




www.ifrc.org
Saving lives,
changing minds.

Emergency Plan of Action (EPoA)

Serbia: Floods



International Federation
of Red Cross and Red Crescent Societies

DREF Operation n°	MDRRS014	Glide n°:	FF2020-00158-SRB
Date of issue:	10 July 2020	Expected timeframe:	4 months
		Expected end date:	30 November 2020
Category allocated to the of the disaster or crisis: Yellow			
DREF allocated: CHF 313,953			
Total number of people affected:	52,745	Number of people to be assisted:	20,256
Provinces affected:	24	Provinces targeted:	20
Host National Society presence (n° of volunteers, staff, branches): Red Cross of Serbia (RCS) with 222 volunteers and 83 staff in the branches of Arilje, Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Pozega, Prokuplje, Zitoradja, Kraljevo, Ljubovija, Trstenik, Krupanj, Obrenovac, Bajina Basta, Vladimirci.			
Red Cross Red Crescent Movement partners actively involved in the operation: N/A			
Other partner organizations actively involved in the operation: Sector for emergency of the Ministry of Interior, members of the Municipal Emergency Response headquarters (municipal emergency services), Serbian Armed Forces, local public companies.			

A. Situation analysis

Description of the disaster

For two weeks before the date of the disaster, which occurred on 22-24 June, the Republic of Serbia was affected by heavy rainfalls. The most affected areas are Kolubarski, Moravicki, Raski, Zlatiborski, Rasinski, Toplicki, Jablanicki, and Pomoravski districts. 8 municipalities and cities reported on 22 June that were affected by heavy rain that caused flash floods and floods. It was reported that the municipalities of Osecina, Ljubovija, and Lucani are the most affected by heavy rain (more than 40 litres per square meter in 24 hours) leading to floods in the whole region. Rivers Jadar, Drina, Ibar, and local streams were spilled in Krupanj, Koceljeva, Trstenik, Osecina, Arilje, Lucani, Kraljevo. Agriculture fields and roads were flooded, accumulated water covered several rural roads and bridges. Dozens of settlements in the Osecina municipality (Komiric, Bastav, Belotic) and city centre, were affected ([see map annexed to the end of the document](#)).

On 23 and 24 June, due to new heavy rainfalls, additional 16 municipalities and cities declared state of emergency due to flooding and flash floods (Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Kosjeric, Krusevac, Kursumlija, Majdanpek, Pozega, Prokuplje, Zitoradja, Krupanj, Obrenovac, Vladimirci). During this period there were heavy rainfalls with intensity from 40 litres to 210 litres per square meter in 24 hours.

On 22 June, the river Jadar overflowed near **Osecina** and flooded more than 415 households (1,250 people affected) and several commercial buildings. A state of emergency has been declared in Osecina, Krupanj, and the population in the Jadar basin has been ordered to move furniture and appliances from the ground floors of houses because of a large flood wave. On the same date on the part of the municipality of **Koceljevo**, an emergency situation was declared due to the overflow of the river Tamnava and its tributary Kozarica. In Koceljeva 42 people were affected by floods (10 households). Heavy rains caused numerous problems for the residents of the community Mojovic near Krupanj municipality because the river overflowed so much from its bed that they could not reach their homes safely. In **Krupanj**

there are 105 people affected (35 households). The most difficult situation is in the lower Crniljevo and the village of Kamenica, where Tamnava broke through the embankments and flooded households.

Municipalities of **Kosjeric** and **Bajina Basta** also were affected by heavy rains and flooding. In 8 local communities on the territory of Bajina Basta the state of emergency situation was declared. 11 households were cut off, 3 households affected and one auxiliary building. Around 50 people are affected by this flooding. In Kosjeric, the flood has affected the centre of the city. The water flooded about 55 households (water level was 2 meters and above), and 5 prefabricated houses. Out of more than 150 affected people in Kosjeric, 15 were evacuated.

Some of the most affected municipalities are **Arilje**, **Ljubovija**, and **Ivanjica**. Due to heavy rainfall, the river Moravica overflowed from Ivanjica to Arilje, hundreds of households and fields were flooded, bridges on the river were closed to traffic, as well as the main road Ivanjica - Arilje. In the municipality of Arilje, 2,200 people are affected (650 households) and 88 were evacuated. The local headquarters for emergencies of the municipality of Arilje declared a state of emergency in 10 local communities: Tresnjevica, Stupcevići, Mirosljci, Latica, Dragojevac, Cerova, Bogojevici, Virovo, Arilje, and Grdovici. In **Ljubovija** the swollen river Ljubovidja with its tributaries flooded about 2,100 people (700 households), and 210 people were evacuated. The Moravica River in the municipality of Ivanjica has risen to an unprecedented level for the last 50 years, several suburban settlements have been flooded where several bridges have been damaged, some households have been endangered, and landslides have started. In the municipality of Ivanjica, there is no electricity and drinking water for more than 14,650 citizens (4,650 households). People are buying drinking bottled water in markets. There is a risk of water borne and other communicable diseases. It was reported that the municipalities in Osecina, Ljubovija, and Lucani are the most affected. In all three municipalities infrastructure (roads, bridges) and agriculture land suffered huge damage and limitation of usage.

In **Pozega** municipality, areas affected by the flood are rural local communities along the rivers Moravica, Skrapez and Djetinje (local communities Gorobilje, Prijanovići, Gugalj, Prilipac, Pilatovići, Jelen Do, Tučkovo and Gugalj). The road infrastructure is not damaged, but some roads are impassable. The flood endangered residential buildings and a large number of auxiliary buildings and agricultural land. According to official data, the number of people in the most endangered area is 3,216 (more than 1,000 households).

The situation is also critical in **Lucani**, where a state of emergency has been declared, as the rivers Zivicka, Tijanjska and Gorusica have flooded dozens of houses and hectares of agricultural land (5,000 hectares and more than 1,500 households). 31 houses were flooded in the village of Vici near Lucani, while a high school, a sports centre, the building of Power Distribution Company and about 70 households were flooded local community in Guca. This municipality was also affected during last year's floods.

