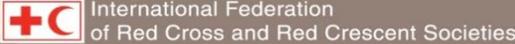




# Emergency Plan of Action (EPoA)

## Croatia: Earthquake



<b>DREF Operation n°</b>	<b>MDRHR003</b>	<b>Glide n°:</b>	<b>EQ-2020-00040-HRV</b>
<b>Date of issue:</b>	<b>7 April 2020</b>	<b>Expected timeframe:</b>	<b>4 months</b>
		<b>Expected end date:</b>	<b>31 August 2020</b>
<b>Category allocated to the disaster: Yellow</b>			
<b>DREF allocated: CHF 217,255</b>			
<b>Total number of people affected:</b>	<b>50,000<sup>1</sup></b>	<b>Number of people to be assisted:</b>	<b>Up to 20,000 assisted 2,460 directly assisted</b>
<b>Provinces affected:</b>	<b>City of Zagreb, Krapina-Zagorje county</b>	<b>Provinces/Regions targeted:</b>	<b>City of Zagreb, City of Donja and Gornja Stubica</b>
<b>Host National Society presence (n° of volunteers, staff, branches):</b> Croatian Red Cross (CRC) is present with total of 131 county, city and municipality branches. At the moment almost all branches are involved in the COVID-19 operation with a total of 1,210 staff and 591 volunteers <sup>2</sup> . Staff and volunteers from the National HQ, RC city branch Zagreb and RC city branch of Donja Stubica are involved in the Zagreb Earthquake response activities – a total of 100 (50 staff and 50 volunteers).			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> ICRC (Belgrade office)			
<b>Other partner organizations actively involved in the operation:</b> The Government of the Republic of Croatia's Headquarters for Crisis Coordination, Ministry of Interior; the Civil Protection Directorate; Ministry of Health, the Croatian Institute of Public Health the State Commodity Reserves; Ministry of Education, Ministry of Defence, Ministry of External Affairs, Ministry of Economy, Crafts and Entrepreneurship, Ministry of Demographic, Family, Youth and Social policies, UNICEF, local NGOs.			

## A. Situation analysis

### Description of the disaster

A 5.4 magnitude earthquake, at a depth of 10 km occurred in Zagreb and Krapina-Zagorje county on 22 March 2020 at 6:24 a.m. local time about 10 km north of downtown. A second strike followed at 7:01 a.m. with a 5.0 magnitude and several aftershocks followed during that and following days.

Despite the cold weather, many citizens left their apartments and houses and rushed out to the streets in fear of the earthquake's effects, but still keeping physical distance among each other in view of the measures related to COVID-19.

One child died, and 26 people were reported injured from which 18 severely. Extensive material damage was reported in the Zagreb city centre in parts where buildings were constructed before 1965, when construction standards were changed based on the experience of the Skopje earthquake. In addition, there is high number of houses at the outskirts of Zagreb city, closer to the epicentre still waiting to be assessed.

<sup>1</sup> Based on the CRC estimation, according to the number of applications for damage assessment.

<sup>2</sup> Due to current situation with COVID-19 and higher risk situation, number of staff is higher than number of volunteers.

According to the Ministry of Construction, the first screening of the damaged buildings reviewed a total of 6,305 buildings by 1 April and out of that 2,516 have been declared uninhabitable at the moment. The objective of the first screening has been just determination if the buildings can be used or should be moved out at the moment and it is different from review of damages caused by earthquake. Meanwhile, authorities have received around 26,000 applications for damages, among which some 9,647 for family houses according to City of Zagreb Headquarters for Crisis Coordination. Up to date there are at least some 2,516 buildings in Zagreb estimated as partially or completely damaged and uninhabitable. In Krapina-Zagorje county, 80 houses/buildings are declared completely uninhabitable and around 200 applications for damages have been received.

There is no financial estimation on the damages as the first screening conducted by construction engineers is still ongoing and the assessment of the damages will start after that. Financial value of the damages is going to be high as the whole old historic Centre of Zagreb is devastated and it is anticipated that reconstruction will last for years. A number of old churches are damaged including the old Zagreb cathedral, the buildings of Croatian Government and Parliament, four hospitals, the University of Zagreb, some 40 schools and kindergartens, as well as a number of other old historic buildings that are in public use.



**Image 1:** Map of Croatia with EQ epicentre

The Croatian Red Cross headquarters also sustained minor damage.

The exact number of total people affected is still unknown due to ongoing first screening of damaged buildings in order to establish if they can be lived in. Current estimation of CRC is that around 50,000 people have been affected by the earthquake. A total of 475 people found temporary accommodation in student dormitories in Zagreb, but the number is increasing on a daily basis and it will continue to rise as long as the first screening of damaged building is finished. The most of affected people are residing with their relatives or find alternative housing by themselves. Also, the majority of affected people from Krapina-Zagorje county – towns Donja Stubica and Gornja Stubica, found accommodation with their relatives and only 11 families are placed in Jezerčica bungalows nearby their home as they do not have other options. Accurate estimation on displaced people will be difficult to make for some time as many left Zagreb after the earthquake and are residing with their relatives in other parts of the country. Hereby stated data on damaged building are data confirmed by 1 April by the Ministry of Construction as well as City of Zagreb and Krapina-Zagorje county but are not final data as the first screening is still going on and the assessment of damages has not yet started even so the 10 days after earthquake passed.

