

Emergency appeal operation update

Chile: Earthquake

Emergency appeal n° MDRCL006

GLIDE n° [EQ-2010-000034-CHL](#)

Operation Update n°15 – two-year progress report

11 June 2012

Period covered by this Ops Update: 27 February 2010 to 29 February 2012.

Appeal target: CHF 16,075,870

Appeal coverage: 94%; < [Click here to go directly to the updated donor response report, or here to view the interim financial statement and here to link to contact details](#) >

Note: During the reporting period some variances have been identified between the expenditures and the budget. Such variances include a reduction in the expenditures within the lines of workshops, procurement of vehicles and equipment, logistics and transport thanks to coordination efforts with other institutions. However, in other budget items, costs have risen, for example, professional fees related to audits and the Mid-Term evaluation of the operation and support provided by consultants to specific departments such as Logistics, and Water and Sanitation. Furthermore, the fluctuation of the US dollar in 2011 has led to the projection of a higher foreign exchange revaluation for 2012. As a result of these variances, the operation team expects to carry out a revision of the budget in July, which will be published jointly with the next operations update.

Appeal history:

- This Emergency Appeal was initially launched (on a preliminary basis) on 27 February 2010 for CHF 300,000 by means of **Disaster Relief Emergency Fund (DREF)** to assist 3,000 beneficiary families.
- On 2 March 2010, a Preliminary Emergency Appeal was launched for 7 million CHF to support the Chilean Red Cross (ChRC) in assisting 15,000 families (75,000 people) for 6 months.
- On 10 March 2010, an Emergency Appeal was issued to request 13,086,822 CHF - including ERUs - to support the ChRC in the provision of non-food items to 10,000 families (50,000 people), emergency and/or transitional shelter solutions to 10,000 families (50,000 people), curative and preventive health care for at least 90,000 people, and water and sanitation services for up to 10,000 households.
- On 24 August, a Revised Appeal was issued including changes in objectives, an extension of the implementation timeframe to 24 months and a revised budget of 14,143,016 CHF – in line with the revised Plan of Action of the Chilean Red Cross. The revised budget, without the costs of the ERUs, increased from 10,035 CHF to 14,143,016 CHF.
- December 2010, the Operations Update n° 9 featured a revised budget of 14,540,398 CHF. This change was due to cost estimates regarding the reconstruction of the various warehouses as well as the National Society branches.
- On 2 March 2011, a second Revised Appeal was published including an extension to the implementation period to **36 months**, a revised budget of 16,075,870 Swiss francs and a relocation of budgetary lines. [Click here to view the second Revised Appeal.](#)

Summary: The Emergency Appeal launched to support the Chilean Red Cross (ChRC) in delivering assistance to communities affected by earthquake in 2010 has completed its second year. After 24 months, the operation has made noteworthy progress in meeting the needs of beneficiary families.

After two years of implementation of the Operation Earthquake 2010 and under the co-operation with the IFRC and the Partner National Societies, each department of the National Society has developed a series of achievements:

- Shelter solutions: 9,363 ReD cards delivered in the Maule and Bio Bio regions.
- Livelihoods: Delivered 1,879 Agricultural ReD cards in the Regions of Maule and Bio Bio, more than 1,800

families received vegetable seeds kits and protection kits to re-establish their agricultural activities.

- 23 courses have been organized aiming at: improving institutional disaster preparedness; preparing the most vulnerable communities to cope with disasters creating an early warning system; training volunteers in this same topic; training National Intervention Teams in the general course and specialized courses in water, sanitation and hygiene promotion (WASH), health in emergencies (epidemic control and psychosocial support); improving communities' knowledge related to HIV and AIDS, sexual and reproductive health, first aid, psychosocial support, water and sanitation.
- 23 branches of the Chilean Red Cross were restored and received IT and radio equipment (HF and VHF).
- The Logistics, Human Resources and Finance departments of the National Society have had a major transformation, with the implementation of a new accounting software.
- The organizational development process conducted through the operation has strengthened, professionalised and modernized the ChRC, reinforcing its internal organization and establishing a Strategic Resource Mobilization Committee to obtain funding through partnerships with the private and public sector.

The situation

Twenty-four months after the earthquake and tsunami of 27 February 2010, the government of Chile and the Chilean Red Cross (ChRC) continue working to assist the more than 2 million persons affected. The Ministry of Public Works implements a plan to rebuild *caletas* (fishing bays) in the Bio Bio region, in line with the plan of reconstruction of infrastructure and public services in the affected regions. The Ministry aims to recover 17 *caletas*, which resulted severely damaged after the earthquake and tsunami of 27 February 2010. Other projects are under study in nine provinces of Concepcion and in eight provinces in Arauco for repairing cracks, reconstruction of ramps and retaining walls, rehabilitation of fishing sites, among others.

The Ministry of Housing and Urban Development (Ministerio de Vivienda y Urbanismo - MINVU) continues repairing infrastructure and improving temporary settlements where families had been established. The MINVU is investing 2,500 million USD through a 3-year plan to reach potentially 220,000 families affected by the earthquake/tsunami through subsidies. Up to the end of the reporting period more than 184,000 subsidies have been given. The plan entails three reconstruction areas: constructions of houses, support to villages and communities, and reconstruction of areas in urban zones.

Meanwhile, the Chilean Red Cross has continued to respond to new disasters and crises.

In August 2010, 33 miners were trapped 700 metres under sea level in the Mine of San Jose in Copiapó (Atacama desert). Due to the complexity of the rescue, it took 70 days to rescue the workers. Psychosocial support was given to the families waiting for the worker's rescue. Later in November 2010, the Chilean Red Cross also provided psychosocial support to the relatives of the 19 persons who died in a traffic accident in the Sol Highway. The National Society also responded to the fire that broke out in the prison of San Miguel in the Metropolitan Region.

In July 2011, the ChRC provided humanitarian aid when a cold wave occurred in the Araucanía Region through a DREF allocation (MDRCL007), also the National Society assisted the population when the Puyehue Volcano erupted in August 2011. In October 2011, the ChRC responded to several major emergencies: a major traffic accident in Casablanca, the eruption of the Hudson Volcano and a fire in Santiago's Central Station. The ChRC was present in all these emergencies with the psychosocial support team to support the people affected.

2012 has started as well with a major deployment of Red Cross personnel and volunteers in response to the fires in the Bio Bio region and Valparaiso and to the floods in the desert in the first three months of the year. For the fires in Bio Bio, a DREF allocation was made to assist the National Society (MDRCL008).

Coordination and partnerships

To achieve the proposed objectives, the Chilean Red Cross (ChRC) and the International Federation are working in coordination with various external stakeholders. In the latter period, Partner National Societies (PNS) have taken a leading role in implementing and supporting the projects of the ChRC.

American Red Cross: during the reporting period, selected staff of the Bio Bio and Maule regions were integrated into the Latin America Risk Reduction Activity project. The team visited 15 communities of which 10 were selected to participate in the project. Community assessments were conducted using the vulnerability and capacity assessment (VCA) tool in 7 communities thus managed to establish baselines on the 7 communities and carry out training in first aid in 5 of the selected ones. The project also strengthened the branches of Talcahuano, Chilian and Take (Bio Bio) with

office equipment and first aid training. Up to the end of the reporting period, this project has trained 145 persons in community first aid, 199 families in emergency planning and 241 persons have been sensitized through public interventions.

Japanese Red Cross Society: the first support of this PNS was through the basic health care - ERU in Parral in the first semester of 2010. A bilateral project started in July 2010 and finalized in February 2012. This project delivered 70 boats and 137 engines reaching 147 fishermen from affected fishing communities. A second project started in February 2012 and will finish in December of 2012. This project aims to support communities with income generating activities to support their livelihoods.

