

www.ifrc.org  
Saving lives,  
changing minds.

# DREF Final Report

## Panama: Floods



<b>DREF operation</b>	<b>Operation n° MDRPA014</b>
<b>Date of Issue:</b> 17 March 2022	<b>Glide number:</b> <a href="#">FL-2021-000096-PAN</a>
<b>Operation start date:</b> 29 July 2021	<b>Operation end date:</b> 31 October 2021
<b>Host National Society:</b> Red Cross Society of Panama (RCSP)	<b>Operation budget:</b> 224,391 Swiss francs (CHF)
<b>Number of people affected:</b> 27,189 (5,437 families)	<b>Number of people assisted:</b> 4,495 (800 families)
<b>Red Cross Red Crescent Movement partners currently actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC), Canadian Red Cross Society, American Red Cross, and the International Committee of the Red Cross (ICRC).	
<b>Other partner organizations actively involved in the operation:</b> National Civil Protection System (SINAPROC), National Border Service (Senafrent), National Council for Sustainable Development (CONADES), Ministry of Culture, Ministry of Social Development, IDAAN, Ministry of Health (MINSAs), Ministry of Public Works, Panamanian Institute Autonomous Cooperative (IPACOP), Ministry of Housing and Land Use Planning (MIVIOT), Fire Department of Panama, Maritime Authority of Panama, Ministry of Environment (MiAmbiente), Ministry of Education (MEDUCA), Social Security Fund, National Customs Authority, Naturgy, and Civil Protection National System, among others.	
<b>The Red Cross Society of Panama spent a total of 205,411 CHF. The remaining balance of 18,980 CHF will be returned to the Disaster Relief Emergency Fund.</b>	
<i>The major donors and partners, of the Disaster Relief Emergency Fund (DREF) included 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 RCSP, would like to extend thanks to all for their generous contributions.</i>	

< For the Final Financial Report, click [here](#). For contact information, click [here](#). >

## A. SITUATION ANALYSIS

### Description of the disaster

On 23 July 2021, heavy rains were reported in several provinces of Panama, causing severe flooding, especially in the Province of Bocas del Toro (Changuinola; Almirante and Chiriquí Grande), Chiriquí and the Ngäbe-Buglé Comarca. According to data from the National Civil Protection System (SINAPROC), 35 communities were affected. Approximately 5,435 houses were directly affected, 27,189 people were affected, one person died, and 858 people were relocated in collective centres.

All rivers and streams in the province of Bocas del Toro reported their maximum level, causing major flooding, landslides that caused road blockages and collapse of roads, falling trees, affected, and destroyed houses, especially in areas surrounding the Sixaola river. According to official hydro-meteorological data, rainfall accumulations of approximately 300 mm were recorded in the affected areas in the province of Bocas del Toro.

Due to the severity of the floods, on 23 June SINAPROC declared a red alert for the Province of Bocas del Toro and a yellow alert for the Provinces of Chiriquí, Veraguas, Herrera, Los Santos, Colón, Coclé and the Ngäbe-Buglé region. Colón, Coclé and the Ngäbe-Buglé Comarca.<sup>1</sup>

### Summary of response

#### Overview of Host National Society

The RCSP put the 23 local committees in the country's ten provinces on alert and activated specialised volunteers. The RCSP mobilised seven volunteers' members of the Regional Intervention Team (RIT) and 50 members of its National Response Team. It also mobilised teams to identify and record information using the Open Data Kit (ODK) in the affected communities. The RCSP activated volunteers with specialisations in health; water, sanitation, and hygiene (WASH); psychosocial support (PHC) through its PHC team; livelihoods, migration, and ten epidemic control volunteers who the Ministry of Health previously trained. The RCSP deployed one assessment specialist, two PHC specialists, ten emergency response volunteers, two RFL specialists at the beginning of the operation.

From 26 to 28 July 2021, the RCSP maintained a rotation of 50 staff activated at the HQ level, starting the Collection Centre and another 25 volunteers at the branch level to contribute to the local response. RCSP responded with its local committee in the Bocas del Toro area (Changuinola and Isla Bocas with 26 volunteers directly supporting the local committee's response actions) and from the national headquarters.

As part of the initial response, the RCSP undertook the following actions:

- First aid assistance to people in collective centres.
- Supports first-aid work.
- Support for the census of the population in the shelters.
- Activation of the National Stockpile Centre for 3 days.
- Collection and delivery of food assistance.
- Support for damage assessment with the joint task force.
- Participation in the Inter-institutional EOC in the province of Bocas del Toro.



*Photo: Homes affected by flooding in the Panama-Costa Rica border area. Source: Red Cross Society of Panama (RCSP), July 2021.*

<sup>1</sup> [SINAPROC](#).

- Displacement of 1 EDAN specialist.
- Displacement of 2 specialists in Psychosocial Support.
- Secondment of 2 specialists in the reunification of family ties.
- Displacement of 1 specialist in security for volunteers.
- 3 vehicles on the ground to support actions.
- Mobilise humanitarian aid (blankets, personal hygiene kits) for people in collective centres.
- Mobilisation of ODK teams for the census in affected communities.
- Reports published on the GO platform.

The RCSP worked closely with the State emergency teams, the EOCs and the Presidency's joint task force for this emergency, in addition to maintaining a presence in the Bocas del Toro Provincial EOC.

In addition to this operation, the RCSP implemented two additional emergency operations:

- IFRC COVID-19 Emergency Appeal for the Americas: aligned with the [global COVID-19 Emergency Appeal](#).
- Response to the migration crisis in the province of Darien with IFRC financial support. DREF Population Movement [MDRPA015](#).

These two operations have strengthened the National Society's response capacity, worked in border areas, and coordinated with local actors. The lessons learned experience of the previous Flood response made it possible to organise this operation's activities and include strengthening activities for the response.

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

The IFRC Americas Regional Office, through the Regional Logistics Unit (RLU) based in Panama, supported the logistical processes of this operation. The RLU coordinated its actions with the IFRC Regional Office's Disaster and Crisis Prevention, Response and Recovery Unit (DCPRR), which provides technical support and coordination for this emergency response. The IFRC RLU provided logistical support by assisting with the tendering of food kits to assist 500 families.

