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DREF Final Report

Costa Rica: Hurricane Eta

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation N° MDRCR018

Date of Issue: 29 July 2021

Glide N°: [TC-2020-000226-CRI](#)

Operation start date: 11 November 2020

Operation timeframe: 4 months

End date: 31 March 2021

Operation budget: 345,645 Swiss francs (CHF)

Families affected: 5,000

Number of people assisted: 5,242 (1,490 families)

Red Cross Red Crescent Movement partners actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC).

Other partner organizations actively involved in the operation: National Commission for Risk Prevention and Emergency Care (CNE), 911 Emergency System, Firefighters Brigade, Ministry of Public Infrastructure and Transportation (MOPT), Traffic Police, National Meteorology Institute (IMN), Costa Rican Energy Institute (ICE), Costa Rican Aqueduct and Sewerage Institute (AyA), Municipal Emergency Committees (CME).

The Costa Rican Red Cross spent a total of 287,207 CHF. The remaining balance of 58,439 CHF will be returned to the Disaster Relief Emergency Fund.

The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO, Blizzard Entertainment, Mondelez International Foundation, Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the CRRC, would like to extend thanks to all for their generous contributions.

[<Click here for the final financial report and here for the contact information.>](#)

A. Situation analysis

Description of the disaster

Since 30 October 2020, Hurricane Eta's indirect influence caused rains of variable intensity across Costa Rica, with especially intense rainfall in Pacific areas in the country. According to data provided by the Emergency Operations Centre (EOC), preliminary numbers established by National Society assessments and general data from the Operations Coordination Centre, the flooding, landslides, and damage to basic services caused by the indirect impact of Hurricane Eta has affected approximately 5,000 families in the provinces of San José, Alajuela, Heredia, Cartago, Puntarenas, Guanacaste, and Limón.

Between 2 to 4 November, the system's indirect influence increased as Hurricane Eta approached Nicaraguan territory, causing intense rainfall and damage to roads and institutional, electrical, aqueduct, and household infrastructure in seven provinces and more than 54 cantons. Furthermore, landslides and flooding isolated and severely affected communities. The Municipal Emergency Committees (CMEs) and National Risk Management System institutions and field personnel report severe widespread damage in Pacífico Norte and Pacífico Sur,

particularly in the cantons of Nicoya, Nandayure and Hojancha in Guanacaste and the cantons of Corredores and Coto Brus in Puntarenas. Reports of widespread damage, isolated populations, flooding, and landslides in Golfito's cantons, Parrita, and Quepos increased considerably as of 4 November (National Commission for Risk Prevention and Emergency Care (CNE) 2020).

On 10 November, the Executive Power declared a State of National Emergency caused by Hurricane Eta¹. Authorities reported that due to flooding caused by overflowing rivers or blocked roads, 23 communities were isolated. At least 79 points of affectation on national roads, 3 bridges, 3 dikes with some affectation, and 20 drinking water systems were reported.

The CNE has planned an investment of 957 million colones (approximately 1,560,504 American dollars - USD), of which 600 million colones (approximately 978,372 USD) are destined to intervention for the cleaning of roads and the clearing of waterways. Also, food was delivered to 5,690 families impacted by the emergency².

Summary of the Response

Overview of Host National Society Response Action

Costa Rican Red Cross (CRRC) prepared and mobilized to respond to Hurricane Eta, deploying its capacity, coordinating with humanitarian organizations, and carrying out the following actions:

- Permanent coordination with Costa Rican national authorities through the EOC and the CNE Board of Directors.
- CRRC actions have focused on the preventive evacuation of the population, search and rescue, out-of-hospital care, and humanitarian supplies management.
- As members of CMEs, institutional representatives integrate and coordinate actions with authorities and civil society representatives.
- On 30 October, the National Society established a Response Level 3, activated the Situation Room to capture and assess information, and activated the CCOs at the regional level.
- On 3 November, the Response Level was raised to 4, and the Emergency Operations Coordination Centre (CECOE) was activated on 5 November.
- Resources were deployed from different regions in the country to support the most affected areas, as summarized in the following table:

National Society resources (average number of resources deployed daily)	
Type	Number
Operational personnel	80
Ambulances	36
Rescue vehicles	1
Operation vehicles	3
Trucks	3
Boats	1

National Society actions in the field:

Emergency response:			
Assessment	Distribution of food kits	Evacuations	Rescues
70	10	196	134

¹ Presidencia.go.cr, November 10th, 2020.

² Presidencia.go.cr, November 24th, 2020.

Transfers by staff during emergency response actions:		
Hospital	People transferred to collective centres	People transferred to COVID-19 collective centres
1	283	43

The National Society has experience with Cash and Voucher Assistance. Since the response to the Hurricane Otto emergency (MDRCR015 DREF Operation) with the support of the IFRC, it trained 20 humanitarian workers and members of the institution in Cash and Voucher Assistance, and since then, it has implemented its own programs and has been part of the Cash Hub.

Overview of Red Cross Red Crescent Movement Actions in country

The International Federation of the Red Cross (IFRC) has been in contact with the Costa Rican Red Cross since the onset of Hurricane Eta's effects through its CCST in Central America and Disaster and Crisis Office operations. It has held regional coordination meetings with National Societies in Central America and internal Movement partners to keep them apprised of the actions that have been carried out by the National Societies in the Central American region and has assigned a delegate to support the preparation of this Plan of Action.

