



TTRCS Crisis Response Team mobilizing on a boat to deliver hot meals to stranded residents in the Bamboo #2 Community, 30 Nov 2022. Source: TTRCS.

|                                     |  |  |   |
|-------------------------------------|--|--|---|
| Appeal:<br><b>MDRRT002</b>          | Total DREF Allocation:<br>-                | Crisis Category:<br><b>Yellow</b>          | Hazard:<br><b>Pluvial/Flash Flood</b>         |
| Glide Number:<br><b>2022-000374</b> | People Affected:<br><b>100,000 people</b>  | People Targeted:<br><b>1,250 people</b>    |   |
| Event Onset:<br><b>Sudden</b>       | Operation Start Date:<br><b>08-12-2022</b> | Operational End Date:<br><b>30-04-2023</b> | Total Operating Timeframe:<br><b>4 months</b> |

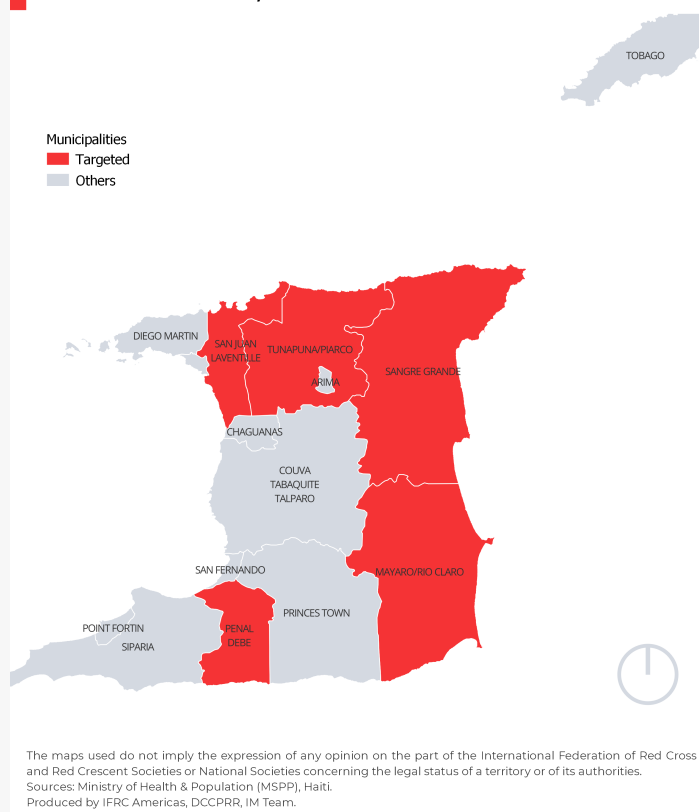
Targeted Areas: **Mayaro/Rio Claro, Penal/Debe, San Juan/Laventille, Sangre Grande, Tunapuna/Piarco**

*The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.*

# Description of the Event

TRINIDAD & TOBAGO | Floods

DREF - December 3, 2022



Map of areas targeted by the National Society.

## Date of event

2022-11-27

## What happened, where and when?

On 25 November 2022, the Trinidad and Tobago Meteorological Services (Met Service) issued Adverse Weather Alert #1, effective from 26 to 27 November. During the morning of 26 November, Trinidad began experiencing rainfall which was concentrated in the northern and central parts of the island. Compounding weeks of constant rainfall caused ground level saturation and many major watercourses were already filled. Several communities along the east-west corridor experienced street and flash flooding. In the afternoon of 26 November, the Caroni River began to burst its banks in some areas causing riverine flooding in Bamboo #2, Valsayn South, Real Spring Gardens, Kelly Village, Madras Road and El Carmen, St. Helena. The Trinidad and Tobago Red Cross Society (TTRCS) Crisis Management Coordinator along with CDRT Teams in Caroni were in the field conducting visual assessments in these areas to confirm the severity of the floods. The Community Disaster Response Team (CDRT) in Caroni alongside the Disaster Management Unit (DMU) in the Tunapuna/Piarco Regional Corporation used boats to assist in evacuating persons from the Real Spring Community as the water levels began reaching dangerous levels inside persons homes.

During the morning of 27 November, a considerable amount of rainfall was registered which resulted in a significant increase of water levels in the aforementioned communities. Consequently an Adverse Weather and Riverine Flood orange level alert was issued by the Met Service and the Ministry of Education issued a notice that all schools in Trinidad were to remain closed on 28 November. As a result of the large volume of rainfall, five major watercourses were flagged for concern including the Caroni River, North Oropouche River, South Oropouche River, the Caparo River and the Ortoire River. Additionally, several kilometers of roadway in the Manzanilla Community were damaged due to undermining as waters from the Nariva swamp overflowed all natural watercourses as it drained into the ocean. Consequently, the Trinidad and Tobago Red Cross Society (TTRCS) activated for response to this event by coordinating priorities with the DMUs in the five municipalities to determine immediate response priorities and actions to support where needed. Three shelters were opened and an emergency Cabinet Meeting was called by the Prime Minister to develop a state-wide plan for response.





TTRCS Volunteers mobilized in the Penal/Debe area on 3 December 2022 to distribute cleaning supplies and hygiene products. Source: TTRCS.



TTRCS Crisis Response Team conducting damage assessments at an affected home in the Mafeking area, 1 Dec 2022. Source: TTRCS.

## Scope and Scale

Official government reports, through the Ministry of Rural Development and Local Government, indicated that the geographic scope covered over 30 communities, there were 51 landslides and 4 reports of damaged structures across 12 administrative districts. While the adverse weather alerts were discontinued in the afternoon of 29 November, the Riverine Flooding Alert remained effective at Orange Level (High Risk) and extended until noon on 30 November.

Approximately 100,000 people affected were under threat and at risk from further rainfall events. This DREF operation focused on 250 families (1,250 individuals) of the most vulnerable households to be targeted from assessments and coordinated response with ODPM.