Cacak and **Kraljevo** also reported high water level in West Morava and Ibar rivers. The state of emergency in these municipalities was declared and local self-government started with the protection of riverbanks. In the city of Cacak municipalities, 150 people (37 households) are affected by floods. In Kraljevo local streams and river Studenica also caused severe damage to households and infrastructure. Two people died in Kraljevo municipality due to the flooding, and, in the city of Kraljevo 150 households (more than 500 people) are flooded in total.

In **Krusevac**, the river Rasina threatened all settlements downstream from the lake "Celije" to the inflow into the West Morava. Numerous damages caused 50 households to be without water and electricity. A village road was flooded in Vitanovac, and a stream overflowed in Bukovica, people in danger were evacuated. In the village of Buci, the Lomnicka river damaged 4 bridges downstream, so all endangered households were evacuated (123 people) to safety, and sports fields in this famous picnic area were flooded.



Flooded area in city centre of Arilje municipality
Photo: Red Cross of Serbia



Flooded area in city center of Ivanjica municipality.
Photo: Red Cross of Serbia

Over 500 households and several displaced families on the territory of **Blace**, several in **Kursumlija** and arable land were flooded after heavy rains on the territory of the entire Toplica district. The alarming situation was in Blace, where an emergency situation has been declared 23 June, and during the day, the Kursumlija local self-government also declared an emergency situation along the Kosanica river basin and in several other places.

Due to the spill of river Toplica in the Municipality of **Doljevac, Prokuplje, and Zitorodja**, emergency was declared. In Doljevac almost 100 people from Šarlinec, Orljan, and Šanovac were evacuated. Over 50 households are flooded in Doljevac and 65 people evacuated. The river Toplica flooded a part of Prokuplje near that river, a large number of households, a city cemetery, tennis courts, the football stadium "Toplicanina", a city swimming pool, as well as the facilities of a factory. A large number of residents in the villages of the municipality of Prokuplje were evacuated because their households were flooded. From the hundreds of flooded houses, the population has been placed with relatives or evacuated to the temporary centre in Sokolana in Prokuplje. In Prokuplje there are 2,218 people affected, more than 100 households flooded, and 215 people evacuated. In municipality of Zitorodja the left side of the bank of the river Toplica was flooded over the bridge affecting 15 households and 4 companies (around 70 people affected, 35 evacuated).

Due to the rain that fell continuously for 48 hours, the Resava river came out of its bed and flooded many fields, households and overflowed over the bridges in the municipality of **Despotovac**. The outflow of the river Resava affected the households of the local communities of Jelovac, Strmosten, Stenjevac, Dvoriste, Bukovac, Medvedja. In Despotovac 360 people (140 households) are affected by floods. The river Despotovica overflowed on the Ibar highway near **Gornji Milanovac**, from the suburban settlement of Mlakovac towards the Brdjanska gorge in the direction of Cacak. State of emergency is declared for parts of the territory of the municipality of Gornji Milanovac for settlements: Brusnica, Brdjani, Gornji Banjani, Lozanj, Gornji Branetici, Ozrem, Bersici, Ugrinovci and Zagradje starting from 23 June 2020, due to the consequences of a natural disaster caused by rainfall. In Gornji Milanovac 50 people are affected and in 15 households flood water came in.

In municipalities of **Vladimirci and Obrenovac** the state of emergency was declared for part of their territory. In Vladimirci in total 9,000 people are affected by floods. River Dobrava in Vladimirci overflowed agricultural land in this municipality. In Obrenovac municipality there was the outflow of the river Kolubara in the area of the settlement Poljane. Water has already flooded several buildings and 20 households were affected. In **Trstenik** first flooding happened on 19 June where more than 25 households were affected. Additional state of emergency was declared on 23 June in order to protect water sources from high water level of West Morava river.

The municipal headquarters of **Majdanpek** gave a recommendation to the President of the Municipality to declare a state of emergency in Majdanpek in communities of Debeli Lug, Leskovo, Jasikovo, Vlaol and Boljetin. Due to weather conditions, torrential floods on the territory of the municipality of Majdanpek, the rivers Pek, Jagnjilo, Todorova and Boljetinska overflowed, which caused great material damage, collapse of the regional road and the bridge Debeli Lug-Leskovo, The main road Kucevo-Majdanpek was also closed. Houses and backyards along the river were flooded. 20 households from the village of Jasikovo and 12 households Debeli Lug were evacuated to their relatives and neighbours. In total 300 people are affected by floods in this municipality.

In the 24 municipalities in which a state of emergency was declared, a total of 16,456 households were affected and 878 people were evacuated. Local self-governments and national government are engaging all capacities to recover infrastructure connection within cities and regions (rebuild broken roads, bridges, recover electricity and water supply, etc.).

Table 1- Overview of the affected area

No.	District	Municipality	Number of affected people	Number of affected households	Number of evacuated people
1	Zlatiborski	Arilje	2,200	650	88
2	Toplicki	Blace	1,500	500	0
3	Moravicki	Cacak	150	37	4
4	Pomoravski	Despotovac	360	140	0
5	Nisavski	Doljevac	150	50	65
6	Moravicki	Gornji Milanovac	45	15	0
7	Moravicki	Ivanjica	14,610	4,650	0
8	Macvanski	Koceljeva	90	30	0
9	Zlatiborski	Kosjeric	72	24	15
10	Rasinski	Krusevac	8,625	2,875	123
11	Toplicki	Kursumlija	1,000	330	0
12	Moravicki	Lucani	5,000	1,500	27
13	Borski	Majdanpek	300	100	96
14	Kolubarski	Osecina	1,250	415	0
15	Zlatiborski	Pozega	3,216	1,072	0
16	Toplicki	Prokuplje	2,218	101	215

No.		Municipality	Number of affected people	Number of affected households	Number of evacuated people
17	Toplicki	Zitoradja	70	20	35
18	Raski	Kraljevo	500	150	0
19	Macvanski	Ljubovija	2,100	700	210
20	Macvanski	Krupanj	105	35	0
21	Rasinski	Trstenik	78	26	0
22	Belgrade	Obrenovac	56	20	0
23	Zlatiborski	Bajina Basta	50	16	0
24	Macvanski	Vladimirci	9,000	3,000	0
		TOTAL	52,745	16,456	878

According to the weather forecast, temperature is increasing. In the first 15 days of July, 7 days of heavy rains are forecasted.

