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Emergency Plan of Action Operation Update Report

Croatia: Earthquake

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation n° MDRHR003 Operation update n° 1	GLIDE n° EQ-2020-00040-HRV
Date of issue: 23 June 2020	Timeframe covered by this update: 22 March – 5 June 2020
Operation start date: 22 March 2020	Revised operation timeframe: 22 March – 31 October 2020
Funding requirements (CHF): 217,255	
N° of people being assisted: Up to 20,000 assisted, 2,220 directly assisted	
Red Cross Red Crescent Movement partners currently actively involved in the operation: Staff and volunteers from the National HQ of Croatian Red Cross (CRC), RC city branch Zagreb and RC city branch of Donja Stubica are involved in the Zagreb Earthquake response activities – a total of 1,181 staff and volunteers so far. Beside them ICRC (Belgrade office) is also actively involved in the Zagreb Earthquake response activities.	
Other partner organizations actively involved in the operation: The Government of the Republic of Croatia's Headquarters for Crisis Coordination, Ministry of Interior; the Civil Protection Directorate; Ministry of Health, the Croatian Institute of Public Health the State Commodity Reserves; Ministry of Education, Ministry of Defence, Ministry of External Affairs, Ministry of Economy, Crafts and Entrepreneurship, Ministry of Demographic, Family, Youth and Social policies, City of Zagreb, Krapina-Zagorje County, local NGOs.	

Summary of the changes:

The DREF operation is being extended from the initially planned 31 August until 31 October 2020 to allow more time for the application procedure for the cash assistance, which action cannot be finalized while the screening of the damages by the City of Zagreb is still ongoing. Out of 25,000 applications, a total of 22,000 houses and apartment buildings have been screened with some 3,000 still ongoing to be finished by the end of June 2020. The application procedure for cash assistance will start on the second week of July and will last until the end of July. A further reason for starting the application procedure later than expected is to avoid any clash with the Parliamentary Elections set for 5 July. All other activities in the Emergency Plan of Action remain unchanged.

A. SITUATION ANALYSIS

Description of the disaster

Since the 5.4 magnitude earthquake struck on 22 March 2020 at 6:24 a.m. local time about 10 km north of downtown Zagreb, at a depth of 10 km, affecting the capital and Krapina-Zagorje county, the Croatian Red Cross has been continuing to respond to the needs of the people affected. There are still no confirmed details on earthquake damages. After the first earthquake, a total of 995 aftershocks struck until 14 April 2020, causing even further damage on already affected buildings. On 23 March 2020, the Mayor of the City of Zagreb declared the state of natural disaster caused by the earthquake in the City of Zagreb.

The exact number of damaged dwellings – house, apartments and public buildings is still to be determined after finishing the full damages appraisal of some 30,000 filed applications on damages to Zagreb and Krapina authorities. The

application deadline expired on 6 May 2020. It is assumed that the number of damaged buildings is slightly less than the number of applications received. The first estimation on damages are ranging from 5.6 billion euros to 13.3 billion euros – the latter estimate is calculated with including the anti-seismic reinforcement of the buildings. In the historic center of the city, extensive material damages were reported including both towers of Zagreb Cathedral damaged.

Over 1,500 people had to move out of their homes because of unfavorable housing conditions, out of whom some 630 persons have been temporarily housed in alternative accommodation in Zagreb student dormitory “SD Cvjetno” and hotel bungalows in Donja Stubica as well as some 1,000 persons have been housed with friends, family or in private apartments. Since 22 March 2020 a total of approx. 580 people have been accommodated in the Zagreb student dormitory as well as 50 people in Donja Stubica hotel bungalows of Terme Jezerčica hotel. Currently, the number of people in the student dormitory still varies, but since 22 March it has not gone below 500.

The National Civil Protection Directorate and Zagreb Emergency Management headquarters established the joint management of the crises immediately and activated the civil protection mechanism and forces to respond to the crisis including the Croatian Army Construction units to assist in clearing the ruins. A total of 1,702 Croatian Red Cross volunteers and staff had been activated immediately after the earthquake and were active during the first month after disaster. Also, multiple hundred civil constructions engineers have been recruited by Civil Protection of the City of Zagreb to conduct the preliminary inspection of the damaged buildings.

The first responses to the earthquake were the rapid damage assessment and clearing on one hand, and on the other hand, the provision of accommodation, food and care for people whose homes were the most affected by the earthquake.