Food, water, hygiene kits, cleaning supplies, PPEs, power washers, and other health and sanitation materials were the main items needed for the affected population. Multi-Purpose Cash was utilized as a modality for provision of support to ensure dignity, freedom of choice and facilitate basic needs and other livelihood recovery based on needs identified.

The level, intensity and extent of the flood was unprecedented. The last major flooding event in 2018 was less impactful as flood waters receded quickly and clean-up efforts were swift. This flooding event was prolonged with communities being submerged for days. While much of the national infrastructure remain intact, several rural communities experienced destruction of their road networks. In the Mayaro/Rio Claro Regional Corporation, approximately 1/4 mile of roadway experienced major cracks and a section 10Km section was completely washed away as a result of the vast amount of water draining toward the sea and using any pathway possible. Several roads close to river-crossings also experienced the effects of undermining as the water penetrated the sub-surface and eroded the foundation of the roadway causing it to cave in. At least three rural communities were isolated as a result of the rising water and damaged roadways, these include Mayaro, Gran Couva and parts of Biche.

As the country slowly recovered from the economic effects of the COVID-19 pandemic, many of the communities affected represented a moderate percentage of vulnerable people who were struggling to cope with the effects of these floods and their ability to meet their families' basic needs. One of the greatest challenges is for families who rely on daily work for their subsistence. As the floods prevented the income-earner to access work, these families were more negatively impacted. According to initial assessment by the TTRCS, families that count solely on agriculture for their livelihoods was in the minority. However, agriculture and livestock rearing has become a major co-contributor to families' ability to meet their essential needs and the flood surely decimated many of these household level enterprises. In the Bamboo #2 community, the National Society team witnessed several livestock animals such as chickens and ducks being moved to higher ground by improvised floats. In the Kelly Village and St. Helena area, the same was observed for cattle and goats which were secured in safe spaces near the main roads, as their grazing fields were completely inundated.

The TTRCS initially estimated that 100,000 people have been affected with 15,000 in need of support which represents approximately 5,100 households in five key municipalities:

Tunapuna/Piarco Regional Corporation - Total: 2,700 households

- El Carmen, St. Helena, Madras Road – 1,200 households

- Kelly Village – 300 households

- Caroni – 200 households

- Real Spring, Valsayn South – 200 households

- Bamboo #2 and #3 – 800 households

San Juan/Laventille Regional Corporation – Total: 200 households

Sangre Grande Regional Corporation – Total: 1,000 households



Mayaro/Rio Claro Regional Corporation – Total: 500 households

Penal/Debe Regional Corporation – Total: 700 households

The most affected included the elderly who were mostly immobile were marooned in their homes. On 29 November, in the community of Bamboo #2 the TTRCS supported with the distribution of hot meals to families and during the exercise had to support with the evacuation of several families who had elderly and did not have the means to move them, but as the situation worsened had no alternative. Several elderly persons with chronic conditions were not able to take their medications as they did not have sufficient food. Children were adversely impacted as well, since this was a critical time in the school year when end-of-term tests were scheduled. The Ministry of Education did close schools on 28 November, however schools restarted on the next day forcing many children to brave flood-stricken roadways to get to school. Many homes in these impacted areas were totally submerged where all internal contents were destroyed including school books and uniforms.

The area of Tunapuna Piarco also hosts a large migrant population who were impacted as they did not have the necessary support systems or knowledge of accessing aid.

## National Society Actions

|   |    |
|---|----|
| Have the National Society conducted any intervention additionally to those part of this DREF Operation? | No |
| Please provide a brief description of those additional activities                                       | -  |

## IFRC Network Actions Related To The Current Event

|                                  |   |
|----------------------------------|---|
| Secretariat                      | The Country Cluster Delegation for the Dutch- and English-speaking Caribbean, Port of Spain (POS CCD) provided technical guidance and high-level operational support with the DREF Operation such as the development of this DREF Plan of Action, coordination with the Americas Regional Office (ARO) for the deployment of the surge officer as well as coordination with RLU for the procurement and importation of stock. |
| Participating National Societies | No PNS support received for this operation.   |

## ICRC Actions Related To The Current Event

No ICRC support received for this operation

## Other Actors Actions Related To The Current Event

|   |   |
|---|---|
| Government has requested international assistance | No  |
| National authorities                              | <p>The government response was fully operational being coordinated at the national level by the Office of Disaster Preparedness and Management with responders on the ground primarily from the Ministry of Rural Development and Local Government Disaster Management Units.</p> <p>The TTRCS ensured full cooperation with state responders was facilitated in order to avoid duplication of efforts and direct its resources to the most needed areas. The coordination between TTRCS and the Government was significantly more effective during</p> |



this operation as a result of joint preparation and planning activities as well as improved daily communications which helped mapped the areas where the government was mobilizing and helped the TTRCS determine the areas that were not being addressed.

Civil society organisations (CSO) during this flood response were not as significant as these organization mobilized several times before during the hurricane season and there was a notable decline in resources that were available within the CSO network.

UN or other actors

-

#### Are there major coordination mechanism in place?

The ODPM is the government's lead coordinating entity. The National Society maintains key contact and coordination with the ODPM, as a member of the National Emergency Operations Centre (NEOC) and National Disaster Council, the government's coordination mechanisms. Municipal level coordination also exists through Municipal Corporations – Disaster Management Units.

## Needs (Gaps) Identified



### Shelter Housing And Settlements

As originally determined, the floods did not cause significant structural damage to concrete houses. From the National Society independent assessment, less than 1% of flood affected concrete homes experienced actual structural damage. Wooden houses however were more significantly impacted from flood waters. In many cases, the wooden structure absorbed the water and became swollen and unstable and in 100% of cases all wooden homes began to experience mold growth to some extent.

In the municipality of San Juan/Laventille which experienced more landslides, approximately 40 households were affected. In this instance the TTRCS did not prioritize this municipality for support as it required advanced engineering support to address the long term stabilization of the land in this area and residents of these homes sought shelter at friends and family. TTRCS proposed to address the shelter needs of the affected areas through the multi-purpose cash grant.



