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# Emergency Appeal Final Report

## Chile: Earthquake

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency Appeal</b>	<b>Operation No. MDRCL009</b> <b>Glide No. EQ- 2014-000044-CHL</b>
<b>Issue Date:</b> 19 March 2016	<b>Disaster Date:</b> 1 April 2014
<b>Operation start date:</b> 6 April 2014	<b>Operation end date:</b> 28 February 2015
<b>Operation budget:</b> 508,844 Swiss francs (CHF)	
<b>Number of people affected:</b> 513,837 people	<b>Number of people assisted:</b> 20,000 people
<b>Host National Society:</b> The Chilean Red Cross (ChRC) mobilized 120 volunteers in the affected area and activated 22 staff from ChRC branches. The National Society has four branches within the affected area: Arica, Pozo Almonte, Alto Hospicio and Iquique.	
<b>Number of National Societies involved in the operation:</b> The American Red Cross and the Japanese Red Cross Society, which have national offices in Chile, were involved in the operation, as well as the International Federation of Red Cross and Red Crescent Societies (IFRC) through its country representative.	
<b>Other partner organizations are actively involved in the operation:</b> Network of Humanitarian Aid in Chile (RACH)	

## A. Situation analysis

### A.1 Description of the disaster

On 1 April 2014, following several weeks of tremors, an 8.2-magnitude earthquake on the Richter scale struck 89 kilometres south-west of Cuya (northern Chile) at 20:46 local time. A few minutes after the earthquake occurred, the National Emergency Office of the Ministry of Interior and Public Security (ONEMI) requested a preventive evacuation along the coastal section of the affected regions due to a tsunami warning. This situation led to the evacuation of 972,457 people nationwide.

The president of the republic declared a state of emergency for the regions of Arica, Parinacota and Tarapacá in the early hours of 2 April. Later that same day, the Centre of National Seismology of the University of Chile declared that 96 aftershocks had been recorded, eight of which were felt by the population.

On 2 April 2014, a second earthquake with a magnitude of 7.6 on the Richter scale struck 45 kilometres south-west of Iquique (northern Chile). It was categorized as a strong aftershock of the event on 1 April. A second precautionary evacuation affecting 270,997 people took place along the coastal part of the regions of Arica, Parinacota, Tarapacá and Antofagasta.

The effects of the earthquake resulted in significant infrastructural damage in parts of Norte Grande de Chile, particularly in the regions of Arica, Parinacota and Tarapacá. The latter was the most affected with 13,720 homes damaged, of which 1,225 were completely destroyed.



The Chilean Red Cross, with IFRC support, supported the construction of emergency shelter solutions. Source: IFRC

Basic services such as water and electricity were restored. Most of the affected families were placed in emergency housing with shed roofs, in emergency housing with improved shed roofs, in temporary housing solutions or in their already repaired homes.

The Chilean Red Cross (ChRC) met with the regional government and work groups in order to determine the most urgent shelter needs that could be addressed by the cash transfer programme. This process and the subsequent actions carried out by the ChRC strengthened the coordination between the National Society, the government, and the municipalities.



With support from the Chilean Red Cross, the Chinese Embassy in Chile and the IFRC, 56 families were provided with an emergency shelter solution. Source: IFRC

The government provided vouchers to be used for rental needs in Iquique, Alto Hospicio, Tamarugal and for family networks in transition.

Additionally, a bonus of 50,000 Chilean Pesos (CLP), approximately USD 86.40 dollars, was provided for utility expenses, such as water, electricity and gas for the affected people.

During the emergency phase, the government also provided accommodations for vulnerable people, prioritizing pregnant women, elderly women and men, people with special needs and families with small children. These people were located in hostels, as opposed to the camps, in order to avoid aggravating situations of vulnerability.

## Summary of response

### Overview of Host National Society

After the aftershock on 2 April 2014, the ChRC mobilized 120 volunteers from nine branches to support the evacuation and provide psychosocial support and first aid. Volunteers provided these services at meeting points and collective centres in their cities. The Iquique branch opened its doors to the community, providing sleeping quarters for 60 people. Through the emergency appeal, the ChRC focused on activities in line with the DREF operation launched soon after the emergency, with an emphasis on the sectors of health and water, sanitation and hygiene (WASH).

On 4 April, two National Intervention Teams (NIT) specialized in psychosocial support and general activities were deployed to Iquique, along with a community care vehicle and driver. Two general NIT members and two water and sanitation NIT members also were mobilized to support this operation. The National Society headquarters and its branches within the affected area undertook 14 field missions to conduct evaluations of the affected communities and to monitor field activities. The disaster management coordinator for South America from the Pan American Disaster Response Unit (PADRU) supported an initial evaluation of the affected areas. The teams conducted 13 community assessments, including collective centres, communities and camps. This also included an assessment of the conditions of Colombian immigrants located in the area of Iquique.

**During this operation, the Chilean Red Cross implemented the bulk of its actions in four sectors: water, sanitation and hygiene promotion; health and care; temporary housing and shelter; and Quality programming - Common aspects to all sectors. The following section provides a brief summary of the achievements in each with more details in section “C. Detailed Operational Plan” below.**

**Financial situation:** CHF 437,374 (85.9 per cent) were spent by the close of the operation of the total budget CHF 508,844. The total coverage of the appeal budget was 89.9 per cent (CHF 457,558). The final balance of CHF 20,184 will be reimbursed back to the DREF as per IFRC procedures.

Click [here](#) to view the final financial report.

The IFRC, on behalf of the Chilean Red Cross, would like to thank the partners who contributed to this emergency appeal: American Red Cross, Canadian Red Cross Society, Japanese Red Cross Society, Red Cross of Monaco, Swiss Red Cross (Swiss government), Taiwan Red Cross Organisation and the VERF/WHO Voluntary Emergency Relief.

### Water, sanitation and hygiene promotion:

Following the emergency, the ChRC immediately mobilized 5,000 bottles of water from the National Society warehouse in Iquique. Additionally a water treatment plant was dispatched to supply 4,000 litres of water per hour, 150 hygiene kits and 150 water buckets. Additionally, a health care unit and a water and sanitation NIT member was deployed to continue the health and hygiene promotion activities and the water distribution. A total of 800 hygiene kits were dispatched along with 2,000 blankets, 50 kitchen sets, liquid soap and 20 tents.

