



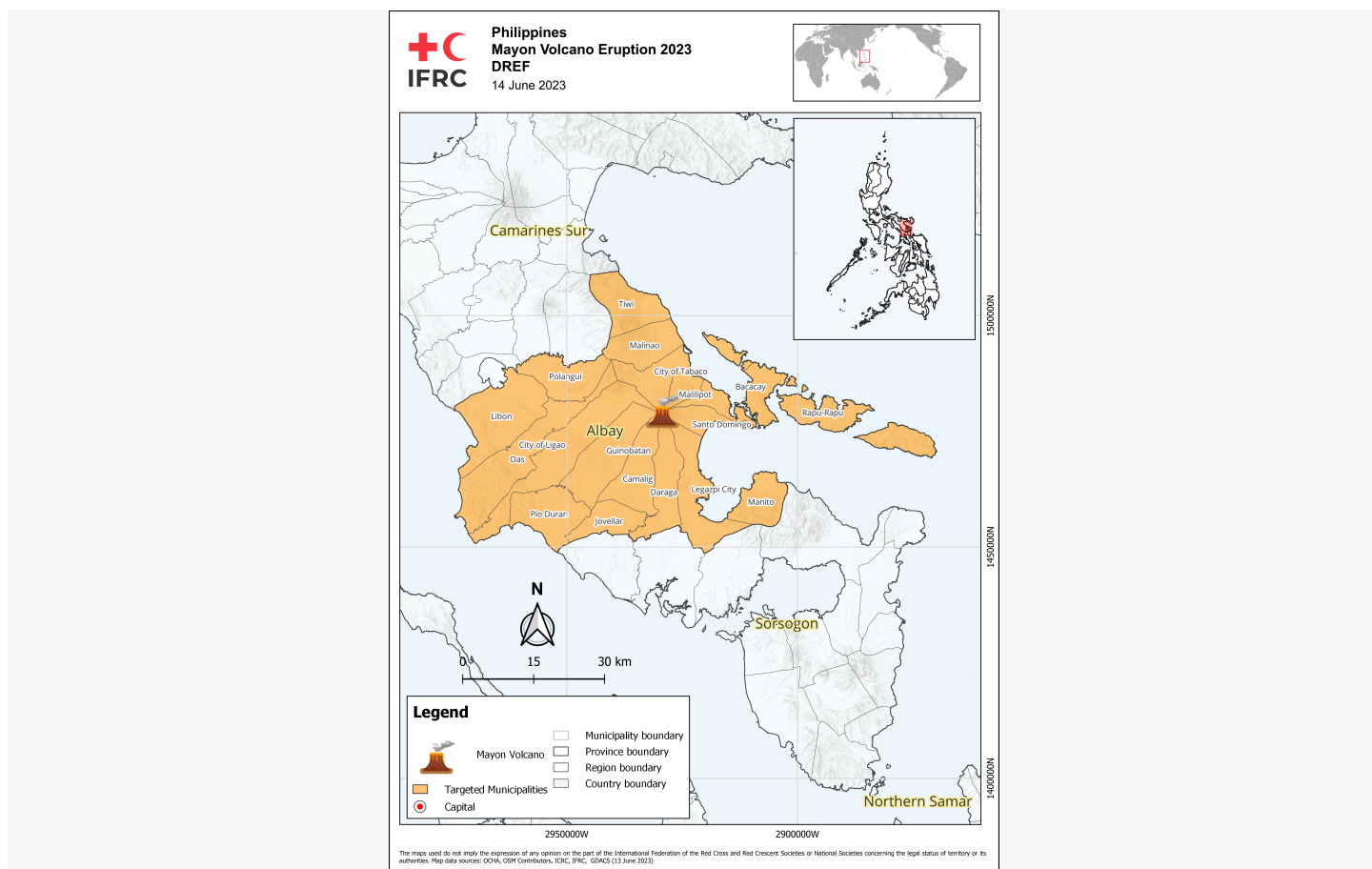
The Philippine Red Cross distributing essential household items and implementing intensified key health messages through the distribution of IEC materials to the communities in evacuation centers. (Photo: PRC)

Appeal: MDRPH051	Total DREF Allocation: CHF 140,363	Crisis Category: Yellow	Hazard: Volcanic Eruption
Glide Number: VO-2023-000099-PHL	People Affected: 38,396 people	People Targeted: 18,000 people	
Event Onset: Slow	Operation Start Date: 18-06-2023	Operational End Date: 31-10-2023	Total Operating Timeframe: 4 months

Targeted Areas: **Region V (Bicol region)**

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



Provide any updates in the situation since the field report and explain what is expected to happen.

The current status of Mayon Volcano has de-escalated from Alert Level 3 to Alert Level 2 as of 8 December 2023. This indicates a reduction of unrest and a decreased likelihood of eruption compared to the previous months.

For the past months, the volcano had been showing signs of activity such as slow effusion of lava flow extending along various gullies. Below is a chronological account of volcanic activities of Mayon Volcano, along the corresponding dates:

On 5 June 2023, the alert status of Mayon Volcano was raised to Alert Level 2 (Increasing Unrest), following a sharp increase in the incidence of rockfall from its summit lava dome from an average of 5 events per day in May 2023 to 49 events on 5 June 2023. This status indicated that Mayon Volcano exhibited a magmatic eruption of a summit lava dome, which increased the chances of lava flows and hazardous Pyroclastic Density Currents (PDC) affecting the upper to middle slopes of the volcano. Furthermore, it exhibited health hazards due to ashfall and volcanic gas emissions to nearby communities.

Consequently, the Department of Science and Technology-Philippine Institute of Volcanology and Seismology (PHILVOCS-DOST) advised the public to avoid entry into the 6-km radius Permanent Danger Zone (PDZ) and to be vigilant against the effects of volcanic hazards, including rockfalls, landslides, and ashfall. The agency further urged local government units to implement necessary preparations and contingency measures to ensure the safety of their constituents.

