

DREF Final Report

Argentina: Floods

DREF n° MDRAR016	Glide n° FL-2019-000009-ARG
Date of issue: 04 September 2019 Operation start date: 27 January 2019	Operation timeframe: 3 months End date: 27 April 2019
DREF requested: 141,253 Swiss francs (CHF)	
Total number of people affected: 31,651 people	Number of people to be assisted: 3,300 people (660 families)
Host National Society presence: The Argentine Red Cross (ARC) has 65 branches distributed throughout the country, 7,105 volunteers and 1,630 staff.	
Partners of the Red Cross and Red Crescent Movement actively participating in the operation: International Federation of Red Cross and Red Crescent Societies (IFRC).	
Other partners organizations actively participating in the operation: Provincial and Municipal, Police, Army, Caritas, Adventist Development and Relief Agency (ADRA), Scouts Argentina, National Directorate of Sanitary Emergencies (DINESA for its acronym in Spanish) and various civil society organizations.	
The major donors and partners of the Disaster Relief Emergency Fund (DREF) include the Red Cross Societies and governments of Belgium, Britain, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, New Zealand, Norway, Republic of Korea, Spain, Sweden and Switzerland, as well as DG ECHO and Blizzard Entertainment, Mondelez International Foundation, and Fortive Corporation and other corporate and private donors. The IFRC, on behalf of the national society, would like to extend thanks to all for their generous contributions. The Canadian Government has replenished the DREF in the occasion of this operation.	
The Argentine Red Cross spent a total of 140,973 CHF. The remaining balance of 280 CHF will be reimbursed to the Disaster Relief Emergency Fund.	

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

A. Analysis of the situation

Description of the disaster

Heavy rainfall at the beginning of the year caused flooding in six provinces in northern Argentina, affecting 31,651 people in Chaco, Corrientes, Santiago del Estero, Tucumán, Santa Fe and Entre Ríos, resulting in 5,336 people being evacuated, 6,031 self-evacuated, 25 people isolated from their communities and houses due to flooded roadways and four people dead. The rains that fell on 17 January once again affected Argentina's northeastern and coastal areas, including the towns of Vilelas, Resistencia and Villa Minetti in the provinces of Chaco and Santa Fe respectively. These rains, which left large amounts of accumulated water, had a direct and stronger effect than the previous ones. The soil's saturation prevented families from evacuating in time, causing further damage to 9,000 families and their homes. Local authorities in Chaco and Santa Fe provinces declared a Water Emergency and requested support from the national Government, and on 18 January the Senate declared an agricultural emergency for the entire territory of Santa Fe.



Photo 1: Psychosocial support sessions for flood-affected children in province of Chaco. Source: Argentine Red Cross (ARC). 2019

One week before the closing of this operation, 200mm of water fell in southern Chaco province, causing flash flooding that affected access roads to the community. The team on the ground and the authorities once again supported the community through evacuation and assistance. Nevertheless, services and affected communities returned to normal within a few hours as the rains ended, and water was redirected to natural reservoirs such as lagoons and streams.

Provinces affected by the rains

PROVINCE	AFFECTED	EVACUATED	SELF-EVACUATED	ISOLATED	DEATHS
Santa Fe	2,500	358	590	25	0
Chaco	22,700	3,146	3,100	0	0
Tucumán	1,800	27	22	0	0
Entre Ríos	241	541	599	0*	1
Santiago de Estero	1,410	190	0	0	0
Corrientes	3,000	1,074	1,720	0	3
TOTAL	31,651	5,336	6,031	25	4

Table with damages as of the closing of this operation's Final Report.

Source: National Comprehensive Disaster Management System (SINAGIR by its acronym in Spanish) and Argentine Red Cross.

Summary of current response

Host National Society Summary.

Since the start of the emergency, the Argentine Red Cross's (ARC) headquarters, through its Emergency and Disaster Response Department, maintained constant communication with local disaster response offices and Argentina's Civil Protection Department. To attend to this situation, the ARC established a National Emergency Operations Centre, where the operation was being coordinated and managed by the National Directorate for Emergency and Disaster Response. This government agency coordinated with the Health, First Aid, Communication and Risk Management Directorates to develop the DREF Plan of Action.

ARC branches participated in the operation in Resistencia (Chaco), Corrientes, Santa Fe, and Concordia Branches. The main actions were established to support evacuation actions, management of collective centres, psychosocial support (PSS), first aid, restoring family links (RFL) and health and hygiene promotion, effectively coordinating with authorities and first response organizations. During the second phase, humanitarian assistance was provided based on the needs of each province, which included the distribution of 700 cleaning kits, 700 hygiene kits, 3,000 water filters, and 700 jerrycans of 20 litres. Six branches (Villa Crespo, Saavedra, Corrientes, Córdoba, San Rafael and Vicente Lopez) along with their volunteers and equipment were deployed to support affected branches.

Summary of the Red Cross Red Crescent Movement in the country

In Argentina, the IFRC operates a support and assistance office for Latin America's Southern Cone in Buenos Aires, Argentina. For emergencies and disasters, the National Societies in South America receive support and assistance from regional office for the America (ARO)'s Disaster and Crisis Department.

There are also representatives from the International Committee of the Red Cross (ICRC) in the country. In addition to performing specific actions that form part of its mandate, such as working with authorities to integrate, implement and disseminate international humanitarian law and international regulations about the use of force, the ICRC is also carrying out actions to develop the ARC's capacity to address emergency situations in contexts of violence and crisis and provide RFL services.

The Red Cross Red Crescent Movement has provided the country with coordination mechanisms. Moreover, the ARC, the IFRC and the ICRC signed a tripartite agreement in March 2015 to maximize the Red Cross Red Crescent Movement's overall capacity to fulfil its humanitarian mission and strengthen the National Society's capacity.

The CCST in Buenos Aires assisted with coordination at the political and financial level. The Disasters and Crisis Department, through its Disaster Management Coordinator for South America, provided assistance to the team tasked with this DREF's implementation. A DREF assessment team from the Geneva office travelled to Argentina to analyse the flood situation dealt with in the last operations in Argentina and their proper implementation (MDRAR015, MDRAR014, MDRAR013, MDRAR012, MDRAR011, MDRAR010 y MDRAR009).

