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Emergency Plan of Action Final Report

Chile: Earthquake



DREF Operation MDRCL012	Glide no. EQ-2015-000128-CHL
Date issued: 22 April 2016	Date of disaster: 16 September 2015
Operation manager (responsible for this EPoA): Pabel Angeles, IFRC Disaster Management Coordinator for South America.	Point of Contact: Manuel Quezada Melillan, National Risk Management Director-Chilean Red Cross (ChRC)
Operation start date: 16 September 2015	Expected timeframe: 3 months and 20 days
Overall operation budget: 148,824 Swiss francs (CHF)	Operation end date: 14 January 2016
Number of people affected: 681,484 personas	Number of people to be assisted: 2,000 people (400 families).
Host National Society presence: The Chilean Red Cross has 11 Regional Committees, 185 branches nationwide, 3,000 volunteers and 38 staff members.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC), International Committee of the Red Cross (ICRC) and the American Red Cross.	
Other partner organizations actively involved in the operation: The National Emergency Office (ONEMI), Ministry of Health, Ministry of Defence, Ministry of Social Development, Ministry of Energy, Ministry of Public Works, Ministry of Transportation and Communications, Regional Governments, The Adventist Development and Relief Agency (ADRA)-Chile, Caritas, the Humanitarian Network, the Fire Brigade, the United Nations and Andean Relief Corps.	

[<Click here to view the final financial report. Click here to view the contact information>](#)

Situation Analysis

Description of the disaster

On 16 September 2015, an 8.4 earthquake hit the regions of Atacama and La Araucanía in Chile. The National Emergency Office of the Ministry of the Interior (ONEMI) issued a tsunami alert for the entire coastal area in Chile, evacuating more than 600,000 people. ONEMI reported that approximately 681,484 people were affected and the Coquimbo region was declared a catastrophe area.

According to damage and needs assessments (DANA) conducted by the Chilean Red Cross (ChRC) in the Coquimbo region, there were 13 deaths, 6 people were unaccounted for, 15 people were injured and 57 people were in evacuation centres in Coquimbo. Reports indicated that 704 homes were destroyed, 1,245 homes were rendered uninhabitable and 3,122 homes had minor damage. Additionally, 1,183 people lost electricity, but the clean and safe water supply soon returned to normal.

The DANA conducted by the Chilean Red Cross by sectors also revealed the following information:

Health: The nine hospitals in the Coquimbo region were operating normally. Hospital emergency units were reinforced for possible increase in patients.

Education: Sixteen schools in the region were unable to resume classes, specifically those in the communities of: Coquimbo (1), Monte Patria (1), Combarbalá (1), Ovalle (4), Canela (7), and Illapel (2); Escuela de Comercio in

Coquimbo was destroyed. Only the schools in the province of Elqui were able to resume operations while others awaited technical assessments to gauge the damage. As a result, students had to be relocated.

Airports: La Florida in the community of La Serena, Tuquí in the community of Ovalle and Aucó in the community of Illapel were operating normally. Dams in La Paloma, Cogotí, Puclaro, Laguna, Culimo and Coirón did not suffer any structural damage.

Roads: Most roads were blocked by landslides. Those most affected were Illapel, Canela, Salamanca and Combarbala; however, these areas were not cut-off since alternative roads exist. The Roads Directorate cleared debris, but the border crossing at Juntas del Toro in Elqui was closed.

Ports: The port of Coquimbo was closed due to infrastructure damage, while the ports of Tongoy and Los Vilos remained operational; 17 fishing bays were also closed because of infrastructural damage, and the fishing bays at Limarí, Peñuelas and Guayacán suffered structural damage that prevented their operations. Caution was required during sea travel, especially in Tongoy, due to shipwrecks; a total of 88 vessels were damaged at the regional level.

Agriculture: Irrigation channels in the province of Choapa were affected by landslides, which interrupted irrigation processes. Survey activities conducted by National Irrigation Commission technicians started on 21 September 2015 in order to determine the damage and establish the appropriate courses of action.

The Chilean government provided financial support to the affected families in regions III and IV by distributing following vouchers:

- Household items voucher for 1,000,000 Chilean pesos (CHF 1,366.25) for families who lost their household items to the tsunami (one time only)
- 500,000 Chilean pesos (CHF 683.13) to families who lost their household items to the earthquake (one time only)
- Shelter Voucher for 200,000 Chilean pesos (CHF 273.25) for 3 months for families whose housing was affected, which could be renewed for an additional 3 months.