Spanish Red Cross: This PNS is implementing the project "Strengthening the regional civil protection and risk reduction before earthquakes and tsunamis in the northern part of Chile", funded by the Directorate General for Humanitarian Aid and Civil Protection European Commission (DG-ECHO). The project will work with eight communities in the regions of Arica, Tarapaca and Antofagasta Parinacota. During 2011, the project team visited 8 selected communities, conducted VCA diagnostics in 7 communities and developed baselines for 8 communities through a KAP survey. The team also conducted training for targeted communities related to the risk of earthquakes and tsunamis.

Colombian Red Cross Society: It has supported projects and held courses under the area of risk reduction in communities and entrepreneurship, CBHFA and the Protected Family module for community members. The Colombian Red Cross Society has also supported specialized courses to the fire department in Tubul (Bio Bio).

In conjunction with the United Nations system in Chile, several courses were conducted since March 2010: 3 Sphere courses, 2 courses on damage and needs assessments, and 2 training of trainers' courses were held for the ChRC staff.

In September 2011, a Memorandum of Understanding was signed between the Government of Chile, United Nations agencies and international humanitarian agencies, including the International Federation, in order to coordinate humanitarian disaster's actions through regular meetings, and protocols for coordination, communication and information.

With support from the Appeal, the face-to-face phase of the International Diploma Specializing in Human Rights, Sustainable Development and Disaster Prevention Public Policies in Latin America and the Caribbean 2011-2012, organized by the Henry Dunant Foundation, took place in October 2011. This session was held in the Maria Luisa Torres branch, where ChRC staff and volunteers and the IFRC team in Chile were both present as participants and speakers.

Red Cross and Red Crescent action

Overview

The following summarizes the major actions taken by Chilean Red Cross and the Federation within the framework of Chile earthquake operation 2010:

Shelter Solutions: 9,363 cards were distributed: 3,788 cards in the Maule region, of which 2,464 were given to female heads of household, in the Bio Bio region 5,441 cards were distributed, of which 3,303 were given woman-headed families. Surveys about the project were conducted with 94 of the 120 volunteers involved in the project and a satisfaction survey was conducted with 547 of the 9,363 families reached.

Health: Four National Intervention Team (NIT) courses in health in emergencies were carried out, two with an emphasis on epidemic control for volunteers (41 participants) and another two NIT courses with an emphasis in psychosocial support (33 participants). The Community-Based Health and First Aid (CBHFA) methodology was disseminated and implemented in many branches in the Maule, Bio Bio and Metropolitan regions for 162 participants. In addition, the revision of the ChRC first aid manual was completed and had been printed (3,500 copies of basic and 1,500 copies of advanced levels), which is the basis of the health trainings.

Water, Sanitation and Hygiene Promotion: Two NIT courses were carried out in water, sanitation and hygiene promotion for 33 participants. Volunteers previously trained in the 2010 course joined this second course as part of the technical support team, which contributed to strengthening previously acquired skills.

Livelihoods: In October 2011 an agreement was signed with a software company called INSO to create a management system for more of 1,800 beneficiaries of the agricultural ReD card. A contract was also signed with Copeval, which will provide the goods purchased with the agricultural ReD card. A first group of heads of households also received training

on the correct use of pesticides, vegetable production, fertilization and irrigation. Trainings will continue to reach the target of 2,500 beneficiaries.

Disaster Risk Reduction: The National Society is working on the adaptation of four modules from the “Better be Ready” series created by the Centre of Reference for Community Based Education in Disaster Preparedness (CREEC). Together with UNESCO, a document entitled “Disaster Risk Analysis in Chile” was completed, which will be published on the second anniversary of the disaster. Two NIT- Relief courses took place with 41 participants and key manuals have been printed for their dissemination with thin the National Society.

The installation of the *crisis room* was completed and the ChRC National Response Plan was developed. This plan includes processes, structures, roles and responsibilities, which will support personnel in the crisis room in understanding procedures in information management, monitoring of communication networks and the management of the radio communication systems.

Organizational Development: The strengthening of the departments of Logistics, IT/Telecommunications, Human Resources and Finance through the public selection of personnel and implementation of internal processes and protocols has continued. During the reporting period, the National Society applied to participate in the OCAC process and the IFRC’s secretariat has accepted at the beginning of the year.

The Strategic Resource Mobilization Committee has also continued its work and a Volunteer Committee was set up with the aim of improving policies and strategies in this area. In addition, the National Society has also continued with the repair of branches and buildings damaged by the earthquake/tsunami.

For more details on the progress in the aforementioned areas and those of telecommunications, logistics and communications, see the section below, progress towards outcomes.

Progress towards outcomes

Relief distributions (food and basic non-food items)

1. Outcome: Affected families have access to food and non-food items to support resumption of essential household activities.
2. Outputs
Up to 10,000 households (50,000 people) resume household activities through the distribution of one hygiene kit and one kitchen set per household, and other non-food items.
Up to 3,000 families have their immediate food needs covered through the distribution of food parcels received locally by the Chilean Red Cross.

Impact: The distribution of relief sector closed its activities at the end of the emergency phase of the operation in June 2010. 11,290 families received hygiene kits, 11,175 families received kitchen kits, 44,740 families received blankets, 17,000 children received coats for the cold and 3,000 families food parcels.

Emergency shelter

Outcome: Ensure that the most vulnerable families have a healthy, safe and dignified shelter solution to preserve their physical and mental well-being and to prevent any further deterioration in the humanitarian situation.	
Output	Activities planned
Up to 1,600 households receive emergency shelter solutions (16m ² family tents) and 10,000 families receive support to improve their habitation conditions to help their recovery.	<ul style="list-style-type: none"> • Conduct rapid emergency needs and capacity assessments. • Develop a community and beneficiary targeting strategy in coordination with local authorities and institutions. • Assess the extent of shelter needs and preferred shelter solutions, employing local suppliers when possible. • Provide emergency shelter solutions. • Provide appropriate support for the improvement of habitation conditions during the recovery phase, in coordination with local and regional authorities, professional associations and the affected population. • Develop awareness-raising activities dealing with safe shelter and Disaster Risk Reduction (DRR), in coordination with the CRCh and local authorities.

Progress: During the first phase of the operation 750 families received construction kits, 744 families received *mediaguas*, 20,650 families received tarpaulins, and 1,587 families received emergency shelter solutions (tents).

During the second phase of the operation, families received support to improve their living conditions to support their recovery through the ReD card. The initial target was 8,400 families, which later was increased to 10,000 families. The Chilean Red Cross reached 9,363 families with ReD cards with no more charges on the appeal and thanks only to the efficiency of the distribution system. This represents 93.6 per cent fulfilment of the revised target of 10,000 families. The distribution of the cards was carried out in four phases between October 2010 and May 2011. After the distributions were completed, the National Society focused on finalizing and assessing the ReD card project. In November 2011, a satisfaction survey was carried out with 94 volunteers (of which 94 per cent were women) of the total 120 volunteers that participated.

Survey on the Volunteers taking part in the ReD card Project by Region and Branch		
Region	Branch	N° of Volunteers interviewed per branch
Maule Region	Constitución	7
	Cauquenes	10
	Parral	5
	Curicó	4
	Molina	7
	Teno	3
	Linares	10
	San Clemente	9
Biobío Region	Tomé	13
	Chiguayante	17
	Coelemu	7
	Talcahuano	2
Total		94

In general terms, the survey indicated that the project was welcomed by the volunteers as a challenge and perceived as beneficial for the branches, which confirms that the non-traditional interventions are taken on by the branches with commitment and responsibility. Another result of the survey was that an increase number of volunteers and training would have been needed in order to implement more efficiently the beneficiary selection process.

