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Emergency appeal final report

Chile: Earthquake

 International Federation
of Red Cross and Red Crescent Societies

Emergency appeal n° MDRCL006
GLIDE n° EQ-2010-000034-CHL
29 July 2013

Period covered by this final report :
27 February 2010 to 2 March 2013

Appeal target : 16,075,870 Swiss francs [<click here to go directly to the final financial report, or here to view the contact details>](#)

Appeal coverage: 94%
Appeal history:

- On February 2010, 300,000 Swiss francs were initially allocated from the Federation's **Disaster Relief Emergency Fund (DREF)** to support the national society in its emergency response and enable the distribution of relief goods to 3,000 families.
- An **Emergency Appeal** was launched on a **preliminary basis** on 2 March 2010, for 7,000,000 Swiss francs for six months to assist 15,000 beneficiaries.
- On 10 March 2010, the **Emergency Appeal** was extended for 13,086,822 Swiss francs – including Emergency Response Units (ERUs) – to assist the **Chilean Red Cross** 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 2010, a **Revised Appeal** was issued, which included changes in objectives, an extension of the implementation timeframe to 24 months and a revised budget of 14,143,016 Swiss francs – in line with the revised plan of action of the Chilean Red Cross. The revised budget, not including ERU costs, increased from 10,035,095 Swiss francs to 14,143,016 Swiss francs.
- In December 2010, the Operations Update n° 9 established a **revised budget** of 14,540,398 Swiss francs to reflect the changes in estimated costs for the reconstruction of several warehouses and National Society branches.
- On 2 March 2011, a **second Revised Appeal** was published that included the extension of the operation implementation to **36 months**, a revised budget of 16,075,870 Swiss francs and a relocation of budgetary lines.



Chilean Red Cross volunteers unloading humanitarian aid in one of the emergency distributions in the city of Concepción. Photo: IFRC

Summary:

The Emergency Appeal set up seven goals for this operation, some finalized in the emergency phase and others during the following months. There were two timeframe extensions; initially, from six months to 24 months, ending finally with 36 months. The same happened with the budget, which was increased from 300,000 Swiss francs up to the figure of 16,075,870 Swiss francs.

With the cooperation of the IFRC and Participating National Societies (PNS), the seven goals set initially in the 2010 earthquake operation have been reached, and in some cases, exceeded.

- Aid distribution for 10,000 households (50,000 people) and food delivery for covering their immediate needs for 3,000 families.
- Shelter solutions for 10,000 families.
- Preventative health solutions for at least 10,000 families.
- Access to water, sanitation and hygiene promotion for 10,000 families.
- Contribution to livelihoods recovery of 2,500 families.
- Contribution to the disaster response preparation within the communities.
- Strengthening the Chilean Red Cross governance and management structure, as well as their volunteers.

One of the greatest fears when deploying a large team of operatives, as with the 2010 Chile earthquake operation, is that the international presence could generate more harm to the National Society than benefits.

In this case, due to the existence of a favourable context for doing so, the IFRC assumed an advisory and supporting role, opting to leave the leading role of the operation to the Chilean Red Cross. Contrary to previous occasions, the enhancement of the capabilities of the Chilean Red Cross was a constant in the conduct of the IFRC team. Coupled with the efforts made by the National Society, this has led to a significantly stronger organization. Moreover, the exit strategy implemented by the IFRC has been successful in avoiding gaps in the Chilean Red Cross' resources. As the months progressed, a gradual decrease of the appeal activities has enabled the National Society to deal with the adjustments that the logical exit and entry of actions and projects involve. In the third and final year of the IFRC operation, this only represented 30 per cent of the Chilean Red Cross' yearly activities, including bilateral projects and actions financed by the National Society.

This report describes the actions carried out to obtain the final results and reach the objectives.

Lessons learnt:

The context provided by Chile in terms of levels achieved in their political and economic systems, human resources, capabilities made available and their infrastructure has undoubtedly led the way to conducting this operation.

Given these pre-existing conditions, the IFRC decided to be flexible and adapt a different scenario from their previous experiences, and for the first time, delegate the disaster response to the Chilean Red Cross. The role of the IFRC officers has been to give technical support, and that of the counselors to ensure that resources were used in accordance with international norms and standards, policies and working methods adopted by the IFRC in line with the *Strategy 2020* objectives of the Movement.

With more than 16 million Swiss francs received to finance the earthquake operation, this is the largest operation undertaken by the IFRC in South America. An aspect that has been present throughout those three years has been the risk of greatly weakening the National Society. The commitment to use the disaster as an opportunity to develop and strengthen the Chilean Red Cross capabilities, along with a counseling role by the IFRC team, have allowed for a gradual exit, leaving the National Society better prepared to fulfill its humanitarian mandate.

Financial analysis: Concerning contributions received, 41 per cent were unrestricted funds and 59 per cent were specific contributions from donors, of which 24 per cent was used for various transportation costs.

The expenditure of this contribution stands at 93.7 per cent and this operation is now closed. A balance of 961,929 Swiss francs remains, which will be used to continue activities under the IFRC Chilean Country Plan.

Concerning the accountability of the appeal, external audits—done by the KPGM— have been conducted yearly from 2010 to 2013. No observations have been made on the first two reports from 2010 and 2011. The third and final year audit report for the operation is pending delivery.