A total of 620,000 litres of safe water was provided in the city of Iquique. During the first four days of the emergency, in one sector of the local community (calle Los Heroes de la Concepción con Thompson), 20,000 litres of water was distributed daily, and 180,000 litres of water were distributed daily for three days in three dialysis centres and one health centre. The distribution of water in the dialysis centres and health centre was conducted at the request of the Iquique Emergency Operations Centre (EOC) and in coordination with the municipal and central government.

Along with the distribution of water, ChRC volunteers carried out hygiene promotion campaigns for affected families in Iquique, Arica, Alto Hospicio, Pozo al Monte, Huara and La Tirana, using available material developed in previous projects, which supported the teaching of home purification methods. Volunteers conducted hygiene campaigns to disseminate information through games, videos and other communication material.

Water, Sanitation and Hygiene promotion objectives	Achievements
Water distribution by truck for one week in neighbourhoods and hospitals in Iquique	Delivery of 5,000 bottles of water 620,000 litres of water distribution
5,000 jerry cans distributed in Iquique and Alto Auspicio	3,168 jerry cans delivered to 1,597 households (63.36%)
Distribution of hygiene kits to 800 migrants and other vulnerable groups	800 hygiene kits delivered to 800 households (100%)
Five campaigns to promote hygiene in public places (parks, camps, collective centres ) with respect to the proper use of water and disposal of human and solid waste to reach 5,000 people	5 hygiene promotion campaigns (100%) Total people trained: 5,144 (100%)

### Health and Care:

An IFRC emergency health specialist (psychologist) was deployed to the country at the beginning of the emergency to facilitate volunteer training in psychosocial support (PSS) and to develop a short- and medium-term strategy. In addition, a Regional Response Unit (RRU) specialized in psychosocial support, which included two members of the Canadian Red Cross Society, two members of the Colombian Red Cross Society and a member of the Jamaica Red Cross, was deployed on 16 April. The Colombian Red Cross Society was specifically asked to join due to the risk of discrimination against the high number of Colombian immigrants living in the risk area, particularly in Iquique. The RRU was able to meet the local needs, draft a work plan and train 69 ChRC volunteers in the Tarapacá region on psychosocial support.

The Chilean Red Cross and its Movement partners provided 4,250 people with psychosocial support. Of these, a total of 3,668 people were assisted with PSS through the three branches of the ChRC in the Tarapacá region and 582 people served directly by the RRU.

An additional 4,289 people received indirect treatment through training activities. The RRU also provided first aid for 1,400 people.

Health and Care objectives	Achievements
Provide first aid to 1,000 people	First Aid treatments: 1,400 (140%)
Provide psychological	4,250 direct treatments in PSS (85%)

support to 5,000 people	4,289 indirect treatments in PSS (85.78%)
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### Temporary housing and emergency shelter:

The Chilean Red Cross distributed 1,000 blankets to affected households (two per households).

The appeal for the earthquake included specific actions for the sector of temporary housing and emergency shelter, such as the implementation of a cash transfer programme (CTP). This programme provided a USD 500 dollars cash transfer so 476 affected households could improve their housing conditions. Additionally, 56 families received emergency housing solutions. The Chilean Red Cross, the Chinese Embassy in Chile and the IFRC provided funding for 56 families to purchase emergency houses (estimated at USD 2,100 dollars per house).

Shelter objectives	Achievements
Distribution of non-food items: 2,000 blankets	2,000 blankets delivered to 1,000 families (100%)
Implementation of a cash transfer programme for 476 families	476 families received cash to improve their housing
Emergency houses for 56 families	56 emergency houses were built and distributed
20 tents are distributed	20 tents were distributed

### Quality programming - Common aspects to all sectors

Aspects common to all sectors objectives	Total equipment delivered
Installation of high frequency systems in Alto Hospicio and Pozo Almonte;  Implementation of system and portable radios bases in Iquique, Alto Hospicio and Pozo Almonte	<b>Iquique Branch :</b> <ul style="list-style-type: none"> <li>• 1 repeater Cerro Tarapacá</li> <li>• 1 piece of very high frequency (VHF) equipment</li> <li>• 1 piece of ultra high frequency (UHF) equipment</li> <li>• 1 piece of digital VHF equipment</li> <li>• 1 digital portable radio</li> </ul> <b>Alto Hospicio Branch - VHF antenna</b> <ul style="list-style-type: none"> <li>• 4 portable radios</li> </ul> <b>Pozo Almonte Branch</b> <ul style="list-style-type: none"> <li>• 1 high frequency (HF) equipment</li> <li>• 1 VHF equipment</li> <li>• 4 portable radios</li> </ul>

### Overview of Red Cross and Red Crescent Movement in country

The IFRC, the American Red Cross and the Japanese Red Cross Society were present in the country since the 2010 earthquake to support the recovery and reconstruction programmes. The IFRC established a representative office in 2012 to further support long-term efforts in capacity building and humanitarian diplomacy.

During this emergency response, the IFRC joined the National Society in the coordination of its emergency operations centres (EOCs) and the meetings with other humanitarian actors in Chile. These included the Japan International Cooperation Agency, the European Union, the Office of US Foreign Disaster Assistance (OFDA), ONEMI, CARITAS, Chilean Agency for Cooperation, National Humanitarian Network, the Order of Malta, and the Ministry of Emergency Response. The PADRU disaster management coordinator travelled to Iquique to support the damage and needs assessment and to work with the Chilean Red Cross to develop a plan of action.

The IFRC maintained all its Movement and non-Movement partners informed regarding the progress of ongoing operations through reports issued in coordination with the IFRC representative in Chile. The National Society requested that the IFRC coordinate all international assistance through this emergency appeal.

### Overview of non-RC/RC actors in the country

In an attempt to address discrimination problems faced by the immigrant community in Iquique and based on an initiative from the Chilean Red Cross, a technical committee on the issue of immigration was formed. The committee was composed of organizations working on immigration and emergency response, such as Caritas, the International Organization for Migration (IOM) and the Asociación Chilena Pro Naciones Unidas (ACHNU). The committee held its first meeting on 24 April 2014, and it requested that the ChRC chair the meeting. Following a subsequent government survey that revealed that fewer than five families were still being accommodated in the collective centres, the committee was disbanded. However, the National Society continued to assist these families and remains committed to addressing the particular needs of vulnerable groups, such as migrants, during emergencies.

