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Emergency Appeal Operations Update

Costa Rica: Floods



Emergency Appeal no. MDRCR016	GLIDE: FL-2017-000151-CRI
Operations update no. 4 issued: 10 July 2018	Period covered: 27 October 2017 to 9 July 2018
Operation start date: 11 October 2017	Operation timeframe: 12 months (the operation has been extended for 3 months; the new operation end date is 11 October 2018)
Overall operation budget: 1,184,614 Swiss Francs (CHF) DREF initially allocated: 316,177 Swiss francs	Appeal coverage: 100 per cent. Please see list of donors here .
Number of people to be assisted: 24,000 people (6,000 families)	
Host National Society: The Costa Rican Red Cross (CRRC) has 121 branches, 1,027 staff members and 5,820 volunteers (3,549 men and 2,271 women) distributed throughout the 9 regions nationwide.	
Partners of the Red Cross Red Crescent Movement that actively participate in the operation: American Red Cross, Japanese Red Cross Society, British Red Cross (From British Government), the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG ECHO), Red Cross of Monaco, Swiss Red Cross (from the National Society) and Swiss Red Cross (from the Swiss Government), The Canadian Red Cross Society (from Canadian Government), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC)	
Other partners not part of the Movement that are involved in the emergency response: Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO) contributed funding to the operation, National Commission for Risk Prevention and Emergency Care (CNE for its acronym in Spanish), Ministry of the Presidency, Ministry of Communications, National Commission on Risk Prevention and Emergency Response, Ministry of Education, Ministry of Public Safety, Firefighters Brigade, Ministry of Health, Social Security (National Hospital System), Ministry of Agriculture, Animal Welfare National System (SENASA), National Board of Children, Ministry of Human Development and Social Inclusion, Costa Rican Aqueduct and Sewerage Institute (AyA for its acronym in Spanish), Costa Rican Oil Refinery, Costa Rican Electrical Institute, Ministry of Public Infrastructure and Transportation, Ministry of Environment and Energy (MINAE for its acronym in Spanish), Emergency System 9-1-1, Vulcanological and Seismological Observatory of Costa Rica, National Seismological Network, National Weather Institute, local government emergency committees, Costa Rica University (UCR for its acronym in Spanish), Association of Guides and Scouts of Costa Rica Private sector: DHL, Sykes, Two Pines Milk Producers Cooperative.	
<u>Changes to the EPoA</u>	
The emergency appeal has been extended by three months; the new operation end date is 11 October 2018 . The appeal was extended for the following reasons: <ul style="list-style-type: none"> • The CRRC's receipt of the funding for the operation was delayed. • Due the new election of the national government some activities of DRR were delayed, everything has been implemented except the evaluation of the operation and the lesson learned workshop. • Procurement process for the OD purchase (Warehouse) were delayed due the validation process. • The Disaster Management Coordinator of this operation was focus all June on the Volcano de Fuego-Guatemala operation and he is key part of the lesson learned process. 	

<Click [here](#) to view the interim financial report. Click [here](#) to view contact details.>

A. Situation analysis

Description of the disaster

From 21 September to 6 October 2017, a Zone of Inter-Tropical Convergence (ZIC), characterized by the entry of humidity from the Pacific Ocean and the Caribbean Sea, caused Tropical Storm Nate to develop on 5 October 2017, which generated flooding throughout Costa Rica.

Tropical Storm Nate generated heavy rains, with an average of 400 liters per square meter, which is equivalent to the total precipitation of October, as well as winds and storm surges, causing flooding and landslides, widespread infrastructural damage, the destruction of public property, the disruption of agricultural production and local ecosystems and injuries and the Costa Rican president to declare a state of emergency for 76 cantons were declared on emergency; the 17 most affected were: Dota, Leon Cortez, Tarrazu (Los Santos zone), Acosta, Aserri (central valley), Buenos Aires, Coto Brus, Perez Zeledon (south zone), Quepos, Parrita, Montes de Oro, Puntarenas (central Pacific), La Cruz, Carillo, Santa Cruz, Canas and Bagaces (north Pacific). The storm affected Costa Rica's road network, bridges, housing and agricultural sectors, water and sewer system and schools most severely.



*Water filter distribution, Goshen Bataan community.
Source: Costa Rican Red Cross*






The change of government of the country in May 2018, delayed the implementation of some activities of the operation, as the National Society had a role of the contingency and response country plan.

Summary of the current response

The CRRC has carried out the following response actions:

During the first days of the operation, under the mandate of the National Society, it carried out rescue and pre-hospital care services, responding to 1,210 incidents and assisting 1,874 people.

The CRRC has delivered the following relief items to the affected communities:

 Hygiene Kits	 Food Kits	 Sanitation Kit	 Liters of Water	 Cooking Kits
13,489	20,119	1,421	84,203.5	50

Likewise, after the damage assessments and in the development of the actions proposed in the international appeal, the following has been achieved:

