



ANNUAL REPORT

Reference Center for Disaster Preparedness

December
2021



International Federation of Red Cross and Red Crescent Societies
Policy, Strategy and Knowledge Unit

Reference Center for Disaster Preparedness
For excellence and knowledge
Learn-Create-Transform

Annual Report
2021



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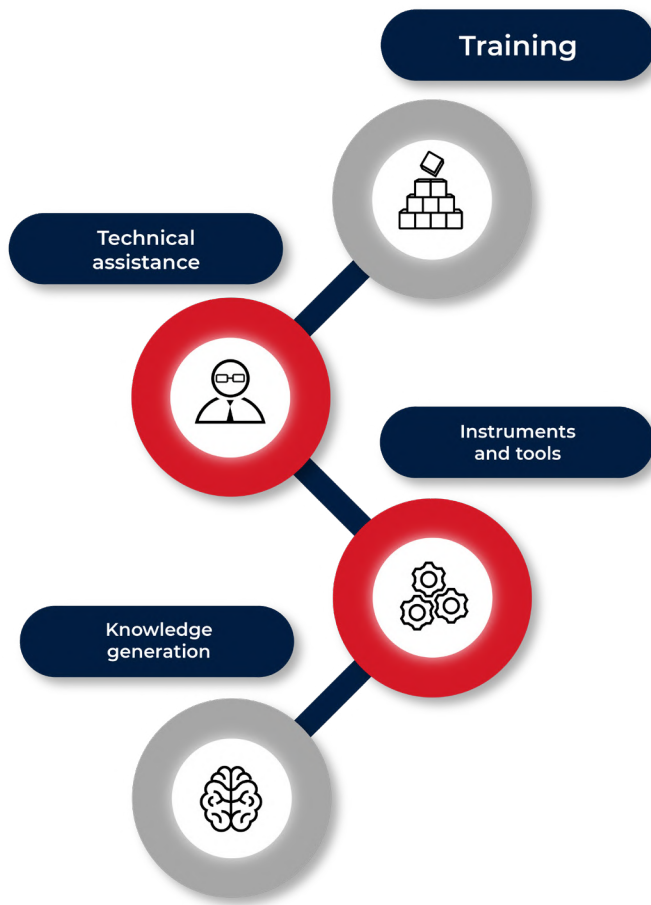
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WORK AXES



Center Objective

The objective of the Reference Center for Disaster Preparedness is to assist the components of the Red Cross and Red Crescent Movement in developing the capacities of National Societies and other partners, through the development of methodologies, tools, learning techniques and harmonization processes, considering the expertise and best practices of the National Societies themselves, and under the coordination of the Federation's Americas Regional Office.

Quality **politics** +

The Reference Center is a unit of the International Federation of the Red Cross and Red Crescent, which promotes knowledge management through timely and reliable processes for the strengthening of National Societies, IFRC Units, ICRC and Partners, taking into account the Policies, Strategies, Mechanisms and Fundamental Principles of the MICRMLR, local legal regulatory framework, based on the effectiveness of a quality management system and continuous improvement in accordance with the ISO 9001: 2015 standard.



I. NUMBERS

 22 NS work with CREPD



5 products harmonized with others (Centers, Movement Components, other organizations)