Summary of the current response

Overview of Host National Society Response Action

Last year the Red Cross of Serbia faced a similar situation in almost the same municipalities but with different impact and circumstances. The National Society is experienced in responding to floods, assisting people in need, implementing relief distribution and organizing basic cash and voucher assistance. The disaster response system of RCS is organized on three levels. Local Red Cross branches which are present in almost all municipalities constitute the first, basic level of response.

The National Society (NS) maintains a solid disaster response stock, which enables RCS to intervene immediately, starting from the first hours of any disaster. The Red Cross of Serbia has solid logistics capacities, and specially trained NDRTs for search and rescue (SAR), assessment and coordination, and a Mobile technical team which is able to assist people with water pumping, cleaning, disinfection and wall dehumidification.

In some part of Serbia where rainfalls were expected more seriously in following the onset of the disaster, RCS alerted 15 members of the NDRT for SAR in flooded areas, as well members of mobile technical team.

Local Red Cross branches engaged local Red Cross professionals, disaster response units and volunteers. In Prokuplje, Doljevac and Arilje local Red Cross branches (RCB) participated in the evacuation and sheltering of 368 people. Evacuated people were sheltered with their neighbors and relatives, and others in temporary shelters developed by local emergency HQ and local RCB (Doljevac, Prokuplje, Arilje). In Ivanjica, local RCB provided support, in the middle of the night older affected people, and supported people in cleaning houses and filling sandbags. Local Red Cross branch in Koceljeva, Osecina and Prokuplje, in cooperation with local emergency HQ, distributed water and hygiene and food items to most affected people. During distribution of water, hygiene and food items instruction for prevention and protection were communicated with affected population.

During RCS response special attention and instruction to local RCB were related to protection measures that should be undertake related to the COVID-19 outbreak. All evacuated people were given instructions on how to protect themselves and what rules they should follow in the temporary shelter to prevent infections from COVID-19. Instructions were related to the correct use of PPE, keeping the physical distance, and how to wash hands. During food distribution in temporary shelters, waiting points were created in a 2-meter distance from one another. Families in temporary shelters were settled in a distance of 2 meters from each other. Volunteers and staff were disinfecting temporary shelters twice a day with sodium hypochlorite.

Red Cross of Serbia has deployed 15 NDRT members to support local public health institutions in process of household disinfection and raising awareness among affected population how to protect their family members and prepare for disinfection. NDRT members also supported local RCB in process of emergency needs assessment.



NDRT deployment and assessment.
Photo: Red Cross of Serbia



Evacuation of flood effected people in Prokuplje.
Photo: Red Cross of Serbia

83 professional RC staff are currently engaged in the response operation, and 222 volunteers have been mobilized and have already contributed 1,366 voluntary hours.

The Red Cross of Serbia, immediately after receiving the first preliminary data from the field from 23 June, distributed the following relief items from its disaster response warehouse to the most affected people:

Table 2- Distributed from RCS emergency stock

Item/ municipality	Household Cleaning Set	Booklet - Instructions for house cleaning after flood	Boots - pair	Water - bins	Over soup	Canned fish – 125gr	Canned pate – 150gr	Canned meat – 150 gr	Ready to eat meal - 400gr	Raincoats	Family hygiene parcel	Bottled water - 1/5 lit
unit	set	pcs	pair	pcs	pcs	pcs	pcs	pcs	pcs	pcs	pcs	pcs
Total	495	934	1,328	790	2,970	5,940	1,782	5,940	1,188	2,256	454	12,300
Arilje	70	150	140	140	350	700	210	700	140	120	70	0
Blace	0	20	0	0	0	0	0	0	0	0	10	0
Cacak	0	5	0	0	0	0	0	0	0	0	0	0
Despotovac	60	110	360	60	350	700	210	700	140	560	70	4,200
Doljevac	0	14	28	0	70	140	42	140	28	56	0	0
Gornji Milanovac	0	10	0	0	0	0	0	0	0	0	0	0
Ivanjica	40	80	80	80	200	400	120	400	80	80	40	8,100
Koceljeva	10	10	20	20	50	100	30	100	20	40	10	0
Kosjeric	0	30	0	0	0	0	0	0	0	0	0	0
Krusevac	0	10	60	0	150	300	90	300	60	120	30	0
Kursumlija	0	10	20	0	50	100	30	100	20	40	10	0
Lucani	50	100	100	100	250	500	150	500	100	200	50	0
Majdanpek	0	30	0	0	200	400	120	400	80	0	0	0
Osecina	150	200	300	300	750	1,500	450	1,500	300	600	150	0
Prokuplje	70	90	180	70	450	900	270	900	180	360	0	0
Zitoradja	20	20	40	20	100	200	60	200	40	80	14	0
Trstenik	25	0	0	0	0	0	0	0	0	0	0	0

Local Red Cross branches were distributing relief items directly on the field to affected households. Relief items were distributed to households which living area is flooded and family members are most vulnerable ones (older people, people with disabilities, single parents with kids, socially vulnerable ones, etc.).

RCS has a number of mud and submergible pumps, 42 water tanks and more than 100 dehumidifiers, to cover the need for pumping water out of flooded areas and to begin activities for dehumidify flooded households.

Overview of Red Cross Red Crescent Movement Actions in country

RCS maintains close communication and coordination with IFRC ROE and regional National societies (Neighbors Help First network). From the first day of the emergency, RCS HQ has been in contact and shared information with IFRC ROE, where technical staff has been providing support to the RCS. ICRC has delegation in Belgrade and it is in communication with Red Cross of Serbia. ICRC is mostly focused and supporting Red Cross of Serbia in operations related to COVID-19 crises and migrants support.

Overview of non-RCRC actors' actions in country

According to the law on disaster risk reduction and disaster management of the Republic of Serbia, local Red Cross branches and RCS HQ are involved in coordination and decision-making processes and are included in the Emergency Headquarters. From the beginning of the emergency RCS Secretary General attender National Emergency Headquarters meeting and informed its members about capacities of the RCS and provided assistance to most affected households.