Summary of response

Overview of Host National Society

The Chilean Red Cross worked consistently in the following lines of action: water, sanitation and hygiene, health promotion, psychosocial support (PSS), and housing through the cash transfer programme (CTP). The work conducted by the more than 107 volunteers is a large part of the effort by the ChRC branches, the regional committee and national headquarters to achieve the objectives established in the plan of action.

As part of the main emergency health actions, first aid care was provided during the first two weeks until it was determined that care posts in the affected areas were no longer necessary. The support provided by branch point persons was a substantial contribution.

The Chilean Red Cross has experience using and managing cash transfer programmes. This has involved conducting beneficiary and community identification processes according to the National Society's pre-established processes and guidelines for working with CTPs. It was possible to involve Coquimbo and Illapel branches in the selection process, which contributed to local capacities that will be useful in future emergencies.

Needs analysis and scenario planning

Risk Analysis

The main risk was related to safe access to communities located in the Coquimbo region. Experienced drivers in 4-wheel drive vehicles were used for the winding roads, which provided limited access to these communities. Ongoing quakes in the region caused rockslides along the road and hindered repair efforts roads to the affected communities.



ChRC four-wheel drive vehicles were needed reach the affected communities, like this area in Canela Baja.
Source: ChRC

B. Operational strategy and plan

Health

The Chilean Red Cross provided first aid care and psychosocial support to those affected. Due to the health vulnerability caused by the tsunami, the government conducted preventive vaccination against tetanus, influenza and hepatitis, including the deployment of health teams. These measures aimed to benefit both the people affected directly by the earthquake/tsunami as well as ChRC staff and volunteers working on the response, clean up and reconstruction.

Psychosocial support

Field assessments by technical staff deployed to the area determined that there was not a coordinated response between government mental health agencies and Chile's Humanitarian Network members (RACH), including the volunteer and professional psychologists who independently arrived in the affected area.

In the case of Canela Baja, the emergency operations centre (EOC) deployed a two-person team to the field that consisted of a social worker and a psychologist. Team findings and EOC information confirmed that:

- Families were affected due to the conditions of their homes after having been hit by the earthquake/tsunami; however, emotional ties at the family level remain solid.
- The community was organized and open to outside assistance.

In Baquedano, information from the EOC, field visits, and the Red Cross and Health Department psychologists confirms that:

- There was a large corps of volunteers from outside the area helping to remove debris, which made the families feel temporarily supported.
- Children were travelling unaccompanied to other locations, as some family members remained in the affected areas cleaning up and watching over their belongings. This affected the children's routine and the continuity of family ties.
- Other children were seen assisting with cleaning activities in their own way. For them, assuming a participatory role in the reconstruction process involved an abrupt change in their role as children, in which recreation was no longer an immediate priority.
- Community leaders were exhausted from their work supporting people in their communities, as well as experienced stress related to addressing their neighbours' anger or complaints.
- Fear of further aftershocks increased uncertainty, which in turn increased anguish and lessened the individual's perception of control, which led to situations of crisis, crying, sadness, rage, helplessness and frustration, among others. These reactions affected both the person experiencing them and those around him/her.

Water and Sanitation

Water supply functioned as normal in urban areas; however, some localities experienced partial cuts because of broken pipes and potential leaks. Hygiene promotion was emphasized. In many areas the absence of a basic

sanitation system and the lack or shortage of safe water increased the families' risk of suffering from gastrointestinal diseases, dehydration and dermatitis due to a lack of basic hygiene after coming into contact with rubble contaminated with organic material.

In addition, specialized health teams highlighted the need to promote hygiene in the collective centres and the affected communities due to their dense populations and the presence of mud mixed with sewage; furthermore, after this combination dried, it remained as suspended matter, which was harmful if inhaled.

Shelter

The Chilean Red Cross has extensive experience in implementing the cash transfer programme in emergency operations. The National Society has implemented this tool in various emergency operations, thereby strengthening its capacity. In addition, local markets and businesses were open and operating, which enabled the success of the CTP.

