

# DREF operation final report



International Federation  
of Red Cross and Red Crescent Societies

## Morocco: Flash Floods

DREF operation n° MDRMA003  
GLIDE n°2009-000265-MAR  
31 October 2010

The International Federation of Red Cross and Red Crescent (IFRC) Disaster Relief Emergency Fund (DREF) is a source of un-earmarked money created by the Federation in 1985 to ensure that immediate financial support is available for Red Cross Red Crescent response to emergencies. The DREF is a vital part of the International Federation's disaster response system and increases the ability of National Societies to respond to disasters.

**Summary:** CHF 200,000 (USD 188,555 or EUR 137,415) was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) on 18 March, 2010 to support the National Society deliver assistance to some 2,000 families (10,000 beneficiaries).

The first flash floods came in December 2009 in the region of Sousse Massa-Draa and the Gharb (Kenitra). Despite large assistance from the authorities in the provinces affected by continuous and heavy rain, the populations continued to live in a precarious environment. Hundreds of families were transported and moved into temporary shelters in the forest of Maamoura between Kenitra, Sidi Yahya and Sidi Allal Tazi Sidi Slimane. The operation of the Moroccan Red Crescent with funds from DREF has helped alleviate this hardship.

The European Union Humanitarian Office (ECHO) has financially supported this operation through a contribution to the Federation's DREF of EUR 30,000.

The remaining balance of CHF 21,541 will be returned to DREF

The Netherlands Red Cross EUR 35,000 (CHF 50,136) and Canadian CIDA (CAD 35,000, CHF 36,557)



In December 2009, the Moroccan Red Crescent Society distributed urgently needed materials after the flash floods in Morocco. Photo: Moroccan Red Crescent Society.

## The situation

Statistics provided by the provincial authorities soon after the flooding and consequent overflowing of the rivers indicated that more than 6,000 mud houses had been affected. Over 6,000 families and their livestock were forced into displacement, with significant resources having to be mobilized by the civil protection, security national gendarmerie royal and the royal armed forces.

The most affected region was the Gharb plain. The Moroccan government prioritized the setting up of shelters, distributing food and non-food items as well as health services, and giving support to the agricultural sector, a major source of employment in this region of the country.

Al Hoceima also suffered from heavy snow and heavy rainfall, causing damage in several municipalities. The Middle Atlas region was also hit by torrential rains affecting towns of El Ksiba (250 Km south of Rabat), Taza, Midelt and Tetouan. Substantial material damage was recorded in Khenifra in particular which had already been hit hard by earlier heavy precipitations. More than 400 homes were flooded by the waters which also washed away a bridge and forced the closure of several roads.

In the province of Azilal in the Middle Atlas, snow caused the collapse of many roofs and the small town of Ait Abdi was seriously affected, several persons losing their lives. The Sousse region (Agadir, Taroudant and its surrounding) saw road and power cut, and leading to difficulties in providing relief assistance to remote communities.

Another consequence of the floods was the collapse of the minaret at the mosque of Meknes. At least 40 people were killed and more than 70 people were injured in this accident. The Moroccan Red Crescent volunteers were present with the local authorities to provide basic first aid, psycho-social support and transportation for the wounded.

## Coordination and partnerships

The Moroccan government provided assistance to the affected populations and led the repair work to roads, bridges, electricity and water pipes. Task forces were established at national and local levels, closely coordinating the emergency and rehabilitation operation with the different stakeholders (inter ministerial coordination as well with the coordination of non-governmental organisations and the civil society).

## Red Cross and Red Crescent action

The Moroccan Red Crescent Society is part of the national disaster plan and collaborates well in its auxiliary role with the local authorities, the health services, civil defence and armed forces in the field of assessment, relief, delivery of food and non-food items, provision of first aid, transport and psycho-social support.