7 new educational products

5 Microlearning developed by CREPD (videos, infographics, editable graphic packages)

28 certified facilitators

42 network facilitators support educational or technical assistance actions

2,537 people trained

163 on-site

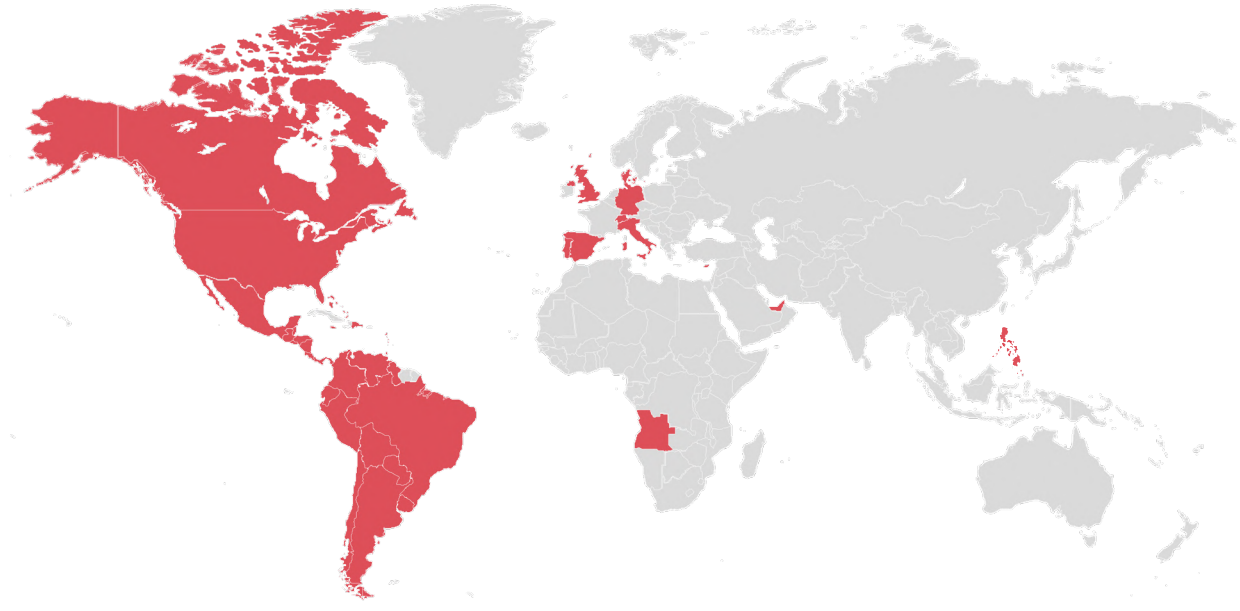


2,374 virtual



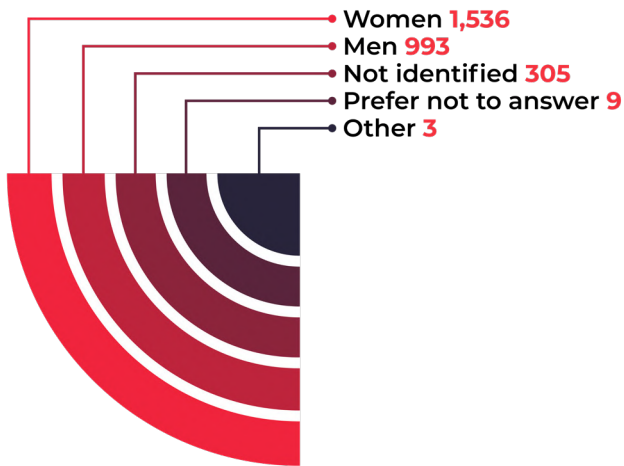
Webinar Management

149 webinars



2,846 participants

Total countries reached: 43



For webinars in English we receive support from CADRIM

Social networks

Social networks have reached an audience of more than **111,445** users. Today, the Center has **3** social media channels.



7,404 Like
8,257 Followers

958 Followers



507 Followers

II. TECHNICAL ASSISTANCE

Continuity of Operations Plans

As part of the articulated work with the Global Disaster Preparedness Center GDPC, the expected results of Priority 3 - Strengthening of National Societies of the Covid-19 appeal, different activities have been promoted to raise awareness and promote the theme of Business Continuity Plans, through which National Societies are expected to develop or update their continuity plans and/or strategies, for which different coordination meetings have been held with cluster staff, units of the regional office involved and National Societies of Central America.

Among the activities carried out, we can mention the organization and development of the third Web session on Business Continuity Plans, which was attended by 25 participants (13 men; 12 women) from the following organizations: IFRC, Panamanian Red Cross, Uruguayan Red Cross, Salvadoran Red Cross, Venezuelan Red Cross, Paraguayan Red Cross, Colombian Red Cross, Argentine Red Cross, Dominican Red Cross, Mexican Red Cross, Mexican Red Cross, Paraguayan Red Cross: IFRC, Panamanian Red Cross, Uruguayan Red Cross, Salvadoran Red Cross, Venezuelan Red Cross, Paraguayan Red Cross, Colombian Red Cross, Argentine Red Cross, Dominican Red Cross, Mexican Red Cross, Swiss Red Cross, Bolivian Red Cross, Chilean Red Cross, Ecuadorian Red Cross.

A review of the Salvadoran Red Cross Business Continuity Plan was also carried out, making observations and suggestions for harmonization with the requirements established in the Business Continuity Plan Template.

Technical assistance has been provided to the Guatemalan Red Cross in the preparation of the Business Continuity Plan for Covid-19 through remote sessions with key personnel of the National Society.

During the pre-hurricane meeting, a session was organized in the Preparedness Lab space in which the subject of business continuity plans was discussed and the experience of the Lima branch of the Honduran Red Cross during the impact of hurricanes Eta and Iota was shared.



Preparing for an Effective Response

Due to the restrictions by COVID 19, Venezuelan Red Cross developed the implementation of the PER approach in the blended learning modality, developing two online induction sessions for the SN team, providing all the methodologies, matrices and tools that would be used to develop the self-assessment phase.

For the self-assessment phase, a team of six evaluators from National Societies and the Federa-

tion was formed to evaluate the 37 components that constitute the Preparedness and Response Mechanism. These components are classified into 5 areas: (1) Policies, Strategies and Standards; (2) Operational Capacity; (3) Operational Support; (4) Analysis and Planning; and (5) Coordination.

Among other activities, we have worked on the approach with five Central American National Societies, ten South American National Societies and one Caribbean National Society, with which we have been involved at different levels as shown below:

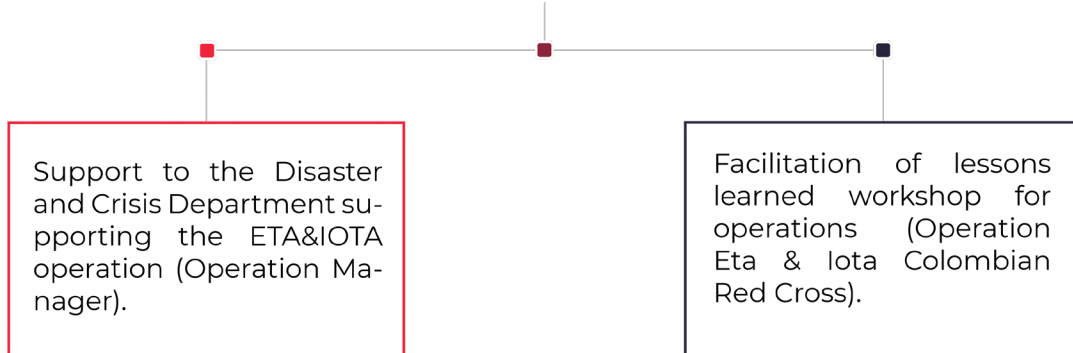
Country	Induction	Orientation	Evaluation	Analysis and prioritization	Work Plan	Action and accountability
Guatemala						X
Honduras						X
El Salvador						X
Costa Rica						X
Panamá						X
Dominican Republic	X	X				
Brazil	X					
Argentina	X					
Colombia	X					
Perú	X					
Chile	X					
Ecuador	X	X				
Venezuela	X	X	X	X		
Paraguay	X					