The CTP was implemented in Coquimbo and Monte Patria after a market study in communities found that the target population had National Identification Number (*Rol Único Tributario*-RUT) accounts and that supplies were available for home repair in local businesses. However, 50 per cent of the population to be assisted through the CTP in Illapel and Canela Baja did not have a RUT account, failed to comply with this requirement despite pledging to do so during the initial assessment and there were no fast, reliable or known mechanisms for beneficiaries to purchase repair items. Thus, the ChRC identified hardware stores to provide these supplies and deliver them to beneficiaries according to need. Negotiations were held with hardware stores, and terms of reference were validated with communities and a tender process was opened for hardware stores to establish agreements with the Chilean Red Cross.

Overall Objective

Providing humanitarian assistance to 400 families affected by the earthquake/tsunami in the communities of Canela, Illapel, Coquimbo, Monte Patria, Canela Baja, Illapel, Gabriela Mistral, Baquedano, Peñuela and Tulahuén in the provinces of Choapa, Elqui and Limarí via health promotion, delivery of humanitarian aid through the cash transfer programme to improve housing conditions.

Proposed strategy

Emergency Health Actions

Meet the needs of 400 families through informational modules (informative interventions) in each targeted area, providing information on disease prevention or healthy practices to prevent diseases resulting from the emergency

- Health promotion workshops for the community

Psychosocial Support Actions

- Psychological care to relief personnel involved in the operation
- Psychosocial care for the affected population
- Psychosocial awareness-raising campaign
- Psychosocial care in schools
- Psychosocial workshops for volunteers

Water and Sanitation Actions

The Chilean Red Cross distributed 500 jerry cans and 250 hygiene kits to 250 families, which were replaced through this DREF operation. At least 400 families received hygiene promotion activities in the provinces of Coquimbo and Ovalle in the Atacama Region. Priority communities were identified where hygiene promotion activities could be implemented to strengthen resilience and supplement actions to improve sanitation conditions for the affected people in the temporary collective centres.

Shelter actions

The operation provided CTP distributions to at least 400 families as per the evaluation. A conditional delivery was planned for Coquimbo (Baquedano and Gabriela Mistral), Illapel, Monte Patria and Tongoy to repair housing and recover lost household items. The ChRC facilitated the return of affected people to their homes.

The ChRC distributed community-cleaning kits thanks to in-kind donations by the private companies Proctor & Gamble and Clorox. The latter sent their donations directly to the field, and transportation and operational costs, such as tolls, fuel and other necessary logistics for this distribution, were covered by this DREF operation.

Operational support services

Human resources (HR)

The Chilean Red Cross national coordinators for health, volunteers, administration, finance and executive areas supported and provided advice for sectorial activities, as well as monitored the plan of action from the disaster area. Communication and coordination were maintained with the IFRC disaster management coordinator for South America.

National Society volunteers from the regional committee and branches in La Serena, Coquimbo and Illapel were the primary motors behind this successful operation. A total of 80 National Society volunteers were involved in this operation. While the branch in Ovalle is within the affected jurisdiction, it was unable to participate due to lack of logistical resources. This branch has deployed part of the National Risk Management Directorate technical team several times, thus supporting activities, especially the branch in Illapel, which has had to cover two jurisdictions because it is the closest to a very mountainous area of difficult access in which 100 per cent of the beneficiaries resided in rural areas.

The DREF coordinator was recruited from local regional committee resources. The regional president resigned from her post in order to lead the operation. This vacant post was filled by her vice-president, who had previously requested headquarters' permission to resign. Her resignation was accepted by the national president and the ChRC board.

A support accounting position was hired for ChRC national headquarters during this operation. For the CTP accountability format, an assistant was hired for data entry of all of the people reached by this programme.

Logistics and supply chain

The administrator/finance officer in the region provided administrative, financial and logistical support to the operation, with support from Chilean Red Cross's headquarters. All acquisitions were made in accordance with National Society and IFRC procedures and regulations. The ChRC has a warehouse in Santiago with the capacity to handle warehousing in the affected area at no cost. The Chilean Red Cross's headquarters has two pick-ups trucks, which were deployed to the region to conduct scheduled activities. The local branches smaller vehicles did not meet the required safety conditions for the implementation of the activities.

Information technology (IT)

The Chilean Red Cross has a national high frequency (HF) network, a vehicle with HF radio communications, and satellite phone coverage through Inmarsat. It also has three radio repeaters linked to a national telecommunications agreement with ONEMI. Branch communication systems in the area were affected, so a very high frequency (VHF) radio was installed in a Coquimbo branch vehicle, and two portable radios were mobilized to the Illapel and Coquimbo branches. There ChRC also used 10 tablets with Open Data Kit (ODK) and Mega V applications with their own servers. Local satellite and cell phones were used to support evaluation activities with the telecommunications team.

