

DREF operation n° MDRCR008 GLIDE n° TC-2011-000157-CRI 26 September 2012

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

Summary: 94,374 Swiss francs were allocated from the IFRC's Disaster Relief Emergency Fund (DREF) on 28 October 2011 to support the Costa Rican Red Cross (CRRC) in delivering assistance to some 750 families¹ (approximately 3,750 persons). The operation closed with a total expenditure of 69,753 Swiss francs, with a final balance of 24,621 Swiss francs unspent and returned to the DREF fund.

Similarly to other countries in Central America, on the second week of October 2011, Costa Rica was affected by intense rainfall brought by Tropical Depression 12-E (TD 12-E). The affectation brought by the systems, directly impacted some 46,695 persons and 9,339 were evacuated to safer areas or took refuge in 33 collective centres. In Guanacaste, the most affected province, many of the rivers and streams flooded and 2,456 wells were contaminated, increasing the health risks of the population as some 12,280 inhabitants were left with contaminated drinking water.



An elderly member of the Bebedero community, in the Bagaces canton, received relief items after being affected by floods. Source: William Ruiz/Costa Rican Red Cross

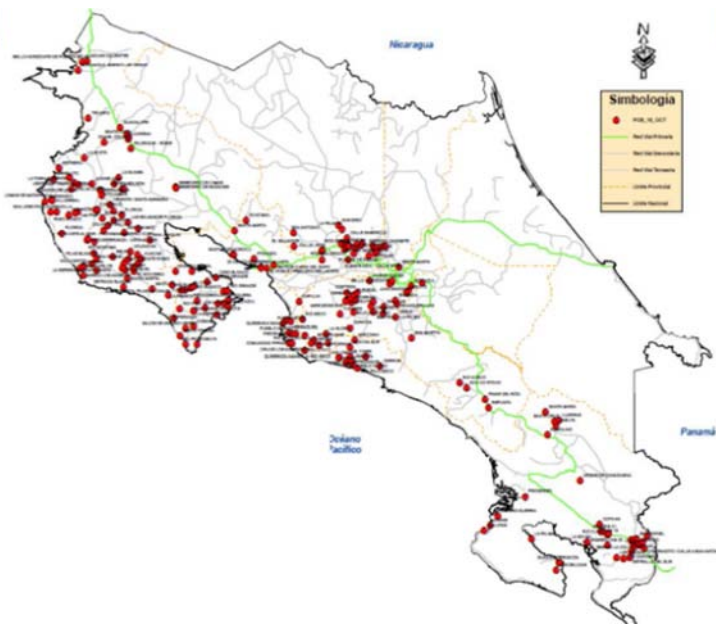
In response to the emergency situation, the Costa Rican Red Cross requested the support of the DREF to assist families with relief items and the cleaning of wells. At the closure of the operation, the National Society had completed the distribution of kitchen sets, hygiene kits and mosquito nets to 250 of the most vulnerable families in the cantons of Bagaces, Cañas, Carrillo, Hojancha, Liberia, Nandayure, Nicoya and Santa Cruz. In addition, 671 families (2,257 persons) benefited from the cleaning of their family wells, the only source of water in communities that lack pipes and water services. These families, who were present during the cleaning process, also receive information on basic sanitation and hygiene promotion. Overall, the CRRC reached through this DREF-supported operation 921 families, surpassing its original target of 750. However, the National Society faced difficulties to complete all elements of the original plan of action, and the community training on well cleaning and more comprehensive hygiene promotion activities were not concluded. Nevertheless, a training team and materials were developed and the CRRC is considering ways to still carry out these activities to contribute to the strengthening of the communities' resilience.

¹ As per the DREF Bulletin, 2,500 families were stated as intended target. As explained in the water, sanitation and hygiene promotion section, a misinterpretation was made between families and beneficiaries. This new number reflects the real intended target of the National Society.

