

www.ifrc.org
Saving lives,
changing minds.

Emergency Plan of Action (EPoA)

Costa Rica: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal Operation n° MDRCR016	Glide n° FL-2017-000151-CRI
Date of issue: 12 October 2017	Date of the emergency: 4 October 2017
Operation Manager: Santiago Luengo, Regional Disaster Management coordinator – Central America (email: santiago.luengo@ifrc.org)	Contact point: Dr. Edgardo Acosta, National Risk Management and Disaster Response Director, Costa Rican Red Cross (CRRC)
Operation start date: 4 October 2017	Expected timeframe: 6 months
Overall operation budget: 1,523,001 Swiss francs	
Number of people affected: 509,000 people.	Number of people to be assisted: 24,000 people (6,000 families)
Costa Rican Red Cross: The National Society has 121 branches and 5,809 volunteers	
Partners of the Red Cross Red Crescent Movement that actively participate in the operation: American Red Cross, the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC)	
Other partners not part of the Movement that are involved in the emergency response: National Emergency Committee (CNE for its acronym in Spanish), Ministry of the Presidency, Ministry of Communications, National Commission on Risk Prevention and Emergency Response, Ministry of Education, Police Force, Firefighters Brigade, Ministry of Health, Social Security (National Hospital System), Ministry of Agriculture, Animal Welfare National System (SENASA), National Board of Children, Ministry of Human Development and Social Inclusion, Costa Rican Aqueduct and Sewerage Institute (AyA for its acronym in Spanish), Costa Rican Oil Refinery, Costa Rican Electrical Institute, Ministry of Public Infrastructure and Transportation, Emergency System 9-1-1, Vulcanological and Seismological Observatory of Costa Rica, National Seismological Network, National Weather Institute, local government emergency committees	

[<Click here to view the budget and here to view the contact details>](#)

A. Analysis of the situation

Overview

From 21 September to 6 October 2017, a Zone of Intertropical Convergence (ZCI), characterized by the entry of humidity from the Pacific Ocean and the Caribbean Sea, Tropical Wave No. 42 and the formation of Tropical Wave No. 16, which developed into Tropical Storm Nate on 5 October 2017, caused flooding throughout Costa Rica.

The CNE declared a red alert, following the National Weather Institute's issuance of a warning on 4 October 2017.

From 4 to 5 October, the cumulative rainfall exceeded 400 mm in Guanacaste, while the cumulative rainfall ranged from 150 to 250 mm in some sectors of the Central Valley, leading to oversaturation of the soil in the affected areas.



CRRC-led rescue activities in Guanacaste. Source: CRRC.

Roads have been affected, impeding access to the communities. The National Society's response teams were mobilized by air to the affected areas to stage rescues and evacuations. The following data has been reported on the inclement weather's impact on Costa Rica:

Onset

A red alert is being maintained in the Central Pacific, South Pacific, North Pacific, North Huetar and Central Valley regions, while a yellow alert is being maintained in the Huetar Caribe region. The latest situation report from the Costa Rican government's CNE reported the following damage¹:

Summary of the current response

The CRRC is implementing its Disaster Response Plan, and it has requested that its 121 auxiliary branches throughout the country activate their institutional response mechanisms to address the needs of the communities affected by heavy rains and flooding.



