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# Emergency Appeal Final Report

## Costa Rica: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency Appeal no. MDRCR016</b>	<b>Operation n° MDRCR016</b>
<b>Date of Issue: 21 March 2019</b>	<b>GLIDE: <a href="#">FL-2017-000151-CRI</a></b>
<b>Operation start date: 11 October 2017</b>	<b>Operation end date: 11 October 2018</b>
<b>Host National Society(ies): Costa Rican Red Cross (CRRC)</b>	<b>Operation budget: 1,184,614 Swiss Francs (CHF)</b> <b>DREF initially allocated: 316,177 Swiss francs</b>
<b>Number of people affected: 509,000 people</b>	<b>Number of people assisted: 24,000 people (6,000 families)</b>
<p><b>N° of National Societies involved in the operation:</b> The CRRC has 121 branches, 1,027 staff members and 5,820 volunteers (3,549 men and 2,271 women) distributed throughout the 9 regions nationwide.</p> <p><b>Partners of the Red Cross Red Crescent Movement that actively participate in the operation:</b> American Red Cross, Japanese Red Cross Society, British Red Cross (from the British Government), the Directorate-General for European Civil Protection and Humanitarian Aid Operations (DG-ECHO), Red Cross of Monaco, Swiss Red Cross (from the National Society) and Swiss Red Cross (from the Swiss Government), the Canadian Red Cross Society (from the Canadian Government), the International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC)</p>	
<p><b>N° of other partner organizations involved in the operation:</b> DG-ECHO contributed funding to the operation, National Commission for Risk Prevention and Emergency Care (CNE for its acronym in Spanish), Ministry of the Presidency, Ministry of Communications, National Commission on Risk Prevention and Emergency Response, Ministry of Education, Ministry of Public Safety, 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 for its acronym in Spanish), Emergency System 9-1-1, Vulcanological and Seismological Observatory of Costa Rica, 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, Dos Pinos (Two Pines in English) Milk Producers Cooperative.</p>	
<p><b>The Costa Rica Red Cross Society spent a total of CHF 1,183,727. It is proposed to use the remaining balance of CHF 82,431 to the current Emergency Appeal for the strengthening of regional and national capacities for effective response and Surge Capacity.</b></p>	

<For the final financial report, click [here](#). For Contacts, click [here](#).>

## A. SITUATION ANALYSIS

### Description of the disaster

From 21 September to 6 October 2017, a Zone of Inter-Tropical Convergence (ZIC), characterized by the entry of humidity from the Pacific Ocean and the Caribbean Sea, caused Tropical Storm Nate to develop on 5 October 2017, which generated flooding throughout Costa Rica. Tropical Storm Nate generated heavy rains, with an average of 400 liters per square meter, which is equivalent to the total precipitation of October, as well as winds and storm surges, causing flooding and landslides, widespread infrastructural damage and the destruction of public property. Flooding from the storm disrupted agricultural production and local ecosystems and injured people in the affected areas, leading the Costa Rican president to declare a state of emergency for 76 cantons; the 17 most affected cantons were: Dota,






Leon Cortez, Tarrazu (Los Santos zone), Acosta, Aserri (central valley), Buenos Aires, Coto Brus, Perez Zeledon (south zone), Quepos, Parrita, Montes de Oro, Puntarenas (central Pacific), La Cruz, Carillo, Santa Cruz, Canas and Bagaces (north Pacific). The storm affected Costa Rica's road network, bridges, housing and agricultural sectors, water and sewer system and schools most severely. Costa Rica's change of government in May 2018 delayed the implementation of some of the operation's activities because it limited the use of government personnel and resources for operational activities.

## Summary of response

### Overview of Host National Society

The CRRC carried out the following response actions:

- ✓ During the first days of the operation, under the mandate of the National Society, it carried out rescue and pre-hospital care services, responding to 1,210 incidents and assisting 1,874 people.
- ✓ The CRRC delivered the following relief items to the affected communities:

 Hygiene Kits	 Food Kits	 Sanitation Kit	 Liters of Water	 Cooking Kits
13,489	20,119	1,421	84,203.5	50

- ✓ After the completion of the damage assessments and the implementation of the operation's actions, the CRRC achieved the following:

### Health actions:

- Monitoring of the epidemiological situation in the country for the design of informational messages for the communities. The principal diseases that were identified were diarrhoea caused by waterborne diseases, respiratory disease (influenza) and vector-borne diseases (dengue, chikungunya and Zika).
- A National Workshop was held to disseminate the Epidemiological Monitoring Matrix, in which 17 community health volunteers from CRRC participated.
- Awareness sessions for 150 families in collective centres on hand washing and vector control.
- Psychosocial support (PSS) through debriefings for CRRC volunteers and to families with elderly people, persons with disabilities and family members suffering from chronic illnesses.
- The CRRC provided support to the "Return to Happiness" programme to schools in the affected communities, taking advantage of an alliance between the Red Cross of Youth, the United Nations Children's Fund (UNICEF), the UCR and the Ministry of Education of Costa Rica; additionally, this alliance allowed for the revision of the methodology and updating of the implemented materials. The CRRC held 28 "Return to Happiness" workshops, in which teachers, volunteers and community leaders participated, and 565 people were trained.
- The CRRC held 2 PSS workshops, training 62 volunteers.
- The dissemination of PSS messages through social networks and WhatsApp groups established after the emergency.

### Water, Sanitation and Hygiene Promotion (WASH) Actions:

- The CRRC cleaned 500 wells in the Guanacaste, Puntarenas, Limon and Zona Sur regions; the National Society carried out this activity in coordination with the Ministry of Health, and it also obtained the support of affected municipalities and the national police through the provision of vehicles and personnel for the well cleaning activities.
- The CRRC conducted the well cleaning activity with WASH teams from different regions in the country to encourage coordination and refresh their knowledge on the subject.
- Hygiene promotion campaigns through talks that were given during the water filter distributions to the affected communities.
- Accompaniment to families on the cleaning of their home's surrounding areas.

### Livelihoods:

- The CRRC reached 2,000 families through the cash transfer programme (CTP), and it carried out a post-distribution beneficiary satisfaction survey through telephone calls and home visits.
- The CRRC held two national cash transfer workshops: one at the national level, with the participation of 25 volunteers from all regions, and the other one was a regional workshop in Guanacaste to support the selection of beneficiaries and distribution of cards in the region, with the participation of 24 people

### Restoring Family Links (RFL):

- With the joint support of the ICRC and the IFRC, the CRRC implemented a RFL programme, through which it established a RFL platform and a call centre. The National Society resolved each one of the 166 RFL requests it received.
- The CRRC held one RFL workshop, with the participation of 26 people from all regions; an ICRC representative provided support to this activity.

