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Emergency Plan of Action (EPoA)

Argentina: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency DREF: MDRAR013	Glide N° FL-2017-00039-ARG
Date issued: 19 April 2017	Date of disaster: 7 April 2017
Operation manager (responsible for this EPoA): Pabel Ángeles, IFRC Regional Disaster Management Coordinator for South America	Point of Contact (name and title): Cristian D. Bolado, National Emergency and Disaster Response Director – Argentine Red Cross (ARC)
Overall operation budget: 245,377 CHF	Expected timeframe: 3 months
Number of people affected: 39,777 affected people.	Number of people to be assisted: 3,300 people (660 families)
Host National Society presence (number of volunteers, staff, and branches): Argentine Red Cross has 65 branches nationwide, 6,395 volunteers and 1,845 staff members	
Red Cross Red Crescent Movement partners actively involved in the operation: IFRC and ICRC	
Other partner organizations actively involved in the operation: Caritas Argentina, Scouts of Argentina, Adventist Development and Relief Agency (ADRA), Solidarity Network, Salvation Army, Argentine Army, National State, Province and Municipal Governments	

[Click here](#) to view the DREF budget. [Click here](#) to view the contact information. [Click here](#) for the map of affected areas.>

A. Situation Analysis

Description of the Disaster

The worsening of already unstable meteorological conditions caused a significant increase in rainfall in the first weeks of April of this year, affecting 15 provinces and 33,482 people across the country and causing considerable losses and damages. This increase gradually began the last week of March.

Chubut

On 30 March, the governor of the province of Chubut declared a 120-day weather emergency because of the impact suffered in the last week of March. However, a new storm packing 45- to 50-kph winds hit Comodoro Rivadavia on 7 April, dumping almost 100 millimetres of rain over a period of 24 hours, killing two people and directly and indirectly affecting 100,000 others.

Twelve additional collective centres had to be opened - for a total of 24 - which are primarily managed by neighbourhood point persons. According to official province government estimates, some 3000 people had to be evacuated, in addition to the more than 5000 others across the province who were forced to self-evacuate.

To 8 April, a total of 3000 people have been evacuated because of this week's events, which has caused variations in the number of people housed in the collective centres mentioned above.

Because of the city's topography, the most affected neighbourhoods are those located between slopes of the hills,



Photo: Floods of Mar de Plata, Province of Buenos Aires. Source: Argentine Red Cross

which can only be accessed by land in large four-wheel drive vehicles. These areas currently lack water, gas and electricity services.

Urban and inter-urban transportation, by both land and air, has been suspended. The Municipality of Comodoro Rivadavia has suspended all commercial and banking activities in the city until at least 8 April, and several public announcements have been made encouraging people to remain at home. The province Ministry of Education has closed schools until 12 April. The drinking water service has been down since 7 April in the entire city, and will remain so indefinitely. There are areas, such as Barrio Caleta Córdova and Bellavista Norte, where the water supply has been interrupted since the emergency in late March

Tucumán

On 30 March, Tucumán's province government declared a water, social, community and agricultural emergency for the departments of La Cocha, Juan Bautista Alberdi, Graneros and Simoca, those most affected by the waters. Tucumán is the second most affected province nationwide, as rainfall levels in its southern areas are double the normal monthly average for this time of year, leaving some 2000 people highly vulnerable. One of the most affected was the city of Lamadrid. The entire town was flooded, and 80 per cent of its 8000 residents suffered damages. According to sources at the Ministry of Security's Civil Protection Secretariat, only 300 people from this locality, who are currently living along Province Route 157, remain affected; 260 people are affected in Graneros and 191 in Simoca; 170 people remain evacuated in Ciudadita, Simcoca; 34 in Arcadia, some 70 kilometres south of the province capital; five from Lamadrid in Monteagudo; 261 in Simcoca, mostly from Lamadrid; ten in Atahona; and 11 in the locality of Chicligasta. There are official reports of flooding in Rodeo, Cacheral, La Florida, Ampata, Sandoval, Niogasta and Ingas, but their situation is unknown because they are currently incommunicado.

In Bella Vista department, approximately 70 families in the locality of Colonia Ocho have been affected and currently have no access to water, as their wells were either damaged and / or contaminated by the storm.

Buenos Aires

On 8 April, intense rainfall began to fall in the city of Mar del Plata in the province of Buenos Aires. By 10 April, some 241 mm had fallen over a period of 48 hours (monthly average for the area is 70 mm), affecting a total of 23 neighbourhoods, including a macro and micro centre. There is still some partial flooding in the neighbourhoods of Belgrano, Autódromo and 2 de Abril. Their situation is being monitored as efforts are underway to divert the waters from the "El Cardalito" stream, whose levels are at the limit of its capacity.

