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# DREF Operation Final Report

## Chile: Floods

 Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja

<b>DREF Operation</b>	<b>MDRCL011</b>
<b>Date of issue:</b> 29 February 2016	<b>Glide no. FL-2015-000027-CHL</b>
<b>Date of disaster:</b> 24 March 2015	<b>Point of Contact:</b> Manuel Quezada Melillan, National Risk Management Director-Chilean Red Cross
<b>Operation manager (responsible for this EPoA):</b> Pabel Ángeles, IFRC Disaster Management Coordinator for South America.	<b>Expected timeframe:</b> 4 months
<b>Operation start date:</b> 10 April 2015	
<b>Overall Operation budget:</b> 275,678 CHF	
<b>Number of people affected:</b> 164,140 affected	<b>Number of people to be assisted:</b> 6,500 (1,300 families)
<b>Host National Society presence:</b> The Chilean Red Cross has 11 regional committees, 185 branches nationwide, 3,000 volunteers and 45 staff members.	
<b>Red Cross Red Crescent Movement partners actively involved in the Operation:</b> International Federation of the Red Cross (IFRC), International Committee of the Red Cross (ICRC) and the American Red Cross	
<b>Other partner organisations actively involved in the Operation:</b> ONEMI, Ministry of Health, Ministry of Defence, Ministry of Social Development, Ministry of Energy, Ministry of Public Works, Ministry of Transportation, Regional Governments, ADRA Chile, Caritas, the Humanitarian Network, the Fire Brigade, International Organization for Migration (IOM), Andean Relief Corps, Habitat for Humanity, and Pharmacists without Borders	

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### Summary

CHF 275,678 were allocated from the IFRC's Disaster Relief Emergency Fund (DREF) to support the Chilean Red Cross (CRG) to deliver immediate assistance to about 6,500 people.

On 24 March 2015, an atypical hydro-meteorological event occurred in Chile due to a high-altitude cold front. It caused 14 consecutive hours of rain and dropped an average of 14 to 34 mm of water and snow, which is equal to the average rainfall for an entire year in this arid and desert-like area of Antofagasta, Coquimbo, and Atacama. Intense rains in the area caused mudslides and floods in various villages, affecting Atacama most of all.

The DREF Operation implemented by the Chilean Red Cross has made it possible to assist the affected population with cleaning kit supplies, water drums, jerrycans, kitchen kits, psychosocial support, health promotion, as well as a cash transfer program (CTP) to improve dwelling conditions or the conditions of temporary shelters provided by the government or other organisations. Aid was provided according to needs identified among the communities of Chañaral, Diego de Almagro, El Salado and Copiapó in the Atacama Region. In addition, the National Society, with the support of the ICRC, provided support through the restoration of family links. The Operation was extended for one additional month in order to complete the cash transfer process.



The Chilean Red Cross distributed humanitarian aid in Chañaral. Source: ChRC

The IFRC, on behalf of the Chilean Red Cross, would like to extend thanks to the Canadian Red Cross Society and government for their kind contributions to the replenishment of this operation. The major donors and partners of DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, the Danish Red Cross and government, the European Commission Humanitarian Aid and Civil Protection

(ECHO), the Irish and the Italian governments, the Japanese Red Cross Society, the Luxembourg government, the Monaco Red Cross and government, the Netherlands Red Cross and government, the Norwegian Red Cross and government, the Spanish government, the Swedish Red Cross and government, the United Kingdom Department for International Development (DFID), the Medtronic and Zurich foundations, and other corporate and private donors. For more information see:

<http://www.ifrc.org/en/what-we-do/disaster-management/responding/disaster-response-system/financial-instruments/disaster-relief-emergency-fund-dref/>

## **Situation Analysis**

### **Description of the Disaster**

The Chilean Government declared a state of emergency on 25 March 2015, while the Ministry of Health issued a Health Alert for the communities of Copiapó, Chañaral, Caldera, Tierra Amarilla, Diego de Almagro, Alto del Carmen, Freirina, Huasco, and Vallenar in the Atacama Region.

In Atacama, 24 people were reported dead, and of 14,525 dwellings registered, 998 were destroyed, 2,736 suffered major damage, and 3,347 suffered minor damage.

## **Summary of response**

### **Overview of Host National Society**

The Chilean Red Cross immediately activated its emergency operations after the emergency. To this end, all members of headquarters were convened and the Technical Panel activated in order to provide relevant recommendations to branches and Regional Committees in the affected areas. Teams travelled to those areas to assess and analyse the needs of the population and to provide initial services, such as psychosocial support (PSS), first aid, health, hygiene, and restoration of family links (RFL). The team made recommendations on safe water handling and sanitation, and disseminated information through the media (television, radio and print media) regarding Red Cross emergency response actions. In addition, the Chilean Red Cross launched a national solidarity campaign requesting cash donations and contributions through a Banco Estado (State Bank) account.

During the initial phase a multi-disciplinary team with its own logistical support made up of IFRC, ICRC, and American Red Cross were deployed to conduct a rapid assessments, after which they followed up with detailed assessments to implement the priority lines in the Plan of Action. The National Society, which is a member of the National Civil Protection System, participated in meetings in national and regional Operations Centres of the Chilean humanitarian aid network.

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

The IFRC has a representation office in Peru that supports Chile and the Andean countries. There is also the Pan American Disaster Response Unit (PADRU) which provided technical support and supervision to the Operation. The PADRU's Regional Disaster Management coordinator was on site providing technical support to the National Society for assessments, coordination, preparation, and monitoring of the Action Plan. PADRU also mobilised its Emergency Shelter and Emergency Health delegates in order to support PSS actions. The IFRC Global Logistics Service facilitated the repositioning of stocks delivered to the National Society for the emergency.

The ICRC has a project to support the National Society in other situations of violence, branch development, and RFL. During the first months the ICRC provided technical support and supervision in the field while conducting assessments and RFL actions, as well as to the development of a communications strategy.

### **Movement Coordination**

The Chilean Red Cross coordinated support and response through its Technical Panel. It coordinated cooperation and information with the American Red Cross, the IFRC, and the ICRC based on the preparation of the Disaster Management Information System (DMIS) and coordination meetings, which promoted direct coordination with the IFRC through PADRU, ICRC, and the American Red Cross.

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

Given that a State of Emergency was declared, the Chilean Armed Forces were in charge of public order and security during the first months of the emergency, involving rescue and mobilizing humanitarian aid. The National Youth Institute (INJUV) helped with aid collection and volunteer coordination. Local authorities, in coordination with the Government, worked to restore basic services such as electricity, water and sewers, and provided emergency dwellings 95 per cent of the affected population in Chañaral, Copiapó, and Huasco.

As part of the first response, civil society organisations such as IFAW-GAAP (Veterinarians without Borders), conducted animal rescue; ADRA mobilised personnel to Copiapó in order to assess water and sanitation actions; Caritas Chile, *Desafío Levantemos Chile*, and *Techo para Chile* mobilized staff to the field; K-SAR Chile, the Andean Relief Corps and Chile Fire Brigade provided support in terms of search and rescue; Chilean Civil Defence assisted with shelters and with the unloading of humanitarian aid.

The Chilean Humanitarian Aid Network held meetings, shared information and established the focal points in each institution participating in the affected regions' support process.

