



CRC volunteers providing PSS and monitoring in flood-affected area. Photo: CRC

Appeal: MDRCZ003	Total DREF Allocation: CHF 270,084	Crisis Category: Yellow	Hazard: Flood
Glide Number: FL-2024-000169-AUT	People Affected: 250,000 people	People Targeted: 5,400 people	People Assisted: 5,912 people
Event Onset: Sudden	Operation Start Date: 26-09-2024	Operational End Date: 31-03-2025	Total Operating Timeframe: 6 months
Targeted Regions: Moravia-Silesia			

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech Republic, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the Czech Red Cross, would like to extend to all for their generous contributions.

Description of the Event

Czech Republic - Floods

23 September 2024



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: GADM, IFRC. Map produced by: IFRC Europe Region Office, Budapest.

Map of areas affected and areas of intervention by the CRC.

Date of event

13-09-2024

What happened, where and when?

The 2024 Central European floods in the Czech Republic were triggered by Storm Boris, which brought record-breaking rainfall beginning on 13 September 2024. Over 200 rivers breached their banks, with Northern Moravia—especially the regions of Jeseník, Opava, and Ostrava—suffering the most severe impacts.

In Jeseník, rainfall exceeded 500 mm (20 inches), surpassing historical flood records and overwhelming local infrastructure. The resulting floods caused extensive damage to transportation networks, including roads, railways, and bridges. Ostrava faced major service disruptions, with train operations suspended and widespread infrastructure failures reported. Thousands of homes and key public utilities were damaged or destroyed, prompting large-scale evacuations and leaving approximately 250,000 people without electricity.

From the earliest stages of the emergency, the Czech Red Cross (CRC) has played a central role in supporting affected populations. CRC teams assisted with evacuations and provided immediate relief at evacuation centers. In addition to distributing essential items such as food, safe drinking water, and hygiene supplies, CRC staff and volunteers conducted rapid assessments to identify urgent needs, damage levels, and requirements for psychosocial support.

Nine CRC regional branches were fully mobilized to support the response. An Emergency Operations Centre was activated at CRC headquarters, while local coordination posts were established in the hardest-hit areas to ensure an efficient and timely response.



Scope and Scale

The 2002 floods, caused by prolonged torrential rainfall, primarily impacted Bohemia, including the capital city of Prague and the Vltava and Labe river basins. More than 1.5 million people were affected, with over 200,000 people evacuated—50,000 from Prague alone. The disaster resulted in 17 fatalities and caused an estimated USD 3 billion (CHF 2.79 billion) in damages, including significant destruction of Prague's historical infrastructure. These floods exposed critical vulnerabilities in the Czech Republic's flood defense systems, leading to major investments and infrastructure upgrades in the years that followed.

In contrast, the 2024 floods, driven by Cyclone Boris and intensified by the effects of climate change, posed a different set of geographic and operational challenges. Whereas the 2002 floods were concentrated in Bohemia, the 2024 disaster primarily struck Moravia and parts of Bohemia, significantly impacting areas such as Jeseník, Krnov, and Opava regions.

Although the human displacement was less extensive—with approximately 10,000 people evacuated and 17,000 severely affected—the infrastructure damage was substantial. Numerous bridges were destroyed, around 250,000 households experienced prolonged power outages, and key transportation routes, including international rail links between Austria, Slovakia, and the Czech Republic, were suspended.

13 people have been confirmed dead or missing. While the death toll was lower than in 2002, the 2024 floods underscored the escalating frequency and severity of climate-related disasters. In addition to infrastructure losses, communities faced critical shortages of food, clean water, and essential services.

The Czech Republic activated the Union Civil Protection Mechanism (UCPM) to secure specialized recovery equipment, such as industrial dehumidifiers. As of 19 September, meteorological conditions had begun to stabilize. Rainfall levels declined markedly, and river levels across many affected areas—including the Odra basin, upper and central Moravia, and the upper and middle Elbe basin—were receding. For example, the Elbe River at Mělník dropped from a peak of 613 cm to 581 cm and was expected to fall below the third flood alert level soon.

Despite improving conditions, critical challenges remained. Along the Lužnice River, water levels surpassed the fifty-year flood threshold, presenting an ongoing extreme flood threat. While recovery had begun in several regions, 55 locations remained under active flood warnings. Tributaries such as the Nežárka River showed signs of stabilization, and water levels in Central Bohemia continued to decline, offering cautious optimism for continued recovery.

