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DREF Final Report Argentina: Floods

 International Federation
of Red Cross and Red Crescent Societies

Emergency DREF: MDRAR011	Glide N° FL-2016-000137-ARG
Date issued: 28 June 2017	Date of disaster: 25 December 2016
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).
Operation start date: 25 December 2016	Expected timeframe: 2 months (end date 05 March 2017)
Overall operation budget: 205,468 Swiss francs (CHF)	
Number of people affected: 13,650 people	Number of people to be assisted: 3,250 people (650 families)
Host National Society presence (number of volunteers, staff, and branches): The Argentine Red Cross has 65 branches nationwide, 9,396 volunteers and 1,845 staff members.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC).	
Other partner organizations actively involved in the operation: Caritas Argentina, Scouts of Argentina, Adventist Development and Relief Agency (ADRA), <i>Red Solidaria</i> , Salvation Army, several municipal and province structures involved at the governmental level, the municipality of Pergamino, and the Argentine Army	

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

A. Situation Analysis

A.1 Description of the Disaster

On 25 and 26 December 2016, intense rainfall accompanied by hail and strong electrical activity affected more than 20 locations in the provinces of Buenos Aires, Córdoba and Santa Fe; since the rainfall mainly affected low-lying areas (only 55 metres above sea level), the soil was saturated, and there were pre-existing crevices in the river basins (the most important in Argentina) from constant rainfall throughout the year, significant flooding and overflows of rivers and streams occurred.

Pergamino, a city in northern Buenos Aires Province (65 meters above sea level), was one of the most affected municipalities by the rain, receiving some 220 millimetres¹ of rainfall in four hours, which caused the Pergamino Stream, its



Teams of Argentine Red Cross volunteers carry out rapid assessments of the most affected areas together with the Argentine Army. 27 December 2016. Source: Argentine Red Cross (ARC).

¹ SMN – National Meteorological Service (Ministry of Defence)

tributaries and effluents, such as Chu Chu Creek, to overflow; this led to flooding across the city, which is organized into 24 urban and peri-urban neighbourhoods, mainly in riverside neighbourhoods (the river that flooded cuts across the city) such as 9 de Julio, Cueto, Centenario, Tocha, San Vicente, Kennedy, Centro, 27 de Noviembre, Belgrano, Martín M. de Güemes and José Hernández (the latter three were considered informal settlements²); and Jorge Newbery (also an informal settlement) along Chu Chu Creek. The flood affected more than 13,000 people, i.e. around 11 per cent of the city's total population.

In addition to the more than 3,400 homes that were flooded (by between 30 and 220 cm of water), the flooding affected basic electrical power, potable water, sewage network and other services. A large response operation was organized by various organizations, including the Argentine Red Cross (ARC). Volunteer Firefighters, Municipal and Buenos Aires Province Civil Defence and Province Ministries were deployed to cover initial humanitarian demands, especially evacuation and first aid and later for the affected families' return home and reconstruction efforts.

By the end of the operation, the affected homes were no longer flooded, and the people who had been evacuated to the collective centres and those who had self-evacuated to relatives' homes had returned home.

The IFRC, on behalf of the Argentine Red Cross would like to extend thanks to the all donors and implementing partners, for their generous contributions to the replenishment of this DREF. The major donors and partners of the DREF include the Australian, American and Belgian governments, the Austrian Red Cross, the Canadian Red Cross and government, the Danish Red Cross and government, the European Commission Humanitarian Aid and Civil Protection (ECHO), the Irish and the Italian governments, the Japanese Red Cross Society, the Luxembourg government, the Monaco Red Cross and government, the Netherlands Red Cross and government, the Norwegian Red Cross and government, the Spanish government, the Swedish Red Cross and government, the United Kingdom Department for International Development (DFID), the Medtronic and Zurich foundations, and other corporate and private donors.

The balance of this operation (28,576 CHF) will be reimbursed to the DREF.

A.2 Summary of response

Overview of Host National Society

Monitoring of the northern part of the Buenos Aires province started on 23 December 2016 following the release of the official meteorological warnings forecasting heavy rains and storms in the area; a team of volunteers was tasked with monitoring the situation virtually while the ARC's Emergency Response and Disaster Management Department began logistical preparations and alerted its central headquarters to the possibility of flooding, which led to the activation of its National Response Plan.

On 26 December 2016, a Red Alert was formally declared for the country network following heavy rainfall that caused flooding in northern provincial areas. Since the ARC does not have a branch in Pergamino and there were media reports of flooding in the area, a volunteer from the National Intervention Team (NIT) and the National Operations Coordinator travelled to the city of Pergamino to carry out rapid assessments.



Participation in the Municipal EOC, together with the provincial governor, the mayor and other local and provincial authorities. 27 December 2016. Source: Argentine Red Cross (ARC).

That same afternoon, the ARC declared a Category 2 Emergency for the city and commenced an emergency response operation that included:

- Formal declaration of emergency and completion of internal information management processes: Disaster Risk Management Information System (SIGRID for its acronym in Spanish) and the Disaster Management Information System (DMIS), in addition to internal mail from the ARC's headquarters to all its directors and the branch network.
- Beginning on 26 December 2016, active participation in Pergamino's Emergency Operations Centre (EOC)

² According to the Informal Settlement Survey by TECHO, which is a non-governmental organization a (NGO) <http://relevamiento.techo.org.ar/>

- In the first 72 hours, deployment of 46 volunteers from the branches in Villa Crespo, Vicente López, San Fernando, Saavedra, Santos Places, Quilmes, Paraná, Luján and La Plata.
- Deployment of seven ARC staff members (headquarters) from Emergency and Disaster Response, Risk Management, Health, and Administration and Finance departments, as well as the National Society's president.
- Rapid assessments and Damage Assessment and Needs Analysis (DANA).
- Support on the evacuations together with volunteer firefighters and the Argentine Army.
- First aid and psychosocial support (setting up of one first aid post in the 27 de Noviembre neighbourhood), in coordination with the Municipal and Provincial Health System.
- Specific needs surveys, using the Open Data Kit (ODK) and ARC mobile devices, in conjunction with social workers from the Municipal Social Development Secretariat; these surveys were used to identify the families that would later benefit from the cash transfer programme (CTP).