## Needs analysis and scenario planning

At the beginning of the emergency the following needs were identified:

- Health: psychosocial support
- Water, sanitation and hygiene
- Shelter
- Livelihoods

## B. Operational strategy and plan

### General Objective

The revised plan of action established the general objective of the ChRC satisfying the immediate needs of 5,000 people affected by the 1 April 2014 earthquake in the regions of Arica, Parinacota and Tarapacá with a focus on psychological first aid, water, sanitation and hygiene promotion, and a cash transfer for the shelter programme.

### Proposed strategy

This original plan of action was based on the initial rapid assessments of the ChRC, conducted with technical support from the secretariat, which were carried out with limited access to a sparsely populated area. The plan of action was revised to focus on health activities (psychosocial support; water, sanitation and hygiene promotion; and the implementation of a cash transfer programme for shelter). Due to the lack of sufficient funds for all the activities originally established in the plan of action, certain activities were prioritized.

The National Society also prioritized beneficiary accountability. A feedback mechanism was established to solicit responses from beneficiaries. The final evaluation was conducted with the participation of beneficiaries and local authorities focused on the efficiency and effectiveness of activities and the adherence of the programme to the rules and policies of the IFRC, the Chilean Red Cross and Sphere minimum standards.

### Operational support services

## Human Resources

Chilean Red Cross volunteers from the branches of Iquique, Arica, Alto Hospicio, Antofagasta and Pozo Almonte actively participated in the operation. By the end of the operation, 120 volunteers supported the operation.

The operation required an adequate operational and management structure in order to perform the activities in the plan of action. Overall, the operation hired the following staff:

- National coordinator for the operation
- Administrative and finance assistant
- Coordinator of the cash transfer programme for shelter
- Field coordinator
- Disaster risk reduction officer
- Psychological support technical officer
- Driver

In addition, the ChRC national headquarters provided support and advice to the operational team and the branches.

The work of the following National Society personnel, at no additional cost to this appeal, supported this operation:

- National director of disaster risk management
- National coordinator of disaster risk reduction and climate change adaptation
- National director of health
- National emergency health coordinator

The ChRC has extensive experience in implementing cash transfer programmes. The national coordinator monitored the field activities. This position was covered by the appeal budget to ensure the sustainability and quality of the CTP for the shelter sector.

The IFRC provided support through the country office representative and PADRU while the regional disaster management coordinator and other specialized teams provided technical support to the operation.

This operation also counted on support from the following personnel with varying degrees of participation in the operation:

- Emergency health officer
- Finance officer
- Regional disaster management coordinator for South America
- Health RRU members: a team leader, a logistics manager and three health officers for a one-month period
- A member of the general RIT to monitor the emergency appeal for a three-month period

## Logistics and supply chain

The ChRC distributed water containers, hygiene kits and blankets. The stock for these items was replenished according to the best quality/price ratio and standard IFRC procurement procedures, either in local, regional or international markets.

The National Society used its main distribution centre in Santiago to store the high-priority purchased items and the in-kind donations received. The regional entry point for the affected area was the ChRC branch in Iquique, which served as a point of transit and clearance for all distributed goods.

The transportation of the goods from the ChRC warehouse in Santiago to the affected area was coordinated by national authorities; the use of government planes to transport emergency items was granted. Local transportation providers were used to transport the goods to the distribution points.

The Zone Logistics Unit (ZLU) of the Global Logistics Services supported the ChRC through improvement of the National Society's logistics capacity and the pre-positioning of IFRC stock to strengthen National Society's logistics response system. The ZLU also provided technical validation of the procurement process in accordance with established rules and regulations.

The purchase of hygiene kits, blankets and jerry cans was conducted in order to replace the goods distributed by the National Society to the affected areas. Procurement of these items was done with the GLS in Panama due to lower prices than those on the local market and the higher quality of the items procured through the service. The goods were shipped by sea.

## Information Technology

The ChRC set up a communications network in the northern part of Chile to connect the ChRC branches of Arica, Iquique, Antofagasta and La Serena to the national headquarters, as well as to provide mobile radio service equipment to these branches.

A large communications network connected to the north through a high frequency network was made available at the national headquarters. In addition, the national headquarters used two Broadband Global Area Network (BGAN) satellite kits and six satellite phones. During the emergency, a weakness in the telecommunications network was identified in the area of Iquique and Alto Hospicio. The Iquique branch, which has high frequency equipment, is located in a flood-prone area that is impossible to contact during flood emergencies.

Consequently, contact with the Alto Hospicio branch also could not be established because the Iquique branch served as a bridge of communication. Due to this, the communication system in Alto Hospicio required improvement by installing a high-frequency radio in order for the branch to be able to communicate in the case of future emergencies.

The operation aided to improve communication between the National Society headquarters in Santiago and branches in the Tarapacá region.

## Communications

The ChRC has a national communications department, which administers an institutional website ([www.cruzroja.cl](http://www.cruzroja.cl)), a Facebook page (Cruz Roja Chilena) and a Twitter account (@cruzrojainforma). The ChRC has 5,000 fans on Facebook and 57,000 followers on Twitter.

In addition, the ChRC developed a communications strategy that ensured continuous monitoring of operations as well as the management of media at both the national and local level. The operation included the development of press releases and beneficiary stories.

The ChRC also produced a short video and contracted a professional photographer during this operation to create required news, information and dissemination materials about its work.

From 1 April 2014, the communications department consistently broadcast information on activities through social media as well as through its website. Contact was established with news media outlets to disseminate ChRC actions in the northern part of the country as summarized below:

During the operation, the Chilean Red Cross launched a campaign to raise cash funds to respond to the emergency. National Society personnel were interviewed by more than 20 national and international media outlets. The National Society used key messages to recommend that cash donations to support affected families be used directly, more effectively and according to the most urgent needs. Local, national and international media supported this ChRC information campaign, especially from media outlets in northern Chile. Furthermore, Radio Pudahuel interviewed the ChRC on the campaign, and it also organized a radio programme to raise funds. Information about the campaign is available at: <http://www.cruzroja.cl/noticias/cruz-roja-chilena-hace-llamado-a-recolectar-fondos-para-mitigar-situacion-de-afectados-623>.

