

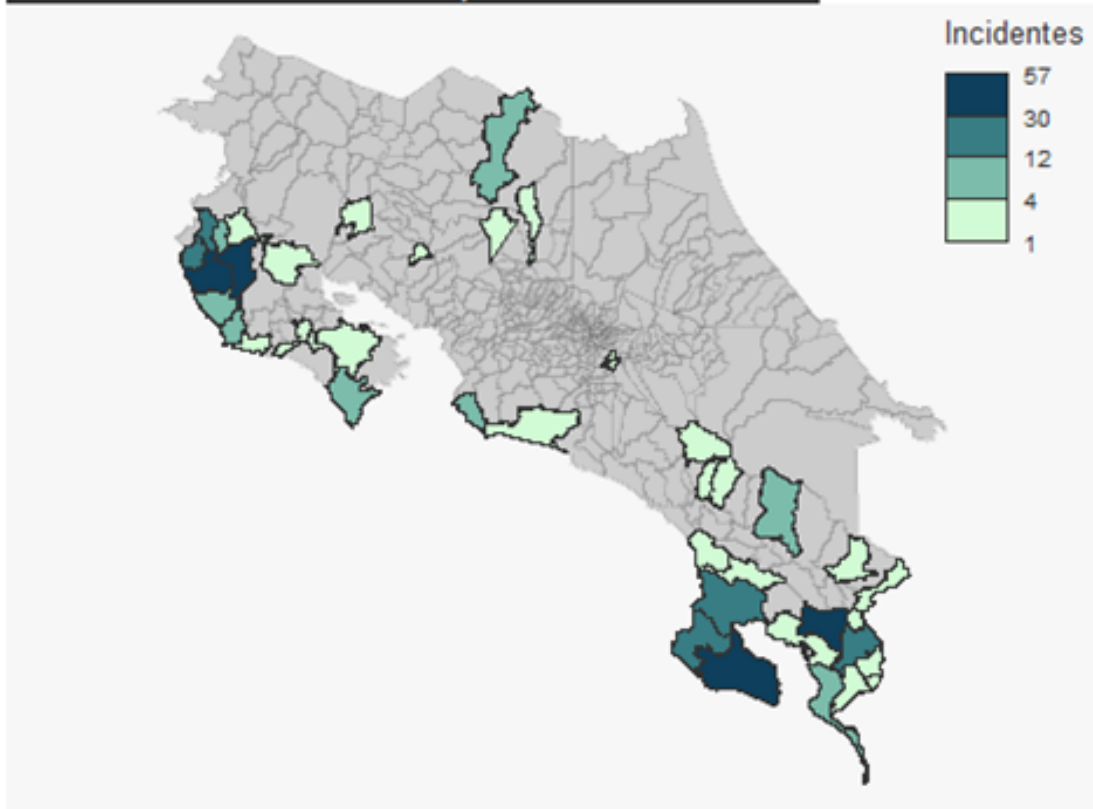


Costa Rican Red Cross response in Santa Cruz Guanacaste. 27 October 2025, CRRC

Appeal: MDRCR027	Total DREF Allocation: CHF 246,001	Crisis Category: Yellow	Hazard: Flood
Glide Number: -	People Affected: 400,000 people	People Targeted: 4,500 people	
Event Onset: Sudden	Operation Start Date: 20-09-2025	New Operational End Date: 28-02-2026	Total Operating Timeframe: 5 months
Reporting Timeframe Start Date: 20-09-2025		Reporting Timeframe End Date: 04-11-2025	
Additional Allocation Requested: 166,001		Targeted Regions: Alajuela, Cartago, Guanacaste, Puntarenas	

Description of the Event

Incidentes de Inundación a partir del 2025-10-25



Areas affected by flood incidents from 25 October 2025. Source: COCOE CRRC

Date of event

30-10-2025

What happened, where and when?

Between 25 and 31 October 2025, the Costa Rican Red Cross responded to 525 emergencies, of which 517 were flood-related and 8 were caused by landslides. An average of 139 Red Cross personnel and 78 operational units were mobilized, providing assistance to 250 people, evacuating 120, and reporting 544 affected homes. The provinces with the highest number of incidents were Guanacaste (325), Southern Zone (153), and Northern Zone (16), demonstrating the extraordinary nature of the rainfall and the scale of the institutional response.

