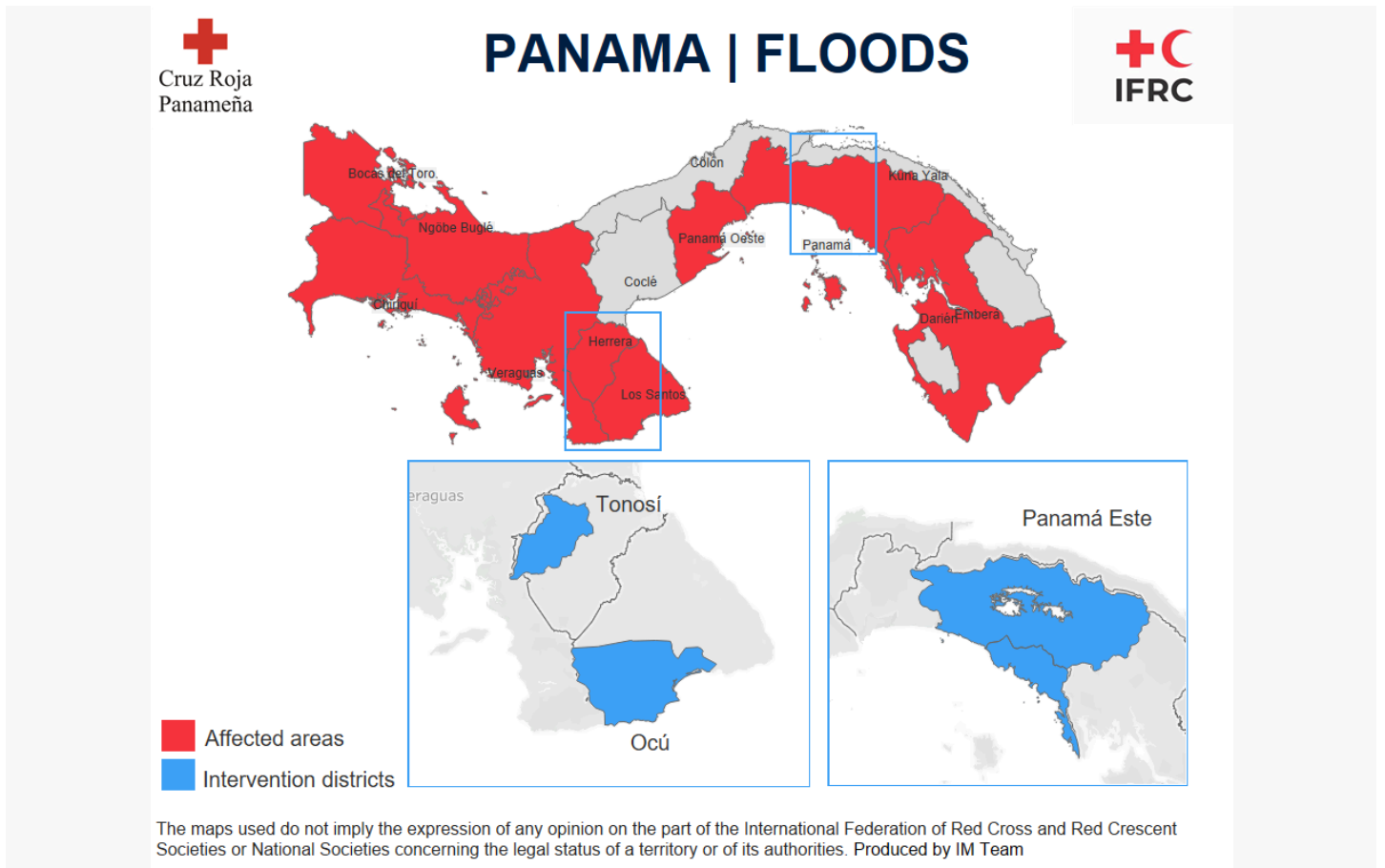




Census for the Cash Transfer Program conducted with a resident of the Las Garzas community, Panama Province. Source: RCSP. December 2024.

