

Democratic Republic of Congo and Rwanda | Mount Nyiragongo Eruption: Complex Multi-hazard Emergency

Appeal No: MDRNYIRA21	People to be assisted: 80,000 70,000 people in DRC 10,000 people in Rwanda	Appeal launched: 01/06/2021
	DREF allocated: 359,213 CHF Loan for Appeal: 750,000 CHF	
Glide No: VO-2021-000059-COD	IFRC Funding requirements: 11.6 million Swiss francs	Appeal ends: 31/05/2022

This Emergency Appeal seeks a total of **11.6 million Swiss francs** to enable the International Federation of Red Cross and Red Crescent Societies (IFRC) to support two National Societies – **Democratic Republic of Congo Red Cross Society (DRC RC) and Rwanda Red Cross Society (RRCS)** to deliver humanitarian assistance to and support early recovery for some **80,000 people** (displaced and host communities) in the Democratic Republic of Congo (70,000 people) and Rwanda (10,000 people) affected by multiple hazards and compounding humanitarian vulnerabilities caused by the eruption of Mount Nyiragongo **for a period of 12 months**. In addition to the initial DREF allocation made for DRC RC, a second loan to this Appeal is requested bringing the combined allocations to a total of 750,000 CHF to support both DRC and Rwanda. The operation will focus on the following areas: **Disaster Risk Reduction (DRR), Shelter and Essential Household Items (EHI), Livelihood & Basic Needs, Emergency Health & Psychosocial Support (PSS), Water, Sanitation and Hygiene (WASH), Protection, Gender & Inclusion (PGI) and Migration & Displacement.**

A coordination mechanism has been put in place for the International Red Cross and Red Crescent Movement (the Movement), putting both National Societies of DRC and Rwanda at the center. Ensuring effective support to participating National Societies present in DRC or those willing to support multilaterally or bilaterally and with the International Committee of the Red Cross (ICRC) that plays a lead role in Security.

It must be noted that this coordinated emergency appeal in response to the complex multi-hazard emergency will reinforce the actions of the Movement by seeking complementarity with the ICRC response. The coordination within the Movement will build on the experience of good Movement cooperation during the Ebola response in Eastern DRC. At the time of writing this Emergency Appeal, the situation is evolving regarding needs and gaps, more details on the humanitarian situation will be developed and reflected in the upcoming EPoA.



A. THE DISASTER AND THE RED CROSS RED CRES- CENT RESPONSE TO DATE



An aerial view of Nyiragongo after eruptions ©UN exploratory flights

- 22 May 2021: Mount Nyiragongo erupts, affecting 288,404 people and leading to displacement of about 30,000 people within North Kivu and South Kivu provinces of DRC and into Rubavu district in Rwanda**
- 23 May 2021: DRC Government activates contingency plan and set up a crisis cell, comprising local authorities, the UN and the RCRC Movement.**
- 23 May 2021: IFRC allocated CHF 359,213 from [DREF](#) Fund to support emergency actions by DRC RC for 12,500 people in North Kivu**
- 27 May 2021: Government request evacuation of ten neighborhoods of Eastern Goma (400,000 to 500,000 people).**
- 30 May 2021: IFRC issues an Emergency Appeal for 11.6m Swiss francs to support 80,000 people in DRC and Rwanda**

Situation overview

Humanitarian operations in the East of the Democratic Republic of Congo have been extensive during the past years in a context affected by COVID-19, Ebola outbreaks, profound poverty affecting the protection of most vulnerable and marginalised people, and now affected by the volcano eruption, with new displacement and people in need against a backdrop of almost three decades of conflict and violence.

On Saturday 22 May 2021 at 19:00 HRS, Mount. Nyiragongo, located 10km from Goma, the lakeshore city of 1.5 million people in North Kivu Province of the Democratic Republic of Congo, suddenly erupted. The eruption appears to have been caused when fractures opened on the north east side of the crater towards the Rwanda border.

A second eruption was reported at 21:30HRS due to a crack on the crater face towards Goma city, facing the Goma International Airport. This sudden volcanic eruption created panic within the population, leading to mass movement towards the south-west (from Goma to Sake town) and towards Rwanda (Rubavu). 30,000 people fled within the night, sheltering in evacuation centres, host families or on the streets.

It was reported that 288,404 people in Nyiragongo Territory were affected, 32 reported deaths, including 13 people during the evacuation of the city, 14 people burned by the lava and 5 asphyxiated by gases. The DRC North Kivu Branch has received 540 requests for tracing missing children and 40 adults have been reported missing. 1,722 structures have been destroyed, but the number will continue to rise as assessments are completed, and 18km of road cut-off.

Since the initial eruption, earth tremors have been felt intermittently. These are causing cracks in buildings, roads and other infrastructure placing further stress on a population that is already traumatised. The Goma Volcano Observatory (OVG) said that it registered more than 259 tremors between Saturday 22 May and Tuesday 25 May 2021, with one measuring 5.2 magnitude on the Richter scale. Authorities have shut down schools, markets, shops and several building sites as a precaution.

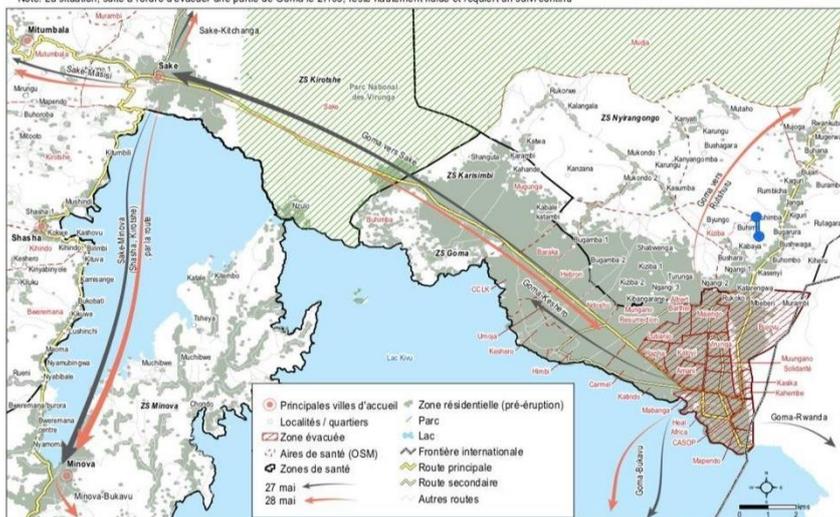
On Thursday 27 May, it was reported by a Government announcement that the data on seismicity and the deformation of the ground indicated the presence of magma under the urban area of Goma (OVG – Technical Note #1), with an extension between Nyiragongo Volcano and the norther side of Lake Kivu (15km) and the risk of further eruptions was high. Based on this, the authorities issued an evacuation order of the eastern part of Goma. There is a reported risk of further eruption on land or under the lake, which could happen very soon and without warning, putting at risk the entire Goma population and nearby areas across Rwanda.

The Government requested ten districts of the city that were considered high risk to further eruption or seismic activity to evacuate – the 10 districts are home to some 400,000 people. The authorities confirmed transport would be provided and requested people to take the bare minimum with them. The announcement was followed by the immediate departure of tens of thousands of people on Thursday 27 May. Residents started moving towards the southwest village of Sake (Masisi territory), Minova (Kalehe territory) and Bukavu (South Kivu). Some have also fled to Rushuru Territory north of Goma, and there are recent reports of people fleeing further north to Butembo. The nearby city of Gyseni on the Rwandan border has received at least 25,000 refugees.



RDC, carte de la partie à l'Ouest de Goma et directions des déplacements préliminaires

Note: La situation, suite à l'ordre d'évacuer une partie de Goma le 27/05, reste hautement fluide et requiert un suivi continu



UN said it was "relocating" non-essential staff, both national and international, out of Goma city and many of the other international organisations and NGOs that have offices there were doing likewise. The government's decision came a few hours after United Nations mission for the stabilisation of the Congo (MONUSCO) said it would relocate its non-essential personnel.

Summary of Red Cross Red Crescent response to date

Summary of Red Cross response to date

DRC Red Cross

- Immediately mobilised its staff and volunteers to provide immediate First Aid and Psychological FA assistance to those affected by the eruption.
- Currently supporting communities on their evacuation from Goma. The DRC RC NK Branch has activated 200 volunteers to provide immediate support to people affected and on the move, with water provision and attending to any emergency situation.
- Family Reunification (prior to evacuation) – to date, the DRC RC (NK) received 540 requests to locate missing children. 64 were located and reunited with their families. Minimum conditions were set up at the local branch to accommodate children (sleeping mats, blankets, hygiene items and a communal kitchen).
- Supporting parents with PSS and 16 cases have been referred for more support.
- First Aid and Burials: The RC NK branch has assisted and referred over 30 injured and evacuated 12 bodies and supported burials. Until yesterday, volunteers continued to support those injured by the aftershocks
- Providing safe drinking water: until the evacuation, the NS was preparing to install water bladders in 4 areas north of Goma. This has been suspended and reprioritised to Sake, where the National Society is currently setting up 10 water bladders, 1200 litres of water provided to people evacuating from Goma
- Ongoing needs assessment in various displacement locations, in collaboration with the government authorities and humanitarian partners

Rwanda Red Cross

- Immediately mobilised its staff, Movement partners and volunteers to provide immediate assistance.
- Conducted an initial needs assessment in close collaboration with Rwanda Government, which identified basic urgent needs including shelter, health, water and sanitation and food.
- Using its disaster preparedness stocks, the National Society supported initially 651 evacuated from DRC (130 households) and 618 households of the host community in Rubavu, whose houses were damaged or destroyed by subsequent earthquakes.
- The response so far has included search and rescue, evacuation, psychosocial support (PSS) and Psychological First Aid (PFA), restoring family links (RFL), Emergency First Aid services, distribution of non-food items to 748 Rwandan affected households and displaced Congolese families.
- The National Society is now scaling up its response to support those being evacuated due to the DRC Governments order on 27 May.
- The challenge is the National Society has now almost exhausted all its disaster preparedness stocks due to the ongoing floods and this new operation.