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

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

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

SINAPROC: activated the Emergency Operations Centre at the regional level in the area on 24 July 2021, to coordinate all entities to implement the necessary responses and assistance to keep the emergency under control.

The National Border Service (SENAFRONT): Supported with the delivery of 4,000 bags of food from the Panama Solidarity Plan to families affected by the flooding of the Sixaola River (Bocas del Toro). It also supported in the distribution of water to those affected by the floods in Guabito.

The Instituto de Acueductos y Alcantarillados Nacionales (IDAAN): carried out a water distribution operation using water tankers while conditions were monitored to allow activities to resume.

Technical Water Board: delivered water, food and necessities.

Ministry of Public Works: carried out monitoring road damage caused by the weather conditions that persisted in the country. Because of the landslides on the road to Las Delicias, work was carried out with machinery to clear the roads.

Ministry of Housing: carried out censuses and delivered food bags to affected families. In addition, they provided social and technical reports to families affected by the floods.

Panama Fire Brigade: carried out evacuations, search, and rescue of affected people.

The Ministry of Agricultural Development (MIDA): assessed losses in the agricultural sector in the Almirante and Changuinola sectors and evaluated the means of transport and agricultural damage and coordinated actions to offer support to producers whose production areas were affected in the province of Bocas del Toro by delivering a series of inputs and tools for an approximate amount of 100,000 balboas (PAB).<sup>2</sup>

Ministry of Education (MEDUCA): set up schools as collective centres.

National Naval Air Service (SENAN): provided operational support with maritime and air logistics to reach areas of difficult access, provided support in the transfer of food for families affected by the floods.

Ministry of Health and Social Security: conducted swabs of the population housed in the collective centre and maintained monitoring of the health of the sheltered population.

Ministry of Social Development (MIDES): was responsible for ensuring the feeding of the people in the collective centres.

The office of the First Lady, together with the MIDES, delivered to the collective centres:

- 135 mattresses
- 217 cans of powdered milk for babies
- 52 disposable wipes for babies
- 100 underwear (50 adults and 50 children)
- 3 bags of food per collective centre per day.

## **Needs analysis and scenario planning**

The Joint Task Force reported 27,189 people affected by the rains that left 27 Bocas del Toro province sectors flooded.

Bocas del Toro figures:

- 5,435 houses affected
- 11 landslides
- 37 rescues carried out in various sectors.

**Shelter**: Initial assessments showed a total of 5,435 homes affected. Flooding, landslides and strong winds damaged the houses. According to reports from the National Civil Protection System, more than 27,000 people were affected by flooding, and 515 people were sheltered in the 11 centres set up to provide shelter for the affected population in Almirante and Changuinola, and 31 communities were reported affected. Many families moved in with relatives or provisional houses, but by 10 September 2021, all families had returned to their homes.

Although the government distributed mattresses, the affected population required additional assistance to meet their basic needs, such as household items (blankets, personal hygiene items, among others). Support for the clean-up and rapid repair of affected houses was also identified as a priority, facilitating the return of most of the sheltered people in collective centres.

---

<sup>2</sup> [Panamá America. Mida aporta \\$100 mil a productores bocatoreños afectados por las inundaciones. 9 August 2021.](#)

The indigenous population of the provinces of Bocas del Toro, Chiriquí, and Veraguas (Comarca Ngäbe-Buglé), which have a high percentage of the rural population, was affected. Damage and needs assessments identified 300 families requiring support with household items.

**Health:** The Social Security Fund (Caja de Seguro Social-CSS) carried out swabs to detect COVID-19 and provided medical attention to the affected population in two of the collective centres in the communities of Almirante and those affected in the 4 de Abril neighbourhood.

While first aid was provided to the people in the collective centres, it was necessary to provide essential health support in the collective centres, including when they return to their homes. The affected people required psychosocial support to reduce the stress of this emergency on their mental health.

The floods also caused latrines to overflow, contaminating water sources leading to diarrhoea and other diseases. Screening, information, and protection measures were required in the temporary collective centres to reduce the risks of COVID-19 infection. Physical distancing, distribution of personal protective equipment (PPE), hygiene promotion and dissemination of key messages were included to complement the vaccination campaign that the government carried out. The Ministry of Health carried out swabs in the established collective centres to ensure the isolation/care of possible COVID-19 cases.

It was required to conduct an awareness campaign in the communities regarding personal protective equipment, masks, and alcohol gel to support the health actions. For more up-to-date information related to COVID-19 in Panama, please visit the [MINSA COVID-19 page](#).

**Water, Hygiene and Sanitation (WASH):** During the first days of the rains, turbidity was reported in the water plants in Changuinola and drinking water supply and hygiene was required in targeted areas to mitigate waterborne diseases and meet the population's basic needs in the area.

IDAAN and the Technical Water Board of the province of Bocas del Toro requested the Red Cross Society of Panama to assist with installing two water tanks to supply drinking water to more than 150 families in a community in the District of Changuinola. This request was made because the RCSP supported the affected communities in the area during the Hurricanes Eta and Iota emergency.

**Livelihoods:** Panama is currently suffering from the economic effects of the COVID-19 outbreak. The primary sources of livelihood in the provinces of Bocas del Toro are agriculture and livestock. Mainly due to the banana plantations located in the area. Livelihoods have been affected (loss of crops, animals); points in the river basins have flooded banana plantations and cattle ranches, among others.

Heavy rains and flooding affected much of the soil, which affected agriculture in the area. According to rapid assessments, it was decided to support 500 families located in the border areas who lost their crops and sources of income and needed to cover their food needs.

**Protection, Gender and Inclusion (PGI):** According to the last census carried out in Panama, the Ngöbe-Buglé, also known as the Guaymi, are the largest indigenous group, accounting for 65.5% of the entire indigenous population in Panama. In Bocas del Toro, these groups represent the Ngäbes (57.3 %), the Buglés (2.1 %), and the Naso Tjerdi (2.9 %). They live primarily in the eastern provinces of Bocas del Toro and Chiriquí, in mountainous areas, with significant limitations for agricultural production.

