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DREF Final Report

Nicaragua: Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF operation MDRN007	Glide No. TC-2017-000148-NIC
Date of Issue: 8 July 2018	Date of disaster: 4 October 2017
Head of operation (responsible for this operation): Santiago Luengo, IFRC regional disaster coordinator for Central America, email: santiago.luego@ifrc.org	
Operation start date: 5 October 2017	Expected timeframe: 4 months End date: 5 February 2018.
Overall operations budget: 162,543 Swiss francs (CHF), including the first allocation of 55,079 Swiss francs for preparedness.	
Number of people affected: 39,200 people (7,840 families)	No. of people assisted: 2,160 People (432 families)
National Society Presence (No. volunteers, personnel, branches): Nicaraguan Red Cross (NRC) has 1 national headquarters, 22 staff, 33 branches and 2,000 volunteers. 100 volunteers from headquarters and Rivas department branch were involved in the operation.	
Partners of the Red Cross Red Crescent actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC). Spanish Red Cross, Italian Red Cross, The Canadian Red Cross Society and American Red Cross. The International Committee of the Red Cross (ICRC) has an office at the country level.	
Other partner organizations involved in the operation: Civil Defence; National System of Prevention, Mitigation and Disaster Response (SINAPRED for its acronym in Spanish); Departmental Committee of Prevention, Mitigation and Disaster Response (CODEPRED for its acronym in Spanish); Municipal Committee of Prevention, Mitigation and Disaster Response (COMUPRED for its acronym in Spanish).	
Financial Situation: The Nicaraguan Red Cross spent a total of CHF 154,950. The remaining balance of CHF 7,602 will be returned to the Disaster Relief Emergency Fund.	
<p>This DREF has been replenished by AECID and ECHO. The major donors and partners of the DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Canada, Denmark, Ireland, Italy, Japan, Luxembourg, Monaco, the Netherlands, Norway, Spain, Sweden and the USA, as well as DG ECHO, the UK Department for International Development (DFID) the Medtronic, Zurich and Coca Cola Foundations and other corporate and private donors.</p> <p>The IFRC, on behalf of the Nicaraguan Red Cross would like to extend many thanks to all partners for their generous contributions. Details of all donors can be found on this link.</p>	

A. SITUATION ANALYSIS

Description of the disaster

On 4 October 2017, Tropical Depression Nate affected the Caribbean coast, leading the Nicaraguan government, through SINAPRED, to declare a yellow alert throughout the country. The storm caused heavy rain and floods mainly in the Northern Autonomous Caribbean Region and the Rivas, Jinotepe, Leon, Chinandega, Matagalpa and Juigalpa departments in the country's central Pacific region. No major damages were reported in the Caribbean communities; however, the storm arrived immediately after two weeks of continuous rainfall, causing flooding in low-lying areas and landslides.

The Nicaraguan Red Cross activated its Emergency Operation Centre (EOC), and it prepared its staff at the national and branch levels; it also activated its Monitoring and Information Commission to track situation reports from the Pacific Region departments of Rivas, Carazo, León and Chinandega and in the central regions of Matagalpa and Juigalpa.

On 7 October 2017, SINAPRED reported that 16 people died, 682 affected communities in 14 departments, 5,952 damaged homes and 29,110 people were affected (6,848 families), of which 221 families were in collective centres.¹

Twenty volunteers from the branch in Rivas, along with support from a volunteer from the headquarters, carried out damage and needs assessments in the communities of Ochomogo and Gil González (Rivas department); additionally, National Society personnel evacuated people from flooded homes and provided immediate assistance to the most affected. A water and sanitation team from the Nicaraguan Red Cross (NRC) was deployed, and conducted rapid assessments in health, water and sanitation, including chemical analysis of water sources and wells; approximately 432 families were affected, and 87 wells were flooded and contaminated in Rivas. NRC volunteers provided psychosocial support (PSS) and surveyed the families in the collective centres in the Ochomogo community, Belén municipality, Rivas department).



Coordination meeting with community leaders and members from the community of Gil González (Rivas department). Source: NRC

After Tropical Storm Nate passed, the Regional Committee for Disaster Prevention, Mitigation and Response for the North Caribbean (COREPRED for its acronym in Spanish) lifted the tropical storm alert, deactivated the collective centres and allowed people to return to their homes.

Summary of response

Overview of Host National Society

The Nicaraguan Red Cross-National Council defined and adopted a structure for the operation of the EOCs and the overall intervention. The National Society has a national response plan, contingency plans, and standard operating procedures (SOPs), and the NRC has personnel trained in different specialties based on the role they play in the EOC. Regarding equipment, the National Society has the necessary equipment and logistical capacity to provide first response to any situation. The NRC currently has 34 active branches and approximately 2,000 volunteers nationwide, including relief volunteers, youth volunteers, and volunteers trained in social volunteerism.

The NRC requested an initial Disaster Relief Emergency Fund (DREF) allocation on 5 October 2017 for preparedness actions, such as pre-positioning staff and volunteers for the arrival of Tropical Storm Nate and the distribution of kitchen kits, blankets, long-lasting insecticide treated [mosquito] nets (LLITNs), jerry cans and roof materials for 200 families.

