



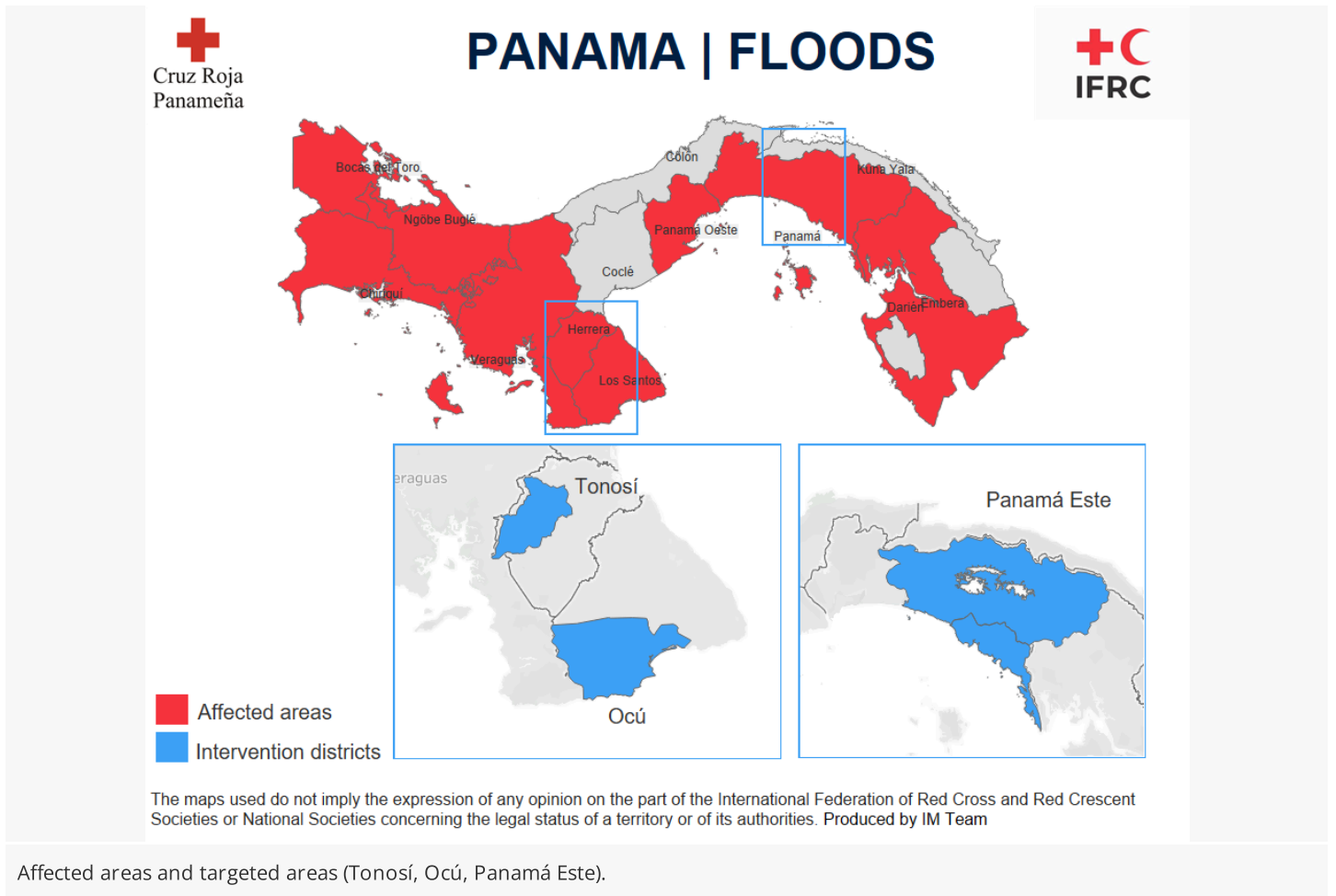
Evacuation operations in Tonosí by the Red Cross Society of Panama (3 November 2024). Source: Eduard Montenegro (RCSP volunteer).

Appeal: <b>MDRPA020</b>	Country: <b>Panama</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 249,979</b>	
Glide Number: <b>-</b>	People Affected: <b>3,895 people</b>	People Targeted: <b>2,500 people</b>	
Operation Start Date: <b>12-11-2024</b>	Operation Timeframe: <b>3 months</b>	Operation End Date: <b>28-02-2025</b>	DREF Published: <b>13-11-2024</b>
Targeted Areas: <b>Los Santos, Panama, Herrera</b>			

# Description of the Event

## Date of event

02-11-2024



## What happened, where and when?

On 1 November, the Institute of Meteorology and Hydrology of Panama (IMHPA) provided a watch warning for abundant rains with significant thunderstorms throughout Panama and maritime areas, predicting the intensification of winds from the West and Southwest with possible gusts greater than 50 km/h, which could generate choppy seas on both coasts of Panama.

On 2 November, abundant rains were recorded associated with a tropical disturbance whose center was located north of Panama and over the Caribbean Sea, mainly affecting the provinces of Los Santos, Herrera, Veraguas, Chiriquí, Bocas del Toro and the Ngäbe Bugle indigenous region, declared under red alert. The rest of the country remained on yellow alert.

