

Operations update



International Federation
of Red Cross and Red Crescent Societies

Venezuela: Floods

Emergency appeal n° MDRVE001
GLIDE n° FL-2010-00240-VEN
Operations update n° 2
17 August 2011

Period covered by this Ops Update: 24 March to 8 June 2011.

Appeal target (current): The revised budget target is 575,146 Swiss francs, a decrease from the 717,571 Swiss francs requested in the original Emergency Appeal. This modification, as explained below, responds to the amount of received funds and the current needs of the most vulnerable affected population. The Venezuelan Red Cross (VRC) will provide assistance and humanitarian aid for up to 2,500 families affected by floods in five states (Caracas Metropolitan area, Miranda, Falcon, Vargas and Zulia) in a nine-month operation.

[<Click here to view the Revised Budget and interim financial report>](#)

Appeal coverage: 100%; [<click here to go directly to the updated donor response report, or here to link to contact details >](#)

Appeal history:

- A Preliminary Emergency Appeal for 429,887 Swiss francs was launched on 21 December 2010 to support 2,000 families over 6 months.
- An Emergency Appeal for 717,571 Swiss francs was launched on 29 December 2010 increasing the support to 2,500 families.
- Operations Update no. 1 on 13 May 2011 extended the implementation timeframe to 9 months to conclude on 21 September 2011.
- This Operations Update includes a revised budget of 575,146 Swiss francs which reflects the most up-to-date needs of the most vulnerable populations as identified by the Venezuelan Red Cross.
- The final narrative and financial report will be presented at the end of December 2011, 90 days after the operation's closure.

Summary:

Given the operation's three-month extension and the related costs incurred due to this time expansion, the Venezuelan Red Cross, in coordination with the International Federation, has adjusted this appeal's planned outcomes. This modification additionally corresponds to the amount of cash and in-kind donations received for this operation to date.

For the relief distributions outcome, the number of projected hygiene kits, initially 5,000 (2 per family), has been reduced to 2,500 and the cleaning kits were reduced from 2,500 to 2,000. The tool kits will no longer be



Age-appropriate playful activities addressing community-health issues are being used by the volunteers of the Venezuelan Red Cross. Source: Jaime Arroyo/IFRC.

purchased and distributed. The National Society is also evaluating the possibility to include new activities in the sector of early recovery.

The Venezuelan Red Cross continues to offer its humanitarian response and has reached 858 families with hygiene kits and 456 families with cleaning kits. In their efforts to meet the health needs of the affected population, volunteers have reached some 1,051 people with hygiene and sanitation promotion, already surpassing the original output.

The International Federation of Red Cross and Red Crescent Societies (IFRC) and the Venezuelan Red Cross would like to express its sincere gratitude to all donors. The Canadian Red Cross, the Japanese Red Cross Society and the Swedish Red Cross have contributed to this Appeal, and the Turkish Red Crescent has provided bilateral support to the Venezuelan Red Cross. Additionally, the IFRC thanks the governments of Brazil, Canada and Sweden and the Chevron Texaco Corporation for their donations to this Appeal.

The situation

Floods and landslides followed the increased precipitation due to the La Niña weather phenomenon in late November and early December 2010. The Venezuelan government issued a state of emergency declaration for several states (Falcón, Miranda, Vargas, Merida, Zulia, Trujillo, Nueva Esparta and the Caracas Metropolitan area). Official figures for December 2010 reported 31,600 affected households and identified 124,000 people housed in 851 shelters¹.

The current number of affected people, including those remaining in shelters, has undergone slight variation. Only a small percentage of people have returned to their homes. Despite the government's laudable efforts to respond to the affected population's shelter needs through its "Great Housing Mission"—planning to build 150,000 homes in 2011 and 200,000 the following year—the housing demand might take more time to resolve.

At the same time that the Venezuela government issued a law to ensure dignified shelter to people affected by emergencies or disasters, it also committed to providing food, health care and education to the affected population. Given this situation, the Venezuelan Red Cross has focused attention on issues where State support and programmes are less present or more sporadic.

The State of Emergency, originally issued in December 2010, was prolonged for 90 additional days on 17 May 2011 for the states of Falcon, Merida, Miranda, Tachira, Trujillo, Nueva Esparta, Vargas, Zulia and the Caracas Metropolitan area.

Coordination and partnerships

Since the Venezuelan government's Executive Branch has taken the lead response role, through the respective ministries and with the armed forces and civil protection agency, the Venezuelan Red Cross has coordinated with the appropriate State authorities and institutions, as well as established relations with civil society groups and private companies. The VRC has organized the orderly distribution of private donated relief items collected in country.

