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Emergency appeal final report

El Salvador: Floods

 International Federation
of Red Cross and Red Crescent Societies

Final report
Emergency appeal n° MDRSV002
GLIDE n° [FL-2009-000238-SLV](#)
16 November 2011

Period covered by this Final Report: 12 November 2009 to 31 December 2010.

Appeal target: CHF 1,680,178.

Appeal coverage: 92%; [<Click here to view the final financial report, or here to view the contact details>](#)

Appeal history:

- Disaster Relief Emergency Fund (DREF): CHF 182,501 were allocated from the IFRC's [DREF to support the Salvadoran Red Cross Society \(SRCS\)](#) to respond to the floods.
- An [Emergency Appeal](#) was launched on 16 November 2009 for CHF 1,701,194 – including CHF 173,262 for Shelter Cluster coordination – for 9 months to assist 10,000 people.
- [Operations update n° 2](#) featured a revised budget of CHF 1,680,178.
- [Operations update n° 3](#) extended the appeal's timeframe up to 16 November 2010, to complete activities related to shelter and water and sanitation.
- [Operations update n° 4](#) reflected a second extension of appeal timeframe to 31 December 2010 to complete activities after two new meteorological events caused delays to the implementation of activities, as the SRCS had to respond to these new emergencies. In addition, the change in strategy for the shelter component due to government decisions was also a major setback to timely implementation.

Summary: On 7 November 2009, the passing of Tropical Storm Ida and a low pressure system caused heavy rainfall, flooding and landslides throughout El Salvador affecting approximately 15,000 families (75,000 people). The Salvadoran Red Cross Society deployed staff and volunteers to support with evacuations, search and rescue activities, as well as to conduct damage and needs assessments. The IFRC deployed disaster management delegates to El Salvador on 10 November 2010 to support the elaboration of the SRCS's Plan of Action.

Based on the situation, an Emergency Appeal was launched to respond to a request from the SRCS, and aimed to provide support and ensured appropriate and timely response in delivering assistance and relief in the following sectors: relief distributions, shelter, emergency health and care, water & sanitation and hygiene promotion and rehabilitation of livelihoods. Relief items were shipped from Panama and arrived in El Salvador on 10 November. Two days afterwards, relief distributions started in the field.

The highlights of the operation include:

- 3,000 affected families (15,000 people) were reached with relief supplies in 4 provinces. 5,000 families received blankets in these provinces.
- 1,820 families (4,848 people) were reached with psychosocial support.
- 8,652 families (approx. 89,966 people) received safe water through water trucking, bladders and Oxfam tanks during the emergency phase.
- 162 families reached with temporary housing solutions.
- 162 families have had their latrines repaired.
- 1,909 families had access to safe water through the seven rehabilitated water systems.

- 100 families had access to safe water through ten community water wells that were cleaned.
- The SRCS is better prepared for future disaster response through capacity building activities

This emergency appeal received a total income of CHF 1,540,492 and expenditure was CHF 1,426,642. The balance reflected under the financial report (CHF 113,849) corresponds to an outstanding payment from a donor. Based on the final availability of funds, the balance can be channelled for the implementation of DRM activities in the country support plan of El Salvador

The situation

In early November 2009, the passage of Tropical Storm Ida through El Salvador, which coincided with a low-pressure system over the Pacific coast of El Salvador, caused seer rainfall in seven departments: San Salvador, San Vicente, Usulután, La Paz, La Libertad, Cabañas and Cuscatlán. The overflowing rivers swept through different areas, destroying water, electrical and telecommunications systems, and damaging roads, health and educational centres and houses. A report prepared by the Salvadoran government with the support of the international humanitarian community estimated that approximately 122,816 people were affected directly and indirectly. The Salvadoran government reported that at least 123 of the 262 municipalities in the country were affected, and damages were registered in 378 schools and 15 health centres.

The Salvadoran government and municipalities assisted in the distribution of humanitarian aid, updating census lists and identifying appropriate land to build temporary shelter and permanent housing.

Based on the disaster assessment methodology developed by the Economic Commission for Latin America and the Caribbean (ECLAC), it has been estimated that, besides experiencing the regrettable loss of lives, the value of damages and losses caused by the November 2009 disaster in El Salvador totals USD 314.84 million, which represents the equivalent of 1.44 per cent of the country's gross domestic product.

Summary of damages per sector	
Sector	Quantity in millions USD
Social sector: health, education, housing	39.66
Productive sector: agriculture, industry, commerce and services	82.36
Infrastructure: Water and sanitation, electricity, transportation and communications	132.75
Environment	60.07
TOTAL	314.84

Source: [Estimates by assessment mission \(CEPAL methodology\)](#)

Of the above figure, USD 210.7 million correspond to the destruction of assets (66.9 per cent of total damages and losses), while the remaining USD 104.12 million represent changes in economic flows and include both production losses and higher service costs (33.1 per cent of the total). This distribution between damages and losses is typical of cases of disasters caused by phenomena such as landslides and erosion.

Two events struck El Salvador in 2010 which affected the humanitarian situation and planned interventions: a) Tropical Storm Agatha on the Pacific side of the country and b) Hurricane Alex on the Caribbean coast. The direct and cumulative effects of these two meteorological events affected some of the communities already hit by Tropical Storm Ida in 2009. For example, the municipality of San Pedro Masahuat (La Paz department) and the municipalities of Olocuilta and Cuyultitan (La Libertad) –where the shelter and water, sanitation and hygiene promotion interventions of this operation took place– were affected. For more information on the response efforts of the SRCS to Tropical Storm Agatha, see the [final report of the DREF-supported operation \(MDRSV003\)](#).

Coordination and partnerships

Emergency and relief phase

Since the onset of the emergency the distribution of humanitarian aid conducted by the Salvadoran Red Cross Society was coordinated with the Civil Protection System and the Salvadorian government and other non-governmental organizations (NGOs) such as Oxfam, CARE and Plan International. The SRCS received support from Partner National Societies (PNS) in country. In addition, the IFRC's Pan American Disaster Response Unit (PADRU) and the regional representation for Central America and Mexico provided guidance and support to the SRCS to ensure contact with PNSs not in-country, but that were equally interested in supporting the SRCS.