Due to the saturation of the soils, on 4 November, the National Civil Protection System (SINAPROC) extended the red alert in eastern Panama, Darién and its regions, warning that the rains could continue over the next few days, increasing the risk of floods and landslides.

The rainfall forecast as of 5 November indicates rainfall concentrations in the central and western provinces of the country as a result of the indirect effects generated by Tropical Storm Rafael. In the case of the provinces of Panama and Panama Oeste, they remain on yellow alert. The saturation of the soil, which reaches 90%, increases the risk of overflows, landslides and river floods, affecting hundreds of families.



Alert Map, 4 November 2024. Source: SINAPROC.



Volunteers during needs assessments in Los Santos province. November 2024. Source: Red Cross Society of Panama.

## Scope and Scale

The intense rains caused by the low pressure system have wreaked havoc in several regions of the country. Overflowing rivers, landslides, falling trees and power poles have all been the result of these extreme weather conditions.

Between November 2 and 4, multiple floods, landslides, and river floods were recorded in multiple provinces, including Bocas del Toro, Chiriquí, Veraguas, Herrera, Los Santos, and Panamá Este, as well as in the Ngäbe-Buglé region.

In Panamá Este, the most affected areas include the township of Las Garzas, where the overflow of the Pacora River impacted sectors such as San Diego and La Mireya. As of 4 November, 500 homes were affected, and 130 people, including adults, children and infants, evacuated to the shelter at the Presidente Valdés School. In the community of Valle Próspero, in Chepo, some 40 homes were also damaged by the overflowing of rivers and streams in areas such as Loma del Río and Las Margaritas. This situation has directly affected hundreds of families, generating an emergency situation in vulnerable areas.

The province of Los Santos has also been heavily affected, with the overflow of the Tonosí River that has caused mass evacuations and left hundreds of people affected. The most impacted areas include Tonosí, El Chará, Pueblo Nuevo, Bebedero and Puerto Piña, where authorities have carried out rescues and transferred people to shelters set up in the center of Tonosí and the capital of the district. As of 4 November, 346 families have been affected in this province, where rescue and logistical support work is continuous.

In Veraguas, at least 8 communities remain without communication and 45 homes have been affected, with considerable damage to infrastructure and loss of essential goods. Likewise, the collapse of infrastructure and access roads has left these communities in a state of high vulnerability, complicating the delivery of assistance.

The authorities, in coordination with the Ministry of Health, are working to assist the affected families, ensuring that health and basic sanitation needs are met as much as possible. The authorities have activated 19 shelters throughout the country to serve the displaced population, out of which about 10 shelters have been installed in educational centers in the Ngäbe Buglé region: Boca de Remedios, Flor de Anís, Hato Chami, Escuela Bahai, Pueblo Nuevo, Kankintu, Chiriquí Mali, Bisira, and IPT Joaquina H. de Torrijos. Meanwhile, in Veraguas, four shelters were established within the educational centers: CE.B. Zapotillo, Loma de Quebro School, Morrillo de Quebro School and El Espino School. While in the province of Los Santos, shelters were made available to the population affected by the floods at the Coronel Segundo Institute in Villarreal, and the IPT Tonosí; in Herrera in the Hipólito Pérez Tello and La Gloriela Barría schools; in

Chiriquí it was established in the school of Gualaca and in the province of Bocas del Toro in the 4 de Abril school, and in Panamá Este the temporary shelter of the Presidente Valdés de Pacora school is also available

As of 4 November, the total number of people in shelters exceeded 1,100 people and this figure is expected to continue to rise as damage assessments are completed and more ongoing evacuations take place.

Sinaproc and the provincial Emergency Operations Centers (EOC) have been mobilized in response to this emergency, carrying out constant monitoring of river levels, soil saturation and providing support in evacuations and rescues. The health situation is critical, as facilities in Veraguas and Darién have been partially inaccessible, which has made it difficult to provide medical services. In response, the Ministry of Health has activated its regional health operation centers and deployed health monitoring and control teams, distributing sanitation supplies, such as chlorine, and relocating dead animals to avoid additional public health risks.

Productive and service infrastructure has also been affected, with the collapse of bridges in areas of Bocas del Toro, Darién and Veraguas, and damage to electricity and water installations in various provinces, aggravating the situation of the affected communities. In the agricultural sector, losses of livestock and essential crops have been recorded in rural areas of Herrera, Los Santos and Veraguas, affecting the livelihoods of rural families.

With continued rains forecast in the coming days, the vulnerability of communities continues to increase, requiring a sustained humanitarian response to mitigate the impact of this event. Coordination between Sinaproc, the Ministry of Health and other agencies remains crucial to manage aid and ensure that the basic needs of affected families are met.

As of 4 November, 4 deaths, 3 missing persons, 1,100 people sheltered and an alarming total of 779 homes affected throughout the country have been reported. In addition, as a preventive measure, the suspension of patriotic activities has been ordered in the provinces of Chiriquí, Veraguas, Bocas del Toro, Herrera and Los Santos. Also, from 5 November, the same restrictions were applied at the national level, with the aim of guaranteeing the safety of the population. In addition, as of 5 November, by order of the Ministry of Education and in coordination with the National Civil Protection System, classes in schools were cancelled throughout the country.