On 14 October 2017, [DREF operation update no.1](#), was published; it reflected the assessment's results and the National Society's response activities after the passage of Tropical Storm Nate. Through the publication of the report, the NRC formalized its solicitation for an additional allocation of CHF 107,464, a one-month extension and the scaling up of the response through the provision of health and care, water, sanitation and hygiene promotion and shelter (including non-food items).

On 5 December 2017, [DREF Operations Update no. 2](#) was published, thereby granting an additional one-month extension; the NRC requested the extension because it had difficulties procuring water and sanitation items, including cleaning and disinfecting kits for water wells, which delayed the start of the activities outlined in the EPoA's water and sanitation component. Additionally, heavy rains continued to affect the regions, further delaying the activities.

The Nicaraguan Red Cross carried out the activities below following the declaration of the yellow alert:

- EOC activation at the headquarters and branch level
- Checklist of human resources by speciality, teams and equipment available
- Activation of the monitoring and information commission
- Deployment of Damage Assessment and Needs Analysis (DANA) teams from the headquarters and branches
- Evacuation of families in flooded homes

¹ [Report from SINAPRED, 7 October 2017.](#)

- Deployment of 3 EOC technicians from Puerto Cabezas branch to the Autonomous Region of the Northern Caribbean Coast
- Coordination activities with the Puerto Cabezas branch and the COREPRED the North Caribbean Coast Autonomous Region (RACCN) to assess the situation in the region and define the follow-up actions
- Twenty NRC volunteers conducted assessments in the communities of Ochomogo and Gil Gonzales in the department of Rivas
- Deployment of a water and sanitation team to the affected area to conduct rapid assessments in health and water and sanitation, including chemical analysis of water sources and affected wells
- Provision of psychosocial support and census of families in the collective centre in Ochomogo in the municipality of Belen in the department of Rivas
- Monitoring conducted by the Communication and Press Office through the Communications Network at the national level, thereby providing key messages to the affected population and daily reports to inform the EOC's decision making
- Establishment of a collection centre by the Logistics commission at the NRC's national headquarters and in each of its departmental and municipal branches to receive donated items for the affected families
- With the initial DREF allocation, the NRC delivered humanitarian aid to the affected families in the community of Ochomogo, municipality of Belen in the department of Rivas, reaching 200 families that lost all their belongings and were in collective centres through the distribution of 200 kitchen kits, 600 blankets, 600 LLITNs, 600 jerry cans, health awareness lectures, hygiene promotion and proper water management
- Activation of the National Response Plan, contingency plan, standard operating procedures and EOC technical staff members

Overview of Red Cross Red Crescent Movement in country

The Partner National Societies (PNSs) present in the country included the American, Canadian, Italian and Spanish Red Cross Societies, with which the National Executive Committee and EOC team was in coordination. In addition, the NRC, through the American Red Cross' support, is implementing a community preparedness programme in the country, and the PNSs supported the Nicaraguan Red Cross's response activities through the provision of vehicles and staff.

The ICRC delegation in Nicaragua coordinates actions with the NRC in respect to conflict, riots or other violence-related events in Nicaragua. Additionally, the IFRC's Country Cluster Support Team for Central America and its Disaster and Crisis Department were in close communication with the Nicaraguan Red Cross throughout the operation.

Overview of non-RCRC actors in country

According to Nicaraguan Law No. 337, SINAPRED's executive secretary must coordinate disaster response efforts; SINAPRED consists of clusters of government representatives and Red Cross personnel in areas such as water, special operations, environment and health, among others. The Nicaraguan Red Cross is an active member at the national, departmental, municipal and local level (CODEPRED, COMUPRED and Local Committee for the Prevention, Mitigation and Preparedness for Disasters [COLOPRED for its acronym in Spanish]) of this system. Lastly, World Vision offered technical and financial assistance to the NRC's operation.

Needs analysis and scenario planning

Since the onset of the emergency, the NRC worked with the SINAPRED, CODEPRED and COMUPRED in department of Rivas to identify, prioritize and coordinate the intervention areas.

Through field assessments and the EOC, the Nicaraguan Red Cross's DANA teams identified the following needs:

- Re-establish water sources and wells, intervention on water, sanitation and hygiene promotion
- Immediate needs to deliver hygiene items to families
- Provision of psychosocial support to people in collective centres
- Communication campaign for promoting protection measures and self-care and the dissemination of key messages on hygiene promotion, protection norms and behaviour during floods for the affected families.

Intervention was required as there was lack of proper water and sanitation, health promotion was insufficient and the storm impacted the targeted people's living conditions and environment.

Risk Analysis

The region was affected by rainfall and floods throughout the rainy season, and additional rainfall and flooding after the rainy season impacted the operational activities, forcing the NRC to extend the operation's timeframe.

Basic infrastructure was severely damaged by the storm and resultant flooding, and there were initial signs of waterborne diseases.

B. OPERATIONAL STRATEGY

Proposed strategy

Prior to the effects of Tropical Storm Nate, the National Society requested an initial DREF for preparedness activities which included:

- The distribution of 200 kitchen kits, 400 tarpaulins, 600 jerry cans, 600 LLITNs and 600 blankets to 200 families; these non-food items (NFIs), which were from its pre-positioned stock in Managua, were later replenished.
- The mobilization costs of the team of volunteers from NRC's headquarters and branches that carried out the damage assessments.