Communications

The Chilean Red Cross is disseminating information about the actions being conducted on its institutional accounts in Facebook, Twitter and YouTube as well as providing press releases for television, radio and print media. A video of the operation was produced to provide visibility on the distribution phase of the operation, in addition to creating an audio-visual registry of the beneficiaries of the cash transfer programme. The Communications Department has disseminated actions and informed the public in general about the actions being conducted by the National Society, as well as recommendations for the affected population. A campaign was conducted to raise funds among the population

and the private sector through a State Bank account. The following are some of the links to some of the media reports published on this operation:

- <http://radioallen.cl/2015/coquimbo-filial-de-la-cruz-roja-chilena-despliega-amplio-accionar-en-zonas-afectadas-por-terremoto-y-tsunami/>
- <http://www.elobservatodo.cl/noticia/deporte/cruz-roja-subastara-camisetitas-de-brasil-para-ayudar-afectados-por-tsunami>
- <https://www.youtube.com/watch?v=wTPBllpYHgQ>

Security

The Chilean Government declared a state of emergency following the earthquake and tsunami warning and handed control over domestic order and security to the Chilean Armed Forces. The National Society prepared a security plan to be used in the field, taking into account Safe Access conditions at individual and group levels for the Chilean Red Cross teams. Volunteers have IFRC operation-funded insurance and protection and visibility equipment.

Planning, monitoring, evaluation & reporting (PMER)

The ChRC used monitoring, assessment and reporting mechanisms in line with IFRC and ChRC standards. These included an initial assessment with a report in the first 10 days; an updated report 40 days after the operation's start date; a final evaluation visit to communities; and this final report.

Administration and Finances

The Chilean Red Cross maintains an accounting and financial team that handles operations as well as purchasing and acquisitions processes in accordance with National Society and IFRC standards. This ChRC team supported the administrator in the field.

The cash transfer programme was implemented in line with requirements and terms established in the letter of agreement signed between the Chilean Red Cross and the IFRC for the implementation of the operation.

C. DETAILED OPERATIONAL PLAN

Quality programming / Areas common to all sectors

Outcome1	Outputs		% achieved
	Output 1.1 Initial needs assessments are conducted in consultation with beneficiaries and authorities.		100%
	Output 1.2 Continuous evaluation and monitoring of the plan of action		100%
Output 1.3 National Society activities are known at the local, regional and national levels		100%	
Activities	Implementation on time?		% of progress
	Yes	No	
Rapid emergency assessment	X		100%
Sectorial evaluation	X		100%
Monitoring and follow up by the IFRC	X		100%
Monitoring visits to targeted communities	X		100%
Assessment visits	X		100%
Progress toward results			
In the first hours of the emergency, headquarters activated a 16-person multidisciplinary team, including the National Society President, who travelled to the affected area on 17 September to perform a rapid assessment in the Coquimbo region and surrounding areas. This team later split up and mobilized six people to support a joint			

assessment with volunteers to identify the needs that would inform the plan of action.

The communities that were visited were: Agua Fría, Las Tazas, Potrero, Atencura, Matancilla, La Aguada, Los Canelos, Los Pantanos, Perales de Céspedes and El Pichi in Illapel and Tulahuel and Rapel in Ovalle. Gabriela Mistral and Baquedano were visited in Coquimbo, as these were the most affected by the tsunami.

The sectorial assessment is being done in stages. Health and PSS assessments were performed by the national PSS coordinator, who identified plan of action needs and the communities to be targeted. CTP and water and sanitation specialists participated in assessments and in the Plan of Action process. In order to support the Shelter sector, the Red Cross Red Crescent emergency shelter officer supported the development of the sector-level strategy in October 2015.

The IFRC emergency shelter officer, who has supported the plan of Action development process, made two monitoring visits.

The Chilean Red Cross repeatedly visited the Coquimbo area where branch volunteers were working. The DREF operations coordinator, with support from the national headquarters team, made four visits to monitor PSS workshops, first aid care, cash transfer programme and other actions of this operation.

