

Operations update



International Federation
of Red Cross and Red Crescent Societies

Côte d'Ivoire: Post electoral civil unrest

Emergency appeal n° MDRCI003
GLIDE n° OT-2010- 000255-CIV
Operations update n° 1
31 July, 2011

Period covered by this Ops Update: 17 June to 28 July, 2011.

Appeal target (current): CHF 6,702,008
Appeal coverage: 9%;

[<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 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 (MDR61007) 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.
- The following Partner National Societies (PNS) have contributed to the implementation of this first phase of the response: Swiss Red Cross has contributed 1'000 shelter kits (in-kind donation including tools) to the operation; Swedish (65%) and Japanese (35%) Red Cross provided two pledges; Canadian Red Cross has deployed a fully funded health delegate to support the operation.



The first three women head of household to receive Red Cross assistance in Toulépleu village/IFRC

Summary: The first phase of the planned activities has commenced with the distribution of relief non-food items including shelter kits reaching 99% (999 households) of the first phase targeted 1,000 households in Toulépleu Prefecture, West of Côte d'Ivoire. The assistance of the Red Cross has been contributing to restoring the hope of the affected population as beneficiaries have started rebuilding their lives while the number of returnees keeps increasing slowly hearing the news of the Red Cross support. Additional registration of new target beneficiaries was also carried out during the first phase as the number of returnees has increased. 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 with the resumption of a health delegate. The water and sanitation sector has trained 20 selected Red Cross volunteers and 40 community hygiene promoters in target prefectures on good hygiene practices sensitization activities. IEC materials have also been produced to enhance the sensitization activities.

For an effective implementation of activities, the capacity of the Red Cross local branch in Toulépleu is being strengthened. HF radio and BGam satellite telephone systems have been installed while the branch

warehouse has been rehabilitated and the premises fenced with support from the operation. Procurement and clearing of relief items are being effectively done by the logistics unit with the support of the IFRC. Local transportation is also engaged in the prepositioning of relief items at designated distribution points. The operation is strengthening the capacities of the Red Cross of Côte d'Ivoire with training in logistics, procurement, HF radio operation, finance and fleet management during this reporting period.

The IFRC-deployed consultant continued to support the National Society in coordination and advocacy in the country. Several advocacy missions supported by the recent visit of the Vice President of the IFRC and the Director of Africa Zone were carried out during this reporting period. Activities implemented thus far have been carried out with the deployment of IFRC regional staff and the Swiss Red Cross-deployed staff who have been working in good collaboration with National Society's staff.

There are increased needs in shelter and non-food items. The health component of this Appeal has been revised because the number of refugees returning is increasing, though at a slower pace and the affected communities are looking to the Red Cross for further assistance.

The situation

The socio-economic and political situation in Côte d'Ivoire continues to improve since the inauguration of the new government on 22 May, 2011. Calm is gradually returning to the country after a period of political tension, instability and violence that followed the re-run of the presidential poll in November 2010. The post election violence which climaxed with the arrest of ex-President Laurent Gbagbo led to thousands of deaths and mass population movements within Côte d'Ivoire and into neighbouring countries, including Burkina Faso, Ghana, Guinea, Mali and Liberia where over 90% of the Ivorian refugees sought protection and assistance.

The new government has formed a national dialogue, reconciliation and truth commission and called for calm and public cooperation while assuring the public of improved security across the country. The leadership of the former president's side has also called on its supporters to join in reuniting the country. The country's armed forces are being reorganized with the anticipated changes in the leadership of the different bodies while there has been reduction in number of road blocks across the country.

The government has called on security agencies to allow the Red Cross and other humanitarian agencies to carry out their humanitarian activities in-country. Although stability seems to be gradually returning to the country, fear of reprisal attacks by different factions is evident among the population, particularly in the western part of the country.

Economic and commercial activities are fast picking up in major cities especially in Abidjan, the commercial hub of the country with many of the banks and other financial institutions reopening for business and the new government striving to restore investors' confidence. In the West especially in Toulépleu, though commercial activities are returning, the breakdown of the mobile telecommunication systems due to damaged facilities constitutes a main challenge to economic and humanitarian activities in the Prefecture.

The incessant rainfall across the country during this reporting period caused some human and infrastructural damages in some parts especially in Abidjan where many persons were rendered homeless. Cases of cholera were also reported in some parts of the metropolis as the government and humanitarian actors including the Red Cross continued to collaborate to increase sensitization campaigns on good hygiene and sanitation habits.