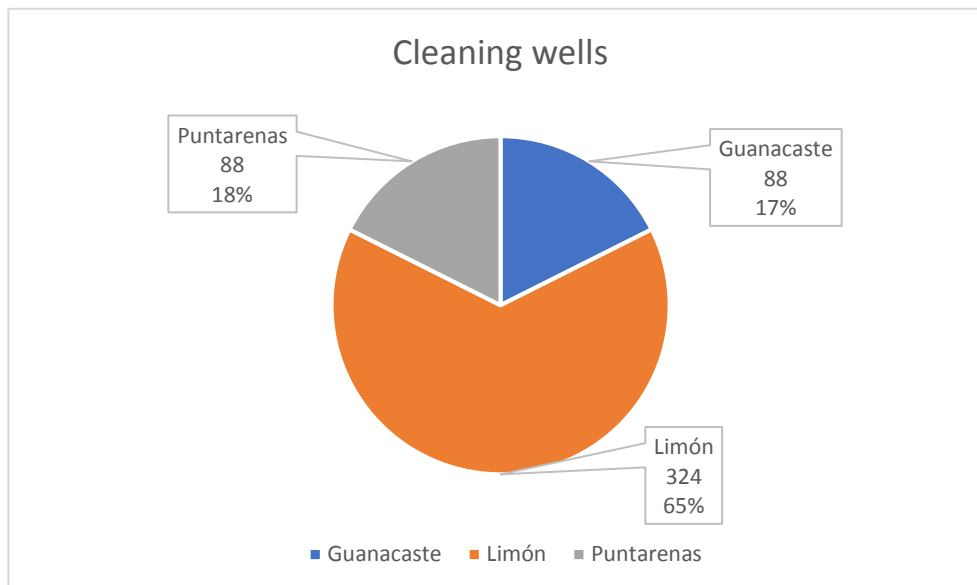
Health actions:

- Monitoring of the epidemiological situation in the country for the design of informative messages for the communities. The principal diseases that were identified were diarrhea caused by waterborne diseases, respiratory disease (influenza) and vector-borne diseases (dengue, chikungunya and Zika).
- A National Workshop was held to disseminate the Epidemiological Monitoring Matrix, in which 17 community health volunteers from CRRC participated.
- Awareness sessions for 150 families on shelters about hand washing and vector control.
- Psychosocial support to CRRC volunteers and to families with elderly people, persons with disabilities and family members suffering from chronic illnesses, through debriefings.
- The implementation of the "Return to Happiness" programme in the schools of affected communities was supported, taking advantage of an alliance between the Red Cross of Youth, UNICEF, the University of Costa Rica (UCR) and the Ministry of Education of Costa Rica; additionally, this alliance will allow for the revision of the methodology and updating of materials to be implemented. The CRRC held 28 "Return to Happiness" workshops, in which teachers, volunteers and community leaders participated, and 565 people were trained.
- The CRRC held two psychosocial support workshops, training 62 volunteers.
- Dissemination of messages of psychosocial support through social networks and WhatsApp messages through groups established after the emergency.

Water, Sanitation and Hygiene Promotion (WASH) Actions:

- To date, the CRRC has cleaned 500 wells in the Guanacaste, Puntarenas, Limon y Zona Sur regions; the National Society has carried out this activity in coordination with the Ministry of Health, and it has also obtained the support of affected municipalities and the national police through the provision of vehicles and personnel for the well cleaning activities.
- It is also important to mention that the activity has been used for WASH teams from different regions of the country to collaborate and refresh their knowledge on the subject.
- Hygiene promotion campaigns through talks that are given during the distributions of the Water Filters to the communities.
- Accompaniment to families on the cleaning of their home's surroundings.

In the following graph, you will find the data of well cleanings by province.



Livelihoods:

- The CRRC has reached 2,000 families reached through the CTP. Currently, the CRRC is carrying out a post-distribution beneficiary satisfaction survey through telephone calls and home visits.
- The CRRC held two national cash transfer workshops: one at the national level, with the participation of 25 volunteers from all regions, and the other one was a Regional Workshop in Guanacaste to support the selection of beneficiaries and distribution of cards in the region, with the participation of 24 people

Restoring Family Links (RFL):

- With the joint support of the ICRC and the IFRC, the CRRC implemented the RFL programme, through which it established a RFL platform and a call centre. The National Society resolved each one of the 166 RFL requests it received.
- The CRRC held one RFL workshop, with the participation of 26 people from all regions; an ICRC representative provided support to this activity.

Disaster Risk Actions:

- The CRRC conducted a national workshop on EWS with 24 participants, who were committed to replicating their experience through the EWS community workshops.
- Through visits and meetings with community leaders, the CRRC selected 10 Communities in the affected areas for the EWS community workshops.

10 EWS community workshops were held in the selected communities of:

- Guanacaste (La Guinea, Corralillo and Cuajiniquíl)
- Quepos (Savegre)
- Parrita (El Carmen)
- Cartago (Providencia and Bajo Cannet)
- Osa (Palmar Sur Finca 8)
- Acosta (Cangrejal)
- Limón (Celia)

These communities will be monitored with the support of the Community Resilience area of the CRRC.

National Society response capacities

The National Society has 5,820 (3,549 men and 2,271 women) volunteers distributed throughout the country, of which the CRRC put 1,004 of its volunteers and 157 of its staff members on active duty during the emergency.

For the operation, the following vehicles and vessels have been mobilized:

Basic life support (BLS) ambulances	Advanced life support (ALS) ambulances	Rescue	Operational	Administrative	All-terrain	Boats	Jet Skis
111	15	5	7	6	1	2	1

Movement coordination

The IFRC has been in contact with the National Society since the low-pressure system formed in early October 2017. The regional volunteer and youth development coordinator (the IFRC's liaison officer for Costa Rica) and the IFRC's cluster representative for Central America have continuously supported the National Society throughout the operation.