Source Information

Source Name	Source Link
1. IFRC Climate Centre	https://www.climatecentre.org/14490/central-europe-floods-may-be-the-worst-since-2002/

National Society Actions

Have the National Society conducted any intervention additionally to those part of this DREF Operation?	Yes
Please provide a brief description of those additional activities	<p>The regional branch of the CRC in the Liberec Region were active in providing aid to the affected areas. They were responsible for the distribution of cleaning products, cleaning tools and, to some extent, dryers. They were also involved in treating minor injuries and providing psychosocial support to the flood-affected population.</p> <p>In the South Bohemian Region, assistance to flood victims was coordinated. CRC organized collections of material humanitarian aid and provided support in cleaning wells.</p> <p>Funding for activities in these counties was provided by the county and local collections or private donors</p>



IFRC Network Actions Related To The Current Event

Secretariat	The IFRC Country Cluster Delegation (CCD), based in Warsaw, Poland, has been extending support from the onset of the emergency. CCD staff has actively supported the preparation of the IFRC Disaster Response Emergency Fund (DREF) application, continues to provide advice and guidance, while regularly communicates with the senior leadership of the National Society. While IFRC does not have in-country presence in the Czech Republic, the National Society, as part of the cluster, is supported by the CCD in Warsaw. A dedicated Operations Coordinator was assigned to support the implementation of the DREF operation in the Czech Republic for the six-month timeframe.
Participating National Societies	Partner National Societies have not been supporting the Czech Red Cross throughout their flood response. At the onset of the disaster, neighbouring National Societies affected by the floods, including German Red Cross, Polish Red Cross, and the Slovak Red Cross, have communicated via phone and other means.

ICRC Actions Related To The Current Event

No information is available.

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>The Czech Republic government worked alongside Poland, Slovakia, Austria, and Romania to make a joint appeal for EU aid. This collaborative effort highlighted a coordinated regional approach to addressing the flood emergency.</p> <p>In addition, the Czech Republic requested 15,000 dehumidifiers through the European Union's civil protection system. The European Commission formally received and acknowledged this request, as the European Commissioner for Emergencies Janez Lenarčič confirmed the request during a debate with Members of the European Parliament. Additionally, the Czech Ministry of Labour and Social Affairs discussed with the European Commission a potential reallocation of European subsidies for flood damage recovery.</p> <p>Funds from the National Recovery Plan and the Operational Programme Employment+, part of the European Social Fund, were redirected to repair flooded social facilities and to support broader recovery efforts.</p>
UN or other actors	No information is available.

Are there major coordination mechanism in place?

The CRC is working in close collaboration with the Fire Rescue Service (HZS ČR) and local municipal authorities. Over 400 CRC staff and volunteers have been deployed to assist with evacuations, provide essential supplies, and support flood-affected communities in coordination with national emergency services.

The Emergency Operations Centre of the Central Crisis Staff was activated and led and coordinated CRC relief efforts.

EOC activities:

- Coordinating volunteer activation
- Logistics of humanitarian aid.
- Financial management
- Resource and asset management
- Fundraising



- External crisis communications
- Cooperation with Integrated Rescue System

According to the feedback gathered after the operation among the volunteers, coordination in the fields with the integrated rescue system partners, mainly firefighters, was considered as very good by the 90 respondents to the online survey. Coordination with other NGOs operating in the area was named as one of the main points for improvement.

Needs (Gaps) Identified



Shelter Housing And Settlements

It was identified that a significant number of people were residing in temporary shelters, with many expected to remain there for several weeks due to the lack of habitable housing. Additionally, a larger portion of the population had homes that were either severely damaged or contaminated by floodwaters and mud. There was a critical need for coordinated efforts to clean and rehabilitate affected homes, remove debris, and restore community infrastructure. It was anticipated that the return to normalcy would depend on comprehensive humanitarian assistance, technical support, and sustained volunteer engagement. While initial volunteer efforts were already underway, continued support was expected to be essential in addressing the shelter and housing challenges present at the time.



Health

It was identified that providing medical care to people affected by the floods through first aid teams was a critical need in the impacted areas. Key health priorities included addressing risks related to the flooding, particularly the potential outbreak of waterborne diseases such as cholera, typhoid, and gastrointestinal infections resulting from contaminated water sources.

Mental health and psychosocial support (MHPSS) were also recognized as essential for both residents and volunteers experiencing the psychological effects of the disaster. Identified needs included the provision of psychological first aid, counseling services, and the potential for long-term mental health care to support recovery from trauma.

In addition, there was an anticipated need to extend medical and MHPSS services to volunteers involved in post-flood response activities. Collaboration with state authorities was noted as potentially necessary in the event of a disease outbreak, given the ongoing risks posed by environmental contamination. Such an outbreak could further increase stress levels among both responders and the affected population. A coordinated response among all relevant stakeholders was considered critical to ensuring the health and well-being of both residents and responders.



Water, Sanitation And Hygiene

It was identified that the floods resulted in widespread water contamination, leading to extensive pollution and creating a hazardous and toxic environment. Ensuring access to safe drinking water was identified as a critical need. This included actions such as cleaning wells and rehabilitating other individual water sources.

In addition to the lack of potable water, residents in the affected areas were unable to wash clothing and household textiles, further compounding the deterioration of hygiene conditions. The establishment of mobile laundry facilities was identified as a necessary intervention to provide basic hygiene support and help improve overall sanitary conditions in flood-affected communities.



