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Emergency Plan of Action (EPoA)

Serbia: Flash floods

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation	Operation n° MDRRS010 Glide n° FF-2014-000129-SRB
Date of issue: 24 September 2014	Date of disaster: 16 September 2014
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Operation start date: 15 September 2014.	Expected timeframe: 4 months
Overall operation budget: 152,646 CHF	
Number of people affected: 7,000	Number of people to be assisted: 3,100 (1,200 families)
Host National Society presence (n° of volunteers, staff, branches): Red Cross of Serbia Number of engaged personnel in this operation: 100 staff and volunteers	
Other partner organizations actively involved in the operation: Emergency Management of the Ministry of Interior, members of the Municipal Emergency Response headquarters (municipal emergency services)	

A. Situation analysis

Description of the disaster

Massive rainfalls in the eastern parts of Serbia have caused major problems in the municipalities of Kladovo, Majdanpek and Negotin, where a state of emergency was declared on 16 September 2014, with the effort to save people's lives and to reach those villages that are cut off.

The floods have caused one death, at least three people are reported as missing, and some 400 people have been evacuated by police and civil protection rescue teams with vessels and helicopters and are temporarily sheltered in Kladovo.

Landslides divided the village of Tekija into two parts, and rescuers are trying to break through the layers of soil with bulldozers. Hundreds of households have been destroyed and buried under mud. In the partially destroyed houses, the pumping out of water and clearing of mud and debris is still continuing. In Grabovica (another village in the Kladovo municipality), there are at least 400 houses flooded and damaged.



Distribution of emergency food and water supplies in cut-off village of Grabovica.
Photo: Red Cross of Serbia

Roads in the area are severely affected, and some parts of the them are completely buried by landslides. The previously flooded road between Tekija and Kladovo has been cleared and is partially accessible already, however, other villages such as Grabovica are still cut off with no running water or electricity.

There are fears that more landslides could be triggered in the area, as the road to Belgrade lies between the Danube River on the one side and hills on the other. The floodwater needs to be drained from the flood-affected areas. The Serbian Armed Forces joined the rebuilding efforts.

The recent floods hit new regions that have not been affected by the massive floods in May 2014, therefore, they are not part of the current operation covered by the Emergency Appeal.

Summary of the current response

Overview of the Host National Society

The Red Cross of Serbia has a great experience in mobilizing volunteers in disasters, with the aim of assisting people in need, implementing relief distributions, organizing basic disaster response and first aid particularly responding to floods. Each Red Cross branch has a disaster response team with the wide range of activities including water rescue teams that are able to assist in emergency evacuations. The National Society is maintaining a solid disaster response stock which enables its DM department to intervene during the first hours of any disaster.

RCS branches and secretariat are members of the local emergency headquarters and are involved in the coordination and decision making processes. The Red Cross of Serbia also has a mobile deployable technical team which is able to assist people during and after floods with water pumping and wall dehumidification.



Preparation for food and water distribution to cut-off village Grabovac.
Photo: Red Cross of Serbia

The Red Cross of Serbia has been facing continued response in the flood-affected regions since March this year. This unfortunate situation has posed challenges for the National Society in getting enough volunteers involved in each of the operations. Logistic capacities are also stretched out since warehouses are being filled with a lot of in-kind goods and donations from the population and companies who replied on the continuous call for assistance to affected population resulting from more than 3,500 metric tons being received and distributed in rather short period of time. For the first time this year, the NS involved river boats to be able to reach those areas which have not been accessible resulting from road infrastructure failure due to the devastating floods.

The Red Cross of Serbia's assessment team has carried out the situation and needs assessment in Boljetin, the most affected village in Majdanpek municipality, and started carrying out assignments related to the mitigation of the effects caused by flash floods. In Boljetin, team members removed tree branches and waste from one local bridge, thus cleaned the way to a house of an elderly family (a 60-year-old woman and 90-year-old man who recently had surgery).

