

DREF Final Report El Salvador: Floods

DREF Operation MDRSV013	GLIDE n°: FL-2019-000136-SLV
Date of issue: 28 April 2020	Date of disaster: 13 to 17 October 2019
Operation start date: 28 October 2019	Operation end date: 28 January 2020
Host National Society presence: The Salvadoran Red Cross Society (SRCS) has a headquarters and 63 sectionals (branches), 2,239 volunteers and 275 staff members.	DREF Allocated: 180,945 Swiss francs (CHF)
Number of people affected: 3,075 people (615 families) ¹	Number of people assisted: 1,379 people ²
Other partner organizations actively involved in the operation: SRCS actions were conducted in coordination with the National Civil Protection system, the Institution that encompasses all organizations working on preparedness, response and recovery issues. There was a close coordination with of the municipalities of Santa Lucía, El Sause, 1 de Diciembre, Betania, El Joval, Nueva Concepción. American Red Cross, Norwegian Red Cross, Spanish Red Cross, and Swiss Red Cross were also actively involved in the operation.	
The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the national society, would like to extend thanks to all for their generous contributions. The Canadian Government has replenished the DREF in the occasion of this operation.	
The Salvadoran Red Cross spent a total of 160,042 CHF. The remaining balance of 20,903 CHF will be reimbursed to the Disaster Relief Emergency Fund.	

[<Click here for the financial report. Click here for the contact information.>](#)

A. Situation analysis

Description of the disaster



SRCS volunteer assisting affected families in Llopango. Source: SRCS, 18 October 2019.

Last winter, a 1,007-millibar low-pressure system off El Salvador's coast combined with a second 1,010-millibar system that affected Nicaragua's Caribbean coast brought heavy rainfall from both the Pacific Ocean and the Caribbean Sea to El Salvador and caused an Intertropical Convergence Zone in Central America. These systems increased rainfall and caused storm conditions from 13 to 17 October 2019. The continuous rains caused slopes to collapse, rockslides, landslides and brought down trees, disrupting the road system.

Worsening storm conditions made it necessary to discharge water from hydroelectric dams on 15 October, causing flooding in the Bajo Lempa, mainly in the municipalities of Tecoluca in San Vicente department and Jiquilisco in Usulután department, that directly affected the livelihoods, trade, and extensive and subsistence agriculture of 5,000 families in that area of impact. There are 4 people who died from these storms.

¹ Source: SRC Damage Assessments and Needs Analysis (DANA)

² In order to avoid double counting, this is a conservative estimate based on the Area of Focus with the highest number of people reached (Health).

In the Department of San Salvador, 14 homes were destroyed and a total of 166 families had to be evacuated. The government carried out an assessment of the condition of the homes and many will have to be demolished.

The situation in St. Lucia has improved substantially with the cash distribution that took place before the holiday season, bringing significant relief to families in crisis. Displaced families are still unable to return to their homes. In Bajo Lempa, the situation has normalized, and families have recovered from the flood damage.

Summary of the response

Overview of Host National Society

As part of its auxiliary role to public authorities in the humanitarian field, SRCS collaborated in preventive actions with the Civil Protection System. It assisted with preventive evacuations in flood areas along the coast and in Jiquilisco and Puerto Parada in Usulután, in Zacatecoluca in La Paz, and San José Villanueva in La Libertad departments; rapid water rescue efforts and evacuations in flooded areas in these same municipalities; as well as with search and rescue of people buried in Colonia Bella Vista, Chiltiupan and Soyapango.

In addition to the support provided by administrative staff, a total of 110 volunteers from different SRCS structures participated in this operation.

SRCS actions are governed by the Civil Protection and Disaster Mitigation Law, cooperation agreements, and its National Response Plan and its procedures. An EOC with its respective sectors was established and activated, and the third directors are directly responsible for disaster response and management in National Society branches.

Three situational reports were submitted via the GO platform, six status reports were prepared and the IFRC regional coordinator and the risk focal point were kept apprised of the situation.

Seventeen damage assessments and needs analyses (DANA) were carried out in both the eastern and western parts of the country. Coordination meetings were held with local government authorities in the municipalities involved. The National Society was represented in Humanitarian Country Team.

Since the beginning of the operation, the COE (emergency operation centre) has been activated and has been functioning constantly. At the COE, reports are prepared, and assessment, rescue and response teams and the ambulance service are managed.

