

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

TAIWAN: EARTHQUAKE

10 August 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 181 countries.

In Brief

Appeal No. 25/99; Operations Update no. 12; Period covered: January to June 2004; Appeal coverage: 101.76%; [Click here to go directly to the attached Contributions List.](#)

Appeal history:

- Launched on 24 September 1999 for CHF 3,300,000 for four months to assist 100,000 beneficiaries.
- Budget revised to CHF 55,400,000 (USD 43,455,889 or EUR 36,020,433) and rehabilitation programme extended to July 2005; Final Report is therefore due on October 2005.
- Disaster Relief Emergency Funds (DREF) allocated: N/A.
- Last update: Operations Update no. 11 issued 16 January 2004.
- Next update expected on January 2005.

Outstanding needs: None

Related Emergency Appeal: [Taipei Earthquake 25/99](#)

Operational Summary:

The focus is now on the disaster preparedness and organisational development programme after the completion of previous rehabilitation and cash disbursement programmes, and it is expected to operate until July 2005. Though the programme is running at maximum capacity, there is still an underspend in the budget as prior fluctuations of currency exchange rates have led to the ballooning of original funds.

For further information specifically related to this operation please contact:

- Mr. Satoshi Sugai, Desk Officer, Asia and Pacific Department, Geneva; email: satoshi.sugai@ifrc.org phone: +41 22 730 4273, fax: +41 22 733 03 95.

All International Federation assistance seeks to adhere to the [Code of Conduct](#) and is committed to the [Humanitarian Charter and Minimum Standards in Disaster Response](#) in delivering assistance to the most vulnerable. For support to or for further information concerning Federation programmes or operations in this or other countries, or for a full description of the national society profile, please access the Federation's website at <http://www.ifrc.org>

Operational developments

The rehabilitation programme and the cash disbursement programme for low income aboriginal people has been fully implemented. The disaster preparedness and organisational development programme that started in June 2002 is scheduled for full implementation by July 2005. Despite having all activities within the programme running according to schedule, they are currently operating below the current budget largely due to currency fluctuations. Almost no activities have been cancelled or postponed rather there was a significant increase in operations with a total of 38 new activities added to the 2004 plans creating a larger workload for staff and delegate.

Red Cross and Red Crescent action - objectives, progress, impact

The Rehabilitation Programme

The programme has been fully implemented (please see the previous operation updates for details).

The Cash Disbursement Programme for Low Income Aboriginal People

This programme has been fully implemented (please see the previous operation updates for details).

The Disaster Preparedness and Organisational Development Programme

The memorandum of understanding (MoU) for the first phase of this programme was signed in June 2002. The Federation's total commitment for the programme running from June 2002 until June 2005 is NT\$ 175,290,234 (approximately CHF 6.49 million), while the budget for phase three of the programme in year 2004 is NT\$ 71,676,000. The Federation has delegated a programme manager to assist with the implementation of the disaster preparedness and organisational development (OD) programme through the provision of necessary basic manuals, guidebooks and training.

The goals of the programme are:

- To provide the Taiwan Red Cross Organisation (TRCO) with staff and volunteers trained in disaster preparedness (DP) and DP management skills on all levels.
- To improve the overall capacity of TRCO in all departments by infusing manpower and materials with Federation standards throughout 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 delineations has now been printed and distributed to all branches and chapters as well as to Government authorities for their information and reference. The material collection, writing and editing of a guidebook in disaster preparedness, management and organisational development, as well as the preparation of a trainer's toolbox equipped with teaching material, power points and workshop suggestions was completed. A CD-ROM with Chinese and English power points will also accompany the trainer's toolbox. Both volumes will be delivered from printing at the end of August and will be the basic advanced disaster preparedness and disaster management workshop material for all professional staff during the three week long workshops in September 2004.

All necessary forms for logistics based on Federation standards have been translated into Chinese and new ones have been created to fit into the Taiwan context. All forms were collected on a CD-ROM and distributed to the branches and all staff members received instructions in the use of forms and different reporting requirements during the workshops, and templates were also produced.