Affected municipalities in cooperation with the Sector for Emergency of the Ministry of Interior (firefighters and civil protection) organised the evacuations, rescue activities and water pumping out of the affected areas. Public health institutions, public water service companies and the Serbian Armed Forces are also on the ground providing support to the affected population. Public health institutions and local public companies are leading governmental organization that leads the disinfection process and monitor epidemiological situation. Local Public water companies are leading the process of water purification and distribution. Local water companies are not having capacities for water distribution in

distanced areas of affected municipalities. Serbian Armed forces focus of response was on rebuilding temporary bridges and some infrastructural repairs. They are also providing support in Ivanjica with water supply.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

The Red Cross of Serbia addressed the immediate needs of the most affected people in 17 cities and municipalities (Arijelje, Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Prokuplje, Zitoradja, Trstenik) in the first 48-96 hours of the disaster. In the following period, RCS has been additionally responding to the needs of people in the form of providing drinking water due to the collapsed water systems in municipalities Ivanjica (14,650 people) and Despotovac (420 people).

The assessment conducted by the local Red Cross branches, NDRT's and local emergency HQ identified the following needs of the affected population:

- The nutrition needs of those who have been evacuated and temporarily sheltered with relatives and neighbors must be covered by distributing emergency food items.
- Distribution of household cleaning set for households that are the most affected by the flood.
- Provision of emergency relief to affected households through the deployment of mobile technical teams, in order to help people by pumping the water out of their houses. It is also necessary to conduct disinfection activities and to provide wall dehumidifiers as soon as possible, in coordination with the regional public health institutions.
- Distribution of hygiene parcels with community-based hygiene and health promotion and disinfection instructions, and other household items (rubber boots, water bins and raincoats) as identified during the assessments.
- Distribution of disinfection liquid that will protect flood affected households from potential infection of COVID-19.
- Assistance for people in settlements that were isolated by the water need to be organized through the water ways, with the help of water rescue teams.
- Water tanks and mud pumps need to be placed in the closest locations of the peoples' houses to support urgent water needs until the public water system is restored.
- Cash assistance needs to be provided to the most affected families, in order to support restoration of shelter, livelihoods and basic needs.
- There is a need to protect hygiene conditions of families that are at or under the poverty line and are affected by floods.

The primary focus of the operation is to meet the immediate needs of affected people. However, planning has already started to also support their path to recovery, involving activities in the areas of water and sanitation, hygiene promotion and shelter.

Red Cross of Serbia has depleted its stocks, and needs replenishing of the following items (minimum amount to ensure continuous support in following months):

- food items (emergency family canned food parcels) – for 594 households,
- hygiene items (family) for 754 households (+834 for additional distribution),
- household cleaning set for 795 households (+143 for additional distribution),
- bottled water – 6,15 tones,
- raincoats – 2.256 pcs,
- boots – 1,328 pairs,

In this time of the year many households are working on their agriculture land and this is one of the sources for their basic food needs. As agricultural land was destroyed by the flooding, there is a need to support most flood affected people with family food parcels.

Due to the RCS facing an increasing number of requests for assistance as the situation evolves, local RC branches and NDRTs started a rapid assessment to identify further needs of the affected population. As the situation is still unstable and large areas are still under water, continued assessments will be conducted to gain a clear picture on damages and needs.

There is a high risk of contagion with Coronavirus. In last three weeks, the number of daily COVID-19 infections is rising. In combination with flood response activities there is higher possibility for contacts between flood affected population, hosting families, and helpers (firefighters, civil protection members, army, volunteers, other personnel). Mitigation measures are defined by the State (social distancing, wearing masks, washing hand, constrains related to number of people that should be in closed and open space). There is a need to disseminate information on risks related to COVID-19 infection and implement prevention and protection measures by flood affected people and helpers.

Targeting

RC Branches are members of the local emergency HQ and are participating in the analysis of the field damage assessments conducted by local governments and local branches also conduct well rapid assessment among the affected people. The list of the most affected 20 municipalities was defined based on the above two sources.

Based on the assessment and available data the proposed operation supports the immediate needs of **20,256 people** (6,636 households, which are the most vulnerable), including 14,970 people in Ivanjica and Despotovac (4,650 households in Ivanjica, 140 households in Despotovac) supported with drinking water and including people supported with other relief items in 20 most affected municipalities (Arijlje, Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Pozega, Prokuplje, Zitoradja, Kraljevo, Ljubovija, Krupanj. Aleksinac, Gornji Milanovac, Ivanjica, Knic, Koceljeva, Kraljevo, Lucani, Trstenik, Svilajnac, Ljig, Prokuplje, Despotovac and Krupanj). It is planned in the operation to prioritize groups most at risk, who have been identified based on their level of vulnerability in coping with disasters, such as older people, women-headed households and children, Roma people in substandard settlements and people with disabilities.

The list of people that RCS will work with was prepared by RCS in cooperation with the Emergency Headquarters of the affected municipalities. The lists will be cross-shared in the local coordination meetings of the Emergency HQ. Following a more detailed assessment, cash assistance will be considered in the area of shelter and livelihoods.

So far, all evacuated people and all people who have remained in their households but were affected by the floods have been supported with emergency family canned food parcels (soupx5pcs, meet patex3pcs, canned fish x 10 pcs, canned meet x 10 pcs, ready to eat meal x 2 pcs). In addition to emergency canned food parcels, the aforementioned population is and will be assisted with household cleaning sets, hygiene family parcels, family food parcels, disinfection liquid (70% alcohol) as well and water for a maximum of 10 days until sanitary conditions, electricity and water supplies are restored.

On average, 25% of the population in Serbia lives at or below the poverty line, in Central part of Serbia and South of Serbia this increases to 37%, meaning that people who were the most affected, have already been experiencing financial distress or hardship. This financial distress has been exacerbated during the state of emergency that was on place because of COVID-19 outbreak. After the flooding, affected households thus have limited resources and providing cash assistance could help them alleviate their financial situation. Based on the results of the detailed assessment to be completed in the following days, selected families will be supported through the DREF operation with family food parcels in the next two months to support their nutrition (each family will receive one parcel in the implementation period). People found to be the most affected and the most vulnerable will be supported with cash assistance in *shelter* and *livelihoods* areas of focus.

When selecting people for cash assistance, priority will be given to households where buildings were most damaged and to:

- families evacuated and hosted by relatives or friends, and also to those hosting them;
- families with women as breadwinners (including widows), older couples, young couples with small children, with disabilities and chronically sick members;
- families who are not recipients of any substantial assistance, by government, NGOs and other organizations.

