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Emergency Appeal Operations Update

Costa Rica: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency Appeal n° MDRCR016 Operation update no. 1	GLIDE n° FL-2017-000151-CRI
Date of issue: 3 November 2017	Timeframe covered by this update: 11 to 27 October 2017
Operation start date: 11 October 2017	Operation timeframe: 6 months (end date 11 April 2017)
Overall operation budget: 1,523,001 Swiss francs (CHF)	DREF amount initially allocated: CHF 316,177
N° of people being assisted: 24,000 people (6,000 families)	
Host National Society: The Costa Rican Red Cross (CRRC) has 121 branches, 1,027 staff members and 5,820 volunteers (3,549 men and 2,271 women) in 9 regions nationwide.	
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 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, Ministry of Environment and Energy (MINAE, by its acronym in Spanish), Emergency System 9-1-1, Vulcanological and Seismological Observatory of Costa Rica (OVSICORI for its acronym in Spanish), National Seismological Network, National Weather Institute, local government emergency committees, Costa Rica University (UCR for its acronym in Spanish), Association of Guides and Scouts of Costa Rica, Private sector: DHL, Sykes, Two Pines Milk Producers Cooperative.	

[Click here to view the contact details.](#)

A. SITUATION ANALYSIS

Description of the disaster

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, hovered over Costa Rica; it subsequently developed Costa Rica into Tropical Storm Nate on 5 October 2017, which caused flooding and landslides throughout the country.

Tropical Storm Nate generated heavy rains, winds, and storm surges, causing widespread infrastructural damage, loss of property in public offices, the disruption of agricultural production and local ecosystems, one death and various injuries to humans and livestock. Due to the storm's significant impact on the country.



Volunteers distribute hygiene kits and food kits in the Canton of Cañas Guanacaste, Costa Rica. / Source: CRRC

The storm affected 76 of the country's 82 cantons, 516 points were damaged along 117 national routes and 509,000 were left without water, prompting the Costa Rican government to open 137 collective centres for 7,073 people and the president to declare a State of Emergency for Costa Rica.

As of 14 October, 874 isolated people were reported, 12 communities without access, 7 sheltered established, 87 sheltered communities, 40 communities without water, 1 community without electricity, 2,160 of food kits distributed, and 900 food kits and 8,760 liters of water in stock.

According to data from the Acosta Municipal Emergency Commission, the storm most severely affected the canton of Acosta, which suffered flooding, the destruction of public roads, bridge collapses and landslides in the highlands; additionally, the storm destroyed houses and damaged to the Costa Rican Institute of Aqueducts and Sewers and Rural Aqueducts (ASADAS)'s distribution system; three aqueducts are still out of service

The priority is to employ specialized machinery to repair the damaged roads and clean rivers and streams contaminated by the storm.

As a temporary measure, the government, CRRC and other organizations are supplying water to the population through tanks at different points. Moreover, most affected educational centres have resumed classes, and transportation services have mostly been re-established, but with longer transit times.




On 23 October 2017, CNE's Emergency Operations Centre (EOC) declared a yellow alert for the zones of Valle Central, Pacifica Central, Pacifico Sur and Pacifico Norte due to increased rainfall along the Pacific Rim; furthermore, the heavy rainfall is expected to continue in the coming weeks, leading the CRRC to place the branches in the Pacific Rim area under alert and pre-position relief items in this zone. To date, 15 people have been evacuated in Upala canton.

Summary of current response

Overview of Host National Society

The CRRC has carried out the following actions in the first weeks of the operation:

- The Institutional Response Committee, led by CRRC's president, national council members, senior management and national risk management and emergency response director, remained active during the impact/response phase
- Continuous coordination with national Costa Rican authorities through EOCs and the National Risk Management System's Steering Committee.
- CRRC actions focused on the preventive evacuation of residents, search and rescue, pre-hospital care and the management of humanitarian supplies during the impact/response phase.
- Local emergency committees and institutional representatives coordinated and participated in actions with authorities and civil society representatives.
- The CRRC's emergency operation centre at its headquarters in San Jose was active 24/7; EOC personnel compiled consolidated and processed all the information generated by various auxiliary branches, CNE, OVSICORI and the United States Geological Survey (USGS).
- National Emergency Commission Alerts and National Meteorological Institute (IMN for its acronym in Spanish) reports have been disseminated, with an emphasis on the areas under alert.
- When the EOC alerts were issued, the CRRC attended two sessions per day at the Presidential House and the CNE, and it continues to participate in follow-up meetings on the newly issued rainfall alert.
- Around 1,004 volunteers mobilized to respond jointly with the national authorities to this national emergency.
- Psychological support, rescue services and first aid have been provided throughout the country and coordinated with the government, civil society and the private sector.
- Volunteers are providing water, sanitation and hygiene services and assisting with the search and rescue operations.
- The CRRC initiated a donation campaign in 121 of its auxiliary branches in the 9 regional centres for the collection of non-perishable food and supplies for cleaning kits, cooking, food and personal hygiene items.
- Since 21 September 2017, the Costa Rican Red Cross has responded to a total of 5,341 incidents (floods, strong winds, landslides, isolated communities).
- So far, the CRRC has delivered the following non-standard IFRC kits and amount of water to affected communities:

 Hygiene kits	 Food kits	 Cleaning kits	 Litres of water	 Kitchen kits
13,489	20,119	1,421	84,203.5	50

Capacities of the National Society for the response

The National Society has 5,819 (3,549 men and 2,271 women) volunteers distributed throughout the country, of which 1,004 National Society volunteers and 157 of its staff members have been activated for the emergency.

To date, the CRRC has mobilized the following vehicles and vessels:

Basic life support (BLS) ambulances	Advanced life support ambulances (ALS)	Rescue	Operational	Administrative	Off-road	Boats	Jet Ski
111	15	5	7	6	1	2	1

Movement Coordination

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

In coordination with the National Society, a disaster management delegate was deployed to the country, to assist with the development of the emergency plan of action (EPOA), and an IFRC planning, monitoring, evaluation and reporting (PMER) officer supported the development of the operational update. Currently, two Argentine Red Cross volunteers, who the IFRC deployed as audiovisual technicians, are working on the production of communication materials (beneficiary stories, photos of the activities, visual documentation, videos). At the end of October, two Regional Intervention Team (RIT) specialists (one is from the American Red Cross and the other is from the IFRC) in Cash Transfer Programme (CTP) will deploy to Costa Rica to support the development of the strategy, planning and distribution of the cards for two weeks.

Government of Costa Rica actions

- Red Alerts declared for various Costa Rican zones
- Activation of regional and local emergency committees
- Support provided to response institutions' actions and coordination
- Establishment of 178 collective centres and care for 11,361 people at the most critical moment of the event.
- 21,527 food kits delivered by the Public Force to 79 communities.
- 82 tons of supplies delivered by air to 22 communities; delivery of hygiene items, oxygen cylinders, medicines.¹

Needs analysis and scenario planning

Health: Some of the country's health centres, both its tertiary hospital and primary care centres, 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.

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.

The Costa Rican Institute of aqueducts and Sewers has been working to restore services in the affected communities, and it is providing water cisterns and bottled water to the affected population; 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 2: Affected Administrative Associations of Communal Aqueducts and Sewers in Costa Rica (ASADAS for its acronym in Spanish) systems and the corresponding communities and their respective population

ASADAS	AyA	Total
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¹ For more information, please see the CNE's [official website](#)

REGION	Systems	Population	Systems	Population	Systems	Population
Metropolitan	32	47,755	1	700	33	48,455
Brunca	32	47,775	1	5,600	33	53,375
Central Oeste	-	-	4	18,000	4	18,000
Central Este	35	39,231	-	-	35	39,231
Chorotega	40	7,086	2	130	42	7,216
Pacífico Central	14	4,331	2	240	16	4,571
TOTAL	153	146,178	10	24,670	163	170,848

Source: AyA, 17 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 their children's scholastic enrolment o (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 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 1,389 are being housed in 23 collective centres and 3 schools throughout the country².

It should be noted that after the damage assessment is completed, the Human Development and Social Inclusion Institute will provide a housing rental subsidy for up to three months 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.

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; in addition, 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; therefore, any increases in petty crime and the availability of vital resources should be closely monitored.

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.

² Situation Report No. 27. Ministry of Health, 26 October 2017

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

B. Operational strategy and plan

The emergency plan of action 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 people³) impacted by flooding in the affected communities in Guanacaste, the Central Region and the South Pacific Region through the provision of health, 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 national emergency operations centre (NEOC), and the CRRC will coordinate actions with national authorities and humanitarian organizations in the country to avoid the duplication of efforts.

Systems will be established to keep the communities informed about relief activities such as 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 that is currently being developed by the National Society, local authorities and humanitarian actors in the country.