One person died of a heart attack after their home was flooded, people have self-evacuated or been evacuated, streets are flooded, trees are down, cars have been left stranded, a ship sank near the port, power is down in several areas, some rural roads are flooded, and people have suffered major material losses, such as work tools.

According to official sources, 186 people have been evacuated and are being housed in five collective centres: Centro de Desarrollo Infantil (42 people), Centro Cultural Pucara (28 people), Santa Paula (11 people), Batán (30 people), and Fortunato de la Plaza (75 people); however, most of the affected population have either chosen to remain in their homes or with relatives.

All schools were closed on 10 April, and per official sources, power is down in the neighbourhoods of Santa Paula, La Pellegrina, El Coyunco, San Carlos, Colinas Verdes, Puerto, Dorrego and Playa Chica.

San Juan

On 7 April, the mayor of Valle Fértil department in San Juan province declared a weather emergency due to the increasing rains and their impact. Events to celebrate the 229th anniversary of the department's founding, which were to be held from 12 to 15 April, were cancelled. According to Province Civil Protection, the most affected areas are Baldes de Astica, Baldes de Funes and Baldes del Sur de Chucuma - all located in southern Valle Fértil - where 54 families had to leave their homes, most of the affected population have either chosen to remain in their homes or with relatives. Flooding in these communities left several families incommunicado, so food had to be delivered via helicopter since locals depend on agriculture, the livestock they raise and the bread they make at home for their

PROVINCE	PEOPLE AFFECTED
Jujuy	60
Salta	6,340
Tucumán	8,000
Santiago del Estero	672
Catamarca	130
San Juan	2,000
Mendoza	508
Córdoba	75
Formosa	65
Misiones	420
Santa Fe	50
Buenos Aires	6,742
La Pampa	3,115
Chubut	10,000
Santa Cruz	1,600
TOTAL	39,777

Damage caused by floods between 27 March and 15 April. Source: Civil Defence Sub-Secretariat at the Ministry of Defence.

subsistence. They had begun running low on food as supplies such as flour had gotten wet, they could no longer reach the areas where they kept their livestock and a large part of their crops was lost.

Route 510, which connects the city of San Juan and Valle Fértil department, was impassable, so the only way to get to the department is through route 150, which almost doubles the travel time (approximately 5 hours).

The Municipality has requested assistance to deliver different types of aid to these families, but, although several NGOs and individuals have organized campaigns to collect food, mattresses, etc., most of what has been collected is clothing, which at this time does not meet the needs of the affected population. The mayor, along with Civil Protection, has therefore asked the ARC branch in San Juan and the Volunteer Fire Department to collect and manage some essential supplies such as blankets and non-perishable food items.

Summary of current response

Argentine Red Cross has been responding to flood and landslide emergencies across the country since the beginning of the year. This year alone, the National Society, its branches and its volunteers have responded to nine emergencies that affected 15 provinces and more than 50,000 people. The most significant have been the landslide at the volcano in Juyuy and the floods in Pergamino (Buenos Aires), both of which were supported by the International Federation of the Red Cross (IFRC).

In response to the 27 March meteorological alert in various parts of the country, Argentine Red Cross issued an institutional alert for all its branches across the country and activated the National Society's Emergency Operations Centre (EOC). Because of the magnitude of some of these events, the Emergency Response and Disaster Management Directorate declared a Category 1 State of National Emergency on 29 March, as per the National Response Plan.



Photo: Flooding of Comodoro Rivadavia in the Province of Chubut. Source: Infobae.

Once the emergency was declared through the Disaster Risk Management Information System (SIGRID), branch volunteers prepared for and began emergency response efforts. ARC branches in Santa Rosa (La Pampa), Luján (Buenos Aires), Córdoba (Córdoba), San Miguel de Tucumán (Tucumán), Comodoro Rivadavia (Chubut) and Salta (Salta) deployed their teams to commence damage assessments in affected areas, psychosocial support (PSS) efforts with communities, and joined local EOCs.

By 31 March, the intense rains had not only not subsided, but were getting worse. This triggered the alert to deploy the National Intervention Team (NIT), and on that same day the National Society's Response Operations Coordinator travelled to the city of Comodoro Rivadavia (Chubut), the most affected nationwide, to assess the situation and to meet with local, province and national organizations.

