



# Lessons Learnt and Best Practice on the Psychosocial Response to the 2004 Tsunami and Typhoon Haiyan 2013

by:

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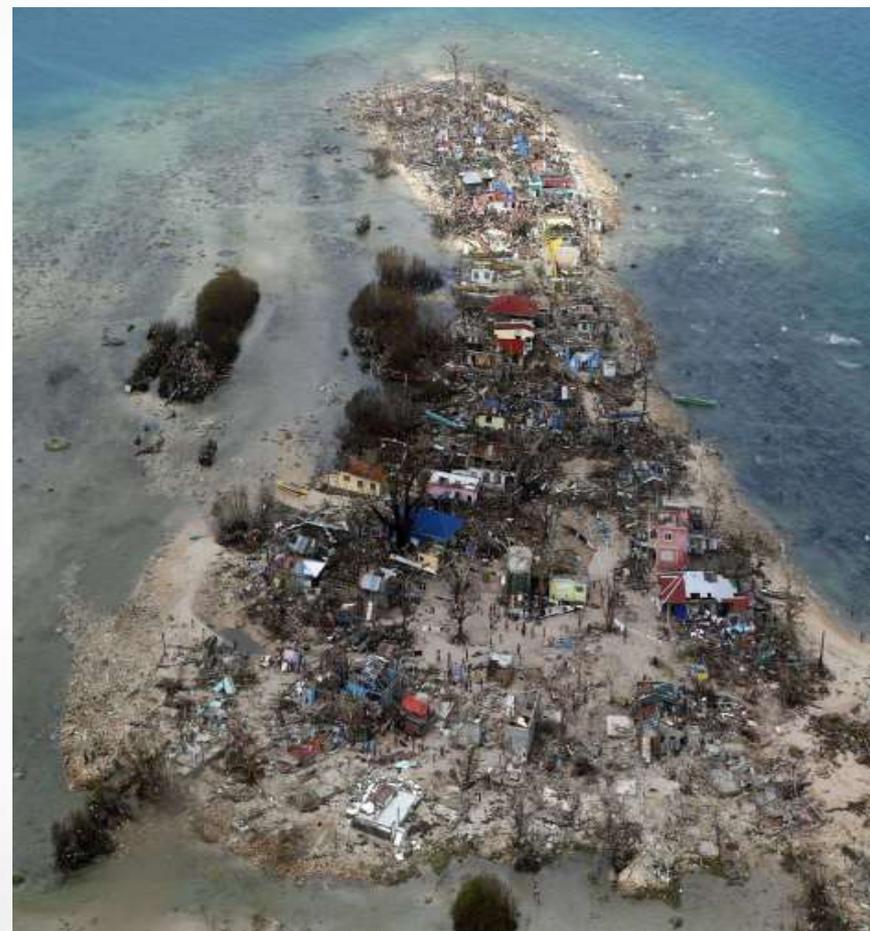
and

**Manager of Social Services of the Philippine Red Cross**



Always **FIRST** Always **READY** Always **THERE**

# *Psychosocial Support then.... and now*





# Outline

- PSS Activities in SEA Region
- Best Practice and Lessons Learned
- Challenges
- Recommendations



## PSS responses (regional level)

- Build the capacity of 11 NSs in the region for promoting and providing psychosocial support to affected population during disaster
- Train staff and volunteers in NS trained on psychosocial support
- NS developed long term psychosocial support programme



# PSS Response (country level)

## Social Interventions

- Psychological First Aid
- Psychosocial Assessment
- PSS activities for children
- Psycho-education
- Training of staff and volunteers
- Special attention to facilitate support for isolated persons like the elderly/persons with disability
- Shelter for displaced, with the aim of keeping families and communities together
- Tracing services
- PSS activities for staff and volunteers (limited)



# PSP in action *(throwback)*





## Thai Red Cross PSP activities

- conducted the PSP Training Workshop which was held in Trang Province ,Thailand – March 2006
- 40 PSP trainers to train volunteers in the community



## Thai Red Cross- PSP activities:

- PSP Training Manual for staff has been revised
- PSP Training Manual for volunteers has been developed and printed
- PSP brochures and posters have been developed and printed and being distributed to tsunami affected population



# Thai Red Cross



1<sup>st</sup> Psychological Support Workshop “Training of Trainers on PSP” with 30 graduates from 6 Red Cross Branches, Headquarters,



# Malaysian Red Crescent Society





# Myanmar Red Cross





# PSP - Myanmar Red Cross

- PSP activities is being coordinated by Training Division. MRCS
- 10,000 copies of PSP pamphlets and 10,000 copies of PSP posters were printed
- Stress Management materials are being distributed and disseminated to CBFA Core of Trainers
- ToT Workshop on PSP has been planned and organized to be conducted by July 2006.
- PSS Curriculum Development workshop in 2006



PMI



*“Coping With Crisis” , “ How to Help Children cope with critical events “*



## PMI



Provide opportunities for community members to identify and express factors causing distress and use self care activities that reduce the factors



# Indonesian Red Crescent - PMI

Master trainers trained the Volunteer Corp members to be PSP volunteers.

