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## DREF Final Report Argentina: Floods

 International Federation  
of Red Cross and Red Crescent Societies

<b>Emergency DREF:</b> MDRAR013	<b>Glide N°</b> <b>FL-2017-000039-ARG</b>
<b>Date issued:</b> 28 November 2017	<b>Date of disaster:</b> 7 April 2017
<b>Operation manager (responsible for this EPoA):</b> Pabel Ángeles, IFRC Regional Disaster Management Coordinator for South America	<b>Point of Contact (name and title):</b> Cristian D. Bolado, National Emergency and Disaster Response Director – Argentine Red Cross (ARC).
<b>Overall operation budget:</b> 245,377 Swiss francs (CHF)	<b>Expected timeframe:</b> 3 months (end date: 18 July 2017)
<b>Number of people affected:</b> 39,777 affected people.	<b>Number of people to be assisted:</b> 3,300 people (660 families)
<b>Host National Society presence (number of volunteers, staff, and branches):</b> The Argentine Red Cross has 65 branches nationwide, 6,395 volunteers and 1,845 staff members.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> The International Federation of Red Cross and Red Crescent Societies (IFRC) and the International Committee of the Red Cross (ICRC)	
<b>Other partner organizations actively involved in the operation:</b> Caritas Argentina, Scouts of Argentina, Adventist Development and Relief Agency (ADRA), Solidarity Network, Salvation Army, Argentine Army and the national, provincial and municipal State governments.	

⟨For the final financial report, click [here](#). For contact information, click [here](#). ⟩

## A. Situation Analysis

### A.1 Description of the Disaster

On 27 March 2017, medium to high-intensity rains and storms began to hit Argentina, leaving heavy production and material losses in their wake. A total of 15 provinces were affected. A total of 39,777 people across Argentina were affected from late March to early April 2017.

The following provinces were among the most affected: Jujuy (south), Salta (north), Tucumán (south), Córdoba (Villa General Belgrano and the Paravachasca Valley), San Juan (Ullum, 25 de Mayo and Valle Fértil), Catamarca (Santa Rosa and Valle Viejo neighbourhood in El Portezuelo; Ambato and Los Corderos and Las Lajas neighbourhoods in Paclín), Chubut (Comodoro Rivadavia) and Buenos Aires (Mar del Plata).

In June and July 2017, heavy rains caused various rivers to overflow, leading to flooding in the cities of Concordia and Concepción del Uruguay (Entre Ríos province) and in several cities in Corrientes province.

Argentine Red Cross (ARC) branches launched operations to respond to these emergencies, providing assistance to more than 200 families.

On 29 March 2017, intense rains caused flooding in several neighbourhoods in Chubut province. The ARC branch in Chubut suffered mud and water damage. Some 100 people were housed in various collective centres, which were managed by neighbourhood organizations and received supplies from the municipal and provincial governments. On 30 March, the governor of Chubut province declared a 120-day weather emergency. A new storm packing 45 to 50-kph



Distribution of cards for the cash transfer programme to families in Mar del Plata. Source: Argentine Red Cross

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, worsening the already precarious situation.

Tucumán was the second most affected province nationwide, as rainfall levels in its southern areas were double the normal monthly average for that time of year. On 30 March, Tucumán's provincial government declared a multi-issue emergency (water, social, community and agricultural) for Simoca, Graneros, Alberdi, La Cocha, La Invernada, Lamadrid and Taco Ralo. In Lamadrid, 80 per cent of its approximately 5,000 people suffered damages. Most of the population has since returned to their homes, while others temporarily left and a small minority permanently abandoned their homes.

On 8 April, intense rainfall began to fall in the city of Mar del Plata in Buenos Aires province. By 10 April, 241 mm had fallen over a period of 48 hours (monthly average for the area is 70 mm), affecting a total of 23 neighbourhoods in the city of Belgrano, including the neighbourhoods of Belgrano, Autódromo and 2 de Abril.

On 7 April, the mayor of Valle Fértil in San Juan province declared a weather emergency due to the increasing rains and their impact. According to Province Civil Protection, the most affected areas were Baldes de Astica, Baldes de Funes and Baldes del Sur de Chucuma, which are all in the southern Valle Fértil, affecting 50 families. Flooding in these communities left several families incommunicado, requiring the delivery of food via helicopter.

## A.2 Summary of response

### Overview of Host National Society

Argentine Red Cross headquarters is in the city of Buenos Aires; the National Society has 6,395 volunteers distributed across 65 branches, including its headquarters. During emergencies, local ARC branches provide the first response, but the National Society also makes support from its headquarters and other branches available if the event exceeds the local response capacity.

The Argentine Red Cross responds to flood and landslide emergencies throughout the country. This year alone, the National Society, its branches and its volunteers have responded to 9 emergencies, which have affected 15 provinces and more than 50,000 people. The most significant emergencies have been the landslide in Juyuy province and the floods in Pergamino (Buenos Aires province). The IFRC supported the response operations in both affected areas.



Mobilization of the Red Cross response team, Chubut.  
Source: Argentine Red Cross

By 31 March, the intense rains had gotten even worse, prompting ARC to launch an alert for the deployment of its National Intervention Team (NIT). On that same day, the National Society's response operations coordinator travelled to the city of Comodoro Rivadavia (Chubut), the most affected in the country, to assess the situation and to meet with local, provincial and national institutions.

By 7 April, meteorological reports forecast severe storms in several parts of previously affected and unaffected areas in the country. Until this point, the ARC had been able to respond at the national level with its own resources. On 8 and 9 April, the storm's impact increased in several areas, making the situation worse in already affected areas, 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 and with support from the ARC's headquarters.

On 10 April, faced with persistent rainfall and a rapidly worsening situation, the ARC's Response Directorate decided to increase the National Emergency to a Category 2. The ARC began providing support to collective centres and conducting health, water, hygiene and sanitation promotion and humanitarian aid distribution actions, in addition to the actions it was already carrying out.

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

The IFRC maintains a country cluster office in Buenos Aires that covers the Southern Cone countries. In the event of emergencies and disasters, South American National Societies can count on assistance and support from the IFRC's Disaster and Crises Department through its disaster management coordinator based in Peru, with whom continuous communication was maintained throughout the operation. The ARC also held various meetings with IFRC representative at the IFRC's country cluster office in Buenos Aires.

The International Committee of the Red Cross (ICRC) maintains a delegation in the country to conduct activities 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.