Women and vulnerable groups have differentiated impacts in Panama. Women are the first responders as paid domestic workers (domestic workers) or unpaid domestic workers (housewives), health professionals, civil society volunteers, community volunteers, and paid or unpaid caregivers. The [gender inequality index](#) in the country is 0.58, and 0.87 in indigenous areas, giving an average of 0.73 and qualifying Panama as a country with high gender inequality. Before the COVID-19 pandemic, approximately one in five people in Panama was in a situation of

multidimensional poverty. But for the indigenous population, the incidence of multidimensional poverty is extremely high: 93.7% of Guna women, 89.8% of Ngäbe Buglé women and 70.9% of Emberá women were in multidimensional poverty. Similarly, this poverty affects one-third of children and adolescents. In the indigenous regions, 5.6 per cent (24,998), 24.9 per cent (112,857) and 1.4 per cent (6,313) of children and adolescents are in multidimensional poverty<sup>3</sup>.

Training volunteers and National Society staff and reinforcement of PGI activities were considered and included in the plan to support the intervention carried out.

### Risk Analysis

While the rainy season in Panama continued, no unusual events affected the operation. The National Society's emergency response considered the current COVID-19 pandemic risk context, ensuring the use of biosecurity and personal protective equipment for both staff and the target population.



*Needs assessment, Puente Blanco community. Source: RCSP, August 2021.*

## B. OPERATIONAL STRATEGY

### Proposed strategy:

RCSP aimed to contribute to the national response to the floods and landslides affecting the province of Bocas del Toro, providing emergency needs support to 800 affected families (4,000 people) in the areas of health, livelihoods and basic needs, water, sanitation and hygiene, shelter and protection, gender, and inclusion.

The proposed strategy was based on permanent coordination with the national EOC established by SINAPROC. Communities and needs were jointly identified in coordination with the provincial emergency operations centre and municipal authorities to ensure no duplication of efforts.

RCSP established the following criteria for selecting and prioritising the affected population:

- Families most affected by the floods, including those who have suffered the most damage to their homes and are currently in collective centres in the province of Bocas del Toro.
- The most vulnerable population groups, including single-parent families, older adults, pregnant women, children under five and persons with disabilities and indigenous people in the community.
- Households that have not been reached by humanitarian aid from the state and other actors.

These selection criteria were always applied during the assessment, selection, and registration processes. At the time of the house-to-house assessments, it was identified that there were families with more than five members, and several families were living in one household, mainly in the community of Nueva Generación. A small adjustment was made to include extra kits with the allocated budget for these families.

Targeted families:

Villages	Communities	Families	People
Changuinola	Anaconda	124	620
Barrio Guaymí	Barriada Guaymie	143	715
	Nuevo Paraíso	85	425

<sup>3</sup> [INEC. Población Indígena.](#)

	Quebrada Nigua	33	165
Guabito	Nueva Generación	136	680
	Puente Blanco	111	555
	Las Brisas	96	480
	California	115	575
<b>Total</b>		<b>843</b>	<b>4,215</b>

## Operation Support Services

### Human Resources

The National Society recruited four people to implement the activities:

- 1 DREF operations coordinator
- 1 finance officer
- 1 field officer
- 1 logistics officer

The activities were implemented through the mobilisation of volunteers trained by the RCSP:

- 26 volunteers (from the Changuinola committee)
- Team of psychosocial support specialists
- National Intervention Team specialists
- Community-based Health and First Aid (CBHFA) and livelihoods specialists
- Communications staff
- WASH specialists from the National Intervention Team (NIT).

All staff and volunteers had insurance coverage already funded through another operation. They were provided with the necessary visibility and protective equipment, including COVID-19 specific equipment, to carry out their actions.

### Logistics and Supply Chain

The IFRC Regional Logistics Unit supported PPE procurement, household items, and food kits. The RCSP overseed the procurement of goods and services, transport and storage. These processes were executed by the RCSP procurement department, following the National Society's procurement manual guidelines. Distributions were coordinated with the relevant institutions as required.

### Community Engagement and Accountability (CEA)

RCSP included the following CEA activities:

- Orientation of staff and volunteers
- Implementation of a feedback and grievance mechanism
- Coordination with local leaders, municipalities and Government
- Systematic community involvement

RCSP uses the CEA approach in programming and operations. The CEA approach is cross-cutting and is used in the activities carried out as part of the different intervention strategies. It seeks to integrate communication and participation of affected and target communities by training volunteers on the issue and then developing CEA actions in the affected communities.

Activities proposed as part of the CEA approach 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 media, small group sessions, newsletters and other risk reduction actions as rains continue in the areas.

**Security**

RCSP ensured that volunteers received appropriate training for their assignments. All staff and volunteers were briefed before the mission and received proper visibility and protective equipment.

RCSP also consistently applied COVID-19 protocols regarding the duty of care for staff and volunteers. The COVID-19 protocol also aimed to prevent contagion to the target population.


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

Progress and accountability reports were prepared and shared with IFRC. The National Society carried out weekly monitoring visits to the communities and shared updates with ARO.

**Administration and Finance**

The National Society provided administrative and financial support for implementing the activities through its headquarter and hired a finance officer to support the implementation of the activities under this operation.

**C. DETAILED OPERATIONAL PLAN**

	<p><b>Shelter</b>  <b>People reached: 3,046 (542 families)<sup>4</sup></b>                  Male: 1,584                  Female: 1,462</p>	
<p><b>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</b></p>		
<p><b>Indicators:</b></p>	<p><b>Target</b></p>	<p><b>Actual</b></p>
<p># of families provided with emergency shelter items, materials and/or tools to have a space that meets the minimum living conditions</p>	<p>300</p>	<p>542</p>
<p><b>Output 1.1: Shelter and settlements and basic household items assistance is provided to the affected families.</b></p>		
<p><b>Indicators:</b></p>	<p><b>Target</b></p>	<p><b>Actual</b></p>
<p># families provided with household items (at least one item)</p>	<p>300</p>	<p>542</p>
<p><b>Narrative description of achievements</b></p>		

<sup>4</sup> Although 300 kits of each item were delivered, the number of families reached has been higher because the items were distributed in different communities.

Shelter toolkits and kitchen sets were distributed after assistance for household cleaning and repair efforts were completed so that people housed in collective centres could quickly return home.