Summary of non-Red Cross Red Crescent actors in the country.

At its municipal, provincial and national levels, the Argentine government allocated resources through different institutions as a response to the emergency. The Civil Defence Sub-Secretariat in Chaco province, the Civil Défense Directorate in Corrientes province and the Civil Défense Directorate in Santa Fe province worked in all the affected localities, with emergency committees coordinating most of the cases and providing assistance as required.

In each affected province, the Ministry of Public Health and the National Directorate for Health Emergencies increased the official evacuation centres' coverage of informal locations, where large concentrations of evacuees gathered, as well as in surrounding areas. For the zones that were not accessible by land, the Argentine Army provided logistical support for coordinated work and operational assistance.

Argentine National and Provincial Police, Civil Defence officials, volunteer firefighters and Argentine Army and specialist staff from the Ministry of Social Development worked in the affected area. Municipal government employees provided assistance in the flooded area through the evacuation and transportation of affected families. The Ministry of Defence sent ten trucks with staff and military equipment to set up evacuation centres (tents for shelters, relief posts and kitchens), while the Argentine Army provided large vehicles, boats and a helicopter that was based in the emergency zone. The National Roads Service cleared the obstructed highways and roads in the affected area.

A SCOUT Argentina commission supported the establishment of evacuation centres in the first days of the emergency. Additionally, Caritas Argentina distributed food to 2,100 affected families in Chaco.

In Villa Minetti, the Santa Fe provincial government distributed water purification kits, mattresses, blankets, water, food and prophylactic medication against leptospirosis (for people who came into contact with polluted water for more than three days).

The Provincial Water Administration in the province of Chaco set up pumps to drain accumulated water in certain neighbourhoods. The Ministry of Education established 13 evacuation centres in schools in the affected provinces, 6 of which are in the city of Resistencia.

Needs analysis, targeting, scenario planning and risk assessment

Needs analysis

Health: At the beginning of the floods, there was an increase in the incidence of skin and respiratory diseases. This was directly related to continued contact with flooded waters. A case of leptospirosis was also reported. Assistance centres were overwhelmed with demand for their services, making it impossible to provide adequate health care. The service has now returned to normal following the reduction in flooding of the area.

Shelter: The evacuation centres are now all deactivated, although the government has received information and training on hostel management. In Chaco the houses could be repaired with the kits provided by the Red Cross and today all the families live in their houses. The government of Chaco advanced in the preparation of a protocol that contemplates the activation, configuration and interdisciplinary work for the evacuation centres.

Water, Sanitation and Hygiene Promotion (WASH): At the regional level, the needs were varied. Water supply was restored with variations in quality, considering the saturation of the soil. The amount of accumulated mud was increased, and there were issues with poisonous animals, as well as other types of reptiles that are common in these places. The families have been trained in hygiene, and safe maintenance of the houses and were provided with the items for it. With the support of the Red Cross, the families also have water purification and storage strategies.

Livelihoods: In many of these regions, especially in northern Santa Fe, families did not just lose their physical assets, they also suffered damage to the land they own and their cattle and crops have been affected, which has resulted in people losing their means of income-generation. In response, the nation declared an agricultural

emergency, which enables small and medium-sized producers to access seed capital that will help them to quickly re-hire farm workers, who in many cases had to be evacuated.

Target population

For the affected provinces and communities, the impact of the floods (e.g. water levels), humanitarian assistance gaps and rural or peri-urban areas locations were the criteria the ARC used to allocate assistance. Based on these criteria, the ARC selected the Barranqueras community, an affected area in Resistencia, Vilelas, and the most affected population in Villa Minetti, Santa Fe.

PROVINCE	LOCALITY	NUMBER OF FAMILIES	NUMBER OF PEOPLE
Chaco	Resistencia	132	660
Chaco	Vilelas	420	2,100
Santa Fe	Villa Minetti	108	540
TOTAL		660	3,300

The complementary assessments identified an indigenous community in Las Hiedras in the Province of Santa Fe, where 40 families were affected and isolated.

Likewise, it is important to mention that in each affected region, families who received assistance had to meet the following criteria:

- Have not received assistance from another organization or have unmet needs
- Low socio-economic level
- Family members with chronic diseases and/or disabilities
- Evacuated families who have already returned home or remain in evacuation centres

Operational risk assessment

In January, the International Federation organized a meeting, in which the climatological report was delivered, an increase in rainfall was reported during the next two weeks in Argentina and the extension of the rainy season "*Niño Débil*" ("The Weak El Niño Effect") meteorological phenomenon.

A member of the National Intervention Team (NIT) was mobilized to the affected areas to make a security report, which was considered for the planning of activities.

At the same time, when carrying out the field evaluations, the teams had to travel through the affected areas in order to reach the families who did not want to leave their homes, for this they were exposed to move in flooded terrain, with little visibility on what they had walked.

Also, the vehicles were used by personnel trained to move in this type of terrain and used 4x4 trucks available from the National Society. Branches that have their own vehicle fleet, which they made available and in those cases that do not have this resource, as is the case of Chaco, it was the Headquarters who positioned the vehicles.

At the close of this operation there were no reported security incidents, and work was done considering the initial security report, prepared by a NIT technician.

B. Operational strategy

The aim was to contribute to safeguarding the lives of vulnerable people affected by floods and reducing the impact of this emergency in the provinces of Chaco and Santa Fe, Argentina, as well as to support 3,300 people through the provision of PSS, coordination of their evacuation and treatment at first aid centres, health promotion activities, WASH and the RFL programme. The ARC ensured that gender, protection, and social inclusion components were incorporated into its response.

