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DREF Final Report

Costa Rica: Population movement

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation n° MDRCR020	Date of issue: 17 June 2022
Operation start date: 23 August 2021	Operation end date: 28 February 2022
Host National Society: Costa Rican Red Cross (CRRC)	Operation budget: 101,814 Swiss francs (CHF)
Total number of people affected: 45,150	Total number of people assisted: 8,252
Red Cross Red Crescent Movement partners actively involved in the operation: The International Federation of Red Cross and Red Crescent Societies (IFRC) Americas Regional Office (ARO) and its Country Cluster Delegation (CCD) for Central America	
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 (INM), Costa Rican Energy Institute (ICE), Costa Rican Aqueduct and Sewerage Institute (AyA), Municipal Emergency Committees (CME), General Directorate of Migration and Foreign Affairs (DGME), Migration Police.	
The Costa Rican Red Cross spent a total of 96,245 CHF. The remaining balance of 5,569 CHF will be returned to the Disaster Relief Emergency Fund.	
<i>The major donors and partners, of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, Canada, Denmark, France, 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, Splunk, TikTok, White & Case LLP and other corporate and private donors. The IFRC, on behalf of the CRRC, 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

In 2021, the number of migrants crossing the Darien Gap increased, which has alarmed institutions and organizations that provide humanitarian assistance in the field. According to records from Panama's National Migration Service (SNM), 45,150 migrants (33,077 adults and 12,973 children) have arrived in Panama from Colombia between January and July 2021 after crossing the Darien jungle. This is the highest number seen in the last six years (30,065 in 2016), also exceeding the number of migrants recorded in 2019 by almost 42 per cent (22,102).

Migrants continue to arrive in Darién, most of them heading to North America, facing all kinds of risks during their journeys across the Darién jungle and along the migration route in Central America and Mexico. Some main

factors driving increased migration flow include the socio-political and economic conditions in the migrants' countries of origin, violence, unemployment, racism, unequal opportunities, increased poverty, and extreme weather conditions.

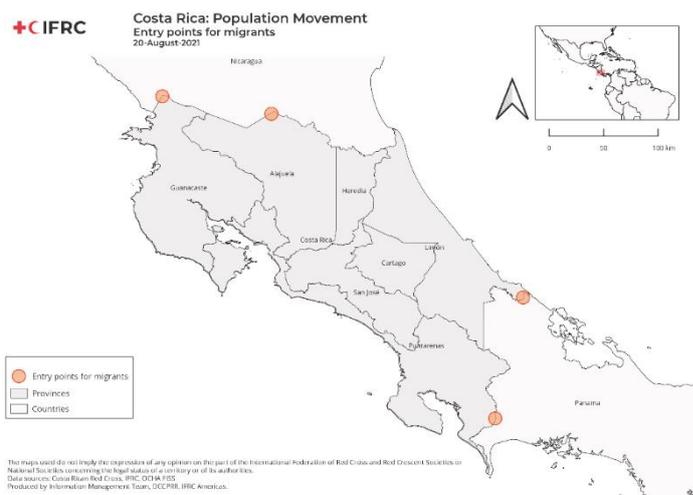
Since 2016, Costa Rica has become a frequent passage route for Haitians, Cubans, Venezuelans, and migrants from other countries. Their numbers have been increasing in recent months as borders in the southern cone have begun to open after being closed due to the pandemic.

Because of the COVID-19 pandemic, the Costa Rican government has temporarily restricted the entry of foreign nationals classified as non-residents. This has also affected the humanitarian bridge that had allowed them to cross the country in "transit". These actions are based on Executive Decree 42238-MGP-S of 17 March 2020 and 30 October 2020, which forbids the entry of foreign nationals planning to cross the country from north to south and vice versa except for humanitarian reasons, as authorized by the General Directorate of Migration and Foreign Affairs (DGME) and after coordinating with the relevant authorities in Panama and Nicaragua. Per the bilateral agreement with Panama, the General Migration, and Immigration Directorate grants entry to 100 to 150 people per day but Migrant Care Centres have yet to be opened. This has made migrants' passage through Costa Rica challenging to detect and, therefore, difficult to provide them with assistance since those who enter legally hold a 25-day Humanitarian Visa, and those entering illegally want to do so undetected.