### Multi purpose cash grants

In Trinidad & Tobago, many nationals qualify for a grant from the government if they are affected by natural disasters and can prove land and home ownership. In this flood event, the National Society realized that some affected communities were squatters or unregularized/informal settlements and therefore would not qualify for the government grant.

The TTRCS targeting criteria focused on persons who did not qualify for the government grant, but also needed financial support to either repair their homes, this is especially the case for squatters who lived in wooden homes which were damaged, or lost small household items such as clothing, school supplies or even to replace food items.

A feasibility study and market assessment were conducted to justify the CVA programme and quantify the transfer value. The initial estimate of 100 vulnerable households that would meet the criteria was appropriate.



### Health

As TTRCS provided health care services in the community through its Henry Dunant Clinic, mobile outreach services, specific health care needs were assessed. It was determined that persons who exposed themselves to flood waters suffered from skin rashes, and persons who lived in wooden homes began to experience respiratory illnesses which was later determined to be as a result of mold growth on the wood of the homes. There were no emergency cases identified during the National Society assessment, but there was the need for health screening in the five most affected communities as a result of the poor hygiene practices and lack of education in the community.

It was estimated that just over 100 persons in the affected communities would require medical assessment and screening, and this was accurate.





## Water, Sanitation And Hygiene

There were immediate and urgent needs to provide support with cleaning and hygiene supplies in the affected areas, especially to persons not receiving aid from state resources in communities identified as high-risk, such as parts of Kelly Village and Spring Village in the municipality of Tunapuna/Piarco, where state responders were not operating.

TTRCS responded in coordination with the state in order to confirm that efforts were not duplicated. After distributions, TTRCS reported to the ODPM, the areas served and number of households that were provided with cleaning supplies and hygiene kits that were part of TTRCS' pre-positioned stock. At distribution, further household assessments were done to determine additional needs as well as qualification for the CVA assistance.

In the municipality of Mayaro/Rio Claro, the TTRCS had initially planned to provide support with community clean up, such as support with removal of damaged household furniture and appliances, however while distributing cleaning supplies and hygiene kits and performing the household assessment, households were identifying the need for mosquito nets as the highest priority. The community sits in a large natural basin and water stagnates after heavy rainfall increasing the number of mosquitos. The municipality had done its part with chemical spraying, however it did little to reduce the prevalence of the mosquitos. The community indicated that mosquito nets were their only option and preferred it over chemical spraying. Historically, they have been comfortable using nets in the past and the last time they were able to access nets was through the TTRCS several years ago.

WASH sensitization was also identified as a major gap. During the assessment, persons were not practicing safe and effective cleaning or sanitizing which led the TTRCS to flag the need for technical support to develop culturally specific and acceptable methods so communities can become aware for the next flood season. During the deployment of the surge officer in Public Health, several focus groups were conducted with the intent of determining what knowledge gaps existed. Persons had a general understanding of the need to clean-up after floods however they lacked the physical resources such as appropriate disinfectants and bleach, many families also lacked the knowledge of the process of cleaning, then sanitizing.

## Operational Strategy

### Overall objective of the operation

Through the DREF Plan of Action, the Trinidad and Tobago Red Cross Society provided disaster relief to 346 families impacted by flooding and landslides in targeted communities identified following assessments coordinated with the ODPM across 4 districts.

### Operation strategy rationale

Trinidad and Tobago Red Cross society (TTRCS) ensured there were efficient and timely assessments within the first two weeks of the operations which was done as a lessons learned from the 2018 flood operations. Working with all first responder agencies and in close coordination with Office of Disaster Preparedness and Management (ODPM) and the Disaster Management Units, the TTRCS was able to prioritize geographically the local communities within the four municipalities that were most negatively affected and identified households who were not getting assistance or needed additional support based on their existing vulnerabilities. Within the first week, the TTRCS was able to develop a selection-criteria based on gaps highlighted from the communication with the Disaster Management Units, and this became the basis and justification for all distribution of aid.

Using population data and other sources of information from previous community assessments, the TTRCS realistically identified the targets in each sector that was firstly manageable by the TTRCS as well as ensured only those most vulnerable received assistance without duplicating efforts of the state and other actors providing relief.

Assessments – Damage and Needs Analysis (DANA) assessments were conducted using KOBO to increase efficiency of data collection as well as processing of the data digitally. Within a few days after impact, the DANA form was used, which was a modification of the form used in the previous event. The form was tailored to gather all information required for determining selection of households for the intervention. Volunteers and staff were deployed alongside the initial distribution teams who were providing cooked meals and NFIs to communities as water levels began to subside to collect the DANA assessments.

Distribution of NFIs – In every community, distributions of NFIs namely cleaning supplies, and hygiene kits began immediately after flood waters subsided. There was urgent need for these items as stock levels at the state and other stakeholders were very low as a result of the constant mobilization throughout the season. The TTRCS had a stock on-hand for 200 households which were quickly mobilized in the four municipalities within the first 10 days using strict guidelines and in coordination with the Disaster Management Units to ensure there were no duplication. While cleaning supplies were distributed based on visual inspection of homes, hygiene kits were only distributed



based on the assessment as some households would not have lost significant internal contents (e.g. HHs with one foot of flood waters inside the home).

Public Health and Hygiene Promotion – the need for “culture changing” public health education became evident when media reports highlighted extremely poor health and hygiene practices in some communities including persons walking through and children playing and swimming in the flood waters without any idea of the potentially negative health implications. During the assessment phase the TTRCS teams encountered residents who began to develop rashes and other skin conditions after venturing into flood waters to collect relief items and did not clean and sanitize themselves properly afterward. Noting the potential challenges of safety messages being ignored, the TTRCS took the approach of having close dialogue with each community to determine the gaps and what specific information was needed to be shared. These were turned into print and video content to be shared with the mass population as preparedness for the next flood events. Clinical interventions were also made using our primary health care screening community clinics to provide outreach services in the communities.