The preliminary construction inspection has been finalized on 23,194 buildings in Zagreb so far out of 26,197 filed requests for buildings inspections. (The requests have been filed by 12 April 2020.) Some 3,000 building have still to be reviewed. Over the number of damaged buildings in the City of Zagreb, a total of 59 houses have been damaged in Krapina-Zagorje County in the settlements of Donja Stubica, Gornja Stubica and Marija Bistrica, and out of that, 41 houses are inhabitable and abandoned by their owners.

In accordance with the pre-established methodology, engineers collected relevant data and made recommendations to the citizens on the use of houses and apartments as well as public buildings with some immediate recommendations on basic interventions. The graph below shows the data on the inspection: red marks indicate uninhabitable building due to external influences or damage only (1,189), yellow marks indicate temporarily unusable objects awaiting closer inspection (2,331) or emergency response measures required (2,256) and the last green marks represent objects usable with or without limitation.

Approximately 400 public buildings suffered severe damages and are unusable out of which some 83 schools, kindergartens and university of Zagreb school buildings. Also a few Zagreb hospitals need reconstruction in order to be used in full scale as well as the Cathedral, the Croatian Parliament building, National Archive building, among others.



Image 1 - CRC Providing individual PSS counselling in a temporary accommodation (dormitory) in Zagreb
Photo: CRC

 23.194

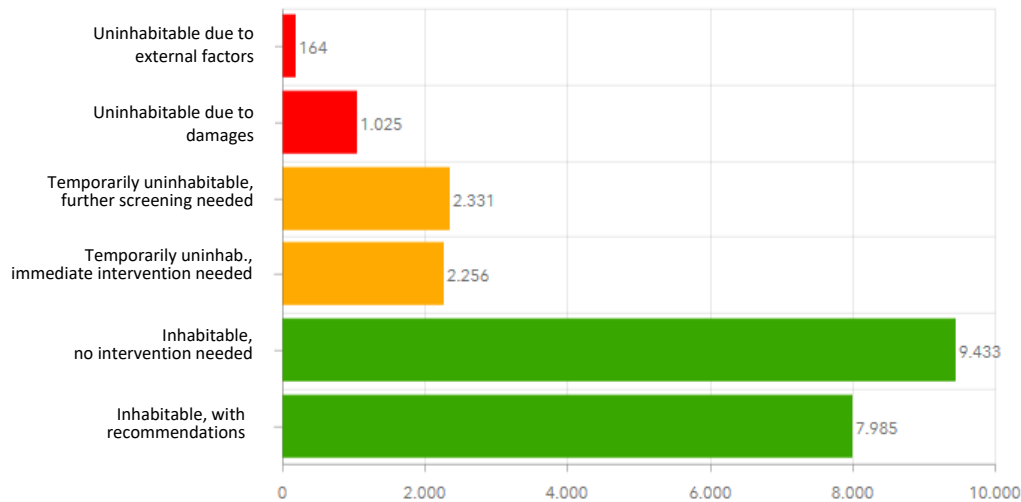


Figure 1 – Damage assessment data as of 4 June 2020.

Source: <https://www.hcpi.hr/rezultati-procjena-ostecenja-gradevina-nakon-potresa-31>; (Downloaded: 4 June 2020)

On 15 May 2020, the Government of Croatia adopted a decision on paying a household lease to owners who cannot return to their houses and apartments before complete reconstruction – i.e. red flagged buildings. The first 16 families with 47 family members were given decision on lease payment of alternative housing in Cvjetno student dormitory on 31 May. At the same time city of Zagreb handed over 9 apartments for temporary accommodation of nine families. The goal is to move out all people to leased or city apartments by end of July.

At the same time, the Government drafted the Law on reconstruction of buildings damaged in the earthquake that was published at the end of May. The draft law is still pending legal procedure to be passed by the Government and Parliament as the Croatian Parliament was dissolved on 18 May and the Parliamentary elections are set on 5 July.

Summary of current response

Overview of Host National Society

The Croatian Red Cross is part of the government's operational forces in emergencies in their capacity as the auxiliary to the public authorities in the humanitarian field and has established cooperation with relevant stakeholders in the field of disasters in prevention, response and recovery. The response of the CRC in emergencies is regulated with the Civil Protection and Red Cross law in Croatia. Regular activities include assisting vulnerable and marginalized people with social and psychosocial support, food, household items (to cover basic needs) and other related services as well as the Tracing service activities.

Resources of the CRC were limited due to ongoing COVID-19 outbreak as the CRC Headquarters and its local branches had been stretched to respond to COVID-19 outbreak during March and April. Branches were providing assistance on a daily basis to more than 15,000 people – older people, who were restricted in their movement, persons in home isolation or quarantine as well as persons affected by COVID-19 who are treated at their homes. Assistance has been provided to victims of Zagreb earthquake by the CRC HQ as well as CRC local branches of Zagreb and Donja Stubica.

