



DREF Operation	Operation No. MDRCL010
	Glide No. EQ- 2014-000044-CHL
Date of submission: 15 April 2014	Date of disaster: 12 of April
Operation Manager: Felipe Del Cid	Point of contact: Lorenza Donoso Oyarce, President of the Chilean Red Cross
Operation start date: 12 April 2014	Expected implementation time: 3 months, ending on 12 July 2014
General Operation Budget: 235,695 Swiss francs	
Number of people affected: 10,000	Number of beneficiaries: 2,500
Presence of the National Society Recipient:	
Members of the Red Cross Red Crescent Societies actively involved in the operation:	
<ul style="list-style-type: none"> • The International Federation of Red Cross and Red Crescent Societies (IFRC) regional disaster management delegate for South America and the IFRC country representative have joined the Chilean Red Cross (CRC) Emergency Operations Centre, and are in the process of being deployed to the affected area. • The American Red Cross office in Chile has offered support from its technical experts to the Chilean Red Cross and is constantly sharing information on the disaster. 	
Other partner organizations actively involved in the operation: Chilean Humanitarian Aid Network (RACH, for its Spanish acronym), the National Emergency Office of the Ministry of the Interior and Public Security (ONEMI), the National Forest Corporation (CONAF), Chile Investigations Police (PDI)	

A. Situation analysis

Description of the disaster

A massive wildfire burned through Chile's Valparaiso city. The fire started at around 16:00 on 12 April, in Camino la Pólvora--a section of one of the main highways near Valparaiso, close to El Molle dump. The fire destroyed a confirmed surface of 300 acres of pasture, scrubs and eucalyptus. The fire is located in an area of limited access and, as such, the chance of its being controlled is also very limited. At the moment, there is a high risk that the wildfire will spread to Mariposas hills, La Cruz hill and the surrounding areas. Therefore, the population in these areas is being evacuated.

This fire is considered one of the largest and most damaging events ever registered in Valparaiso. Another current concern is due to another fire which started recently in Fundo Las Cenizas, also in Valparaiso. This wildfire has burned through an area of approximately 1.5 hectares of pine and pine waste.

The latest reports from the national authorities state that over 800 houses were destroyed by fire and more than 12,000 people have been evacuated from their homes. Currently, 12 people have died, according to the reports of the mayor of Valparaiso city. The city is also experiencing massive power outages due to damage to the infrastructure.

The National Emergency Office of the Ministry of the Interior and Public Security (ONEMI) estimates that more than 3,500 members of the National Forestry Corporation (*Corporación Nacional Forestal* - CONAF), the Fire Department, the Police Investigations Department (*Policía de Investigaciones* - PDI), along with the army and naval forces, are working to control the emergency. In addition, airborne resources and water trucks are operating in the municipalities of Valparaíso, Viña del Mar, Villa Alemana and Esval.

ONEMI has also sent trucks with mattresses, blankets, water, masks, tents and food rations to the affected areas. At the moment, it is reported that four shelters are active in four different schools:

- **Grecia School:** Pedro Montt Street, 2357.
- **Alemania School:** Argentina Avenue, 455
- **Gaspar Cabrales School:** Almirante Simpson, 152
- **San Bosco Church:** Argentina Avenue, 081

It must be noted that the city is built on a series of steep hills, which hinders access. The communities on the hills also experience difficulties due to the lack of water pressure in the sewage system. Many of hills affected have poor or sometimes non-existent sewage systems, which worsens the situation.

Summary of the current response

Overview of Host National Society

The Chilean Red Cross (CRC) has 157 branches and 10 regional committees between Arica and Parinacota, and Magallanes, with a total of 4,000 volunteers nationally. At the moment it has the support of 247 National Intervention Team (NIT) members, 8 of which are also trained in Damage Assessments and Needs Analysis (EDAN).

The Chilean Red Cross national headquarters is located in Santiago, where the national departments and governance structure are located. The Chilean Red Cross has an executive director, a Disaster Risk Management Department, a Health Department, a Youth Department, a Social Well-being Department, a Resource Mobilization Department, a Human Resources Department and a Finance Department.

In terms of its human capital, the National Society has made great efforts over the past few years to install capacities around the country. The training activities during the 2010 earthquake operation as well as through the DIPECHO VII project delivered NIT courses in different areas of specialization with volunteer participants from this part of the country. The volunteers in these area received training in: Introduction to Livelihoods Projects, Cash Transfer Programmes, Telecommunications, Restoring Family Links, and Disaster Risk Reduction.