Rwanda RC installing handwashing points in displacement sites

International Federation of Red Cross and Red Crescent (IFRC)

- IFRC operation team activated in Goma in support of the National Societies to support initial response.
- Technical and strategic support to the National Societies for the development of their initial response plan and mobilization.
- In less than 24 hours after the first eruption, allocation of CHF 359,213 from [DREF](#) Fund to support an initial period of three months emergency actions by the DRC RC for 12,500 people in North Kivu with Shelter, WASH, health, Relief and PGI activities.
- Through the DREF allocation, plan for replenishment of stocks (Emergency Items) for both DRC RC and Rwanda RC.
- Information Management support activated to gather secondary data and risk management information for in-country operations team.
- Logistics support activated and coordination to access humanitarian flights if available.

- One operations manager activated in Goma to ensure the coordination with DRC RC and the ICRC for the development of the operational strategy.
- One operations manager and one Communications officer deployed to Rwanda in support of Rwanda RC for the scale-up of the response.

French Red Cross

- Donation of PPEs to DRC RC (FFP2 masks, Surgery masks, gloves, boots, googles)
- Donation of visibility items
- Donation of WASH items
- Mobilization of 2,000 shelter kits and 4,000 tarpaulins to be sent from PIROI (French RC platform in La Reunion).
- Participation in the coordination meetings at field and Kinshasa level

International Committee of the Red Cross (ICRC)

- Daily water distribution in Goma (40,000 litres);
- installation of 3 kits of water bladders
- Two medical tents installed in Ndosho to receive patients
- Donation of kit 50 ww to Ndosho and donation of supplies to 3 health centers in Karisimbi
- Three tents donated to the RDCRC to set up an operational center.
- Reestablishing Family Links: 130 non-accompanied children registered by the DRC RC, 65 reestablishing family link, 190 non-accompanied children transferred to Shasha and Minova
- Cash transfer for Perdiem of Red Cross volunteers in Goma
- Daily water tanks filled for prisons, hospitals and children centers
- 110 disabled people evacuated to the orthopedic center Tulizo-Letu; 630 liters of fuel donated to the center and daily water trucking
- Vaccines (tetanus, pneumovas) donated to Ndosho with a 50 ww kit prepositioned to ensure cold chain
- Support to RRCS of 45 KCH (RLF, COM and operational support)

B. THE OPERATIONAL STRATEGY

Needs assessment and targeting

(Further details are also available in the Area of Focus and Strategies For Implementation section from page 11)

Based on data made available on 28 May, the overall reported movements of people to date are as follows (please note these figures are preliminary only and subject to verification):

Estimated people displaced inside DRC:

- North Kivu: 73,000 – including Rutshuru, Masisi and Goma (west)
- South Kivu: 31,000 – including Kalehe and Bukavu
- Total estimated 104,000 internally displaced

People displaced to Rwanda (confirmed by IOM-DTM):

- Grand-Barriere – 20,328
- Petit Barrière – 5,636
- Total 25,964 (male 11,367, female 14,597, including 12,191 children under 5)

In DRC

Based on initial reports, it is estimated up to approximately 288,404 people have already been affected. This is based on the approximate pre-disaster population of the territory of Nyiragongo, which is the most affected.

Subsequently, based on Thursday 27 May direction of the Government, ten districts of the city that could be affected were instructed to evacuate. The authorities confirmed transport would be provided and requested people should take the bare minimum with them. The announcement was followed by the immediate departure of tens of thousands of people. Residents headed towards safer parts of Western Goma, the southwest region (including Masisi Territory - Sake and other villages; Kalehe Territory – Minova to Nyiabibwe; Bukavu (120km from Goma); as well as Rushuru Territory (North Goma and Butembo (120km north of Goma). Some 25,000 fled through the closest crossing points into Rubavu, the nearby Rwandan province to avoid another possible sudden eruption.

With regards to the initial eruption and subsequent earthquakes, basic needs assessments by sector are as follows:

- More than 4,500 households have been made homeless from the first eruption and subsequent tremors.
- The area has suffered consecutive aftershocks, some with intensity beyond 5.0 on the Richter scale. Infrascturure was damaged and a considerable number of buildings are unsafe for return.

- Livelihoods are significantly impacted with shops and markets reported closed due to the eruption and subsequent earthquakes. Traders reported a sharp increase in the prices of food items. According to local sources, the price of a bowl of beans has increased by + 17.6 percent, and the price of a kg of apples by + 20 percent in some markets.
- Beyond destruction of infrastructure, the areas on the course of the lava are very important agriculture production areas that regularly supply Goma markets. The destruction of fields will render people jobless, reduce the supply capacity and contribute to price increase.
- It is also reported there were over 6,000 injuries and there is an expectation of significant numbers of psychological trauma due to the volcanic eruption, continued seismic tremors, resulting in lack of sleep, constant fear and, uncertainty around evolving long-term crisis situation, dearth of livelihoods and families losing contact with their own.
- Water infrastructure in the northern part of Goma has been damaged or destroyed, affecting 500,000 people that lost access to water. There is a need for emergency distribution of safe drinking water and longer-term repair of infrastructure. Cholera is a risk due to lack of access to safe water. The Masisi Territory, where the majority is displaced is a cholera endemic zone.
- There are a significant number of unaccompanied children. The NS has received 540 requests for tracing missing children. UNICEF reported hundreds of children initially separated from their families. 74 have been put into foster care or transit centres, where they receive psychosocial support.
- Schools and health facilities had been damaged by the eruption and subsequent earthquakes. Goma's Health Africa hospital, which was re-built on hardened lava from the 2002 eruption, has sent its patients to other facilities in town. Other hospitals are reported to be full.
- With regards to disaster risk reduction, the volcano and magma underneath remain a risk to Goma and surrounding areas. There is a need for improved seismic activity monitoring and early warning systems to promote early actions for the communities and National Societies. There is a need for hazard mapping etc. as well as assessments to evaluate the extent of the damage caused to the environment.
- The gas released by the explosion continues to represent an enormous risk to the population of Goma, especially those residing close to lava and Lake Kivu. The toxicity can be extremely harmful and choke if prolonged exposure.

With regards to the subsequent evacuation of 400,000 to 500,000 people from Goma on 27 May, basic needs assessments by sector are as follows:

- Overpopulation in Saké, Minova, Rushuru and Bukavo due to incoming displaced families, placing huge burden on community and government infrastructure and social systems. Sake is a small town with a population reported in 2004 at 17,151, thus limited capacity to host displaced families. Prices of essential goods started to rise immediately. Similarly, the district of Rubavu in Rwanda has limited capacity to accommodate a high number of evacuees. The required accommodation in evacuation centres or host families is not clear, especially in pandemic times
- Public health hazards, such as cholera, may quickly escalate due to the lack of safe water and sanitation while COVID-19 and measles may emerge as a serious health threat because of lack of access to infection prevention measures or functional vaccination programs
- Livelihoods and markets will have a significant negative impact with roads being blocked which would limit provision of stocks, warehouses likely being impacted by the eruption, tremors or being looted.
- The territory of Nyiragongo already had a high level of malnutrition with 30% (148,014 people) of the population at IPC3 level and above (Feb 2021 to Jul 2021). This situation will be exacerbated by the current disaster, which will further limit production and access to food.
- There will be a significant increase in the burden on the already poorly resourced health infrastructure.
- The potential for overcrowding in evacuation centres and the increase in risk of spreading diseases like measles and cholera is high. COVID-19 continues to be an issue in DRC and perhaps underreported. All people crossing to Rwanda are COVID-19 tested, and at least one positive case has been reported. The area of Masisi territory is prone to cholera outbreaks and anecdotal information indicates that some suspect cases have been recorded in the last two weeks. (To note, during the last volcanic eruption in 2002 a cholera outbreak occurred soon after population displacement).
- It's been reported that as many 280,000 children could be displaced and need protection or support. Whenever large groups of people are displaced in a short period of time, the dangers to children increase. Agencies are on alert to immediate risks for children on the move, including for protection issues, nutrition and health risks, including waterborne disease, vector-borne diseases and especially the spread of cholera and other infectious diseases
- The education sector will be significantly interrupted with schools being shut down and some damaged/destroyed by the aftershocks.
- Communities have been forced to flee and are highly likely to have fewer financial or social assets and capital, increasing their vulnerability to hazards and reducing their capacity to cope with the after-effects. In some locations, the high influx of new arrivals has a significant impact on the environment which will suffer further due to overcrowding, household congestions and increased pressure on available natural resources.