The strategic areas included were:

Health

- First aid care

- PSS
- Health promotion

Water, sanitation and hygiene promotion

- Purification and potabilization of water using PIUR¹ (contribution made by the Argentine Red Cross)
- Distribution of 660 cleaning kits
- Distribution of 660 family hygiene kits
- Hygiene promotion, water care and returning home training

Contents of family hygiene kits

- 6 units x 250 grams of toilet cleaner
- 6 personal sponges
- 6 toothbrushes
- 6 toothpaste x 145 grams
- 40 feminine wet wipes
- 6 toilet paper rolls
- 2 bottles of shampoo x 1 litre
- 6 medium towels
- 12 disposable razors

Contents of cleaning kits

- 2 brooms
- 2 mops
- 2 hand brushes
- 10 x 1 litre concentrated detergent bottles
- 60 plastic bags
- 2 pairs of rubber gloves
- 2 bottles of disinfectant
- 4 floor cloths
- 1 x 10-12 litre bucket
- 2 multipurpose sponges (yellow and green)
- 2 kitchen clothes
- 10 x 250 grams of soap for personal hygiene

Protection Gender and inclusion

- Assessments conducted in the areas of protection, gender and inclusion (PGI).
- Sectorial support to agencies that conduct PGI actions

HUMAN RESOURCES

All participating staff had life and personal accident insurance in accordance with Argentine law. In addition, the headquarters staff was insured by the Work Risk Insurance Company.

The operation was supported by more than 50 volunteers, 9 members of the National Intervention Team (NITs) and 10 officers of the National Society for operational management.

LOGISTICS AND SUPPLY CHAIN

The ARC's purchases followed the IFRC's procurement procedures. The IFRC's Regional Logistics Unit (RLU) supported the ARC on the implementation of its logistical processes. To reduce transit times, the ARC purchased the required kits in the vicinity of the affected areas until the arrival of the kits from its central warehouse's pre-positioned stock.

The ARC made its entire fleet of vehicles available as a logistical resource for this operation, and the National Society also mobilized drones, first aid kits and personal protective equipment to conduct its operational activities. The permanent assignment of a vehicle and driver to the Resistencia Branch facilitated the transport of staff and supplies.

¹ This is the name of a product that purifies contaminated water.

The Andreani SA, a company that provides the free transportation of materials throughout the country during severe emergencies, provided support to the ARC.

In the course of this operation, the branch in Santa Fe gained access to an indigenous community that had been isolated in the first moments, so 40 more cleaning and hygiene kits were added to be delivered to these communities. It was also identified the need to improve the roofs of precarious housing in Puerto Vilelas in Chaco where 100 shelter kits were delivered.

COMMUNICATIONS

In partnership with the participating ARC branches, the National Society's Emergency and Disaster Response Department and its Communication Department carried out coordinated efforts to produce audio-visual documents (photographs, videos, etc.) of the emergency's impact on the affected areas. The ARC's goal was to collect stories and testimonies that highlight its specific interventions in response to this emergency.

The ARC's photos and videos were:

- Shared with the media
- Incorporated into photographic records of the emergency used by communities, governments and strategic partners to design a plan of action that uses diversity and inclusion-based approaches to the intervention.
- Used in accountability activities with communities, national and provincial authorities, donors (individuals and organizations), as well as beneficiaries of Red Cross actions; and
- Included in an audio-visual record of the emergency for general accountability actions in relation to the work of the National Society and its historical archives.

So far, the ARC has been mentioned in 148 media reports and digital media, graphics, radio, and audio-visual items. Some examples are included below:

- **Telefé Noticiero:** <https://telefenoticias.com.ar/actualidad/emergencia-por-las-inundaciones-como-podes-ayudar/>
- **Telefé -Morfi Todos a la Mesa- from minute 9:30 to 18:03:** <https://tefe.com/morfi-todos-a-la-mesa/programas/programa-920/>
- **News Public Tv:** <https://www.youtube.com/watch?v=k98UfAPpPrY&feature=youtu.be>
- **La Nación:** <https://www.lanacion.com.ar/2209505-tres-muertos-y-mas-de-621-evacuados-por-temporaleshantavirus-el-brote-casi-duplica-los-casos-anuales-de-chubut>
- **TN:** https://drive.google.com/file/d/1fjL_pVbhdBoC7M6tZSYEplvMIEesLfAE/view?usp=sharing
- **diarioelsol.com.ar:** <https://diarioelsol.com.ar/2019/01/22/la-cruz-roja-argentina-trabaja-en-la-creciente/>

Attached is a promotional video of the Operation that contains journalistic notes, interviews with beneficiaries and officials of the National Society:

https://drive.google.com/file/d/1c_FM4Q3k_T885iUGAP-7bMLJd8-UgKqG/view?usp=sharing



ADMINISTRATION AND FINANCE

The ARC has specific procurement and accountability procedures in emergency situations, which tend to ensure transparency in the management of funds allocated for the implementation of humanitarian aid actions. In addition,

the National Society's Finance and Administration Department supported the operation through the provision of budget tracking, procurement, expenditure reporting, audits, and financial reporting services.

For this emergency, the ARC branches supporting the operation provided funding to their response teams for the prompt resolution of operational issues and were guided by the National Society's accountability procedures, which was adapted to comply with the IFRC's emergency procedures.

SECURITY


During the operation, the ARC ensured the safety of its volunteers and staff through access to regular security reports, which feed into the operation's comprehensive Security Plan. The ARC provided all participating volunteers with medical and emergency insurance provided for this emergency. Within the framework of the operation, the National Society provided personal protective equipment, consisting of rubber boots, a helmet and institutional uniforms, among other items.

To mitigate these security issues, field teams were provided with the necessary equipment through a total of 50 Personal Protective Equipment kits, which contained elements such as:

- Rain boots.
- Pilots.
- First Aid Kit.
- Lanterns.

A joint security assessment was carried out to ensure that ARC staff were always protected.