Some of the over 1 million Ivoirians displaced by the post election violence have commenced returning to their communities with many of them sheltered in their damaged homes without any means to rehabilitate houses and exposing themselves to diseases common during the raining period. About 75% of the villages on the Duékoué - Toulépleu axis have been seriously affected. People remaining in the IDPs sites have expressed the willingness to go back to their homes, but many hesitate because they have nothing to return to.

The immediate needs of the affected populations are security, shelter, food, water, sanitation, health, including psychosocial support and activities to counter gender-based violence. Longer term needs to address livelihoods and food security are evident. Currently, there are few humanitarian actors operating in the west of the country, and support to the needy is far from adequate. The Red Cross of Côte d'Ivoire with support from the International Federation is intervening in remote and hard-to-reach communities in the Toulépleu Prefecture with the distribution of emergency shelter kits and non-food items.

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 and UN agencies. 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 Prefet urged the Red Cross to increase its assistance to the returnees as the NFIs distributed during the first phase of the operation are contributing to the slow return of displaced households and also assisting beneficiary in restarting their lives.

International Federation of Red Cross and Red Crescent Societies: Prior to the post-electoral crisis, the IFRC had supported the Red Cross of Côte d'Ivoire in the activation and eventual rolling out of its election contingency plan. The IFRC also prepositioned emergency stock for 300 families in Côte d'Ivoire: mats, blankets, jerry cans, buckets, mosquito nets and bars of soap. The watsan delegate had been working on the water and sanitation programme in the west of the country during the crisis, and continues to provide technical support to the National Society in this specific technical area. Given the complexity of the Côte d'Ivoire political and humanitarian context, an experienced senior staff of the IFRC has been deployed as consultant in Côte d'Ivoire and has been working effectively with the National Society specifically in advocacy, partnerships building and to ensure good movement coordination with ICRC and PNSs. The IFRC Vice President and the Director of Africa Zone accompanied by the West Coast Regional Representative a.i. were also in Côte d'Ivoire during the month of July to support in advocacy and partnerships building.

The International Committee of the Red Cross: The ICRC delegation provides programming support in the areas of cooperation, health, International Humanitarian Law, finance and HR. During the crisis ICRC has provided the lead support to the National Society in developing and implementing a response to assist the affected communities: community health and mobile clinics, construction of latrines and water points, management of dead bodies and cooperation. ICRC is also visiting security detainees and responding to internal strife and social unrest. It also promotes the incorporation of IHL into national legislation and into the doctrine, training and operations of the armed forces and works with police forces to incorporate international human rights law applicable to the use of force into theirs.

Through ICRC support, the National Society operates mobile clinics in the targeted area and in Abidjan. The current weekly case load of each mobile clinic is 500 patients per week. The main pathologies seen are malaria, acute respiratory infections and skin infections. The mobile clinics have limited capacities and refer difficult cases to the hospital in Duékoué, 60 km from Blolékin, near the centre of the clinics' operation. ICRC plans to support mobile clinics until the end of October and the National Society maintain primary health care clinics in the IDP camps in the west.

Partner National Societies: There were some PNSs working in-country before the crisis, on programmes focusing on pharmacies in rural areas (French Red Cross), extensions of buildings at the HNS headquarters (Spanish Red Cross), HIV/AIDS sensitization (Netherlands Red Cross) and a protection programme focusing on women and children in difficult circumstances (Spanish Red Cross). During the recent crisis the Spanish Red Cross has sent three containers of relief items with tarps, blankets, kitchen sets, hygiene kits and mosquito nets. A delegate has been deployed to Abidjan to facilitate making these available to the current response of the HNS to the crisis. Through an eight National Society alliance (multilateral programme), the Netherlands and Canadian Red Cross are involved in Côte d'Ivoire.

National Society Capacity Building: The operation continued to contribute to strengthening the capacity of the National Society's staff. Procurement and fleet management training sessions have been conducted by the regionally deployed staff of the IFRC in Abidjan while selected Red Cross volunteers in the local branch of Toulépleu were also trained by the Swiss Red Cross deployed staff on how to erect the Swiss Red Cross donated emergency shelter kit. The warehouse in the local branch has also been rehabilitated while office equipment is being procured.