## Source Information

Source Name	Source Link
1. National Civil Protection System of Panama	<a href="https://www.sinaproc.gob.pa/sinaproc-declara-alerta-roja-en-colon-cocle-y-la-comarca-guna-yala/">https://www.sinaproc.gob.pa/sinaproc-declara-alerta-roja-en-colon-cocle-y-la-comarca-guna-yala/</a>

## Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	Yes
Did it affect the same population group?	Yes
Did the National Society respond?	Yes
Did the National Society request funding form DREF for that event(s)	Yes
If yes, please specify which operation	MDRPA017

**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:**

This event should not be considered recurrent since this was a major climatic event that affected almost the entirety of the country associated to the formation of Tropical Storm Rafael. Even though some of the areas targeted in the previous operation such as Los Santos and Herrera will be targeted by the current DREF, the severity of the disaster could increase in the coming days since heavy rains remain in certain areas. The soil saturation is over 90% and the risks of landslides and continued need for assistance are likely to remain.

**Lessons learned:**



During the DREF operation MDRPA017, the National Society identified the need to establish a list of suppliers for various intervention areas and supplies to ensure proper development of the response. In this current operation, the National Society will manage most procurements using their existing supplier list, while items like hygiene kits, cleaning kits, and first aid kits will be procured through IFRC. It is noted that hygiene kits are not suitable for households with clay-based construction, as indicated by the communities. Additionally, for Cash and Voucher Assistance (CVA), the National Society emphasized the importance of a feasibility study. To support this, a Surge CVA Officer will be deployed for two months to assist with CVA distribution.

## Current National Society Actions

### Start date of National Society actions

02-11-2024

<b>Shelter, Housing And Settlements</b>	The National Society provides assistance with records of the affected families who are in the shelters of the Presidente Valdés school in Pacora, in the Zapotillo School, Morrillo de Quebro, in support to the National Civil Protection System.
<b>Health</b>	Search and rescue support is provided to missing persons in the Highlands, as well as first aid assistance and pre-hospital transfers to people who have been evacuated in the affected areas. Assistance in the evacuation of people in the committees of Boquete, La Villa, Las Tablas, Santiago and El Real.
<b>Water, Sanitation And Hygiene</b>	The Red Cross Society of Panama is supplying 5,400 liters of safe water to the community of Alto Jaramillo, an affected area in the district of Boquete.
<b>Protection, Gender And Inclusion</b>	Conducting a risk analysis of child safeguarding for this intervention.
<b>Community Engagement And Accountability</b>	The Red Cross Society of Panama is carrying out key actions to better understand the needs and priorities of the community in this emergency. As part of the auxiliary role, the National Society is supporting the National Civil Protection System (SINAPROC) by providing technical assistance in the area. With a focus on quick and effective methods, such as direct observation, secondary data analysis, interviews with key informants, and ongoing conversations with local volunteers. In addition, the National Society maintains an open dialogue with various representatives and groups of the community, which allows to obtain a comprehensive view of the context and adapt the response to the needs of all.
<b>Coordination</b>	Close coordination is sustained with authorities, including participation in provincial EOCs. Damage and Needs Assessment (DANA) support is provided to MIDES for the distribution of water in the affected area. In addition, coordination is kept with the Office of the First Lady and the Governors of the affected Provinces.
<b>National Society Readiness</b>	The 23 local committees at the national level remain active and supporting responses to the affected areas. Currently, a total of approximately 150 volunteers (with updated insurance) continue to provide assistance and as the event progresses, there is the capacity to activate more volunteers. As part of the initial response to the event, the Red Cross Society of Panama has also drafted a report uploaded in the GO platform.
<b>Assessment</b>	Local committees in the affected areas have activated their Damage and Needs Assessment Teams, mainly in the committees of Las Tablas, La Villa, Chitré, Barú, San Martín, Boquete, Penonomé, Natá, Panamá Norte, Aguadulce, and El Real.
<b>Other</b>	The Red Cross Society of Panama has activated the Emergency Operations Center (EOC), which is monitoring the affected areas. In addition, 150 volunteers are being mobilized to support actions in the most affected places. It includes volunteers with specialties in psychological first aid, emergency health, use of technological tools (KOBO, ODK, etc.), water and sanitation, aid distribution and humanitarian assistance, among others. Mobilization of 23 vehicles on the ground to support response actions.



# IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	<p>The Regional Office for the Americas (ARO) and the IFRC Regional Logistics Unit (RLU) are located in Panama. The Red Cross Society of Panama has coordinated actions through the Country Cluster Delegation in Central America in charge of technical support and coordination for this emergency response with the collaboration of the Health, Disasters, Climate and Crisis Unit (HDCC). The IFRC has been in contact with the Red Cross Society of Panama to request funds to respond to this emergency.</p>
<b>Participating National Societies</b>	<p>The Spanish Red Cross is providing support in the monitoring and development of inputs for the preparation of the DREF and other documents for partners.</p>

# ICRC Actions Related To The Current Event

The ICRC provides technical advice on the Safer Access Framework and Restoring Family Links (RFL), as well as on humanitarian advocacy and diplomacy, as part of the National Society's interaction with the country's authorities.