Coordination and support actions

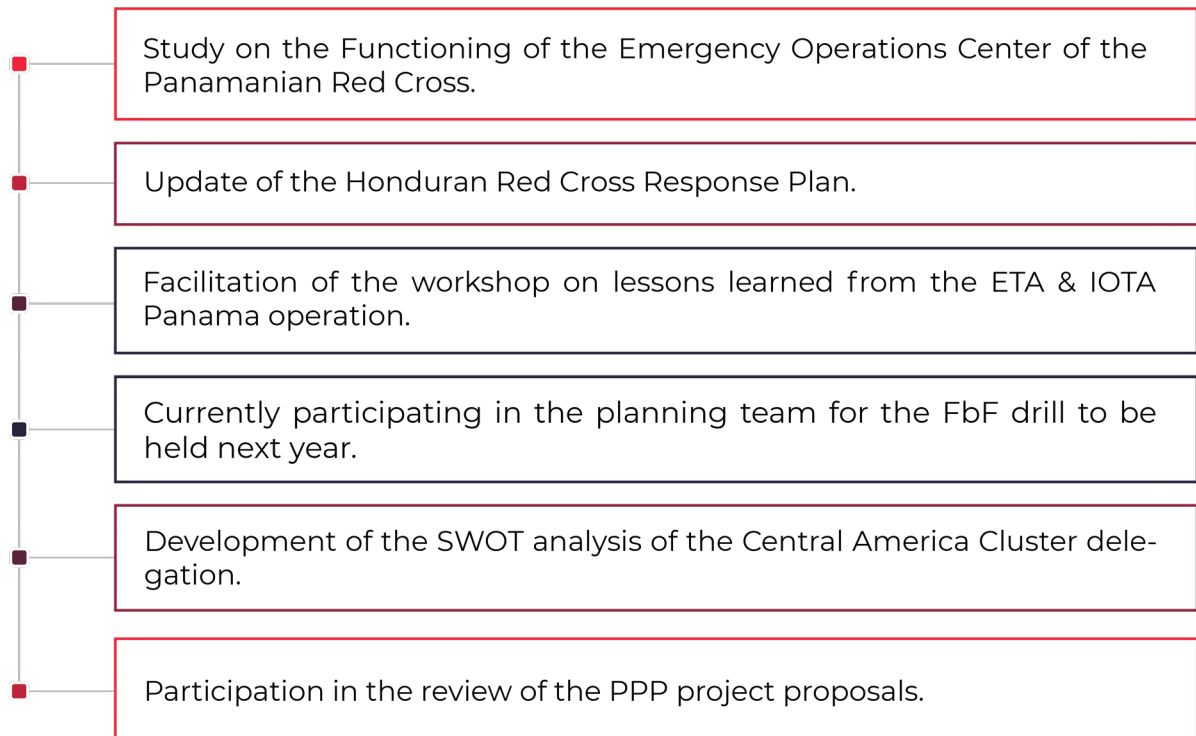
GLOBAL PER GROUP



EMERGENCY OPERATIONS



CENTRAL AMERICA CLUSTER ACTIVITIES



Salvadoran Red Cross WASH Course

The National Societies of the Region participated in the development of the Water Sanitation and Hygiene Promotion course given by the Salvadoran Red Cross, whose objective was to update the National WASH Specialty Intervention Teams, which was held from March 22 to 25, 2021, with the attendance of 17 participants.



Health

Honduras case study "together we are stronger".

Since 2020, the Central American region has faced new challenges, among them, the COVID-19 pandemic, dengue epidemics in some countries, hurricanes with direct impacts and the effects of national and intercontinental migration. In the specific case of the case study, it arises from the experience of Honduras in the integral response to emergencies. It was prepared through the transcription of interviews, analysis of documentary information, secondary information and media review. The development of this type of initiatives allows empowering the efforts of the NS, supporting training processes of health profiles in emergencies and building evidence that may be useful for the justification of funds with the respective donors.

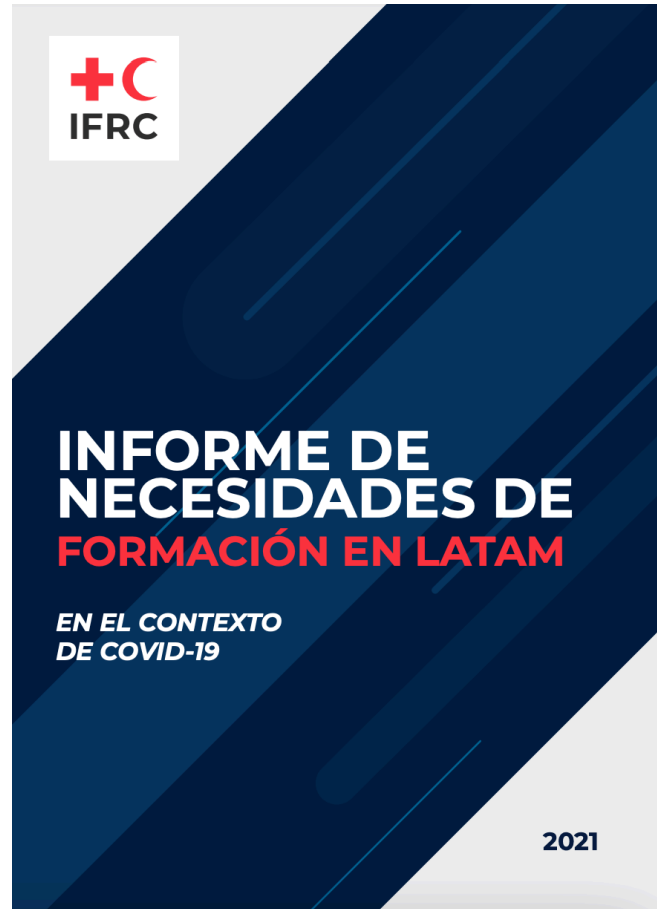


III. KNOWLEDGE GENERATION

Learning needs study

Consultation process on training needs based on an instrument with open and closed questions, whose purpose was to identify the main training needs of Red Cross volunteers and staff in order to improve and update the academic offer. A total of 3,250 volunteers from the different National Societies, ICRC and IFRC, from a total of 22 countries, provided their opinions on various training topics of interest.