Despite the restrictions in force and the DGME's routine border controls, many people manage to slip past and enter irregularly to continue their way.

In the last five years, the country has experienced a significant increase in the number of people applying for refugee status, mainly from Nicaragua and Venezuela. In 2020, Costa Rica took in 121,983 persons of concern, of whom 9,613 are refugees, and 89,770 are persons applying for and waiting to be granted refugee status.

It should be noted that Costa Rica has been experiencing various migration flows from Central American countries since the 1980s due to the social and economic situation in the region. Most immigrants continue to be from Nicaragua (more than 287,000), accounting for 74.6 per cent of the total number of resident immigrants. These numbers include all migrants, irrespective of their migration status, which are counted by the census. Another segment (some 100,000 individuals) comprises the floating migrants who come to Costa Rica to work in border areas. Their stay is based on agricultural cycles. They do not remain in the country permanently and are therefore not counted in censuses. However, they need to be considered when analysing migration flows from Nicaragua.



Summary of the response

Overview of Host National Society Response Action.

- The CRRC monitored the issue nationally and internationally to identify the required actions and provide the most appropriate response.
- National Directorates and Headquarters were informed of the situation that may potentially arise to have them commence a requirement analysis.

Overview of Red Cross Red Crescent Movement Actions

The National Society has coordinated its actions with the IFRC Regional Office's Disaster and Crisis Prevention Department.

Through the Disaster Management Unit, the National Society maintained constant communication with the Movement supporting the situation. The IFRC has a regional office for volunteering and youth in Costa Rica, so there was an internal coordination mechanism.

The IFRC has held and led at least four coordination meetings with the different National Societies involved in this response (Colombian Red Cross, Red Cross Society of Panama, Costa Rican Red Cross, Honduran Red Cross, Guatemalan Red Cross, and the International Committee of the Red Cross). The same meetings were held weekly, and open communication and coordination channels were maintained with operations to share information relevant to the regional context of extracontinental and other flows in the region from Chile to Guatemala. Also, following the earthquake in Haiti, Restoring Family Links (RFL) and information services were increased along the route. The ICRC, since the onset of the emergency, has supported the Costa Rican Red Cross (CRRC) through: The provision of RFL services through call points.

Overview of non-RCRC actors' actions

- International Organization for Migration (IOM) Costa Rica is currently implementing human security projects for migrants, labour migration, linkages with the diaspora, migration and development, and protection and assistance to vulnerable migrants.
- United Nations High Commissioner for Refugees (UNHCR) 's operations in Costa Rica focus on the displacement caused by conditions in northern Central America, Nicaragua, and Venezuela. UNHCR also helps to strengthen the government's capacity to determine refugee status through technical cooperation and dedicated staff for the Refugee Unit, in addition to supporting government child protection and sexual and gender violence prevention and response initiatives.
- Through bilateral coordination with Costa Rican Red Cross, the United Nations International Children's Emergency Fund (UNICEF) began implementing the Support for Safe and Orderly Migration project to assist the migrant population in Corredores canton. This project was expanded to cover the country's northern border as well.

Needs analysis and scenario planning

It is important to consider that the Costa Rican Red Cross (CRRC) is dealing with two migration modalities:

1. **Transit migration:** the migrants who use Costa Rica as a transit country come from several countries, which has caused several challenges over time:
 - Language barrier: this was mitigated through the translators hired by the DGME.
 - Cultural barrier: it is necessary to train Migrant Care Centre staff to deal with the different cultures they are encountering. This will help reduce situations that may be considered offensive or even enable them to detect situations that they would not have been able to recognize otherwise.
 - Religious barrier: migrants need to have places to worship; therefore, staff must be made aware of the different religious practices so they can provide these spaces and avoid incurring any disrespect or other issues.
 - The short time spent in the country: this means that activities or projects cannot be implemented effectively, which is a significant challenge.
 - Human trafficking: all migration flows are vulnerable to human trafficking in all manifestations, so it is essential to properly recognize the signs to protect all migrants.
2. **Migration with Costa Rica as a destination country:** several countries (e.g., Colombia, Venezuela, El Salvador, and Nicaragua, which according to the DGME are the most representative in terms of the number of migrants) currently see Costa Rica as a destination. In this case, the challenge lies in the country's capacity to include the migrant population in its labour, education, and social spheres.



Health

Some of the problems caused by migration flows along the different borders are public health issues, mainly due to COVID-19. While everyone is at risk of contracting the virus, migrants are among the most vulnerable, often travelling in conditions with limited or no access to hygiene and sanitation facilities, soap or other means to protect themselves. Under these conditions, the risk of poor outcomes is high.

Migrants are often exposed to a diversity of health problems associated with traveling conditions (limited or no access to hygiene and sanitation facilities or items) issues to access to health services coverage or vaccination against COVID 19 or other endemic illnesses, also; limitations to services to deal with their emotions that affect their well-being and mental health. Situations that can increase the risk of worsening their health. As the covid 19 pandemic continues in the country, this situation may represent a public health problem if cases increase. Migrants were provided with relevant information and a PPE kit at the mobile assistance posts set up at the borders to offer knowledge and tools to minimize risks.



Water, sanitation and hygiene

Women and men experience migration differently; furthermore, in emergency contexts, such as the one caused by COVID-19, men and women face different challenges that can put migrant women and girls in situations of greater vulnerability.

Migrants were provided with relevant information and a PPE kit at the mobile assistance posts set up at the borders to offer knowledge and tools to minimize risks.



Migration

Migrants travelling through Costa Rica during their migration journey come from different countries and face barriers such as the ones mentioned before. This makes it easy for families to become separated during the trip or lose contact with relatives back home.

The CRRC is in constantly coordinating with the ICRC and IFRC to provide Restoring Family Links (RFL) services to migrants. This will help them to re-establish contact with loved ones, which in turn will improve their psychosocial situation.

Migrants were provided with relevant information on security measures, among other things that would be useful to them during their journey across the country. The CRRC set up points for migrants to charge their mobiles and access the internet. Online trainings were identified and shared with NS staff to increase their knowledge on migration issues.

Risk analysis

Based on the [COVID-19 Contingency Plan](#) prepared by the RCCS, the following risks were considered:

THREAT	RISKS
Pandemics	<ul style="list-style-type: none"> • Shortage of water and sanitation and disinfection products in border areas. • Increase in morbidity and mortality due to lack of care capacity in hospital centres. • Shortage of PPE to deal with and serve migrants in a timely manner. • Staff exposure to illnesses. • Social tension and discrimination. • Dead body management. • Non-compliance with health measures.
Increased migration flows	<ul style="list-style-type: none"> • An unknown number of migrants entering the country. • Massive and uncontrolled migration flow. • Lack of health controls because of unawareness regarding migrants' health. • Lack of PCR tests to perform COVID-19 swabs. • Mass deaths on site. • Social panic due to xenophobia.

	<ul style="list-style-type: none"> • Non-admittance of migrants to hospitals due to saturation of installed capacity. • No support from medical personnel in migrant care centres to perform COVID-19 swab tests.
Hurricane season	<ul style="list-style-type: none"> • Increased rainfall in border areas and host communities. • Floods that require opening collective centres to house communities. • Reduction or suspension of public services due to flooding. • Significant impact in the country that causes a major emergency.
Regional/Global social and political context	<ul style="list-style-type: none"> • Socio-political instability in Nicaragua. • Socio-political instability in Afghanistan. • Earthquake in Haiti.

