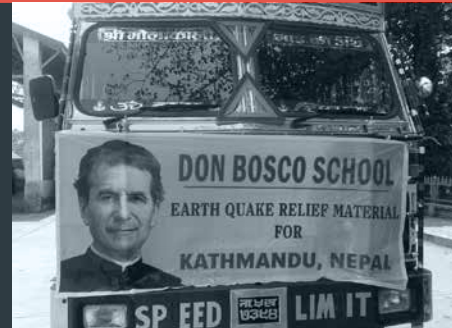


# STREAM OF SOLIDARITY

EMERGENCY RESPONSE  
MECHANISM  
RECOMMENDED FOR  
SDB PROVINCES AND SDB  
COLLABORATORS



"We thank DBN Members and  
SDB Mission Offices for financing  
of the preparation, translations and  
publishing of this document"



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# 1 EXECUTIVE SUMMARY



Salesian communities present in 132 countries around the world are dealing with these calamities and their effects on a regular basis

Everyday somewhere in the world the earth is shaking, heavy rains are flooding fields and villages, typhoons and hurricanes devastate the land, and droughts kill livestock and destroy the crops people depend on for their survival. People are affected by conflicts, wars, acts of terrorism, civil disorder, disease and environmental disasters. Only some of these make global news while others, with equally large impact, remain underreported.

Salesian communities present in 132 countries around the world are dealing with these calamities and their effects on a regular basis. Most of the time, when the disaster affects only a limited area, communities and provinces respond locally. But in the case of large scale disasters, such as the Haiti earthquake in 2010, Typhoon Haiyan in the Philippines in 2013 and the earthquake in Nepal in 2015, there is a need for a **coordinated international response and solidarity** involving other Salesian provinces, Salesian organizations, institutions, Salesian NGOs and Mission Offices, as well as private and public donors working in support of the affected population and provinces in emergency relief, reconstruction and rehabilitation.

In 2013, the Don Bosco Network (DBN), a worldwide federation of the Salesian development organizations, was established by the Rector Major as a focal point for coordinating global emergency responses of the Salesians. Joining the efforts of many Salesian

NGOs, Mission Offices and other partners, we do everything we can to provide fast and relevant support in case of an emergency. Based on the experience of past global emergency responses of Salesian organizations, in May 2015, the DBN General Assembly commissioned preparation of a more detailed emergency response mechanism. This document is the next step to make the Salesian emergency response more effective and professional.

This document provides an **introduction to humanitarian aid**, outlines steps that the Salesian provinces and provincial development offices (PDOS) can undertake in order to better prepare themselves for a disaster (**disaster preparedness**), and describes the response mechanism of the affected communities/ provinces and international Salesian community (General House, DBN, Mission Offices and other institutions) in case of a disaster (**disaster response – steps**).

If not mentioned otherwise, this document uses the definitions of the United Nations Office for Disaster Risk Reduction (UNISDR)<sup>1</sup> and takes into account the document approved by the Rector Major in January 2014 entitled: The Service of the Salesians in Times of Emergency.<sup>2</sup>

<sup>1</sup> [http://www.unisdr.org/files/7817\\_UNISDRTerminologyEnglish.pdf](http://www.unisdr.org/files/7817_UNISDRTerminologyEnglish.pdf)

<sup>2</sup> <http://donbosconetwork.org/2014-guidelines-of-the-ractor-major-for-sdb-emergency-response/>



# 2 INTRODUCTION TO HUMANITARIAN AID

## 2.1 What is a disaster?

We provide humanitarian aid in response to a disaster. Not every earthquake or every cyclone automatically leads to a disaster. We only speak of a disaster when people are affected and are no longer able to cope on their own.

A more formal definition of a disaster is “a serious disruption of the functioning of a community or a society involving widespread human, material, economic or environmental losses and impacts, which exceeds the ability of the affected community or society to cope using its own resources.”<sup>3</sup>

Disasters can be categorized according to their origins into **natural disasters** (earthquakes, cyclones/ typhoons/ hurricanes, volcanic eruptions) and **man-made disasters** (wars, conflicts, environmental disasters). Disasters can also be differentiated into **sudden-onset disasters** (earthquakes) and **slow-onset disasters** (droughts). There are a number

<sup>3</sup> <https://www.unisdr.org/we/inform/terminology>, 11.02.2016

of early warning mechanisms (drought monitoring, cyclone warning system) you can use to prepare for slow-onset disasters.

When a natural disaster occurs in an area already affected by political instability or war, we speak of a **complex emergency**. Normally, humanitarian interventions are short term, but some crises last for so long that aid is necessary over a period of many years (Sudan, Somalia, Syria). We call these situations **protracted emergencies/crises**.

## 2.2 What is Humanitarian Aid?

The first aim of humanitarian aid is to relieve human suffering. Humanitarian aid is provided strictly on the basis of need alone. There is no preferential treatment of any specific groups, and it can never be linked to political conditionality. It is rooted in the **Four Humanitarian Principles**<sup>4</sup>:

- **Humanity:** Human suffering must be addressed wherever it is found. The purpose of humanitarian action is to protect life and health and ensure respect for human beings.
- **Neutrality:** Humanitarian actors must not take sides in hostilities or engage in controversies of a political, racial, religious or ideological nature.
- **Impartiality:** Humanitarian action must be carried out on the basis of need alone, giving priority to the most urgent cases of distress and making no distinctions on the basis of nationality, race, gender, religious belief, class or political opinions.
- **Independence:** Humanitarian action must be autonomous from

<sup>4</sup> OCHA on message: Humanitarian Principles (2010) [https://docs.unocha.org/sites/dms/Documents/OOM\\_HumPrinciple\\_English.pdf](https://docs.unocha.org/sites/dms/Documents/OOM_HumPrinciple_English.pdf), 11.02.2016



## The first aim of humanitarian aid is to relieve human suffering

the political, economic, military or other objectives that any actor may hold with regard to areas where humanitarian action is being implemented.

Based on these principles, the Red Cross Movement and a number of international NGOs developed the “**Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief**”<sup>5</sup> (widely referred to as “The Code of Conduct”). It contains 10 guiding principles for the provision of humanitarian aid.

1. The humanitarian imperative comes first.
2. Aid is given regardless of the race, creed or nationality of the recipients and without adverse distinction of any kind. Aid priorities are calculated on the basis of need alone.
3. Aid will not be used to further a particular political or religious standpoint.
4. We shall endeavour not to act as instruments of government foreign policy.

<sup>5</sup> <http://www.icrc.org/eng/assets/files/publications/icrc-002-1067.pdf>, 11.02.2016

5. We shall respect culture and custom.
6. We shall attempt to build disaster response on local capacities.
7. Ways shall be found to involve program beneficiaries in the management of relief aid.
8. Relief aid must strive to reduce future vulnerabilities to disaster as well as meeting basic needs.
9. We hold ourselves accountable to both those we seek to assist and those from whom we accept resources.
10. In our information, publicity and advertising activities, we shall recognize disaster victims as dignified human beings, not hopeless objects.

Some Don Bosco Network members, such as Don Bosco Mondo and Jovenes y Desarrollo, have signed the Code of Conduct and our donors are expecting us to abide by these guidelines in order to finance our projects. The individual principles are explained in more details in the link in the footnote<sup>6</sup>.

<sup>6</sup> <http://www.icrc.org/eng/assets/files/publications/icrc-002-1067.pdf>, 11.02.2016



### 2.3 Examples of Humanitarian Aid projects

Since our Salesian charisma is fundamentally educative, all our interventions should be imbued by our educative approach. We want to assist those who have been affected, so that during those hard moments they feel that someone loves them and is close to them.

Below are examples of humanitarian aid projects both during the relief and during the reconstruction and rehabilitation phase. We should consider our educative

approach during the proposal design stage of similar projects.

