

ACT Alliance

**Regional Emergency Appeal to the
Volcanic Eruption – DRC/Rwanda**

Appeal USD \$ 1,179,262

Appeal Code: CEA211

actalliance

SECRETARIAT: 150, route de Ferney, P.O. Box 2100, 1211 Geneva 2, Switzerland
TEL.: +4122 791 6434 – FAX: +4122 791 6506 – www.actalliance.org



Table of contents

Project Summary Sheet

BACKGROUND

Context and needs.
Capacity to Respond.

RESPONSE STRATEGY

Response Strategy
Impact
Outcomes
Outputs
Exit Strategy

PROJECT MANAGEMENT

Implementation Approach
Implementation Arrangements
Project Consolidated Budget
Project Monitoring, Evaluation, and Learning
Safety and Security Plans

PROJECT ACCOUNTABILITY

Code of Conduct
Safeguarding
Conflict Sensitivity / Do No Harm
Complaint Mechanism and Feedback
Communication and Visibility

ANNEXES

Annex 1 Summary Table
Annex 2 Security Risk Assessment

Project Summary Sheet															
Project Title	Response to Volcanic Eruption in Goma (DRC)														
Project ID	CEA211														
Location	Democratic Republic of Congo (North Kivu Province, Goma town and Nyiragongo territory) Rwanda (Rubavu and Nyabihu districts)														
Project Period	Start Date July 6 th , 2021 End Date July 7 th , 2022 No. of months 12														
Requesting Forum	<input checked="" type="checkbox"/> ACT DRC Forum officially endorses the submission of this Appeal. Rwanda Member Church World Service (Regional office and YWCA Local member).														
Requesting members	DRC - Bureau Œcuménique d'Appui au Développement (BOAD); Evangelical Lutheran Church in Congo (EELCO) and Christian Aid (CA) Rwanda -Church World Service (CWS).														
Contact	<table border="1"> <thead> <tr> <th></th> <th>DRC</th> <th>Rwanda</th> </tr> </thead> <tbody> <tr> <td>Name</td> <td>MUSUMBA Nestor</td> <td>Michael Kendagor</td> </tr> <tr> <td>Email</td> <td>Musumba.ne@gmail.com</td> <td>MKendagor@cwsafrica.org</td> </tr> <tr> <td>(Tel/WhatsApp)</td> <td>+243 998 385 138</td> <td>+ 254 725763392</td> </tr> </tbody> </table>		DRC	Rwanda	Name	MUSUMBA Nestor	Michael Kendagor	Email	Musumba.ne@gmail.com	MKendagor@cwsafrica.org	(Tel/WhatsApp)	+243 998 385 138	+ 254 725763392		
	DRC	Rwanda													
Name	MUSUMBA Nestor	Michael Kendagor													
Email	Musumba.ne@gmail.com	MKendagor@cwsafrica.org													
(Tel/WhatsApp)	+243 998 385 138	+ 254 725763392													
Local partners	DRC - ECC MERU (Christian Aids local partner) Rwanda - Young Women Christian Association (YWCA- Rwanda).														
Thematic Area(s)	<table> <tbody> <tr> <td><input type="checkbox"/> Public Health</td> <td><input checked="" type="checkbox"/> Shelter and household items</td> </tr> <tr> <td><input type="checkbox"/> Community Engagement</td> <td><input checked="" type="checkbox"/> Food Security</td> </tr> <tr> <td><input type="checkbox"/> Preparedness and Prevention</td> <td><input type="checkbox"/> MHPSS and CBPS</td> </tr> <tr> <td><input checked="" type="checkbox"/> WASH</td> <td><input type="checkbox"/> Gender</td> </tr> <tr> <td><input checked="" type="checkbox"/> Livelihood</td> <td><input type="checkbox"/> Engagement with Faith and Religious leaders and institutions</td> </tr> <tr> <td><input type="checkbox"/> Education</td> <td><input type="checkbox"/> Advocacy</td> </tr> <tr> <td><input checked="" type="checkbox"/> Protection /psychosocial</td> <td></td> </tr> </tbody> </table>	<input type="checkbox"/> Public Health	<input checked="" type="checkbox"/> Shelter and household items	<input type="checkbox"/> Community Engagement	<input checked="" type="checkbox"/> Food Security	<input type="checkbox"/> Preparedness and Prevention	<input type="checkbox"/> MHPSS and CBPS	<input checked="" type="checkbox"/> WASH	<input type="checkbox"/> Gender	<input checked="" type="checkbox"/> Livelihood	<input type="checkbox"/> Engagement with Faith and Religious leaders and institutions	<input type="checkbox"/> Education	<input type="checkbox"/> Advocacy	<input checked="" type="checkbox"/> Protection /psychosocial	
<input type="checkbox"/> Public Health	<input checked="" type="checkbox"/> Shelter and household items														
<input type="checkbox"/> Community Engagement	<input checked="" type="checkbox"/> Food Security														
<input type="checkbox"/> Preparedness and Prevention	<input type="checkbox"/> MHPSS and CBPS														
<input checked="" type="checkbox"/> WASH	<input type="checkbox"/> Gender														
<input checked="" type="checkbox"/> Livelihood	<input type="checkbox"/> Engagement with Faith and Religious leaders and institutions														
<input type="checkbox"/> Education	<input type="checkbox"/> Advocacy														
<input checked="" type="checkbox"/> Protection /psychosocial															
Impact	1. People affected will be able to cope and build their resilience, from the impact of the volcanic eruption and its aftermath in North Kivu.														
Project Outcomes	<ol style="list-style-type: none"> 1. Improved food security of 6,600 targeted households 2. Improve the living conditions of 500 targeted vulnerable households through the provision of temporary shelter materials and essential household items. 3. Improved psychosocial well-being of 850 persons most affected by the conflict and the eruption of the Nyiragongo volcano. 4. Improvement of the hygienic conditions of the population affected by the volcanic eruption and protection against the risks related to COVID-19. 														
Target Recipients	<table border="1"> <thead> <tr> <th colspan="2">Profile</th> </tr> </thead> <tbody> <tr> <td><input checked="" type="checkbox"/> Refugees</td> <td><input checked="" type="checkbox"/> IDPs</td> </tr> <tr> <td><input checked="" type="checkbox"/> host population</td> <td><input checked="" type="checkbox"/> Returnees</td> </tr> <tr> <td colspan="2"><input checked="" type="checkbox"/> Non-displaced affected population</td> </tr> </tbody> </table> <p>This appeal will assist 39,597 people including 15,411 men and 24,186 women. These</p>	Profile		<input checked="" type="checkbox"/> Refugees	<input checked="" type="checkbox"/> IDPs	<input checked="" type="checkbox"/> host population	<input checked="" type="checkbox"/> Returnees	<input checked="" type="checkbox"/> Non-displaced affected population							
Profile															
<input checked="" type="checkbox"/> Refugees	<input checked="" type="checkbox"/> IDPs														
<input checked="" type="checkbox"/> host population	<input checked="" type="checkbox"/> Returnees														
<input checked="" type="checkbox"/> Non-displaced affected population															

	<p>beneficiaries will be selected based on previously established vulnerability criteria by requesting members. Support will be targeted to those whose houses were charred by lava from the Nyiragongo volcano. Currently, data on the exact number of affected households are not yet available.</p> <p>No. of households (based on average HH size): 6,600 (39,597 people)</p> <p>Sex and Age Disaggregated Data:</p> <table border="1"> <thead> <tr> <th colspan="9">Sex and Age</th> </tr> <tr> <th></th> <th>0-5</th> <th>6-12</th> <th>13-17</th> <th>18-49</th> <th>50-59</th> <th>60-69</th> <th>70-79</th> <th>80+</th> </tr> </thead> <tbody> <tr> <td>Male</td> <td>1334</td> <td>1856</td> <td>1834</td> <td>4476</td> <td>3424</td> <td>1448</td> <td>702</td> <td>337</td> </tr> <tr> <td>Female</td> <td>1164</td> <td>3123</td> <td>3508</td> <td>7200</td> <td>6147</td> <td>1883</td> <td>773</td> <td>388</td> </tr> </tbody> </table>	Sex and Age										0-5	6-12	13-17	18-49	50-59	60-69	70-79	80+	Male	1334	1856	1834	4476	3424	1448	702	337	Female	1164	3123	3508	7200	6147	1883	773	388
Sex and Age																																					
	0-5	6-12	13-17	18-49	50-59	60-69	70-79	80+																													
Male	1334	1856	1834	4476	3424	1448	702	337																													
Female	1164	3123	3508	7200	6147	1883	773	388																													
Project Budget (USD)	US \$ 1,179,262																																				

Reporting Schedule

Type of Report	Due date
Situation report	First SITREP is due 30 th November 2021 then quarterly.
Final narrative and financial report (60 days after the ending date)	08 th September 2022.
Audit report (90 days after the ending date)	08 th October 2022.