At the request of the Government, the United Nations deployed a UNDAC team to support needs and damage assessments in the affected areas, which made it possible to request the activation of international CERF funds for food, shelter, and water and sanitation. This enabled 2,550 to return home thanks to home repairs and the provision of household items; and improved the assistance provided in emergency settlements. These actions were conducted jointly with Caritas Chile. US \$338,220.00 were allocated and distributed in Diego de Almagro, Chañaral, Tierra Amarilla, and Copiapo. The Chilean Red Cross received US \$141,399.00.

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

### **Shelter**

After losing their homes, many families went to live with relatives while others went to the emergency dwellings provided by the Government. Authorities delivered 1,111 emergency homes in the Atacama region, but families have since returned to their own homes. The National Society and other organisations supported home cleaning and repairs, and access has been restored completely to affected communities.

### **Emergency Health**

The health system in the affected area provided services to the population through health care and PSS campaigns supported by the Children's Board and Pharmacists without Borders, and all these coordinated by NS teams in the field. Seven health missions were conducted including paediatricians, nurses, kinesiologists, psychologists, and general practitioners, who provided care and medicine to some 2,000 people in the four affected communities.

### **Psychosocial Support**

The NS worked in coordination with authorities and community leaders to address specific needs in each sector, seeking to improve the families' sense of security and quality of life by providing tools to support children and families.

Among the communities, people were affected emotionally by what they had experienced and the uncertainty regarding their futures, which increased their anguish and diminished their perception of individual control. The lack of information about the reconstruction and relocation process increased their anxiety.

### **Water and Sanitation**

It was necessary to rehabilitate sewers and strengthen campaigns on the proper disposal of solid and liquid waste. Authorities prioritised speedy restoration of water supplies, and the NS conducted actions to improve the quality of the water intended for consumption by providing water filters and safe containers for storage and transfer.

### **Livelihoods**

Business and mining activities were restored and the banking system continued working as always; however, businesses located near the landslide area were affected. It has been difficult to revive trade in low-lying areas in Costanera de Chañaral, Salado, and Diego de Almagro, since many lost their entire stocks of merchandise. Not all have managed to repair homes and businesses, which has continued to affect employment.

### **Restoration of Family Links (RFL)**

It was impossible to deploy RFL volunteers to the area. Given that Coquimbo had volunteers trained in this regard, as well as in PSS, the Coquimbo branch developed an RFL strategy for Atacama.

Communications systems were rehabilitated, facilitating communication between the affected population and their families, although Coquimbo's RFN team provided efficient assistance during the first hours of the emergency.

### **Vulnerability Criteria and beneficiary selection**

The Plan of Action aimed to help communities at greater risk with less access to humanitarian assistance. Vulnerability criteria included communities affected by the loss of housing; with damage to public services; setting up of shelters; and difficulties accessing humanitarian aid. Beneficiaries were selected based on level of impact in terms of damage or loss of homes and belongings; with homes located within affected areas; level of socio-economic vulnerability; limited resources to replace damaged or lost belongings; and highly vulnerable family members:

pregnant women, nursing mothers, children, infants, people with disabilities, people with chronic illnesses, single mothers).

### Target population of the Operation

Province	Community	Families	Total people
Chañaral	Chañaral	200	1000
	El Salado	120	600
	Diego de Almagro	480	2400
Copiapó	Copiapó	500	2500
<b>Total</b>		<b>1300</b>	<b>6500</b>
Tierra Amarilla also received humanitarian aid thanks to a strategic partnership with the Humanitarian Aid Network, the UN (and CERF funds from IOM), Habitat for Humanity, Shelter Box, Caritas Chile			

In the province of Chañaral assistance was provided to 800 families in terms of emergency health, psychosocial support, shelter, livelihoods, water and sanitation, and the restoration of family links. In the province of Copiapó 500 families were assisted through health promotion, hygiene, sanitation, psychosocial support, and the restoration of family links.

Chañaral was prioritised for implementing the CTP because of the amount of damage suffered and the humanitarian gap generated by the delays in getting official aid, although Diego Almagro also benefitted despite not having been initially considered. The IOM's contribution allowed assisting families in Copiapo and Tierra Amarilla, increasing by 200 the number of families benefitted by the CTP.

#### Risk Assessment

A multi-sector assessment was conducted to determine risks and vulnerabilities in each, detecting a high level of uncertainty among the population regarding the reconstruction process because of the lack of information about the authorities' actions, which increased their levels of stress despite PSS efforts in all sectors; difficulties to establish housing for the homeless due to alternative relocation spaces, although the issue was soon resolved; and delays in recovering water and sanitation systems.

#### B. Operational plan and strategy

##### Overall objective

Reduce the effects caused by heavy rains and flooding in the provinces of Chañaral and Copiapó by assisting 1,300 families through first aid care, water and sanitation, health and hygiene promotion, psychosocial support, shelter, livelihoods, cash transfer programme, and the restoration of family links in the affected communities.

The operation assisted more than 1,500 families in affected communities and others not provided for in the original plan of action. This was made possible by joint and coordinated work with other organisations working in the emergency area.

##### Proposed strategy

The following are included within the lines of actions in the strategic operations plan for 1,300 families in the provinces of Chañaral and Copiapó:

##### Emergency Health Actions

- Provision of first aid assistance by Chilean Red Cross created multidisciplinary brigades with the community as first responders
- Health promotion and prevention.

##### Water and Sanitation Actions

- Procurement and distribution of 1,600 jerrycans for storing safe drinking water.
- Acquisition of 800 20-litre buckets with lids to distribute 800 hygiene kits assembled by the National Society - This is an arrangement that was proposed to the IFRC due to the large amount of hygiene supplies received as donations.
- Purchase of 800 25-litre tanks supplemented by the delivery of 800 home cleaning and disinfection kits.

##### Psychosocial Support Actions

- Psychological care by relief personnel
- Psychosocial care to the population
- Psychosocial awareness-raising campaign

##### Shelter Actions

- Cash transfer programme (CTP) distribution to 680 families (of a total of 880 with other contributions) in Copiapó, Diego de Almagro, and Chañaral in order to repair housing and replace household appliances.
- Families received kitchen kits, tarpaulins and tool kits

- Distribution of community clean-up kits
- Rehabilitation of one of four affected branches

### **RFL Actions**

- Communications between the affected population and their relatives
- Training and implementation of search and rescue activities

## **Operational support services**

### **Human Resources**

The National Society had a national intervention coordinator responsible for implementing project activities. In addition, the National Society had human resources in national directorates and operational programmes. In addition, support and logistics assisted the national coordinator. The Operation hired an Operation Coordinator, a Field Coordinator and PSS support.

IFRC PSS, Shelter and Disaster Management delegates were deployed to support actions within the Plan of Action.

### **Volunteers**

Activities in the emergency area were conducted by volunteers from the branches in Atacama and Coquimbo. Headquarters technical staff was deployed to support specific activities. Volunteers had IFRC insurance as well as personal protection equipment.

### **Logistics and chain of supply**

Most humanitarian aid and emergency supplies were purchased in-country except for the kitchen kits and jerrycans, which were provided by the IFRC Global Logistics Service. Acquisitions by the Chilean Red Cross follow IFRC procedures to ensure the best use of economic resources, transparency in the procurement of goods and services, internal and project accountability.

### **Information Technology (IT)**

The Chilean Red Cross had a national high frequency (HF) communications network, a vehicle with HF radio and satellite phone coverage through Inmarsat, as well as 3 radio repeaters linked to ONEMI by a national telecommunications agreement. The communication systems of branches in the area were affected but soon repaired by the Operation and VHF communications with branches were activated. Satellites and local mobile phone services were used to support RFL activities.