A state of calamity was declared in Albay on 9 June 2023, which indicated the severity of the situation and the urgent need for government response to ensure the safety and welfare of those affected. The mandatory evacuation of residents within the PDZ was necessary precaution to prevent loss of life and property damage from the potential hazards of volcanic activity. An increase in rockfall and pyroclastic density observed highlighted the unpredictability and danger of Mayon Volcano. The National Disaster Risk Reduction and Management Council's (NDRRMC) recommendation for the evacuation of the population within the PDZ and the preparation of those within the Extended Danger Zone (EDZ) demonstrated the importance of being prepared for disasters and taking proactive measures to minimize the impact. The evacuation efforts were carried out in coordination with local government units, national agencies, and non-



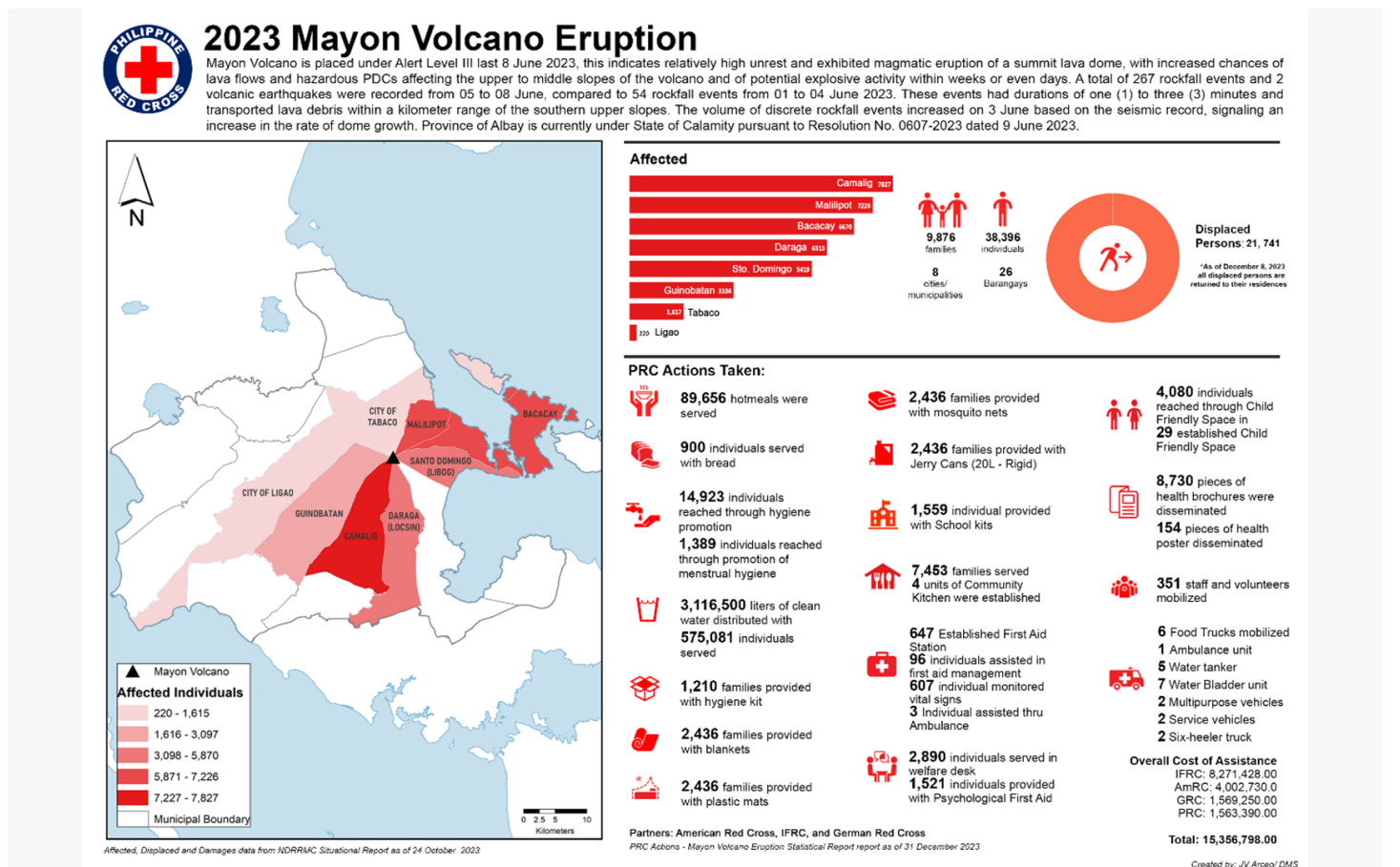
government organizations to ensure that the needs of the affected population were met. Additionally, the Government provided support in terms of relief goods, medical assistance, and transportation to people displaced at evacuation centres.

On 26 June 2023, there was an increased seismic activity and ground deformation in Mayon Volcano. Eruptive activity dominated by weak aseismic effusion of degassed lava from summit crater. Following an eruptive activity of Mayon Volcano on 30 June 2023. It was dominated by generation of dome-collapse PDC on the Based Gully on the eastern slopes.

The very slow effusion of lava from the summit crater of Mayon Volcano that was observed since 11 June 2023 continued to feed lava flows and collapse debris on the Mi-isi (south) and Bonga (Southeastern) gullies until 10 August 2023. The lava flows advanced to maximum lengths 2,800 meters from the summit while the collapsed debris have deposited up to 4,000 meters from the crater. Volcanic earthquakes, rockfall events, and PDCs have also been observed.

As of 3 September 2023, Alert Level 3 is maintained over Mayon Volcano, which means that it was a relatively high level of unrest and hazardous eruption within weeks or even days could still be possible.

However, on 8 December 2023, Mayon's alert level status 3 has decreased tendency towards hazardous eruption to alert level 2 (moderate level of unrest), according to Phivolcs.



This shows the PRC overall accomplishment

Scope and Scale

The recent volcanic activity in the area has resulted in the disruption of the lives of many families and communities. According to NDRRMC SitRep No. 76, a total of 9,876 families or 38,396 persons in 26 barangays were affected, of which 5,016 families or 17,604 persons were served inside 24 evacuation centers, and 418 families or 1,453 persons were served outside evacuation centers.

In addition, the Department of Education suspended classes in six schools located within the 6-7 km PDZ due to the ongoing volcanic activity. Furthermore, 39 identified schools that were intended to function as evacuation centers for pre-evacuated families have also been affected.

The Albay Province Local Government declared a state of calamity for 18 cities/municipalities in the area. This declaration enabled the authorities to respond more effectively to the needs of the affected communities. The Department of Agriculture Regional Field Office V



(DA-RFO5) advised farmers to move their animals to safer areas and secure their farming equipment and machinery. A total of 1,120 animals were evacuated. All farming activities within the danger zone were temporarily discontinued, inevitably limiting the regular livelihood activities of the affected families and communities.

Furthermore, the Department of Health Bicol Centre for Health Development (DOH CHD V) conducted 8,225 cumulative consultations from 12 June to 1 September 2023, in different evacuation centers in Albay. Of these consultations, the top 10 causes were cough, colds, or sore throat with or without fever; headache; open wounds and bruises; loose stools; high blood pressure; eye itchiness, redness with or without discharge; toothache; other disease syndromes not specified above; and skin disease.