The National Society has responded to the disaster in Zagreb and Krapina-Zagorje County with a total of 1,181 volunteers and staff with a focus on relief distributions (shelter items, food, hygiene material) and psychosocial support (PSS) since the first day of disaster. Primary regions of activity are the area of Zagreb City and Krapina-Zagorje County. CRC responded immediately by setting up a temporary tent shelter in Zagreb in cooperation with city of Zagreb, which tent remained in the outskirts for a week before being disassembled. As the earthquake victims were accommodated in solid buildings (in Zagreb student dormitory and in hotel bungalows in Donja Stubica), the temporary tent accommodation was used only for the first two days to shelter people whose houses were damaged and who were scared to stay in their homes.

The CRC distributed food and household items to victims of earthquake: 7.9 tons of food, 12,169 liters of water, 1,750 hot drinks, 549 blankets, 693 personal hygiene sets and 385 space hygiene kits were distributed. Also, the Red Cross

has joined forces with the football fans club Bad Blue Boys and on the top of above stated data distributed some 540 humanitarian packages to the victims of the earthquake, 1,920 deliveries of food and medical supplies, provided assistance in covering some 340 roofs on family houses as well as roof tiles for smaller roof repairs on 400 houses.

Until the end of May, PSS activities were conducted by phone line or in person on individual basis (one-on-one) due to the restrictive measures during COVID-19 dieses outbreak. Main concerns of the affected persons have been related to the fear of another earthquake and coping with distress due to slow construction assessment and uncertainty about the future.

The psychosocial support phone line for Zagreb and Krapina-Zagorje county had a total of 818 phone calls by 5 June 2020, but with very few calls in the last few weeks. Majority of the phone calls on the PSS line are now connected to other assistance claims and information provision since the PSS assistance to earthquake victims has been switched to outreach and individual psychosocial support. As all COVID-19 restrictions were lifted off by end of May, all PSS activities are focused to outreach and individual PSS support to victims in alternative accommodation especially those in Zagreb dormitory and Stubica hotel bungalows but also to other people in alternative housing. Up to 5 June, personal psychosocial support has been provided to 634 persons, resulting in a total of 1,592 PSS services.

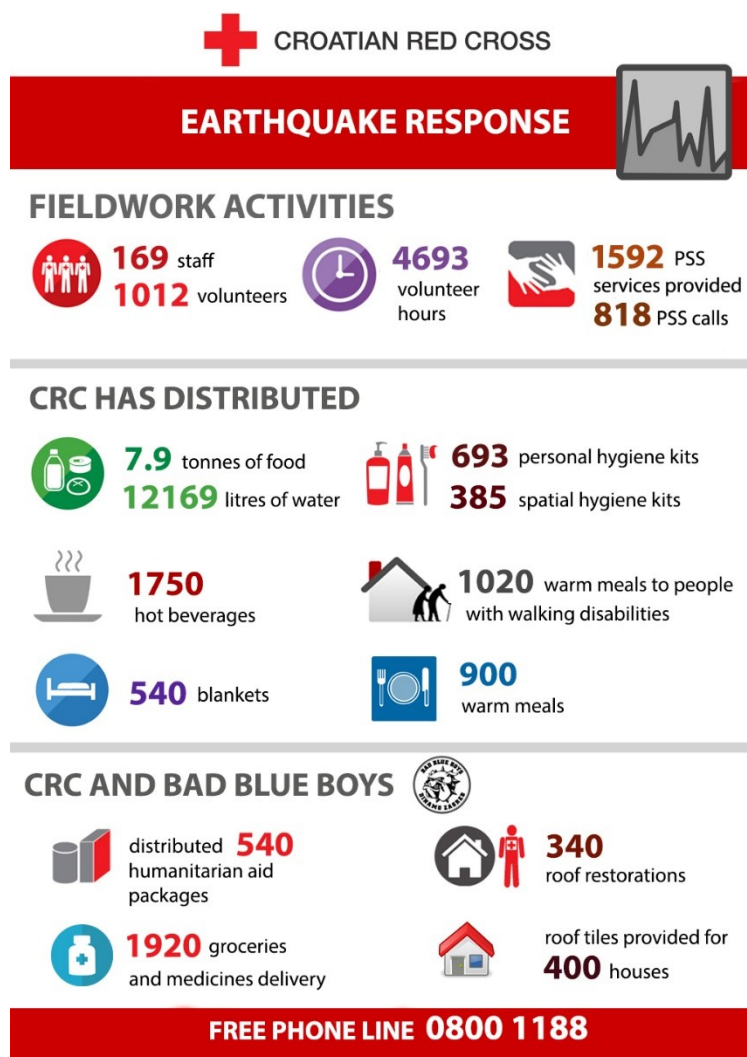


Figure 2 - Infographic: Report on CRC Response to Earthquake by 5 June 2020. *Source: CRC.*

