



Costa Rican Red Cross personnel assist in evacuating families impacted by severe flooding. November 2024. Source: Tiempo.

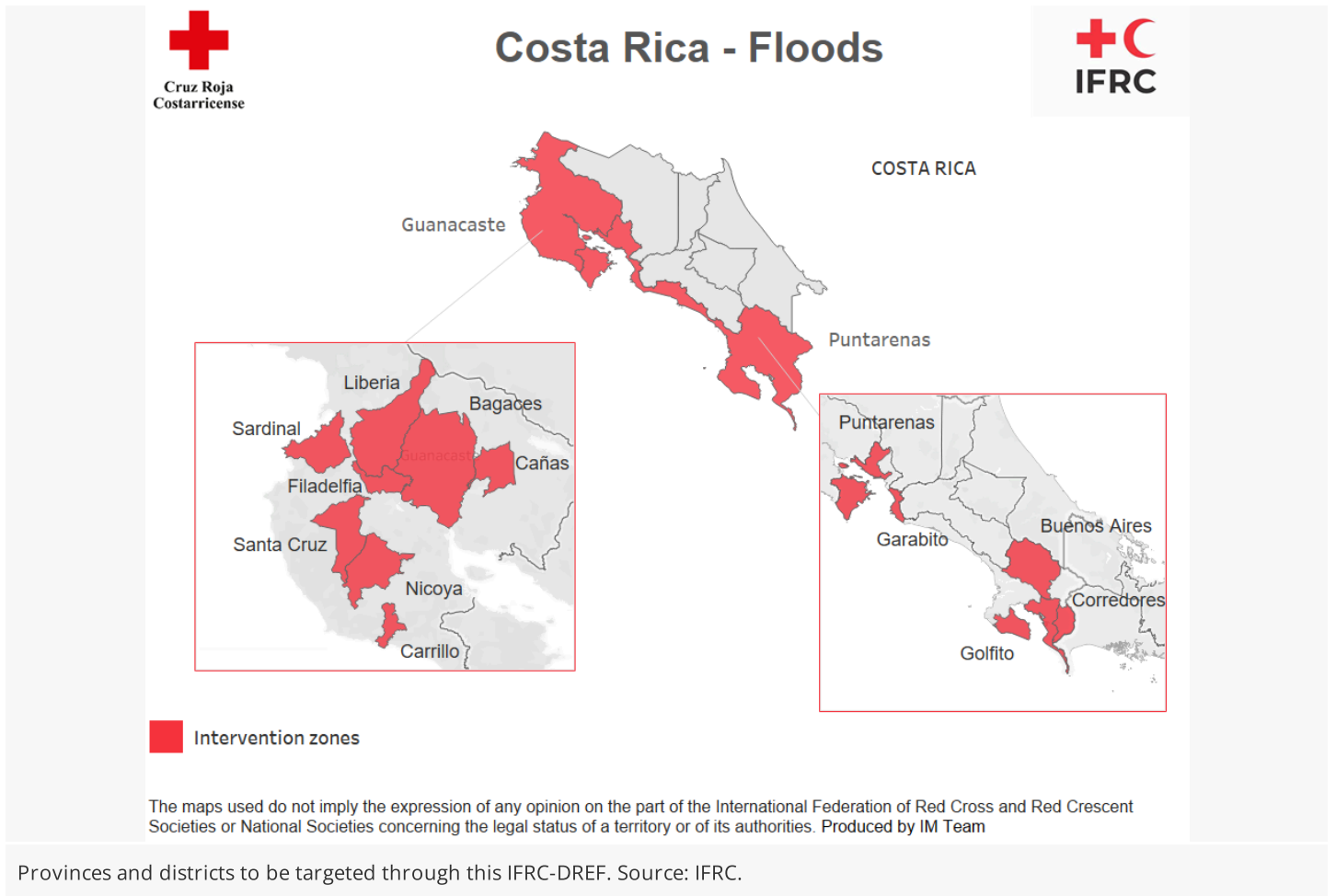
Appeal: <b>MDRCR026</b>	Country: <b>Costa Rica</b>	Hazard: <b>Flood</b>	Type of DREF: <b>Response</b>
Crisis Category: <b>Yellow</b>	Event Onset: <b>Sudden</b>	DREF Allocation: <b>CHF 458,959</b>	
Glide Number: -	People Affected: <b>1,098,668 people</b>	People Targeted: <b>7,500 people</b>	
Operation Start Date: <b>20-11-2024</b>	Operation Timeframe: <b>4 months</b>	Operation End Date: <b>31-03-2025</b>	DREF Published: <b>21-11-2024</b>

Targeted Areas: **Guanacaste, Puntarenas**

# Description of the Event

## Date of event

07-11-2024



## What happened, where and when?

On 7 November 2024, the National Meteorological Institute (IMN) issued a Meteorological Advisory reporting that, following the indirect influence of Hurricane Rafael, the Intertropical Convergence Zone persisted over the Central American Isthmus. This phenomenon, combined with the passage of Tropical Wave #45, exacerbated soil saturation across various regions of the country, reaching critical levels in both Peninsulas, the North Pacific, South Pacific mountains, Northern Zone, Central Pacific, and Central Valley. Due to the elevated saturation levels, these areas faced significant vulnerability to potential incidents, prompting the IMN to recommend heightened preventive measures (1).

Subsequently, on 9 November 2024, the National Emergency Commission (CNE) issued Alert Notice 43-24, declaring an Orange Alert for the Northern Zone and Northern Caribbean, while maintaining the same alert level for the South Pacific, Central Pacific, North Pacific, and Central Valley. Meanwhile, the Southern Caribbean region was placed under a Yellow Alert, emphasizing the need for preventive measures in these areas due to the risk of landslides and flooding caused by high soil saturation levels (2).

On 12 November 2024, the CNE declared a Red Alert (maximum level) for the provinces of Guanacaste and Puntarenas, both located along the Pacific coast. An Orange Alert (high level) was maintained for the rest of the country, except for the Limón province in the Caribbean, which remained under a Yellow Alert (intermediate level). The CNE announced that the rainfall pattern was expected to persist throughout the week and that the IMN was closely monitoring Tropical Wave #46, which had a high potential to develop into a tropical cyclone over the Caribbean Sea within the next seven days (3).