Health and Care

Outcome 1:	Outputs		% achieved
	Output 1.1 The affected population has first aid care and support through referrals in case of emergencies.		100%
	Output 1.2 The affected population has prevention and health promotion information		95%
Activities	Implementation on time?		% of progress
	Yes	No	
Providing first aid care in communities reached by the National Society's actions	X		100%
Replenishment of National Society posts' first aid supplies	X		100%
Design and printing of prevention and health promotion materials for dissemination	X		100%
Development of health promotion campaigns against emerging diseases	X		95%

Progress toward results

In the first few days of the emergency (17 September to 2 October), the Chilean Red Cross provided health services at care posts, especially to those affected by the tsunami. Each team consisted of 4 branch volunteers, which provided 691 consultations in first aid (La Serena branch: 667; Illapel branch: 24).

The first aid kits for the branches in La Serena, Coquimbo, Illapel and regional committee were replenished. The regional committee acquired one of the kits in order to be able to cover any eventuality that may arise or provide support to the Salamanca branch.

As part of the government's activities, the health service started a campaign against tetanus, hepatitis and influenza to benefit the affected population and volunteers, providing 10,000 units to each.

The ChRC health department shipped health promotion and prevention materials for dissemination. This information was distributed to CTP beneficiaries during a health workshop. In total, 77 per cent (300) of this material was distributed in Coquimbo; 13 per cent (50) in Tulahuen; and 10 per cent (40) in Rapel.

For cleaning tasks, a donation of 450 pairs of gloves was received, and the Coquimbo branch contributed 1,000 masks; these were distributed to people cleaning up in Baquedano.

Outcome1:	Outputs		% achieved
	Output 1.1	At least 400 families receive individual and group psychosocial support from a differential approach.	100%
	Output 1.2	Reduce the emotional impact through a media communications strategy with messages on resilience and guidance regarding psychosocial care.	100%
Activities	Implementation on time?		% of progress
	Yes	No	
PSS training for involved volunteers (psychological first aid and guidelines for psychosocial intervention with vulnerable populations)	X		100%
Providing psychological first aid and containment to the community	X		100%
Meetings to coordinate and provide technical support to volunteer actions for their strengthening	X		100%
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	0%
Dissemination of leaflets on stress management in the community	X		100%

Psychosocial Support

Progress toward results
<p>Six ChRC volunteers specialized in PSS facilitated 2 training courses for 29 volunteers from the Coquimbo and Illapel branches (Coquimbo branch: 12 women and 8 men; Illapel branch: 8 women and 1 man). These were created by national headquarters and with support from a branch volunteer from Copiapó.</p>
<p>Response to areas affected by the tsunami/earthquake was conducted according to a National PSS Coordination department implementation strategy. PSS was provided at first aid posts during the first fifteen days of the emergency and the volunteers' visits to the most affected communities. A total of 6,797 (96 per cent) of these were provided in Coquimbo and 258 (4 per cent) in Illapel.</p>
<p>This type of intervention is done with volunteers trained in vulnerable groups. An emotional containment process is used with children that involves recreational activities (painting faces, group work, balloon games and drawing). With young people and adults, interventions were one-on-one and also focused on emotional containment.</p>
<p>Taking advantage of the CTP activities with the shelter sector in Baquedano, Tulahuén and Rapel, an intervention was conducted with adults addressing stress management and a shelter manual was distributed.</p>
<p>A coordination meeting was held at the Illapel branch with the municipality to address PSS efforts. The Coquimbo branch and the municipal social development department coordinated PSS activities in the temporary collective centres. The municipal social development department and MADIVA (Organization of Volunteer Psychologists) worked together with the Chilean Red Cross to assist the affected people.</p>
<p>In total, 3,000 leaflets have been distributed at the Coquimbo and Illapel branches as a stress management dissemination material. The Coquimbo branch distributed materials in Tongoy and Baquedano. The material was distributed at first aid and PSS care posts.</p>
<p>The activity for the airing of radio spots was funded by another donor, directly to the Chilean Red Cross. For this reason, it is listed as 0 per cent above. However, the ChRC produced spots informing people about mental health support available following the event.</p>

Water, Sanitation and Hygiene Promotion

Outcome 1:	Outputs		% achieved
	Output 1.1: The population has the items to store and utilize drinking water		100%
	Output 2.1: At least 400 families receive key sanitation and hygiene practices and messages in Choapa, Illapel and Limarí		90%
Activities	Implementation on time?		% of progress
	Yes	No	
Replacement of 500 jerrycans	x		100%
Replacement of 250 hygiene kits	x		100%
Hygiene promotion campaigns in public places (including collective centres) and campaigns on proper water use and family excreta and solid waste disposal	X		90%
Design of field work material	X		100%
Printing and distribution of hygiene promotion material (community health and material designed and water, sanitation and hygiene [WASH])	X		100%
Distribution of hygiene promotion material	X		100%