CRC teams have been present from the first day in the temporary accommodations in Zagreb and Donja Stubica with a total of 58 staff and volunteers, and provided psychosocial and material assistance to the earthquake victims. The teams comprise of 12 CRC volunteers and 20 Zagreb local branch volunteers in Zagreb Student Dormitory, 10 volunteers and 6 staff of local branch in Donja Stubica, and the CRC psychosocial team (PSS team) with 6 staff and 2 volunteers along with 2 local branch Zagreb staff.

The main focus of the PSS team is on the alternative accommodation in a student dormitory in Zagreb with weekly visits to the place of the earthquake epicenter Markuševac and neighboring areas at the outskirts of Zagreb. In addition, initial assessment was also done in Krapina-Zagorje County where majority of organized accommodated people are only staying during the night in the alternative accommodation and during the day are trying to repair their houses.

The initial assessment of the PSS team showed that many people currently residing in student dormitory are facing physical and mental health problems that were present before and are exacerbated by the earthquake. Many of the affected people are from socially marginalized, vulnerable groups, e.g. already receiving support from social welfare. *For a detailed description of PSS activities, please see the Health section below.*

As mentioned above, there is a high number of people in a very vulnerable situation – coping with earthquake, previous mental health disorders, health problems etc. hence an additional follow up and psychosocial support is needed.

Other activities that CRC conducts in the dormitory Cvjetno include transportation of persons from their residence to SD Cvjetno, distribution of food to persons with reduced mobility, distribution of hygiene and PPE supplies, as well as transportation of persons from SD Cvjetno to the prescribed or agreed location. A total of 42 staff and volunteers were included in these activities so far.

Six employees of the Donja Stubica Red Cross City Society and a daily average of 10 volunteers and continuously provide support to the earthquake victims in the Krapina-Zagorje County, whose houses are damaged including those in alternative accommodation. Due to extensive damage to some of the buildings, some of the families were moved to Terme Jezerčica Camp, some to other families, and some remained in auxiliary facilities in their yards.

Overview of non-RCRC actors in country

The Croatian Government activated the European Union civil protection mechanism (UCPM) on 23 March 2020. In an immediate response, the European Commission has already helped mobilize tents, beds, mattresses, heaters and sleeping bags from Slovenia, Hungary, Austria and Italy to be dispatched swiftly to the affected areas.

The Croatian Army members repaired the damage caused on Zagreb streets, roads and building front gates during a two-day engagement. Members of the Croatian Army in coordination with the Civil Protection Headquarters, the Zagreb City Authorities, the Zagreb Public Fire Station, rehabilitated the narrower and wider Zagreb area by removing rubble from the streets and removing unsafe parts of damaged buildings. During the first days after the disaster, a total of 420 Croatian Army members were engaged in the field with 10 engineering machines together with civil protection members (firefighters etc.).

The Croatian State Ministry of Construction and Physical Planning started drafting the Law on Reconstruction a few weeks after quake with construction experts actively participated in the drafting. The drafted law is in the preliminary Governmental procedure which means that the Ministry of Construction has sent it to other ministries and competent bodies for an earlier opinion and before its reference for public consultation which is expected this week. Before the end May it should be adopted by the Croatian Parliament. In parallel a detailed recovery program and other implementing documents are being drafted. After the state of natural disaster was declared, injured persons, natural and legal persons whose property has been found to be damaged by natural disasters were invited to report damage to property to the City Commission of the City of Zagreb for the assessment of damage caused by natural disasters.

Seven European countries have offered assistance: Austria, France, Hungary, Italy, Lithuania, Montenegro and Slovenia:

- The donation from Austria consists of 100 family winter tents (4x4 for five people), 100 tent lighting kits, 800 field beds and 200 adult sleeping bags.
- France also offered help, from which three tents for 10 people, 120 beds and 120 sleeping bags arrive in our country.
- Hungary provided 200 folding mattress beds, which arrived in Croatia on 23 March.
- Italy donated 26 self-inflating tents and more than a thousand tent floors.
- Lithuania offered 21 tents for 6-8 people, 21 electric heaters, 200 sleeping bags, 200 folding beds.
- Montenegro sent a truck with the help of 30 tents for 4 people, 200 electric heaters, 250 sleeping bags, 200 blankets, 100 washers for sleeping bags, which arrived on 24 March.
- On 22 March, assistance came from neighboring Slovenia, each with 60 folding beds and sleeping bags, 20 electric heaters for S2 tents and 10 winter tents for 6-8 people.