Appeal: MDRPA020	Total DREF Allocation: CHF 249,979	Crisis Category: Yellow	Hazard: Flood
Glide Number: -	People Affected: 3,895 people	People Targeted: 2,500 people	
Event Onset: Sudden	Operation Start Date: 12-11-2024	New Operational End Date: 31-03-2025	Total Operating Timeframe: 4 months
Reporting Timeframe Start Date: 12-11-2024		Reporting Timeframe End Date: 15-01-2025	
Additional Allocation Requested: 0		Targeted Areas: Los Santos, Panama, Herrera	

Description of the Event



Affected areas and targeted areas (Tonosí, Ocú, Panamá Este).

Date of event

02-11-2024

What happened, where and when?

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

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

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

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





Key messages on flood prevention shared by the Red Cross Society of Panama through their social media. Source: RCSP. November 2024.



Key messages on what to do after floods shared by the Red Cross Society of Panama through their social media. Source: RCSP. November 2024.



Information on what items should be included in an emergency backpack, shared by the Red Cross Society of Panama through their social media. Source: RCSP. November 2024.

Scope and Scale

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

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

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

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

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

The authorities, in coordination with the Ministry of Health, are working to assist the affected families, ensuring that health and basic sanitation needs are met as much as possible. The authorities have activated 19 shelters throughout the country to serve the displaced population, out of which about 10 shelters have been installed in educational centers in the Ngäbe Buglé region: Boca de Remedios, Flor de Anís, Hato Chami, Escuela Bahai, Pueblo Nuevo, Kankintu, Chiriquí Mali, Bisira, and IPT Joaquina H. de Torrijos. Meanwhile, in Veraguas, four shelters were established within the educational centers: CE.B. Zapotillo, Loma de Quebro School, Morrillo de Quebro School and El Espino School. While in the province of Los Santos, shelters were made available to the population affected by the floods at the Coronel Segundo Institute in Villarreal, and the IPT Tonosí; in Herrera in the Hipólito Pérez Tello and La Gloriela Barría schools; in Chiriquí it was established in the school of Gualaca and in the province of Bocas del Toro in the 4 de Abril school, and in Panamá Este the temporary shelter of the Presidente Valdés de Pacora school is also available.

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

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



sanitation supplies, such as chlorine, and relocating dead animals to avoid additional public health risks.

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

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

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

Source Information

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

Summary of Changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	No
Are you changing the target population of the operation	No
Are you changing the geographical location	No
Are you making changes to the budget	No
Is this a request for a second allocation	No
Has the forecasted event materialize?	No

Please explain the summary of changes and justification:

Through this Operations Update No. 1, the Red Cross Society of Panama is requesting a one-month extension at no additional cost, proposing 31 March 2025, as the new completion date. This request is due to the integration of a new provider (YORDEX) for the Monetary Transfer Program (MTP), which uses cards as a delivery mechanism. However, there have been delays from the provider in distributing these cards and complications in setting up the accounts at the level of the Panamanian banking system, which could delay the delivery of humanitarian aid.

Anticipating these setbacks and aiming to ensure an effective and smooth distribution, the National Society considers this extension necessary. The operational strategy and overall budget will remain unchanged, although adjustments will be made to certain budget lines to meet the emerging needs during this extended period, in accordance with IFRC guidelines.

Current National Society Actions

Start date of National Society actions

02-11-2024





Distribution of cleaning and hygiene kits, blankets, and jerrycans to people affected by the floods in Chepo de las Minas, Herrera Province. Source: RCSP. January 2025.



Evaluation of the Cash Transfer Program in the community of La Playita, Chepo de las Minas, Herrera Province. Source: RCSP. January 2025.



Update workshop on the Cash Transfer Program for volunteers active in the operations in Los Santos and Herrera provinces. Source: RCSP. January 2025.