According to the rapid assessment of the CRC PSS team, people who are moved to the Zagreb student dorm and Jezerčica bungalows are considered as the most vulnerable. Around one third of displaced population in student dormitory are older people and disabled with chronic diseases and conditions.

Schools are officially closed since 16 March due to the COVID-19 measures and all classes are running online. There is no exact number yet of damaged education facilities. At least three hospitals are partially or completely damaged but still operational.

The city of Zagreb and Krapina-Zagorje county declared emergency situation in order to start damage restoration. The situation is very challenging in the city of Zagreb and Krapina-Zagorje county as there are still people who have to leave their homes after first screening of buildings is done. At the same time, the situation of the COVID-19 outbreak and movement restriction in the whole country creates a combination of emergencies the Croatian Red Cross has to address.<sup>3</sup>

The effects of the earthquake are exacerbated due to COVID-19. Even at the first minutes after the earthquake, people left their homes and they needed to keep physical distance, in a situation which normally would keep people closer. Hence, psychosocial consequences will be much more difficult than in other disasters: fear is extremely high as people are just switching from fear of earthquake to fear from potential infection. Providing any kind of assistance is also difficult as affected people have to keep distance and cannot make face-to-face social contacts and usual psychosocial support cannot take place due to restrictive health measures. Resources of all organizations, including Croatian Red Cross are reaching its limits in a very demanding socio-economic situation. Focus of the public is mostly on COVID-19 outbreak, leaving people affected by the earthquake forgotten. The Croatian Red Cross and all affected RC branches are assisting and providing support to Government, Civil Protection and local authorities with various activities, with a focus on the most vulnerable.

<sup>3</sup> More information on COVID-19 available on [www.koronavirus.hr](http://www.koronavirus.hr)

## Summary of the current response

### Overview of Host National Society Response Action

The Croatian Red Cross is part of the government's operational forces in emergencies in their capacity as the auxiliary to the public authorities in the humanitarian field and has established cooperation with relevant stakeholders in the field of disasters in prevention, response and recovery. The response of the CRC in emergencies is regulated with the Civil Protection and Red Cross law in Croatia. Regular activities include assisting vulnerable and marginalized people with social and psychosocial support, food, household items (to cover basic needs) and other related services as well as the Tracing service activities.

Resources of the CRC are limited due to the ongoing COVID-19 outbreak. There is no possibility of asking support from other CRC local branches not affected by the earthquake, as all of them are already involved in COVID-19 operation.



*Image 2: CRC staff and volunteers patrolling the streets of Zagreb.*

At the time earthquake hit city of Zagreb and surrounding counties, a COVID-19 outbreak operation by the CRC was already ongoing. Staff and volunteers from CRC HQ and city branch of Zagreb arrived immediately at the site and provided blankets, hot meals and tea to the people who were out in the cold (the temperature was around 0 degrees Celsius). In total 3,000 hot meals, 3,000 teacups and 1,100 blankets were distributed during the day. Furthermore, additional water and blankets were distributed to mothers and new-born babies who were displaced from a central city maternity hospital. Around 100 staff and volunteers from the CRC local branch of Zagreb supported CP activities through setting up the tents, distributions of food and household relief items in different locations.

After decision of the local authorities on the accommodation of the affected people, Zagreb Red Cross city branch supported with transportation of people with disabilities and older people from their house to the safe accommodation.

Due to security and health restrictions, staff and volunteers of Red Cross city branch of Stubica were not allowed to go to the affected areas in the aftermath of the disaster.

In response to COVID-19 epidemic, CRC has established free psychosocial support (PSS) phone line for people in self-isolation, quarantine and everyone else in need of PSS in each of 20 county branches and city of Zagreb. The phone lines in the CRC HQ and Krapina-Zagorje branches has been made available for everyone hit by earthquake with two additional phone lines in CRC HQ to cover the area of Zagreb as it was affected the most. A total of 13 staff and volunteers of CRC HQ, Zagreb Red Cross city branch and Krapina-Zagorje county branch are activated to provide 24/7 psychosocial support over telephone lines – the call centre is situated in the CRC HQ and the calls are re-directed to Krapina local branch or the CRC volunteers in HQ. From 22-29 of March PSS was provided to 323 people over phone line in city of Zagreb and Krapina-Zagorje county. Besides that, the field PSS teams of CRC HQ and Krapina-Zagorje branch are on a daily basis assisting people accommodated in Zagreb student dorm and Jezerčica bungalows – one team consists of 5 CRC staff. Additional volunteers are engaged to be at the spot even for weekends. All field activities done by the CRC are taking into consideration restrictive health measures and safety of the staff and volunteers with regards to COVID-19.

### Overview of Red Cross Red Crescent Movement Actions in country

ICRC (Belgrade office) is supporting CRC in regular immigration detention and missing file program. In the COVID-19 and earthquake operations they have supported with EUR 15,000 for immediate needs of the CRC.

The CRC manages the Secretariat of the Neighbours Help First (NHF) Network of 12 member NSs and five observer NSs and the Secretariat informed the NHF Network members and observers immediately about the earthquake, advising that a DREF will be requested.

