

www.ifrc.org  
Saving lives,  
changing minds.

# DREF Final Report

## Argentina - Floods in Sáenz Peña (Chaco)

 International Federation  
of Red Cross and Red Crescent Societies

<b>DREF Operation N°</b> MDRAR014	<b>Glide n°</b> <a href="#">FL-2018-000014-ARG</a>
<b>Date of issue:</b> 28 August 2018 <b>Start date of the emergency:</b> 24 January 2018	<b>Expected timeframe:</b> 3 months
<b>DREF allocated:</b> 142,649 Swiss francs (CHF)	
<b>Total number of people affected:</b> 45,000 people (9,000 families)	<b>Number of people to be assisted:</b> 4,000 people (800 families)
<b>Host National Society(ies) presence (n° of volunteers, staff, branches):</b> The Argentine Red Cross (ARC) has 65 local branches, 6,395 volunteers and 1,845 staff.	
<b>Red Cross Red Crescent Movement partners actively involved in the operation:</b> International Federation of Red Cross and Red Crescent Societies (IFRC)	
<b>Other partner organizations actively involved in the operation:</b> Adventist Development and Relief Agency (ADRA), <i>Cooperadora de la Nutrición Infantil</i> (CONIN) and municipal, provincial and national governments.	

[<Click here for the DREF final budget. Click here for the contact information >](#)

## A. Situation analysis

### Description of the disaster

In January 2018, heavy rains dropped 290 mm of cumulative rainfall in Presidencia Roque Sáenz Peña (January, the city's rainiest month, normally receives an average of 100 mm of rain), causing flooding that isolated various sections of the city, disrupted the electrical supply and destroyed the city's sewerage system. Some homes and public buildings were inundated with between 10 cm and 150 cm of water. The affected neighbourhoods were the following: Santa Mónica, Tiro Federal, Ginés Benítez, Monseñor de Carlo, Santa Elena, Hipólito Yrigoy en, Sáenz Peña, Milenium, San José, Piñeiro, Nala, Pablo VI and Quinta Ocho.



Distribution of humanitarian aid in Saenz Peña district  
Source: Chaco Synthesis

On 24 January, the media began covering the emergency, and a "State of Hydric, Economic, Productive and Social Emergency" was declared. All the municipal and provincial government agencies responded to this emergency, and the national government, through the Secretariat of Civil Protection (which is part of the Ministry of Security), mobilized staff to the affected zone.

During the operation, two of the collective centres had difficulties providing potable water and with solid waste management in their bathrooms. Due to this situation, some people suffered illnesses such as gastro-intestinal pain and skin rashes. People who were sheltered in some of these centres had no access to sanitary services, and there were some temporary difficulties in obtaining food due to challenges in accessing the affected region. Additionally, the collapse of the sewage system producing stagnant water and foul odours.

Flood water levels began to drop some weeks after the intense rains subsided, stagnant water in the streets finally drained away, homes began to dry out and basic services were restored.

## **Summary of the current response**

### **Overview of Host National Society**

In January 2018, the ARC began monitoring the situation in the Province of Chaco and alerted the National Intervention Team (NIT). The National Society's Emergency and Disaster Response Department declared a red alert on 24 January through the National Response Plan, following the provincial government's and municipal council's declaration of the emergency. There was heavy rainfall on the morning of Wednesday, 24 January 2018, worsening the disaster at the local level, which saw more rain in one week than the city's annual rainfall average.

A NIT was mobilized to the area to assess the situation and share its findings with the provincial and national government and other organizations such as ADRA and CONIN. The NIT followed the procedures established in the National Society Response Plan, including on the dissemination of information (via the Disaster Risk Management Information System [SIGRID for its acronym in Spanish], Disaster Management Information System [DMIS]) and reporting to strategic partners, among others.

In response to the humanitarian gaps identified by the Red Cross staff and volunteers and following the declaration of emergency at different jurisdictional levels, the ARC activated its National Disaster Response Fund, and it requested Disaster Relief Emergency Fund (DREF) funds for the implementation of the emergency plan of action (EPoA).

The ARC's Corrientes branch, which is just under 300 km from the affected zone, helped with the operation's implementation.

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

In Argentina, the IFRC has an office that provides support to the countries in South America's Southern Cone. Furthermore, in emergency and disaster assistance, the IFRC's Disaster and Crisis Department provides support to the National Societies in South America.

The International Committee of the Red Cross (ICRC) is also present in the country, where it conducts actions in line with its mandate, such as working with authorities for the integration, application, and dissemination of international humanitarian law and promoting international standards on the use of force.

There are Movement Coordination Mechanisms in place in the country; there is also a tripartite agreement between the National Society, the IFRC and ICRC, which was signed in March 2015 with the goal of maximizing the Movement's global capacity to comply with its humanitarian mission and to strengthen the ARC's capacities.

From the beginning of the emergency, the National Society maintained close contact and coordination with the IFRC through its country office and its Disaster and Crisis Department.

### **Overview of non-Red Cross Red Crescent actors in country**

The Argentine national government declared a state of hydric, economic, productive and social emergency for the city of Presidencia Roque Saenz Peña and its surrounding areas at the municipal, provincial and national level, which the media disseminated on 24 January 2018.

In addition, the national government sent federal security forces with troops from the Argentine Army to assist with the delivery of humanitarian aid. The Argentine National Gendarmerie distributed water that was safe for human consumption and conducted security tasks. The provincial government's actions were carried out by the Civil Defence Department, Provincial Water Administration and some related ministries while the municipal government focused on the area of social action. The people in collective centres received

mattresses, clothes, and shoes and a daily food supply when road access was restored. The provincial government installed drainage pumps in some neighbourhoods to reduce the levels of accumulated water in the streets, and the municipal council ensured members of the Chaco Police Force were present to provide security. In health, a truck with a team consisting of clinical physicians, obstetricians, dentists, psychologists, and nurses travelled to different points in the city each day.

