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# Emergency Plan of Action (EPoA)

## Argentina: Floods



<b>Emergency DREF:</b> MDRAR011	<b>Glide N°</b> FL-2016-000137-ARG
<b>Date issued:</b> 06 January 2017	<b>Date of disaster:</b> 25 December 2016
<b>Operation manager:</b> Pabel Angeles, IFRC Regional Disaster Management Coordinator for South America; email: <a href="mailto:pabel.angeles@ifrc.org">pabel.angeles@ifrc.org</a>	<b>Point of Contact:</b> Cristian D. Bolado, National Emergency and Disaster Response Director – Argentine Red Cross (ARC)
<b>Operation start date:</b> 25 December 2016	<b>Expected timeframe:</b> 2 months
<b>Overall operation budget:</b> 205,468 Swiss francs (CHF)	
<b>Number of people affected:</b> 13,650 people affected	<b>Number of people to be assisted:</b> 3,250 people (650 families)
<b>Host National Society presence (number of volunteers, staff, and branches):</b> Argentine Red Cross has 65 branches nationwide, 9,396 volunteers and 1,844 staff members	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC)	
<b>Other partner organizations actively involved in the operation</b> Caritas Argentina, Scouts of Argentina, Adventist Development and Relief Agency (ADRA), Red Solidaria, the Salvation Army, various municipal and province structures are involved at the government level, the municipality of Pergamino, Argentine Army	

<Click [here](#) for the budget. Click [here](#) for the map. Click [here](#) for the contact information.>

## A. Situation Analysis

### Description of the Disaster

On 25 and 26 December 2016, more than 20 locations in the provinces of Buenos Aires, Córdoba and Santa Fe were affected by intense rainfall which was accompanied by hail and strong electrical activity. (Please see Annex 1 for the map of affected provinces). The fact that these were low-lying areas, the soil's saturation and the presence of crevices in basins (the most important in Argentina) caused by the constant rainfall throughout the year led to significant flooding and overflows from rivers and streams. The localities affected in this province by this emergency in this period were not affected by the rainy season in 2015 and 2016.



The Argentine Red Cross (ARC) responded to flooding in the 27 de Noviembre neighbourhood in the city of Pergamino, Buenos Aires.  
Source: ARC.

Pergamino, a city in northern Buenos Aires province, was one of the most affected by the rainfall, receiving some 220 millimetres<sup>1</sup> of water in 4 hours, causing the Pergamino Stream, its tributaries and effluents, such as Chu Creek, to overflow. This led to flooding throughout the city, which is organized into 24 urban and peri-urban neighbourhoods. The flooding, mainly impacted riverside neighbourhoods (the river cuts across the city) such as 9 de Julio, Cueto, Centenario, Tocha, San Vicente, Kennedy, Centro, 27 de Noviembre, Belgrano, Martín M. de Güemes and José Hernández (the latter three are considered informal settlements<sup>2</sup>); and

<sup>1</sup> SMN – National Meteorological Service (Ministry of Defence)

<sup>2</sup> According to the Informal Settlement Survey by the non-governmental organisation TECHO: <http://relevamiento.techo.org.ar/>

Jorge Newbery (also an informal settlement) along Chu Creek, affecting 13,650<sup>3</sup> people, i.e. around 11 per cent of the total population. Basic services such as power, telephony, internet and water were partially interrupted for some 36 hours (completely in affected neighbourhoods), and some stretches of National Routes 8 and 9 (the main access roads to Pergamino) were blocked completely by flooding, making it difficult to mobilize assistance from outside of the city.

More than 3,400 homes have been flooded (between 30 and 220 cm of water), forcing families to leave their homes as access is only possible by boat or some 4-wheel drive vehicles. According to Civil Defence reports, around 50 residents have refused to self-evacuate or be evacuated and remain on the roofs of their homes, and approximately 250 are being housed in four collective centres. At the family / individual level, in addition to some medical emergencies and health complications associated with the emergency (injuries, blood pressure issues, etc.), families have reported the loss of household items (furniture, appliances, household goods, bedding, etc.) and sanitation issues such as garbage, waterlogged structures, vermin, vectors. These issues have been exacerbated by the meteorological conditions that are typical for this time of year, such as mean temperatures above 24° C (with highs above 32° C), high humidity, unstable weather conditions and the pre-existing pollution of the Pergamino Stream.



Map of Argentine provinces affected by December 2016 floods. *Source: ARC.*

In addition to partial structural damage to dwellings and some public buildings (Primary Health Care Centres [CAPS] in Güemes and José Hernández neighbourhoods), the blocks adjacent to the Pergamino Stream have large amounts of accumulated debris and waste, which have been hard to remove because of the difficulty in accessing these streets. While the city does have a Local Response Plan, it failed to fully anticipate the storm's effects, catching a great number of families by surprise in their homes. On 25 December, the city formally declared a state alert, including a health alert, due to the level of impact suffered.