Overview of Red Cross Red Crescent Movement in country

Participating National Societies (PNSs) in the country include Spanish Red Cross, Norwegian Red Cross, American Red Cross and Swiss Red Cross, which assisted through provision of human resources and vehicles. It is important to highlight the relevance of the support provided, as their staffs helped with damage assessments and needs analyses (DANA) and information management at the Emergency Operations Centre (EOC), among other actions.

Overview of non-RCRC actors in country

The national Civil Protection System remained active throughout the emergency at all levels. Likewise, the United Nations system and NGOs, such as Plan International, Save the Children and Care among others, resumed and supported humanitarian actions in their work areas.

The Central Government made available staff from Health, Armed Forces, Civil Protection, Ministry of Education, Environment, Public Works and other state agencies to deal with the emergency.

Contributions in species (blankets, mattresses, food) were made by some corporations.

Needs analysis and scenario planning

The following needs were detected and prioritized based on the initial assessments carried out in the field:

Shelter: The 653 people SRC helped to evacuate as well as the 1,204 who were evacuated by other institutions were taken to temporary shelters, while 1,857 people who were evacuated from the municipalities of Comasagua, Jiquilisco, San Rafael Cedros, Zacatecoluca, Ilopango, Tecoluca, Pasaquina, Panchimalco and Santo Tomás were housed in 17 collective centres.

The affected population returned to their homes once the flooded areas improved. In St. Lucia, most families moved into the homes of relatives or rented space in safer areas. The state project for the return of the families to their homes was slowed down by the current situation (COVID-19) that is why the state is thinking of helping these families with their rent or expenses.

Health: Health needs included treatment of diarrhoeal, respiratory, and skin diseases. Vector proliferation was detected during the second week due to accumulated water, as well as bodies of animals killed by the flood, flooded latrines and contaminated wells. This situation required interventions including health sessions, maternal and neonatal health, and psychosocial support sessions to assist those most vulnerable in affected communities. The health situation improved substantially at the end of this intervention, the families have resumed their medical treatments and have learned self-care actions.

Livelihoods: Tropical depression 17E caused a sinkhole to form in the municipality of Ilopango that required the immediate evacuation of families residing in Blocks K and C in the Santa Lucía neighborhood. The storms also affected the livelihoods of residents of Nueva Concepción in Tecoluca, San Vicente as the flooding prevented them from carrying out their daily activities. The main livelihoods affected were maize and bean fields. Local trade has been boosted by the intervention; many local shops have recovered.

Water and Sanitation: Monitoring the quality of water for human consumption and preventive health actions were required to prevent epidemic outbreaks due to post-flood conditions among those returning to their homes. The state continues to provide water to sustain the intervention. Promotion of hygiene habits, among others.

Operation Risk Assessment

Risks to the operation included collapsed slopes and landslides, bridges in critical condition, and the presence of gangs in affected areas. Mitigation measures to deal with operational and social context risks included maintaining constant communication and strict adherence to institutional safety policies. In addition, only staff members who were properly identified and trained for the mission at hand could participate.





B. Operational strategy.

Strategy Implemented

General operational objective:

Provide humanitarian assistance to 3,075 people (615 families) affected by the stationary low-pressure system off the Salvadoran coast and the low-pressure system off the Nicaragua Caribbean coast.

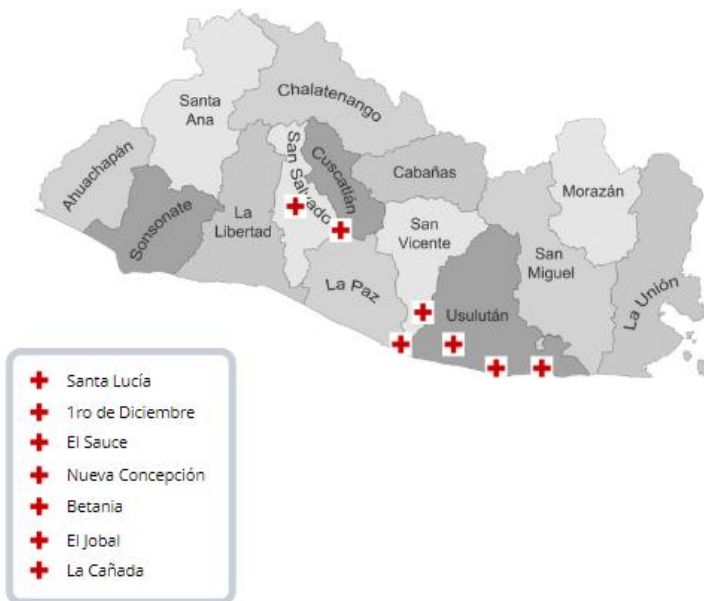
Detailed operational objective:

Sector	People reached
	Shelter 1,047 people
	Livelihoods and basis needs 875 people
	Health 1,379 people
	Water and Sanitation 360 people

To carry out this emergency operation:

- Seventeen **damage assessments and needs analyses** (EDAN) were conducted. A four-person team was deployed to the most affected areas. These assessments also analysed the state of the facilities offered by the collective centres. Work was done in coordination with Civil Protection, Municipal Commissions and community leaders.
- The work was focused on the most affected communities and was done in **coordination** with the National Civil Protection System.
- The EDANs provided accurate data to make decisions on the areas where this Action Plan was applied.

Intervention map



- To promote **strong community participation**, focus groups were held with members of different communities considering gender, age and diversity. The customs and traditions of the communities were constantly respected using active listening.

- **Beneficiary selection** was targeted to the most vulnerable groups considering gender, race, age, disability, people living with HIV and other vulnerability factors.

- As a **strategy of the CEA**, the NS communication department worked on updating the information kit on cash transfer activities and carried out a digital campaign that included key messages on NS actions during emergencies and disasters.

- A satisfaction survey was conducted to learn how the community rated the assistance provided by volunteers, bank staff and SRC in general.

- The **PMER unit** contributed to the lessons learned workshops that were held. Workshops were held in urban and rural communities and with volunteers involved in the operation.
- For **assistance in cash and coupon delivery (CVA)**, a market study was carried out to avoid causing negative secondary impacts. All purchases were made from national suppliers.
- A telephone was made available to receive complaints, **questions and comments**. All calls and messages received were recorded in an Excel monitoring tool.

C. Detailed Operational Plan



Shelter

People reached: 1,047

Male: 523

Female: 524

Indicators:	Short, medium and long-term settlement assistance is provided to affected households	Target	Actual
# of people evacuated during the emergency		653	653
# people reached with shelter assistance (with comfort items)		100	394
# of distribution of comfort items (mattresses)		100	93
# of distribution of comfort items (blankets)		100	120

Narrative description of achievements

of people evacuated during the emergency



Distribution of mattresses in the community of Nueva Concepción in San Vicente department. Source: SRCS

During the impact phase of the tropical depression, 653 people had to be evacuated from the Bajo Lempa area in the department of Usulután.

A total of 17 damage assessments and needs analyses (DANA) were carried out by SRCS teams, which made it possible to confirm and prioritize the needs of the affected communities and to check whether some affected areas had already received support from other actors.

of people benefitted with comfort items

These supplies were distributed in coordination with the National Civil Protection System and the local municipalities in each community. The delivery was done in two stages, first during the emergency in the temporary shelters, then once the families returned to their homes.

A consensus was reached among the Community Committees for this handover, where priority was given to families that had among their members elderly people, people with disabilities or minor children.

<i>Community</i>	<i>People</i>	<i>Families</i>
1 de Diciembre	34	7
Nueva Concepción	360	72
Totals	394	79

of distribution of comfort items (mattresses)

A total of 93 mattresses were distributed to 394 people (79 families) in Nueva Concepción and 1 de Diciembre who lost their household items.

of distribution of comfort items (blankets)

A total of 120 blankets were distributed to 394 people (79 families) in Nueva Concepción and 1 de Diciembre who lost their household items.

<i>Community</i>	<i>Mattresses</i>	<i>Blankets</i>
1 de Diciembre	27	34
Nueva Concepción	66	86
Totals	93	120

Challenges

- There were no official data available from the Civil Protection System when the plan was formulated, so the number of people affected changed.
- The price of the mattresses purchased was higher than initially budgeted.

Lessons learned

Recommendations

- Use technologies to expedite aid delivery, i.e. Mega V and ODK
- Keep on doing what has been done to date regarding delivery logistics
- Consider providing additional specific inputs as needed for age groups (such as pampers for older adults and children).