Another positive finding from the survey was the good communications and availability of the coordinator team and the need to have increased logistic support at the field level.

After an opportunity and efficiency analysis was carried out, the National Society decided to carry out satisfaction surveys with a group of the ReD card users. A total of 547 families have been interviewed (from the total of 9,363) by the University of Chile, which conducted the survey.

Region	Women	Men	Subtotal
Maule	148	77	225
Bio Bio	197	125	322
Total	345	202	547

The survey indicated that the beneficiary population is in a situation of high vulnerability which is reflected a the educational level (more than 60 per cent of the interviewed have not completed high school studies), in the income level

(as the level of income is in its majority under 300,000 Chilean pesos and with an average under 200,000 Chilean pesos) and the geographical level (most families live in rural areas). The difficulty in receiving aid in these areas is confirmed by the low postulation to subsidies (13 per cent) and the low perception from the part of the population to receiving a shelter solution in the future (20 per cent).

The overall evaluation of this project was satisfactory, highlighting the following comments from the interviewed: it enabled them to buy materials and household equipments that they needed and that were very useful to improve the conditions of their houses. Even though there were delays, the interviewed highlighted that the support came in an opportune moment, and that they were able to choose which products/items to purchase. In addition, it was noted that even though affected families' needs were larger than the amount provided through the card, the support given was important to enable families to acquire the elements they required. The method to deliver the support —through a debit card— enabled that the money was invested in hardware materials and not in order items, in come exceptional cases some persons were able to purchase gardening and horticulture materials that they were able to use in orchards for their own consumption.

The great majority of the interviewed stated their gratitude towards the Red Cross for the support received, recognizing the great effort that the delivery of the card entailed.

The CRCh and the International Federation continue collaborating with the Ministry of Housing and Urban Planning (MINVU) and the Chilean Association of Municipalities in a project in the district of Valle del Itata (Bio Bio region). The project studies the use of adobe as a local material used for the recovery of local housing patrimony, which implies the repair or reconstruction of houses depending on the needs. This is being carried out as part of an agreement between UN-Habitat and the Chilean government to set up a resource centre to provide technical assistance to municipalities, authorities and local actors in November. The same month the second joint mission of the National Society and the International Federation was carried out with the Chilean Association of Municipalities to evaluate, define and disseminate the initiative. According to the local municipalities, a workshop will be held in April 2012 on the use of reinforced adobe with earthquake resistant techniques, within the framework of Chilean construction law. The International Federation will present its previous experiences using adobe in different countries in Latin America. The workshop will be co-funded through the Appeal, together with MINVU and the municipalities.

Emergency health

Outcome 1: The medium and long-term risks to the health emergency in the affected population is reduced through the provision of selective prevention and community health interventions including hygiene promotion, recruitment of volunteer donors unpaid blood, disease prevention and psychosocial support to affected communities

Outcome 2: Affected communities will benefit from curative health care through the implementation of health facilities and equipment field.

Expected results	Activities planned
<p>Health risks of at least 10,000 families are reduced over a period of 36 months through the provision of community-based preventative health care.</p> <p>Selected affected groups and communities receiving psychosocial support have reinforced their capacity to adapt and strengthened their coping mechanisms.</p>	<ul style="list-style-type: none"> • Design medium and long-term community health programmes for volunteers using standard Federation tools and approaches (CBHFA, PHAST, epidemic control, voluntary blood donor recruitment). • Organize training sessions and workshops for volunteers and community members. • Monitor and evaluate activities. • Translate, validate at the local level and publish Federation PSP Toolkits. • Train CRCh volunteers and develop skills in community-based psychosocial support and psychological first aid. • Provide psychosocial support to selected groups and communities affected by the disaster. • Identify the need for and locations of field hospitals and other healthcare facilities. • Mobilise healthcare ERUs and other healthcare services as required in the field. • Offer health training for national disaster intervention teams focusing on health in emergencies and epidemic control.

Progress: In the first phase of the emergency response, three basic health care ERUs were deployed. One ERU by the Spanish Red Cross in Hualañé and local hospital which provided care to 2,116 persons and that were later donated to the Chilean Red Cross. A second ERU (Japanese Red Cross Society) was deployed in Parral and later donated to the Ministry of Health. The third ERU (Finnish and Norwegian Red Cross) was deployed in Pitrufquén and later it was also donated to the Ministry of Health. Furthermore, during this phase, 3,910 persons (of which 20 per cent were hombres and 80 per cent were women) received psychosocial support. Some 400 volunteers received psychosocial support in their communities, while 436 volunteers received training psychosocial first aid and 19 volunteers received training in how to provide care to adults with reduced mobility.

The CRCh national health department has developed different courses about emergency health:

N	National Intervention Team (NIT)	Total	N° of Men	N° of Women
2	Health in emergencies with emphasis on epidemic control	42	14	28
2	Health in emergencies with emphasis in psychosocial support	33	11	22

Moreover the National Society has been strengthened in the following areas:

Health in emergencies and first aid: The National Society has organized the ERU into two ambulances and two logistic units to render the rescue system easier to carry.

The Chilean Red Cross staff has improved their competencies through the courses taken within these two years in several topics. During the emergency in Copiapo (collapse of a mine with 33 miners underneath), the intervention worked with 40 volunteers of the psychosocial support team during three months. As another example, during the fire which broke out in the San Miguel Prison, the team provided psychosocial support to the families of the victims and the same team worked during different accidents in the last two years, thanks to the skills learned since the start of the earthquake recovery phase.

Furthermore, two first aid manuals have been developed (basic and advanced manuals). These tools will contribute to volunteer's learning processes depending on their level of expertise. Several courses related to first aid took place, as follows:

First Aid courses	Region	N° of Men	N° of Women
First aid Operator	Araucanía	2	4
	Bio Bio	1	13
	Maule	1	7
	Metropolitan	1	12
	O'Higgins	1	5
Advanced First Aid	Bio Bio	4	8
	Metropolitan	5	10
First Aid Instructor	Metropolitan	11	14
Basic First Aid	Bio Bio	11	14
First Aid Occupational School	Metropolitan	13	7
First aid course, given in a women's prison	Metropolitan	/	25
TOTAL		50	119

At the same time, the National Society has started the planning, design and adaptation of the methodological tool kit on "Epidemic Control for volunteers". Trainings are planned to take place after the summer vacations and before the start of the winter seasons when epidemics represent a risk in communities.

Psychosocial support: The national coordinator of the psychosocial support programme participated in the "Psychosocial Support Meeting: presentation of reference manuals, educational materials and experiences in recent disasters", organized by the IFRC in Bogotá, in September 2011. The coordinator spoke on the growth of the psychosocial support programme in the Chilean Red Cross and of her experiences in recent emergencies. In addition the development and methodological design of the psychosocial support training modules for volunteers and the results of the pilot course were presented, which complements the training of NITs in health in emergencies. One of the

outcomes of the meeting was that the Chilean Red Cross now forms part of the group of National Societies in the Americas that lead networking in this topic.

This sector is developed on two levels: a) psychological first aid, directed to the entire staff of the Chilean Red Cross; b) psychosocial relief team: as part of the agreement with the University of the Americas, the psychosocial support programme started training with 45 students in their third and fourth year of Psychology to integrate them into volunteering with the programme. Three trainings were held with the same group of students on institutional doctrine, the vision of psychosocial support and the Chilean Red Cross strategy for community work.

Psychological First Aid Courses	
Region	Participants
Bio Bio - Cauquenes	24
Valparaiso - Punta de Talca	75
Bio Bio - Alto Bio Bio	127
Metropolitan	18
Bio Bio - Los Angeles	14

Psychosocial support has also been integrated into other bilateral projects with the American Red Cross (LARRA) in the south, with the Spanish Red Cross (DIPECHO) in the north and with the Resource Foundation for a project with immigrants in the Metropolitan region. Activities in this sector will also soon be implemented with the International Committee of the Red Cross (ICRC).