Through its regional and local committees, the National Society was present immediately at the sites, mobilizing and organizing the intervention teams and establishing close contact with its central headquarters to report on the needs assessment. First aid posts were established in close coordination with health authorities in the different provinces. Thanks to the disaster preparedness programme (IDWARC) and the policy of Red Crescent to keep its basic preparedness stocks ready, it had a relief stock available for 2,000 families. This stock was used during the first three months of the operation, with part being re-plenished as planned through this DREF allocation.

In the initial phase of the operation, in December 2009, the primary focus was on the Sousse-Massa-Draa region of Agadir and Taroudant, to assess the needs and collaborate with the authorities on distributing food and non-food items such as blankets and mattresses, as well as providing first aid, psycho-social support and transport facilities to the affected people. In January and February, the region of the Gharb was severely affected and the situation deteriorated at the end of February/beginning of March in the northern and central provinces. The Red Crescent managed temporary shelters in four camps in the cities of Kenitra and surroundings, as well as shelters when needed using the facilities of the municipalities including gymnasiums and schools. In the field of health, volunteers were involved together with the health services in a significant number of medical campaigns. Mobile medical teams have been operating in 11 districts most threatened by the cold wave, providing not only basic medicines but also organizing health awareness campaigns in the context of influenza prevention. 11,748 persons were vaccinated since December 2009.

Based on the request of local authorities in the Gharb region, the Moroccan Red Crescent provincial committee manned several posts ensuring 24 hour duty in the four temporary camps to provide or organise:

- psycho-social support (animation for children under five years old - school/kinder garden programmes targeting 300 beneficiaries and animation for children over five years old – school programmes including games and animation competitions)
- hygiene awareness through leaflets and trash bags to promote healthy lifestyles and environmental health, involving beneficiaries in maintaining the cleanliness of camps
- flour, oil, sugar, butter, rice, tea, blankets, mattresses and basic medicines for the health posts, hygiene kits of soap powder, soap, diapers and warm clothing for 1,000 families

Areas of responsibilities during the emergency phase:

Activities	Person	Beneficiaries	Coordination
Camp management	300 volunteers 18 employees Administrative	10,000 people	Authorities Provincial
Distribution of relief items Equipments	3 doctors 6 nurses 1 pharmacist	Facilities 5 ambulances All 3 cars	local authorities, Civil Defence gendarmerie
Distributions of Food	6 drivers	field several Private cars (Volunteers)	Royal forces Royal Armed and Auxiliary Forces
Water & Sanitation Health Psychological support		4 Truck 2 caravans 2 vans	
Departure of the emergency teams, closing the camp, transfer / handover to the authorities: in May 2010			

## Achievements against outcomes

The Moroccan Red Crescent requested CHF 200,000 from the International Federation's DREF, which was allocated in mid-March to continue and reach further with its emergency operation, and to replenish the stocks it had used.

### Relief distributions (food and basic non-food items)

**Outcome: Food and non-food relief items are procured, stored and distributed to cover the needs of 2,000 families.**

#### Outputs:

- Continue to assess the needs and monitor the emergency situation
- Procure relief items (1,000 food parcels, 4,000 blankets, and 1,500 mattresses)
- Distribute relief items to affected communities (for 1,500 families) in temporary shelters in the most affected regions (Souss-Massa-Draa, Gharb region) as well as in the newly affected regions upon request of Moroccan Red Crescent branches
- Reconstitute Moroccan Red Crescent stocks with the remaining items procured (for 500 families)
- Monitor and evaluate the relief activities and provide reporting on relief distributions

### Impact:



Volunteers from the Red Crescent conduct activities in one of the camps. Photo: Moroccan Red Crescent Society.

The Moroccan Red Crescent decided not to store food but rather to buy its supplies from the affected areas. As a majority of the businesses were closed due to the flooding, this led sometimes to shortages in food supplies. Thus, the budget allocated from DREF was below the assessed needs. Compounding this, the number of people affected increased with time as the adverse weather conditions and damage inflicted did not abate quickly. However, in spite of these

challenges, affected communities did receive relief items during their stay in the temporary shelters. Moreover, the goods that the society had used were replenished, as planned, and will be made ready should further needs arise in future

Donations of food, water, sanitation equipment, medication and toys were ordered, in coordination with the local authorities after collecting the numbers of beneficiaries in each family.