At this point, Argentine Red Cross had been participating in the Municipal EOC through its network of branches, as well as undertaking rapid emergency assessments, information management, consolidation and dissemination of reports, first aid and psychosocial support. By early April, eight NITs had been activated and deployed, which provided support to branches and other local and state organizations.

By 7 April, meteorological reports were forecasting severe storms in several parts of the country in both previously affected and unaffected areas. Up to this point the National Society had been able to respond using own capacities at the national level. On 8 and 9 April, the storm's impact increased in several areas, making the situation worse in places that had already been affected, especially in Comodoro Rivadavia (Chubut) and southern Tucumán. The branches in Tucumán, Comodoro, Rivadavia, San Juan and La Plata deployed their capacity and resources to respond to the emergency as part of the local response system, with support from National Headquarters.

On 10 April, heavy rains continued complicating matters in affected areas. The situation generally worsened, which is why the National Society's Response Directorate decided to increase the National Emergency to a Category 2, also taking on, in addition to the previous actions they had been conducting, support to collective centres; health, water, hygiene and sanitation promotion; and humanitarian aid distribution. Considering the increased impact, the National Society has requested support from the International Federation of the Red Cross.

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

Argentine Red Cross headquarters is located in the city of Buenos Aires and has 7,847 volunteers distributed across 63 branches, including Headquarters. In emergencies the first response is carried out by local branches, but support from Headquarters and other branches is made available if the event exceeds local response capacity.

National Society Emergency and Disaster Response Directorate personnel maintain constant communications with branches in affected areas, and has deployed to the field from the emergency's onset. In turn, branches maintain communications with Civil Defence, Volunteer Fire Departments and various municipal bodies.

In Argentina, the International Federation of Red Cross and Red Crescent Societies (IFRC) has an office to provide assistance and support to Southern Cone countries. In the event of emergencies and disasters, South American National Societies can count on assistance and support from the Disaster and Crises Department through its Disaster Management Coordinator based in Peru.

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

IFRC provided CHF 205,468 to ARC to respond to the floods in Pergamino earlier this year, providing humanitarian assistance to 650 affected families. The National Society has submitted the appropriate financial and narrative reports for final review and publication. On 25 January, Argentine Red Cross deployed to provide humanitarian aid to victims of a landslide in the province of Jujuy, for which it requested CHF 85,705 to assist 466 families. This operation will close on 23 April, and humanitarian assistance actions have been fulfilled

Movement Coordination

Argentine Red Cross has continuously informed and coordinated with IFRC's Disaster and Crises Department, and has kept ICRC and Participating National Societies (PNS) in the region apprised of the situation

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

ICRC is providing technical support to ARC RFL actions through induction to staff and volunteers who will be implementing actions in this regard.

Overview of non-RCRC actors in the country

The Ministry of Security, specifically the Civil Protection and Territorial Approach Sub-Secretariat, travelled to all affected areas to carry out tasks such as transporting personnel and humanitarian aid; managing and organizing humanitarian aid; providing support and assistance in dangerous areas; assisting evacuees, reinforcing public works in highways; and loaning sheds to collect and store humanitarian aid.

The Argentine government sent 5000 kg of food to the city of Comodoro Rivadavia; through its Security department convened Federal Police, Prefecture and Gendarmerie agents to join in community support efforts; and actions continue to clear roads and highways.

Municipal Primary Health Care Centres (CAPS) are working on disease prevention.

Municipal representatives have been deployed to Temporary Collective Centres. The Army, Civil Defence, municipal personnel and volunteers continue efforts to assist residents in all neighbourhoods, especially in Juan XXIII, MOURE, laprida, Caleta Córdoba, and areas around kilometres 8 and 14 along the province route.

The National State has sent 1000 litres of mineral water, 7000 litres of chlorine and 1,000 water purification tablets.

In this context, ADRA quickly deployed its teams in the provinces of Tucumán and Chubut to provide support in terms of water, cleaning and hygiene kits and health promotion. The local Adventist church has deployed its volunteers to provide information and has made available a warehouse to store humanitarian supplies. The Solidarity Network and Fundación Sí are collecting in-kind donations for flood-affected families.

In Lamadrid, Tucumán, the province Civil Defence Director reported that the Police, together with fire-fighters and

municipalities in southern Tucumán, delivered assistance to flood victims. Health teams are currently conducting preventive vaccination and fumigation actions and providing repellents, etc. in these areas and in collective centres. In addition to the kitchens operating in collective centres and the assistance being provided by the Ministry of Social Development, the Gendarmerie is contributing with 700 daily food rations for victims and volunteers. Roads personnel are assisting Ministry of the Interior and Ministry of Social Development trucks with transport of goods and of the families that need to be relocated.