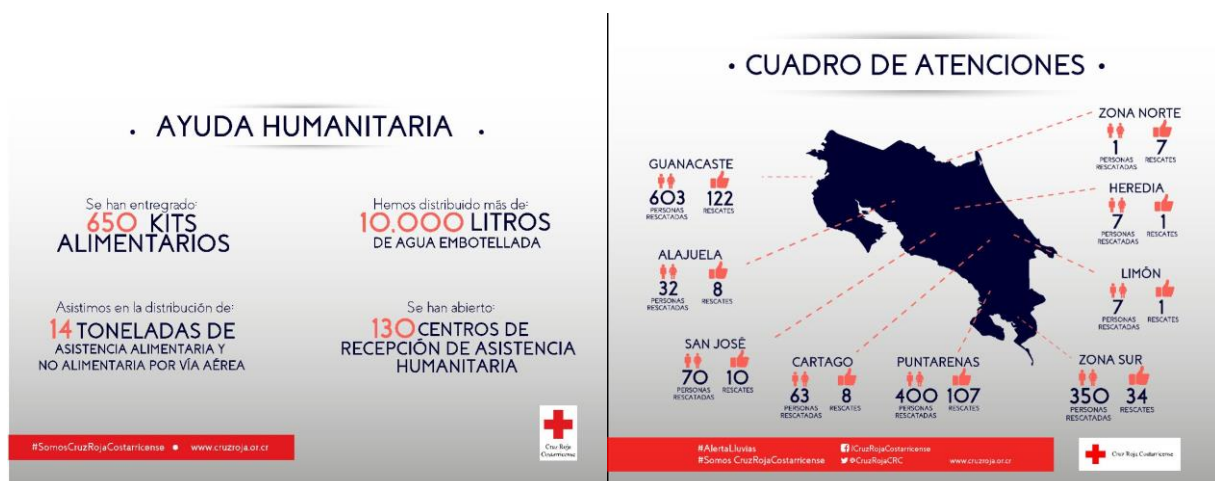
CRRC volunteers evacuate an affected woman.
Source: CRRC

When the emergency occurred, the Costa Rican Red Cross Emergency Response and Risk Management Unit activated the CRRC's National Emergency Operations Centre (NEOC); likewise, the National Society's auxiliary branches have been providing essential information to the population in high risk areas and regions under alert since the beginning of the emergency. The National Society is part of the National Risk Management System, which is led by the National Emergency Commission and has the full participation of all the country's public institutions; however, the Costa Rican Red Cross is the only institution with a presence at the political and the operational level.

Approximately 2,000 staff and volunteers and 199 vehicles have been mobilized to conduct rescue and evacuation activities and safely evacuate people to the collective centres.

The Costa Rican Red Cross has a physical presence throughout Costa Rica's 9 regions: Region 1: San José; Region 2: Alajuela; Region 3: Cartago; Region 4: Heredia; Region 5: Guanacaste; Region 6: Puntarenas; Region 7: Limón; Region 8: South Area; Region 9: North Area.

The infographics shows the current response of the National Society²:



¹ Data taken from the Ministry of Health General Summary issued on 5 October 2017. Damage caused by intense rainfall associated with Tropical Depression No. 26 and Tropical Storm Nate. National Emergency Committee. Costa Rican Government.

² Information is from the CRRC's regional centres' situation reports



Fuente: CNE, Sistema Nacional de Emergencias



Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja

In addition, the National Society began a nationwide campaign to collect non-perishable food, cleaning supplies and personal hygiene kits on 6 October 2017, and its 121 auxiliary branches and 9 regional centres are acting as donation reception centres.

Movement Coordination

The IFRC has a country office in Costa Rica, in which its volunteering and youth regional coordinator for the Americas works; he has been coordinating with the National Society since the onset of the emergency. Likewise, the IFRC's deployed its disaster management regional coordinator to the country to support the development of this emergency plan of action. Additionally, an American Red Cross staff member has been providing support to the National Society's NEOC.

Furthermore, in coordination with the National Society, the International Committee of the Red Cross has provided support through its Platform for Restoring Family Links.

In coordination with the CRRC, the IFRC's country office and its regional office for America (ARO) have been in constant communication with the ICRC and Partner National Societies (PNSs) to provide them with information on the developing situation in Costa Rica. Finally, the IFRC developed a [Dashboard](#) that is continuously updated with new information on the current situation in Central America.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Health: Some of the country's health centres, both its tertiary hospital and primary care centres, currently have limited capacity due to damage caused by the flooding; therefore, patients are being transferred by air from the

damaged health centres to the capital city of San Jose for medical attention. The provision of healthcare is done in coordination with local Emergency Committees in the collective centres. The main concerns are the lack of access to the affected areas and potential disease outbreaks.