### Overview of non-RCRC actors' actions in country

Croatia activated the EU Civil Protection Mechanism<sup>4</sup> due to the earthquake and on the evening of 22 March the State Civil Protection received tents, field beds, sleeping bags, electric heaters, blankets and tent lighting. The Emergency Response Coordination Centre (ERCC) of the EU Civil Protection Mechanism remains in close contact with the Croatian civil protection authorities in order to cover additional needs.

Ministry of Defence supported in cleaning of ruins from the streets. Ministry of Demographic, Family, Youth and Social Policies in coordination with the local psychologist associations has organized psychological support phone lines. Local NGOs are also supporting specific vulnerable e.g. migrants, people with chronic diseases and parents with small children).

PSS working group, run by the UNICEF and the Association for psychological assistance is established in Zagreb to coordinate support in complex emergency; Croatian Red Cross will take part in this coordination mechanism.

## **Needs analysis, targeting, scenario planning and risk assessment**

### **Needs analysis**

The current urgent needs are based on initial assessment and observations conducted by CRC emergency response teams after the earthquake of the current complex situation in Croatia.

The main focus of this operation is to provide psychosocial support and cash assistance to cover the basic immediate needs) of the most vulnerable population affected by the earthquake in Croatia. The focus will be on city of Zagreb and Krapina-Zagorje county.

In general, socio-economic situation in Croatia is becoming worse due to COVID-19 outbreak which already caused massive job loss and it was exacerbated with the earthquake that followed. Social programs are becoming key in response to the emergencies and the current situation is indicating high increase of demand for CRC involvement. These may change as the situation continues to evolve.

#### *Shelter*

On request from the CP authorities a temporary tent camp with 60 tents was set up at Franjo Tuđman's Square by Croatian Red Cross, which was able to accommodate up to 500 people respecting the social distance required as of the COVID-19 measures. The tent camp was an emergency shelter option for people who did not feel safe to return home in case of another quake. The temporary shelter at Franjo Tuđman's Square was removed after a week when affected people have been accommodated in the student dormitory and others felt safer to return to their houses.

Majority of the CRC stock equipment was delivered to local branches after the Zagreb earthquake, when it was decided by the civil protection authorities that additional makeshift hospitals must be set up in order to exceed regular hospitals capacities.

In case of another earthquake, the Croatian Red Cross would not be able to organise the new tent settlement – since it has only tents for temporary shelter without other necessary equipment (heaters, lighting equipment) and without the field beds.

#### *Livelihoods and basic needs*

People who are displaced and currently living in organized temporary accommodation (e.g. student dormitory) have 3 meals per day, organized by the authorities. As many of the affected households are households with older people, many of them refused to leave their home, regardless of the potential danger and due to COVID-19 restrictions they are unable to leave home to buy medicine or food. CRC teams is supporting those households by bringing those necessities on their doorstep, while respecting physical distance.

The City of Zagreb organized accommodation for people displaced due to earthquake in a student dormitory. As of April 1,475 people are residing there. In Krapina-Zagorje county, as mentioned above, people found accommodation at relatives and 11 families are accommodated in Jezerčica bungalows. Each family is placed in a bungalow with all necessities (e.g. kitchen, bathroom and bedroom). In Thermae Jezerčica affected people do not have organized cooked meals, only available kitchen. Croatian Red Cross has provided standard CRC 2-week family food package for 11 families which includes oil, flour, salt, sugar, pasta, cold meats, fish can, soup powder, toast and jam.

Unknown number of people are residing at their relatives or left Zagreb after the earthquake happened. Some of them meanwhile are moving to Zagreb dorm or are applying to be rented state of city of Zagreb owned apartments. As the process is still going on the number of people in need is still unclear.

<sup>4</sup> Available at <https://civilna-zastita.gov.hr/vijesti/hrvatska-do-sada-dobila-medjunarodnu-pomoc-od-sedam-zemalja/2298>

The loss and damage of property has a severe financial impact on the affected families, many of whom are expected to have difficulties recovering on their own without support. A detailed assessment is needed to be done, but based on available data, most of the people displaced due to the earthquake meet some of the usual vulnerability criteria (e.g. older people, single headed households, people with disabilities etc.). The complex emergency contravened the everyday life of affected people (especially those displaced) not only because of damage in property but also in terms of workplace, individual and family businesses and education.

### *Health*

The CRC staff and volunteers are participating in direct assistance to affected population and are in direct contact with them, always ensuring necessary measures for protection are taken. Due to this there is a high need in protective equipment for staff and volunteers to ensure their safety, but also for protection of the most vulnerable beneficiaries (primarily older people) in organised accommodation. There is lack of protective masks in Croatia, which makes the situation regarding COVID-19 in the student dormitory more complicated. There are many people of different age groups and vulnerability placed in a rather small area. Many of them have not managed to bring protective masks with them and they are forced to go outside (e.g. for lunch) and to be in contact with more people than they would if they would be staying at home. People who do not know each other are placed in the same room, what in this context might influence on potential COVID-19 spreading. At the moment there is no available health support inside the dormitory although there was a request to the health authorities. Majority of health activities is related with functional public health authorities and all the CRC health activities are developed in coordination with them.