Livelihoods and basic needs

People reached: 875 people (175 families)

Male: 437 men

Female: 438 women

Indicators:	Basic needs assistance for livelihoods security including food is provided to the most affected communities	Target	Actual
# of families supported through CVA (food assistance or multipurpose).		175	175
# of rural households supported with food assistance CVA.		72	72
# of sessions held on the proper use of cash transfers		5	10
# of urban households supported with multipurpose CVA		103	103

Narrative description of achievements

of families supported through CVA (food assistance or multipurpose).

A viability study of cash transfers and a market analysis were carried out in order to assess and identify what modality and mechanism of assistance were more appropriate for both contexts (urban and rural). Affected population were consulted about their preferences. The market study revealed that vouchers assistance was not feasible. The studies identified that the best option, for both rural and urban contexts, as multipurpose transfers through remittances. The ODK tool was used for these exercises.

The experience of the SRCS using the remittance modality was considered. Supporting documents were prepared to define the modality and select providers, and contracts were signed with providers to carry out the program.

A telephone was purchased to receive complaints, questions and comments from families using the program. A total of 83 consultations were received, most of them to clarify doubts about the process.

A satisfaction survey was conducted so that beneficiaries could express their opinion on the process carried out with respect to the volunteers, the bank and the efficiency of the programme. The population consulted through the surveys was very grateful for the support of money received. This support allowed them to get through the critical moment. For many, it was the first time they had received this type of assistance; they supplied basic needs such as food and shelter mainly.

<i>Community</i>	<i>People</i>	<i>Families</i>
Nueva Concepción	360	72
Santa Lucía	515	103
Totals	875	175

of rural households supported with food assistance CVA.



Group meetings with key people
Source: SRCS

To carry out this activity, coordination meetings were held with leaders and main actors of the community of Nueva Concepción. The decision to implement a multipurpose cash transfer was made based on the context of vulnerability in the communities at large, the impact on their livelihoods and the loss of food. This program allowed families to use money to meet *their basic needs*.

Coordination with the bank staff selected for implementation and with the NS departments involved allowed for a timely response. Seventy-two (72) families in the community of Nueva Concepción in the department of San Vicente benefited from this programme.

of sessions held on the proper use of cash transfers

To carry out these activities, meetings, personal and group sessions were held to raise awareness of the correct use of the programme. In these sessions, educational brochures were handed out, showing the step-by-step procedure to access the money.

CEA Strategy

- As a strategy of the CEA, the SRC communication department worked on updating the information folder on the activities of the CVA.
- A WhatsApp phone and mobile line were created to implement a complaints and feedback mechanism.
- All calls and messages received were recorded in a monitoring tool in Excel.
- At the end of the operation, the information generated important observations to be considered.
- Design of a digital campaign with key messages for the general population.

NORMAS DE SEGURIDAD.

ANTES DE RETIRAR DINERO.

- * Cúide sus documentos personales.
- * Verifique que nadie sospechoso le observa. Retire su dinero de día.

EN LA RETIRADA DEL EFECTIVO:

- * No comparta sus documentos personales.
- * Retire personalmente el efectivo.
- * No acepte ayuda de desconocidos. Solicite ayuda al banco.
- * Guarde discretamente su efectivo antes de salir del banco.

Programa Transferecia de Efectivo

Misión
Somos una institución humanitaria que prevenimos y aliviarnos el sufrimiento humano, a través del servicio voluntario, respetando la dignidad de las personas y con absoluto apego a los Principios Fundamentales del Movimiento de la Cruz Roja y Media Luna Roja.

INFORMACIÓN CLAVE

1. ¿Cuáles fueron los criterios para seleccionar a las familias afectadas por la emergencia?
2. ¿Puede enviar a un amigo o vecino por mi ayuda humanitaria?
3. ¿Cualquier consulta llamar al siguiente número?

Usos
Aunque que tenga los recursos en que te entrega la Cruz Roja Salvadoreña de libre disposición para su grupo familiar, la Cruz Roja recomienda usar este dinero en necesidades importantes como:

- * Compra de alimentos
- * Pago de deudas
- * Insumos de higiene
- * Salud y medicamentos
- * Compras en comercios que crean ser la mejor opción

CON EL APOYO DE
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja

Cruz Roja confía en que usted podrá cubrir las necesidades básicas de usted y su familia con esta asistencia monetaria.

Todo el trámite para la transferencia de efectivo debe ser personal

WhatsApp las 24 horas

TOMAR NOTA
Los servicios de la Cruz Roja Salvadoreña son gratuitos y ninguno de los beneficiarios debe pagar para participar de las actividades.