Furthermore, on 13 November 2024, Meteorological Report No. 20 confirmed that Tropical Wave #46 was intensifying into a low-pressure system and becoming Potential Tropical Cyclone #19 (PTC#19). By late afternoon, the center of this system was located over the Caribbean Sea, approximately 814 km northeast of Limón. According to the National Hurricane Center (NHC) projections, PTC#19 was

expected to reach tropical storm status by the morning of Thursday, November 14, and its trajectory was projected westward toward Honduras. PTC#19 would promote a moisture flow toward Costa Rica, combined with the Intertropical Convergence Zone, maintaining unstable weather conditions across the country. It was also confirmed that high soil saturation levels persisted in much of the country, ranging between 85% and 100% (4).

On 14 November 2024, Meteorological Report No. 23 stated that Tropical Depression #19 (TD#19) reached tropical storm status around midday, being named Sara, with sustained winds of 65 km/h. At that time, Sara was located 105 km north-northwest of Cabo Gracias a Dios and was expected to continue moving westward, remaining off the coast of Honduras. This tropical cyclone's position caused indirect influence over Costa Rica, with consistent moisture flow from the Pacific Ocean entering the country.

Rainfall remained persistent across various regions of the country. Over the past six hours, maximum precipitation levels were recorded in Paquera (60 mm), Orosi Volcano (88 mm), La Cruz (69 mm), Ciudad Neily (55 mm), Santa Bárbara (30 mm), Laguna Fraijanes (38 mm), Cariari de Limón (35 mm), and Cutris de San Carlos (33 mm), among others.

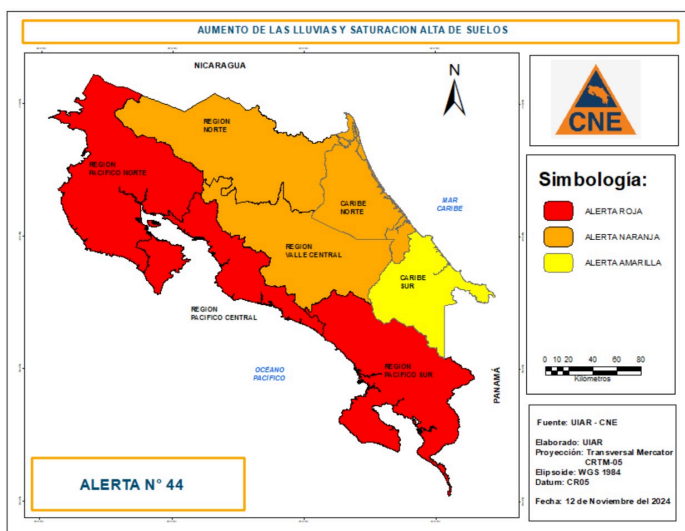
During the night of Thursday and into the early hours of Friday, 15 November, rainfall activity was expected to intensify in the Pacific regions, with variable intensity rains and a likelihood of heavy downpours. The Central Valley was forecasted to experience intermittent rains, with greater intensity in the western sector. The rest of the country was projected to have variable cloud cover and occasional rains in mountainous areas and coastal zones of the Caribbean.

The rainfall pattern associated with this tropical cyclone's indirect influence was expected to persist from Thursday to Saturday in southern regions of the country and from Thursday to Sunday in the rest of the Pacific slope and parts of the Central Valley.

High soil saturation levels persisted across much of the country, with saturation indices between 85% and 100%. Consequently, there was a high probability of flooding in vulnerable areas, particularly in the Pacific regions, and landslides in the mountains of the Pacific, western and eastern Central Valley, Northern Zone, and the Tilarán and Caribbean mountain ranges (5).

Initially, during the early stages of the emergency, the CNE projected that approximately 1,500 families, or about 7,500 people, would be affected. This preliminary estimate was based on a quick assessment of the potentially impacted areas, as at that time, precise and detailed information on the extent of the damage was not yet available.

Subsequently, as data was consolidated and more detailed assessments became available, the estimate was updated. It was determined that 1,098,668 people were directly or indirectly affected, mainly due to issues related to damage to essential infrastructure such as water, electricity, and communications. This larger figure comes from an internal report prepared by the CNE and shared with the National Society, which was based on a more comprehensive analysis of the impacts recorded in the affected areas.



Alert No. 44 - Red Alert for the entire Pacific slope. Source: UIAR - CNE.



Costa Rican Red Cross personnel and volunteers supporting evacuations in the areas most affected by the floods. Source: CRRC.

## Scope and Scale

The floods in Costa Rica have had a significant impact across various sectors of the country, exacerbated by the high saturation of soils and intense rainfall associated with the indirect influence of Tropical Storm Sara. This meteorological phenomenon has generated a constant flow of moisture from the Pacific Ocean, intensifying precipitation across the territory, particularly in the Pacific slope. The



combination of saturated soils, heavy rainfall, and geographic characteristics has resulted in a wide range of impacts on different population groups and key sectors.

According to the National Meteorological Institute (IMN), as of 15 November 2024, accumulated rainfall reached local maxima of up to 150 mm in the North Pacific and 130 mm in the Central and South Pacific, while the Central Valley and the Caribbean recorded peaks of up to 80 mm. These conditions, combined with soil saturation levels between 90% and 100%, have significantly increased the likelihood of flooding in low-lying areas and landslides in mountainous regions such as the Tilarán Mountain Range, the Central Valley, and the Northern Zone (6).

As of 15 November 2024, the National Emergency Commission (CNE) reported 5,566 incidents related to the rains. Additionally, it is estimated that 1,098,668 people have been directly or indirectly affected due to disruptions in transportation, commerce, tourism, housing, mobility, suspension of activities in some businesses, among other impacts. The report also includes 1,698 evacuated individuals, 4 fatalities, and 4 missing persons.

The vulnerability of certain population groups has intensified in the context of this emergency. According to the CNE, 2,010 people have been displaced and are currently housed in 50 shelters across the country, 17 of which are educational centers. Moreover, 165 animals have been sheltered, highlighting the impact not only on individuals but also on their livelihoods (7).

Children and adolescents are particularly vulnerable, as floods have directly disrupted operations at 343 educational centers nationwide. According to the Ministry of Public Education (MEP), 152 of these centers face access issues, 66 lack essential services such as water, internet, and dining facilities, and 61 report infrastructure damage or latent risks (8).