In Rwanda

It is reported that over 8,000 people fled to Rwanda after the first eruption on 22 May. They were hosted and supported in Rwanda but most have quickly returned to their homes in Goma. Due to the continued earthquakes, there was a low-level movement of people back to Rwanda from 23 to 26 May. The initial eruption and subsequent earthquakes also affected houses, infrastructure, livelihoods, health and education sectors in Rwanda.

Subsequently, on Thursday, 27 May, based on the directives from the Government, ten districts of the city that could be affected were instructed to evacuate, and many families are fleeing towards Rwanda again. At this time, the situation is evolving, and National Societies have been carrying out assessments.

Basic needs assessments by sector are as follows:

- Immediately after the eruption on 22 May, Rwanda Red Cross and government officials moved with speed and provided evacuations and hosting grounds to the affected and fleeing population. People crossing from DRC were granted entry into Rwanda. However, they were fast to return to their own homes in large numbers - the following day.
- Unfortunately, they fled back again into Rwanda four days later, on 27 May, with expectations that the number of arrivals will increase quickly and exponentially. Women and children occupy a high percentage of the Congolese arrivals and are extremely vulnerable to such demographic displacements due to the high risk of violence, exploitation or abuse in displacement settings
- Due to the current situation, COVID-19 can spread quickly. Therefore, health promotion, face masks, handwashing items and access to well-ventilated facilities are needed.
- This sudden displacement of people and the forecast of more tremors of increased magnitude from Mount Nyiragongo (which are also being felt in Gisenyi, Rubavu district), another eruption and potentially release of toxic gas fumes from Lake Kivu are causing fear, uncertainty, panic and great psychological stress.
- The majority of those fleeing barely have access to basic items and lack basic hygiene and household materials (children's potties, soaps, buckets and jerry cans). Most are currently hosted in temporary shelters (Rub Hall tents) provided by UNHCR. Given the expected rise in arrivals, there is a need to buttress hosting capacity in order to provide some dignity to the arrivals, as well as to prevent disease spread and mitigate the high risks of violence, exploitation and abuse and ensure an appropriate response.
- Several water systems have been affected by the earthquakes, reducing water availability in the region. If support is not provided on time, families will resort to using unsafe water from Lake Kivu, increasing the risk of waterborne diseases such as diarrhoea or cholera. As such, chlorine or Aquatabs are necessary to clean water and household items for the arriving refugees.
- Thousands of hectares of crops have been completely damaged by volcanic air pollutants. In addition, 1870 HHs have been damaged in Rubavu including latrines as well as 40 classrooms and 10 schools forcing the government to relocate the learners to other schools.
- Household food stocks stored in homes were soaked in dust and bricks due to the destruction of the houses. Moreover, the host families did not receive additional support to feed the additionally hosted population.
- The food security situation is alarming especially for children, older people, pregnant women and lactating mothers who have specific nutritional needs. Therefore, there is a special need for food of different types. The populations' livelihoods, mainly based on agricultural activities, are going to be affected because of the lost crops, damaged seeds and spoilt agricultural tools.

Targeting

Given the limited information on the full extent of the disaster and understanding that the situation is fluid and continues to evolve, DRC RC and Rwanda RC proposes to initially target as set out below. This Preliminary Emergency Appeal will target 80,000 people of the 280,000 estimated affected persons in DRC. Based on the information to date the total has been allocated as shown below:

Province / District	Locations	Status	Population Targeted	Typology of needs per sector
Democratic Republic of Congo				
North Kivu	Nyiragongo Territory	IDPs and host communities Red Cross Branch volunteers and staff	40,000	Shelter, Health, WASH, IPC, MHPSS, PGI, DRR, NSD, livelihoods and basic needs
	Goma			
	Masisi (Sake and others)			
	Rushuru			
South Kivu	Kalehe (Minova - Nyibibwe)	IDPs and host communities	30,000	Shelter, Health, WASH, IPC, MHPSS PGI, DRR,
	Bukavo			

		Red Cross Branch volunteers and staff		NSD, livelihoods and basic needs
Rwanda				
Rubavu	Gisenyi	Refugees, host communities and Rubavu local Red Cross	10,000	Shelter, Health, WASH, IPC MHPSS, PGI, DRR and NSD Other beneficiaries are mainly reached with health and hygiene promotion campaigns

The priority regarding the distribution of relief items will be given to the evacuees hosted with their relatives and friends or in unofficial and official evacuation centres. Sex, age and disability disaggregated data will be provided once the National Societies have more details on affected and displaced people.

The recipient households will also be identified/selected according to the level of barriers and risks they face with regards to ensuring their dignity, access and safety. Prioritized groups include orphans and children; female-headed households and households with pregnant women, nursing mothers and children under five; older people; people with disabilities; chronically ill people; child-headed households and adolescents. Continuous protection, gender and inclusion assessments and analysis will inform targeting and priority efforts throughout.

Scenario Planning

The situation remains extremely volatile in the operational areas, and the humanitarian consequences can vary significantly from the launch of the appeal. Therefore, the Emergency Plan of Action will be developed considering 3 possible scenarios, scenario 1 being the most likely, and scenario 2 and 3 used to develop contingency plans to scale up response in case they are triggered.

- **Scenario 1 (current):** No additional disaster hazards occur in the coming days and weeks. In this scenario, humanitarian needs will remain similar. Support to people directly affected by the eruption, and some additional affected by the shortages of water, livelihoods, and shelter. Majority of displaced populations will slowly return to places of origin, within a period of one month. The displaced population will need multi-sectoral humanitarian support while in displacement, and some support upon return for the most vulnerable. People will continue to be exposed to hazards, especially toxic gas, and will need information and support to enact prevention measures.
- **Scenario 2 (up to 500,000 people affected):** The magma will be expelled and a new eruption of limited size occurs. In addition to all the humanitarian needs described in scenario 1, further displacement may occur from other areas in Goma and nearby, increasing the number of people in needs. Populations currently displaced will remain in relocation areas for the medium-term (up to 6 months), and both host communities and displaced will require humanitarian support.
- **Scenario 3 (over 2 million people affected directly and many more indirectly):** A major eruption happens, followed by earthquakes. Toxic gas is released into the air in sheer quantities. Most populations of North Kivu and South Kivu, as well as in Rwanda are affected. Casualties happen at a considerable scale. Population movement starts in mass and for the long term, within DRC and across borders.

Each of the scenarios has its own contingency and scale-up plan. Scenario 1 is already in motion, which entails the set-up of operational bases in North Kivu and South Kivu that shall cover all the operations in Goma and current displacement areas. That includes appropriate fleet, logistics, supply chain and human resources. Surge alerts in support of the operation for scenario 1 were launched, including HeOPS, Logistics, Shelter, Assessment Cell, Field Coordinator, PRD and eventually a Movement Coordination Officer. Other Surge and ERU alerts for scenario 2 will be put on standby.

Global COVID-19 pandemic: ¹

This operation and its operational strategy consider the risks related to the current COVID-19 pandemic and is aligned with the IFRC global emergency appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by the COVID-19 pandemic.

¹ <https://covid19.who.int/region/afro/country/mz>

The National Societies' response to COVID-19 is supported through the [IFRC global appeal](#), which is facilitating and supporting them to maintain critical service provision while adapting to COVID-19. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this crisis and provide necessary guidance to its membership on the same. The National Societies will keep monitoring the situation closely and revise the plan accordingly if needed, taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of items, procurement issues, and movement of National Societies volunteers and staff. For more information, please consult the [COVID-19 operation page IFRC Go platform](#).

The epidemic poses a considerable threat to IFRC, DRC RC, and RRCS staff and volunteers, as well as the communities served. This includes the risk of mistrust, denial and rumours about the outbreak that may decrease the impact of activities, and add risk to volunteers and staff, as communities may not accept the support provided. The IFRC office, with the support of the Africa Regional Office, has put in motion a set of activities to prevent the contagion of staff and volunteers. Moreover, activities were analysed across all sectors, and a risk analysis conducted to understand the risks it entails, as well as mitigation measures that could allow to continue implementing the activities. This risk analysis was then framed into an activity priority framework that guided sectors on which activities will continue and expanded, those that will be adapted, and finally, those that will be put on hold until risk can be safely managed.

Coordination and partnerships

Overview of Red Cross Red Crescent Movement Actions in country

Support and coordination between the IFRC team and the DRC RC is paramount for the implementation of this operation. Therefore, the contact is constant with the NS Headquarters, provincial delegations of DRC RC in North Kivu and South Kivu, and local committees. The IFRC strategy is to extend support and work through the National Society to deliver assistance to the populations.