#### Disaster Risk Actions:

- The CRRC conducted a national workshop on early warning systems (EWS) with 24 participants, who were committed to replicating their experience through the EWS community workshops.
- Through visits and meetings with community leaders, the CRRC selected 10 Communities in the affected areas for the EWS community workshops.
- The CRRC held 10 EWS community workshops in the communities of:
  - Guanacaste (La Guinea, Corralillo and Cuajiniquil)
  - Quepos (Savegre)
  - Parrita (El Carmen)
  - Cartago (Providencia and Bajo Cannet)
  - Osa (Palmar Sur Finca 8)
  - Acosta (Cangrejal)
  - Limón (Celia)
- The CRRC is continuing to monitor these communities with the support of its Community Resilience area after the close of the operation.

#### National Society response capacities

- The CRRC put 1,004 of its volunteers and 157 of its staff members on active duty during the emergency.
- For the operation, the CRRC mobilized the following vehicles and vessels:

Basic life support (BLS) ambulances	Advanced life support (ALS) ambulances	Rescue	Operational	Administrative	All-terrain	Boats	Jet Skis
111	15	5	7	6	1	2	1

#### Movement coordination

The regional volunteer and youth development coordinator (the IFRC's liaison officer for Costa Rica) and the IFRC's cluster representative for Central America continuously supported the National Society throughout the operation.

In coordination with the CRRC, the IFRC deployed a disaster management delegate to the country to help develop the emergency plan of action (EPoA) and a planning, monitoring, reporting and evaluation (PMER) officer to support the development of the first Operations Update report. The IFRC deployed two Argentine Red Cross volunteers to work on the production of communication materials (beneficiary stories, photos of the activities, visual documentation, videos).

Finally, the IFRC deployed a Regional Intervention Team (RIT) member from the American Red Cross's regional office to support the operation for one month, and the IFRC's surge senior officer and support services leader also provided continuous remote support to the operation's CTP component, including support on Open Data Kit (ODK) and server management.

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

All National Risk Management System institutions, in coordination with the CNE, carried out the damage and needs assessment. Considering the affected sectors, the CNE carried out first response, rehabilitation and economic reactivation projects in the affected communities that totalled 3,601,856,674.00 colones (CHF 6,088,203.09).

The CNE's technical-scientific teams' and the National Risk Management System's actions focused on the collection of damages, the development of reports, conducting training workshops and the strengthening of the municipalities' technical units' coordination processes.

The CNE's response actions to Tropical Storm Nate were comprehensive and covered the affected indigenous population, persons with disabilities, children, the elderly and impacted livestock.

#### Needs analysis and scenario planning

**Health:** The Costa Rican Social Security Fund (CCSS for its acronym in Spanish) re-established the primary care network throughout the country, ensuring that its 1,041 Basic Integrated Health Care Teams (EBAIS for its acronym in Spanish) were fully operational.

**Water, sanitation and hygiene promotion:** The water supply in the affected areas was impacted by the flooding, and an EBAIS lost power during the storm. In the areas where AyA's infrastructure had not been restored, the water was supplied by cisterns.

**Livelihoods:** People living in the affected communities lost their plantain, pineapple, maize, manioc and bean crops, and the floods also destroyed agricultural products and damaged the food stored by community members. Coastal communities, whose main source of livelihood is fishing, were also affected. Additionally, the affected households' economic security was adversely affected by a reduction in economic income caused by the emergency. Furthermore, affected families had to replace the supplies and utensils they lost to the flooding, which required them to redirect their monthly income to cover these needs.

**Shelter:** The damages to the housing sector were considerable; however, the Costa Rican government and nongovernmental organizations (NGOs) addressed the affected population's shelter needs. Moreover, the Institute of Social Welfare provided a housing rental subsidy for up to three months to some of the affected families.

**Restoring Family Links:** The flooding damaged communications infrastructure, and it caused sporadic power outages, thereby interrupting telecommunication services, which made it difficult for families to locate and contact missing family members; however, all these services have since been restored.

### Risk Analysis

Risk	Impact
<b>Climatological</b>	Deterioration of the general situation since the rains were expected to continue until the end of December 2017, which could have caused additional flooding and landslides throughout the country. Reconstruction of roads could have been delayed, making access to remote communities more difficult.
<b>Infrastructure</b>	The storm could have further impacted electrical, water and telephone systems, increasing vulnerability and posing a challenge to the relief efforts due to the inability to communicate with affected communities. The flooding severely affected terrestrial routes, especially bridges.
<b>Health</b>	Risk of disease outbreaks due to lack of access to drinking water, contamination of water points and destruction of sanitation facilities.
<b>Social Tension and Criminology</b>	Loss of items and impact on livelihoods could have exacerbated tensions / crime, requiring pertinent agencies to monitor any increases in petty crime and the availability of vital resources.

### Beneficiary selection

The CRRC based the beneficiary selection process on its assessments, and the National Society aligned its interventions with the IFRC's commitments to the inclusion of gender and diversity in emergency programming.

The CRRC used the following criteria for the selection of the communities:

1. Communities are inaccessible for more than a week
2. Communities that 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 did not receive food aid, water and hygiene materials from other organizations or the Costa Rican government.

The CRRC used the following 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 did 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

The emergency plan of action (EPoA) 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 was to ensure humanitarian assistance during the emergency and recovery phase to at least 6,000 families (24,000 people<sup>1</sup>) impacted by flooding in the affected communities in Guanacaste, the Central Region and the South Pacific Region through the provision of health and care, WASH, shelter (Including non-food items), RFL, disaster risk reduction and CTP actions.

### Proposed strategy

Through its volunteers and committees, the National Society conducted damage assessments and recorded and analyzed data from its national emergency operations centre (NEOC), and the CRRC coordinated actions with national authorities and humanitarian organizations in the country to avoid the duplication of efforts.

The CRRC also established systems to keep the affected communities informed about its relief activities, including the selection and distribution processes and feedback mechanisms.

The CRRC considered the lessons learned from the Disaster Relief Emergency Fund (DREF) operation for Hurricane Otto, in which the National Society implemented CTP, WASH and shelter activities.

**Health and care:** The health strategy focused on two main areas:

- Epidemiological surveillance
- The provision of PSS to affected families and volunteers

The National Society also focused on the early identification of outbreaks, the control of vector-borne diseases and the improvement of the people in the collective centres' wellbeing through PSS activities and the distribution of 6,000 self-care flyers to beneficiaries as part of the PSS activities. Additionally, the CRRC provided first aid to affected people with its own funds.

CRRC health personnel continuously monitored the situation to prevent health risks and protect the affected population's mental and physical health.

CRRC volunteers carried out a more detailed assessment in the affected communities once the weather conditions allowed for it.

**Water and sanitation:** The CRRC conducted a hygiene promotion campaign in the collective centres and the affected communities; additionally, based on the selection criteria, it delivered 5,976 water filters, 12,000 long-lasting insecticide treated [mosquito] nets (LLITNs), and 13,139 units of repellent to affected families, and the National Society cleaned 500 wells and provided materials to repair them to 10 communities, which it selected through damage assessments. The CRRC's water and sanitation National Intervention Team (NIT) was responsible for the implementation of all the National Society's water and sanitation activities.