Overview of other actors' actions in country

The country's response system established the response and coordination actions by the various first-response institutions, as described below:





- The CNE, together with CMEs, set up 18 temporary collective centres in 12 cantons to serve approximately 688 vulnerable individuals.
- Collective centres were set up in Corredores (47), Parrita (12), Puntarenas (5), Nandayure (24), Hojancha (15), Paquera (14), Coto Brus (10), Cañas (272), Bagaces (42), Liberia (12), La Cruz (58) and Nicoya (177). All had the necessary COVID-19 prevention safety measures.
- Because of the impact to Pacific areas, the CNE raised the alert status to Orange in Pacífico Sur, Pacífico Central, Pacífico Norte and Upala. A Yellow alert was in place for Zona Norte and Valle Central and a Green alert for the Caribbean region.
- There were 529 events, associated mainly with floods and landslides, and inspection requests have been reported in 50 cantons. Damage to 19 roads were reported in San Fernando de Nosara, as well as in the Ora River and Lajas river between Hojancha and Nandayure.
- The CNE activated the Regional and Municipal Emergency Committees, which, with support from Community Committees, moved people to safe locations, rehabilitating roads, responding to incidents reported via the 911 emergency system, and arranging for logistics to provide comprehensive care to people housed in the temporary collective centres.
- The National Meteorological Institute (IMN) predicted that heavy rains would continue mainly across the entire Pacific area; however, they recommended close monitoring of the most vulnerable areas in the greater metropolitan area.

Actions such as declaration of alerts across the country, personnel deployments to various points for inter-institutional coordination, response to events in the country, and the activation and operational monitoring of the EOC, were all coordinated through the CNE.

CRRC issued internal Alert Level declarations and deployed personnel and resources to respond to different events in the country. It set up a Situation Room and activated the CECO and maintained a presence in the National EOCs and in CMEs.

Needs analysis and scenario planning

Needs analysis

<p>Health</p> 	<p>Health services were affected in various ways, including flooded premises and electricity and water supply issues. Considering that this is in addition to the impact caused by the COVID-19 pandemic, measures were strengthened in health centres, the CNE has set up differentiated collective centres for people with COVID-19, and strict controls were maintained in the other collective centres to prevent large outbreaks. Hence, one of the greatest needs is personal protection equipment for responders and affected families.</p> <p>The Costa Rican Social Security System is the entity operationally responsible for providing emergency care, including coordination of psychosocial support, as it is the institution responsible for the hospital system at all levels during this emergency, including health management. It has maintained health support and a constant monitoring of each of its facilities, as well as the different services that it provides, including the impact that its staff may suffer at a personal level that may in some way pose a risk to the hospital system and to the affected population. The Costa Rican Ministry of Health constantly oversees and monitors all health-related actions to prevent the emergence of diseases or an increase in communicable diseases.</p> <p>Government institutions met the emergency's needs and provided first aid services, primary health, and mental health and psychosocial support to the affected population.</p>
<p>Shelter</p> 	<p>According to National Society field assessments and coordination, at least 5,000 families in the Guanacaste, Puntarena and Region Sur were directly affected. The impact mainly occurred in rural and peri-urban areas, with damage to homes and loss of belongings due to flooding and landslides.</p> <p>By 10 November 2020, CNE reported 2,056 people in 77 temporary shelters in 23 cantons.5 there are There was a high percentage of people who sought shelter with relatives for fear of contracting COVID-19 in collective centres, which is also why many people refused to leave their homes despite the damages suffered.</p> <p>In Costa Rica, the collective centres are managed and coordinated by the Municipal Emergency Committee (CME), which establishes the collaborating organizations' roles.</p>
<p>Water, sanitation, and hygiene</p> 	<p>Damage to 97 drinking water systems were reported mainly in Guanacaste, Puntarena, Zona Sur and San José, including water sources, storage systems and distribution lines. Landslides damaged pipes, affecting water supply for some 131,541 people (25,000 in the greater metropolitan area, 53,300 in surrounding areas and 75,741 who receive water services from aqueduct and sewer system management associations). Artisanal wells are the main source of water in rural communities affected by the floods, which were contaminated from overflowing septic tanks and their proximity to the coast.</p>
<p>Livelihoods and food security</p> 	<p>The floods affected the productive assets of families who engage in fishing and small-scale agriculture, packing company workers, harvesters, and workers in the tourism sector. Most people lost their food reserves and belongings to the rapidly rising river levels, mainly in Guanacaste, Puntarena and Zona Sur. Families' physical, financial and natural resources were seriously affected, which meant households' financial and food security were seriously compromised. Emergency and recovery activities considered the migrant populations found along coastal and border areas.</p>

Operation Risk Assessment

Given the rainy season in the country, the rains brought by Hurricane Eta further saturated already highly saturated soils, which caused rivers to overflow. There is a constant risk that any hydrometeorological event in the country may increase emergencies and needs in communities.

Because of the COVID-19 emergency in the country, the risk of contagion and spread by operation personnel was minimized. Therefore, appropriate protection equipment and safety measures were used and observed when visiting communities.

To implement the cash and voucher assistance programme, community leaders were involved in identifying beneficiaries based on established selection criteria, together with National Society personnel. All activities were monitored and evaluated to ensure transparency and deter corruption.

- COVID-19 Pandemic

This DREF operation and its operational strategy considered 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.