# Other Actors Actions Related To The Current Event

<b>Government has requested international assistance</b>	<p>No</p>
<b>National authorities</b>	<p>National Civil Protection System (Sinaproc):</p> <ul style="list-style-type: none"> <li>• Declared a red alert in the provinces of Herrera, Los Santos, Veraguas, Chiriquí, Bocas del Toro, the Ngäbe-Buglé region and Panamá Este due to heavy rains and overflowing rivers.</li> <li>• Coordinated preventive evacuations and rescues in the affected areas, moving people to temporary shelters.</li> <li>• Activated provincial Emergency Operations Centers (EOCs) to assess damage and coordinate humanitarian response.</li> <li>• Conducted constant monitoring of river levels and soil saturation to prevent additional disasters.</li> </ul> <p>Ministry of Health (MINSA):</p> <ul style="list-style-type: none"> <li>• Activated regional and provincial Health Emergency Operation Centers (CODES) in the affected areas.</li> <li>• Deployed medical teams to provide care in shelters and affected communities.</li> <li>• Distributed sanitation supplies, such as chlorine, for home disinfection and disease prevention.</li> <li>• Coordinated with veterinarians for the relocation of dead animals, avoiding additional health risks.</li> </ul> <p>Ministry of Social Development (MIDES):</p> <ul style="list-style-type: none"> <li>• Provided social and psychological assistance to affected families in shelters.</li> <li>• Distributed hygiene kits and food to displaced people.</li> </ul> <p>Ministry of Infrastructure (MOP):</p> <ul style="list-style-type: none"> <li>• Carry out cleaning and rehabilitation work on roads affected by landslides and overflows.</li> <li>• Assessment of damaged infrastructure, such as bridges and roads, in order to restore connectivity.</li> </ul>
<b>UN or other actors</b>	<p>Activation of the UNETE emergency technical team to provide close support to the authorities.</p>



# Needs (Gaps) Identified



## Shelter Housing And Settlements

Preliminary assessments indicate that more than 1,000 homes have been partially affected by the floods. Official figures from government agencies are still pending. While the government has begun to distribute mattresses, the affected population basic needs have been heavily affected; as non-food items (cleaning kits, kitchen kits, repair materials, among others) are needed.

Support for fast clean-up and repairs of affected houses has also been identified as a preliminary priority.



## Livelihoods And Basic Needs

The need to provide cash to affected and most vulnerable people has been identified in order to cover their basic needs, since displaced people been affected at household level whether with total or partial damages to homes as well as the loss of household items and disruption of livelihoods. Most of the families affected in rural areas are day laborers therefore there is a disruption of livelihoods during the emergency.



## Health

The National Civil Protection System (SINAPROC) is in charge of coordinating search and rescue operations in the affected areas, deploying specialized teams to ensure the location and assistance of people in danger. In parallel, the Red Cross Society of Panama has intensified its efforts to provide emergency care to the victims, such as first aid and pre-hospital transfers. The urgent need to provide psychological first aid, derived from the current situation of people who are residing in shelters, has been identified. The floods have generated favorable conditions for the increase of vector-borne diseases, exponentially affecting the geographical areas that are on red alert without losing sight of those currently present in the country: dengue, malaria, Zika and chikungunya. The concentration and contamination of water increases the risk of outbreaks of zoonotic diseases such as leptospirosis, adding to the risk of dermal and fungal diseases. In addition, the overflow of latrines and septic tanks has contaminated drinking water sources, which aggravates the situation and increasing the spread of gastrointestinal diseases, such as diarrhea.



## Water, Sanitation And Hygiene

Wastewater treatment and drinking water production is seriously affected in several areas. The IDAAN (National Aqueduct and Sewer Institute) in the provinces of Veraguas, Herrera and Los Santos reported that the water production system has been severely affected by heavy rains. Several water treatment plants also stopped functioning due to the situation. In other communities, there are rural aqueducts, managed by the Local Water Board, in these same rural communities where there is no sewage service. Families use latrines, have also been flooded and contaminated. Several wells in locations such as Ocú have been affected by floods. In some areas IDAAN tankers are not yet able to access due to damages to the infrastructure or due to existing conditions (narrow paths, unpaved tertiary roads damaged).



## Protection, Gender And Inclusion

All people are affected by crises in a disaster situation. However, it is notable that women (single-parent households) and certain groups in vulnerable conditions (children and adolescents, people with disabilities and older adults) have differentiated impacts. Under normal conditions, several studies show a 72.4% gender gap between men and women in Panama. This implies the need to integrate the PGI approach into the current response to address the particular needs of specific groups. At the community level, other vulnerabilities related to access to support, decision-making and SGBV (sexual and gender-based violence) may arise during an emergency. The need to enable safe spaces for children in the affected communities is identified. The target population will be defined from surveys and evaluations carried out by volunteers in the field.





## Community Engagement And Accountability

Communities are severely affected by emergencies, especially during disasters such as floods, although the lack of active participation and adequate feedback mechanisms prevents interventions from being truly inclusive. This gap differentially affects specific sectors, such as the most vulnerable communities, who do not have effective channels to express their needs or receive appropriate information. Furthermore, it is highlighted that, in emergency situations, the lack of contextualized information on health risks, such as those derived from floods, can generate a greater impact on vulnerable groups, such as children, the elderly and those with disabilities. There is an urgent need to integrate community participation mechanisms into the response, ensuring that all voices are heard, and that crucial information reaches communities in a clear and accessible manner.