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


Finally, the CRRC carried out the necessary market assessments and monitoring of the market's evolution throughout the process to develop an effective CTP, thus ensuring that it did not negatively impact the local market.

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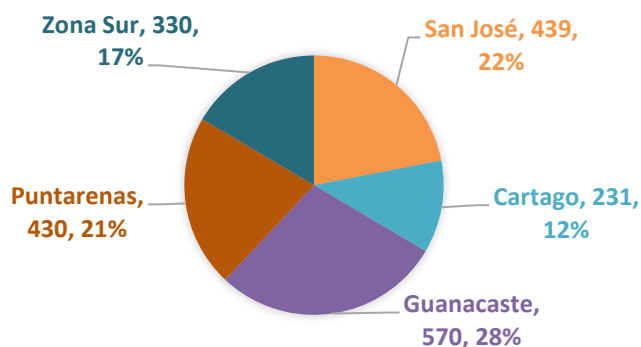
<sup>1</sup> Based on Costa Rica's 2011 census, which determined that the average Costa Rican family has four members.

**Restoring family links:** The National Society established a RFL programme, with the support from the ICRC and the IFRC. The programme's strategy focused on community-based requests and linked them to a RFL site.

## C. DETAILED OPERATIONAL PLAN

	<p><b>Livelihoods and basic needs</b>  <b>People reached: 2,000 families (10,000 people)</b>  Male head of household: 646  Female head of household: 1,354</p>	
<p><b>Outcome 1: The affected population's economic security is reinforced.</b></p>		
<p><b>Indicators:</b></p>	<p><b>Target</b></p>	<p><b>Actual</b></p>
<p># of affected families that have enough cash to meet their survival threshold</p>	<p>2,000 families</p>	<p>2,000</p>
<p><b>Output 1.1: Unconditional cash transfers are provided to 2,000 families to satisfy their essential needs and protect their livelihoods and remaining productive assets.</b></p>		
<p><b>Indicators:</b></p>	<p><b>Target</b></p>	<p><b>Actual</b></p>
<p>Feasibility study for cash transfer programme</p>	<p>1</p>	<p>1</p>
<p>Market assessment</p>	<p>1</p>	<p>1</p>
<p># of affected families receiving CTP</p>	<p>2,000 families</p>	<p>2,000</p>
<p>Cash transfer programme tracking and monitoring system in place</p>	<p>1</p>	<p>1</p>
<p>Narrative description of achievements</p>		
<p>In view of Tropical Storm Nate's impact on some affected communities and after assessing humanitarian assistance options, the National Society decided to implement a CTP in the communities that experienced the greatest impact on their livelihoods.</p>		
<p>Once the decision to implement a CTP was made, the CRRC conducted a feasibility analysis to identify these communities' needs and conditions and the mechanism and modality to deliver the cash; the CRRC also carried out a rapid market assessment to ascertain the condition of the market in the affected communities and the potential impact that the CTP could have it.</p>		
<p>The programme's first phase's objective was to assist 1,000 families affected by the emergency through unrestricted financial support via a redeemable VISA debit card in banks across the country. The assistance consisted of a one-time delivery of USD\$200 to make it easier for families to cover their basic needs in a dignified and flexible manner and to stimulate local markets through the restoration of people's livelihoods. Thanks to donor contributions, the CRRC implemented a second phase under the same conditions for 1,000 additional families.</p>		
<p>The CRRC selected the communities, beneficiaries and social assistance institutions in the country using various indicators and criteria to determine the most affected and vulnerable communities; once the CRRC selected the communities, it then identified and selected the families.</p>		
<p>During the operation, the CRRC distributed 2,000 cards to beneficiaries eligible for the CTP, who it monitored and guided throughout the activity.</p>		

## CARDS DISTRIBUTED, BY REGION



The CRRC held 1 national and 1 regional CTP training workshop with a total of 49 volunteers.

### Challenges

- ✓ Since this was the CRRC has implemented a CTP with Visa cards in Costa Rica, one of the main challenges was the uncertainty of whether the cards would be well received by beneficiaries or if there would be any issues with the banking system.
- ✓ Coordination with communities through community leaders was a challenge since not all people responded to the same leaders. The CRRC had to monitor the leaders' selection processes very closely to ensure that no one was discriminated against and that the assistance reached those who truly needed it.
- ✓ Teaching beneficiaries in rural areas how to use automated teller machines (ATMs) required patience, expertise and a good attitude on the part of National Society staff, as well as the design of simple explanatory materials.
- ✓ Setting up a call centre to address beneficiaries' questions and complaints was a challenge because it was handled by a volunteer, albeit with very good results because she had received training on the CTP process during the Hurricane Otto emergency, and she had been performing a tracking and monitoring role since that operation.

### Lessons Learned

- ✓ The training of volunteers in CTP and the identification of focal points in this area facilitated the implementation of this activity.
- ✓ The two-way communication between the CRRC's community leaders and beneficiaries expedited the identification of the most affected families, the resolution of cases, and prevented families from getting more than one card.
- ✓ Identifying a volunteer to lead beneficiary follow-up and monitoring facilitated communications with beneficiaries and helped address any issues and complaints.
- ✓ Previous experience with CTPs enabled the CRRC to organize better this activity; nevertheless, the CRRC should involve other organizations in the implementation of this activity, such as the Joint Social Assistance Institute, so that they can familiarize themselves with the way the National Society works and carry out coordinated work when providing assistance to affected people.
- ✓ The activation of the Visa cards involved a meticulous process and effective communications with IFRC staff; the CRRC successfully carried out the activation thanks to the proper definition of this activity's implementers' roles.



## Health

People reached: 6,000 families (24,000 people)

**Outcome 2: Improve the families' health conditions through epidemiological surveillance and psychosocial support actions.**

Indicators:

Target

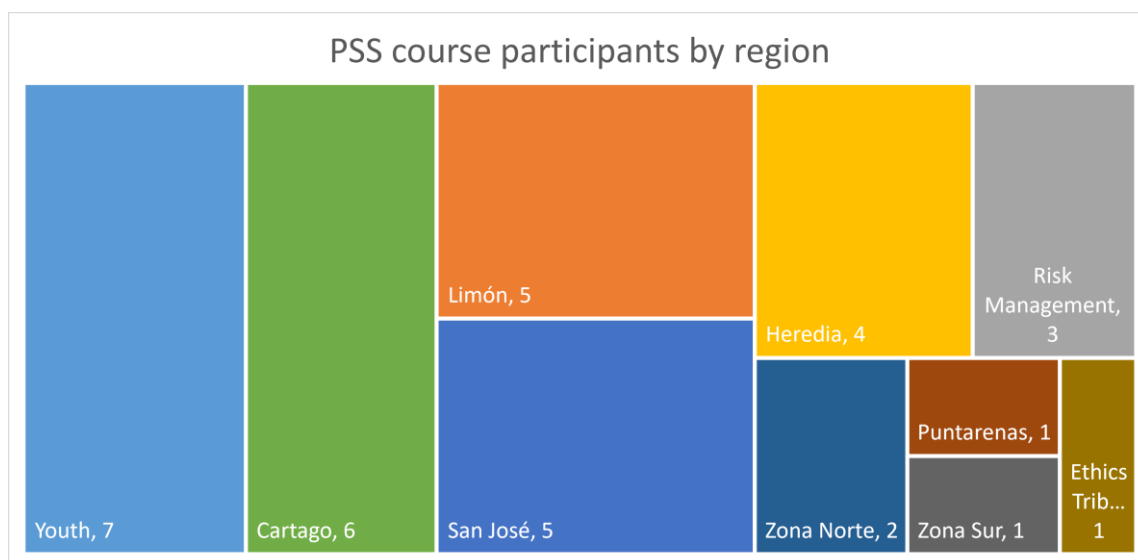
Actual

# of families reached by the National Society with services to reduce relevant health risk factors	6,000 families	6,000
<b>Output 2.1: Epidemiological monitoring of the situation in the country is conducted to generate informative messages for the population.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
% of matrix development and implementation	100%	100%
<b>Output 2.2: Psychosocial support activities are carried out through the “Return to Joy Programme” in collective centres.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of families who receive psychosocial support	6,000 families	6,000
<b>Output 2.3: Psychosocial support actions are carried out for the National Society volunteers involved in the emergency response.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of volunteers trained in psychosocial support	25	62
Narrative description of achievements		

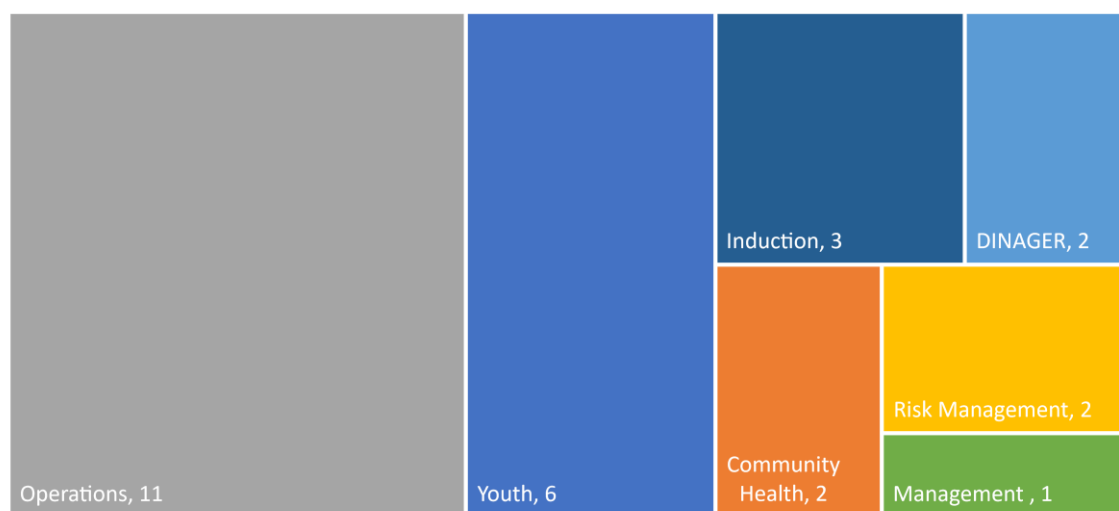
The CRRC delivered training on and implemented an epidemiological surveillance matrix for use in in *Polideportivo Aserrí, Liceo de Aserrí, Higuító de Desamparados* collective centres and in collective centres in Coronado. The CRRC is currently analyzing the tool to see if it can be designed and adapted for use with ODK, which will then be disseminated to the National Society's branches through training workshops.

The CRRC implemented a Return to Happiness programme in the affected communities; the National Society also educated 150 families on hand-washing and vector control during the implementation of this programme. In addition, the National Society prepared a proposal that included an information brochure and a brief video for dissemination. In San José, Costa Rica, psychology professionals visited collective centres to work with children, adolescents, adults, senior citizens, persons with chronic diseases and persons with disabilities. The CRRC also provided PSS to the collective centres' managers.

The CRRC delivered a PSS workshop to seven of the nine regions and other National Society structures; the National Society also provided PSS training to 14 individuals in Cartago and Limón, including volunteers, permanent staff and civilians to expand coverage to a greater number of communities. The PSS activities for affected people began with visits to collective centres and the dissemination of WhatsApp messages. According to the National Society's press department, the CRRC distributed PSS information through its social networks to 6,995 people.



## PSS debriefings for volunteers in the affected areas



The CRRC printed 6,000 PSS self-care flyers and distributed them to the population during the water filter and LLITNs distributions.

The CRRC carried out an intervention in the community of Bajo Canet, which was one of the most affected communities and one that had remained incommunicado for a longer period of time. The CRRC conducted door-to-door visits to talk to affected families and check for illnesses or conditions that needed to be reported to professional staff. Bajo Canet consists of 58 households.

### Challenges

- ✓ The fact that all community health personnel were volunteers made it harder to coordinate, implement and follow up on certain activities.
- ✓ It was challenging to implement the Vector Centre Matrix, which was developed in conjunction with Costa Rica's Ministry of Health, because it was a relatively new tool for the CRRC, and it was the first time that it was used jointly with the Ministry of Health.
- ✓ Having enough staff trained in PSS to reach affected communities and volunteers was a challenge.

### Lessons Learned

- ✓ Coordinating and working jointly with other institutions and organizations made it easier to develop tools and implement activities.



## Water, sanitation and hygiene

People reached: 6,000 families (24,000 people)

### Outcome 3: Improve access to safe water and provide hygiene messages to 6,000 families.

Indicators:	Target	Actual
# of families informed on hygiene and access to safe water issues	6,000 families	6,000
<b>Output 3.1: 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.</b>		
Indicators:	Target	Actual
# of water filters distributed	6,000 (1 per family)	5,976 <sup>2</sup>

<sup>2</sup> The target was not reached because 24 filters were damaged or incomplete.

