



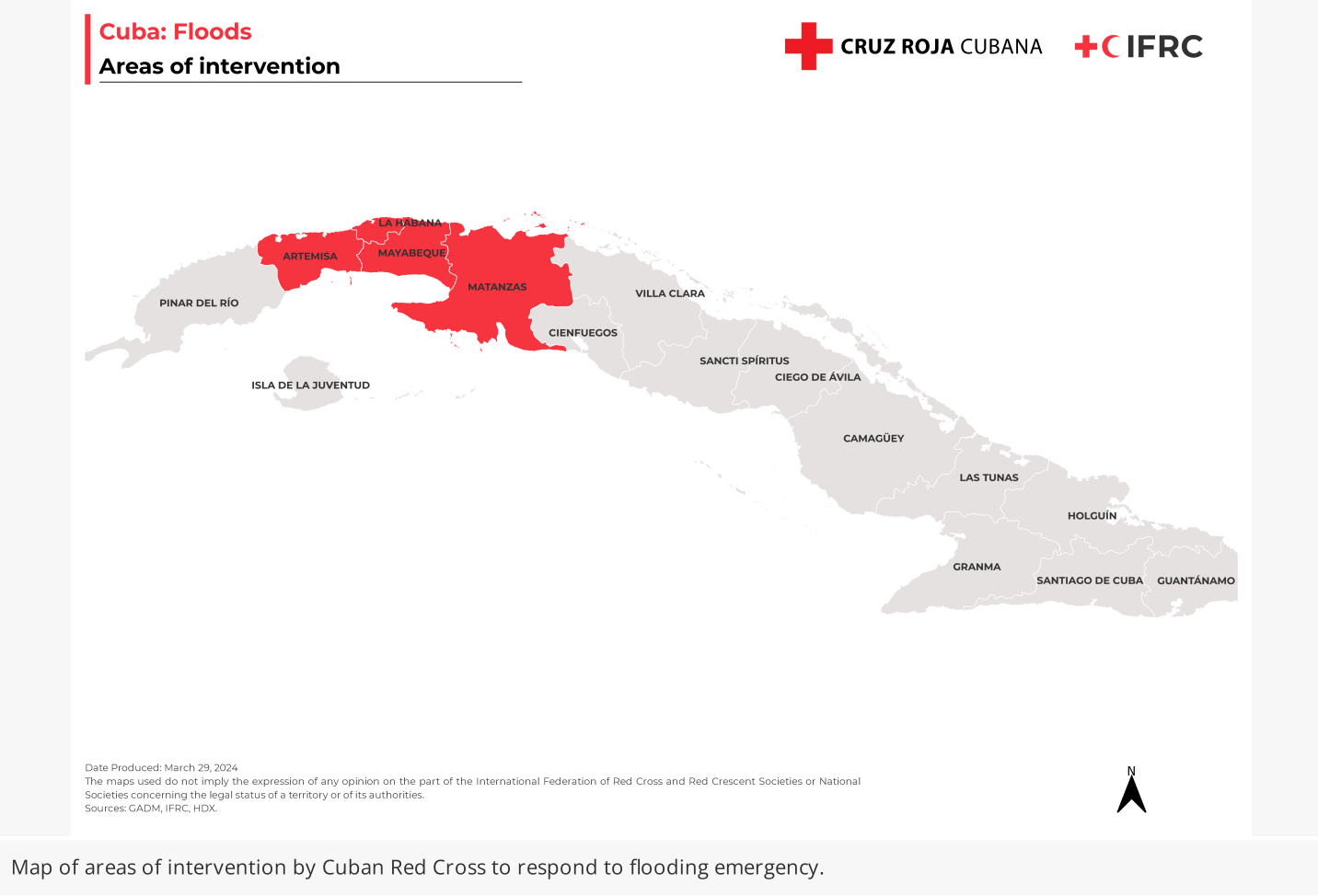
“Distribution of kitchen kits to flood-affected families – Jesús María community, Habana Vieja municipality, Havana – May 2024. Photo: Cuban Red Cross.”

Appeal: MDRCU009	Total DREF Allocation: CHF 257,890	Crisis Category: Yellow	Hazard: Flood
Glide Number: -	People Affected: 270,000 people	People Targeted: 3,300 people	People Assisted: 3,372 people
Event Onset: Sudden	Operation Start Date: 05-04-2024	Operational End Date: 31-10-2024	Total Operating Timeframe: 6 months

Targeted Areas: **Artemisa, Ciudad de la Habana, Matanzas, Mayabeque**

The main donors and partners of the IFRC-DREF included the Red Cross Societies and the governments of Australia, Austria, Belgium, Britain, China, Czechia, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, the Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, extends its gratitude to all for their generous contributions.

Description of the Event



Date of event

23-03-2024

What happened, where and when?

On 23 March Cuba experienced intense rains and local thunderstorms that have swept through the entire western and central regions of the country before advancing towards the Eastern Region later that afternoon. This weather phenomenon was attributed to the convergence of a forecasted weather system and the arrival of a cold front. Within the storm-affected areas, wind strengths escalated, and wave heights rose. Unusually, hail showers were reported in the provinces of Havana, Artemisa, and Mayabeque, resulting in damage to residences, agricultural lands, urban infrastructure (including power grids, places of worship, and fallen trees), and extensive flooding.