In Cordoba Province, the strong storm that hit the area on 26 December caused damage to electrical and water services and forced 100 people to evacuate in Jovita. Twelve homes were damaged by hail, and electrical services were interrupted in La Cumbre and in La Falda due to high winds that damaged lamp posts. Six neighbourhoods suffered damage in Villa Dolores, 50 people had to self-evacuate and there were blocked roads and fallen lamp posts; additionally, the storm interrupted electrical and water services in Villa Giardino, Rio Ceballos, Salsipuedes, Agua de Oro, Jesús María and Colonia Caroya. More than 200 people in Santa Fe Province were forced to evacuate. The cities of Rosario and Alvarez were the most affected, as overflowing channels left half of the city cut off and hindered the evacuation efforts. Provincial authorities reported up to one metre of water in dwellings, including the Volunteer Fire Department facilities, which had to be evacuated as well. The National Society is coordinating state assistance in the form of mattresses, blankets, food, bags and tarps; relevant Ministry of Health agencies are working on site.

## Summary of current response

### Overview of Host National Society

Monitoring of the northern part of the Buenos Aires province started on 23 December due to official meteorological warnings forecasting heavy rains and storms in the area. On 26 December, the National Society's Emergency and Disaster Response Directorate issued a nationwide Red Alert, as per its current National Emergency and Disaster Response Plan; it also deployed a technical team consisting of a National Intervention Team (NIT) member and the Pergamino's operations coordinator (the ARC does not have a local branch there) to carry out a rapid emergency assessment. A Category 2 Alert was declared for the city that same day, which was followed by a deployment of human and material resources from nearby ARC branches and headquarters and the triggering of information dissemination channels (Disaster Risk Management Information System [SIGRID], Disaster Management Information System [DMIS] and emails sent internally and to strategic partners, etc.). This also included recently consolidated information mechanisms through a work process in partnership with four other national civil society organizations (CSOs): Caritas Argentina, Scouts of Argentina, Adventist Development and Relief Agency (ADRA) and Red Solidaria.

<sup>3</sup> The number of affected people is based on the preliminary assessments of the impacted zones and the current population in the collective centres.

Since the onset of the emergency, the Argentine Red Cross has been actively participating in the city's Emergency Operations Centre (EOC), which is composed of municipal and provincial state authorities and where the actions in the affected communities are coordinated. Forty-six volunteers from ARC branches in Villa Crespo, Vicente López, San Fernando, Saavedra, Santos Places, Quilmes, Paraná, Luján and La Plata were deployed within 72 hours, plus seven staff members from Emergency and Disaster Response, Emergency and Disaster Risk Management, Health and Administration, and Finance headquarters offices, as well as the National Society's president.

The main initial actions are the following:

- Participation in Municipal EOC
- Rapid Emergency Assessment
- Detailed Emergency Assessment
- Information management
- Evacuations in boats and special vehicles, in coordination with Pergamino's Volunteer Fire Department and the Argentine Army.
- First Aid and Psychosocial Support (PSS) (setting up of one first-aid post in the 27 de Noviembre neighbourhood), in coordination with the municipal and provincial health systems. More than 40 people were treated.
- Specific Needs Surveys: Using Open Data Kit (ODK) tools and ARC mobile devices, in coordination with social workers from the city's Social Development Secretariat.



ARC volunteers responded to flooding in Centenario Neighbourhood in Pergamino, Buenos Aires. *Source: ARC*

Likewise, ARC Buenos Aires Headquarters Communications, Organizational Development and Internal Services (Internal Logistics) Directorates are providing support in areas such as:

- Communications
- Resource mobilization
- Administration and financial
- Logistics
- Volunteer deployment
- Formulation and planning

In addition to these efforts, the Córdoba Branch has activated its EOC, and it is managing and collecting general information regarding the situation through its field assessment teams, as well as providing basic first-aid care. Furthermore, the meteorological situation and affected communities continue to be monitored through joint efforts with active fire departments. For its part, the Santa Fe Branch is monitoring the situation through a NIT member, with support from specialized volunteers at the branch.

### **Overview of the Red Cross - Red Crescent Movement in the country**

The National Society's Emergency and Disaster Response Directorate personnel maintains constant communications with branches in affected areas, and it has deployed personnel to the field since the onset of the emergency onset. Moreover, the branches are maintaining communications with Civil Defence, Volunteer Fire Departments and various municipal bodies.