B. Operational strategy

Overall Operational objective

To provide humanitarian assistance for at least 3,000 migrants in need and housed in Temporary Migrant Care Centres or elsewhere through disseminating information on humanitarian assistance for migrants and distributing various kits (food, hygiene, among others) as required.

Through its auxiliary committees at the northern and southern borders, to enhance the National Society's capacity to provide humanitarian assistance to migrants in the country and promote restoring family links.

Proposed strategy

A meeting with the Red Cross auxiliary committees in northern and southern borders was proposed to learn about their reality and needs concerning migrant populations and meet with other actors to discuss migration issues. Furthermore, acquiring kits, pre-positioning them and having them ready for distribution as soon as the second trigger is activated was also proposed.

RFL activities included the distribution of information material that allowed improving a potential intervention. Material on protection and safety was prepared to help migrants on their journey across Costa Rica.

As migration increased, and because the Costa Rican government did not open Migration Stations, the CRRC saw the need to identify the best way to address the mixed migration flows. The strategy became to use mobile assistance points, considering that Costa Rica is not providing humanitarian visas for combined migration flows. Therefore, people resort to entering the country irregularly and using alternate routes. These mobile assistance points allow the CRRC to move to the sites where more significant flows are detected and set them up temporarily there.

C. Detailed Operational Plan

	<p>Health</p> <p>People reached: 8,252 people</p> <p>Male: 3,574</p> <p>Female: 4,678</p>	
Health Outcome 4: Transmission of diseases of epidemic potential is reduced		
Indicators:	Target	Actual
# of migrants who receive a PPE kit	3,000	8,252
Health Output 4.1: Community-based disease control and health promotion is provided to the target population		
Indicators:	Target	Actual

# of PPE kits distributed	3,000	3,529
# of first aid kits delivered	10	13

Narrative description of achievements

of PPE kits distributed

The migrant flow could not be detected because of the decline in migration seen at the end of 2021 and the routes used for informal passage. Therefore, the CRRC had to identify a strategy to approach and provide them with humanitarian assistance, which included the following:

Meetings with the Auxiliary Committees:

Meetings were held with committees at the border to learn about their involvement in and dynamics for dealing with migration flows and identify potential partners with whom to implement the approach. Volunteers and staff were asked to provide their support to the operations to be carried out within these committees' areas.

Trips to the field to prepare the work strategy and understand the dynamics of migration flows:

Trips to the field were conducted to assess and determine important aspects such as work points, safe and unsafe areas, strategically essential sites for transport logistics, and kit warehousing and delivery.

One of the main challenges was understanding the dynamics of the migration flow. Using the dynamics seen before the pandemic as a reference during the trips to the field revealed that the migrants' schedules and routes had changed considerably. Migrants were now rarely seen in places that were usually highly frequented during the day, so the team decided to visit bus terminals at night and early morning hours, with outstanding results. By mid-January, CRRC had learned that migrants preferred to travel during these times for various reasons, such as weather and seat availability. The vast majority slept in tents outside the bus terminals, so the CRRC decided to approach and set up meetings with the bus companies already transporting migrants at that time.



Field survey and visualization of migrants on the northern border with Nicaragua. December 2021.

Meetings with bus companies:

Two bus companies were approached, as they covered the routes most used by migrants:

- The first company to be approached was Transportes DELDU S.A, which covers the San Jose - Peñas Blancas route. Bus company management was open to the project, as explained by the team; however, they mentioned that migrants had stopped travelling along their routes since December 2021. CRRC redirected its efforts to other routes towards the northern border, but this time to the Los Chiles area, where people use the Las Tablillas border post to exit the country.
- Transportes CHILSACA, covering the San Jose – Los Chiles route, was the second bus company approached. The results were positive, as this was currently the route most used by migrants. Operations were directed to Los Chiles, as well as to Santa Rosa de Pocosal because of its strategic location in terms of logistics - only 45 minutes away from the site where the humanitarian assistance points were to be set up.