Rural and remote communities face additional challenges due to limited access infrastructure and high mobilization costs. Nationwide, there are reports of 1,432 affected homes and 209,215 people experiencing issues with their drinking water supply due to damage to 19 water systems.

Road infrastructure has also suffered significant damage. Reports indicate that 45 bridges in the municipal road network have been affected, directly impacting the mobility of people, the transportation of goods, and access to productive areas. Additionally, 11 roads remain closed, and preventive measures have been implemented on key routes such as Route 32, Cambronero, and Cerro de la Muerte, particularly after 6:00 p.m. These interruptions not only complicate mobility and emergency response but also hinder the transport of essential goods and services to the affected regions.

## Source Information

Source Name	Source Link
1. IMN - Weather forecast November 7, 2024.	<a href="https://goo.su/sGNNFyh">https://goo.su/sGNNFyh</a>
2. CNE - Alert No. 43. Orange Alert.	<a href="https://goo.su/9MfOw0R">https://goo.su/9MfOw0R</a>
3. CNE - Alert No. 44. Red Alert for the entire Pacific slope.	<a href="https://goo.su/davq3e">https://goo.su/davq3e</a>
4. IMN - Meteorological Report No. 20.	<a href="https://goo.su/ZvhoLH9">https://goo.su/ZvhoLH9</a>
5. IMN - Meteorological Report N°23.	<a href="https://goo.su/AKGE8r">https://goo.su/AKGE8r</a>
6. IMN - Meteorological Report N°26.	<a href="https://goo.su/8OS5Z">https://goo.su/8OS5Z</a>
7. CNE - Summary of shelters in the country.	<a href="https://goo.su/bXuXjC">https://goo.su/bXuXjC</a>
8. MEP - Closure of educational centers.	<a href="https://goo.su/LBtZC">https://goo.su/LBtZC</a>

## Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population group?	-





Did the National Society respond?	-
Did the National Society request funding form DREF for that event(s)	-
If yes, please specify which operation	-

**If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:**

-

**Lessons learned:**

The emergency operations carried out by the Costa Rican Red Cross have enabled the incorporation of valuable lessons learned across various areas, strengthening interventions and achieving a more relevant and effective response to the needs of populations affected by disasters and crises. These lessons have been fundamental to the planning of the current IFRC-DREF, with the following key aspects highlighted:

Focus on Protection, Gender, and Inclusion (PGI) and Community Engagement and Accountability (CEA): The need to more frequently integrate these approaches across all phases of the operation has been identified. This ensures that assistance is accessible and equitable for all affected individuals, including tailored support that considers the specific characteristics and needs of vulnerable groups.

Detailed procurement planning: The importance of having a well-structured procurement plan before the start of the operation has been emphasized. This ensures timely implementation and guarantees that humanitarian aid reaches those who need it most without delays.

Streamlining accountability processes: Specifically, the need to improve financial procedures by assigning a dedicated team for the operation has been highlighted. This approach allows for a focused effort on intervention activities and facilitates faster and more transparent accountability.

Logistical support from the outset: It has been deemed essential to request support from the IFRC Regional Logistics Unit at the beginning of the operation. This assistance helps optimize local procurement processes, accelerate response times, and ensure efficient resource management.

## Current National Society Actions

### Start date of National Society actions

07-11-2024

<p><b>Health</b></p>	<p>The National Society has focused its efforts on providing comprehensive care to those affected by the floods, prioritizing first aid assistance to approximately 274 individuals who required immediate medical attention due to conditions arising from the emergency. This care has been crucial in stabilizing minor injuries, preventing complications, and offering initial support to those facing vulnerable situations.</p> <p>Additionally, the Costa Rican Red Cross has implemented targeted interventions in the area of Mental Health and Psychosocial Support, aimed at individuals staying in 7 temporary shelters (5 in Guanacaste, 1 in southern zone and 1 in Puntarenas). These actions are designed to alleviate the emotional and psychological impact caused by the loss of belongings, forced displacement, and uncertainty, providing tools for stress management, emotional support, and strengthening resilience among those affected.</p>
<p><b>Water, Sanitation And Hygiene</b></p>	<p>The Costa Rican Red Cross has a specialized Water, Sanitation, and Hygiene unit aimed at enhancing its response capabilities during emergencies. Additionally, it has a team of facilitators trained in the Participatory Hygiene and Sanitation Transformation (PHAST) approach, with the ability to conduct community-based hygiene promotion</p>



	<p>interventions.</p> <p>These teams have been reviewing internal response protocols, updating and refreshing their knowledge. They are also active and ready to respond or mobilize as needed.</p> <p>Currently, the National Society has begun developing and disseminating key messages on safe water, sanitation, personal hygiene, and food safety through social media platforms to ensure a broader reach of these recommendations.</p>
<p><b>Protection, Gender And Inclusion</b></p>	<p>The Costa Rican Red Cross has been strengthening its internal actions by promoting policies of social inclusion, a culture of peace, and non-violence. Reflective spaces have been created for operational teams and volunteers, emphasizing the importance of delivering person-centered humanitarian assistance, respecting diversity, fostering mutual respect, and promoting values that enhance social cohesion in crisis contexts.</p> <p>In parallel, the youth teams of the National Society have implemented specific actions to support children affected by emergencies. These actions include the development of recreational activities designed to provide moments of play, learning, and distraction, as well as the creation of safe spaces where children can feel protected and free to express themselves. These initiatives aim not only to reduce stress and anxiety in children but also to contribute to their emotional and psychological well-being during highly vulnerable situations.</p> <p>Currently, these activities are being carried out in two specific shelters: Cañas and Barranca, where the team has worked in coordination with local authorities.</p>
<p><b>Community Engagement And Accountability</b></p>	<p>The Costa Rican Red Cross has a Service Comptroller's Office as part of its commitment to transparency and continuous improvement. This mechanism allows both internal and external individuals to submit inquiries, complaints, compliments, and other feedback. Additionally, the National Society has a set of regulations for managing investigative processes through which complaints can be filed as needed. These tools have been actively promoted and utilized during the current emergency, enhancing accountability and providing timely responses to public concerns.</p> <p>The Community Engagement and Accountability (CEA) team of the National Society has supported the Emergency Coordination Center (CECOE) in creating infographics that clearly and transparently showcase the institution's work during the emergency. These infographics have been shared on social media platforms to ensure the public is informed about the actions taken, thereby strengthening trust in the Costa Rican Red Cross's management.</p> <p>Furthermore, in coordination with the Community Health team, a specialized Psychological First Aid group has been activated to provide emotional support to both staff and volunteers involved in emergency response efforts. This initiative aims to preserve the mental and emotional well-being of first responders, recognizing the significance of their work and the challenges they face.</p> <p>Finally, the National Society has been managing donation-related inquiries through platforms such as WhatsApp and social media. These inquiries are directed to the appropriate institutions based on the nature of the request, ensuring efficient and transparent handling of resources and information during the emergency.</p>
<p><b>National Society Readiness</b></p>	<p>From the onset of the emergency, the Costa Rican Red Cross, through its General Management, implemented a comprehensive coordination framework with various structures of the National Society to provide an effective response to the situation. The Operational Sub-Management was mobilized to directly support response actions, while the Administrative Sub-Management took charge of Occupational Health management and oversight of institutional infrastructure. Simultaneously, the Financial Sub-Management provided guidance on managing the emergency-specific cost center and issued the corresponding financial authorizations.</p> <p>As part of these efforts, the Emergency Operations Coordination Center (CECOE), led by</p>



