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# DREF Final Report

## Panama: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation Final Report</b>	<b>Operation n° MDRPA012</b>
<b>Date of issue:</b> 23 November 2017	<b>GLIDE:</b> <a href="#">TC-2016-000119-PAN</a>
<b>Date of emergency:</b> 21 November 2016	
<b>Operation start date:</b> 2 December 2016	<b>Expected timeframe:</b> 4 months (the operation was extended for month, with a new operation end date of 2 April 2017)
<b>Host National Society:</b> Red Cross Society of Panama (RCSP)	<b>Overall operation budget:</b> 254,173 Swiss francs (CHF)
<b>Number of people affected:</b> 3,000 families	<b>Number of people to be assisted:</b> 650 families (3,250 people)
<b>Number of other partner organization participating in the operation:</b> National Civil Protection System, Ministry of Health	

<Click [here](#) to view the final financial report, and [here](#) to view the contact information>

## A. Situation Analysis

### Description of the situation

Beginning on 12 November 2016, a tropical wave formed in the south-western Caribbean Sea near Panama's coast. Tropical Depression Otto formed in the early morning hours of Monday, 21 November 2016 in the southern Caribbean and later it became a Category 1 hurricane on the Saffir-Simpson Hurricane Wind Scale on Tuesday, with sustained winds of 75 mph (120 km/h) according to the National Oceanic and Atmospheric Administration (NOAA)'s National Hurricane Centre. That same Tuesday, 22 November, Panama's President placed the country under alert to prepare all its national response organizations for the emergency, and schools were closed by presidential decree throughout Panama on Wednesday, 23 November 2016; however, they reopened the following day, except for some schools in the provinces of Colon and Bocas del Toro that were damaged by the storm. The flooding caused by Hurricane Otto resulted in three deaths and at least four disappearances in Panama. Severe flooding and landslides were reported in the provinces of Panama, Panama Oeste, Bocas del Toro, Colon, Chiriquí and Bocas del Toro, damaging houses and leading to blocked and collapsed roads.



**Shelter workshop in Panama City, Panama.**  
**Source: RCSP**

The National Civil Protection System (SINAPROC for its acronym in Spanish) monitored all the areas that were affected by the flooding through its national emergency operations centre (NEOC). Moreover, the Ministry of Health (MINSAL) provided daily health promotion and vector control programming throughout the country during the emergency.

### Summary of current response

The Red Cross Society of Panama deployed three volunteers from its headquarters to the district of Baru, in the province of Chiriquí, to perform assessments and conduct the first distributions in the affected areas. This was done

jointly with volunteers from Barú, Santiago and David, who distributed 120 hygiene kits to families in Villa del Carmen in Barú.

An emergency operations centre (EOC) was set up at RCSP's facilities to coordinate the response actions in the affected areas, and the RCSP established a collection centre at its headquarters, where it received support from around 80 volunteers.

Branches and number of first response personnel mobilized

Red Cross Society of Panama Branch	Red Cross Society of Panama Personnel
Santiago	6
Barú	9
David	10
Headquarters	3

The RCSP provided humanitarian assistance to the communities affected through the distribution of hygiene kits, kitchens kits, blankets and tarpaulins. During this first stage of the response, assistance was provided to 125 families from the communities of Corotú Civil and San Vicente in Barú, which were two of the most affected districts.

### Overview of the National Society:

The RCSP is made up of 21 branches, which are grouped into ten provinces:



- Province 1:** Bocas Del Toro
- Province 2:** Coclé
- Province 3:** Colon
- Province 4:** Chiriquí
- Province 5:** Darién
- Province 6:** Herrera
- Province 7:** Los Santos
- Province 8:** Panamá
- Province 9:** Veraguas
- Province 10:** Panama Oeste

In line with its auxiliary role to the government, the RCSP works in coordination with the Panamanian government to prepare and protect communities and individuals in the face of emergencies. Moreover, the Red Cross Society of Panama raises awareness of risks within the communities it serves and develops practical actions to reduce them; it also defends and advises on the development of laws, regulations and standards that facilitate actions in the case of large-scale emergencies.

### Summary of the response

Through its local committees, the RCSP provided humanitarian aid in the provinces of Bocas del Toro, Chiriquí, Las Tablas, Colon, Panamá, Panamá Oeste and Los Santos, specifically in the areas of Barú, Las Cumbres, Aguadulce, Chitre, Las Tablas, La Villa de Los Santos, Chepo, La Chorrera, 24 de Diciembre, Changuinola, Almirante, Guabito, Colón. One hundred RCSP volunteers and a permanent commission from the National Society's headquarters (10 staff members) provided strategic support in the areas of coordination, finance and shelter.

The RCSP's main actions included the distribution of hygiene kits, tool kits, plastic tarpaulins, blankets and kitchen kits (Please see Annex C for more information). Water filters were distributed to 70 families following a detailed assessment in the community of Corotú Civil.

Several actions included a community awareness component; consequently, a strategy aimed at children and seniors was developed to deliver hygiene promotion and health messages through recreational activities.

The balance of CHF 57,700 will be reimbursed to the DREF.

### Overview of the Red Cross Red Crescent Movement in the Country:

The RCSP coordinated with the IFRC's regional office for the Americas in Panama through its disaster management delegate for Central America, as well as with the American Red Cross, the Canadian Red Cross Society, and the International Committee of the Red Cross (ICRC), which were available to support the RCSP's implementation of its humanitarian relief actions.

The ICRC offered logistical support on transportation, while the American Red Cross made telecommunication and technical equipment available to the National Society to support its actions.

The IFRC's regional office for the Americas provided communications support for the delivery of key messages, and the IFRC's disaster management coordinator, liaison officer, finance officer and a General Regional Intervention Team (RIT) member from the Colombian Red Cross Society also provided support.

### **Movement Coordination:**

The RCSP held regular meetings with the IFRC's country cluster coordinator for Panama, and it coordinated with the disaster management delegate for Central America, who monitored actions from the onset of the emergency, provided support to the assessments, the drafting of the emergency plan of action (EPoA) and shared information with the American Red Cross, Canadian Red Cross Society, Norwegian Red Cross, other regional National Societies and the ICRC. The IFRC also provided support on the implementation of the cash transfer programme (CTP).