The IFRC has an office in Argentina to provide assistance and support to Southern Cone countries. In the event of emergencies and disasters, South American National Societies can count on assistance and support from the Disaster and Crisis Department through its disaster management coordinator based in Lima, Peru.

There is also International Committee of the Red Cross (ICRC) representation in the country, which conducts actions specific to its mandate, such as working with authorities to integrate, implement and disseminate International Humanitarian Law and international standards on the use of force, and it carries out actions to build ARC's capacity to deal both with emergency situations in contexts of violence and crises and provide Restoration of Family Links (RFL) services.

### **Movement Coordination**

The Argentine Red Cross has continuously informed and coordinated with the IFRC's Disaster and Crisis Department, and it has kept the ICRC and regional Partner National Societies (PNSs) apprised of the situation



The country has Movement Coordination Mechanisms, and a Tripartite Agreement was signed in March 2015 between the National Society, the IFRC and the ICRC in order to maximize the Movement's overall capacity to fulfil its humanitarian mission and strengthen ARC's capacity.

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

Various municipal and provincial structures are involved at the government level, the latter of which is coordinating at the national level. The municipality of Pergamino has assumed the leadership of the emergency response, forming a temporary EOC, mainly through its Civil Defence, Health, Public Works, Social Development and local Police services. The declaration of emergency on 25 December has streamlined administrative and financial mechanisms and activated financial and technical requests. The government of Buenos Aires province has provided support to overall coordination (coordinating with the EOC) and logistical assistance for the event, and it is facilitating coordination with national resources.

Initial evacuation and rescue was conducted with boats provided by Pergamino's Volunteer Fire Department and later with the Argentine Army. More than 50 social workers are leading specific needs assessments in affected communities and in some neighbourhoods, in coordination with the Argentine Red Cross.

Health care is being provided, both in the local hospital (San José Hospital) and on an outpatient basis (5 health centres); this is being supplemented with provincial resources from the Integrated Health Emergency System (SIES), which has deployed a field hospital tent, doctors, nurses and technicians, and three four-wheel drive ambulances equipped to respond to emergencies.

The city is making arrangements for four collective centres to house evacuees, ensuring sanitary shelter and food conditions, as well as Collection Centres; municipal state authorities are leading these actions, which are being supported by the Provincial Emergency System. As of the writing of this Emergency Plan of Action (EPOA) Action Plan, the number of families in centres has not been quantified.

The Municipality is also coordinating the collection and distribution of humanitarian aid, (mainly resources provided at the provincial and national level) in both collective centres and in the most affected neighbourhoods; this aid consists mainly of mattresses, water, food, bedding, and cleaning and hygiene supplies. Although aid management and mechanisms were slow during the first 48 hours, the effectiveness of the government's initial response is improving, and it has been distributing vouchers to families to purchase specific items such as food and basic non-food items (NFIs); these vouchers are geared toward the social development of the municipality of Pergamino, and they can be used for humanitarian aid such as mattresses, blankets, non-perishable food kit and cleaning supplies.

- The reconditioning of two affected Primary Health Care Centres in Güemes and José Hernández neighbourhoods
- The dissemination of health and environmental recommendations
- The fumigation of green spaces
- The application of larvicides in areas with standing water
- The availability of three trucks and 15 dump trucks to strengthen cleaning operations in affected neighbourhoods
- The distribution of cleaning items
- The municipality's organization of the work by being conducted by other volunteers (for a total of more than 100 spontaneous volunteers).

At the CSO level within the neighbourhoods themselves, churches and community kitchens are involved in the initial containment and assisting parishioners and nearby residents. Other organizations, such as Caritas Argentina, Scouts of Argentina, ADRA, *Red Solidaria* and the Salvation Army, are also providing support. At the community level, and based on spontaneous self-organizing, residents themselves have actively participated in evacuation efforts and in collecting and distributing small private donations, which usually come from areas not so seriously affected in support of more seriously affected residents within the same neighbourhood.

### Needs analysis, beneficiary selection, risk assessment and scenario planning

#### Health

A health alert was declared by Municipal Decree on 25 December in the city of Pergamino, whose Municipal Hospital was overwhelmed by the demand for treatment of various injuries resulting from evacuations, cleaning out homes and other actions by the affected population during the first hours of the emergency; this limited the hospital's response capacity, prompting the municipality's Health Undersecretary to ask for ARC's help through the establishment of a health post along Route 188 to provide first-aid care to residents of the Jose Hernandez, 27 de Noviembre and Kennedy neighbourhoods during the emergency. Flooding damaged some health facilities, and a health ward in Güemes neighbourhood was looted.