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 was aligned with and contributed to the current global strategy and regional Emergency Plan of Action for COVID-19 developed by the IFRC Americas Regional Office, in coordination with global and regional partners. This means that the National Society is ensuring, even as it responds to the current dengue outbreak³, 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

Proposed strategy

Overall Operational objective

To ensure humanitarian assistance for at least 1,500 families (7,500 people) affected by floods and landslides (complementing ongoing actions by the State) through a Cash Assistance Programme, aimed at home repairs and food security, and provision of WASH services such as well cleaning and hygiene promotion campaigns.

Human resources

Costa Rican Red Cross has a technical multidisciplinary team that ensured the activities' implementation:

- A field coordinator
- A water and sanitation technician for hygiene promotion (charged to the operation)
- Livelihood's technician to implement the Cash Assistance Programme (charged to the operation)
- Administrative - accounting personnel in Administrative HQ.
- Personnel from the Risk Management and Disaster Response Directorate (DINAGER) and respective departments.
- Procurement department personnel (purchasing, warehousing, fleet).
- Press department staff.
- IT department staff.
- 40 volunteer and staff activated in affected regions.

³ [Presidencia.go.cr](https://presidencia.go.cr)

- CEA staff

Process oversight falls to the Risk Management Directorate (with support from General Management) and the institutional administrative structure in all its departments. Headquarters also has a monitoring team that tracked financial reports and ensured the quality of the intermediate outputs and final reports submitted.

Support and protection of volunteers

- The National Society has about 5,050 trained volunteers in various areas. For the implementation of the different activities proposed in the project, 130 volunteers from different areas (Operations, Risk Reduction, Youth, Management) participated. The protection, security, motivation and well-being of these volunteers and the strengthening of the volunteer systems that support them was fundamental to the operation. Volunteers received appropriate psychological support and were provided with adequate protective equipment, identification, visibility, and uniforms.

Additionally, as of 17 March 2021 a total of 1,425 volunteers were vaccinated against COVID-19 (966 with the first dose and 459 with the second dose).

Logistics and supply chain

The Regional Logistics Unit provided support and follow up to the development of the operation in terms of supply chain management. All purchases related to this operation followed the IFRC standard purchasing procedures and corresponding standards. After reviewing the market capabilities, with the support of a procurement officer from the Regional Logistics Unit in Panama, the decision was made to follow local procurement.

- CRRC has a procurement department through which all supplies and equipment required by committees at the national level are purchased, as well as a central warehouse. Purchasing procedures are endorsed by the government, as many processes use funds allocated by the state, requiring management to adopt these procedures for all purchases.
- The Regional Logistics Unit provided support to the National Society and assisted with quality control of the purchases made according to the authorization levels required in purchasing procedures.

IFRC's Logistics Unit in Panama assisted with the procurement of 1,500 water filters for the affected population.

Communications

CRRC has an institutional Communications Department that maintains lines and strategies, both inside and outside the organization, to ensure visibility as well as appropriate support to institutional activities during emergency response and recovery phases.

1. Communication objectives based on target audience: External Communications. A number of informational outputs was implemented to maintain a line of transparent and objective information on what Red Cross was doing to assist those affected by emergencies, aimed at the general population and especially beneficiaries, for example, via social networks, interviews, bulletins.
2. Documentation. Providing evidence of support processes in emergency situations fosters credibility with donors and the general population, e.g., archives of published news stories, photo bank, beneficiary stories.

For this operation, the communications department contributed with sharing press releases to external media such as TV and newspapers, posting on social media about the progress of activities and reviewing printing materials.

Community Engagement and Accountability

CEA's approach is transversal and was used in the activities carried out as part of the different intervention strategies. It integrated the communication and participation of the affected and target communities. The

activities included sharing timely information with communities to support community preparedness and primary response actions, promoting physical and mental health during and after the flood emergency through social networking, small group sessions, newsletters and other actions. Similarly, a mechanism for complaints, consultations, and recommendations during the emergency was established through the activation of two phone lines, including a WhatsApp Business with automated messaging and hours of operation to make inquiries about cash transfers, whether filters were complete, etc.. In addition, the CEA toolkit was used for cash interventions.

The National Society has a team trained in CEA and this capacity was used to further strengthen the area within the team and volunteers.

The CEA approach was included from the first response actions, working with the teams that carried out the needs assessments to incorporate some key questions to develop community participation activities in the intervention. In addition, information was reinforced with public awareness messages not only for emergency response, but to emphasize protection messages for COVID-19 and Dengue.

CEA's regional team supported the National Society in implementing feedback mechanisms to address questions, doubts and identify rumours circulating in communities. The information collected through these mechanisms was introduced into the intervention areas to improve, modify or refine the intervention.

Security

The National Society has a Security Office responsible for analysing risks and generating guidelines. These guidelines are always followed during operations, and potential scenarios are analysed to minimize risks.

Planning, Monitoring, Evaluation and Reporting (PMER)

CRRC had a monitoring team made up of personnel from the Risk Management Department. CRRC issued one intermediate progress report and one final report at the end of the operation.

C. Detailed Operational Plan



Shelter

People reached: 1,742

Men: 920

Women: 822

Shelter Outcome 1: Communities in disaster and crisis affected areas restore and strengthen their safety, well-being and longer-term recovery through shelter and settlement solutions

Indicators:	Target	Actual
# of homes repaired through cash voucher assistance	500	500

Shelter Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families

Indicators:	Target	Actual
# of families who receive assistance through vouchers to repair their homes	500	500

Narrative description of achievements

The National Society relied at all times on the institutions of the National Emergency System and their reports, at the local, regional and national levels, to identify the types of damage and affected communities.