Please kindly send your contributions to either of the following ACT bank accounts:

US dollar

Account Number - 240-432629.60A
IBAN No: CH46 0024 0240 4326 2960A

Euro

Euro Bank Account Number - 240-432629.50Z
IBAN No: CH84 0024 0240 4326 2950Z

Account Name: ACT Alliance

UBS AG
8, rue du Rhône
P.O. Box 2600
1211 Geneva 4, SWITZERLAND
Swift address: UBSWCHZH80A

Please note that as part of the revised ACT Humanitarian Mechanism, pledges/contributions are **encouraged** to be made through the consolidated budget of the country forum, and allocations will be made based on agreed criteria of the forum. For any possible earmarking, budget targets per member can be found in the "Summary Table" Annex, and detailed budgets per member are available upon request from the ACT Secretariat.

Please inform the Director of Operations, Nancy Ette (Nancy.ette@actalliance.org) and Head of Humanitarian Affairs, Niall O'Rourke (Niall.orourke@actalliance.org), with a copy to Finance Officer, Marjorie Schmidt (Marjorie.Schmidt@actalliance.org) of all pledges/contributions and transfers, including funds sent direct to the requesting members. We would appreciate being informed of any intent to submit applications for back donor and other funding, and the subsequent results.

In line with Grand Bargain commitments to reduce the earmarking of humanitarian funding, if you have an earmarking request in relation to your pledge, a member of the Secretariat's Humanitarian team will contact you to discuss this request. We thank you in advance for your kind cooperation.

For further information please contact:

ACT DRC Forum Coordinator, Nestor Musumba (Musumba.ne@gmail.com)

ACT Africa Regional Representative, Elizabeth Zimba: (Elizabeth.Zimba@actalliance.org)

ACT Africa Humanitarian Officer, Caroline Njogu: (Caroline.Njogu@actalliance.org)

ACT Web Site address: <http://www.actalliance.org>

Niall O'Rourke

Head of Humanitarian Affairs

ACT Alliance Secretariat

BACKGROUND

Context and needs.

Democratic Republic of Congo (DRC)

The sudden eruption of Mount Nyiragongo on 22nd May 2021 led to two lava flows towards Kibumba park as well as Buhene and Kibati in the North-East of Goma, DRC. At least 32 people died as result of the eruption (either burned by the lava or asphyxiated by fumes), including three children.

The official declaration of the volcanic eruption was released by the Military Governor of the Province of North Kivu and the volcanological Observatory of Goma who have been coordinating the crisis response.

On May 27, 2021, the Military Governor of Goma made an official declaration requesting communities residing in the affected areas to vacate Goma to a safer region (Sake) in the Masisi Territory. The internal movement caused a massive displacement of population of nearly 460,000¹. The Government of DRC has called on humanitarian actors to support the affected populations where they have found temporary shelters. The volcano eruption has put the region in a state of crisis and trauma. The displaced persons affected by this volcano eruption find themselves in a desperate situation, with many unmet humanitarian needs such as: lack of shelter, poor hygiene, no food or safe drinking water, poor medical care services among other needs. In addition, the risk of the spread of COVID-19 remains high.

According to the latest OCHA sitrep of 28, June 28, 2021, at least 4,000 displaced households are living in collective centres in Goma and in Nyiragongo territory ². At least 40 persons are reported missing, 3 health centres and 7 schools (five primary and two secondary schools are destroyed). Other health and education services are affected due to the interruption of basic services like destruction of access roads, disruption of electricity and supply to markets. There is a need to support family reunification and referral of found persons to organizations that are working on reuniting families. There is a risk of an outbreak of water borne diseases particularly cholera and several of the affected still suffer other related stress and trauma conditions brought about by injuries, burns, and psychological stress. There is a need to provide safe water to affected households for household use.

There are also reported cases of disturbance of public order including an increase in looting, crime, and many cases of family separation³. Livelihood activities have also been impacted due to the disruption in agricultural activities, farming, fishing, and other commercial activities resulting in a shortage of basic food stuffs. Refugees require support to keep clean, be sheltered and feed their families as the only supplies they were able to carry were basic clothing. In addition, the families that have fled are completely reliant on government and humanitarian aid agencies for basics needs like food, water, and shelter. WFP aims to reach a total of 40,000 people in Sake, 65,000 in Minova and 60,000 in Rutshuru, while WFP in Rwanda is providing emergency food assistance to many others who have crossed the border (June 2021).

UNHCR has been assisting displaced populations by providing communal shelters to reduce the numbers of people displaced in schools and churches, and core relief items including, tarpaulins, blankets, and hygiene kits. This assistance has been provided as part of the international community's ongoing efforts, but it is not enough to cover all the needs. Assessments on the

1 UNOCHA: DR Congo: Volcanic eruption in Goma; Situation Report No. 1As of 25 May 2021

2 date source: Displacement Site Management and Coordination (CCCM) working group.

3 UNICEF: <https://news.un.org/en/story/2021/05/1092942>

ground show that shelter is the most urgent need, as are water and food.

Rwanda:

Nyiragongo volcano eruption and the consequent earthquakes that occurred in Goma/DRC affected the neighboring part of Rubavu district (population 403,662) and other nearby districts especially Nyabihu district of Rwanda. The eruption and subsequent earthquakes have caused great damage on both sides of DRC and Rwanda. More than 1,500 homes were destroyed in Rwanda by earthquakes linked to the volcanic eruption in neighbouring Democratic Republic of Congo (DRC)⁴. In addition, initially about 7,000 refugees from DRC moved to temporary shelters in Rubavu and Nyabihu districts. To date many refugees have returned however there are still around 800 refugees in host families in both districts of Rubavu and Nyabihu districts according to the local leaders. The population in Rubavu and Nyabihu especially the vulnerable people with houses constructed from temporary material were destroyed and/or damaged. These host families remain in critical conditions. An assessment will be conducted to determine how many refugees are hosted in local families in both districts. In addition, COVID-19 pandemic is spreading quickly among displaced settlement sites and there is a risk of total lockdown in the coming weeks.

Displaced people would want to return to their homes, but DRC National Government has warned against early return since the possibility of further eruption and tremors remain high. The constant and multiple tremors experienced have potential of causing unwarranted explosions especially methane gases currently produced from the depths of Lake Kivu. A great number of the refugees have received temporary shelter and those who remain continue to suffer many unmet needs including food, adequate shelter, a lack of safe water, and sanitation,

This appeal will target women, as they bear the burden of care work while displaced including ensuring the prevention of Covid-19 infection to themselves and their family. This appeal will also train women to protect themselves against the risks of sexual violence and abuse.

Unmet needs for displaced persons in DRC

Shelter and Non-Food Items: Many affected people's houses were destroyed by the lava flow, but many more had to leave following the evacuation. Most of the displaced are currently being sheltered by host families, while others are staying in overcrowded churches and schools. An assessment by WFP indicates that about 80 percent of them have expressed a desire to return home. Displaced people are in urgent need of **housing** and **basic household items** like sleeping mats, blankets and kitchen utensils following the volcanic eruption.

Health interventions: There is also a need to contain possible **outbreaks of cholera** and to curb the spread of COVID-19 within displaced populations.

Psychosocial Support: There is also a need to for psychosocial care in hosting areas, as requested by doctors at the regional hospital in Goma since so many people are coming forward with signs of trauma.

Food aid: There remains a current need or gap for food. WFP is very concerned about the food and nutrition situation of people forced to leave their homes and have started providing them with the food assistance they need to cope with this crisis, but several gaps continue to completely support food compared to the needs. Many displaced are /feel abandoned and lack not only food and safe water, but also, they require assistance designed to help them resettle and work their fields during

⁴ <https://www.irishtimes.com/news/quakes-destroy-over-1-500-homes-in-rwanda-1.411397>

the current planting season.

Unmet Needs for Refugees and host families in Rwanda

The refugees displaced in Rwanda as well as the most vulnerable people affected by their displacement require **shelter** for their houses as their homes were destroyed and/ or damaged. There is also a need for food **and non-food items**, safe water sourced from trucking of water into refugee camps or digging of boreholes (UNHCR Rwanda). Many of the affected population are living in distress and trauma and hence vulnerable to negative mental effects, hence the urgent need for mental and psychosocial support.