The following lists some of the media outlets that covered Chilean Red Cross actions, including the campaign: TVN, CNN Chile, UCV TV, Canal 13 and Red TV. Different radio broadcast interviews were held with: FM Tiempo, Radio OASIS, Radio Pudahuel, Radio UC, Radio USACH, Radio Carabineros and radio interviews in English with Radio ABC7 (Australia), Radio BBC (Great Britain), New Zealand Radio Network, CTV News Channel (Canada), CNN (England) and Sky News (England).

The ChRC campaign for funds included a banner on its institutional web page and broadcasts on RTC Television, Estrella de Iquique, el Longino and the Neura, Paulina, Bravissima and Municipal radio stations.

## Security

There were no security incidents during this operation. The National Society monitored the potential security threats during the operation duration.

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

The following mechanisms for monitoring, evaluation and reporting were adopted:

1. Following an initial evaluation, a report was issued within 10 days;
2. An updated report was issued 40 days after the start of the operation;
3. A final monitoring visit to the communities was conducted; and

4. A final report was completed.

The regional disaster management delegate and the country representative conducted mission to the affected area while regional and zone IFRC offices provided additional support.

## Finance and Administration

The ChRC was responsible for the management of in-country funds according to IFRC standard procedures for operational advances. The transfers were made in accordance with the requirements and conditions set forth in the letter of agreement signed between the ChRC and the IFRC for project implementation.

The IFRC finance department provided the necessary support for the review and validation of the revised budget, bank transfers, and the provision of technical support to the National Society on the procedures related to expenditure reports and the validation of invoices.

## C. DETAILED OPERATIONAL PLAN

### Quality Programming - Common aspects for all sectors

Outcome 1: Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation	Outputs		% Achieved
	<b>Output 1.1:</b> Initial needs assessment are updated following consultation with beneficiaries and monitored by an evaluation system.		
<b>Output 1.2</b> Activities of the National Society are known at the local, national and regional level			100%
Activities	Is implementation on time?		% progress
	Yes	No	
Conduct a rapid emergency assessment by branches	X		100%
Develop a multi-sectorial plan of action	X		100%
Conduct a market-analysis	X		100%
Detailed assessment of the impact on communities	X		100%
Develop and disseminate two press releases	X		100%
Develop and disseminate two beneficiary stories	X		100%
Three monitoring visits by the IFRC Secretariat	X		100%
Progress towards outcome			
<p>The regional disaster management coordinator for South America conducted two monitoring visits, providing a review of both the financial side as well as the progress towards the plan of action's objectives.</p> <p>Contact was established with the presidential delegate of Iquique in order to closely coordinate the activities being undertaken by the National Society. Information was shared between the National Society and the government in order to define the CTP's beneficiary selection parameters.</p> <p>A market analysis was completed; it was concluded that a cash transfer programme through bank transfers was feasible and it would not represent an inflation risk since the amount of cash was small. Additionally the local market had the capacity to provide products.</p> <p>The government proposed joining efforts on the issue of reconstruction or temporary housing for at least two</p>			

groups of families that it is unable to help at this time.

A RIT communications delegate, who wrote stories and took photos documenting the operation, was deployed to Iquique from 20 April to 25 April. The Regional Committee of Valparaiso's communication officer also issued a series of press releases that were disseminated by some media outlets as shown below: <http://www.estrellavalpo.cl/impresa/2014/04/14/full/10/>; <http://www.estrellavalpo.cl/impresa/2014/04/15/full/13/>; <http://www.mercuriovalpo.cl/impresa/2014/04/14/full/12/> and beneficiary stories were developed and disseminated.

Outcome 2: The communications system for disaster response capacities of Red Cross branches in the Tarapacá region are strengthened	Outputs		% achieved
	Output 2.1: No. of branches of the Tarapacá region with proper radio communication system for emergency response		100%
Activities	Is implementation on time?		% progress
	Yes	No	
Installing a high-frequency radio system in Alto Hospicio and Pozo Almonte	X		100%
Implementation of portable radios (20) system and bases in Iquique, Alto Hospicio and Pozo Almonte	X		100%
Training 20 volunteers on telecommunications in Parinacota and Tarapacá and Arica	X		100%

### Progress towards outcome

The ChRC branches in Iquique, Pozo Almonte and Alto Hospicio received a radio communication system because a weakness was identified in the telecommunications network during the emergency. The Alto Hospicio branch was only able to be contacted via Iquique, which is in a flood-prone area. The communications system was improved in Alto Hospicio by installing a high frequency radio.

In September 2014, the Chilean Red Cross telecom manager conducted the following activities in Iquique and Cerro Tarapacá :

#### Activities in the Iquique branch

- Installation of very high frequency (VHF) and ultra-high frequency (UHF) antennas in the branches
- Installation of equipment.
- Fixing the equipment with a repeater.
- Organize a training session for volunteers on how to send HF data.

#### Activities at the Cerro Tarapacá for Iquique branch repeater

- Installation of repeater in Cerro Tarapacá
- Mobile and base tests in Iquique Alto Hospicio and Pozo Almonte. This cross band VHF/UHF enables inter-branch communication within the region. The battery backup provides power for a week.

#### Administrative activities in Iquique Branch (Obispo Labe)

- Preparation of receipts in the Iquique, Pozo Almonte and Alto Hospicio branches in the presence of their respective presidents and directors of risk management. Verified numbering and characteristics of vouchers.
- Volunteer training on high frequency data transmission was conducted in the Iquique branch.

#### Activities in Pozo Almonte

- Installation of HF.
- Installation of VHF antenna and equipment. This station has backup battery for HF and VHF equipment.

- Instruction to a volunteer on data transmission.

#### Activities in the Alto Hospicio branch

- Installation of new VHF antenna.
- New radio base programming.
- Delivery of four portable radio systems.
- Volunteer training on telecommunications was conducted (a booklet on mobile equipment and traffic guidelines was provided).

## Health and care

**Needs Analysis:** The earthquake and tsunami warnings on 1 April and 2 April 2014 generated a strong emotional impact on the population of Arica, Parinacota and Tarapacá. After the earthquake, many families were sleeping outdoors or in their cars due to fear of aftershocks. People experienced high levels of stress due to continued fear of aftershocks. Minor problems often resulted in violent behaviour between migrant populations.

The Chilean Red Cross branches of Arica, Iquique, Alto Hospicio, Pozo al Monte and Antofagasta provided first aid during the evacuations and continue to provide services whenever required.