### **Movement Coordination**

The Argentine Red Cross continuously coordinated with the IFRC's Disaster and Crisis Department through the coordinator for South America during the operation, and it kept the ICRC and Partner National Societies (PNSs) in the region abreast of the situation.

The country has Movement coordination mechanisms. The National Society, the IFRC and the ICRC signed a Tripartite Agreement in March 2015 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**

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, assisting evacuees, reinforcing public works in highways; and loaning warehouses to collect and store humanitarian aid.

The Argentine government sent 5,000 kg of food, 1,000 litres of mineral water, 7,000 litres of bleach and 1,000,000 water purification tablets to the city of Comodoro Rivadavia.

The national government's executive branch set up a special fund with contributions from the National Treasury to assist victims and to rebuild the affected economies.

In Comodoro Rivadavia, the governor declared a climate emergency and created a Climate Emergency Fund for 10 million Argentine pesos (ARS) (CHF 567,168.93) to assist cities, rural communities and other provincial towns affected by the storms. The Adventist Development and Relief Agency (ADRA) deployed its teams to provide support through water, cleaning and hygiene kits and health promotion provision; moreover, the local Adventist church deployed its volunteers to provide information, and made a warehouse available to store humanitarian supplies.

The provincial Health Service's Crisis Committee was responsible for handling health prevention and promotion, chronic and prevalent disease and pregnancy controls, first-aid care, vaccination in suspected and diagnosed cases, and the administration, management and distribution of 1,000 water purification tablets.

The police, fire-fighters and municipalities in southern Tucumán, delivered assistance to flood victims in Lamadrid, Tucumán. The Emergency Committee, made up of all provincial government areas, provided essential supplies and health services to affected families. The national road agency worked to restore circulation on roads that had been interrupted by overflowing streams and the Marapa River. Additionally, the Government granted ARS 25,000 (CHF 1,418.27) loans to a certain number of families through a local bank, *Caja Popular de Ahorros*. The Ministry of Territorial Articulation, which is attached to the Ministry of Social Development, distributed vouchers for household appliances (refrigerators and stoves) to 1,300 families that had lost these due to the floods. The Ministry of Public Works approved 75 public works projects, which were valued at ARS 1.35billion (CHF 76,572,393.63). In addition, various non-government organizations (NGOs), faith-based groups and civil associations held different events and campaigns to collect donations, which were later delivered to the community. ADRA, together with provincial Civil Defence and the Argentine Army, delivered hygiene and cleaning kits to 300 families in different localities affected by the emergency.

The municipal emergency operations centre (EOC) in Mar del Plata, Buenos Aires province was activated. The Municipal Operations and Monitoring Centre (COM) monitored the situation. Municipal Social Development managed collective centres, delivering mattresses, water, food and cleaning supplies, and collected donations at two collection centres. The Municipal Ministry of Health performed preventive influenza vaccinations and health check-ups at collective centres. The power company restored service in the affected neighbourhoods.

In San Juan province, provincial Civil Protection assisted victims by providing mattresses, food and water. At the request of Civil Protection and the Municipality of Valle Fértil, Red Cross and Volunteer Fire-fighters collected relief items, which were later delivered to affected communities.

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

All the provinces involved in this Red Cross response operation consider the emergency to be over and all immediate needs covered for the time being. However, the soil in the affected regions is extremely saturated, which could lead to additional flooding in the near future. Furthermore, although the roads, housing and basic services appear to be in good condition, the storms weakened them, making them vulnerable to new events.

## **HEALTH**

In Comodoro Rivadavia, Chubut province, health authorities identified vector-borne diseases, which municipal health services later treated. In Mar del Plata, 186 people, mostly children, had to be evacuated for four days (8 to 13 April 2017). Since the emergency's onset, the local ARC branch focused on providing psychosocial support (PSS) and conducting recreational activities in collective centres to meet this need.

A health operation was conducted from San Juan's Municipal Hospital in Valle Fértil, visiting communities to provide medical check-ups, medicine and vaccines; however, it became necessary to work on handwashing 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 because of flooded access roads.

In the province of Tucumán, water and power services were restored in Lamadrid; nevertheless, the sporadic and insufficient waste collection by the city in some areas led to accumulation of garbage in streets, roads and sidewalks, which was compounded by the lack of control and cleaning of septic tanks, thus increasing the risk of infections from lack of hygiene and potential breeding grounds for vectors. These conditions were particularly difficult for older adults and persons with disabilities. Moreover, the emergency caused some respiratory, skin and digestive diseases.

The emergency's psychosocial impact on the affected population was high, particularly among vulnerable groups such as children. PSS actions were implemented with families, which opened spaces for the sharing and release of emotions. Household visits were also used for the provision of PSS.

## **WATER AND SANITATION**

Comodoro Rivadavia's drinking water supply was affected since the start of the emergency. All cities faced water pressure challenges and difficulties to access safe water, which at times was suspended. A total of 23 neighbourhoods were flooded in Mar del Plata (Buenos Aires).

Baldes de Astica, Baldes de Funes and Baldes de Chucuma, which are rural areas in San Juan province, also experienced severe flooding and mud accumulation, putting them at risk to vectors. Additionally, the inclement weather contaminated many of the wells used for drinking water. A large percentage of families did not have excreta disposal systems or used poorly maintained latrines; therefore, it was necessary for the ARC to work together with communities on sanitation and hygiene-related issues.



**Distribution of cleaning kits to affected communities in San Juan province. Source: Argentine Red Cross**

In Tucumán, the waste collection system was insufficient, which led to accumulation of garbage in streets, roads and sidewalks. The ARC also had to address the lack of control and cleaning of septic tanks, sanitation and hygiene promotion actions in affected communities. Drinking water supply and access was restored.

## **SHELTER**

Affected families were relocated to collective centres managed by the affected municipalities. With these families, housing clean-up and repair activities were conducted. These families have since returned to their homes.

## **FOOD SECURITY AND LIVELIHOODS**

Food needs were met throughout the emergency through assistance from the Argentine Armed Forces, which conducted distributions in the collective centres and directly to affected families. In the early days of the emergency, Civil Protection and the Ministry of Human Development provided some supplies to Valle Fértil in San Juan province. ARC assessments revealed that most people earn a living from activities they develop in urban and peri-urban areas, which meant their livelihoods were not significantly affected, except in certain areas just outside of San Juan.

## **VULNERABILITY, RISKS AND PREPAREDNESS**

Tucumán's provincial government submitted documentation for 75 short-to-medium-term projects. The budget (ARS 1.35 billion or CHF 76,572,393.63) was allocated to repair roads, canals, water basins and housing in areas where flood emergencies were declared.