In addition, first response activities included providing support to then collective centres and the provision of non-food items, water and sanitation, hygiene promotion and psychosocial support, in coordination with SINAPRED, CODEPRED, COMUPRED and community leaders. After the completion of rapid assessments, the National Society revised the emergency plan of action (EPoA) to include support for 432 families (2,160 people) affected by the tropical storm in the communities of Ochomogo and Gil Gonzales (Belen municipality, department of Rivas) in the Pacific region.

Health and Care

The NRC provided psychosocial support to 100 families in the communities of Gil Gonzales and Ochomogo in the department of Rivas. Additionally, the NRC purchased three psychosocial kits with DREF funds to conduct the psychosocial support activities.

Water, Sanitation and Hygiene Promotion

A total of 432 families in the communities of Gil Gonzales and Ochomogo in the department of Rivas received jerry cans, which the National Society prepared with donated items; additionally, it held talks on good hygiene practices that should be implemented in the home, community and collective centres.

Shelter

The National Society distributed essential non-food items including blankets, kitchen kits, tarpaulins and LLITNs to the affected families in the collective centres and the ones that were self-sheltering.

Communications and Visibility

The NRC carried out a communication and accountability component for beneficiaries to disseminate key messages on flood protection regulations, psychosocial support and water, sanitation and hygiene promotion, and it provided protective and visibility equipment to 100 volunteers involved in the operation.

C. DETAILED OPERATIONAL PLAN



Health

People reached: 1,274 people
 Male: 505 (including children and adults)
 Female: 739 (including children and adults)
 Volunteers: 18 males and 12 females

Outcome 1: Contribute to the protection and recovery of physical and mental wellbeing in the affected communities in the department of Rivas (communities of Gil Gonzales and Ochomogo).

Output 1.1: Psychosocial support is provided to 432 families (2,160 people, based on a 5 members per family average) and volunteers.

Activities	Target	Actual
Beneficiary Selection	1	1
Procurement of 3 emergency psychosocial kits	3	3

Provision of psychosocial support sessions to families in the communities, schools and collective centres	10	13
Provision of psychosocial support workshops to volunteers from the NRC's branches and headquarters	1	1
Achievements		

Beneficiary selection

From 7 to 8 October 2017, the NRC selected beneficiaries in the communities of Ochomogo and Gil Gonzales in the department of Rivas in coordination with SINAPRED and CODEPRED. Community leaders participated in the identification.

The identification of the beneficiaries was achieved through visits to the Lilly Pedroza Carballo Educational Centres and the school Community of the Gil Gonzales community, in coordination with the CD-SINAPRED, the CODEPRED of Rivas department and the COMUPRED of the municipality of Belen and along with community leaders. The house to house visits mechanism allowed an evaluation of the people that were emotionally affected by the emergency.



First PSS intervention with students and teachers in the Lilly Pedroza Carballo educational centre. Source: NRC

Procurement of 3 emergency psychosocial kits

The NRC procured three emergency psychosocial kits, and it used them to conduct PSS activities in Ochomogo and Gil Gonzales; the kits consisted of items such as crayons, paper, paints, markers and story books, among others. The NRC branch in Rivas will use these kits in future emergency interventions.

Families received psychosocial support in schools and collective centres as follows:

1. One thousand two hundred and seventy-four (**1,274**) **people** were reached through psychosocial support activities, equivalent to approximately 432 families. The average number of members per family was lower than initially estimated (2.9 members instead of 5)
2. Fourteen (14) psychosocial support sessions between Ochomogo and Gil Gonzalez. **Ochomogo**: 4 sessions at the Lily Pedroza school with girls and boys, 1 session with school teachers, 2 sessions with women from the community, 2 sessions through house-to-house visits, 1 session with the community. In **Gil Gonzalez**: 1 session at the community school, 2 sessions through house-to-house visits, 1 closing session with all the girls in the community; one session was cancelled due a 5.0-magnitude earthquake on 15 November 2017.

Provision of psychosocial support workshops to volunteers from the NRC's branches and headquarters

1. The NRC conducted a debriefing session workshop for all the volunteers involved in the emergency operation, including water and sanitation and psychosocial support and administrative staff from its Rivas branch; a total of 34 people participated in the workshop.

Additional achievements:

1. Volunteers strengthened techniques and methodologies on stress management and psychological traumas through the debriefing workshop and their experience in the response operation.
2. A psychosocial support brigade was formed that integrated all the volunteers from different volunteer programmes (women volunteers, Red Cross Youth and Lifeguards), thus strengthening the team and allowing for the exchange of ideas and the updating of tools to be used in future emergencies and / or disasters.
3. The NRC used the methodology "Carousels of Joy" to carry out psychosocial support interventions with large populations through a participatory approach that involves all stakeholders, allowing the National Society to reach greater number of people through psychosocial support during the intervention.