C. Detailed Operational Plan

	<p>Health People reached: 3,500 (700 families)</p>	
Health Output 1: The immediate risks to the health of affected populations are reduced.		
Indicators:	Target	Achieved
# of people with reduced health risks.	3,300	3,500 (700 families)
Health Outcome 1.1: The immediate health situation and risks are assessed using agreed upon guidelines.		
Indicators:	Target	Achieved
# of comprehensive reports on the affected communities' health situation that is produced.	3	3
Narrative description of achievements		
<p><u>Conduct a detailed assessment of the health situation in the target communities</u> Specialized technicians conducted field assessments to obtain information on health-related needs through initial assessments and detailed assessments. The areas visited were Resistencia and Puerto Vilelas in the province of Chaco and Villa Minetti in the province of Santa Fe. All the information collected in the field evaluations and decision making regarding the preparation of the Plan of Action was coordinated and verified with the target community, through interviews and meetings. A total of one initial assessment and two detailed assessments were carried out.</p> <p><u>Continuously monitor the health status of target communities</u> The field teams took advantage of each visit to carry out a continuous assessment of the health situation of the affected communities. From these interviews with the target communities, the inclusion of first aid services and prevention of accidents was considered for the health prevention activities that were carried out during the operation. Cases of domestic accidents were found during the return home, which prompted the request for talks on first aid, accident prevention, etc.</p>		

Coordinate the needs of the target group and the appropriate response with other actors

The evaluations were associated with the work of other agencies present in the intervention zones such as the Provincial Water Administration, Adventist Development and Relief Agency (ADRA), Scouts Argentina and Provincial Firefighters. Meetings were planned with the community reference points, who were included in the decision of the aid provided, as well as validated and consulted with them for the content of the kits and possible workshops to be provided.

Health Output 1.2: Rapid medical treatment of injuries and illnesses is provided to the targeted population.

Indicators:	Target	Achieved
# of people that receive first aid attention	800	538

Narrative description of achievements**Purchase first aid supplies for first aid kits**

First aid supplies were purchased to supply the field kits. The following items were purchased: disposable gloves, square gauze, adhesive bandages, absorbent bandages, cotton, band, adhesive tape, tongue depressors.

First aid care provided to affected communities

The volunteers of the Resistencia and Santa Fe branches covered First Aid needs during the evacuation of the affected families and in the evacuation centres, carrying out checks of people's blood pressure, healing of wounds or burns, etc. In addition, associated with each community activity was a first aid team, in order to assist where needed.

People reached with first aid are recorded in the table below. At the beginning of the operation, there were several people reached with first aid that were not registered and thus are not included in the count.

<i>Province</i>	<i>Community</i>	<i>Men</i>	<i>Women</i>
<i>Santa Fe</i>	Villa Minetti	22	153
	Las Hiedras	0	10
<i>Chaco</i>	Resistencia	80	200
	Puerto Vilelas	23	50
Total	538	125	413

Health Output 1.3: Community-based disease prevention and health promotion are provided to the targeted population.

Indicators:	Target	Achieved
# of families that receive talks on disease prevention and health promotion	600	700

Narrative description of achievements**Information sessions with the affected community about vector control measures**

A total of 13 Health Promotion workshops were held in the communities of Resistencia and Puerto Vilelas, all with the objective of promoting community health. The topics addressed included: First Aid, vector prevention (dengue, Zika and chikungunya and chagas), sexual health including prevention of sexually transmitted diseases. These community workshops were held in person and in groups, in the facilities (mobile stations) of the Argentine Red Cross Resistencia Branch, as well as in Santa Fe. They were attended by adults (men and women), and children, and the specific themes were adapted for each group according to their needs, ages and resources. The following families were trained in the different boarding areas of this emergency operation:

<i>Province</i>	<i>Community</i>	<i>Families</i>
<i>Santa Fe</i>	Villa Minetti	90

	Las Hiedras	40
Chaco	Resistencia	120
	Puerto Vilelas	450
Total		700

Design of diffusion material for health promotion and vector control

7 new flyer formats were designed to deliver to the assisted community, and flyers that were previously delivered in other operations were also corrected and updated. Health promotion activities and first aid training for the communities were carried out for 700 families from the 4 communities in the provinces of Chaco and Santa Fe.

Printing and distribution of material on health promotion, disease prevention and vector control, and material on returning home

60,000 new flyers were distributed on the following themes: dengue, Zika and chikungunya, homecoming, leptospirosis, Chagas, diarrhoea, and lice prevention.



Flyer produced for the operation.

Health Output 1.4: Psychosocial support is provided to the target population.

Indicators:

of families that receive PSS

Target

600

Achieved

736

Narrative description of achievements

Emergency Psychosocial support (PSS) training for National Society volunteers

Volunteers were trained in PSS for the care of families affected by this emergency operation, having in the Chaco, RC volunteers (17), Foundation for Development (2), Municipal Civil Defence (4), Provincial Water Management (2), and 45 volunteers from Santa Fe Branch, the training was led by specialized ARC personnel skilled in PSS.

Psychosocial support tools were provided to the trained volunteers. In addition, information on the characteristics of the affected communities and resources for the promotion of individual and community resilience were provided. Basic concepts of psychosocial support, their levels of intervention, existing tools for both an individual and collective approach from a gender perspective were reviewed. The psychological aspects of the affected persons were identified and the tools for self-care and accompaniment were discussed among the technicians in the field.

PSS sessions for affected communities to prepare them for their return home

Branch volunteers conducted psychosocial support sessions in affected communities. The sessions were aimed at adults and children. Children of different ages were cared for, working with different modalities of the PSS approach. Games were carried out that guided the expression of emotions and discussions about what happened during the emergency were carried out in order to encourage openness regarding negative feelings and experiences.

Psychosocial support sessions for adults were carried out via house to house visits or as a complement to recreational activities for children, taking advantage of the assistance of the mothers or fathers during the days. These were individual talks for the expression of emotions. Through this activity, psychosocial support sessions were provided to 736 families affected by the floods in the four communities of Chaco and Santa Fe.

<i>Province</i>	<i>Community</i>	<i>Families</i>
<i>Santa Fe</i>	Villa Minetti	110
	Las Hiedras	56
<i>Chaco</i>	Resistencia	120
	Puerto Vilelas	450
Total		736

In addition, children of different ages (5 to 18 years) participating, reaching a total of 543 children and adolescents with different PSS modalities according to their ages. Games were held to guide the expression of emotions and talks about what happened during the emergency to encourage openness regarding negative feelings and experiences.