The Interagency Standing Committee (IASC) cluster system was activated to coordinate the activities of organizations, donors and government agencies ensuring an efficient and accountable response to the emergency and avoiding duplication of efforts. The IFRC was requested to convene the Emergency Shelter Cluster (ESC) in El Salvador as a result of the damages caused by Hurricane Ida. The United Nations Resident Coordinator together with the Salvadoran government, requested support from an international team to coordinate the Clusters for Shelter and Water, Sanitation and Hygiene (WASH). The ESC team arrived in country between 18 and 20 November 2009 and supported the Vice Ministry of Housing (VMH) in coordinating the work of approximately 30 operating organizations.

The IFRC's team consisted of a permanent coordinator and an information manager. During the first few weeks, there was also an information manager advisor and a deputy coordinator. In addition, an information management assistant joined the team in mid-December 2009. The main partners expressed their satisfaction with the work carried out in coordination, information management and technical advice. The ESC team played a role not only in coordinating within the Clusters but also in facilitating the connection between other sectors such as Water and Sanitation, CCM and Health.

The SRCS formed part of the WASH Cluster, where each institution was designated to work in a specific area to avoid duplication of efforts. Coordination took place between the SRCS and the municipalities of the affected areas within the area of intervention to identify the most critical water and sanitation needs.

Post-emergency phase

After the emergency phase, the Salvadoran Red Cross Society's efforts focused on rehabilitating water systems and supporting facilities with shelter solutions. Coordination took place for the signing of the different agreements among different institutions, including the following activities:

- A cooperation memorandum was signed between the SRCS and the Vice Ministry of Housing and Urban Development.
- An agreement was made among the members of the municipal council of the city of San Pedro Masahuat to sign an agreement between the SRCS and the municipality.
- An agreement between UNDP and the SRCS was signed.
- A permit was obtained by a private cooperative to elaborate the kits to construct the temporary houses.
- Ten cooperation agreements were signed to repair water systems between communities, the SRCS and municipalities.

Furthermore, strong coordination took place between the SRCS, the personnel from the Majors Office of San Pedro Masahuat, community leaders and target families for the implementation of task, activities, strategies and methodologies of the project.

Red Cross and Red Crescent action

Since the onset of the emergency on 7 November 2009, the SRCS activated its Emergency Operations Centre (COE) and mobilized 500 volunteers. In addition, SRCS specialized personnel were activated including flood rescue teams (técnica de rescate para inundaciones - TREPI), vertical rescue teams, diving and boating teams, specialized transportation teams, first aid units, damage and needs assessment teams and National Intervention Teams (NITs).

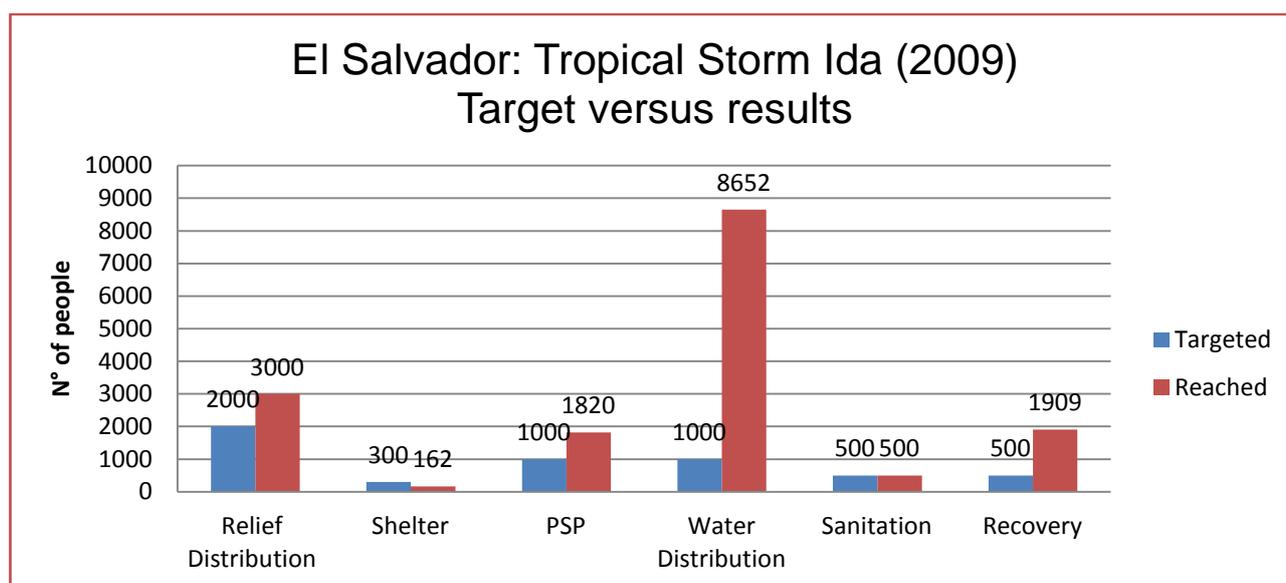
During the search and rescue activities, the Salvadoran Red Cross Society's volunteers started the distribution of water in five of the most affected departments of San Salvador, Cuscatlán, La Libertad, San Vicente and La Paz; damage assessments were also carried out.

The distributions were coordinated with the Civil Protection and other organizations. The relief items were funded through the Federation's Emergency Appeal and bilateral contributions.

Achievements against outcomes

Overview

During the implementation period, the operation surpassed the targets in the relief, psychosocial support and water distribution sectors. On the other hand, progress under the shelter and sanitation sectors was hindered by the impact of Tropical Storm Agatha and Hurricane Alex and due to the fact that government did not comply with its agreement of delivering land for shelters constructions. The following chart shows the achievements against the target per sector:



Relief distributions (food and basic non-food items)

Outcome: 2,000 of the most affected families will benefit from essential relief items including blankets, hygiene kits and kitchen kits.

Output	Activities planned
2,000 families (approximately 10,000 people) will be assisted with essential relief items such as blankets, hygiene kits and kitchen kits.	<ul style="list-style-type: none"> • Procurement of non-food items. • Transportation of relief items to El Salvador. • Development of beneficiary targeting strategy and registration system to deliver intended assistance. • Distribution of relief supplies and control of supply movements from point of dispatch to end user. • Monitoring and evaluation of the relief activities and reporting on relief distributions. • Development of an exit strategy.