Challenges

- There was low participation from the affected people at the beginning of the intervention activities, the people were focusing on rebuilding their lives and going back to work; furthermore, since there were other scheduled activities for water and sanitation and the distribution of relief items, additional time was needed for the

beneficiaries to participate. Therefore, the intervention was planned to be done jointly with the other activities to reach a higher number of people affected by the storm.

- Another challenge faced during the home visits was that no adults were in their houses, since many had returned to work. Which meant that fewer people were reached because a security protocol prevented NRC personnel from entering dwellings where only children were present.

Lessons Learned

1. Positive and effective coordination with community leaders is important to the success of an operation.
2. Conducting house-to-house visits was an effective way to observe the level of damage to the homes and affected people's emotional state. This methodology obtained good results and will be used for future interventions.
3. Coordination and communication with the PSS volunteers and the administrative staff from the NRC Rivas branch allowed for efficient organization and coordination with other actors such as the Ministry of Education (MINED) and municipal and community leaders.
4. During the PSS interventions, the NRC identified the need for PSS assessment tools for future interventions to be able to ascertain the affected population's PSS needs.

Additional comments:

- During the entire intervention, the NRC followed PSS guidelines to provide appropriate care.
- To guarantee the well-being of the volunteers and the affected people, the NRC complied with all security guidelines, including safe-access in the field.
- All the people that received PSS showed gratitude to the volunteers.
- Two PSS debriefings were scheduled; however, the NRC conducted only one due to budget restraints and the high number of participants. Therefore, the NRC carried out one debriefing for all its staff and volunteers involved in the intervention.



Water, sanitation and hygiene

People reached: 1,684 people (441 families)

Male: approx. 842

Female: approx. 842

Outcome 2: Immediate reduction in risk of waterborne and water-related diseases in targeted communities.

Output 2.1: Access to safe water is provided to the affected population

Activities	Target	Actual
Identification and target of water wells and water sources	87	229
Installation of water treatment plant (Seta3000)	1	1
Chemical analysis of water	N/A	47 tests
Production and distribution of safe water to targeted families	N/A	0 litres
Procurement and distribution of 432 home water filters	432	441
Sensitization talks on how to optimize potable water in homes	432	441
Engage community on the design and acceptability of water and sanitation facilities	N/A	229

Output 2.2: Hygiene-related non-food items (NFIs), which meet Sphere standards, are provided to targeted families.

Distribution of 600 jerry cans to affected families	600	600
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Output 2.3: Improved access to and use of adequate sanitation by the target population

Cleaning and disinfection of 179 water wells	179	229
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Repair 75 latrines in affected homes and/or collective centres	75	75
Sensitization of adequate use and maintenance of latrines	75	65
Fumigation/ spraying of homes and collective centres to prevent vector-borne diseases among the most vulnerable population	N/A	341
Procurement of 2 cleaning and disinfection water well kits.	2	0
Procurement of thermos nebulizers and pumps for fumigation	2	3 thermos nebulizers and 4 backpack pumps were procured
Training for volunteers on the use of the equipment	20	30 volunteers
Narrative description of achievements		

Identification of water sources for safe water supply to affected communities

- The NRC identified 229 water sources (wells) that needed to be cleaned; these sources were contaminated due to the overflow of latrines and were the main water supply to the families in the communities. The communities of Ochomogo and Gil Gonzales have several rivers nearby; however, due to sugar cane crops in the areas, the rivers are polluted with chemical waste that is used to fertilize the crops.

Installation of water treatment plant (Seta1000)

- On 7 October 2107, the NRC mobilized a SETA 1000 water treatment plant, with the capacity to provide 1,000 litres per hour to its branch in Rivas; although this unit was damaged, the NRC repaired it so that it could use it during this intervention and in future ones. Additionally, it repaired two deep water wells, nullifying the need to distribute water.

Chemical analysis of water

- From 8 October to 8 November 2017, the NRC conducted 22 water turbidity and PH level tests in the communities of Ochomogo y Gil González, Las Mesas, La Montaña, La Cruz and Mata de Caña; the results showed the water was cloudy and the PH levels were between 8.5 to 9. Analysis also showed levels of faeces contamination due to the overflow of rivers and latrines causing a turbidity water level of 70 to 90 Nephelometric Turbidity Units (NTUs)², which is not apt for human consumption.
- During the intervention, the NRC conducted an additional 22 water turbidity and PH level tests to verify the previous water quality tests; after it completed the tests, the NRC developed a strategy based on the assessment's results.



NRC personnel conduct turbidity and PH tests on the community of Ochomogo (Rivas departments)'s water supply. Source: NRC

Production and distribution of safe water to targeted families

- Please see the Installation of **water treatment plant** activity above for this information.

Distribution of 432 home water filters

- The NRC procured and distributed 441 home water filters, reaching 1,684 people (441 families); although the NRC set a target of 432 families in its plan of action, it provided additional filters to a home in which several families were residing, thus reaching more people than originally planned.

Sensitization talks on how to optimize potable water in homes/Engage community on the design and acceptability of water and sanitation facilities

² According to the World Health Organization, the turbidity of drinking water should not be greater than 5 NTU, and it should ideally be below 1 NTU.