Progress toward results

On 17 September 2015, safe water and some hygiene items were mobilized to communities from ChRC stock pre-positioned at the Santiago warehouse, including 500 jerrycans (2 per family) and hygiene kits. In total, 20,000 litres of water, which had been received at Chilean Red Cross collection centres, were distributed with support from the community and donors in Coquimbo. The Illapel branch distributed 400 litres of water to the affected areas.

COMMUNITY	LOCATION	HYGIENE KITS	JERRYCANS
COQUIMBO	BAQUEDANO	49	98
	GABRIELA MISTRAL	90	180
MONTE PATRIA	TULAHUEN	12	24
	RAPEL	0	0
CANELA	LA AGUADA	10	20
	LOS CANELO	18	36
	LOS PANTANOS	6	12
	AGUA FRIA	4	8
	MATANCILLA	16	32
ILLAPEL	EL PICHE CAREN	16	32
	LOS PERALES DE CESPEDES	17	34
	ILLAPEL	12	24
	TOTAL	250	500

The Chilean Red Cross used funds from this operation to acquire 250 hygiene kits that had been used in the operation. The new kits were purchased with local suppliers and repositioned for future emergencies.

The hygiene promotion campaign was conducted at first aid posts located in the affected area and in the temporary collective centres. Informational talks were given using Chilean Red Cross hygiene promotion material. Advocacy was conducted with the government to enlist its help in informing the public about a sanitary alert in Coquimbo.

It is important to mention that these informational talks were conducted in conjunction with the distribution of 9,216 bleach kits donated by Clorox Chile S.A. to the Chilean Red Cross. These kits included a brush, a litre of bleach, 3 sponges, 1 wash cloth and a container of humid towel (wet wipes).

The following table details the distribution of the bleach kits:

Location	Quantity of bleach kits distributed
Coquimbo	8,256
Illapel	300
Tongoy	560
Fire fighters	100
Total	9,216

The Chilean Red Cross distributed 14,136 children's diapers from the Coquimbo collection centres, which were distributed in Baquedano, the children's hospital, the branch and to sick children. In total, 4,200 adult diapers were distributed in Baquedano and to families in Baquedano who lost their homes to the earthquake.

Temporary and emergency shelter, and human settlements

Outcome1:	Outputs		% achieved
	Output 1.1: 400 families in the communities of Coquimbo, Tulahuen, Illapel, Canela Bajo and Tongoy have the financing to acquire tools and materials to improve their living conditions		100%
Activities	Implementation on time?		% of progress
	Yes	No	
Evaluation and prioritization of beneficiary population	X		100%
Market Study	X		100%
Technical shelter workshop for beneficiaries	X		100%
CTP distribution	X		100%
Evaluation of satisfaction and CTP use	X		100%

Progress toward results

A detailed assessment of housing, as well as for selecting beneficiaries, was conducted with support from branch volunteers and CTP focal points. This was included within the shelter strategy, which helped manage the engagement and collaboration of housing authorities in Coquimbo and Canela.

In Coquimbo this process involved 250 families: 109 headed by men (44 per cent) and 141 by women (56 per cent) women. Beneficiaries used the CTP to purchase household items, building materials or livelihoods-related materials (sewing machines, coolers for popsicles, etc.). They signed letters of agreement to receive the voucher worth 123,000 Chilean pesos (CHF 168.10). Of the people directly reached by the CTP, 40 per cent were men and 60 per cent were women. With regards to people who were indirectly reached, this percentage was 49 per cent men and 51 per cent women.

A team composed of ChRC headquarters, branch volunteers and the IFRC shelter officer conducted a market study in Illapel and Canela to determine the best strategy for delivering the humanitarian aid. Three community workshops that reached 97 people who repaired their adobe homes.

Of the people reached with the CTP, 63 per cent were located in Coquimbo; 13 per cent each in Canela and Illapel; and 11 per cent in Monte Patria.

