

## DREF Operation

### Panama: Hurricane Eta

<b>DREF Operation n°</b>	<b>MDRPA013</b>		
<b>DREF Date of issue:</b>	<b>11 November 2020</b>	<b>Expected timeframe:</b>	<b>3 months</b>
		<b>Expected end date:</b>	<b>28 February 2020</b>
<b>IFRC Category allocated to the of the disaster or crisis: Orange</b>			
<b>DREF allocated: 149,755 Swiss francs (CHF)</b>			
<b>Total number of people affected:</b>	5,000	<b>Number of people to be assisted:</b>	3,000
<b>Provinces affected:</b>	Bocas del Toro, Chiriquí, Coclé, Colón, Comarca Ngäbe Buglé, Herrera and Veraguas.	<b>Provinces/Regions targeted:</b>	Chiriquí and Veraguas.
<b>Host National Society presence:</b> The Red Cross Society of Panama (RCSP) has 1,345 volunteers and 90 staff and is organized in 23 branches. <sup>1</sup> The National Society headquarters is in the province of Panama.			
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC), The Canadian Red Cross Society, American Red Cross, and International Committee of the Red Cross.			
<b>Other partner organizations actively involved in the operation:</b> Government agencies and ministries: Ministry of Health (MINSA); Ministry of Housing and Territorial Organization (MIVIOT); Ministry of Public Works (MOP), Ministry of Agriculture, among others, National Civil Protection System (SINAPROC), community organizations and the United States Southern Command.			

[<Click here for the DREF budget and here for the contact information.>](#)

## A. Situation analysis

### Description of the disaster

Tropical Storm Eta formed in the Atlantic on the night of 31 October 2020. The system became a hurricane over the central Caribbean Sea region, approximately 835 km northeast of the Panamanian city of Colon (Colon province). On 3 November 2020, Hurricane Eta made landfall in Nicaragua as a Category 4. While it did not make landfall in the country, Panama is experiencing the effects of the storm with heavy rains, floods and landslides.

On 4 November 2020, the National Civil Protection System (SINAPROC) declared yellow alert for the province of Chiriquí following the report of several incidents in the Highlands district and the Cerro Punta, Paso Ancho and Volcán. As a result, all emergency response institutions were placed on alert for the event.

Collateral effects of rain bands associated with the tropical storm were reported in the western part of the country, in the areas of Chiriquí, Bocas del Toro, Comarca Ngäbe Buglé, Veraguas, Coclé and Panama Oeste. Over 300mm of accumulated rain was recorded in most of the affected

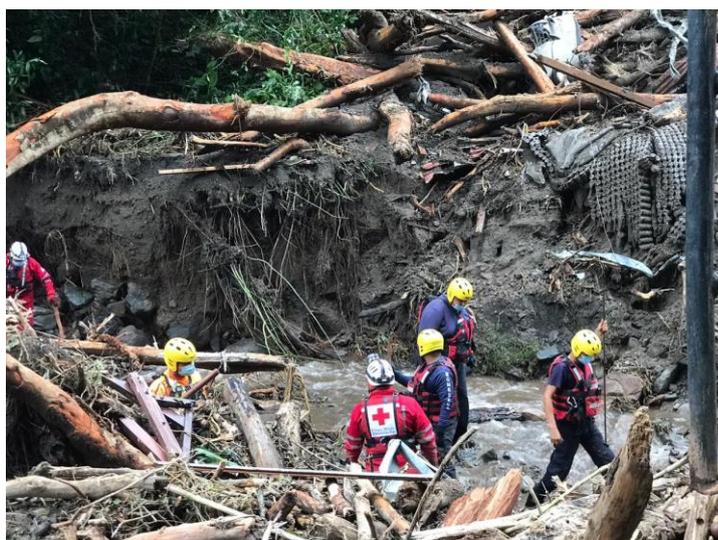


Photo: Panamanian Red Cross (PRC) volunteers and staff supporting cleaning actions and dame assessments. Source: PRC, 9 November 2020.

<sup>1</sup> [Federation Databank and Reporting System](#)- FDRS, 2018 figures

areas. Rains caused floods of the following rivers: Chiriquí Viejo, Fonseca, Jacú and Tabasará. All rivers in Chiriquí province have reached their highest level, causing major flooding, landslides, roadblocks, road collapse and destruction, falling trees, affected, and destroyed homes. Flooding has damaged agricultural land.

The President of the Republic of Panama activated the Emergency Operations Centres (EOC) throughout the country to coordinate among all entities to implement the responses and assistance needed to maintain an emergency front. On 7 November, the government declared an Environmental emergency in Bocas del Toro, Chiriquí, Coclé, Herrera, Panamá Oeste, Veraguas and the Comarca Ngäbe Buglé.

As of 8 November, State sources indicated that this emergency has caused 17 deaths, 62 people are missing, and 3,332 people have been affected. The government opened official collective centers to attend the evacuated population. With COVID-19 testing in the collective centers, people testing positives are being lodged in hotels and other locations.

The Government of Panama opened 16 collective centers in the province of Chiriquí where 2,100 people are sheltered. As of 7 November, the Ministry of Housing and Territorial Organization reported 999 homes affected in the country due to floods, landslides and roofs flying off; the highest numbers being in Comarca Ngäbe Buglé (597) and Chiriquí (248). Water sources, including water production locations, also are severely affected.

Panama has been facing the COVID-19 pandemic since March 2020. The 14 days cumulative incidence is as of 9 November, 234 cases per 100K.<sup>2</sup> Panama has recently been easing the confinement measures and re-establishing commercial blocks to facilitate economic recovery. The use of masks is mandatory, and a curfew is maintained from 11:00 PM to 5:00 AM daily.