Protection, Gender And Inclusion

It was identified that the need for Protection, Gender, and Inclusion (PGI) support in flood-affected areas arose from severe disruptions to infrastructure and the emotional well-being of residents. In the most heavily impacted communities, there was a clear need for safe and stable hubs where people particularly those in vulnerable situations such as the elderly, injured, or otherwise at risk, could access essential services to ensure their safety, health, and dignity during both the initial response and mid-term recovery phases.

It was also identified that the absence of reliable internet connectivity, including services such as Starlink, significantly hampered coordination between local authorities and residents. This highlighted the need for alternative connectivity solutions at the municipal



level, where effective coordination of clean-up operations and communication with affected populations and external partners is critical. In response to these needs, the establishment of Strong Points was proposed to provide accessible spaces where residents could obtain power, basic medical assistance, and communication tools—strengthening protection, inclusion, and coordination throughout the recovery process.

Operational Strategy

Overall objective of the operation

The overall objective of this DREF operation was to provide immediate humanitarian assistance to 5,400 people affected by the 2024 floods in the Czech Republic. Through this operation, the CRC mobilized volunteers to support cleaning campaigns, deliver MHPSS, and establish Strong Points—designated spaces where affected people could access power, basic medical assistance, and communication tools. It is important to note that the broader response undertaken by the CRC extended beyond the scope of the DREF-funded activities. This included the provision of essential aid such as clean drinking water, food, and shelter, as well as the coordination of infrastructure repair and the restoration of vital services. These components of the operation were financed through alternative funding sources.

The overall plan of the NS aimed to actively engage local communities in the recovery process and maintain continuous accountability, ensuring that all relief efforts were responsive to the evolving needs of the affected population.

Beyond the DREF activities, additional operations took place in the South Bohemian and Liberec regions. There, CRC branches supported affected communities by running evacuation centers and distributing essential relief items, including water, food, and hygiene supplies. They also provided first aid and psychosocial support (PSS). In other areas that were less severely affected but still experienced river overflows, CRC branches focused on monitoring the situation and delivering logistical support to response units, particularly through the provision of food and water.

Operation strategy rationale

The response strategy for the 2024 floods in the Czech Republic was based on the immediate need to provide life-saving assistance to communities affected by the emergency. Under this DREF Operation, the CRC focused on activities not covered by other funding sources. The rationale for this targeted approach included the following key components:

HEALTH

The emotional toll of the disaster—including the loss of property, uncertainty about the future, and a prolonged recovery period—placed significant stress on the mental health of affected households. Recognizing these impacts, the operation included structured MHPSS to help people and families cope with trauma and stress.

Through this line of intervention 5,400 people were targeted.

- In the affected areas, 40 PSS teams, composed of 80 volunteers working in pairs, were deployed during the first rotation to deliver MHPSS support. Each team was able to assist approximately four households per day, with an average of three household members per household.
- In the subsequent 60-day period, 90 PSS teams (180 volunteers) were deployed for continued support.
- Additional MHPSS services were provided through the established Accessibility Points.
- An additional 286 volunteers were deployed to provide additional humanitarian assistance at evacuation centres, medical first aid, etc.

WATER, SANITATION AND HYGIENE (WASH)

To support the restoration of homes in flood-impacted areas, 845 volunteers were mobilized to assist with household cleaning activities. Each weekend, approx. 400 volunteers were deployed to actively remove debris and support the cleaning process. Every volunteer was equipped with a specialized cleaning kit, locally procured in line with IFRC recommendations (including items such as bags, boots, gloves, masks, buckets, and brooms). Each volunteer visited two households per day, offering hands-on support for cleaning and recovery. Through this intervention, 1,200 households (approximately 3,200 people) were expected to benefit.

PROTECTION, GENDER AND INCLUSION (PGI)

The strategy prioritized the protection and inclusion of vulnerable groups by ensuring all interventions were inclusive and responsive to diverse needs. Particular attention was given to the challenges faced by women, children, older adults, and people with disabilities. This inclusive approach aimed to promote equity, dignity, and safety throughout the response.

In the most severely affected areas, Accessibility Points were established, offering the following services and facilities:

- Power generation via a generator to support operations and other services
- Internet and phone connectivity through Starlink
- A tent serving as a contact and coordination point, including an information booth for advice, administration, and volunteer engagement



- On-site medical equipment and a first aid station
- Multi-device charging facilities
- Safe drinking water supply
- Distribution of information materials (manuals, leaflets, etc.)

It is important to note that while the DREF Operation funded the setup of these Accessibility Points, many of the services provided at these locations were supported through other funding sources.

CRC significantly adjusted its operational timeframe, resource allocation, and response strategy for the 2024 floods to more effectively meet the evolving needs of affected communities.

In light of delays in fund disbursements and the continued demands of response activities, the CRC extended the operation period through 31 March 2025. This no-cost extension enabled the completion of critical activities originally scheduled for December 2024, including final procurement processes and ongoing community support.

Throughout the operation, over 800 volunteers were mobilized to deliver essential services such as debris removal, psychosocial support, and the establishment of Accessibility Points. These efforts directly contributed to home restoration, mental health recovery, and improved access to essential services for flood-affected populations.