ONEMI recognizes the capacity of the Chilean Red Cross in first response teams with specialization in psychosocial support in emergencies, which is the reason the National Society is asked to provide support during disasters or crises.

Community health: Through the Appeal, the community health programme has been implementing a project since 2011 with fishing communities affected by the earthquake to improve their resilience and promote health issues such as hygiene and first aid. The project is working with at least 25 communities in the Bio Bio and Maule regions.

During the 2011, meetings were held with 21 branches from the Bio Bio region: Chillan, San Carlos, Bulnes, Los Ángeles, Santa Bárbara, Nacimiento, Negrete, Concepción, Mulchén, Talcahuano, Curanilahue, Lebu, Cañete, Chiguayante, Monte Aguila, Cabrero, Tome, Penco, Coronel, Lota and Coelemu; and in 6 branches in the Maule region: San Clemente, Curicó, Talca, Constitución, Curanipe and Pelluhue. The aim was to introduce the CBHFA methodology and the results gained from working with communities to promote the training of new volunteers to work with other communities.

Community Basic Health First Aid Courses	Region	Men	Women
Instructors	Metropolitan	6	15
Facilitators	Bio Bio	8	17
	Bio Bio	5	16
	Maule	7	1
	Metropolitan	4	12
TOTAL		30	61

In 2011, 21 people (15 women and 6 men) were trained in the CBHFA methodology, with support from the Appeal, in the Metropolitan region. On November 2011, 70 volunteers (46 women and 24 men) were trained in the CBHFA course in the Metropolitan, Maule and Bio Bio regions. With these new volunteers trained, the identification of new communities will take place in the same region.

Branches have received support to conduct community health activities and received 10 equipments (data show/projectors, laptops and screen), 10 cardiopulmonary resuscitation training mannequins, 30 advanced first aid kits, materials (t-shirts, polo shirts and caps) for institutional visibility.

At the community level, 500 backpacks (emergency family kits) which include first aid kits have procured. The backpacks will be distributed to selected beneficiary families.

Water, sanitation, and hygiene promotion

Outcome: The health of affected communities is improved with the provision of clean water, minimum sanitation and hygiene promotion.

Expected results	Activities planned
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Up to 10,000 households have access to safe water and community-based hygiene activities	<ul style="list-style-type: none"> • Conduct rapid health and water sanitation emergency needs and capacity assessment in coordination with the relevant local authorities. • Develop a strategy aimed at both beneficiaries and the community in coordination with local authorities. • Train and mobilize CRCh volunteers in water, sanitation and hygiene promotion teams using the participatory hygiene and sanitation transformation (PHAST) methodology and a technical team for testing water. • Set up mobile water purification units or contract out water distribution trucking, to ensure safe water distribution according to SPHERE standards. • Conduct hygiene promotion activities (personal and community hygiene, solid and human waste disposal, water handling). • Offer specialised training in water, sanitation and hygiene promotion to national disaster intervention teams.
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Progress: In the emergency phase 22,370 families received jerry cans, 5,000 persons received water provided by the water and sanitation ERU, 20,000 litres of safe water were distributed and 17 collective sanitary modules benefitted 396 persons.

The Chilean Red Cross jointly with the German Red Cross and the Swiss Red Cross requested support to the IFRC to finalize the two bilateral projects of these two PNS, which aimed to install sanitary modules in order to met the commitments made with the affected communities. The completion of this activity was financed through the Appeal.

Region	Commune	Locality	Quantity of modules delivered
Swiss Red Cross			
Bio Bio	Arauco	Tubul	100
		Llico	40
		Arauco	60
Maule	Parral	Parral	200
German Red Cross			
Bio Bio	Lebu	Lebu	100
	Chiguayante	Chiguayante	197

In third quarter of 2011, after an assessment, a proposal for an intervention in water, sanitation and hygiene promotion was made for the regions of Araucanía and Maule. This intervention seeks to benefit some 806 families¹, 300 students and 12 volunteers through the improvement of community and family water wells, as well as rural single-family sanitation systems. After the proposal was approved, the tender and selection of suppliers took place for the companies responsible for the construction of 2 community water wells, cleaning of 15 water wells, for the procurement of 90 water towers and tanks, 1,000 family purification kits, tanks (20-50 litres) for 396 families, 425 sanitation kits, and finally for the production of awareness-raising and sensitization materials.

Between 2010 and 2011, two National Intervention Team (NIT) courses in water, sanitation and hygiene promotion were held in Cajon del Maipo (Metropolitan region) and in Salto de Laja (Bio Bio region); one course on cleaning of wells and one PHAST course took place (See table below). Response procedures in the area of water, sanitation and hygiene promotion were established. Moreover, water and sanitation equipment received maintenance, was systematized and stored in two warehouses: one located in Chiguayante, which will support the south of the country and another in the headquarters' warehouse in Santiago, which will support response in the north of the country.

Courses	Region	Man	Woman
NIT- Water, sanitation and hygiene promotion	Metropolitan	15	5

¹806 families in the regions of Araucanía (Lumaco, Puerto Saavedra and Isla Catrileo communities), Maule (Cauquenes district) and Bio Bio (districts of San Carlos, Quirihue and Coelemu).

	Bio Bio	8	5
Cleaning of wells	Bio Bio	2	5
PHAST	Bio Bio	4	7
	Araucanía	5	11
TOTAL		34	33

Livelihoods

Outcome: The most vulnerable affected groups and families have the ability to restore, improve or diversify their livelihoods through livelihood support or substitution activities.

Expected results	Activities planned
<p>Up to 2,500 families are actively involved in early recovery actions and benefit support or livelihood substitution activities.</p> <p>Communities and groups participating in livelihood restoration and income-generating projects improve their financial well-being and recover economically</p>	<ul style="list-style-type: none"> Assessment and participatory planning. Selection of beneficiaries. Provision of alternative livelihood inputs such as seeds, fertilizer, pest control kits, tool kits and machinery, through direct distribution or through the distribution of debit cards/vouchers for the purchase of products for up to 2,000 families. Vocational and technical skills training, and support for re-establishing small businesses, for up to 2,500 families. Identification of key sectors (i.e. small-scale cooperatives or neighbourhood groups dedicated to agricultural production or commerce) to assist up to 500 families. Training and capacity building for ChRC staff and volunteers to enable them to implement this programme and integrate it with other areas (shelter, comprehensive healthcare, etc).

Progress: In line with the first expected result in this area, the ChRC is implementing a project to improve agricultural livelihoods. This project is financed with through Appeal funds, and it aims to benefit 2,500 families dedicated to agriculture in the Maule and Bio Bio regions.

At the end of February 2012, 2,192 field surveys were carried out, of which 1,890 beneficiaries were selected. The pending surveys will be carried out in the first quarter of 2012. In the field, municipalities collaborated with personnel from the Local Development Programme for small farmers (PRODESAL), which accompany volunteers carrying out the surveys. The aim is to have a registry of families to select the 2,000 families who will receive a vegetable seed kit and a protection kit for farming, the agricultural ReD card and training in the use of agricultural equipment.

During the reporting period, seed kits and protection kits were distributed to the first group of selected families, and the remainder will be distributed in the first quarter of 2012, to coincide with the farming calendar. This enabled to continue conducting the trainings in the three modules: correct use of pesticides, vegetable production, fertilization and irrigation. Participants of the trainings included people directly reached by the project and people representing beneficiaries or community members. After completing the trainings, information was gathered on community members with health problems or who had passed away. Thereby contributing to updating the database of selected families and allowing another pre-selected member of the family to access the support provided by the project, if the head of the household could not assist the trainings or receive the agricultural items.