IFRC and ICRC both have delegations based in Goma, and teams on the ground are closely coordinating the response. Coordination meetings are ongoing with ICRC Head of Delegation and Sub-head of delegation. IFRC Africa and Cluster offices are liaising with both DRC RC and Rwanda RC to ensure adequate cross-border coordination, as people are in constant movement in the border areas. The French Red Cross, present in DRC, will be providing support to the National Society with provision of volunteer protective equipment (PPE) and other NFIs. The Luxembourg RC, present in Bukavu, will be consulted to participate in the response.

The Movement in Goma is supporting DRC and Rwanda RC to collect and consolidate information from rapid assessments, as well as the monitoring of the displaced people to Rwanda and within Goma and the surrounding area. Movement Partners are also coordinating with ICRC and IFRC security units on the safety of staff and volunteers.

Movement Coordination is happening daily, with meetings between the IFRC, the ICRC and the National Society to ensure a complementary approach. The IFRC and ICRC operate under an L3 agreement in DRC and under the ICRC's lead in terms of security-related and crisis management support, which allows constant security and operational coordination, while maintaining each organisation mandates. A movement crisis cell has also been set up at Kinshasa level, to ensure complementarity. This cell provides guidance to the operations in the Eastern DRC, where the management from both partners collaborate daily.

Overview of other actors' actions in-country

The government has set up a crisis cell, including government authorities and humanitarian partners. This crisis cell met twice to define the response structures. Since the evacuation of Goma town, this crisis cell has not resumed coordination. This Cell is headed by the Military Governor of North Kivu province and met on the same day, with the Goma Volcanic Observatory (OVG) opening the meeting with an update of the volcanic activity, including explanations on the seismic activity and potential scenarios. The Civil Protection agency provided information on the population movement, including the rapid return of displaced populations to at-risk areas.

The Comité Régional Inter-organisation (CRIO) – composed of heads of humanitarian agencies (IOs and NGOs) is the forum for coordination of all humanitarian activities. The CRIO is chaired by the Deputy Humanitarian Coordinator for East DRC, with the support from the Head of OCHA. The IFRC and ICRC are also part of the CRIO. This group meets regularly to coordinate the response. During the relocation of agencies outside of Goma, the group continues to share essential information.

In Rwanda, the Ministry of Emergency Affairs (MINEMA) is coordinating the emergency response. As such, it appeals to corporate bodies, non-governmental organisations as well as the international community to complement the government's efforts to save lives and prevent further deterioration of health, safety and wellbeing of affected families through its coordination meetings and media campaigns. Some NGOs and INGOs such as CARITAS have supported the provision of food to Congolese refugees. Other faith-based organisations have also supported in provision of reception centre to the families whose houses were destroyed.

The Shelter Cluster is led by UNHCR in DRC. UNHCR has approached IFRC to provide IM capacity in response to the volcano eruption.

C. PROPOSED AREAS FOR INTERVENTION

Overall Operational objective

This Emergency Appeal is launched to support the immediate needs of the most vulnerable 80,000 people made homeless by the eruption or successive earthquakes, those subsequently displaced from at risk areas as instructed by the Government, and reduce the risks to those that can be harmed by further hazards (eruptions, toxic gas, and other secondary hazards).

Through this Emergency Appeal, the IFRC seeks to strengthen and scale up ongoing response efforts by both DRC RC and Rwanda RC. The sectors targeted for support are DRR, Shelter and EHIs, Livelihoods and Basic Needs, Emergency Health, WASH, PGI, cross border migration, and NSD.

As the situation continues to evolve, the plan will be revised based on the ongoing review of needs identified by assessments. Given the currently limited information on the population movement caused by the eruption of Mount Nyiragongo and subsequent evacuation, DRC RC and Rwanda RC will continue to monitor and report on the evolving situation.

The objectives above will be achieved by the programmes outlined in the detailed operational section, and by adhering to key principles and cross-cutting methodologies adopted by the EA, including:

- **Staff and Volunteer Duty of Care** is an utmost priority. In order to increase operational continuity, IFRC teams will have a national counterpart from the DRC RC to ensure the knowledge transfer among national and international teams to benefit the quality of the operation and its sustainability of services.
- The IFRC has activated a relocation plan for all its staff and has supported the DRC RC branch in North Kivu to relocate to safer areas. The “L3” agreement between the movement partners has permitted to rapidly activate support to international and national staff, and provides further evacuation means in case of disasters. Volunteer duty of care is provided via insurance coverage, protective equipment, and constant information about safety and security.
- Emphasis on the Red Cross and Red Crescent fundamental principles of **Humanity and Impartiality**, by reaching the most vulnerable people in affected areas.
- **Community Participation:** activities developed under this plan must ensure people’s participation and involvement in decision-making, particularly those that are often excluded from participatory processes. All staff involved in delivering these activities will have appropriate training and mentoring in the use of tools to ensure constant two-way communication with the people served.
- **Localisation:** The EA will ensure National Society branches are involved in the decision-making for the response phase and are the entry points for medium and longer-term National Society programme expertise, by showcasing quality, innovative and impactful programs that build community resilience in its core sectors.
- **Investing in volunteers:** The National Societies’ volunteers, working at the grass-root level are the National Society’s greatest wealth. Programmes should invest in transferring knowledge and peer to peer mentoring along the way. Knowledgeable and engaged volunteers, prepared for relief action, promoting healthier and safer communities and engage in transforming the community environment.
- **Community engagement and accountability (CEA):** The reinforcement and institutionalisation of community engagement and accountability is a key deliverable of the EA considering the necessity to raise the standard of the National Society when planning, consulting, and delivering aid to affected populations. In the recovery phase, the CEA team will work with the National Societies to define clear standard operating procedures for engagement and accountability and train relevant staff and volunteers in the process.
- **Protection, Gender and Inclusion (PGI)** will be cross-cutting across all programmes. IFRC and National Society staff and volunteers will receive mandatory briefings on PGI and sign the code of conduct and Prevention of Sexual Exploitation and Abuse (PSEA) policies. National Society’s volunteers and staff shall be trained on identifying protection issues in the community, and through the “healthier and safer community” programme, will have access to knowledge that will help in preventing, identifying, and referring cases of violence, exploitation or abuse. Priority is given to mitigate and respond to the risks of child abuse and neglect, sexual and gender-based violence, and trafficking in persons. Gender equity and consideration to and inclusion of all gender identities and people identifying with any minority group is at the core of the IFRC, and strong priority will be given to ensure all efforts and services by National Societies and the IFRC, for all sectors, are made to reflect this and thus ensure dignity, access, participation and safety for all and especially those most at risk of violence, discrimination and exclusion. Women play a crucial role in ensuring this, as responders and as members of the affected population and the response must be informed by their participation.

- **National Society Preparedness and DRM:** This EA will invest in scaling up the capacity of the National Society to manage disaster response, especially focusing on Eruptions and its secondary risks, including management of Bio-Hazards disasters. This is a necessity in an area that's even more prone to this type of disasters. This will be done through, trainings, capacity building, prepositioning and establishing and EOC for surveillance and rapid response.
- The Federation-wide and broader **Movement approach** put both National Societies in the driving seat, with the support of the IFRC for agile decision making, considering that the emergency plan requires both strategic vision and short-term operational deliverables for the affected populations. The IFRC will strengthen their involvement in support of the National Societies and in coordination of the membership, ensuring that the strengths of the membership are maximised.

STRATEGIC AREAS OF FOCUS



Shelter and Essential Household items

People targeted: 48,000 (8,000 HHs)

Male: 20,890

Female: 27,110

Requirements (CHF): 2,733,000

Proposed intervention

Short-term and mid-term shelter and settlement assistance

With regards to the original eruption and subsequent earthquakes, more than 4,500 households have been made homeless. There are reported planned evacuations of 400,000 to 500,000 people from Goma. The required accommodation in evacuation centres or host families is yet to be determined. Through the shelter activities, the DRC RC will provide emergency Shelter assistance, including Shelter Kits and NFIs, once the areas are defined and authorised by the government authorities, and without creating pull or push factors that could add undue pressure over host communities or put people in danger.

Support will be provided for the affected evacuees to distribute household items as part of relief activities. The selection of the target population will be based on assessments and needs analysis.

Shelter Outcome 1: Communities in disaster and crisis-affected areas restore and strengthen their safety, well-being through emergency shelter and settlements and early recovery solutions

Shelter Output 1.1: Short-term shelter and settlement assistance is provided to affected households

Activities planned to be carried out:

- Assessment of shelter needs, capacities, and gaps – including support for host families and consideration of rental support.
- Identification of cases and verification of beneficiaries in different target groups (including integrated factors such as gender, diversity, and disability in the response) in coordination with shelter cluster, local authorities and communities.
- Coordination with government and other stakeholders.
- Support in preparation and set-up of IDP camps.
- During the initial response distribution of shelter kits and essential household items (jerrycans, kitchen sets, cleaning kits and blankets).
- Based on assessment implementation of the rental support, support to host families.
- Post distribution monitoring and evaluation assistance.