Red Cross and Red Crescent action

Overview

In response to the current crisis, the IFRC has deployed a senior consultant assigned to the National Society headquarters. IFRC had deployed a 10-person FACT to support the Red Cross Society of Côte d'Ivoire (RCSCI) in assessing the needs and elaborating a response strategy. The assessment missions looked at the needs and capacities of the target population in the sectors of shelter, water and sanitation, health, relief, livelihoods, psychosocial support and the capacities and opportunities of the National Society to address the needs of the population. Assessment missions were conducted in the western regions close to the border with Liberia (Des Montagnes and De Moyenne Cavally regions) and in Yopougon, an affected area in Abidjan. The FACT then assessed needs in the south-west of the country.

The assessment reports revealed dire needs for essential relief items in the area around the town of Toulépleu where the Red Cross of Côte d'Ivoire with the support of the IFRC commenced the first phase of the operation with the distribution of non-food items to 999 households in 17 communities 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. Additional vulnerable households were also registered as the number of persons who have returned to their communities after the first registration has increased. The goal of this appeal is to improve the living conditions of up to 10,000 families displaced by the post-electoral violence in west Côte d'Ivoire through the provision of shelter, needed NFIs, health services, psychosocial support, livelihoods and potable water and sanitation installations. The successful implementation of the plan is dependent on a stable security situation enabling the return of internally displaced.

The IFRC is concentrating on the response in the western part of the country due to the clear conclusion that this is the most affected area in terms of displaced people. This was confirmed by ICRC who advised to undertake further assessments in the south-western part of the country.

Based on FACT assessments, including document reviews, key informant interviews, formal reports and first hand reports from the National Society and other actors, it is clear that of the areas assessed, the axis between the towns of Duékoué west to Toulépleu including Guiglo and Blolékin is the most affected. Therefore, the IFRC plan of action is focusing on this area, referred to as 'zone A'. Since the ICRC is already working in the region, the idea behind this plan is to concentrate the Red Cross Movement actions in the same area to offer a complete response to the affected communities and, therefore, have more impact to help the ones who are most in need. At the same time, it is important to highlight that this plan of action complements National Society and ICRC activities in the area and will avoid duplication of efforts. Close coordination will continue to be needed within the Movement and with other actors. At this point, the recommendation is to concentrate efforts in the rural areas as opposed to urban and semi-urban areas since most of the humanitarian organizations on the ground are already present in these areas, including the National Society and ICRC. It is widely acknowledged that the situation is volatile and depends on the security situation and return of IDPs. The IFRC will continue to monitor the situation and conduct further assessments once the security situation allows, with a revised plan of action accordingly.

The present plan of action targets up to 10,000 families representing an estimated total of 60,000 people. The focus during the first phase of the planned intervention is to assist 4,000 families who have lost their houses including all household goods and means to restart their livelihoods. A detailed mapping of needs undertaken by FACT established an urgent need on the Guiglo - Toulépleu axis, representing a total of 3,260 houses that need to be rebuilt or repaired; the findings indicate that there are up to 4,000 families with shelter needs. At the time of assessment, there were no damage assessment figures available for the towns of Toulépleu and Blolékin, the most populated towns in the area, which have been severely affected by the unrest. This and the ongoing detailed mapping undertaken by the team, which aims to establish data on all affected villages and hamlets in the sector, will most likely increase the number of beneficiaries that need to be targeted.

In agreement with ICRC, IFRC and National Society, area of focus will be the rural western part of the country where needs are greatest. The region is located approximately seven hours drive from the capital Abidjan. There are general concerns that the upcoming rainy season will cause logistical challenges resulting in possible limited access to the affected areas.

In zone A, the majority of villages and towns are deserted; several houses were burned and pillaged. Presenting a clear picture of how many people were displaced as a result of post-electoral violence remains challenging because of the lack of access within Côte d'Ivoire and in neighbouring countries, and the fact that towns such as

Duékoué and Guiglo also received people displaced by the violence. Along the road towards the south from Blolékin (away from the main axis) the situation is similar to what has been observed on the axis from Duékoué to Toulépleu; only a few people have so far returned to their villages.

Livelihoods and food security are still being assessed and will be reflected in subsequent PoA and budget revisions. The assessment reports to date provided the basis for the following planned sector interventions:

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.

Finance: There was an initial support of 50,000 CHF towards the operation to kick start the activities due to the urgent needs of the beneficiaries affected by the post election unrest. The Federation later approve a DREF of 247,613 to facilitate the purchase of relief item, deployed staff cost and other general cost related to the operation. Now there is a functioning bank account opened in the name of the Federation to support the running of the operation.