The information collected showed that migrants mostly travel in the early morning hours and are rarely seen during the day; therefore, the strategy proposed was to set up **mobile humanitarian aid posts**, which were set up for a few hours at strategic locations and moved based on whether the flows increased or decreased. Given the dynamics, this approach takes place at bus stops starting at 3:00 am - the time that buses and informal transport begin to arrive.

Indicator targets were exceeded, thanks to the proposed strategies and all the coordination that allowed understanding of the dynamics of the migration flow despite the decrease in flows seen in December 2021 (which began to increase again by mid-January 2022).

There were lower expenditures in some lines than planned and budgeted, which allowed more budget to include more PPE kit deliveries, and therefore more people were reached. The PPE kits delivered to migrants mostly contained alcohol gel and a box containing 25 face masks. Kits were well received by migrants. A total of **3,529** kits were distributed, reaching a total of **8,252 people**.



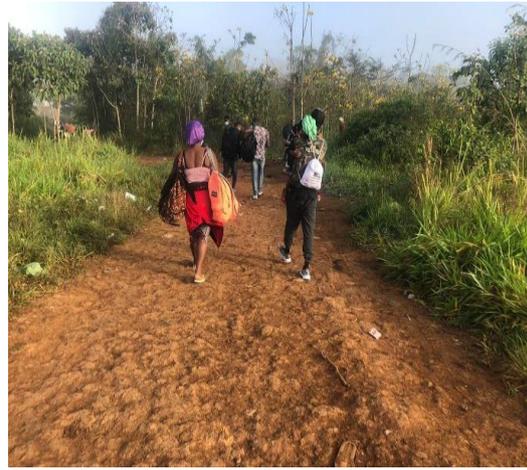
Early morning approach to migrants at the bus terminals, northern zone of the northern border with Nicaragua. January 2022



Delivery of PPE kits and dignity kits in the Los Chiles sector, Zona Norte, Costa Rica. December 2021

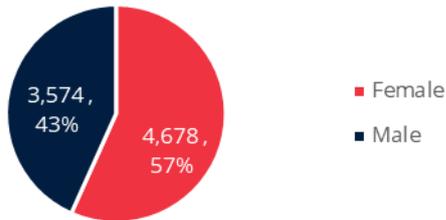


Setting up of a mobile post for the delivery of PPE kits and dignity kits in the Tablillas sector, February 2022

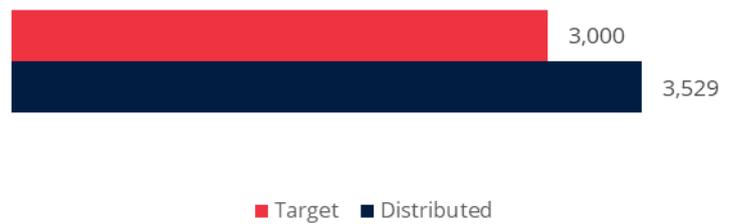


Delivery of PPE kits and dignity kits to migrants in the border area. Northern Zone, Costa Rica, February 2022

People reached



PPE kits distributed



of first aid kits delivered

A total of 13 basic first-aid kits were purchased. Ten were delivered to Auxiliary Committees working in northern and southern border areas to serve migrants or deal with other emergencies, and three were delivered to structures providing a response in other areas of the country.

First aid kits delivered



Challenges

- Starting kit distributions when the flow of migrants decreased or became non-existent.
- Identifying the routes, times, and places where migrants could be approached.
- Implementing the mobile humanitarian aid posts to be able to travel to sites where flows were identified.

- The country's borders are closed to migration flows, so all migration occurs irregularly, which is why fixed assistance posts cannot be set up because it would mean breaking the law.
- The language barrier is one of the challenges that must be overcome, as most migrants do not speak Spanish.
- The (lack of) availability of PPE in local markets delayed procurement processes

Lessons learned

- Approaching formal and informal transport providers to identify migration routes.
- Identifying safe and unsafe areas for fieldwork.
- The posts that are set up must include first-aid care for migrants.
- Purchasing processes took longer than usual because of item availability issues and the workload of the procurement department. Hiring someone to assist in this regard should be considered in future projects.