Despite the challenges brought about by the volcanic activity, there are no reported damages to houses or infrastructures. Water supply, seaports, airports, and lifelines are working properly.

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	<p>IFRC monitored the Mayon Volcano situation since the alert level was raised to Level 1 and coordinated with PRC by attending coordination meetings and supporting the chapter's preparation. Furthermore, the IFRC activated the coordination mechanism with in-country Participating National Societies (PNS) to keep them informed and updated on the situation, needs, and planned intermediate response.</p> <p>Additionally, there has been coordination with the UN System through regular meetings between the IFRC Country Delegation and OCHA/UNRCO, and the sharing of information on preparations, assessments, and responses. Regular discussions were also held with the ECHO office on the needs assessment outcomes and the PRC-IFRC response plan. The Shelter Cluster Philippines Coordinator coordinated with the government shelter cluster lead, the Department of Human Settlements and Urban Development (DHSUD), the ICCG, UN OCHA, and the rest of the shelter cluster member agencies.</p> <p>IFRC supported the operations of the Shelter Cluster Philippines and the Shelter Cluster Coordinator.</p>
Participating National Societies	<p>PRC, ICRC, and the six National Societies present in the Philippines (American Red Cross, Canadian Red Cross, Finnish Red Cross, German Red Cross, Netherlands Red Cross, and Spanish Red Cross) worked with the IFRC in this operation. The American Red Cross (AmCross) pledged USD 50,000 to the PRC bilaterally by activating their Quick Action Fund (QAF), which supported PRC with WASH, Welfare, Health, Safety, Volunteers Mobilization, and general operation costs for this operation.</p> <p>IFRC and AmCross worked in close coordination with each other and supported PRC jointly. It was a joint planning effort to support PRC's response to this crisis. PRC created an overall plan and budget and allocated separate portions to IFRC and AmCross without any duplication. Due to this, some of the essential activities and items, despite being highlighted in the needs assessment, do not feature in IFRC DREF (e.g., Jerry cans, water treatment plant, water bladder, school kits - which are parts of AmCross QAF).</p>



ICRC Actions Related To The Current Event

None

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>According to the National Disaster Risk Reduction and Management Council (NDRRMC), a total of PHP 219 million worth of Food and Non-Food Items (F/NFIS) were provided. Of this amount, PHP 135 million came from the Department of Social Welfare and Development, PHP 6 million from the Local Government Units, PHP 27 million from Non-Government Organizations (NGOs), and PHP 49 million from other partners.</p> <p>The Department of Health conducted 8,225 consultations in evacuation centers. Furthermore, 7,016 individuals were provided with Mental Health and Psychosocial Support (MHPSS) interventions. A total of PHP 47,955,576.13 worth of commodities and financial assistance were provided and augmented as part of the response action. A total of 700 personnel and 133 assets were deployed in evacuation centers, and 20 schools were used as evacuation centers.</p>
UN or other actors	None

Are there major coordination mechanism in place?

As an auxiliary to the public authorities, PRC maintained a strong relationship with government bodies through participation or collaboration with (i) the National Disaster Risk Reduction and Management Council (NDRRMC); (ii) provincial, municipal, and barangay (village) disaster risk reduction and management councils; and (iii) the local government units defined in the Disaster Risk Reduction and Management Act from 2010. PRC participated in NDRRMC meetings and coordinated with the Department of Social Welfare and Development (DSWD) and the Department of Health.

The Department of Trade and Industry (DTI) activated Republic Act 7581 (Price Act), providing protection to consumers by stabilizing the prices of necessities and prime commodities and prescribing measures against undue price increases during emergency situations.

At the country level, PRC and IFRC consistently participated in meetings of the Humanitarian Country Team (HCT) held both during disasters and non-emergency times. PRC and IFRC were involved in relevant government-led cluster information sharing, planning, and analysis at all levels, while IFRC supported PRC coordination efforts through representation in other relevant clusters as required. IFRC and PRC are very active members of the Cash Working Group of the HCT system and co-facilitators of the Emergency Shelter cluster.

At the ground level, PRC coordinated with the LGU and other relevant departments to ensure the complementarity of response activities. For example, PRC only kept a provision of three meals for 3,000 individuals as part of their strategy; nonetheless, the food trucks stayed deployed in the field, and the DSWD and LGU continued to provide ration and supplies for the food truck. In this model, people receive quality services, and PRC gains visibility.

Needs (Gaps) Identified



Shelter Housing And Settlements

Based on the available reports, 9,876 families or 38,396 persons who were residing within the 6 km radius of PDZ were urgently evacuated from their homes due to the imminent threat of volcanic activity, including PDCs, lava flows, rockfalls, and other associated volcanic hazards. Schools and covered courts were identified as temporary shelters, and the LGU provided modular tents to affected families. Consequently, these displaced individuals were forced to seek temporary shelter in designated evacuation areas and were expected to remain there until the de-escalation of volcanic activities for their safety. As Alert Level 3 was maintained over Mayon Volcano, affected people were expected to remain in the evacuation center for four months or until the alert was downgraded.



Given the circumstances, it was essential to provide these displaced individuals with the necessary and appropriate household items to ensure their basic needs were met during that time of displacement. These essential items included but were not limited to blankets, mosquito nets, and sleeping mats. Additionally, other materials were required to ensure that Protection, Gender, and Inclusion (PGI) principles were upheld. This involved partitioning areas in the evacuation centers to ensure the safety and security of all individuals, particularly women, children, the elderly, and people with disabilities. The evacuees needed these essential items and appropriate partitioning of areas in evacuation centers for a safe and secure environment.



Livelihoods And Basic Needs

The displacement of families from their homes due to volcanic hazards emergencies led to an immediate and critical need for food assistance. Those who resided in evacuation centers or were displaced outside these centers required food assistance until they could return to their homes. They needed either hot meals or food packs that were easy to transport and store.



Health

Based on the available reports, it became apparent that the recent evacuation of more than 9,876 families or 38,396 persons who resided within the 6 km radius of PDZ had a significant impact on their psychosocial well-being. Therefore, there was an urgent need for these displaced individuals to access psychosocial support services (PSS) to address their mental health needs during that stressful period.

The volcanic ash resulting from the volcanic activity posed a significant health risk to those affected. Ashfall and volcanic smog were expected to cause breathing difficulties. Thus, it was essential to provide affected people with basic first aid services, stabilization support, and personal protective equipment to mitigate the impact of the volcanic ash. Additionally, there was an expected or potential risk of Silicosis, particularly among those with existing lung or skin diseases resulting from contact with volcanic ash, especially small children. Therefore, it was considered necessary to provide appropriate medication to manage this risk.