The National Society maintained continuous coordination and support for the development of this operation and with other Movement actors through its General and National Risk Management Directorates.

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

The Panamanian government's Joint Task Force provided humanitarian response assistance, and MINSA was responsible for providing health care throughout the emergency.

In Baru, the mayor's office transported people to the collective centres, and it was responsible for providing food, while SINAPROC distributed bottled water.

The National Aqueducts and Sewerage Institute (IDAAN for its acronym in Spanish) was responsible for distributing drinking water to the affected communities via tanker trucks, and the RCSP tested the water quality to ensure it was suitable for consumption.

### **Needs analysis, beneficiary selection and risk assessment**

#### **Needs Analysis:**

**Health:** Health facilities were affected, leading to the disruption of health services. For example, supplies were lost, patient transfers had to be suspended, an increased demand was placed on the public health system, vector-borne diseases increased, water sources were contaminated and the flooding caused latrines to overflow, among other issues. Additionally, the population required psychosocial support due to the adverse effects of the flooding on their mental health.

Many of the identified needs were covered by Panama's Ministry of Health, as the situation never exceeded its capabilities.

**Water and Sanitation:** The distribution of safe water in some communities was interrupted, and there were high levels of turbidity in the water treatment plants' water intakes, which prevented the processing of safe water. IDAAN reported the suspension of water purification in the following water treatment plants: Sabanitas, affecting the province of Colón; the Cabra Water Treatment Plant, affecting the eastern part of the province of Panama; the Las Cumbres pumping system, affecting north-eastern Panama; the Trapichito Plant, affecting the province of Panama Oeste; and the Barú Water Treatment Plant, affecting Puerto Armuelles and the border area with Costa Rica; These plants were quickly repaired to restore drinking water supply, which is one of the primary reasons why it was not necessary for the National Society to distribute water.

**Shelter:** Houses were affected by the intense rainfall and flooding in the district of San Miguelito, Colon, Baru; consequently, a CTP intervention for home repairs was developed for the flood-affected areas.

**Communications:** The main gap identified was communications with local RCSP committees and field staff, which indicated that improvements were needed in this regard.

#### **Beneficiary selection:**

The beneficiary population was in the provinces of Bocas del Toro, Chiriquí, Los Santos, Colón, Panama Oeste, and Panama.

Humanitarian assistance was provided to 650 families (3,250 people) affected by rains and landslides to complement response actions and fill humanitarian gaps.

The RCSP used the following selection criteria:

- Communities with a high number of destroyed dwellings (used for CTP)
- Households with a low socioeconomic level (used for CTP)
- Households with female heads of households and young children.
- Household with older adults, pregnant women or persons with disabilities.
- People whose wellbeing was at risk
- Household where the provision of basic services was disrupted.

**Risk Assessment:** The rain that fell during the initial days of the hurricane affected several areas in the country; however, the rainfall did not delay the implementation of the planned activities.

## B. Strategy and operational plan

### Overall objective

Provide humanitarian assistance to 650 families (3,250 people) affected by rains and landslides in the provinces of Bocas del Toro, Colón, Los Santos, Panama Oeste and Panama.

### Proposed Strategy:

The proposed strategy was to coordinate with the National Comprehensive Risk Management System and government's Joint Task Force to improve the impact of actions and ensure the best care was provided to the affected population.

The plan of action was coordinated with the National EOC and the provincial and municipal governments to ensure relevance, the identification of communities and needs and the safety of the personnel involved in the operation.

#### 1. Health:

The RCSP focused its response actions for the affected population on psychosocial support (PSS), as the MINSA / the Social Security Fund (CSS for its acronym in Spanish). The RCSP conducted the following health activities during the operation:

- A National psychosocial support workshop
- PSS interventions in the communities identified in the emergency assessments, with 10 sessions per intervention area
- Recreational activities in communities using appropriate methodology
- Psychosocial support interventions for volunteers in affected branches.

#### 2. Water and Sanitation:

RCSP conducted water and sanitation actions for the affected population to ensure the provision of safe water, sanitation and hygiene promotion.

The initial assessment and census of affected population and beneficiary selection were conducted over a 7-day period by 3 volunteers

It was not possible to distribute safe water through RCSP's mobile water treatment plant, as the damages it suffered could not be repaired in Panama.

The RCSP conducted the following water and sanitation activities during the operation:

- Distribution of water collection tanks, which were filled by IDAAN when required
- Awareness-raising campaigns on the elimination of mosquito-breeding grounds
- Community cleaning campaigns
- Hygiene kit distribution
- Cleaning kit distribution
- Hygiene promotion campaigns

#### 3. Shelter:

The RCSP supported the government's actions through the distribution of non-food items (NFIs), such as cooking kits and blankets, to collective centres to improve the affected population's living conditions.

The RCSP conducted the following shelter activities during the operation:

- The distribution of 650 tarpaulins and the necessary materials to affix them to roofs destroyed by Hurricane Otto's strong winds
- A conditional cash transfer programme was conducted for 100 families, which were chosen per the aforementioned selection criteria, to purchase materials and supplies to rehabilitate their homes.

## Operational Support Services

### Human Resources

The operation hired an operations coordinator, a financial assistant and two field technicians.

RCSP's headquarters provided technical support to the implementation of activities.

, The RCSP utilized the following multidisciplinary technical team to implement this plan of action:

- 100 volunteers (from the, La Villa de Los Santos, La Chorrera, Colón and Panama Oeste branches)
- An administrator/general coordinator for the national operation
- A financial assistant
- Psychologists and social workers to provide psychosocial care
- Communications department personnel
- A national resource mobilization coordinator
- A General RIT

RCSP's administrative structure monitored all the human resource processes.

Headquarters also had a financial information monitoring team that was responsible for ensuring the quality of the intermediate and final report.