Impact: The target was surpassed as 3,000 affected families (15,000 people) were reached with a standard kit of relief supplies —a hygiene kit, a kitchen kit and two blankets per family.

Details the cumulative totals of relief supplies distributions per municipality

Department	Municipality	Collective Centre/ Community	People	Families	Hygiene Kits	Kitchen Kits	Blankets
San Vicente	Verapaz	Collective Centre San Isidro 1	590	118	118	118	236
		Collective Centre San Isidro 2	240	48	48	48	96
		C.E Concepcion Cañas	365	73	73	73	146
		C.E. Antonio Galindo	230	46	46	46	92
	San Vicente	Colonia San Benito y Trinidad	330	66	66	66	132
		Colonia Villa España Santa Anita	320	64	64	64	128
	Tepetitán	Tepetitán	830	166	166	166	332
	San Vicente	Colonia Vaquerano	75	15	15	15	30
	San Cayetano Istepeque	Colonia La Entrevista	30	6	6	6	12
	Guadalupe	Neighborhood El Centro	290	58	58	58	116
La Paz	San Marcelino	San Marcelino	295	59	59	59	118
	San Pedro Masahuat	Col. Triunfos de la Paz	1,800	360	360	360	720
		Com. El Buen Samaritano 1 y 2	810	162	162	162	324
	Santiago Nonualgo	Collective Centre “El Sauce Evangelic School”	585	117	117	117	234
	Zacatecoluca	San Marcos Jiboa	1,505	301	301	301	602
	San Marcelino	Victoria 200	620	124	124	124	248
	San Pedro Masahuat	El Porvenir	1,150	230	230	230	460
	Santiago Nonualgo	Hoja de Sal	915	183	183	183	366
	San Luis La Herradura	La Zarcera community	560	112	112	112	224
		San Sebastián el Chingo	455	91	91	91	182
Caserío Salamar		435	87	87	87	174	
El Escobal		350	70	70	70	140	
San Salvador	Santiago Texaguancos	Santa María La Esperanza	485	97	97	97	194
	Santo Tomas	C.E General Manuel Arce	165	33	33	33	66
	San Martin	Com. La Flor	175	35	35	35	70
	Santo Tomas	Albergue C.E Manuel Delgado	115	23	23	23	46
Cuscatlán	San Bartolome Perulapia	C.E El Triunfo	115	23	23	23	46
	Santa Cruz Michapa	Cancha Municipal Ferrocarril 1 y 2	125	25	25	25	50
		Collective Centre					
	San Bartolome Perulapia	El Progreso community	145	29	29	29	58
Cojutepeque	Cujucuapa	895	179	179	179	358	
Sub Total			15,000¹	3,000	3,000	3,000	6,000

The following items were mobilized by the IFRC’s Regional Logistics Unit from Panama to El Salvador via land and air: 10,000 medium thermal blankets (1.5m x 2m), 2,000 hygiene kits and 2,000 kitchen kits. Each family received two blankets. The remaining 4,000 blankets were distributed throughout May and 2,000 additional families received two blankets each; thus, the overall number of families reached with blankets is **5,000**.

¹ Total number of people reached is estimate used in the region by the SRCS and IFRC in the region regularly of five people per family.

Summary of implementation

The monitoring of the relief activities commenced with the damage and needs assessments performed by the National Society. The assessment of each community included the identification of the most vulnerable affected families and the verification of the family members. After this process a suitable distribution site was identified and coordination was ongoing with the mayor's offices or community leaders. The communities' census was then verified to ratify the data collected during the preliminary assessments.

The National Society designated a person responsible for the distribution in each distribution site. This person submitted a report, the distributions lists signed and stamped by the beneficiary families and community leaders to the SRCS relief director. All the information was consolidated afterwards. In addition, monitoring visits were conducted from the outset of the operation. These visits included the presence of the relief director, SRCS branch directors, the departments of internal and external auditing of the National Society and international donors including the IFRC, ECHO, the Finnish Red Cross, the German Red Cross, the Spanish Red Cross, the Swiss Red Cross and local donors such as Scotia Bank, Digicel and Indufoam. Two Regional Intervention Team members were present between November and December 2009 supporting the SRCS with the relief efforts and monitoring activities.



3,000 of the most vulnerable families in the affected departments of the San Vicente, La Paz, Cuscatlán and San Salvador received hygiene kit, blankets and kitchen kits distributed by the Red Cross volunteers. Source: SRCS.

Challenges and Lessons Learned

- The National Society took security measures during the distributions since several areas have gang groups present and there was the risk of them threatening to take the relief items from the beneficiaries. Fortunately, the precautionary measures were effective and no major problems were encountered.
- Many of the affected areas were inaccessible by land; therefore, distributions were carried out using boats, which delayed delivery and incurred certain risks. Nevertheless, the distributions were completed and the objective was successfully achieved.

Shelter

Outcome: 300 households affected by the floods have safe, healthy and adequate shelter and settlement solutions through the provision of locally appropriate housing in the departments of San Vicente, La Paz, Cuscatlán and/or San Salvador once the operation has been completed.

Output	Activities planned
300 families have an adequate shelter solution according to local materials and technical construction.	<ul style="list-style-type: none"> • Assess the scope of the shelter needs and identify preferred shelter solutions to respond to the needs of the most vulnerable families affected by the floods. • Enable the provision of safe, healthy and appropriate local shelter solutions by programming methodologies with a comprehensive scope, adapted to the situation of the most vulnerable families. • Promote safe, healthy and durable shelter where possible through the provision of technical assistance and guidance to all involved in the shelter activities. • Promote increased awareness and understanding of safe and appropriate shelter response programming. • Work in coordination with other actors.

Impact: The SRCS has built 162 temporary housing solutions with latrines in non-at risk areas in line with sanitation and safety standards for the families achieving 54 per cent of the outcome at the end of the implementation timeframe. This outcome was not completely met due to that the government did not have the capacity to comply with its agreement (provision of appropriate land for building shelters in line with legal requirements for the intervention), given technical and political reasons. The National Society will complete the pending shelters through funds outside of the Appeal during 2011. The following table details the roofing and complementary works completed in San Marcelino and Isletas Canton (San Pedro Masahuat municipality) through this Appeal.