Lastly, there was a high risk of the spread of vector-borne diseases, such as dengue, within the evacuation centers, and the risk of other acute respiratory infections. It was essential to provide support services that addressed the psychosocial well-being of the affected people, basic first aid, personal protective equipment, and monitored the spread of diseases within the evacuation centers.



Water, Sanitation And Hygiene

The provision of safe drinking water was one of the most pressing needs for the displaced individuals who were residing in evacuation centers. It was crucial to distribute water and jerry cans to ensure the safe storage and distribution of water. In terms of the distribution of water, there was a need to carry out sensitization campaigns on water treatment, handling, and storage to ensure that the water remained potable and safe for consumption. The sensitization campaign aimed to educate the affected individuals on the proper handling and storage of water, particularly in cases where access to clean water was limited.

Furthermore, families who resided in the evacuation areas shared common toilets, which posed a significant hygiene risk. To address this issue, it was necessary to provide basic hygiene kits and promote hygiene practices to improve hygiene behavior. The hygiene kits included items such as soap, shampoo, and toothbrushes, among others. Additionally, hygiene promotion activities such as hand-washing campaigns were considered as one of the needs to mitigate the risk of preventable diseases and improve the overall health and well-being of the affected individuals.

It was learned from previous operations that evacuation centers often got overwhelmed when it came to sanitation facilities; thus, additional mobile toilets had to be provided. This may reduce the risk of open defecation and, consequently, diarrheal diseases and local water source contamination. The provision of safe drinking water and proper sanitation facilities was crucial to mitigating the risk of preventable diseases and improving the health and well-being of the displaced people. The safety and well-being of affected people were ensured by distributing water and jerry cans, carrying out sensitization campaigns on water treatment and storage, providing basic hygiene kits, and promoting hygiene practices.





Protection, Gender And Inclusion

According to NDRRMC, a total of 9,876 families or 38,396 persons were affected due to the danger of PDCs, lava flows, rockfalls, and other volcanic hazards and took shelter inside evacuation centers and outside evacuation centers. The lack of proper ventilation and hygiene facilities raised concerns for the health of women, small children, the elderly, and people with disabilities who were sheltering there.

Overcrowding was frequently experienced at evacuation centers, compelling families to share spaces and raising protection concerns linked to shelter, such as precarious large makeshift tents with no privacy or gender segregation, which was considered to increase the risks of violence or abuse. PRC incorporated the IFRC Minimum standards into PGI in emergency programming throughout the response and sectoral plans to ensure sensitivity to the needs of at-risk individuals and groups.

During times of disasters, affected people faced vulnerability due to a lack of proper housing, limited access to health care, suboptimal WASH facilities, and economic insecurity, often resulting from the loss of immediate livelihood. Vulnerable populations, such as children, the elderly, people with disabilities, or chronic medical conditions, faced barriers in accessing assistance and an increased risk of violence and abuse. There was a need to protect these people and incorporate their specific needs into planning implementation and ensure Sex, Age, and Disability Disaggregated Data (SADDD) are available to ensure accountability and inclusiveness of the response.

Furthermore, people were uncertain about the situation and the ongoing danger of a high-level hazardous eruption. They were anxious, wondering when they might return home or if things would worsen. Additionally, there were people who had lost their livelihoods and were concerned about recovering their means of living. Hence, there was a need to provide psychosocial support interventions and support children via child-friendly spaces.



Education

The ongoing volcanic activity of Mayon Volcano forced the suspension of classes in schools located in the 6-7 km PDZ. According to the latest report, a total of 39 schools were identified as evacuation areas for pre-evacuated families who were also affected by the volcanic activity. The situation raised concerns about the long-term possibility of displacement for the affected families as the volcanic activity of Mayon remained unpredictable. There was a need considered to provide temporary learning spaces for affected students to continue their classes.

Additionally, PRC considered providing school kits or school supplies to support learners. This was covered by other funding mechanisms available with other partners.



Migration And Displacement

PRC supported the displaced population, whether living in evacuation centers or staying with friends or relatives in nearby places. Throughout the entire period of displacement, PRC consistently complemented the government's efforts in providing quality humanitarian assistance to these people. Upon de-escalation of the alert level, PRC assisted them in safely returning to their respective homes.

In the event of a magmatic or phreatic eruption, a significant number of individuals were at risk of either partial or complete displacement, leading to the loss of their shelter and livelihoods. Following an assessment of the situation, identification of gaps, and recognition of pressing needs, PRC provided support to the most vulnerable segments of the affected population, facilitating their recovery and reconstruction efforts.



Community Engagement And Accountability

The affected households required support from both government and non-government organizations. It was crucial to provide information on the types of support available and how households could access them. It was considered one of the needs that this information should be made readily available to ensure that affected households were aware of the support available to them.

Additionally, volcanic activities/eruptions can be unpredictable and prolonged, making it necessary to provide continuous updates and information on the status of the volcano in the evacuation centers. This kind of information was considered a need to be addressed. An update was essential to ensure that affected households were kept informed of any changes as the situation evolved.



It was also essential to monitor the needs of different groups continuously. Different groups of people may have different needs, and it was considered important to ensure that the support provided targeted these specific needs. Two-way communication was considered vital in providing aid during disasters. It is not enough to provide information to affected households; listening to their needs and feedback is equally important. Information is a life-saving mechanism during disasters, and it was considered imperative to ensure that accurate and up-to-date information was provided to affected households. The joint undertaking emphasized the importance of two-way communication as an aid, highlighting the need for effective communication in providing support to affected households.

Operational Strategy

Overall objective of the operation

PRC provided multi-sectoral services to 17,765 individuals within the evacuation centers affected by volcanic hazards during the specified timeframe under the Imminent DREF operation. Over the course of four months, despite the static status of Mayon Volcano, marked by neither de-escalation nor escalation, the ongoing circumstances necessitated sustained humanitarian assistance. This stagnant situation resulted in a continued need for humanitarian assistance to address the pressing needs of the displaced families currently residing in 24 evacuation centers.

This operation supported the immediate needs of the most vulnerable people (3,553 families) in seven municipalities of Albay. The support was initially extended for a duration of three months, with an additional one-month extension spanning from June to October 2023. The targeted people were assisted through essential household items and other activities such as WASH, health and welfare support (hot meals, child-friendly and psychosocial activities). CEA and PGI activities were provided to the operation as cross-cutting areas for all the interventions.

