

# EMERGENCY SUPPORT TO THE COMMUNITIES MOST AFFECTED BY THE FLOODS IN UCAYALI - 2011

## Synthetic Paper



## “Emergency support to the communities most affected by the flood in Ucayali - 2011”

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Parque Melitón Porras 350, Miraflores, Lima - Perú  
website: [www.unicef.org/peru](http://www.unicef.org/peru)

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FAO Perú  
Manuel Almenara 328, Lima-18, Perú  
e-mail: [fao-pe@fao.org](mailto:fao-pe@fao.org)  
website: [www.fao.org.pe](http://www.fao.org.pe)

© COOPI - Cooperazione Internazionale  
Calle Coronel Zegarra 264, Jesús María, Lima - Perú  
website: [www.coopi.org](http://www.coopi.org)

© Cruz Roja Alemana – CRA  
Regional Office for Latin America and the Caribbean  
Calle Sisley 145, San Borja, Lima  
e-mail: [a.lindner@drkamericas.de](mailto:a.lindner@drkamericas.de)  
website: <http://www.drk.de/>

© United Nations Office for the Coordination of Humanitarian Affairs – OCHA  
Regional Office for Latin America and the Caribbean  
Clayton, Ciudad del Saber, Calle Vicente Bonilla, No. 119, Ciudad de Panamá  
e-mail: [ocha-rolac@un.org](mailto:ocha-rolac@un.org)  
website: <http://ochaonline.un.org/rolac>

### EDITORIAL COMMITTEE

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Ana María Rebaza (OCHA)

### SYSTEMATIZATION TEAM

Massimiliano Tozzi  
Hilda Mar Calderón Neyra

### DESIGN

Mey lin Chiang P. (FAO)

### PRINTED BY

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Jr. Huancavelica 638, Int. 101, Lima - Perú

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The present document has been elaborated by INDECI, Gobierno Regional de Ucayali, with the financial support of ECHO and technical assistance of OCHA, FAO, UNICEF, COOPI and German Red Cross (Perú), as part of the emergency response due to floods in communities of Ucayali region in 2011.



*In memory of Norbert Haase, our dear colleague, who contributed with his constant humanitarian efforts in response to this and other emergencies in the country. He will always be with us.*



# Foreword

## Emergency support to the communities most affected by the floods in the Ucayali - 2011

In Peru every year, between October and April, runs the rainy season, which is beneficial for the production and the ecologic balance. However, the increasing vulnerability of human settlements and the economic activities which do not comply with safety conditions generate high risk scenarios causing negative consequences for the population.

That is why year after year emergency situations are taking place in almost all regions of the country, this without reaching the historical records of rainfall, and affecting the population living in the most vulnerable and poor areas. This was the case in the year 2011, when, as of 31st of March, 23 regions reported emergencies which caused a total amount of 87,082 injuries and 259,669 affected people to a lesser extent.

Ucayali was one of the most affected regions in 2011 with 59,021 affected people and 6,706 injured people. Damages were essentially reported in the housing and agriculture sectors. Ucayali, as well as other regions of the Peruvian jungle, have a low population density and a considerable dispersion of in land occupation, which makes it difficult to access to State services. Populations usually settle on the riverbanks, they are rural populations and they combine agriculture and fishing as essential livelihoods. Although they have adaptation and resilience mechanisms, there are also increasing vulnerability factors which increase the risk of disaster.

In the emergency context in Ucayali, the coordinated presence of State action and international cooperation was valuable and it allowed to effectively respond to the humanitarian and recovery needs of the affected population.

It is worthy of notice the strength of systematizing the international cooperation's intervention, complementing State response, as it allows us to identify lessons learned and best practices which will be very useful in the case of other floods and emergency contexts in the country, especially in the Amazonia region.

Thus, we are pleased to present this document which summarizes the most relevant aspects of the coordination and humanitarian response process, led by international cooperation institutions that are part of the National Humanitarian Network and that have worked in Ucayali; it is also essential to highlight the European Commission's financial support throughout the Directorate-General for Humanitarian Aid and Civil Protection – ECHO, which contributed to most of this work .

Lima, October 12th 2012

**Rebeca Arias**

Coordinadora Residente de Naciones Unidas y  
Representante Residente del PNUD en el Perú

**Alfredo Murgueytio**

Jefe del Instituto Nacional de Defensa Civil  
(INDECI)



## EXECUTIVE SUMMARY

Due to the heavy rains registered in Peru in the first months of 2011 and the subsequent floods which hit Ucayali, the Presidency of the Council of Ministers declared the State of Emergency in the region on April 25. Thanks to the intervention of the National Humanitarian Network (Red Humanitaria Nacional – RHN), cooperating agencies and local and sectorial institutions collaborated to elaborate and implement a comprehensive response to the emergency.

On the basis of the analysis of primary and secondary sources of interviews done to officials and technicians of 29 institutions – locals, nationals and internationals – and to 40 direct beneficiaries, this document aims to describe synthetically good practices and lessons learned on preparedness actions, humanitarian response and rehabilitation implemented to face the emergency in Ucayali, as well as the ways in which local population's capacity and local, sectoral and regional authorities' management skills were strengthened.

As shown in the document, between the good practices on preparedness actions it is worth noting the RHN's advocacy action, the organization of an Interagency and Intersectoral Mission to the flooded areas and the creation of a Working Group for Ucayali.

As regards humanitarian response actions, rehabilitation and local authorities' strengthening, good practices in Ucayali intervention can be considered the introduction of a family system to collect rainwater in the housing rehabilitation component, the provision of materials suitable for tropical areas, the execution of trainings on disasters risk management and the agricultural recovery in native languages, the distribution of certified consumption seeds, the construction of family orchards and poultries, the preparation of sheets of sectoral emergency's activities, the implementation of medical brigades, the introduction of a programme to protect the nutritional status of children under 3 years, the preparation of a Plan for Education Care in Emergency and of an Emergency Curriculum, the construction of mitigation works and bridges through the "Food for Work" methodology, the organization of itinerant capacity-building trainings for the institutional strengthening and the technical assistance provided to local officials and technicians. As a result of positive outcomes achieved in the course of the intervention and in order to improve the responsiveness to floods, it is recommended to create an intangible fund for emergencies in the Ucayali Regional Government, the strengthening of interagency coordination mechanisms, the preparation of an information flowchart, the creation of a virtual platform aimed to exchange information, the implementation of an early warning system, the continuous and constant training of public officials, the precaution of a 15 days period for transferring functions in public institutions and the promotion of volunteerism in native communities and farmhouses.





**Emergency support to the communities most  
affected by the floods in Ucayali - 2011**



# INDEX

## **ENGLISH VERSION**

<b>Foreword</b>	1
<b>Executive summary</b>	3
<b>List of acronims</b>	9
<b>1. Introduction</b>	11
<b>2. Objectives and methology</b>	13
<b>3. Chronology of events and interventions</b>	15
<b>4. Results achieved in the intervention, good practices and lessons learned</b>	19
4.1 The context	19
4.2 The emergency in figures	21
4.3 Limits to local institutions actions	22
4.4 Good practices and lessons learned	23
4.5 Housing and Sanitation	24
4.6 Livelihoods	28
4.7 Education and Emotional recovery	31
4.8 Health and Nutrition	33
4.9 Communication links	34
4.10 Advocacy	40
4.11 Institutional strengthening	43
<b>5. Conclusion and Reccommendations</b>	47



## List of acronyms

<b>COE</b>	Emergency Operation Centre (Centro de Operación de Emergencia)
<b>COER</b>	Regional Emergency Operation Centre (Centro de Operación de Emergencia Regional)
<b>COOPI</b>	Cooperazione Internazionale <a href="http://www.coopi.org">www.coopi.org</a>
<b>CRA</b>	German Red Cross (Cruz Roja Alemana) <a href="http://www.drk.de">www.drk.de</a> / <a href="http://www.cruzroja.org.pe">www.cruzroja.org.pe</a>
<b>DICAPI</b>	Harbour Office (Dirección de Capitanearía de Puertos) <a href="http://www.dicapi.mil.pe">www.dicapi.mil.pe</a>
<b>DIRESA</b>	Regional Health Department (Dirección Regional de Salud)
<b>DIRTC</b>	Transport and Communication Department (Dirección Regional de Transporte y Comunicaciones)
<b>DIVCS</b>	Housing, Construction and Sanitation Department (Dirección de Vivienda, Construcción y Saneamiento)
<b>DRA</b>	Regional Agriculture Department (Dirección Regional de Agricultura)
<b>DREU</b>	Regional Education Department (Dirección Regional de Educación)
<b>ECHO</b>	European Commission Humanitarian Aid and Civil Protection Office <a href="http://ec.europa.eu/echo/">http://ec.europa.eu/echo/</a>
<b>EDAN</b>	Damages and Needs Assessment (Evaluación de Daños y Necesidades)
<b>FAO</b>	Food and Agriculture Organization <a href="http://www.fao.org">www.fao.org</a>
<b>GRD</b>	Disasters Risk Management (Gestión del Riesgo de Desastres)
<b>GOREU</b>	Ucayali Regional Government (Gobierno Regional de Ucayali) <a href="http://www.regionucayali.gob.pe">www.regionucayali.gob.pe</a>
<b>IGP</b>	Peruvian Geophysical Institute (Instituto Geofísico del Perú) <a href="http://www.igp.gob.pe">www.igp.gob.pe</a>
<b>INDECI</b>	National Civil Defense Institute (Instituto Nacional de Defensa Civil) <a href="http://www.indeci.gob.pe">www.indeci.gob.pe</a>
<b>MCLCP</b>	Mesa de Concertación para la Lucha Contra la Pobreza <a href="http://www.mesadeconcertacion.org.pe">www.mesadeconcertacion.org.pe</a>
<b>MEF</b>	Ministry of Economy and Finance (Ministerio de Economía y Finanzas) <a href="http://www.mef.gob.pe">www.mef.gob.pe</a>
<b>MIMDES</b>	Ministry of Women and Social Development (Ministerio de la Mujer y Desarrollo Social) <a href="http://www.mimdes.gob.pe">www.mimdes.gob.pe</a>
<b>MINAG</b>	Ministry of Agriculture (Ministerio de Agricultura) <a href="http://www.minag.gob.pe">www.minag.gob.pe</a>
<b>MINEDU</b>	Ministry of Education (Ministerio de Educación) <a href="http://www.minedu.gob.pe">www.minedu.gob.pe</a>
<b>MINSA</b>	Ministry of Health (Ministerio de Salud) <a href="http://www.minsa.gob.pe">www.minsa.gob.pe</a>
<b>MPCP</b>	Provincial Municipality of Coronel Portillo (Municipalidad Provincial de Coronel Portillo) <a href="http://www.municportillo.gob.pe">www.municportillo.gob.pe</a>