#### Relief

**Relief** aims to save the lives of disaster-affected populations by covering their basic needs. Relief is provided for a restricted period of time after a disaster before rehabilitation and reconstruction begin. However, some contexts in protracted crises such as Syria require relief over a longer period of time.

Examples of relief projects are the provision of

Since our Salesian charisma is fundamentally educative, all our interventions should be imbued by our educative approach



- Food (food rations, meals)
- Water and sanitation (toilets)
- Hygiene items (soap, toothbrush, toothpaste)
- Shelter (tents, tarpaulins)
- Non-food items (kitchen sets, blankets, mattresses, clothes, ovens)
- Education (schools, vocational training)
- Child-friendly spaces for children and youth
- Psychosocial support (trauma counselling, pastoral care)
- Medical care (medicines, treatment)

- > Family reunification
- > Placement in foster families
- > Construction of homes, if necessary

### 2.4 Recipients of Humanitarian Aid

Humanitarian aid is provided for people affected by the disaster with a particular focus on vulnerable groups.

“Vulnerable” refers to people who are “especially susceptible to the effects of natural or man-made disasters or of conflict. People are, or become, more vulnerable to disasters due to a combination of physical, social, environmental and political factors. They may be marginalized by their society due to their ethnicity, age, sex, disability, class or caste, political affiliations or religion. A combination of vulnerabilities and the effect of an often-volatile context all contribute to people being vulnerable for different reasons and in different ways.”<sup>7</sup> Examples of vulnerable groups include children, women, the elderly, people living with disabilities, separated and unaccompanied children, children living on the street, people living with HIV/AIDS and members of minority groups.

In the case of the SDB, we have a longstanding experience working with children and youth in difficult circumstances. When selecting the beneficiaries of our humanitarian projects, we put a special emphasis on reaching these groups.

#### Rehabilitation and reconstruction

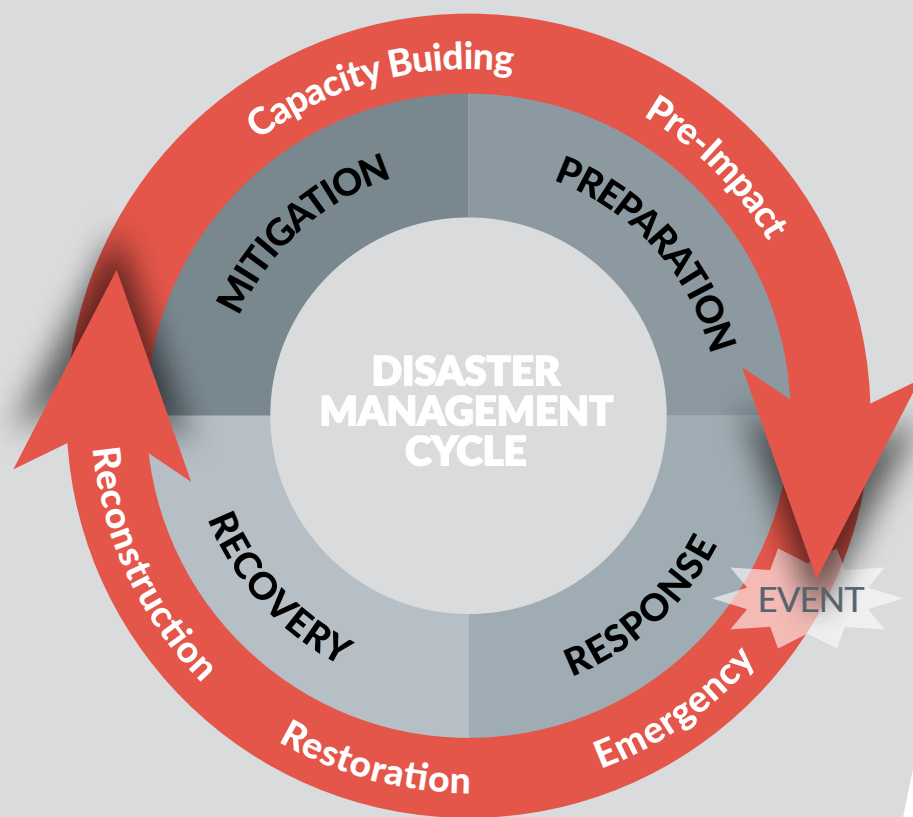
After the immediate relief phase, when conditions allow more long-term activities, the phase of **rehabilitation and reconstruction** begins to support the affected populations in rebuilding their lives after the disaster. Examples of rehabilitation and reconstruction projects are:

- Education and Vocational Training
  - > Teacher training and development of curricula
  - > Scholarship programmes for children and youth
  - > Providing education
  - > Providing vocational training
- Rehabilitation of Livelihoods
  - > Income-generating projects
  - > Distribution of tools and agricultural inputs
- Reconstruction of physical infrastructure
  - > Public buildings
  - > Schools
  - > Private houses
  - > Salesian facilities
- Water and sanitation infrastructure
  - > Provision of clean water (well construction, boreholes)
  - > Construction of toilets
  - > Health and hygiene trainings
- Education and leisure activities outside of school
- Psychosocial support, pastoral care
- Rehabilitation of unaccompanied and separated children

<sup>7</sup> The Sphere Project: Humanitarian Charter and Minimum Standards in Disaster Response 2011, p. 54, <http://www.sphereproject.org/handbook/>, 11.02.2016

# 3 DISASTER MANAGEMENT

Providing humanitarian aid in response to a disaster is one part of what we call Disaster Management. Disaster Management aims to reduce or avoid losses from hazards and ensures rapid, appropriate assistance to people affected by disasters. The Disaster Management Cycle illustrates how we plan for and reduce the impact of disasters, as well as how we react to and recover from disasters.



**Mitigation** – Minimizing the effects of a disaster. Examples include earthquake and hurricane proof construction, building codes, zoning, moving population away from high risk areas, early warning systems, public education campaigns, introduction of drought tolerant crops and insurance schemes.

**Preparedness** – Planning how to respond to a disaster. Examples include the elaboration of disaster preparedness and response plans, conducting emergency exercises and drills, disaster simulations and early warning systems. This document is an example of a preparedness strategy: it enables us to be better prepared for and respond faster and better to an emergency.

**Response** – Responding to a disaster. Examples include the provision of emergency relief (such as food, water, shelter, schooling, medical care, etc.), psychosocial support (trauma counseling) and restoring vital services (telecommunications, transport, health care).

**Recovery** – Rehabilitation and reconstruction after a disaster. Examples include the physical (re)construction of schools and houses as well as rehabilitating the social and economic fabric of a community (vocational training, education, livelihood programs, trauma counseling).



# 4 DISASTER PREPAREDNESS

As a community, the SDB have responded to a number of large-scale disasters in the past few years: the Indian Ocean tsunami, the earthquakes in Haiti and Nepal, droughts in the Sahel and the Horn of Africa, Typhoon Haiyan in the Philippines and the Ebola outbreak in West Africa – but there have also been many smaller localised disasters. When these disasters have happened, Salesians have responded in agreement with their charisma.

While this document outlines the response mechanism for a large-scale disaster requiring international solidarity, the steps outlined below will also help prepare for a smaller local disaster in provinces and communities.

Worldwide, there are a number of trends that indicate that preparing for and responding to disasters is going to become increasingly important. The number of natural disasters has doubled in the past decade. As a result of climate change, **extreme weather-related events** such as tropical storms, flooding, mudslides, heat waves and droughts are becoming more frequent and more intense.<sup>8</sup> Due to population pressure, urbanization and competition over and overuse of natural resources, the number of people living in high-risk areas (such as river deltas, steep hillsides) is increasing rapidly.