During three week long workshops in the autumn of 2002, all professional staff went through such elements as disaster management, strengths weaknesses opportunities threats (SWOT) analysis, general management, disaster incident critical debriefing etc. All materials are now available in Chinese on a CD-ROM distributed to participants and the training of professional staff was further combined with primary disaster preparedness training of volunteers.

More than 900 volunteers were trained at weekend workshops in 18 branches during the autumn of 2003 and spring of 2004. The curriculum in the training covered general information dissemination about the Red Cross, volunteer roles in disasters, vulnerability and capacity analysis, psychological first aid, the local authorities and the local TRCO branch disaster plan, as well as training in needs assessment. A communication system for disaster response with mobile satellite phones was also set up and is checked every second Tuesday. The senior

management at the lead office has articulated that the training has increased knowledge about the Red Cross in general and in particular disaster preparedness and response.

As a major benchmark, TRCO membership to the government's disaster task force was admitted in January 2003 upon the agreement of the Minister of the Interior. This came into practice for the first time during the typhoon Mindulle that hit Taiwan on July 2004.

The close cooperation with the fire department in search and rescue training and during the training of branch volunteers has increased visibility of the TRCO and understanding of its potential in disaster preparedness/response. A result of this is also increased cooperation with the fire department which is the main body responsible in disaster response (DR) in Taiwan, for example when the fire department on the central level included Red Cross volunteers in their rehearsals. On request from the fire department in Kaoshiung, the delegate gave four training sessions for their firemen in psychological support and helping-the-helpers. A similar request for more intensive training for their top management in these subjects was presented by the Taipei fire department.

The TRCO is working towards a clearer understanding of governance and management with help from the delegate, which includes mandate of the board, reporting, project planning, recording and evaluation. Unfortunately the agreement with the secretary general (SG) regarding sessions/meetings with the board members in chapters/branches to inform them about Strategy 2010 and provide basic knowledge on methods of assessing capacities based on SWOT analysis has only been partially carried out due to access issues that require further attention.

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, was printed and a workshop for training-of-trainers in dissemination was carried out in autumn with more than 80 participants with a follow-up training in June 2004.

Workshops in volunteerism and youth leadership were produced and the layout of the TRCO web site and posters for the TRCO 100 year anniversary was prepared with delegate assistance. The TRCO celebrated its 100 year anniversary on 10 March 2004 and the planning of the event and production of a Terms of Reference draft for the organising committee was carried out with further delegate support. Different activities were allocated to different departments and chapters at the end of the day. Visibility of TRCO was heightened during the event but it is hoped that such events in future can be further utilised to generate more publicity, fund-raising and volunteer recruitment in a move towards an organisation based on strategic planning.

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

Activities implemented:

The budget for 2004 increased the funding for training equipment. During the spring of 2004, the water safety service was strengthened with acquirement of 350 torpedo buoys (large size). The equipment was distributed to chapters and branches, where 88 sets were distributed to 44 volunteer teams and 262 sets to 131 service spots. This objective is therefore fully implemented.

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

This objective has been implemented.

Objective 3: To assist TRCO in providing disaster preparedness 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 and a total of 511 participants received primary DP training during a weekend seminar in each of the branches. The curriculum in the training covered general information dissemination about the Red Cross, volunteer roles in disasters, vulnerability and capacity analysis, psychological first aid, the local authorities and the local TRCO branch disaster plan as well as training in needs assessment. A total of 968 volunteers have been trained in this programme to date.
- **Senior first aid training.** The Penhu branch had water safety lifeguard training for 34 participants and a senior first aid instructor refresher seminar was carried out for 76 participants. A mass demonstration in cardiopulmonary resuscitation (CPR) for 1478 participants was carried out in connection with the 100 years anniversary of TRCO.
- **Video production.** The production of the Chinese/English briefing VCD about the TRCO was delayed due to internal problems faced by the contracted company.
- **Advanced search and rescue training** The three week advanced training for 34 participants took place at a training facility in the US. Ten volunteers from the search and rescue team of TRCO joined a flooding exercise arranged by the Taipei fire department to further develop TRCO cooperation with professionals when in action.
- **Primary search & rescue training.** The four seminars in basic search and rescue were completed, with each seminar a duration of eight weekends. Trainers in the seminars were professionals from the Taipei fire department, and a total of 138 volunteers are now trained in this speciality. All participants went through an examination carried out by the fire department that covered both their knowledge and practical skills, and the fire department has expressed their satisfaction with the level achieved by the volunteers.