As referral system : PSP Coordinator (at Chapter level) has a Psychiatrist as consultant



# PMI



Facilitating burials



Skills to facilitate burials  
(Tazhyiz)



Facilitate traditional grieving practices ('Wirit')



# PMI



“Gotong Royong”



“PKK”

Reestablish activities that were part of community life (sense of place) before the disaster



# PMI



Use newsletters and bulletin boards as means of information exchange between community/school and program



# 1<sup>st</sup> Regional PSP Training Workshop, Bangkok, May 2006





# Challenges

- Lack of policy & awareness of NS within the region on PSP
- Few trained facilitators and technical persons to promote PSP
- Limited knowledge in psychosocial assessment
- Poor coordination among stakeholders to maximize resources and avoid duplication
- Limited training kit/ IEC materials
- Limited knowledge on how to do psychosocial assessment
- Sustainability



# Typhoon Haiyan 2013



**“Typhoon Haiyan is the strongest typhoon that made landfall in history.”**

**Landfall: November 8, 2013**

First - Guiuan Eastern, Samar at 0440H

Second – Tolosa Leyte at 0700H

Third – Daanbantayan, Cebu at 0940H

Fourth – Bantayan Cebu at 1040H

Fifth – Concepcion, Iloilo at 1200H

Sixth – Busuanga, Palawan at 2000H

**Affected**

Municipalities – 409

Barangays – 7,904

Families – 1,686,098

Persons – 8,065,019

**Casualties**

Injured – 28,689

Missing – 1,061

Dead – 6,300



Relief	Number of families benefitted
Food items	<b>390,399</b>
Jerry cans	<b>258,972</b>
Blankets	<b>230,003</b>
Plastic mats	<b>228,774</b>
Mosquito nets	<b>225,552</b>
Tarpaulin	<b>197,503</b>
Hygiene kits	<b>180,872</b>
Cash assistance	<b>60,591</b>
Hygiene promotion activities	<b>59,949</b>
Emergency Shelter Repair Kit	<b>46,160</b>
Kitchen sets	<b>49,438</b>
Tents	<b>4,594</b>