On 15 May, the Government has delivered a Decision on financing the rent for the housing of persons, whose real estate was damaged in the earthquake in the City of Zagreb, Zagreb County and Krapina-Zagorje County. Owners of family houses, apartment owners and protected tenants who lived and had registered residence or stay at the time of the earthquake in family houses, apartment buildings and residential and commercial buildings in area of the City and which in the preliminary inspection of buildings are marked as N1 (unusable - due to external influence) and N2 (unusable - due to damage) and therefore not suitable for housing until renovation, will be financed rent for a replacement apartment. Already 25 families from Zagreb have passed the housing evaluation process and have been allocated City of Zagreb apartments or payed lease (on 31 May 2020).

Needs analysis and scenario planning

Needs analysis

The most urgent needs, based on data shared by the GoA, own assessments and observations by CRC branches were in the areas of shelter and shelter-related basic household items, food and PSS. These may change as the situation develops.

On 5 June, there were some 496 people in temporary accommodation in Zagreb (student dormitory) and 50 people in Krapina-Zagorje county (Terme Jezerčica hotel bungalows), a total of 546 persons are still in temporary accommodation. More than 1,000 persons are in privately organized alternative accommodation as they had to leave their houses.

In the area of Donja Stubica, Gornja Stubica and Marija Bistrica, 41 families have been relocated as their houses have to be fully reconstructed due to the high degree of damage. Out of them, a total of 14 families with 50 family members are still in the temporary accommodation of Terme Jezerčica hotel bungalows. The rest of 27 families moved at first with their families and friends and now they stay in makeshift and auxiliary facilities in the backyard of their own houses – some of them have been provided with the housing containers located in their own backyards.

Almost all restrictions connected to COVID-19 epidemic has been lifted off by the end of May 2020 due to very good state of the epidemic situation in Croatia.

Operation Risk Assessment

The main risk has been uncertainty because there is no specific information on the damages and remediation, especially concerning families that are in organized temporary accommodation or other accommodations they have found on their own (leased apartments or with their families and friends). The emphasis is to provide them with some deadlines and assistance for reconstruction as well as a permanent alternative accommodation for those whose homes cannot be reconstructed before September (student dormitory cannot be used as alternative shelter after September). There is also a risk and fear of COVID-19 entering organized accommodation which requires additional effort by CRC volunteers and staff. So far, CRC has managed to prevent the spread of COVID-19 in both organized accommodations with our daily work and adherence to the instructions of the public health system.

B. OPERATIONAL STRATEGY

Proposed strategy

This DREF operation aims to meet the immediate needs and support the early recovery of the most vulnerable population affected by the earthquake in Croatia. Focus is on the city of Zagreb and Krapina-Zagorje county.

The operation has been implemented by the Croatian Red Cross headquarters in cooperation with the affected branches: RC local branch of Zagreb and RC local branch of Donja Stubica located in Krapina-Zagorje county.

Despite COVID-19 outbreak and all movement restrictions, the CRC staff and volunteers have been working on a daily basis with the people affected the most by the earthquake, but respecting all restrictions and personal protection measures during restrictions on social contacts with communities.

The initially planned implementation period of the original EPoA has been set on 31 October 2020. On 4 June 2020, the Croatian Red Cross requested the extension of the operation's implementation period to 31 October 2020.

The main reason for that is prolonged time the CRC need for payment of the Unconditional Cash/Voucher Assistance for affected people to be used to organize their lives out of their homes for which the majority of DREF funding is planned. The preparation of the application procedure for the cash assistance is ongoing but it cannot be finished as the preliminary screening of the damages by the City of Zagreb is still going. Out of 26,197 applications a total of 23,194 houses and apartment buildings has been preliminary screened (as of 4 June) with some 3,000 still ongoing to be finished by the end of June 2020. At the moment, CRC has a list of at least 951 private houses and apartment building in Zagreb and additional 55 in Krapina-Zagorje county that are screened as totally damaged and abandoned by their inhabitants. The previously envisaged plan included the first screening of buildings in the City of Zagreb to be finished by mid May 2020 to provide the National Society with enough time to implement the cash grant application procedure by mid-August. The new plan is to start the application procedure for in July with public call for potential targeted communities – application period to be opened at 10 July until end of July and from 6 July to start with public invitations to potential targeted communities. After that, CRC will need August and September to respond to each claim including the additional period for completion of claims by applicants. The actual cash payments will start at end of September or in October 2020. Another reason to start the application period from 6 July is the ongoing political campaign for Parliamentary Elections set for 5 July in which Zagreb Earthquake is one of the topics.