The major donors and partners of DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, Danish Red Cross and government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian governments, the Japanese Red Cross Society, the Luxembourg government, the Monaco Red Cross and government, the Netherlands Red Cross and government, the Norwegian Red Cross and government, the Spanish Government, the Swedish Red Cross and government, the United Kingdom Department for International Development (DFID), the Medtronic and Z Zurich Foundations, and other corporate and private donors. The IFRC, on behalf of the Costa Rican Red Cross, would like to extend thanks to all for their generous contributions. The Canadian Red Cross and government, and ECHO have replenished the DREF for the allocation made to this operation.

<http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>

[<click here for the final financial report, or here to view contact details>](#)



Red dots indicate areas affected by the severe rains of October 2011.
Source: Comisión Nacional de Prevención de Riesgos y Atención de Emergencias, CNE.

The situation

Similarly to other countries in Central America, on the second week of October 2011, Costa Rica was affected by intense rainfall brought by Tropical Depression 12-E (TD 12-E). This weather front, combined with the effects of previous precipitations and the saturation of soils since previous weeks, caused severe damages in the western and southern regions of Costa Rica (Valle Central, Pacífico Sur, Pacífico Central, Huetar Norte and Huetar Atlántica). By 8 October an alert was declared by governmental authorities in the provinces of Guanacaste and Puntarenas. The situation worsened on the third week of October when a second system of low pressure brought further rains into the country, system that later developed into Hurricane Rina. Some 46,695 persons were directly affected and 9,339 persons were evacuated to safer areas or took refuge in 33 collective centres. In Guanacaste, the most affected province,

many of the rivers and streams in the region flooded and 2,456 wells were contaminated, increasing the health risks of the population as some 12,280 inhabitants were left with contaminated drinking water.

At the time of the closing of the operation, the dry season was undergoing, with the rivers back to their beds and communities recovering from the affectation.

Red Cross and Red Crescent action

Achievements against outcomes

Through this DREF-supported operation the Costa Rican Red Cross (CRRC) assisted 250 affected families in Guanacaste with essential household and hygiene items and provided 671 families with access to safe water through the cleaning of wells and some basic hygiene and sanitation promotion. Overall, the National Society assisted 921 families, 23 per cent more than the original target of 750 families. This operation was achieved with the support of 977 Red Cross volunteers and staff that worked for over 1,630 hours to provide assistance to those families in urgent need. An operation coordinator was hired by the National Society, in order to ensure needed assistance. Additionally, the operation had the support from IFRC personnel visiting the National Society in two occasions.

Relief distributions (basic non-food items)

Outcome: The immediate needs of 250 families affected by Tropical Depression 12-E are met through the distribution of essential household items.

Outputs: 250 families (1,250 people) receive kitchen sets.

Activities planned:

- Develop beneficiary selection and registration system to deliver intended assistance.
- Coordinate distribution activities with local and national authorities.
- Distribute kitchen sets.
- Monitor and report on the relief activities in a timely manner.

Impact: The CRRC has successfully completed the distribution of essential household items to 250 families in the province of Guanacaste. In total, 22 communities in the cantons of Hojancha, Cañas, Nandayure, Nicoya, Santa Cruz, Bagaces, Liberia, and Carrillo were reached with kitchen sets.

Canton	No. of communities	No. of families	No. of persons
Hojancha	1	27	102
Cañas	1	27	128
Nandayure	9	27	104
Nicoya	1	27	115
La Cruz	1	27	107
Santa Cruz	5	35	136
Bagaces	1	27	81
Liberia	2	28	75
Carrillo	1	25	98
Total	22	250	946

Given the spread of affectation across the entire Guanacaste province, the National Society worked in close partnership with local authorities to carefully select the most vulnerable groups within the most affected communities. The distribution was achieved thanks to the collaboration from the volunteers of the Liberia, Filadelfia, Nandayure, Bagaces, Cañas, Hojancha, Santa Cruz, and La Cruz branches of the CRRC.