<b>m.s.n.m.</b>	Meters Above Sea Level
<b>MVCS</b>	Ministry of Housing, Construction and Sanitation (Ministerio de Vivienda, Construcción y Saneamiento) <a href="http://www.vivienda.gob.pe">www.vivienda.gob.pe</a>
<b>NNUU</b>	Naciones Unidas <a href="http://www.un.org">www.un.org</a>
<b>OCHA</b>	United Nations Office for the Coordination of humanitarian Affairs <a href="http://www.unocha.org">www.unocha.org</a>
<b>NGO</b>	Non-Governmental Organizations
<b>OPI</b>	Investments Programming Office (Oficina de Programación de Inversiones)
<b>PCM</b>	Council of Ministers' Presidency (Presidencia del Consejo de Ministros) <a href="http://www.pcm.gob.pe">www.pcm.gob.pe</a>
<b>PIP</b>	Public Investment Project (Proyecto de Inversión Pública)
<b>PRONAA</b>	Food Assistance National Programme (Programa Nacional de Asistencia Alimentaria) <a href="http://www.pronaa.gob.pe">www.pronaa.gob.pe</a>
<b>RHN</b>	National Humanitarian Network (Red Humanitaria Nacional) <a href="http://www.indeci.gob.pe/red_human/anteced.htm">www.indeci.gob.pe/red_human/anteced.htm</a>
<b>SENHAMI</b>	Peruvian National Weather and Hydrology Service (Servicio Nacional de Meteorología e Hidrología del Perú) <a href="http://www.senhami.gob.pe">www.senhami.gob.pe</a>
<b>SINAGERD</b>	Disasters Risk Management National System (Sistema Nacional de Gestión del Riesgo de Desastre)
<b>SINPAD</b>	National Information System for Response and Rehabilitation (Sistema Nacional de Información para la Respuesta y la Rehabilitación)
<b>SITREP</b>	Situational Report (Reporte de Situación)
<b>UGEL</b>	Local Education management Unit (Unidad de Gestión Educativa Local)
<b>UN</b>	United Nations
<b>UNDP</b>	United Nations Development Programme
<b>UNFPA</b>	United Nations Population Fund <a href="http://www.unfpa.org.pe">www.unfpa.org.pe</a>
<b>UNICEF</b>	United Nations Children's Fund <a href="http://www.unicef.org/peru">www.unicef.org/peru</a>
<b>UNODC</b>	United Nations Office on Drugs and Crimes <a href="http://www.unodc.org">www.unodc.org</a>
<b>USAID</b>	United States Agency for International Development <a href="http://www.usaid.gov/pe">www.usaid.gov/pe</a>
<b>VIH</b>	Human Immunodeficiency Virus



## 1. INTRODUCTION

The heavy rains which hit Peru during the first months of 2011 obliged the Peruvian Government to declare the National State of Emergency in eight regions. Among these, Ucayali has been particularly affected by the rains, which exceeded the maximum historical limits, according to the data provided by DICAPI. Against the substantial losses in the agricultural production and in the public and private infrastructure, the institutional response initially deployed was not sufficient to meet people needs. Some institutions, such as COOPI and UNICEF, as well as the national media, drew the attention to the alarming situation in March. The intervention of the National Humanitarian Network and of cooperating organizations was essential to complement the humanitarian response at national level, to expand care needs of the population and strength management skills of local authorities and population.

This document synthetically describes the implementation process of preparedness, humanitarian response and rehabilitation actions carried out and the contribution to the strengthening of local communities, farmhouses and local, sectorial and regional institutions' skills, with a specific focus on lessons learned. For this purpose, primary and secondary sources have been analyzed, interviews of technicians and officials of key institutions and organizations -locals, nationals and internationals- have been done and 40 direct beneficiaries of the intervention have been surveyed.

After presenting the objectives and the methodologies of the work, the document illustrates with diagrams the chronology of the main meteorological events registered during the emergency and the interventions implemented. A brief description of the context and the exceptional levels reached by the 2011 flooding follows, and it precede the section on limits and weaknesses faced by local institutions. After illustrating the good practices and lessons learned registered in each of the five intervention sectors -housing and sanitary, livelihoods, education and emotional recovery, health and communication links- the document describes the advocacy actions and institutional strengthening activities carried out during the intervention in the Ucayali region. Finally a series of recommendations concludes this document.







## 2. OBJECTIVES AND METHODOLOGY

This synthetic document aims to present the results achieved, good practices and lessons learned on preparedness, humanitarian response and rehabilitation actions carried out to face the floods emergency in Ucayali region in 2011. Also, it describes the way in which the intervention contributed to train the affected population and to strengthen local, sectorial and regional authorities' skills on disasters risk reduction.

The document, particularly, aims to reveal and raise awareness on the following elements:

- a. Strengthening of management processes
- b. Humanitarian response and rehabilitation actions in the key sectors of housing and sanitation, livelihoods, education and emotional recovery, health and communication links.
- c. Red Humanitaria Nacional (RHN)'s contributions to the intervention.
- d. Limits, challenges and recommendations of the intervention in floods emergency situations.

A descriptive qualitative research, based on the analysis of primary and secondary sources' information, has been made to prepare the document. On the one hand, several documents issued by the institutions involved in the flooding response actions have been analyzed, such as activities reports, presentations, tables, graphics, and communications and, on the other hand, officials and technicians from 29 institutions -local and national- cooperating agencies and civil society organizations have been interviewed.

In addition, in each of the district served, especially thanks to ECHO's intervention -Sepahua, Raymondi, Tahuanía, Iparía- semi-standardized surveys have been conducted with 10 community leaders and community and farmhouses residents involved. 40 beneficiaries in equal number of native communities

and farmhouses have been surveyed, thus covering the 30% of the 133 places supported by COOPI, FAO and the German Red Cross through the Peruvian Red Cross. In the research stratified sampling techniques have been applied for guaranteeing the representativeness of the sample and, at the same time, the proportional participation of the four ethnic groups -Yines, Ashaninka, Asheninka, Shipibo-



### 3. CHRONOLOGY OF EVENTS AND INTERVENTIONS



## Chronology of events



### Padre Abad Province

#### 14 february 2011

- Overflowing of Negro and Aguaytía rivers affects the areas of 23 de Marzo, Vista Alegre and Barrio Unido in the Padre Abad District.
- Overflowing of San Alejandro River and Irazola river affects the Irazola district. Vehicular traffic interruption in the Federico Basadre road due to landslides occurred between the stretches Irazola – Aguaytía – Previsto.

#### 15 february 2011

- Overflowing of Aguaytía River affects Curimaná district.

#### 19 february 2011

- Overflowing of Yuracyacu affects the Federico Basadre road in the Padre Abad District.

#### 22 february 2011

- In just one day 101 mm of rain fall, considering that the monthly average is of 279.



### Atalaya Province

#### 03 january 2011

- Overflowing of Tambo river affects housing and crops in the Raymondi District.

#### 01, 07 y 26 february 2011

- Overflowing of Tambo, Urubamba and Ucayali rivers affect areas of Raymondi District.

#### 14 february 2011

- Rainfalls that flooded municipal premises and educative institutions were registered in the area and the district of Sepahua.

#### 18 february 2011

- Rainfalls affecting housing and crops were registered in the area of Bolognesi, Tahuania District.

#### 23 february 2011

- Overflowing of Yurúa and Amonya rivers affect the areas of Yurúa District.

#### 01 and 15 march 2011

- Overflowing of Tambo, Urubamba and Ucayali rivers affect areas of Raymondi and Tahuania Districts.



### Coronel Portillo Province

#### 08 january 2011

- Rainfalls cause landslide, they affect houses in the area of San Juan, Callería District.

#### 07 february 2011

- Overflowing of Ucayali River affects the Manantay District.

#### 10 february 2011

- Overflowing of Ucayali River affects the De Iparía District.

#### 15 february 2011

- Overflowing of Ucayali River affects again some areas of the Masisea and Callería Districts.

#### 16 february 2011

- Rainfall affects the Campo Verde District.
- Overflowing of the Aguaytía River affects the Nueva Requena District.

#### 18 february 2011

- Overflowing of Yarinacocha lagoon and Ucayaly river tributaries affect Yarinacocha District Desa.

#### 22 february 2011

- Floods caused by the overflowing of Ucayali, Abujao, Tamaya rivers and Imiria Lake affects approximately 42 native communities and farmhouses in Masisea.

#### 07 march 2011

- Overflowing affects the area of Puerto Callao in the Yarinacocha District.



### Purus Province

#### 17 february 2011

- Rainfalls affect the area of Puerto Esperanza in the Purús District.

## Chronology of interventions



### Coronel Portillo Province

#### 09 march 2011

After the arrival of the first information of damages, OCHA presents to the RHN the first report of the situation (Sitrep), where the situation of the Ucayali region is mentioned to raise the awareness of national authorities and cooperating organizations on the seriousness of the emergency.

#### March - April

UNFPA supports DIRESA in its intervention plan in the areas affected by the floods and mobilizes medical brigades to provide comprehensive health services.

#### 18, 19 and 20 april

The Intersectorial and Interagency Mission, organized by the National Humantiarian Network (RHN) takes place in Pucallpa. The Mission, led by INDECI, has the objective to contribute to the strengthening of local institutions for setting down the humanitarian intervention as response to the emergency.

#### April 2011

Caritas Peru benefits families from 45 native communities and farmhouses with seeds, toolkits, food, first-aid equipments and coats.

#### April – August 2011

In Iparía region COOPI implements the first humanitarian assistance project founded by ECHO and provides food, materials for roofs' rehabilitation, household and hygienic goods and seeds.

#### April – August 2011

UNICEF provides technical assistance and resources to DIRESA and DREU, it develops a strategy to protect children' nutritional status, an Emergency Curriculum and it trains health personnel and communities' leaders on hygiene promotion, water treatment, disasters risk management and mental health.

## Chronology of interventions



### Padre Abad and Coronel Portillo Provinces

#### May - July 2011

UNODC, in cooperation with GOREU and DRA Ucayali, delivers banana shoots, certified rice seed, cowpea beans, beans from Ucayali and yellow corn. It trains the beneficiaries on the appropriate seed management.



### Coronel Portillo and Atalaya Provinces

#### October 2011 – April 2012

COOPI implements a humanitarian assistance project (the second funded by ECHO) and provides materials for roofs' rehabilitation and rainwater collection systems, food, consumption and vegetable seeds, household and hygienic goods, and farmyard animals. It trains beneficiaries on disasters risk management and agricultural recovery.

#### November 2011 - April 2012

FAO implements a humanitarian assistance project (the second funded by ECHO) and provides seeds for food production kits, vegetable seeds kits, small animal (poultry) kits and rearing and handling systems. Basic training (technical and practical) to beneficiary families in Disaster Risk Reduction and agriculture rehabilitation.



### Atalaya Province

#### October 2011 – March 2012

CRA implements a humanitarian assistance project (the second funded by ECHO) and provides materials for roofs' rehabilitation and rain water collection systems, household and hygienic goods. It trains beneficiaries on disaster risk management. It provides water filters to educational institutions and to health facilities.