**Output 3.2: 6,000 families have access to hygiene promotion messages.**

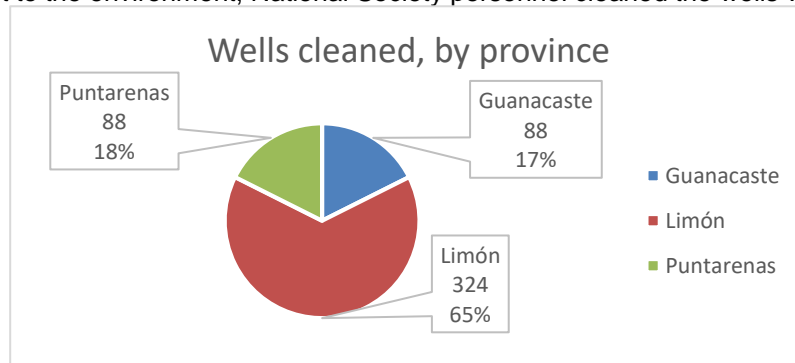
Indicators:	Target	Actual
# of families trained or informed on hygiene practices	6,000 families	6,000

**Output 3.3: 1,000 families have access to supplies to improve their homes' sanitary conditions.**

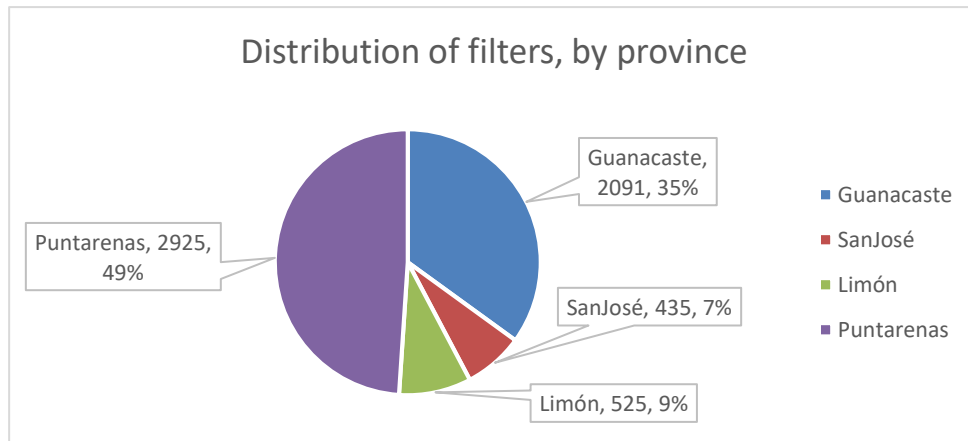
Indicators:	Target	Actual
# of families who have improved sanitary conditions in their homes	1,000 families	1,000
# of LLITNs delivered	12,000 LLITNs	12,000
# of units of repellent delivered	12,000 units of repellent	13,139 <sup>3</sup>
# of wells cleaned in affected communities	500 wells	500

**Narrative description of achievements**

The CRRC had to reconsider its well cleaning and rehabilitation actions since many of the affected communities had little water in their wells or did not want their wells cleaned. The CRRC distributed informational flyers containing good water source management practices to the communities in which the National Society cleaned and rehabilitated wells. As part of CRRC's commitment to the environment, National Society personnel cleaned the wells with organic chlorine.



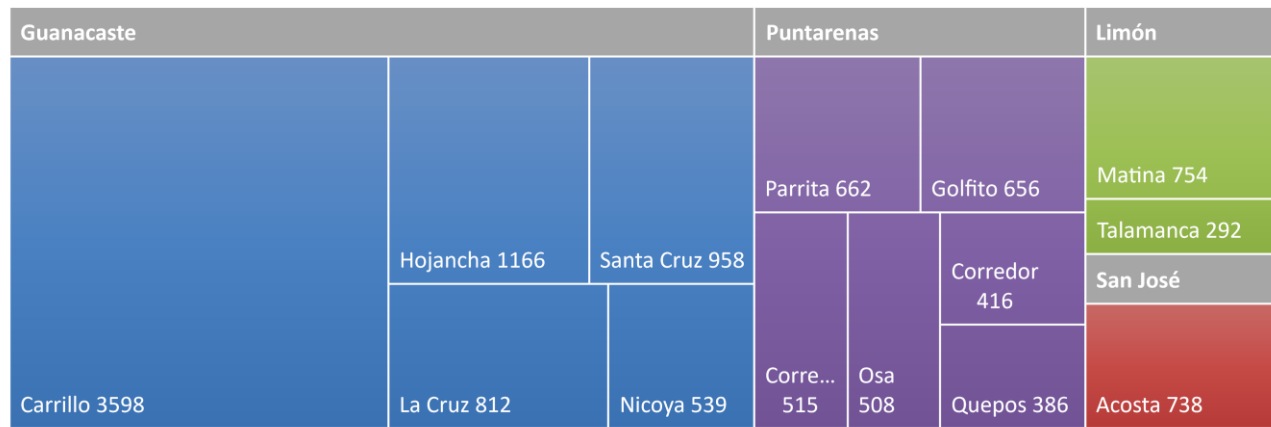
The CRRC distributed water filters to 5,976 families in affected areas to improve the quality of their drinking water; the CRRC also delivered talks to the families on the filters' use and care and on hygiene promotion.



The CRRC identified the communities with the most serious vector problems, in coordination with Costa Rica's Ministry of Health; the CRRC then provided the families in these communities with 2 LLITNs and 2 units of repellent, the latter with the Zika Unit's prior approval. The repellent was plant-based and environmentally friendly.

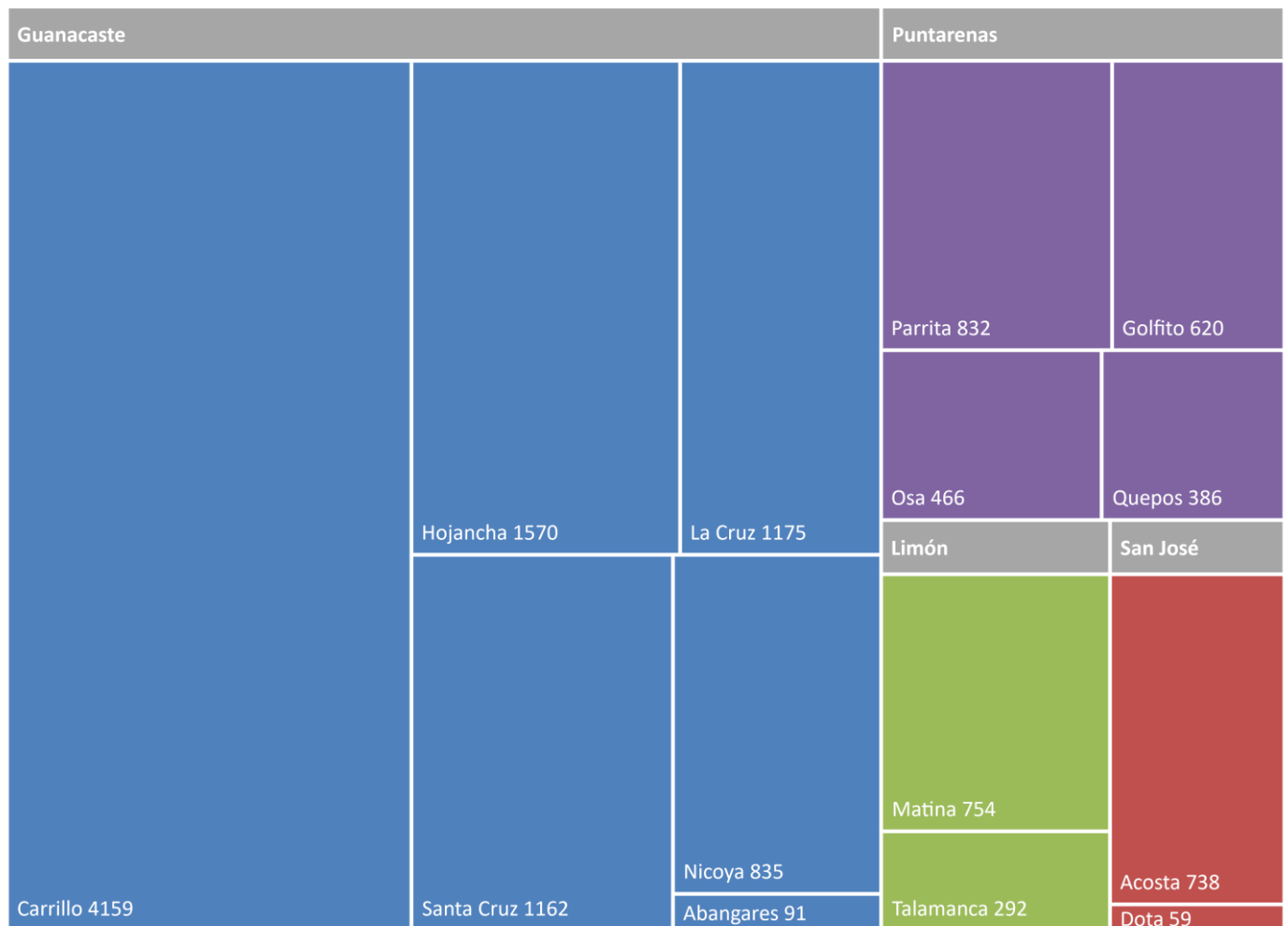
<sup>3</sup> The CRRC exceeded this target because it distributed repellent that was donated for use during the operation.