The University of Chaco Austral installed a mobile sanitary facility in the “Ferichaco” collective centre for the provision of assistance to people affected by the flooding.

The CONIN Foundation sent nutritionists and paediatricians to the affected neighbourhoods; it also used the facility that acted as its base of operations to organize an open donation campaign for this emergency at the national level.

ADRA carried out assessment actions and distributed family hygiene and water purification kits to 500 families in the San Carlos and Mataderos neighbourhoods in the south-east area of the city.

The Evangelical Family Church received and distributed donations; this organization entered flooded neighbourhoods in a canoe to provide food supplies and cleaning items and collect information on the people who received assistance. When necessary, they sent doctors to people that were housebound. The church had direct access to the affected people because of its members live in the flooded communities.

Through the ARC, which positioned itself as a monitoring and oversight agent, the Holcim construction company (), delivered 440 units of composite cement to the municipality to assist with building repairs.

## Needs analysis, targeting, scenario planning and risk assessment

### Needs analysis

**Health:** Schools were used as collective centres during the emergency. According to the information gathered, some people suffered from gastrointestinal illnesses and skin rashes, and part of the population suffered from different diseases (otitis, flu, dermal outbreaks) and pre-existing diseases (diabetes, hypertension) that were not being treated or controlled due to the inaccessibility of the affected neighbourhoods. Because of this, the ARC identified an information gap in respect to prevention messages related to health for the population that was affected by the flood. Additionally, although, the Argentine government provided care through a mobile unit, it did not have access to the affected areas.

Since the government was not providing psychosocial support (PSS) care at the time, the National Society delivered workshops in the collective centres and made plans to continue providing PSS support, with a focus on the return home.

**Water, Sanitation and Hygiene Promotion:** The National Gendarmerie used a water truck to distribute water fit for human consumption. The collapse of the drainage system led to the accumulation of stagnant water, the presence of foul odours and made it difficult to drain the water that had collected in the streets. At the beginning of the emergency, the quality of the drinking water in the in the “Ferichaco” evacuation centre was poor, and 50 per cent of the population did not have access to safe water due to damage to the electrical supply and the contamination of water sources. In response, organizations such as ADRA provided water purification systems. Based on its needs assessments’ results, the National Society decided that adopting a community approach and the provision educational materials for safe water access and the sanitation process for cleaning houses were the most important actions to undertake.

**Shelter:** Based on government reports and ARC assessments, 1,134 people sheltered in three evacuation centres; nevertheless, these families have since returned to their homes, and they have cleaned and repaired their dwellings.

**Livelihoods:** Due to the flooding, more than 40 per cent of the affected population had 1 meter to 1.5 meters of water enter their homes, which damaged household items impacted the livelihoods of people who work informally in their homes (the assessments revealed that the primary income source of the affected people was informal work).

### Targeting

According to the ARC volunteers' assessments and information received from other non-governmental organizations (NGOs), 9,000 families were affected by the floods. The National Society decided to support 800 families (around 4,000 people), prioritizing the neighbourhoods where there was still water in people's homes and in the street. The ARC anticipated that sanitation would continue to be a critical issue even after water levels dropped.

At the sectorial level, the operation targeted 3,250 people through its cash transfer programme (CTP) activities CTP, 2,000 people via health activities (with a focus on the population in the evacuation centres) and 2,000 through water, sanitation and hygiene promotion (WASH) activities in affected people's homes.

According to the assessment and the selection criteria, the National Society provided CTP to people that were sheltering in their flooded houses and not in the evacuation centres, while WASH and health actions were conducted in the evacuation centres and people's houses; consequently, some beneficiaries may have benefited from more than one sectorial service.

#### **Criteria for the selection of beneficiaries:**

- Priority was given to those directly affected by the flooding.
- The most vulnerable population groups, especially women, the elderly, children and persons with disabilities.
- Structural damage to homes because of the flooding.
- Families that were isolated, without communication and lacked transportation.
- Families that suffered significant material losses.

The ARC used the following criteria for CTP:

- Flood damage to household items and/or the house itself
- Expenses derived from the replacement or repair of flood-damaged household items and/or structural damage to the house (ascertainable).

#### **Scenario planning**

Scenario 1: The conditions remain unchanged.

Scenario 2: The floodwaters recede, and conditions in the affected areas improve.

Scenario 3: Severe storms in February 2018 bring heavy rainfall, causing additional flooding that worsens the situation.

#### **Operation Risk Assessment**

No security incidents were reported during the operation. Deployed ARC headquarters staff and NITs paid special attention to operational security. One deployed NIT member prepared a security report with relevant security information for ARC personnel. Finally, it rained in February 2018; however, the rainfall did not cause additional flooding.

## **B. Operational strategy<sup>1</sup>**

#### **Overall Operational objective**

This EPoA's objective was to reduce the impact and effects of intense rain that caused flooding in the city of Presidencia Roque Sáenz Peña, targeting 800 families (approximately 4,000 people) through the provision of PSS, health and hygiene promotion and an unrestricted CTP to enable affected families to return home.

