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DREF Final Report Chile: Civil Unrest

 International Federation
of Red Cross and Red Crescent Societies

DREF N° MDRCL014	Glide n°: OT-2019-000137-CHL
Date of issue: 22 April 2020	Operation time implementation: 3 months. Operation end date: 25 January 2020
DREF allocated: 88,326 Swiss francs (CHF)	
Total number of people affected: 1,500,000 approximately people at risk.	Number of people to be directly assisted: At least 2,000 people from the affected population and 200 Chilean Red Cross (ChRC) volunteers
Host National Society presence: Chilean Red Cross has 11 regional committees, 148 branches nationwide, 5,622 volunteers and 45 staff members.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC) and International Committee of the Red Cross (ICRC).	
Other partner organizations actively participating in the operation: National Emergency Office of the Ministry of Interior and Public Security of Chile (ONEMI), Ministry of Health, Ministry of Defence, Ministry of Social Development, Chilean Humanitarian Aid Network (RAHCh) and International Humanitarian Network (RIH).	

<Click [here](#) for the final financial report. Click [here](#) for Contacts.>

A. SITUATION ANALYSIS

Description of the disaster

On 6 October 2019 in Chile, a series of public protests started by secondary school students began in Santiago Metropolitan Region (herein Metropolitan Region) against the increase in public transportation fares. The protests subsequently expanded to other sectors in society and outside the capital city. On 19 and 24 October, respectively, the government of Chile declared a state of emergency for the provinces of Santiago and Chacabuco. The state of emergency was extended to other provinces, additional a curfew was issued for the provinces of Santiago and Chacabuco.



The Chilean Red Cross (ChRC) provided first aid in Santiago and other locations. Source: ChRC.

Of the demonstrations in 16 regions throughout the country, 3,746 people¹ were wounded, of which 2,114 were wounded by gunfire (steel, lead and rubber bullets, balls and pellets), and 427 people suffered eye injuries (trauma and bursting or loss of eyeball), 26 people² died and 9,545 were detained.

The Chamber of Commerce estimated losses of over 1.4 billion US dollars due to destruction, looting and decreased sales³. Of the estimated losses, 900 million US dollars was due looting and destruction of stores with an additional 500 million US dollars due to the loss of sales when the stores were closed.

At the close of the operation, public demonstrations decreased significantly. The Chilean Red Cross remained on alert and providing support as needed.

Summary of response

Overview of Host National Society

Through this operation implemented in different affected regions, the Chilean Red Cross (ChRC) reached 11,392 injured people by providing first aid and psychosocial support. A total of 520 ChRC volunteers from the 9 regions: Tarapacá, Antofagasta, Atacama, Valparaiso, O'Higgins, Bio Bio, Maule, Araucanía and Metropolitana were mobilized to provide these humanitarian services.

The National Society, through its communication department, with support from the International Committee of the Red Cross (ICRC) and the International Federation of the Red Cross and Red Crescent (IFRC) created public communication material, with messages to be used internally and externally that aimed to clarify the actions of the Chilean Red Cross in this context, the Fundamental Principles that guide the ChRC in this context, as well as to promote the participation of volunteers at the national level.

Both Movement components collaborated to assist the ChRC to establish a security strategy for the volunteers, creating protocols and procedures for security management, holding workshops to reinforce the Safer Access Framework and Stay Safe and to analyse operational security. These actions contributed to protect the work that the institution conducted and its volunteers who were providing attention to people wounded.

The National Society regularly conducted context analysis to identify the risks to staff and volunteers if they had to depart from the national headquarters when protests were occurring. The Chilean Red Cross headquarters in Santiago is situated in front of the plaza where protests occurred.

The National Society developed a national strategy for working with volunteers both internally and externally, which was updated within the context of the civil unrest. This entailed induction workshops that involve teaching about the Movement, ethics, institutional doctrine, use of the emblem, security and the Code of Conduct. These are fundamental elements for the ChRC, as well as all Movement components, for efficient and effective response.

The National Society provided care of those injured by the social unrest in the country based on its auxiliary role and its humanitarian mandate. Likewise, it had generated a support campaign with local inputs and funding to continue and strengthen its mission. This included the implementation of a communication campaign (key messages, reactive lines, press releases, social media posts, articles, human interest stories, videos, etc.) that contributed to informing the public and State authorities of the Red Cross mandate and the ChRC's actions.