The Red Cross of Serbia has dispatched and delivered bottled water, canned meat, pate and ready-to-eat meals and blankets to Negotin on 16 September 2014 on the first day after the disaster.

Activities of the Red Cross braches in the affected areas in the first 48 hours

Kladovo branch

During the day of the disaster, the Kladovo branch of RCS participated in the relocation of 65 evacuated persons from the „Đerdap“ hotel in Kladovo to the centre “Karatas“. It has carried out delivery of canned food and hygiene parcels for 200 vulnerable people.

Majdanpek branch

The Majdanpek branch of the Red Cross of Serbia actively participated in the work of the Emergency Headquarters, carried out distribution of relief items for 450 vulnerable people (canned food, hygiene parcels, rubber boots and raincoats).



Affected household in Majdanpek municipality
Photo: Red Cross of Serbia

Negotin branch

The branch is still on duty and actively participates in the work of the Municipal Emergency Headquarters. Staff of the branch took part in the transportation of relief items to Brza Palanka, as well as in the organization of reception of assistance with the representatives of Brza Palanka municipal community. It also participated in the clean-up of mud and waste with a group of volunteers and carried out a handover of humanitarian assistance in two trucks towards the region of Brza Palanka in the territory of Kladovo municipality.

The table below shows those emergency stock items that have been distributed during the first few days by the Red Cross of Serbia from its disaster response warehouse.

No.	Description	Unit	KLADOVO	MAJDANPEK	NEGOTIN	Total
1	Bottled water	lit	12,648	6,000	5,400	24,048
2	Canned meat 150 gr	pcs	12,500	3,000	600	16,100
3	Meat pate 150 gr	pcs	12,500	1,500	600	14,600
4	Canned fish 125 gr	pcs	11,000	0	0	11,000
5	Ready-to-eat meals 300gr	pcs	4,500	0	600	5,100
6	Family hygiene parcels	pcs	400	100	0	500
7	Diapers for adults	pack	50	0	0	50
8	Diapers for kids	pack	50	0	0	50
9	Rubber boots	pack	200	500	100	800
10	Protective gloves	pack	0	1,020	50	1,070
11	Blankets	pcs	0	350	0	350
12	Sleeping bags	pcs	0	135	0	135
13	Broom	pcs	0	100	0	100
14	Jerry cans	pcs	300	500	100	900
15	Buckets	pcs	150	250	100	500
16	Plastic bags -waste disposal	pcs	0	2,000	0	2,000
17	Trolley	pcs	0	10	0	10
18	Shovel	pcs	0	25	0	25
19	Protective masks	pcs	0	500	0	500
20	Baby food	pcs	150	0	0	150
21	Dried baby food	pcs	150	0	0	150
22	Water tanks	pcs	10	0	8	18
21	Raincoats	pcs			50	50

Overview of non-RCRC actors in country

The municipalities affected by the floods have been organizing emergency evacuations with the assistance of the Sector for Emergency Management and the Red Cross of Serbia where needed. The Government of Serbia has alerted all emergency services to assist the residents affected by the extreme weather conditions. All Red Cross activities have been coordinated with the Department for Emergency Situations of the Republic of Serbia. Apart from the assistance in clearing the roads and helping people to clean their backyards over the weekend via mobilizing heavy machinery, the Government have put at disposal 500 soldiers to support flood recovery efforts in Kladovo municipality.

Currently, there are attempts to include the people affected by this flood under the same governmental benefits system, which is supporting the reconstruction efforts for households affected by May floods.

Needs analysis, beneficiary selection, risk assessment and scenario planning

The Red Cross of Serbia dispatched a five-member National Team for the assessment of the situation in the field, with the task to examine the situation during the day and the most urgent needs of the vulnerable population and communities in Kladovo, Majdanpek and Negotin.