### Supply chain and logistics

All purchases were made in country, as the emergency did not affect internal markets.

RCSP's procurement process is managed via its Accounting Department, through which all the National Society's branches purchase their supplies and equipment, as per the IFRC's procedures.

### Communications

Communication initiatives helped to strengthen the National Society in information management and public relations for future emergencies. Key aspects of relief and recovery operations, including achievements, challenges, donors, support needs and beneficiaries, were continuously promoted through all the National Society's relevant social media channels.

In terms of Movement communications coverage, the National Society and the IFRC's Communication Department extensively covered conducted actions, and the RCSP issued press releases, background notes and other communication materials.

For this operation, key messages focusing on staff safety, compliance with fundamental principles and the IFRC's migration policy and code of conduct were issued and disseminated nationally.

### Planning, monitoring, evaluation and reporting (PMER)

The risk management coordinator, in conjunction with the General Directorate and the finance coordinator, were responsible for the monitoring and follow-up of the plan of action.

The RCSP also established a line of communication and coordination with the IFRC's disaster management coordinator for the Central America.

The RCSP prepared the intermediate and final report in a timely manner, and it conducted visits and interviews with beneficiaries, volunteers and the other actors that were part of the plan of action's implementation team.

## Administration and Finance

The RCSP's Financial Department has trained staff available to provide the necessary support to the lines of intervention included in the plan of action.

The financial management strategy focused on the following points:

- Personnel available to work on the operation's specific aspects
- Continuous monitoring of compliance and correct use of budget allocations and the issuance of reports
- Keeping the different coordinators of the lines of intervention informed about the proper utilization of the resources assigned to the plan of action.

## C. DETAILED OPERATIONAL PLAN

### Health

**Needs analysis:** The RCSP focused its response on its psychosocial support sessions, health promotion and disease prevention for the affected population, as primary health care needs were covered by MINSA/CSS.

**Population assisted:** A total of 650 families (3,250 people) affected by flooding in the provinces of Chiriquí, Bocas del Toro, Los Santos, Panamá Oeste, Panamá and Colon.

Health													
Outcome1: Provide psychosocial support to relieve stress by decreasing potential long-term stress.	Outputs		% achieved										
	Output 1.1 Psychosocial support for volunteers responsible for the implementation of the operation's activities		100%										
	Output 1.2 Psychosocial support provided to the affected communities		100%										
Activities	Implementation on time?		% of progress										
	Yes	No											
Training workshop on psychosocial support for volunteers	x		100%										
Workshops for psychosocial support interventions in communities identified during the assessments	x		100%										
Recreational activities in communities	x		100%										
PSS interventions for volunteers in affected branches	x		100%										
Progress against results													
<b>Training workshop on psychosocial support for volunteers</b>													
RCSP volunteers in the district of Penonome received training on psychosocial support through a 16-hour interactive teaching methodology (ITM); subsequently, the trained volunteers delivered this support to the flood-affected families.													
Branches trained in the psychosocial support workshop:													
		<table border="1"> <thead> <tr> <th>BRANCHES</th> <th># OF PARTICIPANTS</th> </tr> </thead> <tbody> <tr> <td>SAN MIGULEITO</td> <td>2</td> </tr> <tr> <td>24 DE DICIEMBRE</td> <td>2</td> </tr> <tr> <td>PENONOME</td> <td>1</td> </tr> <tr> <td>BOCAS DEL TORO</td> <td>1</td> </tr> </tbody> </table>		BRANCHES	# OF PARTICIPANTS	SAN MIGULEITO	2	24 DE DICIEMBRE	2	PENONOME	1	BOCAS DEL TORO	1
BRANCHES	# OF PARTICIPANTS												
SAN MIGULEITO	2												
24 DE DICIEMBRE	2												
PENONOME	1												
BOCAS DEL TORO	1												

COLON	3
LA CHORRERA	2
CHITRE	2
BARÚ	2
LAS TABLAS	1
SANTIAGO	1
LAS CUMBRES	2
CHEPO	1
RCSP HEADQUARTERS	2
<b>TOTAL</b>	<b>22</b>

### Workshops for psychosocial support interventions in communities identified during the assessments

A total of 650 families (3,250 personas) in 6 provinces received psychosocial care.

This activity provided families that live in vulnerable areas with PSS tools to make them more resilient and better able to deal with future emergencies.

This activity was held before the delivery of humanitarian assistance elements male and female heads of household attended it.

**Community-based intervention:** This was carried out under the community-based approach, which empowers communities to take care of themselves and one another, which reduces dependence on external resources through community mobilization and the strengthening of community relations and networks.

**Topic addressed in the community: The importance of creating community social networks.**

#### Objective:

Promote the importance of creating Community Social Networks, which will help affected communities organize themselves and better prepare for future events.

#### Topics addressed in the community meeting:

- Concept of community
- Concept of disasters
- Importance of creating a community social network
- Identification of needs and resources
- Importance of recognizing vulnerable groups within their communities
- Accepting emotions and feelings as normal in people who go through crises.
- Stages of crisis and mourning
- 

#### Number of participants per community:

Province	District	Community	# of families participating in the community meetings	# of Female participants	# of Male participants
Chiriquí	Barú	Corotu Civil	70	87	38
		San Valentín	55		
Panamá Centro	Las Cumbres	Camelia del Norte	50	35	15
Panamá Oeste	Chorrera	Barrio Colón	65	50	15
Colón	Colón	Puerto Escondido	36	25	11
Colón	Costa Abajo	Pina	23	20	3
Colón	Colón	Salud	1	1	0
Colón	Costa Abajo	Chagres	7	7	0
Colón		Miguel de la Borda	6	6	0
Colón		Achiote	7	7	0
Colón		Palmas Bellas	22	18	4
Colón		Pueblo Viejo	3	3	0

Los Santos	Tonosí	Pueblo Nuevo	125	75	50
Bocas del Toro	Changuinola	Las Brisas	80	66	14
Colon	Portobelo	Portobelo	40	23	17
Veraguas	Sona	Cabecera de Bubi	35	16	19
Los Santos	Los Santos	Villa Bonita	25	17	8
<b>TOTAL</b>			<b>650</b>	<b>456</b>	<b>194</b>

### Recreational activities in communities

Children from the 650 beneficiary families participated in recreational events in six provinces led by RCSP volunteers, which consisted of games, children's songs, face-painting, balloon modelling, etc.; these activities provided a pleasant space for the children that had accompanied their parents to the humanitarian assistance events. Recreational activities were conducted before each humanitarian aid distribution event and PSS and hygiene promotion activities, and the participating children were provided with juice, cookies and other snacks during these activities.