Additionally, high pollution levels have been detected in the Pergamino and Chu Chu Streams and other tributaries from agricultural activities (fertilizers), household garbage, and industrial and sewage drainage. Although there are no outbreaks or declared cases of vector-borne diseases, the risk is high due to the accumulated water and household garbage in canals and the neighbours' low level of knowledge and training on the subject. The Argentine Red Cross has been present from day one working on training and raising awareness through the informal communication of information to each family, as well as the distribution infographic materials aimed at strengthening this task.

The impact at the psychosocial level has been high, and it is greater still in more vulnerable groups such as children, who constitute a significant percentage of those affected. Signs of post-traumatic stress have been detected among neighbours, and as a result, the goal is to move forward with spaces for "emotional release and airing" accompanied by dialogue and support provided door-to-door; these types of activities will also be aimed at the National Society's volunteers.

### **Water and Sanitation**

In terms of water and sanitation, there was a severe shortage of drinking water and damage to drainage networks during the first hours, as the flood brought with it large accumulations of waste and debris (furniture, household appliances, and albeit to a lesser extent, some dead animals). The municipality is currently working rapidly on this issue by making three trucks and 15 dump trucks available to help clean up the neighbourhoods (although, more vehicles will be needed). Riverbanks still need to be cleaned, as well as the channels that formed due to the rivers' overflow.

The informal settlements mentioned earlier, which were affected by the flood (Güemes, Belgrano, José Hernández and Jorge Newbery), have irregular connections to water and electrical networks (except in large part of Güemes), drainage to cesspits (excreta) and have no connection to the gas network (they use tanks)<sup>4</sup>.

### **Livelihoods**

Since the majority of residents make their living from activities that they develop in urban areas, their livelihoods were not significantly affected. Shops remained closed during the first hours due to minor damage and the normal confusion that normally comes from emergencies; however, all shops, both large and small, are now functioning and open for business (few were impacted directly). Ninety-five per cent of land around Pergamino is devoted to agricultural activities, especially wheat, soybeans and maize; the latter of which is among the most important crops due to its profitability and demand in the country. Finally, agriculture has not been greatly affected either.

### **Food Security**

Food needs have been met throughout the emergency. The municipal Social Development Secretariat has provided food modules to specific cases, which continue to date, and it has provided the collective centres with the necessary equipment to cook food that meets minimum nutritional standards.

### **Shelter**

Four collective centres, managed by the municipality, were set up during the early stages of the emergency; These centres have been providing care to affected families, although the number fluctuates on a day-by-day basis. The majority of people who left their homes self-evaluated to homes of friends and relatives. According to information provided by the municipality of Pergamino, more than 3,400 homes have been flooded, resulting in the loss of household items such as furniture, appliances, household goods, bedding, clothing and personal items.

### **Vulnerability, Risk and Preparedness**

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<sup>4</sup> According to an assessment of Informal Settlements by the non-government organization (NGO) TECHO <http://relevamiento.techo.org.ar/>

The areas in Pergamino with high and very high physical vulnerability to flooding are those located in the city's low-lying areas. Neighbourhoods with moderate vulnerability present a greater risk of flooding, but the magnitude of the flooding does not require the evacuation of a significant number of residents. In neighbourhoods with high physical vulnerability, there is a high likelihood of flooding occurring from intense rainfall and / or overflowing of streams. Finally, areas with very high vulnerability have the highest likelihood of experiencing severe flooding involving evacuation and high impact on people. Most have drainage, but discharge capacity depends on the streams' water levels. When watercourses are already high and rainfall occurs in urban centres, these areas end up accumulating water surpluses from both streams and surface runoff from the city's highlands; furthermore, many of them have physical barriers such as bridges and railroad embankments, and it is precisely in these areas where lower-income populations, which receive social assistance and suffer recurrent flooding, have settled.

The city is prone to recurrent floods from both rivers and rainfall, and their impact has been increasing over time due to the process of environmental degradation and increasing vulnerability. With each flood, flooded areas become polluted with substances from various origins (household effluents, solid waste, agrochemical deposits, industrial effluents, etc.), which is exacerbated by the fact that 25 per cent of households are not connected to the water supply network and 40 per cent are not connected to a sewage network, thus increasing the risk of contaminating well water with sewage or household effluent. In terms of socioeconomic vulnerability, data from the 2001 census indicates that 10 per cent of the city's population has unmet basic needs.