The main challenge confronted by the National Society in this sector of the plan of action was the introduction into the country of the relief items dispatched by the Regional Logistics Unit from Panama. Although the IFRC's regional representation for Central America and México provided support to expedite matters, the distribution was completed with some delays. Nevertheless, the assistance was still important to alleviate the economic effects of the disaster. In addition, the systematization of information was a challenge, and the CRRC is considering the most appropriate way to standardize the methods used for distribution as well as the data collection tools and templates.

Emergency health, water, sanitation and hygiene promotion

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

Output 1: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items are provided to 250 families.

Activities planned:

- Develop beneficiary selection and registration system to deliver intended assistance.
- Distribution of hygiene kits and mosquito nets.
- Coordinate and complete health and hygiene promotion activities in coordination with local and national authorities.
- Monitor activities and report in a timely manner.

Output 2: 2,500 persons are reached with the cleaning of 500 wells from the most affected communities.²

Output 3: Members from 50 communities are trained on methods to clean and maintain wells.

Activities planned:

- Provide safe water through well cleaning while damaged water systems are restored.
- Conduct appropriate community trainings in well cleaning.
- Print and distribute educational materials for well cleaning.
- Support the cleaning of living spaces.
- Monitor and provide reporting in a timely manner.

Impact: CRRC contributed to the reduction of the risk of waterborne and water related diseases with the cleaning of 643 wells and the distribution of hygiene kits and mosquito nets to 250 families.

Alongside the distribution of kitchen sets, the National Society also completed the distribution of hygiene kits and mosquito nets in 22 communities mentioned in the previous sector. Although all of Guanacaste province was affected, the CRRC selected those communities with the highest damage, prioritizing families headed by single women, or with elderly or disabled members. The distribution was completed with the support of volunteers from the Bagaces, Cañas, Filadelfia, Hojancha, La Cruz, Liberia, Nandayure, Nicoya and Santa Cruz branches. Some of the volunteers visited homes directly, while others used the branches as distributing centres.

The selection of families to benefit for the cleaning of wells was carried out by the Chorotega branch in coordination with the Ministry of Health. This assessment of damages completed by the governmental authorities concluded that 2,500 wells were contaminated as result to the effects of the tropical depression, of which 500 were originally assigned to the National Society to clean with the support of the DREF operation. After a successful partnership with the authorities, the CRRC cleaned 643 wells or 29 per cent more than the original target, assisting 671 families (2,257 persons) who depended only on wells for safe drinking water as their communities lacked water supplies.

Canton	No. of communities	No. of wells	No. of families	No. of persons
Liberia	1	29	33	113
Nicoya	3	135	140	564
Santa Cruz	11	301	308	1,057
Carrillo	5	178	190	523
Total	20	643	671	2,257

The cleaning of wells was completed in the presence of family members, using chlorine first to avoid the contamination of the equipment and then throwing away all the water. Once the well was filled again, chlorine was once again used and the Ph level measured. Technical personnel from the Ministry of Health accompanied the volunteers of the National Society and were the ones in charge of guaranteeing the quality of the water.



Over 900 volunteers and staff of the Costa Rican Red Cross (CRRC) worked in this emergency operation, like these volunteers supporting a family in Guanacaste whose only source of water was contaminated. Source: CRRC

Unfortunately, the formal training of community members on methods to clean and maintain wells, as well as detailed hygiene promotion could not be achieved in the manner originally planned. The National Society was challenged in organizing the formal trainings during the dry season (December to March) as this time of the year is used by the communities to celebrate

² The original output stated that “up to 2,500 families are reached with the cleaning of 500 wells from the most affected communities”. However, there was confusion on the number of families to be reached; the correct target was 2,500 beneficiaries or 500 families, as each well usually serves one family unit.

fairs. However, this particular outcome was partly achieved during the cleaning of wells, when families received information on the distance to have between the wells and points of contamination (such as latrines, septic tanks and sewers), on the safe use and storage of water, and on personal hygiene to prevent illnesses, among other topics. These informal lectures were completed alongside the representatives of the Ministry of Health. Therefore, the 671 families assisted with the cleaning of wells also received some information on sanitation and hygiene. Additionally, the CRRC was able to print the materials required for the training and form a team of trainers with personnel and volunteers specialized in water and sanitation. The National Society, in an effort to contribute to the resilience and strength of the communities of Guanacaste, is currently evaluating possible ways to complete this part of the project with the materials included in the Water and Sanitation Kit 2 deployed from Panama as part of the operation.