In the state of Vargas, the National Society is located in the Maiquetía International Airport Institute and coordinates with this and other State institutions, as well as the Niño Simón Regional Foundation (*Fundación Regional Niño Simón*), the Regional Health Directorate, the Fire Department, Fudalavial 171 and the Comprehensive Defence Zone (*Zona de Defensa Integral*). In the State of Zulia, the National Society coordinates with the International Committee of the Red Cross (ICRC) and the UN High Commissioner for Human Rights (UNHRC) which maintain a presence in the region to monitor landowner and state conflicts.

In addition to the coordination with the ICRC, the VRC also receives support and coordinates with other International Red Cross and Red Crescent Movement members. The Turkish Red Crescent donated 1,548 litres of bottled water and 14 tons of children's food which was distributed in collective shelters in the Caracas Metropolitan Region. The IFRC's regional representation for the Andean Countries and the Pan American Disaster Response Unit (PADRU) maintain constant communication and provide support to the VRC for this operation.

¹ Note that the Venezuelan government has use different types of spaces to respond to the shelter needs of the flood-affected population. Spaces used as collective shelters include collective centres, hotels, schools, public universities, military buildings, and other available buildings,

As part of the IFRC's support to the operation, a Regional Intervention Team (RIT) member has been deployed since January 2011 to assist in the coordination of activities and facilitate the communication between the National Society and PADRU.

National Society Capacity Building:

With the volunteers, leadership and staff from the five VRC branches which have been involved in the response actions; the National Society has used this operation to strengthen its institutional skills. The different topics included in the psychosocial workshop, reported in the previous Operations Update, were reproduced in four branches (Caracas Metropolitan area, Miranda, Vargas and Zulia), thus training an additional 60 volunteers.

This operation continues to support two full-time staff for the National Society, who are located in the VRC branch in Lara, dedicated to operation coordination and financial administration. Additionally, VRC volunteers dedicated to this operation's multi-pronged actions have their food, lodging and transportation costs covered while participating in response activities.

Red Cross and Red Crescent action



The Venezuelan Red Cross has assisted some 4,290 people from 23 different collective centres with hygiene and cleaning kits. Source: Luis Arroyo/IFRC

health authority and in coordination with the Interior Ministry, established a field hospital and provided appropriate vaccinations. Furthermore, this branch's volunteers distributed VRC goods, as well as those provided by the Ministry of the Interior. Within the Caracas Metropolitan region, the VRC has coordinated with authorities to expand the number of hotels serving as collective refuge centres, as well as soliciting additional food and water for those who remain in these shelters.

Progress towards outcomes

Progress or achievements: Following the delay to start this operation, explained in the previous Operations Update, the leadership from the involved branches met to evaluate adjustments in the operation, particularly its operative plan and strategy. This meeting allowed the National Society to identify the persistence of the initially evaluated needs and determine that fundamental strategy changes would only further delay the VRC's humanitarian response to the floods. Based on their conclusions, the VRC coordinated with the IFRC to adjust some of this appeal's specific objectives. None of these vitally transform that established in the National Society's

Overview

The National Society continues to offer its humanitarian response skills and resources to attend to the most vulnerable populations' needs, complementing the State and other programmes and actions.

Given the operation's three-month extension and the related costs incurred due to this time expansion, the Venezuelan Red Cross, in coordination with the International Federation, has adjusted this Appeal's planned outcomes. This modification additionally corresponds to the amount of cash and in-kind donations received for this operation to date.

For the relief distributions objective, the number of projected hygiene kits, initially 5,000, has been reduced to 2,500 and the cleaning kits were reduced from 2,500 to 2,000. The tool kits will no longer be purchased and distributed. The Venezuela Red Cross is also assessing the possibility to include new activities in the sector of early recovery to address the raising needs identified during the most recent assessment.

Some of the National Society's recent activities transcend the specific appeal planned outcomes. In late April 2011, VRC volunteers from the Vargas branch assisted in building a suspension bridge over an overflowing river in order to re-establish communication with affected communities on the other bank. This same branch, under the direction of regional

plan of action nor represent a departure from the overall goal of providing humanitarian aid to the most vulnerable population affected by this emergency.

Relief distributions (food and basic non-food items)	
Outcome: Families will benefit from the provision of essential non-food items to meet their immediate needs resulting from the floods.	
Outputs	Activities planned
2,500 families will receive essential relief items	<ul style="list-style-type: none"> • Develop beneficiary targeting strategy and registration system to track intended assistance • Ensure coordination with public institutions • Carry out verification and survey of the most affected population and potentially their host families. • Procurement and distribution of hygiene kits, tool kits and cleaning kits. • Conduct monitoring and evaluation.