Region	Commune	N° of surveys conducted	N° of beneficiary selected	N° of seed kits distributed	N° of protection kits distributed	N° of Agriculture ReD cards distributed	N° of purchases made with the Agriculture ReD card
Maule	Hualañé	68	60	60	60	60	60
	Empedrado	111	106	106	106	106	105
	San Javier	140	132	109*	109*	131	131
	Cauquenes	173	113	107*	107*	107	105
	Sagrada Familia**	153	121	108*	108*	120	13

	Molina*	205	176	176	167	175	173
	San Clemente*	236	220	220	220	220	217
	Linares*	115	100	100	100	100	100
Bio Bio	Coelemu	173	163	142*	142*	161	159
	San Carlos	165	132	132	132	132	132
	Quirihue	97	86	86	86	86	86
	Arauco*	238	188	188	188	188	158
	Curanilahue*	110	105	105	105	105	98
	Tirua*	82	78	78	78	78	72
	Lebu*	126	110	110	110	110	108
Total	15 communes	2,192	1,890	1,827	1,818	1,879	1,717

*Data pending to be updated after the distributions carried out during the training sessions.

Until this reporting period, 10 other projects have been developed to help the communities. For example, equipment has been provided to create 6 community gardens (measuring 288m² with a mesh fence which includes 2 greenhouses measuring 90m², 2 warehouses to keep tools and agricultural inputs, a compost bin and a nursery² a water tank with a pump to supply the drip irrigation system. Other projects entailed the distribution of equipment to re-establish beekeeping and three micro-enterprise projects were carried out with women.

Region	Commune	Type of project	N° of Beneficiaries (persons)	Approximate investment in USD
Maule	Cauquenes	Beekeepers cooperative	9	6,000
	Hualañé	Repair of the rural greenhouse in the Barba Rubia Rural School	82	3,500
	Teno	Greenhouse developed within the ChRC branch	20	4,000
	Molina	Greenhouse developed within the ChRC branch	17	4,000
	Cauquenes	Greenhouse developed within the ChRC branch	18	4,000
Bio Bio	Arauco – Aldea 12 Abril	Community orchards	55	6,500
	Tirúa	Cultivation of medicinal herbs	5	10,000
	Tirúa	Production of products based on the breeding of schools	5	10,000
	Arauco	Food processing	16	15,000
Total		9 projects	227	63,000

Region	Commune	N° of persons which have received training		
		Mod 1 Correct use of pesticides	Mod 2 Vegetable production	Mod 3 fertilization and irrigation

Maule	Hualañé	54	48	53
	Empedrado	98	87	85
	San Javier	83	86	85
	Cauquenes	91	95	85
	Sagrada Familia**	9	-	-
	Molina*	69	-	-
	San Clemente*	113	98	-
	Linares*	67	63	-
Bio Bio	Coelemu	86	0	66
	San Carlos	120	96	64
	Quirihue	57	48	66
	Arauco*	125	-	-
	Curanilahue*	85	-	-
	Tirua*	40	-	-
	Lebu*	-	-	-
Total	15 communes	1,097	621	504

*These communes joined during the 2nd phase of the project. In this phase, the 3 training modules were grouped in 2 modules.

**In the Sagrada Familia commune, there have been delays related to coordination with local authorities in order to carry out the training sessions.

The Chilean Red Cross team took advantage of the launching of the World Disaster Report 2011, which focuses on food security, to present a video of the project that supports agricultural livelihoods. This video is available on the Chilean Red Cross website.

Disaster preparedness and risk reduction

Outcome: The risks associated with future disasters are reduced through strengthening of disaster management mechanisms, carrying out national contingency planning, and undertaking volunteer training using International Federation tools so that knowledge can be replicated with community-based groups and institutions.	
Expected results	Activities planned
<p>The CRCh has increased the role of disaster preparedness and risk reduction (DRR) in its programming and Institutional strategy.</p> <p>3,000 households vulnerable to natural risks establish early warning systems linked to broader systems to monitor disaster and climate-related risk, through workshops, micro-projects, simulation, training and awareness raising.</p> <p>Volunteer and staff capacity to deliver sustainable DRR programming is enhanced through workshops and training courses.</p>	<ul style="list-style-type: none"> Review the CRCh response plan, including coordination with the government's national response plan. Work with local and national civil defence institutions to promote the creation of coordination mechanisms. Develop a group of DRR trainers who can replicate knowledge at branch and community levels. Identify hazards and effective early warning systems. Implement a pilot project of DRR training in selected communities, building on lessons learned from other disasters to ensure sustainability. Train CRCh volunteers and staff in DRR tools and methodologies. Train National Intervention Teams in the areas of health in emergencies, epidemic control, as well as water, sanitation and hygiene promotion.

Progress: Thanks to the donation from IBM, the installation of the "Crisis Room" was completed. While this was in use beforehand, it was formally opened on 22 September 2011. Regular and constant monitoring of emergencies across the

country is carried out here, with the aim of assessing possible interventions and maintaining the National Society, PNS and the IFRC up to date.

The ChRC national response plan, which was developed with contributions from the different operational areas and services in the National Society, aims to be coherent with the government's National Plan in order to ensure optimum coordination in the event of a potential disaster. This plan includes processes, structures, roles and responsibilities. This plan is currently in the final stage of revision, which will soon be ready for printing and distribution.

The personnel in the crisis room developed and implemented the internal operational procedures for its functioning, including: information management, monitoring of communication networks and the management of radio communications (HF-VHF). This topic is now under the supervision of the IT-Telecom area and the broadcasting service management.

The outcome of these operational advances was the coordination and management of the two DREF allocations in response to the severe winter (MDRCL007) in Araucanía and the fires in Bio Bio (MDRCL008), support for different operations at the regional and national levels for mass events (the Lo Vasque pilgrimage with over a million people) as requested to the National Society by ONEMI.

The disaster risk reduction programme continued to work on the adaptation of the educational modules from the "Better Be Ready" series created by the Centre of Reference for Community Based Education in Disaster Preparedness (CREEC). The series consists of a collection of risk reduction tools that contribute to the creation of better-prepared communities. In Chile, four modules from the series are being adapted: early warning, protected school, education, organization and preparedness for risk reduction and community teams. During the first quarter of 2012, the programme has printed the first set of these tools: 100 copies of the 10 modules and 1,000 copies of the latest version of the Sphere Manual (2011).

Different courses have been conducted in order to continue strengthening the National Society's capacities:

Courses	Region	Participants	Man	Woman
General NIT	Metropolitan	22	11	11
	Valparaiso	20	13	7
BAGER*	Maule	18	7	11
-Training of Trainers on VCA	Metropolitan	20	11	9
Damage and Needs Assessments	Metropolitan	11	6	5
Search and Rescue Training*	Metropolitan	10	10	0
Sphere training (1°, 2°, 3°)*	Metropolitan	22	17	5
Training for radio operators	Bio Bio	12	5	7
TOTAL		135	80	55

*This course had the participation of other institutions (ONEMI, Word Vision, UN agencies)

Together with UNESCO, the document entitled "Disaster Risk Analysis in Chile" was published and 1,000 copies have been printed with the support of Appeal funds.

Strengthening the National Society

Outcome: The Chilean Red Cross is better prepared to respond to this and future emergencies through the development of efficient, effective and competent governance, management, and volunteer and communication structures.