In coordination with the CRRC, the IFRC deployed a disaster management delegate to the country, in to help develop the EPoA. An IFRC planning, monitoring, reporting and evaluation (PMER) officer to support the development of the first operational update report. The IFRC deployed two Argentine Red Cross volunteers to work on the production of communication materials (beneficiary stories, photos of the activities, visual documentation, videos). Finally, a Regional Intervention Team (RIT) member deployed from the American Red Cross's regional office supported the operation for one month, and the IFRC's surge senior officer and support services leader also provided continuous remote support to the operation's CTP component, including Open Data Kit (ODK) and server management support

Overview of non-Red Cross Red Crescent actors in country

All National Risk Management System institutions, in coordination with the CNE, carried out the damage and needs assessment.

Considering the affected sectors, the CNE carried out first response, rehabilitation and economic reactivation projects in the affected communities that totalled 3,601,856,674.00 colones (CHF 6,088,203.09).

The actions to be carried out by the CNE's technical-scientific teams and the National Risk Management System will focus on the collection of damages, the development of reports, conducting training workshops and the strengthening of the municipalities' technical units' coordination processes.

The CNE's response actions to Tropical Storm Nate were comprehensive and covered the affected indigenous population, persons with disabilities, children, elderly and impacted livestock.

Needs analysis and scenario planning

There has been no change in the needs analysis and scenario planning, for more information see the latest [operations update](#).

Risk Analysis

<i>Risk</i>	<i>Impact</i>
Climatological	Deterioration of the general situation since the rains are expected to continue until the end of December 2018, which could lead to additional flooding and landslides throughout the country. Reconstruction of roads could be delayed, making access to remote communities more difficult.
Infrastructure	Electrical, water and telephone systems are affected, which increases vulnerability and poses a challenge to the relief efforts due to the inability to communicate with affected communities. The flooding severely affected terrestrial routes, especially bridges.
Health	Risk of disease outbreaks due to lack of access to drinking water, contamination of water points and destruction of sanitation facilities.

Social Tension and Criminology	Loss of items and impact on livelihoods can exacerbate tensions / crime; any increases in petty crime and the availability of vital resources should be closely monitored.
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Beneficiary selection

There has been no change in the beneficiary selection, for more information see the latest [operations update](#).

B. Operational strategy and plan

There has been no change in the operational strategy and plan, for more information see the latest [operations update](#).

C. Detailed Operational Plan

	<h3>Livelihoods and Basic Needs</h3> <p>People reached: 6,095 people</p>	
<p>Outcome 3: The affected population's economic security is reinforced.</p>		
Indicators:	Target	Achieved
# of affected families that have enough cash to meet their survival threshold	2,000 families	100%
<p>Output 3.1 Unconditional cash transfers are provided to 2,000 families to satisfy their essential needs and protect their livelihoods and remaining productive assets.</p>		
Indicators:	Target	Achieved
Feasibility study for cash transfer programme	1	100%
Market assessment	1	100%
# of affected families receiving CTP	2,000	100%
Cash transfer programme tracking and monitoring system in place	1	100%
<p>Progress</p>		
<p>For more on sectorial activities, please see Operations Update no. 2. and Operations Update no. 3.</p>		
<p><u>Implementation of the unconditional cash transfer programme</u></p> <p>The CRRC carried out the implementation in two phases, including the feasibility study, market assessment and two CTP workshops for 49 volunteers (1 National training and 1 Regional training)</p> <ol style="list-style-type: none"> 1. During the first phase, the CRRC conducted a cash transfer in: Region 1 (communities of Acosta, Aserri); Region 3 (communities of de Corralillo, Santa Maria de Dota and San Marcos de Tarrazú); and Region 8 (communities of Puerto Cortes y Palmar Sur) 2. During the second phase, the National Society carried out a cash transfer in: Region 5 (communities of Filadelfia and Sardinal); and Region 6 (communities of Parrita and Quepos) 		
<p><u>Development and implementation of a CTP monitoring and evaluation system</u></p> <ul style="list-style-type: none"> - Two phone numbers were set up for beneficiaries to call for questions, queries, and suggestions. Calls were registered on a Smartsheet document to ensure the CRRC addressed the issues; one of the issued the CRRC resolved was the loss of a card, which it replaced. - The CRRC carried out CTP monitoring visits and satisfaction surveys (phone call and home visits). - During the first phase, the CRRC made 500 phone calls and conducted 46 home visits. Of these calls, 304 were answered and the CRRC interviewed the beneficiaries, while the other 196 phone calls were not answered. - During the second phase, 277 beneficiaries did not answer the phone and 80 were not willing to share information; nevertheless, the CRRC was still able to conduct 643 phone interviews and 46 home visits. 		



Health

People reached: 3,788 people

Outcome 1: Improve the families' health conditions through epidemiological surveillance and psychosocial support actions.

Indicators:	Target	Achieved
# of families reached by the National Society with services to reduce relevant health risk factors	6,000 families	100%

Output 1.1 An Epidemiological monitoring of the situation in the country is conducted to generate informative messages for the population.

Indicators:	Target	Achieved
% of matrix development and implementation	100%	100%

Output 1.2 Psychosocial support activities are carried out through the "Return to Joy Programme" in collective centres.

Indicators:	Target	Achieved
# of families who receive psychosocial support	6,000 families	100%

Output 1.3 Psychosocial support actions are carried out for the National Society volunteers involved in the emergency response

Indicators:	Target	Achieved
# of volunteers trained in psychosocial support	25	62

Progress

For more on sectorial activities, please see [Operations Update no. 2.](#) and [Operations Update no. 3.](#)

Development, training and implementation of a matrix to track health conditions

- The CRRC organized an epidemiological surveillance workshop for 17 participants; during which, it discussed the adequate use of the epidemiological surveillance matrix approved its use in collective centres in future emergencies.