Table 1: Damages on Health Facilities

Province	Canton	Location	Facility	Status
Cartago	Alvarado	Pacayas	CEN ³ Pacayas	Flooded
Cartago	Jimenez	Naranjo	CEN Naranjo de Juan Viñas	Flooded
Guanacaste	Cañas	Bebedero	CEN Bebedero	Flooded
Guanacaste	Carrillo	Belen	Ebais Belen 2	Flooded
Guanacaste	Carrillo	Carrillo	DARS ⁴ Carrillo	Collapsed
Guanacaste	Carrillo	El Coco	Ebais La Costa (El Coco)	Inaccessible
Guanacaste	Carrillo	Filadelfia	Ebais Filadelfia	Flooded
Guanacaste	Carrillo	Paso Tempisque	Ebais Paso Tempisque	Flooded
Guanacaste	Carrillo	Sardinal	Ebais Sardinal	Inaccessible
Guanacaste	Liberia	Liberia	DIR Regional Chorotega	Flooded
Guanacaste	Santa Cruz	Cartagena	Ebais Cartagena	Inaccessible
Guanacaste	Santa Cruz	Ortega	Ebais Ortega	Inaccessible
Heredia	Heredia	Mercedes Norte	CEN ⁵ Mercedes Norte	Flooded
Heredia	Heredia	San Isidro	CEN San Isidro	Flooded
Puntarenas	Aguirre	Quepos	CEN Quepos	Flooded
Puntarenas	Aguirre	Quepos	Hospital Max Teran Vall	Inaccessible
Puntarenas	Garabito	Jacó	CEN Jacó	Flooded
Puntarenas	Garabito	Tarcoles	CEN Tarcoles	Flooded
Puntarenas	OSA	Ciudad Cortes	Hospital Tomas Casas	Inaccessible
Puntarenas	Puntarenas	Paquera	CEN Paquera	Flooded
Puntarenas	Puntarenas	Puntarenas	CINAI ⁶ Puntarenas	Flooded
Puntarenas	Puntarenas	Puntarenas	CEN Fray Casiano	Flooded
San José	Aserrí	Salitrillos	CEN Salitrillos	Flooded
San José	Perez Zeledón	Cajon	Cajon de Perez Zeledón	Flooded
San José	Perez Zeledón	San Isidro	Hospital Dr. Escalante Padilla	Inaccessible
San José	Santa Ana	Ciudad Colon	CINAI Ciudad Colon	Flooded

Source: Ministry of Health General Summary issued on 5 October 2017 by the Health Ministry. Damages caused by intense rains associated to Tropical Depression No. 26 and Tropical Storm Nate. National Emergency Committee. Costa Rican Government.

Water, sanitation and promotion of hygiene: Floods have affected the water supply and disrupted the provision of medical care and sanitation actions, heightening the risk of waterborne diseases.

Costar Rican Institute of aqueducts and Sewers (AyA acronym in Spanish) has been working to restore services in the affected communities, and it is providing water cisterns and bottled water to the affected population;

³ The National Directorate of Educational and Nutritional Centres (CEN for its acronym in Spanish)

⁴ Health directorates

⁶ Children's Centres for Integral Care (CINAI for its acronym in Spanish)

nonetheless, isolated communities, where floods and landslides have affected water supply systems and wells, remain.

Due to the poor hygienic conditions, waterborne diseases are a primary concern, vector control has been made more difficult by saturated water drains and inadequate solid waste disposal, and reports indicate that 509,628 people are without drinking water throughout the country. Moreover, dengue, Zika and chikungunya are present in the country, and there is currently a national health alert for malaria; Consequently, the need to restore water and sanitation conditions and implement vector control actions is vital.

Table 6: Affected AyA Users

At the national territory, result on damages by floods, landslides, damaged aqueducts and affected Administrative Associations of Communal Aqueducts and Sewers in Costa Rica (ASADAS for its acronym in Spanish) systems:

Table 2: Water and Sanitation damages

Affectation	Quantity
Landslides	496
Aqueducts with damages	78
ASADAS' Systems Affected	104

Source: National water agency on 6 October 2017

Livelihoods: People in the affected communities have lost their banana, pineapple, maize, cassava and bean crops, and the flooding destroyed agricultural products and affected community members' stored food; coastal communities, whose main source of livelihoods is fishing, were also affected.

The impacted families' economic security has been affected, which will imperil their income generation in the coming months. Moreover, the affected families will need to replace the assets they lost, and they will need financial assistance to help support the with the upcoming scholastic enrollment of their children (January and February 2018). In addition, the livelihoods sector should consider the migratory status of people in coastal and border areas during the emergency and recovery phase when formulating activities.

The National Society's food campaign will be able to cover the immediate food needs of the affected people for at least 45 days; however, a cash transfer programme (CTP) is needed to prevent further damage to local businesses and to support the local economy, thus contributing to a rapid restoration of the local markets during the early recovery stage.