The Moroccan Red Crescent organized food distributions and provided logistics training for their volunteers to improve the effectiveness of the operation. In addition to meeting this urgent requirement, the skills and experience they gain will stand the society in good stead for the future. The distribution report was finalized and the emergency relief distributions were completed. Warehouses were expanded to meet the needs, notably the one in Agadir region, which was at the centre of the logistics and relief operation..

The Moroccan Red Crescent continued regular distributions of food, primarily for women and children, until the needs abated.

Emergency health
<p><b>Outcome: The risk of waterborne and water related diseases has been reduced through the provision of hygiene promotion to 1,500 families in three regions affected by the floods (Souss-Madrasa-Draa, Gharb, northern region).</b></p>
<p><b>Outputs:</b></p> <ul style="list-style-type: none"> <li>• Procure 2,150 hygiene kits (1,150 kits to be pre-positioned in the Gharb region for distribution to families hosted in the temporary shelters and 1,000 kits will be stored in emergency stocks)</li> <li>• Provide psycho-social support to affected communities with a special focus on children, women and elderly (procure children toys to be used by the volunteers for PSP activities in the camps)</li> <li>• Procure basic medicines to be used and distributed and organise first aid activities in the Moroccan RC health posts established in the temporary camps</li> <li>• Organise awareness campaigns on hygiene promotion, water borne diseases, and disaster risk reduction (DRR) through the health posts.</li> </ul>

**Impact:**

The health situation was not as severe or alarming as had been anticipated, with no outbreaks of illness linked to the disaster was reported. According to a survey which covered most areas of health facilities, 50 percent of patients had symptoms mainly of stress and other psychological trauma; others suffered tract infections, respiratory illnesses and cold snaps.

The water networks were not damaged, as had been feared at the time of requesting DREF, and the water supply was not interrupted. Water quality controls were carried out, revealing no threat of outbreaks of waterborne diseases. Forty latrines were installed in camps for affected people, thereby contributing to the welfare of residents.

Four camps were set up by the civil protection and managed by the Moroccan Red Crescent, the local authority and the Royal Guards (Gendarmerie Royale) in the province of Kenitra. In the province of Sidi Kacem affected people were housed in schools, colleges and communal structures and the entire management was provided by Red Crescent volunteers, assisted by the civil defence. In the region of Sous Massa Draa, the camps were not managed by the Moroccan Red Crescent, but the local authorities did request that the Red Crescent provide aid to the affected people. During the emergency phase assessments had highlighted the need for shelter, and these needs were met by local authorities and civil protection.

After the emergency phase in late May, which was the date of closure of the school year, after which local authorities helped the affected people to return home. The Moroccan Red Crescent contributed to the efforts of the local authorities to return people gradually to their normal living conditions in the affected communities. In the region of Gharb, volunteers maintained contact with

the beneficiaries educating them about health risks that may be associated with swamps and the interests of environmental health.

Improved sanitation of the four camps following the minimum standards of response to disasters standards; distribution of hygiene kits. A lot of hygiene kits were purchased from Spain by the International Federation's regional representation for North Africa and sent to the Moroccan Red Crescent national warehouse in Skhirat and then distributed in the affected areas.

### **Lessons learned:**

The role of the Moroccan Red Crescent in these disasters can be said to meet its mission and mandate. The distribution of food, mattresses, blankets and Medical partly covered the basic needs in the areas most affected. The people reached have greatly benefited from these well organized distributions, coordinated with local officials.

Counselling activities in the field were organized by the Moroccan Red Crescent and they were especially appreciated by women and children resident in the camps.

It would be desirable in the context of the preparations and management of the response to disasters at national, regional and local level to continue working on harmonizing national plans and regional disasters by focusing primarily on improving the coordination system between the Moroccan Red Crescent and the authorities.