Health: The health strategy focuses on two main areas: Epidemiological surveillance and Psychological Support (PSS) for affected beneficiaries and volunteers

- Costa Rican Red Cross volunteers have extensive experience in the provision of first aid; the CRRC has been providing first aid care to affected people through its own funding.

The National Society is focusing 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.

³ Based on Costa Rica's 2011 census, which determined that the average Costa Rican family has four members.

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 (LLITNs), 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 not affected by the disaster; the CTP⁴, which will be in the amount of 200 US Dollars will contribute to the spontaneous recovery process of the local economy and household economic security by enabling affected families to cover their immediate needs.

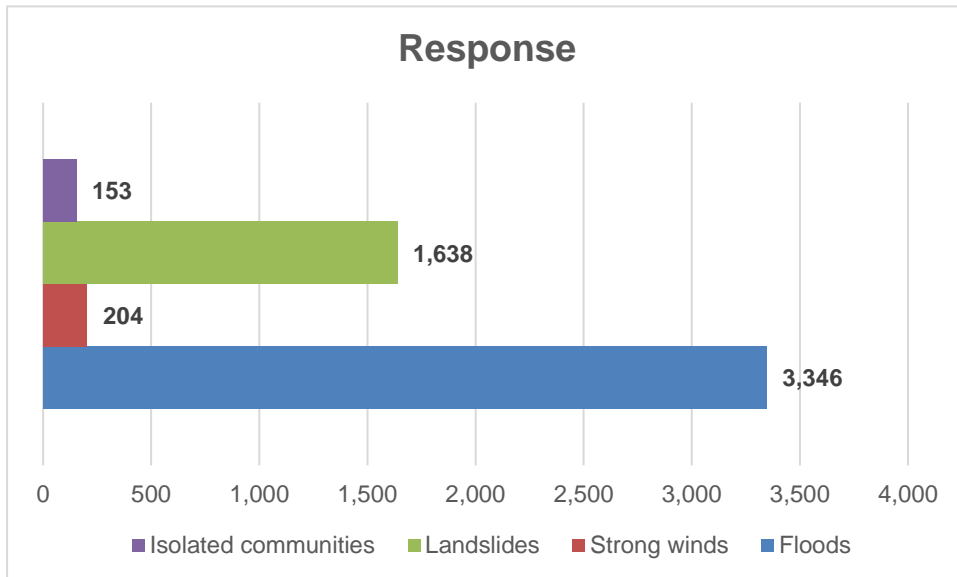
The necessary market assessments and monitoring of the market's evolution will be carried out throughout the process to develop an effective programme, thus ensuring that it does not negatively impact the local market.

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 focusing on community-based requests and linking them to the RFL website.

C. DETAILED OPERATIONAL PLAN

 <p>Health People reached: To be reported in future updates</p>		
Outcome 1: Improve the families' health conditions through epidemiological surveillance and psychosocial support actions.		
Indicators:	Target	Actual
# of families reached by the National Society through services to reduce relevant risk factors to health	6,000 families	To be reported in future updates
Output 1.1 <i>An Epidemiological monitoring of the situation in the country is conducted to generate informative messages for the population.</i>		
Indicators:	Target	Actual
% of development and implementation of the epidemiological matrix	100%	To be determined
Output 1.2 <i>Psychosocial support activities are carried out through the "Return to Joy Programme" in collective centres.</i>		
Indicators:	Target	Actual
# of families that receive psycho-social support	6,000 families	To be reported in future updates
Output 1.3 <i>Psychosocial support actions are carried out for the National Society volunteers involved in the emergency response</i>		
Indicators:	Target	Actual
# of volunteers trained in psychosocial support	To be determined	To be determined
Progress towards outcomes		
Evacuation response and pre-hospitality services are provided during the emergency phase		
Since the rainfall began on 21 September 2017, the CRRC has responded to 5,341 incidents:		

⁴ The USD\$200 CTP total is based on the average cost of the [basic food basket](#) in Costa Rica.



At the height of the emergency, the CRRC mobilized around 1,004 volunteers and 199 vehicles to support search and rescue operations, pre-hospital care and evacuation actions.

Development, training and implementation of a matrix for the monitoring of health conditions

This activity is still being planned; information will be provided on it in upcoming operations updates.

Training on the matrix to be implemented

This activity is still being planned; information will be provided on it in upcoming operations updates.