Shelter: No detailed damage assessments have been carried out for the housing sector, as the emergency is still unfolding and the evacuation and rescue phase is ongoing; nevertheless, there are reports of displaced families staying with friends or relatives, and 10,337 are being housed in 137 collective centres throughout the country.

It should be noted that the Human Development and Social Inclusion Institute will provide a housing rental subsidy for up to three months and after the damage evaluation is conducted to qualifying families, and government authorities and other organizations are currently responding to the housing sector.

Restoring Family Links (RFL): The flooding damaged communications infrastructure, and it has caused sporadic power outages, thereby interrupting telecommunication communication services and making it difficult for families to locate and contact missing family members.

Beneficiary selection

The beneficiary selection will be based on the CRRC's assessments, which are currently being carried out by its field teams and the auxiliary branches. Lastly, the planned interventions will be aligned with the IFRC's commitments to the inclusion of gender and diversity in emergency programming.

Criteria for the selection of the communities:

1. Communities are inaccessible for more than a week

2. Communities that have lost their livelihoods
3. Communities with damage to their transport routes, making it difficult for them to carry out their economic activities
4. Communities that will not receive food aid, water and hygiene materials from other organizations or the Costa Rican government.

Criteria for the selection of the families:

1. Families with affected homes
2. Single mothers
3. Families with elderly members
4. Families with children under 5 years of age
5. Families that do not have a source of income due to the flooding's impact on their livelihoods
6. Migrants without access to assistance
7. Persons with disabilities

The indicated criteria will be reviewed once the more detailed assessments are available in the coming days.

Risk Analysis

<i>Risk</i>	<i>Impact</i>
Climatological	Deterioration of the general situation since the rains are expected to continue until the end of November 2017, which could lead to additional flooding and landslides throughout the country. Reconstruction of roads could be delayed, making access to remote communities more difficult.
Infrastructure	Electrical, water and telephone systems are affected, which increases vulnerability and poses a challenge to the relief efforts due to the inability to communicate with affected communities. The flooding severely affected terrestrial routes, especially bridges.
Health	Risk of disease outbreaks due to lack of access to drinking water, contamination of water points and destruction of sanitation facilities.
Social Tension and Criminology	Loss of items and impact on livelihoods can exacerbate tensions / crime; any increases in petty crime and the availability of vital resources should be closely monitored.

B. Operational strategy and plan

The Emergency Action Plan determines response procedures, prior to, during and after the emergency, and it helps coordinate the National Society's managerial and operational roles within the response operation. Finally, it integrates statistics that serve as a guide and a baseline for generating procedures to facilitate quick decision-making and implement lifesaving preventative actions.

Overall objective

The objective is to ensure humanitarian assistance during the emergency and recovery phase to at least 6,000 families (24,000 people⁷) impacted by flooding in the affected communities in Guanacaste, the Central Region and the South Pacific Region through the provision of health and care, water, sanitation, and hygiene promotion (WASH), shelter (including non-food items), restoring family links, disaster risk reduction and CTP actions.

Proposed strategy

Through its volunteers and committees, the National Society will conduct damage assessments and record and analyze data from its NEOC, and the CRRC will coordinate actions with national authorities and humanitarian organizations in the country to avoid the duplication of efforts.

⁷ Based on Costa Rica's 2011 census, which determined that the average Costa Rican family has four members.

Systems will be established to keep the communities informed of relief activities regarding humanitarian aid distribution actions, including the selection and distribution processes and feedback mechanisms.

The operation is considering the lessons learned from the Disaster Relief Emergency Fund (DREF) operation for Hurricane Otto, in which the CTP, WASH and Shelter activities were implemented.

The EPoA will be adjusted according to the damage and needs analysis currently being developed by the National Society, local authorities and humanitarian actors in the country.

Health and care: The health strategy focuses on two main areas:

- Epidemiological surveillance
- Psychological Support (PSS) for affected beneficiaries and volunteers
- Costa Rican Red Cross volunteers have extensive experience in the provision of first aid, and the CRRC has been providing first aid care to affected people through its own funding.

