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# DREF final report

## Morocco: Cold wave

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF operation</b>	<b>Operation n° MDRMA008; Glide n° CW-2017-000008-MAR</b>
<b>Date of Issue: 25/01/2017</b>	<b>Glide number: CW-2017-000008-MAR</b>
<b>Date of disaster: 20/01/2017</b>	
<b>Operation start date: 25/01/2017</b>	<b>Operation end date: 25/04/2017</b>
<b>Host National Society: Moroccan Red Crescent</b>	<b>Operation budget: 213,679 CHF</b>
<b>Number of people affected: 900,000</b>	<b>Number of people assisted: 10,100 (2,020 families)</b>
<b>N° of National Societies involved in the operation: Moroccan RC, 10 staff and 75 volunteers</b>	

## A. Situation Analysis

### Description of the Disaster

In mid-January 2017, a cold wave moved across Morocco affecting most cities. Temperatures fell rapidly, reaching as low as minus 13 degrees Celsius in high altitude areas, and between minus two and zero degree Celsius in the centre of the country.

This wave of freezing air and snow caused economic and livelihood losses in several isolated areas. In addition, traffic was paralyzed as well because of inaccessible roads which reduced supplies to certain remote communities. The Ministry of Equipment, Transport and Logistics was mobilized to access those areas. In addition to roads and mountain passages blocked by snowfalls, some houses suffered from structural damages and power outages. Due to low temperatures, the water pipes froze and interrupted the water supply in many areas.

Most parts of the Kingdom felt the impact of this unusual cold wave. Facing this situation, local authorities and relevant services mobilized all the human and material resources, and activated crisis management cells to help the most affected populations.

As an auxiliary of the public authorities in the humanitarian actions, and following the example of the previous crises, Moroccan Red Crescent was engaged by the authorities to help the affected population. As part of the coordination group with the Ministry of the Interior, Moroccan Red Crescent was commissioned to intervene in three regions to help 2,000 families (10,000 beneficiaries) to provide food and non-food relief items. These regions are: Oriental, Tangier-Tetouan and Fes-Taza. The table below illustrates the areas and distances involved :

<b>Region</b>	<b>Localities</b>	<b>Distance from Rabat</b>	<b>Time required to reach the locality by car in normal weather</b>
Oriental	Talsint	800km	7.5 hours
Fes-Taza	Bouyebiane	450km	7 hours
Tangier-Tetouan	Chaouen	350km	4 hours

## Summary of Response

### **Overview of Host National Society**

Moroccan Red Crescent (MRC) is part of the national disaster plan. Its auxiliary role collaborates with local authorities, health services, civil protection, and armed forces to assess, relieve and deliver food and relief non-food items. It also provides first aid, transport and psychosocial support.

Since the beginning of the meteorological alert, the Moroccan Red Crescent activated its resources. It placed its volunteers on high alert. Through its regional and local committees, it has been present in affected regions and communities by mobilizing, organizing intervention teams and maintaining close contact with the central headquarters to report on the changing situation and the assessed needs.

The relief operation primarily focused on the Oriental region (Figuig province), Fes Taza region (Taza, Guercif) and Tangier Tetouan region (Chaouen Province) by collaborating with the authorities on distribution of food and non-food relief items (blankets and warm clothes), as well as providing first aid services, psychosocial support and transport facilities.

Moroccan Red Crescent's mobile medical teams operated in the most threatened districts, providing not only first aid and basic medical services, but also organizing health awareness and prevention activities (behaviour to adopt in the event of a temperature drop). At the request of the national and regional authorities, Moroccan Red Crescent's provincial committees established several Red Crescent posts providing 24-hour services to these communities. In crisis situations, the MRC was asked to set up emergency stations to help those affected, injured, and suffering from frostbites due to falling temperatures, or refer them to Specialized centres if untreatable on site.

Under the instruction of the **HRH Princess Lalla Malika**, President of the Moroccan Red Crescent, the National Society transported basic food items and blankets to isolated communities. Red Crescent volunteers distributed food and non-food items in Guercif, Taza, and Ifrane. The National Society reached additional provinces that remained in need.

### **Overview of Red Cross Red Crescent Movement in the country**

The MRC was supported primarily by the IFRC North Africa Country Cluster team, based in Tunis. It was also supported during the operation by the DCPRR unit and Planning, Monitoring, Evaluating, Reporting (PMER) unit of the IFRC Middle East North Africa (MENA) Regional Office, based in Beirut, who monitored the situation and provided technical guidance.