The Moroccan national emergency response plan has not been revised for many years and the operation of the emergency phase has highlighted the need to establish a dialogue between national partners, to better define the roles and responsibilities of each body and improve coordination mechanisms within the framework of an emergency plan unit.

## How we work

All IFRC assistance seeks to adhere to the [Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations \(NGO's\) in Disaster Relief](#) and the [Humanitarian Charter and Minimum Standards in Disaster Response \(Sphere\)](#) in delivering assistance to the most vulnerable.

The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by [Strategy 2020](#) which puts forward three strategic aims:

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

## Contact information

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MDRMA003 - Morocco - Floods

Appeal Launch Date: 16 mar 10

Appeal Timeframe: 16 mar 10 to 30 jun 10

Final Financial Report

Selected Parameters	
Reporting Timeframe	2010/3-2010/9
Budget Timeframe	2010/3-2010/12
Appeal	mdrma003
Budget	APPEAL

All figures are in Swiss Francs (CHF)

## I. Consolidated Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>A. Budget</b>	200,000					200,000
<b>B. Opening Balance</b>	0					0
<b>Income</b>						
<u>Other Income</u>						
<i>Voluntary Income</i>	200,000					200,000
<b>C6. Other Income</b>	200,000					200,000
<b>C. Total Income = SUM(C1..C6)</b>	200,000					200,000
<b>D. Total Funding = B + C</b>	200,000					200,000
<b>Appeal Coverage</b>	100%					100%

## II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	0					0
<b>C. Income</b>	200,000					200,000
<b>E. Expenditure</b>	-178,459					-178,459
<b>F. Closing Balance = (B + C + E)</b>	21,541					21,541

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### III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A		B					A - B	
<b>BUDGET (C)</b>	<b>200,000</b>						<b>200,000</b>	
<b>Supplies</b>								
Clothing & textiles	79,000	72,005					72,005	6,995
Food	25,000	22,162					22,162	2,838
Medical & First Aid	5,000	4,154					4,154	846
Utensils & Tools	5,000	4,230					4,230	770
Other Supplies & Services	47,300	46,097					46,097	1,203
<b>Total Supplies</b>	<b>161,300</b>	<b>148,647</b>					<b>148,647</b>	<b>12,653</b>
<b>Land, vehicles &amp; equipment</b>								
Office/Household Furniture & Equipm.		6,568					6,568	-6,568
<b>Total Land, vehicles &amp; equipment</b>		<b>6,568</b>					<b>6,568</b>	<b>-6,568</b>
<b>Transport &amp; Storage</b>								
Storage	8,000							8,000
Distribution & Monitoring	2,000	615					615	1,385
Transport & Vehicle Costs	3,500							3,500
<b>Total Transport &amp; Storage</b>	<b>13,500</b>	<b>615</b>					<b>615</b>	<b>12,885</b>
<b>Personnel</b>								
National Staff		883					883	-883
National Society Staff	5,000	2,997					2,997	2,003
<b>Total Personnel</b>	<b>5,000</b>	<b>3,880</b>					<b>3,880</b>	<b>1,120</b>
<b>General Expenditure</b>								
Travel		2,656					2,656	-2,656
Information & Public Relation	3,000	2,528					2,528	472
Office Costs	3,000	4					4	2,996
Communications	1,500	650					650	850
Financial Charges	493	2,020					2,020	-1,527
<b>Total General Expenditure</b>	<b>7,993</b>	<b>7,857</b>					<b>7,857</b>	<b>136</b>
<b>Programme Support</b>								
Program Support	12,207	10,892					10,892	1,315
<b>Total Programme Support</b>	<b>12,207</b>	<b>10,892</b>					<b>10,892</b>	<b>1,315</b>
<b>TOTAL EXPENDITURE (D)</b>	<b>200,000</b>	<b>178,459</b>					<b>178,459</b>	<b>21,541</b>
<b>VARIANCE (C - D)</b>		<b>21,541</b>					<b>21,541</b>	