### Any identified gaps/limitations in the assessment

Heavy rains continue in several parts of the country and the soil saturation level is 90% or higher; the risk of landslides remains and most rivers continue with high levels, delaying the return of people to their homes. The National Society continues coordinating with the National EOC managed by SINAPROC and the assessments continue in several parts of the country. The results of the assessments by SINAPROC will be available in several days or weeks. Urgent actions are needed to address those located in the most vulnerable areas where communication infrastructure is affected and where there is limited presence of institutions or humanitarian organizations. Operational costs are expected to be high since most of the rural communities affected are isolated and have suffered disruption to the infrastructure.

## Operational Strategy

### Overall objective of the operation

The Red Cross Society of Panama will contribute to the national response to the floods and landslides that affect the provinces of Panamá, Los Santos, Herrera, Veraguas, Chiriquí, Bocas del Toro and Darién, providing support to the emergency needs of 500 affected families (2,500 people) in the districts of Panamá, Océ and Tonosí during 3 months.

### Operation strategy rationale

The proposed strategy focuses on addressing the basic needs of the most affected population and is based on the information obtained through coordination with the Emergency Operations Center of the National Civil Protection System.

The focused areas are shelter, multipurpose cash, health, water, sanitation and hygiene, community engagement and accountability, and protection, gender and inclusion. To ensure that efforts are not duplicated, communities and needs have been identified jointly in coordination with national and provincial emergency operations centers and municipal authorities.

Based on previous operations, a cash transfer program will be implemented to allow the affected population to decide which needs to address, ensuring dignity and pertinence of the response. The amount was calculated considering the bi-weekly wages of day laborers which is a characteristic of the majority of the affected population. This will be confirmed via a feasibility study that will be conducted in the first weeks of the operation.

This operation focuses on rural areas, in remote communities, so mobilization costs may vary. In addition, purchases of non-food items will be made through the Regional Logistics Unit in Panama City and all these materials will have to be mobilized to the intervention area.

It is worth highlighting that the Red Cross Society of Panama is part of ECHO's Pilot Programmatic Alliance (PPP); although the geographical area of intervention of this DREF is different from the areas focused on the PPP framework, the activities developed with PPP will contribute significantly to the effective, relevant, timely and quality response, among them: the strengthening of the EOCs of the National Society in Local Committees at the national level and of the network of focal points in the implementation of CVA for emergency response (with a pilot in the community of Loma de Quebro, affected by this emergency), the creation of community brigades as first responders in communities vulnerable to disasters due to extreme weather events, the strengthening of coordination with regional, local (Municipalities, Community Boards) and national (SINAPROC, MINSAs) authorities for an effective and efficient response, as well as the strengthening of the capacities of volunteers and staff of the National Society in cross-cutting approaches such as PGI and CEA. Most of the strengthening actions framed in the PPP have been developed in the communities of Cerro Punta (District of Tierras Altas, Province of Chiriquí), Soloy (District of Besikó, Ngäbe-Buglé Region) and Loma de Quebro (District of Mariato, Province of Veraguas).



# Targeting Strategy

## Who will be targeted through this operation?

The Red Cross Society of Panama will implement its emergency response in the most affected communities in:

- Province of Panamá, district of Panamá (Panamá Este).
- Province of Los Santos, district of Tonosí.
- Province of Herrera, district of Ocú.

The targeted population are families affected by the floods and landslides in these locations in vulnerable areas. These families have been evacuated due to their location in at risk areas where alerts have been issued and are at the shelters or have remained at home or with relatives/friends but their homes have partial or complete damages (flooded, roofs damaged, walls damages).

The locations have been selected based on preliminary information from the National EOC managed by SINAPROC and crossed reference information from the NS branches.

## Explain the selection criteria for the targeted population

The Red Cross Society of Panama established the following criteria to select and prioritize the affected population, which could be adjusted according to the validation that is subsequently carried out at the community level:

- Families most affected by the floods, including people who have partially or total damage to their homes.
- The most vulnerable groups, including single-parent families, older adults, pregnant women, children under five years of age and people with disabilities.
- Households that have not been reached by humanitarian assistance by the State entities or other actors

## Total Targeted Population

Women	1,260	Rural	-
Girls (under 18)	-	Urban	-
Men	1,240	People with disabilities (estimated)	-
Boys (under 18)	-		
Total targeted population	2,500		

## Risk and Security Considerations

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

Risk	Mitigation action
Damaged telecommunications infrastructure limits communication between field teams and coordination bases, making management and timely response difficult.	<ul style="list-style-type: none"><li>• Use alternative communication devices (radios) in areas with limited coverage.</li><li>• Establish checkpoints and periodic meetings to consolidate information and coordinate activities.</li><li>• Develop a daily reporting system to keep all teams up to date.</li></ul>
The collapse or flooding of roads and bridges hinders access to isolated communities, preventing the delivery of humanitarian aid and the evacuation of people at risk.	<ul style="list-style-type: none"><li>• Identify alternative routes with local authorities and Sinaproc.</li><li>• Establish distribution points in areas close to isolated communities to reduce the need for long trips.</li></ul>
The continuation of intense rains increases the risk of flooding and landslides, which could compromise the safety of staff and volunteers on the ground.	<ul style="list-style-type: none"><li>• Constantly monitor weather conditions through official information sources and adjust field activities according to the situation.</li></ul>