### PSS interventions for volunteers in affected branches

PSS/Hygiene promotion beneficiaries:

Province	District	Community	Beneficiary families
CHIRIQUI	BARÚ	Corotu Civil	70
		San Valentin	55
PANAMA CENTRO	LAS CUMBRES	Camelias del Norte	50
PANAMA OESTE	CHORRERA	Barrio Colon	65
COLON	COLON	Puerto Escondido	36
COLON	COSTA ABAJO	Pina	23
COLON	COLON	Salud	1
COLON	COSTA ABAJO	Chagres	7
		Miguel de la Borda	6
		Achiote	7
		Palmas Bellas	22
		Pueblo Viejo	3
LOS SANTOS	TONOSI	Pueblo Nuevo	125
BOCAS DEL TORO	CHANGUINOLA	Las Brisas	80
COLON	PORTOBELLO	Portobelo	40
VERAGUAS	SONA	Cabecera de Bubi	35
LOS SANTOS	LOS SANTOS	Villa Bonita	25
<b>TOTAL</b>			<b>650</b>

Once the activity ended, the RCSP worked with 71 volunteers (34 women and 37 men) on defusing, which is a post-event deactivation technique aimed at volunteers' self-care. by allowing them to talk about the events and minimize stress before the they return home and remember coping skills and how to reinforce them.

During these sessions, volunteers shared experiences; some mentioned the need for greater organization as a group to respond to these emergencies and administrative difficulties in their branches, while others mentioned the moments of great stress and of physical and mental exhaustion. Furthermore, they all mentioned feelings such as fear, frustration and concern, among others, as well as the need to have psychological support to help overcome these episodes. The volunteers also received lectures on mental health, for which they were very grateful, and food was provided to the volunteers that participated in the workshops.



**Challenges:**

- Conditioning humanitarian aid to implement the psychosocial support strategy was a challenge.
- Explaining the Open Data Kit (ODK) requirements to the volunteers proved to be a challenge.
- Some of the communities had a way of alerting people, but they did not have a monitoring and surveillance system.
- In some communities, women voiced their concerns about the unlikelihood of their partners giving them permission to work, go to school, etc.; consequently, they requested support in the form of courses in areas such as sewing, baking, knitting and craftwork that would allow them to work from home and generate income for their families.
- Several of these communities reported having problems with their piped water as the water was not drinkable and filled with parasites such as worms, while in other communities the water came from wells and not aqueducts, which led to many cases of diarrhoea throughout the year
- Other communities had wastewater issues that caused skin infections in children.

**Lessons Learned:**

- Strengthen PSS in committees to achieve better performance in affected communities.
- Liaise with authorities in the area and present the RCSP's programmes to establish partnerships before an emergency occurs and jointly bring help to these communities.
- Create PSS brigades in committees, led by the volunteers who have taken the workshop to continue PSS efforts and become first responders in the event of an emergency.
- Provide more psychological support to volunteers, and talk about psychological first aid and self-care.
- Forming community social networks would significantly help the affected communities, as they would enable them to identify vulnerable groups, learn about their needs, care for children and the elderly, and maintain a high degree of security, thereby becoming resilient communities.



**Health promotion activity in Las Tablas. Source: RCSP**

## Water, sanitation and hygiene promotion

**Needs analysis:** The RCSP had to test the Barú district's water quality as the local water treatment system was affected by the floods; however, the government restored the service after a few days.

Once the water supply was restored, water tests were conducted including an analysis of the distribution continuity, physical/chemical quality, pH and chlorine. Since the results were favourable, it was unnecessary to bring a mobile water treatment plant to the area; analyses in the Colon province yielded similar findings.

**Population reached:** A total of 650 families affected by flooding in the provinces of Chiriquí, Bocas del Toro, Los Santos, Panamá Oeste, Panamá and Colon.

## Water, sanitation and hygiene promotion

Outcome 2: Contribute to water and sanitation actions in the affected populations, guaranteeing the supply of safe water, sanitation and hygiene promotion.	Outputs	% achieved
	<b>Output 2.1</b> Daily access to safe water, which meets Sphere standards in terms of quantity and quality, is provided to target population	33%
	<b>Output 2.2</b> Recommendations for vector control and breeding reduction are disseminated	100%
	<b>Output 2.3</b> Hygiene promotion activities that meet Sphere standards	100%
	<b>Output 2.3</b> NFIs, which meet Sphere standards, are provided to the target population	100%

Activities	Implementation on time?		% of progress
	Yes	No	
Initial assessment and census of the affected population, beneficiary selection, conducted over a 7-day period with 3 volunteers	X		100%
Distribution of water collecting drums to be filled by IDAAN.		X	0%
Distribution of safe water through the RCSP's mobile water treatment plant for 30 days.		X	0%
Hygiene promotion campaigns	X		100%
Distribution of 650 cleaning kits	X		100%
Distribution of 650 hygiene kits	X		100%
Community cleaning campaigns	X		100%
Sensitization campaigns on the elimination of breeding places for mosquitoes	X		100%
Vehicle rental for 3 months	X		100%

#### Progress against results

#### Initial assessment and census of the affected population, beneficiary selection, conducted over a 7-day period with 3 volunteers

Assessments in the most affected areas identified the operation's 650 beneficiary families.