The situation

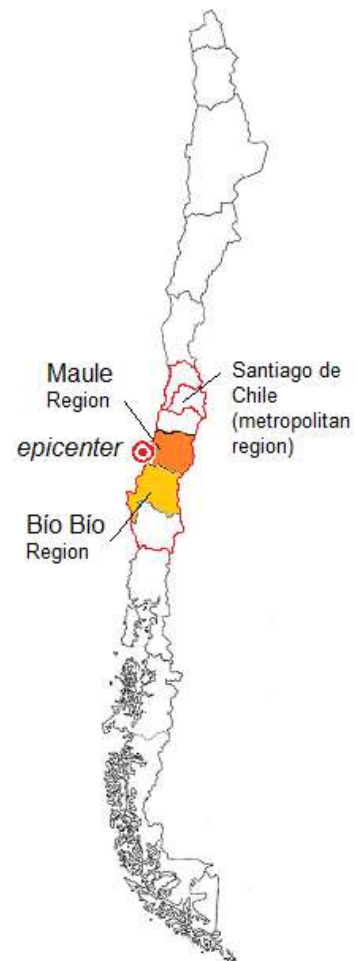
Chile is one of the most earthquake-prone countries in the world, mainly due to its location along the Pacific ring of fire--an area of intense volcanic activity and earthquakes.

On 27 February 2010, at 03:34 local time, an earthquake of 8.8 magnitude on the Richter scale rocked the country, with its epicenter located 63 kilometers south-east of Cauquenes in the Maule region (406 miles south of the capital of Chile, Santiago). The earthquake triggered a huge tsunami—one of the largest that has hit the country. The tsunami disaster had an impact on eight of the fifteen regions in Chile, leaving about half the length of the country affected, or 2,000 kilometers of land. This double disaster left 526 deceased, 1.8 million people affected, 81,000 houses destroyed and nearly 372,000 homes severely damaged. The economic cost was 30 billion U.S. dollars, equivalent to 12.5 per cent of the GDP.

The Chilean Red Cross responded immediately to ease the suffering of the people affected. The mobilization by the Movement also came swiftly, and within the first 24 hours the IFRC was present in the country for an assessment of the damages caused by the disaster.

From the first hours of the emergency, the response and recovery operation established two main objectives: to respond to the immediate needs of people and communities most affected; and to use the disaster as an opportunity for strengthening and developing the capabilities of the National Society, to make its role and mission in the country more sustainable and therefore more relevant to society. Three years later from that fateful 27 February 2010, both objectives have been achieved.

The major donors and partners of the operation include the governments of Canada, Switzerland and United States, the American Red Cross, the British Red Cross, the Canadian Red Cross, the Kuwait Red Crescent Society, the Norwegian Red Cross, the Japanese Red Cross, the Swiss Red Cross, and other corporate and private donors.



Highlighted in red are the six regions affected by the earthquake of 8.8 magnitude on the Richter scale. Red Cross has deployed the bulk of its actions in the regions of Maule and Bio Bio. Source: IFRC

Red Cross and Red Crescent Action

Achievements against outcomes

The Chilean Red Cross, together with the IFRC and other PNS, have made great efforts over the three-year operation to provide food, shelter, access to clean water and sanitation to the affected population, as well as health services and solutions regarding livelihoods. Furthermore, through extensive training and development, the Chilean Red Cross has become a stronger and more professional organization, able to respond effectively to large and small disasters across the country.

Relief distributions (food and basic non-food items)

Outcome: Affected families have access to food and non-food items to support their efforts to resume essential household activities.

Expected results:

- Up to 10,000 households (50,000 people) have returned to their domestic activities through the distribution of hygiene kits, cooking sets and other non-food items.
- Up to 3,000 families have their immediate food needs met through the distribution of food parcels received locally by the Chilean Red Cross.

Impact:

The earthquake and tsunami of February 2010 stunned the world. Although many said that Chile was a highly developed country, it became apparent that the country was not prepared to respond to an emergency of this nature. The Chilean Red Cross did not have the capacity to respond either, and decided to request support from the Movement. The IFRC's response was immediate, and following its mandate, mobilized its resources to support the National Society.

A charter flight from Panama arrived in Santiago on 8 March with 2,696 kitchen sets, 2,661 hygiene kits, 7,000 blankets, 10,500 jerry cans, plus equipment to provide water to 7,000 people daily. As of 31 March, there were six relief planes from Spain, Japan, Turkey, Norway, Belgium and Panama. The humanitarian aid continued with a total of 29 charter flights.

Various National Societies provided significant bilateral aid, including the Red Cross from Spain, Finland, Japan and Norway. They all brought different Emergency Response Units (ERU). Their contribution represented a total of 4,222,407 Swiss francs. From 9 March, the BHC (Basic Health Care) ERU from the Spanish Red Cross, together with members of the National Societies of Colombia, Ecuador and Nicaragua, was active in Hualañé (Maule region), providing psychosocial support. The BHC ERU from the Japanese Red Cross was established in Parral (Maule region), while the Finnish Red Cross and Norway Red Cross joined forces to reach Pitrufrquén (Araucanía region) and prepare a field hospital.



IFRC trucks carrying humanitarian aid on their way to Talca and Concepción. Most distributions were been directed to the most affected communities in Hualañé. Photo: IFRC

During this period and with the support of the ICRC, there was a great effort to restore family links. Seven hundred people were attended to, 296 families reunited and 400 people got to reestablish communication via satellite with their relatives.

All emergency work was performed under great pressure because the ground kept moving for several weeks and months. There were about 200 earthquakes with magnitudes of 5 or greater on the Richter scale that were felt until the third week of March (including one of 7.2 and another one of 6.9 on the Richter scale).

The Red Cross Movement provided a total of 414,900 kilograms of humanitarian aid. Relief distributions were completed at the end of the emergency phase of the operation in June 2010. A total of 11,290 families received hygiene kits, 11,175 families received kitchen kits, 44,740 families received blankets, 17,000 children received coats and 3,000 families received food parcels. Thanks to the in-kind donations, the expenses in the "Clothing and textiles" account group were much lower than the initial budget.

Taking into account the goals planned in this first emergency stage of the operation, the objectives were achieved at 110 per cent.

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 of the humanitarian situation.

Expected results:

- Up to 1,600 households received emergency shelter solutions (family tents of 16m2) and 10,000 families are being supported to improve their living conditions to help their recovery.