CVA – Based on the approved selection criteria and information collected from the DANA assessments, the CVA selection process was very straightforward. Out of a potential 170 households that could qualify, the National Society used the criteria to highlight the 100 most vulnerable based on type of damages as well as existing vulnerabilities such as HHs with persons with disabilities or single parent HHs. The TTRCS used the IFRC Pre-paid VISA Debit Card system to pay the multi-purpose cash grants which was supported by the Americas Regional Office.

## Targeting Strategy

### Who was targeted by this operation?

The Trinidad and Tobago Red Cross Society (TTRCS) aimed to address the needs of 250 vulnerable households/families (approximately 1,250 people) affected by the floods (including associated landslides):

- 250 individuals to be reached with shelter support (blankets or other bedding items)
- 100 families to be reached with cash assistance to meet their basic needs (transfer value of approximately \$350 USD)
- 200 individuals to be reached with sensitization and primary-care services based on need
- 250 families to be reached with hygiene kits
- 250 families to be reached with cleaning supplies/cleaning kits

Priority was given to families mostly affected by floods, and who lack the necessary coping mechanisms to deal with the situation such as those without flood insurance, and those who do not qualify for state grants such as renters and squatters. Persons who live in squatter communities, whose homes are constructed of wood and have been impacted by two or more feet of water are higher priority as they do not have access to grants for home repairs and from the assessment will need support to change out building materials. These families will be prioritized for multi-purpose cash grants.

### Explain the selection criteria for the targeted population

The affected areas consist of mixed income-level individuals/families with varied employment status/categories and mixed sized households (average 5 persons per household – 2 adults with 3 children). Assessment results will be used to identify the most vulnerable groups targeted for this intervention.

Vulnerability criteria include:

- Households with children under the age of five, older adults, pregnant women, people with disabilities and/or people with chronic diseases
- Households whose main source of livelihoods have been affected
- Single parent (or head of household) with children
- Families who reside in squatter communities



# Total Targeted Population

|                           |       |                                      |      |
|---------------------------|-------|--------------------------------------|------|
| Women                     | 415   | Rural                                | 65%  |
| Girls (under 18)          | 223   | Urban                                | 35%  |
| Men                       | 398   | People with disabilities (estimated) | 1.5% |
| Boys (under 18)           | 214   |                                      |      |
| Total targeted population | 1,250 |                                      |      |

## Risk and Security Considerations

### Please indicate about potential operation risk for this operations and mitigation actions

| Risk  | Mitigation action   |
|---|---|
| Lack or poor of integration of communities in the implementation of actions.  | Ensure community engagement and accountability (including feedback mechanisms), participation, and proper local organization involved.  |
| Logistical delays in accessing resources from Regional Office such as shipping delays and customs clearance as this is peak year-end season.  | The TTRCS can perform local procurement, if necessary, as many needed items are readily available on the local market which exceeds required specifications.  |
| Impacts from other tropical cyclones as storms can still occur outside the official Atlantic Hurricane Season. Continuous rainfall is possible/likely and could delay operations as well as cause further flash flooding. The Caribbean Institute of Meteorology & Hydrology (CIMH) has forecast for rains into the Christmas season. | Continuous monitoring of the events and necessary precautions to ensure the safety of volunteers, staff, and community members. If necessary, raise the corresponding alerts to increase the risk category of the current response. Additionally, risk communications efforts, temporary shelter preparedness and continuous follow up of evolving situation. |

### Please indicate any security and safety concerns for this operation

The Trinidad and Tobago Red Cross Society's humanitarian interventions did not face any major security threats, all relief work was undertaken during the day. The risk of COVID-19 remained a threat but complications did not arise, and established infection and disease prevention control measures were maintained throughout the operations, while maintaining the dignity and rights of individuals.

Community expectations were high after the assessment and the perception that TTRCS would provide for all their needs, this was minimized through effective CEA and communications of the planned objectives of the operation as well as selection/targeting criteria. Community Leaders also supported the TTRCS with maintaining a level of order at distribution sites. Another risk arose from the politicizing of response in the communities, and this was reduced through humanitarian diplomacy, and emphasis on humanitarian principles and role of the as auxiliary by the TTRCS.

In keeping with the National Society security guidelines, all staff and volunteers used in the operation were briefed on the field security procedures and main had already completed the Stay Safe security course and signed the Code of Conduct. All relief activities were conducted during the day and within the Safer Access action framework. Necessary visibility and protection measures were also implemented.

**Has the child safeguarding risk analysis assessment been completed?**

No



# Implementation



## Shelter Housing And Settlements

**Budget:** CHF 7,056

**Targeted Persons:** 250

**Assisted Persons:** 360

### Indicators

| Title  | Target | Actual |
|--|--------|--------|
| Number of individuals to receive blankets  | 250    | 360    |
| Percentage of targeted population reporting that humanitarian assistance is delivered in a safe, respectful, accessible, accountable, and participatory manner | 100    | 100    |

### Narrative description of achievements

During the initial response, when the magnitude of the flooding seemed monumental based on preliminary assessments and visual data coming in from community members as well as Community Disaster Response Teams (CDRTs), and considering the wide geographic scale which represented almost 50% of the territory of Trinidad the potential need for emergency sheltering was deemed to be high.

TTRCS with the Ministry of Rural Development and Local Government – Disaster Management Coordinating Unit (MoRDLG-DMCU) prepositioned blankets at the most high-risk areas in the event shelters were to be opened.

A total of 360 Blankets were donated through the MoRDLG-DMCU to the DMUs in the five most at-risk municipalities which would be used in emergency collective shelters, and given to Search and Rescue units. The National Society received positive confirmation from the DMU that blankets were indeed useful to the residents who made use of the shelter as well as distributed widely to community members who were marooned and who were directly affected by flood waters (in flood waters).