In the early morning of 30 October 2025, intense rains affected the northern zone of Costa Rica, increasing the institutional response efforts of the Costa Rican Red Cross (CRRC). Evacuations were carried out in areas such as Pénjamo in the North Zone and the city of Cartago, where flooding and landslides posed serious risks to communities. As rainfall persisted, the CRRC continued to provide emergency assistance, including rescues in mountainous areas, evacuations, transfers to shelters, and out-of-hospital care for people affected by accidents caused by adverse weather conditions.

The national emergency system had already been activated prior to this escalation. On 25 October, the National Emergency Commission (CNE) issued Alert #36, declaring Orange Alert in the Pacific coastal regions, Yellow for the Central and Northern regions, and Green for the Caribbean. Local emergency committees were instructed to monitor conditions, activate preparedness mechanisms, and keep response units on standby. In line with this, the Costa Rican Red Cross established Response Level 3 for Guanacaste, Puntarenas, and southern regions, deploying National Intervention Teams (NITs) and specialized units, while activating its Regional Operations Coordination Center (CCO) to support field operations.

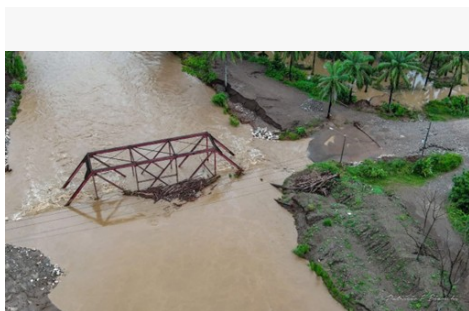
The situation stemmed from the indirect effects of Tropical Storm Melissa, which evolved from Tropical Wave #40. As Melissa strengthened in the Caribbean, the National Meteorological Institute (IMN) began issuing advisories on heavy rains, high moisture, and

unstable atmospheric conditions, particularly in the South Pacific and southern Central Pacific. Between 24 and 26 October, the IMN maintained alerts due to the high probability of landslides and flooding in vulnerable areas.

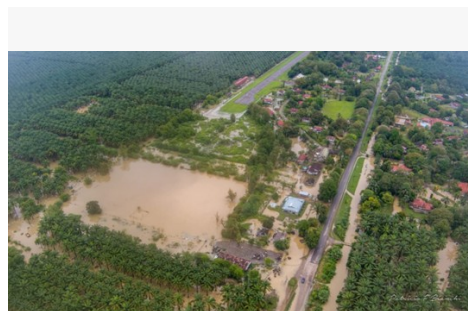
Melissa's development was first detected on 21 October 2025, when the IMN confirmed that Tropical Wave #40 had intensified into a tropical storm. Earlier advisories from 19 to 21 October had already warned of potential cyclonic development and unstable weather associated with Tropical Waves #39 and #40.



Flooded households in Guanacaste.27 October 2025, CRRC.



Collapsed bridge in Puntarenas.30 October 2025, CRRC.



Flooded communities in Puntarenas.30 October 2025, CRRC.

Scope and Scale

According to information gathered by the Costa Rican Red Cross Emergency Operations Coordination Center, a total of 512 flooding incidents were recorded. 250 people received assistance, and 116 people were evacuated. 540 homes were affected. However, these floods not only directly impacted the physical well-being of approximately 2,500 people, but their effects extended far beyond that. The disruption of economic and productive activities caused by the flooding incidents is expected to affect up to 400,000 residents in the affected districts.

The canton with the highest number of reported incidents was the canton of Santa Cruz in the province of Guanacaste, in the districts of Santa Cruz, Veintisiete de Abril and Tempate, which registered a total of 270 incidents, followed by the southern block of cantons of the province of Puntarenas, (Puerto Jiménez, Golfito, Osa and Corredores) which added 182 incidents.