Shelter Output 1.2: Technical support, guidance and awareness-raising in safe shelter design and settlement planning and improved building techniques are provided to DRC RC and RRCS staff, volunteers, and affected households

The general response strategy will target the most affected families from vulnerable groups, whose houses have been destroyed or very heavily damaged and not habitable. The displaced population is accommodated in existing collective shelters, many with neighbours or relatives. Medium and long-term needs assessments will be carried out, and adjustments to the plan will be made as necessary.

Activities planned to be carried out:

- Advice by specialised personnel for evaluation and repair of affected homes, the rehabilitation of the educational facilities and the implementation of the rental and host family assistance.
- Orientations to volunteers and to support affected households in collective shelters and carry out assessments for implementation of identified shelter activities.
- The technical guidance on the possible support to be provided to the affected population in the early recovery phase will be determined and tailored once the exact nature of the intervention becomes clear.



Livelihoods and basic needs

People targeted: 48,000 (8,000 HHs)

Male: 20,890

Female: 27,110

Requirements (CHF): 1,296,000

Proposed intervention

Food security and basic needs short and medium-term:

Livelihoods had been significantly impacted with shops and markets reported closed due to the eruption and subsequent earthquakes. Traders reported a noticeable increase in the prices of food items. According to local sources, the price of a bowl of beans has increased by + 17.6 percent, and the price of a kg of apples by + 20 percent in some markets. Assistance for food and basic needs, protection and recovery of livelihoods, and support for the local economy are critical for the affected population that is needed to cover their essential needs in the first months of affectation. The territory of Nyiragongo already had a high level of malnutrition with 30% (148,014 people) of the population at IPC3 level and above (Feb 2021 to Jul 2021).

Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis-affected areas, restore, and strengthen their livelihoods

Livelihoods and basic needs Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Activities planned to be carried out:

- Market analysis (food, basic needs shelter, WASH) and feasibility study (including assessment of needs, capacities, and gaps)
- Workshop for volunteers about Cash and Voucher Assistance (CVA) and Community Engagement and Accountability (CEA) tools
- Assistance for families covering basic needs and food, prioritising the use of CVA if markets are functional and have capacity.
- Post-distribution monitoring and evaluation.

Livelihoods and basic needs Output 1.3: Household livelihoods security is enhanced through food production and income-generating activities restoration

It is essential to identify local market capacity to support different needs and evaluate various interventions and mechanisms to enable the market's functionality and capacity. Support will be provided to affected families to restore their livelihood activities and their livelihoods-related markets (distribution of assets, cash, and voucher assistance, etc.) so affected communities can resume their income-generating activities. Cash transfer mechanisms will be assessed from the beginning, considering that this assistance can be extended for several months for the most vulnerable groups. It is vital to generate linkages with livelihood recovery activities and social protection systems.

Activities planned to be carried out:

- Support and continuity to families covering basic needs and food.
- Support and recovery activities for small enterprises, according to livelihood assessment findings.
- Implementation of a feedback mechanism for affected communities



Health

People targeted: 80,000 people

Male: 35,024

Female: 44,976

Requirements (CHF): 569,000

Proposed intervention

Over 6,000 injuries have been reported. There will be a significant burden on the already poorly resourced health infrastructure. The potential for overcrowding in evacuation centres and the increase in the risk of diseases is high. COVID-19 continues to be present in DRC and is likely underreported. All people crossing into Rwanda are tested for COVID-19 with rapid antigen test kits. At least one positive case has been reported to date.

Health Outcome 1: The immediate risks to the health of affected population are reduced

Health Output 1.1: The immediate risks to the health of the affected populations are reduced through improved access to first aid services

Activities planned to be carried out:

- Provision of First Aid services (Emergency first aid and PFA) to people during evacuation and in shelters.
- Procurement and distribution of protective equipment to evacuees and frontline aiders and volunteers to prevent exposure to volcanic ash.
- Support shelter management for the implementation of public health measures to avoid COVID-19 transmission, including physical distancing, use of face masks, hand washing, use of alcohol-based hand sanitisers, and ensuring ventilation
- Equipping the NS with search and rescue protective materials
- Volunteer Training for search and rescue operations
- Purchase of ambulances to the DRC RC to allow for medical evacuation in emergencies
- Coordination with health authorities and other actors to monitor the epidemiological situation, in case of any identified cases of diseases of epidemic potential, namely cholera and measles.
- Preparation of activities for cholera prevention and response, in coordination with the WaSH sector
- Identification and preparation to mobilize volunteers to conduct health infection, prevention and control activities

Health Output 1.4: Communities are supported by National Societies to effectively respond to health and psychosocial needs

There will be significant psychological trauma due to the eruption, tremors, resulting in lack of sleep, etc, uncertainty around longer-term situation, livelihoods and families losing contact. A response is needed to cover mental health and psychosocial support needs of the affected populations. The first responders require psychosocial support due to the exposure to the pressure generated during the emergency phase. The ongoing volcanic activity and the lack of predictability of evolution of the volcanic eruption contribute to the affected population's anxiety and stress.

Activities planned to be carried out:

- Participation in a multi-sectorial needs assessment coordinated with partners to know the support needs of the population.
- Support in the registration and identification of people with pre-existing mental health needs in shelters.
- Provision of PFA and PSS during emergencies for the affected population in shelters, Red Cross staff and volunteers involved in the activities based on National Society's capacities and provision of referrals as needed.



Water, sanitation and hygiene

People targeted: 80,000 people

Male: 35,024

Female: 44,976

Requirements (CHF): 1,185,000

Proposed intervention

Water infrastructure had been damaged or destroyed and there is a need for emergency distribution of safe drinking water and longer-term repair of infrastructure. Furthermore, displaced populations will urgently need access to safe water, before hazardous consumption takes place. Hygiene and Sanitation are also essential to reduce the exposure to risks, including public health outbreaks and other water-borne diseases. Based on preliminary assessment and discussions with government and other partners, needs to be covered in the short term include provision of hygiene kits and hygiene promotion; water treatment and water supply; management of solid waste.

WASH Outcome1: Vulnerable people have increased access to appropriate and sustainable water, sanitation and hygiene services

Activities planned to be carried out:

- Initial assessment of the water, sanitation, and hygiene situation in targeted communities.
- Coordination with other Water and Sanitation actors and government authorities on needs of the target group and appropriate response.
- Develop and implement hygiene promotion activities
- Support access to safe water and adequate sanitation services.
 - Monitor treatment and storage of water.
 - Distribution of Water - Water Trucking provision in IDP areas (all locations above) for at least 1 month
 - Distribution of water filters, aquatabs and training in their use and post-distribution monitoring
 - Installation of latrines
- Provision of hygiene kits to people located in collective shelters
 - Distribution of hygiene kits
 - Distribution of dignity kits, in coordination with PGI for adequate awareness
- Elimination of residual water and solid waste in shelters and communities.
- Awareness-raising and promotion of personal hygiene, hand washing, wearing a mask, maintain distancing and ventilation also to prevent the spread of COVID-19



Protection, gender and inclusion

People targeted: 80,000 people

Male: 35,024

Female: 44,976

Requirements (CHF): 102,000

Proposed intervention

The activities will include the protection component to address risks of gender-based violence against children, girls, and young unaccompanied women in the emergency shelters. There is a high risk of family separation which could affect unaccompanied/separated children, persons with disabilities, pregnant women, single heads of household, and women travelling alone. There is also a high risk of sexual exploitation and abuse in shelters, due to overcrowding and the important amount of intervention actors in the field.

PGI Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable

PGI Output 1.1: The programmes ensure safe and equitable access to basic services, considering different needs based on gender and other diversity factors

- PGI informed multi-sectors needs assessment to identify and address gender and diversity specific needs and protection risks.
- Refresher for volunteers and staff on protection, gender and inclusion.

PGI Output 1.2: Emergency & Recovery response operations prevent and respond to sexual- and gender-based violence and all forms of violence against children, promoting safer communities

- Develop and provide mandatory PGI briefings for all IFRC and NS staff and volunteers
- Ensure coordination with and participation in Inter-agency Protection cluster with specific focus on PSEA, Child Protection and SGBV

- Hold basic half-day training with IFRC's and National Societies' Staff and Volunteers, including on addressing SGBV, trafficking in persons and child protection (and integrate elements on addressing SGBV, TiP and CP in standard/sectorial trainings).
- Use PGI Minimum Standards as a guide to support sectoral teams to include measures to address vulnerabilities, needs and capacities specific to gender, disability and diversity factors. Collect and analyse sex-age and disability disaggregated data in the need's assessments and any other collection of information.
- Map, test, disseminate and monitor referral pathways for SGBV, Trafficking in Persons (TiP) and child protection, assure coordination in the operation-wide coordination with other organisations.
- Develop community-based information, education, and communication initiatives and materials on culture of nonviolence and peace (discrimination, violence, and exclusion, including SGBV and Child Protection) and develop individuals' ability to address them.
- Establish a system to ensure IFRC's and National Society's staff and volunteers have signed the Code of Conduct, Child Safeguarding Policy and the Prevention and Response to Sexual Exploitation and Abuse (SEA) Policy and have received a briefing in this regard.
- Establish standard operating procedures and mechanisms for preventing and responding to SEA and child safeguarding needs in a carefully coordinated manner for the multi-context response and ensure all staff and volunteers receive these procedures and understand them
- Provision of Restoring Family Links services, together with self-care messages for persons and families (with the ICRC).
- Setting up child-friendly spaces in IDP camps, including all necessary materials (in coordination with the ICRC and with a strong MHPSS component).
- Assess and develop plan for ensuring menstrual hygiene management in collaboration with WASH
- Monitor the overall response for PGI risks and trends and adjust and advise accordingly throughout the response cycle and in close collaboration with operational leadership
- Assess, design and develop specialized PGI activities and services for the displaced population with particular focus on coping, community-based protection and violence prevention, including a strong component of Psycho-social support.