Challenges

The vulnerability prevalent in the target communities was the main challenge, many of the diseases were due to rains and accumulation of stagnant water in informal settlements, but also many people already had pre-existing diseases. In order to respond to this situation, the Argentine Red Cross had to work in coordination with state entities so that the target communities could have access to basic health care, beyond of what was contemplated for the emergency.

Lessons learned

The intervention of the Argentine Red Cross had a positive impact on the target communities. The importance of the National Society including the communities for the implementation of this operation ensured greater involvement. Improved community involvement within this operation enhances continuity of the work of the branches with these communities.



Water, Sanitation and Hygiene

People Reached: 3,500

WASH Outcome 2: Immediate reduction of risk of waterborne and water-related diseases in target communities.

Indicators:	Target	Achieved
# of people with water-related needs that receive assistance	3,300	3,500

WASH Output 2.1: A continuous assessment of the WASH situation in targeted communities is carried out.

Indicators:	Target	Achieved
# of comprehensive reports on the WASH situation in the communities that is generated.	3	3

Narrative description of achievements

Conduct a detailed assessment of the WASH situation in the targeted communities.

A total of three rapid assessments were carried out by field teams to determine damage in relation to access to safe drinking water and hygiene conditions at the beginning of the operation. A technician specialized in the subject was mobilized in the field to make direct evaluations, as well as bilateral and strategic meetings with other agencies in charge of these actions. This process was maintained throughout the months, establishing several rapid evaluations every 15 or 20 days approximately.

Continuously monitoring of WASH situation in targeted communities, including follow-up of actions taken.

A technician from the National Intervention Team (NIT) was mobilized and prepared a report on the state of water and its adaptability for consumption. To this end, measurements of PH and water turbidity were made using the equipment available to the National Society.

Identify the needs of the targeted communities and design a suitable response to these needs with other actors.

In Chaco, meetings were held with key actors in the wash sector, such as Adventist Development and Relief Agency (ADRA), Argentine Psychoanalytic Association (APA) and the National Direction of Sanitary Emergencies (DINESA, by its acronym in Spanish), with whom each emergency is coordinated, considering the needs.

WASH Output 2.2: Daily access for the targeted population to drinking water, which meets Sphere and World Health Organization (WHO) standards in terms of quantity and quality, is provided to the targeted population.

Indicators:	Target	Achieved
# of families that have access to safe drinking water for their consumption.	660	700

Narrative description of achievements

Determine the appropriate household water treatment method for each community based on effectiveness and user preference

In relation to the definition of the appropriate method of household water treatment for each community based on its effectiveness and user preference, training talks were given on safe water identifying practices, customs and viability in the communities.

Distribution of 2,500 PURE (that the ARC already has) that facilitate water treatment at home for 30 days to 660 families

By means of the pre-existing link between the Argentine Red Cross and P&G, more than 3,000 PURE² units were obtained, generating the possibility of potabilization at a rate of 10 lt per U in the communities of Villa Minetti, Las Hiedras en Santa Fé, Resistencia, Puerto Vilelas in the Chaco Province. All deliveries were accompanied by conventional measures of treatment, storage and water consumption.

Provide training to the population in the targeted communities on the correct use of the purification method.

In addition, 3,000 PURE of water treatment (sufficient for 30 days for homes) was distributed to 700 families with the corresponding training to the population of the target communities on the correct use of the purification method in the communities of Villa Minetti, Las Hiedras en Santa Fé, Resistencia, Puerto Vilelas in the Chaco Province.

Monitor water treatment and storage through household surveys and rapid water testing

In both branches, training in Water and Sanitation was carried out by a NIT, post-training monitoring was carried out on the water situation in the communities, and 700 water storage units (25 litre drums, with a tap and grip system for transport) were distributed. A total of 10 monitoring reports were carried out, with a period of 10 to 15 days between one and the other.

The ARC teams monitored in the communities the proper use of the PURE and water storage. It was determined that approximately 20% of the population did not use this product correctly, so the volunteers reinforced lectures and practical sessions to the families for their proper use and storage of drinking water.

WASH Output 2.3 Hygiene promotion activities, which meet Sphere standards in terms of identification and the use of hygiene items, are provided to the targeted population.

Indicators:	Target	Achieved
# of families that receive information and guidelines on WASH	660	700

² Water purification by PURE 3 phases: working in three modes: coagulation, flocculation and disinfection, as well as the clorification method.

Narrative description of achievements

Assess information needs and identify target groups

The following beneficiary selection criteria was defined for the delivery of kits in Chaco: The ODK system was used:

- Families affected by flooding
- Family of 4 members or more
- Disabled in the family group
- Adults over the age of 65.

The ARC teams monitored in the communities the proper use of the PURE and water storage, it was determined that approximately 20% of the population did not use this product correctly, so the volunteers reinforced lectures and practical sessions to the families for their proper use and storage of drinking water.

Community training in WASH

Workshops on WASH were held in the community of Resistencia and Puerto Vilelas in Santa Fe, all with the aim of promoting information related to the proper use of water and prevention measures for proper hygiene during emergencies. These community workshops were held in person and in groups at the facilities (mobile stations) of the Argentine Red Cross Resistance Branch, attended by 700 families.

<i>Province</i>	<i>Community</i>	<i>Families</i>
<i>Santa Fe</i>	Villa Minetti	90
	Las Hiedras	40
<i>Chaco</i>	Resistencia	120
	Puerto Vilelas	450
Total		700

Design/print WASH materials

One new flyer format was designed to deliver to the assisted community, and flyers that were previously delivered in other operations were also corrected and updated. 3,000 safe water flyers were distributed.

WASH Output 2.4: Hygiene-related items (non-food items [NFIs]), which meet Sphere standards, and training on how to use these items are provided to the target population.

Indicators:

	Target	Achieved
# of affected families that receive hygiene kits and cleaning kits	660	700

Narrative description of achievements

Acquisition and purchase of hygiene and cleaning kits

From the Emergency and Disaster Response Department, the Humanitarian Logistics coordination carried out the procurement processes for the purchase of hygiene and cleaning kits.