Psychosocial support activities are carried out through the "Return to Happiness Programme"

- CRRC volunteers carried out 150 home visits for PSS in the Barrio Cannet.
- The CRRC conducted 28 the "Return to Happiness"-themed workshops in schools with teachers, volunteers, and community leaders, reaching 565 people in the communities of Guanacaste, Puntarenas, Turrialba, Vara Blanca, Zona Sur and San Jose.
- The CRRC developed strategic partnerships with its Youth Programme, the Ministry of Public Education (MEP for its acronym in Spanish), UCR and UNICEF
- The hygiene promotion activities included information about PSS and tips (6,000 families reached). During the distribution of the repellents, mosquito nets and filters, a talk was given, including information to the families based on stress management. For families reached, see distribution tables in the WASH sector below.

PSS workshop for CRRC volunteers

The CRRC held two psychosocial support first aid workshops: one national workshop trained 35 volunteers, and the other and trained 27 volunteers Region of Cartago.



Water, Sanitation and Hygiene

People reached: 15,365 people

Outcome 2: Improve access to safe water and provide hygiene messages to 6,000 families.

Indicators:	Target	Achieved
# of families informed on hygiene and access to safe water issues	6,000 families	100%
Output 2.1 6,000 families affected by the floods have mechanisms for the storage and treatment of water in their homes, thus improving their access to drinking water.		
Indicators:	Target	Achieved
# of water filters distributed	6,000 (1 per family)	99.6%
Output 2.2 6,000 families have access to hygiene promotion messages		
# of families trained or informed on hygiene practices	6,000 families	100%
Output 2.3 1,000 Families have access to supplies to improve their homes' sanitary conditions		
# of families who have improved sanitary conditions in their homes	1,000 families	100%
# of LLITNs delivered	12,000 LLITNs	100%
# of units of repellent delivered	12,000 units of repellent	125%
# of wells cleaned in affected communities	500 wells	100%
Progress		

Purchase and distribution of 12,000 LLITNs and 12,000 units of repellent

The Ministry of health granted approval for the for importation of LLITNs in March 2018. Currently, the CRRC is finalizing the acquisition of the repellent to start distribution of both items together; however, it has already distributed repellent from it had in stock to 2,078 families.

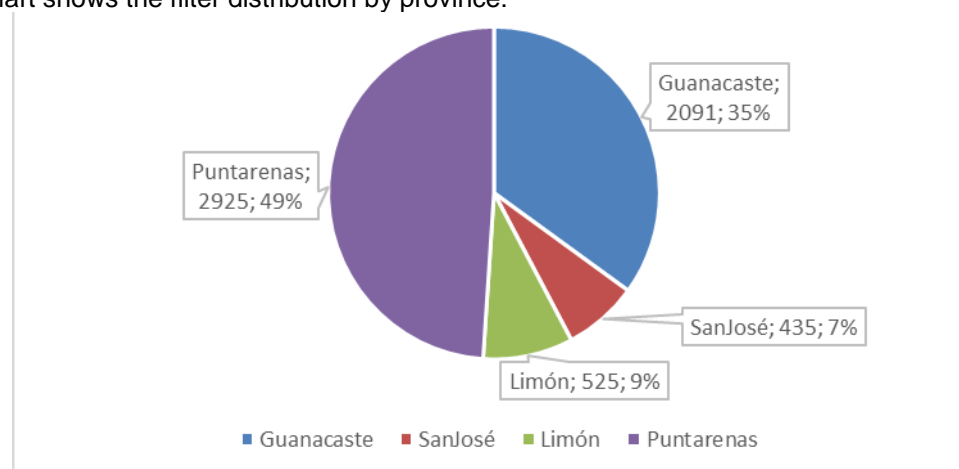
Due to access issues with the participating indigenous communities, the CRRC decided to deliver a total of 591 LLITNs to the communities that most needed them.

Distribution of 6,000 water filters

The CRRC distributed 5,976 water filters to communities in Regions 1, 3, 5, 6, 7 and 8, and its branches have supported the distributions through the provision of personnel and vehicles; in addition, the CRRC's Red Cross Transport Department has supported activities through the supply of trucks and drivers for the transport and distribution of the filters.

It was not possible to distribute 24 filters, because 14 did not bring the ceramic filter and the rest presented substantial damages.

The following chart shows the filter distribution by province:



Dissemination of vector control messages and identification and elimination of mosquito-breeding sites in affected areas

During the distribution of relief items, the CRRC has delivered talks on vector control and the destruction of mosquito-breeding sites, reaching 6000 people.

Talks were given during the distributions of repellents, mosquito nets and filters, where informative flyers were given to families. The following tables detail the zones by Province and Canton, where the information was distributed:

Province	Canton	Repellents
Guanacaste	La Cruz	1175
	Santa Cruz	1162
	Nicoya	835
	Hojancha	1570
	Carrillo	4159
	Abangares	91
San José	Acosta	738
	Dota	59
Limón	Matina	754
	Talamanca	292
Puntarenas	Parrita	832
	Quepos	386
	Osa	466
	Golfito	620

Province	Canton	Mosquito nets
Guanacaste	La Cruz	812
	Santa Cruz	958
	Nicoya	539
	Hojancha	1166
	Carrillo	3598
San José	Acosta	738
Limón	Matina	754
	Talamanca	292
Puntarenas	Parrita	662
	Quepos	386
	Osa	508
	Golfito	656
	Corredor	416
	Corredores	515

Cleaning of 500 wells

The CRRC clean 500 well in the Regions 5, 6, 7 y 8, with the support of regional water, sanitation and hygiene promotion (WASH) teams and personnel and vehicles from the affected municipalities, the Ministry of Health and the Public Force, Coast Guards. Moreover, the CRRC is delivering informal talks and providing accompaniment to the families during the well cleaning activity.