Implementation of the matrix in the different visited collective centres

This activity is still being planned; information will be provided on it in upcoming operations updates.

Consolidation of the results for a more tailored implementation

This activity is still being planned; information will be provided on it in upcoming operations updates.

Implementation of the “Return to Joy Programme” in the most affected communities

This activity is still being planned; information will be provided on it in upcoming operations updates.

Psychosocial support provided to CRRC volunteers

This activity is still being planned; information will be provided on it in upcoming operations updates.

Print and distribute 6,000 self-care (PSS) flyers to affected people

This activity is still being planned; information will be provided on it in upcoming operations updates.



CRRC volunteers assisting with evacuation actions. / Source: CRRC



Water, sanitation and hygiene

People reached: To be reported in future updates

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

Indicators:	Target	Actual
# of families that have access to safe water	6,000 families	To be reported in future updates
Output 2.1 6,000 families affected by the floods have mechanisms for the storage and treatment of water in their homes, thus improving their access to drinking water.		
Indicators:	Target	Actual
# of families that receive water filters	6,000 (1 per family)	To be determined
Output 2.2 6,000 families have access to hygiene promotion messages		
Indicators:	Target	Actual
# of families that have been trained or informed about hygiene practices	6,000 families	To be determined
Output 2.3 1,000 Families have access to supplies to improve their homes' sanitary conditions		
# of families that have improved the sanitary condition of their homes	1,000 families	To be determined
# of families that have received LLITNs	12,000 LLITNs	To be determined
# of families that receive units of repellent	12,000 units of repellent	To be determined
# of wells cleaned in affected communities	500 wells	To be determined

Progress towards outcomes

Campaigns to raise awareness and promote hygiene through social media and community messages in the affected areas are conducted

CRRC volunteers made visits to five collective centres (Polideportivo Aserri, Liceo de Aserri, Higuito de Desamparados and Coronado) of the Aserri area for:

- Implement epidemiological surveillance instrument.
- Educate the population on hand washing.
- Educate on disease vector control.
- Evaluate ill people in collective centres.
- Provide psychological support to the people who need it.
- Educate the affected population on the formulation of a family emergency plan.

The CRRC's assessments identified, patients with diarrhoea through the epidemiological surveillance instrument, and the National Society alerted the Ministry of Health and the people overseeing the collective centre in response.



Volunteers conducting pre-hospital care and hygiene promotion actions in the collective centres in the Canton of Aserri, Costa Rica / Source: CRRC

Work is currently underway to develop the campaign to raise awareness and promote hygiene through social networks and community messages in the affected areas.

Distribution of 6,000 water filters

This activity is still being planned; information will be provided on it in upcoming operations updates.

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

This activity is still being planned; information will be provided on it in upcoming operations updates.

Dissemination of messages on vector control and the identification and eradication of mosquito breeding grounds in the affected areas

This activity is still being planned; information will be provided on it in upcoming operations updates.

Recruitment of technicians for well cleaning

This activity is still being planned; information will be provided on it in upcoming operations updates.

Cleaning of 500 wells in the affected communities

This activity is still being planned; information will be provided on it in upcoming operations updates.



Livelihoods and basic needs

People reached: To be reported in future updates

Outcome 3: The affected population's economic security is reinforced.

Indicators:	Target	Actual
# of affected families that have enough cash to meet their survival threshold	2,000 families	0
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.		
Indicators:	Target	Actual
# of affected families that receive CTP	2,000	0
Cash transfer programme monitoring and evaluation system of in place	1	0

Progress towards outcomes

Development of a CTP feasibility study

A feasibility study was carried out to determine whether a Cash Transfer Programme could be conducted.

Conduct a rapid market analysis

A market analysis was conducted to evaluate the local market.

Training in CTP for CRRC volunteers and personnel

This activity is still being planned; information will be provided on it in upcoming operations updates.



The president of the Cantonal Union verifies affected communities lists with the Field Officer of the operation. Source: / CRRC

provided on it in upcoming operations updates.

Development and implementation of a question and answer system for CTP

This activity is still being planned; information will be provided on it in upcoming operations updates.

Selection and registration of beneficiaries

The National Society has already identified affected populations with information from the Institute of Social Assistance (IMAS for its acronym in Spanish), and the National Directorate of Community Development (DINADECO for its acronym in Spanish)'s cantonal leaders have validated this information. Planning for the implementation of CTP in the affected regions has been carried out.

Implementation of unconditional cash transfer programme

This activity is still being planned; information will be provided on it in upcoming operations updates.

