

---

### DREF operation n° MDRMA004 GLIDE n° FL-2010-000245-MAR 15 October, 2011

---

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 195,002 was allocated from the IFRC's Disaster Relief Emergency Fund (DREF) on 5 December, 2010 to support the national society in delivering assistance to some 4,000 beneficiaries, or to replenish disaster preparedness stocks.

The floods that hit 11 governorates of the kingdom of Morocco on November 29, 2010 causing 32 deaths, thousands of homeless and property damage, were again a hard test for the vulnerable population.

The involvement of civil society is more than necessary and the role of each is more than important to alleviate the suffering of victims. MRC, with all the structures and volunteers, has successfully established itself again as an important actor player. With its roots in the society, resulting from risk reduction programs in the population, the MRC strengthens the growing capabilities in terms of expertise and that of the local community. To this end the Federation, through its representative office in North Africa, continues to support the National Society in its development programs and response to disasters and possible in emergency situations.



MRC's volunteer team in awareness hygienic campaign

The total amount spent was CHF 167,163 The remaining balance of CHF 27,839 will be reimbursed to DREF.

The major donors to the DREF are the Irish, Italian, Netherlands and Norwegian governments and ECHO. Details of all donors can be found on

<http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>

Details of all donors can be found on:

<http://www.ifrc.org/what/disasters/responding/drs/tools/dref/donors.asp>

[<click here for the final financial report, or here to view contact details>](#)

## The situation

Torrential rains have battered the night of November 29, 2010 for several hours in the North of Essaouira areas. Rainfall registered in Casablanca in 24 hours have reached 178 mm in Mohammedia (155mm) in Benslimane (152mm) and Ifrane (108mm). The record was 32 dead and nearly 15,000 affected families.

Houses were completely or partially destroyed, care facilities, education and public administration completely flooded in addition to the deterioration of basic infrastructure.

The Moroccan government has provided assistance to the affected population and supported the restoration of infrastructure (roads, bridges, pipelines, electricity, water, etc...). A large budget to repair the damaged roads and bridges has been allocated by the Moroccan government for the support of the agricultural area affected and the damaged industry especially in the affected industrial areas.

At the same time, working groups were established at the national and local level in close coordination of emergency operations and rehabilitation with the various actors (inter-ministerial coordination, the coordination of NGO's and civil society).

Regional representation from North Africa to the International Federation of Red Cross and Red Crescent has been monitoring closely the situation on the ground through field visits and permanent contacts with MRC through its Director General and the project coordinator of disaster management.

The MRCh is part of the national contingency plan in place and worked well in ensuring its role as auxiliary to the government with local authorities, health services, emergency preparedness, and the Royal Armed Forces in assessment, relief, food distribution and non-food supply of first aid, transport and psychosocial support.

## Red Cross and Red Crescent action

Since the flooding began, MRC, through its regional committees ,provincial and local, was immediately present on the sites by mobilizing and organizing the intervention teams, while establishing a close contact with the headquarters to report the needs assessment. The first aid posts were established in close coordination with health authorities in different provinces.

Thanks to the preparedness program and a policy of MRC to keep inventory of basic preparation predisposed, the National Society had a stock of available assistance to 2,000 families. This stock was used in the early hours of the disaster due to the proximity of the national repository of Skhirat of the affected area. Part of the stock has been reconstituted by the DREF allocation for a given amount of CHF 195 002 CHF

At the beginning of the intervention, the rescue operation began with needs assessment with the willaya of Grand-Casablanca and supported by collaboration with the authorities in the distribution of food and non food items (blankets and mattresses), the shelters, and also to provide first aid, psychosocial support and transportation of those affected.

In Mohammedia the MRC committee was responsible for helping some douar and some parts of the city in coordination with the province and in the distribution of responsibilities and tasks.

MRC volunteers have provided the following services:

- Provision of psychosocial support and activities for children over five years
- Organization of hygiene awareness program (distribution of leaflets and garbage bags to promote a healthy lifestyle and environmental health, and encourage the participation of beneficiaries in maintaining the cleanliness of the camps) and distribution of hygiene kits and soap.
- Distribution of food products (flour, oil, sugar, butter ,rice , tea ,etc ..), non food items (blankets , mattresses and basic drugs ) , hygiene kits (soap powder ,soap ,layers ,etc ..) and warm clothing.