All lectures were recorded and are available on a set of CDs. All participants received a set for maintenance of their knowledge and practical skills. The fifth session of this training for a group of 32 volunteers commenced in May for a duration of eight weekends.

- **Development of youth service teams.** The TRCO youth provided their service for a period of 39 days where a total of 578 team members were involved. Recruitment by the headquarters (HQ) brought in 45 new volunteers and three new youth service teams were established at different universities/colleges. Two refresher courses were completed and a youth service team evaluation was carried out, whereby 12 teams were described as well performing teams.
- **Management workshop for youth leaders.** A management workshop was carried out for 69 instructors/leaders.
- **Youth leadership conference.** A leadership conference was carried out for 69 university and college students.
- **Printing of general handbook for youth.** A total of 4000 copies of the *2003 TRCO Youth Service Result Summary* was printed and distributed to different organisations.
- **Summer camp for children.** There was an arrangement of three first aid education camps with an attendance of 261 elementary school students.
- **Follow up educational seminar for senior water safety instructors.** Altogether two refresher seminars with a total of 60 participants were carried out.

Objective 4: Training manuals/handbooks for disaster preparedness or organisational development and other dissemination materials in Chinese language will be created and distributed.

Activities implemented: A disaster preparedness and response handbook specifically for Taiwan as well as DP/DR training manuals were produced.

- **Production of disaster preparedness and response handbooks specifically for Taiwan.** This has now been finished. A total of 1000 copies has been printed and distributed.
- **Production of a guidebook and trainer's toolbox in DP/DR/OD.** This book and the trainer's toolbox are now in the printing workshop and will be finished in mid August. These items will be the background material for the three week long workshops for all professional staff in September.
- **Upgrading of TRCO training manuals for first aid, water safety and home care.** A total of 20,000 copies of *First Aid Theory and Skills*, 10,000 copies of *Driver Rescue Training* material and 2000 copies of a poster for water safety training were printed.
- **Publication of a bi-monthly Red Cross magazine.** The 16th and 17th issue of the magazine has been published and distributed. The *TRCO HQ/chapters/branches Introduction Profile* was printed in 4,000 editions and distributed to staff, board members, volunteer teams, member representatives, related government units and libraries. The *2003 Annual Report* was also printed in 1,800 editions and distributed to board members, group members, major donors, chapters and branches. In cooperation with the post office, a TRCO anniversary stamp was published in 1,400,000 editions, and was consequently sold out within days. In further cooperation with the Taipei Metro Company, 50,000 TRCO anniversary one way tickets were issued.
- **Placing of Red Cross posters at advertising spots.** These posters were placed at airports, train stations and post offices, whereby electronic posters were also positioned in four airports, 13 railway stations, five Metropolitan Rapid Transport (MRT) stations and 12 post offices. Free advertising sections were obtained in 62 radio stations and five magazines, while the youth department designed a Red Cross Youth (RCY) column on the Taiwan Red Cross Organisation web site that included a simple online game for youth to acquire Red Cross knowledge.
- **Regular meetings with the media.** Press conference arranged for the delivery of relief supplies to Iran. A total of 18 different media covering television, radio and newspapers participated. A press conference was also arranged for the TRCO anniversary, the presentation of the stamp and MRT tickets, as well as the occasion of the advanced search and rescue training of TRCO in the United States. There were altogether 15 press releases resulting in 145 articles/comments in the period of January to June.
- **Dissemination in schools, universities, government, major companies.** TRCO assisted the Nantou branch's "What is the Red Cross" campaign that took place from 11 April to 2 May. The activities targeted communities and schools.
- **Dissemination via TV spots.** Special reports on two television and two radio shows with interviews of the president, the secretary general and senior volunteers were arranged. Three television stations, three radio stations and three newspapers also had in-depth interviews with the new secretary general.