People who are staying in two organized after-quake accommodation are not screened for COVID-19 and so far there are no indications they are sick. People in home-isolation who had to move out of their homes are accommodated in specially organised quarantines.

### *Psychosocial support*

Rapid assessment by the CRC PSS teams is still ongoing, but preliminary conclusions show that earthquake affected all age and gender groups. Around one third of displaced population are older people and 4.5% of people have mental health problems dated before the earthquake.

Because of the COVID-19 outbreak merged with the earthquake, affected people report about high levels of fear due to possible infection when going out from home and fear of another earthquake or aftershocks if they are inside. With additional restrictive measures regarding COVID-19 forcing people to stay at their homes, we expect the stress levels of displaced people to rise even more. In addition, occasional aftershocks undermine people's sense of safety and security. The earthquake has not affected only those with destroyed or damaged houses, but also wider community, especially in terms of safety. Hence, there is a need for a psychosocial support programming with a broader scope.

In addition, staff and volunteers supporting people affected by the earthquake are affected by themselves and already involved in COVID-19 outbreak operation. They are facing difficulties in changing the approach to affected people, which is significantly different than before, especially in terms of providing psychosocial support and assistance to older people (switching from direct "face to face" support to phone support, wearing much more protective equipment, staying 2 meter from people etc.). New ways of peer support will be needed to be established with special regards to those affected with two disasters.

### *WASH*

WASH needs are mainly focused on hygiene kit distribution and promotion activities which include raising awareness via social and mass media and info materials. Since the outbreak of COVID-19, CRC constantly provides information on hygiene and prevention to the public: hand washing poster created by CRC and Public Health Institute is used widely. All the public information issued so far are aimed for COVID-19 prevention only, supposing usual surrounding and availability of protective materials. But after the earthquake affected people do not live in their usual surrounding (one part is displaced, one part lives in damaged buildings, all still suffer from fear, material loss, uncertainty and cope with huge practical problems) and market is poorly supplied with affordable protective material. In these circumstances it is very difficult to maintain the level of care and protection as usual.

### *Protection, Gender and Inclusion (PGI)*

Due to whole city quarantine and disaster caused displacement (in a much physical smaller space), there is possibility of increased cases of sexual and gender-based violence (SGBV). In addition, many of the social welfare services are not functioning properly. Referral should be updated accordingly, and services access in case of interruption of services.

Other vulnerable and marginalized groups (e.g. older people, Roma population, asylum seekers, people under international protection etc.) should also be considered when planning sectoral activities. Referral pathways should be in place to enable support to those who need it the most.

Older people are in most vulnerable situation, due to merged emergencies. As mentioned above, they are attached to their homes and unwilling to leave regardless of the house damage, but due to COVID-19 restrictions cannot leave their house and need support to access basic services, as well as transportation to the safe accommodation. In addition, Zagreb Red Cross city branch is transporting people with disabilities and older people from their house to the safe accommodation. So far, they have transported 17 people but at least 5 persons refused to leave their homes.

### *Community Engagement and Accountability (CEA)*

With contact between the Red Cross and affected people increasingly occurring remotely through phone lines, and the heightened importance of effective information flow, there is a role for CEA and IM to support the consolidation of feedback data received through various channels (telephone lines, PSS activities, Cash, Hygiene Promotion, PGI activities, volunteers, social media etc.) to identify trends and issues arising, and inform programme adaptation – be that updating information and the channels used to share it based on people’s needs, preferences and requests, or concrete changes to programme modalities (items distributed, vulnerability criteria, etc).

### **Target population**

Based on the initial assessment and observations by CRC HQ and branches the most vulnerable groups are as follows:

1. People who have their homes destroyed and/or uninhabitable and need to seek shelter elsewhere.
2. People who remain in their homes with no or minimal damage but suffer from high levels of stress.

Primary selection criteria for the CVA will be displacement **and** vulnerability. Definition of vulnerability is based on welfare system status.

Possible vulnerability criteria that will be used (to be determined exactly):

- pre-existing reliance on state welfare system (inclusion in welfare system)
- single headed household
- persons with disability in household
- older people in household
- families with 3 and more children

Current activities are widely based on the affectation criteria, targeting people affected by the earthquake and living in student dormitories. Psychosocial support via phone lines are available for everyone in need, not depending only on the displacement.

### **Estimated disaggregated data for population targeted<sup>5</sup>**

Category	Estimated % of target group	% female	% male
Children (0-17yrs)	19	49	51
Adults (18-64 yrs)	42	59	41
Elderly (>65 yrs)	39	63	37
<b>Among targeted population there are 4,5% people with disabilities</b>			

### **Scenario planning**

Scenario	Humanitarian consequence	Potential Response
Insufficient protective mask supply and lack of information in combination with high number of people in a densely accommodated student dormitories (likely)	People in higher risk of contamination, COVID-19 outbreak within camp, potential riots	Hygiene promotion, <b>risk-communication messages</b> that explain the nature of the risk (COVID 19), how it is transmitted and what the individuals can do to prevent them from getting infected, advocacy to the local authorities
Delayed recovery due to two combined emergencies (COVID-19 + earthquake) that require opposite	Prolonged need for humanitarian response	PSS, referral to relevant stakeholders, relevant information provision

<sup>5</sup> Based on sample of 157 affected people who are placed in student dormitories (assessment done by the CRC PSS team)

coping measures – post-quake recovery needs more social contact and COVID-19 response cut all social contacts		
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## Operation Risk Assessment

The current DREF operation and its operational strategy considers the risks related to the current COVID-19 pandemic and is aligned with the IFRC global emergency appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by the COVID-19 (novel coronavirus) outbreak.