## Distribution of LLITNs by province



■ Guanacaste ■ San José ■ Limón ■ Puntarenas

## Distribution of repellent by province



The CRRC delivered hygiene promotion talks to the families that received water filters, LLITNs and repellent; the talks were aimed at teaching good practices on issues such as:

- Hand-washing
- Animal husbandry
- Common illnesses, such as diarrhoea, as well as prevention and care required.
- Home water chlorination

The process to select communities and beneficiaries included meetings with local actors and government institutions involved in working on these issues, such as the Ministry of Health, Aqueducts and Sewers, local governments and Red

Cross auxiliary branches, among others; this approach enabled the CRRC to identify the most vulnerable families and avoid the duplication of actions.

#### Challenges

- ✓ Working with little support from auxiliary branches and community leaders involved in water and sanitation activities was a challenge
- ✓ The affected communities had very little water in wells, which made it difficult to perform the task for fear of causing the wells dry up completely.
- ✓ Some communities were only accessible by sea or river, making it necessary to ask local boat owners for assistance to complete the activities.
- ✓ Raising families' awareness regarding the cleaning of wells to improve water and reduce health problems was a challenge.
- ✓ Having to deliver filters and LLITNs in a short period of time because of delays with these items' arrival
- ✓ Obtaining current data for targeted communities was difficult, as data differed from source to source.
- ✓ In some communities, political and religious differences between community leaders hindered the beneficiary identification process.

#### Lessons Learned

- ✓ Working in partnership with various institutions yielded very positive results for the project, as it facilitated the implementation of activities, e.g., in places where the National Society had no staff.
- ✓ Using local businesses and members of the community to implement activities was hugely beneficial to the project.
- ✓ Using electronic tools, such as ODK, to register people and manage information optimized the tracking of activity records.
- ✓ The number of family members should be factored in when determining the number of items to be provided (e.g., when tarps were distributed, families with up to ten members still received only two).
- ✓ Project activities in the same community such as filter deliveries and well rehabilitations should be linked, thus improving water consumption conditions.
- ✓ Using organic repellent increased the likelihood that the population would actually use it because it caused no side effects, especially in children.
- ✓ Beneficiaries whose wells were cleaned were given additional chlorine tablets so that families could continue treating the wells' water for one additional week. Moreover, these tablets were organic and therefore environmentally friendly, maintaining the National Society's commitment to the environment by reducing its ecological footprint.
- ✓ It is important to identify a potential local supplier that carries the same type of filters to have access to replacement parts. Beneficiaries asked where they could acquire the "candles" once the filters' original ones needed to be replaced.



### Migration

**People reached: 166 people**

Male: 91

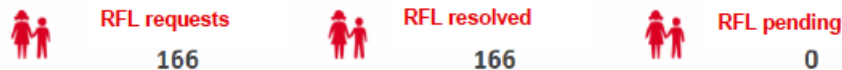
Female: 75

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

Indicators:	Target	Actual
% of requests for RFL cases resolved	100%	100%
<b>Output 4.1: Families can communicate with other members of their family.</b>		
Indicators:	Target	Actual
Active RFL tools (web platform and call centre)	100%	100%
# of volunteers trained in RFL	25	26
Narrative description of achievements		

With the joint support from the ICRC and the IFRC, the CRRC implemented the RFL programme, through which it established a RFL platform and a call centre. The National Society resolved each one of the 166 RFL requests it

received as shown in the table below, and there was substantial improvement in the National Society's capacity to train qualified human resources.




The CRRC held 1 specialized RFL course focused on PSS for 28 members of the National Society (2 individuals from each of the 9 regions and 10 from the National Society's core team); The trainees are now part of the CRRC's national RFL team. ICRC representatives and Forensic Sciences Institute and the Ministry of Foreign Affairs personnel supported the training. The CRRC also received support to acquire materials and supplies to meet the national RFL team's needs and produce one informational video on the National Society's RFL efforts and its work.

#### Challenges

- ✓ Optimizing National Society responsiveness according to the personnel trained in RFL was a challenge.
- ✓ Strengthening RFL actions with other actors in the country (social security hospitals, migrant care agencies, PANI, among others) proved difficult.
- ✓ Improving work linkages with National Societies in the region was problematic.
- ✓ Implementing the FLAnswers application and determining ownership of the Movement's RFL strategy as of 2019 to achieve a better response were challenges.
- ✓ Providing RFL training for volunteers and refreshers for previously trained personnel was difficult.

#### Lessons Learned

- ✓ It is necessary to incorporate more technology into RFL activities as a tool to streamline RFL results
- ✓ It is crucial to have a RFL coordination unit to improve results.
- ✓ Having better trained human resources improved the National Society's response capacity.
- ✓ Encourage personnel to view RFL as a global network rather than just a local one.
- ✓ The importance of self-sufficiency in RFL operations in the field to provide greater efficiency.
- ✓ Integrity, transparency, confidentiality and objectivity are essential for credible RFL work.