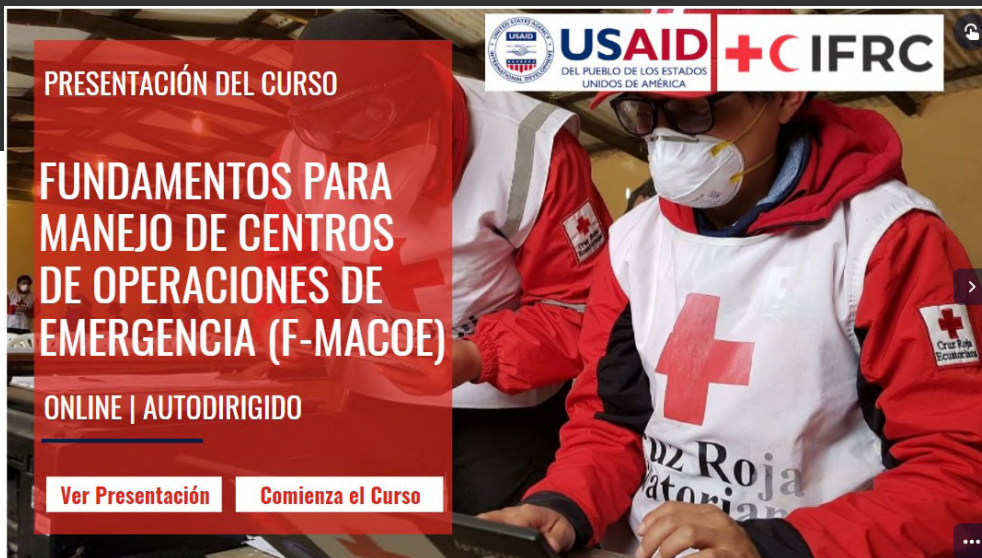
The data was subsequently processed and analyzed, identifying the main findings around the areas of consultation (Organizational Development, Policies, Strategies and Standards, Planning, Operations, Coordination, Operations Support, Education, COVID-19, Personal Growth, Job Performance, Community Work) from a systemic approach, and through the use of virtual tools, performing an analysis of all responses.



Emergency Operations Centers

As part of the effort to strengthen the preparedness and response capabilities of the NS, an online course on Emergency Operations Centers was developed with the participation of the NS and other partners. The training curriculum was restructured in collaboration with USAID/BHA through the revision and updating of content, universal language and adaptation of exercises to the virtual context.

Currently, the course “Fundamentals for the management of Emergency Operations Centers” is designed in the Red Cross Virtual Campus, e-learning modality, self-directed in four languages (SP, EN, FR, PORT), and it consists of 7 modules with the following structure: welcome forum, forum for doubts, virtual cafeteria, videos, complementary information, etc.), with the participation and contributions of NSs, Civil Protection Systems and USAID/BHA.



Reestablishment of contact between family members

CREPD has been developing training processes with ICRC for some years now, basically focused on the development of Webinars and updating of topics such as: RFL Safer Access for the National Intervention Teams Course, between 2019 and 2020 working meetings were held for the development of the course on RFL, COVID 19 delayed the progress but this collaborative exercise that will benefit many volunteers globally has been finalized. The course is available on the Red Cross of the Americas campus in four languages: SP, EN, FR, PORT.



Pedagogical Mediation

In 2020 the first edition of the “Pedagogical Mediation Course” was launched as a key tool for capacity building in education within the framework of the new normality by COVID 19. This course strengthens the competencies of distance education by moving from the use of face-to-face techniques to virtual environments, now in 2021 we are developing the second edition.

The course is presented in E-Learning mode and allows the development of competencies and skills in participants through blended learning and learning spaces that are strengthened with various virtual resources that facilitate the understanding of the basic fundamentals for a process of pedagogical mediation from planning to implementation in a classroom or learning/training context.



CONVERSEMOS SOBRE:

GÉNERO Y DIVERSIDAD

En el marco de la Estrategia de Equidad de Género en las Operaciones de Emergencia, continuamos con nuestras sesiones de sensibilización, en esta ocasión vamos a hablar de **Género y Diversidad**, roles, atributos, expectativas y rasgos de género, nuevas masculinidades y cómo éstas tienen relación con la equidad. Te invitamos a una conversación tranquila y constructiva fundamentada en nuestro principio de imparcialidad.

Gender and Leadership

The Reference Center has worked jointly with other projects incorporating gender issues in courses such as: National Intervention Teams, guide of indicators for response plans. To date, we are working with the team implementing the initiative: “Gender Equity Strategy in Leadership of Emergency Operations”, supporting the dissemination and management of knowledge in specific activities related to results 1 and 2: awareness sessions, methodology for the program to develop competencies in leadership with gender equity.

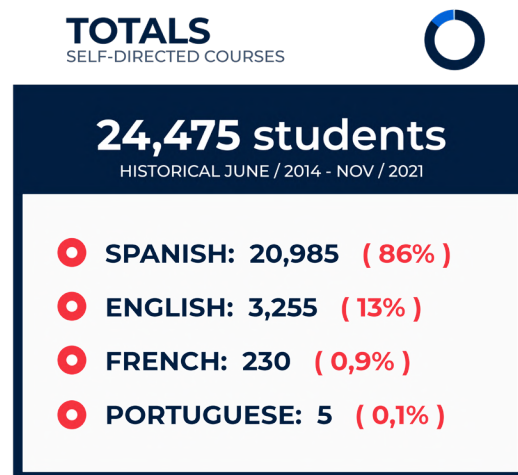
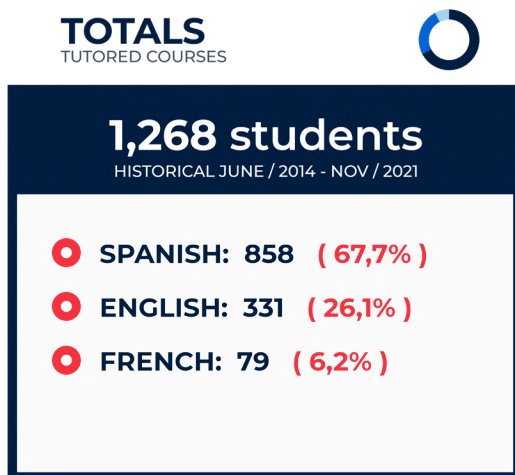
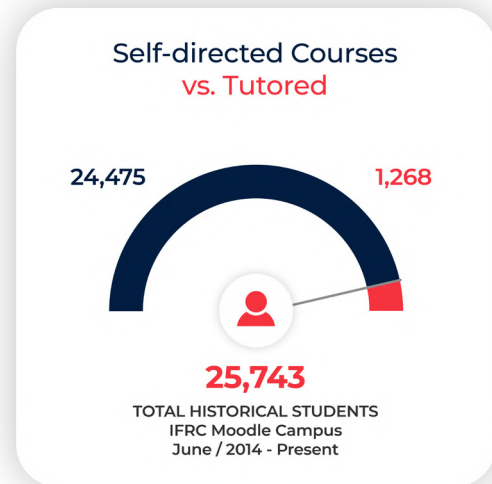
Awareness Sessions