Overview of Red Cross Red Crescent Movement in country

The team from IFRC's Americas Regional Office (ARO), including the Disaster and Crisis Department, together with the Country Cluster Support Team (CCST) for Southern Cone countries and Brazil, located in Buenos Aires, constantly monitored the situation, jointly analyzing scenarios with the ChRC and identifying the immediate

¹ [INCh](#) January 2020

² [Public Ministry](#)'s figures.

³ [Chamber of Commerce of Santiago, 25 October 2019.](#)

humanitarian needs. The IFRC had mobilized surge support with a Regional Intervention Team (RIT) member specialized in security who was mobilized from the Argentine Red Cross to Chile. The Disaster Management Coordinator for South America, Head of CCST, Security Coordinator, Financial senior officer and the Regional Director for the Americas also provided support to the Chilean Red Cross with missions to the country. The Head of CCST and Regional Director conducted missions, not funded by this DREF operation, to provide guidance to the Chilean Red Cross. The Disaster Management Coordinator conducted three missions during this operation to assist with the assessment and the creation of the emergency plan of action, to monitor actions and support the security workshop, and to co-facilitate the lessons learned exercise at the end of the operation. The finance senior officer from the CCST conducted two missions to support the financial procedures required for this operation.

Prior to the civil unrest, and continuing through it, the IFRC and ChRC were providing humanitarian support for migrants and people on the move through the regional Emergency Appeal (EA) Americas: Population Movement ([MDR42004](#)). Coordinated from the ARO in Panama, the EA operation enabled the activation of the IFRC Volunteer Insurance in 2019. During the first weeks of this DREF operation, the project technical team also provided support to the Chilean Red Cross.

From its Regional Delegation in Brasilia, the International Committee of the Red Cross maintained dialogue with the Chilean authorities and with the country's security forces. The ICRC currently cooperates with the ChRC in projects related to first aid, restoring family links (RFL) and the Safer Access Framework. Due to the situation, the ICRC deployed its Cooperation Coordinator and a Security Coordinator to support the strengthening of the ChRC's humanitarian role with the security forces and forces of order, as well as providing accompaniment and technical support in security issues, institutional communication and internal and external communication. The ICRC funded actions in the Araucanía and Biobío regions.

In the spirit of the Tripartite Agreement in effect for the Movement components in Chile, the Movement components are in direct coordination with Chilean Red Cross' governing body and technical team. During the operation, the Movement components in country maintained fluid communication and coordination.

Overview of non-RCRC actors in country

Several key actors were responding to the civil unrest, as well as participating in the response to this complex situation. The Ministry of Health's Emergency Medical Care Service (SAMU), students in health fields from various universities in all regions and health professionals were mobilized. The Chilean Red Cross was an active member of the Emergency Operations Centre (EOC) in the area of health. In addition, the Ministry of Health donated first aid material to the Chilean Red Cross to support its mission and support for injured people.

In several regions of the country, volunteers and self-convened groups (usually composed of medical students) were organized to provide first aid during the civil unrest.

As part of the response by the Government of Chile, contingency plans were drawn up both in the area of health and to safeguard the country's order and security. Police officers (*carabineros*) had doubled their surveillance in critical locations.

National-level Human Rights institutions conducted observation, registered complaints and engaged in advocacy.

Needs analysis and scenario planning

Health

Starting in October 2019 and through January 2020, the effects of the civil unrest were registered at the hospital level. A total of 3,746 cases (3,464 adults and 282 children and adolescents) were registered; of these, 427 registered eye injuries or problems. Injuries varied; although the most common were blunt-force trauma from rubber bullets and puncture wounds, eye injuries, abrasions, burns, bleeding, fainting and cardiac issues. The

ChRC provided services to anyone requiring these, including those engaged in the protests, members of the forces of order and bystanders.

Psychosocial support

This situation caused a high emotional impact throughout society with an increase in stress levels, as well as other emotions related to the uncertainty regarding one's safety and that of others. Psychosocial support was necessary for adults, adolescents and children who were affected by the civil unrest.

The unrest disrupted certain components of social life. Public services and commercial locations (stores, shopping malls) reduced their opening hours/ hours of attention, and reinforced security measures. Schools and educational centres suspended their activities, which impacted the vulnerable population.

Target population

Based on an analysis of the context that considered the levels of tension and the complexity of the civil unrest, the Chilean Red Cross prioritized five regions: Antofagasta, Coquimbo, Valparaíso, Metropolitan Region and Bio Bío.

- **Total Population:** at least 2,000 from the affected population were to be provided with pre-hospital and/or psychosocial support.
- **Number of Chilean Red Cross volunteers mobilized:** at least 200 volunteers would be provided with safety and visibility support.