The first plan of action focused on identifying potentially affected people that could require specific psychosocial support for an extended period of time. For this reason, funding for a psychologist was included in the initial budget; however, this position was eliminated following the budget revision.

**Beneficiary Population:** The National Society aimed to reach at least 5,000 people with first aid and PSS. The selection criteria mentioned above was used to identify the beneficiaries.

PSS activities in the short- and medium-term involved volunteers, schools and districts in the affected area. IFRC staff trained volunteers from Tarapacá in psychological first aid. Trained volunteers conducted counselling activities in selected communities and schools. For cases that require specific attention, the National Society offered references to specialists in the nearby cities and additionally conducted household visits.

Outcome 1: The immediate risks to the health of affected populations are reduced.	Outputs		% achieved
		<b>Output 1.1:</b> Target population is provided with rapid First Aid	
	<b>Output 1.2</b> Psychosocial support provided to the target population		100%
Activities	Is implementation on time?		% progress
	Yes	No	
Provide first aid to 1,000 people	X		140%; 1,400 people treated
Replenishment of First Aid kits to five branches in the south of Chile	X		100%
Provide psychological support to 5,000 people including migrants and volunteers	X		4,250 direct 4,289 indirect More than 100%
Deploy a RRU specialized in psychological support	X		100%
<b>Progress towards outcome</b>			

5,650 people had access to adequate first aid and psychological support, of which:

- 1,400 people were provided first aid treatment by the RRU
- 4,250 people received PSS (approximately 3,668 persons assisted with PSS by the Chilean Red Cross three branches in the Tarapacá region; 582 people served directly by the RRU)
- 4,289 people benefited indirectly through training carried out by the RRU
- 18 ChRC volunteers were trained in psychosocial support.

**First Aid to 1,000 people.** During the earthquakes on 1 April and 2 April 2014, the branches of the Chilean Red Cross in Arica, Iquique and Alto Hospicio provided first aid without accurately recording how many people were treated; although, it is estimated to be approximately 700 people. Over the next few days, first aid consultations were provided in the shelters visited by volunteers.

The Chilean Red Cross conducted a health operation in coordination with two corporate donors in Iquique and Alto Hospicio from 21 April to 23 April; the IFRC's RRU/PSS team also participated. In total, 351 people received medical and psychological assistance. Ten groups of five children each (50 children in total) also participated in recreational activities conducted by the PSS/RRU. This activity required the deployment of a vehicle from Calama city that was adapted as a first aid mobile truck. From 8 to 29 April, 350 first aid consultations were provided.

**Replenishment of First Aid kits to five branches in the south of Chile.** The first aid kits were replenished in the five branches active in this operation.

**Provide psychological support to 5,000 people including migrants and volunteers.** In the hours after both earthquakes, the Chilean Red Cross provided PSS to the affected population during the evacuation and in shelters. No records of these initial treatments were kept, but the branches estimate these accounted for approximately 50 per cent of the consultations provided in the early hours and reached approximately 1,000 people.

Following this, various PSS activities were implemented in Las Dunas, Iquique, Pozo Almonte and Alto Hospicio. The operations coordinator recorded approximately 3,668 people assisted with PSS by the three branches of the Chilean Red Cross in the Tarapacá Region. A visit and evaluation was conducted to ten immigrant families living in the La Rotonda sector. The ChRC was supported by the RRU, which reached 582 people directly and 4,289 indirectly through its training activities.

#### People treated by the Chilean Red Cross with PSS

Community	Beneficiaries
Las Dunas	765
Pablo Neruda	258
Huara	617
Caletas	809
La Negra	900
Tirana	86
Rotonda el pampino	31
Nuestra Señora de Carmen	84
O'Higgins	32
Centro Hospicio Esperanza	86
<b>Total</b>	<b>3,668</b>

**A regional training in psychological support for 20 volunteers.** A workshop led by the PADRU emergency health coordinator was organized in Iquique on 11 to 12 April 2015. Eighteen volunteers (5 from Iquique, 9 from Alto Hospicio and 4 from Pozo Almonte) were trained. The workshop aimed to strengthen the capacity of the branches in the affected area on topics, such as evaluation, problem solving, plan of action development and implementation, and reporting community-based PSS. As a result of the workshop, each participating branch developed a short-term PSS plan of action to be implemented in the municipalities with shelters in operation as a result of the earthquake.

**Deploy a specialized team in psychosocial support.** A PSS NIT member was deployed to the area from 4 - 7 April 2014 to support the ChRC branches in Iquique, Alto Hospicio and Pozo Almonte in their PSS work.

**Deploy an RRU specialized in psychosocial support.** On 16 April 2014 a psychosocial support RRU team composed of two members of the Canadian Red Cross and two from the Colombian Red Cross arrived in

Iquique. The team was joined on 23 April by one person from the Jamaican Red Cross.

The team has undertaken several activities in the area related to its objectives. These actions include field evaluations and PSS trainings for national society volunteers and staff from other institutions, activities related to psychosocial work, stress management, games and talks with volunteers from the Tarapacá region and the provision of PSS to communities, including immigrants.

The RRU team submitted a report estimating that 4,289 people were indirectly reached, 582 were directly supported and 69 volunteers from the National Society were reached. A vehicle was rented and a driver was hired to support these activities. The RRU team held meetings for capacity building and institutional development in the branches of Iquique (10 volunteers), Alto Hospicio (16 volunteers) and Pozo Almonte (10 volunteers).

#### People treated by the Psychosocial support RRU

Community	Indirect Beneficiaries	Direct Beneficiaries
La Negra	390	27
La Pampa	49	40
Cárcel Alto Hospicio	270	60
Centro de Rehabilitación	135	60
Huayra	80	20
Escuela Casa Sol	76	86
Colegio Español	29	29
Las Dunas norte	2400	50
Las Dunas sur	450	80
Pablo Neruda	200	80
El Estadio	210	50
<b>Total</b>	<b>4,289</b>	<b>582</b>

Activities carried out by the RRU in Iquique:

- Communication materials for local media on what to do in a crisis.
- For the first time “Game On” was implemented, which works with groups of families on topics such as the expression of feelings, solidarity, communication, and coexistence. This game allows participants to focus on everyday life while learning and laughing at the same time.
- Drawing activities with children allowing them to express their feelings.
- Meeting with the Iquique branch communications officer to agree on how to prevent and relieve stress by reaching people through radio and the local press.
- Phone contact was made with a public servant from the ministry of justice, who requested the ChRC to provide PSS to the local prison.
- As per the request from the branch president in Pozo Almonte, the RRU provided psychosocial support to the community since they had not received any support.