Operation strategy rationale

PRC implemented services in the seven municipalities that were identified as the most vulnerable areas to volcanic activity. These municipalities include Daraga, Camalig, Guinobatan, Tabaco, Malipot, Ligao, and Legazpi. The area under the municipality of Bacacay has been excluded from PRC's areas of support since the LGU – Albay requested that PRC not intervene in that area, considering it is a newly developed area. Furthermore, the LGU has a plan to support the people of Bacacay.

Under this IFRC-DREF operation, PRC prioritized the provision of immediate assistance, providing household items to people staying in evacuation centers. Essential household items, such as two pieces of blankets, sleeping mats, mosquito nets, and hygiene kits, were already distributed to the affected people.

Furthermore, due to the unchanging status of Mayon Volcano, PRC continued some services for an additional one month. For those living in evacuation centers, PRC continued to respond by providing hot meals through food trucks.

PRC mobilized pre-positioned stocks from its warehouse and replenished the items using the imminent IFRC-DREF funds. The IFRC Logistics unit conducted the procurement process. Blankets and sleeping mats were procured locally, while hygiene kits, jerry cans, and mosquito nets were procured internationally through IFRC Global Humanitarian Services - Supply Chain Management, Asia Pacific (GHS&SCM-AP) unit based in Kuala Lumpur, Malaysia.

To address people's basic needs, PRC continued to provide hot meals to selected evacuation centers. Based on the requirements on the ground and agreement with the LGUs, PRC provided hot meals at evacuation centers (one meal per day).

The mobilization cost of food trucks was charged to this IFRC-DREF. IFRC was in close consultation with PRC regarding the escalation of the situation or if there was any phreatic or magmatic eruption at Mt. Mayon volcano, and the government authorities escalated the situation by raising the alert level.

Targeting Strategy

Who was targeted by this operation?

The overall target number of evacuation centres and population was based on discussions with the government authorities. The government lead in coordinating response to the evacuees, allocating evacuation centres to PRC with an estimated total population of about 3,600 families (about 18,000 people).



Explain the selection criteria for the targeted population

The selection criteria were based on the damage, needs and vulnerability of the affected community. PRC ensured that programmes were aligned with its own, as well as IFRC's commitment to take into account gender and diversity, targeting women-headed households, pregnant or lactating women, and men and boys made vulnerable by disasters; households with people with disabilities, elderly people, those suffering from chronic illnesses, children-headed households, families with children under five years old, families that have not received any or sufficient assistance from the government or other organizations, those belonging to the socially vulnerable households and those who lack relevant resources to cope with the basic humanitarian needs on their own. These groups were considered according to the level of impact.

Beneficiaries were identified, each was given a PRC beneficiary card with household members' names. The card was a basis for recognition of bearers as beneficiaries of the PRC and during implementation. PRC volunteers counterchecked the names on the card who were listed in distribution sheets. Upon receipt of any item or assistance, beneficiaries signed award sheets or participating lists. With these records, cases of double-assistance or double-counting will be eliminated.

Total Targeted Population

Women	3,828	Rural	-
Girls (under 18)	5,079	Urban	-
Men	4,052	People with disabilities (estimated)	-
Boys (under 18)	5,041		
Total targeted population	18,000		

Risk and Security Considerations

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

Risk	Mitigation action
Potential exposure of children to abuse or harmful situations	PRC and IFRC followed IFRC Minimum Standards for PGI. In addition, IFRC supported the PRC in carrying out Child Safeguarding Risk Analysis for this operation. The IFRC Child Safeguarding Analysis tool supported IFRC and PRC's operation and rate the child safeguarding risk. With the information, PRC operation can strengthen child safeguarding practices and reduce the risk of harm against children as outlined in the IFRC Child Safeguarding Policy.
Safety of staff and volunteer's due to toxic conditions and potentially violent eruption.	Volunteers and staff were briefed on the risks and necessary PPE provided. Regular health monitoring of volunteers and staff conducted. PRC supported an early warning early action system and identified safe evacuation routes – in line with the government contingency plans.
Threat of potential new tropical cyclones developing or entering the Philippine Area of Responsibility and influencing the country due to the ongoing typhoon season that could trigger landslide and worsen the situation	The PRC - Operation Centre monitored the current weather situation and provided necessary alert to the chapter.
Safety of personnel due COVID-19 when implementing the interventions	Appropriate personal protective equipment (PPE) was provided for personnel involved in the operations. Advisory information was circulated in terms of precautionary measures to protect



health and safety, and early warning and early action systems (in accordance with the authorities' own contingency plans)

Please indicate any security and safety concerns for this operation

There was low security risk posed by armed groups in the province of Albay. The National Society's security framework was applied throughout the duration of the operation to their staff and volunteers. In case of need for deployment for personnel under IFRC security's responsibility, including surge support, the existing IFRC country security framework was applied.

Has the child safeguarding risk analysis assessment been completed?

Yes

Implementation



Shelter Housing And Settlements

Budget: CHF 46,814

Targeted Persons: 7,500

Assisted Persons: 7,500

Indicators

Title	Target	Actual
# of volunteers and staff engaged in PDM	10	16
# of assessment conducted (rapid and detailed)	2	2
# of households provided with essential household items	1,500	1,500

Narrative description of achievements

PRC, in collaboration with its dedicated partners, provided essential household items to those affected by the eruption of Mayon Volcano. A total of 2,436 households, corresponding to 12,180 individuals, received these items. Out of these, 1,500 were covered through the IFRC-DREF. The assistance included various items such as two blankets, two sleeping mats, two mosquito nets, and one hygiene pack per household. These items not only provided comfort and warmth to the affected families but also enabled them to rest and recuperate amidst the difficult conditions in the evacuation centers. Through the collective efforts of PRC and IFRC, the implementation of assistance has been successfully completed.

Additionally, after the distribution of essential household items was completed, PRC initiated the Post-Distribution Monitoring (PDM) activity. Thirteen volunteers and three staff were deployed to the field to conduct the PDM.

Based on the PDM conducted in Albay, involving 315 respondents, when asked about the usefulness of the household items, 303 respondents, or 96 percent, answered that the items were useful. (For detailed PDM results, please refer to the attached link: <https://ifrcorg.sharepoint.com/:b:/s/APROEmergencyOperationsCoordination/ERDDedWXBepJpyxSF1yIvFwB49gY4YvBfAR2k1IL2Mgb6Q?e=gGp88i>)

Lessons Learnt

Continuous assessments process is crucial to better understand the ongoing needs and identify any gaps. They also ensure that assistance is directed where it is most needed and allow for prompt addressing of any emerging issues. Continuous assessments are essential in dynamic situations, enabling humanitarian actors to make informed decisions and provide effective and timely assistance to those in need.



