

Draft 2

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**Standard Operating
Procedures for
Disaster Response**

**Emergency &
Disaster
Management**

***Human Security and
Governance Team***

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Acronyms

AA	ActionAid
AAI	ActionAid International
AAN	ActionAid Nepal
AIN	Association of International NGOs
CBDP	Community Based Disaster Management
CBO	Community Based Organisation
CD	Country Director
CDMC	Community Disaster Management Group
CDO	Chief District Officer
CFUG	Community Forestry Users Group
CFW	Cash for Work
CSP	Country Strategy Paper
DA	
DDC	District Development Committee
DfID	Department for International Development
DI	
DLA	District Line Agencies
DMAT	Disaster Management Action Team
DMSP	Disaster Mitigation Support Project
DPHO	District Public Health Office
DPNet	Disaster Preparedness Network
DPTC	Disaster Prevention Technical Centre
DPTG	Disaster Preparedness Task Group
DWIDP	Department for Water Induced Disaster Prevention
ECHO	European Commission Humanitarian Office
EDM	Emergency and Disaster Management
ERT	Emergency Response Team
FFW	Food for Work
FP	Focal Person
GON	Government of Nepal
HOFA	Head of Finance and Administration
ICIMOD	International Centre for Integrated Mountain Development
IDP	Internally Displaced People
JICA	Japan International Cooptation Agency
NGO	Non-governmental Organisation
NRCS	Nepal Red Cross Society
NSET	National Society for Earthquake Technology -Nepal
ORS	Oral Rehydration Saline
PNGO	Partner NGO
PVA	Participatory Vulnerability Analysis
RC	Resource Centre
S/C	Saving and Credit
SEAT	School Earthquake Awareness Training
SMT	Senior Management Team
SOP	Standard Operating Procedures
SWC	Social Welfare Council

ToR	Terms of Reference
UMN	United Mission to Nepal
UN-DMS	UN Disaster Management Secretariat
UNDP	United Nations Development Program
USAID	United State Aids for International Development
VDC	Village Development Committee
VDMC	Village Disaster Management Committee
WATSAN	Water and Sanitation
WFP	World Food Program
WPT	Water Purification Tablets
WUA	Water Users Association

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Glossary of Disaster Related Terms

1. Complex emergencies (man made)

A humanitarian crisis which occurs in a country, region or society where there is a total or considerable breakdown of authority resulting from civil conflict; which requires an international response which goes beyond the mandate or the capacity of any single agency.

2. Major emergencies (natural disaster)

A situation threatening a large number of people or a large percentage of a population, and often requiring substantive multi-Sectoral assistance.

3. Disaster

Disaster is the product of a hazard and vulnerability. It is sited at the intersection where a hazard meets a vulnerable entity that is unable to cope with the dangers posed by the hazard.

A serious disruption of the functioning of society, causing widespread human, material or environment losses which exceed the ability of affected society to cope, using only its own resources. When people think they can not cope, usually abrupt with a dramatic impact.

In another word, a disaster a serious disruption of the functioning of a society, causing wide spread human, Material or environmental loses which exceed the ability of affected society to cope using only its own resources.

4. Hazard

A hazard is trigger event, which sets off the disaster. It could be Flooding, Earthquake, Landslide, River erosion, Flash flood, Draught etc.

It is defined as: "A potential damaging physical event, phenomenon or human activity that may cause the loss of life or injury, property damage, social and economical disruption or environmental degradation. Hazard can include latent conditions that may represent future threats and can have different origins: natural (geological, hydro meteorological and biological) or include by human process (environmental degradation and technological hazards)" UN/ISDR Geneva 2004. Hazard is a process or event capable of causing loss of life, property, or the environment or 'a potential threat to human societies and their welfare'.

A hazard is a rare or extreme event in the natural or human-made environment that adversely affects human life, property or activities to the extent of causing a DISASTER.

5. Vulnerability

'Vulnerability' means the characteristics of a person or group in terms of their capacity to anticipate, cope with, resist and recover from the impact of a natural hazard. It involves a combination of factors that determine the degree to which someone's life and livelihood put at risk by a discrete and identifiable event in nature or in society. In other words, vulnerability is a set of prevailing or consequential conditions, which adversely

affect the community's ability to prevent, mitigate, prepare for or respond to hazard events.

Vulnerability is defined as: "The conditions determined by physical, social, economic, and environmental factors or processes, which increase the sustainability of a community to the impact of Hazards" UN/ISDR. Geneva 2004

In another word, it is the extent to which a community, structure, service or geographical area is likely to be damaged or disturbed by the Impact of a particular Disaster Hazard, on account of their nature, construction and a proximity to Hazardous terrain or a Disaster prone area.

6. Affected people

People who are reportedly affected by a number of ways: People who have lost or likely to loose their livelihood asset like lost their livestock, crops, houses, land etc. Injured, hospitalized, People physically unable to cope with circumstances, People lost their family members; People affected by livelihoods system e.g. lost employment or income because of economic erosion etc.

7. Coping capacity at HH level

This indicates the capacity of a particular household to cope with a particular disaster. Basically this type of capacity depends upon some source like HH level savings; Informal loan source-Relative, neighbor; Food stock; Market linkage that ensures goods purchase on credit etc.

8. Coping capacity at community level

It indicates community's capacity as a whole to cope with a disaster. It also depends on community relationship, access to institution, bargaining capacity with service provider, market linkage, community volunteerism etc.

9. Emergency

An extraordinary situation where there are serious and immediate threats to human life as a result of disaster, imminent threat of disaster, cumulative process of neglect, civil conflict, environmental degradation and socioeconomic conditions. An emergency can encompass a situation in which there is a clear and marked deterioration in the coping abilities of a group or community

A condition of urgent need for action or assistance, it affect poorer more than richer and they are cause of many people falling into poverty. Emergencies occur when local coping capacity is inadequate.

10. Capabilities

Positive attributes able to be identified that may contribute to an enhanced ability to prevent or mitigate the effects of a disaster or which may strengthen a communities ability to respond effectively to the hazards.

11. Risk

The chance of a particular defined hazards actually occurring or the exposure of all or part of human society (from individual to the planetary population). Risk is therefore: combination of Probability and Loss and in this context can be defined as the Probability of a Specific Hazard Occurrence.

Chapter ONE

Underlying Principle of Standard Operating Procedures

1.1 Principles of Standard Operating Procedures (SOP)

A principle is a basic truth, law or assumption on which reason or action is based. The key principle within humanitarian response is that populations affected by disaster have a right to life with dignity. Within humanitarian response, principles are non-negotiable.

1.1.1 Standard

Standard provides a basis for comparison. In the case of humanitarian response standards are qualitative in nature and are meant to be universal and applicable in any operating environment. AAN always try to meet agreed standards within the sectors in which it is working and all its work are designed to meet them. It recognizes, however, that in many cases they are inspirational. It also aims to ensure that others working within humanitarian response as a whole also meet agreed standards.

1.1.2 Indicators

An indicator is a measurement which is based on observed facts and which tells us whether a standard has been met. In humanitarian response, indicators can either be qualitative or quantitative in nature. Standards indicators are often inspirational. Indicators are useful as well because they not only measure whether a standard has been met but also they can also tell us part way through a program whether we are on track to meet both standards and program objectives.

1.1.3 Guidelines

A guideline is a description of how to do something. Although guidelines are not mandatory the implication of them is that practitioners will be use them to turn principles into practice. The only exception to this within AAN is for 'security guidelines', which are mandatory. Security section in this SOP is therefore mandatory.

1.1.4 Procedures

A procedure is a particular course of action intended to achieve a result. Within AAN the definition generally refers to program support functions such as logistics, finance or human resources. Some procedures are mandatory and others are not.

1.1.5 Response capacity

The capability and means of a humanitarian entity or entities to individually or collectively deliver effective, timely, rapid and quality assistance to populations in need.

1.1.6 Preparedness capacity

The measures taken to prepare for and reduce the effects of emergencies; that is to predict and - where possible - prevent them, mitigate their impact on vulnerable population, and respond to and effectively cope with their consequences.

1.2 The Context and Objectives

1.2.1 The Context

Nepal is one of the most disaster-prone countries in Asia. Over the last two decades, there have been numerous large and small-scale disasters, both natural and man-made. The most common natural phenomena include flood, fire, landslides, drought, famine, hail storms, earthquakes etc. After immediate from disaster, there is a need of response to mitigate the disaster effects. AAN has been involving in the disaster response since 1995. For this, the SOP for disaster response is necessary. It helps to systematize the procedure that makes the staff and stakeholders involved during the disaster response get sufficient guidance. Hence, SOP is conceptualized to support the people/agencies during the disaster response.

1.2.2 Objective

The overall objective making SOP for disaster response is to:

- Meet identified immediate needs
- Establish management and administration systems for accountable program delivery
- Assess, plan and implement an effective program
- Ensure program delivery meets AAN and international quality and minimum standards, and
- Define an exit strategy, if appropriate

Chapter TWO

ActionAid and Its Strategies on Emergency and Disaster

2.1 ActionAid International

Founded in the United Kingdom in 1972, ActionAid (AA) is an international development organization registered as a global organization in The Hague, the Netherlands in September 2003. The AA International Secretariat is based in Johannesburg, South Africa. It is a secular and non-political organization working with over nine million of the poorest people in the developing world in 40 of Asia, Africa, Latin America and the Caribbean. It is committed to improving the quality of life of the poorest and the most marginalized people so that they can live a life of dignity.

2.2 Overview of ActionAid Emergency Strategy

2.2.1 ActionAid Approach to Emergencies

ActionAid approach to emergencies is based on the learning that the poor marginalized and excluded groups of people face the greatest hurdle from emergencies. Key components in approach to emergencies are as follows:

- Vulnerable marginalized and excluded people at the center of policy and practices; and debate and discourse around emergencies.
- Directly action in providing assistance at the needs and priorities of those groups, with a longer terms perspective to address livelihood recovery.
- Building capacity and strengthen the active agency of vulnerable people.
- Tackle the causes of vulnerability and emergencies with emphasizing governance of at various levels.
- Empowerment of vulnerable groups of people.
- Ensuring participation of vulnerable excluded and marginalized groups in our emergency operation

Poor accountability and responsiveness of the institutions, both formal and informal, in tackling various forms of inequality and injustice that immediately put marginalized and vulnerable people in the unsafe living condition, limited access to basic services, fragile income options, weak institutional network where they lack information. These factors not only increase their vulnerability to emergencies, but also make their recovery much harder.

During emergencies, access to their rights ranges from basic survival like food and health care to physical and psychological security, are even seriously undermining. Likewise, people who are within emergencies and who are at risk of such catastrophes-- their right to development i.e. education, participation are also systematically denied.

This happening primarily because the dominant and powerful groups control Institutions and the decisions in emergencies as it is in normal time. As a result, the concerns and priorities of the vulnerable and excluded are systematically ignored. Their

participation is undermined in the policy and practices related with emergencies. In many cases, humanitarian assistance is given in discriminatory way that does not reach them.

During emergency, the new 'environment and insecurity' also limits their talent and ability to undertake collective actions to claim their rights. Despite lack of responsiveness, this is also a fact that, the responsible institutions lack capacity to tackle emergencies and offer rights to the victims of emergencies.

Recognizing emergencies as a development constraint, AA's approach to emergencies optimize to tackle and reverse those impacts; and exploit the opportunity to empower those marginalized and excluded groups of people.

2.2.2 Core Focus in the Approaches

Sets of analytical approaches aid AA in realizing the vision. The analysis, as a foundation informs AA work around emergencies. First, the long term perspective that allow AA to address the long-term issues, like capacity building and livelihood recovery within emergency response. Second, the right-based analysis provides AA direction on how to empower marginalized and excluded groups in emergencies. Finally, the cause-effect analysis, in AA approach helps to deal with the causes of emergencies.

2.2.3 The Approaches for Emergencies

Approach 1: The long-term perspective

When people's survival at risk, the long-term perspective, as an analytical tool and practical way of work, reinforces AA to directly address immediate needs and priorities of vulnerable people. In addition, while doing so, the long terms perspective also facilitate AA to organize its emergency response in a way that contribute to the long term priorities and concerns of life and livelihood of the vulnerable marginalized and excluded groups of people, for example to make them able to:

- Ensure that their asset are not lost;
- Earn a living now and the future;
- Get involved in those decision which affect them;
- Get fare share of those resources to which they are entitled (e.g. relief and compensation); and
- Cope with future emergencies.

A long-term perspective does not necessarily imply a long-term presence of the agency, or even long-term intervention. This promotes sustainable reduction of emergency impact, as it supports emergency work informed with local context and priority, address issues with a complete strategies, which is sustainable and build local resilience.

- Covers complete cycles of emergency work: response, recovery, preparedness and mitigation; and link each other with as a coherent action.
- Promotes informed emergency work by analysing both 'internal context' i.e. livelihoods, cultural, political, economic, institutional and legal aspect as well as 'external context' i.e. national and global aspect of policy and practice that may affect on the local context of vulnerability.
- Employs the immediate responses in a way that also helps sustainable recovery and secure people's livelihood.

- Enhances capacity and resilience of the vulnerable people by emergencies work as well as integrate with ongoing development work.

Some of the initiatives that support to achieve the long-term perspectives are given in the box 1.

Box 1: Long-term Perspectives

- Direct action to the needs and priorities of the marginalized and excluded groups
- Linking livelihood in emergency operation
- Strengthening vulnerable people's capacity

Approach 2: Addressing both needs and rights in emergencies

The 'rights based analysis' offers an opportunity to address the causes of inequality and discrimination that exacerbate vulnerability of marginalized and excluded groups of people. Intervention based on such analysis formed the foundation in many of AA interventions. Systematically targeting and reaching the people from the lower caste in India, powerless women in all AA interventions; and involve them into emergency operation resulted in not only reduce their immediate sufferings, but also overall position in the society; makes them less vulnerable to future emergencies.

The above context leads AA to follow the following main principles that guide response to emergencies:

- In emergencies, protect and promote right of vulnerable in accessing basic survival needs like food, shelter, water, and health as well as physical and psychological security; and rights to development like participation, information, education etc.
- Using emergency operation as a means to promote overall rights of the excluded and marginalized people.
- Ensure participation of vulnerable excluded and marginalized in emergency operation.
- Ensure our primary accountability to the victims of emergencies with a transparent manner.
- Strengthening active agency of marginalized and excluded group of people to influence the policy and practices.

Box 2: Principles that guide response to emergencies

- Relief and recovery work as a means to empower groups of marginalized and excluded
- Ensuring participation and making our primary accountability to the victim of emergencies
- Capacity building of the local authorities

Furthermore, the principles that guide response to emergencies are given in the box 2.

Approach 3: Addressing both 'symptoms' and causes of emergency

There are several factors that determine the degree of emergency impact on excluded and marginalized people. However, the institutional role, as the most important factor, inextricably linked with this, as this: a) directly trigger or increase risk of emergencies, b) Increase the impact and intensity of a particular emergency or prolonged this; and

finally c) Negatively affect vulnerable people's resilience. Emergencies also benefit a certain group of people and institutions including political parties—and quite often manipulated for commercial, strategic and military gain.

- Addressing the politics of emergencies
- Promoting good governance for marginalized and excluded in emergencies.
- Peace building as a means to prevent conflict

2.3 AA Asia Region Disaster Management Strategy

2.3.1 Addressing the common and shared hazards in collaboration

When there are shared hazards, common geopolitical causes, which affect several countries, analysis will be done by a team involving members from each country. If possible involve people from non-affected countries. In response to this analysis, program response will be

- Establishing international communications for early warning system in the countries, and
- Joint policy initiatives with involved governments, sub-regional bodies and international organizations.

Building s with affected people's organisation (mobilization, sharing and strengthening, ensuring that voices are heard), civil society, regional actors to activate all existing regional forums on issues related with disaster, particularly in the issue of early warning, exchange of information and river basin management. For instances:

- Building people's perspectives on disaster and conflict specific issues, initiate process for building people's institutions across border.
- Joint efforts in raising media and internal profile on the issues that increases the impact of disaster.
- Collective resource mobilization of financial, material or human resources.
- Creation of information base on hazards [Floods, drought, conflict, cyclone, earthquakes, technological disasters and emerging hazard phenomena] and disaster management.
- Getting involved in peace building processes, mobilizing public opinion, information on people's perspectives, people's institution building.
- Working together with other AA regional working groups to address the issue of HIV/AIDS and trafficking of women and children.
- Responding to disasters in existing working areas and where AA Asia have strategic interest.

Influencing and collaboration for hazards in one country, which can be affected by other country(s) or influence outside. Management of catchments area, policy practice of country(s) may effects disaster in another country, particularly in flood. In such context:

- Share contacts, knowledge and opinion; and offer support to push policy issues internationally
- Influence policy as a part of regular advocacy activities on issues related to floods
- Management, early warning systems, sharing of water, conflict (mobilize public opinion, peace building, engaging media), and technological disasters. Policy

influencing regionally and internationally i.e. whether countries are directly affected or not will contribute to policy changes in other or own country

Where countries face hazards, which have been addressed in other countries (e.g. cyclones, droughts), AA have to learn lessons in the form of:

- Sharing skills that have been accrued (roster/inventory of human resources). Capacity development (learning from each other) of AA staff and partner organizations on analysis, disaster preparedness, disaster response (coordinated management). AA region should set up a resource directory.
- Offering opportunity for different country staff to gain experience.
- Offering and requesting logistical support (e.g. purchasing) from other countries in the region where required.
- Learning where preparedness activity (by AA/government/others) has been effective or ineffective and working /influencing accordingly.

2.4 ActionAid Nepal (AAN) Emergency Response Strategy

2.4.1 AAN and its Emergency and Disaster Management Policy

ActionAid Nepal (AAN) has been working in Nepal since 1982. Its mission is to eradicate poverty by facilitating the process of empowering the poorest and the most marginalized communities, disadvantaged women, men and children. The work of AAN over the years has undergone various changes informed by its engagement at the community and other levels. Its scope of work has thus grown in content, coverage, complexity and commitment over the period. In 1996, AAN changed its approach from direct service delivery to partnership mode with local NGOs. Similarly, it adopted rights-based approach from 1998 with an aim to creating an environment in which the poor and marginalized communities can exercise their rights, explore the cause and effect of poverty to eradicate by actively engaging themselves in all aspects of development initiatives.

In 2003, AAN priorities five themes based on the local context and needs – Education, Food Rights (including Natural Resource Management), Peace, Gender Equity and HIVAIDS. It is also engaged in themes on Globalization and Corporate Social Responsibility, Emergency and Disaster Management, Disability, Urban Poverty and Media Advocacy.

AAN has been given prime importance to Education, Food Security, Peace building, HIV/AIDS and Gender equity themes with the focus on the people's rights including the Disaster Preparedness, relief and rehabilitation works under emergency response during the Country Strategy Paper III (CSP 2005 –2010). Thus, AAN will proactively engage in various important themes including Emergency and Disaster Management to ensure the betterment of the marginalized communities through emergency preparedness, relief, rehabilitation and policy advocacy.

Strategically, AAN has started responding the disaster situations and management with the understanding of root causes and effects of the disasters. AAN believes that "Any situation where there is an exceptional and widespread threat to life and the basic subsistence, which is beyond the coping capacity of individuals and/or community is to

be considered as an emergency and disaster". In other words, an emergency is an extraordinary situation in which there are serious and immediate threats to human life as a result of disasters, potential disasters or cumulative processes of neglect, civil conflict, environmental degradation and socio-economic instability.

2.4.2 The Rights Perspective

International human rights law does not speak explicitly about the right to protection and relief from disasters, but it is clearly implied. The Universal Declaration of Human Rights says in article 3 as: 'Everyone has the right to life, liberty, and security of person.' Similarly Article 25 says: 'Everyone has the right to standard of living adequate for the health and well-being of himself and of his family, including food, clothing, housing and medical care and necessary social services, and the right to security in the event of unemployment, sickness, disability, widowhood, or old age or other lack of livelihood in circumstances beyond his control.'

Disasters are conditions under which an individual may face 'circumstances beyond his control'. The right to an adequate standard of living is not suspended in disasters. These rights are further elaborated in subsequent human rights agreements, particularly the International Covenant on Economic, Social and Cultural Rights. It is fully understood that national governments may have limited capacity in relation to such rights. Nevertheless, no matter how meager their resources may be, all governments have an obligation to take positive action to protect lives, and to assure an adequate standard of living, not only in normal times but also in conditions of acute crises.

2.4.3 Security and Protection Rights

All people have a right to protection from disasters, and consequently governments have an obligation to protect them. It is believed that the state is an outcome of an agreement, which is popularly known as 'social contract'. As a result, the state is obliged to protect those people to whom its existence is legitimized. The right to an adequate standard of living is not suspended in even in disasters. It is fully understood that national governments may have limited capacity in relation to such rights.

Thus, basic disaster relief is not about charity. The human right to disaster protection means there are some services to which people are entitled. While dealing with the disaster situation the victims' dignity and intrinsic value are respected and protected. There should be domestic and international agencies that are capable of calling national governments to account if their preparations are not adequate. There must be organizational and training of personal, evacuation plans, emergency medical facilities, arrangements for providing food and water, etc. No state can deny these rights while responding disasters. It is not matter of charity but obligation of the government and international community.

Fundamental or inviolable basic rights have been guaranteed to all citizens under the 'Interim Constitution of Nepal 2063'. The Supreme Court of Nepal has interpreted this right as to include the dignified life embodying the right to shelter, health, clean environment etc in different Public Interest Litigation cases. So, from this point of view, it can be concluded that human rights with respect to disaster response, such as right to protection from any disaster, right to rehabilitation, right to resettlement etc. can be

defined under this Constitutional provision. If these rights are enshrined in the constitution, compensation occurred from any disaster should also be right of the victim. Rights are always to be compensated in restitution in interim basis, which means to retribute in the earlier position.