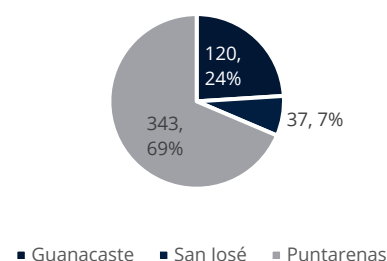
This activity included tours (carried out in December) to identify beneficiaries in Guanacaste, San José, Puntarenas and the southern areas of the country.

This activity was supported by personnel from several Auxiliary Committees in the targeted areas, as well as through vehicles as required.

The beneficiaries were given a card (electronic voucher), which they could exchange at a specific store. The amount on the card was CHF 230, and was established based on the cost of materials to repair their homes, such as zinc sheets, cement blocks, wood, among others. The tables below provide a list of the communities benefitted with home repair cards, by region:

Region	Canton	# of communities	# of families assisted
Guanacaste	Hojancha	3	26
	Nicoya	1	2
	Santa Cruz	11	92
San José	Acosta	4	37
Puntarenas	Corredores	6	93
	Golfito	7	24
	Osa	10	198
	Parrita	2	23
	Quepos	1	5
Totals		45	500

Homes repaired through CVA





*Card distribution in Finca la Ligua, Parrita, January 2021
Source: Costa Rican Red Cross*



*Beneficiaries from communities in Acosta purchasing home repair materials, January 2021
Source: Costa Rican Red Cross*

TARJETA DE AYUDA HUMANITARIA
Emergencia Huracán Eta - 2020

Cruz Roja Costarricense con apoyo de la Federación Internacional de la Cruz Roja desarrolla este programa, el cual consiste en la entrega de una Tarjeta de Ayuda Humanitaria en respuesta a las afectaciones por el Huracán ETA.

Esta tarjeta está destinada para la compra de materiales, herramientas o algún artículo que considere necesario para las reparaciones de su hogar.

Uso exclusivo en:

COLONO CONSTRUCCIÓN

Cruz Roja Costarricense

Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja

Recomendaciones Generales

- Siga todas las recomendaciones brindadas por el Ministerio de Salud para prevenir el contagio de la COVID-19:
- Utilice correctamente el cubre bocas
- Realice un adecuado lavado de manos antes, durante y después de las compras
- Realice una lista de artículos que usted requiere, para facilitar la compra.
- Para que no quede un saldo en su tarjeta, puede realizar la compra por un monto mayor del cargado a la tarjeta, pero tienen que considerar que la diferencia usted la debe pagar.

Como se utiliza la tarjeta

- La tarjeta se activará 24 horas después de haberla entregado.
- Será cargada una única vez con un monto de **€160,764,00**
- Las tarjetas solo se pueden utilizar en almacenes el Colono Construcción.
- Puede hacer uso de la totalidad del dinero cargado en la tarjeta. El establecimiento no realizará devoluciones de saldos ni se podrá canjear las tarjetas por efectivo.
- Una vez utilizada su tarjeta esta quedará inactiva. No se realizarán más cargas.
- La tarjeta quedará inactiva el martes 2 de febrero del 2022, por lo que la debe utilizar antes de esa fecha.

Información de seguridad

- La tarjeta puede ser cambiada por cualquier persona que la tenga, por lo que se recomienda que sea discreto.
- Cuide muy bien su tarjeta ya que en caso de extravío la Cruz Roja no dispone de más para reponerla.
- Si requiere ayuda para realizar las compras, hágalo acompañar de una persona de su confianza.

En el almacén

- Diríjase al personal identificado en dado caso que requiera de asesoría sobre los artículos.
- Cuide bien de su tarjeta al momento de realizar las compras.
- Respete su turno esperando con una distancia prudente.

Los almacenes el Colono Construcción también quisieron brindar el apoyo a todas las familias seleccionadas por el programa, y han aportado:

- Transporte gratis a una distancia no mayor a 20 kilómetros y con un tiempo de entrega aproximado de 4 días.
- También aportaron un 5% al monto de las tarjetas de cada beneficiario.

Que pasa si tiene algún inconveniente o alguna duda

La Cruz Roja Costarricense ha habilitado el siguiente número telefónico para apoyarlos en caso de tener algún problema técnico con la tarjeta o para expresar cualquier inquietud:

8802-9793 / 8609-0174

El horario de atención será de Lunes a Viernes de 8 a.m. a 6 p.m. ya sea por llamada telefónica, mensaje de texto o WhatsApp.

Tarjeta de ayuda válida para compras en Colono Construcción. Vence el 31/12/21

Example of electronic card and instructions for use for the purchase of materials for home repair.

Source: CRRC

Press releases:

<https://www.facebook.com/media/set/?vanity=DinagerCR&set=a.961318161064573>

<https://www.facebook.com/media/set/?vanity=DinagerCR&set=a.974527096410346>

<https://www.facebook.com/140032002832088/posts/1751409771694295/>

<https://www.periodicomensaje.com/otras/social/6143-cruz-roja-costarricense-lleva-ayuda-humanitaria-a-comunidades-tras-paso-de-eta>

Challenges and lessons learned

Per recommendation of IFRC Logistics Unit, the process to acquire the cards (electronic vouchers) was carried out twice, which delayed start-up. The cards' activation, which had been set for 24 December, had to be pushed back to December 28 because the provider had closed its offices.