Although the Municipality has a Local Response Plan, it failed to fully foresee the magnitude of this storm, which exceeded estimates and caused flooding that caught a large part of the population by surprise in their homes. While the Buenos Aires Provincial government, through the Provincial Emergency System, has provided support and logistical assistance to the overall coordination of the event (coordinating with the municipal EOC), there are gaps and needs in terms of contingency planning training, early warning systems and evacuation plans. Only the National Meteorological System (SMN) has been registered as a guide, which coordinates with an application used by neighbours to a certain extent, but it does not constitute a formally integrated security plan.

In principle, the main humanitarian needs were associated more with the operational gaps previously mentioned than with resource availability:

- Community PSS
- Safe water provision
- Mattresses and bedding
- Complementary food (without compromising food security)
- Cleaning and personal hygiene items and diapers (initially for both evacuated and self-evacuated families and for those who chose to remain in their damaged homes)
- Tarpaulins to protect those people/families who remained in their damaged homes from the elements

Short / medium-term needs associated with returning home have been identified in scenarios that involve declining flood levels and the deactivation of the collective centres:

- Replacement of household goods, furniture and appliances
- Cleaning supplies
- Personal hygiene items
- Vector control and safe water management

## **Risk Assessment**

Short-term forecasts do not predict rains of similar intensity, and the hydrological trends are decreasing. Even though isolated rains may fall, these would not generate any changes to the current situation. SMN forecasts for the January to March quarter predict normal or below normal rains, but above normal temperatures (between 24 and 32° C)<sup>5</sup>.

During the first few days, there were some situations of social tension involving protests in several affected neighbourhoods and affected residents demanding humanitarian aid barricaded main roads, such as Route 188 that connects both banks of the Pergamino Stream; moreover, there were some isolated cases of the looting of flooded houses, but the authorities have since regained control of the situation.

## **B. Operational plan and strategy**

### **Overall objective**

<sup>5</sup> Weekly Bulletin 26/12/2017 - National Agricultural Technology Institute (INTA) (Ministry of Agroindustry)

Reduce the effects caused by sudden, heavy rains and floods in Pergamino, Argentina, in order to assist 650 families (3,250 people) through PSS, first-aid, and health and hygiene promotion activities, and a cash transfer programme in the most affected neighbourhoods.

### **Proposed strategy**

Because of humanitarian gaps and in order to strengthen the fulfilment of the overall objective, the Argentine Red Cross will focus its efforts in Pergamino along the following lines of intervention:

- At least 650 families affected by floods receive information on health promotion and hygiene and reduce their health risks upon returning to their homes, thus lowering the demands on the local health system.
- At least 100 people receive first-aid care at the Red Cross post and through teams that are able to go to homes if so requested and required.
- At least 650 families receive psychosocial support.
- At least 650 families improve their access to safe water, thus reducing risks.
- 600 families have humanitarian assistance through a cash transfer programme in order to meet their main needs when returning to their homes. The unconditional cash transfer programme foresees the need for the affected families to recover mainly lost household goods, damaged appliances, perishable food and materials for the repair of dwellings, among other lost items.

The distribution of unconditional cash grants to 600 affected families in the communities of José Hernández, 27 de Noviembre and Kennedy in the city of Pergamino is intended to meet basic needs in terms of home repair and recovery and to purchase household goods, work tools and cleaning supplies; the amount is equivalent to one half of a minimum monthly wage, which translates into 3,780 Argentine pesos (ARS) (equivalent to CHF 245); these activities have been coordinated with the authorities and the municipality. The amount reflects the rise in the country's cost of living and the two increases in the minimum salary in Argentina: ARS\$6,810 to (CHF 443,5) on 1 June 2016 and ARS\$7,560 (CHF 490) in September 2016<sup>6</sup>

The Argentine Red Cross has gained experience implementing cash transfer programmes during emergency responses in recent years, such as the one for the floods in December 2015-early 2016 in the provinces of Entre Ríos, Formosa, Corrientes and Santa Fe via an IFRC international appeal and in the city of Lújan in 2015 when Disaster Relief Emergency Funds (DREF) funds were activated; consequently, this experience in CTP has proven to be positive for the work ARC is conducting in affected communities.

In 2013, the National Society invited various national and multinational banks to submit bids to implement the emergency cards that would be used as an additional form of humanitarian aid. Thus, the Recovery Card (debit card) was born in early 2014 thanks to a strategic partnership between Banco BBVA Francés and the Argentine Red Cross, which was intended to strengthen the Red Cross' capacity to respond effectively to affected families during emergencies; initially, this mechanism will be managed by headquarters' finance team through Banco Bilbao Vizcaya Argentaria (BBVA) Francés' online FrancesNet.Cash system, which provides for the review and verification of beneficiaries' information. Financial controls for the Recovery Card also need to be rigorous, including a process for reconciliation, distribution monitoring, accounts management and a standardized process for transporting the cards from BBVA Francés' main offices to the participating ARC branch or headquarters.