The CRC managed 11 evacuation centers in strategic locations including Ostrava, Opava, Tábor, Frýdek-Místek, and České Budějovice. These centers provided shelter, basic needs, and psychosocial support to displaced people and families.

To address the psychological impact of the disaster, 40 specialized psychosocial support (PSS) teams were deployed to assist affected households. Additionally, the NS procured and distributed flood recovery dehumidifiers to expedite the restoration of homes.

Following a mid-operation review, the CRC reassessed the initial plan to establish 10 Accessibility Points. Based on actual needs and usage, the number was revised to 5, ensuring a more efficient allocation of resources while maintaining access for affected communities.

To ensure optimal use of available resources, CRC undertook strategic budget reallocations during the course of the operation. Cost savings were achieved in several areas, including:

- Volunteer mobilization: CHF 137,766
- Cleaning kits: CHF 24,000 (funded through private donations)
- Volunteer insurance: CHF 3,200 (covered by private insurers)

These savings were redirected to address priority needs across the operation. Notably, CHF 10,000 was allocated to procure ten dehumidifiers, supporting the accelerated recovery of flood-damaged homes.

Further reallocations enhanced field response capabilities through the purchase of emergency response bags, first aid kits, and other essential operational equipment for volunteers. Additionally, due to cost reductions associated with donated containers for Accessibility Points, surplus funds were redirected toward strengthening Red Cross branding and visual safety signage, improving visibility and safety at operational sites.

The CRC also allocated funding for two additional IFRC field monitoring visits, reinforcing accountability and oversight. To support organizational learning, resources were also budgeted for a Lessons Learned Workshop, that was conducted within the operational timeframe.

As a result of these adjustments, the CRC's revised operational budget was CHF 193,342, enabling the return of CHF 40,158 to the fund (DREF). The original budget stood at CHF 233,500.

Targeting Strategy

Who was targeted by this operation?

The total targeted population for this operation was projected to include approximately 5,400 people. (See table on page 8)

The primary focus was on communities in flood-affected areas of Northern Moravia, particularly in the districts of Jeseník, Opava, and Ostrava. Within these locations, the operation prioritized people in vulnerable situations, including women, children, older adults, and people living with disabilities. Both rural and urban populations directly impacted by the floods were included, with a particular emphasis on those who were evacuated, had their homes damaged or destroyed, or experienced significant disruptions to their



livelihoods.

Remote and Opava areas were identified as particularly vulnerable due to potential delays in accessing aid. Specific efforts were made to ensure these communities received timely and adequate support, including the allocation of volunteer teams and essential services.

Population disaggregation estimates were based on standard demographic profiles and refined through ongoing field operations. Rapid assessments conducted by local authorities and humanitarian actors informed these estimates and helped guide the targeting strategy throughout the operation.

Explain the selection criteria for the targeted population

The selection of the targeted population under this operation was based on a combination of geographic impact, vulnerability, economic loss, and access to essential resources. The criteria ensured that assistance reached those most in need, in a timely and equitable manner.

- Geographic impact:

Priority was given to residents and displaced populations in the most severely affected regions, particularly those located in low-lying areas near rivers and in zones prone to landslides, where the physical impact of the flooding was most severe.

- Vulnerability:

Targeting focused on people and households with heightened vulnerability, including:

- Families with older adults, young children, or persons living with disabilities
- Single-parent households or those headed by women
- Households residing in temporary shelters due to displacement

- Economic impact:

Priority was also extended to families who had lost their primary source of income, particularly those whose agricultural land, businesses, or means of livelihood had been damaged or destroyed by the floods.

- Access to resources:

Communities that were left with limited or no access to clean water, electricity, healthcare, or other essential services due to flood damage were given precedence in the distribution of aid and services.

Total Assisted Population

Assisted Women	-	Rural	60%
Assisted Girls (under 18)	-	Urban	40%
Assisted Men	-	People with disabilities (estimated)	10%
Assisted Boys (under 18)	-		
Total Assisted Population	5,912		
Total Targeted Population	5,400		

Risk and Security Considerations (including "management")

Does your National Society have anti-fraud and corruption policy?	Yes
Does your National Society have prevention of sexual exploitation and abuse policy?	No
Does your National Society have child protection/child safeguarding policy?	Yes
Does your National Society have whistleblower protection policy?	Yes