Capacity to respond.

BUREAU OECUMENIQUE D'APPUI AU DEVELOPPEMENT (BOAD)

BOAD, since its creation, has been involved in several interventions of ACT Alliance appeals. BOAD intervened in the humanitarian crisis during the eruption of the Nyiragongo volcano in 2002. An added value is that BOAD is a member of the ACT alliance and having assumed the coordination of the ACT DRC Forum, and it has a great capacity to draw on its technical expertise in humanitarian and development interventions. Being a member of the DRC ACT Forum, BOAD has responded to emergencies in eastern DRC in the areas of food security, livelihoods / early recovery, shelter, WASH, protection, and psychosocial support. BOAD has on several occasions led in the coordination of the RRF and Ebola response appeal to support to curb the spread of the Ebola epidemic in the city of Beni and Lubero. Recently, BOAD has supported to raise awareness on measures to protect and limit the spread of COVID 19 in its areas of work.

Church World Service (CWS)

CWS Africa is operating a refugee resettlement program across Africa. CWS is currently supporting the Congolese refugees in Nyarugusu camp under the food security and livelihood program as well as supporting a gender-based violence support program. To execute the program, CWS seeks to partner with YWCA Rwanda to address the unfolding humanitarian crisis in Rubavu District and Nyabihu district, Rwanda following the volcanic eruption in Goma. CWS has previously worked in Rwanda through its local partner Young Women's Christian Association (YWCA) in responding to the humanitarian crisis of refugees from Burundi in 2015. Through this partnership CWS supported thousands of Burundian Refugees settled in Mahama Refugee Camp in the areas of food security, WASH, mental health, and psychosocial support as well as gender aspects. CWS has also supported the local partner to undertake other programs. CWS initial presence in Africa was in Congo in 1964 and has since worked well within the local context. YWCA has vast experience in humanitarian, development and advocacy and is well versed with the local contexts in Rwanda and has worked with several national and internationally recognized agencies in the humanitarian sector. Recently CWS in partnership with PLAN International and ICVA has supported to implement various projects in humanitarian settings and built the capacity of refugees and prevented Sexual Gender Based Violence against girls and women.

Christian Aid (CA)

CA has been working in the DRC for over 20 years to empower local civil society organizations to respond to crisis situations resulting from conflict and to provide substantial support to crisis-affected communities. Christian Aid has long, and extensive local experience based on the management of several livelihoods' projects focused on nutrition, food security, solidarity economy, environmental protection (including ecological agriculture, community forestry and land tenure security) as well as WASH and aspects of good governance within Civil Society Organizations. In the North-Kivu, CA is currently providing substantial support in the RUCHURU and NYIRAGONGO health zone through a project for "Transitional Development through the Agricultural Value Chain and Diversification of Livelihoods" to strengthen food security and the

livelihoods of smallholders to support the peace and stabilization of North Kivu provinces with funding from WFP and FAO (with German government support). CA works with local partner organisations to build long lasting changes and to strengthen the resilience of local communities to disaster and emergency. To implement this programme, CA will partner with ECC - MERU, a faith-based organization whose vision is a world without poverty, vulnerability, and violence where people have social justice and equity. ECC MERU's target population includes displaced people, indigenous populations affected by crisis and disasters, vulnerable children, vulnerable women, and other vulnerable groups. ECC MERU is an active member of the ACT Alliance, and has strong experience in nutrition, food security and resilience projects.

The Evangelical Lutheran Church of the Congo (EELCo):

The Lutheran Evangelical Church in Congo has existed in the DRC since the years 1969 and engages in evangelization by helping those in need spiritually, morally, and physically. It has expanded to North Kivu since 1980. In 1992 to 1994, it assisted 1,000 families of internally displaced persons from Masisi, Rutshuru, and surrounding territories by providing food and non-food assistance. In April 1994, EELCo received Rwandan refugees and administered first aid and humanitarian aid under the support of the Diocesan Development Office thus created in collaboration with the LWF / World service until 1997, the year in which 200 orphans were assisted. In 2002, during the volcanic eruption in Goma, EELCo became involved through its diocese of North Kivu in the reception and assistance of the affected persons, working closely with its team made up of clergy and laymen, both men and women. In 2018 and 2019, in collaboration with the Lutheran World Federation, the capacity building of the diocesan development office is conducted. In this response, the members of the diocesan development office will respond to this humanitarian emergency response project in central Kasai.

During previous humanitarian response projects, for example the response to curb the spread of Ebola in North Kivu, EELCo supported by providing safe water in the WASH component and provided nutrition support under the NAC project (Nutrition at Assise Communautaire) funded by USAID via UNICEF , still operational in Kasai central.

In the Lubumbashi region, EELCo has supported a project to raise awareness on HIV / AIDS successfully and has supported People Living with HIV/AIDS (PLWHA) since 2015. Since January 2020, EELCo in collaboration with World Vision was involved in raising awareness on curbing the spread of Ebola and Covid-19 in North -Kivu, Goma. In this response, clergy and laity have played an important role to curb the spread of COVID-19. EELCO is currently working in North Kivu in two health zones (Karisimbi and Nyiragongo) a project funded by Church of Bavaria member of ACT Alliance. In this project titled: Global Response to the COVID-19 Pandemic- ACT201, EELCo sensitized 19,038 out of 6,500 people who were supported in the prevention and fight against COVID-19. With 987 students provided with Handwashing Device Kits, 3,500 students also received face masks. The experiences of each of the above-mentioned ACT Alliance members in different sectors of intervention give the opportunity to provide a multisector and holistic response to the crisis and identified needs in the region affected by Ebola virus disease crisis

RESPONSE STRATEGY

The members of the ACT DRC Forum propose a multi-sectorial response by undertaking activities that are also integrated into different strategic objectives within the regional response of the ACT Alliance in relation to the eruption of the Nyiragongo volcano on May 22nd in Goma in North Kivu. Members will coordinate to ensure complementarity. This will be more so for the response in DRC where three members (CA, EELCo and BOAD) will be implementing. The strengths of each member in the various sectors will be utilized and enhanced. BOAD will be the overall coordinator for the project and will take lead in the shelter and NFI distribution while CA will lead in the WASH sectors.

All members will ensure the protection against COVID-19. In Rwanda, CWS will coordinate with other agencies on the ground. Technical expertise will be requested from members where and when it is needed. It is important to note that LWF has offered to provide technical support when it is required across the board.

ACT DRC Forum will participate in the UN OCHA coordination meetings; the crisis committee set up by the provincial authority; community leaders including religious leaders, members of the beneficiary committee and civil society. The most vulnerable affected population in urban and semi-urban areas will be targeted as recipients of aid, determined through a validation process of the criteria defined with the beneficiaries while ensuring Do No Harm principles. The project will be monitored through a set of indicators in the project monitoring framework.

Community leaders will be trained on risk management, cash transfer, and psychosocial support.

BOAD

1. Community engagement workshops (3) and supporting the safe relocation of communities according to government directions, 24 sessions will be held. Contributing to community and police dialogue to deliberate on social accountability 4 sessions. Field animators, who are community animators recruited from the community will raise awareness about Covid-19, the importance of help and close contact with beneficiaries for accountability issues.
2. Providing funds for income generating activities to ensure the economic recovery of 250 households and training these households on income generating activities through two sessions.
3. Cash for food purchase or voucher for 1,500 households and selecting beneficiaries through two sessions.
4. Provision of hygienic gender kits for 1,200 women, household items for 250 households. In addition, there will be Covid-19 Awareness and provision. A COVID-19 Awareness kits will be composed of face masks, soap and sanitizers. In addition, BOAD will set up handwashing points in the targeted settings.
5. Supporting psychosocial and gender protection services will be provided.

Church World Service (CWS)

CWS, through YWCA Rwanda will use a multifaceted pool of strategies to reach intended objectives and results including **youth volunteering** that will help to reach out to refugees and the most vulnerable displaced people in need of support in areas of interventions. *Youth volunteering* will ease the implementation of activities through direct services delivery and will strengthen bottom top reporting (from grassroots level).