On 16 January 2017, while Argentine Red Cross volunteers were working in the city of Pergamino, strong winds and rain hit the north-eastern end of the Buenos Aires province, affecting several localities, especially the neighbourhood of La Emilia in the city of San Nicolás; this situation forced a team, which was already en route to Pergamino, to detour to San Nicolás to conduct a rapid assessment together with the local branch team. This resulted in a rapid intervention, which provided immediate response actions such as, psychosocial support (PSS) and health promotion to 2,400 people.

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

The International Federation of Red Cross and Red Crescent Societies (IFRC) has an office in Argentina 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 Crisis Department through its Disaster Management Coordinator. From the onset of the emergency, close coordination was maintained between the National Society and the Disaster Unit, which jointly worked on a plan of action to respond to the emergency and secure the approval of Disaster Relief Emergency Funds (DREF) funds.

There is also International Committee of the Red Cross (ICRC) representation in the country, which conducts 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, and conducts actions to build the ARC's capacity to manage with emergency situations in contexts of violence and crisis and provide Restoration of Family Links (RFL) services.

Movement Coordination

The Argentine Red Cross continuously informed and coordinated with the IFRC's Disaster and Crisis Department, and kept the International Committee of the Red Cross (ICRC) and the IFRC apprised of the situation.

Argentina has Movement coordination mechanisms, and a tripartite agreement was signed in March 2015 between the National Society, the IFRC and the ICRC to maximize the Movement's overall capacity to fulfil its humanitarian mission and strengthen the ARC's capacity.

Overview of non-RCRC actors in the country

Because of its proximity to the federal capital, the floods in Pergamino garnered widespread attention from the media, leading to significant mobilization by various actors. Several non-governmental organizations (at various levels: neighbourhood, local, provincial and national) began collecting donations for the emergency, and large organizations such as Caritas Argentina, Scouts of Argentina, Adventist Development and Relief Agency (ADRA), *Red Solidaria* and the Salvation Army also conducted assorted actions to support the affected communities. The ARC coordinated with most of them at different times, especially on issues related to joint information management.

The provincial government mobilized its emergency structures, including Civil Defence, Risk Management, Social Development, Provincial Roads, Integrated Emergency Health System, Provincial Police, and others.

Meanwhile, the national government mobilized various agencies, including the Gendarmerie, the Civil Protection Sub-Secretariat and the Comprehensive Emergency Response, among others.

Following the declaration of emergency in Pergamino on 25 December 2016, various administrative and financial mechanisms were streamlined and granted to both the affected municipality and people through the Bank of the Province of Buenos Aires.

Initial evacuation and rescue was conducted with boats provided by Pergamino's Volunteer Fire Department and later with the Argentine Army. More than 50 social workers led specific needs assessments in affected communities and neighbourhoods, in coordination with the Argentine Red Cross.

Health care was provided, both in-hospital (San José Hospital) and on an outpatient basis (five health centres); this care was supplemented by provincial resources from the Integrated Health Emergency System (SIES), which deployed a field hospital tent, doctors, nurses and technicians, and three four-wheel drive ambulances equipped to respond to emergencies.

The city arranged for four collective centres to house evacuees, ensuring health, shelter and food conditions; these municipal state authorities led these actions, and the Provincial Emergency System provided support to them.

The municipality also coordinated the collection and distribution of humanitarian aid and assistance (mainly resources provided by provincial and national authorities) to the collective centres and the most affected neighbourhoods, which consisted mainly of mattresses, water, food, bedding, and cleaning and hygiene supplies. Although aid management and mechanisms were slow in the initial 48 hours, the effectiveness of the government's initial response improved. Finally, the government distributed vouchers to families to purchase specific items such as food and basic non-food items.

To respond to the emergency, the Municipality of Pergamino launched the "Return Home" operation that included:

- Reconditioning of two affected Primary Health Care Centres in the Güemes and José Hernández neighbourhoods
- Dissemination of health and environmental recommendations
- Fumigation of green spaces
- Application of larvicide in areas with standing water
- Three trucks and 15 dump trucks made available to strengthen cleaning operations in affected neighbourhoods
- Distribution of cleaning kits
- The Municipality organized the work conducted by other volunteers (for a total of more than 100 spontaneous volunteers).

A.3 Needs analysis, beneficiary selection, risk assessment and scenario planning

Pergamino is frequently affected by minor floods, both from overflowing rivers and rainfall; the impact of the flooding has increased over time due to environmental degradation and vulnerability processes, which are coupled with the climatic variability in the region. Every flooding event further contaminates the area due to the substances that come with it (household effluents, solid waste, agrochemical deposits, industrial effluents, etc.). Furthermore, 25 per cent of households are not connected to the water supply network and 40 per cent are not connected to the sewage network, which increases the risk of sewage or household effluent contaminating the city's well water. In terms of socioeconomic vulnerability, 10 per cent of the population in the municipality have unmet basic needs and 17 per cent of the total population in the district benefits from social welfare, according to the 2001 census data.

During the Response and Early Recovery operation, various humanitarian needs were identified in terms of health, especially primary first aid care, psychosocial support, and prevalent (because of the time of year) and emerging disease prevention. In terms of water and sanitation, the beneficiaries' main needs were access to safe water, especially during the first seven days of the operation and sanitation during post-flood work and cleaning tasks. As for food security, the operation covered the food needs of people staying in the collective centres; there was also a need to work on psychosocial support issues in the collective centres, to adapt the centres (which were open for a short time) to provide psychosocial support and support the families during their return home.

Risk Assessment

Medium-term forecasts predicted higher than normal rainfall levels for the region, which required constant monitoring and attention, especially given the city's water surplus. Even though some isolated rain fell, it did not cause flooding like what the city experienced on 25 December.

The Argentine Red Cross was well received by the communities in which it worked, as the communities expressed their gratitude for its efforts organized and level of coordination; this will the ARC to work in the area without major risks in future operations.

B. Operational plan and strategy

B.1 Overall objective

Reduce the effects caused by sudden, heavy rains and floods in Pergamino, Argentina to assist 650 families (3,250 people) through psychosocial support, first aid, and health and hygiene promotion activities, and a cash transfer programme in the most affected neighbourhoods.