#### Summary of RRU activities in Iquique:

- Communication activities through local media and the National Society
- Working with migrants and other actors on issues of discrimination
- Activities at a drug rehabilitation centre
- Support on the distribution of humanitarian aid

From the first days of the emergency, the ChRC headquarters mobilized equipment, e.g. first aid kits, games, equipment to measure blood pressure, equipment for blood glucose measurement, pulse oximeters and a quantity of medical supplies, such as gauze in dressings or rolls, tape, bandages, and other. This stock was replenished following the mobilization.

## Water, Sanitation and Hygiene Promotion

**Analysis of needs:** The two earthquakes affected public services. At the beginning of the emergency, services such as water and power distribution were slowly being restored, and people were without these services for a short period of time. While water service was being restored, assessments of campsites were conducted. As a result of these assessments, it was discovered that Nuestra Señora del Carmen had insufficient sanitation facilities and no water; the Chilean Red Cross developed a plan of action for this area.

**Beneficiary Population:** The National Society planned to reach 2,000 low-income families or those belonging to the migrant population and whose homes suffered structural damage. In addition, special attention was given to families with chronically ill members, pregnant women, elderly and/or young children.

The activities proposed in the original plan of action focused on the distribution of water, which also included the replacement of the 5,000-litre water bladder sent previously to the affected area. In addition, the activities included hygiene promotion activities and the replenishment of the hygiene kits mobilized from the national headquarters of the Chilean Red Cross.

<b>Water, Sanitation and Hygiene Promotion</b>			
Outcome 1: Immediate reduction in risk of waterborne diseases	Outputs		% achieved
	<b>Output 1.1:</b> Daily access to safe water according to Sphere and government standards in terms of quantity and quality is provided to target population.		100%
	<b>Output 1.2</b> Hygiene promotion activities, which meet Sphere standards in terms of the identification and use of hygiene items, are provided to the target population		100%
Activities	Is implementation on time?		% progress
	Yes	No	
Water truck distribution for one week in neighbourhoods and hospitals in Iquique	X		100%
Map the current migrant situation in coordination with other humanitarian actors	X		100%
Distribution of 5,000 jerry cans in Iquique and Alto Hospicio	X		3,168 distributed (63.36%)
Distribution of 800 hygiene kits to migrants population and other vulnerable groups	X		100%
Five hygiene promotion campaigns in public places (plazas, campsites, shelters, etc.) on the adequate use of water, and household and solid waste disposal.	X		100%
<b>Progress towards the outcome</b>			
<b>Result 1:</b>			
<ul style="list-style-type: none"> <li>• 324,000 litres of drinking water distributed.</li> <li>• Six water distribution points created.</li> <li>• 4,204 people reached with hygiene promotion campaigns.</li> <li>• 30 volunteers involved in hygiene promotion activities.</li> <li>• 1,584 families provided with jerry cans (2 per family), and 800 families with hygiene kits (1 per family). All hygiene kits were distributed.</li> <li>• 1,000 families provided with blankets (2 per family)</li> </ul>			
<b>Water trucking during the first week:</b> A total of 288,000 litres of water were distributed to three dialysis centres and 36,000 litres of water were distributed in the sector of Héroes de Concepción in Iquique while the sewer service was being repaired.			
<b>Map of the current situation regarding immigrants and related coordination with other humanitarian actors:</b> An assessment of the immigrant community in Iquique was conducted by the Chilean Red Cross, which indicated the significant number of Colombians, Ecuadorians, Bolivians and Peruvians immigrants living there. Members of these communities say they suffered from discrimination and abuse in shelters during the emergency, and they were afraid to use services that were provided to help them.			
A technical committee was established at the request of the Chile Red Cross, and the first meeting was held on 24 April. It was determined that the government would create a register of affected migrants to enable the Red Cross to assist them.			

Community	Hygiene Kits	Blankets	Jerry Cans
<b>Iquique</b>			
Las Dunas Norte			552
Las Dunas Norte	83	289	
Las Dunas Sur	189	741	
Cond. Pablo Neruda			124
Huará			344
Caletas	2		540
Rotonda el Pampino		31	22
AFI-1	13	31	26
AFI-2	38	120	76
Casa Dunas	4	8	8
<b>Alto Hospicio</b>			
La Negra 1	115		368
La Negra 4	36	92	120
Centro Hosp. Esperanza			38
Plaza O'Higgins	11	32	22
Nuestra Señora del Carmen	28	125	106
La Negra 3	7	22	14
El Boro	6	21	42
Canadela	50	100	50
<b>Pozo Almonte</b>			
La Tirana		80	62
Pozo Almonte	150	300	450
Arica	61		183
La Huayca	7		21
<b>Total</b>	<b>800</b>	<b>1,992</b>	<b>3,168</b>

**Distribution of 5,000 Jerry cans in Iquique and Alto Hospicio:** A total of 3,168 jerry cans were distributed, which is lower than the projected figure of 5,000 jerry cans. Distributions were ceased when water service was restored to its pre-earthquake functioning. However, proper sewage systems were not available in all of the communities and the objective was to provide this service. The remaining jerry cans were pre-positioned in the local branches for future emergency response actions.

Below is a summary of the humanitarian aid that was provided:

**Five hygiene promotion campaigns in public areas:** Whenever a distribution of humanitarian aid is organized, a hygiene promotion campaign is carried out. The current coverage can be summarized as follows:

Community	Beneficiaries (People)	Beneficiaries (Families)
<b>Iquique</b>		
Las Dunas Norte	646	248
Las Dunas Sur	741	189
Cond. Pablo Neruda	258	62
Huará	217	172
Caletas	809	270
Rotonda el Pampino	31	11
AFI-1	31	13
AFI-2	120	38
Casa Dunas	11	4
<b>Alto Hospicio</b>		
La Negra 1	900	184
La Negra 4	92	36
Centro Hosp. Esperanza	86	19
Plaza O'Higgins	32	11
Nuestra Señora del Carmen	101	28
La Negra 3	22	7
El Boro	21	6

Canadela		50
<b>Pozo Almonte</b>		
La Tirana	86	31
Pozo Almonte		150
<b>Total</b>	<b>4,204</b>	<b>1,529</b>

## Shelter and settlements

**Analysis of needs:** The effects of the earthquake resulted in significant damage to infrastructure in the northern regions of Chile, particularly in Arica, Parinacota and Tarapacá. Tarapacá was the most affected with 13,720 houses damaged, of which 1,225 were destroyed. For this reason, the cash transfer programme was implemented in this area.