## Summary of the current response

### Overview of Host National Society Response Action

The Red Cross Society of Panama (RCSP) placed all 23 local committees of the country's 10 provinces on alert for the event. Specialized volunteers are activated in this response.

The RCSP activated 7 volunteers who are Regional Intervention Team (RIT) members and 80 members of its National Response Team. The National Society has mobilized teams to identify and register using Open Data Kit (ODK) in affected communities. The RCSP has activated volunteers with specialties in health; water, sanitation, hygiene (WASH); psychosocial support (PSS) through its PSS team; livelihoods; and migration, as well as 10 epidemic control volunteers who were previously trained by the Ministry of Health. The RCSP has deployed its intervention unit with 5 volunteers in support of the emergency; 1 assessment specialist; 2 specialists in PSP, 11 immediate response volunteers in emergency, 1 Restoring Family Links (RFL) specialist and 4 additional volunteers to support RFL, and 1 Medical Emergency Technician.

As of 8 November 2020, the RCSP maintained rotations of 100 people activated at the headquarters level with another 50 volunteers at the branch level to contribute to the local response. The Red Cross Society of Panama has been responding through its local committees in the areas of Chiriquí: Barú, Boquete, Bugaba, David. Veraguas: Santiago and from National HQ national headquarters.

As part of the initial response to the event, the RCSP also has rolled out the following actions:

- First Aid assistance to people in collective centers.
- Support for search and rescue, first aid and evacuation efforts.
- Activation of National Society's Emergency Operation Centre.
- Launch of a campaign to collect donated goods/ articles and distribution of these to the collective centers.
- Creation and launch of a fundraising campaign on RCSP's social media accounts.
- Coordination with the authorities, including participation in provincial EOCs.
- Mobilization of 8 vehicles on the ground to support actions.
- Distribution of humanitarian aid (water, blankets and biosecurity equipment) for people in collective centers.
- Published reports on the GO platform

The National Society is working closely with State emergency teams, EOCs and the Presidency's joint task force for this emergency.

The Red Cross Society of Panama is currently responding in two additional emergency operations:

- IFRC Emergency Appeal Americas: COVID-19 (MDR2006), aligned with the IFRC global Emergency Appeal.

<sup>2</sup> [La Prensa Panama. Covid-19 Panamá-MINSA. 10 November 2020.](#)

- IFRC Emergency Appeal Americas: Population Movement (MDR42004) with actions in Darien province.

#### **Overview of Red Cross Red Crescent Movement Actions in country**

The IFRC Regional Office of the Americas (ARO) and the Regional Logistics Unit (RLU) are located in Panama. The RCSP has been coordinating its actions with the IFRC ARO disaster and crisis, prevention, response and recovery (DCPRR) unit, which provides technical support and coordination for this emergency response. The IFRC RLU provides logistical support to the RCSP collection centre with logistics equipment and human resources trained in warehouse management.

The International Committee of the Red Cross (ICRC) is also present in the country. The ICRC is providing technical advice on the Safer Access Framework and Restoring Family Links (RFL), as well as issues related to advocacy and humanitarian diplomacy as part of the National Society's interaction with the country's authorities.

The Canadian Red Cross Society and American Red Cross are present in Panama through their regional delegations. Both National Societies are in contact with the RCSP.

#### **Overview of non-RCRC actors' actions in country**

The Government of Panama has launched the three-phase "Operation Homeland" for the response to the emergency. Led by the Ministry of Public Safety, the first phase is focused on the response: restoring basic services, first aid, damage assessment, opening of shelters and provision of humanitarian aid.

The government has launched Panama in Solidarity Plan, with a 72M US dollar budget to buy perishable food items that are being delivered to affected families. The government has launched a donation campaign so the population can donate humanitarian aid. As of 7 November, 1,700 tonnes of aid have been dispatched to the affected areas.

As part of the actions to be carried out, the National Aeronaval Service (Senan) is providing operational support with maritime and air logistics in order to reach the hard-to-reach areas. The government has coordinated with the Colombian Air Force for the use of two cargo planes for an air bridge between the district of David and the province of Bocas del Toro. In addition, the Panama Civil Aeronautics Authority has deployed two aircraft from David to Changuinola; and a maritime communication line will be established from Columbus to Bocas del Toro with two Senan barges. The US Southern Command's Bravo Force is also supporting the Panamanian government with air support to affected locations.