Evaluation of the operation

As mentioned on the previous [DREF update report](#), the National Society with the support of the regional representation for Central America and Mexico contacted an external consultant to evaluate the management of the operation. The consultant visited the communities reached through the DREF-supported operation, meeting and completing small surveys with benefited families, volunteers and local Red Cross and governmental authorities.

Once the evaluation report was finalized, a workshop was organized with the National Society where the main results and findings were presented and recommendations were gathered. Although this process was demanding for the National Society, the external evaluation was considered as objective and positive for the organization. Overall, the consultant captured the need to establish standard monitoring and management tools to facilitate communication with donors and other actors.

Contact information

For further information specifically related to this operation please contact:

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- **In Geneva:** Christine South, operations quality assurance senior officer; email: christine.south@ifrc.org

DREF history:

- This DREF was initially allocated on 28 October 2011 for 94,374 Swiss francs for three months to assist 2,500 families.
- One DREF operation update was issued on 10 February 2012 extending the implementation timeframe for one month. As a result, the operation concluded on 29 February.



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2. Click [here](#) to return to the title page

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 Disaster Response](#) 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.

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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.
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Selected Parameters	
Reporting Timeframe	2011/10-2012/8
Budget Timeframe	2011/10-2012/1
Appeal	MDRCR008
Budget	APPROVED

All figures are in Swiss Francs (CHF)

I. Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
A. Budget	94,374					94,374	
B. Opening Balance	0					0	
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>	94,374					94,374	
C4. Other Income	94,374					94,374	
C. Total Income = SUM(C1..C4)	94,374					94,374	
D. Total Funding = B +C	94,374					94,374	
Coverage = D/A	100%					100%	

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL	Deferred Income
B. Opening Balance	0					0	
C. Income	94,374					94,374	
E. Expenditure	-69,753					-69,753	
F. Closing Balance = (B + C + E)	24,621					24,621	

Selected Parameters	
Reporting Timeframe	2011/10-2012/8
Budget Timeframe	2011/10-2012/1
Appeal	MDRCR008
Budget	APPROVED

All figures are in Swiss Francs (CHF)

III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		94,374					94,374	
Relief items, Construction, Supplies								
Clothing & Textiles	2,200	1,684				1,684	516	
Water, Sanitation & Hygiene	51,920	25,523				25,523	26,397	
Utensils & Tools	6,160	5,598				5,598	562	
Total Relief items, Construction, Su	60,280	32,805				32,805	27,475	
Logistics, Transport & Storage								
Storage		60				60	-60	
Distribution & Monitoring	3,960	3,199				3,199	761	
Transport & Vehicles Costs	1,760	5,585				5,585	-3,825	
Logistics Services	614	1,531				1,531	-917	
Total Logistics, Transport & Storage	6,334	10,375				10,375	-4,041	
Personnel								
National Society Staff	5,720	6,610				6,610	-890	
Volunteers	7,920	8,545				8,545	-625	
Total Personnel	13,640	15,155				15,155	-1,515	
Consultants & Professional Fees								
Consultants		4,352				4,352	-4,352	
Total Consultants & Professional Fe		4,352				4,352	-4,352	
General Expenditure								
Travel	2,640	1,715				1,715	925	
Information & Public Relations	1,320	379				379	941	
Office Costs	1,540	1,781				1,781	-241	
Communications	1,100						1,100	
Financial Charges	1,760	-1,067				-1,067	2,827	
Total General Expenditure	8,360	2,809				2,809	5,551	
Indirect Costs								
Programme & Services Support Recov	5,760	4,257				4,257	1,503	
Total Indirect Costs	5,760	4,257				4,257	1,503	
TOTAL EXPENDITURE (D)	94,374	69,753				69,753	24,621	
VARIANCE (C - D)		24,621				24,621		