RCSP monitored the use of the distributed items and provided appropriate guidance and counselling. In addition, a telephone hotline was provided so that people reached who had any queries or complaints could make them through it.

### Coordination with local authorities and responding institutions

As actions were implemented at the community level, the RCSP held meetings with local authorities and response institutions, community leaders/people to be reached to involve them in the proposed actions.



Photos: Distribution and explanation sessions on using shelter kits in the Nueva Generación Community. Source: August 2021, RCSP.

Communities Reached	Kitchen Kits - Families reached	Shelter Tool Kits (including 2 tarpaulins) - Families reached	Blankets 2 per family - Families reached	Families reached <sup>5</sup>	People Reached
Anaconda	0	124	0	124	697
Nuevo Paraiso	85	0	0	85	478
Quebrada Nigua	33	33	0	33	185
Nueva Generación	95	95	95	95	534
Puente Blanco	87	48	110	110	618
Las Brisas	0	0	95	95	534
<b>Total</b>	<b>300</b>	<b>300</b>	<b>300</b>	<b>542</b>	<b>3,046</b>

### Procurement and distributions of 300 kitchen sets

300 kitchen kits were distributed to families assessed who lost their belongings due to water and mud in their homes due to flooding. The National Society provided appropriate guidance and counselling, monitored the correct use of the items distributed in the communities, maintained communication, and got feedback from the families assisted.

### Procurement and distributions of 300 shelter kits with instruction materials

300 shelter kits were provided to enable families to start repairing their homes, as many had lost all their belongings and needed to repair their houses to return home. Families were instructed on techniques to use the kits to make repairs safely and return to their homes.

### Procurement and distribution of 600 blankets (2 per family)

<sup>5</sup> The highest number of families reached per community has been consider for the calculation.

Initially, the blankets were intended for 300 families. With the help of donations from citizens and businesses, 99 additional families who were staying at the San San collective centre were supported. The blankets procured with DREF funds were distributed to 300 families at the community level, as not all affected families were able to be placed in collective centres despite their many needs.

### Design and implementation of a CEA plan and feedback mechanism related to shelter

As part of the CEA RCSP approach, the following activities were developed:

- Development of the CEA plan.
- Orientation of 26 volunteers on the approach.

Implement a feedback and complaints mechanism where a telephone line and email were set up where the assisted community could contact for advice or any complaint or suggestion.

Also, as part of the accountability plan, the project participated in a radio programme in Revista Radial Espacios, a radio station in the province of Bocas del Toro: [Link](#) and also, on the local channel Bocas TV.

### Challenges

Internal communication between the local committee and the emergency operations centre at the time of the emergency was complicated by signal problems. As the rains became more regular, communications improved.

The emergency operation was carried out only with volunteers from the Changuinola Local Committee as the nearest committee to support them is on an island, and the transport was expensive. The other committees are 5 hours away by road.

### Lessons Learned

- Develop standard assessment and prioritisation systems for emergency response.
- Promote advocacy processes for governmental support to the community.
- Improve communication channels with the communities.
- Improve prior knowledge of communities vulnerable to disaster risks.



## Livelihoods and basic needs

**People reached: 2,810 (500 families)**

Male: 1,461

Female: 1,349

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

Indicators:	Target	Actual
# of targeted households that have enough food, to meet their survival threshold	500	500

### Output 1.2: Basic needs assistance for food security is provided to the most affected communities

Indicators:	Target	Actual
# of families receive a food parcel for one month	500	500
# of families receive livelihoods guidance	500	500

### Narrative description of achievements

## Targeting and registration

As the actions were implemented at the community level, the Red Cross Society of Panama carried out assessments to determine the food needs, where meetings were held with community leaders/people to be reached to know their needs and the food they consume the most ensuring the dignity of humanitarian aid.

Once the assessments were completed, families that met the selection criteria were given a donation receipt card to keep track and ensure that deliveries reached the people who met the criteria.



Photo: Food delivery in the community of Las Brisas. Source: September 2021, RCSP.

## Procurement and distribution of food parcels to the affected population, ensuring needs are met for 1 month

Due to reports in the damage assessment of the need to support the diet of affected families, the National Society decided to include the delivery of food kits to supplement the nutritional requirements for one month for 500 families.

The food kits were scheduled to be delivered in two parcels. Each kit included: rice - 13.6 kg, lentils - 4.5 kg, vegetable oil - 3 lts, iodised salt - 1.8 kg, canned tuna - 1 kg, ground coffee - 400grs, rice flour - 1.4 kg, maize flour - 1.3, oat flakes, sugar - 1.6 kg, canned sardines - 900 grs, wheat flour - 4.5 kg, canned pork - 600 grs.

Thanks to the support of the RLU, the procurement of food for 500 families with DREF funds was carried out in two visits to the families, thus ensuring monitoring.

Communities	Distribution of food kits - Families reached	People Reached
Anaconda	124	697
Quebrada Nigua	33	185
Nueva Generación	136	764
Puente Blanco	111	624
Las Brisas	96	540
<b>Total</b>	<b>500</b>	<b>2,810</b>

In addition, the RCSP received personal contributions of food items in its collection centre and was able to deliver 124 additional food packages to the community of Las Brisas and Quebrada Nigua in the province of Bocas del Toro, which was one of the communities with the most vulnerable population group. Awareness-raising on livelihoods was carried out for the people reached while distributions were done.

## Challenges

The unfamiliarity of the food aid procurement process was a significant challenge, but thanks to the support of the RLU, the tendering of food for 500 families was completed promptly.

## Lessons Learned

- The first shipment of humanitarian aid should consist of water, food, and shelter for affected people.
- Develop critical guidance that specifies the purchases required by the type of emergency.
- Provide items or products to generate entrepreneurship in communities and study opportunities for affected people.