<sup>8</sup> UNISDR (2008): Climate Change and Disaster Risk Reduction – Briefing Note 1. [http://www.unisdr.org/files/4146\\_ClimateChangeDRR.pdf](http://www.unisdr.org/files/4146_ClimateChangeDRR.pdf), 11.02.2016

## 4.1 Conduct risk analysis and create response scenarios

The first step in preparing for a disaster is to analyze the situation and the specific risks. Below is a list of possible disaster risks that might apply in the province.

Many of these risks are well known, but personal experience alone cannot determine all the risks a province will face. Remember that Haiti hadn't experienced an earthquake in over 200 years, but the risk was still there. Make sure to check with the local responsible disaster management authorities. The internet can at times be a good source of information but make sure to check for authenticity and possible bias. Preventionweb.net for instance could be a reference point.

### Natural Disasters

(Not an exhaustive list)

- Earthquake/Tsunami
- Volcanic Eruption
- Landslide
- Flood
- Storm Surge
- Cyclone/Typhoon/Hurricane
- Heat Wave
- Drought
- Sand Dust Storm
- Fire
- Cold Wave

### Man-made Disasters

(Not an exhaustive list)

- War/Conflict
- Direct Attacks
- Sieges
- Population Displacement
- Industrial Disasters

### Diseases

- Ebola
- Cholera
- Other Communicable Diseases such as Measles, Polio



Once disaster risks are identified locally, fill out a risk matrix<sup>9</sup> where each risk is ranked based on its probability and its impact.

		Impact				
		Trivial	Minor	Moderate	Mayor	Extreme
Probability	Rare	Low	Low	Low	Medium	Medium
	Unlikely	Low	Low	Medium	Medium	Medium
	Moderate	Low	Medium	Medium	Medium	High
	Likely	Medium	Medium	Medium	High	High
	Very likely	Medium	Medium	High	High	High

<sup>9</sup> <http://www.justgetpmp.com/2012/02/probability-and-impact-matrix.html>, 09.02.2016

Next develop **response scenarios** for those disasters that fall into the red “high” category. Develop these scenarios for two different target groups: a) the SDB province and SDB communities and b) the local community (population). Go through the steps below for each disaster.

Specify Type of Disaster:	
SDB Province and SDB Communities	Local Community
What happens to the SDB province and communities when the disaster strikes?  Examples: widespread destruction of buildings, flooding, influx of refugees/displaced people.	What happens to the local community when the disaster strikes?  Examples: widespread destruction of buildings, flooding, influx of refugees/displaced people.
What will be the main needs of the SDB province and SDB communities?  Examples: Food, water, shelter materials, trauma counseling.	What will be the main needs of the local community: schools, youth/children at risk centers, parish, neighborhood?  Examples: Food, water, shelter materials, trauma counseling.
What support can the Don Bosco Network, the Mission Offices, the NGOs and other SDB provinces provide?	What are the capacities of the SDB province and communities to provide relief? Is there experience in providing a certain type of relief?
Identify suppliers that stock the relief items.	After identifying the relief to be provided, identify suppliers that stock the relief items.
Identify volunteers that could aid in the disaster response.	Identify volunteers that could aid in the disaster response.

4.2 Response Procedures

The next step is to develop response procedures for the province. Below are some of the key components that should be included in the response procedures.

4.2.1 Emergency Team<sup>10</sup>

Establish an emergency team at the PDO. Normally, members of the emergency team are regular PDO staff, but they can also

<sup>10</sup> This is specially recommended in those Provinces usually hit by periodical disasters or war conflicts

work in other positions in the province. They have a pre-determined role in case of a disaster and undergo adequate training. When the disaster occurs, the emergency team members immediately step into their role in the emergency team. While the number of people will depend on the size of the PDO and the scale of the response, an emergency team should cover the following functions. One person can carry out more than one function.

- Overall responsibility for the emergency response.
- Act as the main point of contact for

- the Don Bosco Network, Mission Offices, NGOs and other SDB provinces.
- Communications with the Don Bosco Network, Mission Offices, NGOs and other SDB provinces: responsible for regularly producing pictures and stories for the media and for all the Salesian partners. This can be done through ANS and all Salesian partners’ websites and presence on social media. Don Bosco Network is providing an internal platform with resources, where photos, films, reports and fundraising materials are shared with all partners taking part in the response.
  - Project design, monitoring and evaluation: responsible for producing concept notes and project proposals and sending these proposals to the DBN coordinator and coordinator of Mission Offices, writing regular updates and reports, and monitoring the progress of the activities (project proposals need to be approved by the provincial council and sent through the PDO).
  - Financial management: keeping track of incoming funds and expenses.
  - Monitor Early Warning Systems (this is an ongoing responsibility, see Point 4.5 “Early Warning Systems”).

Ensure that all the members of the emergency team know and understand their role. If a staff member leaves, someone else needs to take over and be trained in the role in the emergency team.

Ideally, the members of the emergency team should not be changed during the response. However, should such a change be necessary, it needs to be planned well with sufficient time to hand over responsibilities to the new person.

Provinces with more than one country

If a province includes several countries, each country should form its own





emergency team that works closely with the PDO. It is important that the functions mentioned above can also be carried out in the affected country with overall management and supervision from the PDO emergency team. The PDO should also consider deploying staff to the affected country to provide direct support.

#### 4.2.2 Contact Lists

Compile a list of all important contacts with names, mobile and landline numbers and email addresses. Using these numbers, create telephone trees that show how the emergency team and key personnel are alerted in case of a disaster, who gets into contact with the volunteers, government disaster management authorities and suppliers of relief items, etc. You should have lists of:

- Emergency Team Members
- The Economist General, the Councilor for the Missions, the Mission Offices' Coordinator, Don Bosco Network Coordinator
- Key personnel of the province
  - > Provincial
  - > Provincial Secretary
  - > Economist
  - > PDO Director
  - > All PDO staff
- Key personnel of the Salesian Family and other religious congregations
- Government Disaster Management Authorities
- Volunteers who can help out in the response
- Suppliers of relief goods (such as food and non-food items, medicines, shelter materials)
- Suppliers of transport of people and goods
- Providers of maintenance (repair) services for means of communication, electricity, plumbing

#### 4.3 Spiritual Support and Staff Care

A disaster does not only disrupt the functioning of a community; it has a deep



and potentially traumatizing impact on the survivors and those who come to their support. The affected population, but also SDB and lay staff, may require specialized pastoral care and/or psychosocial support during the disaster and in the aftermath. This can take many forms, such as supportive visits from a supervisor and access to pastoral and psychosocial care or extended periods of leave (furlough) for SDB and lay staff in high stress environments. Each province, but also the Rector Major's office in Rome should consider different measures of support.

#### 4.4 Other Preparedness Measures

- Train adequate number of staff, Salesian and lay, of all the institutions and structures of the province in first aid. This can be done through a local provider of first aid courses such as the Red Cross/St John's Ambulance. Repeat the trainings regularly and make sure new staff is also trained.
- Ensure first aid kits and fire

## A disaster does not only disrupt the functioning of a community; it has a deep and potentially traumatizing impact on the survivors and those who come to their support

extinguishers are available at all your facilities. First aid kits and fire extinguishers must be serviced regularly. Train people so they know where they are and how to use them.

- Service vehicles regularly, ensure they always have a minimum of fuel or that there are fuel reserves at the facilities.
- Communication is key for a prompt emergency response. Service telecommunications equipment (mobile phones, phones, internet, sat phones, radios) regularly, and keep spare batteries.
- It may be useful to have a backup power source (solar panel, generator, batteries). Make sure they are serviced regularly and that they always have sufficient fuel.
- Regularly make back-up copies of all important documents and keep them in a safe place.
- Have a dedicated bank account for emergency response only ready to receive funds from abroad.
- If the response scenarios indicate that the province will need to store relief

goods (food, water, tarpaulins, tents, etc) decide which space will be used for warehousing. Keep in mind that it needs to be adequate for the relief goods. Develop a system for inventory and tracking of goods.