However, as in many areas of human endeavors, the law's response to disaster situations in Nepal has been inadequate. In the area of legislation, there is no comprehensive, enacted law to deal with the issues arising out of a disaster. The existing laws, such as National Natural Calamities (Relief) Act 1982, are archaic and anachronistic, and do not serve the purpose of alleviating the victim's misery. Government has relied on ex-gratia discretionary payments to meet the demands of victim-creating situations. The right to life has been interpreted not to include a mere right to existence. 'The right to life includes the right to live with human dignity and all that goes with it, namely, the bare necessities of life such as adequate nutrition, clothing and shelter and facilities for reading, writing and expressing oneself in diverse forms, freely moving about and mixing and co-mingling with fellow human beings.

The traditionally recognized social and economic rights, such as: right to shelter, education, and health, has now been construed as being an integral part of the right to life itself and therefore enforceable as such, makes it possible to take disaster-related issues to court. In addition, from a social security point of view, rights to rehabilitation, resettlement and compensations against loss and damages by the natural disasters have received the least attention in law. The judiciary's rightful domain is raging; its importance in getting the government to fulfill the constitutional obligations of a social welfare state has been firmly established. Hence, Emergency and Disaster Management becomes vital intervention of AAN pertaining to ensure rights of disaster victims and poor and marginalized community vulnerable to natural and manmade hazards.

Box 3: Rights to Humanitarian Assistance

Everyone who is extremely needy has a right to assistance

- States have a duty to provide humanitarian assistance to victims in their territory or under their control.
- States, international governmental organizations and nongovernmental organizations have a right to offer humanitarian assistance to other States.
- States, international governmental organizations and nongovernmental organizations have a right to provide humanitarian assistance to victims in other States with the consent of these States—in case of disintegration of governmental authority and of civil war—with the consent of the relevant local authorities.
- States have no duty to provide humanitarian assistance to victims in other States but they have a duty to facilitate humanitarian assistance lent by other States, international governmental organizations or nongovernmental organizations. If measures of coercion are taken against a particular State, supplies for essential humanitarian needs have to be exempted from them.
- The Security Council, by virtue of Chapter VII of the United Nations Charter, may determine that the magnitude of a human tragedy constitutes a threat to international peace and security and authorize States or UN forces to take all measures necessary to bring humanitarian assistance to the victims.

- States have a duty to admit humanitarian assistance furnished by other States, international governmental organizations or nongovernmental organizations in accordance with international law. They may not arbitrarily refuse their consent.
- Individuals have a right against the State under whose control they are to receive humanitarian assistance insofar as this State has a duty to provide humanitarian assistance or to permit its distribution according to rules 3, 4, and 6.

Rights to humanitarian assistance UNESCO, Paris 1995

Box 4: Action Aid's Rights Analysis

- A rights-based analysis considers people affected by emergencies as citizens with rights and responsibilities. People have a right to protection, to human security and to assistance based on their needs.
- Analysis of the distribution of power will inform all the elements of our rights analysis. It will also identify where and how poor people affected by disasters can increase their share of power.
- An analysis based on rights looks at who does and who does not have access to, and control over, basic resources and services. This often reflects discriminatory policies and practices, as in countries where women's lack of entitlements to land makes them more vulnerable to disasters.
- Our analysis will identify the responsibilities of people and institutions at all levels (individuals, families, local and national governments, regional bodies and international actors), and their capacities to uphold such responsibilities.
- A sound analysis of the existing international, national and local legal and governance systems is central to AA's approach, since they establish clear obligations on states and non-state actors to guarantee human security and poor people's assistance and protection.
- We will examine how people affected by disasters, particularly the most marginalized, can be actively involved in assessments, decision-making, and negotiation of their rights with other stakeholders.
- Action Aid's analysis will identify those groups of people and social sectors whose rights are severely denied. Thus ethnicity, gender, generation and disability become high priorities in emergencies.
- We will look at how gender roles and relations and patterns of discrimination make women more vulnerable, while undermining their capacity to cope with the effects of emergencies. For example, we will analyze the dynamics of sexual violence and human trafficking so that they are addressed by emergency programming.
- A rights analysis addresses both the tensions and synergies between power, culture and rights.

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2.5 AAN Approach

Nepal's varied geography, lack of proper infrastructure planning and high incidence of poverty make the country extremely vulnerable to the devastating effects of both natural and human-made disasters. Such disasters increase poor people's vulnerability, which consequently decreases their livelihood opportunities and ability to cope with economic and other hazards. Realizing disaster vulnerability as one of the contributing factors to aggravating and perpetuating poverty, AAN has recognized 'Emergency and Disaster Management' as one of its cross cutting themes.

Emergencies and Disaster Management program is directly linked with the poverty reduction strategy as one of the major factors affecting the livelihoods of the poor people. Any type of disaster becomes more serious when local coping capacity is inadequate. Disasters will accelerate poverty with increasing trend of the indebtedness among the poor and women headed families. At this junction, AAN address emergency and disaster management work in order to eradicate such poverty. A more strategic and rapid response to disasters and integration of disaster mitigation efforts into the regular development plan is strongly essential. AAN believes that poor people have a right to protection, to human security and to access appropriate assistance to survive and recover from disasters. Based on this belief, AAN will work towards building capacities to ensure a more strategic and rapid response to disasters- before, during and after they occur.

2.5.1 Key Strategies

The key strategies of AAN for EDM are as follows:

- Improving the ability of vulnerable communities to cope with disasters through community-based disaster preparedness strategies
- Establishing and capacity building of s and networks for effective disaster preparedness and response
- Hazards mapping and vulnerability assessment of the disaster prone areas and advocating for the necessary mitigation measures
- Providing immediate relief and rehabilitation to the most needy poor people in post-disaster situations
- Promoting the rights of the disaster victims on proper compensation and rehabilitation

2.5.2 Operation

AAN will provide enough information to the International donors and planners on disaster impacts on the lives of the people as a major cause of poverty in the country so as to increase responsibilities of international donor communities to supplement in delivering basic humanitarian services. Thus, AAN broadly executes disaster management program through Creation of information base/MIS, capacity building, resource mobilization for program implementation and building the s for policy influencing.

2.5.3 Guiding Principles

The following are the some of the guiding principles for EDM.

- Advocating the need for the effectiveness of the disaster response including the short and long-term plan with government, donors, non-governmental organizations and the public
- Hazards mapping and vulnerabilities assessment of the disaster prone areas and advocate for the necessary mitigation measures
- Establishing the co-ordination systems among the agencies working in disaster management
- AAN will adopt and apply the standards set by the Red Cross, Sphere Project for its operation and Government of Nepal (GON) rules and regulation
- AAN recognizes the preparedness should be one of the primary activities to reduce the disaster effects
- Strengthening the organizational capacity at national and local levels for effective disaster preparedness, and
- Improving the ability of vulnerable communities to cope with disasters through community-based disaster preparedness strategies

2.5.4 Strategic Positions of Disaster Management Program

- Poor people are assured of appropriate assistance to survive and recover from disaster: Rights to life and livelihood (food, shelter, health & sanitation, water, clothing etc.) of each individual and community should be secure in circumstances of any emergency and disaster.
- People affected by disasters as citizens with rights – people have right to protection to human security and to assistance based on their needs: Ensure government/agencies accountable to act immediately in emergency and disaster.
- Promote long term and sustainable solutions through the integration of humanitarian work and on-going development work: Follow the human rights and humanitarian laws responding emergency and disaster, ensuring minimum Sphere Standards in emergency and disaster responses. Apply the "Do no harm" principles. Reduce vulnerability of the poorest and marginalized by the regular development interventions.
- Rights to participate - participation of people affected by disaster in decision-making: Work together with other stakeholders to fill the gaps. People affected by disasters particularly the most marginalized, can be actively involved in assessments, decision-making, and negotiation of their rights with the stakeholders.
- Critical engagement with the people and institutions at all level upholds such responsibility and grow the capacity: Educate, organize and mobilize the people towards reducing the risk through preparedness and mitigation of the hazards and secure sustained livelihood with dignified lives and addresses policies issues to assert the rights of the people in difficult circumstances (i.e. emergency and disaster). Develop resilience capacity of the community to cope with the hazards.

2.5.5 Strategic Objectives on EDM

Considering the above guiding principles and strategic positions, five broader specific objectives are developed to deal EDM which as follows:

- **Capacity Building:** Ensure preparedness and availability of trained human resources in its working areas to assist the local government and communities in the event of major disasters,

- **Building s:** Build the strong and networks of the NGOs/CBOs and also with local government agencies (CDO/DDC/VDC) in order to have the effective respond during the rescue, relief, rehabilitation and preparedness works; and for the collaborative works,
- **Policy Influencing:** Influence policy makers and media advocacy people for the rights of the disaster-affected poor people integrating Gender and Rights perspectives in the disaster works,
- **Emergency Response:** Respond and support vulnerable communities by implementing the relief, rehabilitation and preparedness works as and when necessary,
- **Knowledge Management:** Share the key learning and practices with other country programs especially within AA Asia.

2.5.6 Implementation Approach on EDM

For achieving the strategic objectives, the implementation approach will proactively engage in disaster management through a Rights Based Approach where the vulnerable and victims of emergency and disaster can access the proper assistance, followed by the capacity building in enabling the people to access and control over the resources and opportunities. Everyone has the right to life, liberty and security of person. The International Convention on Economic, Social and Cultural Rights appears to be concerned with many of the constituents of vulnerability: it protects the right to adequate food, nutrition, shelter, clothing, education and health and medical services.

Action Aid Nepal considers all sorts of Disasters as Poverty Perpetuating Events where the basic needs or basic rights of poor people overlooked. AAN ensures all the Humanitarian Aids supply delivered to the affected people are based on Rights Perspective. Therefore it seeks active involvements of the poor people (women, children and Dalits) in decision making ensuring full access and control over the support/services delivered to them.

2.5.7 Disaster Response Strategies

Within the framework of the above guiding principles, strategic positions and objectives, AAN Nepal has developed its disaster response strategies in the following three phases:

Phase 1: Disaster preparedness/mitigation

Disaster preparedness is the strategic response of AAN to reduce the risks and vulnerabilities of the communities living on the disaster prone areas. Thus, AAN will strategically works in building capacity (preparedness) of the government, the relief agencies and disaster-affected people to manage the disasters proactively.

Disaster preparedness includes advocacy and public awareness raising, small scale mitigation works, early warning system, facilitation of coordination, institutional strengthening and local capacity building/training and other measures related to advocacy on policies and practices changes, different hazard assessment, vulnerability assessment, awareness raising, information management and stockpiling of relief/rescue materials as contingency plan for the potential disaster. Mitigation, as the parts of preparedness, includes the construction of the catchments ponds, check dams, river

embankment through bio-engineering, forestation etc. All these measures focus to improve the livelihoods of the disaster-affected people in sustainable ways.

In this context, AAN will carry the preparedness and mitigation measures in following ways:

- a) **Mass awareness through Street Drama, Film Shows and Poster Pamphlets:** AAN will promote awareness among people of their rights and the responsibilities and obligations for emergency preparedness and response. Similarly, it will create opportunity to learn and share the information regarding disaster preparedness, mitigation and response through the wise use of media, theatre groups and other means of mass communications available in Nepal.
- b) **Capacity-building Training, Workshops, and Seminar:** AAN will develop a thorough understanding and seek to increase the capacity of those stakeholders with such responsibilities in Nepal. AAN will foster the opportunity to learn the skill and capacity building opportunity including shared learning at national and regional level in disaster management through training workshops, demonstration camps exposure etc.
- c) **Implementation of CBDP program:** AAN will focus on preparedness in disaster management than making response to post disaster situation. For this AAN will always have the strategy to enable the community prepared with potential risk, hazards and mitigating the disaster. The preparedness includes analyzing the capacity and vulnerability in long term work and using that analysis build local resilience, readiness and long term recovery. AAN will ensure all its DA program have CBDP component and developed preparedness plan.
- d) **Issue based research and media campaigning:** AAN will carry out policy mapping for rights based approach to emergency and disaster management, find gaps and scope to improvement and disseminate the outcomes through media to take it further for policy advocacy in favor of poor and marginalized.
- e) **Policy Advocacy and inputs for restoring Humanitarian Standards and Rights:** Policy Advocacy and inputs for restoring Humanitarian Standards and Rights that's routinely denied in emergency and disaster situation will also be the area of intervention for AAN. This will include the conflict resolution, peace building and developing the necessary code and conduct through expertise sharing and skill transformation.
- f) **Linkage and networking at national, regional and international levels:** AAN will Endeavour the linkage and networking at national, regional and international levels to secure additional capacity to reduce the vulnerability and overcome the disaster impact in Nepal. For this AAN will be close with the national, regional and international networks and agencies working in the issue.
- g) **Strengthening the local government offices/agencies:** The local agencies like District Administration, District Development Committee, Village Development Committee; Nepal Red Cross Society etc will take part in the process of disaster

management jointly with AAN activities. AAN facilitate to regularize their services to the disaster victims as planned in disaster management act.

Phase 2: Disaster Relief Support

The disaster response relief and support includes any activities intend to save the lives of the people during the disasters; these activities are rescue operation, medical and food aid for short period, assessment of the situation for the immediate and long term response includes communication and transport, temporal settlement, security, health camps etc. The effectiveness of the response depends on the contingency plan prepared ahead. AAN involves on Disaster Relief too if the people are in difficult circumstances and no other parties are there to respond at the time of strike in the program area DA/DI Districts.

Emergency relief requires immediate action and the alleviation of or deliverance from pain, distress and anxiety. In a disaster/emergency situation this takes the form of humanitarian assistance through emergency shelter materials like blankets, bedding, plastic sheeting; emergency accommodation e.g. shelters; water, food and clothing relief; and crisis counseling.

Phase 3: Rehabilitation and Reconstruction

With the recommendation of the assessment team during the disaster, the short-term rehabilitation and long term rehabilitation program is set up. It focuses the program directly for permanent settlement, livelihood support, repair and maintenance, reconstruction, institutional strengthening, ensuring the rights of the peoples in disaster situation etc.

2.6 AAN Policy on Disaster Response

AAN will respond to an emergency in the situation (natural or human made disaster) where more than 5 people are killed in one incidence or more than 5 families are displaced at one time in an AAN working areas (DA/DIs).

Similarly, AAN will respond if there are 50 people are killed in one incidence or more than 50 families are displaced at one time in the districts where AAN works. Similarly, it will respond if there are 500 people are killed in one incidence or more than 500 families are displaced at one time in the country. In such a case AAN will respond to the government on humanitarian support making AAI Appeal and mobilizing the international resources.

AAN policy on disaster response is to give priority of humanitarian response in large area catastrophic situations due to Flood, Fire, Landslide, Earthquake, over-exploitation of forest resources and famine.

On a lower priority, AAN may also decide for response to slow onset disasters or local level disasters of very unique natures for Nepal, such as: Cold wave, River erosion displacement, Draught, Windstorm, Thunderbolt and Hailstorm and Epidemics caused by diarrhea, typhoid, water borne diseases, bird flue, etc (please refer annex 1 for diseases and their preventive measures). But AAN will not be involved in responses for situations like civil riot, mass upsurge, and any politically motivated/created situations.

The response policy of AAN is to address the immediate sufferings of population where government or other stakeholders are unable to meet adequately. The approach is not to emphasize on the number of affected people, but to look at which communities are affected. AAN interest is more on the neglected/excluded communities such as Dalits, marginalized, oppressed, disabled, minorities, right holders etc. Also AAN is often interested to work where there are ample scopes for learning.

Similarly, AAN has broadly categorized two types of emergency/disaster and has similarly intervention modalities as well. The first type is the Rapid Onset which include a rapid progression of vulnerability and risk to the population for example fire, earthquake, flood, land slide, health emergency etc, and; second is the slow onset, which includes drought and famines, political insurgency or armed conflict and war and epidemics. Likewise, emergency response is also in two ways:

- In-house response includes more often limited with internal preparation and focusing own staff and properties.
- Community response includes usually out side the organization in the community, VDC to National level public arena.

Chapter THREE

Disaster Preparedness

3.1 Human Resource Development

AAN can proud in terms of its trained human resources. Many of the AAN and their partner staff have acquired reasonably good level of knowledge and experience through on-the-job training of flood, landslide and fire response works in the past. AAN has also recently conducted training courses on Participatory Vulnerability Analysis, First aid/emergency to all staff and Security training to programme staff. While selecting personnel for disaster response duties the relevant trained staffs are chosen. Emergency and Disaster Management Theme Leader will ensure selection of the most appropriate persons to disaster response from AAN.

3.2 Arrangements for Disaster

Generally The Emergency and Disaster Management (EDM) Theme of AAN is the focal point that receives news or information of an imminent disaster. The sources of this initial information could be from one or more of the following:

- Media
- Partner organizations
- Local CBOs, WUA, CFUG, clubs, schools
- DWIDP
- Ministers
- Departments
- DLAs

EDM Theme Leader will collect as much information as possible. In an impending disaster situation the EDM Theme Leader will immediately intimate the situation to the Human Security and Governance Team Leader. Human Security and Governance Team Leader or any person acting in his/her absence will in no time request the Country Director (CD) to invite a Senior Management Team (SMT) urgent meeting. The Human Security and Governance Team Leader and the EDM Theme Leader will present the situation and information from different sources to the SMT. If, at this stage a meeting is not possible due to any reason, the Human Security and Governance Team Leader will send the situation information through e-mail to all the members of the SMT (if required, call by land phone or mobile phone to the members). Side by side, the Human Security and Governance Team Leader will activate the Disaster Management Action Team (DMAT). The DMAT is composed of the members, which are give in box 5.

Box 5: Disaster Management Action Team (DMAT)

- Team Leader, Human Security and Governance
- EDM Theme Leader
- Peace and Conflict Theme Leader
- People who involved in the first aid training

The DMAT will be mix of male and female staff. Depending on the workload and severity of the situation this team may be extended by deputing additional members as required, and/or supported by members from a partner organization. The Human Security and Governance Team Leader will arrange addition of members through discussion with different Team/Department Heads and Theme Leaders. Generally the Human Security and Governance Team Leader will have a list of personnel authorized by respective Sector Heads for forming the DMAT. Because of the nature of tasks and urgency call, care must be taken not to include sick person, pregnant or lactating colleagues, or any disabled staff as DMAT member. The team members will be a mix of senior and junior AAN staff and will report to the EDM Theme Leader or designated person in absence of the EDM THL for this emergency assignment. The responsibilities of the DMAT are given in box 6.

Box 6: Responsibilities of the DMAT

- Initiate communication
- Report compilation and updating
- Request/assist partners for damage and needs assessment survey and collection of the survey reports
- Assist the SMT in decision making with all needed information
- Recommendations to the EDM Theme Leader for fund raising and
- Response management/monitoring in collaboration with partners

Similarly, emergency response team (ERT) is composed of RC Coordinators, Team Leaders of 5 departments and Theme Leader of EDM.

The EDM Theme Leader will make arrangement for the DMAT workspace, computers, telephones, fax, transport, etc. He/she will review and forward the recommendations to the Human Security and Governance Team Leader including advise for internal and external fund requests, if appropriate. The Human Security and Governance Team Leader in consultation with the Country Director will take appropriate requests for funds working with Fund Raising Department. A pre-selected member of the Fund Raising and Communication Unit will work with the Human Security and Governance Team Leader to draft necessary letters for

external funding requests. Signatory for any external fund request letter is the Country Director.

3.3 Disaster Response Resources

AAN recognized that the achievements of the development sectors targeting poor and marginalized are threatened if disasters are not addressed adequately and in a right manner. To combat this situation, AAN has developed a funding mechanism to create fund for disaster response. If this fund is inadequate to meet the emergency demand in extreme situations, there is flexibility to increase the fund level tapping ActionAid international funds, reserved for disaster management.

In large-scale disaster situations, AAN requests funds from donors. In the past, AAN could manage to get satisfactory level of donor resources to implement disaster response in a large affected area. The donors are ECHO, UNOCHA, DfID, AusAid, etc.

3.4 AAN own staff field assessment

Where a Partner is not present or the partner is unwilling/incapable to conduct the Damage and Needs Assessment survey following the AAN format (this was developed in a collaborative process with several AAN partners) or where AAN considers that direct information collection will be more appropriate, AAN will conduct a Rapid Assessment through a reconnaissance survey by its own staff and/or with a partner specialized for this work. The guidelines for this rapid assessment are provided in chapter 2. The EDM Theme Leader or his/her designee will make the decision and necessary arrangements for the rapid assessment in consultation with the Human Security and Governance Team Leader.

3.5 AAN Team and Partnership

AAN will manage its entire program under partnership. Partnership can be made with the Local NGOs/CBOs/VDCs-Municipalities/DDCs and Nepal red Cross Societies or the appropriate line agencies of the GoN. A bi-lateral, tri-lateral or multilateral partnership shall be developed depending the size and scope of intervention.

AAN focused to work in partnership with local organizations and specialized organizations. This gives greater strength and legitimacy as the work is accomplished by an organization either from the same area or partner with specialization from other areas and decisions are taken close to the locality in a participatory manner with the communities. This allows AAN to broaden the realm of its reach and influence in program implementation. AAN's partnership strategy also helps in creating commitments of the partner organizations.

AAN partners directly implement the disaster response programs in the coordination with AAN. The AAN's roles in the implementation are mainly: gathering information and deciding for response, fund raising and disbursement, facilitation, coordination, guidance, and monitoring/evaluation. The partners are mainly responsible for information feeding, rescue operation, damage and needs assessment, selection of right holders, response package selection, local coordination, procurement of relief package items, distribution of packages, self monitoring and reporting to AAN as per the agreement. It shows that partners are the key players in the AAN's disaster response.

3.6 Scopes of Contingency Plan

An appropriate contingency plans (both AAN and its partners) are highly needed to efficiently conduct disaster response. These contingency plans are to be developed and updated at least once a year. The contingency plan should take into account: vulnerability and risk analysis; probable disaster scenarios (please refer annex 2 for disaster scenario of Nepal) caused due to flood, fire, landslide, earthquake, etc.; management process; responsibilities of individuals and groups; logistics; estimated fund requirements, etc.

