO manual for disaster preparedness and response covering authority and legal basis, policies, standard operating procedures, general guidelines and role delineation has now been printed and will be distributed to all branches and chapters and to Government authorities for their information and reference. The collection of material, writing and editing of a *Handbook in Disaster Preparedness and Management and Organisational Development* has been continued. A supporting volume will contain teaching material, power points and suggestions for workshops. Major parts of the two volumes have been finished and the translation has started. The work is scheduled to be finished during the spring 2004.

The training of professional staff has been combined with primary disaster preparedness training of volunteers. Half of the targeted 900 volunteers have been trained at weekend workshops in nine branches during the autumn 2003. The remaining half will be trained according to plan during the spring of 2004. The curriculum in the training has covered general dissemination about Red Cross, volunteers role in disasters, Vulnerability and Capacity Analysis, psychological first aid, the local authorities and the local TRCO's branch disaster plan, and training in needs assessment.

A communication system for disaster response with mobile satellite phones has been set up and is checked regularly.

Close co-operation with the fire department during the training in search and rescue and during the training of the volunteers in the branches has increased the visibility of the TRCO and the understanding of its potential in disaster preparedness/response resulting in increased cooperation with the fire department and the inclusion of Red Cross volunteers in their rehearsals.

The extensive dissemination programme has been fully handed over to TRCO staff. An introduction to the Red Cross/Red Crescent movement in general and the TRCO in particular have been printed and a workshop for training of trainers in dissemination was carried out in the autumn with more than 80 participants.

The delegate has been part of workshops in volunteerism and youth leadership and has produced material for these events. Further the delegate has been involved in the layout of the TRCO's web site and the layout of posters for the TRCO's 100 year anniversary on 10 March 2004.

Responding to requests to from the government in Taiwan the delegate has given four lectures at government conferences to middle management on site selection, site planning and shelter and psychological first aid and support. These lectures have increased the visibility of TRCO.

Considerable time during the autumn of 2003 was used for planning of how to use the remaining funds in the overall programme for Taiwan during 2004 and until end of June 2005 The result was a very ambitious but also a very realistic and detailed plan.

Objective 1.: *To repair and upgrade existing training facilities and provide training equipment to HQ, chapters and branches.*

Activities implemented:

- Purchased 10 motor lifeboats with outboard motors for the branches in Hualian county , Nantou county, Hsinchu county and Hsichu city.

All the activities in this objective have now been fully implemented.

Objective 2: *To renovate and provide the remaining 11 DP centres with adequate standardised relief supplies, relief equipment, transportation and communication equipment.*

All the activities in this objective were fully implemented.

Objective 3: To assist TRCO to provide with DP training, thereby integrating DP as a key development component in all activities of TRCO.

Activities implemented:

- **Primary DP training for volunteers.** Volunteers from nine branches a total of 457 participants received during a weekend seminar in each of the branches primary DP training. The curriculum in the training has covered general dissemination about Red Cross, volunteers role in disasters, vulnerability and capacity analysis, psychological first aid, the local authorities and the local TRCO's branch disaster plan, and training in needs assessment.
- **Primary training of volunteers in search and rescue .** The four seminars in basic search and rescue has now been finished. Each seminar conducted over eight weekends. Trainers in the seminars were professionals from Taipei Fire Department. A total of 138 volunteers are now trained in this speciality. All participants went through an examination carried out by the Fire Department covering both their knowledge and their practical skills. The Fire Department has expressed their satisfaction with the level the volunteers have achieved.

All lectures have been recorded and is now available on a set of CD's. All participants received a set for maintenance of their knowledge and practical skills. From the two first seminars a selected group of almost half of the participants were in the spring of 2003 send to the US Fire Departments training facility in Houston Texas for a two weeks intensive training in advanced search and rescue operations. From the last two seminars a selected group will also go for training in the US during the spring of 2004. The training has been very successful. When back in Taiwan the team presented their skills in a very impressive drill carried out in close co-operation with the professionals in the Taipei fire department. This drill got very good media covering.