Educational outreach material
Production: SRCS

of urban households supported with multipurpose CVA



Meeting with beneficiaries – Headquarters
Source: SRCS

Activities were carried out with focus groups segregated by gender, with a maximum of 12 participants. Changes were observed in the needs initially identified. The information provided by these groups was used to identify the shops where families used to shop.

The ODK tool was used to map the stores most used by the communities through GPS points.

The importance of delivering cash *in two transfers* was identified, so as not to exceed the minimum wage amount in the country.

A total of 103 families in the areas of Llopango, Saint Lucia, have received cards.



Beneficiaries of the cash transfer programme at the bank. Source: SRCS



NS volunteers guide and assist beneficiaries at the bank. Source: SRCS

Challenges

Urban contexts:

- Despite delays in preparing the context analysis to validate the CTP, the transfers were made in a timely manner according to families.
- Although contact had been lost with one household representative, which would increase the number of people reached to 103, said person was finally contacted and received the cash in one single transfer.

Rural contexts:

- Maintaining communication with community leaders and adapting to communities' availability.
- Identifying the stores near communities.

Lessons learned

Conclusions

- The NS's training and experience with cash transfers has been vitally important to this operation.
- The involvement of NS areas ensured that the actions were carried within an appropriate time and deadline.

Recommendations

- Create the necessary mechanisms to ensure information is handled in a confidential manner, which will also minimize rumours, e.g. confidentiality commitment term signed by the volunteers involved
- Define a space in the cloud where tools can be accessed, e.g. a folder in Drive.
- Consider cash transfers (for complex contexts such as the urban context) that in order to be given, the participation of the beneficiaries in the other activities of the project is somehow ensured.
- Disseminate clear beneficiary selection criteria in order to avoid raising expectations and rumours at the beginning of the operation.
- Make a thorough review of beneficiary data with emphasis on names (Bank errors).
- Greater involvement of the necessary NS areas.
- Socialize money transfer protocols.
- Standardize actions for all communities.
- Discreet management of information.
- Socialize the tools for transfer
- RIT staff support from the beginning
- Socialize the general population about SRCS selection mechanisms or criteria.
- Accompanying NS personnel to carry out the direct call in the communities.
- Socializing from the first registration the second person responsible for the money transfer



Health

People reached: 1,379 people

Male: 689 men

Female: 690 women

Indicators: The immediate risks to the health of affected populations are reduced	Target	Actual
# of people reached with medical care sessions to reduce relevant health risks.	3,075	1,202
# people reached with talks and educational material in disease prevention and health promotion	3,075	1,202
# of people who receive psychosocial support	1,845	1,379
# of psychosocial support workshop for NS volunteers	1	2
# of self-care techniques workshop for NS volunteers	1	1
# of search and rescue activities carried out	TBD	1

Narrative description of achievements

of people reached with medical care sessions to reduce relevant health risks.



Delivery of medication following medical consults Source: SRCS

A total of 1,202 people of different ages, gender and with chronic diseases from the communities of La Cañada, El Sauce, El Jobal, Betania, and 1° de Diciembre were directly benefitted with medical care sessions and medicine provision. Most were treated for respiratory infections, skin diseases and gastrointestinal illnesses.

To reach this target, medical working days were scheduled. The volunteer medical team and the psycho-social support team worked together to provide more integrated care. On the one hand, medical conditions were attended to and on the other, psycho-social support activities adapted to different ages (children, older adults, adolescents) were carried out.

Direct impacts on the population's health were assessed based on the type of event, age group and people with chronic diseases, considering the Ministry of Health's basic medication chart. Medicine procurement was approved by IFRC and met IFRC requirements as well as health standards in the country.

Some of the medicines are: Acetaminofén, Loratadina, Ibuprofeno, Ranitidina, Mebendazal, Sulfametoxazol, Amoxicilina, Diclofenac, Ácido Acetil-salicílico, Nitrofurantoina, Enalapril, Betametazona, Salbutamol and Hierro sulfato.

The following equipment was required to ensure proper patient evaluations and provide basic comforts: scale, screen, couch, chairs, tables, oximeter, blood pressure monitor, stethoscope. These contributed to better clinical evaluations by the medical team.

people reached with talks and educational material in disease prevention and health promotion

The coordination and approach with the communities was carried out: Through various visits, in order to achieve good communication and allow coordination with municipal authorities in localities where operation activities were carried out: Usulután, Puerto El Triunfo, Jiquilisco, Tecoluca and Soyapango; together with the SRC authorities, in order to socialize the activities that the project will carry out in their jurisdictions, coordinate future cooperation through material and human resources, and most importantly establish relationships with community leaders.