#### TOTAL NUMBER OF AFFECTED FAMILIES

PROVINC E	DISTRICT	RED CROSS BRANCH RESPONS IBLE FOR ASSESSM ENT	# OF VOLUNTEE RS	COMMUNITI ES	# OF FAMILIES
CHIRIQUI	BARÚ	BARÚ	17	Corotú Civil	70
				San Valentín	55
PANAMA CENTRO	LAS CUMBRES	LAS CUMBRES	12	Camelias del Norte	50
PANAMA OESTE	CHORRER A	CHORREA	15	Barrio Colon	65
COLON	COSTA ABAJO	COLON	21	Pina	23
				Puerto Escondido	36

				Salud	1
				Chagres	7
				Miguel de la Borda	6
				Achiote	7
				Pamas Bellas	22
				Pueblo Viejo	3
LOS SANTOS	TONOSI	LAS TABLAS	19	Pueblo Nuevo	125
BOCAS DEL TORO	CHANGUINOLA	CHANGINOLA	8	Las Brisas	80
COLON	PORTOBELLO	PORTOBELLO	8	Portobelo	40
LOS SANTOS	LOS SANTOS	LA VILLA	5	Villa Bonita	25
VERAGUAS	SONA	SANTIAGO	8	Cabecera de Bubi	35
<b>TOTAL</b>			<b>9</b>		<b>650</b>

#### Distribution of water collecting drums to be filled by IDAAN

This activity became unnecessary because the local water supply was restored; however, the RCSP still delivered 70 home water filters to residents in the community of Corotú Civil because they were consuming water from artisan wells. This distribution was accompanied by an induction on handling, use and care of filters, as well as demonstrations on safe water handling by a volunteer to benefitted families

The assessments carried out in Barú district indicated that water supply to the population had been restored, which meant that it was not necessary to deploy a mobile water treatment plant to that area; the assessments performed in the Colon area had similar findings.

#### Distribution of safe water through the RCSP's mobile water treatment plant for 30 days.

This activity was unnecessary because the local water supply was restored; moreover, the RCSP's Z3000 plant was damaged and there were no technicians in the country that could repair it.

#### Hygiene promotion campaigns

The families affected by the flooding received two hygiene promotion training sessions, which were tied to the hygiene promotion campaigns, that used participatory tools; these sessions were well received by the communities and helped reduce the risk of vector-borne diseases.

#### Distribution of 650 cleaning kits

The 650 cleaning kits were distributed, as planned (please see the table below for more information).

#### Distribution of 650 hygiene kits

The 650 hygiene kits were distributed as planned (please see the table below for more information).

#### Hygiene and cleaning kit distribution

	DISTRICT	COMMUNITIES	# OF FAMILIES	NFI	
				Hygiene kits	Cleaning kits
CHIRIQUI	BARÚ	Corotu Civil	70	70	70
		San Valentin	55	55	55

<b>PANAMA CENTRO</b>	<b>LAS CUMBRES</b>	Camelias del Norte	50	50	50
<b>PANAMA OESTE</b>	<b>CHORRERA</b>	Barrio Colon	65	65	65
		Puerto Escondido	36	36	36
<b>COLON</b>	<b>COSTA ABAJO</b>	Pina	23	23	23
		Salud	1	1	1
		Chagres	7	7	7
		Miguel de la Borda	6	6	6
		Achiote	7	7	7
		Pamas Bellas	22	22	22
		Pueblo Viejo	3	3	3
<b>LOS SANTOS</b>	<b>TONOSI</b>	Pueblo Nuevo	125	125	125
<b>BOCAS DEL TORO</b>	<b>CHANGUINOLA</b>	Las Brisas	80	80	80
<b>COLON</b>	<b>PORTOBELO</b>	Portobelo	40	40	40
<b>LOS SANTOS</b>	<b>LOS SANTOS</b>	Villa Bonita	25	25	25
<b>VERAGUAS</b>	<b>SONA</b>	Cabecera de Bubi	35	35	35
<b>TOTAL</b>			<b>650</b>	<b>650</b>	<b>650</b>

### Community cleaning campaigns

A total of 650 families in six provinces actively participated in the cleaning campaign and lectures on healthy environments, which was supported by the delivery of the cleaning kits.

### Sensitization campaigns on the elimination of breeding places for mosquitoes

Representatives from the 650 beneficiary families actively participated in mosquito-breeding site elimination campaigns and in Zika prevention lectures; additionally, the RCSP distributed 230 units of repellent to the participating families.

### Beneficiaries of hygiene promotion, mosquito elimination and cleaning campaigns

Province	District	Community	Total number of units of repellent delivered	TOTAL MALES	TOTAL FEMALES
<b>CHIRIQUI</b>	<b>BARÚ</b>	Corotu Civil	124	27	35
		San Valentín	106	15	38
		<b>TOTAL</b>	<b>230</b>	<b>42</b>	<b>73</b>

### Challenges:

- The RCSP was unable to find a technician that could repair its Z3000 plant. Corotu Civil does not have a water tap; instead, the community uses a more traditional form of water delivery, thus the community had to be sensitized on the use of water filters. However, this proved to be a challenge because the volunteers did not speak the same language as the beneficiaries in this community.

### Lessons learned:

- When planning a DREF, consider the cultural context in each region to determine a response strategy in case indigenous populations are present.

## Shelter

**Need analysis:** The flooding severely impacted the affected homes' infrastructure (doors, windows, walls, roof, etc.); consequently, the shelter sector was a key component of the operation.

**Population benefitted:** A total of 650 families affected by flooding Hurricane Otto in the provinces of Chiriquí, Bocas del Toro, Los Santos, Panamá Oeste, Panamá and Colon.