AAN focuses on Pre-disaster situation or disaster preparedness, so the role of emergency preparedness plan or emergency contingency plan is highly recognized by the organisation. The emergency contingency plan incorporates assessing the Vulnerability/Risk Situation Analysis, Capacity Building and Training to the staff,

Developing Quick Response Team (QRT) at AAN Level, developing the SOP for Emergency Response, and updating and Dissemination of the information etc.

3.7 Emergency Preparedness

For emergency preparedness, three main elements such as employee training, public awareness, and emergency preparedness are necessary. The development and implementation of an effective emergency management plan is the most critical element for successful disaster response and recovery.

The best practices are to be adopted for the emergency preparedness are as follows

- Emergency Management Plans, Policies, and Strategies
- Serving Persons with Special Needs
- Communications
- Staffing and Training
- Facilities, Equipment and Supplies etc

A disaster-emergency condition exists, when an event attributable directly or solely, either to the operation of the forces of nature or human intervention or to both, generates the extensive damage and destruction to life or property; is accompanied by extensive social and physical disruption and overwhelms the resources of the affected community or country to provide a timely and effective response to meet the needs of the situation.

The emergency aspect of such an event requires immediate attention to reduce threats to life, pain, distress and anxiety.

3.8 GON Disaster Management Institutions

Over the last four decades Government of Nepal (GON) has developed its institutions for disaster management. These institutions are from the national level to the district level. Some of the important institutions are as follows.

3.8.1 Disaster Management Division, MOHA

The realizing the urgency of the executive organization, GON constituted a new department to deal in disaster towards the end of Ninth plan period (1997–02) called Department of Narcotics Control and Disaster Management under Ministry of Home Affairs. This is the central and highest government authority in the implementation of the disaster response program in Nepal.

3.8.2 Local Government (DDC/VDC)

District Administration Office (Chief District Officer, CDO), District Development Committee (DDC), Village Development Committee (VDC) and district level Red Cross Society have been responding to the disaster situations at the district level. In the recent days, it has started the coordination with local NGOs, donor agencies for the resources to manage relief.

3.8.3 Department of Water Induced Disaster Prevention (DWIDP)

Department of Water Induced Disaster Prevention was established as the name of Water Induced Disaster Prevention Technical Centre (DPTC) in October 1991. It is a

joint undertaking of concerned agency of GON within the Ministry of Water Resource as a leading agency and Japan International Cooperation Agency (JICA). DPTC has been extended the Disaster Mitigation Support Project (DMSP) since September 1999. It has promoted DWIDP on February 1999. Activities, which have been done by DWIDP since 1992 on water induced disaster mitigation, are listed in three sections such as Sabo engineering, Landslides Prevention and Protection, and River Embankment. Main objective of this project was to promote the counter measures for the Water Induced Disaster by GON and Communities.

3.8.4 Nepal Red Cross Society (NRCS)

It is the oldest and the most popular organization in responding to the disaster situation in Nepal. It has the branch offices in all the districts and reached the disaster sites most earlier than to any other organizations. However, the response activities were limited mainly on the rescue and relief works. In the last few years, it has demonstrated the success model of the “Community Based Disaster Preparedness (CBDP) Program” in the areas affected from the landslides and floods. Most of other international organizations join with NRCS in the time of disaster relief works to avoid the duplication. Disaster management is one of their core program issues.

3.8.5 Oxfam GB Nepal

The Oxfam GB Nepal is committed to support the poor and disadvantaged people to bring about positive and sustainable change on their lives and reduce their vulnerability to flood disaster through the river basin program. The aim of the Oxfam has a long term program to improve the livelihoods of the vulnerable people living in Terai region of Nepal.

3.8.6 Lutherans World Service/Nepal

Lutheran World Service Nepal has its Disaster Preparedness Project since 1996 focusing disaster preparedness, response and mitigation in the grass root level. These activities are CBDP, strengthening of strategic relationships, building cooperative partnerships and launching School Earthquake Awareness Training (SEAT) program. Recently, it has further focused and extended its Disaster Preparedness Project in several districts.

3.8.7 Action Aid Nepal

Until now, AAN is responding the emergencies like flood disasters and earthquake disasters but limited to relief and rehabilitation. It has further realized that the preparedness and capacity building of CBOs to cope the disaster situation. In the process, AAN will enhance the capacities of the disaster-affected communities ensuring development infrastructures will not increase the vulnerability situations. Most of thematic initiatives are in the process of providing disaster preparedness as the crosscutting issue within other themes. EDM Theme is the central for disaster response. The other functions of this Theme are:

- Prepare plans of action for disaster response and present to the Human Security and Governance Team Leader and SMT.
- Review Partners Damage and Needs Assessment reports.
- Review Partners fund requests and recommend appropriate levels for approval of the Human Security and Governance Team Leader.
- In consultation with partners determine the proposed response package.

- Review partners proposed process for target group selection, distribution points/method, timing, etc.
- Using disaster skills personnel records/database prepare a list of AAN personnel from different sectors for probable assignments of disaster response activities
- Determine logistical requirements for the response work and arrange accordingly vehicles, computers, mobile phones, field travel kits, etc.
- Review partners activity progress reports and take appropriate actions
- Process fund requests for early disbursement by the AAN finance section
- Document all response efforts and reports
- Draft funding request letters to donors for the signature of the Country Director/Sector Head, Human Security and Governance
- Prepare response progress and final reports for donors and others
- Support Emergency Response Team

3.8.8 United Mission to Nepal

The United Mission to Nepal (UMN), as one of the largest non-government service agencies in the country, includes the large number of skilled personal and other facilities, which can be helpful in any disaster response situation. Mainly UMN involved in the education health 'rural development, industrial development etc. UMN has taken few steps on the disaster management activities within their working areas in Nepal. It adopted its own policy and operational guideline for disaster response.

3.8.9 UN Disaster Management Secretariat in UNDP

After the 1993 floods, landslides and debris flows, UNDP established a full time UN Disaster Management Secretariat (UN-DMS) to support the government disaster response efforts. The major objective of the program is to increase disaster management capacity of the government agencies, I/NGOs, the disaster-affected communities and assistance to UN disaster Management Secretariat Communities.

3.8.10 International Centre for Integrated Mountain Development (ICIMOD)

The major disaster management work under ICIMOD includes the regional workshops, trainings, hazard mapping using GIS and Preparation of a Climatic-Hydrological Atlas of Nepal using the available information. In May 2000, there was the regional workshop on the flood forecasting in the region. ICIMOD has initiated the regional cooperation on the disaster management program since the last few years.

3.8.11 CARE Nepal

Care Nepal is widely involved in agriculture and natural resources management programs focusing the livelihood of the disaster-affected people within the flood and landslide prone areas. More specifically, it has been implementing the watershed management program in the Terai and mid-hills focusing to reduce the impacts of landslides/flood disasters. Care Project in Mahottari district is focusing on the flood mitigation and preparedness.

3.8.12 DP Net

The Disaster Preparedness Network (DPNet) is envisioned as a loose association of individual organizations working in the disaster program. This forum is used to share the information on disaster management, resource sharing, provide feedback to government

on the policy and practice changes. It has around 22 member organizations including INGOs, UNDP, Government, NRCS and local NGOs. Nepal Red Cross Society is working as the Secretariat of the DPNet since 1999. The network aims to assist individuals and organizations to prepare for responding disaster. The major role of the DPNet is to enhance the capacity and improve the performance of its member organizations to implement and sustain disaster preparedness program.

3.8.13 Disaster Preparedness Task Group

The Disaster Preparedness Task Group (DPTG) is the next loose forum within an Association of International NGOs (AIN) with an aim to assist and strengthen the capacity of International/National Non-Governmental organizations and Government to prepare for and respond to disasters. It aims to enhance better coordination among AIN member organizations pursuing common understanding on disaster management policies (preparedness, relief and rehabilitation).

3.8.14 Other NGOs

Other NGOs working to reduce the impacts of flood disasters/landslides in the disaster prone districts are:

- The National Society for Earthquake Technology -Nepal (NSET) in Kathmandu has taken responsibility for promoting awareness of earthquake risk and implementation of seismic risk reduction project in Kathmandu valley.
- NCDM basically works on policy research and capacity building on Disaster Management
- Campaign Service Centre (CSC) in Nawalparasi district -water induced disasters
- Friend's Service Council (FSC) in Rupandehi working on the water induced disasters,
- WCDF/CEEDF/RWSC Makwanpur
- DNGOCC CFON_NDM Chitwan
- DERC Dhanusha
- Friends Nepal, Rautahat
- MADE Nepal working in six disaster prone districts (Rautahat, Bara, Chitwan, Nawalparasi, Rupandehi and Kapilbastu) on natural resource management to reduce poverty by improving the livelihoods of the disaster-affected -people,
- Nepal Environment Welfare Society (NEWS) along the Mahakali river basin in Far-Western region working on the water induced disasters
- Environment Conservation Society (ECOS) in the Karnali river basin areas.
- ETC

In sum, disaster preparedness related institutions are responsible for:

- Arranging the trainings of disaster management functionaries,
- Providing expert staff services to the CDMC and VDMC
- Promoting disaster prevention, mitigation, and preparedness within all agencies and levels of GON, and
- Providing related guidelines
- Disseminating the good practices related to disaster management.

Chapter FOUR

Disaster Response Procedure

4.1 The Right-holders Participation

The disaster-affected population actively participates in the assessment, design, implementation, monitoring and evaluation of the disaster program.

Women and men of all ages from the disaster-affected and wider local populations, including vulnerable groups, receive information about the disaster program, and are given the opportunity to comment to the AAN during all stages of the project cycle. The participation of disaster-affected people in decision-making throughout the project cycle (assessment, design, implementation, monitoring and evaluation) helps to ensure that programs are equitable and effective. Special effort will be made to ensure the participation of a balanced representation of people within the disaster program, including vulnerable and marginalized groups. Participation should ensure that programs are based on the willing cooperation of disaster-affected people and that they respect local culture, where this does not undermine the rights of individuals. Disaster programs will reflect the interdependency of individuals, households and ensure that protection elements are not overlooked.

Disaster program objectives and plans should reflect the needs, concerns and values of disaster-affected people, particularly those belonging to vulnerable groups, and contribute to their protection. The sharing of information and knowledge among all those involved is fundamental to achieving a better understanding of the problem. The results of assessments would be actively communicated to all concerned organizations and individuals. Mechanisms will be established to allow people to comment on the program e.g. by means of public meetings or via CBOs.

Disaster preparedness will be designed to maximize the use of local skills and capacities. Participation in the program will reinforce people's sense of dignity and hope in times of crisis. Programs would be designed to build upon local capacity and to avoid undermining people's own coping strategies. Long-term benefits are usually realized during the course of strengthening local capacities to deal with disasters. A disaster response program would support and/or complement existing services and local institutions in terms of structure and design and be sustainable after the external assistance stops.

AAN believes in the participatory approach and here by agrees what the people and the given conditions (socio cultural, economic and other factors) allows AAN to work on the specific agenda their. However, AAN will prefer to respond in Capacity building and empowerment parts of the intervention that must ensure and foster the rights of the people. Apart of these AAN will adopt the Sphere Standards and the Standards set by the GON and NRCS.

AAN will work on disaster management with rights perspective. Particularly voices of poor, women, children, dalits and other marginalized groups will be raised for rights to

equity and justice. For this necessary empowerment technique including PVA training for organizing will be provided.

4.1.1 Process and Participation of affected people

A gendered team will be formed with experience on the field of disaster management, food and nutrition and WATSAN. On the basis of need, number of team member would be fixed taking from both AAN and partner organizations. Sub group can be formed whenever necessary to boost the program in larger scale.

4.2 Participatory Situation Assessment

Whenever there is information about a disaster the AAN "Emergency and Disaster Response Team (a senior member's team in AAN)" will be active and ready to respond it analyzing the situation. In case of DA area the PNGO will act on behalf of AAN. It is because assessments provide an understanding of the disaster situation and a clear analysis of threats to life, dignity, health and livelihoods to determine whether an external response is required and, if so, the nature of the response.

Information will be gathered using standardized procedures and made available to allow for transparent decision-making. Initial assessments will provide the basis for delivering any immediate assistance that are needed and also identify the areas on which a more detailed assessment would focus. An initial assessment is not an end in itself, but should be seen as a first step in a continuous process of reviewing and updating as part of the monitoring process, particularly when the situation is evolving rapidly, or when there are critical developments such as large population movements or an outbreak of disease. Frequently it may not be possible to adequately address or consult all sectors or groups within the population. When this is the case, it would be clearly stated which groups have been omitted, and efforts would be made to return to them at the first opportunity. Checklists are a useful way of ensuring that key areas have been assessed. Timeliness an initial assessment should be carried out as soon as possible after the disaster occurs, while addressing any life-threatening or other critical needs. The report would normally be generated within days and its format and content would allow planners and analysts to easily identify priorities and provide sufficient information to rapidly design an appropriate program. A more in-depth assessment will be needed later to identify gaps in assistance and to provide baseline information. Assessment team would be gender-balanced team, composed of generalists and relevant technical specialists and with clear terms of reference, which seeks to actively involve the population in a culturally acceptable manner. Local knowledge and previous experience of disasters in area are critical. Team members should be clear on the objectives and methodology of the assessment and on their own roles before fieldwork begins, and a mix of quantitative and qualitative methods appropriate to the context should normally be used. Information must be treated with the utmost care and confidentiality must be ensured. Staff operating in conflict situations need to be aware that information collected may be sensitive, could be misused and could compromise the agency's own ability to operate. Information for the assessment report can be compiled from primary sources, including direct observation and discussions with key individuals, such as local authorities, community leaders, elderly people, children, health staff, teachers, and other relevant actors, and from secondary sources, such as existing literature and

reports (both published and unpublished), relevant historical material and pre-emergency data.

District disaster preparedness plans also provide an important source of information. Comparing secondary information with direct observation and judgment is crucial in order to minimize potential biases. The methods used for collecting information and the limitations of the resulting data must be clearly communicated to portray a realistic picture of the situation. The assessment report should clearly indicate specific concerns and recommendations expressed by all groups, notably those who are particularly vulnerable.

The assessment considers all technical sectors (water and sanitation, nutrition, food, shelter, health), and the physical, social, economic, political and security environment. A multi-Sectoral/Thematic assessment may not always be possible in the initial phase of a disaster and may delay action to meet critical needs in specific sectors. When individual Thematic/Sectoral assessments are carried out, extra attention will be paid to linkages with other sectors and to broader contextual and protection issues, in consultation with other actors and agencies.

Through consultation, the assessment takes into account the responses of the local and national authorities and other actors and agencies. Local capacities and strategies to cope with the disaster, both those of the affected population and the surrounding population, will be identified. Whenever feasible, data will be disaggregated by sex and by age. Desegregation of data is important for various reasons. Key disaggregated information will help in planning a more appropriate response. In the early stages of a disaster, it may be difficult to disaggregate data by age and gender. However, mortality and morbidity for children under five years old should be documented, as this section of the population is usually at special risk.

The assessment is underpinned by the rights of those affected by disasters, as defined by international law. The assessment takes into account the responsibility of relevant authorities to protect and assist the population on the territory over which they have control, and also takes into account national law, standards and guidelines applicable where the affected population is found, as they conform with international law

Recommendations are made on the need for internal and external assistance, and on appropriate responses that should be linked with exit or transition strategies.

Soon the rescue, relief and the Planning analysis Mitigation, prevention and preparedness work will be started. The mitigation or the preparedness plan shall be developed jointly by the community, local government and the specialists/technicians from the agencies involved and supported. AAN will focus and promote the more environments friendly; people managed indigenous practice and approaches as applicable.

The livelihood analysis shall be done prior to caring the rehabilitation works. The Vulnerability analysis, Gender Analysis and Rights Analysis will be the compulsory component while doing the Livelihood Analysis of the victim/affected community.

AAN will administer its all-ongoing programs impact assessments with its standards. A Public Hearing and Social Audit shall be administered for the accomplished programs and Participatory Review and Reflection Process shall be carried out for the ongoing programs.

4.2.1 Rapid Assessment

AAN may send team(s) to the field to assess the ground reality if the disaster area is not covered by Partners or AAN feels further investigation beyond a partner's assessment or AAN decides to carry out an independent assessment for detail fieldwork. AAN may also take assistance of personnel from specialized partner(s) in the field of damage and needs assessment for the rapid assessment. The field visit report of AAN staff will provide key analytical information to decide whether or not to go for response. Depending on the magnitude, nature, and areas affected, information of media and other sources, the number of small teams may be decided to go for further investigation.

The Emergency and Disaster Management Theme Leader will make the decision for the Rapid Assessment Survey. The ToR of the team will be as follows.

- Discuss with affected families of diverse age and sex. These groups must include socially and economically disadvantaged people, females, children, minorities, and other ethnic groups.
- Use of variety of participatory tools and techniques such as mappings, KII and FGDs, transect walk to explore the situation.
- Consult to the agriculture workers, daily laborers, local business men, people from educational and religious institutions, and local NGOs, journalists, and local voluntary groups.
- Talk to local NGOs probable to be an AAN Partners in the affected areas, if any.
- On the basis of information available, visit more than one location to physically observe the severity of the situation.
- Assess the livelihood losses, injuries, loss of assets, agricultural loss, and communication disruption etc.
- Identify affected people rescue operation and provisions of shelters, conditions of livestock etc.
- Discuss with local government line agencies such as health posts, agriculture and livestock about the services provided to affected people.
- Collect the situation reflecting photos and factual statements of different stakeholders including disaster-affected people.

On the basis of available information along with transect walk of the area, prepare assessment report covering the following issues:

- Description of the area, geography, population, well-being groups, any other specialty of the visited area through PVA
- Give the statistic on the situation explaining the number of people affected and number of people needing help. Provide the information about numbers of death, wounded, rescued, and numbers taking shelters. Give the actual picture of the situation without being influenced by government or other personnel.

- The use of indigenous knowledge management to reduce the effects of disaster.
- Any intervention being done by the local administration and/or local community, or local NGOs.
- Adequacy of the interventions and whether the disaster affected population is focused. Assess the gaps in addressing the emergency needs for survival.
- The market situation regarding availability and prices, the nearest hospital/medical centre situations including availability of doctors, nurses, and medicines.
- A chart showing possible service delivery institutions through Venn diagram
- Prepare the key findings and recommendations to the EDM Theme Leader for AAN decision.

The assessment report should submit EDM Theme Leader within a limited time frame of 72 hours.

4.2.2 Information Sharing

The DMAT will prepare assessment reports once in a week to even daily depending on the gravity and rapid situation changes. The reports will highlight the situations on the extent of disaster area, number of population affected, number of deaths, number of injured persons, infrastructure damage, crops and other agricultural damage including fisheries and livestock, number of people deserted their homes, response by government and other agencies, water and sanitation condition, and any other important information felt by the team. This situation report should be distributed in a timely manner to all sections of AAN, ActionAid head office, ActionAid Asia Pacific regional office, stakeholders in Nepal including the ECHO, UNDP, UNOCHA, DfID, NRCS, AUS AID and different Embassies.

The responsibility of the DMAT Team will be as follows:

- Assess in detail damages resulting from hazardous events in the areas of housing, health, and productive infrastructure.
- Identify mitigation possibilities.
- Identify and prioritize the recovery needs and associated costs and
- Develop project documents for the completion of the recovery actions.

4.2.3 Triangulation of Information

The sources of information are always vital for the purpose of triangulation of information. These information would be obtained from the following institutions:

- CDMC and VDMC members
- Disaster affected people/communities
- Institutions (NGOs, CBOs)
- Media
- CFUGs
- S/C groups
- Schools
- Local clubs
- Political leaders of different parties

4.2.4 Reporting structure

The assessment team will prepare a report with an estimated price of different items within one or two day/s after the fieldwork. The assessment report should include the following elements:

- Detail information about the area
- Major problems
- Services provided by different stakeholders
- Gaps in response for immediate needs
- Coordination mechanism
- Recommendation for AAN
- Detail plan of action (what, how, where, who and when) in the consultation with relevant stakeholders
- Relevant photos
- Factual statements (saying of different stakeholders including the disaster affected people about the need and progress of response)

4.2.5 Analysis of the Assessment

The DMAT will analyze the situation for assessment report. The analysis and the findings will be presented to the EDM Theme Leader for further review. The EDM Theme Leader will then immediately intimate his/her Human Security and Governance Team Leader for an SMT emergency meeting. In this meeting technical experts from partner organizations may also be invited for advice.

Based on the reports of the DMAT presented by the EDM Theme Leader/Human Security and Governance Team Leader, the SMT will further review the assessment reports and determine if a response action is warranted. The SMT will review the fund requirements and approve a national fund level for the response. The SMT will also determine the source of the approved funding level, whether from AAN's own resources, or seek funds from donors. If the SMT decides any fundraising from donors, it will assign person(s) to draft a proposal for Country Director's signature. Normally, Human Security and Governance Team Leader and EDM Theme Leader will draft the proposal with necessary information from the members of the DMAT

4.3 Disaster Response

A humanitarian response is required in situations where the relevant authorities are unable and/or unwilling to respond to the protection and assistance needs of the population on the territory over which they have control, and when assessment and analysis indicate that these needs are unmet.

4.3.1 Objectives of Response

The basic objectives of response are to;

- Protect the health and safety of the public.
- Reduce the vulnerability of health facilities and health services to disasters.
- Ensure the readiness of the health sector to respond to disasters.
- Ensure immediate activation and implementation of the response plan.
- Ensure the population at risk is capable of taking effective action to mitigate the possible effects of a disaster.

- Minimize illness, injury or death resulting from a disaster.
- Assist in the recovery of individuals or localities affected by a disaster.

Where people's lives are at risk as a result of disaster, programs priorities life-saving needs. Humanitarian response would be organized to meet assessed needs. Programs and projects are designed to support and protect the affected population and to promote their livelihoods. Response programs would be designed to close the gap between existing living conditions and the Sphere minimum standards.