Migration

People targeted: 80,000 people

Male: 35,024

Female: 44,976

Requirements (CHF): 46,000

Proposed intervention

Communities support the needs of migrants and their families and those assisting migrants at all stages of migration (origin, transit and destination)

On the direction of the Government, ten districts of the city that could be affected were instructed to evacuate. The authorities confirmed transport would be provided and requested people should take the bare minimum with them. The announcement was followed by the immediate departure of tens of thousands of people. Residents are heading towards the southwest region of Masisi, Sake (20kms away) and the nearby Rwandan border to avoid another possible sudden eruption. It is reported that between 400,000 and 500,000 people could be expected to evacuate.

This will put a huge burden on community and government infrastructure and social systems. Sake is a small town with a population reported in 2004 at 17,151, also the border towns in Rwanda has limited capacity to accommodate a high number of evacuees. The required accommodation in evacuation centres or host families is now clear.

DRC RC and Rwanda RC aim to support the most vulnerable evacuees hosted by their relatives and friends or in unofficial and official evacuation centres

Activities planned to be carried out:

- Identification of evacuation centres and support in their management.
- Support for evacuation and awareness. Assistance and protection services in the context of migration.
- Ensure awareness and promote adherence around regional and international frameworks ensuring rights to movement in the face of disaster (Kampala Convention, Global Compact on Refugees).



Disaster Risk Reduction

People targeted: 80,000 people

Male: 35,024

Female: 44,976

Requirements (CHF): 641,000

Proposed intervention

Assessments must be undertaken to evaluate the extent of the damage caused in the environment and infrastructure, as well as the risks the population may be exposed in the coming months (bio-hazards). The situation is exacerbating the vulnerability of people to prevailing hazards and their capacity to recover. Communities have been forced to flee and are highly likely to have fewer financial or social assets and capital, increasing their vulnerability to hazards and reducing their capacity to cope with their effects. In some locations, the high influx of new arrivals has a significant impact on the environment which will suffer further due to overcrowding and increased pressure on available natural resources. Toxic gas will continue to be released into the atmosphere, and the population should be aware of risks and supported to take preventive measures.

DRR Outcome 1: Communities in high-risk areas are prepared for and able to respond to disaster

DRR Output 1.1: Communities take active steps to strengthen their preparedness for timely and effective response to disasters.

- Support and train local branches for disaster management.
- Train volunteers in disaster preparedness and response.
- Strengthen and test early warning systems at community level.
- Volunteer Training – DRR for Volcano Eruptions and secondary hazards
- Develop public and awareness messages for eruptions and bio-hazards protection.
- Set up a volunteer community surveillance system in coordination with civil protection
- Develop a complementary community early warning system at community level.
- Develop IEC materials (volcano hazard maps and areas of risk, stay safe practical measures)
- Disseminate the government's evacuation plan to communities via community radio, megaphones, etc.
- Support hospitals and schools to develop evacuation plans in their infrastructures
- Provide support to civil protection in defining evacuation locations and setting them up with prepositioning stocks
- Risk awareness on secondary hazards, and establishing prevention measures (earthquakes, toxic gas)
- Include secondary hazards in public awareness messages
- Provide bio-hazard equipment to volunteers operating near the volcano – adequate masks (FFP/N95), gloves, goggles, raincoats, boots, etc.
- Procurement of prepositioning stocks to equip four civil protection evacuation centres – to attend to 200 people each - including NFIs, mattresses, water purifiers, mosquito nets, solar kits

ENABLING ACTIONS

Strengthening National Societies

Requirements (CHF): 2,333,000

The emergency appeal operation will support the National Societies to address some self-assessed gaps with the view of further leveraging their mandates and capabilities as a partner of choice for emergency response and disaster preparedness, specifically focusing on Volcano Eruptions and secondary hazards. The National Societies will be supported in enhancing their leadership development (through coaching, training, support for planning activities), in Disaster Response Management and building of NDRT teams. An EOC will be set up to support the DRC RC with the necessary resources for surveillance and increased response capacity which will allow sustainability of activities on the long term. Duty of care (for all personnel and volunteers involved in the operation, including insurance, psychosocial support, and personal protective equipment).

National Society Institutional Development

- Disaster Response Management – the DRC RC Society will be supported in developing its expertise in response to Volcano Eruptions and secondary hazards, including bio-hazards. This includes trainings,

establishment/reinforcement of NDRTs, and prepositioning of stocks. An EOC will be set up that will allow for surveillance and definition of disaster response decision trees for rapid deployments.

- Additional to the programme consolidation that will be fostered by the EA in the National Societies sectors of expertise, resources will also be dedicated to the national society institutional strengthening, ensuring that the National Societies come out stronger from this operation.
- Governance and Strategic Planning: support both National Societies in the development of stronger and updated governance policies that allow accountable and agile decision-making, compliant with IFRC internal rules and regulations as well as the principles and best standards of humanitarian action. An internal auditor will be recruited and initially supported by an external team that will define the scope of its work.
- Financial Management and Resource Mobilization: Review of the financial management system, procedures, and tools, both at Headquarter level and local branch levels, and adapt these to modern standards of financial management and compliance. Another important component is to revisit the National Societies business model and establish a resource mobilisation plan that is sound enough to permit stability of the core management and program areas. The approach will consider the particular needs of each National Society.
- Digitalisation and digital inclusion: modernise the work platforms used in the national societies, to ensure better and faster coordination between teams, as well as better controls and outreach to branches and volunteers.
- Volunteer Management: Support the development of management systems that bring volunteers closer to the national society, provide adequate duty of care, capacitate these volunteers to act bearing in mind the principles of action, and the best standards of community engagement and accountability.

S1.1: National Society capacity building and organisational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and perform

Output: The National Society has a strong and effective leadership

- Continuous support to National Societies leadership in completing the Organizational Development plan according to defined priorities for the DRC RC and Rwanda RC.

Output: The National Society has effective and motivated volunteers who are protected

- All active volunteers are trained and insured
- Develop and roll out an online volunteer management system
- Develop and roll out training modules for volunteer & youth training across key areas
- Strengthen volunteer and youth engagement in National Society operations, programmes and services

Output: The National Societies continue to develop the necessary corporate infrastructure and systems, based on its own assessment of priorities, including:

- Strengthen NSs financial management capacity at NHQ and selected provincial branches
- Agree and support internal audit function at NHQ
- Support finance systems development & training and refreshers training
- Promote and support digital transformation and inclusion across programmes and general management
- Support upgrades to branch infrastructure and equipment in selected branches
- Enhance HR management capacity and systems (including job descriptions, function description and roles and responsibilities, emergency procedures, databank)
- Strengthen PMER systems and train branch and project staff on PMER

Output: The DRC RC and Rwanda RC Societies capacity to support community-based disaster risk reduction, response and preparedness is strengthened

- Develop a comprehensive strategy for DRM and institutional preparedness including health systems strengthening
- Engage the NS in the PER approach and support priority actions for response capacity strengthening under a detailed action plan
- Train volunteers in disaster risk management and response, including assessment, data collection, distribution, M&E, PGI and CEA
- Develop contingency plans, test and improve them through simulation drills for basic first aid and emergency
- Scale-up and support the management of pre-positioned essential Non-food household items (NFIs)

Influencing others as strategic partners

Requirements (CHF): 434,000

Proposed intervention

Collective Movement response plays a vital role in providing bilateral and multilateral support to National Societies responding to critical needs. Together, the Movement adds immense value in a coordinated response which respects

clear roles and responsibilities, promoting a principled humanitarian approach where others don't have access. The Appeal will promote, influence, and capitalise on the Movement's unique position, leveraging relations with the respective governments and National Societies to ensure needs and respect of those affected by a principled, neutral, and independent intervention.

In DRC, the IFRC will continue coordination with the government crisis cell with the Goma Volcanic Observatory (OVG) opening the meeting with an update of the volcanic activity. Coordinate with the CRIO the forum for coordination of all humanitarian activities. The CRIO is chaired by the Deputy Humanitarian Coordinator for East DRC, with the support from the Head of OCHA. The IFRC and ICRC are also part of the CRIO. In Rwanda, the IFRC will continue to coordinate with the Ministry of Emergency Affairs (MINEMA).