Estimated disaggregated data for population targeted.

Category	Estimated % of target group	% female	% male
Young Children (under 5 years)	9.7	4.7	5
Children (5-17yrs)	14.6	7.1	7.5
Young Adults (18-29 yrs.)	19.9	9.7	10.2
Adults (29-49 yrs.)	22	10.7	11.3
Older (50-64 yrs.)	20.3	9.9	10.4
Older (65-74 yrs.)	7.8	3.8	4
Older (>74 yrs.)	4.3	2.1	2.2
People with disabilities	1.4	0.7	0.7

Scenario planning

Scenario	Humanitarian consequence	Potential Response
Best case scenario is that in the coming weeks the weather condition will significantly improve with no further rainfalls and with increasing temperatures, and there is no worsening of the COVID-19 situation (number of infected people are not increasing in targeted municipalities);	<ul style="list-style-type: none"> - speed up the cleaning of affected households. - houses can be disinfected and dehumidified, which will take at least two months; This will enable people to have access to safe accommodation, with no risk of spread of water-borne and other communicable diseases - affected population are having access to local services and ability to restore their livelihoods; - Completion of reconstruction works of the damaged infrastructure (roads, electricity, and water system) in the affected municipalities is speed up because of weather conditions. 	<ul style="list-style-type: none"> - Provide assistance as it is planned through this EPOA;
Most likely scenario is that in the coming weeks the weather condition will significantly improve with no further rainfalls and with increasing temperatures, but with worsening of the COVID-19 situation (number of infected people are increasing in targeted municipalities);	<ul style="list-style-type: none"> - speed up the cleaning of affected households . - houses can be disinfected and dehumidified, which will take at least two months, but with much more effort by affected households (they cannot rely on others because of the possibility of COVID-19 infection) lack of access to water and sanitary facilities - affected population are in high risk to be infected with water-borne and other communicable diseases including COVID-19; - local RCB are in high risk to be infected with COVID-19; - Completion of reconstruction works of the damaged infrastructure (roads, electricity, and water system) in the affected municipalities is prolonged because of prevention measure related to COVID-19. Affected population is having difficulties with movement and conducting basic activities and filling their needs. 	<ul style="list-style-type: none"> - Provide assistance as it is planned through this EPOA; - Apply additional activities planned within Contingency planning of the RCS for COVID-19 crises. - Apply additional protection measures for safe implementation of activities (PPE for staff and volunteers, safety protocols, etc.);
Scenario	Humanitarian consequence	Potential Response
The worst scenario would be additional rainfall resulting in high or increasing water levels, paired with increasing temperatures and with development of COVID-19 situation (number of infected people are increasing in targeted municipalities)	<ul style="list-style-type: none"> - Additional and same households are affected by new heavy rainfalls and flooding; - affected population are in high risk to be infected of water-borne and other communicable diseases including COVID-19; - local RCB staff and volunteers are infected with COVID-19; - Infrastructure (roads, electricity, and water system) in the affected municipalities is additionally damaged. Affected population is not having possibility to move from their communities and conduct basic activities and filling their needs. Serious lack of access to water and sanitary facilities and safe shelter/accommodation conditions 	<ul style="list-style-type: none"> - Provide assistance as it is planned through this EPOA; - Apply additional activities planned within Contingency planning of the RCS for COVID-19 crises. - Apply additional protection measures for safe implementation of activities (PPE for staff and volunteers, safety protocols, etc.); - Deploy neighbouring local RCB, NDRT and HQ and their capacities to respond to humanitarian needs; - Based impact and evolving situation, additional allocation and/or an emergency appeal may be considered.

Operation Risk Assessment

Some areas of the affected municipalities still are having high water level and due to the flash floods, infrastructure has been damaged, roads have been blocked. These circumstances create operational risks, which could have an impact on relief and other assistance efforts. In some areas, authorities issued warnings about the risk of quality of drinking water. Rising temperatures increase the risk of epidemics and spread of water -born and other communicable diseases related to the decaying carcasses of animals killed by the flood and not having clean and safe water. Additional risk is related to COVID-19 infection.

In order to mitigate this risks protection equipment (boots and raincoats) and cleaning sets and hygiene parcels are sent to affected municipalities. In order to support protection of household members, staff and volunteers from COVID-19 infection, a protocol will be in place related to social distance, wearing masks, disinfection of equipment, washing hands and disinfectant (70% alcohol) will be distributed.

National Society responses to COVID-19 are supported through the [IFRC global appeal](#), which will facilitate supporting them to maintain critical service provision, while adapting to COVID-19. This DREF operation is aligned with and will contribute to the current global strategy and regional Emergency Plan of Action for COVID-19 developed by the IFRC Regional Office for Europe, in coordination with global and regional partners. IFRC continues to assess how emergency operations in response to disasters and crisis should adapt to this crisis and provide necessary guidance to its membership on the same. The NS will keep monitoring the situation closely, focusing on the health risks, and revise accordingly if needed taking into consideration the evolving COVID-19 situation and the operational risks that might develop, including operational challenges related to access to the affected population, availability of relief items and procurement issues, and movement of NS volunteers and staff as well as international staff. For more information please consult [the COVID-19 operation page on the IFRC GO platform](#).

B. Operational strategy

Overall operational objective

The overall operational objective is to provide immediate assistance to a total of **20,256 people**, including support to **14,970 people** in the form of safe drinking water, and support to 5,898 **people** (1,966 households) in other forms of relief such as food, hygiene and household items hygiene, health promotion and raising awareness of population to reduce the risk of spread of water -born and other communicable diseases, support basic psychosocial first and support, support in rehabilitating/cleaning houses and cash assistance. Operations will be carried out in 20 municipalities affected by floods and flash floods: Arilje, Blace, Cacak, Despotovac, Doljevac, Gornji Milanovac, Ivanjica, Koceljeva, Kosjeric, Krusevac, Kursumlija, Lucani, Majdanpek, Osecina, Pozega, Prokuplje, Zitoradja, Kraljevo, Ljubovija, Krupanj.

Proposed strategy

In order to accomplish the overall objective, the Red Cross of Serbia with its operational local Red Cross branches, staff and volunteers organized in local and National Disaster Response Teams, will continue their presence and activities in the affected areas. The RCS will be focusing on the provision of emergency food, water, hygiene items, psychosocial support and cash assistance, with different items and services provided to recipients based on need. The NS will also assist in the cleaning process with water pumping, disinfection, and dehumidification to facilitate that people have access to safe living conditions at their damaged accommodation.