Through discussions with the top management in the Fire department the TRCO has received a promise that the Fire Department in their daily work will try from time to time to include the search and recuse volunteers from the TRCO so they can get experience from real actions.

- **Senior instructor training.** A workshop in Swift River Res cue training was carried out in November 2003 in Hualien for 110 instructors. The curriculum covered boat exercises, self rescue, rope application and rescue, approaching and rescue.
- **Youth activity.** A workshop for training of youth service corps leaders was carried out for 63 participants. The department has produced a Red Cross Youth Service manual for the training and a youth service achievement guidance for inspiration and external promotion.
- **Dissemination in schools, universities, government and major companies.** The youth department has now a total of 59 youth service teams with 2259 students all over Taiwan. Each team consists of students above 18 years. The team's objective is to provide trainers to first aid, disseminate information on Red Cross and support the community. The teams are independent, receive guidance from headquarters and report to headquarters. They receive an annual financial support of NT\$30,000.

Objective 4: Training manuals/handbooks for DP/OD and other dissemination materials in Chinese language will be created and distributed.

Activities implemented:

- **Production of a disaster preparedness and disaster response (DP/DR)handbook specific for Taiwan and DP/DR training manuals.** The *Operation Manual for Disaster Preparedness and Disaster Response* has been finished and is now in the printing process. The work with the handbook has made very good progress. Major parts are already in the translation phase. The handbook will cover DP/DR but also contain elements of Organisational Development. A second volume will contain teaching material, including all the power points that the delegate has produced. Still time will be needed to ensure its quality and sustainability, but it is scheduled to be finished during the Spring of 2004.

- **Upgrading of TRCO Training manuals for first aid, water safety and home nursing.**
TRCO used their own funds to print 20,000 copies of basic first aid, plus 2000 copies of *Water Safety: Swimming* training material, 10,000 copies of *Driver Rescue Training* material and 6000 copies of *Advanced First Aid Theory*.
 - **Translation of key parts of Federation Delegates Handbook**
This work has temporarily been put on hold by until we know the exact content of the handbook. An introduction and presentation of the *Policies of the Federation* has been printed in an edition of 2000 and distributed to chapters and branches.
 - **Translation of the youth handbook**
The youth department has edited *The 2002 Red Cross Youth & Junior Services Result Summary* and distributed it to chapters and branches for inspiration and further development of the youth service corps and its services.
 - **Publication of bimonthly Red Cross magazine**
Three bimonthly Red Cross magazines were produced during the autumn of 2003. The magazine has changed layout and has been increased to now four pages. Articles from the magazine can be uploaded to enrich the information on the web site. A total of 15 have been produced.
- The international relations department has finished its work with the TRCO web site that now is available both in English and Chinese. A standard layout for all TRCO publications has been developed to give a unified image of all publications issued by TRCO.
- **Regular meetings with the media**
The communication department has had regular meetings with the media. A recent media event was staged with the launch of the new DP centre in November 2003 – the development of which was funded entirely TRCO. The event had very good support from the authorities and on high level and received very good coverage from all media.
 - **Development of digitalised software for tracing service**
This activity has been fully implemented. All 108,490 names is now digitalised in the computer.

Objective 5: Up to 12 temporary staff at HQ level will be employed to assist in the implementation of this major DP programme and work for the overall organisational development of TRCO

Of the 11 temporary staff members that originally were employed five have resigned. In the autumn the youth department, the social department and the planning department employed replacements. The human resources gap has still not been filled in the international relations department. The temporary nature of employees poses a problem as the training investment in individuals is not recouped before they leave again.

Objective 6: To provide training for governance and management for the staff at HQ/Chapters and branches
Activities implemented.

A meeting among senior management of TRCO headquarters, chapters and branches were carried out during the autumn. The topics at the seminars were, community development, fund raising, management of volunteers and dissemination of the Red Cross movement.

Objective 7: To set up intranet system connecting all TRCO HQ/chapters and branches.

Activities implemented:

The system has been procured and set up, and there has been training seminars for headquarters, chapters and branches in internet usage. With the new system internal communication has been much easier and faster.