- Four hundred and forty-one (441) families received information on how to use the water filter and optimize the filters.
- The NRC conducted sensitization talks concurrently with the water well clean-up, reaching 229 families that owned the water wells. During the talks, several techniques were discussed such as how-to re-use residual water instead of water from the wells and proper water storage for drinking and washing.

Distribution of 600 jerry cans to affected families

- On 8 October 2017, the NRC distributed 600 jerry cans (3 per family) to the communities of Ochomogo and Gil Gonzales, reaching 200 families (65 male-headed households, 135 female-headed households; 780 people including children, the elderly and persons with disabilities). The jerry cans enabled the families to store water safely and prevent waterborne diseases.

Cleaning and disinfection of 179 water wells

- The NRC volunteers and community members and leaders cleaned and disinfected 220 water wells, reaching 221 families (1,684 people). At the mayor of the municipality of Belen's request, the NRC conducted this activity in additional communities (Las Mesas, La Cruz, La Montaña y Mata de Caña), with water well cleaning and disinfecting activities.
- During the community meetings, the NRC informed people about all the implementation activities and processes; by including community leaders and members in the activities, the NRC helped strengthen community members' capacities and knowledge in water well cleaning and disinfection methods.

Repair 75 latrines in affected homes and/or collective centres

- A total of 65 families (325 people) received construction material for latrines: blocks, cement, booths and slabs. The NRC repaired 51 latrines and built 14 others; the community also participated in the construction and repairing of the latrines.

Sensitization of adequate use and maintenance of latrines

- A total of 325 people participated in sensitization talks on the best use and maintenance of latrines; the talks will help guarantee the durability of the latrines and prevent the spread of infections and waterborne diseases due to misuse of the latrines.

Fumigation/ spraying of homes and collective centres to prevent vector-borne diseases among the most vulnerable population

- The NRC conducted 2 fumigation rounds in the communities of Ochomogo y Gil González, reaching 371 households (1,522 people). At the same time, the NRC carried out sensitization talks on best waste management norms and elimination of mosquito breeding grounds to prevent diseases such as dengue, chikungunya and/or Zika.
- Institutional relations were strengthened as all the activities were coordinated and discussed between the National Society and the Health Ministry (MINSA), enhancing cooperation between the two entities; additionally, 30 NRC volunteers from the Rivas branch attended a MINSA-led workshop on the use and preparation of the chemicals in accordance with the country's guidelines.

Procurement of thermos nebulizers and pumps for fumigation

- The NRC procured 3 thermonebulizers and 4 pump backpacks for the cleaning and disinfecting activities.

Training for volunteers on the use of the equipment

- The NRC trained 30 of its volunteers from the Rivas branch in basic water well cleaning techniques and the proper use of the equipment including pumps, generators, security equipment and vector- control equipment to mitigate vector-borne diseases.

Challenges

Cleaning and disinfecting of water wells:

- Since the NRC did not procure the necessary tools needed to conduct the activities as initially scheduled, there were some delays in the implementation (delays in the receipt of the funds). Once the NRC received the funds, it drew up a work plan, with the support of a Regional Intervention Team (RIT) member and some of its volunteers, to carry out the activities in a shorter timeframe.
- Volunteers were not trained in water well cleaning; therefore, the NRC had to conduct a training workshop to instruct them on how to handle the equipment properly.
- The topography of the terrain (the intervention took place in Nicaragua's highlands) and the wells' locations and characteristics (high areas, inside homes, at great depths, the coating used for the wells and the type of wells) posed challenges to the operation.
- The condition of the National Society's pump equipment (low suction capacity) caused some delays and challenges, as water and sanitation volunteers and technical staff had to modify the intervention by decreasing the depth to which the pumps were lowered, a technique not normally used by the technicians; additionally, NRC volunteers and staff had to use three to four pumps for water wells with high levels of water and manual techniques for home water wells.
- The NRC could not procure the two cleaning and disinfecting kits as planned since the kits would be sourced by the IFRC's Regional Logistics Unit (RLU), and the National Society had difficulties finding items that met the specific technical requirements.

Repair 75 latrines in affected homes and/or collective centres

- Since the phreatic mantle was superficial, the NRC had to procure additional materials to do work not foreseen during the initial planning; therefore, the NRC was required to adjust the budget line for cleaning kits to allow for the repair of the latrines.

Fumigation/ spraying of homes and collective centres to prevent vector-borne diseases among the most vulnerable population

- During the spraying of homes and collective centres, a few beneficiaries people were reluctant to have their homes fumigated because they believed that this activity would prevent them from completing their domestic chores; however, NRC volunteers convinced the families of the importance and advantages of fumigating their homes to prevent diseases through sensitization talks, and the NRC completed the activity.

Lessons Learned

1. The National Society will consider having pre-positioned stock for future emergencies, including water and sanitation equipment, to respond faster.
2. Working together with the communities enables people to learn the appropriate techniques and tools to enhance their preparedness for emergencies.
3. It is important to provide on-the-job training to volunteers to ensure they acquire the necessary knowledge and thus strengthen and complement the skills they obtained in the field.
4. Combining the use of cypermethrin with motorized backpack sprayers to spray the exteriors of houses and using thermal-fogging to fumigate the interiors of houses bolstered the vector control actions.