#	COMMUNITY	Quant.	HOUSING SOLUTION			LATRINES		
			Structure	Roofs/Walls/ Floors	Completed	Installation of the concrete base	Walls	Completed
1	Tres Ceibas	39	39	39	39	39	39	39
2	El Castaño	17	17	17	17	17	17	17
3	Santa Emilia	22	22	22	22	22	22	22
4	Calle al Panteón	9	9	9	9	9	9	9
5	San Felipe	10	10	10	10	10	10	10
6	Los Ranchos	7	7	7	7	7	7	7
7	La Tequera	31	31	31	31	31	31	31
8	Los Novillos	8	8	8	8	8	8	8
9	San Marino	9	9	9	9	9	9	9
10	Las Isletas	10	10	10	10	10	10	10
Total		162	162	162	162	162	162	162

Initial plan and changes:

A temporary housing prototype was designed for all the NGOs by the Vice Ministry of Housing and Urban Development and an agreement with the Salvadoran government - the Vice Ministry of Housing and Urban Development was established by signing a Memorandum of Understanding (MoU) for the implementation of the shelter and water and sanitation project for the SRCS. The MoU consisted of:

- The construction of 300 temporary shelters on designated land together with 300 hydro-sanitary modules (water system for gray waters, shower, washing place and artisan water wells) in the municipality of San Pedro Masahuat. The hydro-sanitary models (with the exception of the artisan water wells) and the latrines consist of permanent structures.
- Capacity building including community organization, hygiene promotion (the correct use of water and latrines as well as disposal of solid waste) and a component of psychosocial support.
- Supply safe water to affected families by onion tanks during seven months.

The temporary shelter proposal also included space in each family lot for future housing. Support for the building of permanent housing structures would be provided by the Vice Ministry of Housing and would reutilize materials from the temporary shelter structure. The MoU outlined that the land designated to construct the temporary shelters was going to be provided by the Vice Ministry and had been identified in a non-risk area. In addition, National Society jointly with the government had identified 300 families to benefit from this collaboration.

The SRCS followed up with the respective authorities when the 1 March 2010 deadline was not met, but government authorities failed to provide information in a timely manner regarding their capacity to meet the commitment. The Salvadoran government officially issued a response, dissolving the initial agreement at the end of May 2010.

As a result of this change, the Salvadoran Red Cross Society with support of the IFRC designed an alternative plan to address the shelter needs after experience unexpected setbacks with its initial strategy. The SRCS jointly with the municipality conducted a new beneficiary selection process to adapt to the requirements agreed with the Municipal Major's Office.

Methodology for the identification and selection of target beneficiaries:

Community leaders, personnel from the Major's Office jointly with SRCS staff and volunteers conducted household visits in affected communities, identifying and selecting 300 families to be reached through the project. However, it was also estimated that 1,000 households were in need of roofing or housing solutions.

During the visits – of approximately 15 to 20 minutes per family – the families were introduced to the main activities and objectives of the project, as well as to the requirements to be selected for the housing support:

- Families should own a plot of land located in a non-risk area.
- Families must have been affected by Tropical Storm Ida.
- Families should be able to support the activities implemented by the SRCS.
- Families should join the training activities (Psychosocial support and hygiene promotion).
- Target beneficiaries must be families and not persons living on their own.

Geographic area of intervention:

In the San Pedro Masahuat municipality (La Paz department) 2,000 families in 32 communities were visited (including towns and villages): Las Hojas, Las Moras, Santa María El Coyol, La Bomba, El Arenal, San Felipe, San Marcelino, Tres Ceibas, Cooperativa El Carmen, San Carlos 1, Cooperativa Astoria, Cooperativa Asturias, Bendición de Dios, El Niño Dios, Los Cocos, Puente Viejo, Samaritano 1, Samaritano 2, Victorias 2000, 15 de Septiembre, El Fraile, El Porvenir, Las Isletas, Los Ranchos, Las Flores, La Tequera, Santa Emilia, El Achiotal, El Paredón, Miraflores, Valladares and El Castaño.

Strong coordination took place between the SRCS, the personnel from the Major's Office of San Pedro Masahuat, community leaders and target families for the implementation of task, activities, strategies and methodologies of the project.

The support of the community leaders was key, because they helped to secure buy-in from the target families, ensure support and improvement of the labour provided by the beneficiaries. In addition, they were the spokespersons of the communities with the Red Cross and the San Pedro Masahuat Major's Office, as well as the persons responsible for putting forward the needs of the beneficiaries. The community leaders organized, managed and evaluated the beneficiaries supporting the project in their assigned tasks, conducted inventory of materials provided by the SRCS, supported the transport of materials, and helped to develop follow-up lists to carry out the tasks per each working group. All these activities were achieved through a community mobilization process.

The SRCS built 162 temporary housing solutions with latrines in non-at risk areas in line with sanitation and safety standards for the families.

The following section explains the organization of the community during this operation:

Community construction groups were organized to support different construction activities: latrines, temporary housing solutions, grey water systems, showers and sinks. The selected families in the targeted communities were organized in groups of 8 families to support the construction of 8 roofs and complementary structures. These groups supported the SRCS technical personnel working in the field. In addition, the community groups supported other activities:

- **Cleaning of lots:** Support to clean and clear garbage from the selected lots.
- **Transport of materials:** Two locations were established to receive and deliver materials to the communities (the School Hacienda Astoria and the Tres Ceibas community). The SRCS and the Municipal Major's Office provided the vehicles (1 truck with 8 tons capacity and 1 pick-up truck from the SRCS; and 3 trucks from the Major's Office). The communities provided human resources for the uploading, unloading, reception and storage of materials.
- Community groups also supported the assessment of infrastructure and the repair of damaged parts as well as the painting of structures.

- The communities also helped to identify needs in terms of equipment and equipment management. **Transport of water:** Support to fill in water tanks or deposits to be used in the construction of floors and foundations.
- **Latrine construction:** For this task, groups were divided in 2 or 3 groups according to the community.
- **Temporary housing construction:** Families established groups and supported with time and labour (24 people in shifting turns of 10 individuals per group).
- **Weekly cleaning of lots:** After the tasks were completed, groups cleared any scraps or garbage from the lots.