The municipal EOC in Mar de la Plata, Buenos Aires was activated on 8 April. It meets twice a day, and monitoring is carried out at the Municipal Operations and Monitoring Centre (COM). From day one, Civil Defence and Red Cross have been constantly monitoring the situation and conducting assessments in affected neighbourhoods. Province and national government representatives are involved in providing support to and conducting assessments in the municipality. Municipal Social Development is responsible for coordinating collective centres, delivering mattresses, water, food and cleaning supplies, and continues to collect donations of these items in two collection centres. On 9 and 10 April, the Municipal Ministry of Health performed preventive influenza vaccinations and health check-ups at collective centres.

The Municipal EOC ordered the suspension of classes in all schools; collective centres have been activated to house affected families; the power company is currently trying to restore power in affected neighbourhoods; and efforts are being conducted to divert the waters in Autódromo neighbourhood to the "El Cardalito" stream.

In San Juan, province Civil Protection is conducting assessments; the Ministry of Human Development and Social Promotion has assisted victims by providing mattresses, food and water; and at the request of Civil Protection and the Municipality of Valle Fértil, Red Cross and Volunteer Fire-fighters are collecting non-perishable food items, cleaning supplies and blankets for victims.

In Comodoro and Rivadavia, Chubut, the Governor declared a weather emergency and created a 10-million Argentine peso "Weather Emergency Fund" to assist storm-affected cities, rural communities and localities in the province's interior. A health team led by the province Health Minister has deployed with professionals to visit neighbourhoods in Comodoro Rivadavia. There is also strong police, National Gendarmerie and Army presence to deal with security issues.

The mayor of the city of Comodoro Rivadavia admitted to being overwhelmed by the intensity of the rains and the large number of evacuees. According to official sources, there are 26 containment centres prepared to gather victims and coordinate solidarity efforts.

1000 water purification tablets arrived in the city, which will be delivered and administered by the health area, although neither the delivery mechanism nor the beneficiaries have been determined. Medical staff will be strengthened to work in collective centres and surrounding neighbourhoods. ADRA has been touring the affected areas, and is focusing on the return home, specifically in cleaning out the homes.

The Health Service Crisis Committee is in charge of health promotion and prevention; chronic and prevalent disease and pregnancy controls; first aid care and treatment; vaccination for suspected and diagnosed cases; and administration, management and distribution of 1000 water treatment tablets.

On 9 April, the national government sent a Hercules Air Force plane from El Palomar air base with five tons of food and materials for victims in Comodoro Rivadavia. In addition to the special Army operation deployed, bottles of mineral water, steel square-tipped shovels, alcohol gel, boxes of latex gloves, blankets, sheets, mattresses, and mainly food, have been sent to the area.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Health

Comodoro Rivadavia formally requested efforts addressing hand hygiene and awareness and training in prevention of diseases resulting from the consumption of unsafe water. To this end, the local branch is doing so by delivering related lectures and graphic material. Cases of different vector-borne diseases have been identified and treated by municipal health services. The local ARC branch has been providing psychosocial support to children and adults in collective centres since the beginning of the emergency.

There were some 186 evacuees in the city of Mar del Plata, mostly children, who had to be evacuated for three days. Since the beginning, the branch has focused on providing psychosocial support and on conducting recreational activities in collective centres to meet this need.

A health operation is being conducted from San Juan's Municipal Hospital, visiting communities to provide medical check-ups, medicine and vaccines, but it is necessary to work on hand washing and disease prevention, as well as on psychosocial support due to the stress brought on by the loss of personal belongings and the uncertainty that comes from being isolated due to flooded access roads. Considering that people can remain incommunicado for days at a time, the National Society has detected the need to conduct first aid workshops in communities so they can be prepared to deal with any emergency situation that may arise.

In the province of Tucumán, water and power services remain down in Lamadrid and in flooded areas in Graneros and La Invernada. Considering that many people chose not to leave their homes, this situation increases the risk of infections from lack of hygiene.

The psychosocial impact has been high, and even more so among more vulnerable groups such as children, who constitute a high percentage of victims. Normal signs of post-traumatic stress are expected to appear among neighbours, so in this regard the goal is to move forward with spaces for "emotional airing and release", accompanied by dialogue and support provided door-to-door. These types of activities will also be aimed at National Society volunteers.

Water and Sanitation

Comodoro Rivadavia's drinking water supply was affected since the emergency began. According to province government estimates, clearing out the mud accumulated in the city will take at least a month, and this accumulation of mud hinders the restoration of the drinking water service. The city is also working on restoring power and sewerage services. Homes in the area were flooded by water and mud due to the intense rains and because of the characteristics of the affected areas.