Does your National Society have anti-sexual harassment policy?	No
Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.	
Risk	Mitigation action
Shortage of financial and material resources, potentially hindering timely and effective response operations.	Mobilization of partner networks and the organization of targeted fundraising campaigns to secure additional financial and in-kind support.
Disruption of internet and communication networks, potentially hindering operational coordination and information sharing.	Establishing a connectivity points to provide reliable internet access and maintain communication among response teams and stakeholders.
Shortage of volunteers and operational personnel, potentially affecting the timely delivery of services.	Active recruitment campaigns on platforms such as Onsinch, enabling rapid identification and mobilization of volunteers to support emergency operations.
Limited coordination between response teams and local authorities, potentially leading to inefficiencies or duplicated efforts.	Establishing a central operations center to streamline coordination and ensure effective communication with local authorities, enabling a more unified and efficient response.
Please indicate any security and safety concerns for this operation:	
The operation ensured that all staff and volunteers were equipped with appropriate personal protective equipment (PPE). First aid stations were established in the field to manage emergencies promptly. Volunteers received regular briefings on health and safety protocols to maintain awareness and preparedness.	
Response teams were informed about unstable areas where the risk of further flooding, landslides, or other hazards remained high. Alternative routes and evacuation plans were developed and communicated to minimize risks and ensure safe movement during the operation.	
Has the child safeguarding risk analysis assessment been completed?	Yes

Implementation



Budget: CHF 80,810

Targeted Persons: 5,400

Assisted Persons: 5,912

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of people reached by PSS teams	5,400	5,912
# of volunteers mobilized to provide Mental Health and Psychosocial Support	600	309



Narrative description of achievements

During the initial phase of the operation, assessment teams provided Psychological First Aid (PFA) alongside rapid needs assessments. Based on identified needs, a specialized Psychosocial Support (PSS) team conducted follow-up home visits to offer targeted support to affected people. Targeted support focused on stabilizing people who were affected by the floods. They had lost their homes and property. Crisis intervention was carried out by volunteers who were trained in crisis intervention. In case of more serious conditions, persons were referred for psychological care. A leaflet promoting mental health was also published.

Due to severely damaged infrastructure and the expected increase in injuries, coupled with limited access to professional medical services such as ambulances, MHPSS volunteers required appropriate equipment to operate safely and effectively in the field. This included gear for basic treatment and stabilization, organized into Emergency Response Bags and First Aid Kits. To address these operational needs, the procurement of 100 units of each item was incorporated into the DREF budget with the Ops Update no. 1.

Emergency Response Bags were essential for equipping trained Red Cross teams to deliver immediate first aid and critical support in flood-affected areas. These bags enhanced the operational readiness of field responders, particularly in contexts where resupply was not possible. The recent floods had depleted existing stocks, highlighting the urgent need for replenishment. To increase their utility, newly designed larger bags were procured to serve multiple people either simultaneously or over extended periods, ensuring responders were adequately equipped to meet evolving community needs.

First Aid Kits, while more compact, played a vital role in enabling volunteers with basic first aid training to respond effectively in the absence of professional medical personnel. These kits enhanced the self-sufficiency of field teams and ensured that immediate care and stabilization could be provided until additional assistance arrived. This investment helped ensure that no volunteer team was left unequipped during critical situations.

Rescue units, including the CRC, have their own PEER teams dedicated to supporting deployed staff and volunteers, with close cooperation maintained between the teams. During the floods, regular debriefing sessions were organized, and PEER team members were consistently present on site to provide immediate support.

Lessons Learnt

- Modular approach strengthens MHPSS adaptability: implementing minor improvements to MHPSS through a modular design enhances flexibility and responsiveness across different types of emergencies. This approach allows frontline support to be quickly tailored to the specific context, improving relevance and effectiveness in diverse crisis settings.
- Early integration of PFA improves impact: providing Psychological First Aid (PFA) during the initial rapid assessment phase proved to be highly effective in addressing immediate emotional distress. Early integration of MHPSS helped build trust with affected communities and allowed for smoother follow-up by specialized teams.
- Follow-up home visits are critical: home-based PSS follow-ups allowed the response teams to reach people in a vulnerable situation—particularly those with mobility limitations or heightened emotional needs—ensuring tailored and dignified support.
- Pre-positioning of equipment is essential: the availability of Emergency Response Bags and First Aid Kits significantly enhanced response effectiveness. The need to replenish depleted stock during the operation emphasized the importance of maintaining a reserve of critical supplies.
- Equipping non-medical volunteers increases reach: compact First Aid Kits enabled volunteers with basic training to provide immediate care, expanding the scope and flexibility of the response and filling gaps in areas with delayed medical access.
- Standardized training and briefings improve volunteer readiness: regular safety and protocol briefings ensured that MHPSS and first aid teams operated with consistency and confidence, even under challenging field conditions.
- Mutual support between volunteers and staff is also an important part of the operation. Our volunteers and staff are supported in the area of MHPSS by colleagues from their home regional associations and the PEER support team.
- To ensure the sustainability of mobilized volunteers for future deployments, new equipment was purchased, including emergency backpacks, uniforms, electronic and communication devices. In addition, training and exercises are being revised to make the volunteers' activities more effective. At the same time, these training sessions and exercises provide opportunities for activity and involvement in CRC activities.