To guarantee integrated programming through the implementation of the EPoA, the transparency and accountability of the ARC's operational strategy and work for focused on the following areas:

**Human Resources:** All personnel involved were covered by life and personal accident insurance in accordance with Argentine law. Seven NIT members and nine headquarters staff were deployed to support the local branch in Resistencia, whose 15 volunteers developed actions in areas included in the EPoA, thus

<sup>1</sup> The ARC developed the EPoA, with support from its technical departments and the IFRC's support services.

ensuring the fulfilment of the plan. The ARC's headquarters requested additional assistance from the neighbouring ARC branch in Corrientes, which provided seven volunteers with skills and expertise in specific areas. A water and sanitation Regional Intervention Team (RIT) member that deployed for the ARC's operation in Salta also provided technical support to this operation.

**Logistics and supply chain:** From the beginning of the operation and following the red alert and subsequent declaration of a Category 2 Emergency through the Response Plan, ARC's headquarters made its Logistics Sub-Department and Systems available for use during the operation. Additionally, the ARC made its vehicle fleet available for the operation.

**Communications and accountability:** The ARC conducted a beneficiary satisfaction survey during the operation. Various media outlets wrote articles on the emergency and the ARC's response (please see Annex 1 for links to the articles).

**Administration and finances:** The ARC activated its mechanisms for receiving donations, and coordination with its Communications Department, it developed an EPoA to be shared with potential donors and communication products requesting donations, which it disseminated through its various social networks. The ARC had specific procedural guidelines for purchases and accounting in emergency situations in place during the operation, guaranteeing the transparent management of funds donated for humanitarian assistance actions. The ARC's Administration and Finance Department provided support for the operation in the areas of budget monitoring, purchases, accounting, audits and financial reports.

An independent auditing company audits the ARC's accounting records, and the National Society also has an internal Accounting Commission. Furthermore, the ARC presents its Annual Narrative and Financial Report to the national government, which then reviews and approves it.

## C. Detailed Operational Plan



### Livelihoods and basic needs

**Target: 3,250 people (650 families)**

Males: 1,592

Females: 1,658

**Needs analysis:** At least 9,000 families were affected throughout the city, while 2,000 lost almost all their possessions due to the flooding of their homes. The affected communities were in the following neighbourhoods: Las Santa Mónica, Tiro Federal, Ginés Benítez, Monseñor de Carlo, Santa Elena, Hipólito Yrigoyen, Sáenz Peña, Milenium, San José, Piñeiro, Nala, Pablo VI and Quinta Ocho. It was difficult to access some neighbourhoods because of the flooded roads, which limited the provision of aid.

**Population to be assisted:** Of the 2,000 affected families, the ARC attended to the 650 most affected families in the neighbourhoods of Gines Benitez, Saenz Peña and Tiro Federal through an unrestricted CTP that used a rechargeable Visa card. The amount was established within the Standardized National Society Procedure and equivalent to 50 per cent of minimal salary since the affected people did not lose their houses. These families were selected using specific criteria based on their level of vulnerability and how much they had been affected by the floods.

**Programme standards/benchmarks:** The ARC implemented CTP during emergency responses in recent years: flooding in January 2017, December 2015 and in the beginning of 2016 in the provinces of Entre Ríos, Formosa, Corrientes and Santa Fe, facilitated through an international appeal by the IFRC; in the cities of Luján in 2015 and Pergamino in 2016, as well as in operations in 2017 in which DREF funds were activated. This experience was useful and positive for beneficiaries, and it allowed the ARC to carry out successfully CTP in the affected communities during this operation. Both the National Society and the IFRC have CTP implementation procedures.

#### Livelihoods and basic needs Outcome 1: Communities, especially in disaster and crisis affected areas, restore and strengthen their livelihoods

Indicators:	Target	Actual
# of families that receive CTP	650	650

### Livelihoods and basic needs Output 1.5: Households are provided with unconditional/multi-purpose cash grants to address their basic needs

Indicators:	Target	Actual
# of cards that are provided	650	650
# of families that receive CTP	650	650

#### Progress towards outcomes

- Cash feasibility study**

A NIT deployed from San Juan province conducted a CTP feasibility study that identified the income sources that had been affected by the flooding in the most vulnerable neighbourhoods, which were also the ones that suffered the most damage. Some women in these neighbourhoods work as household help in private homes, and most of the men work in construction or engage in "changas" (informal and temporary work). Many people were prevented from going to their workplaces due to lack of money or urban transportation, waterlogged work tools or materials, or because they had to stay home to guard their possessions or start repairs; therefore, they were not receiving daily or weekly wages. Farmers lost most or all their crops, which in turn affected fruit and vegetable vendors. The study determined the feasibility of implementing the programme via a VISA card.

- Market assessment**

Both the study and assessments found that supermarkets, hardware stores and other businesses were able to ride out the emergency and were open for business a few days after the emergency occurred. Those that did suffer damages attempted to repair their shops to remain open for business. The supply of products continued as usual, and, most store owners maintained their prices to assist their less fortunate fellow citizens in Sáenz Peña. The study showed that the CTP would facilitate and support the recovery of the local markets.

- Non-conditional cash transfers**

Based on the identified needs and conditions, the ARC implemented the non-conditional CTP through the distribution of VISA cards to help affected families meet their most urgent needs. The ARC delivered cards to 650 families in the communities of Ginés Benitez, Tiro Federal, and Sáenz Peña in Chaco province. The initial proposal was to deliver 1,700 Argentine pesos (around CHF 55); however, given the needs and currency variations identified in the feasibility study, the ARC increased the CTP amount to 2,000 Argentine pesos (approximately CHF 65).