The Red Cross of Serbia is planning to implement the following key activities:

- Detailed needs assessment and finalization of the list of people the RCS will work with, further specifying the scope of damage. As well the needs of the affected population. Collection of data from other institutions related to household vulnerability and flood damage.
- Replenishment of emergency canned food parcels, which were distributed to 1,782 affected people (594 families, who were evacuated or temporarily sheltered) to support their nutrition needs right after the onset of the disaster.
- Distribution of 1,166 family food parcels (one parcel per family for one month) to most affected families who continue to be in need after receiving immediate assistance in the form of emergency canned food parcels. All these parcels needs to be replenished for the stock of the COVID-19 ongoing operation.
- Distribution of bottled water to 2,033 people (three litres per person), and provision of 15 water tanks with the capacity of 1,500 litres, to provide 4,650 households (14,610 people) with water.
- Distribution of household cleaning sets to 938 households that are the most affected. 795 of these sets needs to be replenished to DP stock and other 143 sets to be distributed to affected households.

- Distribution of household items (1,328 pairs of boots, 790 pcs of water bins, 2,256 raincoats) to 664 households;
- Improving hygiene conditions by distributing 1,588 hygiene family parcels (1 parcel per family for 1 month). hygiene, health promotion and raising awareness of population to reduce the risk of spread of water -born and other communicable diseases, 754 of these parcels needs to be replenished to DP Stock and other 834 parcel to ongoing stock of COVID-19 operation.
- Distribution of disinfection liquids (1 litre of 70% alcohol and 1 lit asepsol 5% per household) to 2,000 households;
- Provision of emergency assistance to affected households through the deployment of Red Cross NDRT to help people by pumping water out houses, and with disinfection activities in coordination with regional public health institutions as well as by providing wall dehumidifiers, support for continuous assessment and monitoring.
- Provision of basic psychosocial support to 5,859 people (1,953 households) and distribute leaflets related to COVID-19 risk communication activities, and 305 staff and volunteers of the Red Cross of Serbia to prevent further distress and suffering, and to help people cope better with the situation and risks.
- Providing unconditional/multi-purpose cash assistance to 350 most affected families in the area of shelter and their livelihoods.
- Distribution of sets of uniforms (individual personal protective equipment) for 200 RC volunteers and staff
- Replenishment of the essential Disaster Preparedness (DP) stocks already distributed:
 - food items (emergency canned food parcels) - 594 parcels,
 - hygiene items (family hygiene parcels) - 754 parcels,
 - household cleaning sets - 795 sets,
 - bottled water – 6.15 tonnes,
 - boots – 1.328 pairs,
 - raincoats – 200 pcs,
 - 200 sets of uniforms

Table 1 – Content of emergency food parcel (canned food items) for replenishment DP stock:

Item	Unit measures	Quantity
Instant soup	Pcs.	5
Canned fish (150 gr)	Pcs.	10
Meat pate (150 gr)	Pcs.	3
Canned meat (150 gr)	Pcs.	10
Ready-to-eat meals (300 gr)	Pcs.	2
Cardboard packaging	Pcs.	1

Table 2.1 – Content of family hygiene parcels for replenishment DP stock:

Item	Unit measures	Quantity
Clothes detergent, sac 1 kg	Pcs.	1
Shampoo for adults, bottle 500 ml	Pcs.	1
Shampoo for children, bottle 500 ml	Pcs.	1
Soap 100 gr	Pcs.	8
Baby soap	Pcs.	1
Toilette paper 12/1.2-ply	Pcs.	2
Toothbrush, for adults,	Pcs.	2
Toothbrush, for children	Pcs.	2
Toothpaste for adults, 75 ml tube	Pcs.	2
Ladies sanitary pads with wings, 10 pc	Pcs.	2
Baby wet wipes, 72 pcs	Pcs.	2

Table 2.2 – Content of family hygiene parcels for replenishment - COVID-19 operation:

Item	Unit measures	Quantity
Clothes detergent, sac 3 kg	Pcs.	1
Universal shampoo - 2 liters	Pcs.	1
Soap 100 gr	Pcs.	7
Dishwashing detergent - 1 liter	Pcs.	1
Toilette paper 1 pack 4/1	Pcs.	1
Toothbrush	Pcs.	1
Toothpaste for adults, 75 ml tube	Pcs.	2
Ladies sanitary pads with wings, 10 pc	Pcs.	1
Packaging cardboard box	Pcs.	1

Table 3 – Content of Household Cleaning Set for replenishment DP stock and further distribution:

Item	Unit measures	Quantity
Dishwasher sponge, abrasive, minimum 4.5cm x 9cm	Pcs.	4
Surface disinfectant liquide - Asepsol equivalent 5%	Lit.	4
Rubber gloves	Pair	3
Broom plastic,	Pcs.	1
Broken sorghum, with a long handle	Pcs.	2
Kitchen towel 60cm x 50cm	Pcs.	3
Dishwasher liquid, minimum 8% of the active substance	Lit.	3
Detergent for laundry	kg.	6
Garbage bag 120 lit 10 in the package	set.	3
Disinfectant and floor cleaning liquid - Asepsol 1:10	lit.	4

Table 4 – Content of family food parcel for replenishment - COVID-19 operation:

Item	Unit measures	Quantity
Wheat flour type T500	Kg	5
Sunflower Oil	Lit	1
Instant soup	pcs	5
Canned fish	Pcs	5
Iodized Salt	kg	1
Crystal sugar	kg	2
Beans	kg	1
Rice	kg	1
Pasta 1/2kg pack	kg	1
Canned meat 150g	pcs.	5
Canned meat pate 150g	pcs.	5
Ready-to-eat meal in can 300g	pcs	4
Cardboard boxes – packaging with printed labels	box	1

RCS will implement lessons learned workshops with engaged local RCS branches and volunteers in order to develop and adjust contingency plans for flood preparedness and response. In order to support community-based disaster risk reduction there will be translated messages to use hazard app and what now service. This plans and messages will be used during lessons learned workshops using simulation drills methodology.