As auxiliaries to public authorities, Red Cross and Red and Crescent National Societies have a strong role to play in supporting domestic operations focused on preparedness, containment and mitigation against the pandemic. National Society responses to COVID-19 are supported through the [global appeal](#), which will facilitate supporting them to maintain critical service provision, while adapting to COVID-19. Business continuity plans for IFRC at all levels have been developed and are continuously being adapted as the situation changes. Focus is given to supporting National Societies to maintain critical service provision through ongoing operations, while adapting to COVID-19. This includes ensuring the health and safety of staff and volunteers, and developing plans specifically for emergency health service provision where relevant. As such, the National Society actions dedicated to COVID-19 and those conducted through ongoing operations will be mutually beneficial and built upon common synergies.

This DREF operation is aligned with and will contribute to the current global strategy and regional Emergency Plan of Action for COVID-19 developed by the IFRC Europe Regional Office, in coordination with global and regional partners. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this particular crisis and provide necessary guidance to its membership on the same. The NS will keep monitoring the situation closely, focusing on the health risks, and revise accordingly if needed taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of relief items and procurement issues, and movement of NS volunteers and staff as well as international staff.

Therefore, the below risk analysis has been prepared to list in advance mitigating measures as foreseen in the current situation.

Risk identified	Mitigation measures
<p><b>Strong aftershocks</b> Ongoing aftershocks may result in additional traumatization of already affected population. Consequently, there might be higher number of people in need for accommodation. More people in self-isolation will need to be accommodated.</p>	<p>Higher number of PSS teams and additional PSS phone lines. Additional accommodation facilities (e.g. temporary tent camps). Advocacy to the Government to prepare in advance possible solutions.</p>
<p><b>Staff contamination (medium)</b> Frontline staff and volunteers are in constant contact with potentially contaminated population as well as with people in high risk of contamination (e.g. older people)</p>	<p>Provision of adequate protective equipment to frontline staff and volunteers. Ad hoc information sharing to older adults.</p>
<p><b>Reaching targeted population (medium)</b> Reaching those who are still in their damaged houses and with relatives due to movement restrictions connected to COVID-19 and due to still ongoing assessment of damages</p>	<p>Provision of adequate equipment to frontline workers and advocacy for free pass. Search and development of new approaches toward affected population. Gathering more accurate data on damages and displaced people accommodation in order to do detailed needs assessment</p>
<p><b>COVID-19 student dorm outbreak (medium)</b> There is a risk of COVID-19 outbreak within student dormitory where population affected from earthquake is densely accommodated.</p>	<p>Provision of protective masks and gloves for staff and volunteers in contact with many people, hygiene promotion for affected people, risk communication messages on COVID 19</p>

## B. Operational strategy

### Overall operational objective

This DREF operation aims to meet the immediate needs and support the early recovery of the most vulnerable population affected by the earthquake in Croatia. Focus will be on city of Zagreb and Krapina-Zagorje county.

Based on preliminary assessment and information collected from partners and authorities, the targeted groups include people whose homes were damaged (collapsed, severely damaged or lightly damaged) and are vulnerable due to low level of income, and household composition (disability, single female heads of household, older people, pregnant women).

A total of 20,000 persons will be supported with information materials on WASH and health, 2,460 people will be assisted directly with PSS support, hygiene items, and unconditional multi-purpose cash grants.

## **Operational Support Services**

### **Human Resources**

Operation will be implemented by the Croatian Red Cross headquarters in cooperation with the affected branches: RC city branch of Zagreb and RC city branch of Donja Stubica located in Krapina-Zagorje county. The total number of CRC staff and volunteers which are expected to take part in implementation of the operation is 100 persons – 50 staff and 50 volunteers, trained in emergency response and/or some of the technical areas (DM, PSS, PGI, Health). Due to complexity and high demands of the operation it will be coordinated by DM CRC staff already employed in the CRC with experience in working in emergencies and PSS focal point as a coordinator of all PSS activities with affected population.

Despite COVID-19 outbreak and all movement restriction the CRC staff and volunteers are working on a daily basis with the beneficiaries affected with the Earthquake but respecting all restrictions and personal protection measures during interpersonal social contacts with beneficiaries.

All Croatian Red Cross volunteers are provided with collective insurance by Croatia based insurance company. The insurance cost is not included in the budget and it is covered by the CRC funding. Due to sensitive situation of COVID-19 outbreak, from the DREF budget, personal protective equipment will be covered in order to enable staff and volunteers safe and secure work with affected population.

### **Logistics and Supply Chain**

All the items will be procured locally in accordance with the National Society's procurement procedures, which are stricter than IFCR standards, but with respect to IFRC standards and procedures.