Province	District	Community	Families	N° of CTPs
Chaco	Pte. Roque Sáenz Peña	Ginés Benitez	203	203
		Tiro Federal	193	193
		Sáenz Peña	254	254
<b>Total</b>			<b>650</b>	<b>650</b>

- Beneficiary satisfaction survey.**

The ARC conducted 131 satisfaction surveys using the ODK tool installed in mobile phones. Below are some of the results:

- 98 per cent of respondents were women; 66 per cent were between 18 and 35 years old; 29 per cent between 36 and 59; and 5 per cent were over 60
- 83 per cent knew why they had been chosen as beneficiaries and 96 per cent remembered the amount allocated through the CTP.
- 99 per cent considered the selection process to be fair.
- 81 per cent of respondents believed that they were adequately informed about distribution dates, places and times.
- For distribution times, 50 per cent of beneficiaries had to wait less than 30 minutes and 39 per cent less than one hour.
- 100 per cent of respondents expressed satisfaction with the care and assistance provided by the ARC.
- 73 per cent of families used the money to buy food and other household items; 15 per cent bought materials to repair their homes; 7 per cent bought cleaning products; and 1 per cent bought other items.

Some of the most common comments received from beneficiaries were the following:


- Grateful for the help they received.
- Very good, because now I can repair my house.
- This was all very good because very few [organizations] remembered the flooded neighbourhoods.
- This is very useful because I can meet my needs
- It was fair.
- It was very helpful given the losses I suffered
- I can choose what to buy

### Challenges

One of the greatest challenges during the operation was notifying the families that they had been selected as beneficiaries as well as delivering the cards because many families had to relocate several times during the emergency. In addition, the bank with which the National Society had worked for years to implement the CTP failed to meet the stipulated deadlines.

### Lessons Learned

One of the main lessons learned is that it is necessary to pay special attention to the community scenario because both ARC volunteers and a percentage of beneficiary families believed that the process to deliver the CTP cards generated tension among neighbours regarding beneficiary selection.

	<p><b>Health</b></p> <p><b>Target: 2,000 people</b></p> <p>Males: 980</p> <p>Females: 1,020</p>
---	---

**Needs analysis:** The floods caused an increase in diseases (gastrointestinal, dermal, respiratory, etc.) that exceeded local health services' capacity; moreover, the infrastructure and equipment of these health services had been affected by flooding, thus limiting their operational capacity

Likewise, the installation of collective centres and possible problems in the supply of water increased the risk of outbreaks of waterborne diseases (E., hepatitis A, and leptospirosis), respiratory infections, and disease-spreading vectors in the areas affected by the flood. Also, the mental health of the population had been severely affected because they had to leave their homes, had lost or damaged personal property, or experienced other traumas; consequently, some community members showed signs of suffering from post-traumatic stress disorder.

**Population to be assisted:** The ARC served 400 families through disease prevention activities and the provision of PSS.

**Programme standards/benchmarks:** The strategy was based on Sphere standards and National Society and Ministry of Health standards.

<b>Health Outcome 1: The immediate risks to the health of affected populations are reduced</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of families attended to by the ARC	400	400
<b>Health Output 1.3: Community-based disease prevention and health promotion is provided to the target population</b>		
<b>Indicators:</b>	<b>Target</b>	<b>Actual</b>
# of families that received preventative health information	400	400
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li>• <b>Workshops on community-based health and first aid (CBHFA) for the communities</b></li> </ul> <p>ARC volunteers trained in CBHFA delivered ten workshops in the communities of Ginés Benitez, Tiro Federal and Sáenz Peña in the Chaco province.</p>		

- **Preparation and dissemination of health promotion materials**

The ARC distributed dengue and chikungunya prevention materials to 400 affected families, as part of community activities, workshops and humanitarian assistance distributions (please see Annex 1 for an example of a pamphlet).

### Health Output 1.5: Psychosocial support provided to the target population

Indicators:	Target	Actual
Families that receive psychosocial support	400	400
Trained volunteers in PSS	20	25

### Progress towards outcomes

- **Sessions of psychosocial support**

The ARC carried out PSS sessions in the affected communities in a cross-cutting manner throughout the operation, especially in collective centres in the initial weeks of the emergency. Afterwards, the ARC provided PSS during other activities, which was considered preferable to holding separate activities to avoid fatigue. The National Society decided to take advantage of each activity implemented to carry out the PSS sessions.

- **Psychosocial support training for volunteers**

Fifteen volunteers from the Resistencia branch received training in PSS, and the ARC held a PSS debriefing session with local ARC volunteers, allowing the ARC health practitioners to assess the volunteers' general emotional state and identify potential problems within the team that could jeopardize the implementation of this or other response operations in the future.

### Challenges

*The PSS line is a real strength among National Society volunteers in general. The challenge is to continue providing dynamic and specific tools to volunteers to enable them to carry out PSS sessions for the communities. The updating and innovation of PSS tools is a goal in this area, as is the implementation of peer monitoring actions*

### Lessons Learned

The importance of having recreational materials during PSS efforts, especially for children.



## Water, Sanitation and Hygiene

Target: 2,000 people

Males: 980

Females: 1,020

**Needs analysis:** The National Gendarmerie used a water truck to distribute water fit for. The drainage system collapsed, producing stagnant water and foul odours, which made it difficult to drain the water that had accumulated in the street.

**Population to be attended to:** The ARC supported at least 400 families affected by the flooding, providing information on hygiene, sanitation and safe water handling to the affected communities.

**Standards/programme reference parameters:** The parameters established by the Sphere Manual and supporting documents from the World Health Organization (WHO) were considered.