Proposed strategy

The Argentine Red Cross focused its efforts in Pergamino along the following lines of intervention:

- At least 650 families affected by floods received information on health promotion and hygiene and reduced their health risks upon returning to their homes, thus lowering the demands on the local health system.
- At least 100 people received first-aid care at the Red Cross post and through teams that could go to homes if required.
- At least 650 families received psychosocial support.
- At least 650 families improved their access to safe water, thus reducing risks.
- 600 families had humanitarian assistance through an unconditional cash transfer programme to meet their main needs when returning to their homes.

Beneficiary Selection

Target Population

The operation was based on the prioritization of National Society actions in the following communities in Pergamino:

COMMUNITIES	FAMILIES	PEOPLE
27 de Noviembre	270	1,350
José Hernández	330	1,650
Kennedy	50	250
Total	650	3,250

Emergency care, PSS, first-aid, and health and hygiene promotion activities were provided to 650 families in the semi-urban neighbourhoods of 27 de Noviembre, José Hernández and Kennedy; however, 27 de Noviembre and José Hernández received additional support from a cash transfer programme due to the level of flooding and damage that the communities suffered.

Beneficiary selection criteria:

- Priority was given to the semi-urban areas most affected by floods.
- People with the highest degree of vulnerability, especially women, the elderly, children and persons with disabilities.
- Families that were incommunicado and lacked means of transportation.
- Families who suffered material losses and whose housing infrastructure was impacted.
- The number of days their dwellings were flooded.
- For consideration for the cash transfer programme: Damage to households based on water levels (greater than 50 cm and damage to household goods).

B.2 Operational support services

Operational support services

Since Pergamino does not have an ARC branch, the National Society deployed 193 volunteers from its branches in Campana, Chacabuco, Chivilcoy, Córdoba, La Plata, Luján, Paraná, Quilmes, Saavedra, San Fernando, Santos Lugares, Vicente López, Villa Crespo and Villa Dominico, and nineteen staff members with different specialties such as PSS, general NIT, logistics, finance, first aid providers, CTP, among others were deployed to the field.

A few days into the Pergamino operation, a landslide in the Argentine city of Volcán in the Jujuy province committed the Argentine Red Cross to a new response operation, which meant that several National Society human resources had to work on both operations simultaneously.

Logistics and supply chain

Initially, the ARC's entire vehicle fleet and all logistical resources were at the exclusive disposal of this operation; however, following the occurrence of the landslide, the ARC mobilized two of its vehicles to the other affected zone. The ARC deployed its humanitarian logistics coordinator and a volunteer specialized in logistics to provide logistical support in the field. The ARC central warehouse provided 11 4-wheel drive vehicles, staff transportation units, a telecommunications kit, an ODK and Mega V kit and 2 drones, plus 400 units of insect repellent and 200 bottles of water. The ODK KIT was donated by Samsung in mid-2016, and it was used for the second time since the coastal flooding in 2015 to 2016. Finally, as per the plan of action, all purchases were made in country.

The Logistics and Systems Sub-Directorate immediately provided visibility and safety gear (hardhats, boots, t-shirts, etc.), which were replenished with the DREF from the emergency; it also arranged for the printing of brochures to replenish the ones used during the health promotion campaigns.

During the first response operations (transport of the first teams), the beacons, sirens and windows of two of the institution's vehicles were damaged and had to be replaced after the operation.

Because there is no branch in Pergamino, transport operating costs were high due to the distance travelled to the emergency area; the National Society contributed to this aspect of the operation through the generous donations it received.

Information Technology (IT)

The Open Data Kit tool was used to record the surveys of more than 650 families during the damage assessment and to identify beneficiaries, while the Mega V system was used to deliver the cash transfer programme cards. The National Society had one Open Data Kit, consisting of tablets and phones, to conduct quick and streamlined surveys; however, this kit proved to be insufficient due to the large area affected by the Pergamino event, the fact that part of the ODK devices had to be sent to other emergency areas as well as the concurrent landslide operation in Jujuy province, which delayed the beneficiary registration activities.

The Argentine Red Cross has a network of strategic partners who are informed of the operations undertaken in the country. One of these strategic partners is Samsung Electronics Argentina, which, donated 30 mobile phones, which allowed for the expansion of the ODK kit and the streamlining of beneficiary surveys, within a few hours of receiving the email regarding the Pergamino situation; the ARC distributed these devices to beneficiaries to have at least three ODKs with which to streamline further future operations.

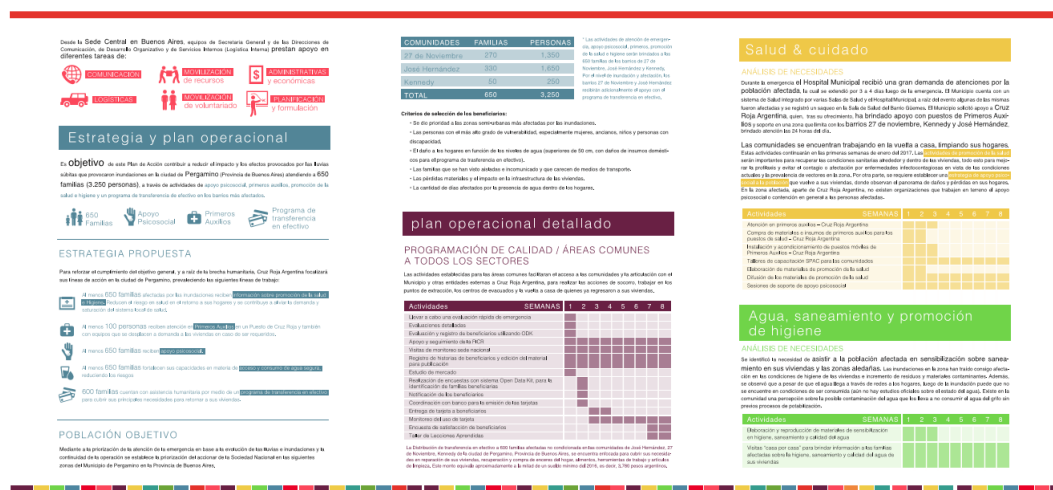
Communications

Internal communications were maintained over mobile phones and the SIGRID; the transmitted information was related to organizing human resources (work, rest and relay slots), emergency updates, on-site operational actions and reporting. Internal communiqués were submitted and continuous communication was maintained among all areas with the branches in the country network. Additionally, the ARC activated a queries line for the cash transfer programme for use by the entire community; the ARC's headquarters' teams received and subsequently addressed more than 70 queries during the operation.