Impact:

As a result of the earthquake, the National Emergency Office of the Ministry of Interior and Public Security (ONEMI, in its Spanish acronym) made an evaluation confirming that over 200,000 homes and buildings were destroyed or severely damaged.

During the emergency, the Chilean Red Cross, supported by IFRC and some PNS, distributed 750 shelter kits, 1,587 tents and 20,650 tarpaulins among the affected population. Likewise, 744 emergency

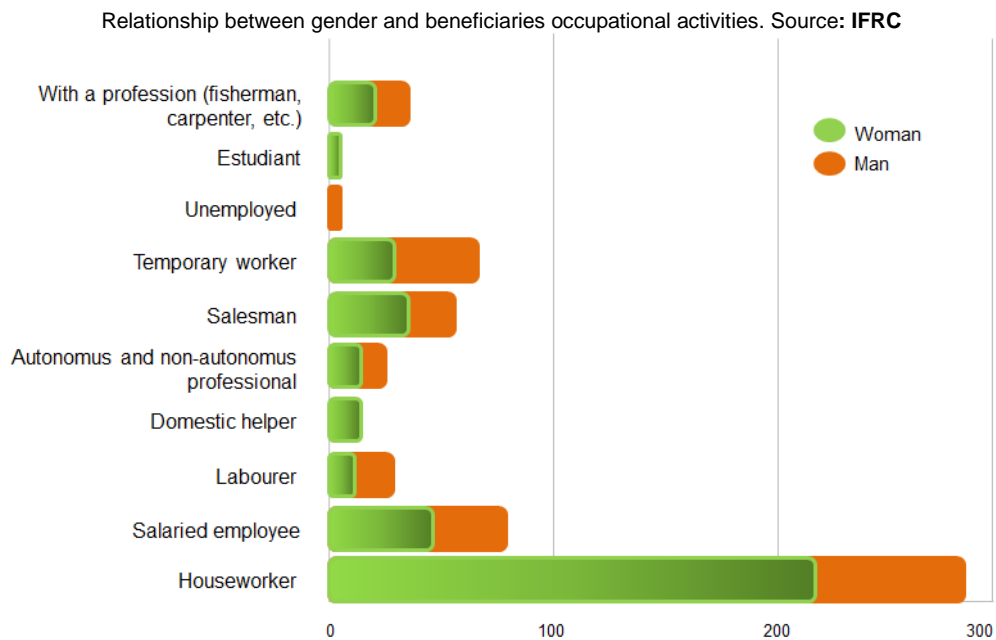
simple housing units (*mediaguas*) were donated through a project supervised by the German Red Cross and funded by the European Commission Office for Humanitarian Aid (ECHO). Those *mediaguas* were improved shelter solutions made of wood and easy to assemble and of 16-20 m² in accordance with the Sphere standards.

The Chilean Red Cross, as part of the shelter programme, led a pioneering project in the country with support from the IFRC and other PNS. In order to provide flexible housing solutions to ensure that the beneficiary families could buy those materials they needed to build or repair their homes, they were given a card, called the **Shelter ReD card (Reconstruction and Development)**. This was a cash transfer solution, a non-transferable debit card with a value of 180,000 pesos (330 U.S. dollars), designed only to purchase tools and hardware materials.

The beneficiary families of the ReD card were selected first by the Government of Chile through their respective municipalities. A second round of selection was carried out by the Chilean Red Cross through a census conducted during the first phase of the emergency, for persons who meet a list of requirements such as having received support from the Chilean Red Cross during the relief stage and which form part of the strategic communities that local branches of the National Society will work with in the future. The card distribution was carried out in four phases between October 2010 and May 2011.

Once the distributions were concluded, the volunteers of the National Society conducted a satisfaction survey to assess the impact of the action. Furthermore, a nationwide bid for a final evaluation regarding beneficiaries, authorities, volunteers and external partners was conducted by the University of Concepción.

According to the survey and upon analyzing the geographical distribution, the Bio Bio region received the greatest number of ReD cards, benefiting a total of 5,441 families. Within that region, the coastal zone was the one that received the most benefits. On the other hand, the number of ReD cards handed out to families in the Maule region reached 3,788.



Regarding gender, it was apparent that the hand outs prioritized the female population, considering that in many cases they are single parents or heads of the household. In the region of Maule it was observed that the number of cards issued to women was double the number of cards given to men. In locations with the highest number of hand outs, the difference in gender ratio was nearly double and in some cases, was three times higher.

The ReD card project proved to be an effective aid method, which allowed people to decide how to improve the living conditions of their homes through a process that certainly dignified the choice made by the beneficiaries. With it, the Chilean Red Cross changed the manner in which it delivered aid to communities. It had a positive impact on beneficiaries and volunteers and helped them to strengthen ties with the communities, enabling them to attain other objectives on a local scale. The ReD card system also

improved the ability of the teams on a regional level, helping to make people aware of new methods of volunteering, both in terms of development and leadership in community work.

To sum up, the ReD card project has been a highly successful proposition with regard to what has been achieved. The initial target of 8,400 families has been surpassed, and 10,000 families (19 per cent more) have been reached without increasing the budget, due to the reduction of administration costs and the cancellation of logistic costs. Thanks to an efficient distribution system, it was possible to help a total of 9,363 families (93.6 per cent of the subsequent target).

The final expenditure generated in this sector was reduced as a result of the ReD card delivery system. The characteristics of the ReD card became an example of economy of scale, where the cost per unit of output decreases, as fixed costs are spread out over more units of output.

In this regard, it should be noted that the Chilean government also used this initiative, by adapting it as family allowances given for the construction/reconstruction of houses damaged and by sharing the manual of self-built reconstruction.

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, as well as disease prevention and psychosocial support to affected communities

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

Expected results:

- 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.
- Selected affected groups and communities receiving psychosocial support have reinforced their capacity to adapt and strengthen their coping mechanisms.