### WASH Outcome1: Immediate reduction in risk of waterborne and water related diseases in targeted communities

Indicators:	Target	Actual
# of communities evaluated	3	3

### WASH Output 1.1: Continuous assessment of water, sanitation, and hygiene situation is carried out in targeted communities

Indicators:	Target	Actual
Report on the state of water fit for human consumption developed	1	1
# of meetings with main WASH actors	10	17
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li> <b>Carry out an initial assessment of the water, sanitation and hygiene situation in the targeted communities</b> <p>NITs conducted initial rapid assessments as part of the proposed actions. A water and sanitation RIT deployed to Argentina monitored the situation and the water quality in the three communities (Tiro Federal, Saenz Peña and Gines Benitez) in which the operation was implemented.</p> </li> <li> <b>Continuously monitor the water, sanitation and hygiene situation in the targeted communities</b> <p>The ARC monitored water's quality by constantly testing for chlorine content and pH levels. The National Society notified drinking water suppliers when abnormal levels were observed so that they could make the appropriate adjustments. For hygiene, teams of ARC volunteers monitored affected families.</p> </li> <li> <b>Coordinate actions to respond to the needs of the targeted population and the affected communities with other actors from the water sanitation sector</b> <p>During the emergency, the ARC coordinated with the Argentine Army, which transported water to the Municipality of Saenz Peña and the local water cooperative. The ARC held 17 meetings during the operation, with participation from the National Society and the RIT.</p> </li> </ul>		
<b>WASH Output 1.4: Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population</b>		
Indicators:	Target	Actual
Families that receive information	400	100%
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li> <b>Carry out a needs assessment: define hygiene problems and evaluate capacities to address these problems</b> <p>Field teams assessed and validated the strategy to address hygiene and the hygiene and cleaning products that would be delivered to affected families.</p> </li> <li> <b>Select the target population groups, key messages and communication methods with beneficiaries (mass media and social networks)</b> <p>The affected families and vulnerable groups were selected based on vulnerability criteria and the damage suffered. The ARC developed key messages and materials on water, sanitation and hygiene for dissemination within the target communities</p> </li> <li> <b>Design/print communication materials</b> <p>The ARC reached 2,000 people (400 families) through the delivery of leaflets containing hygiene and home cleaning recommendations for when they returned to their homes after the flood and information on water and sanitation issues (please Annex 1 for examples of the leaflets).</p> </li> </ul>		
<b>WASH Output 1.5: Hygiene-related goods (non-food items [NFIs]), which meet Sphere standards and training on how to use the goods, are provided to the target population</b>		
Indicators:	Target	Actual
# of families that receive a cleaning kit	400	400
# of families that receive a hygiene kit	400	400
<b>Progress towards outcomes</b>		
<ul style="list-style-type: none"> <li> <b>Distribute 400 hygiene kits and 400 cleaning kits to the affected community</b> <p>The ARC delivered a hygiene kit and a cleaning kit to each of the 400 families in the communities of Ginés Benitez, Tiro Federal and Sáenz Peña (please see the list of the kits' contents in Annex 1).</p> </li> </ul>		

Province	District	Community	Hygiene kits	Cleaning kits	Families
Chaco	Pte. Roque Sáenz Peña	Ginés Benitez	180	180	180
		Tiro Federal	93	93	93
		Sáenz Peña	127	127	127
<b>TOTAL</b>			<b>400</b>	<b>400</b>	<b>400</b>

The ARC distributed 2,000 water treatment sachets, which enabled approximately 660 affected families to obtain 60,000 litres of drinking water. In addition, the ARC distributed 8,000 litres of bottled water, which was provided by the Argentine government.

- **Monitor the use of hygiene kits as well as the satisfaction of beneficiaries through home surveys and water quality tests in homes**

The ARC's strategy consisted of holding training sessions on hygiene promotion with beneficiaries prior to the delivery of hygiene kits; the training sessions addressed the cleaning and disinfection of surfaces, good prevention and hygiene practices (hand washing, household hygiene and personal hygiene) and safe water handling (storage, treatment). The ARC also used the sessions to present the items contained in the cleaning kit, which helped beneficiaries understand how to use kit items, reduce the risk of misuse and explain prohibitions such as selling kit items. During the satisfaction surveys, ARC volunteers asked participating families about the usefulness and importance in respect to quality and quantity of each of the delivered items.

After the distributions, ARC teams conducted monitoring visits and provided guidance on using the cleaning kits upon the families' return home. These items had been validated with communities before they were purchased. Water quality tests were carried out through weekly random sampling in the participating homes.

### Challenges

The ARC had to extend the implementation period for this sector due to the difficulty in obtaining informational materials during the initial response phase.

### Lessons Learned

It is important to always have informational leaflets available that address hygiene, safe water and good practices to facilitate community awareness actions.



## Protection, Gender and Inclusion

**Target: 300 people**

Males: 75

Females: 225

**Needs analysis:** During emergencies, women and girls are more exposed to risks. Gender-based violence can occur at any time; nonetheless, it can worsen during emergencies due to a lack of public order, the absence of or limited support services and the temporary disappearance of social networks. For these reasons, the protection needs of women should be considered and coordinated in interventions to address gender-based discrimination. It is important to guarantee access to psychological assistance and support provided by health or community services.

**Population to be attended to:** Women who were staying in evacuation centres and groups of at-risk women that were vulnerable to sexual violence.

**Standards/programme reference parameters:** All the activities were guided using the concepts and laws that promote women's and girls' rights, considering the different guidance materials that cover this area (at an international level and laws at a national level).

**Inclusion and Protection Outcome 1: Communities identify the needs of the most vulnerable and particularly disadvantaged and marginalized groups, as a result of inequality, discrimination and other non-respect of their human rights and address their distinct needs**

Indicators:	Target	Actual
People with differential needs based on gender, disability and diversity that are involved in actions	300	300

**Inclusion and Protection Output 1.2: Emergency response operations prevent and respond to sexual and gender-based violence and all forms of violence against children.**

Indicators:	Target	Actual
People reached by the dissemination of graphic and information materials	300	300

**Progress towards outcomes**

- **Use the application of minimum standards as a guide to support sectorial teams so that they include measures to mitigate the risk of gender-based violence**

The ARC used minimum standards as guidance during the operation to mitigate the risk of violence, mainly through psychosocial support actions and community and operational activities. No violent incidents were reported in the target communities.