Water, sanitation and hygiene promotion

People reached: 630 people

Male: 0

Female: 630

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

Indicators:	Target	Actual
# of female migrants who receive a hygiene kit.	600	630

WASH Output 1.5: Hygiene-related goods (NFIs) which meet Sphere standards and training on how to use those goods is provided to the target population

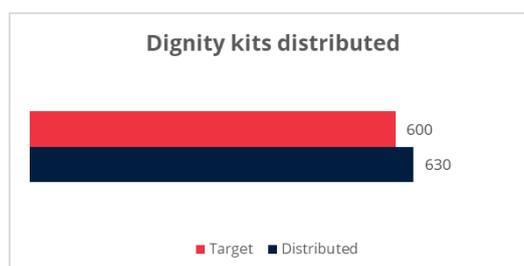
Indicators:	Target	Actual
# of hygiene kits distributed	600	630

Narrative description of achievements

of female migrants who receive a hygiene kit

Having a kit to cover women's basic care needs was proposed. A Dignity Kit was provided per woman after consulting with the IFRC PGI area. Migrant women's needs were identified based on the behaviour of the migration flow. In other words, items aimed to cover women's most urgent needs. Items included sanitary towels, wet wipes, face masks, hairbrushes, hair ties, band-aids, and others. These kits also included PPE items.

Kits were distributed using the same strategy and logistics as the mobile humanitarian aid posts, i.e., setting up for a few hours in specific locations and moving based on increasing or decreasing migrant flows. More kits were delivered than planned, thanks to some extra kits found in the National Society warehouse and made available to the operation.





Delivery of dignity kits in the Tablillas sector, Zona Norte, Costa Rica, January 2022

Challenges

- The challenge continues to be locating the migrants, as Migrant Care Centres are not working in Costa Rica.
- The process to procure certain items was delayed because of the National Society's internal processes. This was felt when the flow began to increase.
- While Latin American migrants spoke Spanish, many of the others did not, so one of the main challenges was being able to adequately communicate with women to deliver the dignity kits and making them understand that these were free of charge. This challenge was overcome by identifying volunteers who had a working knowledge of French, Portuguese and English and conducting short inductions regarding the easiest and most useful words for communicating with migrant women.
- It became important to make migrant women understand that, while at that time there were few of them among migrants, these kits were intended only for those who really needed them given that there were only 600 kits available.

Lessons learned

- Having pre-identified staff and volunteers who speak other languages to assist in operations involving migrants.
- Always provide an induction to staff and volunteers to remind them of the objectives and daily work plan, foreseeing that there may be new collaborators every day.
- Generating consultations at the IFRC and other levels allowed CRRC to complement the assistance provided along the migrants' route through different countries.



Migration

People reached: 8,252 people

Male: 3,574

Female: 4,678

Migration Outcome 1: Communities support the needs of migrants and their families and those who assist migrants at all stages of migration (origin, transit and destination).

Indicators:	Target	Actual
# of RFL stations strengthened to serve migrants	4	5

Migration Output 1.1: Assistance and protection services to migrants and their families are provided and promoted through engagement with local and national authorities as well as in partnership with other relevant organizations.

Indicators:	Target	Actual
# of coordination meetings held	5	24
# of RFL stations strengthened	4	5
# of trainings received by NS staff and volunteers	4	0
# of RFL cases attended	0	0
# of people hired for implementation	2	2

Migration Output 1.3: "Family links are restored for people separated from, or without news of, their loved ones as a result of the disaster".

Indicators:	Target	Actual
Number of phones supported through the operation	5	0

Narrative description of achievements

of RFL stations strengthened to serve migrants

Five boxes containing extensions, strips, and other supplies to strengthen migrant aid points were assembled and delivered to the National Doctrine and Protection Directorate, which handles RFL issues.

As part of synergies within the NS, these and other supplies were used to set up telephone charging centres and Internet access points in mobile humanitarian aid posts set up for the migrant population.