### **Communications**

The Communications Department provided support to disseminating Operation actions and informing the population at large about the actions being conducted by the National Society, as well as recommendations to the affected population. Two videos were produced as part of this operation. Press releases, interviews and new stories were used to this end. A fundraising campaign was held aimed at the public in general as well as at the private sector. The institutional information was issued through communication channels, website, Facebook, Twitter and YouTube. The link for finding missing persons was also disseminated.

### **Security**

At the beginning of the emergency the Chilean Government declared a State of Emergency and handed total control over order and security to the Chilean Armed Forces. Free movement was restricted after dark.

The National Society prepared a Security Plan to be used in the field that took into account Secure Access conditions at both individual and collective or group level for Chilean Red Cross teams. Volunteers had IFRC insurance paid by the Operation, personal protection equipment (vests, gloves and boots) and visibility (t-shirts and stickers).

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

Assessments of the community and monitoring visits by coordinators and the IFRC delegate were used to monitor and evaluate the Operation.

### **Administration and finance**

The Chilean Red Cross handled operations, purchasing and acquisitions processes according to its own rules, the IFRC's, the ICRC's, donors, and the country's standards and procedures.

Transfers were made according to requirements and terms established in the Letter of Agreement signed between the Chilean Red Cross and the IFRC to implement the project. The IFRC will provide the necessary technical support to prepare journals and justify expenses.

## C. DETAILED OPERATIONAL PLAN

### Quality programming/ Areas common to all sectors

Outcome 1: Continuous and detailed assessment and analysis are used to inform the Operation's design and implementation	Outputs		% reached
	<b>Output 1.1</b> Continuous and detailed needs assessment and analysis are used to inform the Operation's design and implementation		
<b>Output 1.2</b> The Operation's management is informed by a comprehensive monitoring and evaluation system.			100%

  

Activities	Implementation on time?		% of progress
	Yes	No	
1.1.1 Conduct an emergency rapid assessment in the communities	X		100 %
1.1.2 Detailed assessment of the communities	X		100 %
1.1.3 Develop a Market and CTP Feasibility Study	X		100 %
1.2.1 Monitoring and support visits by the IFRC	X		100 %
1.2.2 Follow-up to NS headquarter visits	X		100 %
1.2.3 Hiring of operational staff	X		100 %

#### Achievements:

**Conduct an emergency rapid assessment in communities:** On 29 March a multi-disciplinary National Society team with its own logistical support consisting of the IFRC, ICRC and American RC mobilised to conduct a rapid assessment in the Atacama-Coquimbo regions. At the same time regional committees and branches in the Tarapaca-Antofagasta regions conducted their own rapid assessment, as well as first response actions in surrounding areas.

**Detailed assessment of communities:** The Chilean Red Cross mobilised teams on the ground to perform detailed assessments in selected communities in the provinces of Chañaral and Copiapó in the Atacama region. This assessment served to carry out the corresponding registration for the intervention process.

This process went on throughout the operation as the emergency evolved. This required innovation and adjustments to the intervention.

**Develop a Market and CTP Feasibility Study:** On-site visits, assessments and interviews served to inform a market and CTP feasibility study that indicated the population needed and required financial resources to meet their specific needs and to improve their homes which had been affected by the disaster.



Chilean Red Cross volunteers implemented a cash transfer programme. Source: ChRC

A voucher for CLP 242.500 was provided to 680 families through each one's RUT account, which allowed them to use the money to cover their most relevant needs. This made the humanitarian aid delivery process more dignified and contributed to further strengthen the families' resilience. 200 more families were included in this program thanks to contributions from the IOM, for a total of 880 beneficiary families. This meant a 129.41 per cent target fulfilment for the NS.

**Monitoring and support visits by the IFRC:** As part of IFRC's support to the Operation, the Regional Disaster Management Coordinator for South America was deployed to support emergency assessments, conduct a monitoring mission and provide support to the Operation during its development. PADRU's Emergency Health Delegate was also deployed to support the implementation of PSS activities in the emergency area

PADRU's Shelter Delegate supported the National Society in the implementation and use of cash transfers in order to improve the housing conditions of families affected by the flood.

Assessment and distribution teams received refreshers on ODK and Mega V use. Existing issues in this regard were corrected over the 5-day intensive course and by updating the tools' software. 11 new NS volunteers were trained.

**Follow-up to National Society headquarter visits:** PSS and Water and Sanitation technicians were deployed to the area to support field teams. National Directors at the Chilean Red Cross Crisis Room often met to review progress and coordinate Operation activities.

**Hiring of operational staff:** A member of the regional general RIT was hired as operations coordinator, and a field coordinator was hired to support financial and logistical actions. A logistician and a driver were also hired, as well as a PSS technician to implement area-specific tools and support actions within the plan of action.

## Health and Care

**Needs analysis:** Considering the extent and nature of the emergency, the damage to vital networks, and the slow recovery of services necessary for proper human development in the area, a grave situation of health vulnerability developed given that sanitation needs were not being covered. The hospital in Copiapó was initially working at 50 per cent, which was exacerbated because of the large number of people living in shelters, in addition the high demand for vaccines

Official evaluations detected an increase in acute illnesses caused by inadequate sanitation, the condition of those living in shelters, and the presence of chronic diseases, which necessitated a communications strategy to promote health and hygiene. At the beginning of the emergency first aid focused on treating injuries suffered during cleaning efforts and home repairs.

Efforts were conducted to identify needs in Copiapó (Candelaria Goyenechea and Vergara), detecting a significant need for sanitation, to conduct an urgent hygiene promotion campaign, and provide PSS to children and adults. The ChRC also assessed health issues in Chañaral (Centro and El Salado); Diego de Almagro (Los Héroes and José Miguel Carrera y Lastarria); Copiapó (Juntas de Vecinos de San Francisco, Sector Vergara, Candelaria Goyenechea, Villa Copallapu and sector San Francisco); Tierra Amarilla (Cancha de Carrera, Punta el Cobre, Algarrobo, Sector Hostal and Los Loros). In addition to the overall need for PSS and hygiene promotion, sanitation became essential due to leaking sewers and the flies that came as a result.

PSS workshops were held at the request of the communities themselves, treating people who were exhibiting marked changes in behaviour

**Population to be assisted:** The National Society's goal was to reach 1,300 beneficiary families in the provinces of Copiapó and Chañaral through prevention, health promotion, and first aid care actions during the emergency. These actions took into account the increase in acute illnesses caused by health conditions, the deterioration of the situation in shelters, and existing chronic diseases. First aid had to be provided to more families than were initially foreseen in the plan of action, in part because of injuries resulting from home cleaning and repairs, as well the people suffering from chronic and acute diseases who had no access to health services.

<b>Outcome1:</b> At least 1,300 families affected by the floods have first aid care and reduce their health risks upon returning to their homes in the provinces of Chañara and Copiapó in the region of Atacama	Outputs		% reached
	<b>Output 1.1</b> The affected population has first aid care and support through referrals in case of emergencies.		100 %
	<b>Output 1.2</b> The affected population has prevention and health promotion information		100 %
Activities	Implementation on time?		% of progress
	Yes	No	
1.1.1 Providing first aid care in communities	X		100%
1.1.2 Acquisition of first aid materials for National Society posts	X		100 %
1.1.3 First aid care to the communities	X		100 %
1.2.1 Design and printing of prevention and health promotion materials for dissemination	X		100%
1.2.2 Development of health promotion campaigns against emerging diseases	X		100%
Progress toward results			

This outcome is the result of the methodology's community approach, which facilitated attendance to hygiene promotion, first aid, and PSS workshops. More volunteers had to be called in from branches to conduct distribution efforts, which were carried out in record time thanks to the high level of organization at the community level. In the end, all activities were conducted over a period of 120 days; all were completed; and none remained pending

## Achievements

**Providing first aid care in communities:** First aid was provided throughout the entire operation, especially in Diego de Almagro, El Salado, Copiapó, and Chañaral. Seven medical missions were conducted, assisting more than 2,000 people.