The following table details the places where the 500 wells were cleaned.

Provincia	Cantón	Distrito	Comunidad	Pozos	Provincia	Cantón	Distrito	Comunidad	Pozos
Guanacaste	Carrillo	Filadelfia	Barrio el Bambú	33	Limón	Matina	4 millas	Bellaco	19
Guanacaste	Carrillo	Filadelfia	Colonia la Esperanza	1	Limón	Matina	Bataan	4 millas	46
Guanacaste	Carrillo	Filadelfia	Corralillo	6	Limón	Matina	Bataan	Barrio la Paz	1
Guanacaste	Carrillo	Filadelfia	Guanislama	19	Limón	Matina	Bataan	El Tecal	17
Guanacaste	Carrillo	Filadelfia	Los Jocotes	1	Limón	Matina	Bataan	Goshen	42
Guanacaste	La Cruz	Cuajiniquíl	Las Parcelas	1	Limón	Matina	Bataan	Luson	2
Guanacaste	La Cruz	La Cruz	Bello Horizonte	5	Limón	Matina	Bataan	San Juan	1
Guanacaste	Nicoya	Nosara	Barrio San Ramon	5	Limón	Talamanca	Catarina	Catarina	1
Guanacaste	Nicoya	Nosara	Barrio Santa Marta	2	Limón	Talamanca	Chase	Chase	1
Guanacaste	Santa Cruz	Ortega	Ortega	15	Limón	Talamanca	Margarita	El parque	1
Puntarenas	Osa	Ciudad Cortes	Ciudad Cortes centro	2	Limón	Talamanca	Sixaola	Catarina	4
Puntarenas	Osa	Palmar Sur	Changuena 2-4 Civil 2	2	Limón	Talamanca	Sixaola	Celia	46
Puntarenas	Osa	Palmar Sur	Finca 10	3	Limón	Talamanca	Sixaola	Centro	1
Puntarenas	Osa	Palmar Sur	Finca 14	2	Limón	Talamanca	Sixaola	Cuadrante Bribri	6
Puntarenas	Osa	Palmar Sur	Finca 2_4	4	Limón	Talamanca	Sixaola	Daytonia los lagos	1
Puntarenas	Osa	Palmar Sur	Finca 3	9	Limón	Talamanca	Sixaola	Daytonia Los Lagos	2
Puntarenas	Osa	Palmar Sur	Finca Terraba	13	Limón	Talamanca	Sixaola	Las Vegas	2
Puntarenas	Osa	Palmar Sur	Guallabo	1	Limón	Talamanca	Sixaola	Las Brisas	3
Puntarenas	Osa	Palmar Sur	Parcela 9	1	Limón	Talamanca	Sixaola	Las Parcelas	4
Puntarenas	Osa	Palmar Sur	Seis vieja	1	Limón	Talamanca	Sixaola	Paraíso	39
Puntarenas	Parrita	Bandera	Playa Bandera	13	Limón	Talamanca	Sixaola	Parcelas las Vegas	3
Puntarenas	Parrita	Palo seco	Palo Seco	2	Limón	Talamanca	Sixaola	Quebra Caño	2
Puntarenas	Parrita	Parrita	Las Mezas	1	Limón	Talamanca	Sixaola	San Miguel	11
Puntarenas	Parrita	Parrita	Loma Linda	3	Limón	Talamanca	Sixaola	Savala	25
Puntarenas	Parrita	Parrita	Parrita	2	Limón	Talamanca	Sixaola	Swich	20
Puntarenas	Quepos	Naranjito	El Ceibo	2	Limón	Talamanca	Sixaola	Tanagra	24
Puntarenas	Quepos	Naranjito	El Negro	27					



Migration

People reached: 166 people

Outcome 4: The Restoring Family Links Programme is re-established and maintained.

Indicators:	Target	Achieved
% of requests for RFL cases resolved	100%	100%

Output 4.1 Families can communicate with other members of their family.

Indicators:	Target	Achieved
Active RFL tools (web platform and call centre)	100%	100%
# of volunteers trained in RFL	25	26

Progress

Deployment of the RFL team and activation of the RFL platform for 10 days

With the support of the ICRC and the IFRC, the National Society established a RFL Programme, to support the affected people through the establishment of a [RFL platform](#) and a call centre.

The following information is from the last RFL case update on 17 October 2017:



RFL training for volunteers

The CRRC carried out a RFL workshop for 26 volunteers from all the country's regions, with support from an ICRC representative.



Disaster Risk Reduction

People reached: 66 people

Outcome 5: Increase 10 affected communities' knowledge of Disaster Risk Reduction

Indicators:	Target	Achieved
# of community early warning systems established or improved and linked with local or national meteorological systems	10 communities	10

Output 5.1 Technical support is provided through the Early Warning Systems (EWS) and emergency family plans

Indicators:	Target	Achieved
# of volunteers trained in early warning systems (EWSs)	25	24
# of communities trained in Family Emergency Plans	10 communities	10
# of local community committees established	10 local committees	7

Progress

10 community workshops on Family Emergency Plans

The CRRC identified the 10 target communities through community visits and meetings with local leaders for the community level EWS workshops.