Headquarters level

The Chilean Red Cross provides support to its regional committee and the branch network. The Chilean Red Cross' central structure currently possesses the following resources to provide immediate support to the emergency:

- **An emergency operation centre (EOC)** for crisis and disaster management, equipped for emergency monitoring, communication with affected areas, and technical support;
- **A National Distribution Center** with prepositioned materials for first response, such as family emergency kits, which include cooking sets, hygiene kits, blankets, tarpaulins and buckets. These materials will be deployed for distribution to the affected areas, as needed.
- **A water treatment plant** is available for deployment. The plant can provide up to 5,000 litres of safe water per hour.
- **A Basic Health Care Unit (BHCU)**, installed and with an adequate team of professionals. This unit can provide medical attention to 300 people per day.
- **An emergency and disaster response plan** which outlines general procedures for action during the first hours after an emergency. **Local contingency plans** for the Chilean Red Cross are currently under development.

Overview of Red Cross Red Crescent Movement in the country

Two communities which have been included previously in the Resilience in the Americas (RITA) project, supported by the American Red Cross, were affected by the emergency. These are "Manzana H" and "Mesana". According to the reports of the regional risk management director of the Chilean Red Cross, both communities were evacuated.

In those communities fieldwork was undertaken including focus groups in which community leaders admitted that fire is one of the strongest and most likely threats to be faced given the peripheral location of communities.

Needs analysis, beneficiary selection, risks assessment and scenario planning

Health

The Chilean Red Cross will develop actions to identify health needs for future work with specific population groups and to support coordination efforts both within the Red Cross Movement and with relevant public and private agencies in Chile. Throughout the fieldwork it will carry out in the coming weeks, the Chilean Red Cross will also, where possible, implement specific activities together with these groups. The replenishment of the First Aid kits is also considered for this operation.

Water, sanitation and health promotion

According to preliminary reports, there is a need to distribute jerry cans and safe water. The action plan also contemplates the implementation of hygiene promotion actions in the affected communities.

Shelter

The information available to date highlights that about 800 houses have been affected by the wildfire in the urban areas of Valparaíso. The houses are not easily accessible with heavy machinery. Information collected in the field, as well as Chilean Red Cross' experience related to similar events in the area, show that people return to their homes within a few hours after the fire has been controlled to rescue usable belongings and to remove debris. For this reason, the Chilean Red Cross will meet the needs related to cleaning the debris and repairing the houses affected by the wildfire.

Livelihoods

According to the preliminary analysis and the historical background of the area, most of the population provide services in Valparaíso city and the port.

Also, a small amount of the population have businesses such as hairdressing, education, and furniture-making. These small businesses have been affected because of material losses and the temporary loss of customers. For this reason, a detailed analysis of the situation related to livelihoods in the area (in coordination with other Movement members such as the American Red Cross and the Japanese Red Cross) is needed, in order to identify joint actions to support families to recover livelihoods, generate more sustainable income and return to normalcy.

B. Operational strategy and plan

Overall objective

Contribute to meeting the needs of the most vulnerable people affected by the wildfires in the urban areas of Valparaíso, promoting an intervention that contributes to the sustainability and resilience of the community.

Proposed strategy

The initial evaluations carried out in the field, both the one conducted by volunteers and the one conducted by the specialized technical team, identified that the wildfire—a sudden and violent phenomenon—had a strong emotional impact on the affected population. Therefore, actions related to First Aid in shelters and the areas affected by the fire, hygiene promotion, water distribution, provision of tools and materials for recovery, and debris removal are essential.

Therefore, the key actions the Chilean Red Cross will focus on are:

- **Psychological First Aid:** One way to help improve the quality of life of the affected population is providing psychological First Aid inside temporary shelters and directly to the affected households, as many people return to retrieve their belongings and remove debris.
- **Water, sanitation and hygiene promotion:** The Chilean Red Cross will support the population to improve their hygiene practices during this emergency, focusing on recommendations for proper water use, disposal of excreta and household solid waste, both in the affected areas and in shelters. The hygiene promotion should be complemented with mobile and fixed First Aid posts to provide a comprehensive intervention in the communities.

- **First Aid.** It has been identified that people affected by fire are at high risk of injuries, trauma, eye irritations, and dehydration due to debris removal and fire-control actions. Moreover, specialized health teams indicated the need for health promotion actions in shelters and communities, given the large concentration of population and the decrease in temperature at this time of the year.
- **Shelter.** As stated above, about 800 homes were affected. The experience of previous fires in the area has shown that during the days following the emergency, people return to their homes to clean debris and recover reusable materials to rebuild their homes. Moreover, in order to do this, people will live in precarious conditions while performing these tasks. For that reason, priority actions identified are the distribution of non-food items, particularly hygiene kits, blankets, cooking tools and materials to remove debris safely. The latter will be done through a system of cash transfer, which will satisfy the diverse needs of the population.