	<p>DINARE, was activated with the participation of various operational structures composed of both salaried and volunteer personnel to address the center's specific needs and functions. Additionally, Regional Emergency Coordination Centers (RCCOs) have been deployed, strengthening response capacity in the affected areas.</p> <p>Currently, the National Society maintains an operational deployment of 492 personnel assigned to key roles: 15 responsible for incident reception, 14 regional coordinators, 40 members in the Operations Center, 170 drivers, 16 paramedics, 4 doctors, 141 rescuers, 25 youth volunteers, 20 risk management specialists, 4 psychologists, 5 media professionals, 2 female volunteers, 8 land rescuers, 5 water rescuers, 6 RFL (Restoring Family Links) members, and 17 regional intervention groups. Additionally, 190 vehicles and 4 specialized rescue dogs are supporting operations.</p> <p>As part of the logistics operations, the Fleet Department from the National Society's central office deployed a 4x4 truck to the Puntarenas region. This vehicle, staffed with a driver, is prepared to assist with activities such as evacuations or supply deliveries, ensuring an effective and timely response to the demands of the emergency.</p>
<b>Assessment</b>	<p>The Costa Rican Red Cross is gathering data from the regions and the National Society central headquarters to assess needs. This process is being led by personnel trained in Emergency Operations Center Management (MACOE), National Intervention Teams (NIT), information management, and Community Engagement and Accountability (CEA). Additionally, the teams have been consulting official data from national sources to ensure alignment in identifying needs across various levels.</p>
<b>National Society EOC</b>	<p>The National Society activated its Emergency Coordination Center (CECOE) in accordance with the guidelines outlined in the National Society PLANRED. Additionally, Regional Emergency Coordination Centers (CCOs) were activated to ensure a decentralized and efficient response.</p>

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	<p>The Costa Rican Red Cross maintains constant communication with the IFRC through its Central America Country Cluster Delegation team. From the earliest hours of the emergency, this team has provided technical support, which has been crucial for the formulation of the IFRC-DREF proposal.</p> <p>Additionally, the National Society will continue this collaboration throughout the implementation of the operation, ensuring effective monitoring through regular meetings to evaluate progress, adjust strategies, and guarantee the achievement of the established objectives.</p>
<b>Participating National Societies</b>	<p>The National Society does not anticipate receiving support from any PNS for the planning or implementation of this operation.</p>

## ICRC Actions Related To The Current Event

The National Society does not anticipate receiving support from ICRC for the planning or implementation of this operation.

## Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	No
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<p><b>National authorities</b></p>	<p>One of the priority actions of the Central Government was the implementation of a preventive mobilization operation for more than 800 people located in high-risk areas, in response to the increased rainfall. This operation was carried out 9-10 November relocating these individuals to safe temporary shelter locations. This measure was crucial to protecting the lives of families in vulnerable conditions due to the heavy rains.</p> <p>At the same time, significant efforts have been made to clear roads affected by multiple landslides. Using specialized machinery, crews have worked to remove debris, fallen trees, and displaced material to ensure access to main roads. However, conditions in these areas remain unstable due to the high saturation of the soil, requiring constant monitoring and ongoing work to maintain road safety.</p> <p>Additionally, teams of geologists from the National Emergency Commission (CNE) are on-site assessing areas of the country affected by landslides. During these evaluations, specific recommendations are provided to families living in the impacted zones to reduce risks and prevent further damage.</p> <p>The National Meteorological Institute (IMN) has played a critical role in issuing constant weather advisories. Key recommendations include monitoring potential overflows of creeks and rivers with high water levels, remaining alert in areas prone to landslides, taking preventive measures during thunderstorms, and seeking safe shelter in the presence of strong wind gusts. These winds, which can reach up to 80 km/h in isolated cases, may cause the fall of tree branches, power lines, and other hazards. The IMN also encourages the population to stay informed through official social media channels for real-time updates.</p>
<p><b>UN or other actors</b></p>	<p>Costa Rica has received support from the government of El Salvador, which has sent a contingent of 300 rescuers from the Armed Forces, Fire Department, General Directorate of Civil Protection, and the Emergency Medical System. This team traveled with trained dogs specialized in locating missing persons, enhancing the rescue operations. In addition to the specialized personnel, El Salvador has donated six tons of medical supplies and fifteen tons of food, providing critical support to the response and relief efforts in the most affected areas.</p>

**Are there major coordination mechanism in place?**

The Emergency Operations Center (EOC) is a permanent coordination body under the authority of the National Emergency Commission (CNE). At the national level, it brings together all public institutions and non-governmental organizations involved in the response and rehabilitation phases of emergencies. Its primary responsibility is to plan and execute, through pre-established procedures, coordinated first-response actions to effectively and efficiently address emergency situations.

The EOC is composed of representatives appointed by the highest authorities of each participating institution, who hold positions at a directive or higher level. This ensures swift and effective decision-making during operations, allowing for structured coordination efforts with the backing of key authorities.