10 EWS community workshops were held in the selected communities of:

Community	Female	Male	Total
Cuajiniquil-Guanacaste	11	2	13
Corralillo -Guanacaste	10	1	11
La Guinea-Guanacaste	10	2	12
El Carmen-Parrita	11	8	19
Asentamiento Savegre-Quepos	3	3	6
Finca 8-Palmar Norte	2	3	5
Cangrejal-Acosta	11	5	16
Providencia-Cartago	14	8	22
Bajo Cannet-Cartago	2	4	6
Celia-Limón	5	12	17
Subtotal	79	48	127

Following the workshops, participating community members reported that they had learned about the subject and that they were expecting some monetary and in-kind support.

Communities trained in Family Emergency Plans

Taking advantage of the identification that was made of 10 communities for EWS, the key messages and elaboration of Emergency Family Plans were worked on.

Material was also distributed for the elaboration of the plans by the families, this process will continue with the support of the Community Resilience Reference Center.

The communities which will be targeted with community development and early warning are:

- Guanacaste (La Guinea, Corralillo and Cuajiniquil)
- Quepos (Savegre)
- Parrita (El Carmen)
- Cartago (Providencia and Bajo Cannet)
- Osa (Palmar Sur Finca 8)
- Acosta (Cangrejal)
- Limón (Celia)

Creation of 10 Local Emergency Committees

The communities that have an emergency community committee as referred by the members of these communities are:

1. Cuajiniquil,
2. Corralillo,
3. La Guinea
4. El Carmen,
5. Asentamiento Savegre,
6. Finca 8
7. Celia,

And those that do not count yet are:

1. Cangrejal- Acosta,
2. Providencia
3. Bajo Cannet.

In the case of communities that do not have an emergency community committee: Cangrejal, it already offered the commitment of monitoring and conformation of this, pending the other two.

The monitoring of the actions carried out at the community level is visualized through the operational process of risk reduction, considering even these within the Resilience Route.

In this context, two meetings have been held in Quepos and Palmar Norte (participant, representative of the municipal emergency committee and community leader) to demonstrate these sustainability actions in the follow-up at the community level.

Volunteer workshop on Early Warning Systems

- A National EWS workshop was attended by 24 participants, who made the commitment of reproducing the workshop in community level EWS workshops.
- It was counted with the participation of the regions of San Jose, Alajuela, Cartago Heredia, Guanacaste, Puntarenas, Limón, Zona Sur and Zona Norte.

Strengthen National Society

Outcome 6: Strengthen the National Society's capacity in emergency response.

Indicators:	Target	Achieved
Evaluation of inventories and branch needs capacity is conducted	1 assessment	1

Output 6.1 Strengthen CRRC's auxiliary branches' capacity in emergency response

Indicators:	Target	Achieved
Lessons Learned workshop is conducted	1 Workshop	Planned

Progress

Evaluation of inventories and branch needs capacity is conducted

An evaluation was carried out in the different regions of the SN where the need for strengthening with technology was identified for the Regional Operations Coordination Centers.

For this reason, the 9 regions of the SN will be provided with a computer and a projector that will allow them to strengthen the Regional EOC during emergencies.

Lessons Learned workshop is conducted

It is planned to carry out the last month of the project.

Quality programming / Areas common to all sectors

Outcome 7: The execution of the operation is managed in a coordinated way with an adequate level of implementation and monitoring system.

Indicators:	Target	Achieved
# of emergency response strategies	1 strategy	1
# of NIT courses for volunteers and staff	1 course	1
# of emergency volunteer management workshops	1 workshop	1

Output 7.1: The project's activities are disseminated at the local and national level through an adequate communications system

Indicators:	Target	Achieved
# of beneficiary stories produced	5 stories	5
# of press releases disseminated by mass media outlets	6	10
Communication strategy is established	1	Planned
# of videos about the operation produced	2 videos	2 videos
Resource mobilization strategy for the operation is developed	1 strategy	In progress

Output 7.2 Initial and detailed needs assessments are updated after consulting with the beneficiaries

# of assessments of affected people's needs (using ODK)	1 assessment	1
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Outcome 8: Effective communication with all stakeholders is ensured.

Output 8.1 Establishment of communication/public relations functions

Indicators:	Target	Achieved
# of people reached through social media campaign	1 campaign	In progress
# of people reached through communication campaign	1 campaign	In progress

Progress

Emergency response strategies

The CRRC worked on the National Response Plan, where the strategies to be followed by all levels of the NS are presented. Currently, the last design review is being carried out before printing it and disclosing it.

NIT courses for volunteers and staff

Due to the needs of the NS change the thematic of the course to a logistic one. The course was given by the Logistics Unit of the IFRC and was supported by facilitators of the Purchase Unit of the IFRC, the company DHL, the National System of Risk Management and Emergency (CNE) and facilitators of the NS.

The course lasted 4 days and was attended by 27 participants from different regions of the SN and administrative structures. It was also possible to count on the attendance of 2 members of the CNE as participants.

Emergency volunteer management workshops

A workshop was established to establish the management of Social and Corporate Volunteering where a proposal for NS procedures was reviewed and guidelines were given on how to interact with these volunteers in the next emergency.