Expected results	Activities planned
<p>The CRCh governance structure is strengthened to provide improved National Society and social leadership.</p> <p>The CRCh management structure (administrative, financial and human resources procedures) is improved and better organized.</p>	<ul style="list-style-type: none"> Analyse the current state of the CRCh including a strategic planning process and national and local response systems. Strengthen administrative and financial procedures. Revise the CRCh Strategic Plan and the 2011-2012 operational plan. Develop and revise CRCh job descriptions for both staff and volunteers. Update and maintain the national volunteer register. Establish standardized volunteer training. Ensure effective management of new volunteers and incorporate

<p>The CRCh has reinforced its corps of active, trained volunteers.</p> <p>The CRCh has positioned itself and highlighted both its own and the Movement's actions and principles with the media, donors and business partners.</p> <p>Twenty-three CRCh branches have been repaired and fixed.</p> <p>Branches in the affected regions have access to radio, satellite and internet communication systems to facilitate communication with CRCh national headquarters and other branches.</p>	<p>them in the relief operation.</p> <ul style="list-style-type: none"> • Develop information materials to provide information on a regular basis to various stakeholders. • Improve CRCh communications materials (web page, magazine, and other printed and virtual materials) to better reflect the actions of CRCh volunteers, sister National Societies and the International Movement in this operation and in general. • Provide initial and on-going training for the establishment of an IT/Telecom team in selected branches and at national headquarters. • Install and ensure the proper use of IT equipment by CRCh volunteers.
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Progress: One of the most important objectives within the 'Chile earthquake operation 2010' lies in institutional strengthening. The earthquake exposed the urgent need to prepare the ChRC in the event of future disasters. This objective is being implemented through the improvement of four fundamental areas: organizational development, improvement of infrastructure, the implementation of an integrated information network and volunteering development.

Organizational Development: The governing board continued with its strengthening process, which will support the development of the future vision of the National Society, with greater clarity on its governing role. This is a complex process, as historically a strategic leadership had not been implemented and it is complicated delegating operational functions to the managing body. Despite this, important progress has been made, such as changing the methodology used in regional presidential meetings, which are now more participative in the analysis of situations that affect or limit the development of the National Society's regional committees. The National Society has also committed to participating in the IFRC's Organizational Capacity Assessment Certification (OCAC) process. The National Society request had been successfully accepted by Geneva and this process will allow the National Society to review all procedures and administrative, operational and strategic documents, and propose improvements in the areas identified. Finally, the governing board has shown considerable interest in the National Society's sustainability, supporting the recently created Strategic Resource Mobilization Committee, which has 3 members of the governing board including the president as members.

The Strategic Resource Mobilization Committee developed a resource mobilization strategy for the Chilean Red Cross, which was approved in early 2012. The committee does not only have an advisory role but also takes part in decision-making, as it is responsible for the analysis and approval of all resource mobilization initiatives that the National Society seeks to evaluate. The resource mobilization strategy enables to identify major objectives of the National Society, defining specific areas of interest, competence and responsibilities, and clear and shorter objectives to carry out.

The National Development Department: In the sector of volunteering and branch development, the National Society has sought the engagement of actors with a role in this sector, such as members of the governing board and national directors. A committee was created and started to work in December 2011, the committee is expected to develop a ChRC Volunteer Policy. The committee is made up of members of the National Society's governance and management bodies. It is also important to note the development process that is under way in 9 branches in the Maule region. An assessment was carried out in each branch using the well-functioning branch methodology and the IFRC Volunteering Policy. After the assessment, each branch developed lines of action to implement during 2012. It is expected that this tailor-made work will promote the services that the branches provide to their districts, and that they become important actors and recruit a more extensive and active volunteer base. The project financed by this Appeal was reformulated. This revision will broaden the area of action, including all branches in Maule. During December 2011 and January 2012, an activity plan will be developed jointly with branches for institutional strengthening and to increase Red Cross presence in the communities where branches provide services. Moreover in April 2012, the Chilean Red Cross will launch the new volunteer recruitment campaign and within the same period the volunteers network will profit from a new intranet.

The national development department continued revising the operational plans of all of the National Society's departments. This process includes the revision of objectives, results, indicators and activities, and the resulting update

of timelines. Monitoring tools were also adapted to ensure coherence with planned activities and those already implemented. This adjustment contributes to improving the internal monitoring culture of the implementation of actions and funds.

The ChRC and the IFRC are collaborating to carry out an intermediate evaluation of the operation. During this period, the selection process of the consulting team was completed. The evaluation will be carried out by the University of Concepcion and the Technical Assistance department linked to the Social Science Faculty within April 2012.

Total number of people interviewed	154	
Total number of interviews	49	21 individual + 29 groups
Total number of Focus Groups with volunteers	2	
Total numbers of documents analysed	19	

The National Youth Department promoted the National Educational Unit programme and carried out an assessment on the implementation of Educational Units³ in the Bio Bio, Maule, O'Higgins and Metropolitan regions. The assessment identified which branches were implementing the programme effectively and the reason for the partial or lack of implementation of the programme in other branches. The main conclusions of the assessment showed that the programme is well recognized, as it is an activity that has been carried out for years and was traditionally used as a way to recruit new volunteers for the institution. However, today branches are carrying out this work independently using their own criteria and knowledge, without having clear objectives of the programme or of the adequate implementation methodology.

Meetings were held with branch members, regional committees and the headquarters to agree on guidelines and issues for the development of the Educational Unit Manual, as well as on strategies to improve this programme in schools that have an Educational Unit which could benefit from further training.

The need for this manual and training was identified during visits carried out in the Bio Bio and Maule regions and was confirmed by volunteers, who expressed their concern of not having clear guidelines and the necessary resources to work with the Educational Units that are active in their communities. There is no updated database of existing Educational Units, there is only isolated and un-systematized information available, which gives the impression that the programme is inactive, despite the existence of branches with active programmes (such as the Chiguayante, Curicó, Chanco, Curicó and Parral branches). Following the assessment, the next step is to systematize the information in an updated database with the aim of ratifying the logic of the existing different Educational Units in order to establish clear guidelines for the creation of new units. By the end of the reporting period, two manuals —one on Youth and one on Club25— were approved and are about to be printed.

Coordination has continued with the Ministry of Education to formalize a new cooperation agreement. This will contribute to promoting the development of the Educational Units programme and position the National Society as an important collaborator for the State in the area of education.

During this quarter, the National Human Resources department carried out the third assessment of the working environment. The department considered it opportune to adjust the assessment methodology, to understand situations that affect personnel in the headquarters better. It is expected that measures will be proposed after this assessment that help to improve the working environment. Furthermore, activities were implemented to improve working conditions for personnel in the headquarters. A committee was created to ensure the participation of personnel in administrative decision-making, sessions on "effective communication" were held and recreational activities were carried out for the personnel.

Moreover, after the development process within the National Society for the past two years, all remunerated positions are chosen by a competitive selection process and salaries comply with the country's labour legislations. In addition, Staff regulations are currently under approval process and will be later published.

With the need to widen the network's connectivity in the headquarters, as a result of large numbers of new equipment connected and the implementation of new technologies, the Information Technology (IT) department completed the installation of a new internal network. More information is available under the Telecommunications section below. The regional branches of Antofagasta, La Serena, Rancagua, Talca, Concepción, Temuco, Puerto Montt and Punta Arenas

³ Educational Units are groups of students within educational establishments, organized by the Red Cross, that are prepared to serve their educational community and their environment, developing activities in the areas of HIV and AIDS, school safety, violence, first aid and climate change. Similar to the concept of school brigades, as used in other countries.

were visited in order to install equipment and software and to connect the offices to the network and the central system. In addition, the IT area supported the creation of an Intranet for the Chilean Red Cross volunteers.

Infrastructure improvement: After 24 months, repairs to 22 branches and the national warehouse have been completed. The objective was that to repair in 36 months 25 branches.