The provinces most severely impacted thus were Artemisa, Mayabeque, Matanzas, and Havana. Havana, in particular, has witnessed significant incidents of severe flooding, caused by the overflowing of the Luyano River, affecting numerous communities in the country's capital with rainfall exceeding 300 millimeters within a 24-hour period. Local authorities indicated that the most notable incidents in Havana occurred in the municipalities of Boyeros, Diez de Octubre, Cotorro, San Miguel del Padrón, Arroyo Naranjo, La Lisa, and Cerro.

The torrential downpours inflicted damage across various sectors, including infrastructure, with partial and total roof collapses, disruptions to the power grid affecting over 270,000 individuals, agricultural losses, and livelihood setbacks. As of 25 March, the UN Country Team in Cuba has reported the evacuation of nearly 1,000 individuals in the capital, primarily due to multiple landslides.

These events unfold against a backdrop of ongoing challenges faced in the country, including prolonged shortages and unmet basic needs due to historical embargoes and other adversities. In recent years, Cuba has endured numerous hydro-meteorological events that have further diminished the quality of life for its residents. Despite the coordinated efforts of the National Government in response to such crises, there remains a plethora of humanitarian needs exacerbated by the recent weather events.





Hygiene promotion activities in the community of Blanca Arenas – Bahía Honda municipality, Artemisa province – April 2024. Photo: Cuban Red Cross.



Community exchange in Matanzas municipality, Matanzas province – April 2024. Photo: Cuban Red Cross

Scope and Scale

The scope and scale of this weather event in Cuba were substantial, with damage assessments revealing significant impacts across multiple sectors. The event resulted in:

- Damage to 827 houses, comprising 44 total collapses and 23 partial collapses, with 749 roofs affected, including 124 total collapses and 625 partial collapses.
- 2,468 individuals affected, due to the total or partial collapse of multi-family dwellings, roof losses, and personal property damage from flooding, as well as the loss of household appliances due to electrical discharges.
- Sheltering of 921 people, including 290 in evacuation centers and 631 in the homes of family and friends, notably with 410 individuals from Havana, 168 from Mayabeque, and 53 from Matanzas.
- 473 affectations to electrical system, with significant disruptions reported in Havana, Matanzas, Mayabeque, Artemisa, and Pinar del Río, affecting over 270,000 customers initially, with a subsequent reduction to 120,000.
- Agricultural impacts, particularly on farm and shade houses, with hail damage affecting vital plantations such as bananas, potatoes, and garlic, necessitating damage assessments.
- Affectations in 15 state institutions across Artemisa, Mayabeque, and Havana.
- Disruptions in the water supply due to network breakdowns linked to pumping sources, prompting efforts to ensure distribution via water tankers to health institutions and affected communities.

Despite the extensive material damage, there were no reported human casualties.

This weather event in Cuba caused negative impacts on lives, livelihoods, well-being, and infrastructure. Vulnerable populations, including the elderly, children, and people with disabilities, are particularly susceptible to its consequences. Many of these individuals reside in marginalized communities, often characterized by substandard housing and inadequate infrastructure, predisposing them to heightened risks during disasters. The elderly and individuals with disabilities may face challenges in evacuating or accessing emergency services, while children are more vulnerable to health issues arising from unsanitary conditions and disruptions to essential services like healthcare and education. Historically, the population have grappled with the devastating aftermath of such hazards, enduring recurrent cycles of destruction and recovery. Insufficient infrastructure, exacerbated by economic constraints, has compounded the impact of disasters, leaving communities struggling to rebuild and often perpetuating cycles of vulnerability. As such, the recent weather event threatens to exacerbate existing socio-economic disparities, underscoring the urgent need for comprehensive disaster preparedness and response measures tailored to the needs of the most vulnerable populations.

Source Information

Source Name	Source Link
1. Granma: Precisan daños tras paso de evento hidrometeorológico	https://www.granma.cu/cuba/2024-03-23/ministerio-de-la-agricultura-precisa-danos-tras-paso-de-evento-hidrometeorologico

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	No
Please provide a brief description of those additional activities	-

IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Americas Regional Office (ARO) and Country Cluster Delegation (CCD) for Cuba, Haiti and Dominican Republic had permanent communication and coordination with the Cuban Red Cross through technical support for the implementation of this DREF operation.
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ICRC Actions Related To The Current Event

The ICRC delegation, together with the Cuban Red Cross, was in constant coordination with Movement partners.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	Throughout the duration of the Disaster Situation, the National Defense Council implements necessary general and mandatory provisions, ensuring compliance with previously approved special legislation, measures, and plans. Regional, Provincial, and Municipal Defense Councils are activated as per the country's structure to address arising situations in different regions, deploying Disaster Risk Reduction Plans comprising various stages and phases. These councils undertake actions to assess damages, analyze needs, and establish corresponding phases. The Institute of Meteorology (INSMET), under the Environment Agency and the Ministry of Science, Technology, and Environment, directs meteorological activities in Cuba. Its mission is to provide authoritative, reliable, and timely meteorological and climatic information to ensure human safety and reduce material losses during meteorological disasters, contributing to community well-being and sustainable development. A commission dispatched by the central government assessed damages to housing, agriculture, electricity, and infrastructure in affected territories, providing instructions on managing impacts, prioritizing life protection, supporting evacuees, and facilitating access to isolated areas with food and medical assistance. A contingent of electrical workers from Pinar del Río supported recovery efforts. Brigades of linemen from Villa Clara, Pinar del Río, Cienfuegos, Sancti Spíritus, and Ciego de Avila were also available to join in the restoration of electricity services. In close connection with the disruptions in the electrical service, the water supply situation was

	analyzed, prioritizing the resolution of faults in networks linked to water sources, and ensuring service through water tankers to health institutions and other affected social objectives. Rescuers from the Cuban Fire Department worked on the bridge over the Luyanó River to rescue individuals who were trapped in their vehicles after the overflow and evacuation of flood victims. Various organizations also activated solidarity networks to gather aid for affected individuals, establishing local bank accounts for donations.
UN or other actors	The United Nations Resident Coordinator's office in Cuba released a situation report that compiles official information from relevant institutions and the official media. In collaboration with local authorities, the United Nations System (UNS) in Cuba is closely monitoring the situation and its impacts to promptly activate any required response mechanisms.