### **Overview of non-RCRC actors in the country**

The government of Morocco led coordination of life saving and relief activities. Crisis committees were established in affected provinces.

Under Royal Instructions, HM King Mohamed VI asked the Mohammed V Foundation for Solidarity to support the areas affected by the freezing conditions, and to work in partnership with the Royal Armed Forces to assist the affected population. The Ministry of Interior, through the governors and coordinated all actions to provide all necessary support to the people.

## Needs Analysis and Scenario Planning

Moroccan Red Crescent acted since the early hours of the disaster by following weather alerts and warnings on road blockings. Since the installation of the Interior Ministry's monitors and coordination unit, MRC had its warehouses available at both central and regional levels.

A rapid assessment identified the need to restore food security and provide material to fight against the cold in affected communities. In coordination with the authorities and all stakeholders, and to respond to this assessment, MRC focused its efforts and resources to save lives, distribute food, blankets and mattresses to the victims.

The Moroccan Red Crescent concentrated the intervention in three regions to assist 2,020 families (10,100 beneficiaries) providing food and non-food items. Those regions are: Tangier -Tetouan, Oriental, Fes- Taza

in three localities.

**Health:**

Due to the situation of which people were trapped in their homes, the risk of the communicable diseases spread was high because of poor hygiene conditions. There were also psychosocial effects experienced amongst vulnerable communities. The MRC, with its highly qualified psychosocial support teams, provided the necessary PSS to this affected population.

**Food Items:**

The heavy snowfalls hindered people's access to their homes. Farmers and laborers on low income were the most impacted because their livelihoods are linked to farms and markets. They were not well equipped with food stocks at home. Hence, the lack of access to food reserves increased their vulnerability and affected their means of support.

MRC aimed to support affected people with food items to allow them to cope with this sudden situation. The composition of the food parcel for one family (5 members) for three weeks was:

Item	Quantity
Flour	25kg
Sugar	5kg
Cooking oil	5L
Tea	500g
Rice	5kg
Chickpeas	2kg
Bean	5kg
Coffee	250g
peas	5kg

**Shelter:**

Households in the targeted areas were suffering from increased humidity and low temperatures. There was also a need for heat and a high demand for winterization items. This was very difficult given the electricity cuts and inaccessibility to markets and heating supplies. MRC aimed to support affected people with winterization items (blankets and mattresses).

## B. Operational Strategy and Plan

The DREF allocation was used to procure and distribute food and non-food items for 2,020 families and to replenish basic MRC stocks in addition to providing essential services such as first aid in Oriental, Fes Taza and Tangier Tetouan regions.

### Overall Objective

Provide humanitarian assistance to 2,020 families affected by cold waves in the regions of Oriental, Fes-Taza, and Tangier-Tetouan.

### Proposed Strategy

As a member of the crisis committee led by the government, the MRC is committed to respond. The good reputation and physical presence of MRC in communities across the country allowed the NS to reach the most vulnerable - especially those living in remote communities.

The government targeted high mountain areas in the Middle and High Atlas, but there were still some areas that weren't reached. In close coordination with the provincial authorities, MRC helped the populations of the provinces of Taza, Figuig and Chaouen.

Recognizing the context and the subsequent vulnerabilities and needs of communities seriously affected by the cold wave, MRC focused on a strategy that extended the food and non-food relief distributions. It

provided psychosocial support activities for around 3,500 children who were the most affected and were living in precarious circumstances

Region	Locality	Number of families	Number of packages ( 02 blankets, 1 food parcel, 1 mattress)
Oriental	Talsint	600	600
Fes-Taza	Bouyebiane	700	700
Tangier-Tetouan	Chaouen	720	720

### Operational Support Services

Due to the changing context of the disaster and with new needs arising due to cold waves, the IFRC offices both in Beirut and in Tunis were willing to provide the necessary technical support to MRC.

### Human Resources (HR)

A small and qualified team from Moroccan Red Crescent supported the proposed assessment. Program implementation and coordination activities were delivered by Moroccan Red Crescent volunteers supported by staff members.

The table below summarizes the human resources involved in this operation.