There was the accompaniment of the president of NS and the delegate of Volunteering and Youth of the IFRC. There was a total of 27 participants. In the corporate part, the following companies participated: Holcin, DHL / DRT, Dos Pinos, Grupo Servica, Irex of Costa Rica, FIFCO and Sardimar. From the Social part participated, the Guides and Scouts Association of Costa Rica, Urbarium, Red Youth Without Borders, Allergan and ANPJ

Recruitment of staff to implement the operation

Please see [Operations Update no. 1](#) for information on this activity.

Development of an information management platform to monitor the project

Please see [Operations Update no. 1](#) for information on this activity.

Visits by CRRC headquarters to project sites

The field officer and the operations coordinator conduct frequent field visits.

Monitoring visits by IFRC to project sites

The IFRC deployed volunteer audio-visual technicians from the Argentine Red Cross to produce communications materials (beneficiary stories, photos of activities, visual documentation, videos). From 29 October to 12 November 2017, a CTP RIT member and a surge capacity senior officer were in the country to support with the cash transfer programme activities; a PMER officer from the regional office for the Americas Regional Office (ARO) also supported the operation.

Develop a campaign over social networks to publicize National Society actions

Interviews: From when the CRRC's response activities on 4 October 2017, it has conducted over 30 interviews with different media: NC11, Canal 7 Telenoticias, NoticiasRepretel, Radio Columbia, Radio Monumental, Radio Universidad, Radio Nacional, Radio 89.9, La Nación, La Teja, Diario Extra, La Prensa Libre, CRHOY.COM, among others.

Press releases and bulletins: During the emergency, the CRRC has produced bulletins and other graphic material for media outlets to increase the visibility of the CRRC's humanitarian action. Below are some articles in Spanish:

- [Cruz Roja Costarricense activó mecanismos de respuesta institucional por intensas lluvias \(Costa Rican Red Cross activates response mechanisms due to intensive rains\)](#)
- [Cruz Roja Costarricense inicia campaña de donación de suministros para poblaciones afectadas por tormenta Nate \(Costa Rican Red Cross starts an in-kind donation campaign for people affected by Storm Nate\)](#)
- Costa Rican Red Cross www.facebook.com/SomosCruzRojaCostarricense

Media field Coordination: Through various media channels, there was coordination between Red Cross field representatives, and people involved in the response had the opportunity to share their insights about the Red Cross's work.

Social Media Campaign

From the onset of the emergency, more than 70 graphics and infographics depicted the CRRC's work, actions and outreach, including rescue and humanitarian assistance in areas affected by Storm Nate. Social Networks have been a key instrument in sharing recommendations on what to do before and during the emergency. The CRRC Facebook page answered over 200 private messages requesting information about Red Cross activities, and some of the CRRC's Facebook posts had as many as 30,000 views. Communication materials and pictures from the operation are available at this [link](#).

Two campaigns are currently underway on Facebook, one on Hygiene Promotion and the other on Solid Waste Management and the Environment.

The campaigns are published on Facebook and Twitter of: Cruz Roja Costarricense

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

- Direccion Nacional de Gestión de Riesgo y Atención de Emergencias
<https://www.facebook.com/DinagerCR/>
- Centro de Referencia para la Resiliencia Comunitarias <https://www.facebook.com/CentrodeReferenciaCR/>

Through these campaigns we managed to reach during:

Week 1

Posts: Launch + 4 posts + 1 videoGiff

People reached: 131,369

Week 2

Messages: Cover + 4 posts + 1 video Giff

People reached: 96,931

Week 3

Message: 1 post (still pending 2 days of Pauta)

People reached: 16,567

Total number of people reached 244,867 as of the date of this report.

Development of a communications strategy

The CRRC is currently revising the operation's communication strategy.

Conduct beneficiary satisfaction survey using ODK

A satisfaction survey was implemented through the ODK for the beneficiaries of the Cash Transfer program.

Follow-up of key data and actions carried out on behalf of affected communities, to produce visual documentation (beneficiary stories and videos)

Two Argentine Red Cross volunteers worked on the production of audio-visual material, photographs and beneficiary stories.

Ensure funding opportunities with stakeholders are available

The European Civil Protection and Humanitarian Aid Operations (ECHO) ambassador in Costa Rica, along with the British, French and German ambassadors, visited the Acosta area, where the cash transfer programme is being implemented; the visit's objective was to see the CTP programme in action. ECHO has contributed to this emergency appeal in support of the CTP implementation.

Establishment of platforms for dialogue with partners and communities

The Communication Coordinator from IFRC held a CEA training in Costa Rica to managed the themes on how to link CEA in emergency response.

Establishment of mechanisms for monitoring rumours and comments

The Communication Coordinator from IFRC held a CEA training in Costa Rica to managed the themes on how to link CEA in emergency response.

Lesson learned workshop and final evaluation

This activity is still being planned; information will be provided on it in upcoming in the final report.

Contact information

Reference documents:

Click here for:

- [Operation Appeal](#)
- [Operation Plan of Action \(EPoA\)](#)

Contact information

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

In the Costa Rican Red Cross:

- Jim Batres, national relief and operations director of the Costa Rican Red Cross; phone: (+506) 2542-5010; email: jim.batres@cruzroja.or.cr.