Impact:

At the beginning of the operation, two main objectives in this area were set:

1. Providing immediate care through the installation of ERUs field services, and
2. Reducing health risks in the population affected by the disaster, supporting community-based health and hygiene promotion in the community.

In the first response concerning emergency health, the Red Cross Movement took rapid action in several affected areas, providing assistance through various ERUs. The Spanish Red Cross provided a Basic Health Care (BHC) ERU and was based in Hualañé, Maule region. The Japanese Red Cross went to Parral, also in the region of Maule, with another BHC ERU. The Finnish and Norwegian Red Cross joined forces to prepare a hospital in Pitufquén, Araucanía region.

The evaluation of the emergency phase showed that in this sector the implementation of the community health strategy enabled the promotion of better health and quality of life to about 30,000 people; at least 3,000 people in vulnerable conditions received health care; selected groups and affected communities (more than 8,200 people) that received psychosocial support improved their adaptability and quality of life; and the Chilean Red Cross strengthened its capacity due to the training of more than 780 volunteers in this sector, including community health, psychosocial first aid, emergency health, first aid and health promotion.

The BHC ERU provided by the Spanish Red Cross has been donated to the Chilean Red Cross. The field hospital from the Finnish and Norwegian Red Cross Societies and the BHC ERU from the Japanese Red Cross were transferred to the Ministry of Health of the Government of Chile.

Once the emergency phase ended, having succeeded in the response to the crisis situation, the next step was to restore the social networks. Work focused on giving continuity to the psychosocial support activities already initiated at the beginning of the operation, and strengthening the workforce of the Chilean Red

Cross through development of methodologies and training courses in various areas of health. All these efforts were conducted to reach the community with a wide variety of activities within the health area.

Concerning the sector of psychosocial support, 3,910 people were treated in different locations of the affected areas by the end of the three-year operation.

The fact that the Chilean Red Cross became an international player in this sector as a consequence of the disaster is noteworthy. Along with eight other National Societies, they designed the module titled “Psychosocial Support for Volunteering” for the Emergency Health NIT course. Creating an emergency health network and establishing it in South America is a great achievement.

During the years 2011 and 2012, the Chilean Red Cross has worked to strengthen and train volunteers in the field of first aid and health in emergencies. With the aim of unifying the work in this field and to further promote new practices among volunteers, an internal protocol to act in emergencies has been defined and a new first aid manual was produced (5,000 copies of first aid manual were produced and distributed). This is why training work in this sector has been intense, reaching a total of 722 people trained in 32 communities.

Below is a summary of the workshops and courses implemented in the health sector (excluding water and sanitation):

Training courses in the field of Health in Emergencies	Chilean Red Cross participants
NIT General	41
NIT Health – Control of Epidemics	41
NIT Health – Psychosocial support	33
First Aid – (instructors and facilitators)	139
Psychosocial First Aid	436
Community First Aid Health (CBHFA)	134
Training of trainers - Sphere	2
Sphere	22

Strengthening health at the community level has been another objective of the operation. During the second and third year, various items related to community health have been delivered. Also the Community Based Health and First Aid approach (CBHFA) has been developed in the health sector of the National Society, with the distribution of 650 copies of CBHFA manuals. Chile has managed to become the first country that has CBHFA instructors and the Chile Red Cross is the first organization that has managed to carry out a strategy together with the community.

Additionally, 5,000 copies of the first aid manual and 650 copies of Community-based Health and First Aid approach (CBHFA) were produced and distributed.



Chile Red Cross volunteers participating in a psychosocial support activity with children
Photo: IFRC

Kits and other community health items delivered
500 backpacks for survival
500 backpacks with first aid equipment
650 hygiene promotion guides
788 first aid kits
30 community trauma sets
2,000 community first aid guides

Finally, a lower-incidence area in the operation but one that carries a permanent recognition for the Chilean Red Cross was the safe blood donation programme. During 2012 this activity has been consolidated through the dissemination of manuals amongst the volunteers and trainings in various branches of different regions.

The needs identified in the most affected areas led to the conclusion that the implementation of community health activities was more necessary than first aid actions. This contributed to a decrease in the final expenditure compared to the amount budgeted for, as the community health activities were less expensive.

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:

Up to 10,000 households have access to safe water and community-based hygiene activities.

Impact:

The humanitarian aid in the sector of water and sanitation reached the affected areas two weeks after the disaster. The Chilean Red Cross, together with the IFRC and other National Societies, focused its work on the Bío Bío region. The Red Cross team managed to provide access to safe water through water distribution to 10,000 families. Six latrines were installed in two of the five displacement camps where they worked, and a Logistics-Water-and-sanitation ERU, provided by the Spanish Red Cross and later on donated to the National Society, supplied water to some 5,000 beneficiaries. Currently, according to the local needs, the equipment has been separated into two units—one is established in the south and the other in the center of the country. In the Bío Bío region, two tanks of 11,000 litres each were installed and 22,370 families received jerry cans. Community-based hygiene activities and proper water management were implemented among the beneficiary families in order to promote community health and manage disease prevention.

The installation of water tanks and distribution of water containers continued during the recovery phase of the operation. Moreover, the Chile Red Cross also focused its efforts on new actions aimed to promote the proper management of hygiene and sanitation. This involved the training of trainers and workshops for volunteers, for them to learn about the proper use of hygiene and sanitation through awareness campaigns in those same communities where work had previously been carried out regarding water and sanitation.

Parallel to the action plan, through bilateral projects promoted by the German Red Cross and the Swiss Red Cross, the Chile Red Cross installed 600 individual and community health modules during the second and third years of the operation in different districts of the Bío Bío region.