	HQ	CHAOUEN	TAZA	FIGUIG	TOTAL
<b>STAFF</b>	6	1	1	1	9
<b>GOVERNANCE</b>	1	3	4	3	11
<b>VOLUNTEERS</b>	0	25	25	25	75
				<b>TOTAL</b>	<b>95</b>

### Logistics and Supply Chain

The crisis lasted and local markets were poorly stocked. To respond to the emergency, foodstuffs were bought in Rabat and directly transported by trucks.

Blankets and mattresses from a factory in Tangier and then transported to the affected areas. Some relief items were delivered from the national MRC warehouse.

### Communications

The Moroccan Red Crescent published news items related to activities in response to this emergency on its social media. It ensured that its actions were illustrated in local media. Audio visual contents were ready to be shared with the media as well as the IFRC and other partners.

Initial information was shared within three days of the launch of this DREF, with follow up information provided on a fortnightly basis. Local products produced by the National Society, beneficiary profiles, facts and figures on needs and response, high quality photographs and short videos, as per IFRC procedures were included in news articles.

### Planning, Monitoring, Evaluating, & Reporting (PMER)

Regular field monitoring was carried out to ensure activities were delivered according to the plan.

## C. Detailed Operational Plan

### Health and Care

<b>Outcome 1:</b> The immediate risks to the health of the affected populations were reduces
Output 1.1: First aid and psychosocial support was provided to the targeted population (10,100 people)
Achievements
- Psychosocial activities took place at social centres and school. 3,500 children were involved in

<p>this activity</p> <ul style="list-style-type: none"> <li>- First Aid activities took place at all the MRC health posts with the first aid kit</li> <li>- MRC branch of Taza organized medical actions with mobile units. It provided medical assistance and distributed medicines in partnership with the provincial social services and the provincial delegation of Health Ministry.</li> </ul>
Challenges
Lessons learned
Should involve early warning/early action (EW/EA) approaches in the affected areas to enable the community to resist to this type of crisis in the future.

## Shelter and Settlements

<b>Outcome 1:</b> The immediate shelter and settlement needs of the target population are met (2,020 families)
Output 1.1: Essential non-food items (NFI) are provided to the targeted population
Achievements
<ul style="list-style-type: none"> <li>- Consultation with the families on the identification of the most appropriate winterization items needed</li> <li>- Procurement, transportation and distribution of blankets (4,000) and mattress (2,000)</li> <li>- Monitoring and evaluating relief activities and reporting on relief distributions</li> </ul>
Challenges
As indicated in the initial action plan, the purchase and distribution quantities were completed. According to the evaluation workshop, the beneficiaries were not satisfied with two blankets and a mattress. It deemed insufficient for a family of five members.
Lessons learned
Increase the number of blankets and mattresses that will be distributed in the next operations depending on the number of people in need.

## Food Security, Nutrition and Livelihoods

<b>Outcome 1:</b> The immediate food needs of the disaster affected population are met (2,020 families)
Output 1.1: Appropriate food rations are distributed to vulnerable households
Achievements
<ul style="list-style-type: none"> <li>- Identification of most vulnerable families to receive food assistance</li> <li>- Consultation with families to identify the necessary food quantity</li> <li>- Procurement, transportation and distribution of food parcels</li> <li>- Monitoring and evaluation of relief activities and reporting on relief distribution</li> </ul>
Challenges
<p>In the floods and cold waves situations, livelihoods are the most affected. The demand for food is highlighted for the duration of isolation and the non-supplying local markets. Even the choice of beneficiaries remains a very difficult task for the teams that will support the victims as the disaster affects all members of the community.</p> <p>Despite selection criteria for beneficiaries, at the time of distribution MRC faced increased demands which sometimes forced workers to divide the rations of the food parcels.</p> <p>For food, the plan was to reach 2,000 families. However, the number increased slightly, especially when government services were involved.</p>
Lessons learned

During food distribution, awareness sessions were undertaken to adopt behaviours if a cold wave occurs. Promotional material was produced on this subject in leaflets, with simple language and pictures to make it easier to be understood by beneficiaries. This could be repeated in future operations.

## D. THE BUDGET

Belgian Government contributed to a partial replenishment of this DREF allocation. See financial report attached for performance against budget. Variance reflects unplanned expenditures in storage and office costs. Some planned travel expenditure was booked in the end under monitoring. A balance of CHF 26,393 remains for return to the DREF fund.