Homes in Mar del Plata in Buenos Aires were also flooded by water. A total of 23 neighbourhoods were flooded, three of which remain partially under water: Autódromo, 2 de Abril and Belgrano. The Municipality is working to divert the "El Cardalito" stream, which is filled to capacity.

Baldes de Astica, Baldes de Funes and Baldes de Chucuma are rural areas in San Juan which also experienced severe accumulations of mud and water, both inside and outside homes. This leads to the spread of vectors, so it is therefore necessary to work together with communities on sanitation and hygiene related issues.

In the province of Tucumán, water and power services remain down in Lamadrid and in flooded areas in Graneros and La Invernada. Some localities in Simoca and Bella Vista departments have been deprived of access to drinking water sources. Many homes are covered in mud and surrounded by standing water, which poses a risk to people because of the spread of vectors and the increased presence of insects such as spiders, *vinchucas* and other vermin.

Shelter

The affected families have been relocated to collective centres managed by the affected municipalities. Families enjoy minimum accommodation conditions, and their numbers vary depending on the day of impact and falling water levels. Dwellings are mainly made of brick and cement, a few have walls made of wood, and roofs vary depending on the area affected. Flash floods lead to flooding in homes and loss of household goods and personal belongings.

Food Security and Livelihoods

Food needs have been met throughout the emergency through assistance from the Armed Forces, who are conducting distributions in collective centres and to affected families.

The majority of residents earn a living from activities they develop in urban and peri-urban areas, so their livelihoods were not significantly affected, except in certain areas just outside San Juan which were not greatly affected. Shops remained closed during the first hours due to minor damage and the normal confusion that normally comes with emergencies; however, all shops, both large and small, are now functioning and open for business.

Vulnerability, Risk and Preparations

At the municipal level, Tucumán's Civil Defence has a response plan that it uses to organize itself in times of emergency, but the municipality does not have a contingency plan in place to deal with water-related emergencies. The municipality receives financial assistance at the province and national level as a post-event palliative measure, but there are no obvious investments in prevention.

Because San Juan is a seismic zone, the province has a contingency plan for earthquakes, but not for water-related issues. There is no contingency plan at the municipal level, and no preventive measures are considered. Once the emergency happens, the municipality simply requests assistance at the province and national levels.

Mar del Plata has a municipal Civil Protection designed to respond to inhabitants' security needs and demands, and although this plan contemplates measures to respond to emergency situations, it does not include any preventive actions.

There is no contingency plan in place in Comodoro Rivadavia, as this amount of rainfall is unusual for the area. Residents claim that a similar event happened 40 years ago, and that it was usually the downtown areas that were prone to flooding. That is why many years ago the municipality of Comodoro Rivadavia built slopes on a hill bordering the downtown area to channel the waters that erode the hill's soil. This preventive measure solved the problem for the downtown area, but the municipality did not anticipate that the rest of the city (southern and northern areas) could be affected.

Risk Assessment

Excess water continues to be a problem in some regions in the provinces of Buenos Aires, Santa Fe and Cordoba. Flooding persists in several provinces across the country, such as in Tucumán, where the towns of La Madrid, Graneros, Alberdi and La Cocha remain affected due to the overflowing of the Marapa and Salí Rivers; in Chubut, where the serious situation affecting Comodoro Rivadavia persists; and in Santa Rosa, La Pampa, where the overflowing of the Don Tomás lagoon affected the localities of Ingeniero Luiggi, Caleufú, La Maruja and Parera.

Argentine Naval Prefecture assessments show that the levels of the Plata basin and the middle basin of the Paraná and Uruguay rivers are on an upward trend. None of the reference ports are on alert; however, preventive monitoring continues.

B. Operational plan and strategy

Overall objective

Contribute to reducing the impact and effects caused by the sudden rains that caused flooding in communities in the provinces of Buenos Aires, Chubut, Tucumán and San Juan, providing support to 660 families (3,900 people) through psychosocial support, first aid and health and hygiene promotion activities, and an unconditional cash transfer programme (CTP).

Proposed strategy

Because of humanitarian gaps and to strengthen the fulfilment of the overall objective, Argentine Red Cross will focus its lines of action in the following communities:

- Mar del Plata (Buenos Aires).
- Comodoro Rivadavia (Chubut).
- Lamadrid (Tucumán).
- Baldes de Funes, Baldes de Astica, Baldes del Sur de Chucuma (San Juan).