There is effective coordination and exchange of information among those affected by or involved in the disaster response. Where the AAN finds itself with excess capacity, it should make that capacity known to the wider humanitarian response community and contribute when and where necessary.

Conflict and competition for scarce resources often lead to increased insecurity, misuse or misappropriation of aid, inequitable distribution or diversion of aid. Understanding the nature and source of conflict helps to ensure that aid is distributed in an impartial way and reduces or avoids negative impact. In conflict-affected settings, an analysis of the actors, mechanisms, issues and context of the conflict would be carried out prior to program planning and execution.

AAN have its own norms and rules for disaster response. It will spend a standard package worth **NRs. 5000 per family per incident for the Disaster** / Emergency Response (Relief) at the community Level meeting the standards set by GON, RC and Sphere. *(These amounts should not include the logistic and overhead value to the relief/response.)* All the expenses made for emergency response and relief should be charged to EDM Theme

AAN Partner NGO can spend up to NRs. 10,000 at once (with consent from AAN) in the incident and can ask for the reimbursement with the expenses detail (financial report) and progress report. AAN Resource Centers Coordinators can spend up to NRs. 50,000 at once (with consent from AAN EDM Theme) in the incident and recharge to EDM Theme. AAN EDM Theme can spend up to NRs. 150,000 at once in the incident and should seek management decision if the amount goes up. The AAN Country Director can spend up to GBP 10,000 at once in case of emergency. If there is a big disaster and emergency response needed, additional fund from AAI will be sought and AAN will initiate international call, appeal mobilizing fund raising resources through bidding the proposal to meet the emergency needs. AAI IECT shall be contacted for further technical assistance.

A separate rehabilitation and reconstruction works for the recovery and preparedness phase would start after a disaster response. AAN would initiate these by bidding a proposal for the work or a regular fund could be mobilized if it is a small initiative.

AAN disaster response activities are required to coordinate with relevant GON institutions at the national and field level. AAN ***Human Security and Governance Team Leader and EDM Theme Leader are responsible to directly coordinate at***

the national level. AAN partners will coordinate with the GON institutions at the district, levels.

4.3.2 Basic Elements for Disaster Response

The establishment of a chain of command which assigns functions and responsibilities to appropriate personnel is crucial to the emergency response. The internal organizational structure together with rule books, standard operating procedures (SOPs), guidelines, driver's handbook, and emergency plan supporting documentation should provide sufficient basis for internal transit system coordination. The following basic elements should enable transit systems to coordinate internal and external responses:

- Definition of functions and responsibilities during emergencies
- List of telephone numbers of responsible transit system, service agency, and emergency response personnel, as appropriate, to be notified (covering 24 hours) during an emergency event.
- Specification of criteria for deciding that an emergency exists which requires outside assistance from emergency response organizations.
- Procedures for determining the specific type, location, and severity of the emergency.
- Procedures for notifying appropriate participating emergency response organizations when an emergency exists.
- Procedures and decision-making criteria for establishing alternatives for local emergency command area.

4.3.3 Disaster Response and Recovery Plans

Disaster Response and Recovery Plans establish a framework through which local governments prepare for, respond to, recover from, and mitigate the impacts of a wide variety of disasters that could adversely affect the health, safety and/or general welfare of the residents of their jurisdictions. The plan provides guidance to local officials on procedures, organization, and responsibilities, as well as provides an integrated and coordinated local, regional and national response.

After making the immediate response a quick planning analysis shall be made with the concerned stakeholders and victim/affected community(s) to develop the long-term intervention strategy. AAN will always prefer to work on collaboration with the local government, CBOs and the NRCS for a longer-term intervention.

Operations-based plan is necessary to execute Disaster Response and Recovery Plans. They address evacuations, sheltering, post-disaster response and recovery, deployment of resources, communications, and warning systems. The plans call for annual exercises to determine the ability of GON and local governments to respond to emergencies. The plan also defines the responsibilities of local and GON and NGOs/CBOs.

The plan describes the basic strategies, assumptions and mechanisms through which the GON will mobilize resources and conduct activities to guide and support local emergency management efforts through preparedness, response, recovery, and mitigation.

4.3.4 Protocol during Response phase

The followings are the some of the protocols during disaster response phase:

- Maintain public morale by informing the population of actions being taken for their welfare and safety.
- Receive assessments of damage suffered by the communities during the disaster.
- Review plans for recovery and post-disaster establishment of medical and welfare systems, and the restoration of vital facilities.
- Receive estimates of the time required to execute recovery and response plans and the number of human resources and equipment needed over that which is available.
- Maintain contact with the appropriate departments of GoN, receive update situation reports, and respond to requests for assistance, if possible.
- Prepare first news release to the public and include: what happened (cause and effect); a request for people to stay away from the emergency/disaster area; any other relevant information.
- Monitor display boards and situation maps and consult with relevant stakeholders to keep informed of local situations about which the public should be provided information and advice.
- Monitor radio broadcasts.
- Schedule periodic press conferences for the media and general public to keep them informed of the situation.
- Ensure that rapid, well coordinated and effective responses are made to the emergency/disaster situations referred to the operations group.
- Ensure that response actions are treated on the basis of their seriousness.
- Anticipate problems and take remedial action before large problem situations develop.
- Brief the Country Director or Human Security and Governance Team Leader or EDM Theme Leader periodically on the status of the situation and immediately on vital emergency/disaster operations and major problems.
- Receive and record initial disaster reports, and divisional and local situation reports.
- Ensure that maps, displays, logs and registers are correctly maintained.
- Ensure communications and backup equipment are fully operational.
- Coordinate damage assessment in terms of identifying and obtaining critical emergency/disaster relief requirements.
- Coordinate surveys in disaster areas to determine damage to property and repair or reconstruction requirements.
- Establish a center for the storage and distribution of emergency/disaster supplies.
- Arrange the necessary transportation required for distributing the emergency/disaster supplies from the central warehouse into the districts or villages affected.
- Procure the necessary essential emergency/disaster materials/food supplies and services that may be required.

4.3.5 Levels of Response

The level of response to disaster or emergencies depends on the severity of the situation and the type of assistance required. There are three levels of emergency/disaster response:

- Level 1: Localized emergency events dealt within the regular operating mode of the protective and health services.
- Level 2: Emergency/disaster events that overwhelm the capacity of the resources in district level but which do not overwhelm the capacity of the national resources to respond and recover.
- Level 3 : Emergency/disaster events that overwhelm the capacity of the national resources to respond and recover.

4.3.6 Roles and Responsibilities of Disaster Response Committees

- Collect accurate information concerning the situation in the disaster area given in the box7.
- Establish means of communication with senior health personnel in the disaster area.
- Help to mobilize Epidemiologists or mobilize the appropriate teams to assess the health hazards caused by disaster. The roles are given in the box:
- Approve health messages prepared for the Media
- Staff response to a disaster

Box 7: Information of disaster area

- Geographic area(s) affected
- The degree of physical damage sustained
- An estimate of the number and severity of injuries
- Approximate number of dead or missing persons
- State of road and communication systems
- Status of water supplies
- Status of sewage and garbage disposal
- Number of homeless people
- Occurrence of communicable disease

The roles of staff related to epidemiologist in the early phase of the disaster are crucial, which are given below.

- Provide, if necessary, back-up medical and nursing advice and consultation
- Evaluate potential public health risks and make recommendations to the disaster response team and the general public.
- Provide healthcare information and clinic support to health care providers.
- Establish a centralized surveillance system for responders and providers to report any disaster-related diseases.
- Provide rapid analysis of reports received by the surveillance system and recommendations based upon such analyses.
- Investigate promptly any reports or rumors of outbreaks of communicable diseases.
- Investigate other potential threats to public health if necessary.
- Disseminate results of surveillance and investigations in order to alert the public to potential health risks and to ease public fear and reduce rumors.

4.3.7 Decision for Response

The objectives of quick decision of response are to:

- Identify the impact of disaster on a Household [by gender, generation, ability, occupation] and its ability to cope

- Advice and conclude AAN decision on its level of following engagement with a particular disaster
- Assess what other actors are doing and what are gaps in their action
- Explore the issues for policy advocacy

Establish and maintain a system to ensure key decisions taken are documented and communicated appropriately to all concerned. Management and program meeting schedules should be posted (drawn up and communicated) within the first 2 weeks of the response.

Ensure each program and support team has established and documented their internal monitoring and progress reporting systems within the first 2 weeks in order to feed into the Situation Reports. Team work plans with timelines and milestones will be developed. They should be maintained and updated regularly, and revised according to situation and/or personnel changes.

4.3.8 Plan of Action

If AAN decides to go for a response, the Human Security and Governance Team Leader in consultation with EDM Theme Leader will determine the interventions and select appropriate partners. Following the decision to go ahead with the response, the EDM Theme Leader will update the progress of response activities as well as the disaster situation to the members of the SMT through e-mail at least once in a week.

Who to initiate	<ul style="list-style-type: none"> • In case of local disaster, NGO leader or management authority of the partner organization will initiate the assessment and AAN will initiate with Partners in case of national disaster. • Both Partners and AAN will ascertain mode of operation.
When to do this	<ul style="list-style-type: none"> • Initiate within 1-2 day(s) after having primary information from the relevant stakeholders
Who to do this	<ul style="list-style-type: none"> • Gendered team with people from various experience e.g. first aid, search and rescue, food and nutrition, health, education, water-sanitation etc.
How	<ul style="list-style-type: none"> • Targeting most affected people through Partners, CBOs, local civil society groups, VDCs, CDMCs, VDMCs.
Duration of assessment	<ul style="list-style-type: none"> • Maximum 5 days
No. of Team member	<ul style="list-style-type: none"> • 3 – 5 members but depends upon the availability and situation
Information Flow	<ul style="list-style-type: none"> • EDM Theme Leader will report daily through the consultation with Core Group.

4.4 Emergency Needs Assessment

The AAN partners will conduct the survey to assess the damage and accordingly carry out the emergency needs assessment. The time to begin this exercise will be decided by the partners based on the situation. For example, the survey should be conducted immediately after a flash flood, fire, landslides or an earthquake.

A concept note needs to be produced before the detail assessment following a rapid information appraisal, within 48 hours of the emergency onset, to inform AAN and

potential donors of the intention to respond. This concept note forms the basis of a new 'rapid onset'. The concept note briefly describes the extent of the crisis, consultations undertaken and planned activities already underway by AAN and others, approximate number and description of right holders, proposed AAN activities, indication of initial resource requirements including any potential need for staff, procurement/equipment.

4.4.1 Guideline for Emergency Need Assessment

A Rapid Need Assessment Team will be deployed to the affected area if the EDM Theme Leader felt needs of the AAN involvement in the Emergency Disaster. The Team comprises a Fundraising person, a Program Support Officer from RC and Representative of PNGO or from the Local government DDC/VDC in case of absence of AAN PNGOs in the area. The EDM Theme Leader will develop a brief report on the basis of consultation with the people involved in the assessment (please refer annex 3 for detail).

4.4.2 Principles for Assessment and Response

The followings are the fundamental principles that AAN adopted for the assessment for response

- Measures that will contribute longer term development needs with immediate survival support to most vulnerable people and poor like old age people, landless, women headed family, child headed families, minority groups, adolescent girls with no support, pregnant and lactating women.
- Participation of various groups (participation of PNGO, AAN, etc.) in the assessment.
- Consultation with key informants will be the CDMC and VDMC members on the basis of checklist given in the box 8.
- Feedback to the community regarding the outcome of the assessment.
- Identify the current location of the affected people.
- Finding most advantageous location for emergency support distribution.
- Basic principles of SPHERE will be followed in the assessment and response.

Box 8: Checklist for Key Consultant

- Are health services functioning?
- Are primary health care, injury service and pregnant service available?
- Is search and rescue ongoing?
- Is food support ongoing?
- Is safe drinking water support ongoing?
- Is safe sanitation available?
- Is safe place for shelter available?

4.5 Project Planning

Within 2 weeks of the assessment the EDM Theme Leader will use recommendations from the assessment as well as findings from any immediate local response work to draw up a written program plan and log frame for the next 3 - 6 months. Management should take account of any pre-existing preparedness or contingency plans. The program plan will confirm and/or revise initial projections and information in the concept note, including

- Basis/rationale for the intervention
- Provisional program size and scope (what, where, how)

- Log frame showing how the proposed activities and outputs will meet the program objectives
- A proposed budget, with expenditures phased by month over the project time frame
- A monitoring plan and reporting schedule
- Logistics and human resource requirements
- Media and advocacy components if appropriate
- Mechanism to ensure the minimum and quality standards

4.6 Internal and External Communications

In disasters, communication difficulties are often hard to separate from coordination difficulties, and the greatest coordination difficulties are inter-organizational. Therefore, many of the communications, problems are those related to inter-agency information sharing. Frequently, the means for communication exists, but for a number of reasons, persons are hesitant to communicate with others outside their own organization.

Inter-organizational communication is fostered by those factors which promote trust in other organizations and familiarity with how they function. These include: informal contacts, joint planning and training, preplanned agreements for the division of disaster responsibilities, and the use of similar terminology, procedures, and performance criteria.

- Information requirements: Establish regular Situation Reports and data gathering using the standard templates. Written Situation Reports will be provided normally once a week unless exceptions are agreed. These exceptions would be at most 2 per week and at least once per month. Information from program management meetings on progress against established program objectives must be regularly reported in Situation Reports.
- Establish regular management telephone conferences involving the management team, Resource Centre and Country Office as appropriate.
- Project partner management: The EDM Theme Leader is responsible for ensuring work carried out by partners, including NGOs, CBOs, government departments or private sector agencies is transparent and accountable.

Institute systems and methods for effective communication and information sharing within the office, including e.g. (but not limited to) hoarding boards, notice boards, shared electronic folders, meetings, social events, newsletter, as appropriate. Ensure there is a document describing the central electronic and paper filing systems and that it is communicated to all staff.

4.7 Logistics Management

Partner organisation / AAN will provide logistic. For field staff logistics please refer annex 4. In case of local and national disaster Partner or AAN will provide logistics accordingly. Warehousing & transport services will be managed. A single person will be designated as responsible for the stock (i.e. Warehouse In-charge or Storekeeper) to ensure that standard AAN documentation. Warehousing and transport 'paper flow system' needs to be set up within one week i.e. ensuring transfer of responsibility documentation, issue of goods received notes etc. Transfer of responsibility documents must be in place and need to be signed for movement of items. Minimum is to have/create a signed and

dated document saying what has been received into/released from stock – i.e the store keeper must have signed “goods in/out” documentation for goods going into/out of stock. Store keeper must have updated stock records. The issue of goods received note is required for receipt of goods from external suppliers, and connects with the purchasing process. AAN standard stock reports will be produced weekly.

AAN acknowledges that there is a ‘hierarchy’ of delivery needs – effective delivery of program comes before perfect reporting i.e. meeting right holders needs takes precedent over meeting donors’ needs. AAN strives to be ‘cost-effective’ in all its work but also acknowledges that in the initial stages of an emergency - effectiveness takes precedent over cost. For this maintaining accountability and cost effectiveness are crucial during disaster response.

“Accountability” means the ability to demonstrate how AAN’s assets have been used e.g. having receipts (or if receipts are not forthcoming, having a written statement saying amount spent, on what, & signed by the person who spent the money). Similarly, Cost-effectiveness – doing the right thing with due consideration of cost implications / choosing the best option with due consideration of cost. In order to maintain the transparency in all transactions, partner should follow the following procedures.

- Staff must never sign a blank cheque
- Cheques must always have two signatures, unless a change to the standard AAN bank mandate is authorized by two people
- Bank signatories – A list of bank signatories, issued by the bank (or confirmed in writing by them), needs to be held and updated according to changes. The list should not be not more than one month out of date.

There is a need to focus on delivery and keep track to ensure sufficient equipment/supplies infrastructure and personnel are provided on time to meet the program needs, and keep track (i) expenditure can be accounted for (e.g. by having the bag of receipts), deployment of assets is noted/known; (ii) there is effective monitoring about the status of work (e.g. expected delivery dates, stock levels) and sharing of this information with colleagues (i.e. program staff & others).

- Get the right people in right place, and enable them to do their job. People appointed/deployed should have the right skills, competence and experience to meet AAN expectations (ideally they will already have AAN experience).
- AAN will give its staff the tools to meet the minimum requirements (e.g. pre-printed pads of basic forms), and expects staff to use these standard AAN tools.
- AAN will provide logistics capacity in different posts (i.e. management, operational) and will provide more than enough capacity.

4.8 Right Support to Right People

Humanitarian assistance or services are provided equitably and impartially, based on the vulnerability and needs of individuals or groups affected by disaster. For this, the following activities will be carried out.

- Targeting criteria must be based on PVA. Targeting mechanisms are agreed among the affected population (including representatives of vulnerable groups) and other relevant stakeholders. Targeting criteria will be clearly defined and widely disseminated. Targeting criteria are usually linked to the level or degree of

vulnerability of a community, household or individual, which in turn are determined by the risks presented by the disaster and the coping capacity of the recipients. Households with malnourished children are often targeted for selective food assistance. This may undermine people's dignity since it may encourage parents to keep their children thin so that they continue to receive selective food. Where assistance is targeted through local clan systems, people who fall outside such systems (e.g. displaced individuals) are likely to be excluded. Displaced women, girls and boys may be exposed to sexual coercion. People suffering from HIV/AIDS may be exposed to stigma.

- Targeting mechanisms and criteria should not undermine the dignity and security of individuals, or increase their vulnerability to exploitation. The purpose of targeting will be meeting the needs of the most vulnerable, while providing aid efficiently and in a way that minimizes dependency. Targeting mechanisms are the ways in which assistance is made available impartially and without discrimination, according to need. Options include community-based targeting, administrative targeting, self-targeting, and combinations of these methods. AAN and PNGO staff should be aware that self-targeting can sometimes exclude certain vulnerable groups. To ensure that the disaster-affected population is consulted and is in agreement with the targeting decisions, a representative group of women and men, boys and girls and people from vulnerable groups will be included in the consultation process. In conflict situations, it is essential to understand the nature and source of the conflict and how this might influence administrative and community decisions about targeting assistance. Access to and use of facilities and services: people's use of facilities and goods provided are affected by many factors, such as access, security, convenience, quality and whether they are appropriate to needs and customs. Access may be particularly constrained in situations of armed conflict, and by factors such as corruption, intimidation and exploitation. Wherever possible, factors that limit the use of facilities should be dealt with through community mobilization or revisions to the program. It is essential to ensure that consultation before and during program implementation includes adequate discussion with elderly people, women, children and other vulnerable groups, for whom the constraints on use are likely to be greatest.
- Distribution systems will be monitored closely to ensure that targeting criteria are respected and that timely corrective action is taken when necessary. Monitoring errors of exclusion and inclusion: when a targeting system fails to reach all of the vulnerable people in need following a disaster, individuals or groups can quickly develop critical needs. Provision will be made for updating and refining targeting and distribution systems to achieve more effective coverage.

4.9 Opening the Eyes all the Times

The effectiveness of the program in responding to problems is identified and changes in the broader context are continually monitored, with a view to improving the program, or to phasing it out as required.

4.9.1 Monitoring

While the Partners will do their own monitoring, it is necessary for AAN to monitor the overall disaster response activities. Of the several monitoring areas, right holder

selection and relief distribution monitoring needs greater emphasis because these are the ultimate end results of the entire program. The EDM Theme Leader will follow up the monitoring schedules of the DMAT personnel with appropriate logistic supports. Sample monitoring forms are given in the forms section. It is strongly advised that there should be multiple visits to each partner activities. The DMAT including EDM Theme Leader should take effective feed back and prompt corrective actions. All findings and actions must be recorded for post evaluation of the response performances.

1. Use of monitoring information: disaster situations are volatile and dynamic. Regularly updated information is therefore vital in ensuring that programs remain relevant and effective. Regular monitoring allows the facilitators to determine priorities, identify emerging problems, follow trends, determine the effect of their responses, and guide revisions to their programs. Information derived from continual monitoring of programs can be used for reviews, evaluations and other purposes. In some circumstances a shift in strategy may be required to respond to major changes in needs or in the context.

2. Using and disseminating information: information collected should be directly relevant to the program – in other words, it should be useful and acted upon. It should also be documented and made available proactively as needed to other sectors and agencies, and to the affected population. The means of communication used must be appropriate and accessible for the intended audience.

3. People involved in monitoring: people who are able to collect information from all groups in the affected population in a culturally acceptable manner should be included, especially with regard to gender and language skills. Local cultural practices may require that women or minority groups be consulted separately by individuals who are culturally acceptable.

4. Information sharing: monitoring and evaluation activities require close consultation and cooperation across sectors. For example, during a cholera epidemic, information should be continually shared between water and sanitation agencies and health offices. Coordination mechanisms such as regular meetings and the use of notice boards can facilitate this exchange of information.

In addition to above, the information collected for monitoring is timely and useful, it is recorded and analyzed in an accurate, logical, consistent, regular and transparent manner and it informs the ongoing program. Disaster situations are volatile and dynamic. Regularly updated information is therefore vital in ensuring that programs remain relevant and effective. Regular monitoring allows managers to determine priorities, identify emerging problems, follow trends, determine the effect of their responses, and guide revisions to their programs. Information derived from continual monitoring of programs can be used for reviews, evaluations and other purposes. In some circumstances a shift in strategy may be required to respond to major changes in needs or in the context.

Systems are in place to ensure regular collection of information in each of the technical sectors and to identify whether the indicators for each standard are being met. Information collected should be directly relevant to the program. It should also be

documented and made available proactively as needed to other sectors and agencies, and to the affected population. The means of communication used (dissemination methods, language, etc.) must be appropriate and accessible for the intended audience.

Women, men and children from all affected groups are regularly consulted and are involved in monitoring activities. People who are able to collect information from all groups in the affected population in a culturally acceptable manner should be included, especially with regard to gender and language skills. Local cultural practices may require that women or minority groups be consulted separately by individuals who are culturally acceptable.