- **Include messages on the prevention and response to gender-based violence in all activities with communities**

To specifically contribute to this line of joint work with ARC's Health Directorate, the National Society designed its messages to address attitudes, behaviours, tasks and forms of communication that could lead to gender-based violence and to promote inclusion. Furthermore, the ARC made the affected population aware of telephone numbers (provincial and national) that it could contact to report anonymously problems.

- **Provide psychosocial support to children**

The ARC reached 464 children through PSS actions conducted by teams of its volunteers.

Province	District	Community	Children
<b>CHACO</b>	<b>Saenz Peña</b>	<b>Tiro Federal</b>	150
		<b>Saenz Peña</b>	220
		<b>Gines Benitez</b>	94
<b>Total</b>			<b>464</b>

- **Establish child-friendly spaces and community protection activities for children, including educational activities**

The ARC established safe spaces such as recreational centres in main squares to develop PSS activities and community activities in which children participated.

### Challenges

Including this line from an inclusive and "non-discrimination" standpoint in a way that did not go against populations' culture, customs and ethics was a constant challenge. Many Saenz Peña residents belong to ethnic and/or aboriginal groups that live in Chaco's border areas, whose forms of communication, treatment and relationship with women and children are completely different from what would be described as "adequate" within a more mainstream context; consequently, it was extremely difficult to balance respect for their customs and ways without going against the principles and values that Red Cross promotes as an institution.

### Lessons Learned

Just working on this line was a lesson learned regarding what was mentioned before about balancing theory and practice in a way that does not cause further harm or vulnerability to some sectors of the community.

Additionally, incorporating this line in response and early recovery actions revealed the need to train and educate all ARC members who engage in response and the need to have materials available (flyers, brochures, posters,

and so forth.) that work on and raise awareness of gender issues and how they are even more pressing during emergencies.

Finally, the need to construct key gender messages to facilitate communication between ARC volunteers and victims and tips on monitoring and detecting attitudes and actions that threaten gender in spaces such as collective centres and distribution areas and other operational spaces.

## Strategies for Implementation

### Outcome S2.1: Effective and coordinated international disaster response is ensured

#### Output S2.1.1: Effective response preparedness and National Society surge capacity mechanism is maintained

##### Progress towards outcomes

- **Initial operational start up support implemented by IFRC for the host National Society and participating National Societies and other common services such as accommodation**

The IFRC's office in Buenos Aires provided political and financial support to the ARC during the operation, and the IFRC's disaster management coordinator for South America maintained ongoing communications and coordination with the ARC to initiate and implement the operation.

- **Lessons Learned Workshop**

The ARC held a lessons learned workshop on 19 May 2018 at its Resistencia branch (Chaco province) to identify opportunities to improve the National Society's performance during emergency operations; fifteen ARC staff and volunteers attended the workshop. The National Society paid for this workshop with its own funds. After reflecting on and analyzing the operation, the following positive aspects and areas of improvement were established:

##### Aspects to improve

- The Resistencia branch's active participation in local risk management actions
- The branch's ownership of the EPoA
- The planning and organizing of and the roles in activities that involved teams "external" to the branch.
- Shared leadership (headquarters-branch) and management agreements in relation to roles, functions, responsibilities and tasks.
- The volunteers' profiles and availability.
- Internal mobility (Resistencia-Sáenz Peña) mainly associated with transport limitations.
- ARC's positioning in Resistencia (branch)
- The work with the government at the provincial and municipal level.

##### Positive aspects

- Headquarters early and direct guidance and support since the beginning of the emergency.
- The management capacity to mobilize national resources
- Branch volunteers' learning and capacity building
- Volunteers' willingness and institutional commitment
- The coordination with other civil society organizations (CONIN, churches, schools)
- The availability of local volunteers
- The increased visibility and positive positioning of the branch in Chaco.
- The availability of technological resources that facilitated operational management (Google Drive, tablets, Open Data Kit [ODK])

- **National Society Monitoring visits**

ARC headquarters' National Emergency and Disasters Directorate conducted monthly monitoring visits. At the operational level, the ARC deployed 7NIT members and 9National Society staff members to support operational monitoring.

- **IFRC Monitoring visit**

The IFRC's disaster management coordinator for South America conducted a monitoring visit to the DREF operations in both Chaco and Salta. The water and sanitation RIT deployed to assist with the Salta DREF also provided technical support to this operation.

## Budget

See [Budget attached.](#)

## Contact information

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

### **In the Argentine Red Cross:**

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

### **In the IFRC country office in Buenos Aires:**

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

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

- Iñigo Barrena, Head of Disaster and Crisis Department; email: [ci.barrena@ifrc.org](mailto:ci.barrena@ifrc.org)
- Stephany Murillo, regional senior logistics and mobilization officer; email: [stephany.murillo@ifrc.org](mailto:stephany.murillo@ifrc.org)
- Paula Martes, planning, monitoring and reporting team coordinator; email: [paula.martes@ifrc.org](mailto:paula.martes@ifrc.org)
- Diana Medina, communications coordinator; email: [diana.medina@ifrc.org](mailto:diana.medina@ifrc.org)
- Julie Hoare, head of partnerships & resource development; email: [julie.hoare@ifrc.org](mailto:julie.hoare@ifrc.org)

### **In IFRC Geneva:**

- Ruben Romero, a.i. operational support lead; email: [ruben.romero@ifrc.org](mailto:ruben.romero@ifrc.org)

---

[Click here](#)

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

## 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.

[www.ifrc.org](http://www.ifrc.org)  
Saving lives, changing minds.