The IFRC will continue liaising with DRC RC and Rwanda RC to ensure adequate cross-border coordination, as people are in constant movement in the border areas. Coordination meetings are ongoing with ICRC Head of Delegation and Sub-head of delegation and include the French Red Cross, present in DRC.

Movement Coordination is happening daily, with meetings between the IFRC, ICRC and the National Society to ensure a complementary approach. The IFRC and ICRC operate under an L3 agreement, which allows constant security and operational coordination while maintaining each agency mandates. A movement crisis cell has also been set up at Kinshasa level, to ensure complementarity. This cell provides guidance to the operations in the Eastern DRC, where the management from both partners collaborate daily

Outcome 1: The IFRC secretariat, together with National Societies uses their unique position to influence decisions at local, national and international levels that affect the most vulnerable

Output 1.1: IFRC and The National Societies are visible, trusted, and effective advocates on humanitarian issues

- Enhance National Societies communications capacity & support strategy & policy development
- Develop communications materials in relevant languages including image bank, snapshots, web stories, social media and agents of positive change

Output 1.2: National Societies are supported to undertake successful policy and legislative advocacy at the national level

- Ensure National Societies auxiliary role is appropriately framed within national laws
- Advocate for governmental support to RCRC activities in-country

Output 1.3: National Societies are supported in resource and partnership development

- Support development & adoption of a resource mobilisation strategy & plan of action
- Support National Societies in negotiation of partnerships with, national and local authorities, the UN and INGOs
- Provide advice about partnership agreements

Outcome 2: The programmatic reach of National Societies and the IFRC is expanded

Output 2.1: Strengthen planning, monitoring, evaluation, and reporting

- Support the National Societies to develop quality plans and produce timely reporting
- Streamline operational monitoring using simple online tools and infographics where feasible
- Strengthen National Societies reporting functions and evidence-based documentation

Strengthening Coordination and Accountability

Requirements (CHF): 1,835,000

Planning, monitoring, evaluation and reporting (PMER): The IFRC PMER team will provide support to National Societies to ensure proper monitoring of this operation. Following the distribution of the household items, a post-distribution survey will be conducted to assess the efficacy and relevance of the assistance given to the beneficiaries. Given that DRC is a French-speaking country, it will be necessary to have relevant documents translated from French into English and vice versa, to ensure all partners and the National Societies have the same understanding of the situation at hand and for smooth information sharing. A lessons learned workshop will be held at the end of the operation. This workshop will bring together recipients of the assistance, local authorities, partners, volunteers, the management team and National Societies' officials. It will allow National Societies to evaluate the operation and gather learning for future operations. A final evaluation will also be conducted for the operation as per the IFRC evaluation framework. Tools will be developed to ensure Federation-wide reporting for this operation.

Community engagement and accountability (CEA): CEA will be mainstreamed throughout the operation ensuring communities are provided with useful information on safety and evacuation measures taken as the situation changes. Given rapid returning of affected and at-risk populations to red areas, high alert needs to be maintained and regular information/messaging be provided to people through established alert systems which rely on trusted community channels such as local radio/TV stations, existing community platforms and structures which played a vital role to supporting community led solutions and initiatives in the fight against EVD and COVID-19 outbreaks. The Red Cross existing national hotline which is currently used to collect community insights on different operations/programs implemented by the NS would contribute in disseminating life-saving information to populations in local languages. Depending on the situation and safety of volunteers teams on the ground the setting-up of help desks in first aid centers could be envisaged to ensure people are fully informed about available services and their questions, fears, comments are addressed in a timely manner through diverse channels. Information needs on COVID-19 and other infectious diseases will also be covered especially if communities are displaced into emergency shelters with high risk of being exposed to these diseases.

Information Management: IM will keep close coordination with heads of sector and partners and developed an efficient data collection system. All key emergency information products and data are available online on the IFRC GO Platform (go.ifrc.org). GO is a platform developed by IFRC to connect information on emergency needs with the right response. The platform channels information on emerging crises from field reports from National Societies and automatic links to notifications from humanitarian partners, as well as provides a way to organise key information from ongoing emergency operations. Support for operational data collection, management and analysis will be provided through field and remote IM support to IFRC and the responding National Society. Priorities will adapt to the evolving situation with likely focus on needs assessment, secondary data review to inform orientation, hazard and affected population mapping, as well as the creation of data-driven info products and dashboards. Analysis of satellite imagery and other geographic data will help to inform planning and orientation.

Logistics responsibilities will include sourcing the most urgent and relevant relief items, delivered and distributed equitably to those in need, in a timely, transparent, and cost-efficient manner. For the initial response, available prepositioned National Society stocks will be utilised and replenished locally or internationally depending on local availability. Local procurement will be carried out in accordance with the IFRC and National Society's standard procurement procedures with support of any deployed logistics surge in the country and the IFRC Regional Logistic Unit in Nairobi to ensure procurement activities will be carried out in accordance with the IFRC standard procurement procedures. Warehousing may play a significant role in these operations, where possible the National Society will use central warehouses to store items in advance of distribution activities. Fleet assets will be deployed as and where requested, assessments of logistics capacity and systems (incl. procurement, transport, warehousing, fleet management) will be carried out where possible to enhance National Societies' logistics infrastructure on hardware, software, capacities and preparedness.

The security focal point will keep under security management control the IFRC operation designed under this Emergency Appeal. Providing coordination and cooperation on security matters with key stakeholders such as the Host National Society, ICRC, UN and INGO Partners. A secured and well-designed internal security setting will support Country and Operations management with high standard MSR compliance (design, plans, contingencies, internal regulations, security oversight and controls). Close technical supervision from a security and safety angle will be carried out by the Regional Security Unit.

Outcome 1: Effective and coordinated international disaster response is ensured

Output 1.1: Effective and respected surge capacity mechanism is maintained

- Regional Surge Coordination is provided to NSs, with appropriate tools
- Peer to peer surge support is enhanced

Output 1.2: The National Society compliance with Principles and Rules for Humanitarian Assistance is improved

- Ensure community engagement and accountability is fully operationalised across all programmes
- Ensure that community feedback systems are established, and feedback acted upon and used to improve the operation
- Rapid community assessments to understand perceptions to outbreaks, vaccinations and prevention approaches
- Develop plans, tools & training to mainstream CEA into all programmes systematically
- Exit strategy developed that includes community consultation and sharing of the final evaluation results with the community

Output 1.3: Coordinating role of the IFRC within the international humanitarian system is enhanced

- Develop a shelter cluster response strategy

- Ensure an information management system to track the overall humanitarian shelter response is in place
- Advocate on behalf of the shelter and settlements sector to meet the shelter needs of the affected population

Outcome 2: The complementarity and strengths of the Movement are enhanced

Output 2.1: Shared services in areas such as IT, logistics and information management are provided

- Supply PNS and ICRC with information management products and tools

Outcome 3: The IFRC enhances its effectiveness, credibility, and accountability

Output 3.1: IFRC staff shows good level of engagement and performance

- Conduct performance appraisals in due time
- Implement and update throughout this EA an effective risk management

Output 3.2: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders

- Carry out internal IFRC financial & management audits
- Maintain active risk register across all areas
- Ensure all staff complete training on prevention of fraud and corruption;

Output 3.3: Staff security is prioritised in all IFRC activities

Activities include:

- Ensure active monitoring of security context, and make sure all operations are security compliant
- Enhance security management capacity for volunteers and staff (including security training)
- Carry out regular review of security risks, and update security rules & guidance accordingly
- The IFRC security plans will apply to all IFRC staff throughout. Area-specific Security Risk Assessment will be conducted for any operational area should any IFRC personnel deploy there; risk mitigation measures will be identified and implemented.
- All IFRC must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training.

Ensure a strong IFRC

Requirements (CHF): 441,000

Communications and advocacy: International media attention has been focused on the eruption itself, and limited coverage has been given to people's needs. Angles such as overlapping crises (COVID-19 and malnutrition), regional impact, and population movement will be highlighted. The presence of media correspondents on the ground is minimum due to the COVID-19 related measures. To support volunteers in their mission as well as the visibility of Red Cross actions on the ground, DRC RC through this EA operation will procure protection and visibility items for volunteers as needed. This will be in addition to a megaphone and IEC materials that will be produced to promote hygiene awareness and measures to protect families from transmissible diseases, including COVID-19.

Support will be provided to National Societies to increase their outreach and advocacy. As a first step, the Nairobi-based IFRC Communications Officer for East Africa is being deployed to Rwanda. At the regional level, the Communications team will continue to engage the media and use social media with a view to position the IFRC as a key player in the response.

Duty of care and staff performance will be increased in the operation, through adequate HR management that promotes personal and professional growth as well as performance but acknowledges the challenging environment staff is facing with consecutive shocks, unprecedented challenges and the COVID-19 pandemic. Therefore, the HR plan has in due consideration all issues related to duty of care and well-being.