Following the second transfer of funds for this operation, the ChRC conducted bank transfers to the people reached in Coquimbo and Monte Patria. In Canela and Illapel, the market study suggested that the funds to support

rebuilding damaged homes would be best channelled through a voucher system with local businesses. Two of the beneficiaries in Coquimbo were covered with local funds; the ChRC through this operation provided CTP to 252 households in Coquimbo.

Following the completion of the cash transfer programme, the ChRC conducted a beneficiary satisfaction survey in the communes of Illapel and Canela, reaching 10 per cent of the people (55 people) who had been reached with by the National Society in the rural commune of Illapel and the urban commune of Coquimbo. People who had been reached by this operation were asked about the shelter materials received, timeliness of distributions and educational talks (on shelter, water, health and hygiene, and disaster risk reduction).

ChRC volunteers and national headquarters staff alongside the IFRC disaster management coordinator for South America were responsible for collecting, systematizing and analyzing the data. The survey results indicated that 85 to 95 per cent were satisfied with the humanitarian support provided in the form of the cash transfer programme and the informative talks on shelter issues.

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.

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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

MDRCL012 - Chile - Earthquake

Timeframe: 25 Sep 15 to 14 Jan 16

Appeal Launch Date: 25 Sep 15

Final Report

Selected Parameters

Reporting Timeframe	2015/9-2016/03	Programme	MDRCL012
Budget Timeframe	2015/9-2016/1	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
A. Budget		148,824				148,824	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		148,824				148,824	
C4. Other Income		148,824				148,824	
C. Total Income = SUM(C1..C4)		148,824				148,824	
D. Total Funding = B + C		148,824				148,824	

* 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. Opening Balance							
C. Income		148,824				148,824	
E. Expenditure		-134,770				-134,770	
F. Closing Balance = (B + C + E)		14,054				14,054	

Disaster Response Financial Report

MDRCL012 - Chile - Earthquake

Timeframe: 25 Sep 15 to 14 Jan 16

Appeal Launch Date: 25 Sep 15

Final Report

Selected Parameters

Reporting Timeframe	2015/9-2016/03	Programme	MDRCL012
Budget Timeframe	2015/9-2016/1	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	
BUDGET (C)			148,824			148,824		
Relief items, Construction, Supplies								
Water, Sanitation & Hygiene			15,533			15,533	-15,533	
Medical & First Aid	1,703		1,330			1,330	373	
Teaching Materials	4,622		2,921			2,921	1,701	
Utensils & Tools	17,516		2,591			2,591	14,924	
Cash Disbursement	70,063		69,985			69,985	78	
Total Relief items, Construction, Sup	93,904		92,361			92,361	1,543	
Logistics, Transport & Storage								
Distribution & Monitoring			142			142	-142	
Transport & Vehicles Costs	8,466		7,148			7,148	1,318	
Total Logistics, Transport & Storage	8,466		7,290			7,290	1,176	
Personnel								
International Staff	4,865						4,865	
National Society Staff	14,937		10,522			10,522	4,415	
Volunteers	3,138		5,660			5,660	-2,522	
Other Staff Benefits			179			179	-179	
Total Personnel	22,941		16,361			16,361	6,580	
Consultants & Professional Fees								
Professional Fees			14			14	-14	
Total Consultants & Professional Fees			14			14	-14	
Workshops & Training								
Workshops & Training	2,189		411			411	1,778	
Total Workshops & Training	2,189		411			411	1,778	
General Expenditure								
Travel	4,379		6,531			6,531	-2,152	
Information & Public Relations	4,282		4,193			4,193	88	
Office Costs	1,168		1,423			1,423	-255	
Communications	1,927		1,510			1,510	417	
Financial Charges	487		-3,560			-3,560	4,047	
Other General Expenses			10			10	-10	
Total General Expenditure	12,242		10,107			10,107	2,135	
Indirect Costs								
Programme & Services Support Recover	9,083		8,225			8,225	858	
Total Indirect Costs	9,083		8,225			8,225	858	
TOTAL EXPENDITURE (D)	148,824		134,770			134,770	14,055	
VARIANCE (C - D)			14,055			14,055		

Disaster Response Financial Report**MDRCL012 - Chile - Earthquake**

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Selected Parameters

Reporting Timeframe	2015/9-2016/03	Programme	MDRCL012
Budget Timeframe	2015/9-2016/1	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
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	148,824		148,824	148,824	134,770	14,054	
Subtotal BL2	148,824		148,824	148,824	134,770	14,054	
GRAND TOTAL	148,824		148,824	148,824	134,770	14,054	