Systems are in place that enables a flow of information between the program, other sectors, the affected groups of the population, the relevant local authorities, donors and other actors as needed monitoring and evaluation activities require close consultation and cooperation across sectors.

What so ever the response made by AAN shall be monitored by a joint groups that the receiver or the right holders groups representatives will be the key stakeholders in the process. A popular review and reflection shall be made to reflect the performance and improvement over the involvement where as the Social Audit shall be administered to maintain the transparency and accountability towards the people and the local governments. If the intervention made through the CBO/NGOs or other implementing agencies shall follow the similar accountability mechanism of AAN.

4.9.2 Purpose of Monitoring

A systematic monitoring of the AAN response from the beginning of its efforts is helpful for tracking of activities and identification of problems that needs action or attention by the program manager. Response monitoring include the routine collection of information, analyzing them how well the activities are performing and identification of loopholes or areas improvements for attention in order to get the expected outcome.

4.9.3 Staff assignment for monitoring during disaster activities

The AAN EDM Theme Leader is entrusted with the responsibility of M&E activities. A dedicated staff within the EDM Theme Leader will be responsible for overall management of the monitoring activities. The EDM Theme Leader will train staff to perform the M&E work. In a large-scale response, where AAN monitoring staff is not available, AAN may entrust the responsibility of field monitoring to an external agency/partner organizations.

4.9.4 Compilation and review of information

The monitoring information shall be compiled and reviewed by the EDM Theme Leader and prompt actions shall be taken accordingly. Time is precious in the disaster response work. Therefore, monitoring finding reports and follow up actions to be taken shall be done in an urgent manner.

4.9.5 Expected Outputs of the Program

These expected outputs at community, national and international are:

At Community level

- People starts claiming their rights related to disaster response (preparedness, rehabilitation and rescue/relief supports),
- People become more aware on the consequences of emergency and disaster preparedness. They will be trained to combat with emergency and disaster through adequate preparedness at VDC level committee/networks,
- Linkage and coordination, networking at VDC/DDC level to cope with emergency and disaster is strengthened,
- Disaster management committee will be functioning at DDC/VDC level.

At National level

- There will be Central and District level Coordination Units including the government, I/NGOs, UN agencies, and CDMCs and VDMCs.
- Central Coordination Unit will ensure the integration of the disaster management program into the regular development plan.
- The Natural Disaster Relief Act will be again amended and formulated its regulations for effective program implementation. As a result, there will be a strong legislation to ensure rights of poor and marginalized communities and compensation of loss and damages. Such compensations activities will be made transparent and accountable
- There will be effective networks at the national level to lobby, influence and advocacy to the government to combat emergency and disaster management in Nepal.
- Information sharing of the meteorological station with all the stakeholders for saving the lives of the people living in the disaster prone areas as of preparatory works for early warning systems.
- Media will start advocating the disaster issues in favor of the disaster-affected and victims.

At International level

- International donor communities will observe the level of disaster situation closely and raise funds for long term disaster preparedness program including relief and rehabilitation works,
- Information sharing at cross border level before the disaster if any indications prevails (early warning mechanism),
- Few of the natural disasters like flooding have cross border effects; it needs exchange of the regional cooperation to minimize the effects of the disaster on both countries. Thus, Regional level experts developed and mobilized at the cross country level,
- Regional level linkage and coordination will be made to develop s for working together on disaster management program,
- Adequate policy measures will be taken to advocate rights of poor and vulnerable women and children.

4.10 Continuous Judgments for Betterments

The program will be evaluated with reference to stated objectives and agreed minimum standards to measure its overall appropriateness, efficiency, coverage, coherence and impact on the affected area. Evaluating humanitarian assistance programs is not an easy

task since disasters are characterized by rapid changes and a high degree of uncertainty.

Evaluations take account of the views and opinions of the affected population, as well as the host community if different. The collection of information for evaluation purposes is independent and impartial.

The results of each evaluation exercise are used to improve future practice. Evaluations should result in written reports, which are shared to contribute to transparency and accountability, and which allow for lessons to be learned across programs and agencies that lead to improvements in humanitarian policies and practices.

4.10.1 Evaluation of activities

Once a response work is assigned to a partner it is the obligation of the partner organization to generate reports for its own as well as for AAN. The AAN agreements should stipulate these reporting requirements. Generally by-weekly progress reports and a final completion report is sufficient. However, depending on the situation, e.g. earthquake response, more frequent progress reports may be warranted. The reports must cover the minimum information about the work, developing situation, problems faced and resolved, local government and community cooperation, comments on the effectiveness of the response work, and financial information should be incorporated in the report.

At the end of a disaster response, the M&E activities records will be re-visited to make an evaluation of the overall performance. The EDM Theme Leader will conduct this evaluation with the participation of AAN staff those were assigned in the response work. The finding of the evaluation including those went well and those needed actions for improvement will be the lessons learned for future responses.

For large-scale response work, AAN may decide for external evaluation.

4.11 Capacity Building and Accountability

The people involved in the disaster response should possess appropriate qualifications, attitudes and experience to plan and effectively implement programs. They should also have relevant technical qualifications and knowledge of local cultures and customs, and/or previous emergency experience. Workers are also familiar with human rights and humanitarian principles.

Staff are knowledgeable about the potential tensions and sources of conflict within the disaster-affected population itself and with host communities. They are aware of the implications of delivering humanitarian assistance, and pay particular attention to vulnerable groups. They also aware of the extent to which crimes of violence, including rape and other forms of brutality against women, girls and boys, can increase during times of crisis. Staff and field partners should know how to refer women, men and children seeking redress for human rights.

Staffs are able to recognize abusive, discriminatory or illegal activities, and refrain from such activities. Must understand that responsibility for control over the management and

allocation of the valuable resources involved in disaster response programs puts them and others involved in their delivery in a position of relative power over other people. They must be alert to the danger that this power may be corruptly or abusively exercised and aware that women and children are frequently coerced into humiliating, degrading or exploitative behavior.

Checklist for assessing the capacity and accountability

- Does disaster training program familiarize the members of various organizations with the tasks, methods, and responsibilities of other organizations likely to be involved in the response?
- Do the organizations in the area have joint training sessions that deal with the common aspects of disaster response?
- Have the emergency organizations in the area adopted standard terminology and procedures?
- Has the area established inter-agency communications networks?
- Does the area promote informal contacts among members of agencies likely to be involved in disaster responses?
- Has the area developed a mutually acceptable division of responsibility for tasks likely to be necessary in a disaster?
- Is the responsibility for common disaster tasks predetermined on a mutually agreeable basis?

4.11.1 Protocol for Capacity Building and Accountability Promotion

Some of the Protocols for Capacity Building and Accountability Promotion are as follows:

- Involve local level communities in developing solutions to flood preparedness
- Use of community development good practice methodologies can enhance the success of community-based flood mitigation and preparedness projects
- Use traditional organizational structures in communities to assist in flood mitigation measures
- Ensure that community level project implementers are well trained in flood preparedness techniques and empowered to mobilize community members in developing solutions
- Train and mobilize local communities to seek for funding outside the community, and,
- Develop relationships between communities, government national disaster management departments and donors focusing on disaster preparedness to instill sustainability measures for continued activity support.

AAN will intervene the affected area by enabling the groups them selves. To do so, the capacity building part is important. AAN will create and provide opportunity to learn the coping mechanism in such situation to the concerned stakeholders and provide necessary logistics to carry the capacity building activities. Under this intervention, AAN will introduce the CBDP, Mitigation measures and other management trainings, security training along with exposure tour.

Chapter Five

Security Standard Procedures

5.1 Risk Assessment

Risk Assessment is an analysis of a vulnerable condition being exposed to a potential threat. Risk assessment is necessary in order to mitigate impact of any hazard. Every relief worker in the field conducts their own risk assessment, although this process is often intuitive and subconscious. For example, when an individual suspects that the road they are traveling has been mined, and therefore decides not to proceed on his/her original course, perhaps trying to find an alternative route, they are assessing the risks and adopting a specific and perhaps unique security measure. However, ad hoc assessments are not sufficient for AAN purposes, due to the scale and nature of the variant risks staffs may face and due to the fact that many of these risks are determinable in advance.

A structured, formal risk assessment identifies the degree of vulnerability to those threats. This allows AAN to make informed decisions about which security measures and procedures to adopt in a particular situation. Risk assessment must not be a one-time event. A continuous re-evaluation of the risks will ensure appropriate security measures in place at all times. 'Risk' can be defined as the result of threats combined with how vulnerable you are to them. These threats may be directed towards individual staff, organisation, or program activities. The greater the number of threats (in frequency and severity) and greater the vulnerability, the higher the risk.

5.2 Threat Assessment

The first stage in any risk assessment is to identify the different threats that exist. Further analysis will enable AAN to determine the situations in which they may occur, the possible causes, the likelihood that they will occur and their impact. Different types of threats may require different security measures. Therefore, it is necessary to assess and analyze different threats in order to ensure that appropriate measures are taken. Threats can be categorized into two distinctive types:

5.2.1 Non-Targeted Threats

These are part and parcel with either the working environment or the conflict environment, and could affect anybody in any location.

- Work and Travel: Health and safety incidents; travel accidents etc.
- Wrong Time, Wrong Place: Demonstrations and rallies; indiscriminate violence, looting, random shooting; hostile checkpoint; military actions; ambush as a result of mistaken identity, etc.
- Indiscriminate Weapons - Mines and unexploded ordinance and shelling, etc.

5.2.2 Targeted Threats

These are those that particularly target all humanitarian agencies, or just AAN as an organisation, or any individual staff member. This could occur because of criminal, political or religious reasons.

- Crime - Armed robbery or theft; arson; car jacking, etc.
- Acts of Violence - Bodily harm to the team or individual; assault; sexual aggression, etc.
- Staff Disappearance - Detention; arrest; kidnapping; abduction, etc.
- Psychological Intimidation –Force donations, harassment; death threats, etc.

As a general principle, 'targeted threats' are more difficult to anticipate. 'Non-targeted threats' are more predictable and therefore easier to adopt procedures to reduce the risk.

Having identified the different threats, it is important to analyze the probability of their occurring, and their impact. Impact should be measured in terms of the effects on individuals directly involved (i.e. physical, psychological) or the organisation as a whole (i.e. organisational presence, program work, image and reputation).

5.3 Vulnerability Analysis

The second stage in a risk assessment is vulnerability analysis. The degree of vulnerability to different threats can be influenced by a number of factors, directly or indirectly. The key factors to consider are:

- Location. Are you more at risk because of the location of your program sites, accommodation, offices, or warehouses? Are your staff members in risky locations for short periods of time (traveling through)? Could the security situation of areas in which you are working change quickly?
- Exposure of staff and property. Are you more at risk due to the nature of your travel movements? Do you have more staff and property in dangerous locations than other agencies? Do staffs spend extended periods of time traveling in vehicles/convoys, which tend to be more vulnerable? Are program sites protected (fences, walls, guards etc)?
- Value of property. Are you more at risk because of the perceived value of your assets? Do you have large quantities of valuable assets (vehicles, radios, computers, generators, food supplies, etc)? Do you have to carry or store large sums of cash?
- Impact of programs. Are you more at risk because of the population or groups you work with? Does your program target or have impact on particular groups more than others (IDPs or refugees as opposed to host population, populations in rebel or government controlled areas etc)?
- Adoption of appropriate security measures. Are you more at risk because of a lack of or inappropriateness of your security measures? Do you have security procedures and contingency guidelines in place? Do they reflect and adapt to the changing security situation? Are they updated and reviewed on a regular basis?
- Compliance with security measures. Are you more at risk because staffs do not comply with security procedures? Are security measures clearly explained in local security guidelines? Are they disseminated to all staff? Do staffs understand and agree with the measures that are currently in place? Are staffs disciplined to comply with security measures?
- Staff interpersonal skills. Are you more at risk due to the behavior of and communication skills of your staff? Are staffs briefed on behavioral and cultural awareness?

- Image of staff and programs. Are you more at risk due to negative images of your staff and programs? Can your staff's behavior be perceived negatively by the local population? Do the nationality, ethnicity, religion, gender, and age of your staff affect the image of agency? Are your programs negatively perceived as aiding one particular group, or undermining another? Do program activities associate AAN with other negatively perceived agencies or military entities (UN, peacekeeping operations, etc)?

Analyze the above questions for each office site as well as for individual staff to assess the vulnerability. Such analysis should be a continuous process particularly when some situation has been changed. Individual vulnerability can be assessed individually and discussed with other office staff where as vulnerability of office or group of staffs can be assessed in participatory way. Based on the result of the vulnerability alert levels are determined and subsequently appropriate security measures are taken.

5.4 Security Polices and Standard Procedures

5.4.1 Information Sharing

All decisions regarding security are the responsibility of the **focal person** (FP) or most senior staff member in the office. The FP from Kathmandu will attend all security meetings hosted by representatives of security teams from International Organizations, I/NGOs and Embassies, and maintain his/her own informal network of contacts regarding security. Formal minutes distributed in these meetings will be forwarded to all concerned staff. FPs (of RC) will attend such meetings in the field and inform to FP in Kathmandu of the outcome.

In consultation with the Country Director, and Regional Office (as required), the FP will assign a level to describe the security situation, and draft or oversee drafting of a Security Management Plan appropriate to the Level.

Security level and guidelines will be printed on a quarterly basis or more frequently if needed, and distributed among offices and international staff. Such guidelines are to keep staff and other stakeholders informed on what stage we are currently in so that everyone concerned knows what to do. Any guidelines prepared by the FP will be monitored by the FP, senior staff in different locations, and must be strictly respected by all staff. If guidelines are not respected, depending on the severity of the issue disciplinary action needs to be taken.

5.4.2 Personal Behavior

To avoid unnecessary provocation, staffs are to follow the following principles of conduct when operating under difficult conditions:

- Personal health: Employees should maintain themselves in good mental and physical health.
- Dress and behavior: The dress and behavior of employees should not offend local communities, and should be appropriate to the work they are doing. Staff should follow all prescribed security procedures; failure to do so may expose to risk not only the person concerned but also other members of staff.

- Means of identification: In circumstances where this is appropriate, staff should make themselves easily identifiable as employees of the organisation, for example by carrying the appropriate personal Identity Card or other relevant documents at all times.
- Language and communication: Moving around in areas of conflict without being able to communicate with the local people can increase the security risk. Staffs are encouraged to learn the local languages, and / or customs as appropriate.
- Activities outside working hours: Staff should always respect local curfews. Rules about permissible activities for employees and dependants outside working hours will depend in each case on the local security situation.
- Photographic equipment and tape-recorders: Employees should keep in mind that cameras and tape-recorders can quickly arouse suspicion. They should only be used with the approval of the concerned line managers. Photographing any military installations, personnel and equipment, as well as strategically important items such as bridges and airstrips, is asking for trouble.

Above all, take a common sense approach that demonstrates respect for local culture and customs, as this will lead to good relations in general. If criminals threaten, don't provoke them by behaving bravely. Criminals are mostly interested in money or valuable assets, not in your life. Surrender what is demanded to armed thieves rather than arguing.

Vehicles safety and safe driving is one of the major steps to be taken. Seat belts are the most effective defense against death and injury from a vehicle accident, thus they should be worn at all times by front passengers in AAN vehicles. Make sure the vehicle is in good working order. When parking at night, select a place that is well lit; park vehicles in the garage when returning home. The relevant portion of this guideline translated in Nepali should be with the drivers in the vehicle at all times.

5.4.3 Trainings

The FP will ensure all key security personnel will be trained in country-specific security system. The training will be done at least yearly and the training will be provided mainly on the following.

- Fire / electrical safety: Basic response and reporting procedures will be explained.
- Earthquake: Preparedness and impact mitigation will be discussed.
- Personal safety and security: Basic safety and security procedures and country threats, including residence and vehicle security, travel and reporting will be explained to all staff and visitors.
- Emergency evacuation: Overview of the office specific procedures for events covered in emergency action guideline and emergency evacuation guideline. Emphasis will be placed on staff actions and responsibilities and differences for national and international staff. Planning for the evacuation of special populations to shelters should be proactive. The partner can pre-establish pick-up locations for transport to shelters. In addition, transit agencies should work with human service agencies to identify individuals who will need special transportation assistance at various locations.

- Driver Training: use of seat belts, defensive driving, off-road driving, and basic maintenance will be delivered to drivers and staff.

5.4.4 Office Management

AAN facilities should be managed to reduce the risk of injury to personnel and/or loss or damage of materials. The Country Director, in accordance with this guideline, determines appropriate residence and office locations and hotel/guesthouses for temporary lodging of staff and visitors. Prior to program implementation, all operational facilities and residencies are provided with appropriate security and safety equipment (locks, lighting systems, generators, etc.).

- Familiarize all staff with evacuation procedures and rendezvous points.
- Office procedures for local disturbances or incidents, including natural disaster, are in place and reviewed with staff.
- Install fire-fighting equipment in an accessible location and check/service it regularly; train staff in usage of fire extinguishers and basic fire drills.
- First-aid kit installed in an accessible location and kept well stocked, replenished and updated.
- Emergency phone numbers displayed and all staff provided with a telephone directory listing key local and international numbers.

5.4.5 Transportation and Vehicle Movement

Authorization to use AAN vehicles: Only AAN drivers, Country Director and SMT are permitted to drive AAN vehicles under normal situation. It is imperative that all persons driving vehicles carry a valid driver's license.

Travel restrictions: AAN vehicles are allowed to be on the road until full daylight; no vehicles are to be driven after dark, except in Kathmandu, and especially not long distances until daylight. AAN vehicle drivers are not to stop en route for responding to requests of 'lifts' from unauthorized or unidentifiable persons. It is recommended that there should always be two persons in the vehicle when driving outside workstations. Fuel tanks should never be below half-full any time while driving long distances.

Restrictions on hitchhikers or others in the cars: DON'T let any strangers into AAN vehicles while traveling. No passengers other than AAN personnel are permitted, unless approved by the Country Director or RCC in the case of RCs. Drinking and driving is strictly prohibited for all who drive AAN vehicles.

Vehicle Maintenance: Each vehicle is to be taken by the driver for regular check-ups; who are also to follow instructions noted in the vehicle regulations before starting. A vehicle inspection checklist should be filled in for every vehicle before starting for the day.

Fire extinguisher and first aid: Fire extinguishers and first aid boxes should be placed in all AAN vehicles. All drivers should be trained on how to operate the fire extinguisher.

All AAN vehicles must have a visible AAN logo and ActionAid on both sides clearly visible. In the event of travel there may not be easy access to Country Director/TL/RCC etc and

there may arise the situation to take security decision. In such event the senior AAN staff person in the vehicle is responsible for taking all security decisions.

All vehicles must have at least one-half tank of fuel at all times, one spare tire in good condition, necessary tools and a flashlight. At the end of each day at least one vehicle should have 3/4 full tank fuel. The key to this vehicle must be readily available to the residents of the staff house/office where it is parked. Unauthorized persons should not drive AAN vehicles unless in an emergency situation.

If a curfew is among existing security guidelines, all vehicles MUST be parked one-half hour PRIOR to curfew in a secure location where they will remain until the curfew is lifted. Keep all appropriate vehicle documents available: title books, registration, license, permission forms, etc. The equipments, which are given in the box should be kept in the vehicle all the times.

- Spare tire/s (+at least two for Alert Level 2 and above)
- Tow rope
- Tool kit (tire pressure gauge; wheel brace; puncture repair kit; tire levers; foot pump; battery jump leads; lamp with crocodile clips to run off 12v battery; grease and oil gun; combination spanner set; socket spanner set; adjustable spanners; screwdriver set; hammer; pliers; hacksaw and spare blades; file; assorted nuts, bolts and hose clips; length of electrical wire and electrical connectors; roll of insulating tape)
- First Aid Kit (please refer annex 5 for first aid kit checklist)
- Jack
- Fire extinguisher

If any AAN staff is involved in a traffic accident, inform the Country Office and the senior staff member of the working area. Proceed directly to the nearest police station or other office nearest and report the accident, or return to the office and inform the senior staff member immediately.

5.4.6 Communications

Country Director, FAM, FP and TLs should have mobile phones. A card or list with necessary phone numbers will be provided to all staffs and visitors. If TLs are absent in their working area and other staffs have to use personal mobile phone to make official calls, such are to be reimbursed. A system for doing so may need to be set up and included in the HROD Policy as needed and for clear details. In the event of an emergency, these mobile phones may be the only means of communication available. In case radios and other communication equipments have to be installed, all key staff will be trained for its operation.

In addition, it is strongly recommended that the AAN office have access to satellite phone/s that can be used in times of emergency. As the information of satellite phone may have higher vulnerability in the field, information and use will be restricted by the TLs only.

5.4.7 Finance/Cash Management

The following procedures are adopted for finance/cash management.

- For the purpose of day-to-day operation cash will be kept in the office safe as provided in the Finance Policy.
- For emergency evacuation a special amount of Rs. 500,000 and Rs. 100,000 will be kept in cash in the country office and resource centers respectively. If felt necessary, the amount may be increased. The RCCs should get a formal approval from the Country Director for the same.
- All payments will be made as per the finance policy and cash transaction will be kept to a minimum.
- Staff salaries should be transferred to individual bank accounts.
- At least two people should be in the vehicle when going to the bank for withdrawing large amount of cash.
- In the event of attack, staff member will not risk their lives to protect cash.
- Staffs will never go to the bank at the same time of day over prolonged periods.
- No staff member will carry large amount cash out of the office for grants, loans or social activities.
- Only the Head of Finance & Administration and / or designated finance officer (finance assistants in the RCs) have access to the office safe.
- Only the assigned staff disburses cash and does cash counts every day.
- The assigned staff keeps petty cash secure in a small locked strong box.