Development and implementation of a CTP monitoring and evaluation system

This activity is still being planned; information will be provided on it in upcoming operations updates.

Restoring Family Links

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

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

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

Indicators:	Target	Actual
# of volunteers trained in RFL	To be determined	To be determined

Progress towards outcomes

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

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

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



RFL requests

166



RFL resolved

166



RFL pending

0

Activation of the Restoring Family Links platform

The CRRC activated the RFL web platform. Please see the activity above for the link.

Training of CRRC volunteers in RFL

This activity is being jointly planned with the ICRC; information will be provided on it in upcoming operations updates.



Disaster Risk Reduction

People reached: To be reported in future updates

Male:

Female:

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

Indicators:	Target	Actual
# of community early warning systems established or improved and linked with local or national meteorological systems	10 communities	0
Output 5.1 Technical support is provided through the Early Warning Systems (EWS) and emergency family plans		
Indicators:	Target	Actual
# of volunteers trained in EWS	To be determined	To be determined
# of local community committees established	10 local committees	0

Progress towards outcomes

The activities for this sector are still being planned; information will be provided on them in upcoming operations updates.

Strengthen National Society

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

Indicators:	Target	Actual
Evaluation of inventories and branch needs capacity is conducted	1 evaluation	0
Output 6.1 Strengthen CRRC's auxiliary branches' capacity in emergency response		
Indicators:	Target	Actual
Lessons Learned workshop is conducted	1 workshop	0

Progress towards outcomes

The activities for this sector are still being planned; information will be provided on them in upcoming operations updates.

Quality programming / Areas common to all sectors

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

Indicators:	Target	Actual
# of NIT course to volunteers and staff	1 course	0
# of emergency management workshops for volunteers	1 workshop	0
Output 7.1: The project's activities are disseminated at the local and national level through an adequate communications system		
Output 7.2 Initial and detailed needs assessments are updated after consulting with the beneficiaries		

Indicators:	Target	Actual
# of beneficiary stories produced	5 stories	In progress
# of press releases disseminated by mass media outlets	To be determined	In progress
communication strategy is established	1	0
# of videos about the operation produced	2 videos	In progress
Resource mobilization strategy for the operation is developed	1 strategy	In progress

Outcome 8: Effective communication with all stakeholders is ensured.

Output 8.1 Establishment of communication/public relations functions

Indicators:	Target	Actual
# of people reached through social media campaign	To be determined	0
# of people reached through communication campaign	To be determined	0

Progress towards outcomes

Recruitment of staff to implement operation

A CRRC operation coordinator has been assigned to monitor and follow up on the plan of action; additionally, the National Society has an administrative officer for administrative tasks and a field officer to monitor the field activities.

Development of an information management platform for monitoring the project

The IFRC's continental operations coordinator Support was received from the IFRC Operation Coordinator and the leader of the disaster management system supported the establishment and maintenance of an operational [Dashboard](#); the Dashboard continuously updated with information on the operation's activities and important data issued by Costa Rican government agencies. Additionally, the CRRC has proposed the development of a monitoring and tracking system to improve data collection.

CRRC headquarters monitoring visits to the project site

The field officer and the operation coordinator conduct daily field visits.

IFRC monitoring visits to the project site

The IFRC's disaster manager for Central America and Cuba visited the National Society at the beginning of the emergency to support the development of the appeal, and an IFRC PMER officer conducted a monitoring visit to support the development of the first operational update report; additionally, the IFRC's Americas regional director visited the National Society to support the development of the emergency response and plan of action

Development of beneficiary stories

The IFRC deployed two Argentine Red Cross volunteers to work on the development of beneficiary stories.

Development of press releases

The National Society has already developed 40 press releases (please see the annex for a list of the press releases).

Conduct a rapid assessment

CRRC volunteers conducted rapid assessments in the early emergency phase.

Conduct a detailed assessment, with support of National Intervention Teams of the affected region using Open Data Kit

This activity is still being planned; information will be provided on it in upcoming operations updates.

Development of the EPoA

The [EPoA](#) was published on 12 October 2017.

Conduct a beneficiary satisfaction survey using ODK

This activity is still being planned; information will be provided on it in upcoming operations updates.

Lessons learned workshop and final evaluation

This activity is planned for the end of the operation.

Develop a social media campaign and communication strategy to publicize the National Society's actions

The operation's communication component is composed of two elements: The first part is related to ensuring there is media coverage of the operation, and the second part involves the management of social media content.