<p>Shelter, Housing And Settlements</p>	<p>The National Society provided assistance with records of the affected families who were in the shelters of the Presidente Valdés school in Pacora, in the Zapotillo School, Morrillo de Quebro, in support of the National Civil Protection System.</p>
<p>Health</p>	<p>Search and rescue support was provided to missing persons in the Highlands, as well as first aid assistance and pre-hospital transfers to people who had been evacuated in the affected areas. Assistance was also provided in the evacuation of people in the committees of Boquete, La Villa, Las Tablas, Santiago, and El Real.</p>
<p>Water, Sanitation And Hygiene</p>	<p>The Red Cross Society of Panama supplied 5,400 liters of safe water to the community of Alto Jaramillo, an affected area in the district of Boquete.</p>
<p>Protection, Gender And Inclusion</p>	<p>A risk analysis of child safeguarding was conducted for this intervention.</p>
<p>Community Engagement And Accountability</p>	<p>The Red Cross Society of Panama carried out key actions to better understand the needs and priorities of the community in this emergency. As part of its auxiliary role, the National Society supported the National Civil Protection System (SINAPROC) by providing technical assistance in the area. Focusing on quick and effective methods, such as direct observation, secondary data analysis, interviews with key informants, and ongoing conversations with local volunteers, the Society was able to gather essential information. Additionally, the National Society maintained an open dialogue with various representatives and groups within the community, which allowed it to obtain a comprehensive view of the context and adapt the response to meet the needs of all.</p>
<p>Coordination</p>	<p>Close coordination was sustained with authorities, including participation in provincial EOCs. Damage and Needs Assessment (DANA) support was provided to Ministry of Social Development (MIDES) for the distribution of water in the affected area. In addition, coordination was kept with the Office of the First Lady and the Governors of the affected Provinces.</p>
<p>National Society Readiness</p>	<p>The 23 local committees at the national level remained active and supported responses to the affected areas. A total of approximately 150 volunteers, all with updated insurance, continued to provide assistance, and as the event progressed, there was the capacity to activate more volunteers. As part of the initial response to the event, the Red Cross Society of Panama also drafted a report that was uploaded to the GO platform.</p>
<p>Assessment</p>	<p>Local committees in the affected areas activated their Damage and Needs Assessment Teams, primarily in the committees of Las Tablas, La Villa, Chitré, Barú, San Martín, Boquete, Penonomé, Natá, Panamá Norte, Aguadulce, and El Real.</p>
<p>Other</p>	<p>The Red Cross Society of Panama activated the Emergency Operations Center (EOC), which monitored the affected areas. Additionally, 150 volunteers were mobilized to support actions in the most affected places. This group included volunteers with specialties in psychological first aid, emergency health, use of technological tools (Kobo, ODK, etc.), water and sanitation, aid distribution, and humanitarian assistance, among</p>



others. A total of 23 vehicles were also mobilized on the ground to support response actions.

IFRC Network Actions Related To The Current Event

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

ICRC Actions Related To The Current Event

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

Other Actors Actions Related To The Current Event

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



Needs (Gaps) Identified



Shelter Housing And Settlements

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

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



Livelihoods And Basic Needs

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



Health

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



Water, Sanitation And Hygiene

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



Protection, Gender And Inclusion

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

enable safe spaces for children in the affected communities is identified. The target population will be defined from surveys and evaluations carried out by volunteers in the field.



Community Engagement And Accountability

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

Any identified gaps/limitations in the assessment

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

Operational Strategy

Overall objective of the operation

The Red Cross Society of Panama will contribute to the national response to the floods and landslides that affect the provinces of Panamá, Los Santos, Herrera, Veraguas, Chiriquí, Bocas del Toro and Darién, providing support to the emergency needs of 500 affected families (2,500 people) in the districts of Panamá, Océ and Tonosí during 4 months.

Operation strategy rationale

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

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

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

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

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



the strengthening actions framed in the PPP have been developed in the communities of Cerro Punta (District of Tierras Altas, Province of Chiriquí), Soloy (District of Besikó, Ngäbe-Buglé Region) and Loma de Quebro (District of Mariato, Province of Veraguas).

Targeting Strategy

Who will be targeted through this operation?

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

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

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

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

Explain the selection criteria for the targeted population

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

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

Total Targeted Population

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

Risk and Security Considerations

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

Risk	Mitigation action
Damaged telecommunications infrastructure limits communication between field teams and coordination bases, making management and timely response difficult.	<ul style="list-style-type: none"> • Use alternative communication devices (radios) in areas with limited coverage. • Establish checkpoints and periodic meetings to consolidate information and coordinate activities. • Develop a daily reporting system to keep all teams up to date.
The collapse or flooding of roads and bridges hinders access to isolated communities, preventing the delivery of humanitarian aid and the evacuation of people at risk.	<ul style="list-style-type: none"> • Identify alternative routes with local authorities and Sinaproc. • Establish distribution points in areas close to isolated communities to reduce the need for long trips.



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

Has the child safeguarding risk analysis assessment been completed?