Another challenge encountered was that both the initial data regarding the emergency and the forecasts predicted a large number of affected communities. However, once on the ground it was found that while many were in fact affected, most, unlike in other emergencies, were remote communities with small populations, which required more logistics and time to reach them.

Furthermore, various government institutions were quick to respond to the most affected communities, so the population was already tired of answering surveys.

These challenges were overcome by going door-to-door in communities to better assess and identify beneficiaries.

Given that these are remote, low-income communities, the CRC assisted community members by providing transport to the stores where they could redeem their cards and then back to their homes with their purchases.



Livelihoods and Basic Needs

People reached: 1,682

Men: 890

Women: 792

Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of families whose livelihoods are strengthened through access to food.	500	500

Livelihoods and basic needs Output 1.1: Basic needs assistance for livelihoods security including food is provided to the most affected communities

Indicators:	Target	Actual
# of families who receive food assistance through vouchers	500	500

Narrative description of achievements

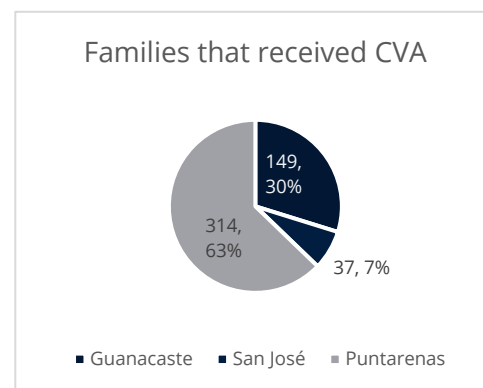
This activity included tours (carried out in December) to identify beneficiaries in Guanacaste, San José, Puntarenas and the southern areas of the country.

Activities were successfully completed in each region thanks to the support provided by the Auxiliary Committee and their staff and volunteers.

Beneficiaries were given a card (electronic voucher), which they could exchange at a specific store. The amount on the card was CHF 123, and was established on the basis of the cost of 2 basic baskets.

The tables below provide a list of the communities benefitted with food cards, by region:

Region	Canton	# of communities	# of families assisted
Guanacaste	Cañas	1	26
	Hojancha	2	27
	Nicoya	1	2
	Santa Cruz	11	94
San José	Acosta	4	37
Puntarenas	Corredores	6	77
	Golfito	5	22
	Osa	10	196
	Parrita	2	13
	Quepos	1	6
Totals		43	500





Card distribution in Finca la Ligia, Parrita, January 2021
Source: Costa Rican Red Cross

Recomendaciones Generales

- Siga todas las recomendaciones brindadas por el Ministerio de Salud para prevenir el contagio de la COVID-19:
- Utilice correctamente el cubre bocas
- Realice un adecuado lavado de manos antes, durante y después de las compras
- Realice una lista de artículos que usted requiere, para facilitar la compra.
- Para que no quede un saldo en su tarjeta, puede realizar la compra por un monto mayor del cargado a la tarjeta, pero tienen que considerar que la diferencia usted la debe pagar.

TARJETA DE AYUDA HUMANITARIA Emergencia Huracán Eta - 2020

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Esta tarjeta está destinada para la compra de alimentos, artículos de higiene o limpieza que requiera en el hogar.

Uso exclusivo en:

PAH Walmart MaxiPal MasIntegro

Cruz Roja Costarricense

Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja

Como se utiliza la tarjeta

- La tarjeta se activará 24 horas después de haberla entregado.
- Será cargada una única vez con un monto de **€81,880.00**
- Las tarjetas solo se pueden utilizar en los supermercados PAH, Maxi Pal, Mas x Menos, Walmart, busque el más cercano a usted.
- Puede hacer uso de la totalidad del dinero cargado en la tarjeta. El establecimiento no realizará devoluciones de saldos ni se podrá canjear las tarjetas por efectivo.
- Una vez utilizada su tarjeta esta quedará inactiva. No se realizarán más cargas.
- La tarjeta quedará inactiva el martes 2 de febrero del 2021, por lo que la debe utilizar antes de esa fecha.

tarjeta regalo

Información de seguridad

- La tarjeta puede ser cambiada por cualquier persona que la tenga, por lo que se recomienda que sea discreto.
- Cuide muy bien su tarjeta ya que en caso de extravío la Cruz Roja no dispone de más para reponerla.
- Si requiere ayuda para realizar las compras, hágase acompañar de una persona de su confianza.

En el almacén

- Diríjase al personal identificado en dado caso que requiera de asesoría sobre los artículos.
- Cuide bien de su tarjeta al momento de realizar las compras.
- Respete su turno esperando con una distancia prudente.

La Cruz Roja Costarricense confía en que se realizará un uso correcto de esta tarjeta por lo que no se pueden comprar artículos como: cigarrillos o licor, ya que estos están restringidos en el pago con esta tarjeta.