The media campaigns have involved:

- Interviews with media outlets: Since 4 October 2017, when the actions of the CRRC began in the affected areas, the National Society has conducted more than 30 interviews with media outlets such as NC11, Channel 7 Telenoticias, Repretel News, Radio Columbia, Monumental Radio, Radio Universidad, Radio Nacional, Radio 89.9, La Nación, La Teja, Diario Extra, La Prensa Libre, CRHOY.COM, among others (See Annex for complete list).
- Production of bulletins: During the emergency, bulletins and media-friendly graphic material about the CRRC's humanitarian actions have been produced. Some examples of the press releases are below:

- The CRRC activates its institutional response mechanisms to respond to the intense flooding <https://www.facebook.com/notes/cruz-roja-costarricense/cruz-roja-costarricense-activ%C3%B3-mecanismos-de-respuesta-institucional-por-intensa/840827732752508/>
 - The CRRC initiates a donation campaign for the population affected by Tropical Storm Nate [https://www.facebook.com/note.php?note_id=841723425996272Cruz_Roja_Costmaries activa programa de Restablecimiento Contactos Familiares](https://www.facebook.com/note.php?note_id=841723425996272Cruz_Roja_Costmaries_activa_programa_de_Restablecimiento>Contactos Familiares)
 - Cruz Roja Costarricense www.facebook.com #SomosCruzRojaCostarricense (Facebook and Twitter handle)
- Media coordination in the field: The CRRC coordinated with the media to enable its field personnel to talk with the press covering the emergency in to disseminate the National Society's work.

Social Media Campaign

Since the emergency began, more than 70 Twitter and Facebook posts with infographics have been produced on the CRRC's actions

Social networks have been a key part of providing recommendations before and during the emergency to the population, as evidenced by the 200 messages that the National Society received and dutifully answered on its Facebook page alone

The target of each of the social media publications was between 5 thousand and 30 thousand people for each document. The published material can be accessed through the following [link](#).

Track key data and actions conducted on behalf of the affected communities to produce visual documentation (beneficiaries' stories and videos)

The IFRC deployed two Argentine Red Cross volunteers to work on the production of audio-visual material, photographs and beneficiary stories.

Ensure funding opportunities with stakeholders are available

The National Society's Department of Resource Mobilization developed alliances with small and large local companies for the supply of transportation, donations of relief items and volunteers.

Companies like DHL made collaborative alliances with the CRRC and offered pro bono training to CRRC staff and volunteers, such as Disaster Response Teams, to develop the new donation collection management plan and help expedite the delivery of relief supplies.

In addition, government organizations such as the Fire and Public Force have assisted with the distribution of donations.

Lastly, several local businesses have donated food and cleaning products, and local organizations such as Caleb and the University of Costa Rica (UCR), and the local community have offered their support as volunteers for the management and distribution of donations.



CRRC volunteers organize donations at the collection centre. / Source: IFRC

Development of a communications strategy

The CRRC is currently developing the operation's communications strategy.

Development of two videos

The CRRC is currently working on the videos.

Development and diffusion of messages and material promoting the community participation to the local media

The CRRC is currently developing the messages and materials for their dissemination.

Establishment of dialogue platforms with partners and the communities.

This activity is still being planned; information will be provided on it in upcoming operations updates.

Establishment of mechanisms to monitor rumours and feedback

This activity is still being planned; information will be provided on it in upcoming operations updates.

Reference documents



Click here for:

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

Contact information

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

In the Costa Rican Red Cross:

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

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In 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.

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**.