Based on information gathered by the Costa Rican Red Cross of impact, localization and crossing it with information of the Ministry of Social Development of Costa Rica on the Social Development Index, the most affected areas by the materialization of this event are:

Puntarenas Province:

- Sierpe de Osa (rank 470 in the index, 19 incidents)
- Puerto Jiménez (449, 59 incidents)
- Bahía Drake (436, 19 incidents)
- Corredor, Corredores (379, 22 incidents)
- Guaycará, Golfito (378, 44 incidents)
- Jacó, Garabito (214, 15 incidents)

Guanacaste Province:

- Cuajiniquil, Santa Cruz (390, 19 incidents)
- Veintisiete de Abril, Santa Cruz (328, 72 incidents)
- Tempate, Santa Cruz (182, 61 incidents)
- Santa Cruz, Santa Cruz (159, 74 incidents)
- Tamarindo, Santa Cruz (153, 39 incidents)
- Nosara, Nicoya (282, 17 incidents)

These data show that the most vulnerable communities are primarily located in coastal and rural areas prone to recurrent flooding, which supports their prioritization within the humanitarian response and highlights the need to strengthen risk reduction and community preparedness actions.

The current floods have had an extraordinary impact compared to previous years, both in magnitude and in the number of people affected. In 2024, flooding events in the Santa Cruz canton of Guanacaste, particularly in the Veintisiete de Abril district, led to the evacuation and sheltering of 29 people in a single facility. In contrast, the current floods have required the evacuation of 104 people to three shelters, representing a 258% increase in the number of people requiring temporary accommodation. Similarly, in Puerto Jiménez canton (Puntarenas province), communities that had not been affected in past events were forced to evacuate for the first time, with

affected families relocated to a safe shelter outside the flood-prone area. The same pattern was observed in Pénjamo, Florencia (Alajuela province), where 17 people were evacuated and transferred to a secure shelter. These figures highlight how the extent and intensity of the current floods are well above the historical average, underscoring the exceptional nature of the event and the increased demand for emergency response services.

Source Information

Source Name	Source Link
1. Alert No. 36 – National Emergency Commission	https://www.cne.go.cr/preparativos_respuestas/alertas/2025/36-25%20ALERTA%20NARANJA%20AMARILLA%20Y%20VERDE%20-%20Efectos%20indirectos%20del%20Huracan%20Melissa.pdf
2. Emergency Operations Coordination Center of the Costa Rican Red Cross - Internal data base	https://cruzroja.or.cr/
3. La Teja – Hurricane Melissa causes major damage in Guanacaste and southern Costa Rica	https://www.lateja.cr/sucesos/huracan-melissa-deja-grandes-danos-en-guanacaste-y/4BJPBGAQJIAJLEKJ5Y37IPCOQ/story/
4. CR Hoy – Hurricane Melissa causes 103 flood-related incidents across the country and leaves 210 people in shelters.	https://www.crhoy.com/huracan-melissa-provoca-104-incidentes-por-inundaciones-en-el-pais-y-deja-a-210-personas-en-albergues/
5. Ministry of National Planning and Economic Policy – Social Development Index	https://www.mideplan.go.cr/indice-desarrollo-social

Summary of Changes

Are you changing the timeframe of the operation	Yes
Are you changing the operational strategy	Yes
Are you changing the target population of the operation	Yes
Are you changing the geographical location	Yes
Are you making changes to the budget	Yes
Are you requesting an additional allocation?	Yes

Please explain the summary of changes and justification:

Through this Operations Update No. 1, the Costa Rican Red Cross seeks to inform about:

(i) a three-month extension of the operation timeframe (new end date: 28 February 2026): The extension allows the continuation of key humanitarian activities considering the prolonged rainy season and persisting vulnerabilities in affected areas.

(ii) a second allocation of CHF 166,001, bringing the total budget to CHF 246,001: The additional funds cover expanded WASH, Health, and DRR activities identified as critical in the updated needs assessment, ensuring sufficient resources to maintain assistance quality and coverage.

(iii) Focalization of activities in 4 provinces: Alajuela, Cartago, Guanacaste, Puntarenas: These provinces were confirmed as the most affected by the indirect effects of Hurricane Melissa, particularly in communities exposed to recurrent flooding and low Social Development Indexes.