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## Contact information

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## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGOs) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

**Disaster Response Financial Report**

MDRMA008 - Morocco - Cold Wave

Appeal Timeframe: 25 Jan 17 to 25 Apr 17

Appeal Launch Date: 25 Jan 17

Final Financial Report

**Selected Parameters**

Reporting Timeframe	2016/12-2017/9	Programme	MDRMA008
Budget Timeframe	2016/12-2017/9	Budget	APPROVED
Split by funding source N		Project	PMA016

All figures are in Swiss Francs (CHF)

**I. Funding**

	Disaster Management	Health & social services	National Society development	Principles & Values	Co-ordination	TOTAL	Deferred Income
<b>A. Budget</b>	<b>213,679</b>					<b>213,679</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>	213,679					213,679	
<b>C4. Other Income</b>	<b>213,679</b>					<b>213,679</b>	
<b>C. Total Income = SUM(C1..C4)</b>	<b>213,679</b>					<b>213,679</b>	
<b>D. Total Funding = B + C</b>	<b>213,679</b>					<b>213,679</b>	

**II. Movement of Funds**

	Disaster Management	Health & social services	National Society development	Principles & Values	Co-ordination	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>	213,679					213,679	
<b>E. Expenditure</b>	-187,286					-187,286	
<b>F. Closing Balance = (B + C + E)</b>	26,393					26,393	



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### III. Expenditure

Account Groups	Expenditure						TOTAL	Variance A - B
	Budget A	Disaster Management	Health & social services	National Society development	Principles & Values	Co-ordination		
<b>BUDGET (C)</b>		<b>213,679</b>					<b>213,679</b>	
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles	78,000	70,749					70,749	7,251
Food	90,000	81,201					81,201	8,799
Medical & First Aid	2,625	2,613					2,613	12
Other Supplies & Services		945					945	-945
<b>Total Relief items, Construction, Sup</b>	<b>170,625</b>	<b>155,508</b>					<b>155,508</b>	<b>15,117</b>
<b>Logistics, Transport &amp; Storage</b>								
Storage		1,672					1,672	-1,672
Distribution & Monitoring	2,500	5,572					5,572	-3,072
Transport & Vehicles Costs	4,000	1,829					1,829	2,171
<b>Total Logistics, Transport &amp; Storage</b>	<b>6,500</b>	<b>9,073</b>					<b>9,073</b>	<b>-2,573</b>
<b>Personnel</b>								
National Society Staff	2,000	2,010					2,010	-10
Volunteers	7,613	4,137					4,137	3,476
<b>Total Personnel</b>	<b>9,613</b>	<b>6,146</b>					<b>6,146</b>	<b>3,466</b>
<b>Workshops &amp; Training</b>								
Workshops & Training	5,000	3,357					3,357	1,643
<b>Total Workshops &amp; Training</b>	<b>5,000</b>	<b>3,357</b>					<b>3,357</b>	<b>1,643</b>
<b>General Expenditure</b>								
Travel	2,000							2,000
Information & Public Relations	3,000	2,008					2,008	992
Office Costs		2,016					2,016	-2,016
Communications	1,500	147					147	1,353
Financial Charges	400	-2,398					-2,398	2,798
Other General Expenses	2,000							2,000
<b>Total General Expenditure</b>	<b>8,900</b>	<b>1,772</b>					<b>1,772</b>	<b>7,128</b>
<b>Indirect Costs</b>								
Programme & Services Support Recove	13,041	11,431					11,431	1,611
<b>Total Indirect Costs</b>	<b>13,041</b>	<b>11,431</b>					<b>11,431</b>	<b>1,611</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>213,679</b>	<b>187,286</b>					<b>187,286</b>	<b>26,393</b>
<b>VARIANCE (C - D)</b>		<b>26,393</b>					<b>26,393</b>	

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**IV. Breakdown by subsector**

Sector / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>Disaster_Management</b>							
Disaster management	213,679		213,679	213,679	187,286	26,393	
Subtotal Disaster_Management	213,679		213,679	213,679	187,286	26,393	
<b>GRAND TOTAL</b>	<b>213,679</b>		<b>213,679</b>	<b>213,679</b>	<b>187,286</b>	<b>26,393</b>	