The purchase of fuel for the CRC vehicles used for transport and distribution of humanitarian assistance as well as for transportation of CRC personnel is included in the DREF budget. Within this operation, the costs of the CRC HQ Zagreb warehouse will be covered. The DREF will cover the costs of fuel, highway toll, vehicle maintenance for the vehicles of the Croatian Red Cross. With regard to the protective equipment, CRC is expecting that those will be available for local purchase soon. (There has been two flights from China and coming into Croatia as well as a donation from the U.A.E.)

### **Communications**

The Croatian Red Cross posts updates on the operation on its webpage and Facebook page on the regular basis. The CRC public relations team also provides media with information and public releases on a daily basis with relevant information to prevent rumours and educate population. During both emergency responses, earthquake and COVID-19, the CRC has a strong media coverage by almost all media, including TV, social media and newspapers.

IFRC ROE Communications team has offered technical support, published a press release on the day of the disaster and profiled the work of the CRC on social networks as well. Information and photos were distributed among other National Societies through the weekly Newswire.

Many of the materials produced during the DREF operation will be posted on the website and other relevant media. The costs of increased telephone communication including cellular and internet usage will be covered.

To be mentioned that visibility items (Vest, T-shirt, Jackets, trousers will be purchased for the CRC staff), since in the situation people must use those for credibility, access to sites and also for hygiene, purposes: staff need to change clothes regularly after intervention in dormitories and in houses.

### **Information technologies (IT)**

There is a need for additional communication between the CRC staff and volunteers due to ongoing earthquake operation, but regular means of communication (meetings, trainings, focus groups, peer support groups) related to disaster response are not possible due to COVID-19 outbreak. Expenses for telecommunications (telephone and internet) will be included in the operation's budget as this is one of the main communication channels due to COVID-19 outbreak. Similarly, there is an increased need for additional technical support for PSS to be available at all time, so necessary IT will be covered by the DREF.

### **Security**

Security conditions in Croatia are stable with ongoing restrictive measures of movement due to COVID-19 outbreak, which may become stricter. Currently all travel outside of place of residency are forbidden and citizens must have police permission to leave. The CRC is working on getting permission for staff and volunteers to be mobile and to be able to implement the activities in the given time.

#### **Planning, monitoring, evaluation, & reporting (PMER)**

Planning of the activities is based on needs assessments done in the first days after the earthquake. All activities will be coordinated with local branches affected by the earthquake. Regular briefings and discussions will be done over phone (due to current situation) to monitor the activities which are ongoing. A post-distribution monitoring is also part of the CVA. If the situation permits, other activities will be monitored through focus groups with beneficiaries. The methodology will be designed based on COVID-19 related measures and situation at given moment. Depending on the evolvement of the COVID-19 outbreak and taken measures, there is a possibility that activities will need to be reviewed. Monitoring visits from IFRC regional office in Budapest will be organised to Zagreb. A lessons learned workshop with staff, volunteers and representatives of the other stakeholders of the operation will be organised at the end.

It is expected that this operation will be implemented within four months.

#### **Administration and Finance**

National Society and IFRC Secretariat and ROE operational administrative support and office costs are included in the operational budget.

## C. Detailed Operational Plan



### Shelter

People targeted: 500

Male: 40%

Female: 60%

Requirements (CHF): 18,328

### Needs analysis:

On request from the CP authorities a temporary tent camp with 60 tents was set up at Franjo Tuđman’s Square by Croatian Red Cross, which was able to accommodate up to 500 people respecting the social distance required as of the COVID-19 measures. The tent camp was an emergency shelter option for people who did not feel safe to return home in case of another quake. The temporary shelter at Franjo Tuđman’s Square was removed after a week when affected people have been accommodated in the student dormitory and others felt safer to return to their houses.

Majority of the CRC stock equipment was delivered to local branches after the Zagreb earthquake, when it was decided by the civil protection authorities that additional makeshift hospitals has to be set up in order to exceed regular hospitals capacities. In case of another earthquake, the Croatian Red Cross would not be able to organise the new tent settlement – since it has only tents for temporary shelter without other necessary equipment (heaters, lighting equipment) and without the field beds.

In case of another earthquake, which is possible, Croatian Red Cross would be able to provide only tents for temporary shelter but without other necessary equipment - heaters, lighting equipment and without the field beds. It is important to mention that some 600 quakes hit Zagreb area since 22 March when the heaviest quake.

**Risk analysis:** Another earthquake and deterioration of health situation.

**Population to be assisted:** Tent camp that was set up at Franjo Tuđman’s square can accommodate up to 500 people. In a case of another earthquake it can be a temporary shelter for those too afraid to return to their houses/apartments. The tents can accommodate up to 500 people, when taking into consideration COVID-19 outbreak.