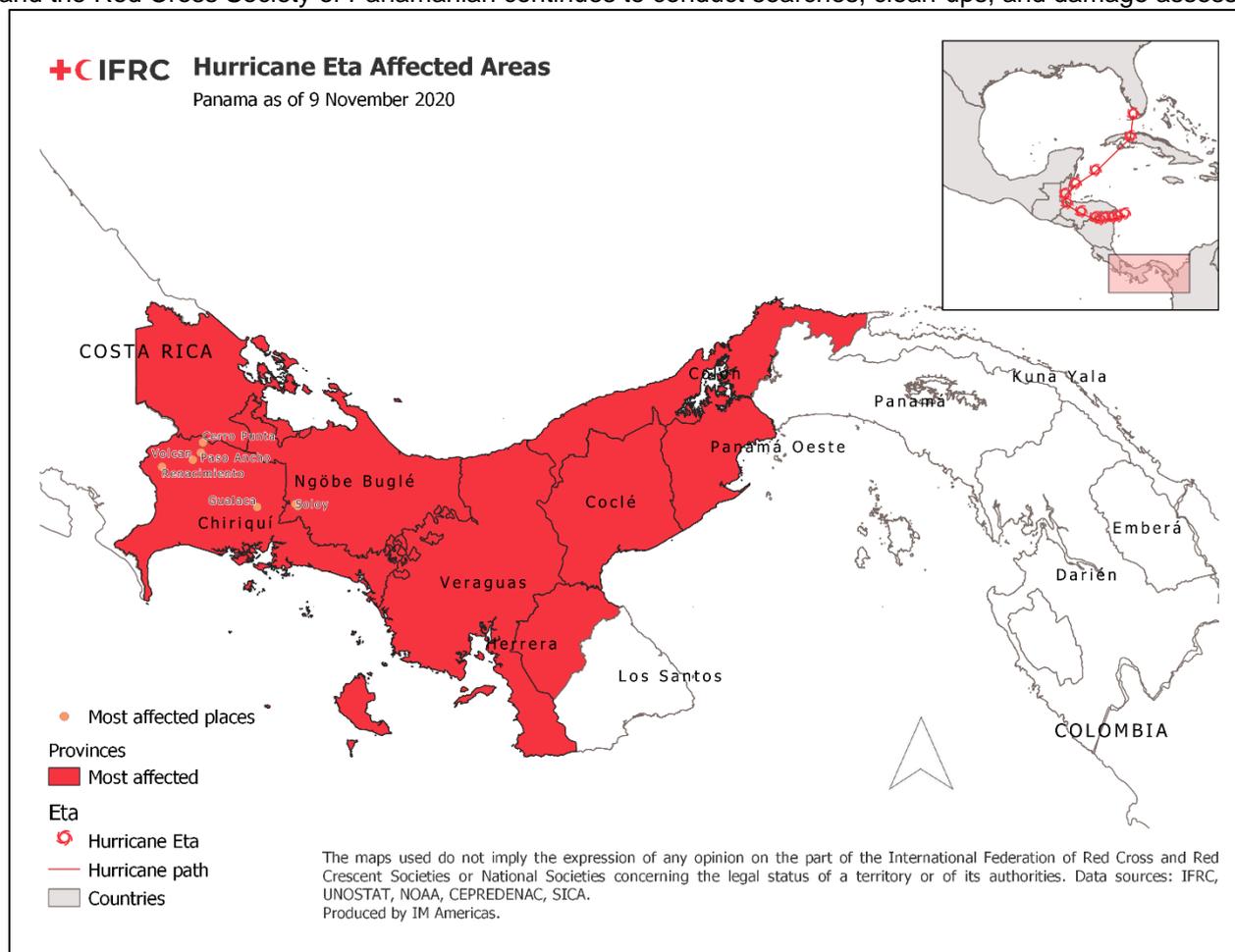
Other State actions include:

- SINAPROC has focused its actions in establishing a national COE, which is essential to coordinate actions. SINAPROC is also involved in search and rescue actions in the affected areas.
- The Ministry of Health (MINSAL) has strengthened its network, integrating staff into collective centers to perform rapid swabs tests (including Sofia SARS Antigen FIA technology), promote the use of face masks, maintain family bubbles and frequent handwashing. MINSAL maintains protocols security in communities have identified cases and collective centers.
- The Ministry of Public Works is working on collapsed and damaged roads due to flooding and landslides, particularly on roads in the mountainous areas of Bajo and Alto Boquete, the Planes of Gualaca and in Cerrón de Renacimiento in the province of Chiriquí.
- The National Institute of Aqueducts and Sewers is working to stabilize the system and recover the operation of the water treatment plants in Chiriquí which supply drinking water in the area.
- The Ministry of Education, in coordination with municipal authorities, contributed to set up 16 collective centers in the areas of Barú, Boquete, Besikó (Comarca Ngäbe Buglé) Gualaca, Highlands and Bugaba. It is also collaborating with 72 units (teaching and administrative) of the Regional Directorate of Education.

## Needs analysis, targeting, scenario planning and risk assessment

### Needs analysis

To date, 156 people have been evacuated, 17 deaths reported, 68 people are missing, and 31 communities have been affected. There are still areas and communities that are incommunicado, SINAPROC in conjunction with other agencies, and the Red Cross Society of Panamanian continues to conduct searches, clean-ups, and damage assessments.<sup>3</sup>



### Health

Several people have been reported missing. As mentioned, State institutions are leading the search and rescue operations in the affected areas.

While first aid has been provided to the sheltered population, continue basic health support will be required in collective shelters and in the eventual return to their homes. The affected population requires psychosocial support due to the adverse effects that this emergency could have on their mental health.

The incidence of vector-borne diseases due to water stagnation will increase. Flooding also has caused latrine overflow, which has contaminated water sources thus leading to diarrhoea and other diseases.

Detection, information, and protection measures are needed in collective centers in order to reduce contagious risks for COVID-19. Implementation of physical distancing, distribution of personal protection equipment (PPE), hygiene promotion and message dissemination are highly recommended to complement the Ministry of Health's testing campaign.

### Shelter

Initial assessments show that 999 houses have been damaged by floods, mudslides, and strong winds. As of 9 November, SINAPROC announced that 3,483 people are currently sheltered in 30 collective centers in the provinces of Chiriquí and Veraguas<sup>4</sup>.

<sup>3</sup> [SINAPROC. 9 November 2020.](#)

<sup>4</sup> [SINAPROC. 9 November 2020.](#)

Although the government has begun the distribution of mattresses, the affected population will require other support to meet their basic needs, for example non-food items (blankets, personal hygiene items, among others).

Support for the cleaning and quick repair of the affected houses has also been identified as a priority to foster prompt return of most of the person currently sheltered.

### **Water, Hygiene and Sanitation**

Sewage and drinking water production are severely affected in several areas. The Institute of Aqueducts and Sewers in the Province of Chiriquí reported the water production system was severely affected by the heavy rains. Several water treatment plants also ceased to function due to the situation in David, San Felex, Tolé, Divalá, Santa Marta, Dolega, Paso Canoas, and San Bartolo. Provision of safe water and hygiene is required in the targeted areas to mitigate waterborne diseases and meet the basic needs of the population in the area.