## Health

**People reached: 4,495 (800 families)**

Male: 2,337

Female: 2158

### Outcome 2: The immediate risks to the health of the affected populations are reduced through improved access to medical treatment

Indicators:	Target	Actual
# of people reached by RCSP with services to reduce relevant health risk factors	4,000	4,495

### Output 2.1: Improved access to health care and emergency health care for the targeted population and communities.

Indicators:	Target	Actual
# of health promotion campaigns/CBHFA sessions conducted	5	5
# of families that receive COVID-19 PPE kits	800	800
# of people receiving first aid services	50	76

### Outcome 6: The psychosocial impacts of the emergency are lessened

Indicators:	Target	Actual
# of people reached with psychosocial support	400	1,157

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

Indicators:	Target	Actual
# of people provided with PSS support	400	1,157
# of PSS kits are procured and distributed to the targeted population	400	750

### Narrative description of achievements

#### Coordination with the Ministry of Health regarding the health situation in the affected area

Meetings were held with MINSA to learn about the epidemiological situation regarding mosquito-borne diseases and COVID-19. Coordination was maintained to monitor data on COVID-19 in the areas to be worked to reinforce biosecurity measures for volunteers in the field.

#### Provision of first aid services in the affected areas and in the temporary collective centres (with RCSP funds)

Persons temporarily accommodated in collective centres required on-site first aid care, especially in COVID-19 and RCSP offered the service to reach 76 people.

#### Health Promotion campaigns in the affected areas, including CBHFA

Health campaigns were carried out in all the communities where the deliveries were made for the 800 families, where topics such as COVID-19 prevention, hand washing, oral health and mosquito-borne diseases were reinforced. In addition to these campaigns, health promotion fairs were held in Puente Blanco, Nueva Generación and Quebrada Nigua, which included blood pressure measurements.

#### Procurement and distribution of COVID-19 family PPE kits to affected households

It was necessary to reinforce COVID-19 transmission prevention and control measures because the community was not complying with government standards such as mandatory masks. RCSP volunteers conducted sensitisation on the correct use of masks and hand cleaning. All 800 families reached were provided with COVID-19 family PPE kits, which included a 24 oz. bottle of alcohol, 2 boxes of adult masks of 50 units and 2 boxes of child masks of 50 units.

#### Assessment and Identification of psychosocial support needs in the affected area

The stress, loss and grief that people have faced around COVID-19 added to the stress levels of this disaster. People in the affected communities and people in collective centres needed Psychological First Aid (PFA) and other PSS interventions to reduce the impact on their wellbeing and mental health.

As a first step, people with pre-existing mental disorders in treatment were identified to facilitate access to their medication by implementing a referral pathway to specialised mental health services.

PSS systems for volunteers and staff were implemented to protect their wellbeing as they were exposed to complex situations during evacuations or other interventions.

The PSS team conducted the assessment in both communities and collective centres and identified psychosocial support needs in the affected area focusing on the following specific objectives:

- Identify the basic needs of the population established in shelters and communities.
- Identify the psychosocial needs of the affected population.
- Verify the existence of a road map for mental health care in disaster events.
- Carry out activities with adults, children and response personnel in Psychological First Aid.

### **Provide PSS interventions to people affected by the disaster**

In all communities where distributions were made to the 800 target families, children participated in recreational, educational and emotion management activities led by volunteers specialised in PSS. Activities included games, dancing to nursery rhymes, balloon twisting, painting, hygiene promotion, team activities, drawing and working on the PSS book Learning Emotions. These activities provided a recreational space for children.

Community	Activity	Children reached		
		Boys	Girls	Total
La Brisas	Recreational activities and emotion management	55	50	105
Anaconda	Recreational activities	75	65	140
Puente Blanco	Recreational activities	57	59	116
Nueva Generación	Recreational activities	50	54	104
California	Recreational activities	60	50	110
Barriada Guaimy	Recreational activities	55	60	115
Quebrada Nigua	Recreational activities	24	34	58
Paraíso	Recreational activities	35	42	77
<b>TOTAL</b>		<b>411</b>	<b>414</b>	<b>825</b>

PSS activities were also carried out for children sheltered in collective centres.

District	Collective Centre	Activity	Children		
			Boys	Girls	Total
Changuinola	INADHE	Recreational activities	5	8	13

	Teobroma	Recreational activities and emotion management	25	33	58
	4 de abril	Recreational activities	19	19	38
Almirante	Estadio Celga	Recreational activities	2	6	8
<b>TOTAL</b>			<b>51</b>	<b>66</b>	<b>117</b>

Psychosocial support activities were carried out with adults in the community, with the participation of men and women, and talks and discussions were held on responsible parenthood, roles in the family, and managing emotions and feelings in the face of emergencies. Printed material was produced for the activities and included as part of the services provided.

These psychosocial support activities for adults took place in the communities of Las Brisas, Anaconda, Quebrada Nigua, Nueva Generación and Puente Blanco, with the participation of 95 people.

PSS activities were also carried out with adolescents, where they worked on the themes of healthy use of free time and care of their surroundings and environment. These themes were worked on with the adolescents through artistic workshops. The development of artistic workshops favours interaction and the creation of social spaces where knowledge can be built, creativity can be developed, and collaborative work can be promoted. These workshops were held in the communities of Las Brisas, Puente Blanco Nueva Generación and Quebrada Nigua, with the participation of 25 adolescents per community, for a total of 100 adolescents. A total of 100 adolescents participated.

The PSS team also worked on PSS debriefing with 20 volunteers (12 women and 8 men), discussing the self-care of the volunteers and allowing them to share their experiences and minimise the stress that they could potentially have.

### **Establish a 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**

Constant communication was maintained with the Ministry of Health in case there was a need for any referral, as it was crucial to ensure the continuation of adequate care for at-risk populations, such as children under five, pregnant and lactating women, people with disabilities and the elderly population with chronic diseases. In addition, a mapping of mental health resources in Changuinola and Almirante in the province of Bocas del Toro was carried out.

### **Procurement and distribution of 400 PSS kits for adults and children in emergency shelters**

The budget assigned for this activity permitted the distribution of PSS kits to 750 children, which contained bubbles, a colouring book, crayons, puzzles, sweets, cookies, and a ball.