### Lessons Learnt

Early communication with first responder agencies such as the DMUs directly and in coordination with the on-the-ground units such as search and rescue and Defence Force was done via ODPM. During these talks we determined what resources were needed in the field as well as what is available for deployment and the fastest route to deploy them. As the TTRCS works closely with the disaster management coordinating unit at the Ministry of Rural Development, it was easy to identify the gap and need for blankets and provide the resource to fill the gap. The need for strategic pre-positioning of other needed commodities is also important to plan for and determine a safe location closer to or in the potentially affected communities so distributions can happen faster.

### Challenges

The TTRCS was not able to distribute these blankets directly to recipients as flood waters limited our access to the community during the time when flood waters were very high. The TTRCS has to count on the support of state resources to ensure they made it to those in need at the shelters and in homes that were inundated with water.



## Multi Purpose Cash

**Budget:** CHF 43,452

**Targeted Persons:** 500

**Assisted Persons:** 488



## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| Percentage of people targeted reporting that humanitarian assistance is delivered in a safe, respectful, accessible, accountable, and participatory manner | 100    | 100    |
| Percentage of families satisfied (able to meet basic needs according to their priorities) with cash assistance programme                                   | 100    | 100    |
| Number of families who successfully receive and access cash for basic needs  | 100    | 100    |

## Narrative description of achievements

The TTRCS CVA programme was very successful as it supported some of the most vulnerable households in the impacted communities that were not receiving any support either from state or local actors.

The TTRCS stressed the importance of identifying via the DANA assessment, persons who had a high vulnerability score and really suffered a significant amount of loss from the floods. In January 2023, the TTRCS set out to complete the market assessment and feasibility study which were in-depth analyses which allowed the team to understand the effects of the cash programme on the local economy as well as the possibility for beneficiaries to use cash in a safe and dignified manner through the pre-paid debit card system.

After the feasibility study was reviewed and approved by the IFRC Regional Office, the TTRCS immediately began mobilizing for the distribution of the grants. Persons were contacted via phone and scheduled to collect their debit cards at convenient community centers in the four targeted municipalities. The National Society prepared a variety of communication tools to assist with communicating the CVA programme to the community as well as guidelines for use of the card for the beneficiaries which included banners, flyers and instruction leaflets.

The TTRCS volunteers did an excellent job explaining the procedures for using an ATM as well as the feedback mechanisms that existed including the 24/7 hotline for assistance.

Beneficiary feedback was 100% positive where 23% responded to the satisfaction survey. The cash grant allowed beneficiaries to access personal items that they most urgently needed such as medications, school supplies and many used it on replenishing their food items which were lost.

## Lessons Learnt

Understanding the needs of the CVA programme such as the selection criteria, requirements of the feasibility study, conducting the market assessment and determining supplier capacity to meet community demands was critical to ensuring the programme was set up on time and all requirements were completed without delay.

TTRCS specifically sped up implementation by determining a selection-criteria within the first week after the impact based on the anticipated response from the state.

There was an evaluation of the areas impacted and knowing the governmental regulations for grants we were immediately able to determine who would get grants and who would not qualify for governmental assistance. This led us to identify the types of households which would need help such as those living in squatter communities as well as persons who rent or cannot show proof of ownership such as migrants.

The communications for CVA needed to be strengthened especially on developing tools to explain the use of the ATM in more innovative ways rather than in print. About 50% of the beneficiaries did not have a formal bank account or knew about using an ATM to withdraw cash. While in principle they understood what was a PIN and the steps to withdraw the cash, many eventually relied on a family member, mainly their older children, to accompany them to the ATM to ensure they withdrew the cash properly.

There were only two instances where persons reported having difficulty using the ATM: (i) one initially did not understand how to use the ATM and went into the Bank for assistance, but the Tellers themselves did not know how to assist as they were unfamiliar with the IFRC Debit Card, thanks to the hotline the TTRCS was able to however guide the beneficiary through the process on the phone; (ii) The second



was someone entered an incorrect PIN more than three times and the card was seized. The bank contacted the NS and indicated that it would have to write to request the card back and it could take weeks, so it was easier to void that card and re-issue a new one to the beneficiary. More visual ways such as video or a mock-up of a simulated ATM could be used as a tool to ensure persons are more familiar.

## Challenges

There were some logistical challenges in the implementation which included persons who did not have phone service based on where they lived or had no phone at all. This made follow-up contact difficult as the National Society could not immediately notify some beneficiaries that they qualified for the programme. To address this, the NS engaged the community leaders and focal points who were able to go to the beneficiary directly and notify them on our behalf and share the information on how to collect their card. There was only one scenario where a debit card was “eaten” by an ATM as a result of incorrect PIN entry and this was quickly resolved by notifying the Regional Office to cancel the eaten card and reissuing a new card.



**Budget:** CHF 13,845

**Targeted Persons:** 200

**Assisted Persons:** 128

## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| Percentage of targeted population satisfied with conduct, access, and relevance of public health interventions | 100    | 100    |
| Number of Public Health Education and promotion workshops  | 5      | 5      |
| Number of people reached with primary health care services   | 200    | 128    |

## Narrative description of achievements

The public health education and health promotion campaigns were complicated to implement due to the varying cultural norms in the four affected areas. The Public Health Surge Officer had to conduct assessments in each of the affected areas and gauge the level of education and willingness to adapt practices in order to develop content that was acceptable to the community. A mixed approach was taken for health promotion, where direct education in face-to-face/door to door sessions was done to ensure persons understood the dangers of the flood waters and the health implications of being in flood waters and not disinfecting and sanitizing themselves afterward. During these times, TTRCS volunteers were distributing flyers to the households on several health topics and safety around floods. The second approach taken was to do community events which were tied to our primary health clinic outreaches. At these events, community members who availed themselves to the health screenings and consultations, also received public health and safety information at the booth. Health interventions were successfully completed in the affected communities of Caroni, Mafeking, Penal, St. Helena and Sangre Grande. The community reception to the information was good, however as it is meant to be culture changing, the TTRCS will monitor the improvements over time especially as these communities are likely to be impacted in the future. Health outreach did not reach its desired target of 200 persons because it was based on the individual needs of the community representatives and many did not need to access the service as the emergency phase had passed and they took care of any ailments through the public health sector.