**Beneficiary Population:** A total of 400 families in Tarapacá were supported with the provision of cash for housing and purchases of local materials, with special attention given to the migrant population in Iquique and Alto Hospicio. Another 56 families received an emergency house. The identification of families was coordinated with the municipalities and the Ministry of Housing. The cash transfer programme was evaluated and implemented in accordance with the detailed damage assessment reports conducted by the Ministry of Housing and the Chilean Red Cross.

For the selection of communities and the modality of cash transfer, an expert from the Chilean Red Cross was deployed to the affected area to identify potential agreement options with suppliers and to conduct a market study to determine the possible impact. A conditional distribution based on cash transfers in the amount of USD 500 dollars (CHF 472) per family, which was disbursed in two instalments to ensure the proper use of funds for repairs, is envisioned. The amount is based on the cost of construction materials (cement) most commonly used in northern Chile and the cost of living in the region.

Outcome 1: The prioritized population has economic and material resources for repairing or renting houses (based on the assessment)	Outputs		% achieved
	<b>Output 1.</b> Advocacy on sustainable construction and safe shelter		
<b>Output 1.2</b> A cash transfer programme for repairing houses is implemented			100%
Activities	Is implementation on time?		% progress
	Yes	No	
Assess the needs of marginalized groups for shelter solutions in urban areas, including immigrant communities	X		100%
Training workshop on the use of Mega V and Open Data Kit (ODK) for 20 volunteers from the Arica, Parinacota and Tarapacá branches.	X		100%
Conduct a market study for the implementation of the cash transfer programme.	X		100%
Evaluate the requirements of urban planning and land tenure laws and regulations (building codes and permits, land management, etc.)	X		100%
Select the mechanism and cash transfer modality	X		100%
Provider selection for cash transfer	X		100%
Identification and selection of 506 target families using Mega V and ODK	X		100%

Cash transfer for shelter or local purchases of materials for 450 families	X		100%
Conduct awareness workshops on cash transfers to beneficiaries	X		100%
Create complaints mechanism for cash transfer system	X		100%
Train and advise families on the use of earthquake resistant construction techniques	X		100%
Monitor the use of distributions/cash solutions and beneficiary satisfaction	X		100%
Final evaluation of the achievement of target group shelter	X		100%
Hiring a civil engineer to monitor and advise on home repair	X		0%

### Progress towards the outcome

A cash transfer programme supported 476 families with shelter solutions. Each family received USD 500 dollars to improve housing conditions. Additionally, 56 families received emergency houses, valued at USD 500 dollars. The Chilean Red Cross, the Chinese Embassy in Chile and the IFRC provided the funding for 56 families to purchase emergency houses.

To achieve these objectives, the following actions were carried out:

- Meeting with the presidential delegation for reconstruction in early August in order to be find out about the different support options the government has provided to the families affected by the earthquake in Tarapacá; in particular, campsites for emergency housing and reconstruction projects.
- In the first week of August 2014, field visits were carried out to Canadela I and II, La Negra Abandonada and Nuestra Señora del Carmen campsites in Alto Hospicio, ECONSA in Iquique and the communities of Huara and Huayca in Pozo Almonte.
- Training was provided to 19 people, including families that benefited from the shelter program and Chilean Red Cross volunteers from the communities of Nuestra Señora del Carmen and La Negra Olvidada
- An analysis of alternative modalities and mechanisms for cash transfers to the affected population: Based on the similar implementation of a CTP in Valparaiso and the local market conditions in Iquique, Alto Hospicio and Pozo Almonte, it was decided that the most appropriate modality for a CTP is conditional cash to beneficiaries' bank accounts through transfer mechanism.

The conditions of the cash transfer programme were:

- Signing of letter of individual/family commitment
- Completing the first phase of the CTP
- In case the commitment was unable to be fulfilled on time, an additional 15 days could be granted.

The same complaints mechanism system used in the cash transfer programme for the DREF operation in Valparaiso (MDRCL010) were used and the forms were adapted to the needs of the program in Tarapacá.

The implementation needs identified entailed informative meetings with beneficiaries, the signing of the agreement, complaints mechanism on paper and website. Additionally, it was necessary to gather information on potential beneficiaries.

Technical needs covered the ODK Implementation (specific equipment for the Open Data Kit- ODK survey). Android Tablets with GPS and a Wi-Fi connection were made available for this purpose. Training on ODK was conducted with ChRC volunteers at the branch level with participation from the branches of Alto Hospicio, Iquique and Pozo Almonte.

The field evaluation included the mobilization of ChRC volunteers and technical staff from Santiago to complete the selection of beneficiaries in the communities of Huara and Pozo Almonte and to identify the beneficiaries of Alto Hospicio.

The implementation of the CTP was completed as scheduled (end of September to October 2014). A CTP

coordinator arrived in Iquique with the equipment and conducted ODK training for the operations coordinator from Iquique, 10 volunteers from Alto Hospicio and Iquique and 10 volunteers from Pozo Almonte and Arica. Information was gathered using the ODK system, including assessment surveys in Huará, Pozo Almonte, Tirana and Huayca. The beneficiaries were selected and information was shared with them, including a briefing and signing of a commitment letter.

### Beneficiary satisfaction survey

On January 2015, a satisfaction survey was conducted by volunteers from Alto Hospicio branch, Chilean Red Cross headquarter staff and the IFRC emergency shelter officer. The ChRC used 9 tablets with the Open Data Kit programme to conduct 103 satisfaction surveys in 7 communities: Cancha Canadela; La Negra; El Mirador; Huará; La Tirana; Pozo Almonte; and Nuestra Señora del Carmen.

The findings indicated that out of the 476 beneficiaries that were reached through the cash transfer programme, 79% percent were women and 21% were men. Of the people surveyed, 74.3% said that the cash transfer programme was very useful, while 24.8 % said it was useful. A total of 58 beneficiary families indicated they used the funds to repair their homes. Another 29 families used the funds to procure home appliances such as refrigerators, stoves, gas tanks, mattresses, etc., while 8 families used the CTP to purchase clothing and work tools. However, 7 families employed the cash for health purposes and the remaining for a variety of other purposes. Of the 103 surveys completed, 99 beneficiaries stated that the amount of funds was adequate for their immediate needs following the emergency.