The timetable for the implementation of the cash transfer support to the victims of the earthquake consequences has been set as follows:

1. Development of instructions for payment of CRC CVA support, including determination of criteria for payment
2. Determining the transfer system and defining the method of payment of CRC CVA support
3. Registration of potential targeted communities through the established form
4. Collection and processing of received requests
5. Resolving received requests
6. Delivery of decisions to targeted communities (positive and negative)
7. Processing and resolving complaints
8. Payment of CRC grants

The preparation for the registration will be finished by end June – finishing of the instructions and transfer system determination. The application procedure (registration of potential targeted communities and collection of requests) is planned to commence after 6 July by the end of July. Request will be decided by the mid September and delivered to applicants. Payments of CRC grants are planned by end October and at the same time the processing of the complaints.


Due to the delay in screening of the damages, the CRC requested an extension by 31 October 2020 in order to have enough time to implement the cash grants assistance and to respond to possible complaints by some applicants if we are going to have them.

By providing financial support, the Croatian Red Cross would like to ensure one-time humanitarian aid with the aim of protecting the dignity and helping to organize the lives of the most severely injured citizens due to the consequences of the devastating earthquake. The amount of support per person or family member would be at least HRK 700 or CHF 100 as planned in the DREF project. The claimants are the owners of the most severely damaged houses and flats and the targeted communities are members of their households who will be selected by use of vulnerability criteria.

All other activities are implemented as initially planned by EPoA.

The CRC public relations team also provides media with information and public releases on daily basis with relevant information to prevent rumours and to educate the public. The Croatian Red Cross posts updates on the operation on its webpage and Facebook page on regular basis.

C. DETAILED OPERATIONAL PLAN

	<p>Shelter People reached: 630 Male: 252 Female: 378</p>	
Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions		
Indicators:	Target	Actual
# of people provided with temporary shelter	500	630
Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.		
Indicators:	Target	Actual
# of people provided with temporary shelter	500	630
Replenishment of shelter items (Tent lighting, Electrical material for shelter -i.e. extension cords, cables, multiplug- Tent heating, Aluminium folding field beds - replenishment stock)	(yes)	yes
Progress towards outcomes		
On request from the civil protection authorities a temporary tent camp with 60 tents was set up at Franjo Tuđman's Square by Croatian Red Cross, which was able to accommodate up to 500 people respecting the social distancing required as of the COVID-19 measures. The tent camp was an emergency shelter option for people who did not feel safe to return home in case of another quake. The temporary shelter at Franjo Tuđman's Square was removed after a week, when majority of people returned to their homes or moved with their families and friends or have been		

provided with temporary accommodation in solid buildings. Majority of affected people have been temporarily accommodated in the Zagreb student dormitory and Donja Stubica hotel bungalows – a total of 630 persons so far.



Livelihoods and basic needs

People reached: 0

Outcome 1: Livelihood assistance provided to the most affected victims of Zagreb earthquake

Output 1.1: People are provided with unconditional/multipurpose cash grants to address their basic needs

Indicators:	Target	Actual
#of people who received unconditional/multipurpose cash grants	960	Preparations for CVA programme payments ongoing

Progress towards outcomes

Displaced individuals and families will be supported to cover their basic needs until they can meet their basic needs with dignity. Based on assessment information to date, up to 960 persons will be provided with multipurpose cash grants in order to assist them in organizing their lives out of their homes. The value is CHF 100 per person which is close to social benefit a person can receive on monthly basis from Croatian Social Welfare Center to organize their lives out of their homes in alternative more permanent housing.

The preparation for CVA payment is on the way – the identification of applicants who have to be cross-checked with official data on damaged housing as well as collecting of applications with personal data. After finishing the necessary preparatory work as well as collecting and processing all the applications, the cash grants can be paid. This process has been prolonged as the review of damaged building has not been finished in Zagreb area. Due to that delay in screening of earthquake damages the CRC requested an extension to 31 October 2020 in order to have enough time to implement the cash grants assistance and to respond to possible complaints by some applicants if we are going to have them.