Mobile post in the sector of Los Chiles, Zona Norte, Costa Rica, January 2022



In support of RFL, a charging station is set up so that migrants can communicate with their families at the northern border of Costa Rica. February 2022.



Telephone charging center for migrant use. Northern border with Nicaragua. February 2022.



Power plant for the RFL charging station, in the border area of Northern Costa Rica. February 2022.

of coordination meetings held

Meetings were held with institutions and organizations working on migrant issues in the country to inform them about the project's work possibilities, submit the NS Strategy and Migration Policy and establish potential alliances:

- **General Directorate of Migration and Foreign Affairs:** They were very interested in the subject and informed the NS that they would open two migrant care centres:
 - North Bicentennial Migration Station, with a capacity of 300 people.
 - South Bicentennial Migration Station, with a capacity of 50 people.

According to them, these stations would not commence operations until October 2020 because of budget constraints; however, these have yet to open.

- **International Organization for Migration (IOM):** IOM is interested in working jointly as they have migrant assistance points in various parts of the country. Talks are being held at this time regarding the distribution of some kits that they have for the migrant population.
- **United Nations High Commissioner for Refugees (UNHCR):** UNHCR proposed lines that they are currently working on with refugees
- **World Vision Costa Rica (WVCR):** Talks were held to explore the possibility of support to children, although they indicated that they are not currently addressing this issue.
- **UNICEF:** Meetings were held to present the work of both institutions. UNICEF, using funds from another donor, decided to work with CRRC on a bilateral basis, creating a project that focuses on children travelling with mixed migration flows entering via Corredores canton. Talks are being held at this time to explore the possibility of expanding the project to cover the northern border as well.
- **National Women's Institute (INAMU):** INAMU showed interest in activities with Women's Kits and are organizing other meetings with United Nations actors to join forces.
- **Municipalities:** Meetings were also held internally with the regional structures covering border areas and their Auxiliary Committees (branches), to identify migration flows through their areas, the actions they are carrying out and explore possible support to project actions.

Regional Office in Limón	Auxiliary Committee in Talamanca Auxiliary Committee in Cariari
Regional Office in Heredia	Auxiliary Committee in Puerto Viejo de Sarapiquí
Regional Office in North Zones	Auxiliary Committee in Pital Auxiliary Committee in Santa Rosa de Pocosol Auxiliary Committee in Los Chiles Auxiliary Committee in Ciudad Quesada
Regional Office in Guanacaste	Auxiliary Committee in Upala Auxiliary Committee in la Cruz
Regional Office in Southern Zone	Auxiliary Committee in Golfito Auxiliary Committee in Laurel Auxiliary Committee in Ciudad Neyli Auxiliary Committee in Coto Brus

Virtual meetings were held with National and Regional Operational Coordination, Auxiliary Committee Administrators, the Emergency Response Department, the Projects Unit and the Risk Reduction and Community Services Department, to share potential migration conditions at both borders.

of trainings received by NS staff and volunteers

The NS is waiting to hear from IFRC regarding the various training processes that our staff may receive on migration issues. On the part of the NS, virtual meetings were held to disseminate the NS Migration Policy and Migration Strategy and various virtual training sessions were identified on different platforms, which were shared with the entire NS. Collaborating personnel on the ground were asked to take said trainings.

of RFL cases served

No RFL cases were dealt with as such, although migrants were provided access to the Internet so that they could communicate with relatives.

of people hired

Two field assistants were hired, and each assigned a vehicle to set up the **mobile humanitarian aid posts** at different points along the northern and southern borders.

of telephones supported through the operation

The budget for this activity was revised and eliminated because it was covered by ICRC funds.

Challenges

- Venturing into migration, which is a relatively new issue for the NS, and seeking alliances with leading actors.
- Achieving alliances with other organizations and local governments to avoid duplicating efforts.
- Having sufficient resources to cover the post for as many hours as possible.