Que pasa si tiene algún inconveniente o alguna duda

La Cruz Roja Costarricense ha habilitado el siguiente número telefónico para apoyarlos en caso de tener algún problema técnico con la tarjeta o para expresar cualquier inquietud:

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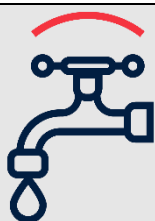
Example of electronic card and instructions for use for the purchase of food and other basic needs.
Source: CRRC

Challenges and lessons learned

- A supplier that fulfilled requirements was identified for the cards' (electronic vouchers) acquisition; however, it was not possible to contract this supplier directly from the beginning. The first bidding process

held to this end failed to attract bidders, so, on the recommendation of IFRC Logistics Unit, a second bidding process was held - with the same result. When a third bidding process was recommended, an exception was requested to enable a direct purchase. The authorization to do so arrived on 24 December, but the NS's administrative structure had left for the holidays, so the cards were finally acquired on 4 January and delivered on 8 January.

- Similarly to the challenges described in the Shelter section, most affected communities were remote and difficult to access, other government institutions had already responded, so a door-to-door approach was taken to better assess and identified beneficiaries.
- There was a problem with the provider's card platform that affected all Latin America. We were made aware of the issue thanks to the two telephone lines enabled both to keep in touch with beneficiaries and to keep them informed of any developments. We reported the problem to the provider, which was fixed within 24 hours.



Water, Sanitation and Hygiene

People reached: 5,242

Men: 2,709

Women: 2,533

WASH Outcome 1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# of families with improved access to drinking water	1,500	1,490

WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
# of assessments	3	3

WASH Output 1.2: Daily access to safe water which meets Sphere and WHO standards in terms of quantity and quality is provided to target population

Indicators:	Target	Actual
# of families who receive a household water filter.	1,500	1,490
# of wells cleaned	100	105

WASH Outcome 2: Sustainable reduction in risk of waterborne and water related diseases

Indicators:	Target	Actual
# of families reached with hygiene promotion campaigns	1,500	1,490

WASH Output 2.1: Hygiene promotion activities are provided to the entire affected population

Indicators:	Target	Actual
# of families reached with hygiene promotion campaigns	1,500	1490

Narrative description of achievements

WASH Output 1.1:

Through the diagnosis carried out by the institutions in charge of water supply at the community, regional and national levels, communities were identified that had affected their water sources, where the risk of contamination was quite high, and those whose water sources were still a well or a river. These were the communities selected to address the issue of water and sanitation.

The Selection Criteria used were by communities:

- 1 - Communities located in the cantons within the Declaration of Emergency.

2 - Communities whose main water source has been affected by the emergency.

3 - Communities where their main water source is a well or they take water from a river.

Communities were visited in December 2020 to identify the issues there, and the communities targeted for WASH activities were constantly monitored.

Said issues were monitored via the community, municipal and national institutions tasked with addressing them.

WASH Output 1.2:

A total of 83 communities in 8 cantons in 2 regions in the country received water filters. During distributions, beneficiaries were given a talk on how to use and assemble the filters. This was done in small groups for safety reasons; therefore, the process took longer than expected, as it required greater logistical efforts and time in the communities.

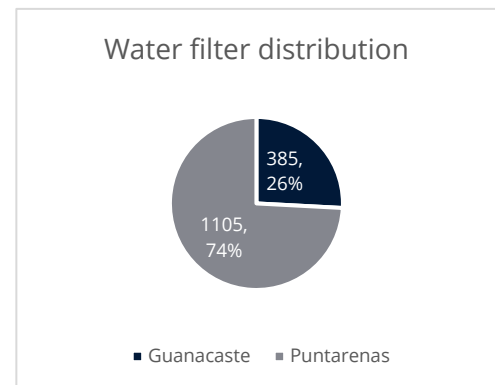
All the necessary COVID-related protection measures were taken during the distribution process, such as physical distancing and use of personal protective equipment, both by beneficiaries and institutional staff.

Only 1,490 of the 1,500 filters were distributed, as two filtration cartridges were damaged and one box with eight cartridges was lost during transport to a hard-to-reach community.

Many of the targeted communities had already received filters from Red Cross during previous emergencies. Many still had them, the problem is that, according to the manufacturer, the cartridges need to be replaced after one year and these replacement cartridges are not sold in the country. Beneficiaries have been asking where they can purchase replacement cartridges.

The following table lists the filters distributed, by community:

Region	Canton	# of communities	# of filters distributed
Guanacaste	Hojancha	8	140
	Carrillo	3	56
	Santa Cruz	17	189
Puntarenas	Corredores	27	586
	Coto Brus	1	1
	Golfito	15	235
	Parrita	3	69
	Quepos	3	125
	Osa	6	89
	Totals		83



Well cleaning

Damage to wells was identified in two specific regions - southern Costa Rica and Guanacaste and were cleaned in that order.

The cleaning of the wells in southern areas was supported by the Ministry of Health in Corredores, which in the past has assisted Red Cross in this regard during other projects by providing personnel, equipment and vehicles. Activities included supporting the Ministry of Health with the necessary supplies to keep their bilge pumps fully functional to enable them to continue with their well cleaning activities. Video:

<https://fb.watch/5MJRSM6On7/>

In Guanacaste, the operation was assisted by staff trained in WASH issues in order to support communities and refresh knowledge.

The table below shows the wells cleaned, by community:

Region	Canton	# of communities	# of wells cleaned
Guanacaste	27 de abril	1	19
	Cuajiniquil	1	13
	Puerto carrillo	1	1
Puntarenas	Corredores	8	52
	Guaycara	2	7
	Laurel	1	12
	Parrita	1	1
Totals		15	105

During this activity, it was found that many of the communities that had historically used wells now received their water via aqueducts, which is a positive aspect because it improves families' living conditions.