Coordination was also established between the medical unit and the EOC of the SRC. In addition, self-assessments were conducted at the end of each health/medical session in order to improve subsequent sessions. These meetings, attended by all CRS staff involved in the activities, lasted no more than one hour.

The operation was supported by volunteers trained in the CBHFA approach. The use of these techniques and the implementation of the methodology contributed to the involvement of communities in various activities and to the development and design of the materials used.

of people who receive psychosocial support

With the support of Red Cross volunteers trained by PSS, people affected by tropical depression 17E were assisted through psychosocial support techniques, developing a methodological agenda that included "building a story", self-esteem, "playing hoops", coloring and laughter therapy techniques. A total of seven psychosocial support sessions were

given (around 4 hours each session) to people of different age groups and with mental, visual and hearing impairments and Down syndrome.

The activities ended with snacks for the participants. Teaching materials (crayons, pencils, pens, colored paper, poster paper, scissors, face paint, balloons, piñatas, candy, jump ropes, hoops, Jenga, glue sticks and printed images) were purchased to carry out these activities, as well as a megaphone to encourage people. It is essential to highlight the talent of the volunteers during these techniques.

PSS WORKSHOPS	
COMMUNITIES	PEOPLE REACHED
El Sauce	53
El Jobal	171
La Cañada	356
1° Diciembre	208
Betania 1	377
Nueva Concepción	163
Santa Lucia	51
TOTAL	1,379



PSS sessions for children and adults held in flood-affected communities
Source: SRCS

of psychosocial support workshop for NS volunteers

The emotional defense activities of the SRC volunteers are strengthened: two workshops were held for this purpose:

1. an eight-hour CSP workshop and
2. a five-hour workshop on self-care techniques.

Both were attended by 45 volunteers (33 men and 12 women) and delivered by psychology professions that are helping with another project that SRC is implementing. The first was held on 24 January 2020, and the second, which focused on strengthening self-care and relaxation techniques, was held on 25 January 2020.

of self-care techniques workshop for NS volunteers

This activity was scheduled for the end of this operation. Two days were spent working on the subject. The first day dealt with the management of stress in emergency situations, how to identify it and what practices are appropriate to reduce it. The second day included self-care activities for the volunteers with games and relaxation sessions.

of search and rescue activities carried out

Strengthening and protection of SRC search and rescue personnel: Personal protective equipment, such as hard hats, chin straps, gloves, goggles, and head lamps, was purchased for emergency search and rescue activities.

The purchase of the personal protection equipment was to strengthen the National Society's search and rescue team. This unit is under the control of the Emergency Operations Centre and has provided training on the correct use of the protection materials and the importance of them to its members.

They have been purchased: Helmet, Glasses, Helmet chinstrap, Helmet Lamp, Vertical rescue gloves, Vehicle rescue gloves. All this under the standard safety rules.

Challenges

Adjusting activity dates to communities' availability; therefore, most activities took place on weekends and holidays when families were on break from work.

Lessons learned

- Implementing activities based on communities' availability, in consensus with community leaders and using the CEA approach.

- Using IFRC's pre-established basic medication chart expedited the purchase approval process.

Recommendations

- Prepare basic guidelines for conducting medical/health and PSS sessions in order to be able to plan for the minimum supplies that will be needed.
- Define a medical emergency kit (medicines: nitro-glycerine, insulin, sodium chloride) for exclusive use by doctors in the event a patient needs to be quickly stabilized.
- Considering these actions during the event is one of the points most requested by affected communities, especially PSS actions during an event's impact that includes specialized personnel such as psychologists.
- It is necessary to have supplies that address specific impacts on children and women, as these population groups are who most participated in sessions.
- It is necessary to keep in mind that an enclosed space is needed during medical sessions in order to be able to properly examine patients while ensuring their privacy.
- Generate early warning system mechanisms in those communities that do not have one.
- Consider the area of health, water and sanitation.
- First aid training sessions.
- Use mechanisms to register patients supported by technological resources.
- Provide greater coverage of psychosocial support for adults.
- Include refreshments in the didactic letters of psychosocial support.
- Use the movement's existing psychosocial support toolbox and have professional staff (psychologists).
- Specialized support during the emergency (Psychologists)