Community members contributed to the construction of temporary shelter, which empowered communities with skills to make housing repairs. Source: SRCS.

Through the coordination and capacity building achieved by the volunteers and personnel of the Salvadoran Red Cross Society it was possible to establish community groups (of 8 to 10 individuals) who participated in the project and received coaching to support the construction and repair works. Technicians of the company Plycem provided training on the plastering of structures to set up the internal and external walls using fibre cement. Community representatives and technical personnel of the project attended this demonstration session.

Challenges and Lessons Learned:

- Delays as a result of bureaucratic processes of government institutions.
- There was a very limited amount of land available to relocate the affected families, meaning smaller and more dispersed lots to build on which delayed the timeframe due to logistics complexity and also increased the indirect costs.
- The main difficulty for the shelter objective of the appeal was that the government did not have the capacity to comply with its agreement (provision of appropriate land for building shelters in line with legal requirements for the intervention), given technical and political reasons. Therefore, it was necessary to formulate an alternative plan to use safe land in a different area.
- The effects of Tropical Storm Agatha and Hurricane Alex in the country prompted the National Society to mobilize personnel and resources to the affected areas, and delayed planned activities under this and other sectors as the SRCS concentrated its efforts on responding to the new emergencies.

Emergency health

Outcome: Psychosocial support will be provided for 1,000 families (5,000 beneficiaries) in the five most affected departments.	
Outputs	Activities planned
1,000 families (approximately 5,000 persons) benefit from psychosocial support.	<ul style="list-style-type: none"> • Provision of psychosocial support to SRCS volunteers and personnel involved in the emergency response. • Identification of affected people to receive psychosocial support in the affected communities. • Carrying out of group and individual psychosocial support activities. • Carrying out of recreational activities for the affected children. • Mobilization of National Intervention Teams to identify additional health needs in the affected communities.

Impact: The outcome for emergency health was met, during the operation's timeframe, 1,820 families benefited through psychosocial support. Moreover, 84 community leaders were trained in stress management during

crises. The following table details the breakdown of people reached through psychosocial support interventions per age group.

Category	Age range	Percentage per age group (per category)
Girls	0 – 13	52.43 %
Boys	0 – 13	47.57 %
Adolescent men	14 – 21	50 %
Adolescent women	14 – 21	50 %
Young women	22 – 35	53.85 %
Young men	22 – 35	46.15 %
Women	36 – 64	54.94 %
Men	36 – 64	45.06 %
Elderly women	65 – 100	51.22 %
Elderly men	65 - 100	48.78 %

Salvadoran Red Cross Society volunteers and personnel involved in the emergency response received psychosocial support. The training given to SRCS volunteers included information regarding their psychosocial needs as relief workers. Additional attention was given to SRCS volunteers who were directly affected by the floods.

Fourteen National Intervention team members were mobilized during the relief phase. These NIT members conducted comprehensive assessments in the affected communities. Amongst their findings included the need to facilitate psychosocial support activities to complete state-run health care. The NIT team not only identified the initial needs but also highlighted the need to carry out follow-up activities and continuous accompaniment of the communities.

The initial psychosocial support activities took place in affected communities such as Las Hojas and in collective centres. Afterwards the National Society focused efforts on a) PSP interventions at the community level and b) household visits to 15 communities in the San Pedro Masahuat municipality (La Paz department). The following table presents the list of communities targeted:

	Name of the community
1	San Carlos 1
2	El Samaritano
3	Las Moras
4	Los Cocos
5	Niño Dios
6	El Carmen
7	Asturias
8	Asturias
9	San Marcelino
10	Santa María El Coyal
11	El Porvenir
12	Tres Ceibas
13	El Castaño

14	El Achiotal
15	Las Hojas

Summary of implementation



Families were selected based on the most affected areas, their strategic location in the event of another disaster so that trained families can provide support. In addition, this operation placed particular emphasis on addressing the PSP needs of children, of which 600 children were reached through recreational activities in three stages to gradually help them to cope with the effects of the disaster and express their emotional response to the crisis in a healthy manner. The methodology consisted in diminishing the stress on children through collective games and activities (for example: puppets shows, painting their faces, puzzles and drawing). Afterwards through the

A SRCS volunteer leads a psychosocial support activity with children, May 2010. Source: SRCS.

household visits, 880 children were reached. The household visits included game therapies, listening to their stories, as well as drawing sessions so the child could explain what had happened and express his or her feelings.

A psychosocial support intervention workshop was held with the objective of developing abilities to mitigate the consequences of critical incidents through different coping strategies. The methodology focused on identifying what is a crisis, what are the individual, group and community consequences of a crisis, common symptoms, the concept and importance of a social network, solidarity and team work and how to help family and community members to cope with a crisis.

Moreover, 84 community leaders were trained in stress management during crisis. Six community leaders were trained in each of the following communities: Las Hojas, Las Moras, Santa María el Coyol, La Bomba, el Arenal, San Marcelina, Tres Ceibas, El Carmen, El Castaño, Las Flores and El Samaritano. Eleven persons were trained in San Felipa and seven in San Carlos. The PSP intervention is a continuous process, where SRCS volunteers and personnel also trained community leaders to monitor how the people reached with the interventions are improving their coping capacities against emotional or psychological symptoms after the emergency.

The SRCS followed up the PSP interventions through household visits, whereby SRCS volunteers and personnel supported, listened and oriented family members on how to cope with the disaster and its subsequent effects on their lives. Eight hundred families were reached through the visits.

The PSP activities enabled the National Society to identify the most common symptoms or traumas in the affected people triggered by the effects of the storm in their daily lives, which included feelings of anxiety, fear and desperation. As an example, people suffered from sleeping disorders (insomnia), others did not want to return to their work routines and the children did not want to return to school, which generated a negative impact on community life as a whole. In order to complement the



Two SRCS volunteers talking a community member during a household visit. Source: SRCS.

information and trainings on stress management and psychosocial support, the SRCS produced leaflets with five different topics² that were provided to beneficiaries.