**Programme standards/benchmarks:** the tent camp is following the SPHERE guidelines for shelter.

P&B Output Code	Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions	# of people provided with temporary shelter (target: 500)
	Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.	# of people provided with temporary shelter (target: 500) Replenishment of shelter items (Tent lighting, Electrical material for shelter (i.e. extension cords, cables, multiplug) Tent heating, Aluminium folding field beds - replenishment stock)

	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP005	Provision of temporary shelter to affected population (replenishment of the above items)	x	x	x	x												



Livelihoods and basic needs

**People targeted: 960**  
 Male: 40%  
 Female: 60%  
**Requirements (CHF): 103,199**

**Needs analysis:**

*The loss and damage of property has a severe financial impact on the affected families, many of whom are expected to have difficulties recovering on their own without support. The complex emergency affects everyday life of affected people (especially those displaced) not only because of damage in property but also in terms of workplace, individual and family businesses and education.*

*Individuals and families will need support to cover their basic needs until they can meet their basic needs with dignity. Based on assessment information to date, up to 960 persons will be provided with multipurpose cash grants in order to assist them in organising their lives out of their homes. The transfer value is CHF 100 is close to to social benefit a person can receive on a monthly basis from Croatian Social Welfare Center but still lesser than one can get as special social benefit once a year for some outstanding need*

**Risk analysis:** *Beneficiary identification due to lack of data of social structure of affected people, requests and complaints of the beneficiaries.*

**Population to be assisted:** *Primary selection criteria will be displacement and vulnerability. Vulnerability selection criteria will be connected with the social status of families with priority given to elderly with small pensions, people with disabilities and chronic diseases, persons already on social welfare, families with more than two children etc. Up to 960 people will be targeted with CVA among those displaced from their houses – it includes those accommodated in temporary shelters and those living with their relatives due to total damage of the houses. Counting with 2-3 member per family, this will mean about 300-350 families. CRC will implement the CVA program to support individuals and families to cover their basic needs until they can recover their livelihoods with dignity. Selected people shall be provided with approximately CHF 100 per person to cover their basic needs. The transfer value is close but still less than the social benefit a person can receive from the Social Welfare system<sup>6</sup>.*

**Programme standards/benchmarks:** *The transfer value is close to social benefit a person can receive on a monthly basis from Social Welfare Center.*

<sup>6</sup> Available at: <https://www.czss-zagreb.hr/zajamcena-minimalna-naknada>

P&B Output Code	Livelihoods and basic needs Output 1.5: People are provided with unconditional/multipurpose cash grants to address their basic needs	# of people supported with unconditional/multipurpose cash (target: 960)																
		Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
AP081	Conduct feasibility study on the use of cash and market analysis	x																
AP081	Identification of target population	x	x	x	x													
AP081	Selection of cash modality and financial service provider		x	x	x													
AP081	Distribution of unconditional multipurpose cash grants to the target population					x	x											
AP081	Post distribution monitoring, including satisfaction questions, on the use of unconditional multipurpose cash grant							X	x									



## Health

**People targeted: 1,500**

Male: 600

Female: 900

**Requirements (CHF): 43,055**

**Needs analysis:** Psychosocial support will continue to be provided by trained volunteers and staff through dedicated free phone lines for people affected by earthquake, but as well those in self-isolation, quarantine and in a need for support. CRC PSS teams will be also available at the student dormitory. There is need for PSS support for staff and volunteers through online sessions to safeguard provision of services to affected people during the upcoming period.

**Risk analysis:** access to the people affected by the earthquake due to COVID-19

**Population to be assisted:** At least 1,500 people will be supported with psychosocial support (outreach and PSS phone lines)

Protection of the CRC staff and volunteers will be enabled and they will be prepared direct work with affected population. In addition, the people the CRC supports will consequently also be more protected. PSS activities under the EQ response operation, will have different approach than usual due to the COVID-19 outbreak measures:

- Needs assessment and provision of psychosocial support to displaced people due to earthquake
- Psychosocial support phone line: CRC will continue to provide psychosocial support to people via telephone lines (phone lines are free) already established, with additional PSS staff activated for city of Zagreb.
- Additional phone line (text/Viber) is activated for people with hearing impairment.
- Children educational video play: in coordination with one of the Zagreb famous children artists and National Teachers and Training Agency a series of plays will be done on different topics (handwashing, infection control, stress signs, how to keep safe from earthquake, how to make isolation not to become frustration)



AP030	Disinfectant for staff and volunteers (replenishment)	x	x	x	x												
AP030	Procure and Distribute Disinfectant for household use, protective gloves latex, protective masks		x	x	x	x	x	x	x								



**Water, sanitation and hygiene**

**People targeted: 20, 000**

Male: 7,500

Female: 12,500

**Requirements (CHF): 10,650**

**Needs analysis:** Water and sanitation infrastructure are functioning well in the affected areas. One of the basic needs of people in temporary accommodation is hygiene items especially due to the fact that majority of them left behind all their belongings including personal protection items necessary during COVID-19 epidemic outbreak. The concentration a big number of people in student dormitory is quite risky in regard to situation with the epidemic. There are many people of different age groups and vulnerability placed in a rather small area. Many of them have not managed to bring protective masks with them and they are forced to go outside (e.g. to get a lunch from organized kitchen) and to be in contact with more people than they would if they would be staying at home. People who do not know each other are placed in the same room, what in this context might influence on potential COVID-19 spreading. At the moment there is no available health support inside the dormitory although there was a request to the health authorities. Majority of health activities is related with very functional public health authorities and all the CRC health activities are developed in coordination with them.