Operational support services

Human resources

Some 222 volunteers and 83 staff from NS headquarter and municipal branches have been involved in the emergency operation. No international staff deployment is foreseen within the DREF implementation timeframe. There will be volunteer insurance in place through the COVID-19 operation.

Logistics and supply chain

The Red Cross of Serbia has a logistic department and procurement guidelines which follow the IFRC's procurement standards and the locally pertaining legal requirements. The warehouse of the NS is well maintained, and the transport capacities are ready to respond to an emergency situation. Currently logistic capacity of the RCS is stretched because of the workload, but well prepared and adoptable. Procurement will be done by the Red Cross of Serbia in consultation

with ROE / GOPT if and when required, ensuring implementation of IFRC procurement rules for all individual procurements conducted.

The logistic capacities of the Red Cross of Serbia were fully engaged in this response. Priority adaptation was made in the schedule related to the implementation of other activities. In just first 5 days logistics capacity of the RCS made a transport of more than 23 tons of aid to 17 municipalities (from west part of Serbia to the opposite direction southeast part).

Information technologies (IT)

The Red Cross of Serbia will maintain the communication with its operational RC branches, teams and volunteers using mobile phones. On the field, RCS will include VHF radios for better tactical coordination between the NDRTs. NDRTs and HQ will use tablets and android phones for orientation and data collection purposes during the needs assessment and operational reporting. Kobo toolbox will be used for data collection. Resources to cover the costs of the phone VHF radios and internet usage are included in the DREF budget.

Communications

The visibility of the Red Cross of Serbia will be reinforced through information dissemination to the media on all activities related to relief distribution, rescue and emergency shelter. Operation-related news and photos will be shared through electronic media, newspapers, social media and the RCS's own website. Ad hoc communication channels will be used to reach out to the most isolated people, including older people with limited knowledge of electronic media, if needed.

Local Red Cross branches in the affected communities, supported by RCS HQ, are in contact with the local media and regularly publish information about their activities on social networks. Thanks to the existing good relations with the media, the work of RCS has been featured on local and national TV channels since the beginning of the operation.

Security

Due to the flash floods, and in a few locations due to the damaged infrastructure, the risk of injury to volunteers during relief and recovery activities is high. RC staff and volunteers will receive proper briefing before beginning activities in the field in order to be informed about risks in flooded areas. All disaster response volunteers of the National Society have participated in first aid training and basic disaster management training.

Security measures are in place since the beginning of the response. These measures are related to volunteer and staff protection (individual PPE) from injury and COVID-19 infections. All engaged RC personnel during engagement are using PPE and implementing COVID-19 protection protocols. All disaster response volunteers of the National Society have participated in first aid training and basic disaster management training. The emergency system was alerted on time by the weather forecast institute, firefighters/civil protection and police members are engaged for saving lives and building, temporary dams. To these measures additional safety measures are in place by RCS (individual PPE equipment and COVID-19 protection related protocols).

Planning, monitoring, evaluation, & reporting (PMER)

The Red Cross of Serbia and the IFRC Regional Office for Europe will monitor the implementation of activities. Brief weekly updates will be provided by the National Society to the IFRC on the general progress of the operation. According to the RCS SOP's field reporting will take place on a daily basis.

PMER activities are part of RCS SOP's in different levels of operation including clearly defined reporting and communication procedures. These procedures are supported with standard reporting formats (hourly, daily, weekly, monthly). These formats and procedures are monitored by local RCB secretaries and on national level Disaster Management Coordinators (DMC). Operationally, monitoring of implemented activities are also conducted by DMC and NDRT's for assessment and coordination.

At the end of the operation, a two-day lessons learned workshop will be organized in order to evaluate the operation together with major partners such as the Ministry of Interior, Sector for Emergency Management as well as representatives of the municipal authorities where the operations took place. Persons affected by the disaster will also be invited to the workshop. Brief monitoring reports will be sent to IFRC Regional Office for Europe by RCS on a monthly basis.

Community Engagement and Accountability

The Red Cross of Serbia will ensure that affected people in areas of the operation are consulted regarding their needs and understand why assistance is being provided, based on what criteria and to whom. Post distribution monitoring will include satisfaction and quality elements to ensure that the data collected reflects recipients' experiences of Red Cross services and activities, and provides guidance for the identification of best practice, future adaptation and improvement. Appropriate feedback/response mechanisms will be in place to ensure people affected by the emergency and Red Cross activities are able to effectively provide feedback and raise issues, and that this will be acted on and reported back to individuals and communities. Specific measures will be adopted to make sure that the distribution process will be inclusive and gender sensitive. Community engagement and information dissemination activities will be undertaken in a participatory manner, with information, and the channels used, tailored based on input from affected communities.

Related to sectoral activities RCS of Serbia is doing basic CEA activities. During the field visits and assessments, RCS volunteers and staff are involving community representatives in defining further needs and their capacities to cope with the impact of floods. During the assessment of the affected households RCS is checking with household members their needs. Also RCS members are informing household members what are RCS possibilities and capacities for assistance. Local Red Cross branches in Serbia are part of their communities and taking into account close relationship with affected households which is a result of yearly flooding and provided support by the Red Cross, there is a custom that people are coming to RCB premises and expressing their needs, complaints, and consultations. Operationally, one of the SOP's of engaged NDRT's in case of flooding is to exchange information, provide advice to people related to their protection from possible contagions. This activity is especially emphasized because of the COVID-19 outbreak and the possibility of additional infection.

Administration and Finance

The operation will rely on the existing financial management and administration systems in Serbia, as well on the financial procedure of the RCS and support - if needed - from IFRC. Provisions have been made for communication costs related to the operation as well as financial charges and general expenses (refer to budget).