Comments:

- The NRC repaired the Seta3000 water treatment plant; however, the National Society did not install it, as chemical tests showed the water quality was safe to use and community members had already disinfected and cleaned their wells using commercial chlorine.



Shelter

People reached: 780 people (200 households) ³

Male-headed households: 65

Female-headed households: 135

Outcome 3: The immediate shelter and household needs of the people in collective centres and self-sheltered are met.

Output 3.1: Essential Household Items (non-food items are provided to the target population).

Activities	Target	Actual
Distribution of 200 kitchen sets (one per family)	200	200
Distribution of 600 blankets (two per family)	600	600
Distribution of 400 tarpaulins (two per family)	400	400
Distribution of 600 LLITNs (three per family)	600	600

Narrative description of achievements

200 families received non-food items⁴

The NRC distributed kitchen sets, blankets, LLITNs and tarpaulins, reaching 200 families (65 male-headed households, 135 female-headed households; 780 people) in the communities of Ochomogo and Gil González in the municipality of Belén in the department of Rivas.

Challenges

The political situation in Nicaragua often generates scenarios where humanitarian actions are compromised according to the Red Cross principles, and it creates disagreement between the beneficiary population and NRC volunteers staff because the aid provided is through the central government; therefore, the NRC held informational meetings SINAPRED, Belén's section of COMUPRED, community leaders and the beneficiary population to explain the source of the funding and identify the implementation actors are to enhance coordination.

Lessons Learned

Coordination between the different government structures allowed for the establishment of cooperation mechanisms that enabled the joint execution of activities, fostering trust among the affected population.

Quality programming/ Areas common to all Sectors

Outcome 4: Response operation is well planned, coordinated and monitored

Output 4.1: Continuous monitoring and assessment of Tropical Storm Nate informs the planning and implementation of the response operation.

Activities:

Assessment of the present humanitarian situation while considering assessments conducted by other stakeholders

Pre-positioning of trained volunteers in strategic areas in advance of Tropical Storm Nate

Appoint a focal person in the Emergency Operations Centre (EOC) to prepare daily situation reports, which will be posted on the Dashboard and shared with all stakeholders.

Recruitment of National Society staff (DREF coordinator, financial assistant, field team leader).

IFRC monitoring visits

³ The initial plan of action estimated target people of 1,000 people based on an average of 5 members per households. After activities were completed it was tallied that the actual number of people reached was 780 as the average number of people per family was closer to 2.9 members.

⁴ This includes all the activities under this sector.

RIT deployment

Lessons learned workshop

Narrative description of achievements

Assessment of the present humanitarian situation while considering assessments conducted by other stakeholders

The Nicaraguan Red Cross volunteers carried out damage and needs assessments on 7 and 8 October 2017.

Pre-positioning of trained volunteers in strategic areas in advance of the Tropical Storm

On 7 October 2017, the NRC deployed three National Intervention Teams (NITs) specializing in water and sanitation to the department of Rivas; the NRC mobilized two PSS volunteers from the National Society headquarters, along with volunteers from the Rivas local branch, to support the damage and needs assessments.

Appoint a focal person in the Emergency Operations Centre (EOC) to prepare daily situation reports, which will be posted on the Dashboard and shared with all stakeholders.

A NRC communications and press officer gathered information and prepared reports in the EOC.

Recruitment of National Society staff (DREF coordinator, financial assistant, field team leader).

The NRC completed the recruitment process on 17 October 2017.

IFRC monitoring visits

The deployed its IFRC disaster management coordinator for Central America in October 2017 to support the National Society on the development of the EPoA.

RIT deployment

A RIT was deployed in December 2017 to support the National Society on the realization of the WASH activities.

Lessons learned workshop

On 2 and 3 February 2018, the Nicaraguan Red Cross carried out a "Workshop on Good Practices and Lessons Learned", with the participation of community leaders, beneficiaries of the communities of Gil González and Ochomogo and volunteers from the Rivas branch; a total of 38 people participated in the workshop (21 men and 17 women), including the headquarters and Jinotepe local branch staff that participated in the psychosocial support, water, sanitation and hygiene promotion activities. The workshop's objective was to identify the best practices for future emergency interventions (please [click on this link](#) for information on the lessons learned workshop).

Output 4.2: Community engagement and accountability activities help target communities and families have access to life-saving and actionable information to take action on their safety, health, and wellbeing, through engagement with the Red Cross, to influence and guide action.

Activities

Identification of target people and communication means

Carry out beneficiary satisfaction surveys

Enable community members to express their opinions through videos

Narrative description of achievements

Identification of target people and communication means

- The NRC carried out beneficiary identification was carried out in coordination with SINAPRED, CODEPRED and COMUPRED by conducting assessments through home-to-home visits and individual interviews, among other assessment actions. After conducting a detailed analysis, the NRC selected the communities of Ochomogo and Gil Gonzales in the municipality of Belen in the department of Rivas.