## 4. RESULTS ACHIEVED IN THE INTERVENTION, GOOD PRACTICES AND LESSONS LEARNED

### 4.1 THE CONTEXT

According to official statistics ([www.inei.gob.pe](http://www.inei.gob.pe)), poverty in Ucayali significantly decreased in the last 10 years, going from 70.8% in 2001 to 20.3% in 2010. Despite this, population living in rural areas of Ucayali region – mostly indigenous – is in extremely vulnerable and delicate situations. In addition, illiteracy, precarious hygienic conditions, the serious lack of documents, child malnutrition, State's absence, the lack of media and communication links together with the annual recurrence of floods contribute to keeping the population living in remote areas in a chronic insecurity situation.

For their feeding, native communities and farmhouses people in the Ucayali region fish, hunt, gather fruits and practice subsistence agriculture. They mainly plant basic products such as rice, corn, beans, banana, papaya and manioc which are core elements of their diet. They also raise little farmyard animals, such as chickens and ducks, in precarious hygienic conditions. Due to the lack of specialized farming and breeding techniques, every year, during the rainy season, the overflowing of the rivers threatens food security of people living in native communities and farmhouses. Particularly, the common practice of occupying the lower areas for crops – due to the higher soil fertility – implies a mayor risk of flooding during the rainy season, causing the partial or total loss of products. At the same time, the lack of farmyards or indoors places for little animals husbandry, implies a loss of the animal themselves in case of rivers' floods.

For what concerns the housing, it is necessary to highlight that the roof is the most important building component of local houses, because its role is to protect the family from solar rays, intense heat, heavy rains and strong winds. To build the roof they use several kinds of dry leaves, which, due to deforestation,

in recent times are always more difficult to be found.

For what concerns education, in the majority of native communities and farmhouses in Ucayali there is a chronic problem of loss of school hours which threatens the fundamental right to education for children and adolescents. The weak management and control skill of the DREU doesn't allow to punish effectively teachers who are absent without justification – main reason of loss of school hours. The recurrence of floods that affects the infrastructures of educational institutions during the rainy season makes worse this situation.

In terms of health care, despite the existence of a wide network of community health posts, the chronic shortage supply of medicines and movement and communication difficulties worsen the precarious sanitary conditions of people living in the most remote areas. In addition, during the rainy season, recurrent floods worsen the native communities and farmhouses health status, jeopardizing the health of more vulnerable people – the elderly, children, and pregnant women – because of the outbreak of epidemics and acute respiratory infections and acute diarrheal diseases.

In general terms, the great logistical difficulties, limited resources of institutions and the weak management skill of local institutions, implies that state-sponsored activities – not only in an emergency situation – are implemented in the areas closer to provincial and local capitals and that the needs of people living in remote native communities and farmhouses are neglected.

For what concerns communication links, it is necessary to highlight that there is a huge distance between the different areas and that, in the absence of tracks and connection roads, river networks are the only communication road in the area. This causes, on the one hand, high costs and long times for transfer and transportation, and on the other hand, the dependency factor on the time of the year, in the months following the rainy season the low level of the river makes impossible to accede to some areas, while during the rainy season the climate conditions can increase the risk of travelling by river.

#### Typical local house - Raymondi



Source: COOPI



## 4.2 THE EMERGENCY IN FIGURES

According to the data provided by the DICAPI-Ucayali, from February 22 to March 8 of 2011 the Ucayali River in Pucallpa surpassed its historical level – measured annually from 1980 – reaching the level of 147.463 m.a.s.l. on March 5, 2011. Later, on March 7, the level of the river overshoot of approximately 21 cm its maximum historical level registered in the past years on the same day. The information collected by SENHAMI shows that in the regional territory, in February, a total amount of 473 mm of rains were registered, being the normal amount 279 mm. In only one day, 22 of February, 101 mm of rain fell. Likewise, the consolidated balance shows that for the first trimester of 2011 a total amount of 1000 mm of water fell, against an average level of 778 mm forecasted for the season.

### Damages of the flood - Iparía Province



Source: COOPI

The damages caused by the exceptional rainfall and the consequent flooding in the regional territory were substantial. The high levels of the rivers and persistent rains left 4,543 people damaged and 58,037 people affected – figures presented by the COER in the situational meeting held on April 8, 2011. In the 387 native communities and farmhouses flooded, almost 13,500 houses were affected while 900 houses were totally destroyed. Almost 40,000 hectares of crop and 30,000 farmyard animals were lost totally. Health and education infrastructures were affected and the road links were interrupted due to the loss of 30 bridges and of almost 400 Km of road.

## Flooded house



Source: UNFPA

Considering this situation, on February 25, 2011, the Regional Council of Ucayali declared the State of Emergency for a period of 60 days through Agreement No. 032-2011 and the Regional President, as President of the Civil Defense Regional Committee, decided to implement the COER. The Provincial Municipality of Coronel Portillo launched humanitarian response activities and promoted the solidarity of the population with the affected communities. Generally, local municipalities evaluated damages and implemented initial support actions, as well as advocacy actions towards several government levels asking for help. In March and April, INDECI carried out three humanitarian aid deliveries for approximately a total amount of 43 tones of household goods and work tools. At the same time, PRONAA provided almost 7,000 Kg of food to 1,140 families. The effort was insufficient to cover the needs of damaged people, who increased due to the progressive deterioration of climate conditions.

### 4.3 LIMITS TO LOCAL INSTITUTIONS ACTIONS

A series of weaknesses and limits of local institutions affected the ability of emergency response, prolonging intervention times and increasing always more the humanitarian gap. On the one hand, the political moment that the region was living – authorities elected and reelected in the elections of 2010 recently took office at the beginning of 2011 when there were the heavy rains and the first overflowing of the rivers – and on the other hand, the weak management skill of local institutions together with the lack of risk management policies in the institutional agenda, contributed to the underestimation of the damages caused by the inclement weather in the regional territory. In addition, the annual recurrence of rains and little floods in Ucayali during the raining season made difficult to pay the necessary attention to the emergency situation, in which the population of the areas affected by major floods was living.

This delay on the correct estimation of the emergency situation, increased by the confusion on the meaning of damaged and affected people, implied a series of concatenated delays that affected the response actions. In this sense, the first lesson learned from the experience in Ucayali is the importance of realizing good damages and needs assessment in case of adverse event. Secondly, an effective coordination among the institutions is particularly relevant to organize humanitarian interventions. In the case of Ucayali 2011, both of the elements were deficient in the first months. Later, the participation of INDECI and the RHN from the central level, allowed to highlight the real dimension of the emergency and to promote the interagency coordination necessary to the humanitarian response and rehabilitation. It should also be noted that the high turnover of technicians and officials in the local institutions – for example technical secretaries of Civil Defense in the municipalities – had a negative influence on the management skills, because the migration of trained and experienced personnel leads to a loss of knowledge and skills in the institutions.

For what concern the intervention in the specific areas, there was a poor interagency coordination and a misconception, according to which without damages to the infrastructures there is no emergency, raised. Both factors implied that in Ucayali there was no coordination between the specific areas for the sectorial response plans and that the majority of intervention's proposals were concentrated in the area near the capital instead of rural area without a comprehensive approach.

On the other hand, the fact that there was no national Government's call to international support limited the intervention capacity of international agencies, which could not count on additional funds to implement actions in a broader area. However, UNICEF, UNFPA and USAID, jointly with the European Commission throughout ECHO, which financed projects carried out by FAO, German Red Cross, and COOPI, contributed very significantly to the actions taken for several months in collaboration with state and non-state institutions.

Other important limitations were:

- (i) Lack of early warning system and media in native communities and farmhouses,
- (ii) Lack of resources of local institutions to face emergency situations,
- (iii) Low level of inclusion of indigenous associations in the preliminary phase of coordination and damages assessment,
- (iv) High costs of logistics,
- (v) Scarce COER's equipment.

Finally, the beneficiaries had been affected by repeated floods in the past years and, in the moment of the intervention, were in extreme vulnerability and fragility conditions. The cumulative emergency character acquired by the situation in the course of the months made difficult the implementation of prevention and rehabilitation actions.

#### 4.4 GOOD PRACTICES AND LESSONS LEARNED

International cooperation and local institutions worked together and it was possible to implement in Ucayali humanitarian and rehabilitation actions of several kinds in five priority areas: housing and sanitation, livelihoods, education and emotional recovery, health and communication links. Parallel and along the entire response process, the intervention was complemented by advocacy actions, technical assistance to local institutions and capacity building trainings were conducted to improve management skills of native communities, regional, local and sectorial authorities. This section compiles achieved results, good practices and lessons learned of the Ucayali intervention for each of the priority area.

## 4.5 HOUSING AND SANITATION

Housing and sanitation is one of the area where good practice and lessons learned can be highlighted and in which, thanks to the fundamental intervention of the international cooperation, meaningful results, important for future interventions in tropical areas, were achieved. In the face of the difficulties highlighted by the Arch. Estefita Riva Egoavil, Regional Director of DIVCS (Dirección de Vivienda, Construcción y Saneamiento), who reports that, when the floods occurred, the institution could not count on an Emergency Operations Plan neither on a budget dedicated to implement actions in case of adverse event -and, for this reason, the response capacity was very limited- COOPI, for the amount of damages registered in this area, proposed the rehabilitation of 800 roofs of rural houses in 54 native communities and farmhouses of the Raymondi, Tahuania and Iparia Districts. Furthermore, the German Red Cross throughout the Peruvian Red Cross replicated the intervention in the Sepahua District, rehabilitating 120 roofs of rural houses.

Considering the impossibility of providing local materials to rehabilitate roofs, due to the fact that drying palm leaves is impossible during the rainy season and for the limited time of intervention – six months – a decision to provide metal roofs was made.

At the suggestion of the Technical Secretary of Provincial Civil Defense of Atalaya calamines with the best features were chose to rehabilitate roofs, a rainwater collection system was added to alleviate the lack of drinking water in the area and an intervention methodology was defined with the beneficiaries and local authorities. It is necessary to highlight that all the materials acquired were produced in the national market.

### Destroyed houses



Source: COOPI



Source: COOPI

Humanitarian aid consisted of the distribution of material to rehabilitate roofs and the rainwater collection system, together with other tools and equipments. Families helped provided the local materials -especially wood- and the manpower, and baskets of food were provided to them to facilitate the process. A change of location in case of houses close to the rivers was requested to prevent damages during future floods.

As the beneficiaries said during the interview, the excellent quality of the materials provided was highly valued; they were suitable to the extreme weather conditions and environmental conditions of the

forest. Polypropylene and polycarbonate plates for roofs are easy to assemble, they muted the sound of the rain and they do not leave residues as the zinc calamines, which are generally used in the area. Also the choice of the color light gray is in harmony with the Amazonian landscape and it avoids the excessive warming of the plates, keeping a cool temperature in the house. Finally, the use of screws with plastic hood allows securing the plates to the wood slats, guaranteeing that the roof resists to the inclement weather and that it does not fly for strong winds -frequents in this area- and at the same time there is no problem of oxidation for the materials.