### **Livelihoods**

Panama is currently suffering from the economic effects of the COVID-19 outbreak. The provinces of Chiriquí and Veraguas have agriculture and livestock as the main sources of livelihoods. Heavy rains and floods have affected a high percentage of soils affecting the agriculture in the area. The total extent of the damage to local small businesses, agriculture, tourism, and service activities is expected to be significant, considering the current economic crisis in the region. Combined with this, the damage to small business infrastructure, agricultural production activities and the collapse of different roads will slow the recovery.

### **Protection, Gender, and Inclusion (PGI)**

Although all people are affected by crises, women and vulnerable groups have differentiated impacts in Panama. Women are the first to respond as paid (domestic workers) or unpaid (housewives) domestic workers, health professionals, civil society volunteers, community volunteers, and paid or unpaid caregivers. Under regular social conditions, several studies show the gender gap between men and women in Panama. The country's gender inequality index is 0.58 and 0.87 in indigenous areas, which gives an average of 0.73 and qualifies Panama as a country with high gender inequality. Before the COVID-19 pandemic, approximately one in five people in Panama were in multidimensional poverty. But for the indigenous population, the incidence of multidimensional poverty is extremely high: 93.7% of Guna women, 89.8% of Ngäbe Bugle women, and 70.9% of Emberá women were in conditions of multidimensional poverty. In the same way, this poverty affects a third of the children and adolescents. The indigenous regions there are 5.6% (24,998), 24.9% (112,857), and 1.4% (6,313) of children and adolescents in multidimensional poverty. The index of femininity of poverty in 2018 shows that the feminization of poverty is a fact. At the national level, it is 123.2, in urban areas, 133.3 and rural areas 122.5.

This implies the need for adequate plans for the care of indigenous peoples and vulnerable groups in the context of the health crisis, emergencies, and subsequent socio-economic recovery.<sup>5</sup>

Women and children who are living in collective centres are at higher risk of sexual and gender-based violence (SGBV) and the systematic violation of their rights. At the community level, other vulnerabilities emerge related to access to support, decision making, as well as SGBV. Children and adolescents will be key also to be included as population to be assisted, particularly their location in collective centres that poses different protection risks. Safe spaces are required for children in the collective centers.

The target population will be defined based on surveys in the existing evacuation centers and assessments that are carried out by volunteers in the field.

The Red Cross Society of Panama will also monitor and adapt content for indigenous population and migrants who might require access to tools in another language than Spanish.

### **Targeting**

The Red Cross Society of Panama will implement their emergency plan of action in the **provinces of Chiriquí and Veraguas**. More specifically, the National Society will work in:

- District of Barú (Chiriquí province): heavy rains generated wide-spread flooding of rivers, which was aggravated by the release of water from the hydroelectric reservoirs in the Chiriquí Viejo river basin. This has affected the villages of the lower parts of the District of Barú, mainly on the banks of the Chiriquí Viejo River. Communities located on the banks of the Chiriquí Viejo River, such as Majagual, San Pedro, Baco, La Esperanza, Corotú

<sup>5</sup> UN Women. Panamá: Análisis preliminar sobre el impacto de la pandemia del COVID-19 en las mujeres. Diagnóstico y recomendaciones para la reactivación económica y social. June 2020.

Civil, San Valentín del Corregimiento de Baco, Barú district (Chiriquí) have been most affected due to pre-existing socio-economic vulnerabilities; as well as the location of the houses.

- Veraguas province: heavy rains led to flooding of the province's many rivers and water bodies in its six hydrographic basins. Veraguas has the second highest rate of poverty in the country. The target districts will be identified in coordination with the Panamanian authorities, as well as considering the National Society's capacities.

Several additional landslides and floods were reported in the area due to the continued rains. The RCSP will continue to monitor the situation in the area to identify potential rising needs among the population.

The Red Cross Society of Panama established the following criteria to select and attend the affected population with priority to:

- Families most affected by flooding, including people having suffered most damage to homes and currently in collective shelter in the province of Chiriquí.
- Most vulnerable population groups, including mono-parental families, elderly adults, pregnant women, children under five and people with disabilities and indigenous people in the Provinces of Chiriquí and Veraguas.
- Households that have not received humanitarian aid from State and other actors.

Estimated population to be assisted in Panama:

	Chiriqui	Veraguas
Collective centers	1,500 people	
Population in the affected areas	1,250 people	250 people

Total population to be assisted: 3,000 people.

Population to be assisted by sectors:

Sector	# People to be assisted
SHELTER	1,500 people
LIVELIHOOD	1,500 people
HEALTH	3,000 people
WASH	1,500 people
PGI	3,000 people

Selection criteria are applied at all time during the assessment, selection and registration process.

### Estimated disaggregated data for population targeted

According to the information currently available, the target population of 3,000 people (600 families) is composed of 55 per cent females and 45 per cent males.