Are there major coordination mechanism in place?

In accordance with Directive 001 of 2020 of the Republic of Cuba, a temporary coordination group was established through the National Defence Council for the attention and recovery of the floods. Through this group, all damage assessment and analysis activities were carried out, and specific tasks were assigned to national and auxiliary public institutions such as the Cuban Red Cross.

All sectors were coordinated from the temporary group, with representatives from all the institutions involved. This model was replicated from the national level to the provincial, municipal, and people's council levels.

Needs (Gaps) Identified



Shelter Housing And Settlements

The Damage assessment in the housing sector revealed a range of issues including total and partial collapses, landslides, leaking roofs, and flood damage, posing significant risks to structures and vital resources. Reports indicated substantial impacts:

- A total of 827 houses have been affected, with 44 experiencing complete collapse and 23 suffering partial collapse. Additionally, 749 roofs have been damaged, including 124 total collapses and 625 partial collapses.
- A total of 2,468 individuals have been affected by the disaster, primarily due to the collapse of multi-family dwellings, roof losses, and personal property damage caused by flooding and electrical discharges.
- Of these, 921 people were accommodated for protection, with 290 housed in evacuation centers and 631 sheltered in the homes of family and friends. Notably, 410 individuals were from Havana, 168 from Mayabeque, and 53 from Matanzas.

Heavy rains and flooding left homes completely flooded, resulting in widespread loss of basic household appliances and personal belongings. As a result, people did not have the necessary equipment to prepare and serve their food. Additionally, many of these houses were left without electricity and without access to water. Likewise, the damage to the roofs of the houses leaved their belongings exposed, with a high risk that with more rains they will continue to deteriorate, or even deteriorate in the sun. And from a health point of view, after the rain and with the current rates of mosquito-borne diseases in Cuba, the use of mosquito nets is necessary, both in affected homes and in health centers.

On the other hand, there were a pressing need for basic household infrastructure such as mattresses, bedding, blankets, toilets, water tanks, cookers, among other things.



Livelihoods And Basic Needs

The hydrometeorological event that swept through the western region of the country impacted agricultural livelihoods, causing damage to various crops and infrastructure.

Reports from the Ministry of Agriculture, as conveyed to Granma, highlighted the adverse effects on the potato crop. Approximately 350

tons of potatoes stored at the El Trigo de La Habana warehouse, belonging to the Unidad Empresarial de Base, were soaked by the heavy rains. Urgent measures were taken to distribute these tubers for social consumption, prioritizing organizations and the local population.

Furthermore, damage was reported in Mayabeque and Havana, particularly affecting seasonal crops such as bananas, garlic, maize, cucumbers, tomatoes, various fruit trees, and vegetables. Additionally, there were reports of partial structural damage to cowsheds, crop houses, organoponics, producers' sales points, and residential properties.

The tobacco sector was also impacted, particularly in the community of Briones, Pinar del Río, where approximately 30 tons of tobacco and the roofs of six tobacco houses were damaged.



Health

The needs identified in the health sector revealed that the repercussions of flooding significantly exacerbated existing health challenges within both healthcare facilities and communities. Water contamination emerges as a major public health concern, intensifying the proliferation of communicable diseases such as diarrheal diseases, skin infections, illnesses transmitted through improper food handling, vector-borne diseases, acute and chronic respiratory conditions, and arboviruses. Moreover, water and food contamination heighten risks associated with consumption, pet health, and environmental degradation. Mitigating these risks necessitates the implementation of health and hygiene promotion initiatives, alongside ensuring access to potable water.

The impact of flooding extends beyond physical injuries to include the loss of essential household items and necessities in affected areas. This highlights the urgent need for primary healthcare services, including first aid, and the provision of training in health promotion, water, and sanitation for personnel. Additionally, it is crucial to acknowledge and address the psychological impact on both volunteer workers and the general population. Emotional challenges such as anxiety, depression, burnout, and post-traumatic stress disorder, alongside physical symptoms like fatigue, nausea, headaches, gastrointestinal disturbances, disrupted sleep patterns, and changes in appetite, are commonly observed. The severity of these effects varies depending on individual vulnerability, levels of social and familial support, and the extent and duration of the flooding's impact.

Given the above assessment, the presence of adequately trained personnel across various domains, coupled with access to protective gear and mosquito nets, emerges as critical interventions to address the multifaceted health needs arising from flooding incidents.



Water, Sanitation And Hygiene

The heavy rains triggered flooding, leading to the collapse and contamination of water systems. Both water abstraction and treatment facilities, along with distribution networks, are susceptible to rupture and structural damage.

Disruptions in the water supply occurred due to breakdowns in networks connected to pumping sources. Efforts were directed towards ensuring water distribution through water tankers to serve health institutions, the general population, and other affected social entities.