Community	Activity	Children reached		
		Boys	Girls	Total
La Brisas	Recreational activities and emotion management	55	50	105
Anaconda	Recreational activities and emotion management	75	65	140
Puente Blanco	Recreational activities and emotion management	57	59	116
Nueva Generación	Recreational activities and emotion management	50	54	104

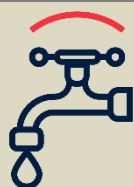
California	Recreational activities and emotion management	60	50	110
Barriada Guaimy	Recreational activities and emotion management	55	60	115
Quebrada Nigua	Recreational activities	26	34	60
<b>TOTAL</b>		<b>378</b>	<b>372</b>	<b>750</b>

### Challenges

The actions were developed during the pandemic, which led RCSP to reinforce biosecurity measures for the care of our volunteers and the population assisted. Also, this included community outreach on the proper use of face masks. People presented for distributions without face masks. They were sensitised on the importance of using face masks and were provided with PPE.

### Lessons Learned

- Identification of volunteers to respond to the emergency and availability of transport.
- Establish partnerships with local providers.
- Strengthen pre-existing capacities of response teams.



## Water, sanitation and hygiene

**People reached:** 3,754

Male: 1,952

Female: 1,802

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

Indicators:	Target	Actual
# of people improve their access to safe water and hygiene	4,000	3,754

### 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 people provided with safe water (according to Sphere and WHO standards)	4,000	3,754
# of households reached with jerrycans	300	300

### 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 households that receive a hygiene kit	800	800
# of households that receive a cleaning kit	500	500
# of households that receive mosquito nets (3 per family) and repellents (2 per family)	800	800
# of volunteers trained in vector management and control	50	15
# of vectors promotion campaigns	15	5

### Narrative description of achievements

#### Conduct WASH assessment in the affected area, including in the emergency collective centres

Attention was needed to reduce the proliferation of communicable diseases (dengue, chikungunya, Zika, malaria) following the floods.

The shortage of drinking water production and the malfunctioning of the sewage system increases the risk of incidence of waterborne diseases in the affected area. Hygiene in the flooded area is also a concern. Due to the damage to the water treatment plant, the affected population has no access to drinking water. To this end, 12 assessments were carried out in collective centres and affected communities.

### **Water distribution with the installation of two tanks in one community and monitoring of the quality**

According to the assessments, different strategies were carried out in the communities to provide safe water to 688 families (3,754 people).

Community	Families Reached	People Reached
Punta Domingo (Barrio Chino)	200	1124
Nuevo Paraíso	210	1180
California	115	646
Barriada Guaimy	143	804
<b>Total</b>	<b>668</b>	<b>3,754</b>

In Punta Domingo's (Barrio Chino) community, the Red Cross carried out water distribution by installing two tanks and monitoring the water quality. Since 29 July 2021, two 500-litre tanks have been installed to assist more than 200 families. Water distribution was maintained until 12 August, when the access to drinking water for the community was repaired, distributing more than 20,000 litres of water.

Drinking water was distributed in the community of Nuevo Paraíso to 210 families and Nueva California to 115 people. This was 15 litres per family per day, while the authorities were repairing the rural aqueduct and the main pipes of the IDAAN.

The RCSP supported the repair of the aqueduct system for access to drinking water in the community of Barriada Guaimy. The purchase of materials, mainly PVC and pipes, was carried out to rapidly repair the water intake in this community, where the community members themselves carried out the corresponding maintenance and had immediate access to drinking water.

### **Purchase and distribution of 600 jerry cans (2 per family)**

Two jerry cans were provided to 300 families to secure safe water at the distribution centres and store it safely at home. Key messages on the importance and proper use of water were provided during this distribution.

### **Procurement and distribution of hygiene kits, cleaning kits, mosquito nets and repellents**

All 800 families received the items except hygiene kits. Hygiene kits were delivered to communities where collective centres were established to support the hygiene of families being sheltered.

Distribution of items per community:

Community	Families	Hygiene kits distributed (1 per family)	Cleaning kits distributed (1 per family)	Families that received mosquito nets (3 per family)	Families that received repellents (2 per family)
Anaconda	124	124	-	124	124
Barriada Guaymie	143	143	-	143	143
Nuevo Paraíso	85	85	85	85	85

Quebrada Nigua	33	33	-	33	33
Nueva Generación	93	93	93	93	93
Puente Blanco	111	111	111	111	111
Las Brisas	96	96	96	96	96
California	115	115	115	115	115
<b>Total</b>	<b>800</b>	<b>800</b>	<b>500</b>	<b>800</b>	<b>800</b>

With the delivery of the items, campaigns were held with the families to inform the purpose, use and maintenance of the items.

### **Awareness campaigns on waste management, recycling and mosquito breeding prevention, community cleaning campaigns and hygiene promotion**

Hygiene promotion campaigns were carried out for the families in the communities affected by the floods. These campaigns were carried out through community fairs where educational workshops were held for adults and children, and information was provided through peer education, including taking blood pressure. In these sessions, people were taught the importance of handwashing and oral hygiene, including PPE use.

In addition, workshops were held on mosquito prevention, where they were made aware of the importance of cleanliness and community clean-up days, which included the elimination of mosquito breeding sites and the collection and disposal of waste.

These campaigns included awareness-raising on waste management, recycling and workshops on reusing materials to transform them into handicrafts and decorations.

### **Training for volunteers in vector management and control**

15 volunteers were trained in vector management and control to correctly handle information at the time of the informative meetings, promotions, campaigns, and delivery of articles in the affected communities.

### **Challenges**

At the beginning of the intervention, it was difficult to have safe access to the roads to deliver the water tanks when the community needed them. This was done in cooperation with a company specialised in cargo movement to reduce the risk to the institution's staff and vehicles.

### **Lessons Learned**

- Have more staff to be part of the emergency response design teams.
- Deliver the first delivery in the shortest possible time.
- Simplify processes to reduce turnaround times.