*Well cleaning in Cangrejo Verde, Laurel – February 2021
Source: Costa Rican Red Cross*

Output 2.1:

Hygiene promotion activities were addressed through talks and distribution of materials during filter distributions and well cleaning. These sessions were conducted with a CEA approach and were an opportunity to remind people of the measures that needed to be taken to address the COVID-19 pandemic. Some of the materials produced to carry out these sessions are shown below:

La primer filtrada podría tener un sabor diferente al acostumbrado.



FILTRO PARA AGUA

- El filtro de cerámica para agua potable que elimina el 99.9% de las bacterias patógenas causantes de enfermedades como el cólera y ayuda a prevenir diversas infecciones estomacales, problemas renales, cáncer y males coronarios. Además, elimina el cloro, mejora el sabor y el olor del agua.
- Proporciona hasta 20 litros de agua potable al día (1 litro x hora) y puede ser lavado más de 100 veces.



"Cuando conservas el agua, conservas la vida"



Cruz Roja Costarricense

FILTRO PARA AGUA
Emergencia Huracán Eta - 2020

ATENCIÓN: No utilizar jabón u otro componente para su limpieza.

¿Cómo potabilizar el agua?

Cloración de Agua de Pozo antes de consumir

Use para purificar el agua contaminada o de dudosa procedencia, para evitar enfermedades.

	Cloro comercial al 3.5%	Cloro comercial al 6%
5 litros	5 Gotas (0,5ml)	3 Gotas (0,3ml)
18 litros	2 ml	1,2 ml
150 litros	15 ml	9 ml
1.000 litros	100 ml	60 ml

Luego de mezclar el agua a desinfectar con la dosis de cloro recomendada, tapar el envase, agitar y esperar 30 minutos antes de consumir.

RECUERDE: Guardarlas en un lugar seguro y seco, lejos del alcance de los niños y animales.

En caso de contacto accidental o intoxicación llamar a

Emergencias 9-1-1



Cruz Roja Costarricense

Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja

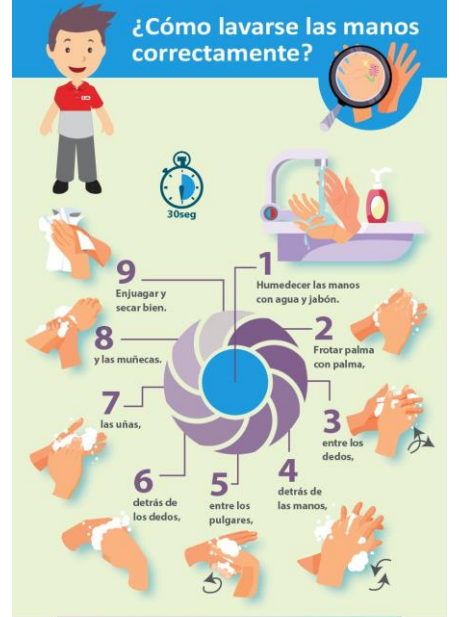
Recomendaciones Generales para el cuidado de su pozo



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¿Cómo lavarse las manos correctamente?



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Diarrea

¿Cómo se adquiere?

- Cuando se consumen alimentos contaminados.
- Cuando se consume agua contaminada de pozos, ríos o acueductos.

Cuando no se lavan las manos después de ir al servicio sanitario o letrina, después de cambiar mantillas, después de atender a las personas enfermas con diarrea o después de meter las manos en agua contaminada y luego tocar los alimentos u objetos).

Síntomas



¿Qué hacer cuando se tiene diarrea?

Ingerir más líquido de lo acostumbrado, suero oral, refrescos naturales, atoles de arroz o agua de arroz, cebada maiz u otro cereal.

Alimentarse con más frecuencia y en pequeñas porciones. Si prefiere, muele o licue los alimentos.

No tomar sopas de paquete, líquidos azucarados, bebidas gaseosas, agua pura, ni purgantes; estos favorecen el cuadro de diarrea.

Si el niño toma leche materna, esta NO debe suspenderse. Recuerde, los niños menores de seis meses deben tomar solo leche materna.

En niños de 6 a 24 meses, se debe continuar dando alimentos limpios y frescos (recién preparados). Si todavía amamanta, continúe dándole leche materna.

No use o restrinja al máximo el uso de los biberones y chupetas.



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Prevenga la Deshidratación

"Vigilar especialmente a los niños y a los ancianos por si presentan signos de deshidratación y si esto sucede consultar al médico."

Preparación del Suero Oral:



Siempre es preferible el uso del sobre de Suero Oral, sin embargo se puede elaborar un Suero Oral Casero, siguiendo estos pasos:



El suero se debe tomar cada media hora o cada vez que se presentan deposiciones.

Si el enfermo vomita, esperar 10 minutos y luego continuar con la administración del suero de rehidratación oral con más lentitud.

Cruz Roja Costarricense

Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja

Prevenga la Deshidratación

¿Cómo evitar las enfermedades que transmiten los animales domésticos?

Los hábitos de higiene y la tenencia responsable de animales son claves para la prevención de estas enfermedades.

Lo más importante es que los animales no vivan o duerman en el mismo lugar que las personas, ellos deben tener su lugar propio en la casa o fuera de ella.