Assessments conducted by local authorities underscored a pressing need to prioritize response efforts towards addressing water supply and quality issues, as well as ensuring the availability of essential hygiene supplies for the affected communities.

Operational Strategy

Overall objective of the operation

Through this DREF Operation, the Cuban Red Cross aimed to implement actions to reach 1,000 families (3,300 people) in order to assist the most vulnerable populations affected by the torrential rains of 22-23 March 2024 in the provinces of Artemisa, Mayabeque, Matanzas and Havana.

At the end of the operation, the Cuban Red Cross reached 3,372 people.

Operation strategy rationale

The action plan for this DREF was based on the Initial Damage Assessment and Needs Analysis conducted by the Cuban Government and coordinated through the National Defense Council. Of the five provinces affected by the heavy rains, four provinces were prioritised



according to the losses identified in terms of damage to homes, loss of personal belongings, and access to basic resources such as safe water. This information was complemented by reports from provincial and municipal branches in the affected areas, secondary data from government reports, alerts and bulletins issued by the Cuban Civil Defense, and situation reports published by the United Nations Resident Coordinator's Office in Cuba.

Based on preliminary figures from the assessments carried out, the national government requested support from the Cuban Red Cross to assist 500 families affected by the heavy rains in the provinces of Artemisa, Mayabeque, Havana, and Matanzas with shelter and water, sanitation, and hygiene activities.

The procurement and export of materials to Cuba was a lengthy process, subject to a strict administrative procedure and sudden changes from transport suppliers. For this reason, a rapid analysis was carried out between the RLU and the CCD to identify the delivery time of every item to be sent. Considering this, all cargo was consolidated in Panama for transport efficiency, with the exception of the water tanks, which were delivered directly by a pre-identified provider, within the DREF timeframe. All costs were estimated and delivery times were previously coordinated with the Cuban authorities.

It is important to mention that the IFRC had been working with the Cuban Red Cross and national authorities in supporting several recent emergencies in which activities relied on international procurement. A flow chart of humanitarian aid in Cuba was developed, detailing the steps from the creation of logistical requisitions to the final delivery of items to beneficiaries. Many external factors made this process time-consuming. However, the communities in Cuba faced persistent shortages of food and commodities, so all aid delivered to the Cuban people was highly appreciated and never untimely, as the needs were ongoing. The coordination and planning of these procurements, together with the team of the Regional Logistics Unit, was crucial and had been developed since the beginning of the alert and readiness phase issued initially by INSMET.

Summary of the Intervention

SHELTER:

According to damage reports, the greatest impact of the floods was observed in the housing sector. Given the total and partial damage to homes, as well as the loss of personal belongings, the National Society reached 500 families (1,650 people) through the implementation of shelter-related activities, which included:

Procurement and distribution of 500 double mattresses.

Procurement and distribution of 500 kitchen kits.

Procurement and distribution of 1,000 mosquito nets.

Procurement and distribution of 500 tarpaulins.

Procurement and distribution of 500 shelter toolkits.

WASH:

The National Society reached a total of 1,000 families (3,300 people) with WASH-related activities, which included:

Procurement and distribution of 500 family hygiene kits.

Procurement and distribution of 500 33-gallon indoor water tanks (without hardware).

Hygiene promotion campaigns and prevention of water-related and vector-borne diseases implemented in the four affected provinces: La Habana, Mayabeque, Artemisa, and Matanzas.

CEA:

The National Society prioritised the Community Engagement and Accountability (CEA) approach throughout its activities. This approach was implemented across all work areas and was continuously monitored and advised by the National Society's National Communication Department. Among the activities prioritised in the early response and recovery strategy were community participation in all stages of the process, the dissemination of information and key messages, and the establishment of feedback mechanisms at the community level. Communities participated in interviews during rapid assessments, and during the distribution of relief items, they were consulted on the usefulness of the assistance and proposals for improvement. Feedback mechanisms and satisfaction surveys were conducted to strengthen future interventions.

NATIONAL SOCIETY DEVELOPMENT:

The Cuban Red Cross, under Directive 001 issued by the Cuban Government, took part in all emergency response and preparedness activities in the Republic of Cuba, deploying a large number of trained volunteers. Given the limitations stemming from shortages in local markets and the difficulty in acquiring products abroad, volunteers often carried out their tasks without appropriate equipment or

visibility items. These elements were considered vital to gaining acceptance, ensuring recognition, and providing safe and effective conditions for humanitarian work. In this sense, the DREF supported the National Society in the acquisition of replacement equipment for the Emergency Operations Groups (GEOS) of the Cuban Red Cross, supporting 180 volunteers who were deployed during the emergency.

Targeting Strategy

Who was targeted by this operation?

Through this intervention, the Cuban Red Cross reached 1,000 families (3,372 people). For this, the National Society collaborated with the Risk Reduction Management Centers (CGRR)* of the local governments and the Civil Defense, as well as with the women's association (FMC)* and the associations of people with disabilities (ACLIFIM, ANCI, ANSOC)*. It is important to mention that according to the National Population and Housing Census of Cuba conducted in 2012, the average household size in Cuba is 3.3 persons per household.

All sectoral needs and selection criteria will be completed together with the relevant authorities to provide technical guidance for the improved beneficiary selection and implementation process.

Special attention was given to vulnerable groups such as women, children, the elderly and people with disabilities. The National Society's coordination with local associations was key in the identification of vulnerable groups and as it is part of the national cross-cutting gender and inclusion strategy for the response.