Security

With the support of the ICRC, at the end of the operation, the National Society had contact and direct communication with the head of the human rights office of the police force (*Carabineros*). This was the area responsible for operational coordination with the ChRC when volunteers were providing humanitarian services.

The National Society's security person constantly monitored the situation. Security briefings and debriefings were conducted. However, reinforcement and strengthening were needed for the internal security network, levels of security awareness from managers and leadership, and the use of context analysis to identify threats, vulnerabilities and risks.

Risk Analysis

During the period of social unrest, the Chilean government decided to ban the use of rubber bullets and to withdraw the armed forces, leaving only the police in charge of the country's order and security, which reduced serious injuries. However, police vehicles were used to disperse people with water, gas and tear gas bombs. This meant that the safety of volunteers engaged in providing humanitarian services during the civil unrest remained a challenge.

Overall, Chilean society demonstrated acceptance of the Red Cross emblem and the presence of the ChRC. Differing from other institutions, the emblem provided some security for the volunteers when they went out into the field. However, some practical tools and protocols were lacking, particularly related to staff protection when they were engaged in the provision of health services during protests and situations of violence.

As mentioned, the ChRC and the red cross emblem were respected and well positioned in Chilean society. However, many first responders, who did not belong to the Chilean Red Cross unduly used the red cross. This caused challenges since the role of the ChRC and its actions could be misinterpreted and might lead to challenges.

The Chilean Red Cross mission's dissemination strategy was key to ensuring the safety of the teams on the ground. The protection teams, the application of operational safety regulations and coordination with key actors made it possible to safeguard the integrity of National Society staff and resources.

B. OPERATIONAL STRATEGY

Proposed strategy

Operational Objective:

This operation aimed to reach at least 2,000 people with pre-hospital care and psychosocial support in the regions of Santiago Metropolitana, Antofagasta, Coquimbo, Valparaíso and Bío Bío, and other locations as needed, while supporting the safety and visibility of at least 200 Chilean Red Cross volunteers and staff engaged in the emergency response.

Operational Support

Human Resources

A national technical working group was established for the operation composed of a general coordinator, and staff person responsible for technical support, health and safety, in addition to technical cooperation from those responsible for logistics, volunteers, vehicle fleet and finance. The 14-person team was supported through the funding from this DREF, support from the ICRC, previously hired personnel and specialized Chilean Red Cross volunteers.

In addition, 520 volunteers were deployed in 9 regions of the country, which were coordinated with national headquarters through a coordination focal point. At a regional level, a work structure similar to that of the national technical working group was established. The following table provides information on the volunteers mobilized in this operation:

Region	# of volunteers
Tarapaca	60
Antofagasta	50
Atacama	10
Valparaiso	100
O'Higgins	20
Bio Bio-Ñuble	15
Maule	20
Araucania	50
Metropolitana	195
Total	520

As mentioned above, the IFRC deployed a RIT member for one month, as well as the support from the CCST's Finance senior officer and the Regional Disaster Management Coordinator for South America.

Logistics and supply chain

Logistics activities aimed to effectively manage the supply chain, including procurement and related services in the field in accordance with the operation's requirements and aligned to IFRC's logistics standards, processes and procedures. The National Society has experience in complying with IFRC administrative processes. All purchases were made locally, since the IFRC supported with the purchase of materials and equipment for protection of volunteers.

The initial projection within the action plan was to purchase first aid supplies (which allows the supply of about 200 first aid kits), 25 hard hats (25 ISO 45001 - NE 397), 25 gas masks with chemical filters, 50 spare filters, 25 safety shoes, 45 flags and 100 work pants, these supplies were distributed to the areas prioritized by the DREF. As will be mentioned in Strategy for Implementation 1.1, some of these figures were increased.

The following table details the ChRC vehicles available for this operation:

ChRC zones	Location	Vehicles / Ambulances
1: Central and Capital	Santiago Metropolitan Region	2 ambulances, 4 vans
	Valparaíso	2 vans, 1 ambulance
	Maule	1 van
2: North	Antofagasta	1 ambulance, 1 H1 truck
	Coquimbo	1 van
3: South	Concepción	1 van
	Araucanía	1 van
Total		15

Communication

In accordance with ChRC communication procedures, official spokespersons were designated at the national and local levels, who received support and joint technical advice from the national and regional level crisis rooms. This kept them updated at all times regarding any actions and changes in scenario and allowed them to have complete information of the overall situation.