Mar del Plata has a municipal Civil Protection system designed to respond to inhabitants' security needs and demands; although its contemplated measures to respond to emergency situations, it did not include any preventive actions.

There was no contingency plan in place in Comodoro Rivadavia, as the amount of rainfall was unusual for the area. People claimed that a similar event occurred 40 years ago and that the downtown areas were usually prone to flooding.

The ARC branch in San Juan is working on a Contingency Plan for these types of events. It is also planning future joint processes to work on community response mechanisms and emergency plans with the community.

## **Risk Assessment**

Excess water was a problem in some regions of the provinces of Buenos Aires, Santa Fe and Cordoba. Several provincial cities and communities were affected; the flooding hindered access to affected populations and the rains made it difficult to deliver assistance during the storm. The Argentine Red Cross did not report any security incidents at the operational level.

## **B. Operational plan and strategy**

### **B.1 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**

In response to the humanitarian gaps and to strengthen the achievement of the general objective, the Argentine Red Cross focused 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 (Valle Fértil, San Juan).

Some of the central achievements of this operation include:

- At least 660 families affected by floods received health and hygiene promotion information and reduced their health risks upon returning to their homes, thus contributing to the lowering of demands on local health systems.
- The target population had access to first-aid care and teams made home visits to affected families if required.
- At least 660 families received psychosocial support.
- At least 660 families strengthened their capacity to access and consume safe water
- 50 families were given cleaning kits and hygiene kits for use upon return to their homes. Communities in San Juan were provided with kits since they did not have adequate access to local markets in which to use their cash transfers.
- 600 families received humanitarian assistance through a cash transfer programme to enable them to meet their primary needs when returning to their homes. The unconditional Cash Transfer Programme provided for the affected families' need to replace lost or damaged household goods, perishable food and home repair materials, among other items.

### **Beneficiary selection**

The ARC selected beneficiary communities based on their high levels of vulnerability and the emergency's impact on them. The community of Lamadrid in Tucumán province; the localities of Baldes de Funes, Baldes de Astica, Baldes del Sur de Chucuma in San Juan province; the neighbourhoods of Gral. Mosconi and Barrio Industrial in the localities of Comodoro Rivadavia (Chubut), and the city of Mar del Plata (Buenos Aires) were the hardest hit by the intense rains.

The ARC used the following 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 persons with disabilities
- Damage to households based on water levels / mud (more than 1.00 cm of mud in dwellings)
- Families that had remained incommunicado and lacked means of transportation
- Families who 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

## Target population

The National Society actions prioritized actions in the six communities in four provinces. The following table details the number of people reached by this operation:

Provinces	Community	Families reached	People reached
<b>SAN JUAN</b>	Baldes de Funes Baldes del Sur de Chucuma Baldes de Astica	50	250
<b>CHUBUT</b>	Comodoro Rivadavia	407	2,035
<b>TUCUMAN</b>	Lamadrid	100	500
<b>BUENOS AIRES</b>	Mar del Plata	103	515
	<b>TOTAL</b>	<b>660</b>	<b>3,300</b>

## B.2 OPERATION SUPPORT SERVICES

### Human resources

For this operation, the ARC deployed Emergency and Disaster Response Directorate staff to the field to conduct rapid assessments (focusing mainly on Comodoro Rivadavia). Four NIT missions were also conducted, which included:

- Deployments to the field to conduct rapid assessments and provide support to local branches
- Virtual information management and monitoring tools provided on a shared internet-based platform
- Establishment of a National Emergency Operations Centre

Furthermore, NIT members were present in three of the four affected areas (Mar Del Plata, Tucumán and San Juan).

Throughout the operation, 259 volunteers and technicians from headquarters and both affected and unaffected branches were deployed to support operations; all of them had life and personal accident insurance, which was either provided by ARC's headquarters or directly by their respective branch. The ARC maintains an arrangement with an insurance company, which allows it to purchase low-cost insurance for short periods of time. In the case of headquarters personnel, all of them are covered by Occupational Risk Insurers (ART). For this operation, the National Disaster Response Directorate made its personnel available to coordinate the operation; consequently, this was not included in the budget.

In addition, the ARC deployed five NIT members to assist active operations involving administrative, operational and financial tasks at its national headquarters.

### Logistics and supply chains

The ARC made its vehicle fleet and logistical resources available for this operation and its central headquarters' Open Data Kit (ODK) kit was used to collect beneficiary data using mobile phones. Local ARC branches used their own material resources during the emergency's initial phase.

The National Society mobilized an Argentine Red Cross vehicle to the city of Comodoro Rivadavia, which was made available to the local branch for the first month of the emergency for its planned activities. The Comodoro Rivadavia branch also used its own two vehicles, a Ducato van and a car.

In Tucumán, an all-terrain (4x2) vehicle was leased to transport volunteers between the Lamadrid and the Tucumán branches on 3 and 4 June; a two-wheel drive pick-up truck was also made available on these dates by the Mar del Plata branch.

### Information Technology (IT)

The ARC made communications equipment, mobile and landline telephones available for contact between branches, operational volunteers and their base, to keep and update records, and to plan and coordinate the emergency. The ARC also utilized satellite telephone services. Lastly, the ODK tool was used to record surveys and identify beneficiaries.

## Communications

The ARC issued daily internal communiqués and maintained continuous communications between all areas; it also disseminated notifications via its official Twitter and Facebook page, among other social media platforms. The ARC published five reports on the IFRC's Disaster Management Information System (DMIS) platform starting on 30 March and ending on 17 April.

The ARC maintained communications with the community and donors through its official accounts in social networks (Facebook, Twitter and Instagram), emails, mass media (digital/graphic media web portals, television and radio), and its landlines. The National Society also publicized its fundraising mechanisms from the beginning of the emergency. The ARC received some donations via bank transfers or via credit or debit cards. Several interviews were conducted with local and national media. A total of ARS 213,846.17 (CHF 12,126.81) was raised and used to cover costs not eligible or not covered by this Disaster Relief Emergency Fund (DREF). Communication pieces and press releases were issued as part of accountability to the community. Please see the annex for links to articles on ARC actions.

## Security

Safer Access and Stay Safe was ensured throughout all operations in the field. All participating volunteers had health and emergency insurance provided by their respective branch. The ARC established a plan to ensure the volunteers' safety and their access to targeted areas. Finally, the operation provided personal protective gear (rubber boots, helmets and institutional clothing).