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

## MDRAR014 - Argentina - Floods in Sáenz Peña

Timeframe: 02 Feb 18 to 02 May 18

Appeal Launch Date: 02 Feb 18

Final Report

## Selected Parameters

Reporting Timeframe	2018/1-2018/7	Programme	MDRAR014
Budget Timeframe	2018/2-2018/6	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		142,649				142,649	
B. Opening Balance							
Income							
Other Income							
DREF Allocations		142,649				142,649	
C4. Other Income		142,649				142,649	
C. Total Income = SUM(C1..C4)		142,649				142,649	
D. Total Funding = B +C		142,649				142,649	

\* 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		142,649				142,649	
E. Expenditure		-123,224				-123,224	
F. Closing Balance = (B + C + E)		19,425				19,425	

## Disaster Response Financial Report

## MDRAR014 - Argentina - Floods in Sáenz Peña

Timeframe: 02 Feb 18 to 02 May 18

Appeal Launch Date: 02 Feb 18

Final Report

## Selected Parameters

Reporting Timeframe	2018/1-2018/7	Programme	MDRAR014
Budget Timeframe	2018/2-2018/6	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>142,649</b>			<b>142,649</b>		
<b>Relief items, Construction, Supplies</b>								
Water, Sanitation & Hygiene	14,236		15,873			15,873	-1,637	
Teaching Materials	4,515		2,157			2,157	2,358	
Utensils & Tools	16,858		6,618			6,618	10,240	
Other Supplies & Services	1,424		35			35	1,389	
Cash Disbursement	60,268		61,354			61,354	-1,085	
<b>Total Relief items, Construction, Sup</b>	<b>97,300</b>		<b>86,036</b>			<b>86,036</b>	<b>11,265</b>	
<b>Logistics, Transport &amp; Storage</b>								
Distribution & Monitoring			306			306	-306	
Transport & Vehicles Costs	7,528		7,910			7,910	-382	
<b>Total Logistics, Transport &amp; Storage</b>	<b>7,528</b>		<b>8,216</b>			<b>8,216</b>	<b>-688</b>	
<b>Personnel</b>								
National Society Staff	9,272		8,027			8,027	1,245	
Volunteers	7,198		7,775			7,775	-576	
Other Staff Benefits	1,592						1,592	
<b>Total Personnel</b>	<b>18,063</b>		<b>15,802</b>			<b>15,802</b>	<b>2,261</b>	
<b>Workshops &amp; Training</b>								
Workshops & Training	375						375	
<b>Total Workshops &amp; Training</b>	<b>375</b>						<b>375</b>	
<b>General Expenditure</b>								
Travel	3,278		682			682	2,596	
Information & Public Relations	2,716		960			960	1,756	
Office Costs	2,669		2,934			2,934	-265	
Communications	1,218		433			433	784	
Financial Charges	796		640			640	156	
<b>Total General Expenditure</b>	<b>10,677</b>		<b>5,649</b>			<b>5,649</b>	<b>5,028</b>	
<b>Indirect Costs</b>								
Programme & Services Support Recove	8,706		7,521			7,521	1,186	
<b>Total Indirect Costs</b>	<b>8,706</b>		<b>7,521</b>			<b>7,521</b>	<b>1,186</b>	
<b>TOTAL EXPENDITURE (D)</b>	<b>142,649</b>		<b>123,224</b>			<b>123,224</b>	<b>19,425</b>	
<b>VARIANCE (C - D)</b>			<b>19,425</b>			<b>19,425</b>		

**Disaster Response Financial Report****MDRAR014 - Argentina - Floods in Sáenz Peña**

Timeframe: 02 Feb 18 to 02 May 18

Appeal Launch Date: 02 Feb 18

Final Report

**Selected Parameters**

Reporting Timeframe	2018/1-2018/7	Programme	MDRAR014
Budget Timeframe	2018/2-2018/6	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	142,649		142,649	142,649	123,224	19,425	
Subtotal BL2	142,649		142,649	142,649	123,224	19,425	
<b>GRAND TOTAL</b>	<b>142,649</b>		<b>142,649</b>	<b>142,649</b>	<b>123,224</b>	<b>19,425</b>	

## ANNEX 1

Links to articles on the operation:

[https://www.clarin.com/sociedad/temporal-chaco-50-mil-afectados-crecidas-rios-parana-paraguay\\_0\\_SJcWEi8Bz.html](https://www.clarin.com/sociedad/temporal-chaco-50-mil-afectados-crecidas-rios-parana-paraguay_0_SJcWEi8Bz.html)

<http://www.diariionorte.com/article/162271/en-saenz-pena-asisten-a-mas-de-4000-vecinos-luego-de-las-intensas-lluvias>

<http://www.infocampo.com.ar/graves-perdidas-por-las-inundaciones-en-chaco/>

<https://www.adra.org.ar/inundaciones-en-el-gran-chaco-salta-2018/nggallery/image/la-curvita-16/>

<https://www.facebook.com/425327021009555/videos/775788509296736/>

<https://www.youtube.com/watch?v=5qQg0oXbiZI>

Pamphlet:

**SIN MOSQUITOS**  
**NO HAY DENGUE NI CHIKUNGUÑA NI ZIKA**

**SIMILITUDES Y DIFERENCIAS DENGUE/CHIKUNGUÑA/ZIKA**

**¿Qué son estos virus?**

**Dengue:** es una enfermedad viral transmitida por la picadura del mosquito de la especie *Aedes aegypti* al ser humano.