Challenges

None



Livelihoods And Basic Needs

Budget: CHF 21,966

Targeted Persons: 18,000

Assisted Persons: 17,765

Indicators

Title	Target	Actual
# of people provided with food assistance (ready-to-eat food/hot meals)	18,000	17,765

Narrative description of achievements

PRC provided a total of 89,656 hot meals to individuals displaced inside evacuation centers, with 81,837 of these meals supported by IFRC-DREF. During the extended month, an additional 5,000 hot meals were provided to displaced people in evacuation centers. The collaborative efforts of PRC and IFRC ensured that ready-to-eat hot meals effectively addressed the immediate food needs of the displaced individuals, reaching a total of 17,765 people, which represents 98.7 per cent of the target.

Through the assistance provided, PRC expanded the initial target from 3,000 to 17,765 people. Consequently, the adjusted target number of people to be reached is now 18,000. This highlights the scalability of the relief efforts in response to the increased needs of the affected population.

Lessons Learnt

Assets should be thoroughly checked and maintained before deployment to avoid interruption of activities during operation.

Challenges

Technical difficulty (mechanical malfunctions) encountered in water tankers and food trucks deployed in Albay. This affects the mobilization of the assets. Nevertheless, the chapters have mended and provided solutions.



Health

Budget: CHF 17,694

Targeted Persons: 7,500

Assisted Persons: 7,500

Indicators

Title	Target	Actual
# of people provided with direct psychosocial support	1,000	1,521
# of affected families provided with insecticide- treated mosquito nets	1,500	1,500
# of people provided with PPEs	5,000	2,500



Narrative description of achievements

With the support of IFRC, PRC ensured and protected the health of individuals who had been displaced and were staying in evacuation centers due to volcanic hazards. Recognizing the potential health dangers associated with mosquitoes in evacuation centers, a total of 2,436 families residing in evacuation centers were provided with mosquito nets, with 1,500 families covered by the funds provided by IFRC's DREF. The use of insecticide-infused mosquito nets helped reduce the risk of mosquito bites while individuals were sleeping, which is when they are most vulnerable. As a result, the collaborative efforts of IFRC and PRC helped create a safer living environment and prevented the transmission of diseases.

PRC demonstrated dedication to protecting public health through the provision of PPE, the setup of first aid stations, and the offering of efficient patient transport services. These stations provided emergency medical services, including ambulance services, and were staffed with trained medical personnel equipped to handle various medical emergencies. The main responsibilities of these medical personnel were to administer first aid, monitor blood pressure, and facilitate patient transport. These measures were implemented not only to safeguard individuals from potential dangers associated with volcanic hazards but also to ensure immediate medical attention.

In relation to protecting public health, PRC distributed 50 boxes of face masks, benefiting 2,500 individuals, which equates to 50 percent of the targeted individuals to be reached with PPE, as the volcanic eruption did not emit a large amount of ash.

As part of comprehensive health monitoring efforts for ambulance mobilization and first aid stations, the following numbers of people were served:

- 607 individuals were monitored for their vital signs
- 647 individuals benefited from first aid stations
- 3 patients were transported to hospitals.

Moreover, first aid stations provided Psychological First Aid (PFA) and Psychosocial Support (PSS) to the affected families, especially children, senior citizens, pregnant women, and persons with disabilities. During the time of displacement, individuals often experience heightened stress, anxiety, and emotional distress. Through the concerted efforts of the PRC, a total of 1,521 displaced individuals received psychosocial support, exceeding the target. These beneficiaries were provided with a safe and supportive environment to express their feelings, share their experiences, and receive guidance to cope with the challenges they faced as a result of their displacement.

Lessons Learnt

Conducting a meticulous review of items, including details regarding medicines, is crucial for PRC. This process ensures not only the safety of the distributed items but also contributes to the smooth implementation and distribution of aid. Continuous improvement in inventory management is essential for maintaining the effectiveness and reliability of humanitarian efforts.

Challenges

Some medicines deployed on the ground are nearly expired which have caused delay in the distribution/implementation. However, the medicines were replaced by non-expired items.



Water, Sanitation And Hygiene

Budget: CHF 31,062

Targeted Persons: 7,500

Assisted Persons: 14,923

Indicators

Title	Target	Actual
# of mobile toilets/latrines placed in the evacuation centres	4	0
# of households provided with hygiene kits	1,500	1,210



Narrative description of achievements

PRC provided assistance to individuals displaced and staying in evacuation centers, recognizing the urgent need for essential supplies. A total of 1,210 people received hygiene kits, constituting 80 percent of the target. These kits aimed to meet the immediate needs of the displaced individuals, ensuring their well-being while in evacuation centers. The hygiene kits included essential items such as body soap, laundry soap, sanitary pads, hand towels, bath towels, toilet paper, toothpaste, toothbrushes, and razors.

By distributing these kits, PRC improved living conditions and upheld proper hygiene standards for the affected population. Additionally, PRC supported 2,436 families by supplying jerry cans, funded by the American Red Cross through bilateral support to PRC.

In terms of health and hygiene promotion, PRC continuously conducted information dissemination on proper handwashing and water storage and posted hygiene-related information and communication (IEC) materials in evacuation centers. A total of 14,923 individuals were reached with hygiene promotion. Moreover, as part of intensified key health messages in evacuation centers, a total of 8,730 posters on handwashing, dengue prevention, and flu were distributed in 29 evacuation centers. Water distribution, distribution of IEC materials, and hygiene promotion activities were funded through American Red Cross bilateral support to PRC.

PRC, in collaboration with IFRC, addressed the sanitation needs of people affected by volcanic hazards. As part of the efforts, PRC provided latrines to ensure proper sanitation and hygiene in evacuation centers.

The initial plan was to provide four units of mobile toilets/latrines. Based on the assessment conducted by PRC WASH engineers, it was noted that there was no need for the provision of mobile toilets/latrines. Instead, there was a need to rehabilitate two blocks of five-seater transitional latrines, totaling 10 latrines in Daraga and Anislag evacuation centers. Each block would have two latrines for men, two for women, and one for people with disabilities (PWD). These units were initially constructed by PRC during the 2018 Mt. Mayon Operation and played a vital role in preventing disease spread and maintaining public health standards. By providing these facilities, PRC, in partnership with IFRC, ensured the dignity and well-being of the affected population. However, the rehabilitation of the ten latrines faced challenges that hindered facilitation and implementation. This was primarily due to the chapter's unliquidated funds from the previous operation, preventing them from cash advances. Additionally, it should be noted that the responsibility for the rehabilitation was eventually taken over by the school (another organization).