From the operational side, communication guidelines were established with the support of the ICRC and IFRC based on the Fundamental Principles, relations with stakeholders and the media.

The Chilean Red Cross launched a campaign to complement the funds provided by the operation called "To continue helping, we need your help". Different companies, artists and the general population donated financial resources and first aid materials.

The National Society received media coverage, which is a component of the public acceptance for its humanitarian actions. The following list provides links to some of the press coverage:

Articles in the media:

- <https://www.mega.cl/noticias/nacional/282394-cruz-roja-chilena-insumos-colaboracion-crisis-social.html>
- <https://www.elrancaguino.cl/2019/11/16/cruz-roja-realiza-apoyo-en-manifestaciones/>
- <http://bit.ly/370FgzZ>
- <https://america.cgtn.com/2019/11/07/at-least-20-killed-in-ongoing-unrest-in-chile>
- <https://www.telesurtv.net/news/cruz-roja-chile-lesionados-manifestaciones-20191103-0007.html>
- <https://www.cooperativa.cl/noticias/pais/manifestaciones/gobierno-comprometio-entrega-de-insumos-a-la-cruz-roja/2019-11-25/105323.html>
- <https://www.voanoticias.com/a/violentos-disturbios-en-nueva-protesta-en-chile-50-d%C3%ADas-despues-estallido-social-5196762.html>
- <https://www.efe.com/efe/america/sociedad/la-cruz-roja-de-chile-reporta-escasez-insumos-para-curar-los-heridos-en-protestas/20000013-4117931>
- <https://primerinforme.com/index.php/2019/11/24/cruz-roja-de-chile-advierte-la-drastica-disminucion-de-insumos-medicos-para-atender-a-heridos-en-las-manifestaciones/>
- <https://lavozdemaipu.cl/cruz-roja-de-maipu-se-podria-quedar-sin-insumos-como-ayudarles/>

- <https://www.soychile.cl/Calama/Sociedad/2019/12/02/627988/Mas-de-100-manifestantes-han-sido-atendidos-por-la-Cruz-Roja-de-Calama-desde-el-estallido-social.aspx>
- <https://www.t13.cl/noticia/nacional/la-campana-solidaria-cruz-roja-incluye-iconico-comic-marchas-chile>

Live reports:

- https://www.youtube.com/watch?v=Hga5a_OhSbA

Bulletins:

- <https://www.plataformaong.org/recursos/118/boletin-sobre-vulnerabilidad-social-vulnerabilidad-social-de-las-mujeres-atendidas-por-cruz-roja>

The Chilean Red Cross' communication strategy primarily was focused on disseminating to the general public and government authorities the humanitarian role of the Red Cross as an auxiliary of the public authorities for humanitarian issues. In particular, focus was given to the Red Cross's role to prevent and alleviate human suffering, its humanitarian role that is neutral, impartial, independent and voluntary.

This strategy included elements that strengthened the respect for the proper use of the emblem, cooperation with other public and private actors present in areas of social disturbances, reinforced security measures and mobilized resources to finance the purchase of first aid supplies and other goods that were not covered through the DREF.

The communication work entailed:

- Dissemination of explanatory notes and press releases (newspapers, radio, television channels, Internet portals and social media)
- Development of reports, articles, interviews and press releases focused on issues of interest to the Red Cross and its audiences.
- Coordination meetings with other humanitarian actors present at the marches and mass demonstrations.
- Cooperation in the field with other civil society organizations and public or private institutions.
- Development of fundraising campaigns through partnerships with other public and private organizations (ANFP, Wong, Porta, various concerts, etc.) disseminated through different channels (social media, Internet portals and traditional media).

Planning, monitoring, evaluation and reporting (PMER)

In ChRC, the National Risk and Disaster Management Directorate (responsible for emergency response), in coordination with the National Health Directorate, is in charge of the supervision of operation-related process.

The workshop on lessons learned for the ChRC was held on 18 and 19 January 2020, with the participation of regional focal points, as well as management and operational staff from the headquarters which was carried out by the National Society with IFRC participation. This aimed to identify lessons to improve the ChRC's responses to future civil disturbances.

Administration and Finance

The Chilean Red Cross has a National Finance Directorate that is responsible for monitoring administrative and financial reports, accounting and expenses. This department has formal financial administrative protocols that enable the supervision of resources. The National Society has experience with operations (DREF and Emergency Appeals), as well as projects with the ICRC and IFRC.

During the operation, the IFRC provided a financial induction to update the financial and administrative processes. This was followed up by the missions by the CCST finance senior officer to assist with keeping financial returns up to date.