The target population remains unchanged. The intervention continues to focus on ensuring access to safe water, a Cash and Voucher assistance program focusing on 400 families most affected in their livelihoods, and implementing community protection and participation measures as the main losses due to indirect effects of the Hurricane relate to flooding, loss of household items and loss of income. Also, WASH and health activities such as health fairs, menstrual hygiene and prevention of vector-borne diseases campaigns are included considering that rains continue and that the targeted provinces present the lowest Social Development Indexes. Also, since the targeted provinces are flood-prone regions the implementation of EVCA approach at community level has been identified as



necessary in terms of DRR and climate change adaptation, this will allow targeted communities to learn and know their risks and DDR measures for future weather-related events.

IFRC Network Actions Related To The Current Event

Secretariat	<p>Direct communication is maintained with the Central America Country Cluster Delegation, which is constantly monitoring the situation and providing remote guidance to the National Society.</p> <p>Additionally, the National Society will continue this collaboration throughout the implementation of the operation, ensuring effective monitoring through regular meetings to evaluate progress, adjust strategies, and guarantee the achievement of the established objectives.</p>
Participating National Societies	<p>No PNS has contributed to this emergency; however, Canadian Red Cross, German Red Cross and Swiss Red Cross have ongoing projects with Costa Rican RC (not related to the emergency).</p>

ICRC Actions Related To The Current Event

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

Other Actors Actions Related To The Current Event

Government has requested international assistance	No
National authorities	<p>Through the National Emergency Commission (CNE), a response to the situation has been provided through inter-institutional coordination. First responders have been working to move people to shelters. The Ministry of Public Works and Transportation has been working to rehabilitate blocked roads, the Water and Sewerage Authority has been responding to emergencies affecting the drinking water supply, and the Joint Institute for Social Assistance has been addressing the situation of people in shelters.</p>
UN or other actors	<p>The National Commission for Risk Prevention and Emergency Response (CNE) has responded to the situation with inter-institutional coordination. With the first response institutions, people have been mobilized to the shelters. The Ministry of Public Works and Transport has worked to rehabilitate the interrupted roads, Aqueducts and Sewers has ensured to respond to emergencies that have affected the supply of drinking water and the Joint Institute of Social Assistance has intervened in the situation of people in shelters.</p>

Are there major coordination mechanism in place?

The National Emergency Operations Center (EOC) of Costa Rica is the coordination structure activated by the National Emergency Commission (CNE) to respond to emergencies. The EOC brings together first responder agencies to coordinate swift and integrated actions before, during, and after an emergency, minimizing the impact on the affected population. The EOC is a permanent coordination body that brings together first responder agencies; its objective is to carry out coordinated and effective work in emergency situations and coordinates all participating resources and institutions at the national level.



Needs (Gaps) Identified



Livelihoods And Basic Needs

Soil saturation, flooding of riverbeds, and rapid rises in river levels have damaged homes, businesses, crops, and family belongings. Recovery will be difficult given that families' physical, financial, and natural resources have been severely affected, meaning that households' financial and food security will be seriously impacted in the coming months. Emergency and recovery activities could include migrant populations located near border areas; however, disaggregated information on the vulnerable populations affected is not yet available. Cash assistance should be considered to help cover basic needs, such as adequate access to food for affected families. This will prevent affected populations from resorting to negative coping mechanisms and adverse effects on local markets. Cash assistance can prevent negative impacts on local businesses and can have a multiplier effect in reactivating the local economy, contributing to the rapid recovery of local markets. Support during the early recovery phase should also be considered, as harvests and economic recovery will take time. However, the specific objective will be defined at a later stage with additional information. An estimated 400,000 people have been affected by this emergency.

It is worth noting that state support in the form of grants for this emergency from the Mixed Institute for Social Assistance (IMAS) to replace the loss of household items; also support was limited to providing lodging for people who had no alternative to evacuating from flooded communities in the northern region and where no shelter could be opened. Since October 25th the NS evacuated 120 people, provided services to 250 people and reported at least 544 damaged homes.



Health

Floods are generating potential public health issues due to various factors, so immediate measures must be taken to protect health and prevent adverse conditions from affecting the well-being of the population. Preventive and monitoring actions are essential to ensure that the health of the population is not seriously affected, striving for a rapid and effective response, as well as community education and participation as rains continue.