PROVINCES	SAN JUAN	TUCUMAN	BUENOS AIRES	CHUBUT	TOTAL
LINES OF ACTION					
Health	60 families	100 families	80 families	420 families	660 families
Psychosocial support	60 families	100 families	80 families	420 families	660 families
Water and sanitation	60 families	100 families	80 families	420 families	660 families
CTP	-	100 families	80 families	420 families	600 families
Cleaning and hygiene kits	60 families	-	-	-	60 families
TOTAL per province	60 families	100 families	80 families	420 families	660 families

- At least 660 families affected by floods receive health and hygiene promotion information and reduce their health risks upon returning to their homes, thus contributing to lowering demands on and saturation of local health systems.
- The target population will have access to first-aid care and teams that will come to homes, if so requested and required.
- At least 660 families receive psychosocial support.
- At least 660 families strengthen their capacity to access and consume safe water, thus reducing risks
- Delivery of and cleaning and hygiene kits to 60 families for when they return to their homes after the flood. Communities in San Juan will be provided with kits, as they do not have adequate access to the local market in which to use the cash transfer
- 600 families receive humanitarian assistance through a cash transfer programme to enable them to meet their main needs when returning to their homes. The unconditional Cash Transfer Programme provides for the affected families' need to replace lost household items, damaged household appliances and perishable food. The distribution of non-conditional cash transfers to 600 affected families in the communities of Mar del Plata, Comodoro Rivadavia, Tucumán, is aimed at meeting needs involving home recuperate and purchase of household appliances, food, work tools, and cleaning supplies. This amount is equivalent to approximately half of a 2017 minimum wage – \$ 4,030 Argentine pesos (CHF 266). These activities have been coordinated with authorities and the municipality. The amount reflects cost of living increases and three minimum wage increases in Argentina: \$ 6,810 Argentine pesos (CHF 450) on 1 June 2016; \$ 7,560 Argentine pesos (CHF 499) in September 2016; and \$ 8,060 Argentine pesos (CHF 533) in January 2017.¹

In 2013, the National Society asked various banks and multinationals to submit proposals to implement emergency cards as an additional form of humanitarian aid. It is thus that in early 2014 the “Recovery Card” (debit card) was created through a strategic alliance between BBVA Banco Francés and Argentine Red Cross with the aim of strengthening Red Cross's capacity to respond effectively to families affected by emergencies. This mechanism will be managed by the Headquarters financial team through Banco BBVA Francés's online FrancésNet.Cash system, which allows reviewing and verifying beneficiaries' data. Financial controls for the debit card must also be strict, and include a reconciliation process, a monitoring of the distributions, accounts management, and a standardized process for transporting the cards from the bank's main office to Headquarters or the branch.

As part of the Cash Transfer Programme (CTP) implementation process, a pilot project was conducted in June 2014 with IFRC and American Red Cross through which the CTP was successfully implemented via the delivery of pre-loaded Banco BBVA Francés VISA cards to 390 families in the district of Mitre in Buenos Aires.

Argentine Red Cross gained experience these last few years implementing cash transfer programmes during emergency responses to the flooding in January 2017, December 2015 and in early 2016 in the provinces of Entre Ríos, Formosa, Corrientes and Santa Fe; and through IFRC's International Appeal for the cities of Luján in 2015 and Pergamino in 2016, where DREF funds were activated. This experience has been positive for the work being conducted by Argentine Red Cross in affected communities.

Beneficiary Selection

The intense rains 8 and 9 April hit hardest in the community of Lamadrid in the province of Tucumán; in the localities of Baldes de Funes, Baldes de Astica and Baldes del Sur de Chucuma in the province of San Juan; in the neighbourhoods of Gral. Mosconi and Barrio Industrial in Comodoro Rivadavia (Chubut); and in the city of Mar del Plata (Buenos Aires). Beneficiary communities were selected based their high vulnerability and impact.

Target Population

By prioritizing emergency care based on the evolution of rains and floods and the continuity of the operation, National Society actions will prioritize actions in the following communities.