In an initial and early stage of the emergency, the Government of Cuba, through the Civil Defense shared preliminary data on the effects of the floods caused by torrential rains on 22 and 23 March. These reports showed an initial damage of approximately 827 houses in four provinces, however, these assessments usually take several days to complete and it is possible that the damage will increase as the flooding progresses. In this regard, the National Society decided to support the action plan organised by the government by providing some humanitarian services to the affected people. This is in accordance with the capacities of the National Society in the affected provinces and the dynamics of the DREF mechanism.

Explain the selection criteria for the targeted population

The following vulnerability criteria were used for the selection of families to be reached with emergency response inputs in the different intervention areas.

- Families with total or partial loss of housing and personal belongings.
- Families with children and/or older adults
- Families with persons with disabilities
- Single women with children.

Total Targeted Population

Women	1,260	Rural	25%
Girls (under 18)	540	Urban	75%
Men	1,200	People with disabilities (estimated)	5%
Boys (under 18)	300		
Total targeted population	3,300		

Risk and Security Considerations

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

Risk	Mitigation action
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Fuel Scarcity	Coordination with local authorities for the supply of fuel to ensure the implementation of CRC operations.
Delays in receiving humanitarian aid items	The measures adopted for the mitigation of this risk are based on past experiences and on what has worked. For Cuba there are very limited options at the logistical level, so we have to stick to those that give us the best opportunities and with the time we need to reach the affected families. With the Regional Logistics Unit we have coordinated from the beginning of the DREF formulation to ensure that all the articles, items, kits, etc. included in the action plan can be sent taking into account the time taken by the shipping companies and the time the Cuban Government grants import permits. Likewise, from the beginning, the Cuban Red Cross will share relevant information with MINCEX (Ministry of Foreign Trade) to pre-notify the importation of humanitarian items that will support the government's action plan. Anything that is identified as having a high risk of not meeting the deadlines will not be included in the action plan.
New rains or storms hamper operational logistics.	Follow-up activities by identifying possible immediate actions to be taken.
Difficulty in coordination	Strengthen liaison with government agencies by establishing effective communication channels. Cross-checking information collected with data from secondary sources.

Has the child safeguarding risk analysis assessment been completed?
No

Implementation



Shelter Housing And Settlements

Budget: CHF 124,733

Targeted Persons: 1,650

Assisted Persons: 1,650

Indicators

Title	Target	Actual
# of families receiving shelter and relief items (kitchen sets, mattresses, shelter tool kits, mosquito nets, and tarpaulins)	500	500

Narrative description of achievements

The Shelter, Housing, and Settlements intervention was a critical component of the disaster response, aimed at providing emergency relief and supporting recovery for families affected by the floods. The operation successfully delivered essential shelter materials to vulnerable households, helping them restore safe living conditions.

Key achievements include:

- Targeted Assistance to Affected Families:
- 500 families (1,650 people) across Artemisa, La Habana, Mayabeque, and Matanzas received emergency shelter support.

- Beneficiaries were selected based on vulnerability criteria, prioritizing families with children, elderly, persons with disabilities, and single mothers.

- Distribution of Essential Shelter Items:

Affected households received:

500 mattresses

500 kitchen kits

1,000 mosquito nets

500 tarpaulins

500 shelter toolkits (hammers, nails, ropes, etc.)

The materials helped families rebuild damaged homes, replace lost belongings, and improve protection against future rains.

- Efficient Coordination and Distribution:

-The Cuban Red Cross (CRC) worked with local governments, Civil Defense, and community leaders to ensure equitable aid distribution.

-The list of beneficiaries was publicly shared with communities to maintain transparency and accountability.

- Community Engagement and Feedback Mechanisms:

- 7 Feedback Committees were established to listen to beneficiaries' concerns and improve aid delivery.

- 271 surveys were conducted to assess satisfaction levels, with all respondents reporting a high level of satisfaction with the quality and usefulness of the shelter materials.

- Prevention of Health Risks:

- The distribution of mosquito nets helped prevent vector-borne diseases (dengue, malaria) in flood-affected communities.

- Families received guidance on how to properly use and maintain the shelter materials.

Lessons Learnt

- Pre-positioning Shelter Supplies Can Speed Up Response

Challenge: Delays in importing and distributing relief items affected the timeliness of the response.

Lesson: Pre-positioning essential shelter materials in regional warehouses could reduce response times in future emergencies.

- Community Participation Enhances Effectiveness

Challenge: Some families who did not receive aid expressed dissatisfaction.

Lesson: Early and clear communication with affected communities about selection criteria and available resources can prevent misunderstandings and improve trust.

- Integrated Shelter and WASH Approach is Essential

Challenge: Many households not only lost their homes but also access to clean water and sanitation.

Lesson: Future shelter interventions should be integrated with water, sanitation, and hygiene (WASH) programs to improve overall living conditions.

- Strengthening Local Shelter Capacities is Crucial

Challenge: Dependence on imported shelter kits and materials led to logistical delays.

Lesson: Training local carpenters and masons in disaster-resistant construction techniques can improve long-term resilience.

Challenges

- Delays in Importing and Distributing Shelter Materials

Issue: Customs clearance issues and bureaucratic import processes caused delays in delivering shelter kits, tarpaulins, and mattresses.

Impact: Some families waited longer than expected to receive aid.

Mitigation: The Cuban Red Cross is now exploring alternative supply chain solutions, including local procurement.

- Fuel Shortages Hampered Transportation

Issue: Even though funding was available, physical fuel shortages slowed down aid delivery and monitoring visits.