The Costa Rican Red Cross, under the provisions of Law 8477, is an integral part of the EOC structure, starting from its most basic level. This means that coordination between the Red Cross and the EOC, beyond being necessary, has become a routine and essential practice within national emergency management operations.

## Needs (Gaps) Identified



### Livelihoods And Basic Needs

The floods in Costa Rica have had a severe impact on the livelihoods of affected families. Soil saturation, river overflows, and the rapid rise of water levels have caused significant damage to homes, businesses, crops, and personal belongings. This situation has considerably affected the physical, financial, and natural resources of households, compromising their food and financial security in both the short and medium term.

In this context, the Costa Rican Red Cross has identified access to Cash and Voucher Assistance (CVA) as a key tool to help affected families





meet their basic needs, including the purchase of food and essential goods. This type of support enables households to avoid resorting to negative coping mechanisms that could further exacerbate their vulnerability. Additionally, cash assistance helps sustain the local economy by minimizing adverse impacts on markets and fostering their recovery. This generates a multiplier effect that benefits both families and local businesses.

CVA also provides families with the flexibility to prioritize according to their most urgent needs, supporting the gradual revitalization of local markets. At the same time, the Costa Rican Red Cross has recognized the importance of including migrant populations located in border areas affected by the emergency in the response. However, to ensure an inclusive and adequate response, it is essential to have disaggregated information about these populations, particularly those in the most vulnerable conditions.

## Health

The Costa Rican Red Cross has initially identified the significant impact that floods have had on public health. Among the main health effects are the prevention and control of waterborne diseases, such as diarrhea and gastrointestinal infections, resulting from damage to water and sanitation infrastructure. Additionally, prolonged exposure to stagnant water has increased the risk of vector-borne diseases, including dengue, Zika, and chikungunya. Furthermore, there has been a rise in respiratory illnesses caused by humidity and overcrowded conditions in temporary shelters. These circumstances have also affected health services, limiting timely access to care.

Moreover, a high demand for mental health support has been identified among individuals, families, and communities affected by the emergency. The emotional impact of the ongoing situation highlights the importance of providing psychosocial support to help those affected cope with the crisis and strengthen their resilience.

In addition, the Costa Rican Red Cross has emphasized the need to ensure basic medical care for people displaced by the floods, particularly for those with chronic illnesses or special care needs, whose medical attention has been disrupted by the emergency.

Finally, the National Society has underscored the importance of promoting education on hygiene practices and disease prevention within affected communities. It has also pointed out the need for constant monitoring to reduce long-term risks and prevent the deterioration of health conditions in the impacted areas.

## Water, Sanitation And Hygiene

The Costa Rican Red Cross has identified that one of the main needs following the floods is ensuring access to safe drinking water. The frequent contamination of water sources in affected areas significantly increases the risk of waterborne diseases, such as gastrointestinal infections and diarrhea, posing a serious threat to the health of communities.

Additionally, the need to implement practical cleaning mechanisms in temporary sanitation areas has been highlighted to prevent the accumulation of wastewater and waste. If left unaddressed, these conditions can become sources of infection and foster the proliferation of disease vectors. In this context, the promotion of hygiene practices is essential, with particular emphasis on handwashing and proper waste disposal as key measures to reduce the risks of infectious diseases.

Regarding the specific needs of women, the Costa Rican Red Cross has emphasized the importance of addressing menstrual hygiene. Many women in affected areas lack access to adequate menstrual hygiene products or private and clean facilities, which directly impacts their well-being, dignity, and health.

Finally, the National Society has underscored the necessity of providing accurate and timely information. The effectiveness of these actions depends on their contextualization, ensuring that both messages and resources are adapted to the cultural characteristics and practices of each community.

## Protection, Gender And Inclusion

The lack of preparation and specific knowledge about appropriate actions in emergency situations significantly increases the exposure of vulnerable groups to risks that compromise their lives and dignity. In response to this reality, the Costa Rican Red Cross has identified key priorities, including the protection of children, prevention of gender-based violence, specialized care for older adults and persons with disabilities, inclusion of migrants, and the strengthening of training for its staff and volunteers in protection, gender, and inclusion.

The protection of children is a fundamental priority, as during evacuations or in temporary shelters, unaccompanied children or those

separated from their families are in situations of extreme vulnerability. This context exposes them to additional risks, such as abuse or exploitation, which can exacerbate their situation. Simultaneously, the prevention of gender-based violence is critical, as women, girls, and members of the LGTBQ+ community are particularly susceptible to various forms of violence, including sexual violence, which tends to increase in temporary shelter settings during crises.

For older adults and persons with disabilities, the need for specialized care is evident. These individuals often face physical and mobility barriers that are not fully addressed in temporary shelters, making it difficult for them to access essential information and resources. This exclusion increases their risk of being left without necessary support services, endangering their safety and well-being.

Similarly, migrants face specific challenges, such as linguistic and cultural barriers that limit their access to vital information and emergency services. It is crucial to ensure that they understand the risks and protection measures in their own language, as well as to establish effective coordination with authorities to facilitate their inclusion and access to available services.

In this context, the Costa Rican Red Cross has prioritized the training and updating of its emergency personnel in Protection, Gender, and Inclusion topics. This approach aims to equip the response team with the necessary skills to implement appropriate protection measures, identify and manage high-risk cases, and activate care pathways in coordination with authorities. By doing so, the exposure of affected individuals to additional harm is minimized, and re-victimization is prevented, ensuring an effective and people-centered humanitarian response.



## Community Engagement And Accountability

The Costa Rican Red Cross has identified as a priority the need to ensure that the affected population has access to accurate, relevant, and timely information that can save lives. Given the emergency context, characterized by variations in language, culture, and preferred communication channels, it is necessary to adapt messages to the specific characteristics of the situation. This includes providing clear information to those affected about what actions to take, where to go, and how to protect themselves. Furthermore, it is essential to share this information through trusted community channels, maximizing its effectiveness and creating an environment of safety and support for vulnerable individuals.

Another key need identified by the National Society is the establishment of effective community participation mechanisms that allow communities to express their needs, concerns, and suggestions in real time. This process is critical to ensuring that interventions align with the real priorities and demands of those affected, fostering a humanitarian response that reflects the specific needs of each community. The absence of such feedback mechanisms represents a limitation, as it reduces the ability to adjust and improve actions based on the experiences and direct knowledge of affected individuals.