Challenges

- Limited access due to damaged infrastructure: damaged roads and infrastructure hindered the mobility of MHPSS teams, delaying home visits and outreach efforts in the most affected areas.
- Shortage of trained personnel: there was a limited pool of volunteers with specialized MHPSS training, which constrained the scale and speed of deployment in the early days of the response.
- Emotional burnout among responders: some volunteers experienced emotional fatigue due to prolonged exposure to distressing situations, highlighting the need for structured peer support and supervision mechanisms during high-stress operations.
- Several emergency helplines are available in the Czech Republic, but they tend to become overloaded during emergencies. The CRC currently lacks sufficient resources to operate such lines. In the initial hours and days of a crisis, telephone connections are often



unreliable, and internet outages can prevent people from even being aware of available helplines. For this reason, the priority is placed on physically reaching affected locations, even if access is limited.



Water, Sanitation And Hygiene

Budget: CHF 31,576

Targeted Persons: 3,600

Assisted Persons: 6,264

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of households assisted by volunteers with basic cleaning activities	1,200	2,088
# of volunteers mobilized to support cleaning campaigns	800	845

Narrative description of achievements

Following the rapid assessment, a cleaning campaign was launched, and spontaneous volunteers were mobilized to support affected households, particularly those with vulnerable people. These volunteers primarily assisted with cleaning activities in the most heavily impacted areas. Leaflets have been also published to inform communities on psychosocial support services.

Cleaning kits were donated by private contributors, resulting in cost savings of CHF 24,000, which were reallocated within the operation.

Initial assessments revealed an urgent need for flood recovery dehumidifiers and portable gasoline generators to support clean-up efforts. The onset of winter and worsening weather conditions heightened the urgency of drying affected homes. Generators were also necessary to operate WAP high-pressure washers effectively. It was observed that while firefighters and local authorities possessed only a limited number of high-power generators, dozens of affected households required medium-power, portable generators for flexible use.

In response, the CRC acted swiftly, procuring dehumidifiers and generators. The NS used its own funds for initial purchases but, to further support this critical need, requested the acquisition of 10 additional dehumidifiers under the DREF budget.

The significant overachievement in both WASH activities and household support reflects on one hand the high level of volunteer engagement and community solidarity in extraordinary situations. A larger number of volunteers signed up than anticipated, which increased overall response capacity. The number of volunteers required fluctuated with the evolving situation, yet in the Czech Republic it is common that volunteer supply surpasses actual needs during emergencies. Since the 2021 tornado, authorities and humanitarian organizations have placed greater emphasis on coordinating and regulating volunteer activity to ensure alignment with operational priorities. On the other hand, households required different time investments from volunteers depending on the damages. With households requiring less time than others, volunteers were able to support more households in need. In this response, the different level of damages and surplus of volunteers enabled outreach and support to exceed original targets during the same timeframe: 6,264 people were reached with WASH activities compared to the 3,600 targeted, and more than 800 additional households received basic cleaning assistance beyond the planned number. This contributed to a broader community impact than initially expected.

Lessons Learnt

- Community engagement was crucial and was done via the early mobilization of volunteers. Being part of the communities themselves, engaging volunteers proved to be an effective and timely response mechanism. Their willingness to assist significantly increased the reach of the cleaning campaign, particularly in supporting vulnerable households. CRC coordinated these volunteers in the affected areas, providing them with basic care (food, treatment, accommodation). CRC registered these volunteers using the SINCH system.
- Private donations enhanced operational flexibility: the donation of cleaning kits by private contributors not only demonstrated strong community solidarity but also allowed for cost savings of CHF 24,000. These savings were efficiently reallocated to address other urgent needs within the operation, highlighting the value of flexible budgeting.
- Rapid procurement accelerated response: the NS's ability to act quickly in procuring essential equipment—such as dehumidifiers and generators—was key to minimizing secondary damage, especially as winter approached. This responsiveness reduced delays in home recovery and improved conditions for affected households.



- Cooperation with the community consisted of deploying and coordinating spontaneous volunteers from among the Czech population. It also involved cooperation with mayors and municipal authorities in coordinating these volunteers and the assistance provided.

Challenges

- Equipment gaps slowed initial response: the limited availability of portable, medium-power generators among local responders posed a significant challenge. While firefighters and local authorities had some high-power equipment, it was insufficient to meet the widespread household-level demand. This gap necessitated urgent procurement efforts by CRC to meet the needs.
- Weather conditions increased urgency: the worsening winter conditions created time pressure to dry homes quickly and prevent further structural or health-related deterioration. This seasonal urgency added complexity to logistics, equipment distribution, and volunteer coordination.



Protection, Gender And Inclusion

Budget: CHF 37,130

Targeted Persons: 300

Assisted Persons: 286

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of accessibility points established and providing assistance to the affected communities	10	5
# of volunteers mobilized to provide support at accessibility points	300	286

Narrative description of achievements

Following the second needs assessment, it was determined that only five Accessibility Points were required in the affected areas. These points were fully managed by CRC staff, and no volunteer mobilization was necessary for their operation, including opening and closure. The points were used to provide psychosocial support, and charge mobile phones while resting.