Water, Sanitation And Hygiene

Communities impacted by flooding must be addressed primarily by guaranteeing safe water and effective sanitation, a situation that the government sector has been addressing. However, a gap has been identified that must be addressed promptly through mechanisms of promotion, awareness-raising, and community participation in matters of hygiene promotion, vector control, menstrual hygiene, and proper water use.



Protection, Gender And Inclusion

Floods can cause a range of health problems, requiring specialized care for certain demographic groups during emergencies. A lack of preparedness and specific knowledge about how to respond appropriately to imminent risks exposes several groups to significant vulnerabilities. Among the most affected groups are unaccompanied or separated children. Women and girls are particularly vulnerable to the risk of gender-based violence, including sexual violence, which tends to increase in emergency situations and even more so in settings such as temporary shelters activated during crises. Older adults and people with disabilities also require specialized care, as their physical and medical needs may not be fully met in emergency shelters or during evacuation. These individuals may face additional barriers to accessing the information and resources needed to adequately protect themselves. Furthermore, migrants may be disadvantaged due to language and cultural barriers that limit their access to crucial information and emergency services. Effective coordination and communication between authorities and these communities are essential to ensure that all those affected understand the risks and protection measures.

Emergency response personnel also face challenges, including a lack of specific training in the Protection, Gender, and Inclusion (PGI) framework. It is essential that these teams are well-informed and equipped to carry out effective protection actions, identify and manage protection cases, and activate care pathways with authorities for the restoration of rights. These actions must be designed to minimize exposure to harm or abuse, mitigate impacts that limit access to rights, and prevent revictimization.





Risk Reduction, Climate Adaptation And Recovery

Addressing climate change adaptation must be present in all programs, operations, and advocacy actions of the movement. Therefore, it is relevant to observe the increasing frequency and severity of extreme weather events, rising temperatures, and the long-term impact of climate change in the Guanacaste Region. Consequently, the need has been identified to address the micro-basins in District 27 de Abril in Santa Cruz de Guanacaste that are generating floods. This will be done through a diagnostic assessment using the EVCA methodology with a focus on climate change adaptation, which can provide a roadmap of climate-smart and environmentally sustainable actions as exit strategy from response.



Community Engagement And Accountability

During the emergency, the priority has been to deliver life-saving information to affected populations. Through channels trusted by the community, the emergency response operation will distribute messages that allow those affected to know what to do, where to go, and how to protect themselves. People required access to reliable alerts, which the National Society initially planned to deliver through the AccessRC platform; however, this tool could not be implemented during the early actions implementation and messages were disseminated through NS usual social media.

Any identified gaps/limitations in the assessment

Comprehensive coverage was not provided to communities affected by access problems, whether due to infrastructure damage such as undermined bridges, landslides, sinkholes, or high water levels. For this emergency, IMAS only provided assistance to evacuees who had no alternative accommodations in relatives' homes due to the lack of a shelter in the northern region. Therefore, material losses to homes or alternative livelihoods were not covered.

Regarding the response, situations arose where a lack of personnel trained in flood response and the absence of adequate equipment limited the effectiveness of the response. As for information management, due to the instability that the region's governance has experienced in recent months, there was no qualified personnel to adequately operate the Regional Operations Center (CCO) of the National Society for the Guanacaste region. Consequently, reinforcements had to be sent from San José, highlighting the need to rebuild existing capacity in this area.

Operational Strategy

Overall objective of the operation

The IFRC-DREF operation aims to reach 4,500 people affected by flooding caused by the indirect effects of Hurricane Melissa with humanitarian assistance. This will be achieved through the provision of cash transfer programs to priority sectors, as well as health promotion, hygiene promotion, and vector control initiatives over a five-month period (since the start of the imminent DREF)

Operation strategy rationale

To address the needs of the targeted population, this DREF will aim at addressing the following sectors:

Livelihoods: the intervention aims to restore household income and promote early recovery for 400 families affected by floods. Multipurpose cash assistance was identified as the most appropriate and dignified modality, given the accessibility of financial service providers, the diversity of needs among affected families, and the relevance of supporting local markets while providing rapid relief. Communities will be identified through ongoing damage and needs assessments and prioritized using the MIDEPLAN Social Vulnerability Index. The selection of participants will be based on transparent community processes using the Access RC tool and community engagement approaches to ensure inclusiveness, safety, and accountability throughout the cash distribution process. An average of 5 people per household is used to calculate the number of people reached.