Health

People reached: 2,110

Male: 850

Female: 1.260

Outcome 4: Transmission of diseases of epidemic potential is reduced

Output 4.1: Community-based disease control and health promotion is provided to the target population

Indicators:	Target	Actual
# of staff and volunteers equipped for field work (<i>staff and volunteers deployed to the EQ response equipped with basic PPE for field work – disinfectants, masks and gloves</i>)	100	1,181

Outcome 6: The psychosocial impacts of the emergency are lessened

Indicators:	Target	Actual
# of people reached with psychosocial support	1,450	1,452

Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff

Indicators:	Target	Actual
# of RC staff and volunteers reached (<i>with PSS</i>)	50	50


Output 1.5: PPE-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

Indicators:	Target	Actual
#Staff and volunteers are equipped with basic PPE – disinfectants, masks and gloves	100	1,181
Progress towards outcomes		
<p>The main focus of the PSS team is the collective center in a student dormitory in Zagreb with weekly visits to the place of the earthquake epicenter Markuševac Zagreb outskirts where people have stayed in vicinity of their demolished homes in some additional building and trailers. In addition, initial assessment was also done in Krapina-Zagorje county, where many people are only sleeping in the organized accommodation. Families were provided with psychosocial assistance as well as humanitarian aid including food packages, hygiene kits.</p>		
<p>Almost all restrictions connected to COVID-19 epidemic have been lifted by the end of May 2020 due to very good state of the epidemic situation in Croatia. Therefore, there is no need for additional distribution PPE equipment and for provision of food and medical supplies deliveries to elderly and other vulnerable groups. A total of staff and volunteers as well as people in communities protected so far from corona-virus infection is 2,110 persons.</p>		
<p>Initial assessment of the PSS team showed that many people currently residing in student dormitory are facing physical and mental health problems that were present before and are exacerbated by the earthquake. Some of them are from socially marginalized groups. Respecting the restrictive measures, possible activities were mostly individual: free psychosocial support phone line, outreach, individual psychosocial support and one-on-one child safe space sessions. The total number of people assisted in both alternative accommodations is 630 as well as some 300 people in private accommodation.</p>		
<p>Up to 5 June, specific psychosocial support via outreach (door-to-door) and individual psychosocial support was provided to a total of 634 people (resulting in a total of 1,592 PSS services), with whom by CRC team talked individually in their homes or in alternative accommodation. As mentioned above, there is higher number of people in very vulnerable situation, facing many difficulties at the same time (coping with earthquake, COVID-19, previous mental health disorders, health problems etc.), so additional follow up and psychosocial support is needed.</p>		
<p>Psychosocial support phone line for Zagreb and Krapina-Zagorje county had a total of 818 phone calls by 5 June 2020 but with fewer calls since the end of May. The main concerns in the first two months were related to the fear of another earthquake and coping with it, COVID-19 epidemic, distress due to slow construction assessment and uncertainty about the future. Majority of phone calls on PSS line are now connected to other assistance claims and information provision since the PSS assistance to earthquake victims has been switched to outreach and individual psychosocial support. As all COVID-19 restrictions were lifted by end of May, all PSS activities are focused to outreach and individual PSS support to victims in alternative accommodation especially those in Zagreb dormitory and Stubica hotel bungalows but also to other people in alternative housing.</p>		
<p>The number of the total people who received specific psychosocial support is 1,452: 634 people in alternative accommodation or in their homes and 818 over phone.</p>		
<p>“Child-friendly space” (CFS) opened its doors in the beginning of April in the Zagreb dormitory. By the end of May each child can stay 45 minutes per day in this space, after which, all surfaces are disinfected. Because of COVID-19 restrictions, there were 2 separate rooms for child friendly space that are used simultaneously. During the day there were an average of 13 children aged 4 to 12 years coming to the CFS at different times. As children had restrictions of going to kindergartens or schools (due to both earthquake and COVID-19), the child-friendly space was the only opportunity to express their emotions through playing. Children were provided with PSS kit containing PSS coloring books, crayons, children cards and some candies.</p>		
<p>After lifting the restrictions from the end of May 2020, the child friendly space is open for all children with CRC volunteers and staff working with them. The playing room is now open at all times and from the end of May CRC has started additional workshops for children. Also, one video play has been finished with another one under preparation.</p>		



Image 2 - Child-friendly space in Zagreb student dormitory. *Photo: CRC,*

A total of 10 staff participated on the online “*Staff and volunteers support*” training session held on 21 April. Main focus of the online training session was on providing support to staff and volunteers working with the affected people on a daily basis. In the upcoming months, new sessions are planned to ensure continued support to staff and volunteers.