5.4.8 Media Relations

The AAN is responsible to ensure positive image through out the country on its development works. Any negative news by local news media on AAN should be immediately clarified. AAN seeks to inform the common debate and policy decisions on issues of concern to AAN, as well as to increase public awareness and understanding of issues facing the communities with which AAN works.

- The Country Director is the sole authority to contact with the International media, while Media Officer may deal with the local (country) news media.
- The Country Director works with Regional Director to shape the messages to be communicated to the media.
- No other staff, except Country Director and Media Officer, will deal with media without prior permission by the Country Director.

5.4.9 Incident Reporting and Response

All AAN staffs are obliged to report any incident. While some incidents may seem insignificant, analysis of ongoing patterns and trends can only be accomplished when every incident is reported promptly and complete information is provided to the FP or SMT, through his/her immediate supervisor. RCCs are the immediate supervisor for all field staff in this regard.

Every AAN staff will report any incident that involves safety and security of staff, property or information. Staff members should immediately report via telephone, or any other means, any incident involving serious medical emergency, injury, crime, or vehicle accident. Written incident reports will be prepared as soon as possible after the immediate report, including statements from witnesses where appropriate.

The following security-related incidents may indicate mounting tension or a possible trend of threats and warrant the submission of a Security Incident Report. They include:

- Attacks or assault, sexual assault, attempted assault or threats
- Thefts or attempted thefts of funds, goods, vehicles or other assets
- Vehicle accidents involving AAN staff that result in injury or death
- Arrests
- Kidnapping or attempted kidnapping
- Extortion attempts
- Ambush
- Credible threats of harm to staff or property or patterns of hostile acts
- Bombing or other significant disturbances
- Forced donations or threat calls for it
- Threats due to natural disaster like fire, flood, land slides, earthquake etc.

The purpose of an immediate report is to alert others of the incident for the purpose of obtaining assistance or warning others of what is happening. The purpose of a post-incident written report will be to provide accurate details of the incident to allow analysis to detect trends, patterns, the possibility for follow-on incidents, and to determine appropriate intervention. Careful analysis of accident reports will be used as one of the methods to determine the overall security level for the Country Office. Such analysis will also help to prevent recurrence of similar incidents, where possible.

Safety and security are team efforts and, as such, the neglect or inattention of one person may place many others in jeopardy. Any staff member involved in or having knowledge of an incident has to promptly report the incident to their immediate supervisor, FP or Country Director, as appropriate. The staff member and any other witnesses will complete a written incident report as soon as practical and forward the report to the Country Director.

5.4.10 Medical Emergencies

In medical emergencies where assistance is needed, the procedures like Secure the area and the injured, Provide first aid, Transport to the nearest medical facility and Inform TL or FP of injuries should be followed.

- In the field, RCCs are authorized to use office vehicles for all medical emergencies and medical evacuations. The Head of Finance and the Logistic Officer/FP are authorized for this purpose in Country Office.
- First aid training should be provided to all AAN staff.
- First aid kit boxes should be placed in all offices, including in the field and in vehicles.
- All medical emergencies/ medical evacuations should be informed to the Country Office as soon as possible.

In a situation requiring a medical evacuation, the AAN will arrange for a Medical evacuation using a commercial airline flight or other assets that may be available.

5.4.11 Vehicle Accidents

Specific guidelines for vehicle accidents and appropriate emergency response when traveling are as follows:

- Quickly discern the attitudes and actions of people around the accident site to ensure that the staff member is not at risk by staying.
- Do not flee from the site, unless staff safety is jeopardized and then only to drive to the nearest police or military post.
- Provide care and assistance to the injured as appropriate. If the accident happened outside Kathmandu, contact local authorities immediately and cooperate as required. Contact and inform Country Office as soon as possible.
- If feasible, take pictures of the scene and record the names and contact information of witnesses, responding authorities, and those involved.
- Whichever party is at fault for the accident, do not commit to offer any financial assistance to other party on site.
- When approaching an accident involving other vehicles, the staff member should consider safety and security of AAN's vehicle occupants when responding.

Upon arrival back to the office, an incident report form should be completed and submitted to the HOFA or FP, as appropriate.

5.4.12 Arrest and Detention of Personnel

The Country Director should be immediately notified upon arrest or detention of any AAN staff. If a staff member is arrested, but his or her whereabouts are not known, the first priority is to establish where s/he is being held and under whose authority. To this effect, the Country Director or designate will have to be assertive and visit all relevant local authorities. The embassy should also be informed in the case of an international staff member, and being very persistent and insistent, making it clear that AAN has a right to know where the person is. When it is clear who arrested the staff member and where s/he is, the most important issue is to ensure that the person's rights are protected. This involves insisting upon the right to know the basis of arrest, visit the staff member, medical and legal assistance, and improvement in the conditions in which the person is kept.

Often people are arrested without formal charges being brought, in which case it is important to emphasize that a charge should be determined within a specific time period or the person should be released. The charge may relate to the individual only (e.g., an accusation of having been involved in an organized theft) or affect the organisation (e.g., an accusation of spying under the cover of doing humanitarian work). In the latter case, the Country Director will need to get involved in refuting the allegation, and clearing the name of the organisation, and/or in arguing for the defense. It is imperative to insist on due process of law and seek legal advice without delay.

In the case of an arrest, the Country Director should liaise with family members, along the same lines as in the case of a kidnapping. The Country Director should coordinate steps to be taken with family members and ascertain what steps the family intends to or has already undertaken. The Country Director should advise and talk with them, if it is believed some of the steps the family is contemplating are counterproductive.

If the Country Director is arrested, he/she should notify the FP/any member of the SMT available in the city. In addition to the regular procedures stated for other staffs, the FP/SMT should immediately inform the incident to the authorities given in the box 9.

The FP/SMT should with the assistance of the legal consultant of AAN, meet the Country Director in detention as soon as possible and release him/her at the earliest.

5.5 Natural Disaster Response

Experts predict that Nepal is very vulnerable to earthquake because of its location in the Himalayan belt. Thus within AAN, all possible preparedness should be carried out.

Box 9 : Authorities to Inform

- The Regional Director
- The AAI Secretariat
- The members of the AIN Steering Committee.
- The member secretary of the SWC and
- The legal consultant of AAN.

Office buildings should be provided with first aid kits, tents, sleeping bags and some useful equipment like, pick, crowbar etc. Medicines are checked regularly for expiry dates and where necessary, replaced. All staff should be oriented on earthquake preparedness by an Earthquake expert organisation. Such orientation should be conducted every year for all staff.

Once the disaster impacts staffs can be updated by hourly news update of any FM station (if in the city), in the rural areas such update can be received from Radio Nepal or Nepal Television. Within the mandate AAN should start responding the emergency.

5.6 Limiting and Reducing Vulnerability

The individual concerned is usually the best person to decide on what action should be taken. In high-risk areas AAN staff and their families must know and understand the threat level of the area. It is essential that they are familiar with appropriate security guidelines and understand what to do in an emergency.

Although each of the recommendations in the following few sections is not applicable in every circumstance and situation, they do serve to heighten the individual's and organizations' consciousness and as such, decrease his/her vulnerability. Each person should review this section with a sense of incorporating those suggestions that are relevant to his/her current location.

There are several principles that serve as a basis for any security guideline and should be adhered to by all staff:

Security is – almost always -- an individual's responsibility. A supervisor may be accountable, but the individual will be the victim. Supervisors must:

- Set the standard for security.
- Integrate security into all planning.
- Liaise/network with others (security forces/police, counterparts, partners, other NGOs, etc) about local/VDC and district level security.
- Provide resources.
- Be decisive and uncompromising about security.
- Supervise and enforce standards.

Individuals must:

- Perform to set standards.
- Stay alert.
- Liaise/network with others (security forces/police, counterparts, partners, other NGOs, etc) about local security.
- Remain situational aware.
- Accept responsibility.

Chapter Six

Managerial Support for Effectiveness

Managers should be accountable for their decisions and for ensuring adequate security and compliance with codes/rules of conduct as well as support for their staff. Managers at all levels have particular responsibilities to establish and/or maintain systems that promote the implementation of programs, of relevant policies, and to ensure compliance with rules/codes of conduct. For it, codes of conduct will be established with respect to issues such as child protection or sexual exploitation and abuse.

Technical and managerial staffs are provided with the necessary training, resources and logistical support to fulfill their responsibilities. Humanitarian agencies involved in the response should ensure that staffs are qualified and competent, and properly trained and prepared, before assignment to an emergency situation. When deploying emergency teams, agencies should seek to ensure that there is a balance of women and men among staff and volunteers.

Staff working on programs understands the purpose and method of the activities they are asked to carry out, and receive subsequent feedback on their performance. All staff has written job descriptions, with clear reporting lines, and undergoes periodic written performance assessment. They are oriented regarding relevant health and safety issues for the region and environment in which they are to work. All staff should receive appropriate briefings on security and health issues, both prior to their deployment and when they arrive on-site. Upon arrival, they should receive information aimed at minimizing security risks, and should also be briefed on food and water safety, prevention of HIV/AIDS and other endemic infectious diseases, medical care availability, medical evacuation policies and procedures, and workers' compensation.

Capacity-building systems for staff are set up and these are subject to routine monitoring. Special efforts should be made to promote diversity within the various levels of an organisation. Capacity building is an explicit objective during the rehabilitation phase following a disaster.

6.1 Partnership

AAN strategy is to prefer implement program activities through partners. As such AAN has a list of a large number of local level partners throughout the country. These partners are already tuned to work on the AAN rights based approaches. Most of these partners also have experienced in disaster response in the past. AAN will continue to implement future disaster responses through its partners. Therefore, close coordination with partners is very important. The partners provide field situation reports, damage and needs assessment reports, coordinate with local administration and other stakeholders, conduct rescue operation, select right holders, deliver full disaster response services including package determination, procurement, packaging, determination of distribution methodology, distribution of packages, accountable for transparency, monitoring, and generates reports for AAN.

The role of AAN, where partners are given responsibility to implement disaster response activities, is to coordinate with partners in the review process of partners' reports, rapport building, capacity building, ensure the rights of right-holders, assessments; review, negotiate, and accord necessary approvals of partners' response proposals; financing, facilitating, monitoring, and possible capacitating the partners. In areas where there is no presence of partners or the response need is beyond the capacity of the existing partner(s), AAN will try to work with new partners or community based organizations (CBOs) or will directly implement the response activities. However, AAN will need additional personnel support to implement activities through the new partner, CBO, or direct implementation.

AAN may also partner with some specialized organizations for efficient delivery of response operation including technical assistance, activity management, emergency medical aid, advisory services, etc.

AAN will coordinate at the national level with stakeholders including:

- Government: primarily agencies are DWIDP, created by the government during emergency period
- Donors: such as UNOCHA, UNDP, WFP, ECHO, DfID, AUSAID, IASC
- International and national organizations: such as CARE, Oxfam
- Different networks: such as VDMC and DPNet, DIMAN
- Media

The coordination will facilitate information sharing and decisions on response and thus helps in targeting the right holders in a timely manner without duplication or dropping a disaster affected area. Therefore to achieve the expected result effective coordination and linkages will be established.

AAN will seek providing necessary support to the community, local governments; NGO/CBOs to institutionalizing their work ensuring the community will manage the Emergency and Disaster preparedness to recovery by their own.

6.1.1 Partners' proposal with assessment reports and funding requests

In a disaster situation, when the AAN has made a decision for going ahead with an appropriate response operation, the EDM Theme Leader will immediately seek

proposal(s) from prospective partner(s) who work in the disaster affected areas. The partners' proposals must include the information given in the box 10.

Box 10: Information in the proposals

- Local situation description
- Damage and needs assessment survey report per AAN format
- Partners' proposal of response activities
- Statement of target right holder groups/households
- Detailed response package including food and non-food items, if any
- Procurement plan
- Response activity schedule
- Proposed staff and logistics deployment
- Local coordination plan
- Monitoring plan
- Detail action plan

If there is no long term AAN partner in the disaster affected area, AAN may seek proposals from either partner(s) from other areas to work in the disaster affected areas or new partner(s) from the affected areas. AAN's last choice is to implement directly involving AAN staff and volunteers.

6.1.2 Proposal review and funding allocation by AAN

The EDM Theme Leader, with the help of DMAT members, will review the proposals received from partners. The review will take in to account scrutiny and verifications of:

- The extreme situation of the ground vulnerability of the population with particular attention of the poorest communities
- Damage and needs assessment survey findings
- GON and other stakeholders' position on disaster response
- Local coping mechanisms
- Seasonal effects on life, assets, crops, and infrastructure
- Health and outbreak of diseases
- Reasonability of Food and Non-food distribution items
- Right holder selection priorities, right holders
- Staffing and logistic supports for the response operation
- Conformity of procurement items with market rates
- Procurement, packaging, and distribution
- Monitoring plan
- Local coordination

The DMAT/EDM Theme Leader may seek clarification from the concerned partner for any queries, modifications, concurrence of suggested alternatives, downsizing of operation, etc. The EDM Theme Leader, being satisfied with the review, will recommend to Human Security and Governance Team Leader for approval. Once an approval is accorded the DMAT members of finance and administration will assist the AAN concerned sections for finalization of an Agreement.

It is desirable that the whole review and approval process including signing of the Agreement be completed within 48 hours from the time of receiving a proposal.

6.1.3 Partners' coordination with other stakeholders at local level

Coordination of response activities at the local level is the responsibility of the AAN partners. At a minimum, the partners should coordinate with the CDMC, VDMC, NGOs, CBOs, schools and clubs etc. In addition to keep liaison with other NGO and community response activities, the partners will:

- Participate in the regular and special CDMC and VDMC meetings at the community level.
- The partners should not work in duplication with other stakeholders in right holder selection, relief distribution.
- Partners should disseminate/share all information regarding their disaster response operation to the local stakeholders including the CDMCs.
- Partners are expected to work in coordination of the decisions of the VDMCs and other GON agencies (such as education, agriculture, health offices)

- Partners may choose to operate jointly with other NGO/GON entities for a specific work. However, in such case the accounts of the partners' specific deliverables must be recorded for all audit and verification purposes.

6.2 Search and Rescue Operation

Search and rescue is very crucial for saving lives of people in a disaster situation. Sometimes, this operation becomes a very major activity, particularly in situations like major earthquake, landslides and flash floods.

The emergency fund shall be used to provide the rescue, relief and rehabilitation materials (purchased and distribute the dry food, medicine, clothing), rescue and rehabilitation materials such as plastic sheet, tents etc). AAN partners should take the responsibility of the initial search and rescue operation from its own resources. However, if this becomes a major operation, depending on situations, and prolonged for more than 48 hours AAN may consider resource allocation for this activity.

AAN and its partners are not in a position to conduct search and rescue from the rubles of collapse structures and will not generally try for this. In this situation the GON with the help of Army or other supports are in a better position to carry out search and rescue operation. AAN however, may extend services for medical aids including first aid, provisioning of immediate water and sanitation facilities, and emergency food and non-food supplies.

First aid services are very important for specific disasters like earthquake, landslides etc. First aid is also warranted in many other situations. The AAN partners are expected to acquire capacities to deal with first aid. Their staff and volunteers should be trained and facilities pre-positioned to give first aid whenever this is needed. Most of the first aid operations are expected to be performed before the formal response activities begin. However, depending on situations budget provision may be made for the partners' first aid services during the response period.

Apart from first aid, the partners may undertake emergency medical service delivery. In situations after an earthquake, flood, fire the need for emergency medical aids is almost inevitable. The needs are of different stages like: immediate, on the spot first aid or first medical response usually conducted by specially trained personnel; field camp treatment of wounded personnel by qualified doctors and nurses; personnel with seriously physical disorder needing immediate hospitalization; traumatized personnel due to shocks may need special treatment, some injury or other cases may need long term treatment. Depending on capacity the partners may offer medical aids for any or all the cases.

In other instances there may be out break of epidemics like cholera, dysentery, diarrhea, bird flue, etc. In such cases, AAN may partner with organizations that can offer immediate specialized services.

For procurement of medicines, bandages, etc. special care is to be taken for the quality of supplies and their manufacture and expiry dates.

The priority health interventions vary according to the context, including the type of disaster and its impact. Basing the design of these interventions on public health principles will ensure that the greatest health benefit is provided to the greatest number of people. Priority public health interventions include adequate supplies of safe water, sanitation, food and shelter, infectious disease control, basic clinical care and disease surveillance. Expanded clinical services, including trauma care, are given higher priority following disasters that are associated with large numbers of injuries.

6.3 Emergency response package, procurement of items, and assembly

6.3.1 Procurement of distribution materials

AAN policy is not to directly procure distribution materials if the program is implemented through its partners. Also, AAN does not maintain any storage facility for pre-positioning of such materials. AAN entrust the procurement of distribution materials to its partners. However, the partners, in all sorts of procurements using AAN resources, shall maintain standard procurement rules of the partner organizations with transparency. For example, any medicine procured must be within reasonable time limit of these expiry dates.

6.3.2 Assembly

The partners will make packages of distribution either centrally, or at specific locations as per convenience. The package must be done so that distribution items are not mixed up, or damaged during movement. Where appropriate there should be marks and written instruction for use of some items. The package should be done in boxes or sacks that will not tear off during transportation or distribution. The individual package weight should not be more than 25 kilograms, which will be difficult for the right holder to carry.

6.4 Family Package

Depending on the findings of the needs assessment and availability of resources the initial response packages may be determined. However, efforts must be made to meet the basic survival needs of the affected/distressed people who have no other choice. The response package may be a mix of food and non-food item. The food basket should be sufficient enough for at least one-week requirement of an average family size (5/6 persons), consider one baby, one or two teenage, one elderly, one adult female, and one adult male member in a family). If possible, the food items/quantities may be decided based on a minimum 2,100 Kcal per person per day with additional food items for growing child and pregnant/lactating woman's nutrition. Judgmental consideration for appropriate basic needs of the members of an average family should be made while selecting non-food items. Some of the suggested food and non-food items for initial distribution are given hereunder:

6.4.1 Food Items

Plain rice, flattened rice, wheat, bitten rice, sugar, salt, iodized salt, pulses, small packs of grinded spices, BP-5 or other high protein biscuits, potato, edible oil, powdered or packet milk for babies, etc.

Nutritional requirements

The following estimates for average population requirements should be used, with the figures adjusted.

- 2,100 kcals per person per day
- 10-12% of total energy provided by protein
- 17% of total energy provided by fat
- Adequate micronutrient intake through fresh or fortified foods.

It should be noted that these are the requirements for food aid provision only if the population is entirely dependent on food aid to meet its nutritional requirements. In situations where people can meet some of their nutritional needs themselves, food aid provision should be adjusted accordingly.

6.4.2 Non-food items

Candle, match boxes or gas lighter, plastic sheeting, rope, soap, plastic jug, plastic mug, plastic bowl, plastic drinking glass, sanitary napkins or a piece of clean long cloth for adult females, kerosene stove, aluminum cooking pot, garments for male, female and children, blankets, worm clothing, etc.

6.4.3 Other items

Oral Rehydration Saline (ORS – *Jeevan Jal*), Water Purification Tablets (WPT), etc is recommended to that a small amount of cash (say Rs 100/-) is be given with the package to meet the transportation cost and/or other essential purchases.

6.5 Community facilities

The response may also cover other activities, such as cleaning of contaminated tube wells and pond water, provisioning of rainwater harvesting, provisioning of latrines, installation of tube wells, provisioning of shelters, bleaching powder, etc.

The above items are not exhaustive. The partner and AAN staff will jointly finalize the exact package items for a specific community area and shall be pre approved by AAN during the funding approval.

6.6 Health Human Resources

Train and recruit medical personnel, reflecting a strong focus on community mobilization and preventive measures. This should include strengthening the community health programs, focusing on prevention and monitoring and supporting those capable of rapid interventions. Partners should be lead on this. Designate a sector lead agency to be charged, inter-alia with identifying the essential lifesaving material that could be maintained in stockpiles.

Establish a mapping of available health human resources and of immediately deployable health and medical equipment/consumables, within organizations and on the basis of inter organizational screening. Annual reporting on resources should be made available to the sector lead agency.

6.6.1 Primary health services

Medical and primary health facilities, including supply of essential drugs, are highly recommended where appropriate. The partners will either deploy from their own staff or

hire temporary services of qualified doctors, registered medical practitioners, paramedics, and nurses. Other health worker may be used to disseminate awareness campaigns. AAN approval for health services will be limited to immediate care or primary treatment. Any surgical operation, or complicated patients should be referred to nearest Health Post or government hospitals.

6.7 Emergency Response Assessment

The following preparation should be made before the Emergency Response Assessment. Please refer annex 6 for detail information.

6.7.1 Checklist for field visits

The following information should be ensured before leaving for the field:

- Any baseline data available on the area
- The information available on the situation as a result investigations and enquiries made thus far
- Listing of government officials and other organizations to be specifically contacted
- Information on transport means arranged and/or expected to be available in the field
- Guidelines for personal security
- Definitions on the extent and limits of any personal authority, and
- Leave behind details of your proposed itinerary and possible contact points.

6.7.2 Things to take

Needs will depend on the particular circumstances, but consider the following:

- Any permissions or letters of introduction necessary or at least desirable to travel to and within the area
- Location maps
- Cash, sufficient to cover the expenses during the travel
- First aid kit: flashlight and spare batteries, candles, water bottles etc.
- Other personal needs: be as independent as possible in food and all other respects,
- If traveling by road, sufficient water for drinking and the radiator, fuel and basic spare parts.

6.7.3 Things to do

- Establish means of communication with the country office
- Contact local officials, community leaders, representatives of local and other outside organizations already present, etc.;
- Visit temporary settlements, health and social service institutions, water and sanitation facilities, food stores, logistics facilities etc., to the extent possible;
- Report back regularly to the country office; and
- Take reasonable precautions to safeguard own health and security.

6.7.4 Rapid Initial Assessment

The initial assessment in rapid onset disasters such as flood and earthquake focuses on identifying the geographical areas impacted, the size of the affected population and the critical needs for the immediate survival of disaster victims.