No

Planned Intervention



Shelter Housing And Settlements

Budget: CHF 7,704

Targeted Persons: 2,500

Indicators

Title	Target	Actual
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# of families reached with blankets	500	224
# of blankets distributed	1,000	448

Progress Towards Outcome

The National Society conducted a rapid assessment of the immediate needs of the affected population. This action facilitated the selection of the most vulnerable individuals according to pre-established vulnerability criteria. A total of 1,000 blankets were purchased to be distributed at a rate of two per family, considering an average of five members per family unit. To date, 448 blankets have been distributed. The remaining 552 are scheduled to be delivered before the first half of February 2025.



Multi Purpose Cash

Budget: CHF 93,351

Targeted Persons: 2,500

Indicators

Title	Target	Actual
# of affected families that receive a cash transfer to address basic needs	500	0
% of satisfaction within targeted population	75	0

Progress Towards Outcome

The Red Cross Society of Panama has conducted a feasibility study through a community census, designing a cash transfer program that addresses the basic needs and determines the preferred payment mechanism for the affected individuals. Additionally, a vulnerability assessment was carried out, and standards from the Community Engagement and Accountability (CEA) approach were incorporated to ensure clarity in information and selection criteria for all individuals.

To unify knowledge among all participants, a rapid training session was provided to volunteers on the cash transfer process, including selection criteria, complaint management and reactions, and security procedures for cash handling.

An accessible mechanism for receiving complaints, inquiries, and feedback was established, covering multiple channels such as a direct telephone line, email address, and physical mailboxes at strategic locations within the community.

During the distribution of other supplies in the context of the operation, the National Society identified the need to extend assistance through the cash transfer program to an additional 20 families who, for various reasons, did not participate in the initial census but are in vulnerable situations and belong to the most affected communities.

The distribution will begin as soon as the supplier sends the cards and the account opening in Panama is resolved.

Currently, a brochure is being produced with instructions on the objectives, criteria, and access to the cash transfer program, including a feedback mechanism for the individuals to be assisted. Additionally, post-transfer satisfaction surveys will be conducted to evaluate the impact on the well-being of the assisted individuals and their satisfaction with the program.

Finally, a detailed report on the execution, results, and lessons learned from the cash transfer program is being prepared, along with recommendations for future cash transfer interventions in emergency situations.



Health

Budget: CHF 20,505



Targeted Persons: 1,000

Indicators

Title	Target	Actual
# of people reached through health promotion campaigns in affected areas (including vector control issues and psychosocial support)	1,000	0
# of PSS kits delivered to children	350	0
# of PSS kits delivered to adults	150	0
# of people assisted in affected areas who receive first aid, psychosocial support and health promotion services within the first two weeks of the intervention	100	100

Progress Towards Outcome

The National Society has held periodic follow-up meetings with the Ministry of Health to update its understanding of the health situation in the affected area and determine the need to consider specific aspects. Additionally, first aid services have been provided in affected areas and temporary shelters, benefiting 100 people.

A detailed assessment of psychosocial support needs in the affected area has been conducted, facilitating the acquisition of 150 psychosocial support kits for children affected by the floods. A total of 350 kits are planned for distribution, of which 200 are remnants from the DREF MDRPA017 and consist of coloring books, colored pencils, pens, and puzzles. The distribution of these kits will be completed in the first half of February 2025.

Additionally, 150 psychosocial support kits for adults have been acquired and will also be distributed in the first half of February 2025. The validation of key messages and the printing of informational materials to promote health and psychosocial support in communities have been completed, adapting to the current context and needs. These messages have been validated by affected individuals and will be used in community health promotion campaigns.

First aid kits have been delivered to four committees, sourced from those pre-positioned by the National Society. The replenishment of these kits is in progress through the IFRC's Regional Logistics Unit (RLU).

Pending actions include quick refresher training for volunteers on vector control and psychosocial support, as well as the implementation of three psychosocial support sessions for adults affected by the disaster in three communities. These activities are also expected to be completed within the first half of February 2025.