Finally, the Costa Rican Red Cross has identified the need to strengthen the internal capacities of its response teams to efficiently manage information from the community and adapt activities based on the feedback received. This approach not only enables a more effective response but also reinforces transparency and fosters trust between humanitarian actors and the affected population. Ensuring that community opinions are valued and that accountability remains a central principle is essential for the success of emergency operations.

### Any identified gaps/limitations in the assessment

The Costa Rican Red Cross has not identified any gaps in the available information, as both internally and externally, it has been able to access the necessary data and information to make informed decisions. Furthermore, the National Society participation in the National Emergency Operations Center (EOC) facilitates the streamlining of consultations and decision-making processes at various levels, enhancing coordination and the effectiveness of emergency responses.

## Operational Strategy

### Overall objective of the operation

This IFRC DREF allocation aims to support 7,500 people (1,500 families) affected by flooding through actions focused on Cash and Voucher Assistance (CVA), health, water, sanitation, and hygiene (WASH), protection, gender, and inclusion (PGI), and community engagement and accountability (CEA), in the most impacted districts of the provinces of Guanacaste and Puntarenas over a 4-month period.



## Operation strategy rationale

The proposed strategy by the Costa Rican Red Cross focuses on addressing the basic needs of the most affected populations, based on information obtained through coordination with the National Emergency Commission (CNE). To avoid duplication of efforts, communities and their needs have been jointly identified in collaboration with the Emergency Operations Centers (EOCs) at the national, provincial, and municipal levels. This operation prioritizes rural and remote areas, where mobilization costs are expected to be high due to long distances and logistical challenges.

In the Cash and Voucher Assistance (CVA) sector, feasibility studies and rapid market assessments will be conducted to determine implementation conditions. Eligible families or individuals will be identified, and cash transfer cards will be procured and distributed. Orientation sessions will be held to help beneficiaries understand proper fund management and prioritize their immediate needs. Additionally, post-distribution satisfaction surveys will be conducted, and clear feedback mechanisms will be established to address inquiries, concerns, or complaints related to the program. Volunteers and staff from the National Society will be trained in program processes and the Community Engagement and Accountability (CEA) approach.

The cash transfer value has been set at 250 USD per family, considering the minimum expenditure basket and the monthly minimum wage in Costa Rica. However, this amount may be adjusted based on the feasibility and market assessment results. To ensure timely response, prepositioned cards from previous interventions (MDR43008, MAA43002, and MDRCR024) will be utilized while new cards are procured.

In the health sector, the actions will focus on organizing community awareness campaigns aimed at promoting key hygiene practices, such as handwashing, proper waste management, and the hygiene of food and utensils, among other topics, with the goal of preventing diarrheal diseases and other health issues related to hygiene. These campaigns seek to promote behavior change through clear and accessible messages tailored to the emergency context.

Additionally, health fairs will be held to provide essential services such as vital signs monitoring, psychological first aid, and the promotion of adherence to medication for pre-existing conditions, among others. These fairs are designed to address the specific needs of the affected communities, particularly those whose access to healthcare services has been limited due to the current circumstances.

These actions not only tackle the immediate problems arising from the emergency but also take into account the particular needs of different population groups within the communities, such as children, adolescents, the elderly, and individuals with pre-existing health conditions.

In the Water, Sanitation, and Hygiene (WASH) sector, awareness sessions will be held to emphasize the importance of safe drinking water, good hygiene practices, and dengue prevention, reducing risks associated with waterborne and mosquito-transmitted diseases. Safety equipment, including gloves, reflective vests, and cleaning tools, will be procured and distributed for community cleanup campaigns. Household cleaning kits will also be distributed, using prepositioned items from previous operations (MDRCR023) and supplemented with additional supplies to meet the target population's needs. Each family will receive two mosquito repellents and community-validated educational materials. Community cleanup campaigns will be conducted to improve hygiene conditions and reduce vector breeding grounds.

In the Protection, Gender, and Inclusion (PGI) sector, community sessions will be conducted to raise awareness of these principles and provide tools for community members to identify and address protection issues, fostering safer and more inclusive environments. Activities will include comprehensive mapping to identify key community stakeholders, followed by targeted meetings to strengthen partnerships and align responses to identified needs. Finally, to strengthen the capacities of National Society staff and volunteers, a workshop will be conducted to update and enhance the application of the PGI approach in emergency interventions.

In the Community Engagement and Accountability (CEA) sector, sessions will be conducted to incorporate community perspectives into the response approach. Communication channels will be mapped to identify the most effective platforms, and culturally appropriate materials will be designed. A rapid context analysis will also be conducted to understand community dynamics and specific needs, and feedback mechanisms will be established to collect, analyze, and respond to community concerns, fostering trust and transparency in interventions.

Also, accountability sessions and identification of lessons learned will be held at the local level with representatives of the communities. These sessions will allow concluding the intervention and collecting the perceptions, comments and lessons learned that people in the communities have identified, as well as the recommendations they offer for future interventions. These inputs will be included in the general lessons learned workshop of the operation. Finally, to strengthen the capacities of National Society staff and volunteers, a workshop will be conducted to update and enhance the application of the CEA approach in emergency interventions.

As part of institutional strengthening, a key team will be recruited, including a project coordinator, a project technician, a driver, and an administrative assistant. Visibility materials will be distributed to staff and volunteers, and a Lessons Learned workshop will be held.



Training sessions will be conducted on the Incident Command System (ICS), EOC management using the MACOE methodology, and Civil-Military Relations. Safe Access manuals will also be designed and printed to support field operations.

Since 80% of the intervention will take place in remote rural areas, a significant portion of the budget has been allocated to operational costs, such as fuel and, in some cases, boat rentals. This allocation ensures the effective execution of activities despite logistical challenges. To maintain high-quality interventions and accountability, the National Society will conduct regular virtual meetings and field monitoring visits with the IFRC Central America Country Cluster Delegation (CCD). This approach will allow for constant monitoring and efficient management of the operation.

## Targeting Strategy

### Who will be targeted through this operation?

The operation targets people residing in the most affected communities, where a red alert has been declared by the National Emergency Commission (CNE). This IFRC DREF intervention will focus on the districts of Santa Cruz, Carrillo, Sardinal, Filadelfia, Cañas, Liberia, Nicoya, and Bagaces in the province of Guanacaste, as well as the districts of Golfito, Corredores, Puntarenas, Garabito, and Buenos Aires in the province of Puntarenas.