Distribution of 660 hygiene kits that last for one month and 660 cleaning kits to affected families

A total of 40 hygiene kits were added and distributed in the community of Las Hiedras. Since it was a community located near Villa Minetti, Santa Fe, which the local branch was able to access a few days after the emergency occurred. A total of 700 hygiene kits and cleaning kits were delivered for families. In addition, 700 20-litre water reservoirs were delivered to each of



Distributions of Jerrycans in province of Chaco.
Source: ARC 2018.

the identified families. In the case of a sector of Puerto Vilela in Chaco, roof repair materials were delivered for 100 homes, including plastic tarpaulins for roofs, tools and nails.

Province	Community	Families	Hygiene Kits	Cleaning kits	Jerrycans
Santa Fe	Villa Minetti	90	90	90	90
	Las Hiedras	40	40	40	40
Chaco	Resistencia	120	120	120	120
	Puerto Vilelas	450	450	450	450
Total		700	700	700	700

Challenges

In Santa Fe many people who were not beneficiaries approached the volunteers asking if they would receive hygiene and cleaning kits, to which the volunteers responded with key messages about what ARC does regarding the response.

In Chaco another scenario took place where families who were not selected to receive ARC's hygiene and cleaning kits were surveyed and some were beneficiaries of kits donated by **TotalGas**.

Lessons learned

According to the satisfaction survey of the beneficiary families who did not use the kits, they state that they did not use them because they did not participate in the workshop at the time of delivery and it did not give them security to use it. As a challenge, in the next deliveries this factor should be considered, and a follow-up strategy should be planned for those families who do not participate at the time the use of the kit is explained.

Results of the Villa Minetti Satisfaction Survey (21 families surveyed):

- The majority of those surveyed were between 60 and 70 years old.
- 13 of the 21 beneficiary families have women as head of the family.

Acceptance of Kits:

- 100% of people surveyed considered the delivery of kits to be useful.

Timely delivery of kits:

- 100% of people surveyed consider the delivery of the kits to be timely.

Potabilization powders:

- 17 out of 21 families (81%) considered them useful and did not present problems at the moment of using the powder.

Equity in the choice of beneficiaries:

- 100% of people surveyed considered that the selection process was fair.



Protection, Gender and Inclusion

People reached: 3,500

Inclusion and Protection Outcome 3 Communities identify the needs of the most vulnerable, disadvantaged and marginalized groups caused by inequality, discrimination and disrespect for their human rights, and respond to their different needs.

Indicators:	Target	Achieved
# of coordination mechanisms established	1	1

Inclusion and Protection Output 3.1: Inclusion and Protection: Beneficiaries have equitable access to basic services that take into account different needs based on gender and other factors of diversity.

Indicators:	Target	Achieved
# of reports on monthly protection requirements produced	1	2
Narrative description of achievements		
<p><u>Undertake an assessment of the specific needs of the affected population based on selected criteria from the Minimum Standards on Gender and Diversity</u></p>		
<p>Two protection, gender and inclusion assessments were carried out and key messages were constructed to consider the gender and inclusion dimensions as different scenarios were presented. In order to contribute to this, the approach for the construction of all the communication pieces included PGI, as well as the games and activities within the framework of PSS. Finally, it was carried out the modification of previous and construction of new registers that considered, more rigid data protection policies, as well as adequate disaggregation, which allows a better visualization of the inclusive scope.</p>		
<p>Vulnerable groups were identified mainly children, people with chronic diseases and older adults. One of the aspects of the evaluations was the identification of an indigenous community in the Las Hiedras community in the province of Santa Fe. This community was isolated by increased water levels on the roads and part of their community was affected. Considering the vulnerability, characteristic and affectation of the community, the coverage of attention to this community was broadened, in addition to implementing PSS actions for children and First Aid attention for older adults in the monitoring of their state of health.</p>		
<p><u>Support sectorial teams to include actions that address gender-specific and diversity-specific vulnerabilities (including persons with disabilities) in their planning measures.</u></p>		
<p>A virtual session of the IFRC was conducted through Skype in order to promote the strengthening of the national society in PGI and enhance our humanitarian outreach to vulnerable people. It ensured that conditions were created for reflection on the reality of emergencies and how they affect communities in terms of Security, Privacy and Gender.</p>		
<p>In Santa Fe, a training in Gender and Diversity was held for a total of 25 volunteers with a participatory modality.</p>		
<p>In Chaco, workshops were held for the community, volunteers and meetings with State actors in relation to sexual education and reproductive health. In the communities, mothers were included as participants and therefore focused on issues related to sexuality, reinforcing knowledge and providing tools so that they can educate their children on this issue.</p>		
<p>There was also a three-hour training for volunteers from Chaco (3) and volunteers of Santa Fe (5) of the branches about sexual education and reproductive health. This training was held in Santa Fe, which covered the following topics:</p> <ul style="list-style-type: none"> • Definition of the concepts: sexuality, biological sex, sexual orientation, gender identity and gender expression. • Definition of gender, examples. Discrimination and stigma vs. inclusion and empathy. • Sexually transmitted infections. Importance, identification, prevalence, treatments, prevention. • Sexual relations and psychoactive substances. Risks and harm reduction. • Advice on what issues to address and how to address them for different age groups. 		
<p><u>Support for sectorial teams to ensure the collection and analysis of data disaggregated by age, sex and disability (Amendments)</u></p>		
<p>Regarding registration, a gender differentiation and a special section was included to provide information related to disability if the volunteers observed specific needs. During the operation no cases of disabled persons were reported.</p>		
Challenges		
<p>It took time for the National Society to prioritize the issue, but after IFRC support, it was possible to implement the tools and strategies needed to develop the approach.</p>		
Lessons learned		
<p>It is considered pertinent to provide training on the themes of protection, gender and inclusion from the beginning of the emergency and/or in the following weeks so that volunteerism can take greater advantage of it throughout the response and development of the Plan of Action.</p>		

The use of the Community Engagement and Accountability (CEA) approach in each of the actions carried out was the key to community involvement and better accountability (this was done with donors, organisations and the community itself).

Strategies for Implementation

Outcome S1.1: The objectives involving the capacity building and institutional development of National Societies are achieved to ensure that National Societies have the legal, ethical and financial foundations, systems and structures, competencies and capacities to plan and act.