The Accessibility Points were provided in the form of container units donated by MSC MEDITERRANEAN SHIPPING COMPANY S.A, resulting in significant cost savings on procurement. However, due to the large surface area of the containers, increased expenses were anticipated for Red Cross branding and visual safety elements. While the overall budget for visibility remained unchanged, the cost of branding a single Accessibility Point effectively doubled.

Community Engagement and Accountability (CEA): based on the identified needs, particularly the high demand for charging electronic devices and the requirement for heating as winter approached, the unit cost for equipping each accessibility point was increased accordingly. These adjustments were reflected in the revised DREF budget to ensure the Accessibility Points met the needs of the affected population. Additionally, leaflets and info material were prepared, printed and used to support PSS activities.

A Child Safeguarding Risk Analysis was carried out. This analysis was conducted with the support of the IFRC Operations Manager.

Although a feedback mechanism was not established during the emergency response phase, Staff and volunteers were available to receive and respond to feedback or requests brought forward by the persons visiting the accessibility points.

Lessons Learnt

- Flexibility in operational planning is crucial: the second needs assessment led to a reduction in the number of required Accessibility Points, highlighting the importance of reassessing needs to avoid overextension and maximize efficiency.
- Budget adaptability supports effective response: the ability to revise the DREF budget to accommodate increased unit costs (due to additional equipment and branding requirements) underscores the importance of financial flexibility in emergency response planning.



Challenges

- Increased costs for the visibility as well as for the equipment and utilities: unexpectedly higher costs, challenged initial budget. The need to update the DREF budget mid-implementation required swift coordination and justification, potentially causing administrative delays or approval bottlenecks
- The National Society is composed entirely of volunteers, many of whom balance their humanitarian commitment with full-time employment. Not every volunteer was able to take time off work during the emergency response. In addition, volunteers who were not deployed to the affected areas played a critical role in ensuring the continuity of day-to-day branch activities, including training, medical supervision, and blood donor recognition. This ensured that essential services at the regional level were maintained while others supported the emergency operation.



Secretariat Services

Budget: CHF 19,500

Targeted Persons: 0

Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of surge personnel deployed	1	1

Narrative description of achievements

The IFRC Ops Co supported the operation from September 2024 until March 2025, mostly remotely and also through field visits. An indicator was added in the Ops Update # of monitoring visits conducted by IFRC (target: 3). Since October, an Operations Coordinator (Ops Co) has taken the lead in managing IFRC's systematic procedures and coordinating closely with the NS to ensure the effective implementation of the DREF operation.

In early December, the Ops Co conducted a field visit to the Czech Republic to collaborate with the NS's Disaster Management (DM) officer on the latest Operations Update and budget revision. The visit also included a review of the NS's Safeguarding Action Plan and an assessment of new activities linked to the ongoing flood recovery efforts.

In total, two out of three visits were conducted.

Lessons Learnt

- Early deployment strengthens planning: the early deployment of the Operations Manager facilitated a timely preparation of the DREF application. The early support proved critical for setting a solid foundation for the operation.
- In-person collaboration enhances coordination: the field visits conducted by IFRC personnel enabled more effective coordination and real-time problem-solving with the NS. Direct engagement strengthened mutual understanding and accelerated decision-making on budget revisions and operational planning.
- Integrated planning improves accountability: the joint review of the Safeguarding Action Plan alongside operational and financial updates demonstrated the value of integrating protection measures within the broader response framework.

Challenges

- Adaptation to evolving needs: the dynamic nature of the flood recovery context necessitated constant adjustments to the operational plan, highlighting the need for flexibility in budget and activity design.



National Society Strengthening

Budget: CHF 43,826

Targeted Persons: 0



Assisted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
# of lessons learned worksop	1	1
# of volunteers equipped with branded Czech Red Cross items	800	546

Narrative description of achievements

The private insurance company provided full insurance to 500 volunteers as a donation for the period of their deployment.

Lessons learned workshop, in the form of 2 days event, was conducted and facilitated by the NS in early March 2025.

All the volunteers deployed as PSS teams were equipped with specially designed high-visibility utility vests for enhanced safety featuring Red Cross emblems. A need for replenishment of worn or damaged vests – up to 200 pcs are needed – accounts for the increased budget allocation.

Lessons Learnt

- Importance of structured reflection: conducting a lessons learned workshop provided a valuable platform to capture feedback, identify gaps, and reinforce best practices.
- Value of volunteer insurance: securing full insurance coverage for volunteers significantly boosts their confidence, morale, and sense of security during deployment. Partnering with private sector actors can be a viable and sustainable approach for resource mobilization when clearly aligned with humanitarian goals.
- Standardization of volunteer equipment enhances safety and visibility: Equipping PSS teams with high-visibility vests featuring the Red Cross emblem improved recognition, access, and safety in the field. It also fostered team identity and a professional image when engaging with affected communities.