Progress: Due to the unavoidable administrative delays mentioned in the previous update, new needs assessments were carried out to analyse the current situation of the affected families. After the assessments were completed, the VRC concluded that there still was an ongoing need for the hygiene and cleaning kits but not for the tool kits, as the majority of affected families were still residing in collective centres. However, the proportion of families to be reached in each estate was adjusted. The current plan of the National Society is to reach 2,500 families as follows:

State	No. of families
Central District	500 (only hygiene kits)
Falcon	300
Miranda	325
Vargas	1,050
Zulia	325
Total	2,500

The VRC has started the distribution of these 2,500 hygiene kits and 2,000 cleaning kits and as of the close of the period covered by this Operations Update, the National Society has distributed 858 hygiene and 456 cleaning kits, with detailed plans through mid-June 2011 to continue distribution with related informative talks in collective centres in Caracas Metropolitan area, Falcon, Lara, Miranda, Vargas and Zulia.

The National Society procured goods locally, volunteers packaged these and trucks were hired to distribute these hygiene kits. Approximately 60 volunteers from the VRC branches in the Caracas Metropolitan area, Lara, Miranda and Vargas participated in the logistics of purchasing, sending and distributing these kits.

The following table details the hygiene kit distribution up to the end of the reporting period:

Location (VRC branch)	N° of Hygiene kits distributed	N° of Cleaning kits distributed	N° of Collective Centres attended
Caracas Metropolitan area (Capital District branch)	310	-	7
Falcon (Coro branch)	120	64	4
Falcon (Carirubana branch)	40	40	1
Miranda (Miranda branch)	41	41	3
Vargas (Vargas branch)	242	242	5
Zulia (Zulia branch)	105	69	3
Total	858	456	23

According to the VRC's plans, which respond to increased precipitation, additional hygiene kits and cleaning kits will be distributed in these locations, with a total of 1,050 planned for Vargas, 325 each for Miranda and Zulia and 300 for Falcón. In the Caracas Metropolitan area it is projected to distribute only hygiene kits and reach 500 families. As previously mentioned, the VRC will distribute a total of 2,500 hygiene kits and 2,000 cleaning kits.

Challenges: The Venezuelan Red Cross, similar to other actors in the country, is challenged to procure certain items for its hygiene and cleaning kits due to inflation which affects costs and causes national-level shortages. Combined with delays due to climate and logistics, the National Society is committed to making up for lost time and has concretely planned distributions through mid-June 2011 with the five involved VRC branches.

Emergency health and sanitation

Outcome: The health of the affected population is improved by the provision of psychosocial support and hygiene and sanitation promotion.	
Outputs	Activities planned
Psychosocial support is provided to 750 people in the five most affected regions.	<ul style="list-style-type: none"> • Train volunteers in psychosocial support techniques • Asses the psychosocial needs of the population. • Carry out 30 group sessions with families in collective centres and those affected by the current floods. • Provide psychosocial support to volunteers.
The health status of 100 families (500 people) is improved through hygiene and sanitation promotion activities.	<ul style="list-style-type: none"> • Conduct rapid health, water and sanitation emergency needs and capacity assessments in coordination with local authorities and community leaders. • Carry out 20 hygiene and sanitation workshops with the affected population.

Progress: Whilst the hygiene and cleaning kits distributed are included within the relief distribution objective, these kits are fundamental to ensuring health and sanitation needs of the affected population are met. The hygiene and sanitation promotion output has been surpassed (1,051 families reached) Venezuelan Red Cross volunteers have facilitated educational talks, combined with cleaning kit and hygiene kit distribution, in five states (Caracas Metropolitan area, Falcon, Miranda, Vargas and Zulia).

Persons reached with hygiene and sanitation promotion activities	
By the Miranda branch	92
By the Vargas branch	242
By the Capital District branch	285
By the Falcon Coro branch	284
By the Zulia branch	105
By the Carirubana sub-branch	43
TOTAL	1,051

Starting on 17 May 2011, VRC volunteers in the field began giving community health talks, particularly focused on waterborne illnesses, in combination with the planned distributions. The content and methodology of the talks vary from branch to branch and respond to the affected population's characteristics. These educational activities, thus, are tailor made with regards to language employed, time extension, topics addressed and tools used.

Some branches use already existing printed materials whilst others have made hand-made didactic posters or facilitated role playing activities. All of the talks take into account the collective centres' features. Given the reduced spaces in the collective centres, located in hotels, in the Caracas Metropolitan area, talks generally are completed within 45 minutes. In other states, these talks often run for at least 90 minutes and allow for increased participation and serve as a space for collective catharsis and moment to accompany and provide solicited advice.