Temporary and emergency shelter, and human settlements																	
Outcome 3: Assistance is provided on the actions carried out by the government through the distribution of non-food items to improve the quality of life of the affected families and allow them to return to their homes.	Outputs		% achieved														
	Output 3.1 650 families in the collective centres receive non-food items		100%														
	Output 3.2 650 families in the collective centres receive emergency shelter assistance (tarps, tools and fixing materials) to return to their damaged homes.		100%														
Activities	Implementation on time?		% of progress														
	Yes	No															
Beneficiary selection	X		100%														
Volunteer workshop on housing repair (concurrently with CTP workshop under unconditional cash component)	X		100%														
Distribution of 650 plastic tarpaulins and the materials for affixing them	X		100%														
Informational session on safe rebuilding techniques	X		100%														
Distribution of 1,300 blankets and 650 kitchen kits in the collective centres	X		100%														
<p><b>Beneficiary selection</b></p> <p>Assessments identified 650 families according to the following selection criteria:</p> <ul style="list-style-type: none"> <li>- Low socioeconomic status</li> <li>- Female heads of household with young children.</li> <li>- Elderly, pregnant women and persons with disabilities in the household.</li> <li>- People exposed to risks to their wellbeing</li> <li>- Interruption in basic service provision.</li> </ul> <p><b>Volunteer workshop on housing repair (concurrently with CTP workshop under unconditional cash component)</b></p> <p>A total of 24 volunteers and administrative staff benefitted from the CTP shelter workshop, where they learned about CTP fundamentals and experiences, among other areas. The CTP benefitted 100 families in six provinces affected by the flooding; the National Society also benefitted from the CTP intervention as it had not had an opportunity to use this tool prior to this operation.</p> <p><b>List of committees that participated in the shelter workshop</b></p> <table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th>BRANCH</th> <th># OF PARTICIPANTS</th> </tr> </thead> <tbody> <tr> <td>AGUADULCE</td> <td>1</td> </tr> <tr> <td>DAVID</td> <td>1</td> </tr> <tr> <td>PENONOME</td> <td>1</td> </tr> <tr> <td>BOCAS DEL TORO</td> <td>2</td> </tr> <tr> <td>COLON</td> <td>3</td> </tr> <tr> <td>LA CHORRERA</td> <td>2</td> </tr> </tbody> </table>				BRANCH	# OF PARTICIPANTS	AGUADULCE	1	DAVID	1	PENONOME	1	BOCAS DEL TORO	2	COLON	3	LA CHORRERA	2
BRANCH	# OF PARTICIPANTS																
AGUADULCE	1																
DAVID	1																
PENONOME	1																
BOCAS DEL TORO	2																
COLON	3																
LA CHORRERA	2																

CHITRE	2
BARÚ	2
LAS TABLAS	2
LA VILLA DE LOS SANTOS	2
HEADQUARTERS	2
ADMINISTRATIVE	4
<b>TOTAL</b>	<b>24</b>

#### Distribution of 650 plastic tarpaulins and the materials for affixing them

The 650 tarpaulins were distributed as planned (please see the table below for more information).

#### Informational session on safe rebuilding techniques

The affected families were no longer living in temporary collective centres, as water levels had fallen and they had repaired their homes with their own means; this was further strengthened through the implementation of a cash transfer programme and the support of a construction technician, who advised the families on home improvements.

#### Distribution of 1,300 blankets and 650 kitchen kits in the collective centres

The 1,300 blankets and 650 kitchen kits were distributed as planned (please see the table for more information).

PROVINCE	DISTRICT	COMMUNITIES	# of Families	NFI		
				BLANKETS	KITCHEN KITS	Tarpaulins
CHIRIQUI	BARÚ	Corotu Civil	70	140	70	70
		San Valentin	55	110	55	55
PANAMA CENTRO	LAS CUMBRES	Camelias del Norte	50	100	50	50
PANAMA OESTE	CHORRERA	Barrio Colon	65	130	65	65
		Puerto Escondido	36	72	36	36
COLON	COSTA ABAJO	Pina	23	46	23	23
		Salud	1	2	1	1
		Chagres	7	14	7	7
		Miguel de la Borda	6	12	6	6
		Achiote	7	14	7	7
		Palmas Bellas	22	44	22	22
		Pueblo Viejo	3	6	3	3
LOS SANTOS	TONOSI	Pueblo Nuevo	125	250	125	125
BOCAS DEL TORO	CHANGUINOLA	Las Brisas	80	160	80	80
COLON	PORTOBELO	Portobelo	40	80	40	40
VERAGUAS	SONA	Cabecera de Bubi	35	70	35	35
LOS SANTOS	LA VILLA	Villa Bonita	25	50	25	25
<b>TOTAL</b>			<b>650</b>	<b>1,300</b>	<b>650</b>	<b>650</b>

#### Challenges:

- It was initially mentioned that the CTP would only be applicable for roofs; however, a detailed assessment detected housing-related needs (construction materials), which meant that the CTP strategy had to be revised to include construction materials.
- Initially, transporting the materials to the affected communities was a challenge; however, the hardware stores resolved this issue by transporting the materials themselves.
- Coordination with local RCSP branches on the selection of beneficiaries proved to be a challenge.



**Lessons learned:**

- How to conduct properly a CTP (this was the first time that the RCSP staged a CTP intervention) \_
- It is important for the RCSP to gain a community's trust to facilitate the provision of humanitarian aid.



**Shelter activity in community of San Valentin in Barú. Source: RCSP**

## Quality programming / Areas common to all sectors

<b>Outcome 4</b> A proper management, communication and support system is used for the implementation of the operation.	<b>Outputs</b>		<b>% achieved</b>
	<b>Output 4.1:</b> The management of the operation is informed by a comprehensive monitoring and evaluation system		94%
<b>Activities</b>	<b>Implementation on time?</b>		<b>% of progress</b>
	<b>Yes</b>	<b>No</b>	
Hiring of operational staff (1 operational coordinator)	X		100%
4 monitoring visits by the IFRC		X	50%
Monitoring visits by technical staff	X		100%
Lesson learned workshop	X		100%
Rapid emergency assessment	X		100%
Develop press releases	X		100%
Develop social media campaign	X		100%
Develop web stories	X		100%
Photo reportage	X		100%
<b>Progress against results</b>			
<b>Hiring of operational staff (1 operational coordinator)</b>			
The RCSP hired the following staff to support the implementation of this DREF:			
1. DREF Coordinator			
2. Financial Assistant			
3. Temporary housing technician (Construction)			
<b>Monitoring visit by the IFRC</b>			

The IFRC was only able to conduct two of the monitoring visits due to lack of deployable personnel. However, the Regional Intervention Team (RIT) member who was deployed from Colombian Red Cross Society for three months (December 2016 to February 2017), and the regional disaster coordinator for Central America provided support to the operation despite the staff shortage.