Three sensitization sessions have been developed to contribute to the inclusion and increase of women in leadership positions in the humanitarian response through the creation of institutional and operational conditions that allow women to position themselves in leadership in equitable and safe conditions.

IV. TRAINING

Red Cross Campus

The Red Cross Campus was developed in 2016 under the tutelage of the Strategies and Knowledge Policies department, to date it has registered more than 25,743 people enrolled. The campus hosts 44 courses between tutored or self-directed mode 25 in Spanish, 12 in English, 5 in French, of which 22 have been developed by the Reference Center in coordination with the different technical areas of the Federation Secretariat, by 2021 there are 2,537 people enrolled in CREPD courses.

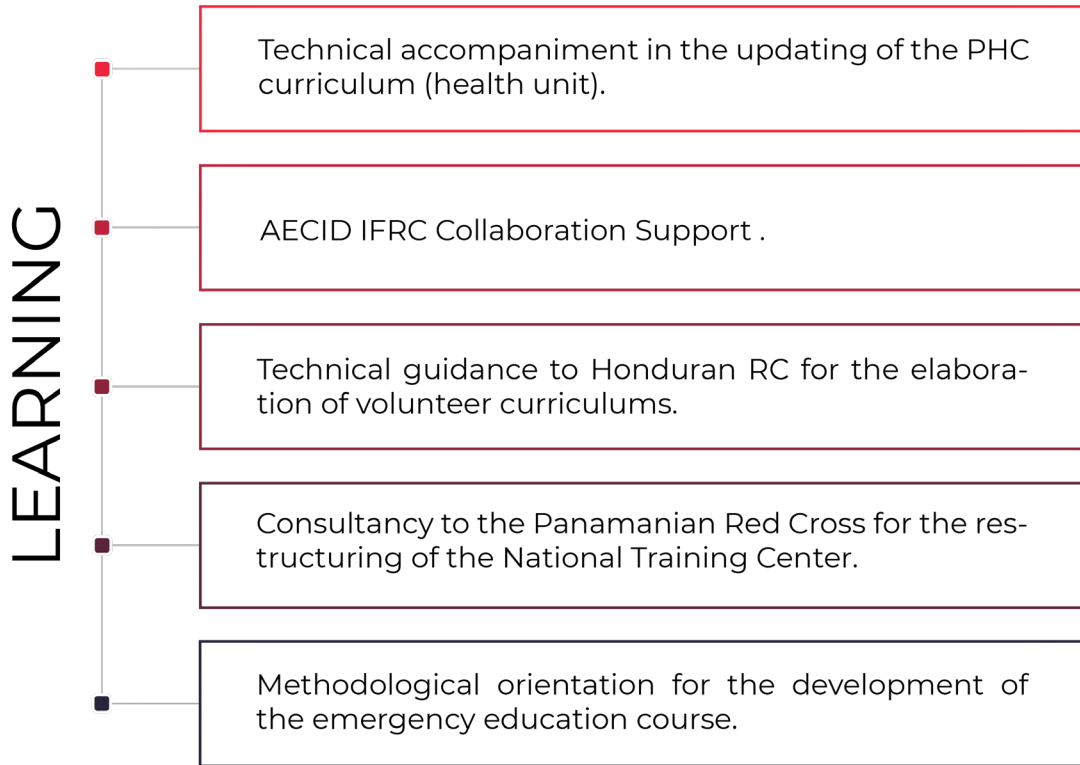


“The new normal” Microlearning and Social Networks

COVID 19 has not only had an impact on people’s health, it has also impacted all the environments of our daily lives. In organizations such as ours, it is a constant challenge to continue training and educating the members of the organization.

The Federation already had some virtual tools that served as a base to face this challenge, however, mechanisms have been developed to be able to work in the new normality, new online courses with more updated methodologies, the webinar protocol was developed, video elaboration, sessions in collaborative platforms such as zoom, teams, use of other virtual resources. Many of these are in the category of microlearning, a technique for acquiring knowledge that is delivered in small doses or self-sufficient units called microcontents.

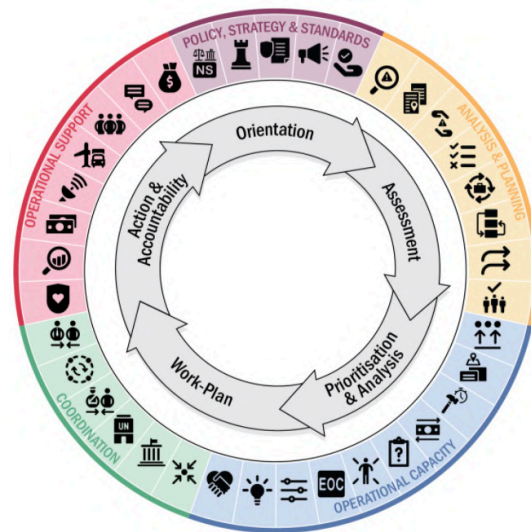
Coordination and support actions



V. INNOVATION

Global PER

Following the PER roadmap, and as the implementer of the approach in the Americas, we actively participated in the PER Global team meetings, supporting several calls on technical aspects of the global dashboards published on the GO site, and attending the monthly Core Group meetings and the quarterly Technical Working Group meetings.