Annex

List of Press Releases Tropical Storm Nate– Costa Rican Red Cross

Media	Date	Headline	Link
NC11	6/10/17	Cruz Roja trabaja duro para encontrar desaparecidos	http://www.repretel.com/actualidad/cruz-roja-trabaja-duro-para-encontrar-a-desaparecidos-92642
La Nación	05/10	Las Diferentes caras de Nate	http://www.nacion.com/sucesos/destres/Lluvias-Nate-arrebataron-casas-comida_0_1662433840.html
La Nación	05/10	Pobladores de barrio en Aserrí quedaron atrapados entre derrumbes	http://www.nacion.com/sucesos/destres/Anciano-rescatado-derrumbes-asustado_0_1662433818.html
La Nación	05/10	Tormenta Nate provoca cierre de comercios en zonas más afectadas por lluvias	http://www.nacion.com/economia/empresarial/Tormenta-Nate-comercios-afectadas-lluvias_0_1662433784.html
La Nación	05/10	Azote de tormenta Nate en Costa Rica	http://www.nacion.com/sucesos/destres/Azote-tropical-Nate-Costa-Rica_0_1662433795.html
La Nación	05/10	CNE manifiesta que lluvias podrían intensificarse en horas de la tarde y pide a población estar atentos a zonas de riesgo	http://www.nacion.com/nacional/Gobierno-poblacion-evacuar-fuertes-lluvias_0_1662433796.html
La Nación	05/10	Tormenta Nate, deja ocho muertos, 500 mil personas sin agua, 7200 en albergues y 24 vías cerradas	http://www.nacion.com/sucesos/destres/Gobierno-decreta-emergencia-impacto-tormenta_0_1662433756.html
La Nación	05/10	Deslizamientos y crecidas de ríos causan desastres en El Roble, Chomes y Montes de Oro de Puntarenas	http://www.nacion.com/sucesos/destres/Lluvias-desbordamientos-inundaciones-distintas-Puntarenas_0_1662433787.html
Prensa Libre	05/10	Urgente: ¡Costa Rica llora! Tormenta Nate ya cobró 5 vidas	https://www.laprensalibre.cr/Noticias/detalle/122564/urgente:-costa-rica-llora-tormenta-nate-ya-cobro-5-vidas
Diario Extra	06/10	Cruz Roja salva vida a 889 personas	http://www.diarioextra.com/Noticia/detalle/344165/cruz-roja-salva-vida-a-

		afectados por tormenta Nate	889-personas-afectadas-por-tormenta-nate
CrHoy.com	06/10	Así puede ayudar a los damnificados por la tormenta Nate	https://www.crhoy.com/nacionales/a-si-puede-ayudar-a-los-damnificados-por-la-tormenta-nate/
Monumental	06/10	Seleccionados piden llevar víveres al estadio para damnificados por emergencia	http://www.monumental.co.cr/2017/10/06/seleccionados-piden-llevar-viveres-al-estadio-para-damnificados-por-emergencia/
Am Prensa	06/10	¡Hora de ayudar! Cruz Roja recibirá víveres para afectados por Nate	http://www.amprensa.com/2017/10/hora-ayudar-cruz-roja-recibira-viveres-afectados-nate/
El Tiempo.com	06/10	Tormenta tropical Nate deja al menos 22 muertos en Centroamérica	http://www.eltiempo.com/mundo/latinoamerica/victimas-de-la-tormenta-tropical-nate-en-costa-rica-138116
El Chapin	06/10	"Nate" azota a <u>Centroamérica</u>	http://www.chapintv.com/actualidad/nate-azota-centroamerica-127381
El Nuevo día	06/10	<u>Nate deja caos y destrucción en Centroamérica</u>	https://www.elnuevodia.com/noticias/mundo/nota/natedejacaosydestruccioncentroamerica-2363890/
Metro Ecuador	06/10	<u>Suben a 10 los muertos y 25 los desaparecidos por tormenta Nate en Costa Rica</u>	https://www.metroecuador.com.ec/ec/noticias/2017/10/06/suben-10-los-muertos-25-los-desaparecidos-tormenta-nate-costa-rica.html
Radio W	06/10	<u>La Cruz Roja de Costa Rica hace 97 rescates de emergencia por tormenta Nate</u>	http://www.wradio.com.co/noticias/internacional/la-cruz-roja-de-costa-rica-hace-97-rescates-de-emergencia-por-tormenta-nate/20171006/nota/3601282.aspx
El Diario	06/10	<u>Cruz Roja de Costa Rica realizó 97 rescates de emergencia y salvó 500 vidas</u>	http://www.elnuevodiario.com.ni/internacionales/centroamerica/442507-cruz-roja-costa-rica-realizo-97-rescates-emergenci/
Once Noticias	06/10	<u>Selección y Cruz Roja ayudarán a los afectados por Nate</u>	http://www.oncenoticias.hn/seleccion-cruz-roja-ayudaran-los-afectados-nate/
Bohemia	06/10	<u>Son 10 los muertos en Costa Rica por Nate</u>	http://bohemia.cu/mundo/2017/10/son-10-los-muertos-en-costa-rica-por-nate/
El mundo CR	06/10	<u>Cruz Roja inicia campaña de donación de suministros para</u>	https://www.elmundo.cr/cruz-roja-inicia-campana-donacion-suministros-poblaciones-afectadas-tormenta-nate/