Water, Sanitation And Hygiene

Budget: CHF 44,128

Targeted Persons: 1,500

Indicators

Title	Target	Actual
# of people reached through family hygiene kits (1 per family; 5 people per family)	1,500	1,120
# of people reached through cleaning kits (1 per family, 5 people per family)	1,500	625



# of jerrycans distributed (2 per family)	600	152
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Progress Towards Outcome

The Red Cross Society of Panama conducted a Water, Sanitation, and Hygiene (WASH) assessment in affected areas, including emergency shelters, to determine the most urgent needs in this sector. To date, 152 out of 600 jerrycans, each with a capacity of 10 liters, have been purchased and distributed, assigning two per family. Additionally, 300 family hygiene kits were acquired; 100 funded by IFRC-DREF and 200 by another donor. These kits were supplemented with supplies from the remaining 2,000 kits of operation MDRPA018, including items such as soap, shampoo, toothpaste, toothbrushes, deodorant, and toilet paper. This integration ensured that affected families received the necessary amount of supplies as per the initial assessment. To date, 224 kits from this new purchase have been distributed.

Additionally, 300 cleaning kits were acquired, of which 125 have been distributed. These kits were specifically not delivered to homes with mud construction, as it was identified in previous operations that they were not suitable for such structures.

During the distributions, informative sessions were conducted with the communities on the importance of humanitarian aid, and instructions were provided on the use and maintenance of WASH items. Furthermore, emphasis was placed on preventive measures to avoid water contamination and ensure its proper collection.

The remaining kits and jerrycans are scheduled for distribution in the first half of February, with all other planned activities set for completion by 28 February 2025.

Initial distributions and activities faced delays as the available volunteers began evaluations for the Cash Transfer Program in order to meet strict deadlines and accelerate subsequent distributions. Additionally, access challenges arose in many communities due to impassable roads. The National Society has maintained constant communication with local authorities to ensure that affected individuals are well-informed and that distributions are carried out safely and efficiently. Furthermore, to address the issue of long distances that people need to travel, the team has established strategic distribution points to facilitate access and expedite the delivery process.



Protection, Gender And Inclusion

Budget: CHF 6,390

Targeted Persons: 100

Indicators

Title	Target	Actual
# of volunteers trained in PGI	100	45

Progress Towards Outcome

The Red Cross Society of Panama has effectively integrated the criteria of the minimum standards for Protection, Gender, and Inclusion (PGI) in emergency situations into its needs assessments. Additionally, a detailed risk analysis for child protection was conducted, considering the levels of interaction with different population groups during the implementation of the actions. This approach ensures that protection measures are aligned with the specific needs and dynamics of each affected group.

In an effort to strengthen internal capacities and ensure the integrity of the intervention, a training session was also developed for volunteers and active staff on the Policy for the Prevention of Sexual Exploitation and Abuse (PSEA). During this session, the applicability of this policy in emergency contexts was emphasized, ensuring that all participants understood its importance and the implications of its implementation. As a result, all 45 participants signed the acceptance of the policy, demonstrating their commitment to ethical standards and community protection.

The other planned actions are in the final phase of completion, with the goal of finishing them before 28 February 2025. These coordinations are being carried out with both local authorities and community representatives.





Community Engagement And Accountability

Budget: CHF 12,354

Targeted Persons: 100

Indicators

Title	Target	Actual
# staff and volunteers who have been trained on CEA and Code of Conduct	100	30
% of community members, including vulnerable and at-risk groups, who know how to give feedback on the operation	50	45
# of community meetings and outreaches to share and discuss evaluation results with communities	5	5

Progress Towards Outcome

The National Society conducted a rapid context analysis to understand community structures, local capacities, power dynamics, knowledge, practices, behaviors, and relevant cultural and social values. This analysis helped identify those who are affected or at risk. During this process, five meetings were held with local authorities and community representatives, strengthening strategic alliances.

Based on this analysis, and using the mechanism adopted by the National Society, the most effective communication channels used by the affected communities to share their experiences, comments, and suggestions were established. Additionally, a process of updating and training on the Community Engagement and Accountability (CEA) approach was initiated, highlighting its cross-cutting importance and practical ways of integration into emergency operations. This process involved 30 volunteers, and a similar session is planned to include more volunteers and active staff in the operation, with special emphasis on the Cash Transfer Program. This event is scheduled to take place before 22 February 2025.

During the distributions, a sample of assisted individuals was consulted about their understanding of the reasons and methods of aid, the criteria used for distribution, and why some people receive certain types of assistance while others do not. This effort aims to evaluate the effectiveness of the communication forms and channels used, as well as to collect direct perceptions from the people. Approximately 45% of those surveyed indicated that they had a clear understanding of the criteria and reasons behind the type of aid provided, which provides a foundation for future improvements in communication and distribution strategies.