Carry out beneficiary satisfaction surveys

- In December 2017, the NRC surveyed 75 beneficiaries in the affected communities (35 in Ochomogo, and 35 in Gil Gonzalez); the survey's objective was to assess the quality of work and aid provided by the NRC to the affected population. The survey showed the following:

	Answers	Number	Percentage
What did you think of the work conducted by the NRC volunteers?	Excellent	49	70%
	Very good	16	23%
	Good	5	7%
	Regular	0	0%

	Bad	0	0%
	Total	70	100

In total, 70 per cent of the surveyed people said the NRC volunteers' work was excellent, and 100 per cent of the surveyed beneficiaries were satisfied with the operation's timeliness and usage of the provided aid (

Enable community members to express their opinions through videos

The NRC recorded several testimonial videos capturing the affected people's anguish during the emergency, including during the distribution of non-food items in the communities of Gil Gonzales and Ochomogo (

Output 4.3: Establishment of communication/public relations functions

Activities

Development of a national communications campaign and strategy

Development of three videos to promote the National Society activities

Development of visual material (posters, infographics, brochures)

Development and implementation of social media campaign

Achievements

Development of a national communications campaign and strategy:

- The NRC developed a communication plan based on the EPoA's activities, with the objective of providing visibility to National Society's actions for the following reasons:
 - Disseminate information to improve internal communication.
 - Improve coordination to promote donations to the operation
 - Position the NRC as a key actor in emergency response in the eyes of the public by highlighting the work it carries out in prevention and disaster risk reduction.
- Along with the communication campaign, the NRC produced visibility materials and radio spots.

Development of three videos to promote the National Society activities:

- The NRC produced three videos, and it developed banners, stickers and posters used in the PSS interventions and the water and sanitation and hygiene promotion activities. Throughout the operation, the media was open to covering the implementation activities, including the testimonial videos.

Development of visual material (posters, infographics, brochures)

Beneficiaries received posters with essential information on good hygiene and sanitation practices, including on PSS first aid, as follows (please see the [annex](#) for examples of the materials):

Visibility material	Number distributed
Posters on adequate usage of latrines	200
Posters on hand washing techniques	200
Posters on PSS first aid	200
Calendars on adequate use of latrines and hand washing	600
Calendar with PSS information	600
Stickers for water filters	600
Stickers for latrines	65
Infographics	600

- PSS materials were produced for the following activities:

PSS visibility material	Number produced
"Risk land"; this game featured information on disaster risk reduction and water sanitation and hygiene promotion	2
Tents with key messages on hand washing	4
Banners	16
Hand washing promotion kits	10

- The NRC designed and carried out "Risk land" games and games in water, sanitation and hygiene promotion

- The NRC used banners with key messaging during its activities, including its sensitization talks.

Development and implementation of social media campaign:

The NRC, with support from a media firm, disseminated information and visibility material through several social media outlets, as follows:

- Publications on the NRC's website
- Information sharing through the NRC's WhatsApp groups: 1,500 messages were shared.
- Publication on the NRC's Facebook and Instagram pages: More than 800 posts reaching national and international audiences (Please see the [annex](#) for figures on the number of people reached)
- The NRC Facebook live streamed on 15 occasions to publicize its relief distributions and its PSS, water, sanitation and hygiene promotion activities

Challenges

- The production of the visibility materials was delayed as the necessary funding arrived late in the operation, requiring the NRC to request credit for the development of the radio spots and visibility materials.
- The Communications Network did not have the necessary equipment to produce quality photographs and videos; therefore, the NRC communications staff had to be present at all times in the communities during the implementation activities.
- The NRC does not have a communication protocol or handbook on emergency communication.

Lessons Learned

- The formation of the Communications Network allowed for the daily collection of Information.
- Effective alliances with the media provided channels to highlight the NRC's activities up to three times per week.
- Effective organization and information sharing among the members of the NRC headquarters' operation centre was crucial to the operation's success.
- The use of WhatsApp groups and social media enabled the NRC to share information in real time and reach a wider audience.
- Communications Network members must improve their knowledge of water, sanitation and hygiene promotion to improve the quality of their reports and informational materials.

D. Budget

Please see the attached [final financial report](#).

Disaster Response Financial Report

MDRNI007 - Tropical Storm

Timeframe: 05 Oct 17 to 05 Feb 18

Appeal Launch Date: 05 Oct 17

Final Report

Selected Parameters

Reporting Timeframe	2017/10-2018/05	Programme	MDRNI007
Budget Timeframe	2017/10-2018/02	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		162,543				162,543	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		162,543				162,543	
C4. Other Income		162,543				162,543	
C. Total Income = SUM(C1..C4)		162,543				162,543	
D. Total Funding = B + C		162,543				162,543	

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance							
C. Income		162,543				162,543	
E. Expenditure		-154,941				-154,941	
F. Closing Balance = (B + C + E)		7,602				7,602	