		<u>poblaciones afectadas por tormenta Nate</u>	
Diario Extra	07/10	Apoye desde hoy con su donativo en cualquier Cruz Roja del país	http://www.diarioextra.com/Noticia/detalle/344172/apoye-desde-hoy-con-su-donativo-en-cualquier-cruz-roja-del-pais
La Nación	07/10	Solidaridad no calentó, pocas personas se acercaron donar víveres por Nate este sábado	http://www.nacion.com/sucesos/destres/Ayudas-afectados-Nate-Cruz-Roja_0_1662833738.html
CrHoy.com	07/10	Estos son los kits que pide Cruz Roja para damnificados	https://www.crhoy.com/nacionales/estos-son-los-kits-que-pide-cruz-roja-para-damnificados/
arepaherald	07/10	La Cruz Roja de Costa Rica hace 97 rescates de emergencia por tormenta Nate	http://arepaherald.com/internacionales/la-cruz-roja-costa-rica-97-rescates-emergencia-tormenta-nate/
La Nación	08/10	7700 personas siguen en albergue tras la tormenta Nate	http://www.nacion.com/sucesos/destres/personas-siguen-albergue_0_1663033737.html
CrHoy.com	08/10	Cruzrojistas: “no se olvide de los damnificados”	https://www.crhoy.com/nacionales/cruzrojistas-no-se-olvide-de-los-damnificados/
La Nación	09/10	Estudiantes de 11 cantones regresan a clases este martes	http://www.nacion.com/nacional/educacion/Estudiantes-cantones-regresan-clases-martes_0_1663233728.html
El Economist	09/10	<u>Costa Rica califica a Nate como el peor desastre natural en décadas</u>	http://www.economistaamerica.com/desastres-naturales-eAm/noticias/8663917/10/17/Costa-Rica-califica-a-Nate-como-el-peor-desastre-natural-en-decadas.html
La Nación	10/10	Presentadores de canal 7 se unen en la campaña a puro corazón en beneficio de los damnificados por tormenta Nate	http://www.nacion.com/ocio/farandula/Figuras-beneficio-damnificados-tormenta-Nate_0_1663433674.html
Repretel	10/10	Cruz Roja recibe donaciones para afectados por el paso de "Nate"	http://www.repretel.com/actualidad/cruz-roja-recibe-donaciones-afectados-por--paso--nate-92938
La Nación	11/10	Donaciones para damnificados por Nate siguen siendo escasas	http://www.nacion.com/sucesos/destres/Donaciones-damnificados-Nate-siguen-escasas_0_1663633661.html

La República	11/10	Orquesta Sinfónica Nacional realizará conciertos para ayudar a afectados por Nate	https://www.larepublica.net/noticia/orquesta-sinfonica-nacional-realizara-conciertos-para-ayudar-a-afectados-por-nate
UCR	12/10	Tormenta Tropical Nate entre los mayores desastres de Costa Rica Espacio informativo de la Presi	https://www.ucr.ac.cr/noticias/2017/10/12/tormenta-tropical-nate-entre-los-mayores-desastres-de-costa-rica.html
CrHoy.com	14/10	Cruz Roja: "Se va a requerir la colaboración por semanas"	https://www.crhoy.com/nacionales/cruz-roja-se-va-a-requerir-la-colaboracion-por-semanas/
La Nación	15/10	Cruz Roja busca aún a un desaparecido por los efectos de Nate	http://www.lateja.cr/sucesos/cruz-roja-busca-todavia-a-un-desaparecido-por-los/S2RBDH7VWFEILCT5DWRVENH2SY/story/
La Nación	24/10	Pobladores de Osa pasaron noche en vela por temor a inundaciones	http://www.nacion.com/sucesos/desastres/Vecinos-Osa-pasaron-temor-inundaciones_0_1666233402.html
La Nación	27/10	Feria gastronómica recaudará fondos para afectados por tormenta Nate	http://www.nacion.com/ocio/gastronomia/Feria-gastronomica-recaudara-afectados-Nate_0_1666633376.html
Diario Extra	31/10	¿No encuentra a sus familiares tras Nate? Cruz Roja le ayuda a localizarlos	http://www.diarioextra.com/Noticia/detalle/344114/no-encuentra-a-sus-familiares-tras-nate-cruz-roja-le-ayuda-a-localizarlos