As part of the CTP's implementation process, a pilot project was set up in June 2014 with the IFRC and the American Red Cross, through which a CTP was successfully implemented through the delivery of prepaid Visa cards provided by Banco BBVA Francés (to 390 families in Buenos Aires' Mitre neighbourhood).

### **Beneficiary Selection**

The city of Pergamino in Buenos Aires province has been the most affected by the 25 December rains, and the neighbourhoods have been selected based on their high vulnerability and impact. Ninety-five per cent of the population is concentrated in the city of Pergamino, and they are living in a situation that has been significantly impacted by steady migration and unplanned urbanization (especially from northern Argentina and surrounding areas), as they were initially drawn to the area by its strong agricultural growth at the time of the post-2001 social

<sup>6</sup> <http://salariominimovital.com.ar/salario-minimo-argentina-2016.html>

crisis; this situation is reflected today in several underprivileged riverside neighbourhoods along the Pergamino and Chu Chu Streams, all of which have been directly affected by the heavy rain and flooding.

### Target Population

By emphasizing emergency care based on the evolution of the rainfall and flooding and the continuity of the operation, National Society actions will prioritize actions in the following areas of Pergamino:

Communities	Families to be reached	People to be reached
27 de Noviembre	270	1,350
José Hernández	330	1,650
Kennedy	50	250
<b>Total</b>	<b>650</b>	<b>3,250</b>

Emergency care, PSS, first-aid, and health and hygiene promotion activities will be provided to 650 families living in the semi-urban neighbourhoods of 27 de Noviembre, José Hernández and Kennedy; however, 27 de Noviembre and José Hernández will receive additional support from a cash transfer programme due to the level of flooding and damage suffered.

### Beneficiary selection criteria:

- Priority was given to the semi-urban areas most affected by floods.
- People with the highest degree of vulnerability, especially women, the elderly, children and persons with disabilities.
- Damage to households based on water levels (greater than 50 cm, with damage to household goods for the cash transfer programme).
- Families that have remained incommunicado and lack means of transportation.
- Families who have suffered material losses and impact to housing infrastructure.
- The number of days spent with water within their dwellings.

### Operational support services

#### Human resources

Pergamino does not have an ARC branch; therefore, the Response Division's operations coordinator and a NIT were deployed to the field; both of them are still in the field. At the time of the event, 46 volunteers were deployed from ARC branches in Villa Crespo, Vicente López, San Fernando, Saavedra, Quilmes, Paraná, Luján, Santos Lugares and La Plata; appeals have also been made to the rest of the network, and more than 50 volunteers are available to deploy if needed. Also, seven people were deployed from headquarters to coordinate the operation and support various tasks. The National Society has insurance for volunteer and permanent staff.

#### Logistics and supply chain

Since the beginning of the operation and following the red alert and subsequent declaration of a category 2 emergency as per the response plan, ARC's headquarters' Logistics and Systems Sub-Directorate has made this emergency its main priority. The entire ARC vehicle fleet and all logistical resources are at the exclusive disposal of this operation.

The humanitarian logistics coordinator and a volunteer specializing in logistics were deployed to provide logistical support in the field. The ARC central warehouse has provided 11 4-wheel drive vehicles, staff transportation units, a telecommunications kit, an ODK and Mega V kit, 2 drones, 400 units of insect repellents and 200 bottles of water. As per the National Society's and the IFRC's procedures, all purchases will be made locally.

#### Information Technology (IT)



Communications equipment, mobile and fixed telephony, laptops, tablets with internet connections, and printers were made available in order to maintain contact among the branches, operating volunteers and the base. The ODK tool will be used to record surveys and to identify beneficiaries, and the Mega V will be used to deliver the cash transfer programme (CPT) cards.

### **Communications**

Internal communications are maintained over mobile phones and SIGRID. The transmitted information is related to the organization of human resources (work, rest and relay slots), emergency updates, on-site operational actions and reporting. All this is coordinated by the National Emergency and Disaster Response Directorate. Internal communications have been submitted daily, and permanent communications are maintained between all areas and provided to branches in the country network.

External communications with the community and donors were held through social networks (official Facebook and Twitter pages), emails to official ARC accounts, mass media (digital/graphic media web portals, television and radio), and ARC land lines. Fundraising mechanisms were publicized since the beginning of the emergency. The ARC has received donations via bank transfers thanks to an active social media campaign and more than 20 interviews with national and international media outlets; in addition, the ARC has issued graphic materials and press releases for accountability to the community (please see Annex 2 for links to a selection of the articles published on the emergency and the ARC's response efforts). In addition, the ARC will conduct a satisfaction survey with at least 20 per cent of beneficiaries at the close of the operation.