## Lessons Learnt

The TTRCS realized the need for more timely health response to deploy medical teams along with assessment teams to provide an initial level of screening or medical intervention. After discussions and evaluation of feedback from the community would have been a more in-demand service rather than provide clinical services and screenings weeks after the floods.

## Challenges

The largest challenge with health was related to the mobilization of the community. A culture of poor practices was engrained in these communities for many years and the constant annual floodings made them psychologically numb to the true dangers of flood waters.



Being able to break that cycle meant convincing the community that there were real dangers that they were not connecting to such as the plague of respiratory illnesses that many of their children suffered from due to uncontrolled mould growth in their homes and other easily dismissed skin conditions.



## Water, Sanitation And Hygiene

**Budget:** CHF 23,378

**Targeted Persons:** 1,250

**Assisted Persons:** 595

### Indicators

| Title   | Target | Actual |
|---|--------|--------|
| Percentage of targeted population reporting that humanitarian assistance is delivered in a safe, respectful, accessible, accountable and participatory manner | 100    | 100    |
| Number of families reached by cleaning activities and kits in the response period   | 250    | 234    |
| Number of families reached by hygiene activities and kits in the response period  | 250    | 314    |

### Narrative description of achievements

WASH activities continued to be the most needed after the impacts of floods. During the 2022 season there were over twenty minor to moderate events which required state activation as well as support from civil society. Stock levels of relief supplies were very low coming down toward the end of the year. The TTRCS had maintained high stock levels as smaller incidences did not trigger a response from the TTRCS. As the November 2022 floods impacted on a national scale the TTRCS mobilized. The TTRCS had sufficient stock to serve 200 households with cleaning kits, disinfectants, and hygiene kits. As soon as flood waters began to recede the TTRCS mobilized in coordination with the ODPM and Disaster Management Units to identify the areas most in need and not being served to begin assessments and distribution of these commodities. In all cases cleaning supplies and disinfectants were distributed to households based on visual inspection while hygiene kits were only issued after the completion of an assessment and the determination of need and vulnerability, which was done in the field after the DANA form was completed. In some instances when TTRCS ran out of stock in the field and there were still vulnerable affected households to serve, additional deliveries were done to ensure all who needed the items received them.

Cleaning Kits Distributed:

Tunapuna/Piarco - 97

Sangre Grande - 48

Mayaro/Rio Claro - 22

Penal/Debe - 67

Hygiene Kits Distributed:

Tunapuna/Piarco - 163

Sangre Grande - 68

Mayaro/Rio Claro - 30

Penal/Debe - 53

These distributions made a significant difference in the lives of the affected as the areas targeted were not receiving any assistance due to their geographic isolation as state responders were not focusing on addressing the needs of the squatter population. Our coordination with the state allowed us to determine these communities as extremely vulnerable and highest priority for response.

Additional noted benefits of the TTRCS WASH Intervention was the quality of the cleaning kit being distributed. We observed the government primarily distributing disinfectants and bleach with no tools such as mops or cloths to actually clean. Most households were provided with one or two 900ml bottles of disinfectant or bleach which would have not been sufficient to properly disinfect and sanitize



an entire house. The TTRCS kits which were procured locally for pre-positioning contained all the essential items based on the IFRC Kit and included cleaning tools, 1 gallon of liquid cleaning detergent as well as one gallon of bleach and all required PPE. During distribution of the cleaning kits, TTRCS staff and volunteers were also providing much needed information to residents on the proper use of the cleaning kit and tips to sanitize effectively.

At the start of the operation in November 2022, TTRCS had a total of 234 cleaning kits in stock and all were mobilized to the affected communities as noted in the break down above. According to our plan of action, the TTRCS planned to purchase an additional 100 kits locally based on the initial assessments and the high demand for cleaning supplies. However, there were delays in receiving funds at the start of the operation and the purchase of these kits on the local market was inevitably also delayed. When they were eventually purchased, the need for cleaning kits was no longer a priority therefore the TTRCS was not able to meet its planned target of 250 families with cleaning supplies.

## Lessons Learnt

Prepositioning items in safe secure locations can greatly reduce the time for deployment based on the remote locations to many communities.

Coordination with the state responders greatly reduced the chances for duplication of efforts, as we jointly decided on which geographic spaces to work in.

Using a mix modality for replenishment of stock was a best option as we were able to purchase items needed immediately to distribute on the local market which could be mobilized in days while we waited for additional stocks to come from the Regional Office, which took weeks.

## Challenges

Logistics were the main challenge in deploying these resources into communities. Accessing communities were limited to when flood waters receded and due to the remote location of many communities it was only accessible by smaller 4x4 pick-up trucks therefore the TTRCS' plan to rent larger transport vehicles had to be reconsidered. We were able to deliver the required number using the vehicles available to the TTRCS which required more trips to the community taking different commodities at different times. This delayed the delivery by some days.



## Community Engagement And Accountability

**Budget:** CHF 10,224

**Targeted Persons:** 500

**Assisted Persons:** 500

## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| Percentage of people satisfied with receiving distributions in good quality and with dignity | 100    | 100    |

## Narrative description of achievements

CEA – beneficiary communications was crucial to the success of the response to ensure the targeting and selection criteria were very clear. As this operation involved many elements of “information as aid” the ability to maintain constant contact with the community had to be strengthened. Our Community Liaison Officers served as the primary points of contact where beneficiaries could call or WhatsApp in to get updates or share concerns. For more technical assistance with CVA, the Crisis Management Coordinator maintained a direct hotline available for contact on a 24/7 basis after the distribution of CVA started. Several forms of media were used to inform beneficiaries including printed flyers, educational video, and posts for social media as well as the implementation of innovative tools that were developed as a result of lessons learned from the operation including the use of AI tools such as ChatBots and a recommissioned website that allowed for easier access to information by the public.