- Store food and drink.
- Refresh the stock of emergency food and drink well before their expiry dates.

#### 4.5 Early Warning Systems

Find out if there are early warning systems locally. These typically exist for tropical storms, floods, tsunamis, locusts, droughts, etc.

Examples of early warning systems are:

- Famine Early Warning Network <http://www.fews.net/> monitors drought and environmental conditions in a large part of the world.
- Global Disaster Alert and Coordination System <http://www.gdacs.org> provides early warning for



tropical storms and, to an extent, tsunamis.

- Japanese Metrological Agency <http://www.jma.go.jp/jma/indexe.html>
- Philippine Atmospheric, Geophysical and Astronomical Services Administration <http://www.pagasa.dost.gov.ph/>
- Australian Government Bureau of Meteorology <http://www.bom.gov.au/>
- India Meteorological Department <http://www.imd.gov.in/Welcome%20To%20IMD/Welcome.php>
- National Hurricane Centre <http://www.nhc.noaa.gov/>

There may be additional early warning systems in the country, and even localized ones. The government disaster management authority can give more insight more about these.

Subscribe to the early warning systems that are useful locally. Determine who on the emergency team is responsible for this. When information is received from an early warning system, take precautionary and preparatory measures such as evacuating certain areas, making sure equipment is functional, checking contact lists and buying relief items, etc. Train staff in how to use early warning systems.

#### 4.6 Main Stakeholders of Disaster Response

Identify the main stakeholders in the local area that are involved in preparing for and responding to a disaster. Contact them and have the contact person and contact data on file. This data should be kept updated. It is good practice to check it at least once a year.

The first step should be to make contact with the **government disaster management authority** and learn about its disaster preparedness plans.

Find out what other members of the Salesian Family and other religious

congregations are doing to prepare for disasters.

If there are ongoing humanitarian operations locally, the United Nations Office for the Coordination of Humanitarian Affairs (UN-OCHA<sup>11</sup>) may already have an office or a representative. Also identify other religious congregations and NGOs/UN agencies with a focus on children, youth and education, such as UNICEF, Caritas, Jesuit Refugee Service, Save the Children, World Vision, Plan International and Child Fund. When a disaster strikes, these are important contacts to have. After a major disaster, the situation is often very confusing, and it is crucial that everyone coordinates their work. If not, some populations in hard to reach areas may not get any assistance at all, while some areas may be oversaturated. It is important that assistance is not provided in a way to duplicate efforts in one area.

#### 4.7 Training and Education

Response procedures are only useful if everybody is familiar with them and knows their own role. Remember that these procedures are needed after a disaster has already happened. During a disaster is not the time to be trying these procedures for the first time. Practice and planning before a disaster is important.

The best way to ensure procedures really work is to run regular tests and simulations of all the components of the emergency response. It is important to go through the contact list and see how quickly the emergency team can be assembled. Do a full-scale disaster simulation at the office or within the community such as a fire drill or an evacuation. It is also important that everybody knows how to keep safe during and just after a disaster.

<sup>11</sup> <http://www.unocha.org/where-we-work>

The best way to ensure procedures really work is to run regular tests and simulations of all the components of the emergency response





# 5 SDB DISASTER RESPONSE MECHANISM

Local SDB communities may start immediate response activities as emergency situation occurs.

## STEP 0

**CALL THE MEETING OF THE EMERGENCY TEAM** (face-to-face, online, phone conference)

## STEP 1

### ASSESSMENT OF DISASTER IMPACT

The emergency team should meet as quickly as possible in order to:

- Assess the impact of the disaster on the Salesian communities as well as on the surrounding neighborhoods. If possible gather information from the local government disaster office on the extent of damage e.g. # of affected villages, # of deaths, etc. and their immediate mobilization action.
- Assess humanitarian need (What

kind of support do the Salesian communities need? What kind of support do the neighborhoods need?)

- What kind of pastoral support is needed? Assess human and material resources (How many people are on staff? How many volunteers? What is their experience? How much money are you expecting?)
- Decide on the immediate response. Consult the different response scenarios developed as part of disaster preparedness (cf. section 4.1) and section 2.3 Examples humanitarian aid projects for ideas.
- Plan most effective coordination and communication channels on the provincial level taking into consideration the involvement of the PDO (and Provincial Mission Office/ NGO if they are not integral with PDO), provincial economer, secretary, communication department, affected SDB communities, schools, youth centers, parishes.
- Depending on the scale of the disaster, assess possible involvement of neighboring SDB provinces in the response.
- If a DBN member is present in the province, the emergency team can include them in the response.

The Coordinator of Mission Offices at the General House serves as “emergency coordinator” when disaster strikes. He contacts the affected province(s) as quickly as possible and shares information with all partners. Salesian NGOs/MOs may also make direct contact with the province if they already are in partnership. **DBN members with a presence in the province may cooperate with and support the PDO.** (See Attachment 3).



## STEP 2

### PROVINCIAL DETERMINES THE SALESIAN RESPONSE TO THE DISASTER

Within 1-3 days after the disaster, the provincial will decide on the type of Salesian response based on the above analysis.

Types of response

- Response targeting exclusively people and facilities of the Salesian communities
- Response targeting the local community

## STEP 3

### DECIDE THE SALESIAN RESPONSE TO THE DISASTER ON THE INTERNATIONAL LEVEL

If there is a need for international solidarity, the provincial contacts the General Councilor for the Missions, Regional Councilor, General Economer and the Coordinator of Mission Offices to decide the level of the emergency and start the international emergency procedure. If SDBs or Salesian Family were not directly impacted by the disaster, but SDBs or Salesian Family members are close to the

**The Coordinator of Mission Offices at the General House serves as “emergency coordinator” when disaster strikes**





## Every Mission Office and international Don Bosco NGO will indicate whether or not they will participate in campaigns and projects to support the Salesian response to the affected population



disaster site and they have emergency response capacity, in agreement with the Guidelines of the Rector Major, the provincial will inform the Rector Major on possible emergency response and the Rector Major decides if a coordinated response will take place. If the Rector Major decides that an international, coordinated response is called for, he nominates (or he asks for, such as in the case of a Salesian NGO) a coordinator to deal with this particular emergency. In accordance with the principle of subsidiarity, the coordinator will be as close as possible to the emergency situation, geographically and culturally. This person and his office will be responsible for the coordination of the emergency response to the maximum extent possible, with the support, as and when needed, from the Coordinator of Mission Offices. The Coordinator of Mission Offices, with technical support of Don Bosco Network office, ensures the smooth flow of information and decisions among the MOs, NGOs and the Economer General. The Rector Major may offer additional SDB personnel to assist the affected province. The deployed SDB personnel need to have previous experience in disaster settings, the required professional skills and the ability to communicate in the language used locally.

If the Rector Major does not declare an “international coordinated response”, Don Bosco Network members and partners (Mission Offices) will follow the internal coordinated response outlined in Attachment 4.

### STEP 4

#### PROVIDE TIMELY SITUATION UPDATES

Within 1 to 3 days after the disaster, the member of the emergency team in charge of communication will write a situation update (See Attachment 1).

Also include the following information in the situation update:

- The **decision of the provincial** (and Rector Major) about the Salesian response to the disaster (as soon as possible);
- The **expressed request** by the province **for help** in responding to the emergency; and
- Bank account details for transfer of funds.

**That information will be sent to:**

- ANS
- SDB General Council (Councilor for

Missions, Economer General, relevant Regional Councilor)

- Coordinator of Mission Offices,
- Coordinator who is selected by the Rector Major for a particular emergency,
- Don Bosco Network Coordinator (This person will send information to International Don Bosco NGOs and Mission Offices)
- All those other institutions that the Salesian province decides.