Lessons Learnt

1. It is essential to conduct a comprehensive inspection and maintenance of assets before deployment to prevent disruptions in operational activities. This is critical for preventing disruptions during operations and contributes to the seamless execution of activities, minimizing downtime and optimizing operational efficiency.

2- For smoother operations in the future, establishing clear coordination, communication, and monitoring mechanisms between the national headquarters and chapters is crucial. This proactive approach helps mitigate issues related to funding, liquidation, and overall management. This proactive approach addresses challenges related to funding, streamlines liquidation processes, and enhances overall operational management.

Challenges

1-Water tankers and food trucks deployed in Albay encountered technical difficulties (mechanical malfunctions), impacting asset mobilization. Despite this, the chapters have mended and provided solutions.

2-Chapters faced challenges in downloading cash advances due to unsettled cash advance, leading to delays and interruptions in activities, including latrine rehabilitation. Further, it should be noted that the responsibility for the rehabilitation was eventually taken over by school (other organization).



Protection, Gender And Inclusion

Budget: CHF 5,103

Targeted Persons: 18,000

Assisted Persons: 17,765



Indicators

Title	Target	Actual
# of staff and volunteers provided with PGI orientation	80	89
# of child-friendly spaces established	5	27

Narrative description of achievements

PRC ensured the integration of protection, gender equality, and inclusion in all activities during this operation. As a priority action, the PRC successfully established 27 Child-Friendly Spaces (CFS) in evacuation centers, surpassing the initial plan of 5 CFS. Due to the needs on the ground and the resources available, the PRC established an additional 27 CFS. These designated areas provided a secure and nurturing atmosphere for children impacted by volcanic hazards to participate in a range of activities promoting overall well-being and development.

A total of 4,016 children have directly benefited from the provision of child-friendly spaces. These activities are designed to be age-appropriate, inclusive, and culturally sensitive, allowing children to engage in recreational, educational, and psychosocial support activities. Children in evacuation centers participated in this program, helping them regain a sense of normalcy, express themselves, develop resilience, and receive necessary support to overcome challenges.

The IFRC Child Safeguarding Analysis tool supported IFRC and PRC's operation and rated the child safeguarding risk. With this information, the PRC operation can strengthen child safeguarding practices and reduce the risk of harm against children, as outlined in the IFRC Child Safeguarding Policy.

Furthermore, a total of 89 staff and volunteers received orientation sessions related to PGI. These training sessions equipped them with the necessary tools and understanding to implement these standards effectively. The PRC ensured that its staff and volunteers are well-versed in PGI standards, and the training aimed to enhance knowledge and skills in addressing the specific needs and vulnerabilities of the children they are working with.

Lessons Learnt

The effective manpower allocation and streamline processes are crucial for timely implementation of activities. This allows for operational efficiency, meet deadlines, and effectively respond to dynamic situations.

Challenges

There was a slight delay in the implementation of activities under welfare due to a shortage of manpower at the National Headquarters, which affected the efficiency to handle necessary legwork. Additionally, there was a lengthy process involved in obtaining the required documents, specifically related to cash advances (the chapter should clear all liquidations from the previous operation/project to be able to download cash advance). However, despite the challenges, PRC was able to successfully complete implementation under welfare services/PGI.



Community Engagement And Accountability

Budget: CHF 0

Targeted Persons: 18,000

Assisted Persons: 14,923

Indicators

Title	Target	Actual
% of complaints and feedbacks received, responded to by NS	90	100



Narrative description of achievements

In response to the needs of evacuees, feedback desks were established in evacuation areas as essential channels for them to voice out their opinions, suggestions, and concerns regarding the assistance provided.

The strategic placement of these desks in 27 evacuation centers was intended to ensure easy accessibility and visibility for evacuees seeking to provide feedback. It played a vital role in fostering transparency and responsiveness in the provision of assistance.

It is noteworthy that the PRC demonstrated a high level of commitment and engagement with the community, responding to all inquiries, achieving a 100 percent response rate. Additionally, post-distribution monitoring (PDM) was conducted, which further emphasizes the commitment to quality and accountability, and ensuring that the assistance reaches the intended recipients effectively.

Lessons Learnt

It is essential to have a CEA focal person on the ground who is capable and trained to effectively address, collect, and document all feedback in accordance with PRC-CEA Policy or Guidelines. The significance of this role lies in its crucial contribution to ensuring a responsive and accountable humanitarian operation.

Based on the insights gained from the lesson learned workshop, it is recommended to conduct capacity training to have a full and better understanding of what CEA is all about and to improve the recording of feedback and documentation as evidence and source of verification.

By investing in capacity training, staff/volunteers can be empowered to navigate the complexities of CEA effectively. This, in turn, strengthens the accountability of humanitarian efforts, and builds trust within affected communities.

Challenges

Regarding the feedback mechanism, the chapter successfully addressed the communities' feedback with the assistance of established welfare desks in evacuation areas, ensuring that all concerns were appropriately addressed. Nevertheless, the chapter identified a need for more guidance on the concept of CEA and the proper procedures for responding to, addressing, and collecting/recording all received feedback.



Secretariat Services

Budget: CHF 2,983

Targeted Persons: 18,000

Assisted Persons: 17,765

Indicators

Title	Target	Actual
% of financial reporting compliance to IFRC procedures	100	100
# of communications materials produced	6	6

Narrative description of achievements

Visibility efforts:

The visibility of PRC's efforts to prepare for and assist people affected by the Mayon Volcano was promoted and highlighted through mainstream and traditional media. As of the reporting period, six communications have been disseminated through press releases, Facebook page posts, the PRC website, and YouTube. The PRC and IFRC communications team collaborated on messaging, audiovisual materials, stories/infographics that presented a clearer picture of the damages, supported by statistics and data. Some publications by PRC on websites and social media are as follows:

(i) PRC Website: PRC's Gordon Launches Mayon Volcano 2023 Operation



(ii) News: PRC sends off Humanitarian Caravan to Aid Mayon-Affected Areas Red Cross Readies Mayon Volcano Humanitarian Operation
PRC Gordon Launches Mayon Volcano 2023 Operation

(iii) Facebook: Mayon Volcano remains on Alert Level 3 with significant volcanic activity The PRC Humanitarian Caravan has just arrived in Albay to lend a helping hand to over 10,000 families

(iv) Twitter: Philippine Red Cross Chairman & CEO Dick Gordon Talks on Trailblazing Efforts of the Red Cross in Responding to the Mayon Volcano Eruption

Logistics and procurement:

PRC mobilized its pre-positioned stocks for essential household items for distribution, which were replenished by the IFRC logistics unit. The 3,000 pieces of sleeping mats and blankets, meeting local specifications and cultural contexts, were replenished locally. Meanwhile, IFRC standard relief items, such as 3,000 pieces of mosquito nets and 1,500 kits of hygiene parcels, were replenished internationally by the IFRC Global Humanitarian Services & Supply Chain Management, Asia Pacific (GHS&SCM-AP) unit based in Kuala Lumpur, Malaysia.