To ensure maximum effectiveness and efficiency of the work, priority areas and groups will be identified according to the results of the initial assessments. Priority will be given to lower-income groups and people with houses with structural damage, as well as people with chronic diseases, pregnant women, the elderly and children. The possibility of targeting these actions in specific communities will be considered to strengthen community resilience.

Some other key considerations which will be taken for this operation include:

- The initial assessment and subsequent assessments shall be made with technical support from the IFRC Secretariat, using specialized human resources of the Chilean Red Cross, mainly volunteers and staff of the affected or surrounding areas. This will be done to strengthen and promote decentralization of capacities in the branches.
- Accountability is a key aspect of Chilean Red Cross, therefore the communication channels with beneficiaries will be generated, in order to ensure two-way communication. A feedback system will be established.
- A final evaluation will be conducted and will include the perception of the beneficiaries and of the local authorities regarding the efficiency and efficacy of the activities, which need to be executed in accordance with the standards and policies of the IFRC, Chilean Red Cross and the minimal standards of the Sphere Project.

Operational support services

Human resources

The operations will be coordinated by the National Disaster Intervention Programme of the National Disaster Risk Management Department. The National Intervention Coordinator is responsible for coordinating actions with the support of the Emergency Committee from the national headquarters, and of the technical team consisting of members of the operating departments and support services.

The volunteers of the branches of Iquique, Arica, Alto Hospicio, Antofagasta and Pozo al Monte will be part of the operation and will be involved directly in all project activities. It is estimated that at least 100 volunteers will support the operation. To improve their skills, volunteers will be trained in disaster management, psychosocial support, risk reduction, Vulnerability and Capacity Assessment (VCA), Logistics, NIT and damage assessment.

For operational and administrative support to carry out the activities proposed in this action plan, the following operational structure will be needed:

- National DREF coordinator
- Technical staff for psychosocial support

In addition, the Chilean Red Cross will provide support and advice through its headquarters to the team appointed for the operation and to local branches. In summary the project will include the following staff with no charge to the operation:

- National disaster risk management director;
- National disaster risk reduction and climate change adaptation coordinator;
- National health director;
- National coordinator for health in emergencies.

The IFRC will provide support through its country representation office and the Pan-American Disaster Response Unit (PADRU) through the disaster management regional coordinator and other specialized staff such as the emergency health officer and the cash transfer programme officer appointed to provide the necessary advice to the project staff. A member of the Regional Intervention Team (RIT) will coordinate the DREF implementation and a Regional Response Unit (RRU) specialized in psychosocial support will be deployed to support the actions of Chilean Red Cross. This RRU will be a team of three specialists coming from National Societies in the Americas, deployed for one month, and will be assisted by a specialized team from the Chilean Red Cross in Valparaiso.

Logistics and supply chain

The Chilean Red Cross' purchasing follows the IFRC procedures, aiming at ensuring the best use of the economic resources and transparency in the purchase of goods and contracting of services.

At the current level of response, the distribution of some items, such as jerry cans, has already started, and the stocks will need to be replenished. These will be acquired on the local market or through the Global Logistics Unit in Panama.

The Chilean Red Cross has a national distribution center in the city of Santiago where the materials acquired will be received, stored and prepared for dispatch.

Information technologies (IT)

There is a wide network of communications available at the headquarters, which is connected via a high-frequency network. Additionally, the national headquarters have two Broadband Global Area Network (BGAN) satellite kits and six satellite telephones.

Communications

The Chilean Red Cross has a National Communications Department which administers an institutional web page (www.cruzroja.cl), a Facebook fan page (Cruz Roja Chilena) and a Twitter account (@cruzrojainforma). The Chilean Red Cross has 5,000 followers on Facebook and 570,000 on Twitter. These resources will be used during the operation, and additional support will be provided by the IFRC communications officer in the Americas Zone office, in Panama.

Planning, monitoring, evaluation and reporting (PMER)

With the end goal of guaranteeing a quality operation according to IFRC's and Chilean Red Cross' standards, we will utilize the following monitoring, evaluation and reporting mechanisms:

1. Initial evaluation that will issue a report within the first 5 days;
2. An update report 40 days after the start of the operation;
3. A final monitoring visit to the communities;
4. A final report of the project.

The Regional Disaster Management Delegate and the country representative will conduct at least two visits to the affected area, while the regional and zone IFRC offices will provide additional support as needed.