The National Society is focused on the early identification of outbreaks, the control of vector-borne diseases and the improvement of the people in the collective centres' wellbeing through PSS activities and the distribution of 6,000 self-care flyers to beneficiaries as part of the PSS activities.

Health personnel are continuously monitoring the situation to prevent health risks and protect the affected population's mental and physical health.

CRRC volunteers will carry out a more detailed assessment in the affected communities once the weather conditions allow for it.

Water and sanitation: The CRRC will conduct a hygiene promotion campaign in the collective centres and the affected communities; additionally, based on the selection criteria, it will deliver 6,000 water filters to affected families, 12,000 long-lasting insecticide treated [mosquito] nets, and 12,000 units of repellent, and the CRRC will clean 500 wells and provide materials to repair them to 10 communities, which will be selected following the completion of the assessments. The water and sanitation CRRC's National Intervention Team (NIT) will be responsible for the implementation of water and sanitation activities.

Livelihoods: A CTP feasibility study will be conducted during the first phase, which will be followed by an unconditional cash transfer programme during the operation's second phase to ensure families can meet their essential needs and protect resources that were unaffected by the disaster. This CTP, which will be in the amount of USD\$200 will contribute to the spontaneous recovery process of the local economy and household economic security by enabling affected families to cover their immediate needs; the USD\$200 total for CTP is based on the average cost of the [basic food basket](#) in Costa Rica.

The necessary market assessments and monitoring of the market's evolution will be carried out throughout the process to develop an effective programme, thus ensuring that it does not negatively impact the local market.

Restoring family links: The National Society has established a Restoring Family Links Programme, with the support from the ICRC and the IFRC. The strategy is to focus on community-based requests and to link them to the RFL site.

As of 6 October, the following data is available:

Table 3: RFL Services

No. of people sought	No. of people located	No. of people to be located
36	12	24

Operative Support Services

Human Resources:

Costa Rican Red Cross has a technical and multidisciplinary team that will supervise the execution of this plan of action's activities of:

- An operation coordinator (charged to the operation)
- A field coordinator (charged to the operation)
- A technician in water and sanitation for hygiene promotion (charged to the operation)
- Staff for administrative duty in the central administrative headquarters
- Staff for the Risk Reduction Office and its departments
- Staff for the Procurement department (purchasing, storage and fleet)
- Staff for the Press Department
- Staff for the Information Technology (IT) Department
- More than 2,000 Volunteers

All volunteers of the Costa Rica Red Cross have an accident insurance.

CRRC's administration and its Relief and Operations Directorate, which is supported by general management, will oversee the human resources processes.

ARO will provide support to the National Society through the mobilization of a Regional Intervention Team (RIT) member, who will assist with the distribution of cards for the CTP; the RIT will also provide support to the operation's reporting component.

Logistics and Chain Supply:

The Logistics sector aims to effectively manage the supply chain, including mobilization, procurement, customs clearance, fleet, storage and transport to distribution sites in accordance with the operation's requirements and aligned to the IFRC's logistics standards, processes and procedures.

The National Society has storage space in its central warehouse, and it has a Procurement Department. All procurement related to this appeal will follow the IFRC's standards procurement procedures and Sphere standards for non-food items (NFIs) purchases; in addition, procurement is supported by the Costa Rican government when public funds are used to purchase relief items.

Logistics specialists, primarily from the Regional Logistics Unit (RLU) in Panama, are available for deployment; the logistics roster for emergency operations has also been made available in case assistance is needed to setup field logistics and support the collection centres. The RLU recommends that National Society capacity building activities are conducted to provide the CRRC with the necessary training to optimize its use of the National Society Capacity Enhancement (NSCLE) tool to enhance its logistic and preparedness capacities.

Due to the impact on physical infrastructure, Logistics is mobilizing personnel through air only, which it is coordinating with the Costa Rican government. Finally, each CRRC branch is using its own resources for the response operation to the extent possible.

Communications:

A communication plan has been established for the operation; it promotes the humanitarian actions that the Red Cross has done in the country since the onset of the emergency. These activities have generated a positive response regarding the Red Cross's involvement, and they have prevented the spread of misinformation to the beneficiaries and the rest of the public.

The Red Cross has an Institutional Communication Department, which establishes strategies for activities that occur within the organization and beyond it, thereby providing much-needed visibility to CRRC's response and recovery activities.