The ChRC cash transfer programme helped beneficiaries purchase home appliances. Source: IFRC

## Contact Information

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

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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.

[www.ifrc.org](http://www.ifrc.org)  
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

## MDRCL009 - Chile - Earthquake

Timeframe: 06 Apr 14 to 28 Feb 15

Appeal Launch Date: 14 Apr 14

Final Report

## Selected Parameters

Reporting Timeframe	2014/4-2016/2	Programme	MDRCL009
Budget Timeframe	2014/4-2015/4	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>		<b>508,844</b>				<b>508,844</b>	
<b>B. Opening Balance</b>							
<b>Income</b>							
<b>Cash contributions</b>							
<i>American Red Cross</i>		89,526				89,526	
<i>Canadian Red Cross</i>		20,251				20,251	
<i>Japanese Red Cross Society</i>		47,750				47,750	
<i>Red Cross of Monaco</i>		12,064				12,064	
<i>Swiss Red Cross (from Swiss Government*)</i>		108,200				108,200	
<i>Taiwan Red Cross Organisation</i>		26,244				26,244	
<i>VERF/WHO Voluntary Emergency Relief</i>		800				800	
<b>C1. Cash contributions</b>		<b>304,835</b>				<b>304,835</b>	
<b>Other Income</b>							
<i>DREF Allocations</i>		152,723				152,723	
<b>C4. Other Income</b>		<b>152,723</b>				<b>152,723</b>	
<b>C. Total Income = SUM(C1..C4)</b>		<b>457,558</b>				<b>457,558</b>	
<b>D. Total Funding = B + C</b>		<b>457,558</b>				<b>457,558</b>	

\* 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>		457,558				457,558	
<b>E. Expenditure</b>		-437,374				-437,374	
<b>F. Closing Balance = (B + C + E)</b>		20,184				20,184	

## Disaster Response Financial Report

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Budget Timeframe	2014/4-2015/4	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## 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>508,844</b>			<b>508,844</b>		
<b>Relief items, Construction, Supplies</b>								
Shelter - Transitional	239,351		210,392			210,392	28,959	
Water, Sanitation & Hygiene	27,435		29,478			29,478	-2,042	
Medical & First Aid	9,650		4,332			4,332	5,318	
Teaching Materials	20,340		12,172			12,172	8,168	
Utensils & Tools	14,191		12,080			12,080	2,111	
<b>Total Relief items, Construction, Sup</b>	<b>310,967</b>		<b>268,454</b>			<b>268,454</b>	<b>42,513</b>	
<b>Land, vehicles &amp; equipment</b>								
Computers & Telecom	4,730						4,730	
<b>Total Land, vehicles &amp; equipment</b>	<b>4,730</b>						<b>4,730</b>	
<b>Logistics, Transport &amp; Storage</b>								
Storage			5,406			5,406	-5,406	
Distribution & Monitoring	1,353		1,353			1,353	0	
Transport & Vehicles Costs	17,029		6,943			6,943	10,086	
Logistics Services	3,377		2,501			2,501	876	
<b>Total Logistics, Transport &amp; Storage</b>	<b>21,759</b>		<b>16,203</b>			<b>16,203</b>	<b>5,556</b>	
<b>Personnel</b>								
International Staff	21,286		13,472			13,472	7,815	
National Staff	7,568		5,278			5,278	2,290	
National Society Staff	28,192		29,864			29,864	-1,672	
Volunteers	7,436		19,466			19,466	-12,030	
Other Staff Benefits	2,365						2,365	
<b>Total Personnel</b>	<b>66,848</b>		<b>68,080</b>			<b>68,080</b>	<b>-1,233</b>	
<b>Consultants &amp; Professional Fees</b>								
Consultants	4,730						4,730	
Professional Fees	757		126			126	631	
<b>Total Consultants &amp; Professional Fees</b>	<b>5,487</b>		<b>126</b>			<b>126</b>	<b>5,361</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	10,407		2,475			2,475	7,932	
<b>Total Workshops &amp; Training</b>	<b>10,407</b>		<b>2,475</b>			<b>2,475</b>	<b>7,932</b>	
<b>General Expenditure</b>								
Travel	30,747		30,696			30,696	50	
Information & Public Relations	9,697		6,921			6,921	2,776	
Office Costs	6,755		6,490			6,490	264	
Communications	4,626		1,881			1,881	2,745	
Financial Charges	1,703		5,291			5,291	-3,588	
Other General Expenses			242			242	-242	
Shared Office and Services Costs	4,062		1,256			1,256	2,807	
<b>Total General Expenditure</b>	<b>57,590</b>		<b>52,777</b>			<b>52,777</b>	<b>4,813</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recover	31,056		26,527			26,527	4,529	
<b>Total Indirect Costs</b>	<b>31,056</b>		<b>26,527</b>			<b>26,527</b>	<b>4,529</b>	
<b>Pledge Specific Costs</b>								
Pledge Earmarking Fee			1,831			1,831	-1,831	
Pledge Reporting Fees			900			900	-900	
<b>Total Pledge Specific Costs</b>			<b>2,731</b>			<b>2,731</b>	<b>-2,731</b>	

**Disaster Response Financial Report**

MDRCL009 - Chile - Earthquake

Timeframe: 06 Apr 14 to 28 Feb 15

Appeal Launch Date: 14 Apr 14

Final Report

**Selected Parameters**

Reporting Timeframe	2014/4-2016/2	Programme	MDRCL009
Budget Timeframe	2014/4-2015/4	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**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>			508,844			508,844		
<b>TOTAL EXPENDITURE (D)</b>	508,844		437,374			437,374	71,470	
<b>VARIANCE (C - D)</b>			71,470			71,470		

**Disaster Response Financial Report****MDRCL009 - Chile - Earthquake**

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Budget Timeframe	2014/4-2015/4	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**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	508,844		457,558	457,558	437,374	20,184	
Subtotal BL2	508,844		457,558	457,558	437,374	20,184	
<b>GRAND TOTAL</b>	<b>508,844</b>		<b>457,558</b>	<b>457,558</b>	<b>437,374</b>	<b>20,184</b>	