Another strategy is **community engagement**; this approach will strengthen the collaboration with key stakeholders including the local leaders who will also participate in the implementation of interventions. **Community mobilization** will also be used, which will help to sensitize the communities' members on prevention of incidents in case of earthquakes, child protection, SGBV prevention, COVID-19 prevention in these times of emergency. The **Sectors of interventions include** WASH, food security and nutrition, Covid-19 prevention, and SGBV prevention mechanisms. The activities will include, but not limited to :

1. Organize a training for 60 youth volunteers on WASH. A 4-day training for 60 youth volunteers will be conducted.
2. Procure and distribute of WASH items (including 2 basins, 2 jerry cans, 2 buckets, 2 bars of soap, 1 packet sanitary pads) to 1,500 households.
3. Develop and disseminate hygiene messages among refugees and host communities in collaboration with youth volunteers.

4. Procure and distribute plastic sheeting to 1,500 households.
5. Procure and distribute therapeutic/ supplementary milk from UNICEF for families with children at high risk of malnutrition targeting at least 600 families. This will be in accordance with the UNICEF/Sphere standards.
6. Procure and distribute food to 1500 refugee households and or host families.
7. Conduct messaging on Covid-19 prevention among refugees and host communities

Christian Aid

The priority will be to support displaced people with their basic needs. This will be through supplying NFIs, food assistance - where possible using cash transfers (based on an assessment of the market). In addition, as certain likely host areas, such as Sake, are undergoing a cholera outbreak - therefore WASH activities would be appropriate so that water resources are not overstretched. Given the likely number of unaccompanied children, Christian Aid will put in place a mechanism to ensure any unaccompanied children can be referred to specialist services. Moreover, as the displaced populations to SAKE are returning to Goma, it is more than likely that those whose homes were destroyed by the lava will be left homeless. Also, given that some of the destroyed neighborhoods, such as Buhene, are located on the flank of Nyiragongo and are thus in permanent danger in case of future eruptions, the provincial government has appealed to the inhabitants of these neighborhoods to no longer occupy this land. The long-term consequence is the loss of their land and thus their habitats and livelihoods. So, it is necessary to offer them shelter, funds for income-generating activities and to sensitize them about the danger of living in the immediate vicinity of the volcano. In addition, local community will be trained on the social accountability mechanism to conduct advocacy/lobby initiatives (aims at building people-centered preventive policy to disaster). In the other hand, there is a need for sensitized citizens, particularly those living in the vicinity of the volcano, to understand risk reduction and management policies and the danger of living under the reach of the Nyiragongo volcano.

Beside this, personal protective equipment (PPE) against COVID-19 will also be distributed as North Kivu province experiences its third wave of the pandemic. Activities will include”

1. Procure and distribute an essential households’ kits component to support shelter and household items including basins, jerry cans, buckets, soaps, sanitary pads to 15,000 persons (250 households) both host families and affected households in the Nyiragongo territory.
2. Procure and distribute foods to 3000 persons (500 households) both host families and affected households in the Nyiragongo territory.
3. Procure and distribute basic shelters and livelihoods means to 1500 persons (250 affected households).
4. Procure and provide COVID-19 (face masks and hand sanitizers) to 3000 persons (500 households) both host families and affected households in the Nyiragongo territory.
5. Strengthen the resilience of local communities to natural disasters.

EELCo

The proposed intervention will respond to the diverse identified needs of the people affected by the volcano eruption, build trust with communities, support hygiene training, improve access to clean water and hygiene and support community-led solutions in response to preventing spread of COVID-19. The project strategy will include Conducting a quick risk assessment to update the data and identify beneficiaries meeting the criteria and making sure to do no harm; Deliver the assistance in coordination with other humanitarian actors operating in the community and monitor the achievement of indicators and contribution to changes in practices with assistance delivered, and share project information with all stakeholders, including beneficiaries. The activities envisaged include:

1. Training of 50 groups (Women, girls, boys, community leaders, religious leaders).
2. Installation of 45 hand washing devices in public places in disaster areas.
3. Water supply to 45 handwashing sites for 6 months.
4. Provision of a Kit containing 1 can, 1 basin, 3 bars of soap, 1 cup and 1 jug to 3000 beneficiary households.
5. Targeting 250 beneficiaries of unconditional cash transfer according to four targeting criteria of physical conditions (disability, age), economic (loss of assets), socio-political (no family support), and dependency ration (how many dependants one has).
6. Provision of 9,000 face masks to 4,500 beneficiaries at the rate of 2 pieces per beneficiary
7. Organization of 12 listening sessions and mass orientation
8. Organization of organized recreational games for children and young people
9. Organization of 2 discussion sessions with religious leaders
10. Make 2 training sessions for the staff committed to the project.
11. Establishment of a handwashing site monitoring committee
12. Effectively and efficiently follow up, monitor, and supervise the project.
13. Periodically report on project activities on time and send it to the appropriate party.

Impact

People affected will be able to cope and build their resilience, from the impact of the volcanic eruption and its aftermath in North Kivu.

Outcomes

1. Improved food security of 6,600 targeted households
2. Improve the living conditions of 500 targeted vulnerable households through the provision of temporary shelter materials and essential household items.
3. Improved psychosocial well-being of 850 persons most affected by the conflict the eruption of the Nyiragongo volcano.
4. Improvement of the hygienic conditions of the population affected by the volcanic eruption and protection against the risks related to COVID-19.

Outputs

FOOD

1. 6,600 households or 39,000 people are given unconditional cash transfer cash to buy food

- 1.1.1 Recruit and brief the bank agents assigned to the project on humanitarian principles, the ACT Alliance code of conduct
- 1.1.2 Training of beneficiary committee members on the intervention approach and strategy
- 1.1.3 Carry out market assessments.
- 1.1.4. Selection of beneficiary committee members and agents on the use of unconditional case.
- 1.1.5 Food distribution through cash transfer
- 1.1.6. Post Distribution Monitoring

SHELTERS AND NFI

1500 households or 9000 people affected by the eruption of Nyiragongo volcano have access to safe, appropriate, and adequate shelter.

- 2.2.1 Training on risk management related to the volcano.
- 2.2.2 Purchase and supply of construction materials
- 2.2.3. Distribution of essential household items

- 2.2.4. Procure and distribute sheeting to 1500 individuals.
- 2.2.5 Post Distribution Monitoring (PDM)

PSYCHOLOGICAL SUPPORT AND PREVENTION OF GENDER BASED VIOLENCE

1800 vulnerable people affected by the eruption of the Nyiragongo volcano have access to psychosocial services, including counseling, support to cope with trauma and reintegration.

- 3.3.1. Identification of people affected by the eruption of the Nyiragongo volcano, that needs psychosocial support.
- 3.3.2. Sensitization of affected people to deal with trauma.
- 3.3.3. Referral and referral of complicated cases to the appropriate service providers.
- 3.3.4 Establishment of 8 psychosocial support groups
- 3.3.5 Selection and training of psychosocial counselors
- 3.3.6 Sensitization, identification of cases, support, and follow-up of referral.
- 3.3.7 Carry out gender analysis within the affected community.
- 3.3.8 Sensitization of beneficiaries on equity and gender equality
- 3.3.9 Organization of 12 listening sessions and mass orientation.
- 3.3.10 Organization of 12 sales of recreational games for children and young people
- 3.3.11 Organization of 2 discussion sessions with religious leaders

WASH

- 4.1.1 Procure and distribute hygiene materials including basins, jerry cans, buckets, and soaps to 4500 both internally displaced persons and refugees and affected inhabitants.
- 4.1.2 Organize a training for 600 youth volunteers on WASH.
- 4.1.3 Develop and disseminate hygiene messages among refugees and host communities in collaboration with youth volunteers.
- 4.1.4 Water supply to 45 handwashing sites for 6 month and establishment of a handwashing site monitoring committee

COMMUNICATION

Ensure that the affected communities are aware of the support provided and that the response is well documented.

1. Develop a comprehensive community engagement, communication, and coordination plan to be adopted by all the Partners.
2. Document the interventions through videos, documentaries, and stories of change.
3. Share the lessons learnt for future interventions.

Exit strategy.

This Appeal focuses on both emergency relief and long-term livelihood support for IDPs, returnees as well as refugees in Rwanda. ACT DRC Forum will endeavour to bridge emergency relief activities and livelihood support within the food security component of this appeal depending to a large extent on ability to build back better in the affected locations.

Affected households will be supported to become self-reliant by building local skills and capacities that will support affected households beyond the project lifetime.

The Forum members will be working closely with local communities through Community Based Organizations and by recruiting local staff, DRC ACT Forum requesting members will ensure

greater sustainability of the project.

Once the project ends or should or external support decline, the requesting members will be able to continue supporting vulnerable communities to build their skills and become self-reliant.