Category	Number of people	Estimated % of the target group
Adults	2,070	69%
Minors	720	24%
Infants	150	5%
Pregnant women	60	2%
<b>Total</b>	<b>3,000</b>	<b>100%</b>

### Scenario planning

Scenario	Humanitarian Consequence	Potential Response
Atmospheric conditions improve, flood recede, and roads are opened	Humanitarian aid can be sent and distributed more easily. Temporary shelters are closed,	Maintain close coordination with the authorities to ensure minimum protection and care for people, especially groups with the greatest vulnerability.

	and families gradually return to rebuild their homes and livelihoods.	Delivery of humanitarian aid based on needs analyses. Epidemic control on the high-risk communities for water-borne and vector-borne disease to minimize the potential of outbreaks. PSS for affected families.
Atmospheric conditions remain unstable and water levels in flooded areas do not lower. Some areas are still inaccessible by road.	Displaced and sheltered people increase. Delivery of humanitarian assistance is delayed due to reduced access to communication/transit routes. People are greatly affected by the surrounding conditions. Outbreak of contagion from various diseases in collective centres.	Join forces to strengthen preventive measures in respiratory disease infection and COVID-19 with distribution of hygiene kits and PPEs to volunteers and the target population. Assist in the process of managing stress and anxiety situations, implement PGI strategies and ensure the functioning of WASH systems, as well as humanitarian aid distribution. Deployment of greater relief and field assistance resources. Epidemic control on the high-risk areas for water-borne and vector-borne disease to minimize the potential of outbreaks.
Outbreak of vector borne disease and COVID-19 in the area	Health conditions worsen in the affected areas, including collective centres Health care infrastructure capacity is reduced given the consequences of the ongoing emergency, and there is no adequate amount of input from MINSA so contagion could increase dramatically.	Support the MINSA authorities in preventive and mitigation actions to vector borne diseases and COVID-19 . Extend actions to respond to the situation.

### Operation Risk Assessment

Staff and volunteers involved in the response are exposed to risks in the affected areas:

- The main risks in the area are related to the continued rains which could generate additional floods and limit access to certain areas. The local infrastructure remains fragile and exposed to recurrent hydrometeorological factors. Roads have already collapsed, there are places without power and access to drinking water
- On health issues, it is the occurrence of water-borne and vector-borne diseases related to unsafe water consumption and proliferation of vectors, which could compromise the health of people affected, as well as volunteers in the field.
- While completing the field assessments, the staff of the National Society will be travelling through the affected areas and should mitigate safety issues with the implementation of a security plan and the provision of adequate equipment.
- Vehicles used by the National Society will comply with the RCSP policy for their use.
- Supply chain for humanitarian goods could be disrupted due to the high demand for the multiple emergency response operations in Central America.

### Hurricane Season

Given the season of high rain in the region, it is not ruled out that new floods will occur in the area and that the affected families will once again suffer the onslaught of the weather and the hurricane season in the region. An additional factor is the vulnerability of basic infrastructure exposed to recurrent hydrometeorological factors such as the roads, and basic public services. In case there is another event, actions will be replanned to cover the affected people.

### COVID-19 Pandemic

This DREF operation and its operational strategy considers the risks related to the current COVID-19 pandemic and is aligned with the IFRC global emergency appeal that supports National Societies to deliver assistance and support to communities affected or at risk of being affected by the COVID-19 pandemic. As of November 9, a total of 140,331 confirmed cases, 18,812 active cases, 118,711 recovered cases of COVID-19 have been registered in country, with 2,808 deaths according to the Ministry of Health<sup>6</sup>.

National Society response to COVID-19 is supported through the [IFRC global appeal](#), which is facilitating and 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

<sup>6</sup> [La Prensa Panama. Covid-19 Panamá-MINSA. 10 November 2020.](#)

by the IFRC Americas Regional Office, in coordination with global and regional partners. This means that the National Society will ensure, even as it responds to the current dengue outbreak, COVID-19 prevention measures are adhered to, in line with regional plan of action and its national COVID-19 country plan.

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 National Society will keep monitoring the situation closely and revise the plan 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 items, procurement issues, and movement of National Society volunteers and staff. For more information please consult the COVID-19 operation page on the [IFRC Go platform](#).

## B. Operational strategy

### Overall Operational objective

The Red Cross Society of Panama will contribute to the national response to the floods and landslides affecting the provinces of Chiriquí and Veraguas with support to 600 affected families (3,000 people) with their emergency needs in the areas of health; livelihood and basic needs; water, sanitation and hygiene; shelter; and protection, gender and inclusion.

The proposed strategy is based on continued coordination with the Emergency Operations Centre established by the National Civil Protection System. To ensure that there is no duplication of efforts, joint identification of communities and needs will be made in coordination with the national and provincial EOCs and municipal authorities.

### Proposed strategy

#### Shelter

The Red Cross Society of Panama will contribute to support the recovery of the population affected offering material support to 300 families in the two targeted provinces.

The RCSP will complement the actions of State institutions and the government with the distribution of:

- Blankets in the collective centres
- Kitchen Sets
- Shelter kits (2 tarpaulins and a toolkit)

The National Society will monitor the use of the distributed items and provide suitable guidance and orientation.

#### Livelihoods and basic needs

The Red Cross Society of Panama has been collecting food items and preparing food parcels to be distributed to the affected populations. The National Society will be procuring additional items to complete the family food parcels in order to ensure daily needs of 2100 Kcal are met for each parcel for a one-month period. The parcels will be distributed to 300 families in the affected area.

#### Health

In the initial phase of the emergency the Red Cross Society of Panama is contributing to the search and rescue effort, with the deployment of a trained team and equipped volunteers. The equipment used during the operation will be replenished; as well as the first-aid kits used in the emergency shelters.

The National Society will contribute to mitigating health issues in the affected provinces by providing the following activities:

- First aid
- Health promotion (specifically prevention of vector-borne and water-borne diseases, in addition to COVID-19).
- Community-based Health and First Aid (CBHFA) sessions in the communities
- Distribution of COVID-19 PPEs to the population
- Assessment about the mental health and psychosocial support need of the affected population in shelters and at the community level and, about the mental health and psychosocial support (MHPSS) available

- PSS interventions in the targeted communities and collective centres with PSS kits. At the community level, 10 sessions per intervention zone are planned.
- Psychosocial support interventions for volunteers and staff
- Deliver PSS awareness messages and material adapted to the culture and language of the affected population to reduce the stress and promote resilience with a PSS, community engagement and accountability (CEA) and PGI approach
- Distribution of the PSS kits for children in the shelters (crayons, drawing blocks, stories, puzzles)
- Monitoring of the health situation in the area of intervention

A total of 3,000 people will be reached through health assistance.