Specific activities in which support has been provided were as follows:

- Updating the data repository that feeds the PER dashboards in GO.
- Review and feedback of the new PER forms in GO.
- Support in updating the indicators and progress of the Work Plan in the Americas.
- Update of PER process documentation repository at global and regional level.
- Support in the preparation of various reports for donors.

PER Regional Dashboards

CREPD, as implementer of the PER approach in the Americas region, has supported the process of building seven dashboards for the National Societies of Central America, one for each NS and one regional, in which the results of the evaluation of the different components of the approach can be seen. The data were recorded online using Kobo forms developed in two languages, Spanish and English.

A webinar was organized to present these dashboards with 22 participants from different NS in the region. The dashboards hosted on the [CREPD website](#) were shown at this event.

Webinars

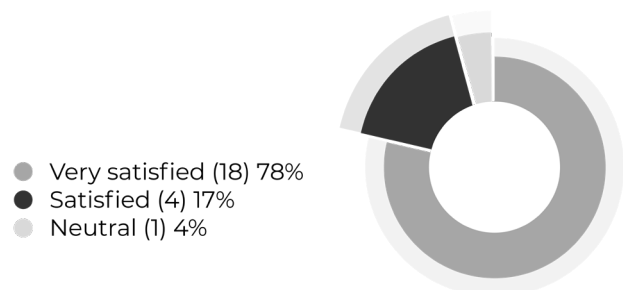
The new normal due to the Covid 19 pandemic brings with it many changes in the way we work. Seeing the growing need for virtual communication, the increasing demand for web events, and the opportunity that technologies provide to communicate over distance, CREPD developed a webinar protocol in June 2020 and expanded the support provided in conducting these events.

During 2021, a total of 149 webinars have been supported, of which 46 have been in English and 103 in Spanish, with 2,846 attendees, with a reach of 43 countries.

Level of Satisfaction with Compliance with Commitments

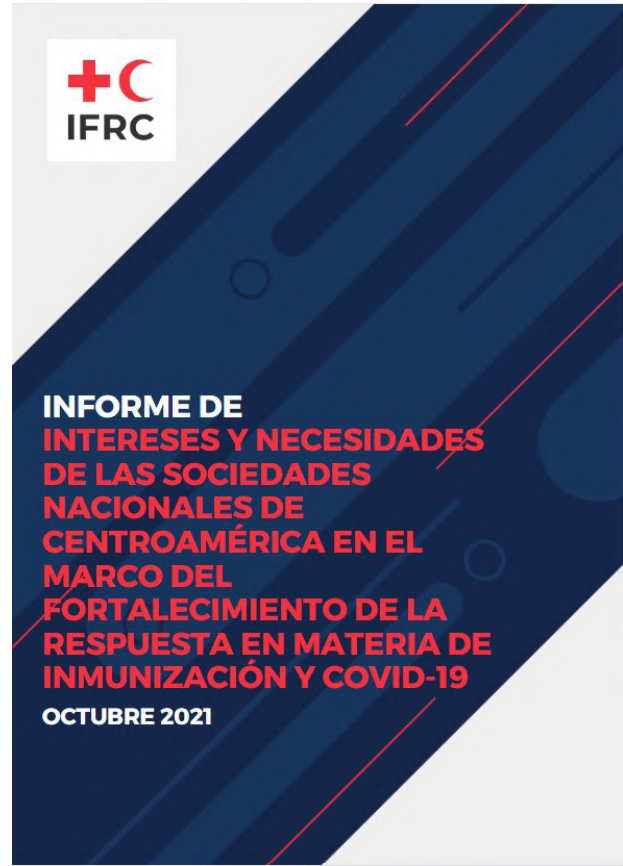


Level of Satisfaction with the Expertise of the Personnel in the Management of the Platform



COVID-19 Needs Report

In support of the six Central American National Societies in their Covid-19 vaccination efforts, the Central American cluster seeks to facilitate training spaces for staff and volunteers and/or spaces for the exchange of experiences related to the “immunization support” pillar (awareness, confidence, health, access). The methodology was developed to collect the needs and interests of the NS on issues related to vaccination against Covid-19, starting with a brainstorming session and prioritization of topics. Subsequently, an analysis of the topics, types of events and importance was carried out, and the “REPORT OF INTERESTS AND NEEDS OF THE NATIONAL SOCIETIES OF CENTRAL AMERICA IN THE FRAMEWORK OF STRENGTHENING THE RESPONSE TO IMMUNIZATION AND COVID-19” was prepared.

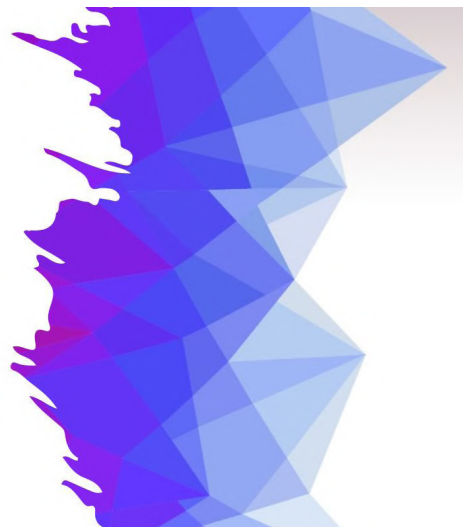


DIGITAL TRANSFORMATION TEAM OF THE AMERICAS

The Digital Transformation team of the Americas was formed in September 2021 with the purpose of supporting the digital transformation in the National Societies of the region and the IFRC. It consists of 8 people in the technical area, and a Steering Committee for decision making.

Americas Digital Transformation Team

Monthly Meeting



Some of its objectives are:

- Promote digital transformation initiatives in the Americas.
- Promote a culture based on optimal data management and evidence-based decisions.
- Support National Societies in the implementation of digital transformation projects.