Water, sanitation and hygiene

People reached: 360 people (72 families)

Male: 144 men

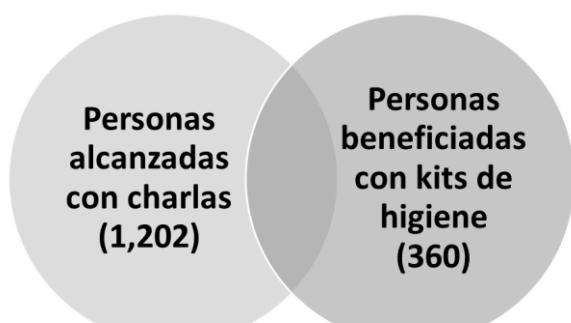
Female: 216 women

Indicators:	Immediate reduction in risk of waterborne and water related diseases in targeted communities	Target	Actual
# of people reduce the risk of hygiene-related illnesses		360	1,202
# of people receive hygiene-related items (kits)		360	360

Narrative description of achievements

of people reduce the risk of hygiene-related illnesses

A DANA was carried out in order to obtain field information during the emergency, which revealed the urgent need to deliver cleaning kits in order to prevent possible outbreaks of diarrhoeal diseases. In addition, community analysis techniques and tools were applied, specifically a tour of the sectors that provided an overview of conditions in communities.



1,202 people in the communities of La Cañada, El Jobal, El Sauce, Betania, 1° de Diciembre and Nueva Concepcion) received talks promoting hygiene habits, which were held during medical session days and delivered while families were waiting for their consults. In addition to the training, volunteers demonstrated practices and provided necessary information

Diagram showing people reached, both those considered and not considered in the plan

of people receive hygiene-related items (kits)

72 hygiene kits, sufficient for one month, were distributed in the community of Nueva Concepción in San Vicente department, directly benefitting 360 people with hygiene items - 66 per cent of the population were female and 44 per cent were male, and there was a small group of elderly people who had no relatives to care for them and rely on the community for protection. SRC volunteers delivered a four-hour training session to community residents on how to properly use the kits, using the CBHFA methodology. Training materials included a flipchart with images to help facilitators better explain the content to attendees. Seven types of brochures were distributed, addressing prevention of diarrhoeal diseases, respiratory infections and skin diseases, safe food handling, safe water, and hand washing, including a demonstration on proper hand-washing techniques. This promoted beneficiaries' participation and included all actors, since two people with disabilities and a young man with Down syndrome participated.



Hygiene promotion and disease prevention training delivered to the target population. Source: SRCS

Challenges

Carry out actions that allow identifying cleaning supply needs in other communities.

Strategies for Implementation

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.

Indicators:	Target	Actual
# of volunteers involved in the operation and actively participating in the activities.	450	110
# of volunteers involved in the operation who are trained in Security, Code of Conduct and Standards and principles of humanitarian aid.	TBD	110

Narrative description of achievements

of volunteers involved in the operation and actively participating in the activities.

A total of 110 volunteers from across the NS worked during the operation. Among administrative staff at headquarters, approximately 25 volunteers worked in each department. There were volunteers from the youth team, water rescue and conventional first aid.

of volunteers involved in the operation who are trained in Security, Code of Conduct and Standards and principles of humanitarian aid.

SRCS volunteers were updated on RC principles, and targeted communities were provided information.

Lessons learned workshop

The PMER unit contributed to the lessons learned workshops that were held. Workshops were held in urban and rural communities and with volunteers involved in the operation.

Challenges

- Coordination with communities led to improved logistics, both in terms of times and delivery of messages to community residents.
- Creating and publicizing communication channels improved coordination with communities.
- Targeted communities in general have improved their perception of SRCS.

- Having volunteers and staff who have participated in other DREF operations has improved response during activities.

Lessons Learned

- Conduct similar interventions in communities, seeking to carry out the same activities in all communities.
- It is necessary to pay attention to monitoring impacts in communities, considering that there are factors that can generate slow-onset crises, specifically the impact to livelihoods on the island of El Jobal.
- Gathering relevant information during the event will speed up the process of formulating an effective response, which means creating the means necessary to obtain information quickly and reliably.
- SRC should consider conducting a social media information campaign regarding its actions from the beginning of the operation in order to prevent rumours.