The West Coast Senior Finance Officer conducted finance training session for the National Society finance staff at the HQ focusing on basic finance management and financial procedures and there has been a continual collaboration with the team- Finance/Procurement/Fleet as the operation progresses.

Progress towards objectives

Progress: Based on the comprehensive assessment carried out during the FACT mission and with the collaboration of the National Society's structure at the local level, 30 selected Red Cross volunteers from the Toulépleu branch has been trained 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 15 communities in Toulépleu. A total of 974 households of 6,649 beneficiaries 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.

With the support of the 30 trained volunteers and local leaders, a total of 999 households of 6,803 persons were reached in 15 communities of Toulépleu Prefecture with non-food relief items including shelter kits between the 16 and 20 July, 2011. Items distributed include cloths, plastic buckets, basin, sleeping mats, jerry cans and kitchen sets. The beneficiaries reached include the internally displaced and the Ivorian refugees who have returned from Liberia with many of them with children under ten years old. The relief items were timely for the beneficiary communities as the Red Cross was reported to be the first humanitarian actors to reach them with basic non-food items. The Prefet of Toulépleu Prefecture on behalf of the government and beneficiaries thanked the Red Cross for identifying with the communities in Toulépleu before, during and after the crisis promising government continuous collaboration with the Red Cross. *"What the Red Cross has done today is highly welcomed as this will contribute to the return of our people who have fled to other parts of the country and mostly those in Liberia. I hope together with you, the Red Cross we shall be able to meet up to the humanitarian needs that will follow their returns. Thank you very much your support"* the Prefet said.

COTE D'IVOIRE CIVIL UNREST 2011															
Relief distribution exercice - Consolidated report															
SITREP covering relief distributions from 16th to 22 July 2011															
SOUS-PREFECTURE	VILLAGES	DATE		TARGET	BENEFICIARIES		NFIs					SHELTER			
		Day 1	Day 2		Individuals	Families	Hygiene	Jerrican	Kitchen kit	Sleeping mat	Wrapper		Bassine	Buckets	Swiss Kit
TOULEPLEU	Seizaibly	16-07-11			218	39		39	39	117	117	39	39	39	
	Zouebly	21-07-11			52	13		13	13	39	39	13	13	13	
	Toyebly	21-07-11			191	28		28	28	84	84	28	28	28	
	Kouaro	21-07-11		1,543	161	20		20	20	60	60	20	20	20	
	Toulepleu Village	16-07-11			921	107		107	107	321	321	107	107	107	
	Toulepleu Ville	22-07-11			44	9		9	9	27	27	9	9	9	
	Prefecture (kit témoin)	17-07-11			1	1		1	1	3	1	1	1	1	
MEO	Meo	18-07-11	19-07-11	2,314	2,174	355		355		1,055	1,065	355	355	355	
	Paoubly	20-07-11			140	21		21		63	63	21	21	21	
PEHE	Pehe	16-07-11	24-07-11	2,080	1,433	190		190		570	570	190	190	190	
	Denan	19-07-11			647	89		89		267	267	89	89	89	
BAKOUBLY	Kouyably	20-07-11			77	13		13		39	39	13	13	13	
	Kambly	20-07-11		392	198	23		23		69	69	23	23	23	
	Pantroya	20-07-11			117	27		27		81	81	27	27	27	
TIOBLY	Tiobly	16-07-11	21-07-11		269	40		40		120	120	40	40	40	
	Ouloto Zrebly	22-07-11			10	10		10		30	30	10	10	10	
	Bazobly	21-07-11			92	14		14		42	42	14	14	14	
TOTAL				6,700	6,745	999	-	999	644	2,997	2,995	999	999	999	
PREPOSITIONED							-	1,000	644	3,000	2,997	1,000	1,000	1,000	
BALANCE							-	1	-	3	2	1	1	1	

Challenges: With the returning of some of the displaced Ivoirians in their respective communities, there is increased need in the relief items. There is the need to carry out another need assessment to identify and register additional beneficiaries which if done will also be contributing to social cohesion and peace building in the Red Cross target communities.