Challenges:

- Not all the PSP interventions were completed according to the calendar, because a considerable number were conducted side by side with the shelter activities which experienced delays.

Water, sanitation, and hygiene promotion	
Outcome: The water and sanitation needs of the target population identified in the assessments are met with an appropriate planned programme. This plan may include an initial provision of clean drinking water to address emergency needs (e.g. ensure safe water supply by cleaning wells)	
Outputs	Activities planned
Safe water is provided to 1,000 families as damaged systems are restored.	<ul style="list-style-type: none"> • Conduct rapid assessments on water and sanitation and hygiene promotion. • Distribution of water using truck cisterns, bladders and jerry cans. • Distribution of water purification tablets. • Monitoring of the quality of water in communities to be benefited. • Procurement of water pumps equipment.
Appropriate sanitation, including excreta disposal, solid waste disposal, vector control and water drainage disposal is provided to 500 families.	<ul style="list-style-type: none"> • Identification of communal latrines in accordance with the type of terrain. • Building of 100 new and repairing of damaged latrines. • Coordination with municipalities in the intervention areas for the movement and disposal of solid waste. • Cleaning campaigns. • Entomology surveys. • Trainings in water and sanitation • Purchasing of materials and equipment.
The hygiene behaviour of 1,000 families is improved through hygiene promotion activities.	<ul style="list-style-type: none"> • Training days on basic sanitation and hygiene promotion in communities. • Printing of educational material • Coordination with the inter-sector committees to support the sanitation related activities.

Impact: Through the water distribution activities a total of 8,652 families (approx. 89,966 people) received water in five departments: San Salvador, Cuscatlán, La Libertad, San Vicente and La Paz. It was possible to reach additional families than initially planned in the first output of this sector with water distribution due to coordination with the Salvadoran Sewage and Water Facilities National Institution (ANDA), Oxfam and the local municipalities.

Water distribution to affected families

Date	Departments	Municipalities	Families	People	Gallons
November and December 2009	San Salvador, La Libertad, La Paz, San Vicente y Cuscatlán	Affected municipalities	8,157	86,439	169,500
January 2010	San Vicente	San Ildefonso	495	3,527	37,358
Total			8,652	89,966	206,858

The second output was also met as 500 families from the five most affected departments were reached with appropriate sanitation through excreta disposal, solid waste disposal, vector control and water drainage disposal. Also 100 families from the local population benefited through the rehabilitation of latrines and grey water systems.

² The topics include breathing exercises, stress relief exercises, children and disasters, and "You are not alone", "Returning home after the floods".

In relation to the third output under this sector, 1,909 families received training and talks on good hygiene practices through household visits and training to community leaders. These activities took place in parallel to the rehabilitation of water systems.

Summary of implementation

The SRCS began providing water in the immediate days following the flooding. Preliminary water analysis was done in the affected regions, which was the main factor determining the water and sanitation actions undertaken by the SRCS to assist the population in these areas.

The National Society distributed water through water tankers, bladders and Oxfam tanks. During distribution activities, the SRCS also provided information and training on hygiene practices, and carried out additional assessments of the affected areas to determine where to support the cleaning of wells. Water and sanitation actions were combined with hygiene promotion. The following table outlines the municipalities reached in each department with safe water distribution.

Department	Municipality
San Salvador	San Salvador
	Tonacatepeque
	Santiago Texacuangos
	San Martín
	Cuscatancingo
	Apopa
La Libertad	La Libertad
Cuscatlán	San Pedro Perulapan
La Paz	Olocuilta
	San Miguel Tepezontes
	Tapalhuaca
	San Pedro Masahuat
	San Juan Tepezontes
San Vicente	Verapaz
	Guadalupe
	Verapaz
	San Vicente
	San Sebastian
	San Ildefonso

The SRCS formed part of the WASH Cluster, where each institution was designated to work in a specific area to avoid duplication of efforts. Coordination took place between the SRCS and the municipalities of the affected areas within the area of intervention to identify the most critical water and sanitation needs.

A different water purification mechanism was piloted using the *solar water disinfection* method (SODIS), instead of distributing water purification tablets. This consists of cleaning transparent PET bottles with soap. Then the bottles are filled with water and placed in full sunlight for at least 6 hours. The water is disinfected as it is exposed to UV rays and can be consumed.

In relation to the second output of this sector, the National Society identified approximately 100 latrines to repair in the communities of San Felipe, El Fraile, El Castaño and Tres Ceibas in the municipality of San Pedro

Masahuat. The zones most affected by floods were assessed and the communities with more critical damages were selected. The National Society met with community leaders to assess which families within the selected communities were more vulnerable and had greater needs. The family selection criteria included families with elderly family members, households with destroyed latrines and families with the availability to support the rehabilitation work. Following this process, the list of pre-selected families was shared with community leaders and community development associations (ADESCOS), which approved the families whose latrines were to be repaired. The SRCS had the support of the local municipalities throughout the identification and selection process. Communities supported with the storage and transportation of materials and labour and the SRCS provided materials, tools, technical management and support.

The SRCS, with IFRC logistic support, conducted assessments to determine the water equipment needed. Further assessments with municipal authorities and water committees were conducted to fully identify and verify the needs. The procurement and purchase of materials and tools as well as the community preparation was carried out and the repairs were completed. The most common type of repairs included reconstruction of doors, roofs, access routes, urine filters and latrine seats.

Challenges: Water and sanitation activities were delayed as these were being implemented jointly with shelter activities.

Early recovery/Recovery	
Outcome: Needs will be assessed, planned and implemented together with the affected communities and key local, national and international stakeholders. Destroyed infrastructures will be restored at the community level.	
Outputs	Activities planned
Infrastructures will be rehabilitated	<ul style="list-style-type: none"> Restoration of water distribution systems (water tanks, sewer systems, water sources, etc.) and cleaning and rehabilitation of water wells.
500 families will have food security by rehabilitating their crops through the distribution of seeds, fertilizers and agricultural tools to plant 170 hectares of white maize.	<ul style="list-style-type: none"> Soil conservation work, agricultural supplies and tools / silos for grain storage / trainings
The capacity of the affected communities will be ensured to guarantee the viability of the implemented actions in disaster prevention.	<ul style="list-style-type: none"> Identify and create community brigades Train brigades on community-based health and first aid, Vulnerability and Capacity Assessments (VCA) and in hygiene and sanitation promotion. Increase the involvement of women in the decision-making in the community brigades.