### **Security**

Safer Access is ensured throughout all operations in the field, and all participating volunteers have health and emergency insurance provided by their respective branch. A plan has been established to ensure safety and the volunteers' access to targeted areas. The operation will provide personal protective gear consisting of rubber boots, helmets and institutional clothing.

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

Throughout the entire operation, the ARC constantly monitors the emergency and its evolution. Status reports are continuously issued in order to maintain a proper flow of information. Argentine Red Cross' Emergency and Disaster Response Office (DRED for its acronym in Spanish) will monitor, support and track the operation, and it will conduct several support, follow-up and assessment visits. At the end of the operation, a meeting will be held to evaluate the operation and share lessons learned.

The IFRC will provide monitoring and technical support at the operational and financial level through its regional disaster management coordinator, the PMER unit and Finance Department.

The National Society has a telephone number available for inquiries, complaints and allegations of theft for beneficiaries; this information is attached to all letters that are formally delivered and is well known by volunteers.

### **Administration and Finance**

The Argentine Red Cross has specific procedures for procurement and accountability during emergency situations, which tend to guarantee transparency in the management of funds allocated to the implementation of humanitarian aid actions. The Administration and Finance Directorate is providing its support to the operation through budget tracking, purchasing, expense reports, audits and financial reports.

In addition, the National Society keeps annual accounting which is submitted through the organization's Annual Report and Balance. The accounts are audited by an independent auditing company, and there is an internal Supervisory Accounts Committee. Furthermore, the Report and Balance are submitted to the Argentine government, which reviews and approves it. DRED has a technical team hired by the National Society to manage the emergencies that includes a financial officer.



CBHFA training workshops for communities									
Production of health promotion materials									
Dissemination of health promotion materials									
Psychosocial support sessions									

## Water, sanitation and hygiene promotion

**Needs analysis:** ARC has identified the need to raise the population's awareness regarding the cleaning of their homes and surrounding areas. Flooding in the area has negatively impacted the affected homes' sanitary conditions and increased the levels of debris and waste materials. Furthermore, even though households continue receiving water via the water supply network, this water may not be suitable for consumption after the flooding; nevertheless, there are still no official studies on the status of the water. People in communities are aware that the water may be contaminated, and as a result, they are refraining from consuming water from the tap unless they have applied some prior purification process.

**Population to be assisted:** The Argentine Red Cross will provide support to at least 650 flood-affected families (3,250 people) by providing information on hygiene, sanitation and water care in the communities of 27 de Noviembre, Kennedy, José Hernández and in the collective centres set up in the municipality of Pergamino in Buenos Aires province.

Objective	Indicators							
<b>Outcome 2</b> At least 650 families improve their hygiene conditions, and improved water quality for evacuated families returning to their homes	N° of families assisted							
<b>Output 2.1</b> Evacuated families have materials that provide basic hygiene promotion and water care information	N° of dwellings cleaned. N° of families trained N° of families who receive information							
<b>Activities</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>Weeks</b>								
Development and production of awareness-raising materials on hygiene, sanitation and water quality								
Door-to-door visits to provide household hygiene, sanitation and water quality information to affected families								

## Quality programming / Areas common to all sectors

The activities established for common areas will facilitate access to communities and coordination with the municipality of Pergamino and other entities external to the Argentine Red Cross in order to carry out relief actions, work at extraction points, the collective centres and helping the affected people return to their dwellings.

Objective	Indicators
<b>Outcome 3:</b> Continuous assessment, monitoring and analysis inform the operation's design and implementation.	N° of assessments conducted
<b>Output 3.1.</b> Initial needs assessment is conducted in consultation with beneficiaries	N° of assessment reports produced that

	<p>consulted beneficiaries (assessment reports, plan of action).</p> <p>Assessment reports provide affected population data disaggregated by sex, age and vulnerabilities (assessment reports).</p>							
<b>Output 3.2:</b> The operation's management is implemented through a continuous, comprehensive monitoring and evaluation system.	<p>N° of monitoring missions by the National Society.</p> <p>N° of coordination meetings.</p> <p>N° of beneficiaries surveyed to know their level of satisfaction.</p> <p>N° of beneficiary stories</p>							
<b>Outcome 4:</b> 600 families receive humanitarian assistance via a Cash Transfer Programme aimed at meeting their main needs to recover their homes	<p>N° of families that have CTP</p>							
<b>Output 4.1.</b> Unconditional cash grant to 600 affected families through the CTP	<p>N° of cards delivered</p> <p>N° of families who receive CTP</p>							
<b>Activities</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>6</b>	<b>7</b>	<b>8</b>
<b>Weeks</b>								
Conduct rapid emergency assessment								
Conduct detailed assessments								
Beneficiary evaluations and registration using ODK								
Support and monitoring by the IFRC								
Monitoring visits by the National Society's headquarters								
Recording of beneficiary stories and editing of material for publication								
Conduct a market study								
Conduct surveys using the Open Data Kit system to identify beneficiary families								
Notification of beneficiaries that they will receive CHF 245 in CTP support								
Coordination with bank for the issuance of cards								
Delivery of cards to beneficiaries								
Monitoring of cards' use and beneficiary queries and claims								
Beneficiary satisfaction survey								
Lessons learned workshop								