### **Water, Sanitation and Hygiene**

Following an initial assessment, the Red Cross Society of Panama will deploy a water treatment unit in the affected area to provide safe drinking water to 300 families, including the sheltered population. The treatment unit will remain in function until local water treatment capacities can be fully restored.

The National Society will also be contributing to improved hygiene conditions in the area with the following activities:

- Daily water distribution to the affected population by water treatment plant
- Distribution of jerry cans (2 per family)
- Awareness campaigns on waste management, recycling, prevention of mosquito breeding sites, community cleaning campaigns and hygiene promotion
- Distribution of family hygiene kits for 300 families
- Distribution of cleaning kits for 300 families

### **Protection Gender, Inclusion:**

Women and children who are living in collective centres are at higher risk of sexual and gender-based violence (SGBV) and the systematic violation of their rights. At the community level, other vulnerabilities emerge related to access to support, decision making, as well as SGBV. Children and adolescents will be key also to be included as population to be assisted, particularly their location in collective centres that poses different protection risks. Safe spaces are required for children in the collective centres.

The target population will be defined based on surveys in the existing evacuation centre and assessments that are carried out by volunteers in the field. The Red Cross Society of Panama will also monitor and adapt content for indigenous population and migrants who might require access to tools in another language than Spanish.

## **Operational Support Services**

### **Human Resources**

The Red Cross Society of Panama will recruit three staff to increase its implementation capacity:

- 1 DREF operation coordinator
- 1 finance officer
- 1 field officer

The activities will be implemented by the mobilization of the RCSP's trained volunteers:

- 100 volunteers (Barú, Boquete, David, Santiago, Panama)
- Team of Psychosocial Support specialists
- Team of Search and Rescue specialists
- National Intervention Team specialists
- CBHFA and Livelihood specialists
- Communications department staff
- National intervention Team WASH specialists

All staff and volunteers will have insurance coverage, which is already funded through another operation. They will be provided with visibility and protection equipment necessary, including COVID-19 specific PPEs, to conduct their actions.

### **Logistics and Supply Chain**

Logistics activities aim to effectively manage the supply chain, including mobilization, procurement, customs clearance, fleet, storage, and transport to distribution sites in accordance with the operation's requirements and aligned to the IFRC's logistics standards, processes, and procedures.

The following list of items will be procured by IFRC's regional logistics units and in compliance with IFRC's standards procurement procedures and standards. Purchases will be made by a procurement officer from the IFRC's Regional Logistics Unit in Panama:

- Shelter kits
- Hygiene kits
- Cleaning kits
- Blankets
- Kitchen sets

The Red Cross Society of Panama will oversee the processes of procurement of goods and services, transport and storage. They will be carried out by the Panamanian Red Cross purchasing department, following the guidelines of the National Society's purchasing manual. Distributions are coordinated with the relevant institutions, as necessary.

The following tables provide information on the contents of the hygiene kit, shelter kit, cleaning kit and the kitchen set:

#### Hygiene kit

Description	Quantity
Soap bar 250g / 8.8 ounces	4
Bath soap 125g	12
Shampoo 400ml / 13.5 ounces	4
Toothpaste 100ml / 125g	4
Toothbrush	4
Razor blade	4
Hand towels	4
Toilet paper	12
Comb	2
Sanitary towels	4

#### Kitchen set

Description	Quantity
Bowl, for food, 1l, stainless steel	5
Fork, table, stainless steel	5
Frying pan, 2.5l, used as lid for the 7l cooking pot	1
Knife, kitchen, stainless steel blade 15cm, plastic handle	1
Knife, table knife, stainless steel	5
Spoon, wooden, stirring, 30cm	1
Spoon, soup, stainless steel, 10ml	5
Cooking pot, 5l, stainless steel, diam. 20cm, with handles and lid	1
Cooking pot, 7l, stainless steel, diam. 25cm, with handles	1
Cup, stainless steel, with handle, 300ml	5
Plate, deep, stainless steel, diam. 22 cm, cap. 0.75l	5
Scouring pad	1
Ladle, 100ml, stainless steel	1
Serving spoon, stainless steel, 35 ml	1

#### Shelter kit

Description	Quantity
Rope, polypropylene, black, diam. 12mm, twisted	30
Handsaw, for timber, 400mm blade	1
Nails, roofing, 75mm (3"), hot galva. + rubber washer, 0.5kg	1
Shovel, round point with y handle, total length approx. 1m	1
Hoe, with long handle, large type	1
Machete, approx. length 500mm, wooden handle	1

Shears, straight, for metal sheet, semi-hard 1mm max., 255mm	1
Nails, hot galvanised iron, for wood, 40mm, (1.5")	1
Tie wire, galvanised, diam. 1.5 mm, 25m, roll	1
Claw hammer, carpenter type, 750g, wood handle	1
Bag, duffle type, coated polyethylene 180g/m <sup>2</sup> , 1300x400mm	1
Rope, polypropylene, diam. 3mm, twisted, green	30
Hoe, mutt hoe, head only, 250x70mm, 0.7kg	1
Measuring tape, tailor type, pvc coated polyester, 20mm x 3m	1
Needle, stitching, curved, 127mm x 1.8mm, hole 1x7mm	2
Nails, hot galvanised iron, for wood, 7.5cm (3")	1
Tarpaulins, 4x6 meters	2

#### Cleaning kit

Description	Quantity
Multipurpose Bleach, 1 Litre	30
Hard surface cleaner degreaser, 1 Litre	1
Sponge	1
Work protection gloves	1
Chemical protection gloves	1
Mask	1
Brush, scrubbing, hand brush	1
Heavy Duty Black large garbage bags	3
4 section 54" handle for brooms	2
Broom, upright sweep, without handle	1
Broom, Push Broom without handle	1
20oz cotton, Mop-head, head only, without stick	1
Floor blade, squeegee, rubber, 45cm, without handle	1

#### Communication

The RCSP communication team, with support from the IFRC, will provide coverage and dissemination to the main actions in operation, preparing digital content for dissemination in media such as: web, social networks, internal newsletters and audio-visual material.