AP040	Ensure volunteers are properly trained (lessons learned workshop by sharing experience – the timeframe is TBD for the COVID situation.																	
P&B Output Code	Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened	# of staff and volunteers and affected population using hazapp and know how service. (target: 200) # of RC staff and volunteers participated on online workshop and lessons learned Exercise (target: 60)																
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	13	14	15	16	
AP002	Translation of disaster risk reduction material and running of hazard app and what now service of IFRC disaster preparedness centre.																	
AP002	Develop contingency plans and improve them through simulation drills																	
AP002	Enhance skills of NS volunteers and staff in needs assessment and contingency planning in DM (online workshop with lessons learned)																	
AP005	Defining list of people RCS will work with, together with local authorities																	

D. Funding Requirements

The budget for this DREF Operation is **CHF 313,953**. [Please click here to see the budget.](#)

Contact information

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

In the Red Cross of Serbia

- **Ljubomir Miladinovic**, Secretary General,
Phone: +381 11 3032 125, email: secretarygeneral@redcross.org.rs;

IFRC Regional Office for Europe

- **Seval Guzelkilinc**, Disaster Management Coordinator;
Phone: +36 1 888 45 05; email: seval.guzelkilinc@ifrc.org
- **Agnes Rajacic**, Senior Disaster Management Officer;
phone: +36 1 888 4537; email: agnes.rajacic@ifrc.org

IFRC Secretariat, Geneva

- **Antoine Belair**, Senior Officer, Operations Coordination - Response and Recovery (Americas and Europe)
Phone : +41 22 730 4281, email : antoine.belair@ifrc.org
- **Karla Morizzo**, Senior Officer, DREF – Disaster and Crisis Department; Phone: + 41 22 730 4295, email: karla.morizzo@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.

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.

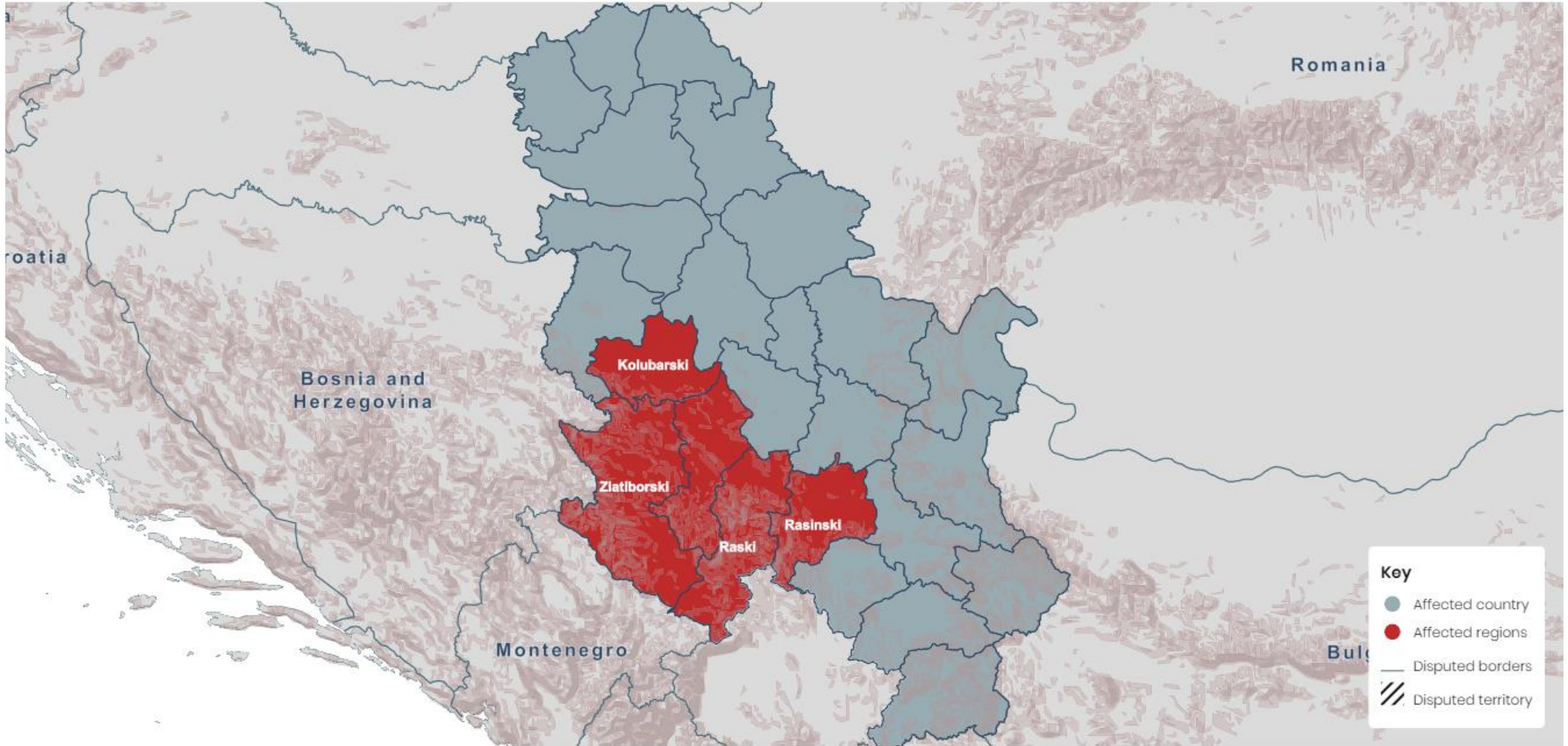


Promote **social inclusion**
and a culture of
non-violence and peace.



Serbia: Floods June 2020

24 de junio de 2020



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities, Data sources: IFRC, OSM contributors, Mapbox.

DREF OPERATION

MDRRS014 - SERBIA - FLOODS 2020

10/07/2020

Budget by Resource

Budget Group	Budget
Shelter - Relief	32,830
Food	39,820
Water, Sanitation & Hygiene	31,531
Teaching Materials	2,500
Other Supplies & Services	1,500
Cash Disbursement	89,250
Relief items, Construction, Supplies	266,087
Transport & Vehicles Costs	6,700
Logistics, Transport & Storage	11,300
National Society Staff	1,000
Volunteers	3,300
Personnel	4,300
Workshops & Training	3,780
Workshops & Training	3,780
Travel	1,000
Communications	2,295
Financial Charges	360
General Expenditure	9,325
DIRECT COSTS	294,792
INDIRECT COSTS	19,161
TOTAL BUDGET	313,953

Budget by Area of Intervention

AOF2 Shelter	70,062
AOF3 Livelihoods and Basic Needs	139,696
AOF4 Health	4,436
AOF5 Water, Sanitation and Hygiene	35,498
SFI1 Strengthen National Societies	63,197
SFI2 Effective International Disaster Management	1,065
TOTAL	313,953