The table below reflects the most relevant data in the sector of water and sanitation:

Water and Sanitation
48 families received hygienic modules with septic tanks
396 people received 17 sanitary collective modules
300 hygiene school kits have been distributed
390 families received water disinfection kits and 50-litre water tanks
33 volunteers have attended the NIT WASH courses
425 young people have been trained in hygiene promotion
37 volunteers were trained in Participatory Hygiene and Sanitation Transformation (PHAST) methodology



Beneficiary of water and sanitation facilities. Photo: IFRC

The expenditure for water and sanitation went down due to several aspects: not doing a massive emergency delivery; buying locally the necessary materials; and making timely interventions during the recovery phase.

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:

Up to 2,500 families are actively involved in early recovery actions and benefit support or livelihood substitution activities.

Communities and groups participating in livelihood restoration and income-generating projects improve their financial well-being and recover economically.

Impact:

The disaster generated several opportunities for the National Society and the organization decided to add the area of Livelihoods to their operational structure in late 2010.

The Chilean Red Cross began detailed work to determine which productive activities to develop in each affected area, with a view to help people resume their lives after the tragedy.



A Red Cross Movement assessment showed that the Chilean coast hit by the tsunami lost between 75 to 90 per cent of its fishing capacity. As to agriculture--the country's main productive activity—it determined that in the regions of Maule and Bío Bío, about 300,000 hectares of farmland were damaged. Thus, in mid-2010 the Chilean Red Cross has set a goal to help the coast and the inland areas of those two target regions.

Within the fisheries sector it was necessary to help the fishermen get back to their daily routine. To do this, the Chilean Red Cross, alongside the Japanese Red Cross, supported the fishermen who were not covered by the aid given by the government. A total of 70 boats and 137 engines for the boats that had survived the onslaught of the tsunami, were given to these fishermen in different municipalities along the coast. In addition, community activities went ahead in these areas to generate business initiatives.

In late April 2010, an IFRC expert in livelihoods identified several activities related to agriculture and commerce that could be carried out among the beneficiaries. The Chile Red Cross used this information, and was able to support 2,500 families of small subsistence farmers from the rural regions of Maule and Bío Bío.

In order to provide a strong support network, the initiative began with the idea of assisting families which had received support in other sectors such as water and sanitation. 2,000 families received individual support and another 500 were supported through community initiatives. 1,871 field vegetable seed kits were distributed to each family so they could make their own vegetable garden, and in the event of surplus they could generate income. Giving priority to their health, 1,871 agriculture safety kits were also distributed among the same beneficiaries. Furthermore, a series of training sessions (1,645 beneficiary families) were developed in order to optimize the recovery of the productive capacity of the families.

Thanks to the experience and lessons learned in the shelter ReD card program, a similar system was created in this sector with the **Agricultural ReD card**. Several National Societies participated in the initiative. Those involved were the British Red Cross, the Canadian Red Cross, the Hong Kong Red Cross and the Norwegian Red Cross. All of their contributions represented 87 per cent of the program contributions, leaving the remaining 13 per cent to the Appeal.

The Agricultural ReD card allowed the beneficiaries to obtain or order goods from a central supplier for up to 150,000 Chilean pesos (300 U.S. dollars). This arrangement enabled the families to purchase those agricultural products they needed the most to help them return to their normal daily routine. This initiative assisted 99.58 per cent of the families. It was carried out in two phases; the first one began in December 2011, at the same time as other activities that were being developed in the communities. The second phase was completed in February 2012, in the same time with the donation of the above-mentioned kits.

A study carried out by the University of Concepcion (Faculty of Social Sciences) about the project revealed that from a gender perspective, 7 out of 10 beneficiaries were women, which was also the case

with the shelter ReD card. However, contrary to what was experienced with the shelter card, only 33.7 per cent were household heads.

One improvement over its shelter counterpart was the creation of a more sophisticated software program (thanks to a partnership with a group of young university engineers supported by a business incubator). This technological system enabled the following actions: real-time monitoring of the beneficiaries, the identification of coverage in different localities, the correction of errors in the database and the prevention of card fraud.



Livelihoods beneficiaries. Photo: IFRC

As it happened with the shelter program, the expenditure in this sector got significantly reduced due to the ReD card system.

In order to provide further support to the families of the farming communities, the Chilean Red Cross, along with the IFRC, promoted several community-level projects benefiting another 844 people (227 families). The total cost of all projects was 16,144,882 Chilean pesos (approximately 31,500 U.S. dollars). The following table lists the projects and regions funded by the appeal:

Region	Project	Direct beneficiaries	Total beneficiaries
Maule	Honey harvesting equipment – Beekeepers’ cooperative	9	36
	Reconstruction and greenhouse improvements, vermicomposting in the rural school of Barba Rubia	82	328
	Plot/greenhouse Red Cross Teno branch	20	80
	Plot/greenhouse Red Cross Molina branch	17	68
	Plot/greenhouse Red Cross Cauquenes branch	18	72
Bío Bío	Community garden in Aldea 12 de abril	55	220
	Drying room for medicine herbs – group of women	5	20
	Production room for snail farming – group of women	5	20

Disaster preparedness and risk reduction

Outcome: The risks associated with future disasters are reduced through the strengthening of disaster management mechanisms, carrying out national contingency planning, and undertaking volunteer training using IFRC’s tools so that knowledge can be replicated with community-based groups and institutions.

Expected results:

- The Chilean Red Cross has increased the role of disaster preparedness and risk reduction (DRR) in its programming and institutional strategy.
- 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.
- Volunteer and staff capacity to deliver sustainable DRR programming is enhanced through workshops and training courses.

Impact:

The earthquake and subsequent tsunami of February 2010 were a turning point for Chile. The Chilean society was forced to reflect on how the country should prevent, mitigate, prepare for, respond to and recover from the impact of disasters.