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

The Argentine Red Cross' Emergency and Disaster Response Office (DRED) monitored, supported and tracked the operation, and it conducted several support, follow-up and assessment visits. At the end of the operation, the ARC held a meeting to evaluate the operation and share lessons learned.

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

## Administration and finance

The Argentine Red Cross has specific procedures for procurement and accountability in emergency situations, which guarantee transparency in the management of funds allocated toward the implementation of humanitarian aid activities. The Administration and Finance Directorate supported the operation through budget tracking, purchasing, expense reports, audits and financial reports.

In addition, the National Society conducts annual accounting reviews, which are submitted through the organization's Annual Report and Balance. ARC accounts are audited by an independent auditing company, which are validated by an internal Supervisory Accounts Committee. Furthermore, the financial report and balance are submitted to the Argentine government, which is responsible for its review and approval. Additionally, DRED has a technical team hired by the National Society to manage the emergencies, which includes a financial officer.

## C. DETAILED OPERATIONAL PLAN

### Health and Care

**Needs analysis:** Health services in the target localities in the provinces of Buenos Aires, Tucumán, Chubut and San Juan were affected by the floods. Access to health care was impeded by the affected communities distance from healthcare centres and the persistent flooding. The systems that maintained operations were overwhelmed by the demand.

**Population to be assisted:** To contribute to the affected population's care, Argentine Red Cross provided support to at least 660 flood-affected families through first-aid care, health care promotion and dissemination, and psychosocial support to the communities of Baldes de Funes, Baldes del Sur de Chucuma, Baldes de Astica (San Juan), Comodoro Rivadavia (Chubut), Lamadrid (Tucumán) and Mar del Plata (Buenos Aires) and in the collective centres in the affected areas.

<b>Outcome 1:</b> At least 660 families affected by floods in San Juan, Buenos Aires, Chubut and Tucumán have first-aid care in collective	<b>Outputs</b>	<b>% achieved</b>
	<b>Output 1.1</b> Families affected by floods receive first-aid care and basic emergency care tools.	100%

centres or affected areas and reduce risks to their health upon returning to their homes.	<b>Output 1.2</b> At least 660 families in the provinces of San Juan, Buenos Aires, Chubut and Tucumán, receive information and build their capacity in health prevention.	100%	
	<b>Output 1.3</b> At least 660 families de San Juan, Buenos Aires, Chubut and Tucumán 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%
Community-based health and first aid (CBHFA) training workshops for communities	X		102%
CBHFA training workshops for volunteers	X		100%
Production of health promotion materials	X		100%
Dissemination of health promotion materials	X		100%
Psychosocial support sessions	X		105%

## Achievements

- First-aid care – ARC**

For the emergency, the ARC set up first aid care posts in affected areas, through which its First-Aid brigades treated 61 people for minor injuries. Besides the assistance provided, 100 per cent of targeted beneficiaries could access first aid services, as this was included in each task and performed by volunteers specifically assigned for this purpose.

- Purchase of first-aid materials and supplies for health care posts – ARC**

The Humanitarian Logistics coordinator at the ARC's headquarters purchased the first-aid supplies to prepare and equip the volunteer groups tasked with this activity.

- CBHFA training workshops for communities**

A total of 674 affected families received CBHFA training through community activities carried out by volunteers, addressing topics such as first aid, disease prevention, good health practices, among others. The following table provides details regarding the locations these families were reached:

Province	Number of families reached
Chubut	440
Mar del Plata	69
Tucuman	115
San Juan	50
<b>Total</b>	<b>674</b>

- CBHFA training workshops for volunteers**

The ARC delivered workshops on first aid, psychosocial support and health promotion to 68 volunteers from the branches in the affected provinces.

- Production and Dissemination of health promotion materials**

ARC's Health Directorate developed materials on vector-borne diseases (dengue, Zika, chikungunya, Chagas, leptospirosis), the flu and actions to be taken upon returning home, which were distributed in the work areas; the ARC



Psychosocial support activities for children at the collective centre in Mar del Plata.  
Source: Argentine Red Cross

distributed the materials during community training activities on CBHFA, CTP, water actions, among others. The National Society implemented this knowledge in the target provinces.

**Mar del Plata:** This activity, which was planned for week 7, was held on 26 and 27 May. A dissemination campaign was carried out with storm-affected families to distribute communications and graphic material containing key information, which was reinforced through lectures by volunteers on returning home, safe water, water-related diseases and sanitation. Brochures were prepared for future emergencies, such as strong winds and floods, reaching 80 families.

**Tucumán:** On 20 and 21 May, in addition to delivering notifications to beneficiaries, the ARC conducted awareness-raising and dissemination with families through household visits and the delivery of health promotion graphic material on managing influenza, returning home, and diarrhoea and vector-borne disease prevention (dengue, Zika and chikungunya). Health promotion materials were disseminated on 25 May and 4, 17 and 25 June; during the distributions, the ARC also made home visits to affected community members to discuss these issues.

**Chubut:** Health promotion activities were conducted jointly with the municipality of Comodoro - Rivadavia on 6 May.

**San Juan:** On 20 May, the ARC engaged in health promotion actions during the water and sanitation workshop on vector-borne diseases (leptospirosis, dengue, Chagas-Mazza, diarrhoea) and the importance of breastfeeding. These workshops were held in the communities of Baldes de Funes and Baldes del Sur de Chucuma. The National Society carried this same activity out in the community of Baldes de Astica on 26 May. The ARC also distributed materials for beneficiary visits that enabled the conduction of satisfaction surveys.

- **Psychosocial support sessions**

The ARC provided psychosocial support care to 693 families through specific sessions for children, adults, senior citizens and others. At the beginning of each activity, volunteers were briefed on the actions to be taken, conditions in the communities and potential situations to prepare them and create a supportive environment among team members. After each activity, volunteers underwent debriefing sessions to allow them to express themselves, reduce post-traumatic stress and receive support.

Province	Families reached
Mar del Plata	123
Tucumán	100
Chubut	420
San Juan	50
<b>Total</b>	<b>693</b>

The ARC conducted the following PSS actions in the affected provinces:

**Mar del Plata:** From 8 to 11 April, 396 PSS sessions were held for adults and children during morning and afternoon shifts in three collective centres: Centro de Desarrollo Infantil, Centro Cultural Pucara and Sociedad de Fomento Fortunato de la Plaza.

On 29 and 30 April, the ARC held a training camp for 19 volunteers as part of this DREF, which involved group PSS sessions following the interventions in the collective centres. The ARC also conducted PSS sessions combined with the notification process to the 80 families targeted for CTP.