## Achievements against outcomes

Compared to the mission assigned to MRC, which is to support 1000 families (4000 people), it was carried out successfully. The human and material resources available and the proper coordination with the authorities and all stakeholders have been able to handle the situation very effectively. And also not forgetting the capital experience that has enriched the MRC throughout the various interventions in which he was heavily involved.

In summary the following table gives an idea of the CRM device that has accompanied the affected families for nearly five months. It should be remembered that the number mobilized during the first hours of the disaster, which 650 volunteers was including 30 intervention teams (5 rescuers) that has been reduced to 260 and available throughout the period.

### Areas of responsibilities of the CRM

Activities	People mobilized	Beneficiaries	Coordination
Shelter management	260 volunteers 11 employees' administration 5 doctors 6 nurses 3 chemists 8 drivers	4000 people	Provincial authorities Local authorities, Emergency Preparedness, Policemen , Armed forces Royal and auxiliary forces
Distribution of relief items		Equipments	
Food distributions		3 ambulances 1 off - road vehicle some private cars (Volunteers)	
Water and Sanitation		4 trucks	
Health Psychological support			
Departure of emergency teams, Transfer/procurement authorities : March 2010			

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

**Outcome: The specific quantity and quality of goods are distributed to the beneficiaries, according to assessment and selection criteria that identified actual needs and vulnerable groups, careful registration and a system/process that controls the movement of such goods.**

#### Outputs and activities planned:

- Conduct rapid emergency needs and capacity assessments.
- Develop beneficiary targeting strategy and registration system to deliver intended assistance.
- Distribute relief supplies and control supply movements from point of dispatch to end user.
- Conduct a workshop on evaluation and debriefing of volunteers engaged in the immediate response effort to identify good practices that can be used in the ongoing response and next phases of the operation. The workshop will include two aspects: an internal level training on technical debriefing for all people who were involved in the operation (volunteers, disaster management coordinators in branches, administration staff at the headquarters) and a psychological debriefing for the same participants, in order to evaluate the Red crescent intervention thus far. The second aspect is an external level, to include all actors in the field during the operation, such as beneficiaries, authorities, different services of ministries, NGO's and partners from the RCRC Movement, in order to evaluate the intervention, actions held and coordination.
- Monitor and evaluate the relief activities and provide reporting on relief distributions.
- Develop an exit strategy.

Food donations, water, sanitation equipment, drugs were made in coordination with the local authorities after the census number of beneficiaries.

This intervention was a good supply, unlike the previous one which has always been delayed in food delivery, thanks to the availability and adequacy of funding. All purchases were made in Casablanca which has reduced the transportation costs to deliver the victims. And 850 families have received food and each ration contained:

Product	Quantity
Flour good quality	50 KG
Sugar	5 KG

Oil	5 L
Tea	500 G
Rice	3 KG
Chick peas	2 KG

A workshop to evaluate the intervention of the MRC with local partners in the affected areas took place in the national training frameworks in Mahdia in late March 2011 as planned. The assessment brought together all stakeholders, including authorities, health service, military, some associations and MRC. At first evaluation took place with partners to assess the work and especially the coordination between them. Strengths and weaknesses were identified and a working methodology has been proposed to improve internally. All levels of stakeholders in MRC have been involved, starting with the volunteers on the ground, operational managers, the permanent staff (admin, finance, and drivers) and part of Headquarters. First on the technical intervention then a psychological debriefing allowed all participants to create a space for dialogue and expression on an emotional level.

### Emergency shelter

**Outcome:** To be determined based on the results of the assessment.

**Outputs and activities planned:**

- An assessment of the emergency shelter situation will be conducted. This will then inform whether an outcome for emergency shelter will be included in the operation.

During the emergency phase, assessments have been highlighted; the needs for shelter have been met by local authorities and civil protection.

The MRC has been active in managing the temporary shelters that the majority have used the facilities and structures of municipalities (gyms, schools, administrations). In the field of health, volunteers from MRC have been involved in a number of medical campaigns particularly in the province of Mohammedia.

Closure of the emergency phase:

After the emergency phase in late March 2011, local authorities have helped the victims to return home. The Moroccan RC has contributed to the efforts of local authorities to gradually restore normal conditions of life in affected communities.

Volunteers continued their contact with people by raising awareness about the health risks that may be associated with swamps and on the interest of environmental health. The volunteers were given a kit of intervention to ensure their personal needs in this kind of intervention and the means of individual protection.