## Hot Meals



**68,702**: Total number of people provided with hot meals.



## Psychosocial Support

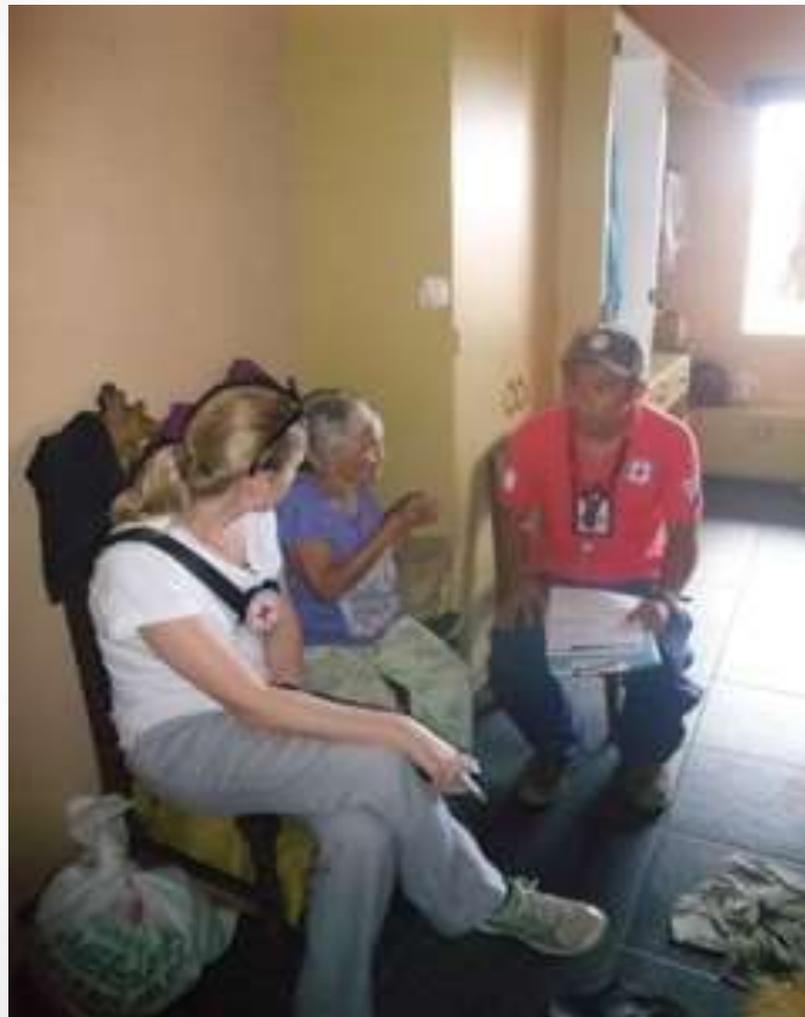


**31,969**: Total number of people benefited from psycho-social support activities conducted by the Red Cross.

**317**: Total number of Humanitarian workers benefited from psycho-social support activities.



Psychological First Aid  
for an elderly person Eulalia looking  
for her missing daughter Sta. Fe  
Leyte.





PSP Team in Tacloban facilitating “**play activities**” for the affected children in Barangay 25, Tacloban City. The area was the epicenter of the damage caused by the typhoon last November 8, 2013.



## Child friendly spaces

Protecting the children from further harm and engaging them in activities like play, draw and other recreational activities.





## Child –friendly spaces thru “Expressive Arts”

Children in Ormoc City and Leyte. Some drawings reflect their inner feelings which may provide significant information and reactions to event. Volunteers are trained to spot those who are having severe reactions and need Referral for clinical management



**“Supportive communication”** facilitated by trained SoS volunteers to mothers in Barangay Libertad, Ormoc City Leyte. The activity provides an opportunity to the participants to share their feelings and their experiences.



Group discussion and sharing of experiences and their feelings as part of “Supportive communication” for Typhoon Yolanda survivors who were housed at the Tent City, Cebu City



PSS activity “Supportive Communication/ emotional support ” for the 108 survivors of Typhoon Yolanda facilitated by PRC staff last Feb. 21-22, 2014 at the Tent City known as Family Rebuilding Center Cebu City to allow sharing of experiences , sharing how others were trying to cope and handle the situation and an opportunity to express their other needs for possible Referral to other agencies..



Zara, PSS Delegate from Bangkok and Elin IFRC Rep. from Reference Centre were a big support to the PRC by providing PSS activities to Humanitarian Workers



PSS for ERU /Humanitarian workers involved in the typhoon Haiyan operations



PSS activity for ERU/humanitarian workers to understand accumulative stress, signs of burnt out and how to manage stress after deployment



Stress Management thru group discussion by sharing their experiences and expressing their emotions. Individuals who are exhibiting some physical, behavioral, psychological reactions are monitored and followed up for eventual Referral to Department of Health for clinical management.



Ormoc Chapter Staff and Volunteers



## Self Care Techniques



## Self Care Techniques



## Relaxation Exercise



PSS for the Officer In-Charge, Tacloban Chapter



Leyte Chapter Staff and Volunteers



Psychosocial processing with  
Chapter Administrator, Cebu Chapter



Cebu Chapter Staff and Volunteers



**Group session where volunteers share their own experiences and how they were affected (secondary trauma) . HR concerns are referred Administration.**





PSS Training of Trainers for 10 staff and volunteers of PRC Western Samar and Eastern Samar Chapter was conducted at Marabut, Western Samar last June 6 -7, 2014 in coordination with the ICRC



Participants working together to color their “Universe of life’s challenges and resources”.



# Typhoon Yolanda Operations

## Restoring Family Links

- 8 satellite phones were sent in Leyte, Cebu and E. Samar
- Set up Welfare Desk
- Deployed RFL team
- RFL Website – extranet – ( support from ICRC Geneva)



## Restoring Family Links (RFL)



**35,230**: Total number of people assisted through Restoring Family Links.



**Free calls facilitated by 143 volunteers**



**RCY 143 Coordinator answering queries on Restoring Family Links**



**SoS Team deployed in Leyte conducting Restoring Family Links in Tacloban City**



**SoS Team deployed in Tacloban conducting Restoring Family Links in San Roque, Tanauan Leyte**



**SoS Team deployed in Leyte conducting Restoring Family Links in Tacloban City**



### **Case Registry “ Im Alive “**

**Mr. Higinio Homenez confirmed that his brother in law Atty. Emmanuel Sano and family were safe and alive.**



**Mr. Romy & Mrs. Fe Genabe neighbor of Mr. Cornelio Umil confirmed that Umil family were alive and safe, currently charging their phone in hospital.**



**Welfare Desk established in Tacloban Airport**



## TRACING



**Family Reunification**  
**Successfully traced Oguing Family in Barangay Naparaan, Salcedo**  
**Eastern Samar last November 26, 2013.**