	<ul style="list-style-type: none"> <li>• Implement safety protocols for staff in the event of extreme weather conditions, including temporary suspension of activities if necessary.</li> <li>• Ensure adequate protective equipment (raincoats, boots) for personnel in the field.</li> </ul>
Exposure to contaminated water, lack of sanitation, and overcrowding in shelters increase the risk of disease outbreaks that could affect both the population and responders.	<ul style="list-style-type: none"> <li>• Distribute hygiene kits, bleach and other sanitation supplies, as well as personal protective equipment (rubber boots, gloves) ensuring that staff also have access to these resources.</li> <li>• Train staff in hygiene promotion practices and prevention of waterborne diseases.</li> </ul>
High demand for food, clean water, and shelter may result in supply shortages and lead to delays in distribution to communities in need.	<ul style="list-style-type: none"> <li>• Establish agreements with local and international suppliers to ensure a constant supply.</li> <li>• Prioritize distribution to the most affected areas and according to the evaluated needs.</li> <li>• Coordinate with other humanitarian actors to avoid duplication of efforts and optimize available resources.</li> </ul>
Intense workload and adverse conditions can lead to physical and emotional exhaustion of staff and volunteers, affecting their performance and well-being.	<ul style="list-style-type: none"> <li>• Implement staff relays to ensure each member has adequate rest periods.</li> <li>• Provide psychosocial support for staff and volunteers, including decompression sessions and access to counseling services.</li> <li>• Maintain constant monitoring of the team's health status, promoting open communication about well-being.</li> <li>• Manage an internal feedback mechanism, so that staff can provide recommendations within the operation.</li> </ul>
Desperate communities and possible conflicts in the distribution of resources can generate incidents of insecurity that put the response team and affected population at risk.	<ul style="list-style-type: none"> <li>• Collaborate with local authorities and security forces to guarantee security in distribution areas and shelters.</li> <li>• Train staff in personal security protocols and management of conflict. Additionally, implement feedback and communication mechanisms with communities to manage a participatory processes.</li> <li>• Plan and clearly communicate distributions to minimize tensions and avoid crowds.</li> </ul>

Has the child safeguarding risk analysis assessment been completed?

No

## Planned Intervention



### Shelter Housing And Settlements

**Budget:** CHF 7,704

**Targeted Persons:** 2,500

#### Indicators

Title	Target
# of families reached with blankets	500
# of blankets distributed	1,000

## Priority Actions

- Evaluation in the affected areas to identify housing needs, capacities and deficiencies of the population to be served.
- Selection of the population to be served based on the established vulnerability criteria.
- Acquisition and distribution of 1,000 blankets (2 per family, 5 people per family)



## Multi Purpose Cash

**Budget:** CHF 93,351

**Targeted Persons:** 2,500

## Indicators

Title	Target
# of affected families that receive a cash transfer to address basic needs	500
% of satisfaction within targeted population	75

## Priority Actions

- Develop a feasibility study, through community census, to design a cash transfer program to address basic needs.
- Cash distribution for 500 households (CHF 150 per family).
- Vulnerability assessment plan development and CEA plan for community engagement and participation, as well as considerations in validating the selection criteria.
- Printing of booklet with instructions on the Cash transfer program objective, criteria and access, including a feedback mechanism for support or queries.
- Validation of the information to be provided to the community
- Rapid training for volunteers on the monetary transfer process, selection criteria for people to be assisted, complaint and feedback management, and security procedures in cash handling.
- Outline of an accessible system to receive complaints, queries and feedback, which includes several channels, (telephone hotline, email address and physical mailboxes at strategic points in the community).
- Post-distribution surveys conducted on assisted individuals after transfer to evaluate the impact on their well-being and satisfaction with the program.
- Preparation of a detailed report on the implementation, results and lessons learned of the cash transfer program, with recommendations for future multipurpose cash interventions.



## Health

**Budget:** CHF 20,505

**Targeted Persons:** 1,000

## Indicators

Title	Target
# of people reached through health promotion campaigns in affected areas (including vector control issues and psychosocial support)	1,000
# of PSS kits delivered to children	350
# of PSS kits delivered to adults	150
# of people assisted in affected areas who receive first aid, psychosocial support and health promotion services within the first two weeks of the intervention	100

## Priority Actions

- Coordination with the Ministry of Health for constant monitoring of the health situation in the affected area
- Provision of first aid services in affected areas and temporary shelter centers (100 people)
- Replenishment of first aid kits (for 4 committees) to be purchased via IFRC
- Development of key messages and community validation of health promotion campaigns in affected areas (vector-borne diseases, among others) to reach 1,000 people
- Rapid refresher training for volunteers on vector control
- Evaluation and identification of psychosocial support needs in the affected area
- Provide 3 sessions of psychosocial support to adults affected by the disaster in the 3 communities to intervene
- Acquisition of 150 PSS kits for boys and girls affected by the floods. A total of 350 kits will be distributed, 200 of which are carryovers from DREF MDRPA017 consisting of: coloring book, colored pencils, pen, puzzle.
- Refresher training for volunteers on psychosocial support
- Acquisition and distribution of 150 psychosocial support kits for adults in emergency shelters
- Validation of key messages, printing and distribution of information material for health promotion and psychosocial support in communities according to the context and present needs