In addition, to ensure sustainability of the intervention, coordination will be done with states agencies like IPAPPEL (Provincial Agency for Agriculture, Breeding, and fisheries), SNHR (National Service of Water and Sanitation), Division Provincial Femmes et Families, health zones and other local stakeholders. This will be done throughout the project period and when needed a Memorandum of Understanding (MoU) will be signed with a specific stakeholder to clarify responsibilities and develop an agreed common exit strategy or handover. Finally, before withdrawing, the Forum will hold a long discussion with the government institutions supposed to provide basic services and technical support for a lasting gain of the affected population.

PROJECT MANAGEMENT

Implementation Approach

Regarding food security, the unconditional Cash approach has been favored to allow beneficiaries to make a free choice in the purchase of food and obtaining other essential goods and services.

To improve housing conditions and protect against extreme temperatures, the project will provide beneficiaries with temporary emergency shelters with materials available and used locally. Each beneficiary will be required to have land available before the project members support in providing temporary shelter. For those without land, forum members will be doing advocacy with the landowners and the various local leaders who will be able to temporarily give a portion of land to erect a temporary transit shelter for our victims. Following shelter provision, the supported household will be provided with essential household items and livelihood support.

The project also plans to support affected beneficiaries with psychological support especially those who lost loved ones during the volcanic eruption or those who lost valuable possessions and livelihoods. Field animators are community animators recruited from the community to raise awareness about Covid-19, the importance of help and close contact with beneficiaries for accountability issues.

Affected beneficiaries who were deeply affected by the volcanic eruption, especially those who lost family members, houses, livelihoods will be targeted. Beneficiary Selection- Committees formed from beneficiaries' leaders will be involved in targeting the most affected. These committees will be joined by project staff who will guide the beneficiary selection process by sharing selection guidelines. Project committee members will comprise of women and men and the distribution will be 50% from each gender. Women will also be involved in the various decision-making committees. Men, women, and young people will be sensitized on gender equity and equality. Similar approach will be used for the refugees who have sought temporary accommodation in the neighbouring country of Rwanda as well as the local population in Rubavu District that has been affected by the disaster.

CASH support- Forum members have had previous experience in using cash for supporting the affected beneficiaries. In this emergency, cash will be used to allow beneficiaries to meet the needs of their choice. This is an approach used previously by requesting members. Members will use a credible financial service provider (the bank) for cash delivery based on the list of targeted beneficiaries and beneficiary vouchers and cards. A financial services provision agreement will be concluded between members and the bank to determine the role and responsibilities of each

party in the agreement.

Implementation Arrangements

During the implementation of the project, ACT members operational in the area will collaborate with each other (Christian Aid/ECC-MERU, Church World Service (CWS) EELCO and BOAD). On-the-ground action harmonization meetings between ACT members will be organized and held to avoid overlap and duplication. To ensure good coordination of the intervention, BOAD will regularly participate in meetings initiated and organized by the humanitarian community through OCHA (clusters). In addition, church leaders, local leaders and authorities, civil society will be involved at all stages of project implementation. Tenders will be published to select suppliers of products and items that will be distributed to beneficiaries by the project. Thus, those who will be involved in the implementation of this project will be invited to sign a protocol obliging them to respect the principles of humanitarian responsibility and to comply with the policies and procedures of the Act Alliance. Rwanda does not have a country forum and hence CWS will play the key role of coordinating the activities in Rwanda on behalf of the Alliance. Towards this end, CWS will coordinate with the ACT Members in DRC for harmonization. To support the refugees in Rwanda, CWS will coordinate with the local agency YWCA to implement the interventions. Local authorities, faith leaders, the communities, and other associations will be involved and will work with facilitation teams. Community activities will be carried out by the community workers. Each implementing member will seek complementarities and synergy with other Forum members already present in the zones and will build on the achievements of projects already carried out in these areas by other organizations, to maximize the impact of the intervention. CA will facilitate a start-up workshop to define the roles and responsibilities of each stakeholder and will align to the coordination mechanism set up by the OCHA.

Project Consolidated Budget

Requesting Forum/Country	ACT FORUM DRC				
Appeal Number:	CEA211				
Appeal Title:	Response to Volcanic Eruption - DRC				
Implementing Period:	July 7th 2021				
	Appeal Total	CWS	Christian Aid	BOAD	EELCo
Direct Costs	1,074,569	222,333	272,078	351,884	228,274
1 Project Staff	146,004	18,936	52,668	35,010	39,390
1.3 National Staff	146,004	18,936	52,668	35,010	39,390
2 Project Activities	785,854	181,080	192,490	271,884	140,400
2.1 Public Health	31,800	16,800	15,000	-	-
2.2 Community Engagement	64,275	4,200	44,600	-	15,475
2.3 Preparedness and Prevention	12,750	-	-	2,520	10,230
2.4 WASH	94,675	24,300	-	6,700	63,675
2.5 Livelihood	63,450	-	26,200	-	37,250
2.7 Shelter and Household items	192,900	-	56,250	136,650	-
2.8 Food Security	266,260	114,000	48,640	103,620	-
2.9 MHPSS and Community Psycho-social	38,005	10,200	-	16,045	11,760
2.10 Gender	19,729	11,580	1,800	6,349	-
2.11 Engagement with Faith Leaders	2,010	-	-	-	2,010
3 Project Implementation	19,760	4,350	240	12,920	2,250
3.1 Forum Coordination	7,570	3,600	240	1,980	1,750
3.2 Capacity Development	12,190	750	-	10,940	500
4 Quality and Accountability	56,609	12,551	15,020	18,290	10,748
5 Logistics	54,496	2,600	10,260	9,780	31,856
6 Assets and Equipment	11,846	2,816	1,400	4,000	3,630
Indirect Costs	70,346	17,976	22,430	15,860	14,080
Staff Salaries	50,816	13,356	17,220	11,610	8,630
Office Operations	19,530	4,620	5,210	4,250	5,450
Total Expenditure	1,144,915	240,309	294,508	367,744	242,354
ICF (3%)	34,347	7,209	8,835	11,032	7,271
Total Expenditure + ICF	1,179,262	247,518	303,343	378,776	249,625

Project Work Plan

Description	DETAILED WORKPLAN 2021 - 2022											
	Quarter 1			Quarter 2			Quarter 3			Quarter 4		
	Jul	Aug	Sept	Oct	Nov	Dec	Jan	Febr	Mar	April	May	Jun
Baseline												
A Community Engagement												
1 Training		X			X				X			
2 Awareness-raising activities		X	X	X	X	X	X	X	X	X		
B Preparedness and Prevention												
1 Purchase of Muffler (Cache nose) and distribution		X										
2 PPE for project staff	X						X					
C WASH												
1 Procurement wash kit and Installation of public hand washing kits			X	X	X							
2 Initial water supply to the different sites				X	X	X	X	X	X			
D Food Security												
1 Procure food (Cash transfer)			X	X	X							
2 Procure milk for nursing mothers				X	X	X	X	X	X			
D Livelihood												
1 Procurement of livelihood kit and distribution			X		X	X	X					
2 Information, awareness-raising and orientation activities								X	X	X		
3 Unconditional cash										X		
E MHPSS and Community Psycho-social												
1 Listening and mass orientation			X	X	X	X	X	X	X	X	X	
2 Recreational games for children and young people				X			X			X		
F Engagement with Faith Leaders												
1 Discussion sessions with religious leaders			X							X		
2 Staff Trainings				X							X	
G Final impact evaluation											X	X
H Monitoring of the project	X	X	X	X	X	X	X	X	X	X	X	X

Project Monitoring, Evaluation and Learning

This Regional Appeal is a joint effort of four ACT DRC Forum members namely Christian Aid (CA), BOAD, Evangelical Lutheran Church of Congo (EELCo) as well as Church World Service (CWS) operating in Rwanda.

The monitoring will be done internally each week and a basis of weekly plan to be assessed at the end of each month through the DRC Forum monthly meetings which will be organised by Skype or zoom conference and will provide an opportunity for regular information sharing for different members about the progress of activities in their respective areas. The CWS M&E Manager will put in place a framework of results to monitor and assess our results. A table recommendation (Tracker) with clear responsibilities, actions and deadlines will be set up and monitored. On a quarterly basis the tracker will be formally reviewed by the CWS M&E Manager. Each organisation will ensure activities where required for correction will be updated and this will be a standing agenda item at each monthly meeting. The table will define monitoring tools, actors, period, and monitoring activities that will be implemented. Prior to any intervention per sector, an in-depth assessment and baseline will be carried out. These preliminary works will help to design activities according to specific needs and feasibility and will help at defining baselines for outcome indicators. A Planning, Monitoring, Evaluation and Reporting Officer (PMER) in charge of monitoring, evaluation, accountability, and learning (MEAL) will be supporting other staff to monitor their activities. This PMER will ensure that all our intervention is accountable by providing support to other relating mechanisms for transparency, feedback, and complaints. All progress and final reports, both narrative and financial, are prepared for distribution by the appeal lead, Church World Service.