**Tucumán:** The ARC provided PSS to 126 people in combination with the survey conducted on 30 April and 2 May. On 19 May, a PSS workshop was held for volunteers to prepare their community engagement. During the delivery of notifications to CTP beneficiaries on 20 and 21 May, the ARC identified heightened stress levels and the need for psychosocial support. The ARC reached 100 families with emotional release activities through this intervention. Due to the planned actions in the community, the ARC repeatedly worked with volunteers on the guidelines for later activities that entailed the creation of a space where they could express their feelings at the end of each activity. On 23 May, the branch organized a group PSS session as well as simulacra of potential scenarios in the community.

On 3 June, in coordination with the delivery of CTP cards, the ARC held ten PSS sessions with the people who approached the "query desk", which was established to provide additional information to beneficiaries, field questions and receive requests for help and formal complaints. On 25 May, the ARC conducted a PSS workshop with 45 community members (25 children and 20 adults), which included recreational activities for children and talks with adults.

On 4 June, volunteers visited to 40 local families' homes to hold PSS sessions; these visits involved talking with the families and enabling them to express their feelings about their post-disaster experience.

**San Juan:** On 5 and 6 May, the ARC made PSS visits to the affected communities in parallel with the interviews conducted for the survey, reaching 60 people.

On 20 and 21 May, the National Society held psychosocial support activities that reached 20 children in the communities of Baldes de Funes, Baldes de Astica and Baldes del Sur de Chucuma. The sessions included games, and activities such as painting, and drawing, among others.

On 25 and 27 May, volunteers carried out PSS activities for community members in the communities of Baldes de Astica, Baldes de Funes and Baldes del Sur de Chucuma, in parallel with other activities.

At the beginning of each activity, the volunteers were briefed on the actions to be taken, conditions in the communities and potential situations to prepare them and create a supportive environment among team members. After each activity, volunteers underwent debriefing sessions to allow them to express themselves, reduce post-traumatic stress and receive support.

**Chubut:** Ten psychosocial support sessions were carried out with affected families in the neighbourhoods of Pueyrredón, Km8 and Juan XXIII.

### Challenges

- Recurrent rains and floods in the area hindered access to affected populations.
- Damaged roads limited people's access to the nearest health centres.
- The flooding affected the most vulnerable populations, such as the elderly and children most acutely.

### Lessons Learned

- Inter-institutional coordination, especially with the local governmental health sector, facilitates first-aid and PSS actions in collective centres and communities.
- PSS is one of the main elements of support to help people recover from emergencies and ensure their family's well-being.

## WATER, SANITATION AND HYGIENE PROMOTION

**Needs analysis:** Comodoro Rivadavia's drinking water supply was affected from the start of the emergency and homes in the area were flooded by water and mud due to the intense rains. The flooding also affected homes in Mar del Plata in Buenos Aires province, where a total of 23 neighbourhoods were flooded. Drinking water and sewage services had to be suspended in these neighbourhoods until the floodwaters receded.

In affected localities in Valle Fertil in San Juan province, water and mud accumulated inside and outside of homes. Families usually obtained their water from wells or rain; excreta disposal systems consisted of latrines in many cases or were absent altogether.

In the province of Tucumán, water and power services went down in Lamadrid. While there as sufficient drinking water available for the affected population, the storage for potable water and water for hygienic purposes was limited.

**Population to be assisted:** The Argentine Red Cross provided support to at least 660 flood-affected families through the provision of information on hygiene, sanitation and water care in the provinces of San Juan, Comodoro Rivadavia, Tucumán and Mar del Plata.

<b>Outcome 2</b> At least 660 families improve their hygiene conditions, improved water quality for evacuated families returning to their homes and 60 families receive hygiene and home cleaning products in San Juan	<b>Outputs</b>	<b>% achieved</b>	
	<b>Output 2.1</b> At least 660 evacuated families have materials that provide basic hygiene promotion and water care information	100%	
	<b>Output 1.2</b> 60 families receive hygiene and home cleaning products in San Juan	100%	
<b>Activities</b>	<b>Implementation on time?</b>		<b>% of progress</b>
	<b>Yes</b>	<b>No</b>	

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%
Delivery of cleaning kits in San Juan	X		100%
Delivery of hygiene kits in San Juan	X		100%

## Achievements

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

The National Society reproduced materials on hygiene promotion, water care and recommendations on returning home after the floods. The ARC delivered this information to affected families (please see the annex for an example).

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

For activities aimed at providing information to affected families, the ARC held induction meetings on using the materials, basic water and hygiene concepts and the approach to the community. While conducting distribution activities, the ARC provided information to 50 affected families in the communities of Baldes de Funes and Baldes del Sur de Chucuma at a local school (Fray Cayetano Rodríguez) in San Juan province; in Tucumán, the National Society provided information to another 230 families during the CTP process, and 380 families received information in cities and communities in Rivadavia and Mar del Plata.

- **Delivery of cleaning kits**

The ARC distributed 50 cleaning kits to the most vulnerable families in Baldes de Funes and Baldes del Sur de Chucuma, Baldes de Astica in the province of San Juan and to 10 families in Comodoro Rivadavia-Chubut province.

The cleaning kits included:

- 1 broom
- 1 hand brush
- 4 litres of concentrated detergent
- 20 units of garbage bags (2-packs with 10 units each)
- 1 pair of latex kitchen gloves
- 6 litres of bleach
- 1 9-litre bucket
- 1 sponge
- 1 kitchen towel
- 4 200-gram units of laundry detergent
- 1 12-litre garbage bin

Mops and mop handles were omitted from the kits because these items did not meet the needs of rural communities, which typically have dirt floors.

- **Delivery of hygiene kits**

The ARC delivered the hygiene kits together with the cleaning kits in the communities and provinces mentioned above.

The hygiene kit included:

- 4 130-gram units of bath soap
- 1 bath sponge
- 5 toothbrushes
- 2 180-gram units of toothpaste
- 2 16-unit packs of sanitary towels
- 2 4-unit packs of toilet paper
- 1 930-ml bottle of shampoo
- 2 combs
- 1 bath towel
- 2 hand towels
- 1 razor

## Challenges

- Damage to potable water services
- The accumulation of mud in streets and homes hindered access and repairs to the water supply and the families' access to their homes to clean them.

## Lessons Learned

- Access to safe water was a priority for families for consumption, cooking, cleaning and hygiene purposes.
- The provision of cleaning kits and community awareness was essential to facilitating the beneficiaries' return home.