Security

Supplies were purchased and distributed to the five regions participating in the DREF operation. The volume was equivalent to the implementation of 100 first aid kits for the regions of Antofagasta, Atacama/Coquimbo, Valparaíso, Metropolitan and Biobío.

Region	# of first aid kits
Antofagasta	20
Atacama Coquimbo	20
Valparaíso	20
Metropolitana	20
Biobío	20
Total	100

Operational support and maintenance of the ambulance service

Basic maintenance and repairs were carried out to the ambulances and vehicles (1 basic ambulance, 1 advance ambulance, 4 pick-up trucks and 1 passenger transport van) used for the operation. The operation provided support with fuel for their use. Two defibrillators for the ambulances were purchased and used in first response.

Basic Ambulance	Pick-up truck
	

Health Output 1.2: Psychosocial support is provided to target population

Indicators:	Target	Actual
# of affected people and volunteers who receive psychological first aid/ psychosocial support	2,200	6,174

Progress towards outcomes

Psychological first aid and PSS training to ChRC volunteers

Seven PSS workshops were held in the regions of Araucania, Antofagasta, Atacama, Valparaíso, Maule, Metropolitana, Tarapaca, Ohiggins and Biobío, with the participation of a total of 205 volunteers. The ChRC health staff person, with assistance from support services and the RIT member, facilitated these workshops.

Region	N° of branches	Men	Women	Total
Tarapaca	2	26	18	44
Antofagasta	2	14	21	35

Atacama	2	14	18	32
Valparaiso	3	4	21	25
Metropolitana	1	9	16	25
O'Higgins	1	4	6	10
Maule	1	0	0	0
Biobio	2	2	7	9
Araucania	1	11	14	25
Total	15	84	121	205

Psychosocial support for the affected population

As the volunteers were engaged comprehensive care, the confrontations and the non-lethal weapons used by police officers generated high levels of stress in the affected population. The team provided psychosocial support and emotional containment in the field. Psychosocial support reached 5,692 people in the regions of Tarapacá, Antofagasta, Atacama, Valparaiso, O'Higgins, Bio Bio - Ñuble, Maule, Araucanía and Santiago Metropolitana.

This action was supported with five psychosocial support care kits (which includes a gazebo-like tent with the Chilean Red Cross emblem, table and chairs) for the regions of Antofagasta, Coquimbo, Metropolitana, Valparaiso and Bio Bio. This equipment was used to provide a safe physical space for psychosocial support during demonstrations.

Region	# of branches	Men	Women	Total
Tarapacá	2	549	435	984
Antofagasta	2	35	50	85
Coquimbo	2	381	264	645
Valparaíso	3	47	62	109
Metropolitana	1	417	602	1019
O'Higgins	1	73	257	330
Biobío-Ñuble	2	148	141	289
Maule	1	648	785	1433
La Araucanía	1	279	519	798
Total	15	2577	3115	5692

Psychosocial support sessions for 200 first responders

Each intervention finished with a session in which volunteers were able to engage in emotional discharge. These sessions, led by each region's health manager or the focal points, reached 277 volunteers in the regions of Tarapaca, Antofagasta, Atacama / Coquimbo, Valparaiso, Santiago Metropolitana, O'Higgins, Maule, Bio Bio and Araucania.

Region	# of branches	Men	Women	Total
Tarapacá	2	26	18	40
Antofagasta	2	20	20	40
Atacama	2	12	11	23
Valparaíso	3	14	24	38
Metropolitana	1	28	36	64
O'Higgins	1	4	6	10
Maule	1	12	9	21

Biobío	2	5	7	12
Araucanía	1	11	14	25
Total	15	132	145	277

Challenges

- In the first stage of the civil unrest, the challenges mainly focused on issues of security and visibility for the volunteers. Added to this, the ChRC worked to gain community acceptance at the operational level and to identify key actors.
- In order to control civil unrest, dissuasive strategies that involved tear gas, water, and pellets among others, placed ChRC teams in the field at risk.
- The need for guidelines to conduct demobilization sessions for volunteers was identified.
- The main challenges of the development of this operation depended on the implementation and development phases of the dynamics at the national or regional level.

Lessons Learned

- Weekly monitoring and situation analysis were conducted. Volunteers' shifts were changed to enable them to obtain care, as needed.
- Personal protection equipment was procured and distributed to protect volunteers.
- Communication and coordination with key actors was strengthened to ensure the humanitarian space for the Red Cross to fulfil its mission.
- A national demobilization strategy for volunteers was created.

