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## Emergency Plan of Action (EPoA) The former Yugoslav Republic of Macedonia: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation n° MDRMK007</b>	<b>Glide n° FF-2016-000079-MKD</b>
<b>Date of issue: 18 August 2016</b>	<b>Operation timeframe: 4 months (17 August – 17 December 2016)</b>
<b>Overall operation budget: CHF 310,228</b>	
<b>Total number of people affected: approximately 33,522 people</b>	<b>Number of people to be assisted: 2,300 families (approximately 12,000 people)<sup>1</sup></b>
<b>Host National Society(ies) presence (n° of volunteers, staff, branches): 30 staff and 80 volunteers from 5 branches of the Red Cross of the former Yugoslav Republic of Macedonia along with the staff of Headquarters and the City Branch of Skopje</b>	
<b>Other partner organizations actively involved in the operation: Crisis Management Centre, Protection and rescue directorate, Ministry of Interior, Ministry of Labour and Social Policy, Local self-government of the municipalities Gazi Baba, Arachinovo and Tetovo, the City of Skopje.</b>	
<b>DG ECHO joined the RC teams on the field for the needs assessment conducted by the National Society and is allocating funds towards the replenishment of this DREF operation. Offers of replenishment were also received from the Government of Italy.</b>	

### A. Situation analysis

#### Description of the disaster

In the afternoon of 6 August 2016, torrential rains caused flash floods in the former Yugoslav Republic of Macedonia, severely affecting the populated areas and agricultural regions in Skopje and Tetovo. The rain volume was measured at the quantity of 97 l/m<sup>2</sup> accompanied by strong winds at around 100 km/h, which resulted in tremendous flash floods.

Subsequently, this led to loss of human lives and great material damage such as destroyed ring-roads, streets, demolished vehicles and infrastructure, including water channels. The most affected areas are located in the northern part of Skopje, where more than 70 per cent of the houses have been flooded, with completely destroyed pieces of furniture, personal belongings, food stocks and accompanying infrastructure.

The severe flash floods affected primarily two regions around the cities of Skopje and Tetovo. The most affected villages and communities by the flash floods are Chento, Indzikovo, Singelich, Stajkovci, Smilkovci, Creshevo, Viniche, Strachinci in the Skopje region and the villages of Shipkovic, Brodec, Veshala and Poroj in the Tetovo region.

In the surrounding of Skopje, where a new ring road is being built, most of the water channels were sealed during the construction works, which has caused massive water quantities to gather and to form a natural dam along the road side blocks. The accumulated water reached a critical level, the road collapsed and the water spilled towards the neighbouring villages causing flooding of over 7,000 houses. The floods unfortunately resulted in 22 casualties and over 60 injured persons as well as large material damage.



Relief distribution by the staff of the former Yugoslav Republic of Macedonia.  
Photo: Red Cross of the former Yugoslav Republic of Macedonia

<sup>1</sup> The average number of a family is between 4 and 5.

In Tetovo region the heavy rainfall resulted in flooding of the roads between the villages Shipkovica, Brodec, Veshala and Poroj, which has led to isolation of the villages. At the moment, there are road works for removal of mud and rocks.

The initial assessment indicates that around 7,000 houses out of the total number indicated below have been seriously affected by the floods. The initial assessment shows the following damage caused by the floods in the communities:

Name of community	No. of inhabitants	No. of houses	Percentage of flooded houses
Chento	13,153	4,110	over 60%
Indzikovo	3,344	889	over 60%
Singjelic	10,165	2,166	100%
Stajkovci	3,552	960	100%
Smilkovci	345	114	100%
Creshevo	1,278	385	100%
Viniche	500	100	100%
Strachinci	1,185	266	100%
<b>Total</b>	<b>33,522</b>	<b>8,990</b>	

## Summary of the current response

### Overview of Host National Society

In the past years, the Red Cross of the former Yugoslav Republic of Macedonia has been actively engaged in strengthening the response capacities on national level and especially on local level in cooperation with the local and national stakeholders with an emphasis on community resilience. During the years, the National Society has conducted various simulation exercises in the country, and, as a result, there are trained teams for disaster response on the local level.