International Disaster Response

Effective and coordinated international disaster response is ensured

Indicators:	Target	Actual
RIT deployment for 2 months for CVA	1	1
IFRC monitoring visits	1	1

Narrative description of achievements

Deployment of RIT for two months

The deployment of the RIT coming from Brazilian Red Cross was crucial to ensure proper implementation on the Cash Voucher Assistance component. The support provided by Jennifer Fernandez was quite relevant in an area where SRCS has some previous experience but in an emergency context. In fact, this DREF was the first DREF implemented by SRCS with Cash Voucher Assistance Component. The Deployment of Jennifer Fernandez started on the first week of January and ended on the last week of January. During the Christmas break Jennifer helped to arrange the post distribution surveys and the planning for the second trench of the Cash Transfer Assistance. There was a substantial support coming from the RIT with regards to the draft final report.

IFRC monitoring visits:

On January 15-18, the disaster coordinator made a monitoring visit to El Salvador to support the completion of the implementation of the DREF floods. The main tasks related to this monitoring visit were the following:

- Follow-up on the programmatic and financial implementation of the flood DREF.
- Identification of budgetary adjustments needed in the operation
- Review of compliance with the operation's indicators
- Support to the RIT deployed in the management of the operation
- Monitoring the dengue epidemic and identifying possible support
- Possibility to bring back the Journals to the office for validation by the FIRC Regional Office.

Contact Information

Reference documents
Click here for:

[Emergency Plan of Action \(EPoA\)](#)

For further information specifically related to this operation please contact:

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- Antoine Belair; Operations Coordination Senior Officer; email: antoine.belair@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**.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/03	Operation	MDRSV013
Budget Timeframe	2019/10-2020/01	Budget	APPROVED

Prepared on 17/Apr/2020

All figures are in Swiss Francs (CHF)

MDRSV013 - El Salvador - Floods

Operating Timeframe: 28 Oct 2019 to 28 Jan 2020

I. Summary

Opening Balance	0
Funds & Other Income	180,945
DREF Allocations	180,945
Expenditure	-160,042
Closing Balance	20,903

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	13,750	5,006	8,744
AOF3 - Livelihoods and basic needs	98,711	98,926	-216
AOF4 - Health	19,904	18,926	978
AOF5 - Water, sanitation and hygiene	4,496	3,698	798
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	136,861	126,556	10,305
SFI1 - Strengthen National Societies	20,965	8,480	12,485
SFI2 - Effective international disaster management	23,119	16,027	7,092
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC		8,980	-8,980
Strategy for implementation Total	44,084	33,486	10,597
Grand Total	180,945	160,042	20,902

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/03	Operation	MDRSV013
Budget Timeframe	2019/10-2020/01	Budget	APPROVED

Prepared on 17/Apr/2020

All figures are in Swiss Francs (CHF)

MDRSV013 - El Salvador - Floods

Operating Timeframe: 28 Oct 2019 to 28 Jan 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	111,977	106,159	5,818
Shelter - Transitional	77,103	2,601	74,502
Clothing & Textiles	2,006	1,979	28
Water, Sanitation & Hygiene		2,848	-2,848
Medical & First Aid	14,198	9,840	4,358
Teaching Materials	3,219	2,855	363
Other Supplies & Services	2,875		2,875
Cash Disbursement	12,576	86,035	-73,459
Logistics, Transport & Storage	14,922	7,420	7,502
Transport & Vehicles Costs	14,922	7,420	7,502
Personnel	27,411	22,619	4,792
International Staff	15,970	10,177	5,793
National Staff	8,761	2,471	6,290
National Society Staff	2,006	8,013	-6,007
Volunteers	674	21	653
Other Staff Benefits		1,937	-1,937
Consultants & Professional Fees		489	-489
Professional Fees		489	-489
Workshops & Training	1,747	3,231	-1,484
Workshops & Training	1,747	3,231	-1,484
General Expenditure	13,845	10,358	3,488
Travel	2,395	5,071	-2,675
Information & Public Relations	2,395	1,670	725
Office Costs	2,395	2,137	258
Communications	5,599	228	5,372
Financial Charges	1,059	1,227	-168
Other General Expenses		25	-25
Indirect Costs	11,044	9,768	1,276
Programme & Services Support Recover	11,044	9,768	1,276
Grand Total	180,945	160,042	20,902