 <p>Water, sanitation and hygiene People reached:20,000 Male:7,500 Female:12,500</p>		
Outcome 1: Hygiene provision for earthquake victims		
Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population		
Indicators:	Target	Actual
# staff and volunteers equipped with basic disinfectants <i>and other PPE</i>	100	1,181
Output 2.4: Hygiene promotion activities are provided to the entire affected population.		
Indicators:	Target	Actual
#of people reached with hygiene promotion activities	20,000	Approx. 20,000
Progress towards outcomes		
<p>People who stayed in two organized accommodation after the earthquake were not tested on COVID-19 and there were no indications that they were sick. People in home-isolation who had to move to alternative accommodation were placed in specially organized quarantines. There was a total of 630 people in the shelter at all times whose number varies on a daily basis, but it was never lower than 500 with a current total at 546. So far, a total of 1,078 hygiene kits have been distributed to targeted communities from the CRC warehouse stock. The procurement of 600 hygiene kits is ongoing to be finished by mid-July. As some hygiene items have been procured from in-kind donations, procurement of towels planned by DREF operation will be canceled and the remaining funds reallocated to other hygiene items procurement.</p> <p>Due to COVID-19, all necessary protection measures have been taken to protect CRC staff and volunteers as well as people reached, with emphasis on older and chronically ill persons.</p>		



Protection, Gender and Inclusion

People reached: 2,220

Male:1.020

Female:1.200

Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable

Indicators:	Target	Actual
#of people who have access to food and medical supplies	150	2,220

Output 1.1: Programs and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.

Indicators:	Target	Actual
# number of vulnerable groups transported to safe accommodation	50	300

Progress towards outcomes

Estimated number of users in need of deliveries of groceries and medicines as well as transportation assistance was 150, but it has been exceeded so far to 2,220 people reached including older people and chronically sick victims of earthquake as the group at the highest risk to be affected by COVID-19 diseases. Among them, 1,920 people were serviced with deliveries of groceries and medicines in order to protect them during COVID-19 outbreak.

Almost all restrictions connected to COVID-19 epidemic have been lifted by the end of May 2020 due to very good epidemic situation in Croatia. Therefore, there is no need for additional provision of food and medical supplies deliveries to older people and other vulnerable groups.

D. Financial report

The interim financial report is [enclosed](#) to this report.

Reference documents

Click here for:

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

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

In the Croatian Red Cross

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

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



Save lives,
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote **social inclusion**
and a culture of
non-violence and **peace**.

DREF Operation

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/04-05	Operation	MDRHR003
Budget Timeframe	2020/04-08	Budget	APPROVED

Prepared on 17/Jun/2020

All figures are in Swiss Francs (CHF)

MDRHR003 - Croatia - Earthquake

Operating Timeframe: 06 Apr 2020 to 31 Aug 2020

I. Summary

Opening Balance	0
Funds & Other Income	217,255
DREF Allocations	217,255
Expenditure	-216,298
Closing Balance	957

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	18,328		18,328
AOF3 - Livelihoods and basic needs	103,199	216,298	-113,100
AOF4 - Health	43,055		43,055
AOF5 - Water, sanitation and hygiene	10,650		10,650
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	175,231	216,298	-41,068
SFI1 - Strengthen National Societies	41,172		41,172
SFI2 - Effective international disaster management	586		586
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	266		266
Strategy for implementation Total	42,024		42,024
Grand Total	217,255	216,298	957

DREF Operation

INTERIM FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2020/04-05	Operation	MDRHR003
Budget Timeframe	2020/04-08	Budget	APPROVED

Prepared on 17/Jun/2020

All figures are in Swiss Francs (CHF)

MDRHR003 - Croatia - Earthquake

Operating Timeframe: 06 Apr 2020 to 31 Aug 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	157,140		157,140
Shelter - Relief	17,209		17,209
Water, Sanitation & Hygiene	10,000		10,000
Medical & First Aid	27,531		27,531
Teaching Materials	4,000		4,000
Other Supplies & Services	1,500		1,500
Cash Disbursement	96,900		96,900
Land, vehicles & equipment	2,500		2,500
Computers & Telecom	2,500		2,500
Logistics, Transport & Storage	10,000		10,000
Storage	4,000		4,000
Transport & Vehicles Costs	6,000		6,000
Personnel	27,159		27,159
National Society Staff	14,159		14,159
Volunteers	13,000		13,000
Workshops & Training	1,500		1,500
Workshops & Training	1,500		1,500
General Expenditure	5,696	130	5,566
Travel	550		550
Office Costs	4,896		4,896
Communications	250		250
Financial Charges		130	-130
Operational Provisions		202,967	-202,967
Operational Provisions		202,967	-202,967
Indirect Costs	13,260	13,201	58
Programme & Services Support Recover	13,260	13,201	58
Grand Total	217,255	216,298	957