The past operations as well as the numerous trainings on the local and national level resulted in a rapid and efficient response by the staff and volunteers during the whole operation.



Needs assessment by RC volunteers in the flooded region:  
Photo: Red Cross of the former Yugoslav Republic of Macedonia

### Activities of the Red Cross of the former Yugoslav Republic of Macedonia

Since the onset of the floods, the Red Cross of the former Yugoslav Republic of Macedonia is in constant communication and coordination with the state authorities. The Secretary General of the National Society is part of the crisis management HQ and is attending meetings of the Government, where decisions are passed for undertaking concrete measures for assisting the affected population.

Over 50 teams from the national disaster response system was involved in conducting the initial needs assessment, in which the NS also took part.

The National Society has a clear and well-defined mandate within the national disaster response system for the provision of response services especially within the areas of health and relief.

In the period between 6 and 14 August 2016, the National Society jointly with local and state authorities was involved in the distribution of relief items to the affected population. For more details on the distributed items please refer to Annex 1.

The following items were distributed from the stocks of the Red Cross of the former Yugoslav Republic of Macedonia:

	Type of relief item distributed	Quantity
1.	Blankets	2,000 pieces
2.	Mattresses	400 pieces
3.	Rubber boots	530 pairs
4.	Food parcels	65 pieces
5.	Daily food parcels	3,000 pieces
6.	Hygiene parcels	1,000 pieces
7.	Disinfection kits	60 pieces

Up to 103 persons were provided with first aid by the Red Cross teams and there were four emergency medical transports since the onset of the disaster.

The Red Cross of the former Yugoslav Republic of Macedonia has made available its warehouses to receive the donations from individuals and companies as well as from other Red Cross branches country-wide. Additionally, a warehouse was provided from a private company for storing bigger quantities of donations and international support. All four warehouses are operating from 8 am. to 6. pm.

The teams for disaster response were recruited from Skopje but also from the neighbouring Red Cross branches of Veles, Kriva Palanka, Kumanovo and Gostivar. In cooperation and coordination with the government, the National Society distributed 3,000 daily meals to the affected population.

The entire operation of the National Society is supported by 110 staff and volunteers, divided in seven (7) mobile teams for first aid and relief distribution. The logistics capacities of the National Society are at disposal and being used in the operation. Volunteers are recruited and deployed from the Red Cross branches as well as from partner organizations on a daily basis for conducting different activities such as packing and preparing the relief items for transportation.

The Red Cross of the former Yugoslav Republic of Macedonia has been using seven field vehicles, two trucks, one van, one minivan and five rented trucks as well as eight light vehicles so as to implement the relief operation.

On 7 August 2016, the Red Cross of the former Yugoslav Republic of Macedonia launched a domestic appeal for raising funds to the affected population for the provision of canned meat, baby food, diapers, potable water and disinfectants. Citizens are invited to donate the assistance in the National Society's warehouse in Momin Potok, Skopje or through pledges by telephone. Individuals and companies are also invited to donate money on the solidarity account of the National Society, which will be also used for procurement of material assistance for the affected population and for reconstruction of the houses.

Since 12 August 2016, the Red Cross of the former Yugoslav Republic of Macedonia has been implementing its relief activities in the three reception centres of Ranka Milanovic, Senic and Partenie Zografski, where 150 persons are sheltered. They are also provided with different relief items such as medicines and therapy for the chronic diseases and vitamin therapy for the most vulnerable. These centres are coordinated by the Ministry of Labour.

### **Movement Coordination**

During the whole operation, the Red Cross of the former Yugoslav Republic of Macedonia is in constant communication with the IFRC Regional Office for Europe in Budapest as well as all the DM coordinators in the Balkan region. Additionally, the Red Cross and Red Crescent Societies from Austria, Bosnia and Herzegovina, Bulgaria, Croatia, Germany, Montenegro Serbia and Turkey kindly offered bilateral support in the form of DM teams, rescue equipment, material assistance and funds.