The finance department will continue to promote all safeguards and high standards of accountability to financial resources and provide timely reconciliations, adequate filing and reporting to all partners and donors. This will be done using well established IFRC systems. The operation will continue to make progress on the recommendations of the Internal Audit conducted, addressing the risk matrix and improvement plans. This is publicly available.

Security - Brief review of the Operating Security Context:

Rwanda:

The main risk facing humanitarian staff are road traffic accidents, particularly at night – the result of variable driving standards and poor vehicle maintenance, hilly terrain and the variable state of rural roads, which tend to deteriorate during the rainy season. In the capital Kigali, staff are vulnerable to street crime, though levels of crime are low as a result of a pervasive security force presence. Insecurity is greater in border areas with Congo (DRC), which can experience spillover violence perpetrated by armed groups based in that country. Sporadic, politically motivated grenade attacks have taken place in public places; any further such incidents would pose low, indirect risk to business travellers.

Although Rwanda, especially by African standards, is a relatively safe and straightforward working environment, the region remains volatile and risks can change or develop at short notice during a crisis or evolving situation.

Armed violence

Although there have been precedents of grenade attacks in Kigali in 2011, 2012 and 2013, terrorism does not pose a significant or direct risk to travellers. The Congo (DRC)-based, mainly ethnic-Hutu Democratic Forces for the Liberation of Rwanda (FDLR) and the Interahamwe militia – an extremist ethnic-Hutu group responsible for the April 1994 genocide – are accused by the government of having been responsible for these incidents, although we suspect some of them have been committed by disgruntled troops controlled by former top military officers living in exile.

Several such attacks have occurred at locations or dates associated with the commemoration of the genocide, with a somewhat higher incidence between February and May. During this sensitive period, the authorities tend to reinforce the security force presence across the city. Previous attacks have mostly taken place in crowded areas such as bus stops or markets, limiting their potential impact on foreign business travellers, even when explosions took place in central Kigali. The authorities may launch security operations after such incidents, which could involve checkpoints and spot-checks, resulting in minor travel delays.

Social unrest

Protests are rare and generally peaceful as those that do take place tend to be sanctioned by the government. Nevertheless, visitors are advised to avoid demonstrations or gatherings as a basic precautionary measure.

Border with Congo (DRC): MEDIUM

Sporadic conflict in Congo's North and South Kivu provinces can temporarily increase insecurity in adjacent areas of Rwanda, notably in the form of cross-border incursions by guerrillas or bandits, shelling or stray gunfire.

IFRC staff on Mission should be aware that border crossings to Congo (DRC) and Burundi may be closed without notice, and that visa requirements may change with little notice. The north-western region lies in a zone of seismic instability. There is a risk of volcanic activity from the Nyiragongo and Nyamulagira. IFRC staff on Mission volcanoes, located across the border in Congo (DRC). I should also avoid off-road travel and exercise heightened caution in areas near the Congolese border, because of the potential presence of unmarked landmines.

North Kivu province DRC (except Goma, Beni): EXTREME

The security environment in North Kivu is affected by clashes among various Congolese militias, as well as between these groups and government and UN forces, and travel to the region is not recommended. Ugandan rebels, including the Allied Democratic Forces (ADF) militias, the ethnic-Hutu Democratic Forces for the Liberation of Rwanda (FDLR) and several local ethnic militias operate in rural areas. Their activities mainly affect local populations but can prompt fighting with the Congolese army (FARDC) or other armed groups and involve armed robberies or highway banditry -- lawlessness in general poses significant risks. The provincial capital Goma is rated HIGH risk.

Ituri province DRC (except Bunia): EXTREME

The security environment in Ituri remains volatile. Small, highly mobile rural groups operate in significant portions of rural areas, where they regularly clash with the FARDC and the local population and engage in criminal activities such as roadside banditry, artisanal gold mining, timber trafficking, wildlife poaching and abduction.

South Kivu province DRC (except Bukavu): EXTREME

The security environment in South Kivu is affected by the presence of various rebel and militia groups, clashes among them, as well as between these groups and government and UN forces, particularly in the Fizi et Uvira territories.

All field movements, Mission and operational travel will be controlled by the deployed Security Delegates or Surge based on set IFRC standards rules of vehicle movement and security clearance procedures.

To reduce the risk of RCRC personnel falling victim to crime, violence or road hazards, active risk mitigation measures must be adopted. This includes situation monitoring and implementation of minimum-security standards.

The IFRC security plans will apply to all IFRC staff throughout the operating areas while on Mission. Area-specific Security Risk Assessment will be continuously updated for any operational area; risk mitigation measures will be

identified and implemented. All IFRC staff must, and RC/RC staff and volunteers are encouraged, to complete the IFRC Stay Safe e-learning courses, i.e. Stay Safe Personal Security, Stay Safe Security Management and Stay Safe Volunteer Security online training.

The security management as part of this operation will be based on the RCRC Fundamental Principles and humanitarian values, centred around IFRC Acceptance Strategy and the consequentially set Security Rules and Regulations / Conduct. In addition, the following actions related to security will be implemented:

- Minimum Security Requirements have to be completed for both Countries and operational contexts
- Direct security brief for all staff involved in the operations – setting the rules.
- Direct supervision and monitoring of the ongoing processes, monitoring the overall security context.
- Proactive liaison with ICRC on security matters.
- Regular security updates will be disseminated.
- Security Advisories and Recommendations will be submitted to the Emergency Management.
- Real-time monitoring of field activities.
- The use of other IT means of contact system to ensure communications during follow-up missions.
- The deployed Security Delegate or Surge will have a direct reporting line to the Head of Emergency Operations and a technical line to the Regional Security Coordinator

DRC RC has security protocols in place and these protocols will be followed. They include but are not limited to, staff whereabouts tracking (e.g., via phone or SMS), pre-deployment security/safety briefs, field security trainings, training for the drivers on safe driving and security/safety matters, situation monitoring, regular or ad hoc security/safety updates, etc. IFRC staff involved in this operation will follow the standing Level 3 agreement with ICRC, where ICRC takes lead in securing coordination and management for the operation and all relevant security measures.

Due the sensitivity of the context and high-risk factors associated with the operations highly experienced field Security Delegate or Surge deployment is required to support the Emergency Manager / Operations Manager with proactive security assessments, workable and effective mitigation measures, hands-on security coordination and routine implementation of the set rules and regulations defined for the operating context.

D. FUNDING REQUIREMENTS

International Federation of Red Cross and Red Crescent Societies

EMERGENCY APPEAL

Nyiragongo Volcanic Explosion Pop Mvt

Funding requirements - summary

Area of Intervention	Needs in CHF
DISASTER RISK REDUCTION	641,000
SHELTER	2,733,000
LIVELIHOODS AND BASIC NEEDS	1,296,000
HEALTH	569,000
WATER, SANITATION AND HYGIENE	1,185,000
PROTECTION, GENDER AND INCLUSION	102,000
MIGRATION	46,000
STRENGTHEN NATIONAL SOCIETIES	2,333,000
INFLUENCING OTHERS AS STRATEGIC PARTNERS	434,000
STRENGTHENING COORDINATION AND ACCOUNTABILITY	1,835,000
ENSURE A STRONG IFRC	441,000
TOTAL FUNDING REQUIREMENTS	11,615,000

Contact information

For further information, specifically related to this operation please contact:

DRC RC Red Cross

- **DRC Red Cross Secretary General:** Dr Jacques Katshitshi, email: jacques.nsal@gmail.com or jacques.kat@croixrouge-rdc.org, phone: +243 81651688

IFRC DRC Country Delegation

- Kinshasa Country Office: Momodou Lamin Fye, Head of Country Office; email: momodoulamin.fye@ifrc.org, phone: +243 851 239 854
- Ops Manager North Kivu: Balla Conde, Operations Manager, phone: +243 896721969; email: BALLA.CONDE@ifrc.org

Rwanda Red Cross

- Secretary General (or equivalent); Mr. Apollinaire Karamaga, Secretary General email: apollinaire.karamaga@rwandaredcross.org
- Operational coordination: Florence Umulisa, Head of DM, Email: florence.umulisa@rwandaredcross.org

IFRC East Africa Cluster Delegation

- IFRC Country Cluster Office, Nairobi: • John Roche, Head of Cluster, Nairobi; mobile phone: + 254-202835000; email: john.roche@ifrc.org
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In the IFRC

- **IFRC Regional Office for Africa** Adesh Tripathee, Head of DCPRR, Nairobi, Kenya; phone +254731067489; email: adesh.tripathee@ifrc.org

For IFRC Resource Mobilization and Pledges support:

- **IFRC Regional Office for Africa** Louise Daintrey-Hall, Head of Partnerships and Resource Development Regional Office for Africa, Email: louise.daintrey@ifrc.org phone: +254 110 843978

For In-Kind donations and Mobilisation table support:

- **Logistics Coordinator** Rishi Ramrakha, Head of Africa Regional Logistics Unit, email: rishi.ramrakha@ifrc.org; phone: +254 733 888 022

Reference documents



Click here for:

- [Appeals and updates](#)

How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.