The communication objectives according to the target audience are the following:

- Internal communication: Red Cross members are aware of Red Cross humanitarian projects through situation briefs and continuous communication with operations coordinators. The communication office will

centralize such data and prepare tools that may be adapted to the information culture or the National Society. Examples: social media, situation reports, web pages

- External Communication: A series of informative products has already been put in motion to inform beneficiaries and the public about the CRRC's actions and to help those affected by the emergency. Examples: social media, interviews, news bulletins.
- Documentation: Documenting support processes in emergency situations gives the Red Cross greater credibility in the eyes of donors and people in general. Some forms of documentation: an archive of published news, an image archive, beneficiary stories.
- Reputational risk assessment and mitigation: To be prepared for any reputational risk, reactive lines and other positioning documents will be developed and a monitoring mechanism will be put in place.

The thorough documentation of CRRC actions will enhance the public's trust and perception of the National Society, thus bolstering the CRRC's credibility, which will in turn provide greater support to future emergency operations.

Community engagement and accountability (CEA):

Community Engagement and Accountability will remain a crucial cross-cutting component of all sectorial interventions, including health, water, sanitation and hygiene promotion, livelihoods, and shelter. Based on the principle of 'information as aid', a CEA approach will ensure that communities targeted through this appeal receive consistent, reliable and actionable information that can empower them to be in the driving seat of the response and recovery process; it will also ensure feedback, questions and complaints from communities are consistently tracked, analyzed and integrated into the operational strategy. In addition, the operation's CEA's strategy will be tailored to each specific phase of the response to meet the changing needs of the target population.

Planned activities include:

- The dissemination of messages through specific communication channels (e.g. community radios, loud speakers, social media, What Now messaging service etc.)
- The production, printing and distribution of CEA materials on different themes, including preparedness for vector and waterborne diseases, health promotion, use of CTP cash cards, as well the use of shelter kits.
- A one-day training on face-to-face community engagement targeted for staff and volunteers, which allow for the establishment of a pool of trained volunteers, who will oversee the dissemination of information and collect feedback from the target population.
- Setting a two-way communications mechanism (e.g. participatory radio shows, hotlines, etc.)

Planning, monitoring, evaluating, and reporting (PMER):

The Costa Rican Red Cross, with the support of the IFRC, is generally responsible for the operations planning, monitoring and evaluation, as well as its operational reports. To improve the CRRC's capacity, the IFRC will support the development of a monitoring and evaluation framework for this operation through an integrated information system.

The following activities will be carried to ensure continuous and detailed assessments, as well as constant analysis of the situation; the system will also be used for the implementation and decision-making of the operation based on IFRC standards:

- Quick emergency assessment.
- Detailed evaluation in consultation with the beneficiaries.
- Registration of beneficiaries according to the selection criteria.
- Development of a Monitoring and Evaluation framework.
- Development of an information system.
- IFRC monitoring visits
- Monitoring visits to Headquarters.
- Beneficiary stories.
- Lessons learned workshop.
- Final evaluation of the operation.

The reporting schedule will be as follows:

- An operations update report will issued 15 days after the start of the operation.
- An operations update report will be issued 30 days after the start of the operation.
- A final report will be issued three months after the operation's end date.

Administration and finance:

The Financial Accounting Department has made its trained staff available to provide the necessary support to the areas of intervention included in the plan of action. The Financial Accounting Department's strategy focuses on the following: Assigning management personnel to specific operational tasks, complying with the issuance of reports and providing constant monitoring on the proper the proper of use of the budget template and its development.

B. DETAILED OPERATIONAL PLAN

Health

Needs analysis: Some of the country's health centres currently have limited capacity due to damage caused by the flooding.

Population to be assisted: A total of 6,000 families in the affected areas will be assisted.