Since the start of the 2010 earthquake operation, one of the central objectives for the Chilean Red Cross and the IFRC has been to reduce the impact of future disasters through strengthening the management, planning and training of volunteers. The International Federation toolkits were used for this purpose. The efforts of the Chilean Red Cross have focused on two main sectors: risk management and disaster intervention.

With the support of the IFRC, 500 copies of the “Basic Guide for Risk Management Volunteering” were completed. A total of 1,200 volunteers were trained in risk prevention, in six regions. 135 volunteers were trained in several specialized courses such as NIT, damage and needs assessment (DANA) and CPI; during those trainings, 540 Sphere manuals were distributed among the volunteers.

In the months following the earthquake, the efforts of the Chilean Red Cross were focused on schools. This involved forming school brigades and promoting courses on early warning in case of disaster. A total of 1,000 education games about prevention were distributed.

At a community level, several workshops were set up providing various outreach materials for the most vulnerable: elderly people, immigrants, people with mobility problems and ethnic groups.

With the support of bilateral projects together with the American Red Cross –LARRA project implemented in the south of the country– and the Spanish Red Cross –DIPECHO project focused in the north– the Chilean Red Cross has managed to reach many remote corners of the country in terms of risk reduction and disaster response preparation.

With regard to disaster intervention, the headquarters of the National Society made great gains by installing a "crisis room" with cutting-edge technology. The handling of procedures was improved in areas such as information management, teams and operations management, communication network monitoring and the installation of a network of HF and VHF radios and boosters that fully cover the country with an analog-digital system (unique in Chile). A national policy on risk management, a national contingency plan, protocols and several guidelines have also been created and implemented.

At a regional level, progress was achieved regarding the digital divide. The Red Cross branches received more and new technological equipment and corporate email addresses. The most important regional branches of the country were also equipped with a radio network. With this improvement, the risk of remaining in isolation in the event of a disaster has been greatly reduced.

Together with the progress made inside the organization itself, the Chilean Red Cross has been able to work alongside various external entities. The National Society has taken steps to work with various national and international actors to prepare the population for possible future disasters. This is reflected in the development of a protocol for emergencies by the Chilean Humanitarian Aid Network (RACH, in its Spanish acronym) and the National Office of Emergency of the Interior Ministry (ONEMI, in its Spanish acronym). Trainings, workshops, meetings and some emergency simulation exercises have managed to strengthen ties with the government, consolidating the presence of the Chilean Red Cross among national actors in the field of risk reduction. Proof of this was the signing of a Memorandum of Understanding on the use of radio frequencies and the actions of volunteers.



Chilean Red Cross volunteer attending a rescue training. Photo: IFRC

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, volunteer and communication structures.

Expected results:

- The Chilean Red Cross governance structure is strengthened to provide improved National Society and social leadership.
- The Chilean Red Cross management structure (administrative, financial and human resources procedures) is improved and better organized.
- The Chilean Red Cross has reinforced its corps of active, trained volunteers.
- The Chilean Red Cross has positioned itself and highlighted both its own and the Movement's actions and principles with the media, donors and business partners.
- Twenty-three Chilean Red Cross branches have been repaired and fixed.
- Branches in the affected regions have access to radio, satellite and internet communication systems to facilitate communication with Chilean Red Cross national headquarters and other branches.

Impact:

The earthquake experienced by the Chilean people is considered the second strongest in the country's history and the sixth strongest in the world. The government initially refused international aid, but after due consideration, two days later changed that decision.

Neither the government nor the Chilean Red Cross was able to deal with the situation. The demands and needs generated revealed the response limitations of the National Society. Therefore, preparing it for future emergencies, not only in terms of natural disasters but any other kind as well, meant that the institutional development of the Chilean Red Cross was one of the most important goals of the operation.

The institutional strengthening of the Red Cross has been a transversal objective reinforced by other actions carried out during this operation. Great efforts and consequent changes in this field have been achieved during the last three years. The disaster led to the need to work against the clock for restructuring the Chilean Red Cross and in the 36 months of the operation the achievements have been remarkable.

The National Society identified the need to revise its statutes to adapt them to the national context and to the growth, modernization and development which the organization has been experiencing. Likewise, the strategic and operational plans have been re-adapted. The sustained modernization of the National Society management was reinforced through several factors such as: the renovation of its own structure by strengthening and creating new departments such as Human Resources, IT/Telecommunications, Finance, Logistics, Communication and Resource Mobilization; the public selection of personnel, the implementation of internal processes and protocols, and the creation of guides and handbooks.

Remodeling the Chilean Red Cross branches was also a goal which was finally accomplished. Initially, the plan was to support the reconstruction of 23 branches but in the end 25 branches have been completed, including the headquarters and the national warehouse, which were fully equipped with accommodation and training facilities. Today, the National Society has a fleet of over 20 vehicles of various types to cope with emergencies across the country.

List of branches reconstructed with the support of the earthquake operation. Source: IFRC

Region	Branch name	Region	Branch name
Valparaíso	Almendral	Metropolitan area	National warehouse
	Santa Cruz		Independencia María Luisa Torres
O'Higgins	Doñihue		Quinta Normal Las Lomas
	Graneros		San Bernardo
	Peumo		Headquarters
Bío Bío	Chiguayante	Maule	Talagante
	Chillán		Cauquenes
	Coelemu		Constitución
	Coronel		Linares
	Lebu		Molina
	Penco		Parral 1
	Talcahuano		Parral 2
	San Clemente		

The volunteers—the backbone of the organization—have received support from the IFRC by way of various initiatives from departments such as Youth, Development and Health, among others. During these three years, volunteers from various branches of the country have had access to a number of workshops and training sessions in all operational sectors that the Chilean Red Cross covers. They have participated in field activities with communities, as well as in simulation exercises and real operational missions that have taken place in different locations. The aim of this was to empower branches with qualified volunteers to provide quality services to their communities. During the third year, the Chilean Red Cross started a new task of incorporating new volunteers to the organization, especially young people, with the aim of strengthening its structure in accordance with its vision and mission, whereby the seven universal principles of the Red Cross make a real difference.