Each mission provided medicine and included professionals such as doctors, nurses, paramedics, and pharmacists. All was coordinated by the operation's coordinator with support from volunteers, and staff from Pharmacists without Borders and the Children's Board who managed both professionals and medical supplies.

**Acquisition of first aid materials for National Society posts:** Five fully equipped kits were acquired, as well as other first aid material to replenish the supplies used and to provide care to the affected population.

**First aid care to the communities:** Chilean Red Cross community teams held 33 workshops for the community dealing with emergency care, rehabilitation and reconstruction process.

Region	Province	Community	Families	First aid workshop	Health promotion workshops
ATACAMA	CHAÑARAL	CHAÑARAL	173	4	6
		EL SALADO	145	4	6
	DIEGO DE ALMAGRO	JOSE MIGUEL CARRERA	119	3	2
		LOS HEROES	155	2	2
		LASTARRIAS	52	2	2
	COPIAPO	CANDELARIA	80	2	2
		SECTOR VERGARA	109	2	2
		JJV SAN FRANCISCO	94	1	1
		FRANCISCO DE AGUIRRE	134	1	1
		JOTABECHE	5	1	1
		VILLA COPALLAPU	45	2	2
	TIERRA AMARILLA	CANCHA DE CARRERA	34	2	2
		PUNTA COBRE	65	2	2
		ALGARROBO	25	2	2
		HOSTAL	13	1	1
		LOS LOROS	66	2	2
	<b>TOTALES</b>			<b>1,314</b>	<b>33</b>

**Design and printing of prevention and health promotion materials for dissemination:** Materials were reproduced based on National Society and IFRC guides and manuals (3,000 pamphlets on first aid), which have been delivered to beneficiaries during workshops, during distribution of aid and health promotion campaigns.

**Development of health promotion campaigns against emerging diseases:** Health promotion campaigns were carried out jointly with first aid activities, linking concepts and themes that allow improving the quality of life of the affected population.

## Psychosocial Support

**Needs analysis:** The floods in the regions of Tarapacá, Antofagasta and Atacama had a strong psychological impact on people at both the individual and community level. Many families had to be relocated to shelters, which disrupted their daily lives. This generated hopelessness in the population, as well as sadness, uncertainty regarding their future,

changes in their support networks, a perception of territorial uprooting, damage to the collective neighbourhood identity, and a sense of achievement loss. In addition to these, others have experienced suffering due to the death or disappearance of loved ones. Chañaral and Copiapó had a large number of people in shelters, which led to stressful situations, coexistence issues and changes in privacy, and large-scale disruption of school continuity.

**Population to be assisted:** The IFRC focused its actions in the areas of Chañaral and Copiapó because of the large number of people affected in various groups, in addition to the possibility of strengthening the corps of volunteers in branches near these areas so as to provide sustainable continuity to PSS actions.

Actions had an impact on the following populations:

- 1,300 community families affected by the flooding, taking into account diverse groups such as older adults, children and people with disabilities, among others. This number, however, was exceeded as the extent of damages required working with communities in Tierra Amarilla, which was outside the area of Copiapó.
- Chilean Red Cross volunteers from the branches in La Serena, Copiapó, and Caldera performing humanitarian actions during this disaster, as well as volunteers from other branches supporting operation actions.
- Emergency teams from various agencies carrying out humanitarian efforts involving exposure to situations causing great emotional impact. PSS activities were conducted with responders from other groups such as teachers, fire fighters, and other NGOs in the area.

Outcome 1: Personnel involved in response and the population reduce their emotional impact due to the emergency in the provinces of Chañaral and Copiapó	Outputs		% reached
	<b>Output 1.1</b> At least 100 people involved strengthen their mental health		100 %
<b>Output 1.2</b> Families receive psychosocial support individually and in groups with a differential approach in the provinces of Chañaral and Copiapó		100 %	
<b>Outcome 2:</b> Provide tools that facilitate coping with the emergency situation using a differential approach in communities in the provinces of Chañaral and Copiapó	<b>Output 2.1</b> Reduce the emotional impact of at least 6,500 people through a media communications strategy with messages on resilience and guidance regarding psychosocial care.	100 %	
Activities	Implementation on time?		% of progress
	Yes	No	
1.1.1 Provide individual and group support to emergency responders for their self-care	X		100 %
1.1.2 Train emergency responders with tools to support fellow workers as the main ones responsible for their self-care	X		100%
1.2.1 PSS training for volunteer responders with a focus on working with children and vulnerable groups	X		100%
1.2.2 Providing psychosocial first aid and contention to the community	X		100%
1.2.3 Meetings to coordinate and provide technical support to volunteer actions for their strengthening	X		100%
1.2.4 Training teachers to detect symptoms indicating difficulties or delays in the students' closure process and guidance for their subsequent referral to health centres	X		100 %
2.1.1 Design, production and dissemination of radio spots to provide guidance to the population regarding mental health services for people who are still suffering from psychological damage after the emergency	X		100%
2.1.2 Printing and dissemination of leaflets on stress management through health services and the education sector	X		100%
Progress toward results			

The methodology implemented allowed conducting hygiene promotion, first-aid, and PSS workshops; distribution of humanitarian aid; and monitoring of actions. Some actions required deploying volunteers with specific skills to support the work being done in various points of intervention.

Field working with partners (IOM, Unicef, Habitat for Humanity, and Shelter Box), ultimately allowed improving the scope, exceeding coverage targets, and better managing the budget available. More than 1,500 families were reached and all activities were completed.

**Provide individual and group support to emergency responders for their self-care:** PSS actions were conducted according to the affected group. PSS outcomes exceeded those foreseen in the plan of action. PSS activities included delivering brochures on stress and crisis management and self-care to both personnel and responders (community leaders, teachers, health personnel, RC and other volunteers), as well as capacity building in PSS to 95 ChRC volunteers from various branches

**Train emergency responders with tools to support fellow workers and as the main ones responsible for their self-care:** Actions aimed at reducing the emotional impact managed to reach 200 people (volunteers and other responders) although the target had been set at 100.

**PSS training for volunteer responders with a focus on working with children and vulnerable groups:** 109 volunteers from the branches in Copiapó, Coquimbo, La Serena, and La Caldera - all in the emergency area - were trained in PSS focused on working with children. This activity facilitated working with the community so as to provide emotional support to children affected by the emergency.

**Providing psychosocial first aid and contention to the community:** Individual and group PSS actions with a differential approach in Chañaral and Copiapó initially aimed to reach at least 1,300 families, but managed to reach 1,527 families through discussion groups, psychological first aid activities, interventions with children, psycho-educational workshops to the community, and strengthening of community ties, among others

In terms of providing tools to communities in Chañaral and Copiapó for coping with the emergency from a differential approach, emotional impact was reduced through a communications campaign that provided messages on resiliency and guidance regarding the PSS network through media which reached at least 6,500 people. Two radio meetings were held over two regional stations to strengthen community ties, normalize emotional reactions, and promote mental health services.