### Rehabilitation of a destroyed house



Source: COOPI



Source: COOPI

Considering the poor water service and sanitation in the region, the presence of contaminated water sources in native communities and farmhouses and the possibility of epidemic diseases outbreak in the areas affected by floods, the most important good practice in this field is the introduction of a family rainwater collection system in each of the rehabilitated houses, thanks to the specific kind of calamine used. Throughout a simple system which consists of a gutter and a tube, the rain water is stored in a jug with tap for the domestic use of each beneficiary family. The outcome is that each household counts on a source of clean water, free, constant and with an easy maintenance system at their home. Generally women are in charge of the maintenance, for this reason the jugs are of only 80 liters and they are placed on banks to facilitate their removal and their periodic cleaning. Finally, for the excessive rainfall amounts the system has a mechanism of automatic discharge.

It should be noted that, despite the fact that COOPI shared the models and the technical papers of its intervention with DIVCS, the sector did not use the experience of 2011 to adequate its protective measures and response to an adverse event neither it improved its responsiveness, being once again unprepared to face possible future floods.

## Roof with rainwater collection system for domestic use



Source: COOPI

Other lesson learned during the Ucayali intervention is the necessity that the capacity building processes respect the beneficiaries' language and customs. In the housing and sanitation area several events were carried out with the goal of improving victims' knowledge on roof rehabilitation. In a training organized by COOPI in Atalaya a team of technicians from the firm who provided polypropylene and polycarbonate plates trained local promoters on roofing techniques. In turn, they replicated the training in the several native communities and farmhouses. The use of the native language allowed the active involvement of local population and a multiplier effect of the knowledge acquired. In addition, the firm team carried out trainings with demonstration sessions on roofing in the communities with the largest number of beneficiaries, achieving mass participation of the population.

The adoption of the system "Food for Work" to rehabilitate the houses also is a good practice of the intervention. Considering the local reality and the fact that people helped are farmers involved every day in rural work, subsistence fishing and hunting, COOPI decided to compensate the hours of work used to rehabilitate houses with a basket of food. As the interviewed beneficiaries highlight, this mechanism was fundamental to achieve a successful roof's rehabilitation -it is a process lasting almost four weeks, especially for collecting wood on the mountain- because it allowed using part of the working hours for the roof's construction without losing the capacity to feed their own family. At the same time, it also makes accountable affected people, who were feeling committed with rehabilitation work.

Finally, the provision of aid to each person guaranteed that the materials arrived in the hands of affected people and it reduced the risk of conflicts. Only the equipment to rehabilitate the houses was provided communally with the goal to encourage mutual aid between people. As interviewed people explain, this method stimulated solidarity between people and it speeds up the rehabilitation process.

It should be noted that almost the total amount of people polled (40 people) confirms that the house rehabilitation kit is a very important tool in the Ucayali intervention, being considered the most appreciated element of the aid received. Also it is important to mark that, during the interviews, the district and provincial mayors of benefited localities highlight the importance of the intervention made in the area housing and sanitation, stating that, despite the logistic problems encountered in the implementation of the actions and in the material costs, they are interested in continuing the intervention with local resources.

### Individual delivery in the native community of Ojeayo



Source: COOPI



Source: COOPI

Other good practice was the implementation of the Programme “Mi Agua” by the MINSA for the consumption of clean water. UNICEF in coordination with Coronel Portillo Municipality and the Environmental Sanitation Department of the DIRESA supports 15 communities with the goal to train families from affected areas, who consume water from the rivers, to follow these steps to process it:

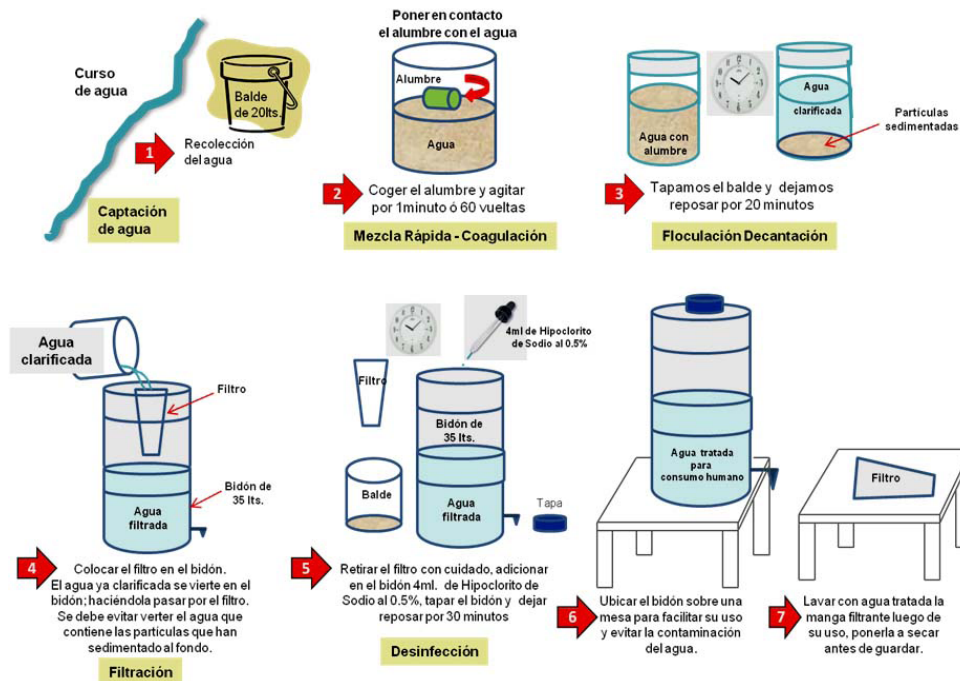
- Water is captured from the river with buckets of 20 liters;
- Water in the bucket is clarified with alum;
- Clarified water is filtered in a drum of 35 liters;
- Water finally is disinfected with sodium hypochlorite.

Health personnel and communities’ leaders were trained on issues regarding hygiene and water treatment, all this has allowed:

- The improvement of water and sewage systems of 10 communities prioritized by the emergency.
- Equip with alternative systems four communities with “Sistema Mi Agua”, which due to their location have temporary floods problems.
- Develop the training in 100% safe water consumption and treatment for prioritized communities.
- Provide educational material to promote safe water consumption

### Scheme of water treatment sequence

1. **Water collection:** Watercourse - Water collection (20 liters bucket).
2. **Rapid mixing – Coagulation:** Take the alum and stir for 1 minute or 60 times (Put in contact the alum with the water).
3. **Flocculation Decantation:** Cover the bucket and let rest for 20 minutes.
4. **Filtration:** Put the filter in the container. The water already clarified poured into the container, passing through the filter. It must be avoided to pour water containing particles that have settled to the bottom.
5. **Disinfection:** Carefully remove the filter; add in the container 4 ml of Sodium Hypochlorite at 0.5%; cover the container and let rest for 30 minutes.
6. Put the container on a table to make easier its use and avoid water pollution.
7. Clean with treated water the filter bag after its use, dry it before storing.



### 4.6 LIVELIHOODS

Livelihoods was the area with major damages for the floods due to the fact that, to have a larger agriculture production thanks to the irrigation, people from native communities and farmhouses usually occupy lower zones to sow rice, beans, corn and banana – basic products of their diet - unfortunately zones which are likely to be flooded.

Ing. Gino Castagne Ríos, Director of Coronel Portillo Province’s Agricultural Agency -entity appointed by the DRA (Dirección Regional Agraria) as responsible to concentrate all the information on floods in



agricultural matters- explains that the alert was immediate, but when the technicians went to evaluate the damages they did not know about the existence of the EDAN sheets and they compiled information in a different form, which, therefore, could not be shared with COER. Only in a second moment, when the floods advanced a lot, officials from the Ministry of Agriculture (MINAG) went to train on the correct ways to assess damages and needs and on the filling of EDAN sheets. Similar situation occurred for what concerns the loss of animals, in fact the data of the loss were not reported correctly.

### Crop damages



Source: COOPI

It should be stressed that, before the emergency, DRA did not count with an Emergency Operations Plan detailing intervention modalities and protocols in case of adverse event and, addressing the urgency of acting and the Regional Government's delay in the coordination, the institution acted autonomously without coordinating with other sectors and institutions. In addition, the DRA had a limited operational autonomy because it does not count on a specific budget for emergency response. Therefore, before the floods of 2011, disasters risk management did not represent a priority for the institution. It is important to highlight that, as lesson learned from the 2011 experience, the DRA elaborated a contingency plan useful for the sector and that it was tested in 2012 during the rainy season. From the actions implemented related to livelihoods it is possible to collect a number of useful elements for future interventions in forest area. As good practice, it should be mark that all the cooperating institutions involved in Ucayali – Caritas, COOPI, the German Red Cross, the Peruvian Red Cross, FAO and UNODC – exclusively delivered certified seeds guaranteeing a higher productivity and a greater resistance to diseases.

It is also a good practice the fact that, in the action funded by ECHO and implemented by COOPI, the German Red Cross, the Peruvian Red Cross and FAO, not only consumption seeds were delivered -such as corn and beans- but also different kinds of vegetable seeds -cabbage, cilantro, tomato, cucumber, green onion and radish- that besides being suitable for tropical areas, allow to add to traditional family diet important nutritional elements such as vitamins and minerals. This support was complemented by

materials to fence a small garden, in order to prevent animals -dogs, hens, pigs, ducks- from entering and eating the seeds and the products.

Other positive element regarding the recovery of livelihoods was the provision of laying hens, which allowed beneficiaries to have access to eggs to feed themselves in a very short time.

A good practice essential to the intervention implemented in Ucayali was the realization of a series of capacity building activities for the agricultural recovery such as poultry management and vegetable sowing techniques. Trainings were held in the places affected by flooding and were given by local promoters in the native languages of the area. These modalities were considered particularly valuable by the population of benefited communities, who, during the interview, stated that they learned very useful agricultural techniques.

In addition, it is important to highlight that tools' delivery was carried out and capacity building activities were implemented to build family orchards and poultry houses. On the one hand this allows to improve the hygienic conditions for breeding barnyards birds provided and to increase the productivity of vegetable seeds; on the other hand, it contributes to ensure food security of vulnerable population, considering that in case of overflowing, the raised floors of the poultry houses prevent the animals from being washed away.

At the request of the Technical Secretary of Civil Defense of the Iparía District, COOPI and FAO also delivered corn manual shellers and canvas to support the postharvest. Low cost manual shellers were bought in the Pucallpa market and delivered in the corn producing communities with the canvas to support the drying process and the conservation of the products, either for consumption, for sale and for sowing. The canvas allows drying quickly and hygienically the products – avoiding humidity and putrefaction in case of prolonged rains and consequently the loss for a reseeded – and it allows the sale in times of increased product profitability. This element that it has never been included so far in livelihoods by the institutions involved in humanitarian response, was very appreciated by the families helped, that managed to increase the value of their products.