Impact: Some communities received aid later than planned.

Mitigation: Coordination with local authorities and transportation partners helped ensure aid reached targeted areas.

- Extreme Weather Disruptions (Hurricane Rafael - Nov 2024)

Issue: A new hurricane affected the same provinces targeted for shelter aid, requiring a revised intervention plan.

Impact: The distribution schedule was adjusted, and additional emergency shelter needs emerged.
Mitigation: Emergency teams reassessed needs and worked with authorities to adapt aid distribution strategies.



Water, Sanitation And Hygiene

Budget: CHF 82,751

Targeted Persons: 3,300

Assisted Persons: 3,372

Indicators

Title	Target	Actual
# of families reached with hygiene kits	500	500
# of families reached with 33-gallon water tanks	500	500
# of people sensitized through hygiene promotion campaigns	3,300	3,372

Narrative description of achievements

The Water, Sanitation, and Hygiene (WASH) intervention played a crucial role in mitigating the health risks associated with the floods. The intervention provided access to safe drinking water, hygiene supplies, and public health education, ensuring that affected families could maintain essential sanitation and hygiene practices despite the crisis.

Key achievements include:

- Provision of Essential WASH Supplies
 - 500 families (1,650 people) received:
 - 500 hygiene kits (soap, toothbrushes, sanitary pads, disinfectants, etc.).
 - 500 water tanks (33 gallons) to store clean water.
 - This ensured that households had adequate resources to maintain hygiene and prevent disease outbreaks.
- Community Hygiene Promotion Campaigns
 - 3,372 people (59.1% men, 40.9% women) were reached through health and hygiene awareness campaigns.
 - 31 Red Cross health promoters conducted community-based hygiene sessions, distributing educational posters and engaging schools, workplaces, and community centers.
 - Messages focused on handwashing, safe water storage, vector control (mosquitoes), and prevention of waterborne diseases.
- Collaboration with Health Authorities
 - The Cuban Red Cross worked with PROSALUD (Ministry of Public Health's health promotion program) to train community health promoters.
 - This partnership ensured consistent messaging and coordination with national public health strategies.
- Integration with Other Aid Sectors
 - WASH activities were delivered alongside shelter aid, ensuring that affected families had both safe living spaces and access to clean water and sanitation.
 - Community feedback was actively collected and used to refine hygiene promotion strategies.
- Community Satisfaction and Engagement
 - 271 beneficiary surveys confirmed that:
 - 100% of respondents were satisfied with hygiene kits and water tanks.
 - 271 families requested no major changes, except for one suggestion to add shaving cream to hygiene kits.
 - Hygiene kits were considered essential, and mosquito nets were widely used to prevent vector-borne diseases.

The hygiene kits and water tanks were distributed to 500 families (approximately 1,650 people), while health and hygiene promotion campaigns were implemented more broadly, reaching an estimated 3,372 people in the targeted provinces. These campaigns took place in



La Habana (municipalities of Arroyo Naranjo, San Miguel del Padrón, and Diez de Octubre), Artemisa (municipalities of Güira de Melena and San Antonio de los Baños), Mayabeque (municipality of San José de las Lajas), and Matanzas (municipality of Cárdenas).

Lessons Learnt

- Early Distribution of WASH Supplies is Critical

Challenge: Some families lacked clean water and hygiene products in the immediate aftermath of the floods.

Lesson: Pre-positioning WASH supplies in high-risk areas can ensure faster distribution in future disasters.

- Combining Hygiene Promotion with Aid Distribution Improves Impact

Challenge: Some community members were unfamiliar with proper use of water tanks and hygiene products.

Lesson: Future responses should always include hygiene promotion alongside the distribution of WASH supplies to ensure proper use and maximize health benefits.

- Partnerships with Health Authorities Strengthen Response

Challenge: Limited Red Cross health personnel required external support.

Lesson: Future operations should expand collaboration with local health workers to increase outreach and impact.

- Community Involvement Enhances Effectiveness

Challenge: Some community members were hesitant to engage in hygiene promotion activities.

Lesson: Future campaigns should use culturally relevant approaches (e.g., interactive workshops, local champions, and visual demonstrations) to improve participation.

Challenges

- Delays in Distribution Due to Logistical Constraints

Issue: Importation and transport delays affected the timely distribution of hygiene kits and water tanks.

Impact: Some families experienced temporary shortages of clean water and sanitation supplies.

Mitigation: The Cuban Red Cross adjusted delivery schedules and is exploring local procurement options to reduce future delays.

- Fuel Shortages Affected Water Distribution

Issue: Fuel shortages delayed water tanker deliveries to affected communities.

Impact: Some areas experienced longer periods without access to safe drinking water.

Mitigation: Coordination with local authorities and alternative transport solutions helped ensure deliveries continued, albeit with some delays.

- Increased Risk of Vector-Borne Diseases

Issue: Flooding increased the risk of mosquito-borne diseases (dengue, Zika, chikungunya).

Impact: Communities faced higher health risks, particularly due to stagnant water creating breeding grounds for mosquitoes.

Mitigation: The distribution of 1,000 mosquito nets and hygiene promotion campaigns helped reduce exposure to disease.