To improve future services, the CRC conducted a comprehensive feedback process focused on strengthening capacities, processes, and skills. Alongside discussions with volunteers during their deployment, online surveys were distributed in November 2024, as the main response activities concluded. Four questionnaires were sent to regional branch leadership, covering: frontline deployment (first aid, needs monitoring, MHPSS support), evacuation centre operations, logistics, coordination. All questionnaires also assessed volunteer well-being and collected overall reflections on the CRC response. More than 110 responses were received. This was followed by online feedback sessions in each area and concluded with a Lessons Learned Workshop (LLW) in March 2025.

The LLW identified five key challenges and focused on strengthening preparedness for future emergencies. Twenty-four representatives from across the country attended the workshop in Prague, chaired by Secretary General Karol Čukan. Sessions were facilitated by President Marek Jukl, Emergency Response Unit Commander Iva Jelínková, and Disaster Preparedness Executive Ondřej Hadaš, who led discussions on critical improvements to CRC's operations.

Challenges

- Please see challenges in reaching the target on the indicator on the number of volunteers equipped by the Czech Red Cross with branded items as provided in the WASH "Challenges" section.



Financial Report

DREF Operation

Selected Parameters			
Reporting Timeframe	2024/09-2025/07	Operation	MDRCZ003
Budget Timeframe	2024-2025	Budget	APPROVED

FINAL FINANCIAL REPORT

Prepared on 10/Nov/2025

All figures are in Swiss Francs (CHF)

MDRCZ003 - Czech Republic - Floods

Operating Timeframe: 26 Sep 2024 to 31 Mar 2025

I. Summary

Opening Balance	0
Funds & Other Income	270,084
DREF Response Pillar	270,084
Expenditure	-134,394
Closing Balance	135,690

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash			0
PO04 - Health	63,000	-68,590	131,590
PO05 - Water, Sanitation & Hygiene	108,000	115,020	-7,020
PO06 - Protection, Gender and Inclusion	56,500	60,173	-3,673
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery	16,484		16,484
PO10 - Community Engagement and Accountability			0
PO11 - Environmental Sustainability			0
Planned Operations Total	243,984	106,603	137,381
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	20,100	21,401	-1,301
EA03 - National Society Strengthening	6,000	6,390	-390
Enabling Approaches Total	26,100	27,791	-1,691
Grand Total	270,084	134,394	135,690

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

Please explain variances (if any)

The financial budget was amended at the end of 2024, resulting in a reduction of approximately CHF 40,000. The process of finalizing this amendment took longer than anticipated, as several negotiation rounds were required. Although the main agreement was signed at the end of October 2024, the amendment was only initiated on 7 January 2025 and signed on 3 February 2025. During this period, the National Society had limited certainty regarding the final budget, making it extremely difficult to establish a sound procurement plan. While the Operations Update with an extended timeframe and revised budget was approved on 17 December 2024, the National Society was unable to draw on the budget until the addendum was formally signed in February.



Health Budget

The underspending under Health (approximately CHF 31,000) is due to the long lead time for Emergency Response Bags. A total of CHF 50,000 was budgeted for the procurement of 100 bags. The procurement process was completed, and the goods were ordered within the timeframe of the operation (by 31 March 2025). However, delivery will not occur before June 2025 at the earliest. As the bags are not physically stocked within the operation timeframe, the expenditure cannot be reported under the DREF, and the funds will be returned.

Protection, Gender and Inclusion (PGI)

A refund of approximately CHF 21,000 is related to PGI budget lines, including CHF 10,000 allocated for CRC visibility of strong point containers and CHF 25,000 for charging hub stations and equipment. Throughout the operation, these containers continued to be deployed in flood-affected areas, and it was not feasible to transfer them or conduct visibility work while in use. Nor was it possible to implement the visibility components directly on site. The first container is only now being returned, with others still in the field. Consequently, the budget lines for visibility and equipment could not be fully utilized within the DREF timeframe.

National Society Development

A total of CHF 40,000 under National Society Development was not spent due to the delayed delivery of new uniforms intended to replace those damaged during the operation. While procurement was finalized and uniforms ordered before the 31 March 2025 deadline, delivery will not take place until summer 2025. As with the Emergency Response Bags, the costs cannot be reported under DREF until the goods are physically received.

Other Underspending

Additional underspending resulted from lower-than-expected procurement costs following competitive tenders.

The total budget for the DREF operation was CHF 270,084, of which CHF 134,394 was spent. The remaining balance of CHF 135,690 is returned to the DREF account as per standard IFRC regulations.

For details, please refer to the final financial report annexed to this document as well as the narrative explanation on the achievements, lessons learned, and challenges throughout the operation.



Contact Information

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

National Society contact: Karol Čukan, Secretary General, cukan.karol@cervenykriz.eu

IFRC Appeal Manager: Christie Edwards, Head of Delegation, christie.edwards@ifrc.org

IFRC Project Manager: Branimir Knezevic, Coordinator, National Society Development, branimir.knezevic@ifrc.org

IFRC focal point for the emergency: Sarah Omrane, Regional Operations Coordinator, sarah.omrane@ifrc.org

Media Contact: Lenka Hlavatá, External Relations Officer, press@cervenykriz.eu, +420 734 699 016

[Click here for reference](#)