#### Objectives:

- Internal communication: Members of the Red Cross are fully aware of the humanitarian action of the Red Cross through communication tools that highlight its actions.
- External communications: a number of informational products will be implemented to maintain a line of transparency and objective information to reach the target population and share what the Red Cross does to assist those affected by emergencies. This line of intervention includes everything related to communication to promote the mobilization of resources. For example: social media campaign, interviews, newsletters, press releases, key messages.
- Documentation: Document the intervention of the Red Cross to be provided to partners. For example: videos, photographs, summary of the communication plan, including but not limited to communication campaign, materials, etc.

#### Community Engagement and Accountability

The Red Cross Society of Panama will look to foster community engagement and accountability by implementing the following actions:

- Training staff and volunteers
- Implementation of a feedback and complaint mechanisms
- Coordination
- Systematic community participation

The Red Cross Society of Panama will use the CEA focus on programme and operations. The CEA approach is cross-cutting and used in activities implemented as part of the different intervention strategies. It seeks to integrate the communication and participation of affected and targeted communities, through the training of volunteers in the topic and development of CEA actions in the affected communities.

Activities proposed as part of the CEA approach include: Sharing timely information with communities to support community readiness and primary response actions, promoting physical and mental health during and after the flood emergency through social media, small group sessions, newsletters, and other risk reduction actions as rains continue in areas.

Communication initiatives will help strengthen the National Society in information and relationship management for future emergencies. Key aspects of relief and recovery operations, including achievements, challenges, donors, support needs and target population, will be constantly promoted through the National Society.

### **Security**

The Red Cross Society of Panama will ensure that volunteers are trained accordingly to their mission. All staff and volunteers will be briefed before mission and receive the appropriate visibility and protection equipment.

The Red Cross Society of Panama will also be constantly implementing COVID-19 protocols regarding to the duty of care of staff and volunteers. The COVID-19 protocol also aims to prevent harm to the target population.

### **Planning, Monitoring, Evaluation and Reporting (PMER)**

The Chief Operating Officer, in conjunction with the Directorate-General and the finance coordinator, will be responsible for monitoring this emergency plan of action. In addition, the National Society will have a finance company that will be responsible for ensuring the delivery of journals.

The RCSP will maintain a line of communication and coordination with the IFRC PMER focal point.

Progress and accountability reports will be prepared in a timely manner. Visits and interviews will be conducted with the target population, volunteers and other actors who are part of the implementation of the action plan.

A satisfaction survey will be conducted in order to monitor the progress and achievements of the objectives.

The Red Cross Society of Panama has produced several situation reports, distribution plans and activity reports. This documentation is to be archived to feed the lessons learnt process at the end of the operation.

Reporting on the operation will be conducted in accordance with the IFRC's minimum reporting standards. A final report will be issued within three months of the operation's completion.

### **Administration and Finance**

The RCSP financial department has trained staff available to provide the necessary support to the lines of intervention included in the action plan.

The financial management strategy will focus on the following points:

- Personnel available to work on specific aspects of the operation.
- Comply with the issuance of reports and constant monitoring of compliance and correct use of the assigned budget.
- Inform the different coordinators of the lines of intervention about the proper use of the resources allocated to the action plan.

IFRC provides the necessary operational support for budget review and validation.





## Livelihoods and basic needs

**People targeted: 1,500**

Male: 675

Female: 825

**Requirements (CHF): 11,396**

**Needs analysis:** The impact of the flooding is likely to disrupt people's income-generating activities, production and well-being due to the damage to basic services, agricultural land, infrastructure (including roads), housing and local markets.

**Risk analysis:** The current emergency could further worsen a livelihood situation already affected by the COVID-19 measures.

**Population to be assisted:** 300 families will receive assistance in the affected areas.

**Program standards/benchmarks:** All activities will comply with Sphere Standards.

P&B Output Code	Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods	# of targeted households that have enough food, to meet their survival threshold Target: 300											
	Livelihoods and basic needs Output 1.2: Basic needs assistance for livelihoods security including food is provided to the most affected communities	# of families that receive a food parcel for 1 month Target: 300											
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12
AP008	Procurement and distribution of food parcels to the affected population, ensuring needs are met for 1 month												
AP008	Provision of livelihood guidance (printed materials) and awareness sessions in the affected area												
AP008	Livelihood and basic needs assessment												



## Health

**People targeted: 3,000**

Male: 1,350

Female: 1,650

**Requirements (CHF): 20,821**



AP022	Provision of search and rescue in the initial phase of the emergency												
AP022	Replenishment of search and rescue equipment												
AP022	Provision of first aid services in the affected areas and in the temporary shelters												
AP022	Replenishment of first aid kits												
AP022	Health Promotion campaigns in the affected areas, including CBHFA												
AP022	Procurement and distribution of COVID-19 family PPEs kits to affected households												
AP022	Constant monitoring of the health situation in the affected area												
P&B Output Code	<b>Health Outcome 6: The psychosocial impacts of the emergency are lessened</b>	<i># of people reached by psychosocial support Target: 1,500</i>											
	<b>Health Output 6.1: Psychosocial support provided to the target population as well as to RCRC volunteers and staff</b>	<i># of families provided with PSS support Target: 300</i>											
		<i># of PSS kits are procured and distributed to the targeted population Target: 300</i>											
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12
AP023	Assessment and identification of psychosocial support needs in the affected area												
AP023	Provide PSS interventions to people affected by the disaster												
AP023	Establish referral mechanism with the Ministry of Health for complex cases and people with pre-existing mental health problems to have access to treatment and medicines												
AP023	Procurement and distribution of 300 PSS kits for adults and children in emergency shelters												
AP023	Printing and distribution of PSS information material in the communities												