## Water, Sanitation And Hygiene

**Budget:** CHF 44,128

**Targeted Persons:** 1,500

## Indicators

Title	Target
# of people reached through family hygiene kits (1 per family; 5 people per family)	1,500
# of people reached through cleaning kits (1 per family, 5 people per family)	1,500
# of jerrycans distributed (2 per family)	600

## Priority Actions

- Conduct a WASH assessment in the affected area, including emergency shelters.
- Provide training to volunteers and rural aqueduct administration boards (JAAR) on cleaning wells.
- Safe water distribution with the installation of two tanks in a community and monitoring of water quality. The water provision will be facilitated by IDAAN as agreed within provincial EOC coordination mechanism
- Purchase and distribution of 600 jerrycans with a capacity of 10 liters of water (2 per family)
- Acquisition and distribution of water bottles for 2 communities (250 families in total. 12 liters per family, 2 deliveries). Note: This is a short term operational strategy devised by the SINAPROC since these are intended for families whether in shelters or in communities where water tankers cannot reach. Waste management will be handled by the community board (Junta comunal).
- Acquisition and distribution of 300 family hygiene kits (procured by IFRC) (Note stocks of 2,000 individual hygiene kits prepositioned in the Hub from MDRPA018 will be used to assemble the family kits and only the remaining items will be acquired to complete the IFRC standard hygiene kit. In addition, the National Society will provide 200 family hygiene kits through a bilateral donor)
- Acquisition and distribution of 300 cleaning kits (procured by IFRC). Note: Cleaning kits do not apply for households where the constructive system is clay since in previous operations (MDRPA017) the National Society identified they were not relevant for such households.
- Hygiene promotion and community cleaning campaigns
- Well cleaning using suction pumps.
- Rapid training of volunteers in vector management and control
- Inform family members about the objectives, use and maintenance of WASH items, as well as water pollution prevention measures and proper collection.
- Distribution of water through 5,000 liter reserve tanks in support of the community until the reestablishment of the aqueducts that were destroyed by the floods. Water will be provided by IDAAN as agreed within the provincial EOC.





## Protection, Gender And Inclusion

Budget: CHF 6,390

Targeted Persons: 100

### Indicators

Title	Target
# of volunteers trained in PGI	100

### Priority Actions

- Conduct an assessment of the specific needs of the affected population based on criteria selected from the PGI's minimum standards for emergencies and child safeguarding risk analysis.
- Dissemination session to staff and volunteers on the Policy on Prevention, Sexual Exploitation and Abuse (PEAS), Policy on child protection and PGI in emergencies.
- Establish and prepare friendly spaces for boys and girls in shelters or intervention areas, where they can participate in recreational and educational activities in a safe environment.
- Coordinate child protection activities that promote the emotional and social well-being of minors, with appropriate materials and supervision of trained personnel.
- Develop campaigns and disseminate awareness messages on the prevention of gender violence and child protection aimed at the affected community through radio and social media networks.
- Update sessions on protection policies for community activities.



## Community Engagement And Accountability

Budget: CHF 12,354

Targeted Persons: 100

### Indicators

Title	Target
# staff and volunteers who have been trained on CEA and Code of Conduct	100
% of community members, including vulnerable and at-risk groups, who know how to give feedback on the operation	50
# of community meetings and outreaches to share and discuss evaluation results with communities	5

### Priority Actions

- Plan and conduct a rapid context analysis, to understand community structures and groups, capabilities, power dynamics, knowledge, practices and behaviours, cultural and social values. Who is affected or in situation risk, and who are the other stakeholders.
- All personnel who join the response receive information about the CEA, Code of Conduct, including their roles and responsibilities.
- Establish the feedback mechanism, including systems to collect, respond, analyse and forward feedback to other key stakeholders
- Hold community meetings with community participation instruments (surveys, focus groups, interviews, among others) to evaluate the attendance of the national society and massive dissemination of information through radio or other channels.





## Secretariat Services

Budget: CHF 16,508

Targeted Persons: 0

### Indicators

Title	Target
# of CVA rapid response personnel deployed for 2 months	1

### Priority Actions

- Deployment of a Cash and Voucher Assistance Officer through the SURGE system is essential to strengthen the capacity of the National Society in the design and implementation of a cash transfer program.
- Provision of necessary technical support to carry out a comprehensive feasibility study, evaluating the logistical, economic and security conditions in the affected area. In addition, the specialist will guide the National Society in the development and implementation of an effective and transparent cash and voucher assistance program, ensuring that emergency interventions quickly and appropriately reach the most vulnerable communities. This deployment is expected to be for a period of 2 months.