**Poultry house affected by flood**



Source: COOPI

**Example of poultry house model**



Source: FAO

For what concerns the lessons learned, it should be stressed the importance of the realization of a good damages and needs assessment in the agricultural field, as well as in the other fields, since the quality of information is vital to the organization of any kind of response. For this purpose and to avoid distorting the data, it is fundamental that the expert in this field collaborate with the Technical Secretary of Civil Defense of the District and Provincial Municipalities to gather information on field, in order to avoid what happened in Ucayali, where according to official data from the COER a total amount of 39,396 hectares of crops were lost, while according to the DRA, the destroyed hectares were 43,571.

Other important lesson learned is that it is necessary to adapt the intervention for what concerns livelihoods to the season, considering that basically the only road links are waterways. For example, if we deliver seeds during the growing of the river these could be used for the feeding rather than for the sowing. This depends on the chronic food shortage in this time of the year and on the impossibility to sow if the fields are flooded. On the other hand, when the rivers' level is low, due to the prolonged droughts, it is impossible to accede to several areas, which makes difficult the delivery and the activities. For this reason it is important that the seeds are delivered before the sowings, which start when the river level decreases. Mires where the rice could be sowed and the beaches where the bean is sowed and also the shoas a bit far away from the banks where the corn is mainly sowed appear. It is also to be considered that the ebb of the river impedes the access to communities and makes difficult logistics, so that the delivery has to be done before.

The Ucayali experience shows that it is very difficult to find certified seeds for local species -such as the Ucayali bean- for this reason it was necessary to buy certified seeds adapted to the weather conditions of other areas and in other cases to buy seeds with quality certificate issued by the competent seed certification authority. For what concerns the farmyard animals, the lesson learned is that the sheds should be prepared to take over climatic conditions, especially for the temperature, that is extremely variable, high during the day and low during the night. The extreme climatic conditions make difficult to conserve agricultural goods and the survival of farmyards animals -for example the extreme heat and the high humidity can affect the health of the poultry birds-. In addition, considering the crops' flood recurrence, it is recommendable to implement alternative culture methods, such as the floating bed or the use of waterproof seeds.

#### **4.7 EDUCATION AND EMOTIONAL RECOVERY**

It is estimated that in Ucayali every year the heavy rains and the subsequent mild or severe floods generate a loss between 260 and 500 teaching hours. This depends for the fact that the school year begins on the same dates in the three ecological areas: coast, highlands and forest and in the month of March in the forest the risk of damages for floods is very high. Therefore, the violation of the right to education for children and adolescents is a chronic reality that local institutions cannot face. The exceptional floods of 2011 exacerbated the problem, considering that several educational establishments were considered unusable and others were turned into temporary shelters to house affected people. To face the emergency, the DREU (Dirección Regional de Ucayali) did not sufficiently develop management skills and it had no Risk Management Commission duly formed despite this is established by current national legislation. Also, many teachers did not send information from the field, even if they were in charge of doing the damages and needs assessment in case of adverse event, because they were not available on the job place. Therefore, as part of the intervention implemented to face the emergency, UNICEF supported this area to guarantee the respect of the fundamental right to education. UNICEF's response was articulated and aimed to the dignified recovery of lost school hours.

## Educational institution affected by floods – Mantanay District



Source: INDECI

A first good practice of the intervention was the technical support provided to the DREU to carry out a complementary damages and needs assessment and the preparation of a sectorial response plan to the emergency. DREU's officials considered this contribution as an important lesson learned, because they had the opportunity to take part in the elaboration of a comprehensive emergency response plan, which did not include only activities for infrastructures' rehabilitation.

In this sense, other good practice was the technical assistance to develop and execute the Plan of Emergency Care in Education and an Emergency Curriculum. The first, performed with the participation of MINEDU, DREU and Coronel Portillo UGEL, established a set of actions aimed to consider educational needs of children and adolescents living in the areas affected by the floods, such as the collection and validation of information on the educational status in the region, the establishment of strategic alliances to reestablish school activities and the development of community communication processes to comply to the right to education during emergency situations. The second was elaborated during a regional training, in which representatives from the area, DREU experts, teacher leaders, experts for the UGEL of Coronel Portillo, Atalaya, Padre Abad, NGOs and other key actors participated. During the training an Educational Curriculum was elaborated so that the teachers can develop with children and adolescents educational activities in the emergency context with the aim of addressing the affected students' learning needs, guaranteeing their right to education and considering their emotional state, their health condition, their cultural features and the family living conditions.

Another important good practice for this area was the organization of a regional training on Methodological Strategies for Socio-Emotional Support in Emergency Situations in the Educational Sector of Ucayali. The event, delivered by experts from UNICEF and UNDECI, trained the teachers on emotional recovery techniques for children and adolescents affected by floods.

Finally, as Professor Jaime Meléndez Ramos, DREU Civil Defense Expert explains the assistance provided

for filling in and presenting Emergency Activities Technical Sheets represents a lesson learned for the DREU officials, who in the event of another emergency are now trained to elaborate them.

#### 4.8 HEALTH AND NUTRITION

In response to the first news of heavy rains, on February 7 the DIRESA decided to activate the sectorial COE to conduct a situational analysis and perform the damages and needs assessment. On February 14 the coordination with COER started with the aim to elaborate shared actions. Although DIRESA had a “Risk Management Plan for Rainy Season and Extreme Events Ucayali 2011” -elaborated in February 2011 with OGDN and UNICEF’s technical assistance- in which the activities to be implemented in case of flooding were detailed, the lack of a specific budget hampers the respect of actions protocols established, making impossible in some cases to implement the activities planned. Despite this, DIRESA was considered the sectorial institution better prepared to face floods. The existence of a Risk Management Plan for Rainy Season elaborated and updated annually as well as its spreading -even in micro health networks- facilitated the intervention. On the other hand, the existence of a sectorial COE and its early activation accelerated the coordination between the institutions involved reducing times for action. Finally, the capillary articulation of the health network -even in native communities and farmhouses- allowed reaching those sections of the population mostly affected by floods.

##### Nueva Requena Health Centre flooded



Source: COER

Other good practice to mention consists in the finance management of emergency activities. Thanks to the search for alternatives resources, such as the contributions of UNICEF and UNFPA and the relocation of items in its regular budget, from February to May 2011, DIRESA could implement 65 medical brigades in all the regional territory -activity planned in the Risk Management Plan-. Also, to rationalize the available resources, the brigades not only provided medical assistance, obstetric and pediatric care, but they also implemented routine activities, such as vaccinations, HIV tests, educational sessions on disaster prevention, health infrastructure inspection visits and water treatment’s demonstration sessions.

Another important action to be highlighted in a context of food insecurity caused by the loss of many crop's hectares is the development of a strategy to protect the nutritional status of children under three years – activity implemented by Coronel Portillo Municipality and DIRESA in partnership with UNICEF. The intervention aimed to identify the nutritional status of children under three years, encourage the consumption of porridges in 15 native communities and farmhouses promoting alternative forms of its preparation with the use of native and hygienic products -for example coconut water instead of river water- to strengthen health personnel and communities' leaders skills, thing that allowed to improve the control on children's development. In the 15 communities the leaders understood and took part in these activities to care for their children and prevent the deterioration of their nutritional status.

The interventions for the nutritional protection of children under three years allowed to discover that 67% of children and 43% of adults have no national identity card in these communities. These situations limit the access to health services, given that a requirement to access the Health System (Sistema Integral de Salud) is to have an identity document. In this context, other good practice developed was the joint promotion between the Coronel Portillo Municipality, RENIEC and UNICEF to the access to the right to identity, as action included within the nutritional protection field with the aim of comprehensively dealing with children and families' problems.

As for the educational sector, an important good practice to be stressed is the technical assistance provided by UNICEF and the DIRESA to elaborate and present an emergency activities sheet of 2,674,860 Peruvian New Soles for fumigation and acquisition of supplies for dengue treatment. Although for administrative reasons this amount of money -whose transfer was approved by the MEF on August 23, 2011 through Supreme Decree 160-2011-EF- was not used and it was returned, this experience trained local officials and the DIRESA.

The execution of trainings for local health personnel, community leaders and floods victims on hygiene promotion, water treatment and mental health is another peculiar activity developed during the Ucayali intervention. Particularly, for what concerns the issue of safe water, we can highlight not only the organization of trainings but also the provision of tools and equipments for water treatment -in partnership with DIRESA-, UNICEF provided 10,000 chlorine tablets and 500 containers of 20 liters, while the German Red Cross distributed 48 water filters to educational institutions and health infrastructures. Finally, it is important to mention the family rainwater collection system implemented by COOPI and CRA in the framework of the Programme funded by ECHO.

#### 4.9 COMMUNICATION LINKS

As the majority of the other sectors, the DIRTC (Dirección Regional de Transporte y Comunicaciones) had no specific budget to face emergency situations and it had no Emergency Operations Plan detailing the actions to implement in case of adverse event. As a result, the institution was unprepared and without operating capacity to face the floods of 2011.

To fill this gap, a good practice adopted in this area was the elaboration and presentation of emergency activities sheets to rehabilitate departmental roads for a total amount of approximately two millions of Peruvian New Soles. Through the D.S. 161-2011-EF, on August 25 of 2011, the Ministry of Economy and Finance (MEF) approved a funding of the amount of more than 530,000 Peruvian New Soles for five departmental roads. The use of these resources was a challenge. First of all, as Ing. Wilson Javier Vivas Quispe, Director of Roads of the DIRTC explains, the disbursement was made only in October, generating problems in the execution of planned activities, but the DIRTC managed opportunely with its

service providers to receive the necessary materials and logistics to rehabilitate the roads. Secondly, the use of the contingency fund in the transport sector only allows restoring the rolling platform affected roads' vehicular traffic but not the realization of road improvement works, leaving in this way the roads in danger in the event of future emergencies. Finally, a subsequent weakness is the fact that there is no mention to the possibility of interventions on communication links alternatives to roads, such as waterways in forest areas.

### Erosion damages to the Federico Basadre road – Padre Abad District



Source: INDECI

Complementary to these actions carried out by the Ucayali region, COOPI in cooperation with the Technical Secretaries of district and provincial Civil Defense, District technicians and population, implemented the rehabilitation of footbridges destroyed by the strength of the water flows. Twelve bridges were rehabilitated in strategic rural areas to allow the transfer of products, the access to schools and health centers. The Iparía Town Hall was the most interested in proposing the rehabilitation of the bridges necessary to link the District capital city with the port of the city itself -the port is the only gateway to the city but it is almost three Km far away from the Municipality headquarters where the population goes to carry out all the formalities-.

In addition, thirty riparian protections were performed to halt the erosion of the banks of large rivers such as the Ucayali; here protective walls were made using sand and soil filled sacks, practice traditionally used by the population.

A good practice highly relevant to achieve speed and efficiency in the works and to avoid affecting the population's poor economy is the implementation of the "Food for Work" methodology in the native communities and farmhouses affected by the floods. As the interviewed beneficiaries say, the provision of food in exchange for labor was very efficient and many people asked the local authorities for adopting this collaboration modality to perform infrastructure works in native communities and farmhouses.