The following list of questions reflects the kind of information that AAN need in the event of a disaster of such magnitude that requires international assistance. This information is necessary in order to the relief efforts of these organizations to provide the most effective response possible as well as for the international community to satisfy organizational requirements to report on disasters to their headquarters.

6.7.5 Nature of the event

- What was/is the nature and cause of the emergency situation?
- When and where did it strike? What is the extent of the affected area?
- What was/is the severity in different locals?

6.7.6 Impact of events

- On population numbers and distribution
 - Have people evacuated or migrated?
 - Have families become divided?
 - What are the reported numbers of casualties – dead, injured and missing?
- On food and agriculture
 - Food stocks and/or distribution mechanisms?
 - Crops, irrigation systems etc?
- On health
 - Health service facilities and supply?
 - Health workers and control programs?
- On shelter
 - Family dwellings rendered uninhabitable?
 - Essential household property lost?
- On water and sanitation
 - Water supplies?
 - Sewerage and other sanitation arrangements disrupted?
- Child care and other social services such as Schools?
- On communications and logistics
 - Telecommunications within the area and to outside locations?
 - Transport routes and capacity?
- On economic activity
 - Employment and income generating opportunities?

6.7.7 Present Situation

Community response

- What are the people/survivors already doing to help themselves?
- Are traditional coping mechanisms working? If not, what are the reasons?
- Have any self-help groups/arrangements been established?

Food, nutrition and income

- Are any particular groups without adequate food? If so, is it due to lack of supplies or lack of purchasing power?

- Are households able to prepare food?
- Are children malnourished?

Health

- Are there any immediate health problems?
- Are there adequate medical personnel? Do they have the facilities and supplies to live and work?

Shelter

- Is survival threatened by lack of shelter, clothing etc.?

Water and sanitation

- Are at least minimum quantities of safe water available to all communities?
- Is lack of sanitation posing immediate health risk?

Child care

- Are there children in need of special care: Unaccompanied – traumatized?
- Are traditional care arrangements/ social services functioning?

Logistics

- Can supplies be brought into the area?
- What specific constraints?

6.7.8 Post Relief Ongoing Assessment

The following are questions that need to be answered by the detailed and ongoing assessment:

- What are people doing to help themselves? What resources are on hand and in route from all sources?
- Are basic services able to continue functioning? Do available personnel have the facilities to live and work effectively?
- What further problems/needs might be anticipated?
- What are the priorities of the affected people themselves?
- How could the priority needs be met? What are the implications of alternative feasible interventions?
- Which are the priority right holders? What criteria should be used for allocations and distributions? What organizations and logistics capacity exists to deliver assistance to and within the area? How could it be strengthened?
- What mechanisms (GON and/or NGO) exist to utilize/distribute assistance at the local level? How could they be reinforced? What more might need to be created?

6.8 Selection of Right holders

The right holder selection is the most important task of a disaster response work. In a disaster situation, it is important that the neediest families/individuals are selected for immediate response. Local pressure or influence attempts to divert this principle is not acceptable.

Support is given regardless of caste, class and gender of the recipients and without adverse distinction of any kind.

The groups most frequently at risk in emergencies are women, children, elderly people, pregnant, lactating mothers, disabled people, and people with diseases. In certain contexts, people may also become vulnerable by reason of ethnic origin, religious or

political affiliation, or displacement. This is not an exhaustive list, but it includes those most frequently identified. Specific vulnerabilities influence people's ability to cope and survive in a disaster, and those most at risk should be identified in each context. When any one group is at risk, it is likely that others will also be threatened. Special care must be taken to protect and provide for all affected groups in a non-discriminatory manner and according to their specific needs. However, it should also be remembered that disaster-affected populations possess, and acquire, skills and capacities of their own to cope, and that these should be recognized and supported.

Right holder selection shall be from among the entire affected area where the partners/AAN is committed to respond. This is a general approach that is desirable in a disaster situation.

The general right holder selection criteria for distribution of relief items include the poorest sections of households in communities is given in the box 11.

If the resource does not permit to cover all the poor people that meet the criteria discussed earlier, the households that fit multiple conditions of the criteria will be prioritized. Under no circumstance membership of NGO partners' regular programs will be a preference criterion for right holder selection. If such members fall in the given selection criteria they should not be also barred from the right holder list.

Box 11: Right holder selection criteria

- Have no income source
- Lost house or assets
- Are landless, oppressed and Marginalised
- Women headed HHs
- Disabled, elderly or sick family member
- Pregnant or lactating women

While selecting right holders, coordination with local administration, NGOs, CBOs, CDMCs, VDMCs and social leaders and with other related agencies minimizes the chances of duplication or dropping, thereby gives maximum benefit to the communities. The AAN partners shall maintain list of right holders along with other information of the households as record.

Prior distribution of "coupon" may be done once the right holder selection is complete. This will help to control people during the actual distribution period. The families receiving the "coupon" will be advised to send a member of the family to an already agreed distribution center on a scheduled day to receive the package. They will also be asked to carry with them the "Coupon" to present it during receiving a package.

6.9 Selection of distribution centers

AAN stipulate in the Partners' agreements for selection of distribution centers based on community choice, rather not arbitrary determination by the partners. Although this will appear to be expensive for increased number of distribution centers it will ultimately give more benefits to the recipients in terms of their individual spending, time, energy, safety, and usefulness. The distribution centers should not be too far from the right holder communities.

The partners should also identify right holders during the selection process that would be unable to come to the distribution centers. Special arrangement should be made to

ensure that they receive timely relief packages. These people include elderly with no capable person in the family to go to the centers, sick, disabled, etc.

6.10 Package distribution

The communities shall be notified well ahead the actual dates of distribution of packages. Local governments, CDMCs, VDMCs should be invited to observe the distribution. Special care should be taken so that none gets political benefit out of this invitation. *If situation warrants the partners will also request police forces to maintain law and order during the distribution.* All distribution schedules should be intimated to AAN well ahead to allow participation of AAN personnel during the distribution.

The partners should properly handle the distribution of packages so that only the listed personnel receive the packages. The process should be pre-determined by the partners. Introduction of "coupon" or other accountability systems may be used to control or track distribution. Proper records of receipts must be maintained with signature or thumb impression of the right holder, and if necessary, right holder identified by CDMCs and VDMCs members.

The partners will obtain a distribution certificate from concerned representative (preferably chairperson and secretary). Subsequently, copies of these certificates will be sent to the AAN during the reporting period, for record.

6.11 Supplementary food distribution

If the disaster period prolongs and there is need for food distribution beyond one week or the period to survive with initial supplies, supplementary food distribution may be done in a similar way as in the initial period. The right holder list should be freshly prepared and the food package re-determined as per field requirement. The maximum time limit for supplementary food distribution should not exceed more than 45 days. Supplementary food distribution requirement exceeding 45 days should be carefully reviewed by AAN and will have to be approved by the Human Security and Governance Team Leader.

6.12 Wet feeding centers

Wet feeding is the distribution of cooked food through opening a kitchen. Generally, wet feeding is discouraged as it has the danger of mass food poisoning, if for any reason the food is contaminated. However, wet feeding may become essential in situations where people does not have opportunities for cooking, or large number of wounded people need emergency medical treatment as well as feeding, or people at camps/shelters without cooking facilities. The partner must follow the standard for wet feeding center. The recommended average daily food per person per day is given in the box 12.

Box 12: Average daily food per person per day

- Rice and/or wheat flour 420 gram
- Daal 60 gram
- Vegetable oil 30 ml.
- Meat/fish 20-30 gram
- Other items such as: suji, chiura, muri, potato, vegetables, 50 gram
- Sugar 20 gram
- Salt 5 gram

6.13 Water and Sanitation

There is disruption or contamination of drinking water sources in most disaster situations. During flood the water sources are often inundated by floodwaters and thereby becomes not usable. Most of the disaster shelters are poorly designed without consideration of water and adequate sanitation facilities that might be needed during the disaster situations.

Provisioning of water purification or mass supply of potable water by using a mobile water treatment plant may be considered. Where feasible, immediate sinking of new tube wells, repair of existing tube wells, pond and cleaning of contaminated waters of the tube wells can be done. These must be done as per prescribed guidelines of the DPHO. The partners are encouraged to keep liaison with DPHO during normal time and get orientation and technical advice, booklets, etc. so that during the disaster needs the partner can carry out their own water and sanitation activities without DPHO staff.

Provisioning of low-cost sanitary latrines with single or twin pits is recommended. These are locally available RCC rings and top slab with a water-sealed pan. The depth of the pit depends on the user number. Generally, for a family latrine three to five rings of 12 inches height are required. For community use, or shelters, deeper (7 – 9 rings each) twin pit latrines are recommended. For community latrines separate and of adequate number of latrines should be provided for male and female users.

The partners may also conduct a hygiene educational campaign at the centers or communities at pre, post, and during disasters to minimize waterborne diseases. Different promotional activities may be undertaken by the partners to mobilize communities to use safe water, take active role in the reconstruction of slabs and latrines, and cleaning the surrounding environment. The promotional works may be done through mobilizing students for campaign, and group based discussions facilitated by the partners.

6.14 Disaster shelter management

A shelter is a suitably designed building which will provide emergency accommodation (temporary shelter) and related services for persons displaced before, during, and after an emergency or disaster, or persons evacuated as a result of a threatened alert.

During disasters displaced people try to find their relatives and friend's house for temporary shelter. However, for the poorest communities it is hard to find such safe places for their accommodations. Therefore, they rush to the disaster shelters or school buildings and are in almost every case crowded with people/families more than the capacity. In some cases, during flood time people have to take shelters in open places like highways, dykes, embankments, etc.

Normally there is non-existence of shelter management. The local level CDMCs and VDMCs disaster management committees not function well. As such, there is either little management or mismanagement resulting immense sufferings of the people, particularly the women and girls are mostly unsafe.

The AAN partners, in coordination with the local committees, may provide assistance for improved shelter management. Some of the alternative approaches are:

- Safety aspects of shelter facilities: The management team must ensure that the location of washing facilities and latrines guarantee safe and easy access and sufficient privacy for women and girls. It is important to make sure that there are adequate safety provisions, in particular at night.
- Separate shelter room allocation female-headed households: In temporary shelters, single headed women households should be grouped in ways that minimize their vulnerability.
- Maintaining law and orders: This is important to keep record of all inmates and visitors and try to restrict external influences create probable anarchism, particularly during distribution of relief packages.
- Maintain Watsan facilities: Adequate water and sanitation facilities, with appropriate gender considerations are also very important issue for the shelter people.
- Maintaining facilities for periodic medical checkup: This is important not only to reduce the sufferings of the sick people, but also to arrest out burst of contagious diseases.

6.14.1 Shelter Management Practices

The logistics of getting people to and from evacuation shelters during emergency situations is extremely challenging. Incomplete information, lack of a main point of contact, and other associated factors lead to inefficient deployment of transit resources. A point of contact must be established at each shelter to focus on the transportation needs of that shelter, including accessing vehicles, meeting arriving buses, escorting the transported passengers into the shelter processing area, and arranging for return trips in an organized manner.

6.14.2 Shelters Management Group

The roles and responsibilities of Shelter Management Group will be following:

- Provide temporary lodging of displaced population
- Set guidelines for the selection, authorization and use of shelters
- Monitor suitability of shelters for occupation during disasters
- Train persons for shelter management and related shelter activities
- Coordinate disaster/emergency assistance from the private Sector
- Prepare database for a preliminary assessment of shelter management by collecting information given in the box 13.

Box 13: Assessment of shelter management

- Population of the affected area
- Shelters in area and contact numbers
- Communication equipment
- Map of the affected area
- Flashlight
- Compass, Clipboard etc

6.15 Recovery /Rehabilitation

Sustainable recovery depends on restoring the affected populations' own capacity to meet their basic food, shelter, water, and sanitation needs. The disaster affected people

have the most immediate and direct interest in recovering from a disaster, and most disaster survivors do so using their own resources.

Consequently, they may place a high priority on restoring their means of livelihood. Understanding their priorities and providing assistance that supports the affected population's efforts to restore viable socioeconomic systems is critical to achieving a long-lasting, sustainable recovery.

A recovery and/or rehabilitation phase of a disaster is not considered as emergency response. While, emergency response is for survival of the disaster victims, follow-on activities may become necessary for their recovery to a stage from where the affected population can make effort by themselves to improve the quality of living without further assistance. Therefore, all recovery and rehabilitation programs should have an exit strategy.

Recovery/rehabilitation programs will be considered as projects and their design, planning, and implementation should be based on analytical approaches with adequate ground information, survey, and consultation with the population to be addressed.

Recovery/rehabilitation programs may include repair/new construction of houses, short-term income generating activities like Cash for Work (CFW), Food for Work (FFW), fixing of damaged infrastructure, distribution of seeds for next crop or quick vegetable production, etc. Some of the examples of recovery program are: road maintenance, homestead plinth raising and other community place raising, mound extension, flood shelter construction, market place raising, canal excavation, building embankments, pond excavation, distribution of seeds, repair/rebuilding of houses, repair/new provision of water supply facilities, construction/repair of sanitary latrines, etc.

AAN Human Security and Governance Team Leader and EDM Theme Leader will take initiative of these programs in consultation with the SMT. Both AAN own resources or donor resources may be accessed for such programs. Program design may be done by AAN existing staff and/or with the assistance of new recruitments on contract basis. It is advantageous for AAN to involve partners for Program implementation. However, AAN should have adequate monitoring system for successful and efficient program implementations. It is highly recommended that AAN conduct evaluation of such programs by external eyes to find out the good practices for the sake of replication and areas for improvements for further effectiveness of the programs.

6.16 Personnel Deployment

If the situation is not manageable with the available AAN staff, The Human Security and Governance Team Leader may decide to hire temporary staff during disaster response operation. The formal procedure for recruitment will not be in place for such recruitment of temporary staff. The Human Security and Governance Team Leader along with EDM Theme Leader in collaboration with the personnel and administrative section will make such hiring as early as possible.

During emergency period often it becomes necessary for temporary deployment of personnel from different Sectors along with Human Security and Governance Team

Leader and EDM Theme Leader. While most of the personnel for emergency duties are pre-selected/pre-identified, and agreed upon by the respective Sector Heads/Theme Leaders it is required that the Human Resource section is in the loop and records all the shifting of personnel for emergency disaster response duties. Therefore, the concerned Sector Head will notify to Human Security and Governance Team Leader and EDM Theme Leader any person deputed for the emergency duties and a copy of the notification will be forwarded to the head of HR section.

If a person is deputed to the EDM Theme Leader for less than a month for emergency duties, his/her performance certification by the EDM Theme Leader is not required. However, if the deputation is more than a month, the EDM Theme Leader's input will be required for the incumbent's performance evaluation.

The staff assigned to a response may be rotated after a certain period (usually within 3 to 4 weeks). The EDM Theme Leader will arrange for this rotation with placement of alternate staff.

For emergency duties, there is no extra benefit given by the employer, in terms of salary. The incumbent will be entitled to normal benefits for extra hours of duties, if any. If the working hour begins or breaks between 10 pm and 6 am the incumbent will be entitled to a home/office drop by office transport without charge. If any temporary staff is recruited for disaster response operation, the incumbent will not be eligible for the AAN long-term benefits that are applicable to regular employees.

6.17 Information and Media

The Country Director, Human Security and Governance Team Leader and EDM Theme Leader will take on the direct media relations function. As working with media is a delicate matter no other AAN staff is authorized to provide AAN information to media other than operational matters such as progress status of response. For policy matters the AAN staff should refer to the above three persons only.

There is fear and trauma in news and in majority of the cases news is prepared without cause analysis. AAN will be encouraged the media persons to look the positive side of the news, do cause and effects analysis in order to make media more responsive, accurate and real. Similarly, they will be encouraged to cover news from local to national media for the policy influencing and international for fund raising purpose.

The information of an emergency or disaster could be from an informal or formal source. AAN will track the information from Media, peoples groups, and reports from DAs, Organizations etc. Once the information is available AAN will verify the fact/situation and make necessary steps for the response.

6.18 Special procurement provisions in emergency situation

AAN policy is to try to procure bulk goods through the AAN Purchase Committee and transport them to the sites. However, some response situation may demand local procurement at districts or other markets, which will be done through local level purchase committees. In all procurements, the general policy of standard AAN procurement rules/partner procurement rules, if any, in case of procurement by the

partner, will be followed. However, sometimes in emergency situation this is not possible. In such case if a local level procurement committee (3-5 members with at least one AAN representative) is required to purchase some goods beyond the normal price/conditions the committee must document justification of such procurement.

6.18.1 Procurement/Supply

- Identify and contact details of agents for procurement then be listed in the master list of suppliers.
- Set up a 'procurement system' that includes a system for organizing purchases on paper or spreadsheet. Focus needs to be on expected delivery dates. Delivery date information is essential for routine communications with program/other staff and personal organisation.
- Set up a vendor/supplier list – i.e. a database or spreadsheet of contacts – who to go to for what, prices etc. This can be part of the 'procurement system'. Note that ideally this should be in place prior to the emergency, as part of emergency preparedness.
- Structured communications need to take place within the initial 2 month period and should cover: the orders placed, expected delivery dates, quantities, quality, new orders placed and stock levels.

The full purchase process includes supplies request requisition form is completed, including with budget/agreed code and authorized by budget holder. Logistics then supply from stock or initiate purchase. Purchase Order is completed to place the order with an external supplier. A Purchase Order does not need to be re-authorized by budget holder.

Goods Received Note is issued on satisfactory receipt of goods/services i.e. signature records goods received having checked that they meet the specifications (for quantity and quality). On receipt of invoice, finance prepares and authorizes a Payment Voucher, checking Goods Received Note, invoice and proper authorization. Payment Voucher should be counter-signed by budget holder if there are differences of >20% cost between original supplies request and final purchase.

6.19 Program logistics/distribution

By end of month 1 - set up a tracking system for distributions in close collaboration with program managers i.e. to ensure adequate control, record keeping and enable reporting in program distributions.

A clear statement of need/requirement and a recipient/right holders identification system needs to be in place (e.g. card, voucher, registration documents), plus a list of the goods that are starting the distribution with. Records of the distribution need to be made e.g. through ticking cards/taking vouchers and decreasing the number of items on the list of goods held count remaining items at end of distribution & prepare report/documentation for returning to stock.

6.20 Deployment of Logisticians and Procurement staff

Identify a logistics coordinator and program logistician within 1 day of start of emergency. Identify and deploy 1 procurement person plus 1 logistician for each base,

& welfare logistics capacity within 1 week. Identify/ deploy an assistant to each logistics role within the first day of the emergency.

6.21 Transportation and accommodation

For duties in the field, if AAN is unable to provide official transport, the travel cost will be paid as per actual expenditure, certified by the traveler.

The lodging cost and field allowances will be as per AAN normal rules. However, in special circumstances, where accommodation is not available at or near the work area within the entitled amount higher lodging cost up to 50% above the entitlement may be allowed up on certification by the incumbent.

It is always preferred to use AAN official transport for field visits. AAN administration requires minimum 24 hours notice to arrange AAN transport for staff and goods movement, arrange field kits, first aid boxes, etc. The AAN Administration section will also arrange transport and other logistics for inter-district movements if notified well ahead (two days). It is expected that for local travel in the field within 25 kilometers will be arranged by the traveler.

6.22 Finance staff assignment during disaster

AAN finance section will pre-select staff for probable assignment in the DMAT. In addition, Finance representative will be available for the emergency response duties at the AAN Kathmandu Office. The finance section will also be vigilant for emergency duties, if additional AAN finance representation is needed in the field for procurement or fund handling.

6.23 Internal control system of disaster funds

AAN fund management, according to the finance policy, is done by a triangular coordination between the Country Director, Budget Holder, and the Finance Sector Head. For procurement decision clearances of the three persons are required.

If the response is necessary, AAN will mobilize the central emergency support core fund for the rescue and relief support. The PNGO will be primarily responsible to support in the respective DA area usually up to NRs.10,000 if the case is of 5 family impact. The core fund shall not be mobilized for the long-term rehabilitations and reconstruction purpose.

6.24 Finance and Accounting Provisions

For accelerated disaster response, AAN Finance Section have introduced the following provisions:

- Obtain NGO clearance of a response proposal within 72 hours
- Immediate transfer of funds can be done through easiest mean
- Working to enhance the "existing cash in transit" insurance for carrying cash to the field
- AAN finance staff will carry cash to the field where quick transfer of funds is not possible.
- Provision of increased petty cash level during the emergency period

- Consideration for waving the “minimum three quotation requirement” in special circumstances with the justification memo by the purchase committee
- Advance clarification to the vendors about “supply tax” deduction from the vouchers.
- Advance vendors’ list preparation at normal period
- Purchase of stationeries at field up to Rs 1,000 without Administration clearance
- Expeditious processing of advances for the staff to move to the emergency response field work

During the emergency response work, advance payment to the staff for field duties becomes an urgent activity. Processing advances of a large number of personnel at the earliest time is a challenge. AAN finance staff will be available beyond normal office hours to process and make advance payment in this critical period. Individual advance limit has been enhanced from Rsto Rs..... In order to meet the emergency needs AAN Finance Section will have a petty cash arrangement as soon as the SMT has decided for an emergency response.

Advance to the partners for emergency response work will also be expedited. With the request of the budget holder, advance will be made without delay, and preferably on the same day. The normal practice of 20% advance limit for the first installment will be flexible for emergency response. The advance can be as high as 50% depending on the field requirement determined by the budget holder.