## **Protection Gender and Inclusion**

**People reached: 1,866 (332 families)**

Male: 970

Female: 896

<b>Outcome 1: Communities become more peaceful, safe and inclusive through meeting the needs and rights of the most vulnerable.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
PGI Minimum Standards for Emergency Situations implemented	Yes	Yes
<b>Output 1.1: Programmes and operations ensure safe and equitable provision of basic services, considering different needs based on gender and other diversity factors.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of staff and volunteers (disaggregated by gender and age) receiving training in PGI Minimum Standards.	100	30
<b>Output 1.2: Programmes and operations prevent and respond to sexual- and gender-based violence and other forms of violence especially against children.</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of people reached (disaggregated by sex and age) in protection services (key protection messages, information on referral systems).	4,000	1,866 (332 families)
# of staff and volunteers (disaggregated by sex and age) who receive sensitisation on internal referral mechanisms.	100	Not carried out.
<b>Narrative description of achievements</b>		
<p><b>Training on PGI issues and compliance with the PGI Minimum Standards with IFRC and National Society staff and volunteers (or integrate a day on the Minimum Standards into standard/sectoral training)</b>  With the support of the IFRC, training on Introduction to Gender Protection and Inclusion, Code of Conduct, and compliance with the PGI Minimum Standards were conducted for 30 staff and volunteers from the IFRC and National Societies.</p> <p>In addition, in conjunction with some of the activities, community sessions on PGI were held, reaching 1,866 people (332 families).</p> <p><b>Develop and include messages on GBV prevention and response in all community outreach activities</b>  Community spaces were established in the communities of Las Brisas, Nueva Generación and Anaconda, where they did not have communal spaces. The spaces were conditioned to hold their meetings, contributing to social cohesion and child protection, and spaces for children were enabled in all eight communities.</p> <p>The RCSP supervised the content for the indigenous population, many of whom were indigenous people and did not speak Spanish. Volunteers had the skills and provided support in translating to the communities.</p> <p><b>Map and make available information on local referral systems for any child protection and GBV issues</b>  This activity could not be carried out due to limitations in coordination and the complexity of the indigenous culture and the patriarchal system and local laws/customs.</p> <p><b>Provide Restoring Family Link services</b>  Restoring family links services was carried out in the temporary collective centres, assisting 56 people in contacting their family members.</p>		
<b>Challenges</b>		
Initially, the challenge was the native language of the indigenous people. However, it was identified that several volunteers were competent and were present in all the actions carried out in the communities.		
<b>Lessons Learned</b>		
<ul style="list-style-type: none"> <li>• Strengthen the previous capacities of the intervention teams.</li> <li>• Establish communication processes with the community.</li> <li>• Promote the implementation of actions without distinction or preferences, according to needs.</li> </ul>		

## Strengthen National Society

**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, competencies and capacities to plan and perform**

Indicators:	Target	Actual
# of volunteers supporting the operation	100	50

**Output S1.1.4: National Societies have effective and motivated volunteers who are protected**

Indicators:	Target	Actual
# of people that receive PPE and visibility for activities.	100	100 (50 volunteers and 50 NS staff)
# of volunteers receiving advocacy briefings	30	Not carried out

**Output S1.1.6: National Societies have the necessary corporate infrastructure and systems in place**

Indicators:	Target	Actual
# of staff hired for the operation	3	4
One lesson learned workshop held	1	1

### Narrative description of achievements

#### Provide complete briefings on volunteers' roles and the risks they face

Volunteers were briefed daily on the actions to be carried out in the field, the general risks and risks due to COVID-19, and the COVID-19 protocol used in field operations.

#### Provision of PPE and visibility for volunteers

All volunteers were provided with the necessary visibility and protective equipment, including specific COVID-19 PPE, to carry out their actions in the field. Volunteers received a token of appreciation for their hard work under this operation.

#### Provision of PSS for volunteers

Volunteers received PSS briefing sessions and PSS support under this operation.

#### Advocacy briefing for volunteers to work with local authorities and communities

Due to coordination and mobilization constraints under COVID-19 and rescheduled with the IDRL team with other funds.

#### Recruitment of operations staff (1 coordinator, 1 financial officer, 1 field officer)

To increase its capacity to implement the DREF, the Red Cross Society of Panama hired four persons:

- 1 DREF operations coordinator
- 1 finance officer
- 1 field officer
- 1 logistics officer

The field officer was deployed for three months in Changuinola and supervised the implementation of the actions jointly with the Changuinola Committee.

#### Lessons learned workshop

The lessons learned workshop was held in the province of Bocas del Toro in the last week of October 2021, led by the IFRC in its support visit to the operation. The report of the workshop can be found [here](#).

## Challenges

The health risks posed by the COVID-19 pandemic have been a significant challenge to implementing the operation according to plan. There were delays in some distributions, but the operation was able to meet its deadline.

## Lessons Learned

- Foster prior knowledge and training on various topics such as disaster preparedness (community and volunteers).
- Follow-up on the development, construction and/or improvement of community response plans.

## International Disaster Response

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

#### Output S2.1.1: Effective and respected surge capacity mechanism is maintained.

Indicators:	Target	Actual
# IFRC monitoring visits	3	2
# of volunteers and staff trained in DREF processes	50	17

#### Narrative description of achievements

##### Deployment of rapid response staff to support the NS

Under the IFRC Gender equity in the leadership of emergency operations in the Americas, a Field Coordinator was deployed from the Bolivian Red Cross on 23 August 2021, to support field actions for two months. This deployment supported the implementation of the actions and supported the IFRC monitoring of activities.

##### Follow-up visits to provide technical support to the NS

IFRC staff conducted two monitoring visits to the activities. One at mid-term and one at the end of the operation. In addition, the mobilised Field Coordinator supported the monitoring of the plan. The visit in the last month of implementation supported the Lessons Learned Workshop.

##### Logistical support for international procurement

The IFRC Americas Regional Office, through the Regional Logistics Unit (RLU) based in Panama, supported the logistical processes of this operation. The RLU coordinated its actions with the IFRC Regional Office's Disaster and Climate Crisis Prevention, Response and Recovery Unit (DCCPRR), which provides technical support and coordination for this emergency response. The IFRC RLU provided logistical support by assisting with the procurement of household items and the tendering of food kits to assist 500 families.

##### Workshop for strengthening DREF and operation monitoring and reporting processes

NS staff were briefed at the beginning of the operation on DREF procedures. At the request of the NS, this activity was changed to a Sphere Handbook and Information Management workshop. This workshop had the participation of 17 volunteers and was carried out in Changuinola.



Photo: IFRC Sphere and Information Management workshop for RCSP volunteers. Source: IFRC, Changuinola, 15-16 September 2021.