### Water, sanitation, and hygiene promotion

**Outcome:** The risk of waterborne and water related diseases has been reduced through the provision of hygiene kits and medicines as well as hygiene promotion to 1,000 beneficiaries for 3 months. Note, this outcome will be partly reached using the hygiene kits provided by the Qatar Red Crescent.

**Outputs and activities planned:**

- Develop beneficiary targeting strategy and registration system to deliver intended assistance.
- Distribute hygiene kits and control supply movements from point of dispatch to end user.
- Monitor and evaluate at output and outcome level.

### Water and sanitation

The networks have not suffered extensive damage and water was partially interrupted. Checks of water quality were made and revealed that no threat of outbreaks of waterborne diseases.

Temporary shelters for victims were mainly made up of schools, colleges, and communal structures. All management was provided by local authorities and civil protection and assisted by volunteers from the MRC.

These contributions have had a very useful aid in the distribution of the benefit of victims and their management in the prevention of the environment and the safety of their living environment and hygiene promotion for water, collective and individual hygiene.

The results of these activities summarized in the following points:

- Improved sanitation standards according to the standards of disaster response:
- Distribution of hygiene kits (note: hygiene kits were distributed during the first days of the disaster by mobilizing the national stockpile)
- Health checks performed by teams of MRC together with the government health services. (Spray of lime, control of drinking water, chlorination).

### **Promotion of hygiene**

The mobile medical teams were mobilized in five districts most threatened by the cold wave, providing not only basic medicines, but also to ensure public awareness campaigns in the context of prevention and hygiene

The health situation was not alarming, no outbreaks of illness was linked to the disaster were reported. According to a survey which covered most areas of health facilities, 50 percent of the patients suffered mainly the symptoms of stress and other psychological trauma, others suffering from respiratory tract infections follow-cold snaps. The Moroccan Red Crescent continued regular distributions of food, primarily for women and children.

Activities in the field of counselling organized by the Moroccan RC were very much appreciated by the victims. The children received gifts and toys and have a participation in educational and recreational workshops. Adults and especially women were much relieved in feeling listened to and assisted by MRC volunteers who eased their pain.

### **Logistics**

**Outcome: Procurement and distribution of items to the targeted population is effective and efficient, meeting recognised standards and the lessons of this operation are used to strengthen capacity of the Moroccan Red Crescent.**

**Outputs and activities planned:**

- Procure locally all needed items (blankets, mattresses, etc) based on standard procurement practices.
- Conduct logistics training for volunteers of the NITs to be deployed.
- Monitor and evaluate at output and outcome level.

The role of MRC in these disasters meets its mission of auxiliary to the government. The distribution of food, mattresses, blankets and medical care has partly covered the basic needs in the most affected areas. The beneficiaries have greatly enjoyed the well organized and coordinated distributions with the local officials and volunteers from MRC.

Also to be noted that around thirty volunteers have received training in logistics this aimed to build capacity in procurement, storage and warehousing, transportation and distribution. Taught modules were also used to standardize the management of provincial and local deposits at the branches using the new information techniques.

### **Recommendations**

It would be desirable in the context of the preparations and management of disaster at a national level, regional and local to continue working on the harmonization of national and regional plan of disasters by focusing primarily on improving the system of coordination between the Moroccan RC and the authorities. The Moroccan ORSEC plan (national emergency 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 agency and to improve coordination mechanisms within a framework of a PSU (Strategic Plan of Emergency).

The MRC has decided in its strategic plan to organize at least one annual simulation to build capacity and strengthen the means of coordination with its partners.

## **Contact information**

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

- **IFRC Regional Representation:** Gerard Lautredou, + 216 71 862 485; mobile phone: + 216 71 862

971 email: [gerard.lautredou@ifrc.org](mailto:gerard.lautredou@ifrc.org)

- **IFRC Zone:** Dr Hosam Faisal, DM Coordinator, MENA Zone; phone: + 962 65632101; mobile phone: +962 796759602 email : [hosam.faysal@ifrc.org](mailto:hosam.faysal@ifrc.org)
- **In Geneva:** Christine South, Operations Support, Phone: +41.22.730.4529, email: [christine.south@ifrc.org](mailto:christine.south@ifrc.org)

#### For Resource Mobilization and Pledges:

- **In IFRC Zone:** **Paul Emes**; phone: + 962 65632101; Email [paul.emes@ifrc.org](mailto:paul.emes@ifrc.org)

#### For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- **In IFRC Zone:** Hadeel Halasah; phone: + 962 65632101; Email [hadeel.halasaah@ifrc.org](mailto:hadeel.halasaah@ifrc.org)

### DREF history:

- This DREF was initially allocated on 05 December 2011 for CHF 195,002 for 06 months to assist 4,000 beneficiaries.
- List significant operational developments, particularly revised budgets (when and which Ops Update; extended timeframes (specify extension date), etc.