The ARC communicated externally with the community and donors through social networks (its Facebook and Twitter pages), emails to official ARC accounts, mass media (digital/graphic media web portals, television and radio), and the ARC's landlines; furthermore, the ARC publicized its fundraising mechanisms from the beginning of the emergency. The ARC received donations via bank transfers thanks to a social media campaign, and it held 20 television and radio interviews with national and regional media during the initial weeks of the operation ([see the Annex section for links to some articles on the operation](#)). The ARC produced videos as part of accountability actions and disseminated through the National Society's social networks (Facebook); it also included testimonials from cash transfer programme beneficiaries, which can not only be used to disseminate actions over social networks, but to train volunteers and in institutional videos.

In addition, the ARC issued communication pieces regarding the plan of action to disseminate the implementation of this plan of action to the affected communities, the government, donors and within itself ([refer to the Annex section for communication pieces](#)).

Screenshot: Brochure to present the Plan of Action. Source ARC



Security

Safer Access was ensured throughout all operations in the field, and the branches of all the participating volunteers provided them with had health and emergency insurance (work-related risk insurance).

Finally, the operation provided personal protective (gloves and boots) and visibility equipment to ARC volunteers and staff.

Planning, monitoring, evaluation and reporting (PMER)

Throughout the operation, the ARC continuously monitored the emergency and its evolution; it also regularly issued status reports to maintain a proper flow of information, and the National Society conducted several support, follow-up and assessment visits.

The IFRC provided monitoring and technical support at the operational and financial level through its regional disaster management coordinator for South America and Finance Department.

Administration and Finance

The Argentine Red Cross has specific procedures for procurement and accountability during emergency situations which guarantee transparency in the management of funds allocated to the implementation of humanitarian aid actions. The ARC's Administration and Finance Directorate provided 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 Organization's Annual Report and Balance; an independent auditing company audits the accounts, and the ARC has an internal Supervisory Accounts Committee. Furthermore, the ARC submits the Report and Balance to the Argentine government, which in turn reviews and approves it. Finally, this DREF employed a technical team, which the National Society hired to manage the emergencies that include a financial officer.

C. DETAILED OPERATIONAL PLAN

Health & Care

Needs analysis: During the emergency, the Municipal Hospital saw a marked increase in the affected population's demand for health care in the first three to four days after the emergency struck. The city has a health system made up of the Municipal Hospital and several Health Wards, some of which were affected by the disaster; additionally, the Health Ward in Güemes neighbourhood was looted. The city requested ARC's help, which provided assistance through its first aid posts and other types of support in an area bordering the 27 de Noviembre, Kennedy and José Hernández neighbourhoods; flooded for four days, the ARC provided round-the-clock assistance during the four days this area was flooded.

The affected communities worked on cleaning out their homes and returning home, especially in early January 2017, which was extended to week three after the emergency. Health promotion activities were important for restoring the sanitary conditions in and around dwellings; the ARC's aim was to improve disease prevention to curb the spread or effects from infectious diseases given the existing conditions and the prevalence of vectors in the area. Finally, the psychosocial support strategy the ARC established was important for supporting the population upon their return home, as the community appreciated the support and felt supported during this stage of the operation.

Population to be assisted: To care for the affected population's health, the Argentine Red Cross will provide support to at least 650 flood-affected families (3,250 people) through first aid care, health care promotion and dissemination and psychosocial support to the communities of 27 de Noviembre, Kennedy, José Hernández and collective centres set up in the municipality of Pergamino in the province of Buenos Aires.

Outcome 1: At least 650 families affected by floods have first aid care in the collective centres or affected areas and reduce risks to their health upon returning to their homes	Outputs		% achieved
	Output 1.1 Families affected by floods receive first aid care at Red Cross health care post and through basic emergency care tools		100%
	Output 1.2 At least 650 families receive information on and build their capacity in health prevention		93%
	Output 1.3 At least 650 families receive psychosocial support		100%
Activities	Implementation on time?		% of progress
	Yes	No	
First aid care - ARC	x		100%
Purchase of first aid materials and supplies for health care posts - ARC	x		100%
Set-up and conditioning of mobile first-aid posts - ARC	x		100%
Community-based health and first aid (CBHFA) training workshops for communities	x		80%
Production of health promotion materials	x		100%
Dissemination of health promotion materials	x		100%
Psychosocial support sessions	x		100%

Achievements

- **First-aid care, purchase of first-aid materials and set-up of mobile first-aid posts**

A fixed first aid post was set up in 27 de Noviembre neighbourhood jointly with Pergamino's Health Department, where municipal fire brigade members and residents could come to receive any type of first aid care; the fixed first aid post provided total of 31 treatments during the operation's first week. Furthermore, the ARC established three additional mobile first aid posts, which moved around between the communities of José Fernandez, Kennedy and 27 de Noviembre. Volunteers remained alert to any unforeseen events requiring first aid, but no further treatments were needed during the remainder of the operation.



First aid post in Pergamino during the first week of the emergency. Source: Argentine Red Cross

- **CBHFA training workshops for communities:**

Five CBHFA workshops were held in November 27, José Hernández and Kennedy neighbourhoods, which were attended by 520 families; the workshops provided lectures on the following topics:

- Safe Water
- Sanitation in homes and surrounding areas
- Dengue, Zika, chikungunya.
- Cardiopulmonary resuscitation (CPR).
- Community first aid

Moreover, these topics were adapted for children through recreational activities, which had to be delivered by headquarters' staff over two different weekends because there was no branch in Pergamino to support the plan of action's activities. While talks were promoted and publicized by Pergamino's municipality and the health ministry, attendance was not as high as expected, and some families chose to stay home to continue with cleaning tasks and others had to return to their jobs.; consequently, the ARC could not fully achieve this activity's target.