The field assessment team has identified the following needs of the affected population:

- emergency food distribution for those evacuated and temporarily sheltered (hotel and sport centres) to support their nutrition needs while the people are out of their homes;
- the water tanks should be placed in the closest locations of the people's houses as to support their urgent water needs until the public water system is restored;
- distribution of hygiene parcels and other non-food items (rubber boots and raincoats) as identified during the field visits;
- assistance to the affected households through the deployment of mobile technical teams of the Red Cross to help people in pumping the water out of the houses and with wall dehumidifiers as soon as possible;
- assistance for the cut off people in the affected villages should be organized through the water ways (Danube) using the help of water rescue teams.

Beneficiary selection has been agreed in cooperation with the emergency headquarters of the affected municipalities, and the list of those in need will be cross-shared in the local meetings of the emergency HQ. Since the situation is still developing, any variances in the numbers will be reflected in the DREF operation final report after the operation is completed. All evacuated people and also those who have stayed in their households affected by floods will be targeted with urgent distributions of canned food, ready-to-eat meals and water to maximum of 10 days, until sanitary conditions, electricity and water supplies are restored. The same families will be supported by the NS through the EPoA and will receive food and hygiene parcels in the next two months to support their nutrition status and hygiene conditions.

B. Operational strategy and plan

Overall objective

The immediate needs of up to 3,100 people (approximately 1,200 families) in the areas affected by flash floods are met with the Red Cross disaster response team's assistance through emergency distribution of food and non-food items, and rehabilitating/cleaning houses.

Proposed strategy

To accomplish the overall objective, the Red Cross staff and volunteers have been focusing on the provision of emergency food and non-food distribution and water and sanitation related services. The ready-to-eat meals will be distributed to those accommodated in collective centers and in host families, where conditions allows for meals to be served hot and taken in proper dining rooms, while canned meat is planned to be distributed to those families, where the hygiene conditions does not allow for the time being to prepare cooked meals.

The key activities planned as part of this operation are as follows.

1. Detailed needs assessment and completion of the beneficiaries' lists according to the criteria agreed with the local authorities;
2. Distributions of canned food (1/person/day to cover 15 days) and ready-to-eat meals (1/person/day to cover 5 days) for **3,100** people. Ready-to-eat meals are normally distributed in collective centres where people have been evacuated; while the meat caned are used for those households, which are not evacuated but hygiene conditions does not allow for food preparation, that is rationale behind decision to have both in use.
3. Distributions of **1,200** food parcels (1 parcel per family for 1 month)
4. Improving the hygiene situation by distributing **1,200** hygiene parcels (1 parcel per family for 1 month)
5. Replenishment the essential Disaster Preparedness (DP) stocks (500 raincoats, 350 blankets, 700 rubber boots) of the National Society, which have been used through the operation
6. Emergency shelters provided by the local governments for evacuated and other affected population.

Table 1 – Content of family hygiene parcels

No	Item	Unit measures	Quantity
1.	Washing powder 3/1 kg	pcs.	1
2.	Hair shampoo 1/1 lit	pcs.	1
3.	Toalet soap 200 gr	pcs.	4
4.	Toalet paper	pcs.	4
5.	Toothpaste	pcs.	2
6.	Toothbrusher	pcs.	4
7.	Shaving foam	pcs.	1
8.	Disposable razor for shaving	pcs.	4
9.	Hygiene napkins	pack	2
10.	Dishwashing liquid 1/1 lit	pcs.	1
11.	Cardboard packaging – with RCS emblem	pcs.	1

Table 2 – Content of family food parcels

No.	Item	Unit measures	Quantity
1.	Flour	kg	10
2.	Oil 1/1 lit	lit	2
3.	Salt 1/1	kg	1
4.	Crystal sugar 1/1	kg	1
5.	Beans 1/1	kg	2
6.	Rice 1/1	kg	2
7.	Pasta	kg	3
8.	Instant soup	sachets	15
9.	Canned meal 150gr	pcs.	15
10.	Ready-to-eat meals 300gr	pcs.	15
11.	Tea	box	1
12.	Cardboard boxes – packaging with printed labels and text content	piece	1

Operational support services

Human resources

Some 300 volunteers and 76 staff from NS headquarter and municipal branches have been involved in the emergency operation. No international staff deployment is foreseen within the DREF implementation time frame.