Remote monitoring will be undertaken with local partners, they will be trained to conduct data collection and evidence by phone and WhatsApp group and where possible will use technology

such as Microsoft Team, Skype, Zoom and for accountability this will be done by 2 staff at least. Good practices and lessons learnt will be captured by collecting success stories. A Communication plan will be put together on the DRC ACT Alliance site to provide timely information. A monthly online magazine will be set up to explain our work. Using social distancing practices and through their local partners, the three ACT DRC Implementers (CA, EELCO and BOAD) as well as CWS Africa (for Rwanda) will organize at the end of the project an internal and participatory evaluation, involving their respective beneficiaries of the project to learn from the activities carried out and propose measures of improvement for future projects as well as integration of lessons learnt. Funding members may also conduct their own monitoring, and they will be asked to share their reports with the implementing organizations for possible adjustments and learning.

Safety and Security plans

In the area where the project will be carried out, more precisely the city and its surroundings are under threat from the risks associated with the Nyiragongo volcano. To prevent these risks, the ACT members involved in the appeal will be in contact with the state services responsible for monitoring the volcano, in particular: the Goma Volcanological Observatory and civil protection. The personnel involved in the project will be trained on the behavior and attitudes to be taken if an imminent risk is identified and announced by the competent authority. At the level of the humanitarian community, BOAD will be in regular contact with the security services of NGOs providing timely and relevant security information including UNDSS, INSO and others. Finally, the local committees, the beneficiaries involved in the implementation of the call will be trained in the techniques of formulating early warnings related to the volcano, displacement in the event of an evacuation, etc. The appeal will be implemented in unstable regions where many events are still terrible. In the province we work, there are too many cases of kidnappings and murders, especially in the territory of Nyiragongo near the town of Goma where the thugs have even killed an Italian ambassador in the DRC, cases of rape of women and children, North Kivu province with the presence of ADF NALU in the region of Beni where local and foreign armed groups are still operational. On this basis, a comprehensive security system is therefore very necessary to ensure the security of the personnel of the members of the DRC Forum, in the field. A security focal point will be appointed within the Forum whose main task will be to monitor information related to the volcano on the local media, disseminate by mobile phone and other information related to the security of personnel operating in the area. Before launching the activities of the Call, a global emergency security plan will be put in place with concrete recommendations on what to do in the possible scenarios in the event of an evacuation. CWS has a very comprehensive safety and security strategy based on the work with the refugee resettlement supported by the US BPRM which will be fully utilized to support in the project implementation.

ACT members will also use their own internal mechanisms to conduct regular safety assessments. In addition, staff will be trained in hazard identification and prevention through training in safety and additional security measures, including office guards, first aid kits, and adherence to operational procedures. local standard. In addition, coordination links will be established between CWS, CAID, EELCO, YWCA and BOAD and state agencies involved in the implementation of the project to assess the gap in the security sector monthly.

Finally, staff members and local organizations involved in the implementation of the call will be asked to implement the project in a transparent manner both to increase their acceptance by the local population, also allowing them to be in contact with sources in the field who alert them to security risks which may be caused by clashes or threats from one of the army groups operating in the region. A security focal point will be appointed whose main task is to advise and disseminate security information via mobile phone and radio to our staff operating in the area. Prior to

launching Call activities, a contingency plan for each site where staff are present with concrete recommendations on what to do in possible scenarios of armed incursion, looting, rape, and death. Evacuation will be put in place.

PROJECT ACCOUNTABILITY

Does the proposed response honour ACT's commitment to safeguarding including PSEA? All staff and volunteers of requesting members, particularly those involved with the response, will be required to sign the requesting members' Code of Conduct. If you do not have one, members can use [ACT's Code of Conduct](#).

Yes No

As ACT Alliance secretariat is CHS certified, this ACT appeal will be implemented in adherence with CHS commitments.

Code of Conduct

The four ACT implementing members namely CAID, CWS, EELCO and BOAD will observe ACT Alliance Code of Conduct during all stages of the project cycle. All ACT DRC Forum implementing staff, partners, will sign the ACT Alliance Code of Conduct covering issues such as safeguarding, sexual exploitation, abuse of power, fraud and corruption, Accountability: Member staff will be organized to ensure that these principles are well understood and applied throughout project implementation and this information will also be passed to the beneficiaries. Members of the local partners who will not have signed the code will be provided with the training before signing the code of conduct. This will be undertaken before the start of the project.

At their implementation sites, trained staff will inform their respective stakeholder's (including beneficiaries) of key provisions of ACT Alliance Code of conduct. In case of sexual harassment and exploitation, the complaints will be carefully and promptly investigated. The contact details (phone and email) of the focal points appointed to gather complaints will be distributed to different stakeholders operating in the areas of project implementation. A complaints and feedback mechanism will be shared accordingly. Membership staff will be organized to ensure that these principles are understood and applied throughout project implementation and this information will also be passed on to beneficiaries. At their implementation sites, trained staff will brief their respective stakeholders (including beneficiaries) on the main provisions of the ACT Alliance Code of Conduct. In the event of sexual harassment and exploitation, complaints will be investigated carefully and promptly. The contact details (telephone and e-mail) of the focal points designated to collect complaints will be disseminated to the various stakeholders operating in the areas of project implementation.

Safeguarding

Safeguarding training will be given to all stakeholders, as well as to staff and Act Alliance members responsible for implementation on any act of gender-based violence that causes, or is likely to cause, harm or physical suffering, sexual or psychological for women. This principle also applies to all types of child abuse. This call is sensitive to the protection of children. All activities will be implemented with an emphasis on protecting the best interests of the child throughout the project cycle. Implementing members will be expected to exercise due diligence to ensure that the child protection policy is fully respected by its staff, subcontractors, suppliers, and other stakeholders. Implementing members will ensure that national and international instruments guaranteeing the well-being of the affected population are respected and that "zero tolerance" of abuse and other violence is reprimanded. For example, all forms of physical and / or emotional abuse, sexual abuse of children and other disaster victims will be prohibited. It is worth noting that children will not be engaged as workers in construction work of shelters, transport of materials. A complaints management mechanism will be put in place to allow beneficiaries to report any kind of abuse observed during the project. Members will ensure that national and international instruments guaranteeing the well-being of the child are respected and that "zero tolerance" is linked to any

violation of the provisions. For example, all forms of physical and / or emotional abuse, sexual abuse of children will be prohibited. Security measures as stipulated by each national government will be respected.

Conflict sensitivity / do no harm.

Implementing members will ensure that appropriate measures are taken so as not to expose beneficiaries to physical dangers, acts of violence or any other violation of their rights. In this regard, a fair targeting system will be put in place to ensure that beneficiaries are selected in an open and transparent manner. Project activities will be carried out in accordance with humanitarian standards to avoid any harm to beneficiaries. While implementing the Appeal in an unstable region which is still politically sensitive to conflict, the conditions for reconciliation between different ethnic groups will be integrated into the program. Emphasis will be placed on the beneficiaries of socio-economic support activities to organize themselves into associations allowing them to share their different experiences that can help them increase their income. This approach will help to bring together beneficiaries of different gender and ethnicity to encourage them to mutual acceptance in this region where ethnic divisions are still noticeable. Women and men will participate equally in the beneficiary committees. Waterborne disease prevention activities and barrier measures will be considered during implementation. In recognition of the potential risks caused by COVID 19 pandemic, efforts to reduce the risk of spread by the implementing partners will be put in place.

Complaint's mechanism and feedback

To create a safe environment, implementing members will ensure that beneficiaries can express their complaints and feedback on the implementation of project activities. Act Alliance members will have to ensure that beneficiary complaints are processed and responded to in real time. Each member will be required to develop and share their complaints mechanism. All complaints will be handled by a designated focal point within each member organization following internal procedures. As such, a complaints mechanism will be put in place to ensure that those concerned are aware of the channels for lodging or handling complaints so that, if a concern is raised by a member of staff or a member of the community, they know what to do. Each member will put in place effective, accessible, and safe complaints handling procedures for beneficiaries, disaster-affected communities, staff members as well as local partners or stakeholders in line with CHS commitments. Complaints received will be carefully and promptly investigated and dealt with within 48 hours by a Complaints Management Committee. A workshop to launch project activities will be organized to allow all stakeholders to understand the principles, implementation strategies as well as the duration of the project. A zero-tolerance policy will be applied, and staff will be informed of the consequences in the event of non-compliance with the code of conduct leading to termination of the contract. For serious violations, legal action may be taken.