Administration and Finance

The Chilean Red Cross will be responsible for the management of funds in country in accordance with IFRC's standard procedures for operational advances. Transfers will be made in agreement with the requirements and the terms established in the Letter of Agreement that will be signed between the Chilean Red Cross and IFRC for the execution of the project.

For its part, the IFRC via the Finance Department will provide the necessary support to the operation for the review and validation of budget, bank transfers, as well as providing technical support to the National Society on the procedures regarding expense reporting and validation of invoices.

C. DETAILED OPERATIONAL PLAN

Quality programming/Areas common to all sectors

OBJECTIVES	INDICATORS											
Outcome 1 Continuous and detailed assessment and analysis is used to inform the design and implementation of the operation.	# of assessments conducted (<i>general and/or sectorial</i>)											
Output 1.1 Initial needs assessment are updated following consultation with beneficiaries.	Assessment reports which show that beneficiaries are consulted (<i>assessment reports, plan of action</i>) Assessment reports which provide data on affected population disaggregated by sex, age and vulnerabilities (<i>assessment reports</i>)											
Output 1.2 The management of the operation is informed by a comprehensive monitoring and evaluation system	Plan of action and sectorial plans for which a monitoring and evaluation plan has been developed											
Output 1.3 Activities of the National Society are known at the local, national and regional level	# of stories beneficiaries conducted # of publications made by media about the actions of CRC											
Activities Week	1	2	3	4	5	6	7	8	9	10	11	12
Conduct a rapid emergency assessment by branches												
Develop a multi-sectorial action plan												
Conduct a market analysis												
Detailed assessment of affectation in communities												
Develop and disseminate two press releases, a video, banners and posters												
Develop and disseminate two stories of beneficiaries												
Three monitoring visits by IFRC Secretariat												

Health and care

Needs analysis: The extensive fire had a strong emotional impact on the population in Valparaiso. Many families were evacuated and suffered the emotional shock of seeing their houses on fire. In addition, the damage to infrastructure, as well as the current living conditions are endangering the health of the population.

Population to be assisted: 5,000 people affected by fire, as well as Chilean Red Cross volunteers and staff who worked during the emergency and whose houses have also been affected. IFRC will provide support to the Chilean Red Cross, in order to build up capacities in First Aid and psychosocial support. Psychosocial support will also be provided to other partners working in the emergency, as needed. One important aspect which is being considered is the needs of people with reduced mobility or of those who have special needs; it's also important to consider the needs of the elderly and people with chronic diseases. It's important to note that the Chilean Red Cross has organized a national campaign to give support to the persons with special needs.

In order to assist people to cope with the situation, the National Society will carry out psychosocial support, using games and other recreational activities to reach children.

OBJECTIVES		INDICATORS											
Outcome: The immediate risks to the health of affected populations are reduced.		# of people who can access appropriate first aid and psychological support											
Output 1.1 Target population is provided with rapid First Aid		# of people reached by First Aid services # of first aid kits delivered to the branches											
Output 1.2 Psychosocial support provided to the target population		# of people reached with psychosocial support # of volunteers reached with psychosocial support # of people volunteers trained in psychosocial support											
Emergency response	Activities	MONTH 1				MONTH 2				MONTH 3			
	Week	1	2	3	4	5	6	7	8	9	10	11	12
	Provide First Aid to 5,000 people	■	■	■	■								
	Replenishment of First Aid kits to six branches		■	■	■								
	Provide psychological support to 5,000 people including migrants, volunteers and other partners working in the emergency	■	■	■	■	■	■	■	■	■	■	■	■
	Training on psychological and self-care support to 20 volunteers		■	■									
	Deploy one team specialized in psychological support from headquarters			■	■								
	Deploy a RRU specialized in psychological support		■	■	■	■							

Water, sanitation and hygiene promotion

Needs analysis: The fire has generated two situations which require special attention in terms of hygiene promotion:

- Shelters have a generally poor hygiene conditions and insufficient sanitation facilities for the amount of people hosted.
- People whose houses have been lost or damaged are returning to retrieve personal belongings and remove debris, and they do not have the basic services enabled in those areas.

Another need identified is the collection and distribution of water in the affected areas, while ensuring that the water is not contaminated.

Population to be assisted: 5,000 people affected by fire in the hills of Valparaiso will be assisted. IFRC will provide support to Chilean Red Cross, to build up capacities in hygiene promotion in order to reach the amount of people to be assisted. Accordingly, work will be targeting communities where the hygiene promotion activities can be implemented to strengthen their resilience and complement the shelter improvement actions. The National Society will distribute chlorine in order to ensure safe water for the households.