The Falcon branch has employed role playing which has proved successful in obtaining the attention of the affected population and serves as a didactic activity. Efforts are made to separate children from adults to implement age-appropriate playful activities which respond to similar community health issues.

Challenges: Given the clean water needs in some parts of the country, the Venezuelan Red Cross is challenged to employ its existing resources, particularly the two water purification plants, in this operation and at the same time ensuring use in future emergencies. The VRC national leadership plays an essential role in making these strategic decisions which respond to immediate and long-term interests.

Capacity of the National Society

Outcome: The capacity of VRC to respond to the current and future emergencies is strengthened.	
Outputs	Activities planned
VRC branch staff is trained to strengthen branch capacity.	<ul style="list-style-type: none"> • Conduct one workshop training volunteers on psychosocial support (as mentioned in Emergency health and care) • Conduct one workshop to train volunteers as National Intervention Teams in disaster management • Train volunteers in household/community targeting, registration and monitoring. • Conduct one workshop training volunteers in community based health and first aid.

Progress: Following up on the national-level psychosocial workshop, reported in the previous Operations Update, the VRC reproduced the modules in four branches (Caracas Metropolitan area, Miranda, Vargas and Zulia) for an additional 60 volunteers. The National Society in coordination with the Regional Representation of the Andean Region is preparing to complete the training in health by the end of July 2011.

The VRC is employing a learning-by-doing methodology which facilitates the acquisition of new knowledge by the National Society participants engaged in this operation. This cross-cutting focus has enabled the National Society to strengthen its existing technical response skills.

Challenges: Dedicated to responding to the affected populations' needs, the VRC is challenged to balance its humanitarian outreach with National Society skill strengthening. Efforts continue to be necessary to ensure the implementation of future training opportunities for VRC volunteers, staff and leadership.

Communications – Advocacy and Public Information

The Venezuelan Red Cross continues to provide information to public and private institutions regarding this operation, as well as promoting the Fundamental Principles of the International Red Cross and Red Crescent Movement. Taking advantage of the World Red Cross Red Crescent Day on 8 May, interviews were given to one national newspaper (*La Prensa*) and two regional newspapers in the country's Western region (*El Impulso* and *El Informador*). These interviews highlighted the history and fundamental principles of the Movement, as well as the VRC's current operation in response to the floods.

The VRC branch in Vargas uploaded a video of its activities during April onto YouTube. The video received more than 600 hits in one day. In Vargas, the VRC additionally has received media attention during its informative talks and distribution of kits.

The National Society is committed to publicising and sharing information regarding its activities, and this operation in particular. Communications with the public through the media will continue to be prioritized throughout the end of this operation.

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 Organizations \(NGO's\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The 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.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

Contact information

For further information specifically related to this operation please contact:

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**[<Revised budget and financial statement attached below;
click here to return to the title page>](#)**

EMERGENCY APPEAL
MDRVE001 Venezuela Floods

17/08/2011

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief				0
Shelter - Transitional				0
Construction - Housing				0
Construction - Facilities				0
Construction - Materials				0
Clothing & Textiles				0
Food				0
Seeds & Plants				0
Water, Sanitation & Hygiene	276,750			276,750
Medical & First Aid				0
Teaching Materials				0
Utensils & Tools				0
Other Supplies & Services	31,500			31,500
Emergency Response Units				0
Cash Disbursements				0
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	308,250	0	0	308,250
Land & Buildings				0
Vehicles Purchase				0
Computer & Telecom Equipment				0
Office/Household Furniture & Equipment				0
Medical Equipment				0
Other Machinery & Equipment				0
Total LAND, VEHICLES AND EQUIPMENT	0	0	0	0
Storage, Warehousing				0
Distribution & Monitoring	8,100			8,100
Transport & Vehicle Costs	21,150			21,150
Logistics Services				0
Total LOGISTICS, TRANSPORT AND STORAGE	29,250	0	0	29,250
International Staff	34,170			34,170
National Staff	14,400			14,400
National Society Staff	14,040			14,040
Volunteers	13,500			13,500
Total PERSONNEL	76,110	0	0	76,110
Consultants				0
Professional Fees				0
Total CONSULTANTS & PROFESSIONAL FEES	0	0	0	0
Workshops & Training	72,900			72,900
Total WORKSHOP & TRAINING	72,900	0	0	72,900
Travel	13,500			13,500
Information & Public Relations	9,000			9,000
Office Costs	9,000			9,000
Communications	9,000			9,000
Financial Charges	13,033			13,033
Other General Expenses				0
Shared Support Services				0
Total GENERAL EXPENDITURES	53,533	0	0	53,533
Programme and Supplementary Services Recovery	35,103	0	0	35,103
Total INDIRECT COSTS	35,103	0	0	35,103
TOTAL BUDGET	575,146	0	0	575,146
Available Resources				
Multilateral Contributions				0
Bilateral Contributions				0
TOTAL AVAILABLE RESOURCES	0	0	0	0
NET EMERGENCY APPEAL NEEDS	575,146	0	0	575,146