Lessons learned

- It is important to join as a country table with other actors working on migration to enable CRRIC to provide a joint response to the migrant population.
- Leveraging resources and capabilities of other NS areas to strengthen migrant care posts, as was the case with RFL.

National Society Strengthening

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 supported through the operation	30	550
# of assessments performed	10	10

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

Indicators:	Target	Actual
# of committees that receive PPE for their volunteers	10	11
# of volunteers whose visibility in the field is increased	30	550

Output S1.1.7: NS capacity to support community-based disaster risk reduction, response and preparedness is strengthened.

Indicators:	Target	Actual
# of field assessments conducted	10	10
# of monitoring tours conducted	4	6
Lessons learned workshop	1	1
# of monitoring tours by IFRC	2	0

Narrative description of achievements

of committees that receive PPE for their volunteers

The National Risk Management and Emergency Response Directorate (DINAGER) continuously sends PPE to auxiliary committees for its personnel. This PPE comes from donations and various projects.

As part of the project, the delivery of PPE (KN-95 masks) is coordinated by Auxiliary Committees that are most active in assisting the migrant population.

Regional Office in Limón	Auxiliary Committee in Talamanca
Regional Office in Heredia	Auxiliary Committee in Puerto Viejo de Sarapiquí
Regional Office in North Zones	Auxiliary Committee in Pital Auxiliary Committee in Santa Rosa de Pocosol Auxiliary Committee in Los Chiles Auxiliary Committee in Ciudad Quesada
Regional Office in Guanacaste	Auxiliary Committee in Upala Auxiliary Committee in la Cruz
Regional Office in Southern Zone	Auxiliary Committee in Golfito Auxiliary Committee in Laurel Auxiliary Committee in Ciudad Neyli

of volunteers whose visibility in the field is increased

Auxiliary Committees in the northern and southern borders are provided with bibs to increase the visibility of personnel on the ground. Bibs and vests are also provided to staff at the central level responding to incidents in the regions.

of field assessments conducted

Auxiliary committees located in northern and southern border areas were visited to assess their approach and needs regarding migration. Not all committees have a significant flow of migrants or need to address said flow, while others' main involvement with the issue is via pre-hospital care.

Committees visited were:

Northern border	Auxiliary Committee in Puerto Viejo de Sarapiquí Auxiliary Committee in Pital Auxiliary Committee in Santa Rosa de Pocosol Auxiliary Committee in Los Chiles Auxiliary Committee in Upala Auxiliary Committee in La Cruz Regional Office in Zona Norte
Southern border	Auxiliary Committee in Ciudad Neily Auxiliary Committee in Laurel Auxiliary Committee in Agua Buena Auxiliary Committee in San Vito Auxiliary Committee in Golfito

of monitoring visits conducted

Monitoring visits were made to the Los Chiles sector in northern Costa Rica, where a discreet flow of migrants can be seen. According to auxiliary committees, an informal network is transporting migrants from San Jose to northern areas to cross into Nicaragua.

Two visits were made with operation structures on both borders (Panama and Nicaragua), and IFRC and Panamanian Red Cross made a joint visit to the Migrant Centre in Planes of Panama to study migrant flow dynamics and explore the possibility of coordinating actions between NSs.

Lessons learned workshop

The workshop was held; however, due to pandemic-related restrictions, as a small event attended by only 12 people including volunteers, administrators, national directors, and operational, finance, field and coordination staff.

of monitoring visits by IFRC

No face-to-face visits were made, but constant communication was maintained throughout the operation.

Challenges

- The NS is just starting to venture into the issue of migration. Staff is therefore neither trained nor fully sensitized, which sometimes prevents them from identifying migration needs in their everyday work and do not possess sufficient knowledge in this regard to be able to provide guidance to people requesting support.

Lessons learned

- It is necessary to begin empowering the auxiliary committees located along the borders and routes normally used by migrants so that they possess the tools required to provide a more adequate response to the migrant population that needs it.

D. Financial Report

See [Annex](#).

Contact information

Reference documents

Click here for:

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

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

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How we work

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