## Challenges

There were challenges with the deliveries of the food kits because the RCSP decided to split the delivery into two parcels, and the logistical coordination for the second delivery was delayed.

## Lessons Learned

- It is recommended that future operations not split the delivery of food kits into two parcels.
- It is also recommended to organise future sessions with the IFRC Finance team to ensure an early closure of the operation.

## D. Financial Report

See [Annex](#) for the Final Financial Report.

## Contact information

Reference documents

Click here for:

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

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

### In the Red Cross Society of Panama:

- General Secretary: Larissa Rodriguez, email: [larissa.rodriguez@cuzroja.org.pa](mailto:larissa.rodriguez@cuzroja.org.pa), +507 315-1388
- Head of Emergency Operations: Víctor Palacios, email: [victor.palacios@cuzroja.org.pa](mailto:victor.palacios@cuzroja.org.pa), +507 6115-2354

### In the IFRC Americas Region

- IFRC Central America Head of Country Cluster Delegation: Nelson Aly, [nelson.alyrodriguez@ifrc.org](mailto:nelson.alyrodriguez@ifrc.org)
- IFRC Head of Disaster and Crisis Prevention, Response and Recovery Unit: Roger Alonso, [roger.morgui@ifrc.org](mailto:roger.morgui@ifrc.org)
- IFRC Continental Operations Manager: Felipe Delcid, [felipe.delcid@ifrc.org](mailto:felipe.delcid@ifrc.org)
- Head of Partnerships and Resource Development: Sandra Romero, [sandra.romero@ifrc.org](mailto:sandra.romero@ifrc.org)
- Communications Manager: Susana Arroyo, [susana.arroyo@ifrc.org](mailto:susana.arroyo@ifrc.org)
- Maria Larios; Planning, Evaluation, Monitoring and Reporting Manager; email: [maria.larios@ifrc.org](mailto:maria.larios@ifrc.org)
- Regional Logistics Coordinator: Mauricio Bustamante, [mauricio.bustamante@ifrc.org](mailto:mauricio.bustamante@ifrc.org)

### In IFRC Geneva

- DREF Senior Officer: Eszter Matyeka, [eszter.matyeka@ifrc.org](mailto:eszter.matyeka@ifrc.org)
- Operations Coordination Senior Officer: Antoine Belair, [antoine.belair@ifrc.org](mailto:antoine.belair@ifrc.org)

## How we work

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

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/07-2022/2	Operation	MDRPA014
Budget Timeframe	2021/07-2021/10	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 15/Mar/2022

All figures are in Swiss Francs (CHF)

### MDRPA014 - Panama - Floods

Operating Timeframe: 29 Jul 2021 to 31 Oct 2021

## I. Summary

<b>Opening Balance</b>	<b>0</b>
<b>Funds &amp; Other Income</b>	<b>224,391</b>
DREF Allocations	224,391
<b>Expenditure</b>	<b>-205,411</b>
<b>Closing Balance</b>	<b>18,980</b>

## II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter	33,835	34,433	-598
AOF3 - Livelihoods and basic needs	38,340	42,114	-3,774
AOF4 - Health	24,176	21,263	2,912
AOF5 - Water, sanitation and hygiene	65,152	62,849	2,303
AOF6 - Protection, Gender & Inclusion	8,520	1,830	6,690
AOF7 - Migration			0
<b>Area of focus Total</b>	<b>170,023</b>	<b>162,489</b>	<b>7,534</b>
SFI1 - Strengthen National Societies	44,198	40,347	3,851
SFI2 - Effective international disaster management	10,171	2,575	7,596
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC			0
<b>Strategy for implementation Total</b>	<b>54,368</b>	<b>42,922</b>	<b>11,447</b>
<b>Grand Total</b>	<b>224,391</b>	<b>205,411</b>	<b>18,980</b>

# DREF Operation

Selected Parameters			
Reporting Timeframe	2021/07-2022/2	Operation	MDRPA014
Budget Timeframe	2021/07-2021/10	Budget	APPROVED

## FINAL FINANCIAL REPORT

Prepared on 15/Mar/2022

All figures are in Swiss Francs (CHF)

### MDRPA014 - Panama - Floods

Operating Timeframe: 29 Jul 2021 to 31 Oct 2021

### III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
<b>Relief items, Construction, Supplies</b>	<b>141,846</b>	<b>129,362</b>	<b>12,484</b>
Shelter - Relief	15,600	16,392	-792
Clothing & Textiles	2,520	7,138	-4,618
Food	32,500	29,943	2,557
Water, Sanitation & Hygiene	53,076	24,365	28,711
Medical & First Aid	9,500	16,323	-6,823
Teaching Materials	21,600	11,590	10,010
Utensils & Tools	7,050	22,856	-15,806
Other Supplies & Services		753	-753
<b>Logistics, Transport &amp; Storage</b>	<b>22,600</b>	<b>20,437</b>	<b>2,163</b>
Storage		1,752	-1,752
Distribution & Monitoring		1,165	-1,165
Transport & Vehicles Costs	18,100	9,530	8,570
Logistics Services	4,500	7,990	-3,490
<b>Personnel</b>	<b>36,200</b>	<b>33,284</b>	<b>2,916</b>
International Staff		81	-81
National Staff		226	-226
National Society Staff	10,200	9,373	827
Volunteers	26,000	22,904	3,096
Other Staff Benefits		700	-700
<b>Workshops &amp; Training</b>	<b>2,200</b>	<b>3,605</b>	<b>-1,405</b>
Workshops & Training	2,200	3,605	-1,405
<b>General Expenditure</b>	<b>7,850</b>	<b>6,187</b>	<b>1,663</b>
Travel	3,000	2,116	884
Information & Public Relations	1,000	543	457
Office Costs	1,900	1,347	553
Communications	900	1,155	-255
Financial Charges	1,050	963	87
Other General Expenses		63	-63
<b>Indirect Costs</b>	<b>13,695</b>	<b>12,537</b>	<b>1,158</b>
Programme & Services Support Recover	13,695	12,537	1,158
<b>Grand Total</b>	<b>224,391</b>	<b>205,411</b>	<b>18,980</b>