## National Society Strengthening

Budget: CHF 49,040

Targeted Persons: 0

### Indicators

Title	Target
# of volunteers with visibility kits	100
# of staff hired for the operation	3

### Priority Actions

- Acquire and distribute 100 visibility kits for volunteers and field staff, which include identification elements.
- Acquisition and distribution of protective equipment (rubber boots for well cleaning and evaluation teams). The National Society has sufficient stock of PPE (masks/goggles) and will be provided as needed.
- Hiring operational personnel (1 field coordinator, 1 logistics specialist, 1 finance specialist)
- Develop a lessons learned workshop at the end of the operation to evaluate the processes and results, identifying areas of improvement for future interventions (in person)
- Acquire specific visibility material for the operation, such as information material, banners and other promotional items to increase the visibility of the operation.
- Maintain and supply fuel to the vehicles used in the operation, ensuring that they are in optimal conditions to carry out activities without interruption.
- Recognize the work of volunteers through formal means to value their contribution in carrying out the activities.
- Acquire the necessary supplies for the administrative functioning of the operation.
- Operational security training for volunteers (integrated into other trainings i.e. CEA/PGI).
- Coordination with local authorities and response institutions.



# About Support Services

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

The National Society has planned to purchase supplies, including visibility equipment and personal protective equipment (rubber boots, gloves), for 100 volunteers and staff members active in the operation. In addition, per diems have been ensured to facilitate the execution of all scheduled activities. This number of volunteers could increase if the situation requires it.

To reinforce operational actions, three key people will be hired: a finance specialist, logistics specialist and a field coordinator. The finance specialist will be in charge of supervising and managing the budget of the operation, ensuring that all expenses remain within the established limits and are duly justified. The field coordinator will provide essential support in the coordination and planning of daily activities, guaranteeing their correct execution as planned and making the necessary adjustments. A logistics specialist will be responsible for coordinating all the logistics of the operation, including the transportation, storage and distribution of the materials and supplies necessary to carry out the activities.

## Will surge personnel be deployed? Please provide the role profile needed.

A Cash and Voucher Assistance Officer will be deployed for two months to support the implementation of the cash transfer program, conduct the feasibility study, develop the work plan, and assign roles and responsibilities among the National Society's technical teams and volunteers involved in the emergency response.

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

Panama offers a large and diverse market, providing the opportunity to access a variety of supplies and services from multiple suppliers. Therefore, procurement related to this operation will be managed locally by the Red Cross Society of Panama, following the standard procurement procedures established by the IFRC. Except for the acquisition of jerrycans, Hygiene Kits, Cleaning Kits, First Aid Kits and blankets, which will be carried out through the Regional Logistics Unit in Panama City and all these materials will have to be transported to the intervention area by the National Society.

The National Society has a solid organizational structure that allows it to efficiently manage the acquisition, storage and transportation processes, key elements in the logistics chain of humanitarian operations. It has a specific department within the management body, dedicated exclusively to the acquisition of goods and services. In addition, it has implemented rigorous financial procedures and an accounting and audit control system supervised by the General Management. This system is recognized and used by both Participating National Societies and donors in general. It also has a specific purchasing manual that guides all your transactions.

## How will this operation be monitored?

The Red Cross Society of Panama has integrated a Monitoring, Evaluation and Reporting Officer (PMER) into its management team, who will be responsible for directing monitoring actions in accordance with the guidelines of the National Society and the specific requirements of the IFRC-DREF. Reports will be prepared and submitted promptly throughout the operation. In addition, there will be direct support from the IFRC Central American Cluster Delegation throughout the operation to provide technical support and monitoring in the priority areas of the operation. At the end of the operation, a workshop on lessons learned will be organized, using the IFRC methodology.

In addition, the National Society has an accounting department in charge of executing financial resources following the established guidelines and budget. The management of financial resources is in accordance with the statutes of the National Society and the guidelines of the IFRC. Expenses justified during the operation will be limited to those specifically incurred during the three-month duration of the operation, excluding any permanent structural expenses.

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

The National Society's communication strategy, in response to the current flood emergency, is articulated around a comprehensive campaign deployed through social media networks and alternative media. The main objective is to inform the community about the auxiliary role of the National Society, highlighting its fundamental principles of Neutrality and Impartiality. In addition, the campaign will include the dissemination of advice on prevention and response practices.



This campaign, which will be carried out primarily on social media platforms, will employ clear and accessible messages to reach both affected populations and society at large. It aims to foster a deeper understanding of the humanitarian mission of the Red Cross Society of Panama and, at the same time, provide essential guidance on prevention and action in response to the situation, in line with Sinaproc guidelines.



# Budget Overview



## DREF OPERATION

### MDRPA020 - Red Cross Society of Panama Panama: Floods

#### Operating Budget

<b>Planned Operations</b>	<b>184,431</b>
Shelter and Basic Household Items	7,704
Livelihoods	0
Multi-purpose Cash	93,351
Health	20,505
Water, Sanitation & Hygiene	44,128
Protection, Gender and Inclusion	6,390
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	12,354
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>65,547</b>
Coordination and Partnerships	0
Secretariat Services	16,508
National Society Strengthening	49,040
<b>TOTAL BUDGET</b>	<b>249,979</b>

*all amounts in Swiss Francs (CHF)*



# Contact Information

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

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