Valparaiso Region			
Branch.	Results	Expenses	Length of work
Almendral	Repair of damages	14.756 USD	60 days

Metropolitan Region			
Branch.	Results	Expenses	Length of work
Independencia Maria Luisa Torres	Repair of damages	32.710 USD	180 days
Quinta Normal Las Lomas	Repair of damages	21.035 USD	75 days
Talagante	Repair of damages	11.148 USD	66 days
San Bernardo	Repair of damages	12.733 USD	80 days

O'Higgins Region			
Branch.	Results	Expenses	Length of work
Graneros	Repair of damages	4.814 USD	8 days
Santa Cruz	Repair of damages	12.425 USD	80 days
Donihue	Repair of damages	4.900 USD	10 days
Peumo	Repair of damages	1.310 USD	4 days

BioBio Region			
Branch.	Results	Expenses	Length of work
Pencho	Repair of damages	8.550 USD	69 days
Coelemu	Repair of damages	3.762 USD	113 days
Lebu	Repair of damages	1.510 USD	4 days
Chiguayante	Repair of damages	20.220 USD	3 days
Talcahuano	Repair of damages	54.060 USD	76 days
Chillan	Repair of damages	10.282 USD	20 days

Maule Region			
Branch.	Results	Expenses	Length of work
Constitucion	Demolition – substitute branch	3.500 USD	5 months
Parral 1 and Parral 2	Repair of damages	2.399 USD + 540 USD	18 days
Linares	Repair of damages	15.780 USD	88 days
Molina	Repair of damages	16.660 USD	-
Cauquenes	Repair of damages	2.816 USD	-
San Clemente	Repair of damages	19.025 USD	58 days

Challenges: One situation to monitor in the National Society is the high turnover of personnel, particularly from outside the institution. During the National Society's process of change, it is necessary to bring people from outside the organization to develop different visions. These people tend to last less time in the organization than others, due to the deeply rooted organizational culture that in some cases is not open to new ideas. The idea of starting a process to develop the organizational culture and leadership has been proposed, including the incorporation of greater tolerance and openness. It is expected that this process will begin in the first quarter of 2012.

Telecommunications

The area of telecommunications continues working on joining the entire ChRC within one HF and VHF radio communication network at the national level and on monitoring the functionality of the network.

During these two years, 14 HF radios, 34 VHF base radios, 19 VHF mobile equipments and 197 VHF radios were installed with exterior antennas in branches in the O'Higgins, Maule; Bio Bio, Araucanía region and two in the Metropolitan region. This represents 85 per cent progress towards the goal at the national level. The assessment to

install a relay station in the Bio Bio region (Curanilahue) was completed, which would cover 75 per cent of the region. It is expected that the project will be completed during the first half of 2012.

Training for branch volunteers will complement the installation of equipment, as well as the development of a guide on procedures, which will be adapted to the needs of each branch. The second national telecommunications course is planned for the first quarter of 2012 and will take place in San Clemente (Maule region).

The telecommunications department also gave technical support to the NIT courses carried out during this period.

Logistics

The National Logistics Department (NLD) of the National Society completed the recruitment process for the position of logistics officer to support the ChRC's warehousing and fleet sectors. The logistics team has been reinforced with one logistic officer and three officials: warehouse and transports, procurement and fleet. Moreover, the procurement and fleet manuals had been approved.

During this period the National Logistics Department (NLD) completed processes for tender and procurement of the bilateral project supported by PNS (American, Japanese and Spanish Red Cross Society) and activities of the IFRC-supported operation.

The department organized a course using an updated National Intervention Team (NIT) methodology specializing in logistics, with support from the appeal. 24 persons participated in the course (9 women and 15 men) of which 23 participants passed the course. Through the implementation of this specialized course and the training in procedures for the acquisition of goods and contracting services (procurement manual), the NLD has taken an important step in professionalizing its services to support the headquarters and branches.

Communications – Advocacy and Public Information

The National Communications department developed materials with key messages, with support from the IFRC, to disseminate information on the changes and achievements made by ChRC in the development of relevant and sustainable services for vulnerable communities. The materials were presented in the Movement's Global Communications Forum in September 2011.

The department also completed the revision of the Protocol and Communications Manual and is expected to be printed in 2012. This manual addresses issues from web design to the writing of communiqués and also the definition of profiles for volunteers that collaborate with the area. When the manual is ready, the department will focus on creating training modules on the different issues to develop an intensive training plan for volunteers that work with the area.

The communications department continues to support other areas in marketing and communication issues with the aim that each project and programme has a communication strategy that is appropriate to its objectives.

With support from the ICRC and the technical assistance of the National Development department, the national programme to re-establish links amongst family members carried out a study on the need and viability of strengthening the implementation of the programme. The results of the study were a report that presents the viability and need for the programme and a proposal for a six-month action plan.

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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 (NGOs) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

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



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

1. Save lives, protect livelihoods, and strengthen recovery from disaster and crises.
2. Enable healthy and safe living.
3. Promote social inclusion and a culture of non-violence and peace.

MDRCL006 - Chile - Earthquake

Appeal Launch Date: 02 mar 10

Appeal Timeframe: 27 feb 10 to 02 mar 13

Interim Report

Selected Parameters	
Reporting Timeframe	2010/1-2012/2
Budget Timeframe	2010/1-2013/3
Appeal	MDRCL006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

I. Consolidated Funding

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
A. Budget	16,075,870					16,075,870
B. Opening Balance	0					0
Income						
<u>Cash contributions</u>						
<i>American Red Cross</i>	2,709,823					2,709,823
<i>Andorra Government</i>	28,694					28,694
<i>Andorran Red Cross</i>	13,759					13,759
<i>Argentine Red Cross</i>	221,694					221,694
<i>Australian Red Cross</i>	180,601					180,601
<i>Austrian Red Cross</i>	1,029					1,029
<i>British Red Cross</i>	1,373,595					1,373,595
<i>British Red Cross (from DFID - British Government)</i>	304,374					304,374
<i>China Red Cross, Hong Kong branch</i>	66,496					66,496
<i>China Red Cross, Macau branch</i>	13,400					13,400
<i>Croatian Red Cross</i>	97,673					97,673
<i>Danish Red Cross</i>	59,424					59,424
<i>Finnish Red Cross</i>	28,472					28,472
<i>Great Britain - Private Donors</i>	71					71
<i>IFRC at the UN Inc (from Alcatel Lucent)</i>	713					713
<i>IFRC at the UN Inc (from Heinz H.J. Company foundation)</i>	10,002					10,002
<i>IFRC at the UN Inc (from Kraft Foods Company)</i>	50,011					50,011
<i>IFRC at the UN Inc (from Mellon Bank)</i>	1,354					1,354
<i>IFRC at the UN Inc (from United States - Private Donors)</i>	2,985					2,985
<i>IFRC at the UN Inc (from White & Case LLP)</i>	25,880					25,880
<i>Irish Red Cross Society</i>	9,204					9,204
<i>Japanese Red Cross Society</i>	533,203					533,203
<i>Kuwait Red Crescent Society</i>	1,905,040					1,905,040
<i>Liechtenstein Red Cross</i>	730					730
<i>Luxembourg Red Cross</i>	4,175					4,175
<i>New Zealand Red Cross</i>	45,848					45,848
<i>New Zealand Red Cross (from New Zealand Government)</i>	391,000					391,000
<i>Norwegian Red Cross</i>	20,148					20,148
<i>Norwegian Red Cross (from Norwegian Government)</i>	2,549					2,549
<i>On Line donations</i>	44,685					44,685
<i>OPEC Fund For International Development</i>	224,356					224,356
<i>Peruvian Red Cross</i>	894					894
<i>Red Crescent Society of the United Arab Emirates</i>	5,304					5,304
<i>Red Cross of Monaco</i>	50,576					50,576
<i>Red Cross of Viet Nam</i>	15,955					15,955
<i>Singapore Red Cross Society</i>	160,248					160,248
<i>Singapore Red Cross Society (from Singapore Government)</i>	52,915					52,915
<i>Slovenian Red Cross</i>	1,601					1,601
<i>Swedish Red Cross</i>	296,609					296,609
<i>Swedish Red Cross (from Swedish Government)</i>	736,041					736,041
<i>Switzerland - Private Donors</i>	323					323