Ultimately, the level of development obtained by the National Society during these last three years is a fact. With the end of the 2010 earthquake operation, and thanks to the continued support of the IFRC, the organizational development regarding the Chilean Red Cross management has been focused on creating a credible, sustainable and functional organization. As mentioned in previous paragraphs, emphasis has been placed on the human capital, streamlining the processes, creating a style and marking the guidelines from an institutional point of view. It has been an arduous work fostered by the IFRC that has helped the Chilean Red Cross to become a self-sufficient organization and mostly, to be able to continue to grow autonomously.

Lessons learnt

Many things have been learnt over these three years. Listed below are the most important lessons:

1. In order to determine the intervention strategies it is essential to analyse the conditions of the country that is going to be supported, and not assume pre-established routines as the main (adaptability and innovation).
2. In a geographical context as extensive as that of Chile's, the work together with the Chilean Red Cross branches was vital in order to reach the target beneficiaries of the operation; so was the decision to have two emergency operation officers in the field (decentralized management).
3. If the conditions and capabilities of the National Society are adequate, it is possible to try different working models and innovative tools. Here, both ReD card models have been successful experiences generating a positive impact for beneficiaries, Red Cross branches and volunteers. For the beneficiaries, it was important the fact that they could decide how to improve the living conditions of their homes and their livelihoods through a process that certainly maintained the dignity of the families through that choice. As for the Red Cross branches and volunteers, it has helped them to strengthen the links with communities and become more professional in this new form of aid.
4. A well-managed crisis can and should generate development. Thus, work efforts should be focused towards strengthening the capacity of the National Society to leave it better prepared and positioned to keep fulfilling its mandate after the operation
5. Deadlines set in operations are often not compatible with organizational development processes. However, the approach taken in this operation created the conditions for the National Society not only to see the opportunity but also to recognize that their development did not stop with the end of the operation. Decisions and actions taken during 2013 have shown that the Chilean Red Cross has followed a consistent line. Decisions made in areas such as Volunteering, Resources Mobilization and Communications, showed that complex changes take time to assimilate, but if the National Society is willing and the conditions developed by the IFRC are favorable, they will be achieved.
6. At the beginning of the recovery phase, a medium- and long-term planning should be prioritized. This would ensure a more orderly and efficient allocation of resources.
7. It is necessary to have a solid communications system in order to respond to the demands which may arise in the event of a disaster or crisis.
8. A proper coordination between the Chilean Red Cross – IFRC – ICRC – PNS enabled various programs and projects such as water and sanitation and livelihoods to be implemented in the same communities, providing a complete support network to the beneficiaries. By defining areas and action sectors in a complementary and synergistic way throughout the country, they were able to reach more beneficiaries (this is one of the Movement's strengths).

9. In relation to the agricultural livelihoods program the distribution of seeds at the correct time guaranteed their correct usage.

10. Involving the beneficiaries in the work of the volunteers generates greater recognition of the Red Cross mission among communities, thus placing the organization before the civil society, thus generating reciprocal empowerment.

11. For multiplying (not adding) results, a coordinated work not only between different members of the Movement but also with other external agents is essential.

Contact information

For further information specifically related to this operation please contact:

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How we work

All IFRC assistance seeks to adhere to the Code of Conduct for the International Red Cross and Red Crescent Movement and Non-Governmental Organizations (NGO's) in Disaster Relief and the Humanitarian Charter and Minimum Standards in Disaster Response (Sphere) in delivering assistance to the most vulnerable.

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

www.ifrc.org
Saving lives, changing minds.



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.

Disaster Response Financial Report

MDRCL006 - Chile - Earthquake

Timeframe: 27 Feb 10 to 02 Mar 13

Appeal Launch Date: 02 Mar 10

Final Report

Selected Parameters

Reporting Timeframe	2010/2-2013/4	Programme	MDRCL006
Budget Timeframe	2010/2-2013/4	Budget	APPROVED
Split by funding source	Y	Project	*

All figures are in Swiss Francs (CHF)

I. Funding

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
A. Budget		16,075,870				16,075,870	
B. Opening Balance		0				0	
Income							
Cash contributions							
American Red Cross		2,709,823				2,709,823	
Andorra Government		28,694				28,694	
Andorran Red Cross		13,759				13,759	
Argentine Red Cross		221,694				221,694	
Australian Red Cross		180,601				180,601	
Austrian Red Cross		1,029				1,029	
British Red Cross		1,373,595				1,373,595	
British Red Cross (from DFID - British Government*)		304,374				304,374	
China Red Cross, Hong Kong branch		73,579				73,579	
China Red Cross, Macau Branch		13,400				13,400	
Croatian Red Cross		97,673				97,673	
Danish Red Cross		59,424				59,424	
Finnish Red Cross		28,472				28,472	
Great Britain - Private Donors		71				71	
IFRC at the UN Inc (from Alcatel Lucent*)		713				713	
IFRC at the UN Inc (from Heinz H.J. Company foundation*)		10,002				10,002	
IFRC at the UN Inc (from Kraft Foods Company*)		50,011				50,011	
IFRC at the UN Inc (from Mellon Bank*)		1,354				1,354	
IFRC at the UN Inc (from United States - Private Donors*)		2,985				2,985	
IFRC at the UN Inc (from White & Case LLP*)		25,880				25,880	
Irish Red Cross Society		9,204				9,204	
Japanese Red Cross Society		533,203				533,203	
Kuwait Red Crescent Society		1,905,040				1,905,040	
Liechtenstein Red Cross		730				730	
Luxembourg Red Cross		4,175				4,175	
New Zealand Red Cross		45,848				45,848	
New Zealand Red Cross (from New Zealand Government*)		391,000				391,000	
Norwegian Red Cross		20,148				20,148	
Norwegian Red Cross (from Norwegian Government*)		2,549				2,549	
On Line donations		44,685				44,685	
OPEC Fund For International Development		237,959				237,959	
Peruvian Red Cross		894				894	
Qatar Red Crescent Society		9,559				9,559	
Red Crescent Society of the United Arab Emirates		5,304				5,304	
Red Cross of Monaco		50,576				50,576	
Red Cross of Viet Nam		15,955				15,955	
Singapore Red Cross Society		160,248				160,248	
Singapore Red Cross Society (from Singapore Government*)		52,915				52,915	
Slovenian Red Cross		1,601				1,601	
Swedish Red Cross		296,609				296,609	
Swedish Red Cross (from Swedish Government*)		736,041				736,041	
Switzerland - Private Donors		323				323	
The Bahamas Red Cross Society		3,723				3,723	
The Canadian Red Cross Society		1,000,933				1,000,933	
The Canadian Red Cross Society (from Canadian Government*)		1,109,948				1,109,948	
The Netherlands Red Cross		23,251				23,251	