From the team, support has been provided in three global initiatives: Quick Scan, Digital Value Cases for Ambulance Services, and the Data Playbook. A proposal is being developed to continue with specific activities during 2022.



Curso Online de Recolección de Datos Mediante Dispositivos Móviles (MDC)
Español
Tutor: Boris Gaona

Aprender más »

VIRTUAL MDC

As part of CEA’s support for conducting perception surveys using ODK, the self-directed MDC (Mobile Data Collection) course at the Red Cross Campus is being updated. The update includes the deletion and addition of modules, as well as content updates, in line with new trends and uses of technology and the Movement’s recent practices with these tools. It has been worked hand in hand with the technical team composed of experts in the area of the IFRC and National Societies. The course will be published on the Red Cross Campus in January 2022.

Support for operations in Central America

From October to December, support was provided as Coordination of Information Management for the Population Movement in Central America. As part of this activity, different dashboards were created and published to show migration flows in the region, as well as financial information, capacity mapping, migration trends, among others.



Matrices and data collection instruments were also designed to keep the information presented up to date.

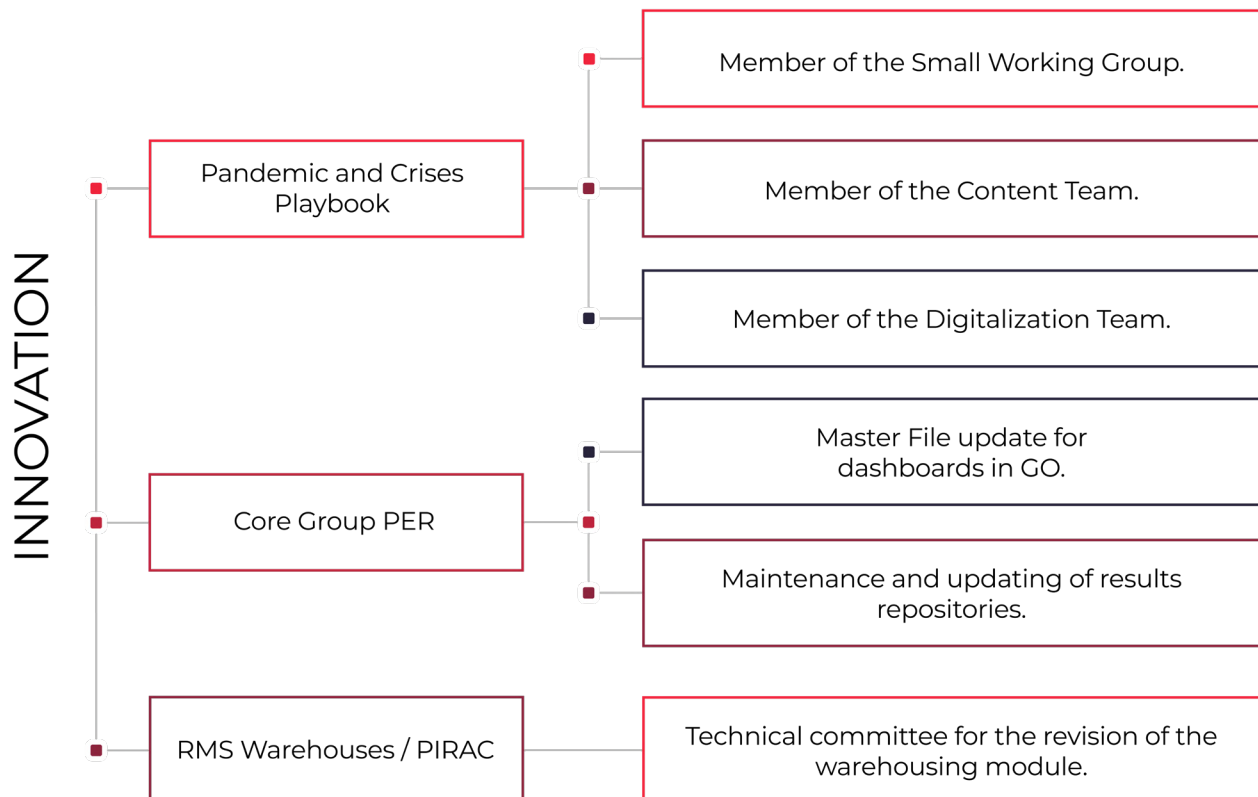
In addition, support was provided for the preparation and publication of a PGI data collection form within the framework of the migration operation in Darien, Panama.

RC2 RELIEF

During the year 2021, several activities related to RC2 Relief have been carried out, such as:

- Diagnosis of the current situation and preparation of a document with a proposal for the implementation of improvements.
- Support and implementation of RC2 Relief in Darien, Panama, for the distribution of solar batteries.
- Participation in the RC2 Relief Mini Summit, in coordination with AmCross and Netherlands RC.
- Demo sessions of the tool in Spanish and English during Data and Digital Week.
- Demo session for the Americas Regional Office.
- General support and follow-up.

Spaces for cooperation and coordination



Data and Technology Week (Solferino Academy)

The Reference Center led the Americas Digital and Data Week Organizing Team, co-organized with the Solferino Academy. This event is the first of its kind completely virtual, due to the covid 19 pandemic. This Digital and Data Week took place from April 19-23. During 5 days more than 150 sessions organized by different members of the Movement around the world were presented. An average of 30 people connected per session, and in some sessions there were more than 120 participants. The most attended session of the entire event was a panel led by CREPD with speakers from the National Societies of Costa Rica and Panama and colleagues of the International Federation.

Thirty-three sessions were presented in the Americas, 18 in English, 11 in Spanish and 3 in both languages with simultaneous translation. Ten of these sessions were organized or had the participation of National Societies. Of these sessions in the Americas, more than 14 sessions were broadcast live on Facebook, reaching more than 15 thousand people on the CREPD Facebook page alone. The agenda with the Americas sessions was shared through networks and by email to approximately 500 people. A daily reminder of the next day's sessions was also sent out. As part of the support to session hosts, an editable graphics package was developed and shared in English and Spanish so that they could customize it and promote their sessions among their networks. This same package was made available to the Solferino Academy.