International Federation of Red Cross and Red Crescent Societies

MDRCL006 - Chile - Earthquake

Appeal Launch Date: 02 mar 10

Appeal Timeframe: 27 feb 10 to 02 mar 13

Interim Report

Selected Parameters	
Reporting Timeframe	2010/1-2012/2
Budget Timeframe	2010/1-2013/3
Appeal	MDRCL006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

<i>The Bahamas Red Cross Society</i>	3,723				3,723
<i>The Canadian Red Cross Society</i>	1,000,933				1,000,933
<i>The Canadian Red Cross Society (from Canadian Government)</i>	1,109,948				1,109,948
<i>The Netherlands Red Cross</i>	23,251				23,251
<i>The Netherlands Red Cross (from Netherlands Government)</i>	214,900				214,900
<i>The Republic of Korea National Red Cross</i>	95,175				95,175
<i>The Republic of Korea National Red Cross (from Republic of Korea - Private Donors)</i>	15,745				15,745
<i>United States Government - USAID</i>	836,179				836,179
<i>United States - Private Donors</i>	161				161
<i>Venezuela - Private Donors</i>	2,766				2,766
<i>VERF/WHO Voluntary Emergency Relief</i>	2,500				2,500
C1. Cash contributions	12,996,733				12,996,733
Inkind Goods & Transport					
<i>American Red Cross</i>	136,358				136,358
<i>Austrian Red Cross</i>	15,823				15,823
<i>British Red Cross</i>	106,210				106,210
<i>China Red Cross, Hong Kong branch</i>	54,083				54,083
<i>Luxembourg Red Cross</i>	108,886				108,886
<i>Norwegian Red Cross</i>	703,556				703,556
<i>The Canadian Red Cross Society</i>	666,222				666,222
<i>The Netherlands Red Cross</i>	247,562				247,562
C2. Inkind Goods & Transport	2,038,700				2,038,700
Other Income					
<i>IFRC at the UN Inc allocations</i>	2,086				2,086
<i>Programme & Services Support Recover</i>	3,307				3,307
C4. Other Income	5,393				5,393
C. Total Income = SUM(C1..C4)	15,040,826				15,040,826
D. Total Funding = B + C	15,040,826				15,040,826
Appeal Coverage	94%				94%

II. Movement of Funds

	Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination	TOTAL
B. Opening Balance	0					0
C. Income	15,040,826					15,040,826
E. Expenditure	-11,642,082					-11,642,082
F. Closing Balance = (B + C + E)	3,398,744					3,398,744

International Federation of Red Cross and Red Crescent Societies
MDRCL006 - Chile - Earthquake

Appeal Launch Date: 02 mar 10

Appeal Timeframe: 27 feb 10 to 02 mar 13

Interim Report

Selected Parameters	
Reporting Timeframe	2010/1-2012/2
Budget Timeframe	2010/1-2013/3
Appeal	MDRCL006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		16,075,870					16,075,870	
Relief items, Construction, Supplies								
Shelter - Relief	635,712	635,712				635,712	0	
Shelter - Transitional	3,408,886	3,408,886				3,408,886	0	
Construction Materials	962,351	388,501				388,501	573,850	
Clothing & Textiles	296,726	198,843				198,843	97,883	
Seeds & Plants	177,902	47,719				47,719	130,183	
Water, Sanitation & Hygiene	1,101,181	500,586				500,586	600,595	
Medical & First Aid	150,046	85				85	149,962	
Teaching Materials	85,669	6,187				6,187	79,482	
Utensils & Tools	1,033,932	598,482				598,482	435,450	
Other Supplies & Services	654,689	10,178				10,178	644,511	
Total Relief items, Construction, Supplies	8,507,094	5,795,179				5,795,179	2,711,915	
Land, vehicles & equipment								
Vehicles	178,830	93,737				93,737	85,093	
Computers & Telecom	184,141	107,062				107,062	77,080	
Office & Household Equipment	38,241	24,311				24,311	13,930	
Others Machinery & Equipment	31,759	31,758				31,758	1	
Total Land, vehicles & equipment	432,971	256,867				256,867	176,105	
Logistics, Transport & Storage								
Storage	74,558	53,873				53,873	20,685	
Distribution & Monitoring	1,372,142	1,298,731				1,298,731	73,411	
Transport & Vehicles Costs	222,582	176,728				176,728	45,854	
Logistics Services	47,766	45,695				45,695	2,071	
Total Logistics, Transport & Storage	1,717,048	1,575,028				1,575,028	142,020	
Personnel								
International Staff	1,213,758	907,189				907,189	306,569	
National Staff	68,594	68,594				68,594	0	
National Society Staff	761,735	574,601				574,601	187,134	
Volunteers	133,265	106,773				106,773	26,492	
Total Personnel	2,177,352	1,657,157				1,657,157	520,195	
Consultants & Professional Fees								
Consultants	254,207	201,335				201,335	52,872	
Professional Fees	100,000	112,173				112,173	-12,173	
Total Consultants & Professional Fees	354,207	313,508				313,508	40,700	
Workshops & Training								
Workshops & Training	766,135	442,628				442,628	323,507	
Total Workshops & Training	766,135	442,628				442,628	323,507	
General Expenditure								
Travel	404,155	279,111				279,111	125,044	
Information & Public Relations	185,551	121,017				121,017	64,533	
Office Costs	151,170	87,061				87,061	64,108	
Communications	97,842	63,572				63,572	34,270	
Financial Charges	150,789	38,740				38,740	112,049	
Other General Expenses	31,566	29,483				29,483	2,083	
Shared Office and Services Costs	39,762	26,847				26,847	12,916	
Total General Expenditure	1,060,834	645,832				645,832	415,003	
Operational Provisions								
Operational Provisions		235,274				235,274	-235,274	
Total Operational Provisions		235,274				235,274	-235,274	

International Federation of Red Cross and Red Crescent Societies

MDRCL006 - Chile - Earthquake

Appeal Launch Date: 02 mar 10

Appeal Timeframe: 27 feb 10 to 02 mar 13

Interim Report

Selected Parameters	
Reporting Timeframe	2010/1-2012/2
Budget Timeframe	2010/1-2013/3
Appeal	MDRCL006
Budget	APPEAL

All figures are in Swiss Francs (CHF)

III. Consolidated Expenditure vs. Budget

Account Groups	Budget	Expenditure					TOTAL	Variance
		Disaster Management	Health and Social Services	National Society Development	Principles and Values	Coordination		
A							B	A - B
BUDGET (C)		16,075,870					16,075,870	
Indirect Costs								
Programme & Services Support Recov	981,156	655,209				655,209	325,948	
Total Indirect Costs	981,156	655,209				655,209	325,948	
Pledge Specific Costs								
Pledge Earmarking Fee	79,072	51,801				51,801	27,270	
Pledge Reporting Fees		13,600				13,600	-13,600	
Total Pledge Specific Costs	79,072	65,401				65,401	13,670	
TOTAL EXPENDITURE (D)	16,075,870	11,642,082				11,642,082	4,433,788	
VARIANCE (C - D)		4,433,789				4,433,788		