Community Engagement And Accountability

Budget: CHF 4,793

Targeted Persons: 3,300

Assisted Persons: 3,372

Indicators

Title	Target	Actual
Percentage of people satisfied with receiving distributions in good quality and with dignity	90	100
# of people reached through dissemination of key information and messages	3,300	3,372

# of mailboxes established in branches	4	7
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Narrative description of achievements

The Community Engagement and Accountability (CEA) approach was a key component of the flood response, ensuring that affected communities were actively involved in decision-making, aid distribution, and feedback mechanisms. The Cuban Red Cross (CRC), with support from the IFRC, implemented various strategies to inform, engage, and empower beneficiaries.

Key achievements include:

Effective Community Communication & Transparency

- 7 Feedback Committees were established, one per municipality, to share information about aid distribution, answer community questions, and address concerns.
- Community members were informed in advance about the aid they would receive, reducing uncertainty and frustration.
- The 7 Feedback Committees were established in the municipalities of Boyeros, Arroyo Naranjo, Diez de Octubre, La Lisa (Havana), San José de las Lajas (Mayabeque), Güira de Melena (Artemisa), and Cárdenas (Matanzas)

Active Participation and Feedback Mechanisms

- 271 community surveys were conducted to assess beneficiary satisfaction, with all respondents expressing high satisfaction levels.
- Mailboxes and direct community meetings allowed residents to voice concerns and suggestions.
- 17 complaints were received, mostly from families who were not selected for aid, and all were addressed satisfactorily.

Inclusive Approach with Special Attention to Vulnerable Groups

- Separate focus group discussions were held with persons with disabilities to ensure their specific needs were met.
- Requests for anti-bedsore mattresses, wheelchairs, and walking canes were successfully addressed in coordination with health authorities and social workers.
- Children in affected communities participated in educational activities, including hygiene promotion and disaster preparedness games (e.g., Riesgolandia).

CEA Integration in Aid Distribution & Monitoring

- Community members were consulted at every stage, from selection criteria to the distribution process.
- The Cuban Red Cross ensured that feedback informed decision-making, improving aid effectiveness and community trust.

The Community Engagement and Accountability (CEA) strategy was highly effective in ensuring transparency, participation, and feedback from affected communities. Beneficiaries expressed high levels of satisfaction, vulnerable groups were included, and response activities were improved based on community feedback. Despite challenges related to resource limitations, cultural barriers, and overlapping disasters, the CEA approach strengthened trust and improved aid effectiveness. Future operations should expand CEA mechanisms, integrate feedback from the preparedness stage, and ensure resources are allocated for engagement activities.

Although the indicator table had not yet been updated at the time of upload, post-distribution surveys indicated a 100% satisfaction rate among surveyed households. • •

Lessons Learnt

• Early and Clear Communication Prevents Misinformation

Challenge: Some community members who did not receive aid were initially frustrated, believing the distribution process was unfair.

Lesson: Early awareness campaigns and clear eligibility criteria can manage expectations and prevent dissatisfaction.

• Formalized Feedback Systems Improve Response

Challenge: While the complaint mechanisms worked well, they were not standardized across all communities.

Lesson: Future operations should establish consistent feedback mechanisms across all intervention areas.

• Involving Communities in Decision-Making Strengthens Trust

Challenge: Some vulnerable groups initially hesitated to participate in discussions.

Lesson: More outreach efforts (home visits, focus groups, local champions) can increase engagement among marginalized populations.



- CEA Should be Integrated into All Phases of Disaster Response
- Challenge: While CEA was successful, it was mostly focused on post-distribution feedback rather than early-stage planning.
- Lesson: Future responses should include CEA activities from the preparedness phase, ensuring communities are involved from the start.

Challenges

- Limited Resources for Community Engagement Activities
- Issue: While essential feedback mechanisms were implemented, there were not enough resources to expand CEA activities (e.g., additional workshops, media campaigns).
- Impact: Some areas received less direct engagement than others, limiting overall reach.
- Mitigation: Future operations should allocate specific budgets for CEA activities, including awareness campaigns, training, and printed materials.
- Cultural and Social Barriers to Engagement
- Issue: Some community members, particularly the elderly and persons with disabilities, hesitated to share feedback publicly.
- Impact: Their needs may have been underreported without proactive outreach.
- Mitigation: Personalized engagement methods, such as home visits and targeted surveys, were used to ensure all voices were heard.
- New Emergencies Disrupted Community Engagement Plans
- Issue: The impact of Hurricane Rafael (Nov 2024) affected the same areas targeted for CEA activities, causing delays in planned community discussions.
- Impact: Some feedback activities were postponed or had to be adapted.
- Mitigation: The Cuban Red Cross rescheduled activities and focused on direct engagement through local volunteers to keep communication channels open.



Budget: CHF 6,390

Targeted Persons: 0

Assisted Persons: 0

Indicators

Title	Target	Actual
# of monitoring visits carried out	6	7

Narrative description of achievements

The Secretariat Services played a key role in supporting the Cuban Red Cross (CRC) and other humanitarian actors throughout the flood response. The International Federation of Red Cross and Red Crescent Societies (IFRC) provided oversight, coordination, and monitoring to ensure the successful implementation of the DREF operation.

Key achievements include:

- Monitoring & Coordination:
 - 7 monitoring visits by the IFRC were conducted to assess progress, identify operational challenges, and provide technical guidance.
 - The Cuban Red Cross headquarters conducted 31 follow-up visits across 4 provinces, 7 municipalities, and 12 communities to track aid distribution, assess community needs, and ensure accountability.
- Operational Support & Reporting:
 - The Secretariat supported the CRC in addressing logistical and administrative bottlenecks, ensuring the timely procurement and distribution of aid.
 - Technical assistance was provided for financial reporting, compliance with donor requirements, and tracking of expenditures.
 - Evaluation tools, including community feedback mechanisms, were implemented to measure the impact of the operation.