## Quality programming / Areas common to all sectors

Outcome 3: Continuous assessment, monitoring and analysis inform the operation's design and implementation	Outputs		% achieved
		<b>Output 3.1.</b> Initial needs assessment is conducted in consultation with beneficiaries	
	<b>Output 3.2:</b> The operation's management is implemented through a continuous, comprehensive monitoring and evaluation system.		100%
Outcome 4: 600 families receive humanitarian assistance via a Cash Transfer Programme aimed at meeting their main needs to recover their home's supplies	<b>Output 4.1.</b> Unconditional cash grant to 600 affected families through the CTP		102%
Activities	Implementation on time?		% of progress
	Yes	No	
Conduct rapid emergency assessment – NIT mobilization	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%
Market study	X		100%
Conduct surveys using the Open Data Kit system to identify beneficiary families	X		100%
Notification of beneficiaries	X		100%
Coordination with bank for the issuance of cards	X		100%
Delivery of CTP cards to beneficiaries	X		102%
Monitoring of card use and query and complaints system	X		100%
Beneficiary Satisfaction Survey	X		100%
National EOC - Information Management from the ARC National Operations Centre	X		100%

## Achievements

### • Conduct rapid emergency assessment – NIT mobilisation

The increased in rainfall, soil saturation and persistent precipitation in Mar del Plata, Comodoro Rivadavia, Tucumán and San Juan provinces exceeded normal and historical levels, resulting in floods in several communities and major cities. In response, the Argentine Red Cross deployed its assessment and first response teams to the field. Moreover, the National Response Directorate deployed seven NIT members to various locations to assist in assessment and operational management actions. The ARC coordinated these actions with operations and monitoring centres in affected municipalities and with its national headquarters.

- **Detailed assessments**

In affected communities in Mar del Plata neighbourhoods, the ARC carried out detailed assessments jointly with the municipal and provincial government, registering more than 400 families who had suffered different levels of damage. In Comodoro Rivadavia, NIT members assisted the local branch with the detailed assessments. In Tucumán, the ARC deployed a group of volunteers to collect information in the field and conduct a damages assessment and needs analysis (DANA) in the town of Lamadrid, which was the location that suffered the greatest impact. Finally, in San Juan, assessments were conducted in coordination with the mayor and the municipal hospital's director, who oversaw the health operation.

- **Beneficiary evaluations and registration using ODK**

ARC volunteers used ODK on mobile phones and tablets to conduct assessments and identify beneficiaries in affected communities in the provinces of Mar de Plata, Tucumán and Comodoro Rivadavia. This enabled them to identify the extent of the impact on the affected families and select them based on vulnerability criteria, which included those who received assistance through the cash transfer programme. In the case of San Juan province, affected rural communities were very distant from the provincial capital, requiring ARC volunteers to do the registration manually.

- **Support and monitoring by the IFRC**

Throughout the operation, the IFRC provided support through its Disaster and Crisis Department and regional disaster management coordinator; the latter conducted one monitoring and support mission for the operation in addition to distance support. The operation also received support from the IFRC country cluster finance team in Lima and the country cluster office in Buenos Aires.

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

The ARC deployed the response team responsible for the affected area and officials from its national headquarters to the impacted areas to assist with the implementation of the operation. The ARC provided support and follow-up on the implementation of the cash transfer programme's implementation in the provinces of Comodoro Rivadavia, Tucumán and Mar del Plata.

- **Recording of beneficiary stories and editing of material for publication**

The ARC national headquarters' Communications Department provided guidance to the local branches on the organization, compilation and recording of beneficiary stories. The ARC interviewed some beneficiaries during the card deliveries, which the ARC's Communications Department filmed (please see the annex for links to the videos). Because of this work, the ARC could produce communication pieces to ensure ARC's accountability to its stakeholders.

- **Market study**

In Mar del Plata, the ARC, with help from seven volunteers from the Risk Management area, conducted a CTP feasibility study. The National Society also conducted a CTP feasibility study in Tucumán with information obtained from the analysis it made during previous visits to the community. Although the town lacked places that accepted the cards, there were other localities nearby with businesses that accepted this type of payment that were frequented by community members. In Comodoro Rivadavia, the team met with local volunteers and toured the city looking alternative methods for implementing the cash transfer programme; the team considered the supermarkets, stores and small businesses that accepted credit cards and could offer essential items to the affected community such as cleaning and hygiene supplies, food and construction materials.

- **Conduct surveys using the Open Data Kit system, to identify beneficiary families**

Field assessments were used to identify beneficiary families through ODK, which provided the ARC with the necessary information to determine and prioritize CTP humanitarian assistance based on the vulnerability criteria.

- **Notification of beneficiaries**

Following their identification and selection, the ARC notified CTP beneficiaries through home visits. This enabled the National Society to identify families that had moved away and reallocate resources to other affected families.

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

Thanks to an agreement between Banco Frances BBVA and the ARC, this commercial bank issued credit cards for the cash transfer programme.

- **Delivery of CTP cards to beneficiaries**

The ARC distributed cards to 610 families affected by the floods in provinces of Mar de Plata, Tucumán and Chubut. Due to the geographic dispersion in Mar de Plata, the ARC had to deliver the credit cards directly to families. The National Society and families prearranged the designated weekends and times for these deliveries. In Tucumán and Comodoro Rivadavia, safe and accessible places were prearranged to distribute the credit cards. In Mar del Plata, the ARC distributed the cards directly to beneficiaries' homes. Moreover, families were informed about their use and channels for queries and complaints. The chart below shows by the distribution of the cards by province:

Province	Number of families reached
Mar del Plata	103
Tucumán	100
Chubut	407
<b>Total</b>	<b>610</b>

The ARC's distribution of unconditional cash transfers to 610 affected families in Mar del Plata, Comodoro Rivadavia in Chubut and Tucumán was intended to help cover their home repair needs, recovery, and purchase of household items, food, work tools and cleaning supplies. The amount of the cash transfer was roughly half the minimum wage (ARS 4,030 or CHF 228.48). The ARC conducted these activities with local authorities and the affected municipalities.

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

The ARC began monitoring card use on the day of delivery. Queries from the three provinces were answered in a designated number in the ARC national headquarters. This number was printed on the insert that was distributed with the cards; the ARC informed beneficiary families about the query and complaints mechanism. Lastly, the National Society also assigned a query desk to address the complaints that arose during the cards' delivery. In total, 28 queries were addressed.