Communications – was a crucial component of the operation as the affected population needed to know about the services available and



what was being provided in the targeted communities. Another important element was to ensure clarity in the population, that TTRCS CVA and other relief was not from the government as any grant is always misconstrued as government assistance. This was reinforced using CEA approaches. The internal communication team was supported by external contracted support which provided a videography services to capture the distributions as well as beneficiary interviews.

M&E – The ability to collect beneficiary feedback in multiple formats, ensures we are inclusive. Most beneficiaries preferred the direct way of communicating which was via phone. In this operation we saw the limitation of persons understanding how to use technology and digital platforms including online survey tools. Nonetheless we were still able to capture beneficiary satisfaction for each of the sectors and used that data to inform part of our lessons learned to improve the next operation.

## Lessons Learnt

There is need to develop and/or improve SOPs for communications and CEA.

## Challenges

On the TTRCS side there was a need for more communications both on the field to engage the community as well as internally and with external actors and on social media. This was indicated on several occasions during the workshop. A review of the Communications SOP for the TTRCS revealed a very skeletal document which does not provide any real guidance on how communications and information will be managed during an emergency, nor is there reference to a communications plan. This SOP should take into consideration all the communication needs inside the TTRCS, all stakeholders with which the NS is engaged, the various media for communication, the purpose of the information, audience, frequency and how the information should be channeled along the timeline of an emergency operation. Apart from media and social media the communication SOP should consider reporting obligations to ensure accountability and transparency.



## Secretariat Services

**Budget:** CHF 11,183

**Targeted Persons:** 1,250

**Assisted Persons:** 0

## Indicators

| Title  | Target | Actual |
|--|--------|--------|
| Percentage of financial reporting respecting IFRC procedures | 100    | 100    |
| Number of surge missions or deployments                      | 1      | 1      |

## Narrative description of achievements

The deployment of the surge office in Public Health ensured the community education components of the programme were completed in a timely manner. In January and February of 2023, the Red Cross Deployed a Health surge to support the operation. This officer focused on creating key health messaging based on the research as to how people interact around flood waters such as bathing or swimming. The research also found that there was a common occurrence of mould spores post flooding contributing to respiratory illnesses. The purpose of the messaging designed by the health focal point and the TTRCS therefore, was to alert persons to the dangers associated with flood water and provide guidance on how to safeguard themselves and their families.

In March 2023, the TTRCS conducted a lessons learned workshop bringing together national and municipal disaster management agencies to discuss the impact and challenges of the operation, not only the DREF response of the TTRCS but the overall flood response. This served as the national after action review allowing all parties an opportunity to formally review the operations and document lessons learned.



## Lessons Learnt

The TTRCS sees the benefits of having Lessons Learned workshops after major hazard events for responders and community to be able to provide insights into the challenges and develop solutions to improving the next response. However the state does not have these for the national effort, so moving forward the TTRCS will offer the state the ability to facilitate a national lessons learned activity after each major response.

## Challenges

Community representatives were not willing to come to the lessons learned workshop as it was a formal exercise with state. The community members were willing to share their suggestions and experiences in less formal settings.



## National Society Strengthening

**Budget:** CHF 24,551

**Targeted Persons:** 0

**Assisted Persons:** 70

## Indicators

| Title   | Target | Actual |
|---|--------|--------|
| Percentage of resources use for effective support to NS activities in response operations | 100    | 100    |

## Narrative description of achievements

The TTRCS benefited greatly from the budgetary support toward the staff coverage and volunteer insurance for the operations which reduced the burden on the National Society.

## Lessons Learnt

None

## Challenges

None



# Financial Report

## DREF Operation

### FINAL FINANCIAL REPORT

| Selected Parameters |                 |           |          |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2022-2023       | Operation | MDRTT002 |
| Budget Timeframe    | 2022/12-2023/04 | Budget    | APPROVED |

Prepared on 20/Feb/2024

All figures are in Swiss Francs (CHF)

### MDRTT002 - Trinidad and Tobago - Floods

Operating Timeframe: 08 Dec 2022 to 30 Apr 2023

#### I. Summary

|                                 |                 |
|---------------------------------|-----------------|
| <b>Opening Balance</b>          | <b>0</b>        |
| <b>Funds &amp; Other Income</b> | <b>133,688</b>  |
| DREF Response Pillar            | 133,688         |
| <b>Expenditure</b>              | <b>-115,564</b> |
| <b>Closing Balance</b>          | <b>18,124</b>   |

#### II. Expenditure by planned operations / enabling approaches

| Description  | Budget         | Expenditure    | Variance      |
|--|----------------|----------------|---------------|
| PO01 - Shelter and Basic Household Items               | 7,056          | 6,890          | 166           |
| PO02 - Livelihoods                                     |                |                | 0             |
| PO03 - Multi-purpose Cash                              | 43,452         | 43,503         | -51           |
| PO04 - Health  | 13,845         | 13,332         | 513           |
| PO05 - Water, Sanitation & Hygiene                     | 23,378         | 22,926         | 452           |
| PO06 - Protection, Gender and Inclusion                |                |                | 0             |
| PO07 - Education                                       |                |                | 0             |
| PO08 - Migration                                       |                |                | 0             |
| PO09 - Risk Reduction, Climate Adaptation and Recovery |                | 0              | 0             |
| PO10 - Community Engagement and Accountability         | 10,224         | 14,342         | -4,118        |
| PO11 - Environmental Sustainability                    |                |                | 0             |
| <b>Planned Operations Total</b>                        | <b>97,954</b>  | <b>100,993</b> | <b>-3,038</b> |
| EA01 - Coordination and Partnerships                   |                |                | 0             |
| EA02 - Secretariat Services                            | 11,183         | 82             | 11,100        |
| EA03 - National Society Strengthening                  | 24,551         | 14,489         | 10,062        |
| <b>Enabling Approaches Total</b>                       | <b>35,733</b>  | <b>14,571</b>  | <b>21,163</b> |
| <b>Grand Total</b>                                     | <b>133,688</b> | <b>115,564</b> | <b>18,124</b> |

[Click here for the complete financial report](#)

### Please explain variances (if any)

A total of CHF 133,688 was allocated from the DREF Fund for the implementation of this DREF Operation. The Trinidad and Tobago Red Cross spent a total of CHF 115,564. The remaining balance of CHF 18,124 will be returned to the Disaster Response Emergency Fund (DREF).