The sessions of those who shared their art were also promoted on the CREPD, Volunteering and Regional Office Communications social networks. A newsletter with a summary of the sessions in the Americas was produced and shared. In addition, recordings of the events were posted on CREPD's YouTube channel and added to a resource page on VODPLA to list and highlight all these sessions, and allow people who were unable to attend to view the videos.

VI. OPERATIONAL PLAN 2021

(Source regional plan for the Americas)

Priorities and related products

Strategic Priorities (Values, power and inclusion)

Output 5.2.2: The International Federation and National Societies contribute to improved protection, equity and inclusion, safety and well-being in education.

Enabling Approach Enabler 1: Engaged: with renewed influence, innovative, and digitally transformed.

Output 6.1.3: The IFRC secretariat strengthens its cooperation with regional and global focal points, including through the delegation of greater “shared leadership” responsibility.

Output 6.3.11: Technical teams and volunteers (including youth) are encouraged and resourced to experiment with new approaches to their work.

Enabling approach Enabler 3: membership is trusted, owned and valued.

Outcome 8.3: The IFRC network continually renews its leadership to foster more diverse leadership, resulting in increased youth and volunteer participation, gender parity and equitable geographic representation.

Output 8.3.1: The talent management strategy is implemented to identify and promote professionals to foster age and gender equality, diversity, and cultural and geographic inclusion.

VII. ISO-9001 QUALITY CERTIFICATION

The purpose of ISO standards is to provide guidance, regulation, unification and grouping of criteria to organizations with the goal of minimizing costs and increasing effectiveness. The Disaster Preparedness Reference Center is the only center of its kind in the context of the International Federation of Red Cross and Red Crescent Societies that has this certification, of high international prestige under the highest standards. This is a key added value for a humanitarian organization that allows it to focus its actions on the fulfillment of its mission and vision.

In accordance with the above, the results of the audit carried out by the certifying company Asociación Española de Normalización y Certificación AENOR to CREPD are presented.

Confirmation of the completion of the audit

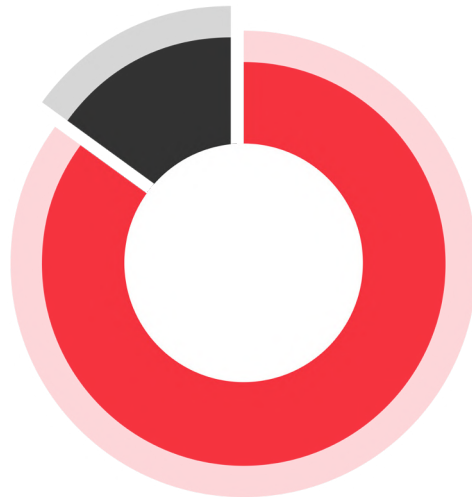
The Certification Renewal Audit of the Quality Management System of the company DISASTER PREPAREDNESS REFERENCE CENTER (CREPD) OF THE INTERNATIONAL FEDERATION OF THE RED CROSS AND RED HALF MOON No. ER-0413/2018 has been carried out and the implementation of the System has been verified with respect to the requirements specified in the ISO 9001:2015 reference standard, except for what is reflected as non-conformity in this report.

Scope of the audit and adequacy of the scope of the certificate. The training, technical assistance, tool development and knowledge generation actions of the International Federation of Red Cross and Red Crescent Societies' Reference Center for Disaster Preparedness.



Satisfaction surveys

Global



- Very satisfied- (50) 85%
- Satisfied- (9) 15%

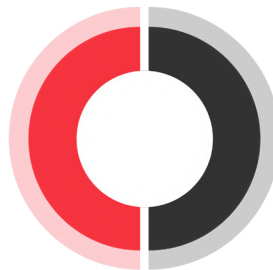
By Category:

Level of Satisfaction with the Service or Product



- Very satisfied- (50) 85%
- Satisfied- (9) 15%

Level of Satisfaction with the Development Process of the New Tool or Instrument



- Very satisfied- (1) 50%
- Satisfied- (1) 50%

Level of Satisfaction with the Fulfillment of Commitments



- Very satisfied- (44) 83%
- Satisfied- (9) 17%

Level of Satisfaction with the CREPD Team's Expertise



- Very satisfied- (19) 66%
- Satisfied- (10) 34%

Level of Satisfaction with the Flexibility of Care



- Very satisfied- (45) 85%
- Satisfied- (8) 15%

Work team

The work team is integrated by: the Central America Cluster, the Policy, Strategy and Knowledge Unit, the Salvadoran Red Cross, as well as the network of National Societies.

Steering Committee

International Federation of Red Cross and Red Crescent Societies - Salvadorean Red Cross

Contact

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Write us:

Expectations

Suggestions

FUNDAMENTAL PRINCIPLES



Humanity

The Red Cross and Red Crescent Movement, born of a desire to bring assistance without discrimination to the wounded on the battlefield, endeavours, in its international and national capacity, to prevent and alleviate human suffering in all circumstances. It seeks to protect life and health and to ensure respect for the human person. It promotes mutual understanding, friendship, cooperation and lasting peace among all peoples.



Impartiality

It makes no distinction as to nationality, race, religion, social status or political creed. It is dedicated solely to helping individuals in proportion to their suffering, remedying their needs and giving priority to the most urgent ones.



Neutrality

In order to preserve the confidence of all, the Movement refrains from taking sides in hostilities and, at all times, in controversies of a political, racial, religious or ideological nature.



Independence

The Movement is independent. Auxiliary to the public authorities in their humanitarian activities and subject to the laws of their respective countries, the National Societies must nevertheless retain an autonomy that enables them to act in accordance with the principles of the Movement.



Volunteering

It is a voluntary and selfless relief movement.



Unit

In each country there can be only one Red Cross or Red Crescent Society, which must be accessible to all and extend its humanitarian action to the entire territory.



Universality

The International Red Cross and Red Crescent Movement, in which all Societies have equal rights and duties of mutual assistance, is universal.