The following table details the psychosocial support actions undertaken by Chilean Red Cross volunteers and staff during this operation:

Region	Province	Commune	Number of people reached
<b>Provide individual and group accompaniment to emergency responders for their self-care</b>			
Atacama	Copiapó	Copiapó (ChRC branch)	6
Atacama	Copiapó	Copiapó (ChRC branch)	9
Atacama	Chañaral	El Salado (in the school in Salado)	24
Atacama	Copiapó	Tierra Amarilla (with the Los Loros Emergency Centre)	30
Coquimbo	La Serena	La Serena (ChRC branch)	17
Coquimbo	Caldera	Caldera (ChRC branch)	5
<b>Train emergency responders with tools to support their colleagues and to take charge of their self-care</b>			
Atacama	Caldera	Caldera	14
Atacama	Copiapó	Copiapó	14
Atacama	Copiapó	Copiapó	7
Atacama	Copiapó	Copiapó (en CFT Benjamin Teplinski)	14
Coquimbo	La Serena	La Serena	37
Metropolitana	Santiago	Providencia (con INJUV en sede nacional)	8
Metropolitana	Santiago	Providencia (con INJUV en sede nacional)	15

<b>PSP training for ChRC volunteers with a focus on work with children and vulnerable groups</b>			
Atacama	Copiapó	Copiapó (ChRC branch)	7
Atacama	Copiapó	Copiapó (ChRC branch)	10
Atacama	Copiapó	Caldera (ChRC branch)	14
Atacama	Copiapó	Copiapó (ChRC branch)	14
Atacama	Chañaral	Diego de Almagro (with neighbourhood committee)	8
Coquimbo	La Serena	La Serena (ChRC branch)	17
Coquimbo	Coquimbo	Coquimbo (ChRC branch)	10
Coquimbo	La Serena	La Serena (ChRC branch)	37
<b>Provide psychological first aid and contention to the affected communities</b>			
Atacama	Copiapó	Copiapó (Manuel Rodríguez shelter)	40
Atacama	Copiapó	Copiapó (Francisco de Aguirre community)	134
Atacama	Copiapó	Copiapó (Paipote- Isidora Goyenechea sector)	17
Atacama	Copiapó	Copiapó: Paipote (Vergara sector)	27
Atacama	Chañaral	El Salado (South sector)	17
Atacama	Chañaral	El Salado (North sector)	29
Atacama	Copiapó	Copiapó (ChRC branch)	15
Atacama	Copiapó	Piedra Colgada (Piedra Colgada community)	15
Atacama	Copiapó	Copiapó: Paipote (Vergara sector)	14
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from Los Héroes and José Miguel Carrera)	13
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from Los Héroes and José Miguel Carrera)	14
Atacama	Chañaral	Diego de Almagro (with neighbourhood committee from Los Héroes and José Miguel Carrera)	53
Atacama	Copiapó	Copiapó (Pedro León Gallo school)	68
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from Los Héroes)	54
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from Los Héroes)	4
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from Lastarrias)	25
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from José Miguel Carrera)	88
Atacama	Chañaral	Chañaral (neighbours from Charañal)	20
Atacama	Chañaral	Chañaral (street in El Salado)	2
Atacama	Chañaral	Chañaral (neighbours from Charañal)	41
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from Los Héroes)	9
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from José Miguel Carrera)	34
Atacama	Chañaral	El Salado (community)	9
Atacama	Copiapó	Copiapó (Villa Copiapó)	45
Atacama	Chañaral	Diego de Almagro (Emergency Centre)	61
Atacama	Chañaral	Diego de Almagro (Emergency)	7

		Centre)	
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from Los Héroes)	233
Atacama	Chañaral	El Salado (neighbourhood committee from Los Héroes)	147
Atacama	Chañaral	Diego de Almagro (neighbourhood committee from José Miguel Carrera)	131
<b>Coordination meetings and technical support to ChRC volunteers</b>			
Atacama	Copiapó	Copiapó (ChRC branch- via Skype)	4
Coquimbo	La Serena	La Serena (ChRC Regional Committee Atacama-Coquimbo)	2
<b>Teacher training to detect symptoms that indicate students' difficulties or delay in closing the process and orientation to be later derived to mental health centres</b>			
Atacama	Copiapó	Copiapó (Benjamin Teplinski school)	14
Atacama	Chañaral	El Salado (Pedro Lujan school in Salado)	24
<b>Creation and dissemination of a radio spot on mental health services available to people who continue to have psychological impacts following the emergency</b>			
Atacama	Copiapó	Copiapó (airs regionally)	Radio Maray
Atacama	Copiapó	Caldera (airs regionally)	Radio Tamarugal
<b>Printing and diffusion of pamphlets on stress management with mental health services and in the educational sector</b>			
Atacama	Chañaral	Diego de Almagro	40
Atacama	Chañaral	Chañaral	20
Atacama	Chañaral	El Salado (en Centro Educativo del Salado)	24

**Meetings to coordinate and provide technical support to volunteer actions for their strengthening:** Coordination meetings were held regularly with branches and at national headquarters through the Crisis Room. Volunteers from non-affected branches provided support to activities in the emergency area in order to strengthen response teams.

**Training teachers to detect symptoms indicating difficulties or delays in the students' closure process and guidance for their subsequent referral to health centres:** This activity was developed and implemented up until the last month. Coordination started with educational centres to implement this activity providing care to vulnerable groups.

**Design, production and dissemination of radio spots regarding mental health services for people who are still suffering from psychological damage after the emergency:** PSS spots were disseminated over local media (radio Maray and Tamarugal and a local TV channel: Canal 23) with local coverage including targeted areas. Key messages were aimed at encouraging emotional health care.

**Printing and dissemination of leaflets on stress management through health services and the education sector:** These have been reproduced using existing National Society PSS guides and distributed to the affected population during PSS sessions in communities and schools.

## Challenges

There were no branches in the Chañaral area and towns are very far away, so a branch will be reopened here on ChRC property. Local leaders and authorities expressed their commitment and support, and actions were coordinated with Caldera volunteers and the regional committee to expedite the arrangements to reopen the branch and thus take in the volunteers interested in working with the NS, and meet with Chañaral's Mayor to get him to support ChRC efforts.

**Water, sanitation and hygiene promotion**

**Needs analysis:** The characteristics of the effects generated by flooding made it necessary to implement strong hygiene promotion measures, as health vulnerability was significantly affected. During the emergency affected families had no sanitation infrastructure and insufficient capacity in terms of available toilets and showers due to lack of water and structural damage. People who suffered damage to or lost their homes were recovering their belongings, cleaning up, and removing debris but lacked safety equipment or functioning basic services in the area.

Another identified need was collecting and distributing water in affected areas. Water was distributed in 5-litre buckets and jerrycans for easy transport of safe water, which promoted recovery work and prevented the emergence of diseases from contaminated water.

An intervention plan to treat water was prepared based on hygiene promotion visits and delivery of 25-litre drums. Chlorine was provided in every visit and workshops were conducted on its proper use.

**Population to be assisted:** 1300 families affected by floods in Chañaral and Copiapó (later expanded to include Tierra Amarilla) through hygiene promotion actions. Efforts allowed identifying priority communities where hygiene promotion activities could be implemented and supplemented by actions to improve conditions for people, especially those displaced during the emergency.