## Construction of bridges through the “Food for Work” methodology



Source: COOPI



## Summary of the most relevant activities implemented by cooperating agencies

COOPERATING AGENCIES	FUNDING INSTITUTION	STRENGTHENED INSTITUTION/AREA	ACTIVITIES IMPLEMENTED
CARITAS DEL PERU	CARITAS	Livelihoods	- It benefited 614 families of 45 native communities and farmhouses with 5,175 Kg of seeds and 22 toolkits, as well as 18,420 Kg of food, 604 kits of hygienic goods, 994 pairs of boots and raincoats and 990 blankets.
		Health	
COOPI	ECHO*	Livelihoods	- Implementation of the Project "Emergency Assistance and Disaster Preparedness response to communities affected by heavy floods in the Iparía District, Ucayali Region". It benefited in total 909 families with consumption seeds for the agricultural reactivation and 745 families with vegetable seed modules. Food was provided to 500 families to reactivate their livelihoods. Also, trainings on agricultural matters were organized for the aid beneficiaries.
		Housing and Sanitation	
		Districtal Municipality of Iparía	
		Livelihoods	- It provided materials for houses rehabilitation and the implementation of family rain water collection systems for 800 families in 54 native communities and farmhouses, it benefited 800 families with hygienic goods and other 800 with food, it rehabilitated 12 footbridges, it distributed vegetables seeds to 800 families, consumption seeds to 950 families, agricultural tools to 210 families and poultry birds to 300 families. It trained around 7,000 victims of the floods on disasters risk management and civil defense elements and other 3,600 people on agricultural recovery. Finally, it donated a motorboat to the Civil Defense Office of the Provincial Municipality of Atalaya.
		Housing and Sanitation	
		Districtal Municipality of Iparía	
		Districtal Municipality of Raymondi	
Districtal Municipality of Tahuanía			
Provincial Municipality of Atalaya			
GERMAN RED CROSS	GERMAN RED CROSS	Districtal Municipality of Sepahua	- It provided 48 water filters to educational institutions and health infrastructures.
	ECHO*	Health	- It provided materials for rehabilitating 120 houses, each one with its rain water collection system; it benefited 120 families with food and 512 families with domestic and hygienic goods.
		Housing and Sanitation	- Finally it trained 130 local authorities of 16 communities affected by the floods on disaster risk management, through a participatory Analysis of Vulnerabilities and Capacities. It installed risk maps in 16 communities.
		Provincial Municipality of Atalaya	- Finally it contributed with the equipment of the Civil Defense Office of the Provincial Municipality of Atalaya and the District Municipality of Sepahua (uniforms, computer equipments, GPS, digital camera, response team).
		Districtal Municipality of Sepahua	

COOPERATING AGENCIES	FUNDING INSTITUTION	STRENGTHENED INSTITUTION/AREA	ACTIVITIES IMPLEMENTED
FAO	ECHO*	<ul style="list-style-type: none"> <li>Livelihoods</li> <li>Districtal Municipality of Iparía</li> <li>Provincial Municipality of Atalaya</li> <li>Districtal Municipality of Sepahua</li> <li>Districtal Municipality of Tahuanía</li> </ul>	<p>As of October 2011, it implemented the project “Emergency Care to the localities most affected by the floods of 2011 in the Ucayali Region”. Consumption seeds, vegetables seeds, agricultural tools, farmyards animals were provided to 113 native communities and farmhouses in four districts of the Provinces of Coronel Portillo (Iparía) and Atalaya (Atalaya, Raymondi and Tahuanía). In the localities involved capacity building trainings on disasters risk management and agricultural recovery were organized.</p>
Resident Coordinator’s office and UNOCHA	UN	<ul style="list-style-type: none"> <li>INDECI</li> <li>RHN</li> <li>GOREU</li> </ul>	<ul style="list-style-type: none"> <li>- It had a fundamental role in the coordination of the advocacy activities implemented by the RHN and in supporting INDECI in the organization of the Inter-institutional and Interagency Mission. It facilitated communications between local and national authorities to carry out trainings.</li> <li>- It advocated finding additional resources for the humanitarian response and the rehabilitation in the region.</li> <li>- It contributed to consolidate all the information collected.</li> </ul>
UNFPA	UN	GOREU	<ul style="list-style-type: none"> <li>- It implemented the “Intervention Plan to the areas affected by floods – Ucayali 2011”. 10 medical brigades were conducted to take care of 1,762 people in 65 native communities and farmhouses. In addition to give medical, obstetric and pediatric assistance, the brigades carried out vaccinations, HIV tests, educational sessions on disaster prevention and health infrastructure’s inspection visits.</li> </ul>
UNICEF	LAN PERU SCOTIABANK PROFUTURO RECAUDACION TELEFONICA BOARD OF CASTILLA LA MANCHA	Health	<ul style="list-style-type: none"> <li>- It provided technical assistance to DIRESA to elaborate an emergency activities sheet with the approval of the amount of 2,674,860.00 Peruvian New Soles.</li> <li>- It supported with fuel procurement for the deployment of medical brigades. It trained health personnel and community leaders of the area of intervention on hygiene promotion, water treatment, risk management and mental health.</li> <li>- It implemented the Programme “Mi Agua” of the Ministry of Health (MINSa) in 15 native communities and it delivered 10,000 chlorine tablets and 500 containers of 20 liters for the treatment of water to be consumed by people.</li> </ul>

COOPERATING AGENCIES	FUNDING INSTITUTION	STRENGTHENED INSTITUTION/AREA	ACTIVITIES IMPLEMENTED
UNICEF	LAN PERU SCOTIABANK PROFUTURO RECAUDACION TELEFONICA JUNTA DE CASTILLA LA MANCHA	Health	- It provided technical assistance and information and training materials to DIRESA personnel on issues such as hygiene promotion, water treatment, risk management and children nutritional protection, taking care of 1,200 children under three years of age.
		Nutrition	In agreement with the MCPC and DIRESA it prepared a strategy to protect the nutritional status of children under three years, activities to encourage the consumption of porridges in fifteen native communities and farmhouses and to expand the coverage of the control on children growing and development.
		Education	- Support to elaborate the Emergency Response Plan of the Ucayali Regional Direction for Education. - Provision of technical assistance, economic resources, school supplies and materials for DREU's teachers, serving 1,500 students of early education, primary and secondary education. It also promoted the timely start of classes in decent conditions. - Preparation of the Emergency Curriculum for the initial, primary, with one or more teachers, and secondary levels.
		Identity	In coordination with the Provincial Municipality of Coronel Portillo and the RENIEC campaigns were organized in 15 native communities, which allowed to provide children, adolescents and adults with Birth Certificate and National Identity Document, as well as to reactivate the Multisectorial Commission for the Right to Identity.
UNODC	USAID	Livelihoods	Between May and July 2011 it implemented the Project "Alternative Development Pólvora Tocache – Face IV", through which, with the GOREU and the DRA of Ucayali collaboration, a total amount of 220,000 banana shoots and 120 tonnes of certified seeds – 75 tonnes of rice, 7 tonnes of cowpea beans, 10 tonnes of beans from Ucayali and 28 tonnes of yellow corn - were delivered to 2,697 producers in 127 localities of Coronel Portillo and Padre Abad Provinces. During the intervention people of the area were trained on the timely management of seeds.
		GOREU	

\*ECHO funded two interventions. The first intervention of 200,000 Euros was implemented by COOPI in the Iparía District. The second one of 2,000,000 Euros was implemented by FAO, COOPI and CRA in the Districts of Iparía, Tahuania, Raymondi and Sepahua.

#### 4.10 ADVOCACY

Only few emergency projects were implemented in Ucayali before the 2011 intervention, despite several reports of the population in the past years and the seriousness of the critical situations caused by floods. Nor sufficient activities for technical support on disasters risk management were implemented in the region and, as the interviews made with the local institutions' officials show, disasters risk management was no part of the regional institutional agenda. It implies that the majority of the officials was poorly equipped to face emergencies. They had a Regional Emergency Operations Centre (COER) built up with the support of the Southern Command of the United States of America, but its organization was not ready for a coordinated response. The Regional Direction for Health had its COE and a Risk Management Plan updated and spread, but the other Regional Directions had neither Emergency Operations Plans nor a budget for activities in emergency situations. Also, the poverty and extreme poverty conditions of the majority of the rural population in Ucayali together with the accumulated emergency character acquired by the situation in the course of the years – the population affected by the 2011 emergency was already victim of several floods in the past years – contributed to aggravate the vulnerability and fragility conditions of the native communities and farmhouses' people.

Against this backdrop, humanitarian advocacy actions that cooperating agencies conducted before local and national institutions were fundamental in the Ucayali intervention and they can be considered good practices to be implemented in similar contexts.

On the one hand, the National Humanitarian Network (RHN), whose mission is to increase the impact of humanitarian action throughout the coordination of all the cooperating actors for the benefit of vulnerable populations, led the coordination and organization of several institutions in Lima, making possible to increase awareness of national institutions on the seriousness of the situation in the region. In this way INDECI justified the need for a complementary response at the national level, and on April 15, through Supreme Decree No. 033-2011-PCM, the PCM declared the State of National Emergency in the region for a period of 60 days. An Intersectorial and Interagency Mission to Ucayali, led by INDECI, was immediately organized. In addition, to follow up on the evolution of the situation in Ucayali and to monitor humanitarian aid and rehabilitation actions implemented to face the emergency, the RHN established in Lima a Working Group for Ucayali with the participation of State sectors and international cooperation organizations – INDECI, MINSA, MINAG, PRONAA, MIMDES, MVCS, MINEDU, MEF, Defense, Environment, UNICEF, UNFPA, COOPI, Caritas, the Peruvian Red Cross, FAO, WFP, OCHA. With the goal of creating a similar coordinating group at regional level, on April 12 was held a meeting of the cooperating agencies and civil society organizations with the GOREU in Pucallpa. For its part, UNICEF also had an important role in raising national authorities' awareness on the seriousness of the situation in Ucayali.

#### What is the National Humanitarian Network (RHN)?

The National Humanitarian Network responds to the shared obligation of alleviating human suffering, having the compromise to reduce disaster and emergencies impact, and elevate the impact of humanitarian actions through the coordination of all the humanitarian actors for the benefit of the vulnerable population. For this purpose, its fundamental goal is to coordinate preparedness and response policies, strategies and actions between main actors, including International Cooperation and national authorities.

It has as referent the Permanent Interagency Committee, which is accountable to elaborate and establish humanitarian policies at international level to improve the response to the emergency, in which the representatives of United Nations agencies, international non-governmental organizations and the International Red Cross and Red Crescent Movement take part.

Source: RHN

## Who are the actors involved in the National Humanitarian Network?

The National Humanitarian network is co-led by the Head of the Civil Defense National Institute as representative of the Peruvian government and by the United Nations Resident Coordinator. Institutional representatives take part in its management board and emergency focal points of the institutions take part in its technical board.