### STEP 5

#### COORDINATE WITH THE MAIN STAKEHOLDERS OF DISASTER RESPONSE

Consult section 4.5 for an overview of the main stakeholders of disaster response.

- Contact the government disaster management authority or the UN agency (usually OCHA) in charge of coordination.
- Provide them with the contact information of the emergency team leader.
- Attend coordination meetings for the sectors of the response for which the team is engaged



- Coordinate activities with the government disaster management authority/UN OCHA and other NGOs.
- Coordinate activities with local diocese, Caritas, Salesian Family and other religious congregations.

### STEP 6

#### ACTIVATE SDB EMERGENCY ACTION PROTOCOL

The Coordinator of Mission Offices will activate the SDB protocol for emergency situations within 3 days.

- Every Mission Office and international Don Bosco NGO will indicate whether or not they will participate in campaigns and projects to support the Salesian response to the affected population. Therefore, every Mission Office and international Don Bosco NGO must fill in the form in Attachment 5. In that form, every Mission Office and international Don Bosco NGO will indicate the contact person or people who will be on the mailing list of all Salesian collaborating institutions.
- The DBN Coordinator will send the list of contact people from the Mission





Fundraising campaigns should take this into account, wherever possible

Offices, international Don Bosco NGOs and other partners to the person in charge of communications of the local emergency team for them to be included in the international mailing list.

- The DBN Coordinator will provide the contact information for the local emergency team to all Mission Offices, international Don Bosco NGOs and other partners.
- The DBN Coordinator establishes **the emergency conference call** that will coordinate the exchange of information and the actions on the ground. This is especially important if the affected SDB province has a weak PDO or the emergency situation affects several SDB provinces. The NGO or Mission Office selected by the Rector Major in the best position might directly support the coordination efforts of the affected province/PDO or take over the coordination if necessary. This will be decided by the province affected.

#### Coordination standards:

- Prepare comprehensive list of contacts of the emergency team and Salesian organizations involved in fundraising.
- Gather and share with all partners photographs, films and necessary materials and upload them on the website of DBN. Photographs and films should be described and information about copyrights and possible usage by all partners should be attached.
- Keep comprehensive data on all received funds in an Excel spreadsheet, available to all partners for verification. (Attachment 11 provides the tracking sheet for received funds).
- Provide regular reports to all partners as specified in the steps and the matrix of this document.
- Facilitate communication between the emergency team and all partners

in regards to information on specific donations, project designs funding opportunities (for example: public funding), reporting and project monitoring.

- Engage in close cooperation with emergency team in designing relief, reconstruction and rehabilitation programs, and consult all the partners and donors when need arises.
- Facilitate final internal evaluation of the emergency, relief and reconstruction response.

### STEP 7

#### LAUNCH FUNDRAISING CAMPAIGNS IN SEVERAL COUNTRIES

With the information received, the Mission Offices, international Don Bosco NGOs and other collaborating institutions in their respective countries will hold fundraising campaigns, taking into account the **Code of Conduct on Images and Messages** (ref. Attachment 1) and the **“Code of Conduct for the International Red Cross and Red Crescent Movement and NGOs in Disaster Relief”**<sup>12</sup> From an operational perspective, it is preferable that funds raised can be used both for the immediate response as well as the rehabilitation and reconstruction efforts later on. Fundraising campaigns should take this into account, wherever possible.

### STEP 8

#### DESIGN THE EMERGENCY RESPONSE

Write a proposal detailing the emergency response. This is more detailed than the ideas collected in Step 1, but based on the analysis already conducted.

- What kind of relief will be provided (food, water, shelter, etc.)?

<sup>12</sup> <http://www.icrc.org/eng/assets/files/publications/icrc-002-1067.pdf>, 11.02.2016



- What kind of pastoral support will be provided?
- Where will the relief be provided? In which institutions, regions, parts of the country?
- Who will be the beneficiaries? (Normally there should be a focus on vulnerable children and youth).
- How long will activities continue?
- How much is it going to cost?

DBN members may support the design of the emergency response directly from their headquarters or through visits. DBN members with a presence in the province can also provide direct support to the PDO.

Attachment 7 provides a proposal and budget template.

STEP 9

START EMERGENCY RESPONSE

If it has not been done already, start implementing emergency response. The PDO may involve DBN members present in the province of the emergency response.

STEP 10

PROVIDE REGULAR COMMUNICATIONS UPDATES

The emergency team member in charge of communication is responsible for:

- Sending a daily update during the first 2 weeks of the emergency response, then weekly updates based on the format provided in Attachment 6 to the members of the contact list received from the DBN Coordinator.
- Writing stories, taking pictures and sending them to DBN Coordinator to upload them to the website of DBN and informing members on the contact list of such uploads.

STEP 11

COORDINATE THE FINANCIAL AND PERSONNEL SUPPORT FROM DIFFERENT SOURCES

Since there will be several institutions (Salesian and non-Salesian) offering different amounts of funding for different types of projects, the emergency team will keep direct contact with each collaborating organization to meet the intent of the benefactor. All funding streams must be reflected in a tracking sheet (Attachment 11), which must specify:

- The donor of the funds/collaborating organization;
- Whether the funds are earmarked for a particular activity;
- The funds received;
- Resources confirmed, but not yet received; and
- Funding currently being discussed, but not confirmed.

This information will be sent to the Coordinator of Mission Offices and the DBN Coordinator, (for the first two months weekly and then monthly) to assure proper monitoring and

transparency of available funding. The tracking sheet will provide the emergency team and all stakeholders with a concise overview over the expected funding for the Salesian response.

Each collaborating agency will communicate directly with the emergency team and the Coordinator of Mission Offices on funding opportunities available and make a decision whether to apply for specific funding (example: public funding).

This is also the moment when the emergency team may request **volunteers and expatriate staff support** from the collaborating institutions. In case volunteers or expatriate staff members from any institutions collaborate on the spot, they **will be integrated into the local emergency team** as part of planning and development office personnel. In this way, they will not only support actions financed by their NGO, but they will be at the service of the development office and able to assist all the emergency and reconstruction actions, which is useful for all collaborators and donors. The deployed expatriate staff and volunteers will report to PDO and the sending organization. The

deployed staff and volunteers need to have previous experience in disaster settings, the required professional skills and the ability to communicate in the language used locally. Volunteers need to be adequately supervised and accompanied by their sending organization.

OPTIONAL STEP DEPENDING ON MAGNITUDE OF THE DISASTER

Project visits / Donor conference

Project visits by DBN members and other agencies should be coordinated in order to avoid overlaps and unnecessary strains on field staff capacities.

In case of a large-scale disaster, such as the earthquake in Haiti, the province may choose to organize a donors' conference in the affected country. Keep in mind that a donors' conference takes a lot of staff, time and money to organize.

A donors' conference typically has different goals:

- Develop a joint and realistic strategy for relief and reconstruction/ rehabilitation;



DBN members may support the design of the emergency response directly from their headquarters or through visits



- Build relationships between all stakeholders, provide space for networking;
- Familiarize donors with the magnitude of the disaster (a field visit should be a mandatory part of the conference); and
- Provide material for increased fundraising efforts (if needed).

The conference should be well-planned and have a clear agenda as well as a mechanism to hold all parties accountable to commitments made.

**STEP 12**

**SIGN PROJECT CONTRACT**

For aid received, the province (provincial representative) will initiate and sign project contracts/ partnership agreements with the collaborating entities, where the use of funds and justification mode will be reflected. A sample of a partnership agreement is included in Attachment 9, but each organization is free to use its own contract templates and additional policies. If possible, a dedicated account for emergency funds should be set up, as this facilitates a proper audit later on.