CBHFA workshop in Pergamino - Source: Argentine Red Cross

- **Dissemination of health promotion materials:**

The ARC developed and distributed health promotion materials were during the CBHFA activities. Additionally, the ARC organized teams to visit families in their homes and deliver health promotion brochures and a small lecture regarding their contents; volunteers also delivered brochures during the survey taking actions and when inviting residents to weekend activities, reaching a total of 650 families.

- **Psychosocial support sessions**

The ARC provided psychosocial support sessions during the emergency and every activity it carried in the Pergamino and its affected communities; the ARC's psychosocial support sessions with adults included private individual or group talks, whereas the children's sessions used play, drawing or storytelling techniques. In addition, This activity reached a total of 650 families.



Psychosocial support sessions with children in Pergamino Source: Argentine Red Cross

Challenges:

During the intervention, the rainy season continued to affect other areas in the country; consequently, The ARC deployed response teams to several intervention areas, keeping a cadre of volunteers to support the operation because the affected area does not have a Red Cross branch.

Water, sanitation and hygiene promotion

Needs Analysis: The ARC identified the need to raise the population's awareness regarding the cleaning of their homes and surrounding areas, as the flooding in the area affected housing sanitary conditions and increased the level of debris and waste materials. The ARC volunteers' awareness-raising efforts improved the affected families' conditions and provided them with the informative guides and documents on good hygiene practices they needed to improve sanitary conditions in and around their homes; the volunteers noted the improved conditions when they conducted the final beneficiary satisfaction survey regarding ARC's response to this emergency.

Population to be assisted: The Argentine Red Cross provided support to at least 650 flood-affected families (3,250 people) through information on hygiene, sanitation and water care in the communities of 27 de Noviembre, Kennedy, José Hernández and the collective centres set up in the municipality of Pergamino in the province of Buenos Aires.

Outcome 2: At least 650 families improve their hygiene conditions, the water quality for evacuated families returning to their homes is improved	Outputs		% achieved
	Output 2.1 Evacuated families have materials that provide basic hygiene promotion and water care information		100%
Activities	Implementation on time?		% of progress
	Yes	No	
Production and reproduction of awareness-raising materials on hygiene, sanitation and water quality	x		100%
Door-to-door visits to provide household hygiene, sanitation and water quality information to affected families	x		100%

Achievements

- Production and reproduction of awareness-raising materials on hygiene, sanitation and water quality**

The ARC printed and delivered 11,000 hygiene, sanitation and water quality, floods and hazards awareness brochures, 1,300 communication brochures of the Plan of Action and other dissemination materials during the operation ([see Annex for the brochures](#)).

- Door-to-door visits to provide household hygiene, sanitation and water quality information to affected families**

ARC volunteers distributed these materials during community actions and the CBHFA workshops; the ARC also organized teams to deliver brochures and educate on basic sanitation upon returning home, household sanitation and safe water consumption. Volunteers delivered the information to the remaining families through home visits, thus reaching 650 families.

Challenges:

Families affected by the emergency either went to municipality-managed collective centres, to relatives' homes or stayed in their homes, and during the development of the operation, several families continued living with relatives or decided to abandon the area altogether; this internal displacement proved challenging for the ARC, as it was difficult to provide accompaniment to the displaced families.

Quality programming / Areas common to all sectors

Outcome 3: Continuous assessment, monitoring and analysis inform the operation's design and implementation	Outputs		% achieved
	Output 3.1 Initial needs assessment is conducted in consultation with beneficiaries		100%
Output 3.2 The operation's management is implemented through a continuous, comprehensive monitoring and evaluation system.		100%	
Activities	Implementation on time?		% of progress
	Yes	No	
Conduct rapid emergency assessment	x		100%
Detailed assessments	x		100%
Beneficiary evaluations and registration using ODK	x		100%
Support and monitoring by the IFRC	x		100%

Monitoring visits by the National Society's headquarters	x		100%
Recording of beneficiary stories and editing of material for publication	x		100%
Lessons learned workshop	x		100%

Outcome 4: 600 families receive humanitarian assistance via a cash transfer programme aimed at meeting their main needs to recover their homes	Outputs		% achieved
	Output 4.1 Unconditional cash grant to 600 affected families through the CTP 1 Initial needs assessment is conducted in consultation with beneficiaries		100%
Activities	Implementation on time?		% of progress
	Yes	No	
Market study	x		100%
Identification of beneficiary families using ODK	x		100%
Notification of beneficiaries	x		100%
Coordination with bank for issuance of cards	x		100%
Delivery of cards to beneficiaries	x		97%%
Monitoring of cards' use and beneficiary queries and claims	x		100%
Beneficiary satisfaction survey	x		100%

Achievements

- Rapid emergency assessment, registration using ODK.**

The Argentine Red Cross began monitoring the evolution of official meteorological warnings on 23 December 2016 predicting heavy rains and storms to the north of the province of Buenos Aires. On 26 December, the National Society's Emergency Response and Disaster Management department declared a nationwide Red Alert; as per its National Emergency and Disaster Response Plan, the National Society deployed the operations coordinator and a NIT member to the field to conduct a rapid assessment. That same day, 14 volunteers from different branches began arriving in Pergamino to perform detailed assessments and carry out various response activities; other volunteers later arrived, bringing the total volunteers deployed in the first week to 90. Moreover, the ARC issued daily reports during the first week, and it activated its information dissemination channels such as SIGRID in DMIS through internal emails and emails to strategic partners, such as Caritas Argentina, Scouts of Argentina, ADRA and *Red Solidaria*.

The ARC prepared the plan of action containing the lines of work and activities to be carried out to assist the affected communities during both the response and recovery phase in the first week of the emergency. Once the initial emergency phase was over, the ARC continued to conduct situation assessments at the provincial level; the ARC used drones and four-wheel drive vehicles for its field assessments, and the National Society utilized ODK tablets to survey affected families and identify needs.