### Full Members

INDECI, OCHA, UNDP, UNICEF, WFP, FAO, PAHO/WHO, UNFPA, UNESCO, UNAIDS, UNOPS, World Bank, IOM, Peruvian Red Cross, Caritas Peru, Save the Children, Oxfam USA/OXFAM International, COOPI, PREDES, World Vision, Welthungerhilfe, Care Peru, ADRA Peru, OIKOS, Soluciones Practicas – ITDG, Terres des Homes Laussane – Switzerland, Pompiers sans Frontieres – France, Lutheran World Relief, Asociación Nacional de Centros, Plan International, ASPEM, ACF-E.

### Special Observers

Peruvian General Fire Department, Mesa de Concertación para la Lucha contra la Pobreza.

### Signatories Permanent Observers

USAID/OFDALAC-IRG, JICA, AECID, COSUDE, European Commission – Delegation to Peru, ECHO, FICR, CICR.

### No Signatories Permanent Observers

Presidency of the Council of Ministers, International Affairs Ministry, Peruvian International Cooperation Agency, Embassy of Italy, ILO, UNODC, UNDSS.

Source: RHN

On the other hand, cooperating agencies in partnership with the MCLCP of Ucayali implemented advocacy actions towards local institutions, in order to sensitize the authorities, enforce the rights of people affected by floods and encourage an institutional response. This sets the basis for COOPI active collaboration with Ucayali's Ombudsman, in the frame of the second intervention funded by ECHO, realizing actions to promote the rights of people leaving in the most remote areas and in the areas more affected by the emergency. Thanks to the collaboration of the Universidad Intercultural Católica de Atalaya, COOPI promoted the translation of the complaint sheet, tool prepared by the Ombudsman, in the native languages Shipibo and Ashaninka and it distributed it in the native communities and farmhouses far away from the provincial and district capital cities. In addition, several briefings on the role and the duties of the Ombudsman and on the modalities to fill in the complaint sheet were organized. COOPI also led the process of drawing an agreement between the AIDSESEP Regional Office in Ucayali and the Ombudsman focused on the collection and the proper follow-up of the complaint sheets in native language.

The members of the RHN present in Ucayali had an important role against the lack of knowledge of the institutions of the central level to raise awareness on the real magnitude of the emergency in Ucayali through the collection and dissemination of information on the damages caused by the rains and the floods in the regional territory.

For example, Caritas Peru considering the amount of help requests arriving at the Vicariate from many affected families and the always more worrying information reported by priests from the field, decided to reactivate its presence in the region. As Vilma Lovón, Expert in Emergency and Disaster

Risk Management, says, humanitarian response coordination became difficult due to the lack of correct information. The Vicariate managed two different kinds of information: on the one hand the official figures provided by local institutions and, on the other hand, the much more critical data collected by the priests in the communities. Likely, COOPI had access to information on the Iparía District and it shared them with the RHN to disseminate, through this body, at national level truthful and reliable data on the real magnitude reached by the emergency in the course of the time.

UNICEF, working in Ucayali from 2005 supporting in the educational field in the intercultural bilingual area, once it received detailed information from its partners in the native communities and farmhouses, began to share it. As José Vasquez, UNICEF Emergency Coordinator clarifies, although the news received described a serious situation, the official information at national level did not reflect the seriousness of the damages.

To give more visibility to the emergency and arouse national interest, a good practice adopted in Ucayali was the involvement of the media. In partnership with UNICEF and with the logistic support of the COER, after the publication of a journalist note on the situation in Ucayali, the Newspaper “El Comercio” sent its reporters to the affected areas. As result, on April 3 2011, the emergency in Ucayali was released in the front page of the most important Peruvian newspaper together with a two pages reportage detailing the figures of the disaster.

Also, UNFPA, who was working in the region providing technical assistance to the Social Development Unit of the Government, contributed to spreading the news of emergency at national level. Particularly, the UNFPA Coordinator in Ucayali in one of the weekly meeting organized by INDECI in Lima presented a video with images recorded by the Office of the Navy in Ucayali during its over flight missions, showing the areas affected by floods.

The Peruvian Red Cross, also present in the Ucayali area through its subsidiary in Pucallpa, drew the attention to the lack of access to clean water sources as the most urgent need that the population of the affected areas was facing, as well as on the enormous logistic difficulties of the territory, that hampered handling effective and timely information on the emergency.

The local indigenous organizations also contributed to the spreading of the news of the emergency in the area and to the success of the interventions implemented for the emergency response. In Ucayali, not only the coordination of the activities to be implemented by the leaders of those organizations was promoted, but also their participation in the coordination and institutional strengthening events carried out with local authorities and institutions with the aim of creating ties of reciprocity between each other. Also, the collaboration with indigenous leaders was extremely important to the selection of local promoters in charge of the training activities. The selection of native people as promoters is a good practice already consolidated thanks to the work of many other organizations: native promoters are important allies to access to all the communities and they guarantee the success of the intervention.

#### 4.11 INSTITUTIONAL STRENGTHENING

One of the main lessons learned of the intervention in Ucayali is the importance of accompanying the humanitarian and rehabilitation actions with institutional strengthening actions aimed at improving the management skills of local institutions in case of emergency.

A good practice in this field is the RHN initiative – implemented because of the always more critical news that the organizations working in Ucayali kept sending from the field – of organizing an intersectorial and interagency mission in Ucayali with the goal of contributing to the strengthening of the emergency response. Representatives of several state institutions – Ministry of Health, Ministry of Agriculture, Ministry of Housing, Construction and Sanitation, National Programme of Food Assistance – and of several cooperating agencies – OCHA, UNFPA, UNICEF, FAO, COOPI and the Peruvian Red Cross - took part in the mission made on April 18, 19 and 20 and led by INDECI. It had the purpose of strengthening the response to the emergency in Ucayali in partnership with state entities of central level, international cooperation entities and civil society organizations. During the mission, meetings between all the actors involved were organized, areas affected by floods were visited and five working groups were established on five priority issues: health, housing and sanitation, food security, agriculture and education. In each group,

### Conformation of Thematic Groups in Ucayali

#### AGRICULTURE

**Led by:** Regional Agrarian Direction (MINAG support)

**Co-led by:** COOPI/FAO

**Participants:** USAID, COOPI, SENASA, INIA, Mesa de Concertación para la Lucha Contra la Pobreza and native communities organizations.

#### HEALTH

**Led by:** DIRESA Ucayali (MINSa support)

**Co-led by:** UNFPA

**Participants:** UNFPA, Caritas, Red Cross, DICAPI (logistic support), COOPI.

#### EDUCATION

**Led by:** Regional Direction of Education (MINEDU support)

**Co-led by:** UNICEF

**Participants:** Mesa de Concertación para la Lucha contra la Pobreza.

#### FOOD AND NUTRITION

**Led by:** PRONAA Ucayali (National PRONAA support)

**Co-led by:** UNICEF

**Participants:**

Caritas Ucayali (Pucallpa Vicariate), Red Cross, COOPI, DICAPI (logistic support), Mesa de Concertación para la Lucha Contra la Pobreza, social and native communities organizations.

#### HOUSING

**Led by:** Regional Direction of Housing (MVCS support)

**Co-led by:** COOPI

**Participants:** Mesa de Concertación para la Lucha Contra la Pobreza, private sector (PREFMETAL).

Source: RHN

representatives of the institutions involved cooperated to identify the problems related to the specific subject and to formulate a series of recommendations at short and medium term useful to guide the interventions of emergency response in each area. Also a series of recommendations on more general aspects of the intervention related to management and coordination were elaborated.

As the officials interviewed say, the participation of the sectors and cooperating agencies and organizations of civil society was very useful because it allowed that local institutions, besides strengthening its management processes in case of adverse event, elaborated the guidelines to follow for an efficient management of the emergency. On the other hand, it also allowed taking part in the preparation of long-term guidelines for the emergency management and interagency organization. To strength the institutional management skill of local authorities – fundamental goal of INDECI and other cooperating agencies’ intervention – capacity building activities and trainings for authorities, technicians and local officials were organized. On April 7, for example, INDECI officials moved to Pucallpa to provide trainings to GOREU technicians and technicians from other areas on the preparation of technical sheets for emergency activities and Public Investment Policies. Also on May 3, INDECI officials went back to Ucayali to train GOREU authorities and the heads of Civil Defence offices in the Provincial Municipalities on issues such as COE, EDAN, SINPAD, Disasters Risk Management, stores management, technical sheets and Public Investment Projects. For its part, UNICEF provided technical assistance to DREU and DIRESA for the elaboration and presentation of emergency technical sheets. In order to strengthen local institutions’ skills, a cycle of three itinerary trainings named “Lessons learned for development: Ucayali 2011” was organized.

The first training, organized by GOREU, INDECI, OCHA, COOPI, UNICEF, FAO and CRA, was held in Pucallpa on October 18, 19 with the presence of the Vice President in charge of the GOREU, the Head of INDECI, COOPI Representative and the UNICEF Representative in Peru. A total of 129 officials from local institutions took part in the training. During the two days, there were presentations done by invited experts from INDECI, UNDP, SENHAMI, IGP, UNFPA, COOPI, UNICEF, and working groups sessions aimed at identifying results, limits and unmet needs in the preparation, response and rehabilitation actions implemented in each area to face the disaster. The exercise to identify weakness and strengths is to be considered a good practice of the training, because it was the first step to improve the institutional response skill and it put the basis to the preparation of working plans for the 2012 in the areas of: (i) health, food and nutrition, (ii) housing, water and sanitation, (iii) education, (iv) agriculture, (v) transport and communication. In each area of intervention, concrete actions were identified for strengthening the prevention, care and rehabilitation of disaster work, as well as specific responsibilities and a detailed schedule of activities. On the one hand, all the groups agreed on the utility of realizing advocacy actions towards the population, authorities and public officials and on the need of organizing the work of emergency response through the creation of networks. On the other hand, they agreed that the following activities still had to be implemented: (i) preparation of Sectoral Contingency Plans, (ii) the implementation of a regional meteorological network, (iii) purchase of communication equipments, (iv) regular supply of comprehensive developed stores, (v) strengthening of local authorities and public officials’ skills, (vi) training of population on prevention and reaction to disasters, (vii) elaboration of regional projects on livelihoods’ development, (viii) implementation of measures against teacher absenteeism and to recover lost school hours.