Strategies for Implementation

Strengthening the National Society

Output S1.1: National Society capacity building and organizational development objectives are facilitated to ensure that National Societies have the necessary legal, ethical and financial foundations, systems and structures, competences and capacities to plan and perform

Outcome S1.1.1: Staff security is prioritised in all IFRC activities.

Progress towards outcomes

Provision of personal protection equipment to response teams

The acquisition of personal protection elements of 30 hard hats, 25 safety shoes, 30 goggles, 50 gas masks and 100 filters were completed, which were distributed to the regions of Antofagasta, Coquimbo, Valparaíso, Metropolitan Region and Biobío.

Region	Hard hats	Safety shoes	Goggles	Gas masks	Filters
Antofagasta	10	7	10	0	0
Atacama	5	7	5	6	12
Valparaíso	5	7	5	9	18
Metropolitana	10	4	10	25	50
Biobío	0	0	0	10	20

Total	30	25	30	50	100
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Strengthening of operational visibility (institutional flags, stickers and vests)

This operation has enabled the purchase and distribution of materials with the Chilean Red Cross emblem. This included 150 identification tags, as well as 32 flags, 5 gazebo-like tents and 100 institutional bibs for volunteers. The following two tables provide information on these materials distributed to ChRC volunteers and used in the operation:

Branches	# of bibs distributed
O'Higgins Regional Committee	15
Atacama/Coquimbo Regional Committee	15
Iquique branch	10
Antofagasta Regional Committee	15
Araucanía Regional Committee	15
National Headquarters (national directorate of risk management)	30
Total	100

The following table details the distribution of flags and gazebo-like tents:

Regional Committee	# of flags	# of gazebo-like tents
Antofagasta	5	1
Atacama	5	1
Valparaiso	8	1
Metropolitana	4	0
Biobio	10	2
Total	32*	5

* DREF funds were used to purchase 15 flags; the remaining 17 were purchased with ICRC support.

Training to volunteers on Security Risk Assessment (SRA) and Critical Incident Management (CIM)

A national security workshop was held in December, with the participation of 22 volunteers from the regions of Arica and Parinacota, Tarapacá, Antofagasta, Atacama, Valparaíso, Metropolitana, O'Higgins, Maule, Biobío and Araucanía. Volunteers were trained in Security Risk Assessment (SRA) and Critical Incident Management (CIM). The National Society presented a toolbox on the civil-military relations approach used by the Movement. This workshop was facilitated by the IFRC Disaster Management coordinator for South America, Regional Security Coordinator, Security Officer and the Chilean Red Cross Security Head.



Technical support was provided by the IFRC for the security workshop. Source: ChRC.

The workshop enabled participants to learn to make and use a risk matrix, about operational security (use and protocols), incident reporting, differences between threats, risks and vulnerabilities, engagement with security forces, among others. In addition, the participants were shown how to carry out a Critical Incident Management procedure. The ChRC security focal point presented the National Society's Security Plan.

The workshop concluded with a successful simulation in which the knowledge learned was put into practice. Participants coordinated and divided functions to monitor the security and well-being of the volunteers, using communication practices and simulating several dangerous scenarios (protests and others).



The ChRC conducted a security assessment exercise during the security workshop. Source: ChRC.

Security assessment to update security strategy and plan

A weekly monitoring and context analysis of the situation was conducted, which entailed updates of the assessments in the regions of Arica and Parinacota, Tarapacá, Antofagasta, Atacama, Valparaíso, Metropolitana, O'Higgins, Maule, Biobío and Araucanía. These were locations where civil unrest remained active until the end of the operation. These meetings contributed to the strengthening of regional operational plans and suitable incident management.

Outcome S1.1.2: National Societies have the necessary infrastructure and institutional systems

Progress towards outcomes

Mobilization and operational support for National Headquarters personnel and volunteers

Technical staff and leaders from the National Society conducted field visits to the regions of Antofagasta, Atacama/Coquimbo, Valparaíso, Biobío and Araucanía. These missions enabled the identification of needs in the regions, spaces to strengthen capacities and better structure technical committees at the sub-national level.

Hiring of Operational Coordinator National, Field Coordinator, Communications

The planned operational staff was hired: operational coordinator, field coordinator and communication specialist. These people were fully dedicated to operational support, health and safety. The ICRC funded the security staff person for three months.