- **Beneficiary Satisfaction Survey**

Volunteers from the participating branches received an induction on satisfaction surveys. The ARC surveyed a total of 134 beneficiary families, yielding the following results:

- 100 per cent of respondents considered the CTP credit card to be useful.
- Women made up more than 60 per cent of those who received direct aid and were heads of their families.
- 90 per cent of respondents in San Juan said that the kits were adequate and sufficient; the remaining percentage believed that their needs were greater.
- 100 per cent of respondents stated that the care received from ARC volunteers ranged from very good to excellent.
- 15 per cent of people who used the credit cards had initial difficulties with its use.

- **National EOC - Information Management from the ARC National Operations Centre**

In conjunction with the local branches, the NIT team members deployed to the field and those working at the EOC, a plan of action was created during the first week to respond to the emergency; these same groups also played a crucial role in the coordination and implementation of the plan of action.

### Challenges

- The impact from the floods (access and distance) in several areas in the country and the rains hindered the initial operation management and the movement of goods.
- Recurrent rains worsened the affected families' situation, thus increasing their humanitarian needs.

### Lessons Learned

- Rapid and detailed assessments facilitated the prioritization of affected families for the delivery of aid and CTP.



ARC volunteers provide information on the use of the CTP cards to families, in Comodoro Rivadavia, Chubut province, Source: Argentine Red Cross

- The implementation of a cash transfer programme helped meet the affected families' needs
- The deployment of response teams from unaffected branches to provide support to the most affected branches' implementation of the operation was hugely beneficial.

## Contact information

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

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[Click here](#)

1. DREF final financial report [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.

# Annex

The following links report on Argentine Red Cross actions in this operation:

- <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-meteorologico>
- <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](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=0B9p1FclYisVLVYyXQV9ySjdWZE0>
- <https://www.youtube.com/watch?v=6zw2QgTfRU>
- [https://www.clarin.com/sociedad/mar-plata-sufre-peor-temporal-25-anos-150-evacuados\\_0\\_SyyDRKYTI.amp.html](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-persistentia-del-temporal-evaluan-abrir-otro-centro-de-evacuados/>

## Awareness-raising materials on hygiene, sanitation and water quality:

**RECOMENDACION PARA EL CUIDADO DE NIÑOS Y ADULTOS MAYORES**

- Mantener en lo posible, en un área protegida y ventilada, a los niños y adultos mayores.
- Si los bebés están amamantados, seguir lactando. Para los bebés que tienen leche de fórmula, recomendar la fórmula preparada. Para preparar leche de fórmula recomendar la leche que sea esterilizada. Si no es así, que tengan cuidado de agua potable, agua hervida.
- Usar los medicamentos y suplementos con agua esterilizada o agua segura.
- Lavarse las manos antes de preparar la fórmula y antes de alimentar al niño. Igual puede usar un desinfectante de manos alcoholizado para limpiar las manos o el niño que se enferma.
- No permitir que los niños jueguen en aguas donde haya agua de la inundación. Igual recomendar que no jueguen en las zonas de ríos, y no jugar que tengan cuidado de agua potable o agua hervida.
- Usar los medicamentos y suplementos con agua esterilizada o agua segura.

**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 qué y cómo ingresó puede estar contaminado y ser una amenaza para tu salud.

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Basado en las recomendaciones sanitarias por el Ministerio de Salud de la Nación  
Ministerio de Salud de la Nación | 15 de Abril de 2018

**RECOMENDACIONES GENERALES**

**ENTRANDO EN CASA**

- Verificar si no quedó agua estancada dentro del hogar.
- Verificar que la electricidad esté desconectada.
- Verificar y revisar todos los ambientes, aberturas y ventanas para evitar el ingreso de la lluvia.
- Usar la bolsa y el cubo de goma para sacar agua estancada y contaminar la limpieza.
- Mantener juntas y muros con agua hasta que termine la limpieza.
- Realizar limpieza a fondo de pisos, paredes, artefactos eléctricos, baldes y baldes los muebles.
- Usar ropa, calzado y medias.
- Usar por separado cualquier agua que quede estancada para hacer la limpieza.
- Retirar y desechar los artículos que no se puedan lavar y desinfectar (juego de platos, platos, artículos de cuero, 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 a ebullición.
- 2 litros de hervidos por litro de agua tibia y dejar reposar durante 30 minutos antes de consumirlo.
- Usar recipientes desinfectados.

**ALIMENTOS**

- Identificar y desechar todos los alimentos que estén en mal estado, y que puedan ser peligrosos para el consumo.
- Anotar la fecha caducaria al momento que haya productos en condiciones de consumo.
- Anotar la fecha caducaria que tengan otros, como los aceites.
- Anotar los alimentos perecederos (leche, carne, el pollo, el pescado, los huevos y los lácteos) que no han estado correctamente refrigerados.
- Anotar todos los alimentos enlatados como enlatados, salsas, adobos, etc.

**RECOMENDACIONES PARA EL CUIDADO DE NIÑOS Y ADULTOS MAYORES**

1. Limpiar con jabón, agua segura y tibia.
2. Enjuagar con agua segura.
3. Desinfectar el artículo sometido por un tiempo de 10 minutos con agua segura y tibia.

**RECOMENDACIONES PARA EL CUIDADO DE AGUA**

Es posible que después de una inundación como la causada por una inundación, el agua se encuentre contaminada como para beber. Antes de beberla hervirla. Después de hervirla y después de la ebullición, el agua puede contaminarse con microorganismos como los bacterias, que pueden causar enfermedades. Después de hervirla y después de la ebullición, el agua puede contaminarse con microorganismos como los bacterias, que pueden causar enfermedades. Después de hervirla y después de la ebullición, el agua puede contaminarse con microorganismos como los bacterias, que pueden causar enfermedades.

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**AGUA SEGURA Y SANEAMIENTO**

El acceso al agua segura y a un saneamiento adecuado son los recursos más importantes de la salud pública para prevenir enfermedades, proteger la salud de las personas y el medio ambiente, además de ser fundamentales para el desarrollo de las comunidades.

Los vecinos también pueden ayudar, realizando jornadas de limpieza, mejorando la higiene en las áreas afectadas, cuidando las fuentes de agua. Visá en la personal, promocionando en tu casa hábitos de higiene.

**Control de vectores**

Es importante que las personas y comunidades tomen medidas tendientes a cortar los ciclos reproductivos de insectos, y vectores transmisores de diferentes enfermedades.