## Water, sanitation and hygiene

People targeted: 1,500

Male: 675

Female: 825

Requirements (CHF): 29,607



AP030	Printing and distribution of sensitization material in the affected communities												
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**Protection, Gender and Inclusion**

**People targeted 3,000**

Male: 1,350

Female: 1,650

**Requirements (CHF): 3,089**

**Needs analysis:** During emergencies, women, girls, vulnerable groups, and children are more exposed to risks. Gender-based violence can occur at any time but can worsen during emergencies due to a lack of public order, the lack of or limited support services and the temporary disruption of social networks. For these reasons, the protection needs of women and girls should be considered and coordinated in interventions to address gender-based discrimination.

With regard to the analysis of needs, it is essential to guarantee affected women and girls that face additional barriers in accessing humanitarian services particularly: sexual and reproductive health services, healthcare and psychosocial assistance support, access to GBV services; while also facing increased risks of losing existing opportunities for skills training, livelihoods, employment and income generation.

One of the ways of looking after women and girls is to ensure the presence of security personnel that prevents women from being victims of violence and to establish preventative measures in the evacuation centres, including information sessions and setting of referral mechanisms. It would be important to advocate for the temporary shelters and emergency collective centres to comply with the Interagency Minimum Standards for Gender-based Violence in Emergencies Programming. Finally, it is necessary to identify specific vulnerabilities and capacities related to gender, age and any vulnerability.

Women and children living in evacuation centres and groups of at-risk women are vulnerable to sexual abuse and the systematic violation of their rights. The target population will be defined based on surveys in the existing evacuation centres and assessments carried out by volunteers in the field.

Children and adolescents will also be key to be included as population to be assisted since the disruption of educational service and their ubication in collective centres with their families can increase their protection risks.

The Red Cross Society of Panama will monitor and adapt content for indigenous population and migrants who might require access to tools in another language than Spanish.

**Population to be assisted:** The target population will be defined based on surveys at the existing evacuation centre and assessments conducted by volunteers in the field. The profile of the population and specific populations of vulnerability, such as people with disabilities, pregnant women and children, will be considered for actions. Volunteers of the National Society will also be targeted by these activities.

**Program standards/benchmarks:** PGI approaches will be aligned with the IFRC's Minimum Standards for Protection, Gender, and Inclusion in Emergencies, the IASC Gender-Based Violence Guidelines (2015). The IFRC's Minimum Standards have been developed based on, but not limited to, the Sphere handbook (2019), and the Minimum Standards for Child Protection in Humanitarian Action (2019).



AP040	Psychosocial support to volunteers													
P&B Output Code	<b>Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place</b>	<i># of staff hired for the operation Target: 3</i>												
		<i>One lessons learned workshop is held</i>												
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	
AP042	Recruitment of operations staff (1 coordinator, 1 finance, 1 field officer)													
AP042	One virtual lessons-learned workshop													
P&B Output Code	<b>Outcome S2.1: Effective and coordinated international disaster response is ensured</b>													
	<b>Output S2.1.1: Effective and respected surge capacity mechanism is maintained.</b>	<i># of monitoring visits Target: 1</i>												
	Activities planned Week	1	2	3	4	5	6	7	8	9	10	11	12	
AP046	IFRC Monitoring visit													

## Budget

See [Annex](#) for the budget.

## Reference documents

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

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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.

# DREF OPERATION

MDRPA013 - PANAMA: HURRICANE ETA

11/11/2020

## Budget by Resource

Budget Group	Budget
Shelter - Relief	16,500
Clothing & Textiles	2,340
Food	10,200
Water, Sanitation & Hygiene	10,500
Medical & First Aid	9,550
Teaching Materials	2,400
Utensils & Tools	10,500
Other Supplies & Services	26,800
<b>Relief items, Construction, Supplies</b>	<b>88,790</b>
Distribution & Monitoring	1,050
Transport & Vehicles Costs	9,300
Logistics Services	9,050
<b>Logistics, Transport &amp; Storage</b>	<b>19,400</b>
National Society Staff	10,200
Volunteers	13,900
<b>Personnel</b>	<b>24,100</b>
Workshops & Training	1,400
<b>Workshops &amp; Training</b>	<b>1,400</b>
Travel	1,500
Information & Public Relations	1,000
Office Costs	2,400
Communications	975
Financial Charges	1,050
<b>General Expenditure</b>	<b>6,925</b>
<b>DIRECT COSTS</b>	<b>140,615</b>
<b>INDIRECT COSTS</b>	<b>9,140</b>
<b>TOTAL BUDGET</b>	<b>149,755</b>

## Budget by Area of Intervention

AOF1	Disaster Risk Reduction	
AOF2	Shelter	32,046
AOF3	Livelihoods and Basic Needs	11,396
AOF4	Health	20,821
AOF5	Water, Sanitation and Hygiene	29,607
AOF6	Protection, Gender and Inclusion	3,089
AOF7	Migration	
SFI1	Strengthen National Societies	39,059
SFI2	Effective International Disaster Management	13,739
SFI3	Influence others as leading strategic partners	
SFI4	Ensure a strong IFRC	
<b>TOTAL</b>		<b>149,755</b>