Secretariat Services

Budget: CHF 16,508

Targeted Persons: 0

Indicators

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

Progress Towards Outcome

A Cash and Voucher Assistance Officer was successfully deployed through the SURGE system for a period of two months. The officer provided essential technical advice to the National Society for the development and implementation of a cash transfer program suited to the operation characteristics. During the deployment, the Officer led a comprehensive feasibility study, assessing the logistical, economic,



and security conditions in the affected area. Despite delays from the supplier in delivering the distribution cards and the end of the deployment, the officer established a detailed distribution work plan, which will be led by the operation coordinator.

Furthermore, as part of the IFRC technical support mechanisms to the National Society, a field monitoring visit was conducted by the Disaster Management Coordinator, the Senior Officer for Planning, Monitoring, Evaluation, and Reporting (PMER), the Health Assistant, and the Community Engagement and Accountability (CEA) Officer from the Central American Delegation. This visit provided support to the team and facilitated discussions on aspects that have aided the implementation, as well as those that have presented challenges, with the aim of identifying effective alternatives to complete the actions with quality and relevance.



Budget: CHF 49,040

Targeted Persons: 0

Indicators

Title	Target	Actual
# of volunteers with visibility kits	100	45
# of staff hired for the operation	3	3

Progress Towards Outcome

The National Society has made progress in acquiring and distributing visibility kits, which include caps, bandanas, and shirts with the emblem, to 45 volunteers and active staff involved in the operation. This measure aligns with the principle of safety, ensuring that all participants are easily identifiable during their performance, minimizing risks associated with confusion in the field.

Additionally, three key professionals have been hired to optimize the operation's execution: an Operations Coordinator, a Finance Specialist, and a Logistics Specialist. This team has played a crucial role in ensuring that supplies and distributions are carried out according to the plans agreed with local authorities, ensuring the efficiency and transparency of the process.

It is important to note that the salaries for the month of the no-cost extension will be covered using the existing budget. As hiring was not initiated at the operation outset, a budget surplus exists, which will be allocated to cover these expenses for the additional month.

In an effort to enhance the visibility and recognition of the operation, additional supplies have been acquired. These efforts aim to prevent any misinterpretation of the distribution activities that could negatively affect the reputation of the National Society, especially in delicate political contexts.

On the other hand, the development of an operational safety workshop targeted at volunteers and active personnel is being finalized, with the goal of strengthening their risk management capabilities during the operation. The acquisition of personal protective equipment, such as boots, has experienced delays due to slow supplier quotations, but active management is underway to resolve this situation.

Finally, conversations have been initiated with the IFRC Senior Officer for Planning, Monitoring, Evaluation, and Reporting (PMER) to plan the lessons learned workshop at the end of the operation.

About Support Services

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

The National Society has purchased supplies, including visibility equipment and personal protective equipment (rubber boots, gloves), for 100 volunteers and staff members active in the operation. Additionally, per diems have been secured to facilitate the execution of all scheduled activities.



To reinforce operational actions, three key personnel were hired: a finance specialist, a logistics specialist, and a field coordinator. The finance specialist has been in charge of supervising and managing the operation's budget, ensuring that all expenses stay within established limits and are properly justified. The field coordinator has provided essential support in coordinating and planning daily activities, ensuring their correct execution as planned and making necessary adjustments. A logistics specialist has been responsible for coordinating all the logistics of the operation, including the transportation, storage, and distribution of the materials and supplies needed to carry out the activities.

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

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

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

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

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

How will this operation be monitored?

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

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

Please briefly explain the National Societies communication strategy for this operation

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

This campaign, which is being carried out primarily on social media platforms, will use clear and accessible messages to reach both the affected populations and society at large. Its goal is to foster a deeper understanding of the humanitarian mission of the RCSP and, at the same time, provide essential guidance on prevention and action in response to the situation, in line with Sinaproc guidelines.



Budget Overview



DREF OPERATION

MDRPA020 - Red Cross Society of Panama Panama: Floods

Operating Budget

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

all amounts in Swiss Francs (CHF)



Contact Information

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

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[Click here for the reference](#)