OBJECTIVES							
Outcome 1: Improve the families' health conditions through epidemiological surveillance and psychosocial support actions.							
Output 1.1 An Epidemiological monitoring of the situation in the country is conducted to generate informative messages for the population.							
Output 1.2 Psychosocial support activities are carried out through the "Return to Joy Programme" in collective centres.							
Output 1.3 Psychosocial support actions are carried out for the National Society volunteers involved in the emergency response							
Activities	Month	1	2	3	4	5	6
Evacuation response and pre-hospitality services are provided during the emergency phase.							
Development of a matrix for the monitoring of health conditions.							
Training on the matrix to be implemented.							
Implementation of the matrix in the different visited collective centres							
Consolidation of the results for a more tailored implementation							
Implementation of the "Return to Joy Programme" in the most affected communities.							
Psychosocial support provided to CRRC volunteers							
Print and distribute 6,000 self-care (PSS) flyers to affected people							

Water, sanitation and hygiene promotion

Analysis of needs: Much of the population does not have access to drinking water and the available drinking water is at risk to contamination. The Ministry of Health in coordination with local authorities are managing sanitation in target communities. The Ministry give all the recommendation to the community to build and managed latrines.

Population to be assisted: A total of 6,000 families will be assisted during the operation's first phase; this phase involves hygiene promotion messages and the distribution of hygiene materials and water filters. Second phase will be the cleaning of wells to at least 500 families.

Outcome 2: Improve access to safe water and provide hygiene messages to 6,000 families.							
Output 2.1 6,000 families affected by the floods have mechanisms for the storage and treatment of water in their homes, thus improving their access to drinking water.							
Output 2.2 6,000 families have access to hygiene promotion messages							
Output 2.3 1,000 Families have access to supplies to improve their homes' sanitary conditions							
Activities	Month	1	2	3	4	5	6
Campaigns to raise awareness and promote hygiene through social media and community messages in the affected areas are conducted							
Distribution of 6,000 water filters							
Purchase and distribution of 12,000 LLITNs and 12,000 units of repellent							
Dissemination of messages on vector control and the identification and eradication of mosquito breeding grounds in the affected areas							
Recruitment of technicians for well cleaning							
Cleaning of 500 wells in the affected communities							

Food security, nutrition and livelihoods

Needs analysis: People in the affected communities have lost their banana, pineapple, maize, cassava and bean crops, and the flooding destroyed agricultural products and affected community members' stored food; coastal communities, whose main source of livelihoods is fishing, were also affected.

Population to be assisted: A total of 2,000 affected families will receive CTP, depending upon the feasibility analysis.

Outcome 3: The affected population's economic security is reinforced.							
Output 3.1 Unconditional cash transfers are provided to 2,000 families to satisfy their essential needs and protect their livelihoods and remaining productive assets.							
Activities	Month	1	2	3	4	5	6
Development of a CTP feasibility study							
Conduct a rapid market analysis							
Training in CTP for CRRC volunteers and personnel							
Development and implementation of a question and answer system for CTP							
Selection and registration of beneficiaries							
Implementation of unconditional cash transfer programme							
Development and implementation of a CTP monitoring and evaluation system							

Restoring family links

Needs analysis: Due to the damages to the telecommunications infrastructure and electrical outages, families are having difficulty establishing contact with missing family members. and telecommunications, the communication services have been affected in a considerable way.

Population to be assisted: RFL assistance will be provided for a period of 10 days; if needed, the duration of the activity can be extended. The assisted population will be anyone affected by the emergency in Costa Rica that requests the service.

Outcome 4: The Restoring Family Links Programme is reestablished and maintained.							
Output 4.1 Families can communicate with other members of their family.							
Activities	Month	1	2	3	4	5	6
Deployment of the restoring family links team for 10 days							
Activation of the Restoring Family Links (RFL) platform for 10 days							
Training of CRRC volunteers in RFL							

Disaster preparedness and risk reduction

Outcome 5: Increase 10 affected communities' knowledge of Disaster Risk Reduction							
Output 5.1 Technical support is provided through the Early Warning Systems and emergency family plans							
Activities	Month	1	2	3	4	5	6
Training on Early Warning Systems for CRRC volunteers							
Raising of awareness and the dissemination of key messages on Emergency Family Plans through Social Networks							
Training at the community level regarding Emergency Family Plans (10 communities)							
Creation of local emergency committees in 10 communities							
Awareness campaign on environmental management linked to risk management							

National Society Capacity Building

Needs analysis: The current situation represents a challenge to the National Society because unlike previous emergencies, which were concentrated in specific regions, the current emergency has affected 90 per cent of the country, with two months remaining in the rainy season; the widespread nature of the emergency has required the use of the CRRC's emergency response equipment and demonstrated the need to replace the old equipment with new equipment. Also, there is a need to motivate the volunteers and recognize their work and to compile the lessons learned from previous operations to use them in future emergencies.