**STEP 13**

**IMPLEMENTATION, MONITORING AND REPORTING OF EMERGENCY RESPONSE**

The emergency team will continue to

implement the emergency activities. These will be monitored with the help of a monitoring and evaluation plan or an activity tracking table.

The PDO can involve DBN members present in the province in implementation, monitoring and reporting of the emergency response. DBN members present in the province may provide direct support to and monitor the PDO's response. DBN members can support the implementation and monitoring from their headquarters and through visits of staff.

The emergency team will provide a monthly narrative and financial reports to the Coordinator of Mission Offices. With the support of DBN office, he will check these reports for correctness and then share them with the Don Bosco Organizations funding the response.

**STEP 14**

**DESIGN THE RECONSTRUCTION-REHABILITATION PROGRAM**

Based on a thorough analysis of needs of the affected population, the capacity of the local SDB to respond to these needs and the Organic Provincial Plan (OPP) of the SDB province, the emergency team designs the reconstruction and rehabilitation program. The program can be presented in the format provided as Attachment 8 - Reconstruction Program. See section 2.3 Humanitarian Aid – Examples,

Rehabilitation and Reconstruction for some project examples.

The PDO may involve DBN members present in the province in the design of the reconstruction and rehabilitation program. DBN members can support the PDO from their headquarters through visits and through their staff already present in the province. If requested by the province, the PDO can be supported in the development of this program with additional volunteers and expatriate staff of partner organizations (mainly the Salesian organizations).

**STEP 15**

**SIGN RECONSTRUCTION AND REHABILITATION CONTRACT**

For contributions and aid received, the province (provincial representative) will sign project contracts/ partnership agreements with the different entities, where the use of funds and justification mode will be reflected. A sample of a partnership agreement is included in Attachment 9, but each organization is free to use its own contract templates and additional policies.

**STEP 16**

**IMPLEMENTATION, MONITORING AND REPORTING OF THE RECONSTRUCTION-REHABILITATION PROGRAM**

The emergency team will implement the reconstruction and rehabilitation activities. These will be monitored with the help of a monitoring and evaluation plan or an activity tracking table designed by the emergency team with support from the DBN Coordinator. The emergency team will provide quarterly narrative and financial reports to the Coordinator of Mission Offices. With the support of DBN office, he will check these reports for correctness

and then share them with the Don Bosco organizations funding the response.

The PDO can involve DBN members present in the province in implementation, monitoring and reporting of the reconstruction and rehabilitation program. DBN members present in the province may provide direct support to and monitor the PDO's program. DBN members can support the implementation and monitoring from their headquarters and through staff visits.

**STEP 17**

**FINAL REPORTS**

Three months after the end of the emergency response, the emergency team provides a final narrative and financial report to the emergency coordinator selected by the Rector Major detailing all activities that were implemented. He shares it with the Coordinator of the Mission Offices and DBN Coordinator. The financial statement must be audited. The final report should include photos and testimonies of beneficiaries.

Three months after the end of the reconstruction and rehabilitation program the emergency team provides a final narrative and financial report to the Coordinator of Mission Offices detailing all activities that were implemented. The financial statement must be audited. The final report should include photos and testimonies of beneficiaries. In case of a reconstruction project, before and after photos should be included.

A final report format is available as Attachment 10. Some donors will use their own format. The Coordinator of Mission Offices supported by DBN office will check these reports for correctness and then share them with the Don Bosco Organizations funding the response.



6

EMERGENCY RESPONSE MATRIX

Timeline / Responsible Unit	PDO - Emergency Team	Province	Coordinator of the Mission Offices supported by DBN office	Salesian NGOs, Mission Offices and partners	Councilor for Missions/ Economer General	Rector Major
	Local SDB communities may start immediate response activities as emergency situation occurs.					
1-3 days	<b>0.</b> Call meeting of the emergency team. Define roles and responsibilities of team members.					
	<b>1.</b> Assess the impact of the disaster on the Salesian communities and in your neighborhood.  Put together ideas of the Salesian province's possible response to the disaster (including the pastoral response).		<b>1.</b> Establishing initial contact with the affected province(s) and sharing first information to all partners.	<b>1.</b> Initial contact with Salesian NGOs and MOs which have established contact with or a presence in the affected province(s).  DBN members and MOs with presence in the province can cooperate with and support PDO/Emergency Team (They also share information to all partners).		
		<b>2.</b> Decide the Salesian response to the disaster on provincial level.  Emergency Team members are given their official mandate.				
	<b>3.</b> Decide the Salesian response to the disaster on international level: Provincial contacts General Councilor for the Missions, General Economer and Coordinator of the Mission Offices to decide on the level of emergency and start international emergency procedure. Provincial also provides the name and contact details of the lead coordinator to answer international queries.		<b>3.</b> Decide the Salesian response to the disaster on International level for Mission Offices and DBN.	<b>3.</b> Decide on participation in the disaster response and communicate to Coordinator of Mission Offices and DBN.	<b>3.</b> Decide the Salesian response to the disaster on International level for General House and procures.	<b>3.</b> Decide the Salesian response to the disaster on international level.
	<b>4.</b> Spread initial reports from Ground Zero as soon as possible to ANS, Councilors, Coordinator of Mission Offices, DBN.		<b>4.</b> Spread initial reports to DBN members, Mission Offices and partners.	<b>4.</b> Share available information with DBN Coordinator if directly cooperating with the affected province.		
	<b>5.</b> Coordinate with governmental and nongovernmental institutions in the area, local diocese, Salesian Family and other religious congregations, Caritas.		<b>6.</b> Activate SDB emergency action protocol.			

Timeline / Responsible Unit	PDO - Emergency Team	Province	Coordinator of the Mission Offices supported by DBN office	Salesian NGOs, Mission Offices and partners	Councilor for Missions/ Economer General	Rector Major
3-5 days	<b>5.</b> Coordinate with governmental and nongovernmental institutions in the area.			<b>7.</b> Launch fundraising campaigns in several countries.		
	<b>8.</b> Design the emergency response.			<b>8.</b> DBN members may support the design either from their headquarters, through visits or through their own staff present in the province.		
3-7 days	<b>9.</b> Start emergency response. Note: immediate action can take place right away after the disaster.			<b>9.</b> DBN members present in the province can support PDO emergency response.		
	<b>10.</b> Provide regular communications updates.					
2 weeks	<b>11.</b> Coordinate the financial support from different sources.		<b>11.</b> Coordinate the financial support from different sources.			
	<b>12.</b> Sign partnership agreement.			<b>12.</b> Sign partnership agreement.		
	<b>13.</b> Implement and monitor emergency response, provide monthly narrative and financial reports to Coordinator of Mission Offices and DBN.		<b>13.</b> Support PDO in the preparation of M&E plan, ensure the PDO submits regular narrative and financial reports; check reports and provide them to Salesian NGOs and MOs.	<b>13.</b> Support implementation and monitoring from abroad and through visits DBN members present in the Province may provide support to and monitor the PDO's response.		
1 month and more	<b>14.</b> Design the Reconstruction-Rehabilitation Program.			<b>14.</b> Continue fundraising for reconstruction. Transfer funds Support design from abroad, through occasional visits or through own presence in the province.		
Three months after the end of emergency response/ after the end of Reconstruction-Rehabilitation Program	<b>15.</b> Sign reconstruction and rehabilitation contract.					
	<b>16.</b> Implement and monitor the reconstruction-rehabilitation program, provide quarterly narrative and financial reports to the Coordinator of Mission Offices and DBN.		<b>16.</b> Support PDO in the preparation of M&E plan, ensure the PDO submits regular narrative and financial reports; check reports and provide them to Salesian NGOs and Mission Offices.	<b>16.</b> Sign partnership agreement Support implementation & monitoring from abroad and through visits DBN members present in the province can support and monitor the PDO's response.		
	<b>17.</b> Send final narrative and financial reports.		<b>17.</b> Check financial reports. Send financial reports to all Salesian partners involved in the disaster response.			