The volunteers have already been covered by the insurance that was budgeted in the previous Emergency Appeal, therefore, there was no need to add insurance costs to this operation.

Logistics and supply chain

The Red Cross of Serbia has a logistic department and procurement guidelines which are in agreement with the IFRC's procurement standards and the locally pertaining legal requirements. The emergency stock of the NS is well maintained, and the transport capacities are ready to respond to an emergency situation.

Information technologies (IT)

The Red Cross of Serbia will maintain the communication with its teams and volunteers in the field using mobile phones. Therefore a certain amount to cover the costs of the phone usage is foreseen in DREF budget. For orientation purposes NS staff and volunteers will use GPS during the rescue operations.

Communications

The visibility of Red Cross of Serbia activities in the field will be reinforced with proper information dissemination to the media on all National Society activities during relief distribution, rescue activities and activities carried out in emergency shelters. Operation-related news and photos will be disseminated through the electronic media, newspapers and the RCS's own website.

Security

Due to the flash floods, and in a few places due to the damaged infrastructure, the possibility for the volunteers to get injured in rescue or evacuation activities is higher than usual, and the RC staff and volunteers will receive proper

briefing before moving to the field in order to be informed about risks in flooded areas. All disaster response volunteers of the National Society have had a first aid training or a basic disaster management training.

Planning, monitoring, evaluation, & reporting (PMER)

The Red Cross of Serbia and the IFRC Europe Zone Office will monitor the implementation of activities. Brief weekly updates will be provided by the National Society to the IFRC on the general progress of the operation.

At the end of the operation, a two day lessons-learned workshop will be organised in order to evaluate the operation together with major partners such as the Ministry of Interior, Sector for Emergency Management as well as representatives of those municipal authorities where the operations took place.

Contact Information

For further information specifically related to this operation please contact:

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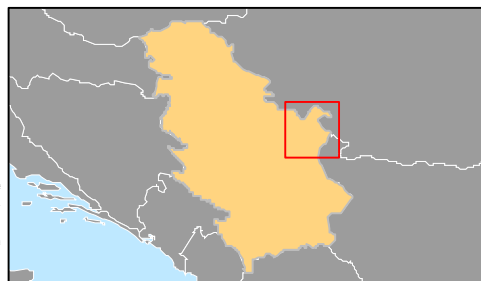
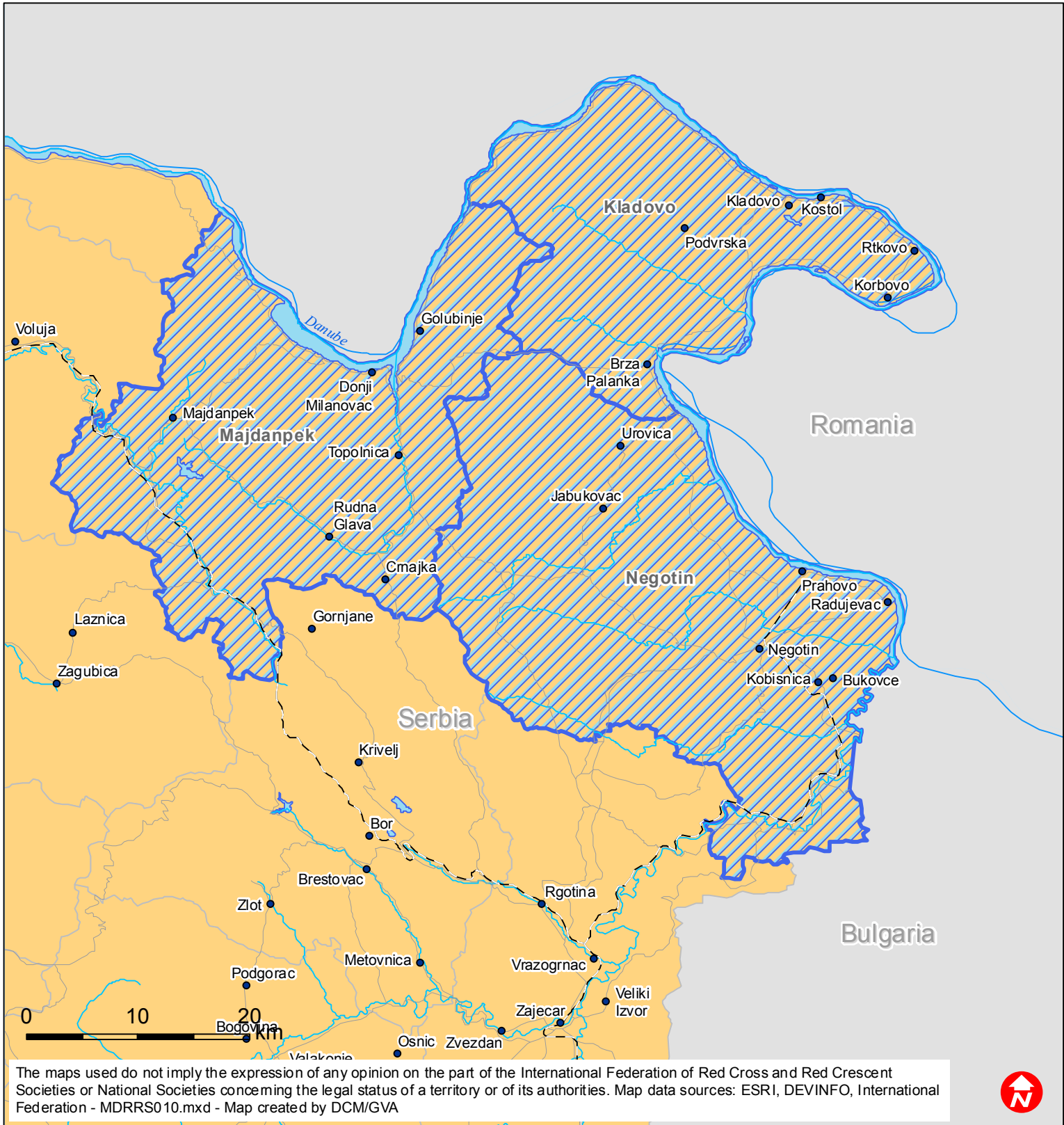
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Serbia DREF September 2014

Budget Group	DREF Grant Budget CHF
Shelter - Relief	
Shelter - Transitional	
Construction - Housing	
Construction - Facilities	
Construction - Materials	
Clothing & Textiles	15,950
Food	90,250
Seeds & Plants	
Water, Sanitation & Hygiene	16,630
Medical & First Aid	
Teaching Materials	
Utensils & Tools	
Other Supplies & Services	4,000
Cash Disbursements	
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	126,830
Land & Buildings	
Vehicles	
Computer & Telecom Equipment	
Office/Household Furniture & Equipment	
Medical Equipment	
Other Machinery & Equipment	
Total LAND, VEHICLES AND EQUIPMENT	0
Storage, Warehousing	
Distribution & Monitoring	3,000
Transport & Vehicle Costs	4,000
Logistics Services	
Total LOGISTICS, TRANSPORT AND STORAGE	7,000
International Staff	
National Staff	
National Society Staff	4,000
Volunteers	2,000
Total PERSONNEL	6,000
Consultants	
Professional Fees	
Total CONSULTANTS & PROFESSIONAL FEES	0
Workshops & Training	
Total WORKSHOP & TRAINING	0
Travel	2,000
Information & Public Relations	
Office Costs	
Communications	1,500
Financial Charges	
Other General Expenses	
Shared Office and Services Costs	
Total GENERAL EXPENDITURES	3,500
Partner National Societies	
Other Partners (NGOs, UN, other)	
Total TRANSFER TO PARTNERS	0
Programme and Supplementary Services Recovery	9,316
Total INDIRECT COSTS	9,316
TOTAL BUDGET	152,646



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 Affected municipalities