- Support and monitoring by the IFRC**

The IFRC's Disaster and Crisis Department supported the development of the plan of action through its disaster management coordinator based in Peru, who provided ongoing support and advisement to the operation, participation in the distribution of the cash transfer programme debit cards and helped to facilitate the lessons learned workshop; the IFRC's office in Buenos Aires also provided support through its representative.

- **Monitoring visits by the National Society's headquarters**

The ARC's headquarters coordinated actions on the ground from the very onset of the emergency to implement properly this plan of action; the National Society's Emergency and Disaster Response Directorate coordinated and monitored most of these processes, and arranged for the institution's participation in the city's EOC, various assessments and the cash transfer programme. It also monitored first-aid provision at the health post, beneficiary registration, delivery of early recovery cards, CBHFA workshops, and the provision of psychosocial support; moreover, headquarters' personnel deployed to the field actively participated in the municipal EOC, and the local government provided ARC with a working space within the same building where the EOC was based.



Second meeting with Pergamino city authorities, attended by Pergamino's mayor and the ARC's president Source: Argentine Red Cross.

Since there was no Argentine Red Cross branch in the city of Pergamino, coordination meetings were held with the municipal government and some of its departments (Social Development, Health, Roads and Civil Defence), and another meeting was held in the ARC's headquarters to present the plan of action to Pergamino's mayor and his team.

- **Recording of beneficiary stories**

In March 2017, the communications coordinator and the Emergency and Disaster Response Directorate recorded three stories³ involving CTP beneficiaries were recorded.



Recording of beneficiary stories - Pergamino – Source: Argentine Red Cross

- **Lessons Learned Workshop**

The ARC organized this workshop through its Emergency and Disaster Response Directorate and with support from the IFRC's Disasters and Crisis Department – Pan American Disaster Response Unit (PADRU); the National Society carried out this workshop, which was facilitated by the operation's coordinators, at its headquarters over three days, and it was attended by 12 volunteers and 1 staff member that participated in the operation.

The main lessons learned were:

- Clearly define roles and responsibilities in EOCs, both at local and national levels.
- Obtain better sources of information and / or improve assessments.
- Improve interactions between the various decision makers, especially in the first moments of an emergency.
- Political-institutional challenges: mainly ways of working with steering commissions
- Have branches that are stronger in emergency management.
- Revise existing tools and consider developing new ones
- Have tools to strengthen work related to the inclusion of volunteers in various response processes.
- Improve the coordination of teams managing information virtually
- Improve compliance with specific operational safety procedures.
- Increase support and guidance to NIT members being deployed to the field for the first time.

- **Market study**

³ Available at: https://youtu.be/stK_cGAY7UM

The field team conducted a market study to assess the feasibility of implementing a cash transfer programme card. The floods affected only parts of the city, so businesses in non-affected areas continued to work normally after the emergency. The affected families interviewed already had experience using debit and / or credit cards.

- **Identification of beneficiary families using ODK**

The ARC conducted the identification of affected families in two stages: The first one happened during the emergency when 704 families were assessed using the ODK; the second one was based on vulnerability criteria, in which beneficiaries were selected to receive the cash transfer programme card.

- **Notification of beneficiaries**

After the beneficiaries were selected, they were notified by a team deployed to the field of their selection; the ARC conducted a second round of notifications at the request of people who had been unable to attend the first time or who were out of the house when the first notification came. ARC volunteers left a note for families that were not at home at the time of the notifications, and they also asked their neighbours to pass on information regarding this assistance to the absent families.

- **Coordination with the bank for the issuance of the cards**

The ARC forwarded the beneficiaries' information, which was gathered from surveys and assessments, to Banco Francés to begin the processing and registration of the cash transfer programme cards.

- **Delivery of cards to beneficiaries**

A total of 584 cash transfer programme cards were distributed in the November 27 and José Hernandez neighbourhoods for 584 families (2,920 people). The amount of the cash transfer was equivalent to approximately half of a 2016 minimum salary, i.e. 3,500 Argentine pesos (equivalent to CHF 224), which reflected the cost of living increase in the country. These activities were coordinated with the authorities and the municipality.

Sixteen cash transfer programme cards could not be delivered, as fifteen beneficiaries had moved away from the affected area and one said that he had already repaired his home by the time the cards were delivered.

- **Monitoring of cards' use and queries and complaints system**

The Emergency and Disaster Response Directorate and the head of the ARC's Finance and Logistics Unit were responsible for the cards' use; additionally, the regional disaster management coordinator for South America supported the first distribution of the cards, and the field teams monitored the cards' use.

Seventy complaints were received on the day of delivery; of these, 53 involved older adults who had not been registered by ARC, despite presenting their evacuation certificates, while others dealt with families that were in fact registered and living in an affected area, but were not selected for CTP because they were not at home at the time of the notification process. However, other complaints were rejected because they did not fulfil the established selection criteria. The complaints were received at the queries table placed at the card delivery site, and the beneficiaries also had the bank's contact number to which they could call for card-related queries

- **Beneficiary Satisfaction Survey:**

To conduct the satisfaction survey, the ARC randomly selected 7 per cent of assisted families to be interviewed; the National Society surveyed 40 family representatives, of which 29 were women and 11 were men. The families were very open and willing to respond to survey questions.

The main results of the survey were the following:

- 98 per cent of respondents said that the card was very useful, and only one person expressed that their needs were greater than the amount delivered.
- The families surveyed mentioned that they used the card to acquire more than one product: 63 per cent of respondents used the card to buy food; 43 per cent to buy building materials; 30 per cent to buy cleaning supplies and the remaining respondents used their cards to purchase hygiene items, household goods, clothing and others.
- 12 per cent of the population perceived tension in the community regarding the families not selected.
- All respondents claimed to be satisfied with the assistance they received from the Red Cross.



Beneficiary satisfaction survey for the cash transfer programme in Pergamino Source: Argentine Red Cross

Contact information

For further information specifically related to this operation please contact:

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[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.