The second training, organized by the Provincial Municipality of Atalaya, INDECI, COOPI, FAO and the German Red Cross, was held on December 9 of 2011 in the facilities of the Provincial Municipality of Atalaya at the presence of the Provincial Mayor and the participation of 49 officials of several institutions, trained by a technician of the Peruvian Red Cross on the Sphere Handbook. After describing the history, the goals and philosophy of the project, the panelist introduced the two basic principles of the Humanitarian Charter – humanitarian imperative and humanity – detailing the inspiring rights of the Charter, explaining the protection principles which should guide the humanitarian action and the essential norms of the



humanitarian intervention and giving concrete examples on the issues of food security, health, human settlements and water and sanitation. In the afternoon, the participants, divided in groups, had the opportunity to put in practice what they learned, simulating humanitarian interventions in case of armed conflict, earthquake and floods. At the end of the training, the participants themselves drew their lessons learned. Between them there are: (i) raise awareness on the Sphere Handbook in native communities, farmhouses and vulnerable areas through radio programmes, (ii) plan the utilization of alternative crops – hydroponics – in flood areas, (iii) prioritize the prevention, (iv) create a Committee of all the institutions involved for organizing permanent trainings on disasters risk management, (v) implement medical kits in native communities and farmhouses.

### Second workshop of lessons learned



Fuente: COOPI

The third and final training was held on February 25 of 2012 in Iparía at the presence of the District Mayor. In the morning INDECI and COER officials informed the participants on the new law of SINAGERD and on COER's duties in case of emergency. The participation of several authorities in native communities and farmhouses affected by the floods of 2011 represents a good practice of this training, contributing to make it very useful for the more vulnerable localities of the district. Particularly, the authorities were trained by the FAO Disasters Risk Management Expert on how to develop a community organizing process for planning and prevention towards disasters caused by natural phenomena. Thanks to the working group methodology, the assistants simulated to be part of the same community and they

developed a vulnerability matrix and then a community risk map. The training achieved to strength the knowledge of the community on disaster risk management and provided practical tools to organize in the best way prevention actions in vulnerable native communities and farmhouses. Participants' feedback was very positive and community authorities asked for the event to be organized more frequently. They also compromised themselves to replicate the techniques learned in their communities, thing that will produce a multiplier effect.

Another good practice implemented during the Ucayali intervention to encourage the institutional strengthening is the close collaboration between cooperating agencies and Civil Defense Technical Secretaries in the districts and in the provinces. On the one hand, this contributed to strengthen the technical capacity of local personnel and, on the other hand, facilitate the involvement of local institutions' technicians in the implementation of emergency response activities in the most remote areas of the jurisdiction, favoring the approaches of institutions to these localities.

The interviews conducted to the Civil Defense Technical Secretaries of local authorities and to the District Mayors of the areas involved show that the institutional strengthening component implemented in the Ucayali intervention in 2011 was particularly valued. For example, the Civil Defense Technical Secretary of Tahuania, Abner Iturrarán Bustos, shows that the trainings performed strengthened local institutions, providing the necessary knowledge on the procedures to be followed to receive help in case of emergency. The Mayor of the Atalaya province, Francisco de Asís Mendoza de Souza, advises that, thanks to the trainings on lessons learned and to the trainings received, its institution is now better prepared to face the occurrence of another adverse event. In addition, as the Mayor Marcos Lozano explains, Director of COER – Ucayali, throughout the trainings performed, cooperating agencies gave an important support because they contributed to spread a prevention culture and provided knowledge and skills to local institutions.

Finally, in the frame of the programme funded by ECHO, the donation of skiffs, tools – GPS, computers, radio – and field material – tents, boots, mats, raincoats – to the Civil Defense Offices of the District and Provincial Municipalities benefited by the intervention results a good practice of the actions implemented by COOPI, FAO and the German Red Cross.



## 5. CONCLUSIONS AND RECOMMENDATIONS

The heavy rains that hit Peru during the first months of 2011 seriously affected the Amazon Region of Ucayali. Despite the seriousness that in short time the situation reached in all the regional territory, the weak management skill of local institutions and the delay in the intervention of the central level made difficult the implementation of a timely response to floods. Against this backdrop, despite the lack of a call for the international cooperation by the Government of Peru, the intervention of the cooperating agencies was fundamental to organize the humanitarian and rehabilitation response towards the emergency.

The purpose of this document was to describe the good practices implemented in the preparation, humanitarian response and rehabilitation actions implemented to face the emergency and the contribute in the provision of capacity building trainings to the population and the strengthening of local, sectorial and regional institutions management skills. As it has been showed, in each area of intervention positive results were achieved and good practices and lessons learned useful for future interventions in case of floods were implemented.

In the area of housing, for example, the individual provision of high quality materials – suitable for the forest climatic conditions – together with the introduction of a family rainwater collection system for domestic use – easy to maintain and without additional costs – were considered by the beneficiaries as really valuable elements. Also, the constant training of the people from communities on native languages and the adoption of the “Food for Work” methodology represented strengths that contributed to the intervention success.

In relation to livelihoods, on the other hand, the provision of certified consumption seeds increased the agricultural productivity of the beneficiaries, while the introduction of various vegetables seeds allowed enriching the diet of damaged families. In addition, the constant training activities on issues such as agricultural recovery improved the knowledge of affected people, while the provision of laying hens and

the construction of orchards and family poultries represented productive resilience methods and they improved the hygienic conditions of the localities involved.

In relation to education, the elaboration and execution of an Emergency Care Plan and of an Emergency Curriculum, oriented to the recovery of school hours lost in decent conditions were good practices together with the organization of a Regional Training on Methodological Strategies for the Socio-Emotional Support in Emergency Situations, addressed to teachers.

In the health sector, the previous existence of the Risk Management Plan and the sectorial COE facilitated the intervention and the implementation of medical brigades in all the regional territory. On the other hand, the development of a programme aimed at protecting the nutritional status of children under three years and the technical assistance provided to DIRESA to elaborate a technical sheet for emergency activities were important contributions of cooperating agencies.

Finally the elaboration of emergency technical sheets and the “Work for Food” system to rehabilitate roofs, bridges and riparian buffers in the places damaged are good practices of the intervention in relation to infrastructures and road links.

Parallel to humanitarian and rehabilitation response, another good practice adopted by cooperating agencies, through the RHN, was the implementation of advocacy activities towards national and local institutions with the purpose of drawing the attention on the rights of the floods’ victims to promote the intervention. Thanks to this effort, on the one hand the PCM on April 15 declared the region of Ucayali in the State of Emergency for a period of 60 days and on the other hand the management of additional resources to be used to face the emergency was facilitated.

In addition, in order to strengthen communities and local authorities management skills, other good practices implemented along the entire intervention were the technical assistance provided to local institutions and the capacity building trainings delivered by local promoters trained in native languages and in the practical way in the affected areas.

In general, as the document shows and the interviewed officials confirm, it is possible to conclude that the intervention for the response to the floods emergency in Ucayali got positive results and contributed to strengthen local institutions to be more prepared to face new possible emergencies. For the results achieved as a result of the implemented actions, it is possible to provide some recommendations considering the possible occurrence of a new floods emergency in Ucayali.

First of all, as it has been showed, the quality of the information obtained from the field is crucial to the promotion of the State of Emergency declaration and to the organization of an adequate emergency response. To implement a damages and needs assessment reflecting the real situation of areas affected by floods it is necessary to adopt a standardized data collection system. For this it is convenient that the technicians in charge of the process received the adequate training. Also, the collection process requires that the sectors coordinate between themselves and the Civil Defense Technical Secretaries at the district, provincial and regional levels. In order to avoid duplicating efforts, reduce the high costs of logistic and guarantee the coverage of all the flooded territory, it is recommendable that the evaluation missions were intersectorial, as the RHN encourages. If this is not possible, it is necessary to verify and compare the previous information provided by local and regional levels with that of Civil Defense Technical Secretaries at the same levels to corroborate the quality of the collected data before entering the EDAN sheets to the SINPAD.

Also, it could be relevant and effective the creation of a virtual platform to interchange information

between local, sectorial and regional institutions and the RHN members. This web platform should be a common space in which, thanks to specific working tools, the actors involved in humanitarian response, besides share information, could collaborate to carry out the elaboration, the follow-up and the evaluation of the actions implemented.

It is very important to strengthen constantly COER's management skill through simulation and mock exercises, and capacity building activities, so that it could effectively meet its role of interventions coordinating body in the case of emergency. Besides providing constant training to its technicians and officials, it is essential that the institution had the equipment – sliders, motors, gasoline – and the working tools – situational maps, risk maps, actor maps and directory of the institutions – necessary to act quickly to face the emergency.

Considering that an articulated response coordinated between several sectors and institutions implies difficulties, it is essential the elaboration of an organizational scheme as a flowchart which describes the relationships between all the actors as well as coordinating bodies involved in all the steps of the humanitarian and rehabilitation response, detailing roles and duties of each institution. It is imperative to contemplate and promote the participation of indigenous organizations and social organizations in all these processes and to clearly include it in the flowchart.

In order to elaborate actions to promote the human rights of people affected by disasters, it is necessary that the national level pushed local authorities – for example through economic incentives - to adopt public policies with a focused on comprehensive and sustainable development, mentioning the issue of disasters risk management and placing them in the centre of the institutional action. Not only because the prevention is less expensive than the response and the rehabilitation, but also because it give better results in terms of protection of the most vulnerable population's rights.

For what concerns the implementation of humanitarian aid and rehabilitation actions, as the 2011 experience shows, it is essential that each sector has a developed COE and an Emergency Operations Plan constantly updated and spread. To guarantee the feasibility of the actions established under such plans, it is fundamental that the institutional budgets and investments budgets included the necessary funds. Therefore it is advisable that at GOREU level the adequate amounts were included in the budget lines according to the budget law on disasters risk management.

Taking into account logistics difficulties, the enormous territorial distance and the communication difficulties characterizing the Amazon regions, it is essential the elaboration of an integrated early warning system. This should rely on the implementation of communication solar energy systems – guaranteeing the periodic maintenance of the machines – and the strengthening of existing networks – for example health and education – in order to facilitate the coordination in the event of an emergency in all the localities.

Since it is not always possible to move the vulnerable population to safer places and to higher grounds, it would be very important to promote feasibility studies for housing solutions and alternative agricultural solutions – for example houseboats and water resistant crops – as well as to train the population on productive resilience techniques.

Finally, to have skilled human resources and with the purpose of promoting good practices at local level, it is recommendable for local institutions to establish annual training plans, and also the organization of interchanges and short and medium term traineeships between officials and technicians of different regions. For this purpose it would also be beneficial provide by law a minimum period of 15 days for the transfer of functions in case of a change in the regional or local government. Finally, it would be really

positive to promote volunteerism in the most remote areas of the Region -for example through the role of the brigade- as this will contribute to improve the most vulnerable communities' preparedness in the event of future emergencies.

Con el fin de elaborar acciones que promuevan los derechos humanos de las poblaciones afectadas por desastres resulta necesario que desde el nivel nacional se promueva que las autoridades locales – por ejemplo mediante incentivos económicos - adopten políticas públicas con un enfoque de desarrollo integral y sostenible, en las que se contemple la temática de gestión del riesgo de desastres y se le coloque en el centro de la acción institucional. No sólo porque la prevención es menos costosa que la respuesta y la rehabilitación, sino porque también da mejores resultados en cuanto a la protección de los derechos de la población más vulnerable.