### Explain the selection criteria for the targeted population

The Costa Rican Red Cross has identified primary and secondary vulnerability criteria regarding affected families, which will later be validated at the community level:

#### Primary Criteria:

- Families with housing damage.
- Single-parent families.
- Loss or reduction of income due to impact on livelihoods.
- Families whose drinking water sources have been affected.

#### Secondary Criteria:

- Families with children under five years old.
- Families with elderly members.
- Families with people with disabilities.
- Migrants without access to assistance.

#### Vulnerability and Capacity Analysis (VCA) Selection Criteria:

- Meet primary and secondary vulnerability criteria.
- Reside in the targeted affected area.
- Direct impact on livelihoods due to flooding from increased rainfall.

## Total Targeted Population

Women	2,750	Rural	40%
Girls (under 18)	1,000	Urban	60%
Men	2,750	People with disabilities (estimated)	0%
Boys (under 18)	1,000		
Total targeted population	7,500		





# Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Insufficient assistance to meet the demand of affected people.	Establish clear and transparent selection criteria to prioritize assistance, validated by the community, and implement Community Engagement and Accountability (CEA) mechanisms to manage expectations within the communities.
Limited or no access to affected communities.	Identify alternative routes or additional means of transportation to ensure the entry of teams and supplies into designated communities.
Increased rainfall causing the suspension of the operation.	Implement operation activities as quickly as possible and, if necessary, consider extending the operation's duration to address ongoing needs.
Additional meteorological events worsening the situation in communities.	Conduct continuous assessments of the affected areas and incorporate additional risk scenarios into the Emergency Plan of Action (EPoA) to expand the scope of the operation and prioritize the most vulnerable communities. Additionally, constant monitoring of weather conditions will be maintained through early warning systems, in coordination with meteorological services, to adjust response strategies based on forecasts and alerts.

Please indicate any security and safety concerns for this operation

No additional security measures are anticipated. All personnel and volunteers will be fully trained in safety protocols, ensuring familiarity with security procedures specific to this type of event. Additionally, the National Society has ensured that everyone involved in the operation is equipped with appropriate personal protective equipment, specifically designed to address the prevailing weather conditions.

Has the child safeguarding risk analysis assessment been completed?

No

## Planned Intervention



### Multi Purpose Cash

**Budget:** CHF 231,969

**Targeted Persons:** 4,000

### Indicators

Title	Target
Number of families reached through the CVA.	800
Number of satisfaction surveys conducted on the CVA process.	800
Number of staff and volunteers who participated in CVA training and updating	50

processes.

## Priority Actions

- Conduct a feasibility study for the Cash and Voucher Assistance (CVA) Program, including a rapid market assessment.
- Identify families or individuals to be assisted through the CVA.
- Procure cards for the cash transfer program.
- Conduct orientation sessions with beneficiaries on the proper management of funds and prioritization of needs.
- Develop and implement satisfaction surveys of the CVA process.
- Establish clear feedback mechanisms to address inquiries, concerns, and complaints related to the cash transfer program.
- Provide training sessions to volunteers and National Society staff on CVA processes and the Community Engagement and Accountability (CEA) approach.



## Health

**Budget:** CHF 29,535

**Targeted Persons:** 3,000

## Indicators

Title	Target
Number of people reached through health promotion activities, including topics such as handwashing, food hygiene, and others.	2,000
Number of people reached at community health fairs, through services such as vital signs monitoring, psychological first aid, and others.	1,000

## Priority Actions

- Organize community awareness campaigns focused on handwashing, proper waste management, and food and utensil hygiene to prevent diarrheal diseases and other hygiene-related health issues.
- Organize health fairs to provide services focused on vital signs monitoring, psychological first aid, promoting adherence to medication for preexisting conditions, among others, tailored to address the specific health needs of individuals within the context of the emergency.



## Water, Sanitation And Hygiene

**Budget:** CHF 72,552

**Targeted Persons:** 7,500

## Indicators

Title	Target
Number of community cleanup and awareness campaigns completed.	20
Number of community sessions conducted on safe water, hygiene, and vector prevention topics.	20
Number of families reached through the distribution of cleaning/protection supplies (brooms, water containers, and repellents).	1,500

## Priority Actions

- Promote awareness sessions on the importance of access to safe drinking water, good hygiene practices, and dengue prevention. These sessions aim to reduce the risks of waterborne and mosquito-transmitted diseases, fostering healthier habits within the community.
- Procure safety equipment for community cleanup campaigns, including gloves, reflective vests, bags, goggles, shovels, and other necessary materials.
- Acquire and distribute household cleaning kits for families.
- Distribute mosquito repellents for dengue prevention, providing two repellents per family.
- Design and print educational materials that have been previously validated by the community to ensure their relevance and accessibility.
- Conduct community cleanup campaigns to promote hygiene and reduce potential breeding grounds for disease vectors.



## Protection, Gender And Inclusion

**Budget:** CHF 7,242

**Targeted Persons:** 190

## Indicators

Title	Target
Number of sessions conducted on topics related to PGI.	10
Number of mapping exercises and meetings with community stakeholders completed.	2
Number of community members who have participated in PGI sessions.	100
Number of staff and volunteers who have participated in PGI-related activities.	90

## Priority Actions

- Conduct interactive sessions within communities to raise awareness and promote understanding of the principles of Protection, Gender, and Inclusion (PGI).
- Organize participatory activities designed to engage community members and create spaces for dialogue and collaboration. These activities integrate PGI principles, emphasizing inclusivity and respect for diversity, while addressing the specific needs of the community.
- Carry out comprehensive mapping exercises to identify key community stakeholders, including local leaders, organizations, and influential groups. Follow up with targeted meetings to establish partnerships, understand community dynamics, and align efforts to address identified needs.
- Development of an update workshop on the implementation of the PGI approach in interventions, aimed at staff and volunteers.