Health: To address the disruption caused by flooding events to health check-ups in affected communities by holding health fairs to identify people who require immediate medical assistance or to resume their routine check-ups in coordination with the local social security system. Additionally, first aid trainings will be carried out to strengthen community response capacities in isolated or hard-to-reach areas, where emergency services are often delayed. These combined efforts aim to reduce health risks and improve preparedness at the household and community levels. To enhance inclusion, the operation will leverage coordination with community leaders to



identify households with people with reduced mobility and assign volunteers to conduct home visits.

WASH: To anticipate the occurrence of the most common diseases related to water, vectors and hygiene through early knowledge transfer in community settings by conducting workshops on the proper use of water, menstrual hygiene, dengue prevention, and hygiene promotion in prioritized communities using a participatory teaching methodology. These activities are prioritized in communities with the lowest Social Development Indexes, where persistent rain and inadequate sanitation increase exposure to health risks.

DRR and Climate change: To identify the causes of climate vulnerability through a community-based approach using the EVCA methodology with a focus on climate change adaptation in the flood-prone communities in the micro-basin of the April 27 district in Santa Cruz, Guanacaste. The EVCA process will be conducted with community leaders and stakeholders to identify local hazards, vulnerabilities, and capacities, and to design community-led action plans that strengthen resilience and preparedness for future hydro-meteorological events.

National Society Strengthening: To address the operational gaps in information management that delay the correct analysis of disaster and crisis response, as well as the identification of humanitarian needs by conducting a training on the processes a Regional Emergency Operations Center (EOC) should follow for the efficient management of information in emergencies, disasters, and crises, as well as Emergency Response Team (ERT) training, using a Lessons Learned Workshop as a basis. These actions will enhance institutional readiness, ensuring faster decision-making and more effective coordination during future disasters. The Country Cluster Delegation will conduct bi-weekly meetings and monitoring visits to follow up on operational progress, ensuring the timely delivery of activities and financial compliance. Additionally, the Delegation and the Regional Office will provide technical assistance to support the lessons learned workshop, CEA findings and community feedback will directly inform the workshop agenda, reinforcing institutional learning, and other capacity-strengthening initiatives requested by the National Society, including but not limited to Access RC, PMER, CEA, Health, and Disaster Management. These actions aim to ensure high-quality implementation, promote institutional learning, and reinforce the National Society's preparedness and accountability mechanisms for future emergency responses.

Targeting Strategy

Who will be targeted through this operation?

This IFRC DREF intervention will focus on the people from vulnerable communities affected in the provinces of Guanacaste and Puntarenas, Alajuela and Cartago by flooding caused by the indirect effects of Hurricane Melissa.

Explain the selection criteria for the targeted population

The Costa Rican Red Cross has identified vulnerability criteria regarding affected families:

- Spatial location using the Social Development Index in the affected area.
- Families with damage to their homes that suffered a loss or reduction of income due to the impact on livelihoods.
- Single-parent families.
- Families that were evacuated.
- Pregnant women and new mothers,
- People with disabilities and with chronic diseases

Total Targeted Population

Women	2,295	Rural	-
Girls (under 18)	-	Urban	-
Men	2,205	People with disabilities (estimated)	-
Boys (under 18)	-		
Total targeted population	4,500		



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?	Yes
Does your National Society have child protection/child safeguarding policy?	No
Does your National Society have whistleblower protection policy?	Yes
Does your National Society have anti-sexual harassment policy?	Yes

Please analyse and indicate potential risks for this operation, its root causes and mitigation actions.