Impact: 1,909 families have access to safe water through the seven rehabilitated water systems. These families also received training and talks on good hygiene practices through household visits and training to community leaders as per table below.

#	Community	Municipality	Type of water system	N° of families covered	Status of the works/ rehabilitation
1	Cantón San Ramón	San Pedro Nonualco	Gravity	236	Completed
2	Cantón Hacienda Vieja		Pumping	250	Completed
3	Cantón Nahuistepeque		Pumping	325	Completed
4	Ojo de Agua San Pedro		Gravity	50	Completed
5	Cantón Las Hojas	San Pedro Masahuat	Pumping	131	Completed
6	Caserío Las Lomas	Cuyultitan	Pumping	75	Completed
7	Cuyultitan Urbano		Pumping	842	Completed
TOTAL				1,909	

The work to rehabilitate three additional water systems in the communities of Olocuilta, La Esperanza and Verapaz for 3,090 additional families began in 2010; however due to limited funding resources it was not possible to complete them before the end of December 2010. Progress at the end of the implementation period stood as follows (Table below). The National Society will seek to complete the rehabilitation of these systems through its own resources or other partnerships.

#	Community	Municipality	Type of water system	N° of families	Status of the works/ rehabilitation
8	Múltiple Olocuilta	Olocuilta	Gravity	1180	80% completed
9	Cantón La Esperanza	Olocuilta	Pumping	1400	The walls and plumbing have been 100% completed, but the pumping equipment is pending installation
10	Múltiple de Verapaz	Verapaz and Jerusalén	Pumping	441	10% completed

In addition, the SRCS rehabilitated 10 traditional community wells in El Achiotal community. The rehabilitation consists of the internal cleaning of wells, sealing, the construction of a gutter around the perimeter of the well, installation of a mechanic pump, testing and starting-up. It is estimated that each community well can supply safe water to at least 10 families, thus approximately 100 families have benefited. The beneficiary identification and selection process was conducted in the same manner as the selection process for families targeted with latrines. Community members also supported the rehabilitation of wells with labour and storage of materials. The SRCS worked in coordination with the community leaders to explain the methodology of how families would support the activities.

Under the *Shelter* component, the aim was to empower the community and provide them with the skills to make housing repairs. Therefore, community members would contribute to the construction of temporary shelter modules and would have the right to receive "food for work", which was provided by the World Food Programme (WFP) with the collaboration of the UNDP. The necessary arrangements were established between the SRCS-UNDP-WFP to ensure this integrated support. The *Early Recovery/ Recovery* component initially envisaged an output focused on crop rehabilitation through the distribution of seeds, fertilizers and agricultural tools. However, as a result of the agreement with WFP and to avoid duplication of efforts, the National Society determined that this output was no longer suitable and was therefore removed from the planned outputs.

In relation to the third output under this component, hygiene promotion talks took place in different communities in coordination of the Ministry of Health and were targeted in particular at the local health committees, or water and sanitation committees, or in some cases the local community development associations (ADESCO: Asociaciones de Desallorro comunal). Each talk focused on the following topics: personal hygiene, household cleaning, food hygiene, water collection, transportation, storage and handling, prevention of water-borne diseases. 86 community members were trained in the hygiene promotion talks carried out in the following communities:



SRCS volunteers conduct a hygiene promotion talk for community leaders.
Source: SRCS.

Neighbourhood or community	N° of people trained
Nahuistepeque village in the community of the same name, in the San Pedro Nonualco municipality	20 people trained from the local water council and the health committee, including the local health promoter of the Ministry of Health.
Hacienda Vieja village in the community of the same name, in the San Pedro Nonualco municipality	12 people trained from the local water council and the health committee, including the local health promoter of the Ministry of Health.
San Felipe neighbourhood in the community of Las Isletas, in the San Pedro Masahuat municipality.	15 people trained from the local sanitation committee, including the sanitation inspector of the Ministry of Health.
El Fraile neighbourhood in the community of San Marcelino, in the San Pedro Masahuat municipality.	28 people trained from the local sanitation committee, including the health promoter from the Ministry of Health.
The Tres Ceibas village in the community of Las Isletas, in the San Pedro Masahuat municipality.	11 people trained from the local sanitation committee, including the sanitation inspector of the Ministry of Health.
Total	86 people were trained in hygiene promotion through community talks.

Water and sanitation activities were combined with hygiene promotion interventions. The SRCS implemented waste disposal activities in four communities reaching 122 families (approx. 610 people). Trained SRCS volunteers and two technical hygiene promoters verified the good use and maintenance of latrines and use of hygiene practices. Moreover, in some communities the local health promoters from the Ministry of Health supported volunteers during the household visits.

National Society Capacity-Building	
Outcome: The capacity of the Salvadoran Red Cross Society will have been strengthened to be better prepared for future emergencies.	
Output	Activities planned
The National Society and its local branches will be better prepared for future disaster response.	<ul style="list-style-type: none"> • National Intervention Team workshop on water and sanitation and hygiene promotion. • Procurement of office equipment for the disaster response office • Infrastructure repairing of affected local branches. • Procurement of one vehicle. • Vehicle maintenance. • Maintenance of water and sanitation equipment used in the operation. • Organizational development activities in selected branches. • Procurement of telecommunications equipment. • Provision of visibility and relief equipment to volunteers according to established standards

Impact: Equipment was received for immediate response to ensure safe water and sanitation as well as to conduct hygiene promotion activities. In addition, materials were procured to repair the San Salvador branch of the National Society and office and computer equipment was purchased.

The provision of visibility and relief equipment to volunteers according to established standards has been completed. Approximately 350 volunteers received equipment to undertake their response roles. The National Society procured visibility material for volunteers to use during the distribution activities. Visibility materials benefited approximately 500 volunteers. The National Society response and volunteer system has been strengthened since the National Society now has the basic tools, including relief equipment for volunteers.

Three vehicles of the National Society were equipped with radio and antennas. These vehicles supported the activities of the emergency response operation. A 4x4 fully equipped vehicle was also purchased to support the operation.