PROVINCES	COMMUNITIES	FAMILIES	PEOPLE
SAN JUAN	Baldes de Funes	60	300
	Baldes del Sur de Chucuma		
	Baldes de Astica		
CHUBUT	Comodoro Rivadavia	420	2100

¹ For further reference see: <http://salariominimovital.com.ar/salario-minimo-argentina-2016.html>

TUCUMAN	Lamadrid	100	5000
BUENOS AIRES	Mar del Plata	80	400
TOTAL		660	3300

Beneficiary selection criteria:

- Priority was given to semi-urban areas most affected by floods.
- People with the highest degree of vulnerability, especially women, the elderly, children, and people with disabilities.
- Damage to households based on water levels / mud (more than 1.00 cm. of mud in dwellings)
- Families that have remained incommunicado and lack means of transportation.
- Families who have suffered material losses and impact to housing infrastructure.
- The number of days affected by the presence of water within dwellings.
- Humanitarian needs not met by other agencies or organizations

Operational support services

Human resources

Argentine Red Cross has 65 branches nationwide, 6,395 volunteers and 1,845 staff members. One of the specific roles of National Society Headquarters, through its Emergency and Disaster Response Directorate, is to coordinate the deployment of resources (materials and human) in response to emergencies and disasters.

At the time of this report, Emergency and Disaster Response Directorate staff has deployed to the field, led by its Operations Coordinator, to conduct rapid assessments (focusing mainly on Comodoro Rivadavia), as well as four NIT missions that included:

- Deployments to the field to conduct rapid assessments and provide support to local branches.
- Virtual information management and monitoring equipment.
- Establishment of a National Emergency Operations Centre.

At this time, the operation involves more than 150 volunteers from branches in affected areas and from unaffected locations that have deployed to support operations. All have life and personal accident insurance, in some cases provided by Headquarters and in others arranged for directly through the branches. ARC Headquarters has entered into an agreement with an insurance company that allows it to contract insurance for short periods and at a low cost, which is always borne by branches. In the case of Headquarters personnel, all are covered by Occupational Risk Insurers (ART). For this operation, the National Disaster Response Directorate will make its personnel available to coordinate the operation, which is why this is not included in the budget.

Logistics and supply chain

The entire ARC vehicle fleet, as well as logistical resources, has been made available for this operation. Central Headquarters' ODK Kit will be used to collect beneficiary data. Local subsidiaries are using own material resources to deal with the emergency's initial phase, including first aid supplies, medical kits, institutional vehicles, etc..

Information Technology (IT)

Communications equipment, mobile and fixed telephony and laptops have been made available in order to maintain contact between branches and between operational volunteers and their base; keep and update records; and plan and coordinate the emergency, in addition to contracting satellite telephony services. The ODK tool will be used to record surveys and identify beneficiaries, and the Mega V will be used to deliver the cards.

Communications

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

External communications with the community and donors were held through social networks (Official Facebook page and Twitter and Instagram), emails, mass media (digital/graphic media web portals, television and radio), and ARC

land lines. Fundraising mechanisms were publicized since the beginning of the emergency. ARC receives donations via bank transfers, or over the phone via credit or debit cards, although contributions have not been significant so far. This campaign is being conducted over social networks, and there have been several interviews in various local and national media. Likewise, communication pieces and press releases will be made as part of accountability to the community.

It is necessary to issue communications to disseminate the implementation of this Plan of Action to communities, the State, donors and our National Society.

The following are links related to Red Cross actions:

<http://www.lanacion.com.ar/2005575-inundaciones-bronca-e-impotencia-entre-los-vecinos-del-sur-de-tucuman-que-perdieron-todo>
<http://www.diariocronica.com.ar/168659-la-cruz-roja-y-un-enorme-trabajo-para-poner-de-pie-a-comodoro.html>
<http://www.0223.com.ar/nota/2017-4-9-9-8-29-cayeron-en-24-horas-130-milímetros-y-continua-el-alerta-meteorológico>
<http://www.lanacion.com.ar/2009048-inundaciones-la-mayor-amenaza-para-la-argentina>
<http://www.lanacion.com.ar/2004307-provincia-por-provincia-el-mapa-con-las-areas-afectadas-por-las-inundaciones>
http://www.elcomercial.com.ar/index.php?option=com_content&view=article&id=222021:cruz-roja-entrega-mas-de-50000-sobres-potabilizadores-de-agua-en-clorinda&catid=56&Itemid=57
<https://drive.google.com/open?id=0B9p1FclYisVLVYxQV9ySjdWZE0>
<https://www.youtube.com/watch?v=6zw2QgfTfRU>
https://www.clarin.com/sociedad/mar-plata-sufre-peor-temporal-25-anos-150-evacuados_0_SyyDRKYTI.amp.html
<https://elmarplatense.com/2017/04/10/ante-la-persisentecia-del-temporal-evaluan-abrir-otro-centro-de-evacuados/>

Security

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

Planning, monitoring, evaluation and reporting (PMER)

Throughout the entire operation, ARC constantly monitors the emergency and its evolution. Status reports are constantly issued in order to maintain a proper flow of information. Argentine Red Cross' Emergency and Disaster Response Office (DRED) will monitor, support and track the operation through visits to affected areas. IFRC will provide monitoring and technical support at the operational and financial level through its Regional Disaster Management Coordinator and the finance department.