People who are staying in two organized after-quake accommodation are not screened for COVID-19 and so far there are no indications they are sick. People in home-isolation who had to move out of their homes are accommodated in specially organized quarantines. At the moment we have some 500 people in organised shelter but it is the most likely the number will increase. 600 hygiene kits would be purchased with the content of the hygiene package for household use as follows: Hygiene package for 2 persons Soap - 2x100 g, Hair Shampoo - 600 ml or 1 lit, Shower gel - 600 ml, Toothpaste - 1x75 ml, Toothbrush - 2 pcs., Toilet paper - 1x10 roles, Dishwashing liquid - 500ml Shaving razors - Laser II/Laser Shaving, 1x5 pcs Liquid for cleaning households including toilets - 1 lit Washing powder - 1,3kg or 3kg

**Risk analysis:** Accessibility to target population, there is no means to verify will materials reach our target population due to COVID-19.

**Population to be assisted:** Through awareness raising materials the aim is to reach around 20,000 people in Zagreb and Krapina-Zagorje county posted on public places.

**Programme standards/benchmarks:** distributed materials comply with Sphere standards.

P&B Output Code	<b>WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population</b>	# of Staff and volunteers equipped with basic disinfectants (target: 100)															
	Activities planned Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16



AP031	Update referral pathways and their changes/interruption due to EQ	x	x	x	x													
AP031	Support sectoral teams to ensure collection and analysis of sex-age and disability-disaggregated data (see guidance in Minimum Standards)	x	x	x	x													
AP031	Strengthen awareness and increase sensitization of volunteers on how to use empathic communication in delivering informed and positive messages	x	x	x	x													

**Strategies for Implementation**  
Requirements (CHF): 46,977

P&B Output Code	<b>S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform</b>																	
	<b>Output S1.1.4: National Societies have effective and motivated volunteers who are protected</b>	# of volunteers involved in the operation who are insured (target: 70)																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP040	Ensure volunteers' safety and wellbeing	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP040	Ensure visibility of volunteers and staff	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

P&B Output Code	<b>Output S4.1.3: Financial resources are safeguarded; quality financial and administrative support is provided contributing to efficient operations and ensuring effective use of assets; timely quality financial reporting to stakeholders</b>	# of financial reports produced															
	Activities planned Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	AP064	Finance work	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
AP065	Administration work	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
P&B Output Code	<b>Output S4.1.4: Staff security is prioritised in all IFRC activities</b>	% of staff aware of security regulations (target: 100)															
	Activities planned Week / Month	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
	AP066	Security	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

<b>Output S2.1.3: NS compliance with Principles and Rules for Humanitarian Assistance is improved through the integration of CEA approaches and</b>	<i>If data can be proactively collected from affected communities eg through post-distribution monitoring:</i>
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activities	<ul style="list-style-type: none"> <li>% of target population satisfied with level of consultation, information and involvement in the operation (target: 70%)</li> <li>% of target population satisfied with support received (target: 70%)</li> </ul>															
Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16
CEA is mainstreamed in sectoral activities	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Mechanism is put in place to involve individuals in needs assessments and decision-making to ensure assistance is appropriate and relevant, people are kept informed of plans and progress	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x
Feedback mechanism (including rumour tracking) are established, and feedback acted upon and used to improve the operation	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x	x

## Budget

The budget for this DREF Operation is CHF 217,255. Please click [here](#) to see the budget.

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

**In the Croatian Red Cross:**

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**In IFRC Geneva**

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## How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (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.

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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**.

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**DREF OPERATION**

MDRHR003 - CROATIA - Earthquake

06/04/2020

**Budget by Resource**

Budget Group	Budget
Shelter - Relief	17,209
Water, Sanitation & Hygiene	10,000
Medical & First Aid	27,531
Teaching Materials	4,000
Other Supplies & Services	1,500
Cash Disbursement	96,900
<b>Relief items, Construction, Supplies</b>	<b>157,140</b>
Land & Buildings	2,500
<b>Land, vehicles &amp; equipment</b>	<b>2,500</b>
Storage	4,000
Transport & Vehicles Costs	6,000
<b>Logistics, Transport &amp; Storage</b>	<b>10,000</b>
National Society Staff	14,159
Volunteers	13,000
<b>Personnel</b>	<b>27,159</b>
Workshops & Training	1,500
<b>Workshops &amp; Training</b>	<b>1,500</b>
Travel	550
Office Costs	4,896
Communications	250
<b>General Expenditure</b>	<b>5,696</b>
<b>DIRECT COSTS</b>	<b>203,995</b>
<b>INDIRECT COSTS</b>	<b>13,260</b>
<b>TOTAL BUDGET</b>	<b>217,255</b>

**Budget by Area of Intervention**

AOF1	Disaster Risk Reduction	
AOF2	Shelter	18,328
AOF3	Livelihoods and Basic Needs	103,199
AOF4	Health	43,055
AOF5	Water, Sanitation and Hygiene	10,650
AOF6	Protection, Gender and Inclusion	
AOF7	Migration	
SF11	Strengthen National Societies	41,172
SF12	Effective International Disaster Management	586
SF13	Influence others as leading strategic partners	
SF14	Ensure a strong IFRC	266
<b>TOTAL</b>		<b>217,255</b>