#### Monitoring visits by technical staff

The RCSP conducted monitoring visits before the delivery of materials to ensure that the selection of beneficiaries complied with the terms of reference and to reach an agreement with the participating hardware stores on the purchase of materials; following the distribution of the materials, the RCSP carried out monitoring visits to verify that the beneficiaries were using the delivered materials to repair their damaged homes (the RCSP hired the shelter technician for two months for this express purpose).

#### Lesson Learned workshop

The Lessons learned workshop was carried out with volunteers from committees and members of communities assisted.

#### Rapid Need assessment

Damage assessments were carried out with multidisciplinary teams in the area, which allowed the generation of the first results to develop strategies during the emergency phase. Due to the constant rains, the geographical area had to be expanded to cover humanitarian needs in the country.

#### Develop press releases, develop social media campaign, develop web stories, photo reportage

RCSP maintained a flow of information through its website and through social networks, keeping the public informed of the institution's actions to respond to the families affected by Hurricane Otto flooding.

<https://www.facebook.com/CruzRojaPanama/>

<https://twitter.com/CruzRojaPanama/status/830541553554882560>

#### Challenges:

- Deploying staff and volunteers from the RCSP's local branches
- The DREF could not be used to buy supplies for the RCSP's vehicles, which adversely affected the operation because the National Society's vehicles were in disrepair. Lack of participation from RCSP volunteers

#### Lessons learned:

- Future CTP actions in affected communities and areas should be conducted.
- The RCSP should conduct a PMER workshop with its staff to facilitate the development of future emergency reports.

#### Cash transfer programming

Outcome 5: Affected families receive technical assistance to repair their homes.	Outputs		% achieved
		Output 5.1 100 families receive support from the Cash Transfer Programme to meet priority and home repair needs	
Activities	Implementation on time?		% of progress
	Yes	No	
Conduct a feasibility study to implement the Cash Transfer Programme	x		100%
Beneficiary selection as per established criteria	x		100%
Progress against results			



The RCSP fulfilled the beneficiary selection phase for the Cash Transfer Programme in five selected provinces. The RCSP delivered all the construction materials to the 100 beneficiary families selected by the RCSP's shelter technician.

The first CTP delivery was conditional because of the distance to the communities of Brisas in Bocas del Toro and San Valentín in Costa Abajo in Colon, which prevented some of the affected families from receiving their materials. However, the participating hardware stores provided the transportation for the second CTP delivery to the communities in Las Tablas and Chorrera, allowing families to buy the materials they considered necessary. The delivery mechanism was a direct voucher to selected beneficiaries to be used with selected hardware stores.

#### Selected beneficiaries and communities

Province	District	Community	# of Families reached
CHIRIQUI	BARÚ	San Valentin	20
PANAMA OESTE	CHORRERA	Barrio Colon	22
COLON	COLON	María Chiquita, Piña, Salud, Chagres, Achiote, Palmas Bellas y Pueblo Viejo	27
LOS SANTOS	TONOSI	Pueblo Nuevo	20
BOCAS DEL TORO	CHANGUINOLA	Las Brisas	11
<b>TOTAL</b>			<b>100</b>

#### Contact Information

**For further information specifically related to this operation please contact:**

##### In the Red Cross Society of Panama:

- Jose Baquero, RCSP disaster management director; email: [j.baquero@cruz.roja.org.pa](mailto:j.baquero@cruz.roja.org.pa)

##### In IFRC Regional Office for the Americas:

- Iñigo Barrena, head of the disaster and crisis department; mobile: +507 6679-3238; email: [ci.barrena@ifrc.org](mailto:ci.barrena@ifrc.org)
- Diana Medina, communications manager for the Americas, phone: +507 6780-5395; email: [diana.medina@ifrc.org](mailto:diana.medina@ifrc.org)
- Stephany Murillo, regional logistics senior officer, phone: +507 317 3050; mobile: +507 6679-9674, email: [stephany.murillo@ifrc.org](mailto:stephany.murillo@ifrc.org)

##### In Geneva:

- Cristina Estrada, Response and Recovery Lead, phone: +41.22.730.4529, email: [cristina.estrada@ifrc.org](mailto:cristina.estrada@ifrc.org)

##### For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries):

- Priscila Gonzalez, PMER team coordinator, phone: +507 317 3050; email: [priscila.gonzalez@ifrc.org](mailto:priscila.gonzalez@ifrc.org)

##### For Resource Mobilization and Pledges:

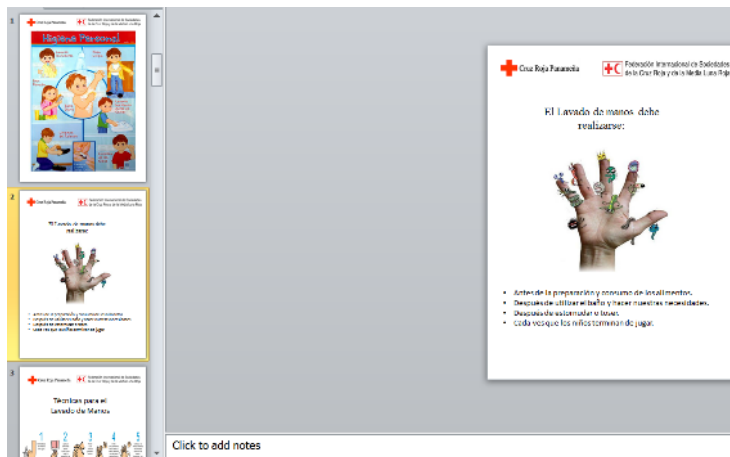
- Marion Andrivet, emergency appeals and marketing officer; phone: +(507) 317-3050; email: [marion.andrivet@ifrc.org](mailto:marion.andrivet@ifrc.org)