Outcome1: 800 families reduce their immediate risk of water-related diseases in communities prioritised in the province of Chañaral.	Outputs		% reached		
	Output 1.1 Prioritised populations have proper items to store and utilise drinking water.			100 %	
Outcome 2: 1,300 families have information and have strengthened their knowledge and skills in hygiene promotion and sanitation in the provinces of Chañaral and Copiapó	Output 2.1 At least 1,300 families have information and are strengthened through key sanitation and hygiene practices and messages in the provinces of Chañaral y Copiapó		100 %		
			Activities		Implementation on time?
		Si	No		
1.1.1 Distribution of 1,600 jerrycans		X		100 %	
1.1.2 Distribution of 800 25-litre drums		X		100 %	
1.1.3 Procurement and distribution of 800 home clean- up kits		X		100 %	
1.1.4 Procurement and distribution of 800 20-litre buckets with lids		X		100 %	
2.1.1 Training for local volunteers on community water, sanitation and hygiene promotion (WASH) education strategies		X		100 %	
2.1.2 Hygiene promotion campaigns in public places and campaigns on proper water use and family excreta and solid waste disposal		X		100 %	
2.1.3 Design of field work material		X		100 %	
2.1.4 Printing and distribution of hygiene promotion material (community health and WASH material)		X		100 %	
2.1.5 Creation and discussion of radio spots with health recommendations and their dissemination.		X		100 %	
Progress toward results					

Logistical issues related to transport had to be resolved before the products could be distributed. The ChRC distributed hygiene kits, jerrycans, flytraps, bottled water, chlorine, and drums.

Progress was achieved as per the plan of action; all objectives were met; and more families were reached than initially planned.

WASH activities were conducted with a NIT member to conduct hygiene promotion and provision of safe water.

Local vehicles were rented and others were mobilised from headquarters to solve the distance problems and to meet the deadlines set

Plans were adjusted as activities progressed, for example, radio spots were replaced by week-long broadcasting over local and regional radio stations. There were spaces for discussion and where guidelines were provided for proper chlorine use, practical ways to keep water in good condition, how to safely transport water, etc. The radio stations used were Tamarugal and Amanecer in Caldera, which are heard throughout the region. In addition the ChRC had presence in some regional newspapers such as Chañarcillo and Atacameño, as well as in Channel 22 in Caldera.

## Achievements

**Distribution of 1,600 jerrycans:** The Operation provided 1,698 10-litre jerrycans to 849 families (2 per family) in 7 communities in the municipalities of Chañaral, Diego de Almagro and El Salado.

Region	Province	Community	Families	20-litre buckets	Hygiene kits	25-litre drums	Cleaning kit	Jerrycans	1 litre of chlorine	
ATACAMA	CHAÑARAL	CHAÑARAL	109	109	109	150	109	218	327	
	EL SALADO	EL SALADO	167	167	167	147	147	334	501	
	DIEGO DE ALMAGRO	JOSE MIGUEL CARRERA	128	128	128	128	128	128	256	384
		LOS HEROES	133	133	133	133	133	133	266	399
		CANDELARIA	76	76	76	76	76	76	152	228
		SECTOR VERGARA	104	104	104	104	104	104	208	312
		FRANCISCO DE AGUIRRE	132	132	132	132	65	65	264	396
<b>TOTALES</b>			<b>849</b>	<b>849</b>	<b>849</b>	<b>800</b>	<b>800</b>	<b>1698</b>	<b>2547</b>	

**Distribution of 800 25-litre drums:** 25-litre drums were distributed to 800 families (1 per family). The distribution was completed in the last month of the Operation. This item allowed properly storing drinking water for family consumption.

**Procurement and distribution of 800 home clean-up kits:** 800 cleaning kits were distributed (1 per family) to affected families in order to help with home clean-up after the floods. The kits contained 1 broom, 1 dustpan, 10 garbage bags and 3 containers of bleach.

In addition, the Chilean Red Cross delivered 849 hygiene kits to affected families using resources and donations from the private sector and the population.

All supplies were delivered, reaching a total of 1,525 families who benefitted from various types of aid. 1,125 water filters were also distributed.

**Procurement and distribution of 800 20-litre buckets with lids:** 849 buckets with lids together with clean-up kits were distributed to 849 families. The delivery of both these items was completed by the last month of the Operation.

**Training for local volunteers on community water, sanitation and hygiene promotion (WASH) education strategies:** This activity was conducted in branches in Caldera, Copiapó, and La Serena, reaching 80 per cent of volunteers in Atacama, thus fulfilling the target set in the plan of action

**Hygiene promotion campaigns in public places and campaigns on proper water use and family excreta and solid waste disposal:** Distributions included disease prevention workshops and demonstrations through distribution of hygiene and cleaning materials (chlorine) and hygiene promotion materials (flyers and brochures).

**Design of field work material:** The materials were designed based on National Society and IFRC guides, and the headquarters area manager was responsible for this activity.

**Printing and distribution of hygiene promotion material (community health and WASH material):** The materials were delivered to beneficiary families through sanitation and hygiene trainings and during kit deliveries.

**Creation and discussion of radio spots with health recommendations and their dissemination:** Chilean Red Cross actions and recommendations regarding health, PSS and sanitation, among others, were promoted. In addition, the Communications Department prepared radio spots to further reinforce key messages. Three TV channels (CHV, TVN and Canal 22) in Atacama and three radio stations (Tamarugal, Amanecer and Maray) provided coverage, for a total of 11 press releases massively disseminated.

### Challenges

The challenge is the follow-up required to the actions conducted and to support communities with other projects (complementary) related to water and sanitation, particularly in terms of infrastructure. A joint proposal has been prepared with UNICEF to recover the health infrastructure in some schools and implement health education therein.

### Measures

Actions were conducted to restore and improve water supply and hygiene conditions through training and workshops, as well as to monitor the evolution of State, which was done by the nearest RC branches with a view to implementing health and hygiene promotion actions.

## Shelter and settlements

**Needs analysis** Flooding damaged and caused material losses to Government, private and community physical infrastructure. Landslides have taken with it a large number of homes and buildings located along river banks. Surrounding dwellings and roads were also affected by accumulations of mud, stones and debris dragged from higher-lying areas.

Mud damage to housing, collapse of water and sewer networks forced people to sleep in the open. There were insufficient home clean-up and home repair materials and inadequate kitchen utensils to prepare food.

**Population to be assisted** In view of shelter needs and demands, the Chilean Red Cross prioritised care to the province of Chañaral in order to meet the needs of 800 families in terms of kitchen utensils, materials for home repairs and community tool kits.

A feasibility study was conducted in local commerce and banking institutions for a cash transfer programme. This program was developed in El Salado and Diego de Almagro to ensure care to vulnerable groups.

Coverage of this activity was expanded to Tierra Amarilla in Copiapo thanks to the IOM and Habitat for Humanity Chile.