OBJECTIVES	INDICATORS
Outcome 1 Immediate reduction in risk of waterborne and water related diseases in targeted communities	% of target population that has access to sufficient safe water
Output 1.1 Daily access to safe water which meets Sphere and government standards in terms of quantity and quality is provided to target population.	# of water distribution points

Output 1.2 Hygiene promotion activities which meet Sphere standards in terms of the identification and use of hygiene items provided to target population		# of people reached by hygiene promotion activities											
		# of volunteers involved in hygiene promotion activities											
		# of households provided with a set of essential hygiene items (<i>jerry cans and hygiene kits</i>)											
Emergency response	Activities	MONTH 1				MONTH 2				MONTH 3			
	Week	1	2	3	4	5	6	7	8	9	10	11	12
	Distribution of 1,000 jerry cans in Valparaíso												
	Distribution of 500 hygiene kits and 500 buckets to vulnerable groups												
	Five hygiene promotion campaigns in public places (including shelters) for 5,000 people on the adequate use of water, and household excreta and solid waste disposal.												

Shelter

Needs analysis: The fire has affected at least 800 households, but the number can be higher because of the homes on the slopes and hillsides which are not in the official records. As mentioned above, people are expected to return to their homes to rescue some of their items and will sleep in tents while performing these tasks. The needs identified are non-food items, particularly hygiene kits, and tools and materials to remove the debris safely.

Population to be assisted: The Chilean Red Cross will assist 500 families affected by fire on the hills of Valparaíso. These families will be identified for the provision of cash or materials to repair or rent houses. The cash transfer programme will be providing unconditional grants to families to better adapt to their needs, and not necessarily relating to shelter. The identification of families will be coordinated with the municipality and the Ministry of Housing. The cash transfer project area will be assessed in the coming days according to the detailed damages report from the assessment carried out by the Ministry of Housing and the Chilean Red Cross. Beforehand, these families would have received essential relief items to cope with the disaster.

OBJECTIVES		INDICATORS											
Outcome: Immediate needs and hosting families are met.		% of households and shelters receiving support from Chilean Red Cross											
		# of families assisted by the Chilean Red Cross											
Output 1.1 Essential household items (EHI)/non-food items (NFI) are provided to the target population		# of households provided with essential household items that meet the standards											
Output 1.2 A cash transfer programme is implemented to complement the relief items delivery		# of families receiving cash transfer											
Emergen CV	Activities	Weeks											
		1	2	3	4	5	6	7	8	9	10	11	12
	Distribution of non-food items to 500 families including (500 hygiene kits, 500 cooking kits, 1,000 blankets)												
	Identification and registration of families in shelters and hosting families												

Conduct a market study for the implementation of the cash transfer programme																			
Selection of mechanism and modality of cash transfer																			
Selection of local providers for cash transfer																			
Cash transfer for shelter and local purchase of materials to 500 families																			
Awareness workshops on cash transfer to beneficiaries																			
Create a complaints mechanism for the cash transfer programme																			
Monitor the use of distributions/cash solutions and beneficiaries' satisfaction																			

Budget

Please see the attached budget

DREF OPERATION

15-Apr-14

Chile Fire

Budget Group	DREF Grant Budget CHF
Shelter - Relief	0
Shelter - Transitional	0
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	0
Clothing & Textiles	5,341
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	14,242
Medical & First Aid	5,341
Teaching Materials	13,352
Utensils & Tools	18,247
Other Supplies & Services	0
Cash Disbursements	89,010
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIE	145,531
Land & Buildings	0
Vehicles	0
Computer & Telecom Equipment	0
Office/Household Furniture & Equipment	0
Medical Equipment	0
Other Machinery & Equipment	0
Total LAND, VEHICLES AND EQUIPMENT	0
Storage, Warehousing	0
Distribution & Monitoring	0
Transport & Vehicle Costs	8,456
Logistics Services	0
Total LOGISTICS, TRANSPORT AND STORAGE	8,456
International Staff	5,341
National Staff	0
National Society Staff	10,592
Volunteers	9,355
Other Staff Benefits	890
Total PERSONNEL	26,178
Consultants	6,231
Professional Fees	712
Total CONSULTANTS & PROFESSIONAL FEES	6,943
Workshops & Training	4,451
Total WORKSHOP & TRAINING	4,451
Travel	19,137
Information & Public Relations	6,409
Office Costs	1,736
Communications	1,669
Financial Charges	801
Other General Expenses	0
Shared Office and Services Costs	0
Total GENERAL EXPENDITURES	29,752
Partner National Societies	0
Other Partners (NGOs, UN, other)	0
Total TRANSFER TO PARTNERS	0
Programme and Services Support Recovery	14,385
Total INDIRECT COSTS	14,385
TOTAL BUDGET	235,695