- Stakeholder Engagement & Communication:
 - Strong coordination with government agencies, local authorities, and humanitarian partners helped facilitate a harmonized response.
 - The Secretariat ensured that all activities aligned with international humanitarian standards and Cuba's national disaster response protocols.

Note: An additional 31 visits were conducted by the Cuban Red Cross HQ and branches, but only 7 were carried out by IFRC. Indicator revised accordingly.

Lessons Learnt

- Frequent monitoring improves accountability & efficiency
 - The high number of monitoring visits (31 by CRC and 7 by IFRC) allowed for better oversight, problem-solving, and real-time adjustments to the operation.
 - Lesson: Future operations should continue prioritizing regular field monitoring to ensure challenges are addressed swiftly.
- Stronger coordination mechanisms lead to better response
 - Direct engagement with local government agencies and humanitarian actors helped streamline decision-making and resource allocation.
 - Lesson: Future responses should enhance multi-stakeholder coordination mechanisms from the onset.
- Community feedback mechanisms strengthen trust and aid effectiveness
 - The creation of 7 feedback committees across municipalities ensured that beneficiaries' concerns were heard and addressed.
 - Lesson: Establishing formalized feedback loops (hotlines, surveys, community meetings, etc.) can enhance transparency and responsiveness.
- Operational preparedness reduces delays
 - The pre-established response framework between IFRC and CRC allowed for a relatively swift response despite logistical hurdles.
 - Lesson: Investing in pre-disaster preparedness, stockpiling, and administrative readiness can reduce delays in future operations.

Challenges

- Logistical Delays in Humanitarian Aid Delivery

Importation and customs clearance delays caused setbacks in aid distribution.

Example: A shipment arriving in August 2024 was not cleared until December 2024, affecting kitchen kits, shelter kits, mosquito nets, and tarpaulins.

Mitigation: The Secretariat supported the CRC in switching import partners to avoid future bottlenecks.
- Fuel Shortages Hampered Monitoring & Distribution

Even though funding for fuel was available, the physical scarcity of fuel led to delays in transporting aid.

Mitigation: The Secretariat coordinated alternative strategies, including extended delivery timelines and partnerships with local cooperatives for transport.
- Overlapping Weather Events Disrupted Operations

Hurricane Rafael (November 2024) further impacted some of the same areas targeted for flood relief.

This paused operations and required a revision of response strategies.

Mitigation: The Secretariat helped the CRC adapt response plans and realign aid efforts to include newly affected populations.



Budget: CHF 39,224
Targeted Persons: 180
Assisted Persons: 180

Indicators

Title	Target	Actual
# of volunteers receiving rescue equipment	180	180



Narrative description of achievements

180 volunteers were given rescue and visibility equipment (water boots, overalls, rescue hats, aprons, AA batteries, whistles, first aid kits, and rain coats)

(Annex No. 2. Table of deliveries by province, municipality and number of volunteers).

Volunteers in the affected provinces received materials as follows:

- 25 Volunteers in Artemisa
- 56 Volunteers in La Habana
- 60 Volunteers in Mayabeque
- 30 Volunteers in Matanzas
- 9 Staff of the Cuban Red Cross Headquarters

Lessons Learnt

- Institutional strengthening helped the Cuban Red Cross coordinate effectively with the government and IFRC.
- 180 volunteers were equipped with essential gear, improving their ability to assist flood victims.
- The National Society's involvement in emergency planning ensured an efficient, structured response.

Challenges

- Delays in procurement and importation of relief supplies due to bureaucratic processes and international trade restrictions.
- Fuel shortages affected transportation and supply distribution.
- Limited local availability of essential supplies, requiring international procurement, which is time-consuming.

Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRCU009 - Cuba - Floods

Operating Timeframe: 04 Apr 2024 to 31 Oct 2024

Selected Parameters			
Reporting Timeframe	2024/4-2025/1	Operation	MDRCU009
Budget Timeframe	2024-2025	Budget	APPROVED

Prepared on 26/Mar/2025

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	257,890
DREF Response Pillar	257,890
Expenditure	-250,409
Closing Balance	7,481

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items	132,860	134,673	-1,813
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health			0
PO05 - Water, Sanitation & Hygiene	77,700	60,752	16,948
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	4,500	1,093	3,407
PO11 - Environmental Sustainability			0
Planned Operations Total	215,060	196,518	18,542
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	6,000	8,927	-2,927
EA03 - National Society Strengthening	36,830	44,964	-8,134
Enabling Approaches Total	42,830	53,891	-11,061
Grand Total	257,890	250,409	7,481

[Click here for the complete financial report](#)

Please explain variances (if any)

A total of CHF 257,890 was allocated from the DREF Fund for the implementation of this DREF Operation. The Cuban Red Cross spent a total of CHF 250,409. The remaining balance of CHF 7,481 will be returned to the Disaster Response Emergency Fund (DREF).

The largest variance was observed under WASH, with an unspent balance of CHF 16,948. This was primarily due to delays in shipping and customs clearance, which impacted the timing and full utilisation of the imported hygiene kits and water tanks.

All hygiene kits and water tanks were distributed as planned, with the support of the Civil Defense, even though the final distributions



took place after the official end date of the operation. These distributions were executed under the same response plan, and therefore, no kits were left pre-positioned or carried over to future operations.



Contact Information

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

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[Click here for reference](#)