Disaster Response Financial Report

MDRAR011 - Argentina - Floods

Timeframe: 05 Jan 17 to 05 Mar 17

Appeal Launch Date: 05 Jan 17

Final Report

Selected Parameters

Reporting Timeframe	2017/1-2017/4	Programme	MDRAR011
Budget Timeframe	2017/1-2017/3	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		205,468				205,468	
B. Opening Balance							
Income							
<u>Other Income</u>							
<i>DREF Allocations</i>		205,468				205,468	
C4. Other Income		205,468				205,468	
C. Total Income = SUM(C1..C4)		205,468				205,468	
D. Total Funding = B + C		205,468				205,468	

* 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		205,468				205,468	
E. Expenditure		-176,892				-176,892	
F. Closing Balance = (B + C + E)		28,576				28,576	

Disaster Response Financial Report

MDRAR011 - Argentina - Floods

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Final Report

Selected Parameters

Reporting Timeframe	2017/1-2017/4	Programme	MDRAR011
Budget Timeframe	2017/1-2017/3	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)			205,468			205,468		
Relief items, Construction, Supplies								
Medical & First Aid	1,409		1,585			1,585	-176	
Teaching Materials	8,073		4,499			4,499	3,574	
Cash Disbursement	146,856		130,924			130,924	15,931	
Total Relief items, Construction, Sup	156,337		137,008			137,008	19,330	
Logistics, Transport & Storage								
Transport & Vehicles Costs	6,170		5,791			5,791	379	
Total Logistics, Transport & Storage	6,170		5,791			5,791	379	
Personnel								
National Society Staff	5,656		1,152			1,152	4,504	
Volunteers	6,942		8,681			8,681	-1,739	
Other Staff Benefits	3,147						3,147	
Total Personnel	15,745		9,833			9,833	5,912	
Consultants & Professional Fees								
Professional Fees			915			915	-915	
Total Consultants & Professional Fees			915			915	-915	
Workshops & Training								
Workshops & Training	2,777		4,138			4,138	-1,362	
Total Workshops & Training	2,777		4,138			4,138	-1,362	
General Expenditure								
Travel	5,142		3,970			3,970	1,172	
Information & Public Relations	3,414		1,333			1,333	2,081	
Office Costs	1,543		261			261	1,282	
Communications	1,028		333			333	695	
Financial Charges	771		2,513			2,513	-1,742	
Total General Expenditure	11,899		8,411			8,411	3,488	
Indirect Costs								
Programme & Services Support Recove	12,540		10,796			10,796	1,744	
Total Indirect Costs	12,540		10,796			10,796	1,744	
TOTAL EXPENDITURE (D)	205,468		176,892			176,892	28,576	
VARIANCE (C - D)			28,576			28,576		

Disaster Response Financial Report**MDRAR011 - Argentina - Floods**

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Final Report

Selected Parameters

Reporting Timeframe	2017/1-2017/4	Programme	MDRAR011
Budget Timeframe	2017/1-2017/3	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 management	205,468		205,468	205,468	176,892	28,576	
Subtotal BL2	205,468		205,468	205,468	176,892	28,576	
GRAND TOTAL	205,468		205,468	205,468	176,892	28,576	

Annex

Communication piece of the Plan of Action:

Resumen de la respuesta actual

23 **Alerta Inicial**
zona de Buenos Aires

26 **Mobilización de equipo técnico y recursos**

Desde el día 23 de diciembre de 2016 se comenzó un monitoreo en la región norte de la Provincia de Buenos Aires por las alertas meteorológicas iniciales vigentes que pronosticaban fuertes lluvias y tormentas en la zona.

El día 26 por la mañana Cruz Roja Argentina decretó el Alerta Rojo a nivel nacional (según su Plan Nacional de Respuesta a Emergencias y Desastres vigentes) y movilizó un equipo técnico a la ciudad de Pergamino para realizar una evaluación rápida de la emergencia, obtener el mismo de la Categoría de Emergencia 2 en la ciudad y se comenzaron a movilizar recursos humanos y materiales de distintos Filiales de la Red Territorial presentes en la zona de la Sede Central.

Participación del COE de la ciudad

Mobilización de recursos especializados desde la Sede Central

Horas voluntarias en 22 horas

Desde el primer día de la emergencia Cruz Roja Argentina participó activamente del COE-Centro de Operaciones de Emergencia de la ciudad, integrado por el Estado municipal y Estado provincial. Desde allí se realizan esfuerzos por articular y coordinar las acciones en las comarcas afectadas. En los primeros 72hs se movieron 40 voluntarios de distintas filiales, más 7 personas de la Sede Central de las Direcciones de Respuesta a Emergencias y Desastres, Gestión del Riesgo de Emergencias y Desastres, Salud y Administración y Finanzas, y el propio Presidente de la Sociedad Nacional. Dr. Diego Tappin.

Las primeras acciones:

- Alerta Inicial** en el COE de la ciudad
- Mobilización** de recursos especializados desde la emergencia
- Mando** de información
- Articulación** en articulación con Bomberos Voluntarios de Pergamino y el Ejército Argentino
- Evaluación detallada** de la emergencia
- Atención** de Necesidades específicas, UHAPs, herramientas ORO-COPE, Edo RII y desactivación de redes de Cruz Roja Argentina y articulación con Organizaciones Sociales de la Secretaría de Desarrollo Social del Municipio
- Primeros Auxilios** instalación de 1 Puesto de PRMA en el Barrio 27 de Noviembre

Análisis de Situación

TIPO DE EVENTO
Lluvias, crecidas e inundaciones

DÍA DEL EVENTO
25 de diciembre 2016

PERSONAS AFECTADAS
13.000

INUNDADAS AFECTADAS
3.400

PERSONAS EVACUADAS
250

UBICACIÓN
Buenos Aires

LOCALIDAD
Pergamino

PERGAMINO

Plan de acción

emergencia por inundaciones

DICIEMBRE 2016/ENERO 2017

CRUZ ROJA ARGENTINA

Seguiremos trabajando junto a las comunidades.
¡Muchas gracias a todos los que apoyan nuestra acción!

www.cruzroja.org.ar | Cruz Roja Argentina - página oficial | cruzrojaargentina | CruzRojaArg

Below is a list of links to media which publicized ARC actions in Pergamino:

- <http://www.lettrap.com.ar/nota/2016-12-27-pergamino-vidal-apuesta-a-que-el-31-todos-los-inundados-puedan-volver-a-sus-casas>
- <http://www.economistaamerica.com.ar/sociedad-eAm-argentina/noticias/8052689/12/16/La-Cruz-Roja-recibe-donaciones-por-las-inundaciones-en-Buenos-Aires.html>
- <http://www.diariopopular.com.ar/notas/276181-volver-casa-pergamino-el-dolor-la-solidaridad-y-las-miserias>
- <http://www.radiopopular.com.ar/donde-y-como-ayudar-a-los-afectados-en-pergamino-y-localidades-cercanas/>
- <http://reliefweb.int/report/argentina/cruz-roja-argentina-trabaja-junto-la-comunidad-de-pergamino>
- <https://www.youtube.com/watch?v=4H8voYbRtcY>
- <https://www.youtube.com/watch?v=LNjicNsM1UO>

Sanitation and water quality awareness brochures:

RECOMENDACION PARA EL CUIDADO DE NIÑOS Y ADULTOS MAYORES

- Mantener, en lo posible, en un área protegida y climatológicamente aislada a niños y personas mayores.
- Si los bebés están siendo amamantados, seguir lactando. Para los bebés que toman leche de fórmula, se recomienda dar fórmula ya preparada. Para preparar leche de fórmula y concentrada es mejor usar agua embotellada. Sólo en caso de que no dispongas de agua embotellada, utilizar agua segura.
- Lavar las mamaderas y chupetes con agua embotellada o agua segura.
- Lavarse las manos antes de preparar los alimentos y antes de alimentar al bebé. Usar jabón y un desinfectante de manos a base de alcohol para limpiar las manos si no tiene agua suficiente.
- No permitir que los niños jueguen en lugares donde haya agua de la inundación. Lavar frecuentemente con agua segura las manos de los niños, y no dejar que manipulen juguetes contaminados por agua. Tratar desinfectar los juguetes con una solución de una cucharada de lejía en 5 litros de agua.

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www.cruzroja.org.ar

Cruz Roja Argentina - página oficial | @CruzRojaArg

Basado en las recomendaciones suministradas por el Ministerio de Salud de la Nación: Ministerio de Salud de la Nación y Maval E. E. S.

RECOMENDACIONES PARA LA VUELTA A CASA

QUÉ HACER AL VOLVER A ENTRAR A TU CASA DESPUÉS DE UNA INUNDACIÓN

Cuando regresés a una casa que se inundó, tenés que saber que el agua que ingresó puede estar contaminada y ser una amenaza para tu salud.

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RECOMENDACIONES GENERALES

ENTRANDO EN CASA

- Verificar si no queda agua estancada dentro del hogar.
- Verificar que la electricidad esté desconectada.
- Verificar y cerrar todos los ambientes, abrir puertas y ventanas para evitar el secado de la casa.
- Utilizar botas y guantes de goma para sacar agua estancada y conectar la linterna.
- Mantener a niños y mascotas alejados hasta que termine la limpieza.
- Realizar limpieza a fondo de pisos, paredes, artefactos de cocina, baño y todos los muebles.
- Lavar la ropa, sábanas y trajes.
- Lavar por separado también la ropa que está utilizando para hacer la limpieza.
- Retirar y desinfectar los artículos que no puedan lavar y desinfectar (ejemplo cochinetes, alfombras, almohadas, juguetes de plástico o toys, artículos de cartón, libros y papeles entre otros).
- Lavarse las manos con agua segura y jabón, después de cada acción que haga.

AGUA SEGURA PARA EL CONSUMO

- Hervir el agua durante 5 minutos y dejar enfriar.
- 2 galas de lavandera por litro de agua tapar y dejar reposar durante 30 minutos antes de consumo.
- Utilizar recipientes desinfectados.

ALIMENTOS

- Identificar y desinfectar todos los alimentos que estén en mal estado, y que pueden ser peligrosos para el consumo.
- Anegar a los alimentos cualquier alimento que haya podido estar en contacto con el agua de inundación.
- Anegar los alimentos que tengan olor, color o textura anormales.
- Anegar los alimentos perecibles (incluido la carne, el pollo, el pescado, los huevos y las salsas) que no haya estado conservado a temperatura adecuada.
- Anegar todos los alimentos enlatados cuyos envases estén abiertos, dañados o inflados.
- Anegar los alimentos que tengan olor, color o textura anormales.

Si las letas han estado en contacto con el agua de una tormenta o inundación, colócalas la estufa, lavas y enjabonas en una solución de 1 taza de lejía en cada 5 litros de agua.

Identifique nuevamente las letas con un marcador.

LIMPIAR Y DESINFECTAR LAS SUPERFICIES QUE ENTREN EN CONTACTO CON LOS ALIMENTOS EN CUATRO PASOS:

- Limpieza con jabón, agua segura y tibia.
- Enjuague con agua segura.
- Desinfectar el artículo sumergido por un minuto en una solución de 1 cucharada de lejía en cada 5 litros de agua limpia.
- Pasear con un paño al seco al aire libre.

Si recomienda amarrar a la basura las latas de leche por las aguas, los tarros de las mermeladas y los chupetes. Estos artículos no pueden ser desinfectados en forma apropiada, después de lavar agua contaminada de una inundación.

Siempre medidas básicas de higiene. Lavarse las manos con jabón y agua segura antes de preparar o comer alimentos, después de usar el baño, después de haber participado en actividades de limpieza y después de manipular artículos contaminados por las aguas de la inundación o agua segura.

Si el agua no está en buen estado para su uso, siga las instrucciones de las autoridades locales de usar agua embotellada o de hervir o de obtener agua segura para beber, limpiar y lavarse.

Si usa agua embotellada, asegúrese de que provenga de una fuente segura. Si no está seguro de dónde viene el agua, debe hervirla o tratarla antes de usar.

RECOMENDACIONES PARA EL CONSUMO DE AGUA

Es posible que después de una emergencia como la causada por una inundación, el agua no esté en un estado adecuado o seguro para beber. Dejar de beber con ella. Durante una inundación y después de la misma, el agua puede estar contaminada con microorganismos como los bacterias. Agregar lejía para desinfectarla, desinfectar alambres e instalaciones, productos químicos o otros sustancias que pueden causar una enfermedad o faltar la materia.