	Outputs		% reached
	<b>Outcome 1:</b> 800 families from the province of Chañaral have cleaned up homes and have improved their living conditions	<b>Output 1.1</b> 680 families from Chañaral y Diego del Almagro have financing (CTP) to procure tools and materials to improve their homes	
<b>Output 1.2</b> 120 families from the community of El Salado in Chañaral have tools and materials to make repairs in their homes			100 %
<b>Outcome 2:</b> Four branches affected by flooding are fully functioning	<b>Output 2.1</b> At least four affected branches are repaired		100 %
Activities	Implementation on time?		% of progress
	Si	No	
1.1.1 Evaluation and prioritisation of beneficiary population	X		100 %
1.1.2 Market Study		X	100 %
1.1.3 CTP distribution		X	100 %
1.1.4 Evaluation of satisfaction and CTP use	X		0 %

1.2.1 Acquisition of materials and supplies for kitchen kits	X		100 %
1.2.2 Distribution of materials	X		100 %
1.2.3 Shelter technical support	X		100 %
1.2.4 Shelter technical workshop	X		100 %
2.1.Branch rehabilitation	X		100 %
Progress toward results			
<p>The ChRC reached 680 targeted families with the DREF cash transfer program, in addition to the 200 who received the same benefit but from OIM-requested funds. Cash transfers were made to each head of household's RUT account.</p> <p>In addition, 350 families received kitchen kits and roof repair kits from the IOM-Shelter Box partnership through Habitat for Humanity. The ChRC channelled delivery of 1,036 tool kits to Diego de Almagro, Chañaral, Tierra Amarilla, and Copiapó.</p>			

## Achievements

**Evaluation and prioritisation of beneficiary population:** The rapid and detailed assessment by teams in the field identified the target population and the prioritised communities. House-to-house assessments and interviews to the target population made it possible to select the beneficiaries according to vulnerability criteria.

**Market Study:** The feasibility study was conducted in the affected area, establishing indicators to identify the cash transfer method to be used. This study determined that most beneficiaries had a RUT Account, which is a type of account offered by Banco Estado (State Bank) to which all Chilean citizens that possess an identification number have access. Furthermore, the State Bank has windows and ATMs in neighbourhoods which allowed users to access transferred funds 24/7. People expressed that funds would be used to repair and improve conditions in their homes and replace lost household appliances and furnishings. The transfer would be for one minimum wage (CLP 242.500 pesos), 50 per cent of which would come from DREF funds and the rest from funds raised by the NS. This type of support is expected to contribute to recovery and revitalization of local commerce.

**CTP distribution:** Once identified, beneficiaries signed letters of commitment starting with the communities of Lastarria, José Miguel Carrera and Los Héroes in Diego de Almagro. 200 additional families in Tierra Amarilla and Copiapó received this benefit from contributed funds. Ultimately 880 families received CLP 242.500 pesos.

**Evaluation of satisfaction and use of CTP:** This activity will be carried out after the CTP distribution.

**Acquisition of materials and supplies for kitchen kits:** Kitchen kits from prepositioned NS stock were distributed and later replaced. Kits contained 5 forks, knives, and spoons, one pitcher, dishes, soup bowls, 1 frying pan, 2 pots, 1 wooden spoon, and one kitchen knife.

**Distribution of materials:** 350 kitchen kits were distributed Chañaral and El Salado in Chañaral. IOM's contribution, as well as the partnerships with Habitat for Humanity Chile and Shelter Box allowed expanding coverage to several communities.

**Shelter technical support:** An IFRC shelter delegate was deployed to the field to provide technical support to home repairs and emergency shelter aspects.

**Shelter technical workshop:** A home repair guide was developed with the shelter delegate and distributed together with vouchers. This guide served to train volunteers and DREF operational staff. A workshop was held in Chañaral attended by 47 members of affected families, where they received basic recommendations and techniques for repairing their homes and how to build safely. This workshop significantly captured the interest of the community.

**rehabilitation:** The ChRC branch in Copiapo was rehabilitated, improving outer walls and strengthening inner panels, in addition to painting of and structural improvements to each of the other branches damaged by the floods.

## Restoration of family links (RFL)

### Needs analysis

It was important to maintain this service - given the presence of migrant populations with documents, families who are in the process of getting documented as well as undocumented, the presence of a detention centre in the affected area, the number of shelters and the employment attractiveness of the area for foreigners. Moreover it was important to provide contact via telephone especially for identified vulnerable groups, as well as to conduct follow-up visits, update the lists of names of people in shelters, hospitals and morgues, receive search requests (via Family Links and National Society offices) and proceed with the searches (including cross-referencing list information).

**Population to be assisted:** Migrant, foreign and sheltered populations, people in prison, and those located in areas furthest from the main road, such as Chañaral, Diego de Almagro, El Salado, Tierra Amarilla, San Antonio, etc.

Outcome1: Contact restored between separated relatives or cut off due to the emergency in the north.	Outputs		% reached
	Output 1.1 Effective contact from the affected region to the outside or vice versa		100 %
Activities	Implementation on time?		% of progress
	Yes	No	
1.1.1 Restoration of Family Links services via telephone, especially in shelters, but also in other places where vulnerable migrants are located	X		100%
1.1.2 Reception and Search activities in cases received by Family links and/or via Chilean Red Cross or other Red Cross offices	X		100%
1.1.3 Quantification of cases to the extent possible	X		100%
1.1.4 Visits to the Copiapó Prison Centre and offering of RFL services	X		100%
1.1.5 Telephone contact and support from Santiago to RFL focal points in the region	X		100%
1.1.6 Keeping updated the list of people who are in shelters, hospitals, morgues, etc.	X		100%
1.1.7 Advising on and providing an RFL module in PSS workshops to volunteers in the region	X		100%
1.1.8 Strengthening sustainable and permanent Chilean Red Cross capacity to provide RFL response in central-northern regions	X		100%
1.1.9 Updating Family links	X		100%
1.1.10 Best practices and lessons learned meeting	X		100%

**Restoration of Family Links services via telephone, especially in shelters but also in other places where vulnerable migrants are located:** National Society, with support from the ICRC, activated its Restoration of Family Links (RFL) service through Red Cross branches in Coquimbo, Copiapó and Caldera Vallenar. People trained in RFL supported RFL activities in Chañaral and El Salado. During the first month of the emergency, shifts were organised involving between 15 to 20 volunteers in order to provide RFL support to the affected population; four additional people from Chañaral and El Salado joined the effort.

**Reception and Search activities in cases received by Family links and/or via Chilean Red Cross or other Red Cross offices:** 166 search requests were received during the first month through the Family Links platform and/or the National Society, 145 of them were successful in establishing contact between the affected population and their families

#### Results of RFL actions

RFL Statistics (25 March to 23 April 2015) –ATACAMA					
LOCATION	CALLS MADE	CALLS RECEIVED	SEARCH REQUESTS		SAFE AND SOUND MESSAGES
			POSITIVE*	PENDING	
BRANCH IN COQUIMBO	68	8	29	6	13
BRANCH IN COPIAPÓ	165	72	42	7	---
BRANCH IN CALDERA	208	4	1	---	---
BRANCH IN VALLENAR	15	2	5	1	---
CHAÑARAL	125	164	28	3	---
EL SALADO	228	264	61	4	---
<b>TOTALES</b>	<b>809</b>	<b>514</b>	<b>166</b>	<b>21</b>	<b>13</b>
<b>Total 1,523</b>					

\*It was not possible to get real numbers in terms of positive or negative calls

### Results of RFL actions with PSS

PSS strategies were applied to all 1,523 cases served involving RFL. The first 10 to 15 days saw great emotional impact and stress - with the exception of the Coquimbo branch. It was impossible to keep records of RFL cases as the tools that were to be applied in this regard were the responsibility of people who had been affected themselves.