International Federation of Red Cross and Red Crescent Societies

MDRVE001 - Venezuela - Floods

Interim Report

Selected Parameters	
Reporting Timeframe	2010/11-2011/7
Budget Timeframe	2010/1-2011/12
Appeal	MDRVE001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Response to Appeal

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
A. Budget	575,146					575,146
B. Opening Balance	0					0
Income						
<u>Cash contributions</u>						
<u>Brazilian Government</u>						
<i>M1102008</i>	46,843					46,843
<i>Brazilian Government</i>	46,843					46,843
<u>Canadian Red Cross (from Canadian Government)</u>						
<i>M1101082</i>	49,071					49,071
<i>Canadian Red Cross (from Canadian Government)</i>	49,071					49,071
<u>ChevronTexaco Corp.</u>						
<i>M1101008</i>	382,044					382,044
<i>ChevronTexaco Corp.</i>	382,044					382,044
<u>China Red Cross, Hong Kong branch</u>						
<i>M1106010</i>	775					775
<i>China Red Cross, Hong Kong branch</i>	775					775
<u>Japanese Red Cross</u>						
<i>M1102007</i>	23,700					23,700
<i>Japanese Red Cross</i>	23,700					23,700
<u>Swedish Red Cross (from Swedish Government)</u>						
<i>M1101014</i>	71,635					71,635
<i>Swedish Red Cross (from Swedish Government)</i>	71,635					71,635
C1. Cash contributions	574,067					574,067
<u>Other Income</u>						
<i>Fundraising Fees</i>	-19,102					-19,102
<i>IFRC at the UN Inc allocations</i>	20,182					20,182
C4. Other Income	1,080					1,080
C. Total Income = SUM(C1..C4)	575,147					575,147
D. Total Funding = B + C	575,147					575,147
Appeal Coverage	100%					100%

II. Balance of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	575,147					575,147
E. Expenditure	-389,366					-389,366
F. Closing Balance = (B + C + E)	185,781					185,781

International Federation of Red Cross and Red Crescent Societies

MDRVE001 - Venezuela - Floods

Interim Report

Selected Parameters	
Reporting Timeframe	2010/11-2011/7
Budget Timeframe	2010/1-2011/12
Appeal	MDRVE001
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Budget Analysis / Breakdown of Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
BUDGET (C)		575,146					575,146	
Relief items, Construction, Supplies								
Water, Sanitation & Hygiene	276,750							276,750
Other Supplies & Services	31,500							31,500
Total Relief items, Construction, Su	308,250							308,250
Logistics, Transport & Storage								
Distribution & Monitoring	8,100							8,100
Transport & Vehicle Costs	21,150							21,150
Total Logistics, Transport & Storage	29,250							29,250
Personnel								
International Staff	34,170	18,273					18,273	15,897
National Staff	14,400	5,131					5,131	9,269
National Society Staff	14,040							14,040
Volunteers	13,500							13,500
Total Personnel	76,110	23,404					23,404	52,706
Workshops & Training								
Workshops & Training	72,900	2,226					2,226	70,674
Total Workshops & Training	72,900	2,226					2,226	70,674
General Expenditure								
Travel	13,500	7,266					7,266	6,234
Information & Public Relation	9,000							9,000
Office Costs	9,000	194					194	8,806
Communications	9,000	793					793	8,207
Financial Charges	13,033	49,711					49,711	-36,678
Total General Expenditure	53,533	57,964					57,964	-4,431
Operational Provisions								
Operational Provisions		281,820					281,820	-281,820
Total Operational Provisions		281,820					281,820	-281,820
Indirect Costs								
Programme & Service Support	35,103	23,752					23,752	11,351
Total Indirect Costs	35,103	23,752					23,752	11,351
Pledge Specific Costs								
Reporting Fees		200					200	-200
Total Pledge Specific Costs		200					200	-200
TOTAL EXPENDITURE (D)	575,146	389,366					389,366	185,780
VARIANCE (C - D)		185,780					185,780	