Emergency shelter

Outcome 1: Some 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 selections 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: Some 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.	<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; Mobilisation 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;

Disaster prevention for safer more resilient housing provided.	<ul style="list-style-type: none"> • Organize the distribution of vouchers; • Coordinate with government offices charged with reconstruction; • Monitor and report on shelter activities; • Develop and implement an exit strategy.
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Progress: The FACT assessment carried out in affected communities in Toulépleu showed that many houses were completely and 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 ongoing, many of them seek shelter with neighbours or relatives whenever it rains. The RCSCI with support from IFRC has distributed 999 complete emergency shelter kits donated by the Swiss Red Cross to 999 families in 17 communities in Toulépleu from 16 to 21 July, 2011. The distributed kits contain pick axe, hoe and handle, sledge hammer, tin snips, pincers, nails (7.5cm) 500 gr, roofing nails 500 gr, rope Ø12mm 30 metres, hack saw 55 cm, shovel and handle, wrecking bar 12 inches, machete, tie wire Ø1.5 mm, and 2x tarpaulin 4x6 metres.

The Red Cross had identified and selected beneficiary households based on the four criteria of those whose houses were completely damaged those whose communities were not reached yet by other actors, those who received inadequate assistance and families living in very remote communities. The shelter delegate deployed by the Swiss Red Cross trained 12 Red Cross volunteers on how to use the kit. 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 sensitize them on how to use the kit. During this reporting period, the volunteers continued to assist beneficiaries in this regard.

Challenges: With the increase in the number of returnees from Liberia, there is increased need in emergency shelter.

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

	<p>accompanied by health messages and follow up by trained volunteers within six months</p> <ul style="list-style-type: none"> • 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: 12 community health officers and 16 volunteers from the local branches of Toulépleu, Bloléquin and Guiglo have been trained and equipped in the framework of this operation from 30 June to 5 July, 2011 with the support of IFRC deployed staff. The 28 participants selected from villages that have health units and the Red Cross volunteers were trained as training of trainers in Community-Based Health and First Aid (CBHFA), epidemic control manual for volunteers (ECMV) during emergency, simple malaria treatment method and PSP. During the same dates, 27 traditional birth attendants (TBA) from Guiglo, Blolékin, and Toulépleu received a refresher course. These TBA will work with community health workers in different health posts. The trainers are now training 75 volunteers and community health officers in Guiglo, Blolékin, and Toulépleu. Upon returning of others TBA, another refresher training is planned for 26 more TBA. Most of the material has been ordered (Interagency Emergency health Kits – 10 basic modules + 10 malaria modules Emergency Reproductive Health kits for home-delivery) the trained community health workers and volunteers are now carrying out disease prevention activities and epidemiological surveillance in their respective localities. Intensive planned activities (re-opening and running of community health posts, procurement and distribution of LLIN, IEC material, community health...) are expected to be scaled up with the arrival of a health delegate during this reporting period.

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

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: With the technical support of the IFRC, the Red Cross of Côte d'Ivoire has conducted training/refresher training on hygiene promotion for Red Cross volunteers and community animators in Guiglo, Bloléquin and Toulépleu between 6 and 15 July, 2011. The training/refresher programme focused on water related diseases: transmission and prevention, key messages on water management in households, use of latrines, fruit washing, and hand washing after defecating as well as before and after eating especially during emergency situations. Participants also carried out sensitization activities in target communities after the training. A total of 20 volunteers including 5 supervisors were trained in the three Prefectures. About 40 community hygiene promoters from 20 villages were also trained on water and sanitation sensitization activities during this

reporting period. To enhance the activities of the trained volunteers and hygiene promoters, sensitization kit including IEC materials, hand washing form and format for the production activities were produced.

Livelihoods	
Outcome 1: Immediate re-establishment of existing agricultural livelihoods for 2,000 families in targeted area.	
Outputs	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 : <ul style="list-style-type: none"> Livelihood and Recovery kits: <ul style="list-style-type: none"> ➢ 2pcs Hoe ➢ 1pcs Machete ➢ 2 pcs Gum Boots (2 pairs per family) ➢ 1 bag Fertiliser (Urée: 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: Activities under livelihoods would commence during subsequent phase of the operation. Procurement of seeds, agricultural tools and fertilizers are finalized. The prepositioning in Toulépleu has commenced and is ongoing. Rather than distributing to individual beneficiaries, the community approach is chosen. Thus seeds, agricultural tools and fertilizers will be distributed to youth and women's groups as well as village cooperatives, wherever they exist in the Red Cross target communities.