Since the beginning of the emergency the SRCS disaster management capacity building activities contributed to reducing disaster risks for this emergency operation and for future emergencies. During this emergency the SRCS used for the first time the Emergency Operations Centre where all the information was obtained, processed and shared among all the organizations responding to this emergency.

The Salvadoran Red Cross Society carried out a water, sanitation and hygiene promotion workshop, with technical support from the Centre of Reference for Disaster Preparedness (CREPD). The workshop took place from 18 to 25 July 2010 training 24 SRCS volunteers and personnel from the different volunteer bodies (relief workers, volunteer women and technicians).

A manual for community volunteers in basic hygiene promotion was created and used for this activity. Twenty volunteers were trained on techniques and good hygiene practices. These volunteers in turn supported field activities in the communities targeted by this operation. This training was conducted twice, first from 16 to 18 April and then from 23 to 25 April and facilitated by the technical team of the National Society including two hygiene promoters.

In addition, the WASH and psychosocial support trainings empowered the different volunteer bodies by strengthening their capacities to improve response and rehabilitation activities after a disaster.

Challenges: There have been delays as a result of administrative processes of government institutions with regard to the implementation of the branch projects.

Contact information

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Click here

1. Final financial report **below**
 2. Click **here** to return to the title page
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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

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.
-

MDRSV002 - El Salvador - Floods

Appeal Launch Date: 17 nov 09

Appeal Timeframe: 09 nov 09 to 31 dec 10

Final Report

Selected Parameters	
Reporting Timeframe	2009/11-2011/9
Budget Timeframe	2009/11-2010/12
Appeal	MDRSV002
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
A. Budget	1,680,178					1,680,178
B. Opening Balance	0					0
Income						
<u>Cash contributions</u>						
American Red Cross	204,393					204,393
Andorran Red Cross (from Andorra Government)	2,158					2,158
British Red Cross	46,957					46,957
Czech Government	104,668					104,668
European Commission - DG ECHO	286,864					286,864
Finnish Red Cross	53,641					53,641
Irish Government	151,080					151,080
Italian Government Bilateral Emergency Fund	143,971					143,971
Japanese Red Cross Society	56,100					56,100
Norwegian Red Cross	89,222					89,222
Red Crescent Society of the United Arab Emirates	5,255					5,255
Red Cross of Monaco	14,710					14,710
Swedish Red Cross (from Swedish Government)	149,575					149,575
The Canadian Red Cross Society	826					826
The Canadian Red Cross Society (from Canadian Government)	38,521					38,521
The Netherlands Red Cross (from Netherlands Government)	151,080					151,080
VERF/WHO Voluntary Emergency Relief	700					700
C1. Cash contributions	1,499,722					1,499,722
<u>Inkind Goods & Transport</u>						
American Red Cross	27,432					27,432
The Canadian Red Cross Society	13,338					13,338
C2. Inkind Goods & Transport	40,770					40,770
C. Total Income = SUM(C1..C4)	1,540,492					1,540,492
D. Total Funding = B + C	1,540,492					1,540,492
Appeal Coverage	92%					92%

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	1,540,492					1,540,492
E. Expenditure	-1,426,642					-1,426,642
F. Closing Balance = (B + C + E)	113,849					113,849

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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
BUDGET (C)		1,680,178					1,680,178	
Relief items, Construction, Supplies								
Shelter - Relief	288,400						288,400	
Shelter - Transitional		182,681				182,681	-182,681	
Construction Materials	10,300	111,100				111,100	-100,800	
Clothing & Textiles	52,015	48,268				48,268	3,747	
Seeds & Plants	123,600						123,600	
Water, Sanitation & Hygiene	377,701	397,078				397,078	-19,377	
Medical & First Aid	2,472						2,472	
Utensils & Tools	59,020	56,917				56,917	2,103	
Other Supplies & Services	50,060						50,060	
Total Relief items, Construction, Suj	963,568	796,044				796,044	167,524	
Land, vehicles & equipment								
Vehicles	30,900	24,869				24,869	6,031	
Computers & Telecom	11,330	7,093				7,093	4,237	
Total Land, vehicles & equipment	42,230	31,963				31,963	10,267	
Logistics, Transport & Storage								
Storage		290				290	-290	
Distribution & Monitoring	5,000	4,091				4,091	909	
Transport & Vehicles Costs	23,540	25,749				25,749	-2,209	
Logistics Services	7,519	7,833				7,833	-314	
Total Logistics, Transport & Storage	36,059	37,962				37,962	-1,903	
Personnel								
International Staff	174,250	74,865				74,865	99,385	
National Staff	40,875	37,412				37,412	3,463	
National Society Staff	138,793	157,389				157,389	-18,596	
Volunteers		5,812				5,812	-5,812	
Total Personnel	353,918	275,478				275,478	78,440	
Consultants & Professional Fees								
Consultants	36,124	56,083				56,083	-19,959	
Professional Fees		85				85	-85	
Total Consultants & Professional Fe	36,124	56,168				56,168	-20,044	
Workshops & Training								
Workshops & Training	52,015	16,931				16,931	35,084	
Total Workshops & Training	52,015	16,931				16,931	35,084	
General Expenditure								
Travel	20,300	41,113				41,113	-20,813	
Information & Public Relations	27,510	12,006				12,006	15,504	
Office Costs	4,635	20,458				20,458	-15,823	
Communications	3,708	11,627				11,627	-7,919	
Financial Charges	30,900	23,495				23,495	7,405	
Other General Expenses		75				75	-75	
Shared Office and Services Costs		11,230				11,230	-11,230	
Total General Expenditure	87,053	120,004				120,004	-32,951	
Indirect Costs								
Programme & Services Support Recov	109,212	87,044				87,044	22,167	
Total Indirect Costs	109,212	87,044				87,044	22,167	
Pledge Specific Costs								
Pledge Earmarking Fee		5,050				5,050	-5,050	
Total Pledge Specific Costs		5,050				5,050	-5,050	

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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
BUDGET (C)		1,680,178					1,680,178	
TOTAL EXPENDITURE (D)	1,680,178	1,426,642					1,426,642	253,536
VARIANCE (C - D)		253,536					253,536	