Communication and visibility

For the sake of transparency with beneficiaries and other stakeholders, this project will ensure the visibility of ACT Alliance donors. During meetings with local authorities and in the forum, in humanitarian coordination meetings, and on project sites, the project will be presented as funded by ACT Alliance donors. The ACT Alliance logo will be displayed in all members in their offices, on equipment, during awareness and training sessions and, on all T-shirts and equipment produced or purchased for the implementation of the project. The ACT DRC Forum communication platform includes regular blogs and articles on ACT requesting member websites, Facebook, and Twitter profiles. This platform will support the sharing of information on the implementation of activities on the ground as part of the implementation of this project. In addition, each member will share with the Call Coordinator bimonthly sitreps, on the humanitarian situation in its area of

intervention, the evolution of project activities. Each member will share important information with other ACT Forum members with a view to increasing the visibility of ACT alliance actions. Each member will be responsible for collecting success stories, photos, and images to support the situation reports.

In addition, the ACT Forum Coordinator will play the role of the Communication officer to develop bimonthly sitreps, on the humanitarian situation in areas of response and achievements by individual members. He will also oversee circulating important information among the ACT Forum members and promoting and raising visibility of ACT Forum members. However, it will be appointed an Appeal Focal Point person from the individual ACT implementer member who will be responsible of collecting stories, photos and to coordinate with beneficiaries to support the Situation reports.

Annexes

Annex 1 – Summary Table

	BUREAU OECUMENIQUE D'APPUI AU DEVELOPPEMENT	CHURCH WORLD SERVICE	EELCO																																																																								
Start Date	7 th July 2021	7 th July, 2021	7 th July, 2021																																																																								
End Date	8 th Sept 2022.	8 th Sept 2022	8 th Sept, 2022																																																																								
Project Period	12 months	12 Months	12 Months																																																																								
Response Locations	DRC, North Kivu province, Goma town and Nyiragongo territory.	Rubavu District, Rwanda	DRC, North Kivu province, Goma town and Nyiragongo territory.																																																																								
Sectors of response	<table border="1"> <tr><td><input type="checkbox"/></td><td>Public Health</td><td><input checked="" type="checkbox"/></td><td>Shelter and household items</td></tr> <tr><td><input type="checkbox"/></td><td>Community Engagement</td><td><input checked="" type="checkbox"/></td><td>Food Security</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Preparedness and Prevention</td><td><input checked="" type="checkbox"/></td><td>MHPSS and Community Psycho-social</td></tr> <tr><td><input type="checkbox"/></td><td>WASH</td><td><input checked="" type="checkbox"/></td><td>Gender</td></tr> <tr><td><input type="checkbox"/></td><td>Livelihood</td><td><input type="checkbox"/></td><td>Engagement with Faith and Religious leaders and institutions</td></tr> <tr><td><input type="checkbox"/></td><td>Education</td><td><input type="checkbox"/></td><td>Advocacy</td></tr> </table>	<input type="checkbox"/>	Public Health	<input checked="" type="checkbox"/>	Shelter and household items	<input type="checkbox"/>	Community Engagement	<input checked="" type="checkbox"/>	Food Security	<input checked="" type="checkbox"/>	Preparedness and Prevention	<input checked="" type="checkbox"/>	MHPSS and Community Psycho-social	<input type="checkbox"/>	WASH	<input checked="" type="checkbox"/>	Gender	<input type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions	<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy	<table border="1"> <tr><td><input checked="" type="checkbox"/></td><td>Public Health</td><td><input checked="" type="checkbox"/></td><td>Shelter and household items</td></tr> <tr><td><input type="checkbox"/></td><td>Community Engagement</td><td><input type="checkbox"/></td><td>Food Security</td></tr> <tr><td><input type="checkbox"/></td><td>Preparedness and Prevention</td><td><input checked="" type="checkbox"/></td><td>MHPSS and Community Psycho-social</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>WASH</td><td><input checked="" type="checkbox"/></td><td>Gender</td></tr> <tr><td><input type="checkbox"/></td><td>Livelihood</td><td><input type="checkbox"/></td><td>Engagement with Faith and Religious leaders and institutions</td></tr> <tr><td><input type="checkbox"/></td><td>Education</td><td><input type="checkbox"/></td><td>Advocacy</td></tr> </table>	<input checked="" type="checkbox"/>	Public Health	<input checked="" type="checkbox"/>	Shelter and household items	<input type="checkbox"/>	Community Engagement	<input type="checkbox"/>	Food Security	<input type="checkbox"/>	Preparedness and Prevention	<input checked="" type="checkbox"/>	MHPSS and Community Psycho-social	<input checked="" type="checkbox"/>	WASH	<input checked="" type="checkbox"/>	Gender	<input type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions	<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy	<table border="1"> <tr><td><input type="checkbox"/></td><td>Public Health</td><td><input type="checkbox"/></td><td>Shelter and household items</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Community Engagement</td><td><input type="checkbox"/></td><td>Food Security</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Preparedness and Prevention</td><td><input type="checkbox"/></td><td>MHPSS and Community Psycho-social</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>WASH</td><td><input type="checkbox"/></td><td>Gender</td></tr> <tr><td><input checked="" type="checkbox"/></td><td>Livelihood</td><td><input checked="" type="checkbox"/></td><td>Engagement with Faith and Religious leaders and institutions</td></tr> <tr><td><input type="checkbox"/></td><td>Education</td><td><input type="checkbox"/></td><td>Advocacy</td></tr> </table>	<input type="checkbox"/>	Public Health	<input type="checkbox"/>	Shelter and household items	<input checked="" type="checkbox"/>	Community Engagement	<input type="checkbox"/>	Food Security	<input checked="" type="checkbox"/>	Preparedness and Prevention	<input type="checkbox"/>	MHPSS and Community Psycho-social	<input checked="" type="checkbox"/>	WASH	<input type="checkbox"/>	Gender	<input checked="" type="checkbox"/>	Livelihood	<input checked="" type="checkbox"/>	Engagement with Faith and Religious leaders and institutions	<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy
<input type="checkbox"/>	Public Health	<input checked="" type="checkbox"/>	Shelter and household items																																																																								
<input type="checkbox"/>	Community Engagement	<input checked="" type="checkbox"/>	Food Security																																																																								
<input checked="" type="checkbox"/>	Preparedness and Prevention	<input checked="" type="checkbox"/>	MHPSS and Community Psycho-social																																																																								
<input type="checkbox"/>	WASH	<input checked="" type="checkbox"/>	Gender																																																																								
<input type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions																																																																								
<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy																																																																								
<input checked="" type="checkbox"/>	Public Health	<input checked="" type="checkbox"/>	Shelter and household items																																																																								
<input type="checkbox"/>	Community Engagement	<input type="checkbox"/>	Food Security																																																																								
<input type="checkbox"/>	Preparedness and Prevention	<input checked="" type="checkbox"/>	MHPSS and Community Psycho-social																																																																								
<input checked="" type="checkbox"/>	WASH	<input checked="" type="checkbox"/>	Gender																																																																								
<input type="checkbox"/>	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions																																																																								
<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy																																																																								
<input type="checkbox"/>	Public Health	<input type="checkbox"/>	Shelter and household items																																																																								
<input checked="" type="checkbox"/>	Community Engagement	<input type="checkbox"/>	Food Security																																																																								
<input checked="" type="checkbox"/>	Preparedness and Prevention	<input type="checkbox"/>	MHPSS and Community Psycho-social																																																																								
<input checked="" type="checkbox"/>	WASH	<input type="checkbox"/>	Gender																																																																								
<input checked="" type="checkbox"/>	Livelihood	<input checked="" type="checkbox"/>	Engagement with Faith and Religious leaders and institutions																																																																								
<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy																																																																								
Targeted Recipients	1500 households	3000 households	1500 households																																																																								
Requested budget (USD)	US\$ 378,776.00	US\$ 247,518	US\$ 249,625																																																																								