## ATTACHMENT

## 1

## COMMUNICATION GUIDELINES IN CASE OF EMERGENCY

## RATIONALE

Fast forwarded and reliable information from the field in case of emergency is crucial to organize effective emergency relief. First hand facts and figures, photos and even simple videos picturing the situation give organizations and institutions involved in providing aid tools to raise funds and build public awareness and support for the affected population. Traditional and social media are the most effective channels of information flow, and as a result, drawing and sustaining world's attention to the crisis.

## PREPARATION OF INFORMATION GUIDELINES

## I phase: first 24 - 48 hours

- Up-to-date facts and figures on:
  - > **What:** nature of incident or emergency
  - > **Where:** location, range of the emergency
  - > **When:** date and time of the emergency and the information provided
  - > **Why:** brief explanation of the situation (reasons for the emergency/crisis)
  - > **Who:** number of casualties, brief description of affected population, have Salesian communities been affected
  - > **How:** how this incident affected the population (e.g. destroyed houses/schools, crops), how the Salesian communities have been affected
- Preliminary needs assessment
- Photos with captions
- Video clips from mobile phones or other sources

## II phase: first week

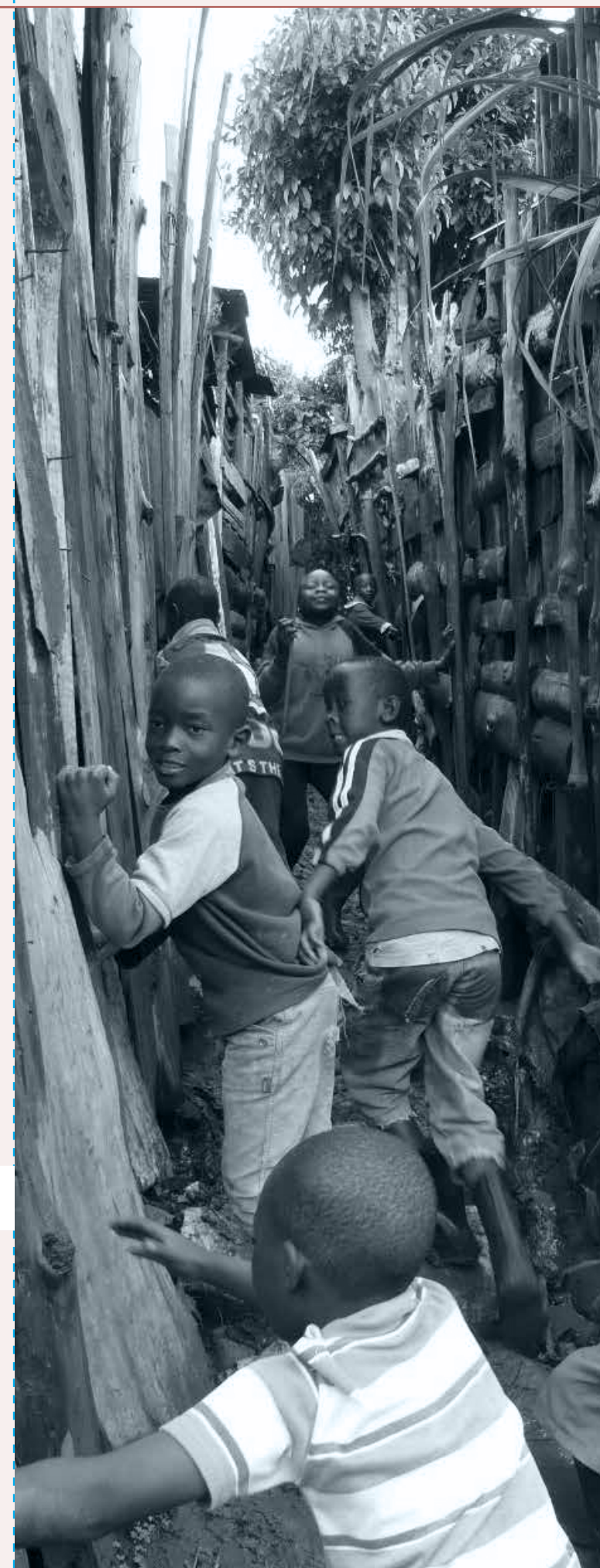
- **Human stories:** Describe the story of one person, family, and/or community affected by the emergency. Be specific. Use direct quotes. Every number has a face. People are moved by personal stories, not numbers and statistics. **Always ask permission to make the story public.**
- **Personal photos/videos:** One photo is more than a thousand words. Use mobile or simple camera to photograph/videotape the stories of particular people.
- **Relief documentation:** Donors need to know their help makes a difference. Make documentation of first relief activities (e.g. food, temporary shelters, meds distribution).
- **Prognosis** on the situation and needs.

## III phase: 2 weeks and forward

- **Human stories:** Describe/videotape the follow up of the survivor's story, how the relief aid improved their situation. Be specific.
- **Relief and reconstruction documentation:** Pay attention to provide visibility of the donors on the photos/videos.

## CODE OF CONDUCT ON IMAGES AND MESSAGES

Information is important, but it should always be gathered and published with the respect to the human will and dignity.



The *Code of Conduct*'s <sup>13</sup> guiding principles stipulate that choices of images and messages will be made based on the paramount principles of respect for the dignity of the people concerned, belief in the equality of all people, acceptance of the need to promote fairness, solidarity and justice.

Accordingly, in all our communications and where practical and reasonable within the need to reflect reality, we strive to:

- Choose images and related messages based on values of respect equality, solidarity and justice;
- Truthfully represent any image or depicted situation both in its immediate and in its wider context so as to improve public understanding of the realities and complexities of development;
- Avoid images and messages that potentially stereotype, sensationalize or discriminate against people, situations or places;
- Use images, messages and case studies with the full understanding, participation and permission of the subjects;
- Follow the child protection policies for taking and using images of minors only with previous written permission of their parents/guardians;
- Ensure those whose situation is being represented have the opportunity to communicate their stories themselves;
- Establish and record whether the subjects wish to be named or identifiable and always act accordingly; and
- Conform to the highest standards in relation to human rights and protection of the vulnerable people.

<sup>13</sup> Code of conduct of images and messages is linked to the website: <https://concordeurope.org/2012/09/27/code-of-conduct-on-images-and-messages/>



ATTACHMENT 2

SDB ANNEX TO RED CROSS CODE OF CONDUCT IN DISASTER RELIEF

Salesians of Don Bosco, Don Bosco Network, Mission Offices and other SDB institutions taking part in the emergency response follow *The Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organisations (NGOs) in Disaster Relief*.

In order to maximize the effectiveness, long-term impact and sustainability of the emergency response, we plan and direct our emergency relief, reconstruction and rehabilitation activities taking into consideration the following points:

- Our emergency response is based on existing SDB structure (province, PDO, local community, institutions). During the response our priority is to strengthen the capacity of local SDB province/PDO/community to respond to the disaster.
- For effectiveness of the response, normally the priority assistance is given to people affected who are the closest to the SDB local presence (school, youth centre, parish...). This is decided by the SDB province. "This

aid is given regardless of the race, creed or nationality of the recipients" (principle 2 of the Red Cross Code) and "it will not be used to further particular political or religious standpoint" (principle 3 of the Red Cross Code). The local emergency team can expand relief/reconstruction/rehabilitation activities according to its capacity and decision of the province.