Objective 5: Up to 12 temporary staff at headquarter 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 originally employed eight have resigned while three new colleagues were employed in the spring. There are three colleagues in the international relations and communications department and only one of them speaks English. The high turn over caused by the fact that it is temporary employment is a problem as it takes time to train new colleagues.

Objective 6: To provide training in governance and management for the staff at headquarters, chapters and branches.

Activities implemented:

- **Team building training for HQ/chapters and branches.** All staff from headquarters numbering a total of 33 participated in the evaluation conference. The conference covered lectures about evaluation and the participants

from each department also made an evaluation of phase two of the disaster preparedness and organisational development programme.

- **Monthly consultations to chapters and branches to assist in implementation of this programme.** In coordination with the Miaoli county branch a lecture on shelter management was given to the Miaoli social welfare department. One-day seminars on psychological support and helping-the-helpers were further held for the Kaoshiung fire department in cooperation with the Kaoshiung city chapter with the participation of 720 fire fighters. An inauguration of primary clinics in Ch-ai and Jin-in in cooperation with the Nantau branch was also conducted. The Penhu branch was provided assistance in negotiating the lease of a new place for the DP centre.

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

Activities implemented:

- **Installation of intranet system.** The TRCO web site has been maintained an updated and information regarding hard drive device supplements for chapters and branches has been processed.
- **New desktops and digital cameras used for web site.** There was a purchase of 19 desk tops and 26 digital cameras.
- **Computer training courses.** A survey has been carried out to decide the need for improving the computer skills of the branch staff. Training classes will be organised accordingly.

Federation Coordination

The Federation programme manager has liaised closely with the Taiwan Red Cross Organisation (TRCO), Regional Finance Unit in Kuala Lumpur, PricewaterhouseCoopers in Taiwan and the Secretariat in Geneva on programme issues.

Red Cross and Red Crescent Movement -- Principles and Initiatives

Dissemination of the movement's history and principles is now a standard topic in all training/workshops for both professional staff and volunteers, and the general knowledge plus understanding of these issues have increased considerably. Many lectures have been conducted, with special attention to the topic of volunteerism. All dissemination has been carried over to TRCO staff members at either HQ or branch level after the dissemination training workshop in November 2003. The visibility of the TRCO and the understanding of the Red Cross, its principles and specific mandate have increased considerably in the eyes of the government and the public.

The Federation Delegation

The Federation based a programme manager in Taiwan to assist the TRCO in implementing their new disaster preparedness and organisational development programme and PriceWaterhouseCoopers was contracted by the Federation to report on its the finances on a quarterly basis. PriceWaterhouseCoopers works in close cooperation with the programme manager and the Federation's regional finance unit in Kuala Lumpur.

Outstanding needs

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

[Contributions list below; click here to return to the title page.](#)

TAIPEI EARTHQUAKE

ANNEX 1

REQUEST No. 25/99

PLEDGES RECEIVED

10/08/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
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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

TAIPEI EARTHQUAKE

ANNEX 1

REQUEST No. 25/99

PLEDGES RECEIVED

10/08/2004

DONOR	CATEGORY	QUANTITY	UNIT	VALUE CHF	DATE	COMMENT
AMERICAN - RC		100,000	USD	148,700	23/09/1999	
AMERICAN - RC		250,000	USD	371,750	28/09/1999	
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	