The procurement of blankets, mosquito nets, sleeping mats, and hygiene parcels has been completed, and the items have already been delivered to the PRC warehouse.

Lessons Learnt

To enhance coordination and communication between PRC and its partners regarding activity monitoring, reporting, and information sharing, IFRC will continue to support PRC for further improvement. This support aims to ensure a more seamless and timely conduct of Lessons Learned Workshops (LLW) in future operations. The following aspects are considered:

i) Coordination:

Strengthening coordination mechanisms to facilitate effective collaboration between PRC and its partners, fostering synergy in activity implementation.

ii) Timely Planning:

Emphasizing the importance of timely and comprehensive planning to enhance overall organization and the execution of activities within specified timelines.

iii) Flexibility in Schedule:

Encouraging flexibility in scheduling to adapt to unforeseen circumstances or changes, ensuring the operation remains responsive and adaptable to evolving situations.

Challenges

The Lessons Learned Workshop (LLW) took place beyond the timeframe of the IFRC-DREF operation. The delay in conducting the LLW resulted from overlapping activities and prioritizing the completion of other ongoing operations in the Philippines. This situation presented challenges in allocating adequate time and personnel for the workshop. Despite the delay posing challenges, PRC and IFRC made concerted efforts to address and ensure the LLW, particularly focusing on generating insights into challenges and recommendations. These insights are intended to contribute to the improvement of subsequent implementations or future operations.



National Society Strengthening

Budget: CHF 14,741

Targeted Persons: 100

Assisted Persons: 100

Indicators

Title	Target	Actual
# of lessons learned workshop conducted	1	1



% of financial reporting respecting IFRC procedures	100	100
% of volunteers insured	100	100

Narrative description of achievements

Volunteer Mobilization:

The mobilization effort for this operation involved 100 volunteers and staff who were fully insured under the Membership and Accident Benefit (MAAB) program of the PRC. By becoming a member of the PRC, volunteers not only contributed to humanitarian activities but also gained access to a wide range of Red Cross services and comprehensive accident insurance. This insurance coverage plays a pivotal role in safeguarding the volunteer's interests, providing them peace of mind during the operation.

Furthermore, the MAAB program extends its coverage to encompass unfortunate situations that may occur, such as accidental death, dismemberment, hospitalization, or burial services. The Membership and Accident Benefit (MAAB) program represents the PRC's proactive approach to mitigating future risks and uncertainties. It recognizes the volunteer's unwavering commitment and ensures that PRC volunteers receive the necessary support and assistance they need the most.

Lessons Learned Workshop (LLW):

Initially, PRC planned to conduct the LLW with its Chapter and NHQ staff and volunteers. To enhance the learnings, PRC will invite LGU and other stakeholders to participate in the event. However, the lessons learned workshop has been conducted beyond the timeframe of the IFRC-DREF operation.

Lessons Learnt

To enhance coordination and communication between PRC and its partners regarding activity monitoring, reporting, and information sharing, IFRC will continue to support PRC for further improvement. This support aims to ensure a more seamless and timely conduct of Lessons Learned Workshops (LLW) in future operations. The following aspects are considered:

i) Coordination:

Strengthening coordination mechanisms to facilitate effective collaboration between PRC and its partners, fostering synergy in activity implementation.

ii) Timely Planning:

Emphasizing the importance of timely and comprehensive planning to enhance overall organization and the execution of activities within specified timelines.

iii) Flexibility in Schedule:

Encouraging flexibility in scheduling to adapt to unforeseen circumstances or changes, ensuring the operation remains responsive and adaptable to evolving situations.

Challenges

The lessons learned workshop was conducted beyond the timeframe of DREF operation. The LLW was delayed due to overlapping of activities and prioritizing the completion of other on-going operation in the Philippines. This created challenges in allocating sufficient time and personnel for the workshop. While delay posed challenges, PRC and IFRC made efforts to address and ensure the LLW specially the challenges and recommendations must generated to contribute for next implementation or future operations.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2023/6-12	Operation	MDRPH051
Budget Timeframe	2023/6-10	Budget	APPROVED

Prepared on 31/Jan/2024

All figures are in Swiss Francs (CHF)

MDRPH051 - Philippines – Mt Mayon Imminent Eruption

Operating Timeframe: 18 Jun 2023 to 31 Oct 2023

I. Summary

Opening Balance	0
Cash Contributions	0
European Commission - DG ECHO	0
Funds & Other Income	140,364
DREF Anticipatory Pillar	140,364
Expenditure	-100,571
Closing Balance	39,793

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	46,814	26,922	19,892
PO02 - Livelihoods	21,966	19,328	2,638
PO03 - Multi-purpose Cash			0
PO04 - Health	17,694	19,067	-1,373
PO05 - Water, Sanitation & Hygiene	31,063	18,041	13,022
PO06 - Protection, Gender and Inclusion	5,103	2,175	2,929
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	122,639	85,532	37,107
EA01 - Coordination and Partnerships	355		355
EA02 - Secretariat Services	2,627	1,571	1,056
EA03 - National Society Strengthening	14,741	13,468	1,273
Enabling Approaches Total	17,723	15,040	2,684
Grand Total	140,363	100,571	39,791

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

Please explain variances (if any)

The budget allocated for the operation amounted to CHF 140,363, while the actual expenditure totaled CHF 100,571. This indicates that 72 percent of the allocated funds were utilized, leaving a balance of CHF 39,791 to be returned to the IFRC-DREF pot.

The financial report highlighted some variances, with a notable difference recorded in expenses related to WASH and NFI. In the shelter sector, despite reaching the total targeted number of households, the PRC efficiently managed transportation, distribution, and monitoring at a lower cost, resulting in significant savings on operational expenses. Under WASH, the emergency did not pose threats to water sources, leading to limited water distribution. Furthermore, against the planned distribution to 1,500 households, the PRC

provided Hygiene Kits to 1,210 families, achieving significant cost savings in this regard.

Overall, there was a significant gain in this operation, as the CHF strengthened during the operation timeframe, and this led CHF, despite spending almost a similar amount of PHP and reaching out to either targeted or even higher number of people with a targeted set of activities.



Contact Information

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

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[Click here for reference](#)