### **Overview of non-RCRC actors in country**

The National Crisis Management Committee was comprised of the Crisis Management Centre, the Protection and Rescue Directorate, the Ministry of Health, the Ministry of Transport and Communication, the Ministry of Labour and Social Policy, the Ministry of Interior, the Ministry of Defence, local self-governments and the Red Cross of the former Yugoslav Republic of Macedonia. On 7 August 2016, the Government declared a state of emergency for a period of 15 days as a result of the flash floods. All these organizations have been actively present on the ground and provided immediate support for the affected population in the process of evacuation, sheltering, provision of medical services and immediate relief. The Government has also deployed three ambulance vehicles for constant patrolling in the area.

Through the European Mechanism for Civil Protection, teams from Bulgaria, Serbia, Kosovo and Turkey were deployed in the country to support the relief activities and the assessment process.

Head of Office for Western Balkans of the European Commission's Directorate-General for European Civil Protection and Humanitarian Aid Operations (ECHO) joined the RC teams on the field for the needs assessment conducted by the Red Cross of the former Yugoslav Republic of Macedonia.

### **Beneficiary selection**

The main focus of the Red Cross of the Former Yugoslav Republic of Macedonia's support is on the most vulnerable people. The criteria will be harmonized with the assessments of the Government.



Field visit and needs assessment in the flooded region.

Photo: Red Cross of the former Yugoslav Republic of Macedonia

In cooperation with the local self-government, the National Society prepared a detailed list of the beneficiaries and organized the distribution to the final users.

All gathered information is cross-checked and referenced with the assessments of the other institutions to avoid possible duplication of efforts and mistakes.

## B. Operational strategy and plan

### Overall objective

The needs of up to 2,300 families (approximately 12,000 people) in the flood-affected areas are met with the assistance of the Red Cross through relief emergency distribution of food, hygiene and non-food items.

### Proposed strategy

To accomplish the overall objective, the Red Cross staff and volunteers have been focusing on the provision of emergency food and non-food items as well as water and sanitation-related services. The food and hygiene parcels, disinfectants and other relief items will be mostly distributed directly to the users. The local branches in cooperation with the local self-governments will prepare detailed lists of the recipients and will organize the distribution to the final users.

In the framework of the operation, the following items will be distributed among the affected population:

- 4,600 monthly family food parcels (to be distributed for 2,300 families for two months);
- 2,300 monthly family hygiene parcels (for one month);
- 300 baby kits.

SPHERE standards are considered in the design of the operation, including the composition kits to be distributed to the affected population.

The items distributed by the Red Cross will be replenished in the framework of this operation, including those ones contributed recently by ECHO for ongoing response activities performed by the National Society.

Additionally, the National Society is replenishing its stocks with the items described in the table below within the frame of this operation in order to maintain their ability for timely and effective response in case of an eventual disaster in the future. Some families already reached with the items below from the prepositioned stocks, including the 1,000 hygiene parcels and 65 monthly food parcels, are included in the overall target of 2,300 families and will be provided with the same in a follow-up distribution on the basis of need and family size during the operation timeframe.



Relief distribution by NS staff and volunteers.  
Photo: Red Cross of the former Yugoslav Republic of Macedonia

**Table 1 – Relief items to be replenished in the NS stocks**

	Type of relief item	Quantity
1.	Blankets	2,000 pieces
2.	Mattresses	400 pieces
3.	Rubber boots	530 pairs
4.	Food parcels	65 pieces
5.	Daily food parcels	3,000 pieces
6.	Hygiene parcels	1,000 pieces
7.	Disinfection kits	60 pieces

**Table 2 - Contents of a monthly family food parcel**

No.	Item	Unit	Quantity
1.	Oil 1/1 lit	lit.	4
2.	Salt 1/1	kg	1
3.	Crystal sugar 1/1	kg	1
4.	Beans 1/1	kg	2
5.	Rice 1/1	kg	2
6.	Pasta	pcs.	8
7.	Instant soup	sachets	12
8.	Canned meal 150 gr	pcs.	8
9.	Canned fish 200 gr	pcs.	8
10.	Ready-to-eat meals 300gr	pcs.	12
11.	Tea	box	2
12.	Cardboard boxes-packaging with printed label	piece	1