The Coquimbo branch prioritised the achievement of results during the first 30 days, after which a plan of action was prepared, which is still in force, with support from ChRC and ICRC. The point persons in Atacama, both RC and non-RC, provided invaluable support to humanitarian efforts deployed by ChRC, IFRC, and ICRC

809 national and international calls were made through the RFL methodology to connect affected people with relatives. Likewise, 514 calls were received from families searching for their relatives in the area. Most of those affected in this regard were Bolivian, Peruvian and Colombian nationals.

LOCATION	CALLS MADE	CALLS RECEIVED
BRANCH IN COQUIMBO	68	8
BRANCH IN COPIAPÓ	165	72
BRANCH IN CALDERA	208	4
BRANCH IN VALLENAR	15	2
CHAÑARAL	125	164
EL SALADO	228	264
<b>TOTALES</b>	<b>809</b>	<b>514</b>

**Visits to the Copiapó Prison Centre and offering of RFL services:** RFL teams, with ICRC support, visited prisons in Chañaral and Copiapó to facilitate communication with families, mainly to foreign prisoners.

**Telephone contact and support from Santiago to RFL focal points in the region:** The National Society RFL focal point and the National Society Crisis Room technically supported teams and branches in the field, also providing coordination, activities and response to each cases and requests coming from the local and national level.

**Keeping updated lists of names of people who are in shelters, hospitals, morgues:** Through field visits, teams of volunteers and local staff who were supporting RFL activities maintained communication with shelters and made regular visits to authorities in order to facilitate the identification of individuals, RFL and response to search requests.

**Advising on and providing an RFL module in PSS workshops to volunteers in the region:** One of the key activities detected during the first RFL response was the need to provide an induction on RFL in training processes within the PSS workshops in view of the constant contact that these teams would have with the affected population and the need to respond promptly to these requests in the field.

**Strengthening sustainable and permanent Chilean Red Cross capacity to provide RFL response in central-northern regions:** The ICRC's support to establish RFL was instrumental in the development, ownership and strengthening of this tool.

**Updating Family Links:** The activation of Online Tracing at [www.familylinks.icrc.org](http://www.familylinks.icrc.org) for family members outside the affected area facilitated search requests. It was provided by ICRC through its website. Requests were referred to the National Society.

**Best practices and lessons learned meeting:** The National Society, with support from the ICRC, conducted a workshop of good practices and lessons learned from the Operation where the outcomes, difficulties and challenges during the intervention are identified. RFL activities in disasters will continue to be applied by the National Society based on the needs highlighted by this emergency.

RFL activities were implemented from the very beginning of the emergency, which proved to have achieved very favourable results in terms of the families' well-being. Providing this service in all branches and with support from non-RC volunteers working in RFL helped to optimize and expand the coverage of the service.

The table below shows the 1,524 families benefitted through the RFL, for a total of 7,500 people reached directly:

Commune	Community	Total by sector	Total by Commune
COPIAPÓ	JJV San Francisco	109	489
	San Francisco sector	134	
	Jotabeche	5	
	Villa Copallapu	45	
	Vergara sector	113	
	Candelaria Goyenechea	83	

TIERRA AMARILLA	Cancha de Carrera	34	212
	Punta del Cobre	66	
	Algarrobo	25	
	Hostal sector	11	
	Los Loros	76	
CHAÑARAL	Costanera sector	210	354
	El Salado	144	
DIEGO DE ALMAGRO	Los Héroes	158	469
	Lastarrías	53	
	Jose Miguel Carrera	147	
	Casas Emergencia	111	
<b>4 communes</b>	<b>17 communities</b>	<b>TOTAL</b>	<b>1,524</b>

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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.

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Saving lives, changing minds.



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

## Disaster Response Financial Report

## MDRCL011 - Chile - Floods

Timeframe: 10 Apr 15 to 10 Aug 15

Appeal Launch Date: 10 Apr 15

Final Report

## Selected Parameters

Reporting Timeframe	2015/4-2016/1	Programme	MDRCL011
Budget Timeframe	2015/4-2015/8	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		275,678				275,678	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		275,678				275,678	
<b>C4. Other Income</b>		275,678				275,678	
<b>C. Total Income = SUM(C1..C4)</b>		275,678				275,678	
<b>D. Total Funding = B + C</b>		275,678				275,678	

\* Funding source data based on information provided by the donor

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		275,678				275,678	
<b>E. Expenditure</b>		-268,331				-268,331	
<b>F. Closing Balance = (B + C + E)</b>		7,347				7,347	

## Disaster Response Financial Report

## MDRCL011 - Chile - Floods

Timeframe: 10 Apr 15 to 10 Aug 15

Appeal Launch Date: 10 Apr 15

Final Report

## Selected Parameters

Reporting Timeframe	2015/4-2016/1	Programme	MDRCL011
Budget Timeframe	2015/4-2015/8	Budget	APPROVED
Split by funding source	Y	Project	*
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## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>275,678</b>			<b>275,678</b>		
<b>Relief items, Construction, Supplies</b>								
Construction Materials	3,810		2,907			2,907	904	
Water, Sanitation & Hygiene	35,741		31,678			31,678	4,062	
Medical & First Aid	3,667		1,293			1,293	2,374	
Teaching Materials	11,117		9,022			9,022	2,095	
Utensils & Tools	13,489		15,995			15,995	-2,507	
Cash Disbursement	126,312		119,644			119,644	6,668	
<b>Total Relief items, Construction, Sup</b>	<b>194,136</b>		<b>180,539</b>			<b>180,539</b>	<b>13,597</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage	524		4,755			4,755	-4,231	
Distribution & Monitoring	1,870		1,269			1,269	601	
Transport & Vehicles Costs	9,002		8,452			8,452	550	
Logistics Services	500		1,351			1,351	-851	
<b>Total Logistics, Transport &amp; Storage</b>	<b>11,896</b>		<b>15,826</b>			<b>15,826</b>	<b>-3,930</b>	
<b>Personnel</b>								
International Staff	4,763						4,763	
National Society Staff	19,385		17,499			17,499	1,886	
Volunteers	4,572		2,237			2,237	2,335	
Other Staff Benefits	2,858		2,049			2,049	809	
<b>Total Personnel</b>	<b>31,578</b>		<b>21,786</b>			<b>21,786</b>	<b>9,792</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	2,620		4,479			4,479	-1,860	
<b>Total Workshops &amp; Training</b>	<b>2,620</b>		<b>4,479</b>			<b>4,479</b>	<b>-1,860</b>	
<b>General Expenditure</b>								
Travel	9,526		9,463			9,463	63	
Information & Public Relations	3,572		6,288			6,288	-2,716	
Office Costs	1,715		4,455			4,455	-2,740	
Communications	3,429		1,522			1,522	1,907	
Financial Charges	381		7,597			7,597	-7,216	
<b>Total General Expenditure</b>	<b>18,623</b>		<b>29,325</b>			<b>29,325</b>	<b>-10,702</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	16,825		16,377			16,377	448	
<b>Total Indirect Costs</b>	<b>16,825</b>		<b>16,377</b>			<b>16,377</b>	<b>448</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>275,678</b>		<b>268,331</b>			<b>268,331</b>	<b>7,346</b>	
<b>VARIANCE (C - D)</b>			<b>7,346</b>			<b>7,346</b>		

**Disaster Response Financial Report****MDRCL011 - Chile - Floods**

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**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster response	275,678		275,678	275,678	268,331	7,347	
Subtotal BL2	275,678		275,678	275,678	268,331	7,347	
<b>GRAND TOTAL</b>	<b>275,678</b>		<b>275,678</b>	<b>275,678</b>	<b>268,331</b>	<b>7,347</b>	