There has been computer training for headquarters and two of the chapters during the autumn of 2003. Forty-nine colleagues participated. The planning department has carried out visits to seven branches for web site operation instruction during the autumn of 2003.

Red Cross and Red Crescent Movement -- Principles and Initiatives

The delegate regularly lectures on the Movement with the issue of volunteerism often a focus. After the dissemination training workshop in November 2003 all dissemination activities are managed by TRCO staff members.

Federation Coordination

The Federation programme manager based in Taipei, visited Japanese Red Cross in last September to discuss how to utilise their remaining fund which mainly arose from currency exchange rate gain between CHF and NT\$. The Federation, the TRCO, and the Japanese Red Cross will liaise closely on this matter and try to find the way to best utilize this remaining fund by the end of first quarter of this year.

Outstanding needs

The operation is fully funded and there are no outstanding needs.

For further details please contact: Satoshi Sugai, Phone : 41 22 730 4273; Fax: 41 22 733 03 95; email: satoshi.sugai@ifrc.org

All International Federation Operations seek to adhere to the Code of Conduct and are committed to the Humanitarian Charter and Minimum Standards in Disaster Response (SPHERE Project) in delivering assistance to the most vulnerable.

This operation seeks to administer to the immediate requirements of the victims of this disaster. Subsequent operations to promote sustainable development or longer-term capacity building will require additional support, and these programmes are outlined on the Federation's website.

For further information concerning Federation operations in this or other countries, please access the Federation website at <http://www.ifrc.org>.

REQUEST No. 25/99

PLEDGES RECEIVED

27/01/2004

| DONOR | CATEGORY | QUANTITY | UNIT | VALUE CHF | DATE | COMMENT |
|-------|----------|----------|------|-----------|------|---------|
|-------|----------|----------|------|-----------|------|---------|

CASH

| REQUESTED IN APPEAL-----> | | 57,473,100 | 01/01/1999 | 101.76% |
|---------------------------|---------------|------------|------------|---|
| AUSTRALIAN - RC | 20,000 | AUD | 19,408 | 28/09/1999 |
| AUSTRALIAN - PRIVATE | 100,000 | AUD | 105,020 | 16/12/1999 |
| AUSTRALIAN - PRIVATE/RC | 101,015 | AUD | 100,853 | 22.09.00 |
| BELGIUM - RC | 35,000 | BEF | 1,398 | 22/03/2000 |
| BRITISH - RC | 2,460 | GBP | 6,150 | 12/11/1999 |
| BRITISH - RC | 24,737 | GBP | 65,243 | 14/03/2000 |
| CANADA - RC | 100,000 | CAD | 100,924 | 28/09/1999 |
| CANADA - GOVT | 300,000 | CAD | 294,000 | 12/10/1999 |
| CANADA - PRIVATE | | | 50 | 10/11/1999 |
| CYPRUS - RC | | | 832 | 16/02/00 |
| DENMARK - RC | | | 21,394 | 08/10/1999 |
| GERMANY - RC/GOVT | 100,000 | USD | 155,550 | 19/11/1999 |
| GERMANY - PRIVATE | 100,000 | USD | 156,750 | 10/12/1999 |
| ITALIAN - GOVT | 200,000 | USD | 314,000 | 27/09/1999 |
| ICELAND - RC | 200,000 | ISK | 4,155 | 05/10/1999 |
| JAPANESE - RC | 30,000,000 | JPY | 420,900 | 26/09/1999 |
| JAPANESE - RC | 10,000,000 | USD | 15,534,999 | 26/10/1999 REHABILITATION PHASE |
| JAPANESE - RC | 5,400,000 | USD | 8,583,300 | 16/11/1999 |
| JAPANESE - RC | 1,166,000,000 | JPY | 18,008,870 | 03/02/2000 Renovation of health facilities, assistance to temporary housing villages, renovation, reconstruction of schools TRCO DP activities. |
| JAPANESE - RC | 114,400,000 | JPY | 1,821,805 | 03/07/2000 |
| JAPANESE - RC | 50,740,474 | | 789,573 | 22/05/2000 |
| JAPANESE - RC | 34,584,466 | JPY | 503,896 | 06/07/2001 MENTAL HEALTH REHABILITATION |
| KOREAN REP - RC | | | 30,000 | 24/09/1999 DIRECT TO TRCO |
| KOREA, REPUBLIC - RC | 54,776,488 | KRW | 83,534 | 13.06.00 DIRECT TO TRCO |
| MACAO - RC | 83,430 | USD | 129,359 | 27/10/1999 |
| MACAO - RC | 16,995 | USD | 27,906 | 17/03/2000 |
| MACAO - GOVT | 1,000,000 | USD | 1,550,500 | 27/10/1999 |
| MONACO - RC | 40,000 | FRF | 9,780 | 13/10/1999 |
| NETHERLANDS - RC/GOVT | 250,000 | NLG | 182,646 | 30/09/1999 |
| NETHERLANDS PRIVATE | 11,949 | NLG | 8,639 | 23/11/1999 |
| NEW ZEALAND - GOVT | | | 116,430 | 15/11/1999 |
| NEW ZEALAND - RC | 6,630 | NZD | 5,132 | 22.06.00 |
| OCHA - UN | 33,980 | USD | 52,816 | 22/10/1999 |
| POLAND - RC | 2,475 | USD | 4,064 | 20/03/2000 |
| PRIVATE | | | 335 | 23/10/2001 |
| SINGAPORE - RC | 50,000 | SGD | 47,040 | 28/09/1999 TENTS |
| SINGAPORE - RC | | | 364,758 | 06/07/2001 |
| SPANISH - RC | 12,020 | EUR | 19,219 | 30/09/1999 |
| SWITZERLAND - PRIVATE | | | 15,000 | 08/11/1999 |
| THAILAND | | | 73,828 | 14/10/1999 |
| AMERICAN - RC | 100,000 | USD | 148,700 | 23/09/1999 |
| AMERICAN - RC | 250,000 | USD | 371,750 | 28/09/1999 |