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

	<p>warehouses for 26 maximum efficiency in compliance with Red Cross policies and procedures;</p> <ul style="list-style-type: none"> • 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.
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Progress: Basic non-food items (NFIs) have been locally procured and prepositioned at the National Society's temporary warehouse. Items procured include sleeping mats (3,000), 20-litre jerry cans (1,000), kitchen sets, wrapper 3,000 yards, plastic basin (1,000), buckets (1,000) as well as assorted planting seeds and fertilizer of 110,000kg. The operation supported in the custom clearance of the shelter kits the Swiss Red Cross donated and the family kits donated by the Spanish Red Cross. The logistics team facilitated the transportation of the NFIs the Swiss Red Cross donated from Accra to Abidjan. Effective logistics arrangements were also made with local transport companies for the transportation and prepositioning of procured relief items from the temporary warehouse to the local branch warehouse in Toulépleu during the first phase of the distribution. Effective logistics measure was also put in place for the transportation and prepositioning of the relief at distribution points. The National Society staff was also put through proper warehouse management and quality control check up was also done by the logistics officer.

Logistics and fleet management trainings have been organized for the National Society staff as the 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: 5 Red Cross volunteers, 2 interns and the logistics assistant of the Red Cross of Côte d'Ivoire been trained on the use of the Federation logistics tools as well as their harmonization with the existing tools in the national society.

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, 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. As at 21 July, effective radio communication between Toulépleu local branch radio room, headquarters and the vehicles has been operational. A BGam satellite telephone has also been installed with possibility of internet connection. 2 radium satellite phones have been made available for field mission. 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 watsan, health relief, logistics and fleet related activities during this reporting period.

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 Cote 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 Cote 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 and national media. Series of photos, stories on the impact of the Red Cross intervention are being put together for the general public.

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:** Represent the Federation to facilitate its Movement coordination strategy, ensure global management and leadership in-country, support humanitarian diplomacy activities, develop partnership with government and humanitarian actors, and explore new funding opportunities for National Society's long term programme. As experienced delegate facilitates relations with the National Society, position the National Society and the Federation as crucial humanitarian actors in Côte d'Ivoire. Develop context, security and trend analysis.
- **Operation Coordinator:** to be based in Abidjan and will travel regularly to the field and be focused mainly on Operation's implementation.
- **Shelter delegate:** in charge of technical coordination of the operations to be based in Toulépleu and will regularly travel 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 Cote 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 of health, psycho-social support, and water & sanitation; 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 distribution activities 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 HNS staff.
- **Finance/administrative specialist:** to provide full operational support, working with a National Society finance/administrative assistant, and procurement, warehousing and fleet officers.

Progress: As FACT rounded up its mission, the IFRC deployed regional staff members have been working in collaboration with the seconded National Society staff to carry out activities planned. The IFRC consultant continued to ensure coordination and advocacy activities in collaboration with the national society's leadership while the Emergency Coordinator seconded from the Sahel Regional Representation assists in effective coordination of the operations.

During the first phase of the relief distribution and to ensure effective implementation of relief distribution activities, the relief delegate from Swiss Red Cross worked in collaboration with the IFRC deployed RDRT member based in Toulépleu, the Operations Coordinator and the Reporting/Communications Officer from the West Coast Office, the National Society's DMC seconded staff, 30 volunteers of Toulépleu Local branch, and branches in villages where the RCSCI is intervening with support from IFRC. The IFRC Regional Offices also deployed IT, finance and radio personnel to support the operation in IT, communication and finance. The IT and the radio officers have assisted in installing BGam satellite phone and HF radio in Toulépleu. The regionally deployed finance officer has been supporting the operation with the opening of accounts, disbursement of funds and 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 provide technical support in water and sanitation planned activities including the facilitation of workshop and training organized within the framework of the operation. 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. The arrival of the Health Delegate supported by the Canadian Red Cross is expected to scale up planned activities in emergency health and care.

At Toulépleu, an Operation Base Manager, an experienced logistician, a driver, a supervisor in charge of distribution and two guards have been hired for the operation. A technical assistant to ongoing IFRC watsan activities was seconded to the operation to supervise water and sanitation activities. At Toulépleu, the Base Manager is the counterpart of the RDRT Relief who is leading the distribution exercise.

Challenges: In addition to needed shelter and logistics delegates, one of the main challenges is to finalize the hiring of a finance field officer to be based in Toulépleu.

How we work

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

The International Federation'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.

The International Federation'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.

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