# ANNEX

## Panama Distribution Table

PROVINCIA	DISTRITO	COMITE CRUZ ROJA RESPONSABLE DE LA EVALUACION	# DE VOLUNTARIOS	COMUNIDADES	# de Familias	SALUD					AGUA Y SANEAMIENTO				SELTERY CTP				Shelter		ENTREGADOS	Total	ITEM
						APS	Filtros	Kit de Higiene	kits de Limpieza	Promocion de la higiene	Frazadas	Kits de Herramientas	Lonas	CTP	Kit de Cocina	QTY	ENTREGADOS	Total	ITEM				
CHIRIQUI	BARU	BARU	17	Corotu Civil San Valentin	70 55	70 55	70 55	70 55	70 55	70 55	110	55	55	20	70 55	650 650	650 650	0 0	Cleaning Kits Hygiene Kits				
PANAMA CENTRO	LAS CUMBRES	LAS CUMBRES	12	Camelias del Norte	50	50	50	50	50	100	50	50	50	50	650	650	0	Tarpulins					
PANAMA OESTE	CHORRERA	CHORREA	15	Baño Colon	65	65	65	65	65	130	65	65	22	65	1300	1300	0	Blankets Ligth					
COLON	COLON	COLON		Puerto Escondido	38	38	38	38	38	72	38	38	38	38	650	650	0	Kit de herramientas					
COLON	COSTA ABAJO	COLON	21	Pina	23	23	23	23	23	46	23	23	12	23	650	650	0	Kitchen sets					
				Salud	1	1	1	1	1	2	1	1	1	1	1								
				Chagres	7	7	7	7	7	14	7	7	5	7									
				Miguel de la Borda	6	6	6	6	6	12	6	6	6										
				Acheone	7	7	7	7	7	14	7	7	2	7									
				Palmas Belas	22	22	22	22	22	44	22	22	5	22									
VERAGUAS	SONA	SANTIAGO	8	Cabecera de Dubi	35	70	35	35	70	70	35	35	35										
VERAGUAS	SONA	SANTIAGO	9		117	685	70	650	650	685	1300	650	100	650									

## Flip Chart



## Brochure



## Disaster Response Financial Report

## MDRPA012 - Panama - Hurricane Otto

Timeframe: 02 Dec 16 to 02 Apr 17

Appeal Launch Date: 02 Dec 16

Interim Report

## Selected Parameters

Reporting Timeframe	2016/12-2017/10	Programme	MDRPA012
Budget Timeframe	2016/12-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		254,173				254,173	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		254,173				254,173	
C4. Other Income		254,173				254,173	
C. Total Income = SUM(C1..C4)		254,173				254,173	
D. Total Funding = B + C		254,173				254,173	

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		254,173				254,173	
E. Expenditure		-196,473				-196,473	
F. Closing Balance = (B + C + E)		57,700				57,700	

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Budget Timeframe	2016/12-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>254,173</b>			<b>254,173</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Relief	30,195		9,032			9,032	21,163	
Construction - Housing	25,247						25,247	
Construction Materials			25,294			25,294	-25,294	
Clothing & Textiles	6,564		5,446			5,446	1,118	
Food			6			6	-6	
Water, Sanitation & Hygiene	62,069		28,926			28,926	33,142	
Teaching Materials	11,007		2,282			2,282	8,725	
Utensils & Tools	19,692		29,139			29,139	-9,447	
Other Supplies & Services			3			3	-3	
<b>Total Relief items, Construction, Sup</b>	<b>154,774</b>		<b>100,127</b>			<b>100,127</b>	<b>54,647</b>	
<b>Logistics, Transport &amp; Storage</b>								
Transport & Vehicles Costs	13,280		14,279			14,279	-999	
Logistics Services	12,939		9,377			9,377	3,561	
<b>Total Logistics, Transport &amp; Storage</b>	<b>26,218</b>		<b>23,656</b>			<b>23,656</b>	<b>2,562</b>	
<b>Personnel</b>								
International Staff	10,906		8,177			8,177	2,729	
National Society Staff	9,695		18,151			18,151	-8,457	
Volunteers	12,934		16,386			16,386	-3,452	
Other Staff Benefits	3,535						3,535	
<b>Total Personnel</b>	<b>37,070</b>		<b>42,715</b>			<b>42,715</b>	<b>-5,645</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	5,049		3,406			3,406	1,644	
<b>Total Workshops &amp; Training</b>	<b>5,049</b>		<b>3,406</b>			<b>3,406</b>	<b>1,644</b>	
<b>General Expenditure</b>								
Travel	3,030		3,515			3,515	-485	
Information & Public Relations	6,766		4,293			4,293	2,473	
Office Costs	2,121		1,646			1,646	475	
Communications	2,363		968			968	1,395	
Financial Charges	1,269		4,156			4,156	-2,887	
<b>Total General Expenditure</b>	<b>15,549</b>		<b>14,578</b>			<b>14,578</b>	<b>971</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	15,513		11,991			11,991	3,522	
<b>Total Indirect Costs</b>	<b>15,513</b>		<b>11,991</b>			<b>11,991</b>	<b>3,522</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>254,173</b>		<b>196,473</b>			<b>196,473</b>	<b>57,700</b>	
<b>VARIANCE (C - D)</b>			<b>57,700</b>			<b>57,700</b>		

**Disaster Response Financial Report**

MDRPA012 - Panama - Hurricane Otto

Timeframe: 02 Dec 16 to 02 Apr 17

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Interim Report

**Selected Parameters**

Reporting Timeframe	2016/12-2017/10	Programme	MDRPA012
Budget Timeframe	2016/12-2017/12	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster management	254,173		254,173	254,173	196,473	57,700	
Subtotal BL2	254,173		254,173	254,173	196,473	57,700	
<b>GRAND TOTAL</b>	<b>254,173</b>		<b>254,173</b>	<b>254,173</b>	<b>196,473</b>	<b>57,700</b>	