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PLEDGES RECEIVED

27/01/2004

| DONOR | CATEGORY | QUANTITY | UNIT | VALUE CHF | DATE | COMMENT |
|----------------------------|----------|-----------|------|------------|------------|---------|
| AMERICAN - RC | | 500,000 | USD | 772,750 | 29/10/1999 | |
| AMERICAN - RC | | 350,000 | USD | 551,250 | 04/11/1999 | |
| AMERICAN - RC | | 1,500,000 | USD | 2,463,750 | 28/02/2000 | |
| AMERICAN - RC | | 2,000,000 | USD | 3,285,000 | 28/02/2000 | |
| AMERICAN - PRIVATE | | | | 6,398 | 07/03/2000 | |
| AMERICAN - RC | | 260,000 | USD | 428,350 | 01/04/2000 | |
| UNITED ARAB EMIRATES - RC | | 5,000 | USD | 7,594 | 19/10/1999 | |
| WHO | | 50,000 | USD | 72,925 | 23/09/1999 | |
| SUB/TOTAL RECEIVED IN CASH | | | | 57,838,523 | CHF | 100.64% |

KIND AND SERVICES (INCL. PERSONNEL)

| DONOR | CATEGORY | QUANTITY | UNIT | VALUE CHF | DATE | COMMENT |
|-------------------------------------|----------|----------|------|-----------|------------|--|
| JAPANESE - RC | | | | 644,600 | 02/10/1999 | Sleeping bags, generators, flashlights |
| SUB/TOTAL RECEIVED IN KIND/SERVICES | | | | 644,600 | CHF | 1.12% |

ADDITIONAL TO APPEAL BUDGET

| DONOR | CATEGORY | QUANTITY | UNIT | VALUE CHF | DATE | COMMENT |
|--------------------|----------|----------|------|-----------|------|---------|
| SUB/TOTAL RECEIVED | | | | 0 | CHF | |