	<h3 style="color: red;">Disaster Risk Reduction</h3> <p><b>People reached: 127</b> Male: 48 Female: 79</p>	
<p><b>Outcome 5: Increase 10 affected communities' knowledge of Disaster Risk Reduction.</b></p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of community early warning systems established or improved and linked with local or national meteorological systems	10 communities	10 communities
<p><b>Output 5.1: Technical support is provided through the Early Warning Systems (EWS) and emergency family plans.</b></p>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of volunteers trained in EWSs	25	24
# of communities trained in Family Emergency Plans	10 communities	10
# of local community committees established	10 local committees	7
<p>Narrative description of achievements</p> <p>The National Society delivered training on EWSs to volunteers from all regions, thus providing it with trained personnel across the country and strengthening and disseminating the issue throughout the National Society.</p>		

The CRRC identified vulnerable and affected communities within the affected areas and trained National Society personnel conducting informational sessions on EWSs with ten of the most affected communities to build the communities' capacity to utilize them and their ability to pinpoint and address existing vulnerabilities.

The CRRC addressed the Family Emergency Plan and other topics of interest with these same communities so that these actions could become part of the lines of intervention for the Road to Resilience, a project monitored by CRRC's Community Resilience department.

These efforts allowed the CRRC to build closer relationships with the leaders of most of the affected communities to facilitate community organizing and have a general sense of community dynamics.

This sector's results and achievements included:

- Intervention in ten communities targeted by the Nate Appeal and reporting on their main organizational and general aspects; this enabled auxiliary branches to have greater insight into community dynamics to optimize monitoring of the activities.
- Personnel from different regions trained in EWSs, strengthening one of the lines of work within the risk reduction operational process, which was evident through the establishment of four working groups with staff from different regions to deliver EWSs talks to the affected communities.
- The delivery of ten community talks on EWSs, which considered lessons learned from previous emergencies, increasing community leaders' organizational capacity in this regard.
- Local government's involvement in community dynamics through support and guidance to or recognition of community emergency committees.
- Communities provided with information and material to work on the family plan and supplies kit, in addition to the guidance and support that the auxiliary branch provided on other issues related to risk reduction.
- Inclusion of community-level actions in National Society monitoring through the Road to Resilience project.

For the targets that were not achieved:

- A nationwide invitation was sent to volunteers; however, many of them were unable to attend due to the length of the workshop. The workshop was therefore held with the 24 participants that could attend.
- Conversations were held with communities to promote the establishment of community emergency committees; nevertheless, these committees are registered with the National Risk Management and Emergency Response Commission in Costa Rica, which requires the implementation of certain processes. As part of the National Society, the Community Resilience department will follow-up on the three remaining communities after the close of the operation.

#### Challenges

- ✓ The time factor was a significant challenge given community dynamics. A number of conditions were found in each context that limited the community leaders' participation, requiring activities to be adapted to the time the participants had available.
- ✓ In some communities, organizing the activities was hindered by several factors because there was no community emergency committee in some communities or no development associations or other community organizations in others.
- ✓ Weak coordination between communities and local governments through the Municipal Emergency Committee. In some cases, this meant that the National Society had to take on an advocacy role to recognize existing community emergency committees or the need to have one.
- ✓ During the operation, the National Society had not appointed regional or local risk reduction coordinators in all the regions, which sometimes hindered communications with the auxiliary branch and its Road to Resilience project staff. To this end, work groups were formed with personnel from different regions for these activities.

#### Lessons Learned

- ✓ Involving community leaders from the outset and transparent management of activities contributed to the successful completion of activities

- ✓ Strengthening regional offices in risk reduction operational processes through various training sessions on forming regional work teams was essential.
- ✓ Promoting coordination between regions based on community assessments and providing follow-up by incorporating these communities into the Road to Resilience project was crucial to the operation's success.

## Strategies for Implementation

### 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 assessment	1 assessment

#### Output 6.1: Strengthen CRRC's auxiliary branches' capacity in emergency response.

Indicators:	Target	Actual
Lessons Learned workshop is conducted	1 Workshop	0

#### Narrative description of achievements

During the recent assessment of the National Society through a Branch Organizational Capacity Assessment and Certification (BOCAC), the assessment found a need for technological equipment (computer and multimedia projector) to manage emergency coordination centres in all nine of the National Society's regions.

Severe flooding occurred the weekend that the lessons learned workshop was scheduled to take place, prompting the CRRC to cancel it. Unfortunately, the CRRC could not reschedule the workshop because it was too close to the end of the operation.

#### Challenges

- ✓ New emergencies during the project's development led to the cancellation of planned activities.

#### Lessons Learned

- ✓ Having a prior branch assessment facilitates the needs analysis process during an emergency.
- ✓ Having contingency plans in place for the various activities to be able to fulfil them all.

### Effective, credible and accountable National Society

#### 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 emergency response strategies	1 strategy	1
# of NIT courses for volunteers and staff	1 course	1
# of emergency volunteer management workshops	1 workshop	1

#### Output 7.1: The project's activities are disseminated at the local and national level through an adequate communications system.

Indicators:	Target	Actual
# of beneficiary stories produced	5 stories	5
# of press releases disseminated by mass media outlets	6	10
Communication strategy is established	1	0 <sup>4</sup>
# of videos about the operation produced	2 videos	2
Resource mobilization strategy for the operation is developed	1 strategy	1

#### Output 7.2: Initial and detailed needs assessments are updated after consulting with the beneficiaries.

Indicators:	Target	Actual
# of assessments of affected people's needs (using ODK)	1 assessment	1

#### 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	1 campaign	1
# of people reached through communication campaign	1 campaign	1

<sup>4</sup> The CRRC mounted a communications campaign; however, it did not develop a communications strategy.

## Narrative description of achievements

Emergency response strategies- The CRRC developed a National Response Plan during the operation.

NIT courses for volunteers and staff - Due to the National Society's needs, the course focused on logistics. The IFRC's Regional Logistics Unit (RLU) conducted the course, with support from the CRRC, the DHL company DHL and CNE. The course lasted four days, and it was attended by 27 participants from different CRRC regions and administrative structures and 2 CNE staff members

Emergency volunteer management workshops – The CRRC held a workshop to establish the protocols for managing social and corporate volunteering, with the participation of 27 people; during the workshop, CRRC personnel reviewed a proposal for new National Society procedures for volunteering, and they received guidelines on how to manage volunteers in the next emergency. The CRRC's president and the IFRC's volunteering and youth delegate provided accompaniment to the workshops. The following companies participated in the workshop's corporate events: Holcin, DHL / DRT, Two Pines, Grupo Servica, Irex of Costa Rica, Florida Ice and Farm Company (FIFCO) and Sardimar. The following organizations participated in the workshop's social volunteering events: , the Guides and Scouts Association of Costa Rica, Urbarium, Red Youth Without Borders, Allergan and National Assembly of Youth Consultative Network (ANPJ for its acronym in Spanish).