International disaster response

Output S2.1 Effective and coordinated international disaster response is ensured
Outcome S2.1.1 An effective mechanism for preparing the response and responsiveness of National Societies is maintained
Progress towards outcomes
<p>IFRC operational support, follow-up and monitoring</p> <p>Since the first day of the operation, IFRC provided technical support and monitoring of the situation. The Disaster Management coordinator for South America conducted three missions to provide operational support. The finance senior officer conducted two missions. The regional security coordinator and the security officer conducted one mission. During the time of this operation, the head of the CCST and the Americas Regional Director conducted a joint mission to Chile, which was funded via other resources.</p> <p>Mobilization and support RIT specialized in security</p> <p>The IFRC has mobilized a RIT member specialized in security for one month. Deployed from the Argentine Red Cross, this person provided technical support to the different lines of action in this operation. Technical support was also provided by the logistics RIT member who was on mission with the emergency appeal operation for the Americas: Population Movement operation.</p> <p>Lessons learned workshop</p> <p>At the end of this operation, a two-day Lessons Learned Workshop was held, attended by representatives of Antofagasta, Coquimbo, Valparaiso, Biobío Ñuble, Metropolitan, Headquarters, IFRC, the workshop was facilitated by a joint team between the ChRC and IFRC.</p> <p>The main recommendations were;</p> <p><i>First Aid</i></p> <ul style="list-style-type: none"> • Create and share a First Aid Toolbox containing all relevant information in an up-to-date manner • Standardize the equipment that should be used nationally. • Carry out constant maintenance and equipment of emergency vehicles. • Standardize the basic first aid volunteer network in all regions and branches of the country. • Form Mas Mobilization Intervention Team (MMIT) first response teams at the national level that are trained specifically to respond to these emergency contexts. • Establish a protocol for inter-institutional political and operational coordination. <p><i>Psychosocial support</i></p> <ul style="list-style-type: none"> • Create and share procedures for psychosocial support, as well as standardized forms for collecting care, lists of necessary supplies, recreational activities, interviews for stress detection, etc. • Standardize the basic network of volunteers in all regions and branches of the country in the area of psychosocial support. • Establish action and training protocols for psychosocial support. • Raise awareness of the importance of including the Psychosocial Support line for volunteers within emergency operations. <p><i>Communication</i></p> <ul style="list-style-type: none"> • To review and share communication and update all relevant information. • Create a Communication Guide in order to standardize procedures and socialize its contents at national level. • Identify in advance all the key actors that may arise in the event of an emergency for a good subsequent coordination. • Create a communication strategy for the recruitment of spontaneous volunteers in case of emergency, which is in line with all regions of the country and its affiliates.

Security

- Create a National Security Plan
- Maintain an up-to-date database of emergency personnel
- Standardize the basic safety net for volunteers in all regions and branches of the country.
- Conduct early security induction.
- Create standardized credentials for proper identification of all operation personnel.

Coordination

- Review, update and disseminate the National Emergency and Disaster Response Plan
- Conduct correct diffusion of the operational structure for emergencies
- Create an emergency response procedure for staff hired at national headquarters, in the regions and in their committees
- Ensure communication managers are properly identified (with visibility clothing) when they are in the field. This will ensure that this volunteer is understood as not providing first aid, thus avoiding problems in the areas of attention.

Volunteering

- Convene field activities with more formality.
- Standardize the basic volunteer network at the national level.
- Create a process of incorporation for spontaneous volunteering that arises in emergency contexts.
- Create and disseminate a procedure for the correct use and scope of insurance coverage granted to volunteers.
- Have a regularly updated database of volunteers at the national level.
- Provide recognition for the volunteers who participate in the activities related to the operation.

Finance

- Review and update current financial procedures.
- Conduct financial training for volunteers.
- Maintain a national level emergency fund.

Logistics

- Conduct regular maintenance and upkeep of institutional vehicles.
- Maintain a preposition stock of humanitarian aid.
- Standardize and regularize the use of institutional vehicles.

Outcome S3.1: The IFRC Secretariat, together with the National Societies, uses its unique position to influence decisions at the local, national and international levels affecting the most vulnerable

Progress towards outcomes

External / Internal communication strategy for media management from operational, management and government level

Since the beginning of the operation, communication channels were established with key community actors, government and operational response actors (SAMU and university-level schools of nursing). In addition, coordination with the national emergency operations centre supported the adequate transfer of injured people. In the operational coordination, the ChRC maintained its impartiality and neutrality, generating complementarity when necessary for the operational response. Lines of communication were established with national and local government and media outlets.