The National Society has a telephone number available for inquiries, complaints and allegations of theft from beneficiaries. This information is attached to all letters that are formally delivered, and will be explained by volunteers at the time of delivery.

Administration and Finance

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

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

Delivery of cleaning kits in San Juan													
Delivery of hygiene kits in San Juan													

According to field assessments, communities in San Juan do not have adequate access to the local market to be able to use a cash transfer, so they will be getting a home cleaning kit and a hygiene kit containing the items below.

Home cleaning kit

Quantity	Detail
1	Broom
1	Mop
1	Hand brush
10	Trash bags
2	Rubber gloves
1	Mops
2	Sponges
1	10- litre bucket
3	Dusting rag
2	Soaps
1	9-litre container with lid
1	Wooden handle
1	5 litres of disinfectant
1	5 litres of detergent

Hygiene kit

Quantity	Detail
5	Bars of soap
2	Sponge bath
5	Toothbrushes
2	Tubes of toothpaste
30	Sanitary pads
12	Rolls of toilet paper
1	Shampoo bottle
2	Combs
5	Hand towels
2	Bath towels
2	Razors

Contact information

For further information specifically related to this operation please contact:

In the Argentine Red Cross:

- Cristian D. Bolado, disaster response director, Argentine Red Cross, phone: +54-0221-5860-606; email: cbolado@cruzroja.org.ar

In the IFRC country office in Buenos Aires:

- Alexandre Claudon, IFRC head of country cluster team for Argentina, Brazil, Chile, Paraguay and Uruguay; email: alexandre.claudon@ifrc.org

In the IFRC Americas regional office, Panama (+507 317-3050):

- Iñigo Barrena, Head of Disaster and Crisis Department; email: ci.barrena@ifrc.org
- Stephany Murillo, regional senior logistics and mobilization officer; email: stephany.murillo@ifrc.org
- Priscila Gonzalez, planning, monitoring and reporting team coordinator; email: priscila.gonzalez@ifrc.org
- Diana Medina, communications coordinator; email: diana.medina@ifrc.org
- Julie Hoare, head of partnerships & resource development; email: julie.hoare@ifrc.org

In IFRC Geneva:

- Sune Bulow, Team Leader, Emergency Operations and Information Management: phone: +41 22 730 4325, email: sune.bulow@ifrc.org
- Cristina Estrada, Team Leader response and recovery, phone: +41.22.730.4529, email: cristina.estrada@ifrc.org

[Click here](#)

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

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



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

DREF OPERATION

MDRAR013 - Argentina Floods

19/04/2017

Budget Group	DREF Budget CHF
Shelter - Relief	0
Shelter - Transitional	0
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	0
Clothing & Textiles	0
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	1,509
Medical & First Aid	503
Teaching Materials	8,452
Ustensils & Tools	1,509
Other Supplies & Services	0
Cash Disbursements	159,979
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	171,953
Land & Buildings	0
Vehicles	0
Computer & Telecom Equipment	0
Office/Household Furniture & Equipment	0
Medical Equipment	0
Other Machinery & Equipment	0
Total LAND, VEHICLES AND EQUIPMENT	0
Storage, Warehousing	0
Distribution & Monitoring	0
Transport & Vehicle Costs	5,433
Logistics Services	0
Total LOGISTICS, TRANSPORT AND STORAGE	5,433
International Staff	0
National Staff	0
National Society Staff	24,550
Volunteers	14,086
Other Staff Benefits	3,773
Total PERSONNEL	42,410
Consultants	0
Professional Fees	0
Total CONSULTANTS & PROFESSIONAL FEES	0
Workshops & Training	101
Total WORKSHOP & TRAINING	101
Travel	3,220
Information & Public Relations	4,427
Office Costs	1,207
Communications	805
Financial Charges	845
Other General Expenses	0
Shared Office and Services Costs	0
Total GENERAL EXPENDITURES	10,504
Partner National Societies	0
Other Partners (NGOs, UN, other)	0
Total TRANSFER TO PARTNERS	0
Programme and Supplementary Services Recovery	14,976
Total INDIRECT COSTS	14,976
TOTAL BUDGET	245,377



Argentina, Floods: DREF Operation

- ★ National Capital
- Affected Areas
- International Boundary
- Province Boundary