Disaster Response Financial Report

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Selected Parameters

Reporting Timeframe	2017/10-2018/05	Programme	MDRNI007
Budget Timeframe	2017/10-2018/02	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
A						B	A - B	
BUDGET (C)			162,543			162,543		
Relief items, Construction, Supplies								
Shelter - Relief	4,366		4,362			4,362	3	
Clothing & Textiles	4,698		4,599			4,599	99	
Water, Sanitation & Hygiene	72,345		63,825			63,825	8,520	
Teaching Materials	9,690		5,611			5,611	4,079	
Utensils & Tools	6,460		6,264			6,264	196	
Other Supplies & Services			4			4	-4	
Total Relief items, Construction, Sup	97,559		84,665			84,665	12,894	
Land, vehicles & equipment								
Computers & Telecom			156			156	-156	
Total Land, vehicles & equipment			156			156	-156	
Logistics, Transport & Storage								
Storage			49			49	-49	
Transport & Vehicles Costs	7,488		7,175			7,175	313	
Logistics Services	1,317		1,076			1,076	241	
Total Logistics, Transport & Storage	8,804		8,299			8,299	505	
Personnel								
International Staff	6,852		4,614			4,614	2,238	
National Staff			52			52	-52	
National Society Staff	6,754		14,762			14,762	-8,008	
Volunteers	9,984		6,938			6,938	3,046	
Other Staff Benefits	4,503		8,286			8,286	-3,783	
Total Personnel	28,092		34,652			34,652	-6,560	
Workshops & Training								
Workshops & Training	3,817		6,134			6,134	-2,317	
Total Workshops & Training	3,817		6,134			6,134	-2,317	
General Expenditure								
Travel	3,524		1,621			1,621	1,903	
Information & Public Relations	8,124		7,325			7,325	799	
Office Costs	881		1,507			1,507	-626	
Communications	1,233		1,208			1,208	26	
Financial Charges	587		-80			-80	667	
Other General Expenses			-3			-3	3	
Total General Expenditure	14,350		11,578			11,578	2,771	
Indirect Costs								
Programme & Services Support Recove	9,920		9,456			9,456	464	
Total Indirect Costs	9,920		9,456			9,456	464	
TOTAL EXPENDITURE (D)	162,543		154,941			154,941	7,602	
VARIANCE (C - D)			7,602			7,602		

Disaster Response Financial Report**MDRNI007 - Tropical Storm**

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Final Report

Selected Parameters

Reporting Timeframe	2017/10-2018/05	Programme	MDRNI007
Budget Timeframe	2017/10-2018/02	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster management	162,543		162,543	162,543	154,941	7,602	
Subtotal BL2	162,543		162,543	162,543	154,941	7,602	
GRAND TOTAL	162,543		162,543	162,543	154,941	7,602	

Reference documents

Click here for:

- [DREF Operation](#)
- [Previous updates](#)
- [Lessons learned workshop report](#)

Contact information

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

In the Nicaraguan Red Cross

- Oscar Gutierrez, National President, telephone: +505 2265 1428, Email presidencia@humanidad.org.n

In the IFRC

- Nelson Aly, Country Coordinator for Honduras and Nicaragua, telephone: +504 9986 0160, and Email nelson.alyrodriguez@ifrc.org
- Inigo Barrena, disaster response and crisis and early recovery coordinator; phone: +507 317 3050; email: ci.barrena@ifrc.org
- Santiago Luengo, Disaster Management Coordinator; email: Santiago.luengo@ifrc.org

In IFRC Geneva

- Susil Perera, senior officer response and recovery; +41 (0)22 7304947; email: susil.perera@ifrc.org
- Sune Bulow, emergency operations and information management-Disaster and Crisis Department; email: sune.bulow@ifrc.org

For IFRC Resource Mobilization and Pledges support

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

For In-Kind donations and Mobilization table support

- Mauricio Bustamante, Regional Logistics coordinator, phone: +507 317 3050; email: mauricio.bustamante@ifrc.org

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

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

www.ifrc.org

Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace

Annex

CRUZ ROJA NICARAGÜENSE

Uso adecuado de Letrinas

Recuerda la limpieza de las letrinas, contribuye a un ambiente saludable



Al hacer de las cosas, **no** uses el agua.

Mantén limpia y mantenimiento de la letrina diariamente.

Mantener la puerta de la letrina cerrada para evitar el acceso de animales.

Disponer de un recipiente para depositar el papel higiénico.

USO INADECUADO DE LA LETRINA

- ❌ Hacer papel higiénico, papel o papeles.
- ❌ Mantener la letrina abierta y sucia.
- ❌ Usar la letrina como bodega.
- ❌ Hacer productos químicos, como detergente o desinfectante.

Con el apoyo técnico y financiero de: 

CRUZ ROJA NICARAGÜENSE

COMO USAR EL FILTRÓN

- 1** **Abre el Filtrón**
Cada vez que quieras usar el filtrón, abre el tapón para sacar el agua.
- 2** **Para abrir el agua a largo del tiempo**
Para abrir el agua a largo del tiempo, abre el tapón y déjalo abierto por un tiempo.
- 3** **Cuando el agua se va a acabar**
Cuando el agua se va a acabar, abre el tapón y déjalo abierto por un tiempo.
- 4** **Mantén el filtrón limpio**
Mantén el filtrón limpio y déjalo abierto por un tiempo.

Como lavar su filtrón

- 1** **La limpieza del filtro**
Cuando el agua se va a acabar, abre el tapón y déjalo abierto por un tiempo.
- 2** **La limpieza del bote**
Lava el bote con agua y jabón.

Con el apoyo técnico y financiero de: 

Reporte Social Media

Alcance en redes sociales con campaña



352,563



52,381