Disaster Response Financial Report

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<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	13,026,978		13,026,978
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)	15,071,071		15,071,071
D. Total Funding = B + C	15,071,071		15,071,071

* Funding source data based on information provided by the donor

II. Movement of Funds

	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability	TOTAL	Deferred Income
B. Opening Balance		0				0	
C. Income		15,071,071				15,071,071	
E. Expenditure		-14,109,142				-14,109,142	
F. Closing Balance = (B + C + E)		961,929				961,929	

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III. Expenditure

Account Groups	Expenditure						TOTAL	Variance
	Budget	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			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		522,079			522,079	440,273	
Clothing & Textiles	296,726		199,287			199,287	97,439	
Seeds & Plants	177,902		48,851			48,851	129,051	
Water, Sanitation & Hygiene	1,101,181		747,205			747,205	353,976	
Medical & First Aid	150,046		32,109			32,109	117,937	
Teaching Materials	130,669		116,320			116,320	14,349	
Utensils & Tools	1,023,932		954,300			954,300	69,632	
Other Supplies & Services	619,689		243,739			243,739	375,950	
Total Relief items, Construction, Sup	8,507,094		6,908,487			6,908,487	1,598,607	
Land, vehicles & equipment								
Vehicles	108,830		93,737			93,737	15,093	
Computers & Telecom	119,141		117,855			117,855	1,287	
Office & Household Equipment	38,241		27,968			27,968	10,273	
Others Machinery & Equipment	36,259		35,652			35,652	607	
Total Land, vehicles & equipment	302,471		275,211			275,211	27,260	
Logistics, Transport & Storage								
Storage	66,058		62,236			62,236	3,822	
Distribution & Monitoring	1,307,642		1,298,731			1,298,731	8,911	
Transport & Vehicles Costs	251,082		246,443			246,443	4,639	
Logistics Services	47,766		45,695			45,695	2,071	
Total Logistics, Transport & Storage	1,672,548		1,653,106			1,653,106	19,442	
Personnel								
International Staff	1,333,758		1,333,656			1,333,656	102	
National Staff	68,594		68,798			68,798	-204	
National Society Staff	791,235		791,802			791,802	-567	
Volunteers	146,265		145,347			145,347	918	
Total Personnel	2,339,852		2,339,603			2,339,603	249	
Consultants & Professional Fees								
Consultants	277,707		253,027			253,027	24,680	
Professional Fees	146,000		149,675			149,675	-3,675	
Total Consultants & Professional Fees	423,707		402,701			402,701	21,006	
Workshops & Training								
Workshops & Training	731,135		655,624			655,624	75,511	
Total Workshops & Training	731,135		655,624			655,624	75,511	
General Expenditure								
Travel	359,155		349,716			349,716	9,439	
Information & Public Relations	230,387		230,401			230,401	-14	
Office Costs	196,170		183,882			183,882	12,287	
Communications	92,842		85,993			85,993	6,849	
Financial Charges	90,789		85,000			85,000	5,789	
Other General Expenses	32,566		29,883			29,883	2,682	
Shared Office and Services Costs	40,762		26,939			26,939	13,824	
Total General Expenditure	1,042,670		991,815			991,815	50,855	
Indirect Costs								
Programme & Services Support Recover	976,266		805,039			805,039	171,227	

Disaster Response Financial Report

MDRCL006 - Chile - Earthquake

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III. Expenditure

Account Groups	Expenditure						TOTAL	Variance
	Budget	Raise humanitarian standards	Grow RC/RC services for vulnerable people	Strengthen RC/RC contribution to development	Heighten influence and support for RC/RC work	Joint working and accountability		
	A					B	A - B	
BUDGET (C)			16,075,870			16,075,870		
Total Indirect Costs	976,266		805,039			805,039	171,227	
Pledge Specific Costs								
Pledge Earmarking Fee	78,926		62,956			62,956	15,971	
Pledge Reporting Fees	1,200		14,600			14,600	-13,400	
Total Pledge Specific Costs	80,126		77,556			77,556	2,571	
TOTAL EXPENDITURE (D)	16,075,870		14,109,142			14,109,142	1,966,728	
VARIANCE (C - D)			1,966,728			1,966,728		

Disaster Response Financial Report

MDRCL006 - Chile - Earthquake

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IV. Breakdown by subsector

Business Line / Sub-sector	Budget	Opening Balance	Income	Funding	Expenditure	Closing Balance	Deferred Income
BL2 - Grow RC/RC services for vulnerable people							
Disaster response	16,075,870	0	15,071,071	15,071,071	14,109,142	961,929	
Subtotal BL2	16,075,870	0	15,071,071	15,071,071	14,109,142	961,929	
GRAND TOTAL	16,075,870	0	15,071,071	15,071,071	14,109,142	961,929	