	Christian Aid			
Start Date	7 th July 2021			
End Date	8 th Sept 2022.			
Project Period	12 months			
Response Locations	DRC, North Kivu province, Goma town and Nyiragongo territory.			
Sectors of response	<input type="checkbox"/>	Public Health	<input checked="" type="checkbox"/>	Shelter and household items
	X	Community Engagement	X	Food Security
	<input checked="" type="checkbox"/>	Preparedness and Prevention	<input checked="" type="checkbox"/>	MHPSS and Community Psycho-social
	<input type="checkbox"/>	WASH	X	Gender
	X	Livelihood	<input type="checkbox"/>	Engagement with Faith and Religious leaders and institutions
	<input type="checkbox"/>	Education	<input type="checkbox"/>	Advocacy
Targeted Recipients	1500 households			
Requested budget (USD)	US\$ 303,343			

Annex 2 – Logical Framework

Logical Framework			
IMPACT			
To save lives and safeguard the dignity of people affected by the volcanic eruption of Mt Ny Nyiragongo's and its aftermath in North Kivu thereby improving the preparedness and resilience of affected communities and reducing their vulnerability to mortality and morbidity.			
OUTCOME(S)	Objectively verifiable indicators	Source of verification	Assumptions
Improved food security of 6600 targeted households	80% of the households can feed their households well with balanced diet.	- Annual survey	There will be a buy in between the affected beneficiaries on the proposed activities and government support.
Improve the living conditions of 500 targeted vulnerable households through the provision of temporary shelter materials and essential household items.	80% of the targeted households reports improved living standard as compared to baseline data.	- Annual survey	Risks
Improved psychosocial well-being of 850 persons most affected by the conflict the eruption of the Nyiragongo volcano.	80% of the affected persons who need psychosocial support are supported effectively.	- Annual survey	A second eruption of the Volcano during the project period.
Improvement of the hygienic conditions of the population affected by the volcanic eruption and protection against the risks related to COVID19.	50% decrease in water borne diseases among the targeted beneficiaries. 50% reduction in cases of covid 19 cases among the targeted HHs	- Annual survey -Annual survey - Government data source	

OUTPUT(S)	Objectively verifiable indicators	Source of verification	Assumptions
<p>A.1 1500 households provided with food supply in Nyarigongo territory.</p> <p>A.2 1000 families provided with milk products to improve children nutrition status.</p> <p>A.3 4,500 households supported through cash transfer.</p> <p>B.1 3000 people trained on risk management related to the volcano.</p> <p>B.2 1500 households provided construction materials to build their houses.</p> <p>B.3 6600 households supplied with essential household items.</p> <p>C.1 1800 vulnerable persons access counselling services to cope with the trauma.</p> <p>C.2 30% of cases identified for follow up and referrals.</p> <p>C.3 10 sensitization sessions conducted on equity and gender equality.</p> <p>C.4 8 psychosocial groups established for the people affected by the disaster.</p> <p>C.5 60 Counsellors selected and trained to offer counselling services.</p> <p>C.6 12 listening sessions organized and effected.</p> <p>C.7 2 Discussion sessions organized for the religious leaders.</p> <p>C.8 850 beneficiaries trained on IGA management.</p> <p>D.1 45 handwashing stations installed in places affected by disaster.</p> <p>D.2 xx households provided with hygiene kits.</p> <p>D.3 6,600 beneficiaries reached with Covid 19 prevention messaging.</p> <p>D.4 120 youth volunteers trained on WASH.</p> <p>D.5 1500 households provided with WASH items.</p>	<p>A.# of households provided with food supply in Nyarigongo territory.</p> <p>A.2 # of families provided with milk products to improve children nutrition status.</p> <p>A.3 # of households supported through cash transfer.</p> <p>B.1 # of people trained on risk management related to the volcano.</p> <p>B.2 # of households provided construction materials to build their houses.</p> <p>B.3 # of households supplied with essential household items.</p> <p>C.1 # of vulnerable persons who access counselling services to cope with the trauma.</p> <p>C.2 % of cases identified for follow up and referrals.</p> <p>C.3 # of sensitization sessions conducted on equity and gender equality.</p> <p>C.4 # of psychosocial groups established for the people affected by the disaster.</p> <p>C.5 # of Counsellors selected and trained to offer counselling services.</p> <p>C.6 # of listening sessions organized and effected.</p> <p>C.7 # of Discussion sessions organized for the religious leaders.</p> <p>C.8 # of beneficiaries trained on IGA management.</p> <p>D.1 # of handwashing stations installed in places affected by disaster.</p> <p>D.2 # of households provided with hygiene kits.</p> <p>D.3 # of beneficiaries reached with Covid 19 prevention messaging.</p> <p>D.4 # of youth volunteers trained on WASH.</p> <p>D.5 # of households provided with WASH items.</p>	<p>Distribution logs</p> <p>Program notes</p> <p>Transaction reports</p> <p>Training report</p> <p>Program notes</p> <p>Program notes</p> <p>Program notes</p> <p>Program notes</p> <p>Training report</p> <p>Program notes</p> <p>Training report</p> <p>Program notes</p> <p>Program notes</p>	<p>The camps will be open and accessible for implementation despite the threats posed by Covid 19 lock downs and restrictions of movements.</p>

		<p>Training report</p> <p>Program notes</p> <p>Program notes</p> <p>Program notes</p> <p>Training report</p> <p>Distribution logs</p>	
<p>Activities</p> <p>A.1.1 Procure and distribute food to 1500 refugee households.</p> <p>A.1.2 Procure and distribute milk for families with children at high risk of malnutrition 1000 families.</p> <p>A.1.3 Food distribution through cash transfer</p> <p>B.1.1 Training on risk management related to the volcano.</p> <p>B.1.2 Purchase and supply of construction materials</p> <p>B.1.3 Distribution of essential household items</p> <p>C.1.1. Identification of traumatized people affected by the eruption of the Nyiragongo volcano.</p> <p>C.1.2 Sensitization, identification of cases, support, and follow-up of referral.</p> <p>C.1.3 Sensitization of affected people to deal with trauma.</p> <p>C.1.4 Establishment of 8 psychosocial support groups</p> <p>C.1.5 Sensitization of beneficiaries on equity and gender equality</p> <p>C.1.6 Selection and training of psychosocial counsellors</p> <p>C.1.7 Organization of 12 listening sessions and mass orientation.</p> <p>C.1.8 Organization of 2 discussion sessions with religious leaders</p> <p>C.1.9 Training of beneficiaries on IGA management</p> <p>D.1.1 Installation of 45 hand washing devices in public places in disaster areas</p> <p>D.1.2. Procure and distribute hygiene materials including basins, jerry cans, buckets, and soaps to 3000 households both refugees and affected inhabitants in Rubavu district.</p> <p>D.1.3. Conduct messaging on Covid-19 and Cholera prevention among refugees and host communities.</p> <p>D.1.4 Organize a training for 120 youth volunteers on WASH.</p> <p>D.1.5 Procure and distribute of WASH items to 1500 households.</p>		<p>Pre-conditions</p> <p>The camps will be open and accessible for implementation despite the threats posed by Covid 19 lock downs and restrictions of movements.</p>	

Annex 3- Security Risk Assessment

Principal Threats:

- Threat 1: Underground volcanic eruption and gas explosion in Lake Kivu Threat.
- Threat 2: Earthquake; spacing of cracks, collapse of houses and fence walls Threat.
- Threat 3: Explosion of epidemics (cholera and waterborne diseases), COVID 19 pandemic.
- Threat 4: Fluctuation in the prices of necessities (food, medical care, etc.)
- Threat 5: Increased transport costs

Place the above listed threats in the appropriate corresponding box in the table below. For more information on how to fill out this table please see the ACT Alliance Security Risk Assessment Tool (<http://actalliance.org/documents/act-alliance-security-risk-assessment-tool/>)

Impact Probability	Negligible	Minor	Moderate	Severe	Critical
Very likely	Low Click here to enter text.	Medium Click here to enter text.	High Click here to enter text.	1.Very high Underground volcanic eruption and gas explosion in Lake Kivu Threat. 2. Earthquake; spacing of cracks, collapse of houses and fence walls Threat.	Very high Click here to enter text.
Likely	Low Click here to enter text.	Medium 1. Price inflation of necessities (food, medical care, etc.) Increased transport costs 2.Increased transport costs	Explosion of epidemics (cholera and waterborne diseases), COVID 19 pandemic.	High Click here to enter text.	Very high Click here to enter text.
Moderately likely	Very low Click here to enter text.	Low Click here to enter text.	Medium Click here to enter text.	High Click here to enter text.	High Click here to enter text.
Unlikely	Very low Click here to enter text.	Low Click here to enter text.	Low Click here to enter text.	Medium Click here to enter text.	Medium Click here to enter text.