Development, design and production of communication products to raise awareness in community and other actors regarding the humanitarian role

The National Society with the ICRC and IFRC created communication lines of dissemination related to volunteer safety, use of the emblem and the Fundamental Principles. The reactive communication lines were distributed at the sub-national level and locally to the communication focal points throughout the branch network. Furthermore, the ChRC security guide, an internal document, started to be created.

Permanent monitoring of possible reputational risks and production of communication documents for mitigation.

The Chilean Red Cross monitored its social networks and website, as well as provided refresher information to its communication focal points to properly convey and manage its external public communication. The publication of regional and branch work was strengthened, focusing humanitarian action on the different operational areas. Key messages that emphasize impartiality and neutrality have complemented these actions.

Permanent dissemination and publication of information and spots in media for public information

In accordance with the national contingency plan and the changing scenarios (including concentration points for the demonstrations), the ChRC provided informational materials and conducted national campaigns on its actions, which resulted in the reception of goods and/or financial collaboration to support the ChRC to continue its humanitarian work. Possible questions and answers for proper public communication were standardized and disseminated to ChRC communication focal points at the national level.

Challenges

The Chilean Red Cross had a trained mass demonstration response teams (EIMM). However, the operational needs were greater and in several parts of the country. Rapid training and complementary training at the level of health care, psychosocial support and security was challenging.

Lessons Learned

- The establishment of an operational structure with essential personnel coordinated with the volunteers was key to good operational implementation.
- The support of the IFRC and ICRC was useful to guide the National Society's intervention technical and operational strategies.
- The communication strategy was essential for the dissemination of the Red Cross mission, as well as respect for the emblem.

Contact information

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

In the Chilean Red Cross:

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For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries)

- Sandra Romero, Head of Partnership and Resource Development- Planning, Monitoring and Reporting unit; email: sandra.romero@ifrc.org

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How we work

All IFRC assistance seeks to adhere to the **Code of Conduct** for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the **Humanitarian Charter and Minimum Standards in Humanitarian Response (Sphere)** in delivering assistance to the most vulnerable. The IFRC's vision is to inspire, **encourage, facilitate and promote at all times all forms of humanitarian activities** by National Societies, with a view to **preventing and alleviating human suffering**, and thereby contributing to the maintenance and promotion of human dignity and peace in the world.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



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



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



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

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/03	Operation	MDRCL014
Budget Timeframe	2019/10-2020/01	Budget	APPROVED

Prepared on 17/Apr/2020

All figures are in Swiss Francs (CHF)

MDRCL014 - Chile - Civil Unrest

Operating Timeframe: 25 Oct 2019 to 25 Jan 2020

I. Summary

Opening Balance	0
Funds & Other Income	88,326
DREF Allocations	88,326
Expenditure	-82,144
Closing Balance	6,182

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	33,096	26,501	6,595
AOF5 - Water, sanitation and hygiene			0
AOF6 - Protection, Gender & Inclusion			0
AOF7 - Migration			0
Area of focus Total	33,096	26,501	6,595
SFI1 - Strengthen National Societies	34,722	34,509	213
SFI2 - Effective international disaster management	14,738	17,926	-3,187
SFI3 - Influence others as leading strategic partners	5,770	3,208	2,562
SFI4 - Ensure a strong IFRC			0
Strategy for implementation Total	55,230	55,642	-412
Grand Total	88,326	82,144	6,182

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/10-2020/03	Operation	MDRCL014
Budget Timeframe	2019/10-2020/01	Budget	APPROVED

Prepared on 17/Apr/2020

All figures are in Swiss Francs (CHF)

MDRCL014 - Chile - Civil Unrest

Operating Timeframe: 25 Oct 2019 to 25 Jan 2020

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	45,358	37,686	7,672
Medical & First Aid	22,950	17,483	5,467
Teaching Materials	12,558	7,971	4,588
Other Supplies & Services	9,850	12,233	-2,383
Personnel	18,025	15,242	2,783
International Staff	5,910	5,567	343
National Staff	2,462		2,462
National Society Staff	7,289	7,845	-556
Volunteers	2,364	1,830	534
Workshops & Training	6,895	9,852	-2,957
Workshops & Training	6,895	9,852	-2,957
General Expenditure	12,657	14,350	-1,693
Travel	3,940	7,549	-3,609
Information & Public Relations	2,807	3,799	-992
Office Costs	4,038	964	3,074
Communications	1,280	785	495
Financial Charges	591	1,253	-662
Indirect Costs	5,391	5,013	377
Programme & Services Support Recover	5,391	5,013	377
Grand Total	88,326	82,144	6,182