[Click here](#)

1. Click [here](#) to return to the title page

### 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.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



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.

MDRMA004 - Morocco - Floods

Appeal Launch Date: 06 dec 10

Appeal Timeframe: 06 dec 10 to 06 jun 11

FINALReport

Selected Parameters	
Reporting Timeframe	2010/12-2011/08
Budget Timeframe	2010/12-2011/08
Appeal	MDRMA004
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>	<b>195,002</b>					<b>195,002</b>
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>Income</b>						
<u>Other Income</u>						
<i>DREF Allocations</i>	<i>195,002</i>					<i>195,002</i>
<b>C4. Other Income</b>	<b>195,002</b>					<b>195,002</b>
<b>C. Total Income = SUM(C1..C4)</b>	<b>195,002</b>					<b>195,002</b>
<b>D. Total Funding = B + C</b>	<b>195,002</b>					<b>195,002</b>
<b>Appeal Coverage</b>	<b>100%</b>					<b>100%</b>

## II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
<b>B. Opening Balance</b>	<b>0</b>					<b>0</b>
<b>C. Income</b>	<b>195,002</b>					<b>195,002</b>
<b>E. Expenditure</b>	<b>-167,163</b>					<b>-167,163</b>
<b>F. Closing Balance = (B + C + E)</b>	<b>27,839</b>					<b>27,839</b>

International Federation of Red Cross and Red Crescent Societies

MDRMA004 - Morocco - Floods

Appeal Launch Date: 06 dec 10

Appeal Timeframe: 06 dec 10 to 06 jun 11

FINALReport

Selected Parameters	
Reporting Timeframe	2010/12-2011/08
Budget Timeframe	2010/12-2011/08
Appeal	MDRMA004
Budget	APPEAL

All figures are in Swiss Francs (CHF)

### 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>195,002</b>						<b>195,002</b>	
<b>Relief items, Construction, Supplies</b>								
Clothing & Textiles	52,000	70,890				70,890	-18,890	
Food	39,100	28,897				28,897	10,203	
Medical & First Aid	32,000						32,000	
Utensils & Tools	14,000	11,580				11,580	2,420	
<b>Total Relief items, Construction, Supplies</b>	<b>137,100</b>	<b>111,367</b>				<b>111,367</b>	<b>25,734</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage		40				40	-40	
Distribution & Monitoring	2,300						2,300	
Transport & Vehicles Costs	4,000	3,614				3,614	386	
<b>Total Logistics, Transport &amp; Storage</b>	<b>6,300</b>	<b>3,654</b>				<b>3,654</b>	<b>2,646</b>	
<b>Personnel</b>								
National Staff		1,340				1,340	-1,340	
National Society Staff	15,000	606				606	14,394	
Volunteers		10,280				10,280	-10,280	
<b>Total Personnel</b>	<b>15,000</b>	<b>12,226</b>				<b>12,226</b>	<b>2,774</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	13,000	7,439				7,439	5,561	
<b>Total Workshops &amp; Training</b>	<b>13,000</b>	<b>7,439</b>				<b>7,439</b>	<b>5,561</b>	
<b>General Expenditure</b>								
Travel	6,000	1,277				1,277	4,723	
Information & Public Relations	3,000	2,488				2,488	512	
Office Costs		3,536				3,536	-3,536	
Communications	2,000	1,554				1,554	446	
Financial Charges	700	13,419				13,419	-12,719	
<b>Total General Expenditure</b>	<b>11,700</b>	<b>22,275</b>				<b>22,275</b>	<b>-10,575</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recov	11,902	10,202				10,202	1,699	
<b>Total Indirect Costs</b>	<b>11,902</b>	<b>10,202</b>				<b>10,202</b>	<b>1,699</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>195,002</b>	<b>167,163</b>				<b>167,163</b>	<b>27,839</b>	
<b>VARIANCE (C - D)</b>		<b>27,839</b>				<b>27,839</b>		