In the IFRC Americas regional office in Panama:

- Iñigo Barrena, head of disaster and crisis prevention, response and recovery department, phone: +507 6679 3238; email: ci.barrena@ifrc.org
- Diana Medina, communications unit manager for the Americas, phone: +507 317 3050 email: diana.medina@ifrc.org
- Nelson Aly Rodriguez, head of country cluster support team for Costa Rica, Nicaragua and Honduras; email: nelson.alyrodriguez@ifrc.org

For Resource Mobilization and Pledges:

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

For Logistics support:

- Stephany Murillo, regional logistics senior officer, phone: +507 317 3050; mobile: +507 6679-9674, email: stephany.murillo@ifrc.org

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

- Priscila Gonzalez; planning, monitoring and reporting team coordinator; phone: +507 317 3050; email: priscila.gonzalez@ifrc.org

In Geneva:

- Cristina Estrada, response and recovery lead; +41 22 730 45 29; cristina.estrada@ifrc.org

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 (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian 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.

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



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and peace.

Disaster Response Financial Report

MDRCR016 - Costa Rica - Floods

Timeframe: 11 Oct 17 to 11 Jul 18

Appeal Launch Date: 11 Oct 17

Interim Report

Selected Parameters

Reporting Timeframe	2017/10-2018/05	Programme	MDRCR016
Budget Timeframe	2017/10-2018/07	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		1,127,953				1,127,953	
B. Opening Balance							
Income							
Cash contributions							
<i>American Red Cross</i>		148,721				148,721	
<i>British Red Cross</i>		658,407				658,407	
<i>European Commission - DG ECHO</i>		115,961				115,961	
<i>Japanese Red Cross Society</i>		50,300				50,300	
<i>Red Cross of Monaco</i>		11,541				11,541	
<i>Swiss Red Cross</i>		6,000				6,000	
<i>Swiss Red Cross (from Swiss Government*)</i>		94,000				94,000	
<i>The Canadian Red Cross Society</i>		57,251				57,251	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>		42,434				42,434	
C1. Cash contributions		1,184,614				1,184,614	
C. Total Income = SUM(C1..C4)		1,184,614				1,184,614	
D. Total Funding = B + C		1,184,614				1,184,614	

* 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		1,184,614				1,184,614	
E. Expenditure		-968,358				-968,358	
F. Closing Balance = (B + C + E)		216,255				216,255	

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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	
BUDGET (C)			1,127,953			1,127,953		
Relief items, Construction, Supplies								
Clothing & Textiles	23,479		23,314			23,314	165	
Water, Sanitation & Hygiene	231,078		214,204			214,204	16,873	
Teaching Materials	45,273		20,562			20,562	24,710	
Other Supplies & Services	1,000						1,000	
Cash Disbursement	403,493		412,725			412,725	-9,232	
Total Relief items, Construction, Sup	704,322		670,806			670,806	33,517	
Land, vehicles & equipment								
Computers & Telecom	23,000		21,021			21,021	1,979	
Total Land, vehicles & equipment	23,000		21,021			21,021	1,979	
Logistics, Transport & Storage								
Storage	10,000		2,528			2,528	7,472	
Distribution & Monitoring	7,142		1,863			1,863	5,279	
Transport & Vehicles Costs	28,246		9,401			9,401	18,845	
Logistics Services	21,355		18,132			18,132	3,223	
Total Logistics, Transport & Storage	66,742		31,922			31,922	34,819	
Personnel								
International Staff	30,035		4,695			4,695	25,340	
National Staff	3,500		4,941			4,941	-1,441	
National Society Staff	48,364		39,032			39,032	9,332	
Volunteers	61,730		45,589			45,589	16,141	
Other Staff Benefits	5,000		3,460			3,460	1,540	
Total Personnel	148,628		97,716			97,716	50,912	
Consultants & Professional Fees								
Consultants	12,500		1,556			1,556	10,944	
Total Consultants & Professional Fees	12,500		1,556			1,556	10,944	
Workshops & Training								
Workshops & Training	51,290		28,136			28,136	23,155	
Total Workshops & Training	51,290		28,136			28,136	23,155	
General Expenditure								
Travel	14,500		9,649			9,649	4,851	
Information & Public Relations	15,500		9,625			9,625	5,875	
Office Costs	5,244		5,225			5,225	19	
Communications	3,950		2,432			2,432	1,518	
Financial Charges	11,934		13,945			13,945	-2,011	
Other General Expenses	300						300	
Shared Office and Services Costs	1,200		1,104			1,104	96	
Total General Expenditure	52,628		41,980			41,980	10,648	
Operational Provisions								
Operational Provisions			8,161			8,161	-8,161	
Total Operational Provisions			8,161			8,161	-8,161	
Indirect Costs								
Programme & Services Support Recover	68,842		58,584			58,584	10,258	
Total Indirect Costs	68,842		58,584			58,584	10,258	
Pledge Specific Costs								
Pledge Earmarking Fee			7,076			7,076	-7,076	

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Subsector:	*		

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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	
BUDGET (C)			1,127,953			1,127,953		
Pledge Reporting Fees			1,400			1,400	-1,400	
Total Pledge Specific Costs			8,476			8,476	-8,476	
TOTAL EXPENDITURE (D)	1,127,953		968,358			968,358	159,595	
VARIANCE (C - D)			159,595			159,595		

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Budget Timeframe	2017/10-2018/07	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
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	1,127,953		1,184,614	1,184,614	968,358	216,255	
Subtotal BL2	1,127,953		1,184,614	1,184,614	968,358	216,255	
GRAND TOTAL	1,127,953		1,184,614	1,184,614	968,358	216,255	