- As young people are primary beneficiaries of SDB presences, they receive special attention during the emergency response. The local SDB emergency team cooperates with other governmental and non-governmental organizations responding to the emergency situation making sure that all people affected are assisted.
- To assure the best impact, quality and sustainability of the response, the Organic Provincial Plan (OPP) of the local SDB province needs to be taken into consideration while planning the response, especially at stages of reconstruction and rehabilitation.



ATTACHMENT 3

EMERGENCY RESPONSE IN CASE DBN MEMBERS/MISSION OFFICES/PARTNERS ARE ALREADY PRESENT IN THE PLACE OF EMERGENCY

In case of presence of DBN members/MOs or DBN partners in the country/province affected by the emergency, and if DBN members/MOs or DBN partners are in the condition to operate and the province agrees to collaborate with them, the procedures are as follows (referring to Matrix nr 6, Emergency Response Matrix):

STEP 1. Days 1-3

Assessment of disaster impact

DBN members, MOs or partners with presence in the province can cooperate with and support PDO/ Emergency Team and carry on assessment phase and planning phase in collaboration with the PDO/ Emergency Team.

STEP 8. Days 3-5

Design the emergency response

The DBN member, MOs or partners present on the spot collaborate in designing the emergency response with the support of PDO/Emergency Team from their headquarters or through visits.

STEP 9. Days 5-7

Start Emergency Response

DBN member, MOs or partners present in the

province support PDO/Emergency Team response in cooperating with them to implement the actions.

STEP 13. Week 2

Implementation, monitoring and reporting of emergency response

DBN member, MOs or partners present in the province provide direct monitoring and support to the PDO's response. The PDO involves DBN members present in the province to implement and monitor emergency response.

STEP 14. Month 1 and more

Design reconstruction-rehabilitation program

DBN member, MOs or partners collaborate with PDO/Emergency Team to design reconstruction and rehabilitation programs.

STEP 16. 3 Months after the end of the emergency

Implement and monitor the reconstruction-rehabilitation program

DBN member, MOs or partners collaborate to provide direct support to PDO/Emergency Team to implement and monitor the reconstruction and rehabilitation program.



## ATTACHMENT

## 4

## COORDINATION FOR EMERGENCIES NOT DECLARED “INTERNATIONAL COORDINATED RESPONSE” BY RECTOR MAJOR

## RATIONALE

In every response to an emergency situation, SDB province implements Steps 0, 1 and 2 as outlined in Emergency Response Mechanism (ERM). As it is pointed out in Step 3, if Rector Major does not declare “international coordinated response” for a particular emergency, Don Bosco Network members and Mission Offices will follow the internal coordinated response outlined in this document. This will allow for fast and effective assistance to the affected people.

## INTERNAL COORDINATED RESPONSE FOR DBN MEMBERS AND MISSION OFFICES

## I phase: first week

- The first steps of every emergency response (Steps: 0, 1 and 2) are always the same as described in Emergency Response Mechanism (ERM), and lead to the design of the emergency response by PDO/Emergency Team<sup>14</sup>:

Local SDB communities may start immediate response activities as emergency situation occurs.

<sup>14</sup> DBN members or Mission Offices with experience with this PDO can support the PDO in the whole process, if requested / accepted by the province. Please see also Attachment 3 “Procedure when DBN member is present in the affected province”.

## STEP 0

**Call the meeting of the emergency team** (face-to-face, online, phone conference)

## STEP 1

## Assessment of disaster impact

The emergency team should meet as quickly as possible and:

- Assess the impact of the disaster on the Salesian communities as well as on the surrounding neighborhoods. If possible, gather information from the local government disaster office on the extent of damage e.g. # of affected villages, # of deaths, etc. and their immediate mobilization action.
- Assess humanitarian need (What kind of support do the Salesian Communities need? What kind of support do the neighborhoods need?)
- What kind of pastoral support is needed? Assess human and material resources (How many people are on staff? How many volunteers? What is their experience? How much money are you expecting?)
- Decide on the immediate response. You can consult the different response scenarios developed as part of disaster preparedness (cf. section 4.1) and section 2.3 Examples humanitarian aid projects for ideas.
- Plan the most effective coordination and communication channels on the provincial

level taking into consideration the involvement of the PDO (and Provincial Mission Office/ NGO if they are not integral with PDO), provincial economist, secretary, communication department, affected SDB communities, schools, youth centers, and parishes.

- Depending on the scale of the disaster, assess possible involvement of neighboring SDB provinces in the response.
- **If a DBN member is present in the province, the emergency team can include them in the response.**

The Coordinator of Mission Offices at the General House serves as “Emergency Coordinator” when disaster strikes. He contacts the affected province(s) as quickly as possible and shares information to all partners. Salesian NGOs/MOs may also make direct contact with the province if they already are in partnership. **DBN members with a presence in the province may cooperate with and support the PDO.** (See Attachment 3).

## STEP 2

**Provincial determines the Salesian response to the disaster**

Within 1-3 days after the disaster the provincial will decide on the type of Salesian response based on the above analysis.

## Types of response

- Response targeting exclusively people and facilities of the Salesian Communities
- Response targeting the local community.
  - When there is no decision on “international coordinated response” by the Rector Major, send initial funding request approved by the provincial with quality photographs and emergency team contacts to Coordinator of Mission Offices and DBN Coordinator – **PDO/Emergency Team**
  - Coordinator of Mission Offices will inform ASAP all the partners on the level of emergency aid to the affected province and ask DBN to prepare an excel tracking sheet for received funds – **Coordinator of Mission Offices**
  - Preparing Excel tracking sheet for received funds (ERM Attachment 11), uploading photos and documents to the DBN website, sharing funding request, documents, photographs and other materials with DBN Members and Mission Offices asking them to declare their possible support to



MAURICE RESEEL

the particular emergency response – **DBN Coordinator**

- > Sending information about possible support to PDO/Emergency Team, Coordinator of the Mission Offices and DBN Coordinator, starting fundraising campaigns according to the needs of the affected province – **DBN Members, Mission Offices**
- > Updating information on the excel tracking sheet, sending it to the PDO/ Emergency Team to cross check the information – **DBN Coordinator**

## II phase: 2 weeks

- Provide regular communication updates on SDB emergency response to Coordinator of Mission Offices and DBN Coordinator – **PDO/ Emergency Team**
- Provide regular communication updates to DBN members and Mission Offices – **DBN Coordinator**
- Provide regular communication updates on available funding for the response to PDO/ Emergency Team, Coordinator of the Mission Offices and DBN Coordinator – **DBN members, Mission Offices**
- Coordinate the financial support from different sources – **PDO/Emergency Team, Coordinator of Mission Offices, DBN Coordinator**

- Sign partnership agreement – **PDO/Emergency Team, DBN Members, Mission Offices**

- Implement and monitor emergency response – **PDO/Emergency Team**

## III phase: 1 month and more

- Provide monthly narrative and financial reports from the emergency response to donor agencies, Coordinator of Mission Offices and DBN Coordinator – **PDO/Emergency Team**
- Design the reconstruction-rehabilitation program – **PDO/Emergency Team**
- Continue fundraising for reconstruction, transfer funds, support design of the reconstruction-rehabilitation program from abroad, through occasional visits or through own presence in the province – **DBN Members, Mission Offices**
- Sign reconstruction and rehabilitation contract – **PDO/Emergency Team, DBN Members, Mission Offices**
- Implement and monitor the reconstruction and rehabilitation program, send final narrative and financial reports to the donor agencies, Coordinator of Mission Offices and DBN Coordinator – **PDO/Emergency Team**
- Share regular updates and final reports with DBN members and Mission Offices – **DBN Coordinator.**

**ATTACHMENTS: 5,6,7,8,9,10,11 are available in electronic version on PDO platform:**  
<http://pdo.donbosconetwork.org/en/>