## Contact information

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

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1. DREF budget [below](#)
  2. Click [here](#) to return to the title page
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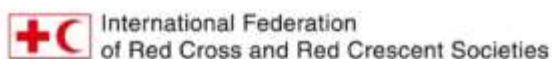
## How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.



The IFRC's vision is to inspire, encourage, facilitate and promote at all times all forms of humanitarian activities by National Societies, with a view to preventing and alleviating human suffering, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

## Annex 1



### Argentina: Floods - 03 January 2017.

Glide number : FL-2016-000137-ARG  
Appeal/ DREF number: MDRAR011

This page does not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its inhabitants. Produced by Disaster and Crisis Department - IFRC, source: Argentina Red Cross-IFRC, Administrative areas (GADM)



## Annex 2

Media links:

<http://www.corrientesnoticias.com.ar/noticias/view/162384>

<http://www.letrap.com.ar/nota/2016-12-27-pergamino-vidal-apuesta-a-que-el-31-todos-los-inundados-puedan-volver-a-sus-casas>

<http://www.eleconomistaamerica.com.ar/sociedad-eAm-argentina/noticias/8052689/12/16/La-Cruz-Roja-recibe-donaciones-por-las-inundaciones-en-Buenos-Aires.html>

<http://www.diariopopular.com.ar/notas/276181-volver-casa-pergamino-el-dolor-la-solidaridad-y-las-miserias>

<http://www.radionacional.com.ar/donde-y-como-ayudar-a-los-afectados-en-pergamino-y-localidades-cercanas/>

<http://www.larazondechivilcoy.com.ar/locales/2016/12/29/cruz-roja-trabaja-junto-comunidad-pergamino-83744.html>

<http://reliefweb.int/report/argentina/cruz-roja-argentina-trabaja-junto-la-comunidad-de-pergamino>

**DREF OPERATION**

MDRAR011 - Argentina Floods

05/01/2017

<b>Budget Group</b>	<b>DREF Budget CHF</b>
Shelter - Relief	0
Shelter - Transitional	0
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	0
Clothing & Textiles	0
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	0
Medical & First Aid	1,409
Teaching Materials	8,073
Ustensils & Tools	0
Other Supplies & Services	0
Cash Disbursements	146,856
<b>Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES</b>	<b>156,337</b>
Land & Buildings	0
Vehicles	0
Computer & Telecom Equipment	0
Office/Household Furniture & Equipment	0
Medical Equipment	0
Other Machinery & Equipment	0
<b>Total LAND, VEHICLES AND EQUIPMENT</b>	<b>0</b>
Storage, Warehousing	0
Distribution & Monitoring	0
Transport & Vehicle Costs	6,170
Logistics Services	0
<b>Total LOGISTICS, TRANSPORT AND STORAGE</b>	<b>6,170</b>
International Staff	0
National Staff	0
National Society Staff	5,656
Volunteers	6,942
Other Staff Benefits	3,147
<b>Total PERSONNEL</b>	<b>15,745</b>
Consultants	0
Professional Fees	0
<b>Total CONSULTANTS &amp; PROFESSIONAL FEES</b>	<b>0</b>
Workshops & Training	2,777
<b>Total WORKSHOP &amp; TRAINING</b>	<b>2,777</b>
Travel	5,142
Information & Public Relations	3,414
Office Costs	1,543
Communications	1,028
Financial Charges	771
Other General Expenses	0
Shared Office and Services Costs	0
<b>Total GENERAL EXPENDITURES</b>	<b>11,899</b>
Partner National Societies	0
Other Partners (NGOs, UN, other)	0
<b>Total TRANSFER TO PARTNERS</b>	<b>0</b>
Programme and Supplementary Services Recovery	12,540
<b>Total INDIRECT COSTS</b>	<b>12,540</b>
<b>TOTAL BUDGET</b>	<b>205,468</b>