Risk	Mitigation action
Contextual: Extent of damage in prioritized communities is less than originally identified	Identify other affected communities not originally detected and adapt response. Damage and needs assessment information cross-checked with monitoring visits to prioritized communities.
Programme delivery: Lack of access to affected areas due to infrastructure damages or interruptions	Identify alternative access routes Close coordination and communication with Regional CCO and auxiliary committees (branches) to verify the condition of roads and access
Programme delivery: Increased or continued rains delay implementation of activities at community level or suspension of activities	Identify fast track options for priority activities Consider extending the operation to 6 months
Contextual: Increased needs and increased affectations due to a new meteorological event	Prepare an Ops Update to scale up the operation in new areas
Reputational: The assistance provided is considered insufficient by assisted population	Establish clear targeting criterias Establish CEA mechanism with communities during operation implementation

Please indicate any security and safety concerns for this operation:

No additional security issues are expected. At all times, staff and volunteers will be fully trained in safety, ensuring their familiarity with the specific safety protocols for this type of event. Furthermore, the National Society has been assured that all individuals involved in the operation will have appropriate personal protective equipment, specifically designed to cope with the expected weather conditions. The Costa Rican Red Cross has an operational safety department that ensures staff compliance with safety measures, remains vigilant for any incidents, and promotes safer access practices.

Has the child safeguarding risk analysis assessment been completed?	Yes
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Planned Intervention



Multi Purpose Cash

Budget: CHF 132,322

Targeted Persons: 2,000

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of families reached through Cash and Voucher Assistance (CVA)	400	0
Number of feasibility studies developed	1	0
Number of families reached with Post distribution monitoring	400	0

Progress Towards Outcome

Imminent DREF Early action: CVA implementation for 170 families (Not done):

- Cards procured for the CTP program; however, the forecast initially shared by IMN indicated that there would be no indirect effects of TS Melissa and CTP was not launched based on the official forecast

- Feasibility study advanced but pending technical validation, adjustments will be made considering the transition to response to increase from 170 families to 400 families.

-The CVA Regional Team, with support from the Integrated Assistance Team, is also supporting the National Society with the feasibility assessment and delivery mechanism set up. The NS has recently completed their Framework agreement contract with a local bank.



Health

Budget: CHF 28,244

Targeted Persons: 1,500

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of people participating in health promotion and awareness fairs	1,200	0
Number of people from targeted communities trained in Community First Aid	300	0



Water, Sanitation And Hygiene

Budget: CHF 9,355

Targeted Persons: 480



Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of community talks on hygiene promotion	6	0
Number of community talks on prevention of dengue transmission	6	0
Number of community talks on menstrual hygiene	6	0
Number of community talks on adequate use of water	6	0



Protection, Gender And Inclusion

Budget: CHF 4,154

Targeted Persons: 200

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of awareness sessions on PGI for National Society and volunteers before community activities	4	0
Number of community activities and dynamics integrating PGI approach	6	0



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 26,039

Targeted Persons: 275

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of National Society staff and volunteers trained on information management during disasters and crises	50	0
Number of EVCA diagnosis at community flood prone and vulnerable to climate change	50	0
Number of lessons learned workshop on information management during crises and disasters	1	0



Progress Towards Outcome

Imminent DREF Early action: Dissemination of alert messages regarding early warning (not done)

- Although messages were developed as part of early action the dissemination of messages was not completed through Access RC as there was limited technical support from IFRC to solve technical issues on time. These issues will be revisited along with IFRC technical team and addressed towards implementing Access RC along with the CTP program

Imminent DREF Early response: EOC activation and deployment of rapid response units (done)

- CECO activation successfully completed; also search and rescue and Damages and needs assessment units) were deployed as part of early response activities.



Community Engagement And Accountability

Budget: CHF 14,830

Targeted Persons: 60

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of people trained in CEA in emergencies	60	0
Number of videos developed and published	2	0
Percentage of people reached through CEA tools that reflect a good and very good satisfaction level	80	0

Progress Towards Outcome

Imminent DREF early response: CEA actions (done)

Although the National Society originally intended to pilot AccessRC as part of their CEA tools and this action was not completed during early response, they were able to disseminate helpful information through its social media platforms, also institutional feedback mechanism of the National Society is in place.



Secretariat Services

Budget: CHF 12,739

Targeted Persons: 0

Targeted Male: -

Targeted Female: -

Indicators

Title	Target	Actual
Number of monitoring missions conducted by IFRC staff	1	0

Progress Towards Outcome

Regular follow up meetings implemented by CCD staff.