**Chikunguña:** es una enfermedad viral que transmiten los mosquitos de las especies *Aedes Aegypti* y *Aedes Albopictus* al ser humano.

**Virus Zika:** se transmite por la picadura de un mosquito del género *Aedes*, que es el mismo que puede transmitir Dengue o Chikunguña y que está presente en zonas tropicales y subtropicales de América.

**¿Cómo se transmiten estos virus?**

Mosquito infectado → Persona Sana → Mosquito Sano → Persona Enferma → Mosquito Sano → Persona Sana

**SÍNTOMAS FRECUENTES**

- Fiebre >38°
- Dolor de cabeza
- Conjuntivas no purulentas
- Náuseas
- Hemorragias leves
- Erupciones en la piel
- Dolor muscular y en articulaciones

**ATENCIÓN!**

**Dengue:** es grave si se producen hemorragias, en momentos avanzados de la enfermedad.

**Chikunguña:** suele provocar un fuerte dolor en las articulaciones durante semanas, en algunos casos el dolor puede permanecer por meses o años.

**Zika:** conlleva riesgo de malformaciones congénitas durante el embarazo. Si estás embarazada, extremá cuidados.

Por el momento no hay vacunas para estos virus, por eso es muy importante la prevención.

**PREVENCIÓN:**

- Evitar ser picados por mosquitos.

**ANTE LOS PRIMEROS SÍNTOMAS:**

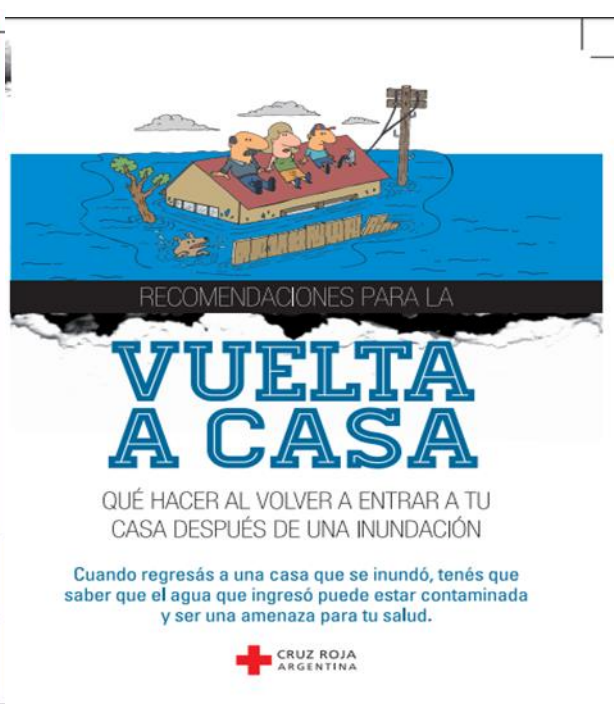
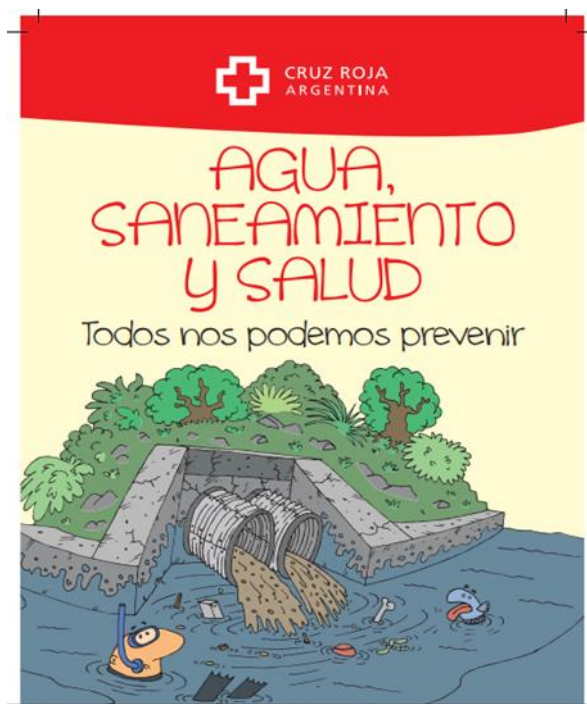
- No auto medicarse.
- Consultar al médico.
- Evitar ser picados por mosquitos para prevenir la propagación del virus.

**CRUZ ROJA ARGENTINA**  
www.cruzroja.org.ar

Facebook: Cruz Roja Argentina | página oficial  
Twitter: CruzRojaArg

Los síntomas se manifiestan de 3 a 7 días luego de ser picados por un mosquito hembra infectado. La enfermedad puede durar de 2 a 12 días, aproximadamente.  
En el momento del periodo de incubación es de 3 a 12 días y la infección puede no presentar síntomas.

**Leaflets:**



**Contents of hygiene kits:**

Hygiene kit (Argentine Red Cross)		
1	Soap 250 grs.	5
2	Cleaning sponge	2
3	Tooth brushes	5
4	Feminine wipes	60
5	Paper roll	12
6	Shampoo 1 litre	2
7	Trouble	2
8	Small towels	2
9	Razor	5

Cleaning kit (Argentine Red Cross)		
1	Broom	1
2	Mop	1
3	Hand brush	1
4	Detergent 1 litre	5
5	Trash bags (20 litre)	50
6	Gloves	1
7	Bleach	5
8	Floor rags	2
9	Bucket	1
10	Dish towel	1
11	White soap 250 gr	5
12	Trash basket	1