**PRC RFL deployed staff with PRC Borongan Chapter Volunteer Beverly, successfully traced Maragrag family in Salcedo, Eastern Samar on November 26, 2013.**



**Extend free call to the affected resident of Guian Eastern Samar**

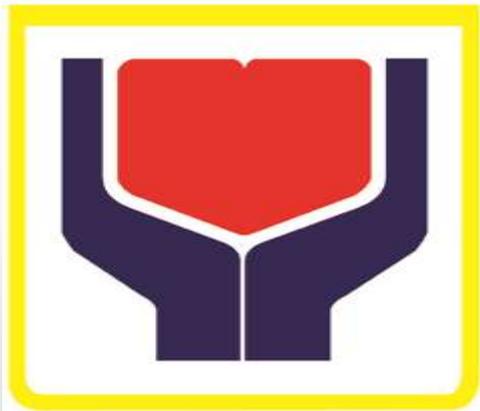


## PARTNERSHIP



International Federation of the Red Cross

Reference Centre for PSS





# Challenges

- Inadequate logistics support to promote /implement PSS
- Inadequate trained PSS manpower (fast turn-over of staff/volunteers and multi-tasking))
- Enhanced partnership/cooperation(avoid parallel operations)
- Enforcement of PSS policy
- Sustainability is a continuous challenge in terms of materials and manpower resources.
- Capacity building –PSS need to be focused on long term development/capacity building of staff and volunteers of the chapters.
- There is a need to continue to raise the level of awareness to the general public about PSS.
- PSS lost identity when integrated with other services



# Lessons Learnt

- PSS is a vital responsive, service during disaster/emergencies.
- Community participation -it is effective to mobilize volunteers in the community who knows the people, the culture and can speak the dialect
- 3. PSS is increasingly becoming a part of RFL which include a range of different approaches activities.



## Lessons Learnt

- Increase dissemination of PSS assistance in the community level.
- Integration of RFL as a policy and identifying focal person in the NS is vital to achieve a successful implementation of the program.
- Mentoring/ team approach to address diversity issue
- Capacity building of chapters/branches to reach out and bring PSS in the community



# Lessons Learnt

- Need to expand community referral sources to other government and non-government agencies
- Psychosocial interventions should be focused on long term development/capacity building and community ownership
- Development of culturally appropriate materials through a process of community dialogue and field testing
- Provide opportunities for community to share and receive information about program through IEC (radio, newsletters, bulletin boards, drama)



# Lessons Learnt

- Indiginized approach- back to basics – ability to deliver services without getting dependent to technology and equipment which cannot run without fuel, electricity, signal, cable, ( ex. Purposeful use of oneself)
- Pre- deployment orientation (what it takes to survive in disaster area)
- Adherence to Red Cross principles and values



# Best Practice

- Design and plan PSS programs based on needs and by involving the local people in the community commencing from psychosocial assessment, planning and implementation
- Involve the management of NS to ensure support like appropriation of sufficient resources to implement PSS
- Development of indiginized PSS tools and guidelines in assessment and implementation.



# Best Practice

- Standardization of PSS practice as prescribed by the PSS Reference Centre and IASC /MHPSS minimum response.
- Principle of Unity -there can only be one Red Cross operating in one Society, hence the need to ensure NS takes the lead in all stages of implementation.



# Best Practice

- Support and strengthen existing community owned structures like community centers
- Cluster approach – cooperation agreement with partners at the macro and micro level
- Partnership with Schools and other educational institutions (like University of Indonesia and Myanmar)
- Mobilizing and training volunteers from the community and giving them the opportunities to help and be involved actively to sustain their motivation and long term commitment



# Best Practice

- PSS policy framework in place to get maximum cooperation and support from the leadership and management of NS.
- Using appropriate training materials based on culture and values and language of the people in the community ( manage diversity and issue of semantics, some words also do not have equivalent translation )



# Best Practice

- Capacity building and mentoring
- Establish rapport/positive relationship with the management and PSS focal person for each National Society
- Close coordination and collaboration with IFRC PSS Reference Centre for technical support and standardization of PSS implementation.



## Recommendations

- Continue to enhanced the capacity of NS to develop responsive approaches to PSS
- Regularly monitor , review and evaluate PSS responses of NS
- Development and update local PSS tool kit to address issues on culture/semantics
- Facilitate opportunities for more sharing of best practices, challenges and lessons learned
- Policy issue -integrate care for the staff and volunteers as a mandatory responsibility of Human Resource Development
- Coordination – improve coordination system with other partners and within the Red Cross Movement specially during disaster operations



*Keep our heart beating for...humanity*