Reference

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3. <http://www.caritas.org/>
4. <http://www.actionaid.org>
5. <http://www.care.org>
6. Disaster Management Manual (draft2005)
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8. Security Guidelines 2005
9. CSP III 2005
10. AAN EDM Operational / brief document 2005
11. AAN EDM Training Manual

ANNEXES

Annex 1: Diseases and Preventive Measures

1. Diarrhea

- Overcrowding
- Contamination of water and food
- Lack of Hygiene
- Adequate living space
- Public health education

Measures for Prevention

- Distribution of soap
- Good personal and food hygiene
- Safe water supply and sanitation

2. Measles

- Overcrowding
- Low vaccination coverage

Measures for Prevention

- Minimum living space standards
- Immunization from 6 months up to 15 years (rather than the more usual 5 years) is recommended because of the increased risks from living conditions

3. Acute respiratory infections

- Poor housing
- Lack of blankets and clothing
- Smoke in living area

Measures for Prevention

- Minimum living space standards and proper shelter, adequate clothing, sufficient blankets
- Malaria
- New environment with a strain to which the refugees are not immune
- Stagnant water which becomes a breeding area for mosquitoes

4. Meningitis

- Overcrowding in areas where disease is endemic (often has local seasonal pattern)

Measures for Prevention

- minimum living space standards
- immunization only after expert advice when surveys suggest necessity

5. Tuberculosis

- Overcrowding
- Malnutrition

- High HIV prevalence

Measures for Prevention

- minimum living space standards (but where it is endemic it will remain a problem)
- immunization

6. Typhoid

- Overcrowding
- Poor personal hygiene
- Contaminated water supply
- Inadequate sanitation

Measures for Prevention

- minimum living space standards
- safe water, proper sanitation
- good personal, food and public hygiene and public health education WHO does not recommend
- vaccination as it offers only low, short-term individual protection and little or no protection against the spread of the disease

7. Worms especially hookworms

- Overcrowding
- Poor sanitation

Measures for Prevention

- minimum living space standards
- proper sanitation
- wearing shoes
- good personal hygiene

8. Scabies

- Overcrowding
- Poor personal hygiene

Measures for Prevention

- minimum living space standards
- enough water and soap for washing

9. Tetanus

- Injuries to unimmunized population Poor obstetrical practice causes neo-natal tetanus

Measures for Prevention

- good first aid
- immunization of pregnant women and subsequent general immunization within EPI
- training of midwives and clean ligatures scissors, razors etc.

10. Hepatitis

- Lack of hygiene
- Contamination of food and water

Measures for Prevention

- safe water supply
- effective sanitation
- safe blood transfusions

11. STD's/HIV

- Loss of social organization
- Poor transfusion practices
- Lack of information

Measures for Prevention

- test syphilis during pregnancy
- test all blood before transfusion
- ensure adherence to universal precautions
- health education
- availability of condoms
- treat partners

Source: COMMOM HEALTH PROBLEMS, UNHCR Emergency Handbook

Annex 2: Disaster Scenario

Nepal faces a myriad of hazards, which combined with the growing population and severe lacking in education and awareness, result in very high degree of risks. Nepal, according to the recent study by UNDP/BCPR (UNDP, 2004) stands at 11th and 30th country with respect to relative vulnerability to earthquake and flood respectively. Another study ranks Kathmandu Valley as the at-risk city in the world with respect to risk measured in terms of potential death due to an earthquake.

Despite such bleak scenario, Nepal has made a steady and sustained stride towards disaster risk management in the last decade. The country responded positively to the Yokohama Strategy and Plan of Action, and has initiated several commendable strategies and initiatives, at government and non-government levels. Several initiatives in disaster risk management implemented by Nepalese NGOs have been regarded as successful cases and replicated in other countries of the region and the world. Such works includes, earthquake risk assessment, action planning, implementation of school level earthquake risk management programme, community-based local and district level disaster planning and preparedness, emergency response to high altitude hazardous events such as snow avalanches in the Mt. Everest region and so on. However, considering the magnitude of the problem there remains still other areas to be adequately addressed with additional efforts by HMG/N and non-governmental sectors.

This paper presents a brief account of Nepalese achievements and aspirations, and also portrays a scenario of challenges that needs to be addressed. It also contains the need for developing synergy among stakeholders from within and outside the country including the UN system, bi-lateral and multi-lateral agencies to cope with the impending disasters in the country. The paper also identifies priorities that Nepal, would like World Conference on Disaster Reduction (WCDR) to discuss for enhancing and strengthening Nepal's capability in disaster risk management including development of an effective emergency response system.

Nepal is exposed to several types of disasters ranging from earthquakes, floods, landslides, droughts, wind storms, avalanches, debris flow, GLOF, cloudburst, hailstorms, fires, epidemics, lightning (thunderbolts) and ecological hazards. A wide range of physiological, geological, ecological, meteorological and demographic factors contributes to the vulnerability of the country to disasters. Other major factors contributing to disasters are rapid population growth, slow economic development, high degree of environmental degradation, fragility of the land mass and high elevation of the mountain slopes. The recent disaster trends in the country are as following:

Flood

In Nepal floods affect mainly the Terai plains and some of the hilly valleys. The topographical feature of Nepal allows for flash flood during the rainy season. Even the small and dry streams can cause havoc during monsoon. As the altitude of Nepal decreases from north to south, the heavy rain in the northern hill areas and the catchment area of major rivers generate heavy flood in the Terai plains, which is densely populated. It is also found that the rapid melting of snow and ice in high mountains often trigger the floods. Every year, during the monsoon season flood of minor and major types affect a large area of agricultural land and leads to a colossal loss of various types of crops.

Beyond these, GLOF, torrential rainfall/cloudbursts in the middle mountains and foothills, landslides/ debris flow in the rugged mountain regions also cause floods in Nepalese southern plains. Floods are found to be frequent incurring heavy damages to the life and property during the monsoon seasons in Nepal.

The ever-increasing settlements along the riverbanks, encroaching the rivers, and valleys are creating more hazards by floods in recent years. During the last ten years (1994–2003), 2,115 people were reported killed and 288,205 families were affected due to the floods and landslides in the country. In this way, floods and landslide disasters are the contributing factors of around 35 per cent of the total death and 65 percent of the total affected families from all kinds of natural disasters in the country.

Earthquake

Nepal is at high-risk from the point of view of earthquakes. One main reason for Nepal's vulnerability to earthquake is the poor construction of public buildings and private houses especially in densely populated areas like Kathmandu. Situated in the Himalayas and sitting squarely atop several thrust and fault zones, it experiences several tremors of earthquakes every year.

Nepal falls under the seismically active zone mainly due to the subduction of Indian plate under Tibetan plate. The country's high seismicity is related to the presence of active faults between tectonic plates along the Himalayas, mainly in the main boundary fault and the main central thrust. Chains of active faults run for around 100 km, interrupted by inactive sections. There are also active faults in the lower Himalayas and along the southern slope of the Siwaliks. The earthquake reported in Nepal dates back from 1255 A.D. However the first-ever severe earthquake had occurred in 1833 A.D. The most disastrous earthquake so far had hit the country in 1934, with 8.4 Richter scale in magnitude, and had completely or partially collapsed more than 38,000 buildings. It also took away human lives of 8542 people. In 1980, a tremor of 6.5 Richter scale magnitudes with its epicentre lying in Bajhang claimed 178 human lives and about 40,000 houses were damaged. Even more devastating earthquake with 6.6 Richter scale in magnitude struck the country in 1988 with epicentre in Udayapur district and a total of 721 lives were lost and several physical infrastructures damaged.

Landslide

Landslide is a chronic problem faced by Nepal encountering heavy losses of lives and properties, obstructions in development works and so on. The causes of landslides in Nepal are mainly due to the complex interaction of several natural and man-made factors. The natural phenomena like high relief, concentrated rainfall, soil erosion withdrawal of underlying as well as lateral supports by toe cutting and bank erosion, intense folding and fracturation of rocks, active geotectonic movements are responsible for landslides and debris flow. The human activities like deforestation, improper agriculture and irrigation practices, overgrazing on the slopes, unplanned quarrying for construction materials and building infrastructures on the hills slopes overlooking the bearing capacity are also responsible factors. Mainly during monsoon season, large area of mountain region succumbs under landslides and debris flow causing immense damages to agricultural lands and human settlements.

In Nepal floods, landslides and soil erosions are often interrelated. Some landslides are triggered by riverbank erosion and similarly landslides in the adjoining riverbanks aggravate most of the times the flash floods. Both these phenomenon occur during the monsoon season.

Epidemic

The epidemic of cholera, gastrointhritis, encephalitis, meningitis are common during hot and rainy seasons. It is usually on the peak during the month of May and June (beginning of the rainy season). But the recent studies have revealed that the epidemics got into peak during the month of August also. The remote villages are found to be highly affected by epidemics outbreak in the community, every year, during short span of time by the diseases like diarrhoea, measles, typhoid and cholera and so on. During the last ten years (1994 – 2003) a total of 4,933 people have lost their lives due to such epidemics.

Fire

Most of the fire problems occur during the dry season (March to May), especially in the Terai region when the temperature is high and the occurrence of strong winds. A total of 959 people were reported killed and about 60,243 houses were destroyed by fire during the last ten years. Some of the reasons for the fire outbreaks are improper use of fire for cooking and other domestic purposes and lack of adequate fire safety measures. As about 90% of the population of the country inhabit in the rural areas mainly in thatched houses and closely clustered, the fire hazards in the settlement area are more common.

On the other hand, every year fire has been destroying considerable amount of forest resources in Nepal. Forest fires occur annually in all major physiographic /climatic regions of Nepal, including the Terai, Siwalik and High Mountainous regions mainly during the dry season. Forest fire is the sole cause of degrading biological diversity in Nepal's forests. It also causes soil erosion and induces floods and landslides due to the destruction of the natural vegetation indirectly. The main causes of forest fire are anthropogenic due to negligence and occasional deliberate burning of bushes to induce succulent grass growth for domestic animals. The embers from forest fire also causes fire in nearby villages, especially in the Terai region where the roofs are made of thatched grass.

The management of forest fire is a new phenomenon in Nepal. Though with a limited knowledge of planning for the systematic prevention and control of fire it is appreciable that the community forest user groups are exercising control over the forest fires through indigenous methods.

Drought

The uneven distribution of monsoon rainfall is responsible for the drought situation. The northern part of the kingdom is generally dry. Primarily, the Terai region and western hilly areas are affected by drought almost every year. The insufficient irrigation facilities make the problem even more serious as prolonged drought condition has adverse effect in crop production. The process of desertification is also noticed in the northern hilly areas mainly in Mustang and Manang districts.

Unfortunately, the country lacks a clear and systematic picture of the effect of the drought in the country. However, the rough estimates show around 5,000 families are affected in different parts of the country due to drought and a significant amount of food grain production particularly the cereal production is decreased.

Others

The hailstorm, windstorm, thunderbolt, glacier lake outburst floods and cold as well as hot wave are other forms of natural disasters that occur frequently with localized effects. The sudden avalanche and heavy snow fall in fair season sometimes cause heavy losses of human lives. Thousands of villagers in Nepal's remote mountainous districts fall in the grips of an unprecedented famine, which demands for the government's additional efforts to ensure the emergency food supplies. Unexpected and heavy hailstones and rainfall occasionally destroy seasonal crops of paddy, millet, wheat and maize leading to widespread hunger in remote mountain districts. Famines are not frequently reported as other natural disasters but it has been increasingly affecting the people every year. However, there has not yet been recorded any loss of human life due to famine so far.

Annex 3: Need Assessment Format

Description of overall and general situation of a disaster

- a) Type of disaster
- b) Date disaster started
- c) Hazard/s, which caused the disaster

General conditions

- a) Total number of affected people
- b) Number of affected families
- c) Current location of affected families
- d) Main occupations of affected people
- e) Number of died people (M/F B/G and children)
 - Male- Female-
 - Boys- Girls-
 - Children-
- f) Number of people injured
- g) Health service
- h) Public services disrupted (e.g. water, electricity, transportation, etc)
- i) General mood of affected people (Paniced/under control)
- j) Present political situation
- k) Security situation (e.g. theft, violence to women etc)

Steps in conducting Need Assessment

1. Determine the purpose of the need assessment

- What do you want to know?
- Why are you doing this need assessment?
- What are you trying to measure?
- What will you do with the information you collect?
- How will you report the information? Is it user friendly and easy to understand?
- Are all interested groups included in planning and conducting the need assessment?

2. Identify the location and population

- Where and with whom the assessment will be conducted?

3. Determine how the assessment would be conducted

4. Design a survey instrument or adopt one that already exists

- Are the instruments easy to use?
- Is the format easy to summarise and analyse?

5. Collect data

- Organise the data by key categories

6. Analyse data

- What are strengths and weaknesses?

7. Use the results

- Develop a plan for response
- Determine short, mid and long-term interventions
- Allocate resources

Annex 4: Field Staff Logistics

Mainly following logistics are required for staff assigned for emergency field duties:

- Bed roll (bed sheet, air pillow, blanket, mosquito net or mosquito killer spray)
- Rain coat
- Plate and glass
- Gumboot and a pair of sandal
- Haversack
- Torch
- Battery
- Life jacket (depends on assignment area)
- Camera / video camera (one for each team)
- Cell phone
- Note pad
- Pen
- First aid kit (one for each team)
- Essential medicines
- Small size Radio (one for each team)

Annex 5: First Aid Kit Checklist

Each AAN vehicle and office shall have a fully stocked first aid kit that includes the following items:

ITEM	QUANTITY	INVENTORY DATE / INITIALS					
FIRST AID GUIDELINE	1						
LATEX GLOVES	4 PAIR						
BANDAGE SCISFPRS	1						
AIRWAY / MASK	1 EACH						
TONGUE DEPRESFPR	4						
PLASTIC BAG, LARGE	2						
NOTEBOOK, SMALL	1						
PEN / PENCIL	1 EACH						
GREASE PENCIL	1						
STRING TAG	2						
TRAUMA DRESSING 8"	1						
TRAUMA DRESSING 4"	2						
GAUZE WRAP 2"	2 ROLLS						
GAUZE WRAP 1"	1 ROLL						
GAUZE SQUARE 4x4 STERILE	2 PACKETS OF 2						
GAUZE SQUARE 4x4 NON-STERILE	2 PACKETS OF 2						
GAUZE, PETROLEUM 4x4	1 PACKET						
SLING / CRAVAT	2						
ELASTIC BANDAGE 4"	1						
ELASTIC BANDAGE 6"	1						
SPLINT, ROLL TYPE	1						
TAPE, WATERPROOF, 1"	2 ROLLS						
TAPE, WATERPROOF, 1/2"	1 ROLL						
TAPE, CLOTH, 1"	2 ROLLS						
PROVIDONE IODINE (WIPES, OINTMENT, SWABS)	4 PACKETS						
EYE KIT WITH OINTMENT	1 KIT						
BAND-AIDS, PLASTERS, ASFPRTED	1 SET						
TOURNIQUET	1						
PENLIGHT / FLASHLIGHT	1						

NOTE: The First Aid Kit should be inventoried at least once per month by the Senior Driver and recorded on the packing list. Date and initials should be recorded on the first line and a check or "x" to denote whether the item is in place or missing. Missing items should be replaced immediately.

Annex 6: Emergency Response Assessment Report

A rapid initial assessment is proposed focusing on the geographical extent of disaster impact, the damage to lives, property and infrastructure and to determine relief and immediate response requirements and ensure survival of the affected population.

The assessment should identify the magnitude of the disaster, the impact of disaster on poor and marginalized (women, children, Dalits, ethnic minorities etc) and on society, people's capacity to cope with such disaster, the most urgent relief needs and potential methods for delivery, the priorities for action, the utilization of resources for immediate response, the level of emerging threats and the need for international assistance.

Assessment by:		Organization:	
Assessment Date:		Address:	
Reported by:		Date:	
Endorsed by:		Date:	
Submitted by:		Date:	

General Information:

Affected Area:	
Region:	
Zone:	
District:	
VDC/ Municipal(s):	
Ward(s):	
Tole(s):	
First Responders:	
Contact Agencies:	
Contact Person(s):	
Contact Address:	
Transportation means	
Nearest road head	
Communication center	
Nearest Hospital	
Others:	

Disaster Information:

Date of Incident:	
Emergency/Disaster Type:	
Causes of Emergency/Disaster:	
Affected Community (Tole):	
	a)
	b)
	c)

	d)		
	e)		
Population Affected:			
Affected Families:			
	Dalits:		
	Women headed HHs:		
	Marginal Ethnic Groups:		
	Others:		
Affected Population:			
	Male:		Female:
Vulnerable Person:			
Child:	Boy:		Girl:
Infant:	Boy:		Girl:
Adolescents:	Boy:		Girl:
Old Aged:	Male:		Female:
Disabled:	Male:		Female:
	Boy:		Girl:
Others: (Especial needs group)			
Pregnant women:			
Lactating mothers:			
Sick/III patents:			
Others			

Loss or Damage Assessment Information:

Person:			
Death	Male:		Female:
Injured			
Serious	Male		Female:
Minor	Male		Female:
Others			
Property:			
House (by types):			
Land (by types):			
Livestock (by types):			
Cash (by types):			
Kinds (by types):			
Crops (by Type):			
Others			
Public Utilities			
School			
Health post			

Service Centers	
Community Building	
DWS	
Irrigation Scheme	
Roads	
Others:	

Relief / Care & support systems

Please explain the Context:

- What is the present situation?
- Who are the (people) agencies have already been involved?
- How the emergency response made?
- What are the Trouble/Issues related this disaster emergency?

Response Needed

Items	Unit	Quantity	Amount	Remarks
Supplies:				
Food				
Medicine/Treatment				
Shelter				
Water & Sanitation				
Others				
Supports:				
Volunteers				
Doctors				
Counselors				
Technicians				
Others				

Expectations from AAN for Emergency Response:

Recommendation from the DA/ DI, PNGO, Resource centers focal persons:

ACTIONAID EMERGENCY SITUATION REPORT

Report an emergency or crisis to the International Emergencies and Conflict Team (IECT)

- Complete sections you have information on
- Save it with the name of the emergency, report number and date
- Send it to focal point in IECT for wider circulation
- Update it regularly and frequently as the situation unfolds and send it to focal point in IECT
- Report sections: 1.Situation; 2.Response; 3.Funding situation
- Report doubles-up as application to Strategic Crisis Programme (former Emergencies Contingency Fund)

Emergency name:
Report nr:
Report date:
Authors: (who filled it in, who contributed):
Name and number <u>regional</u> emergency coordinator:
Name and number <u>national</u> response coordinator:
Name and number <u>in-country comms</u> coordinator:
Name and number <u>int comms</u> coordinator:
Name and number <u>spokesperson</u> :

2. Description of the overall emergency

a. What?
b. Where?
c. Do we work there?
d. Numbers of deaths/affected people (indicate source)
e. Key needs of affected people
f. Please give information about the following areas highlighting any sensitive information) <ul style="list-style-type: none"> - Access - Transport - Procurement - Communications and IT - Security - Other barriers to effective assistance - Food and nutrition - Water and sanitation - Health - Displacement - Emergency shelter and camps management - Reconstruction - Schools

2. RESPONSE

a. Location and DA:

b. Activities to date and number of beneficiaries:
c. Spend to date
e. Planned activities and number of beneficiaries:
f. Partners
g. At policy level - Issue: - Policy position or comment: - Advocacy response:
h. Response by other INGOs: (is it effective, what are the gaps?)
i. By national govt: (is it effective, what are the gaps?)
j. By international community and donors (is it effective, what are the gaps?)

3. FUNDING SITUATION

Complete thoroughly if applying to the Strategic Crisis programme (SCP) -former Emergencies Contingency Fund (ECF)

a. Total budget for response (£s):
b. Other funds available for this response (incl. £s allocated from reserves):
c. Donors contacted locally (progress and outlook):
d. Amount requested from the SCP (maximum allocation is £40k):
e. Timeframe (Funds need to be spent within two months):
f. Budget breakdown*:

*NB. The Strategic Crisis Programme (SCP) will disperse funds only if there is an immediate onset of an emergency situation and lives & livelihoods are immediately threatened.

The request for funds from the (SCP) should NOT include any contribution to management/overheads costs of the country programme – it is assumed that these are already covered by the country programme funding.

Only additional costs for the specific response would be acceptable, for example, salaries for people being brought in for the response, exceptional transport costs (e.g. paying to get on a UN helicopter to access an affected area) & safety/communications equipment costs specifically for the emergency response.

Similarly it is assumed that partner organisation overheads & management costs are already covered by AA funding & are therefore not acceptable in the contingency fund request UNLESS there is specific justification which must be outlined in the concept note.

The budget breakdown should clearly show if these types of costs are included in the request to the SCP & details of actual costs must be provided in the final report. Additional costs to carry out the assessment are also acceptable (e.g. costs of bringing in colleagues from other country programmes to participate).

PLEASE SEND THIS SITUATION REPORT TO MARION.KHAMIS@ACTIONAID.ORG CC ANIAZ.MURTAZA@ACTIONAID.ORG

act:onaid

Established in 1972, ActionAid is one of the UK's largest development charities. It works with over six million people in the developing world, helping them to achieve lasting improvements in the quality of their lives.

ActionAid is secular and non- political. It works with the poorest people, regardless of religion, race or political persuasion.

ActionAid works with poor communities in more than 40 countries across Asia, Africa and Latin America and the Caribbean. Through long-term development projects set up in close consultation with local people, it aims to eradicate poverty and bring about lasting changes in people's lives.

ActionAid has been working in Nepal since 1982. The mission of ActionAid Nepal is to eradicate poverty by facilitating the process of empowerment of the poorest and most marginalised women, men, girls and boys. It aims to achieve this by creating, sharing and providing opportunities for greater awareness, skills and resources to the poorest and disadvantaged.

At present ACTIONAID Nepal is involved in designing, implementing (directly and in partnership with NGOs), facilitating and funding anti - poverty field and advocacy programmes mainly in Sindhupalchowk, Nawalparasi, Sindhuli, Kanchanpur, Jajarkot, Kailali, Bajhang, Kathmandu and Lalitpur, Saptari, Khotang, Sarlahi, Parbat and Baglung, Baitadi, Banke, Siraha, Rasuwa, Kapilwastu, Dang, Parsa, Dolakha, Dhanusha, and some urban centers of Municipalities in Sunsari, Morang and Jhapa Districts.

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