About Support Services

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

The Costa Rican Red Cross, as a private institution carrying out humanitarian work within its auxiliary role to public authorities, made its 5,343 volunteers and 1,147 paid staff available to the population during this emergency. These volunteers are distributed across 133 structures, including auxiliary committees, dispatch centers, and regional centers throughout the country. For this operation, the Disaster Response Department is expected to participate in its entirety (10 volunteers and 4 paid staff), plus the hiring of two additional personnel to ensure the proper management of the indicators. An additional 100 people, including both volunteers and paid staff, are expected to be deployed from the remaining structures of the National Society.

Does your volunteer team reflect the gender, age, and cultural diversity of the people you're helping? What gaps exist in your volunteer team's gender, age, or cultural diversity, and how are you addressing them to ensure inclusive and appropriate support?

There are National Society teams of volunteers already trained through previous operations and who have in-depth knowledge of the communities where the intervention will take place. These teams reflect a diversity of age groups and genders. The Costa Rican Red Cross guarantees the inclusion of personnel to ensure that its humanitarian action leaves no one behind.

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

The Costa Rican Red Cross has a procurement department through which all supplies and equipment required by committees nationwide are purchased, as well as a central warehouse. Purchasing procedures are government-backed, as many processes utilize state-allocated funds, requiring the administration to adhere to these procedures for all purchases. The IFRC Logistics Unit will provide support to the National Society and assist with quality control of purchases made in accordance with the authorization levels required by the purchasing procedures. No procurement through IFRC is expected.

How will this operation be monitored?

The National Emergency Response Directorate of the National Society (with the support of the General Directorate) and the administrative structure of all its departments oversee the processes. NS headquarters also has an oversight team responsible for monitoring financial reports and ensuring the quality of intermediate deliverables and final reports.

Planning, Monitoring, Evaluation, and Reporting (PMER): The National Society will have a monitoring team comprised of personnel from the Disaster Response Department. This team will issue an interim progress report and a final report on the operation.

Administration and Finance: The Financial Accounting Department has trained personnel available to provide the necessary support to the work areas included in the Action Plan. The Financial Accounting Department's strategy focuses on:

- Having department personnel available to work on specific aspects of the operation.
- Ensuring the timely issuance of reports and continuous monitoring of compliance and proper use of budget allocations.
- Inform the various work area coordinators about the optimization and proper use of the resources allocated to the Action Plan.

Regular monitoring meetings are held with IFRC CCD Operations and Management team every two weeks during the life of the operation.

A monitoring visit by IFRC staff will be implemented during the operation life cycle.

A lessons Learned Workshop will be conducted for this operation, with participants from both the administrative and operational areas to identify and document the positive and negative aspects of the operation.



Please briefly explain the National Societies communication strategy for this operation

The Costa Rican Red Cross has an Institutional Communication Department that maintains guidelines and strategies, both within and outside the organization, to ensure visibility, as well as adequate support for institutional activities during the emergency response and recovery phases.



Budget Overview



DREF OPERATION

MDRCR027 - Costa Rican Red Cross Costa Rica: Floods

Operating Budget

Planned Operations	214,945
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	132,323
Health	28,244
Water, Sanitation & Hygiene	9,355
Protection, Gender and Inclusion	4,154
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	26,039
Community Engagement and Accountability	14,830
Environmental Sustainability	0
Enabling Approaches	31,057
Coordination and Partnerships	0
Secretariat Services	12,739
National Society Strengthening	18,318
TOTAL BUDGET	246,001

all amounts in Swiss Francs (CHF)



Contact Information

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

National Society contact: Mariano Gómez, Head of Disaster Response, mariano.gomez@cuzroja.or.cr

IFRC Appeal Manager: Marjorie Soto Franco, Head of Country Cluster Delegation, marjorie.sotofranco@ifrc.org

IFRC Project Manager: Mariela Gomez, Disaster Management Coordinator, mariela.gomez@ifrc.org

IFRC focal point for the emergency: Diana Oviedo, Programs and Operations Coordinator, diana.oviedo@ifrc.org

Media Contact: Patricia Solorzano, Director of Strategic Communications and Accountability, patricia.solorzano@cuzroja.org.cr

[Click here for the reference](#)