**Table 3 – Contents of a daily family food parcel (to be replenished)**

No	Item	Unit	Quantity
1.	Water 0,5l	pcs.	2
2.	Biscuits 400kgr.	pcs.	1
3.	Caned fish	pcs.	4
4.	Cookies	pcs.	2
5.	Fruit juice 0,25gr.	pcs.	2
7.	Dry bread	pcs.	1
8.	Raisins 100gr.	pcs.	1
9.	Date/ 200gr.	pcs.	2
10	Chocolate banana	pcs.	3
11	Antiseptic wipes	pcs.	1

**Table 4 - Contents of a monthly family hygiene parcel**

No	Item	Unit	Quantity
1.	Washing powder 3/1 kg	pcs.	1
2.	Hair shampoo 1/1 lit	pcs.	1
3.	Toilet soap 200 gr	pcs.	4
4.	Toilet paper	pcs.	4
5.	Toothpaste	pcs.	2
6.	Toothbrush	pcs.	4
7.	Shaving foam	pcs.	1
8.	Disposable razor for shaving	pcs.	5
9.	Hygiene napkins	pack	2
10.	Dishwashing liquid 1/1 lit	pcs.	1
11.	Cardboard boxes-packaging with printed labels	piece	1

**Table 5 – Contents of a baby kit**

No	Item	Unit	Quantity
1.	Baby diapers	pcs.	2
2.	Baby shampoo	pcs.	1
3.	Baby cream	pcs.	1
4.	Feeding bottle	pcs.	1
5.	Baby wipes	pcs.	1
6.	Baby juice	pcs.	2
7.	Baby food	pcs.	2
8.	Cardboards for baby parcels	pcs.	1

**Table 6 – Contents of disinfection kits (to be replenished)**

No	Item	Unit	Quantity
1.	Plastic bucket	pcs.	1
2.	Disinfectant	lit.	2
3.	Rubber gloves	pairs	1
4.	Brush	pcs	1
5.	Rubber boots	pair	1
6.	Protective mask	pcs	1
7.	Protective glasses	pcs	1

In the framework of the operation, the following key activities will be implemented:

- Conducting detailed needs assessment,
- Developing a registration system for the users,
- Developing a detailed distribution plan and control of supply movement from dispatch to final users,
- Distribution of food parcels,
- Distribution of hygiene parcels and disinfection kits,
- Distribution of other relief goods such as blankets, clothes etc.,

- Replenishment of NS emergency stocks which have been used in the initial phase of the operation,
- Monitoring and evaluation of the operation,
- Conducting a “lessons learned” workshop and additional training for enhancement of coordination with local self-government unites involved in the disaster operation.

This DREF operation is supporting immediate response needs. However, the National Society’s response strategy incorporates further elements for early recovery supported by other funding sources including national campaign and bilateral support.

## **Operational support services**

### **Human resources**

Some 110 volunteers and staff from MRC HQ and local branches have been involved in the operation. The volunteers will be insured against risks in accordance with IFRC standards.

IFRC ROE in agreement with the National Society is considering the deployment of a surge RDRT member to complement the implementation of the operation, and the deployment will be supported by this DREF operation.

### **Logistics and supply chain**

The logistic department is ensuring the necessary flow of goods in the warehouses where during the whole operation Red Cross Society of the Former Yugoslav Republic of Macedonia expects to have enough space for storage for the locally procured goods, as well as packing and distribution to the final beneficiaries.

Regarding the procurement, offers will be collected from at least three providers, and the process will be performed through the commission for procurement of Red Cross of the former Yugoslav Republic of Macedonia.

### **Information technologies (IT)**

Since there isn’t any significant damage to the mobile and land-line phone network infrastructure, communication will be mostly handled through mobile handsets (simplex line up to 2 km) and mobile phones.

### **Communications**

The visibility of the Red Cross Society of the Former Yugoslav Republic of Macedonia will be ensured with proper media coverage in both national and local media and press conferences on different milestones.

The Red Cross of the former Yugoslav Republic of Macedonia for all its activities is developing daily press releases for the media in order to brief the public about the conducted activities.

Transparency will be ensured by regularly published information to the traditional and social media about the current activities and the progress of the operation, including the amount of donations and aid received and distributed.