Muchas de las enfermedades pueden evitarse cuando se siguen medidas adecuadas en la convivencia con animales. Para esto es necesario:



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Hygiene promotion talks in Corredores, Puntarenas – January 2021
Source: Costa Rican Red Cross

Challenges and lessons learned

- One of the challenges encountered was the limited availability of personnel to support the activities during the week and performing them only on weekends was not enough time to execute them.
- The communities that still have wells in many cases are difficult to access, requiring adequate equipment and vehicles, as well as time. However, many of the communities that had wells now have aqueducts, which is positive.
- During several projects different types of filters have been distributed, but there are no spare parts for the "filter candles" which are not sold in the country and the beneficiaries always ask where they can buy them when the filter has reached its useful life.

International Disaster Response

Outcome S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Output S1.1.1: National Societies have effective and motivated volunteers who are protected.

Indicators:	Target	Actual
# of volunteers that receive safety and wellbeing trainings and PPE	50	130
# of volunteers that receive PSS	50	130

Outcome S2.1: Effective and coordinated international disaster response is ensured

Output S2.1.1: Effective and respected preparedness for effective response and surge capacity mechanism is maintained

Indicators:	Target	Actual
One lesson learned workshop carried out	1	1
# of monitoring visits by IFRC	3	-
Narrative description of achievements		
<p>Outcome S1.1:</p> <p>Before undertaking the various activities in the targeted areas, volunteers were given a talk on the activity to be implemented, security issues and the necessary COVID-19 prevention measures.</p> <p>Staff was also provided with the personal protective equipment required for the activity to be implemented (WASH, CVA) and additional face masks were provided to Auxiliary Committees to continue activities.</p> <p>Outcome S2.1:</p> <p>The lessons learned workshop was conducted in two phases in order to avoid conducting activities with a lot of staff members:</p> <p>Phase 1: Involved central-level administrative, financial and operational personnel, who during half a day analysed the project's timeline and identified improvement options and actions to be replicated. Among the improvements mentioned were having a more streamlined purchasing process (an implementation time issue) and expediting payments to suppliers. 20 individuals participated.</p> <p>Phase 2: Involved staff from the auxiliary committees, who for a day and a half identified lessons learned to implement in future projects. Suggestions included improving internal communication and having volunteers participate in the committees. 21 individuals participated.</p> <p>https://www.facebook.com/140032002832088/posts/1793141370854468/</p> <p>Monitoring visits by IFRC were not possible to carry out due to COVID-19 restrictions, and monitoring activities were done remotely.</p>		

D. FINANCIAL REPORT

Please see the attached [Financial Report](#).

Note: The Costa Rican RC works under Fund Transfer (WWPP modality), which is accounted under the "cash transfer" expense line in the IFRC financial report. The table below indicates how that amount was spent by the National Society:

Expense category	Amount
Personnel	CHF 8,773.63
Relief supplies, transportation and storage	CHF 176,500.45
Other direct costs	CHF 44,495.22
TOTAL	CHF 229,769.30

Reference documents

Click here for:

- [DREF Plan of Action](#)
- [Operation Update no. 1](#)

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How we work

All IFRC assistance seeks to adhere the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief, the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable, to **Principles of Humanitarian Action** and **IFRC policies and procedures**. 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

Selected Parameters			
Reporting Timeframe	2020/11-2021/06	Operation	MDRCR018
Budget Timeframe	2020/11-2021/03	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 15/Jul/2021

All figures are in Swiss Francs (CHF)

MDRCR018 - Costa Rica - Hurricane Eta

Operating Timeframe: 11 Nov 2020 to 31 Mar 2021

I. Summary

Opening Balance	0
Funds & Other Income	345,645
DREF Allocations	345,645
Expenditure	-287,207
Closing Balance	58,438

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	133,445		133,445
AOF3 - Livelihoods and basic needs	79,982		79,982
AOF4 - Health			0
AOF5 - Water, sanitation and hygiene	92,069	40,940	51,129
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	305,495	40,940	264,555
SFI1 - Strengthen National Societies	30,246	716	29,530
SFI2 - Effective international disaster management	9,905	245,551	-235,646
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	40,151	246,267	-206,116
Grand Total	345,646	287,207	58,439

DREF Operation

Selected Parameters			
Reporting Timeframe	2020/11-2021/06	Operation	MDRCR018
Budget Timeframe	2020/11-2021/03	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 15/Jul/2021

All figures are in Swiss Francs (CHF)

MDRCR018 - Costa Rica - Hurricane Eta

Operating Timeframe: 11 Nov 2020 to 31 Mar 2021

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	42,000	35,745	6,255
Water, Sanitation & Hygiene	42,000	35,745	6,255
Logistics, Transport & Storage	3,000	2,681	319
Distribution & Monitoring	2,500	1,395	1,105
Logistics Services	500	1,286	-786
General Expenditure	9,300	1,270	8,030
Travel	6,000		6,000
Information & Public Relations	1,000	514	486
Office Costs	900		900
Communications	900		900
Financial Charges	500	756	-256
Contributions & Transfers	270,250	229,982	40,268
Cash Transfers National Societies	270,250	229,982	40,268
Indirect Costs	21,096	17,529	3,567
Programme & Services Support Recover	21,096	17,529	3,567
Grand Total	345,646	287,207	58,439