# Contact Information

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

**National Society contact:** Jill De Bourg, President, presidentttrcs@gmail.com, +18687086699

**IFRC Appeal Manager:** Marisa Clarke-Marshall, Coordinator, Partnerships and Planning, marisa.clarkemarshall@ifrc.org

**IFRC Project Manager:** Horace Glaze, Disaster Management Coordinator, horace.glaze@ifrc.org

**IFRC focal point for the emergency:** Horace Glaze, Disaster Management Coordinator, horace.glaze@ifrc.org

**Media Contact:** Trevesa DaSilva, Communications Officer, trevesa.dasilva@ifrc.org, +18768188575

[Click here for reference](#)



# DREF Operation

| Selected Parameters |                 |           |          |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2022-2023       | Operation | MDRTT002 |
| Budget Timeframe    | 2022/12-2023/04 | Budget    | APPROVED |

## FINAL FINANCIAL REPORT

Prepared on 20/Feb/2024

All figures are in Swiss Francs (CHF)

### MDRTT002 - Trinidad and Tobago - Floods

Operating Timeframe: 08 Dec 2022 to 30 Apr 2023

#### I. Summary

|                                 |                 |
|---------------------------------|-----------------|
| <b>Opening Balance</b>          | <b>0</b>        |
| <b>Funds &amp; Other Income</b> | <b>133,688</b>  |
| DREF Response Pillar            | 133,688         |
| <b>Expenditure</b>              | <b>-115,564</b> |
| <b>Closing Balance</b>          | <b>18,124</b>   |

#### II. Expenditure by planned operations / enabling approaches

| Description  | Budget         | Expenditure    | Variance      |
|--|----------------|----------------|---------------|
| PO01 - Shelter and Basic Household Items               | 7,056          | 6,890          | 166           |
| PO02 - Livelihoods                                     |                |                | 0             |
| PO03 - Multi-purpose Cash                              | 43,452         | 43,503         | -51           |
| PO04 - Health  | 13,845         | 13,332         | 513           |
| PO05 - Water, Sanitation & Hygiene                     | 23,378         | 22,926         | 452           |
| PO06 - Protection, Gender and Inclusion                |                |                | 0             |
| PO07 - Education                                       |                |                | 0             |
| PO08 - Migration                                       |                |                | 0             |
| PO09 - Risk Reduction, Climate Adaptation and Recovery |                | 0              | 0             |
| PO10 - Community Engagement and Accountability         | 10,224         | 14,342         | -4,118        |
| PO11 - Environmental Sustainability                    |                |                | 0             |
| <b>Planned Operations Total</b>                        | <b>97,954</b>  | <b>100,993</b> | <b>-3,038</b> |
| EA01 - Coordination and Partnerships                   |                |                | 0             |
| EA02 - Secretariat Services                            | 11,183         | 82             | 11,100        |
| EA03 - National Society Strengthening                  | 24,551         | 14,489         | 10,062        |
| <b>Enabling Approaches Total</b>                       | <b>35,733</b>  | <b>14,571</b>  | <b>21,163</b> |
| <b>Grand Total</b>                                     | <b>133,688</b> | <b>115,564</b> | <b>18,124</b> |

# DREF Operation

| Selected Parameters |                 |           |          |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2022-2023       | Operation | MDRTT002 |
| Budget Timeframe    | 2022/12-2023/04 | Budget    | APPROVED |

## FINAL FINANCIAL REPORT

Prepared on 20/Feb/2024

All figures are in Swiss Francs (CHF)

### MDRTT002 - Trinidad and Tobago - Floods

Operating Timeframe: 08 Dec 2022 to 30 Apr 2023

### III. Expenditure by budget category & group

| Description                                 | Budget         | Expenditure    | Variance      |
|---|----------------|----------------|---------------|
| <b>Relief items, Construction, Supplies</b> | <b>71,876</b>  | <b>80,415</b>  | <b>-8,539</b> |
| Clothing & Textiles                         | 1,125          | 928            | 198           |
| Water, Sanitation & Hygiene                 | 17,451         | 30,018         | -12,567       |
| Teaching Materials                          | 18,000         | 16,497         | 1,503         |
| Cash Disbursement                           | 35,300         | 32,973         | 2,327         |
| <b>Logistics, Transport &amp; Storage</b>   | <b>12,200</b>  | <b>8,510</b>   | <b>3,690</b>  |
| Distribution & Monitoring                   | 3,700          | 2,548          | 1,152         |
| Transport & Vehicles Costs                  | 4,000          | 2,050          | 1,950         |
| Logistics Services                          | 4,500          | 3,912          | 588           |
| <b>Personnel</b>                            | <b>19,753</b>  | <b>9,252</b>   | <b>10,501</b> |
| International Staff                         | 6,200          | 77             | 6,123         |
| National Society Staff                      | 8,640          | 8,975          | -335          |
| Volunteers                                  | 4,913          | 199            | 4,713         |
| <b>Workshops &amp; Training</b>             | <b>3,600</b>   | <b>484</b>     | <b>3,116</b>  |
| Workshops & Training                        | 3,600          | 484            | 3,116         |
| <b>General Expenditure</b>                  | <b>18,100</b>  | <b>9,850</b>   | <b>8,250</b>  |
| Information & Public Relations              | 15,500         | 8,305          | 7,195         |
| Communications                              |                | 206            | -206          |
| Financial Charges                           | 2,600          | 1,340          | 1,260         |
| <b>Indirect Costs</b>                       | <b>8,159</b>   | <b>7,053</b>   | <b>1,106</b>  |
| Programme & Services Support Recover        | 8,159          | 7,053          | 1,106         |
| <b>Grand Total</b>                          | <b>133,688</b> | <b>115,564</b> | <b>18,124</b> |