## Community Engagement And Accountability

**Budget:** CHF 7,562

**Targeted Persons:** 190

## Indicators

Title	Target
Number of people who participated in sessions on topics related to CEA.	100
Number of community mappings conducted to identify the most frequently used communication channels.	2

Number of feedback mechanisms designed and implemented at the community level	2
Number of staff and volunteers who have participated in CEA-related activities.	90

## Priority Actions

- Conduct Community Engagement and Accountability (CEA) sessions to facilitate meaningful interactions and incorporate community perspectives into the response approach.
- Map communication channels and key messages to identify effective platforms for disseminating critical information and engaging with the community.
- Design and print tailored materials to support the implementation of planned activities, ensuring their accessibility and cultural relevance.
- Conduct a rapid context analysis to gain a comprehensive understanding of community structures and groups, capacities, power dynamics, knowledge, practices, behaviors, cultural and social values, individuals affected or at risk, and other key stakeholders.
- Establish feedback mechanisms that include systems to collect, respond to, analyze, and refer feedback to key stakeholders and decision-makers, ensuring accountability and informed actions.
- Development of accountability sessions and lessons learned at the local level.
- Development of an update workshop on the implementation of the CEA approach in interventions, aimed at staff and volunteers.



## Secretariat Services

**Budget:** CHF 19,809

**Targeted Persons:** 0

## Indicators

Title	Target
Number of field monitoring visits conducted.	5

## Priority Actions

- Conduct field monitoring visits involving teams from disaster risk management, PMER, CEA and Health sectors to assess progress and address challenges.
- Facilitate the deployment of a facilitator to lead the Civil-Military Relations workshop.
- Manage operational financial expenses to ensure the effective allocation and tracking of resources throughout the operation.



## National Society Strengthening

**Budget:** CHF 90,291

**Targeted Persons:** 100

## Indicators

Title	Target
Number of technical staff specifically recruited for the operation.	4
Number of staff and volunteers who receive visibility materials and participate in training on the ICS, MACOE, and Civil-Military Relations.	100
Number of Lessons Learned Workshops conducted.	1





## Priority Actions

- Recruitment of four personnel profiles: 1 Project Coordinator, 1 Project Technician, 1 Driver, and 1 Administrative Assistant, to support the effective implementation of the operation.
- Procurement and distribution of visibility materials for field staff and volunteers to ensure proper identification and representation during activities.
- Conduct a Lessons Learned Workshop to evaluate the operation and incorporate key findings for future improvements.
- Training for operational staff in the Incident Command System (ICS).
- Training on EOC (Emergency Operations Center) management using the MACOE methodology to strengthen organizational response capacities.
- Training on Civil-Military Relations.
- Design and printing of Safe Access manuals to provide guidelines and resources for personnel in the field.

## About Support Services

### How many staff and volunteers will be involved in this operation. Briefly describe their role.

The Costa Rican Red Cross operates through 120 committees, with 1,147 permanent staff members and approximately 6,000 volunteers across nine regions and three national centers: Administrative, Operational, and Metropolitan Centers. A multidisciplinary technical team ensures activities are carried out efficiently, with emergency operations overseen by the Risk Management Department, supported by the General Management and the overarching administrative structure.

For this operation, 100 volunteers from committees in the various intervention zones will be mobilized, supported by the recruitment of four key positions. The Project Coordinator will oversee the overall coordination and management of the operation, ensuring alignment with objectives, supervising the technical team, coordinating with stakeholders, and managing reporting and compliance. The Project Technician will provide technical support in the field, ensuring activities meet established standards, conducting assessments, facilitating training sessions, and supporting aid distribution. The Driver will ensure safe and efficient transportation of personnel, equipment, and supplies to and from intervention areas, maintaining vehicle readiness and assisting with logistics as needed. The Administrative Assistant will handle administrative tasks such as documentation, record-keeping, logistics coordination, and financial tracking, supporting the project team to ensure smooth and efficient operational processes.

### If there is procurement, will it be done by National Society or IFRC?

The Costa Rican Red Cross has a procurement department responsible for purchasing all supplies and equipment required by committees nationwide, supported by a central warehouse. Procurement procedures are backed by the government, as many processes use state-assigned funds, which necessitates the adoption of these procedures for all purchases. The IFRC Logistics Unit will provide support to the National Society and assist with quality control for purchases made in accordance with the authorization levels required by procurement procedures.

### How will this operation be monitored?

Oversight of processes is managed by the National Directorate for Emergency Response, with support from the General Directorate and the administrative structure across all departments. The Costa Rican Red Cross Central Headquarters also has a dedicated monitoring team tasked with following up on financial reports and ensuring the quality of interim products and final reports submitted.

The National Society will have a dedicated monitoring team composed of personnel from the Disaster Response Department. This operation will produce an interim progress report as well as a final report upon completion.

The Financial Accounting Department has trained personnel ready to provide essential support to the operational areas included in the Action Plan. The department's financial strategy focuses on: a) Ensuring the availability of department staff to address specific aspects of the operation. b) Issuing reports and conducting ongoing monitoring to verify compliance and the proper use of budget allocations. c) Keeping work area coordinators informed about resource optimization and the correct use of resources assigned to the Action Plan.

A Lessons Learned Workshop will be conducted at the conclusion of the operation, bringing together both administrative and operational participants. This workshop aims to identify and document positive and negative aspects of the operation to inform future response efforts.



## Please briefly explain the National Societies communication strategy for this operation

The Costa Rican Red Cross has an Institutional Communications Department that upholds communication lines and strategies both within and outside the organization to ensure visibility and appropriate support for institutional activities throughout the phases of emergency response and recovery. For this operation, the Department will provide technical support to the operational team to ensure that all materials, key messages, and communication actions align with the National Society's guidelines and the specific requirements of the operation. All actions will consider Protection, Gender, and Inclusion (PGI) as well as Community Engagement and Accountability (CEA) approaches.



# Budget Overview



## DREF OPERATION

### MDRCR026 - Costa Rican Red Cross Costa Rica: Floods

#### Operating Budget

<b>Planned Operations</b>	<b>348,859</b>
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	231,969
Health	29,535
Water, Sanitation & Hygiene	72,552
Protection, Gender and Inclusion	7,242
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	7,562
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>110,100</b>
Coordination and Partnerships	0
Secretariat Services	19,809
National Society Strengthening	90,291
<b>TOTAL BUDGET</b>	<b>458,959</b>

*all amounts in Swiss Francs (CHF)*



# Contact Information

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

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[Click here for the reference](#)