Output S1.1.6: National Societies have the necessary infrastructure and institutional systems.

Narrative description of achievements

Follow-up visits by the ARC

During the three months of the operation, the National Society supported each of the branches in the field with the development of actions, the preparation of community strategies, as well as support in terms of diplomacy and political agreements. As described in the first part of the report, the President of the National Society, teams from the Communication Directorate and the National Emergency Operations Coordinator were deployed to the affected area. Finally, at different times, members of the national intervention team were mobilized, with specialized profiles between Security, WASH and Psychosocial Support.

Outcome S2.1 Ensures effective and coordinated international disaster response.

Output S2.1.1 Effective and respected emergency response capacity mechanism is maintained.

Narrative description of achievements

The IFRC provides support to implement the ARC's operation and IFRC monitoring visit

The Disaster Management Coordinator monitored the operation in two stages. During the first visit, all intervention zones were visited, and a report was established with secondary recommendations that allowed the Plan of Action to be adjusted in relation to the new needs of the affected population. Also, there were strategic recommendations according to meetings with different authorities. For the second visit, impressions of the Review Commission of the DREF was shared and the workshop of lessons learned was carried out. Finally, in each of the interventions, she supported us in different operational lines, and specifically, on the approach of gender and diversity. Also, the Cluster of Buenos Aires, through its representation, supported the process in the strategic coordination and financial support in the process of accountability of the operation.

For its part, the International Federation of Red Cross and Red Crescent Societies sent a review commission, made up of the PMER officer of the Lima Cluster, a cooperation officer of the Canadian Red Cross and a member of the DREF team in Geneva. They generated a report on the recurrence and clearance of DREF applications and helped the National Society to explore new forms of funding.

Lessons learned workshop

In Buenos Aires, a space for Lessons Learned was carried out, with the methodology adapted by the National Society, in the light of the standard report. A total of 20 volunteers and 5 staff members attended. It also supported the IFRC with development and support.

The Lessons Learned process was co-led by the Risk Management Directorate and the Organizational Development Directorate. It had two instances of participation, a first block that was closed for branches that had direct intervention in their jurisdictions (Santa Fe and Chaco) and a second stage in which the branches that sent volunteers to support the intervention zones participated.

Outcome S4.1 International Federation becomes more effective, credible and accountable.

Output S4.1.4: Staff safety is prioritized in all Federation activities.

Narrative description of achievements

- Training of volunteers in security aspects

Based on previous experiences, a first term safety report was constituted by a member of the National Intervention Team, with the validation of each of the branches involved in the Action Plan. As part of this report, and implementation, an operational safety workshop was held in Cacho where 20 volunteers from the Santa Fe (8) and Chaco (12) branches participated, as well as the volunteers who followed the training courses of the IFRC Stay Safe learning platform.

- **Purchase and distribution of protective and visibility materials for ARC volunteers involved in the emergency response are provided**

50 volunteer protection kits are purchased and distributed to branches in the jurisdiction of the emergency, as well as those other branches that supported the operation.

The Personal Protection Kit is available:

- Rain Layer
- Rain Boots
- Protective helmet
- Goggles
- Mutes
- Heavy duty gloves
- Identification vest
- Identification cap

Challenges

To have transversal strategies that include, from a community perspective, an Integral Risk Management approach that gives us the possibility to better quantify the levels of resilience. It is a challenge for the future to investigate and evaluate new forms of financing for emergency response, which will give us the possibility of complementing DREF funds and other options for emergency financing for the different emergencies that occur in the country.

Lessons learned

Ensure as a disaster intervention process the implementation and procedure of security elements.

The accompaniment of the IFRC was key in the accompaniment of the operation and strengthening of the impact of the NS actions, expanding the coverage and scope.

D. Budget

Please see the attached [Budget](#).

Reference documents

Click here for:

- [Previous updates](#)
- [Map of affected areas](#)

Contact information

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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 Humanitarian 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.

The IFRC's work is guided by Strategy 2020 which puts forward three strategic aims:



Save lives.
protect livelihoods,
and strengthen recovery
from disaster and crises.



Enable **healthy**
and **safe** living.



Promote social inclusion
and a culture of
non-violence and peace.

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/01-2019/06	Operation	MDRAR016
Budget Timeframe	2019/01-2019/04	Budget	APPROVED

Prepared on 18/Jul/2019

All figures are in Swiss Francs (CHF)

MDRAR016 - Floods 2019

Operating Timeframe: 27 Jan 2019 to 27 Apr 2019

I. Summary

Opening Balance	0
Funds & Other Income	141,253
DREF Allocations	141,253
Expenditure	-140,973
Closing Balance	280

II. Expenditure by area of focus / strategies for implementation

Description	Budget	Expenditure	Variance
AOF1 - Disaster risk reduction			0
AOF2 - Shelter			0
AOF3 - Livelihoods and basic needs			0
AOF4 - Health	31,029	25,942	5,087
AOF5 - Water, sanitation and hygiene	79,692	77,446	2,246
AOF6 - Protection, Gender & Inclusion		2,259	-2,259
AOF7 - Migration			0
Area of focus Total	110,721	105,647	5,074
SFI1 - Strengthen National Societies	20,224	29,246	-9,022
SFI2 - Effective international disaster management		1,417	-1,417
SFI3 - Influence others as leading strategic partners			0
SFI4 - Ensure a strong IFRC	10,308	4,663	5,645
Strategy for implementation Total	30,532	35,326	-4,794
Grand Total	141,253	140,973	281

DREF Operation

FINAL FINANCIAL REPORT

Selected Parameters			
Reporting Timeframe	2019/01-2019/06	Operation	MDRAR016
Budget Timeframe	2019/01-2019/04	Budget	APPROVED

Prepared on 18/Jul/2019

All figures are in Swiss Francs (CHF)