Develop a social media campaign and communication strategy to publicize the National Society's actions - The operation's communication component was composed of two elements: The first part was related to ensuring there was media coverage of the operation, and the second part involved the management of social media content. The media campaigns consisted of the following activities:

- ✓ Interviews with media outlets: During the operation, the National Society 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.
- ✓ Production of bulletins: During the emergency, the CRRC produced bulletins and media-friendly graphic material about its humanitarian actions. Some examples of the press releases are below:
  - [The CRRC activates its institutional response mechanisms to respond to the intense flooding](#)
  - The CRRC initiates a donation campaign for the population affected by Tropical Storm Nate
  - CRRC [www.facebook.com/SomosCruzRojaCostarricense](http://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 speak with the press covering the emergency to disseminate the National Society's work.

Social Media Campaign –During the operation, the CRRC produced more than 70 Twitter and Facebook posts with infographics on the CRRC's actions. Social networks enabled the CRRC to provide recommendations before and during the emergency to the population, as evidenced by the 200 messages the National Society received and dutifully answered on its Facebook page alone.

The target of each of the social media publications was between 5,000 to 30,000 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.

CRRC's National Resource Mobilization Department worked on a National Resource Mobilization Strategy to be implemented on a daily basis and during emergencies.

The CRRC used ODK to assess and register CTP beneficiaries as well as keep track of beneficiaries during the delivery of water filters, LLITNs. and repellent. Please see the annex for the social network campaigns' results.

## Challenges

- ✓ Designing the Emergency Response Strategy to make it more graphic and attractive to facilitate CRRC personnel's understanding was a challenge.
- ✓ Publicizing actions and achievements proved difficult.
- ✓ Involving various technical sectors and work areas in the development of the operation's activities was challenging

## Lessons Learned

- ✓ Other organizations and businesses are willing to conduct social volunteering with Red Cross, which means that these resources need to be better leveraged.
- ✓ A communications strategy should be developed to establish an order for the notes and publications made.
- ✓ It is hard to maintain consistency in terms of artwork when working with several designers; therefore, only one provider per project should be used.

## D. THE BUDGET

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

## Contact information

### Reference documents



Click here for:

- Previous Appeals and updates
- Emergency Plan of Action (EPoA)

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

### In the Costa Rican Red Cross:

- Jim Batres, national relief and operations director of the Costa Rican Red Cross; phone: (+506) 2542-5010; email: [jim.batres@cruzroja.or.cr](mailto:jim.batres@cruzroja.or.cr)

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### In Geneva

- Javier Ormeño, Operations Coordination Senior Officer for Disaster and Crisis (Prevention, Response and Recovery); email: [javier.ormeno@ifrc.org](mailto:javier.ormeno@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](http://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

## Disaster Response Financial Report

MDRCR016 - Costa Rica - Floods

## Selected Parameters

Reporting Timeframe 2017/10-2018/12 Programme MDRCR016

Budget Timeframe 2017/10-2018/10 Budget APPROVED

All figures are in Swiss Francs (CHF)

## I. Funding

	TOTAL	Deferred Income
<b>A. Budget</b>	<b>1,127,946</b>	
<b>B. Opening Balance</b>		
<b>Income</b>		
<b>Cash contributions</b>		
<i>American Red Cross</i>	148,721	
<i>British Red Cross</i>	658,407	
<i>European Commission - DG ECHO</i>	116,066	
<i>Japanese Red Cross Society</i>	50,300	
<i>Red Cross of Monaco</i>	11,541	
<i>Swiss Red Cross</i>	6,000	
<i>Swiss Red Cross (from Swiss Government*)</i>	94,000	
<i>The Canadian Red Cross Society</i>	56,260	
<i>The Canadian Red Cross Society (from Canadian Government*)</i>	42,434	
<b>C1. Cash contributions</b>	<b>1,183,727</b>	
<b>C. Total Income = SUM(C1..C4)</b>	<b>1,183,727</b>	
<b>D. Total Funding = B +C</b>	<b>1,183,727</b>	

\* Funding source data based on information provided by the donor

## Disaster Response Financial Report

MDRCR016 - Costa Rica - Floods

Selected Parameters			
Reporting Timeframe	2017/10-2018/12	Programme	MDRCR016
Budget Timeframe	2017/10-2018/10	Budget	APPROVED
All figures are in Swiss Francs (CHF)			

### III. Expenditure

	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction	46,327	37,997	8,331
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs	424,984	473,950	-48,966
AOF4 - Health	32,925	28,088	4,836
AOF5 - Water, sanitation and hygiene	372,857	324,259	48,598
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration	9,585	8,693	892
<b>Area of focus Total</b>	<b>886,679</b>	<b>872,987</b>	<b>13,691</b>
SFI1 - Strengthen National Societies	162,954	165,511	-2,556
SFI2 - Effective international disaster management	6,579	14,188	-7,609
SFI3 - Influence others as leading strategic partners	71,734	48,610	23,124
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>241,268</b>	<b>228,309</b>	<b>12,959</b>
<b>Grand Total</b>	<b>1,127,946</b>	<b>1,101,296</b>	<b>26,650</b>

## Annex

The results of social network campaigns posted on CRRC, DINAGER and CRREC Facebook pages are below:



Fechas de Publicaciones:		desde:	18/6/2018	hasta:	9/8/2018		
Semana	Contenido	Alcance Pag CRC	Alcance Pag Dinager	Alcance Pag CRREC	Total de Alcance	Proyectado.	
1	4 Post imag + 1 Giff /Semana	104 992	26 488	866	132 346	80 000	
2	4 Post imag + 1 Giff /Semana	80 056	16 373	859	97 288	80 000	
3	1 Post imag	20 885	5 135	355	26 375	20 000	
4	4 Post imag + 1 Giff /Semana	78 289	13 729	804	92 822	80 000	
5	4 Post imag + 1 Giff /Semana	77 640	18 060	4 472	100 172	80 000	
6	4 Post imag + 1 Giff /Semana	87 848	13 520	4 037	105 405	80 000	
28/7/2018	Post Extra Romería	21 447	3 893	1 628	26 968	0	
7	4 Post imag + 1 Giff /Semana	81 716	10 300	1 351	93 367	80 000	
8	2 Post imag	37 322	4 914	685	42 921	80 000	
Total de impresiones -Alcance Red Facebook					717 664	580 000	



Fechas de Publicaciones:		desde:	18/6/2018	hasta:	9/8/2018		
Semana	Contenido	Alcance Pag CRC	Alcance Pag Dinager	Alcance Pag CRREC	Total de Alcance	Proyectado.	
1	2 Giff videos cortos /Semana	72 406	18 269	738	91 413	60 000	
2	2 Giff videos cortos /Semana	59 189	21 248	334	80 771	60 000	
3	2 Giff videos cortos /Semana	55 104	22 142	191	77 437	60 000	
4	2 Giff videos cortos /Semana	72 386	20 084	281	92 751	60 000	
5	2 Giff videos cortos /Semana	81 183	23 722	519	105 424	60 000	
Total de impresiones -Alcance Red Facebook					447 796	300 000	