**Importancia del agua**

- Personal, animal y plantas necesitan agua dulce para vivir.
- El agua garantiza la salud y el bienestar de las personas.
- El 90% del agua del planeta es salada y se encuentra en mares y océanos.

**¿Cuáles son las fuentes de agua dulce?**

Agua de lluvia, aguas superficiales (ríos, lagos, etc.) y aguas subterráneas.

**El agua se encuentra en tres estados:**

- Líquido en ríos, mares, lagos.
- Sólido en glaciares, y en forma de granizo o nieve.
- Gaseoso en el vapor, o en forma de nubes.

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**HIGIENE DEL TANQUE DE AGUA**

El mantenimiento apropiado del tanque, garantiza que el agua almacenada, se encuentre limpia y segura para beber.

Hay que limpiar el tanque cada 6 meses.

¿Cómo hacerlo?

- Cerrar la llave de entrada de agua.
- Vaciar parcialmente el tanque, dejar solo unos 20 cm de agua.
- Lavar las paredes y el piso con agua y lavandina o lejía en cepillo de cerdas duras.
- Ahora si, vaciado completamente, eliminar el agua y los residuos por el desagüe que está en el fondo del tanque, no por las cañerías (de lo contrario se llenan de basuras).
- Enjuagar.
- Llenar el tanque hasta la mitad y agregar un litro de lavandina.
- Dejar reposar una hora.
- Abrir las cañerías de tu casa, de esta manera se desinfectan y lavan las cañerías.
- Llenar el tanque.

No te olvides colocar nuevamente el tapón.

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**AGUA, SANEAMIENTO Y SALUD**

Todos nos podemos prevenir

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PARA MÁS INFORMACIÓN

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**Links to Argentine Red Cross videos on this operation:**

<https://www.youtube.com/watch?v=rOLHS4wxuHY>

<https://www.youtube.com/watch?v=MuhvTy3FHfM>



Emergency Plan 2017 / Plan Emergencias 2017 (English subtitles)

## Disaster Response Financial Report

### MDRAR013 - Argentina - Floods

Timeframe: 18 Apr 17 to 18 Jul 17

Appeal Launch Date: 18 Apr 17

Final Report

#### Selected Parameters

Reporting Timeframe	2017/4-2017/10	Programme	MDRAR013
Budget Timeframe	2017/4-2017/7	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>A. Budget</b>		245,377				245,377	
<b>B. Opening Balance</b>							
<b>Income</b>							
<u>Other Income</u>							
<i>DREF Allocations</i>		245,377				245,377	
<b>C4. Other Income</b>		245,377				245,377	
<b>C. Total Income = SUM(C1..C4)</b>		245,377				245,377	
<b>D. Total Funding = B + C</b>		245,377				245,377	

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

## II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
<b>B. Opening Balance</b>							
<b>C. Income</b>		245,377				245,377	
<b>E. Expenditure</b>		-232,454				-232,454	
<b>F. Closing Balance = (B + C + E)</b>		12,923				12,923	

## Disaster Response Financial Report

## MDRAR013 - Argentina - Floods

Timeframe: 18 Apr 17 to 18 Jul 17

Appeal Launch Date: 18 Apr 17

Final Report

## Selected Parameters

Reporting Timeframe	2017/4-2017/10	Programme	MDRAR013
Budget Timeframe	2017/4-2017/7	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

## III. Expenditure

Account Groups	Budget	Expenditure					TOTAL	Variance
		Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
<b>BUDGET (C)</b>			<b>245,377</b>			<b>245,377</b>		
<b>Relief items, Construction, Supplies</b>								
Water, Sanitation & Hygiene	1,509		587			587	922	
Medical & First Aid	503		479			479	24	
Teaching Materials	8,452		7,351			7,351	1,101	
Utensils & Tools	1,509		1,656			1,656	-147	
Cash Disbursement	159,979		146,646			146,646	13,334	
<b>Total Relief items, Construction, Sup</b>	<b>171,953</b>		<b>156,718</b>			<b>156,718</b>	<b>15,234</b>	
<b>Logistics, Transport &amp; Storage</b>								
Transport & Vehicles Costs	5,433		7,524			7,524	-2,091	
<b>Total Logistics, Transport &amp; Storage</b>	<b>5,433</b>		<b>7,524</b>			<b>7,524</b>	<b>-2,091</b>	
<b>Personnel</b>								
National Society Staff	24,550		14,010			14,010	10,540	
Volunteers	14,086		18,639			18,639	-4,553	
Other Staff Benefits	3,773		3,357			3,357	417	
<b>Total Personnel</b>	<b>42,410</b>		<b>36,006</b>			<b>36,006</b>	<b>6,403</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	101		90			90	11	
<b>Total Workshops &amp; Training</b>	<b>101</b>		<b>90</b>			<b>90</b>	<b>11</b>	
<b>General Expenditure</b>								
Travel	3,220		1,857			1,857	1,363	
Information & Public Relations	4,427		4,024			4,024	403	
Office Costs	1,207		1,048			1,048	160	
Communications	805		1,009			1,009	-204	
Financial Charges	845		9,991			9,991	-9,146	
<b>Total General Expenditure</b>	<b>10,504</b>		<b>17,928</b>			<b>17,928</b>	<b>-7,423</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	14,976		14,187			14,187	789	
<b>Total Indirect Costs</b>	<b>14,976</b>		<b>14,187</b>			<b>14,187</b>	<b>789</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>245,377</b>		<b>232,454</b>			<b>232,454</b>	<b>12,923</b>	
<b>VARIANCE (C - D)</b>			<b>12,923</b>			<b>12,923</b>		

**Disaster Response Financial Report****MDRAR013 - Argentina - Floods**

Timeframe: 18 Apr 17 to 18 Jul 17

Appeal Launch Date: 18 Apr 17

Final Report

**Selected Parameters**

Reporting Timeframe	2017/4-2017/10	Programme	MDRAR013
Budget Timeframe	2017/4-2017/7	Budget	APPROVED
Split by funding source	Y	Project	*
Subsector:	*		

All figures are in Swiss Francs (CHF)

**IV. Breakdown by subsector**

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
<b>BL2 - Grow RC/RC services for vulnerable people</b>							
Disaster management	245,377		245,377	245,377	232,454	12,923	
Subtotal BL2	245,377		245,377	245,377	232,454	12,923	
<b>GRAND TOTAL</b>	<b>245,377</b>		<b>245,377</b>	<b>245,377</b>	<b>232,454</b>	<b>12,923</b>	