MDRAR016 - Floods 2019

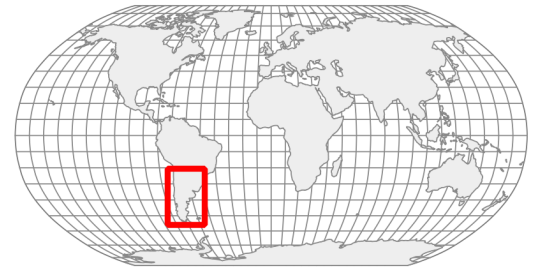
Operating Timeframe: 27 Jan 2019 to 27 Apr 2019

III. Expenditure by budget category & group

Description	Budget	Expenditure	Variance
Relief items, Construction, Supplies	83,961	84,938	-977
Water, Sanitation & Hygiene		9,250	-9,250
Medical & First Aid	6,254	6,240	14
Teaching Materials	23,328	15,614	7,714
Other Supplies & Services	54,379	53,834	545
Logistics, Transport & Storage	8,636	9,203	-567
Distribution & Monitoring		1,367	-1,367
Transport & Vehicles Costs	8,636	7,835	801
Personnel	22,931	23,879	-948
National Society Staff	10,473	10,583	-110
Volunteers	9,331	9,705	-374
Other Staff Benefits	3,127	3,591	-464
Workshops & Training	8,537	6,405	2,132
Workshops & Training	8,537	6,405	2,132
General Expenditure	8,567	7,944	623
Travel	1,985	3,083	-1,097
Information & Public Relations	2,114	2,609	-494
Office Costs	2,085	1,423	661
Communications	1,390	865	525
Financial Charges	993	-36	1,029
Indirect Costs	8,621	8,604	17
Programme & Services Support Recover	8,621	8,604	17
Grand Total	141,253	140,973	281

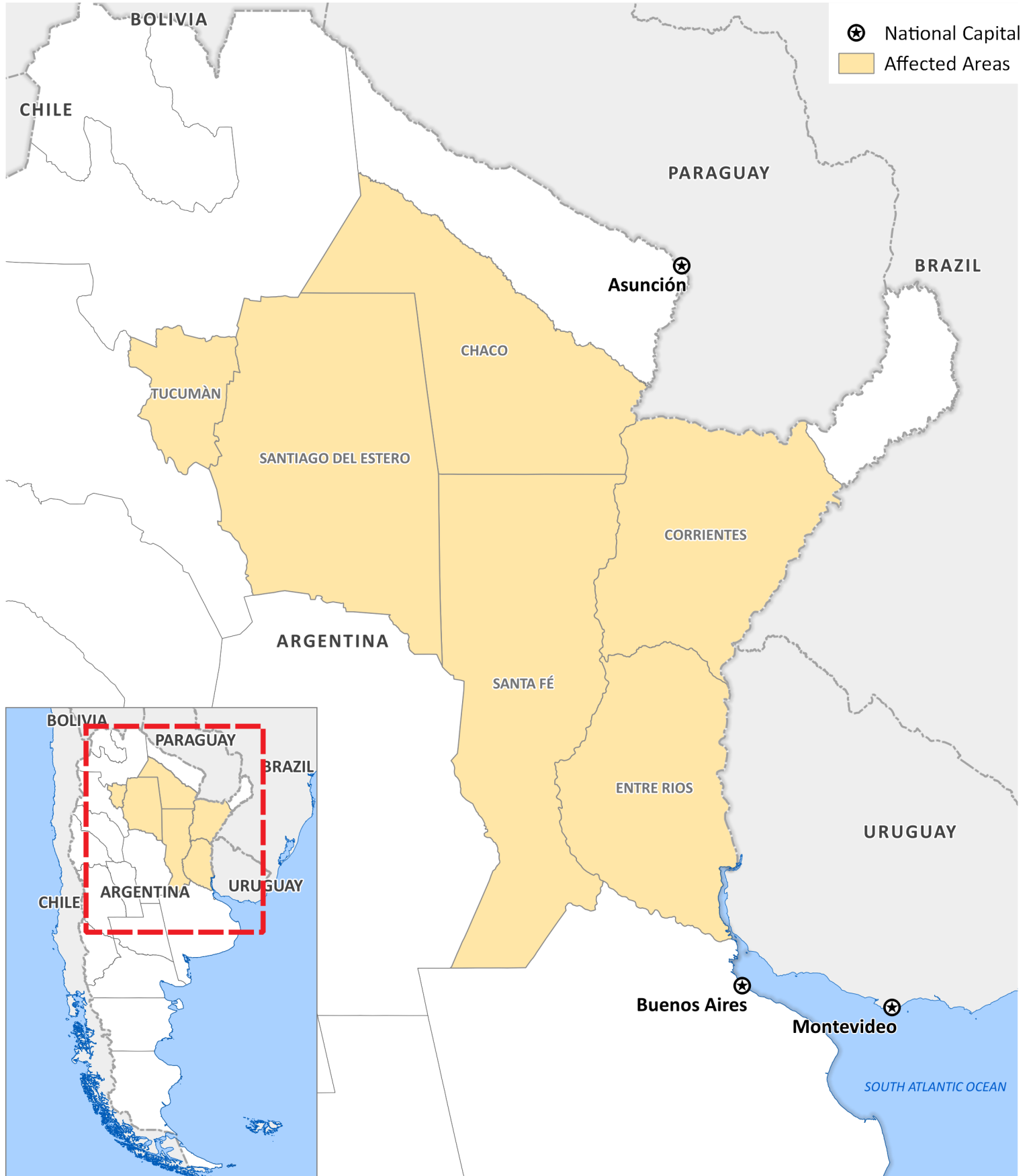


International Federation of Red Cross and Red Crescent Societies
Fédération internationale des Sociétés de la Croix-Rouge et du Croissant-Rouge
Federación Internacional de Sociedades de la Cruz Roja y de la Media Luna Roja
الاتحاد الدولي لجمعيات الصليب الأحمر والهلال الأحمر



Argentina, Floods: Disaster Relief Emergency Fund

24 January 2019 • FL-2019-000009-ARG



The maps used do not imply the expression of any opinion on the part of the International Federation of the Red Cross and Red Crescent Societies or National Societies concerning the legal status of a territory or of its authorities. Map data sources: OCHA, OSM Contributors, ICRC, IFRC.

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