Outcome 6: Strengthen the National Society's capacity in emergency response.							
Output 6.1 Strengthen CRRC's auxiliary branches' capacity in emergency response							
Output 6.2 Strengthen the volunteer management system							
Activities	Month	1	2	3	4	5	6

Development of two videos												
Outcome 9: Communities and families are engaged in a meaningful dialogue to promote risk reduction actions and healthy behaviors to reduce anxiety, dispel rumors and promote psychosocial recovery.												
Output 9.1 Community engagement and accountability activities help target communities and families have access to life-saving and actionable information to ensure their safety, health, and wellbeing through engagement with the Red Cross												
Activities	Month	1	2	3	4	5	6					
Development and diffusion of messages and material promoting the community participation to the local media												
Establishment of dialogue platforms with partners and the communities.												
Establishment of mechanisms to monitor rumors and feedback												

Contact information

For further information specifically related to this operation please contact:

In the Costa Rican Red Cross:

- Dr. Edgardo Acosta, national relief and operations director of the Costa Rican Red Cross; phone: (+506) 2542-5010; email: edgardo.acosta@cruzroja.or.cr.

In the IFRC Americas regional office in Panama:

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

For Resource Mobilization and Pledges:

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

For Logistics support:

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

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

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

In Geneva:

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

EMERGENCY APPEAL

MDRCR016 Costa Rica Floods

12/10/2017

Budget Group	Multilateral Response	Inter-Agency Shelter Coord.	Bilateral Response	Appeal Budget CHF
Shelter - Relief	0			0
Shelter - Transitional	0			0
Construction - Housing	0			0
Construction - Facilities	0			0
Construction - Materials	0			0
Clothing & Textiles	48,001			48,001
Food	0			0
Seeds & Plants	0			0
Water, Sanitation & Hygiene	492,020			492,020
Medical & First Aid	0			0
Teaching Materials	47,009			47,009
Utensils & Tools	0			0
Other Supplies & Services	979			979
Emergency Response Units	0			0
Cash Disbursements	403,493			403,493
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	991,502	0	0	991,502
Land & Buildings	0			0
Vehicles	0			0
Computer & Telecom Equipment	25,494			25,494
Office/Household Furniture & Equipment	0			0
Medical Equipment	0			0
Other Machinery & Equipment	0			0
Total LAND, VEHICLES AND EQUIPMENT	25,494	0	0	25,494
Storage, Warehousing	9,794			9,794
Distribution & Monitoring	11,100			11,100
Transport & Vehicle Costs	109,785			109,785
Logistics Services	26,120			26,120
Total LOGISTICS, TRANSPORT AND STORAGE	156,799	0	0	156,799
International Staff	27,422			27,422
National Staff	3,428			3,428
National Society Staff	32,123			32,123
Volunteers	67,575			67,575
Other Staff Benefits	9,794			9,794
Total PERSONNEL	140,341	0	0	140,341
Consultants	12,242			12,242
Professional Fees	0			0
Total CONSULTANTS & PROFESSIONAL FEES	12,242	0	0	12,242
Workshops & Training	53,864			53,864
Total WORKSHOP & TRAINING	53,864	0	0	53,864
Travel	14,201			14,201
Information & Public Relations	11,263			11,263
Office Costs	2,938			2,938
Communications	5,631			5,631
Financial Charges	12,536			12,536
Other General Expenses	979			979
Shared Office and Services Costs	2,258			2,258
Total GENERAL EXPENDITURES	49,806	0	0	49,806
Partner National Societies	0			0
Other Partners (NGOs, UN, other)	0			0
Total TRANSFER TO PARTNERS	0	0	0	0
Programme and Services Support Recovery	92,953	0	0	92,953
Total INDIRECT COSTS	92,953	0	0	92,953
Pledge Earmarking & Reporting Fees				
Total PLEDGE SPECIFIC COSTS	0	0	0	0
TOTAL BUDGET	1,523,001	0	0	1,523,001
Available Resources				
Multilateral Contributions				0
Bilateral Contributions				0
TOTAL AVAILABLE RESOURCES	0	0	0	0
NET EMERGENCY APPEAL NEEDS	1,523,001	0	0	1,523,001