### **Security**

In every step of the operation, the Red Cross Society of the Former Yugoslav Republic of Macedonia HQ will closely work with the authorities in order to have timely information and proper risk assessment of the field activities. The health and well-being of the staff and volunteers involved in the operation are per se a highest priority. Additionally, the team members are properly trained in first aid and possess proper equipment to intervene until the arrival of the ambulance.

### **Planning, monitoring, evaluation, & reporting (PMER)**

The Red Cross of the Former Yugoslav Republic of Macedonia HQ is constantly monitoring the conducted activities by providing a round-the-clock support for the staff and volunteers from the branches. IFRC Regional Office for Europe will monitor the implementation of activities. Brief weekly updates will be provided by the National Society to the IFRC on the general progress of the operation.

The National Society recognizes the need to develop appropriate tools and to conduct training for enhancement of coordination with local self-government unites. At the end of the operation, a two-day “lessons learned” workshop is planned for evaluation of the overall operation in the flooded regions.

## Contact information

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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 Humanitarian 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:



**Save lives.**  
protect livelihoods,  
and strengthen recovery  
from disaster and crises.



Enable **healthy**  
and **safe** living.



Promote **social inclusion**  
and a culture of  
**non-violence and peace.**





## Annex 1 – Joint relief distribution by the National Society and state authorities

	Type of relief item	Quantity
1.	Water	158 tons
2.	Food parcel	20,785 pieces
3.	Daily meal	18,000 portions
4.	Hot meal	9,000 portions
5.	Mattresses	556 pieces
6.	Hygiene parcels	2,821 pieces
7.	Baby sets	108 pieces
8.	Blankets	2,412 pieces
9.	Clothes	600 kgs
10.	Diapers	732 pieces
11.	Washing powder	5 packs
12.	Biscuits	4 packs
13.	Tea	1 box
14.	Milk	6,369 litres
15.	Yogurt	10,172 litres
16.	Baby food parcels	28 pieces
17.	Boots	456 pieces
18.	Disinfection liquid for vector control	332 litres
19.	Rain coats	8 pieces
20.	Disinfection sets	60 pieces
21.	Buckets	52 pieces
22.	Cheese	204 kgs
23.	Hygienic pads	200 pieces
24.	Candles	200 pieces
25.	Wet wipes	200 packs
26.	Construction cart	20 pieces
27.	Shovels	20 pieces
28.	Diggers	20 pieces
29.	Masks	20 pieces
30.	Sand brush	20 pieces
31.	Hose line 50m	20 pieces
32.	Rubber gloves	20 pieces

# DREF OPERATION

16.08.2016

Macedonia Floods

<b>Budget Group</b>	<b>DREF Grant Budget CHF</b>
Shelter - Relief	
Shelter - Transitional	
Construction - Housing	
Construction - Facilities	
Construction - Materials	
Clothing & Textiles	35,350
Food	128,810
Seeds & Plants	
Water, Sanitation & Hygiene	62,385
Medical & First Aid	
Teaching Materials	
Ustensils & Tools	
Other Supplies & Services	
Emergency Response Units	
Cash Disbursements	
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>226,545</b>
Land & Buildings	
Vehicles Purchase	
Computer & Telecom Equipment	
Office/Household Furniture & Equipment	
Medical Equipment	
Other Machiney & Equipment	
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>0</b>
Storage, Warehousing	600
Dsitribution & Monitoring	
Transport & Vehicle Costs	13,295
Logistics Services	
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>13,895</b>
International Staff	
National Staff	
National Society Staff	5,624
Volunteers	25,080
<b>Total PERSONNEL</b>	<b>30,704</b>
Consultants	
Professional Fees	
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>
Workshops & Training	9,150
<b>Total WORKSHOP &amp; TRAINING</b>	<b>9,150</b>
Travel	9,000
Information & Public Relations	
Office Costs	800
Communications	1,200
Financial Charges	
Other General Expenses	
Shared Support Services	
<b>Total GENERAL EXPENDITURES</b>	<b>11,000</b>
Programme and Supplementary Services Recovery	18,934
<b>Total INDIRECT COSTS</b>	<b>18,934</b>
<b>TOTAL BUDGET</b>	<b>310,228</b>