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DREF Emergency Plan of Action (EPoA) Chile: Flash Floods

 International Federation
of Red Cross and Red Crescent Societies

DREF Operation	MDRCL011 Glide no. FL-2015-000027-CHL
Date issued: 10 April 2015	Date of disaster: 23 March 2015
Operation manager (responsible for this EPoA): Pabel Ángeles IFRC Disaster Management Coordinator for South America	Point of Contact: Manuel Quezada Melillan, National Risk Management Director-Chilean Red Cross
Operation start date: 24 March 2015	Expected timeframe: 3 months
Overall operation budget: 275,678 Swiss francs (CHF)	
Number of people affected: 164,140 affected	Number of people to be assisted: 6,500 (1,300 families)
Host National Society presence: The Chilean Red Cross has 11 Regional Committees, 185 branches nationwide, 3,000 volunteers and 45 staff members.	
Red Cross Red Crescent Movement partners actively involved in the operation: International Federation of the Red Cross and Red Crescent Societies (IFRC), the International Committee of the Red Cross (ICRC) and the American Red Cross	
Other partner organizations actively involved in the operation: Interior Ministry and Public Security (ONEMI), Ministry of Health, Ministry of Defence, Ministry of Social Development, Ministry of Energy, Ministry of Public Works, Ministry of Transportation and Telecommunications, Regional Governments, Adventist Development and Relief Agency (ADRA)- Chile, Caritas, the Humanitarian Network, the Fire Brigade, the United Nations, Andean Relief Corps	

<Click [here](#) to view the DREF budget. [Here](#) to view the contact information. [Here](#) to view the map>

A. Situation Analysis

Description of the Disaster

On 23 March 2015, an atypical hydro-meteorological event occurred due to a high-altitude cold front that caused 14 consecutive hours of rain, which dropped an average of 14 to 34 mm of water and snow. This is equal to the average rainfall for an entire year in this arid and desert-like area of the country, resulting in increased water flow in the Andean rivers feeding other waterways in valleys and villages. Given the poor absorption of soils in these regions, the unusually prolonged and intense rains in the area caused mudslides and floods in various villages, affecting the regions of Antofagasta, Atacama and Coquimbo.

To date, 26 people are reported dead (according to Forensic Medical Services), 150 are missing (according to reports made to the Carabineros Police or Chile Investigative Police), and according to ONEMI, 29,741 have been affected, of whom 2,532 are in 28 collective shelters. The Atacama region has been the most affected with about half of the total number of affected people.



Severely affected area in the town of Chañaral, Atacama. Source: IFRC

A disaster state of emergency was declared on 24 March, handing over control of security and freedom of movement of people to the Chilean Armed Forces and law enforcement. To this end, the communities of Antofagasta, Taltal and the Atacama Region were put under martial law, banning anyone from entering or leaving these cities. For its part, the Ministry of Health maintains a Health Alert for the communities of Copiapó, Chañaral, Caldera, Tierra Amarilla, Diego de Almagro, Alto del Carmen, Freirina, and Huasco and Vallenar in the Atacama Region.

A curfew has been imposed from 9:00 pm to 6:00 am for the safety of the population living in Chañaral, Copiapó, Tierra Amarilla and Diego de Almagro. Electricity has been restored under the coordination of the Electricity and Fuel Superintendence. Mud removal efforts in these areas have been carried out using machinery from the Ministry of Public Works, Chile's Army, municipal governments and the private sector. Strategic traffic bans are being put into effect to limit unnecessary transit of people not associated with the task forces, prioritizing efficiency in the restoration of utilities and connectivity efforts.

The following alerts are in effect:

Red Alert for the Region of Atacama due to a hydro-meteorological event.

Red Alert for the community of Antofagasta, Region of Antofagasta due to heavy rains.

Red Alert for the community of Tocopilla, Region of Antofagasta due to heavy rains.

Red Alert for the community of Taltal, Region of Antofagasta due to heavy rains.

Yellow Alert for the Region of Antofagasta due to heavy rains.

Yellow Alert for the Region of Coquimbo due to a hydro-meteorological event.

Preventive Early Warning for the province of Tamarugal, Region of Tarapacá due to heavy rains

Damage and Impact Table

REGION	IMPACT TO THE POPULATION			DAMAGE TO HOUSING			
	Dead	Missing	Homeless	No. of Shelters	Minor damage	Mayor damage	Destroyed
Antofagasta	3	-	6,484	3	4,178	1,236	71
Atacama	23	-	23,048	22	7,000	5,000	2,000
Coquimbo	0	-	209	0	282	18	0
Total	26	150	29,741	25	11,460	6,254	2,071

Source: ONEMI: 5/04/2015

Region of Tarapacá

A total of 284 homes with minor damage have been reported. The region has mostly returned to normal.

Region of Antofagasta

Antofagasta is the second most affected region, with 240 families living without public lighting service and 3,921 families without water in the community of Taltal. Route 1-Taltal (a stretch of Route 5 North to Taltal) is still closed to transit, but it should reopen by 2 April. It is accessible to four-wheel drive vehicles that must proceed with caution due to sinkholes at various points.

Most streets in the city of Taltal have been damaged by water flows dragging material from reservoir pools located outside the city through which rainwater enters towards the coastal sector. The private sectors working on clearing roads with heavy machinery; border crossings at Sico, Hito Cajón and Jama remain closed due to snow and ice on the road. According to ONEMI, hospitals in the region were affected by the floods and are partially working in Antofagasta, Mejillones and Calama; however, the hospital in Taltal is unable to provide care due to structural damage and contamination to its water supply sources.

Region of Atacama

- **Province of Chañaral**

The Province of Chañaral is located in northern III Region in Atacama, with a population of 30,598 and covering an area of 24,436.2 km². Its provincial capital is Chañaral located on the Salado River gorge. Heavy rainfall, which lasted for three days and surpassed historical limits, dragged mud and stones into the affected areas. This flood mainly affected the communities and towns of Chañaral, El Salado and Diego de Almagro, especially the lower-lying parts near the river.

- **Community of Chañaral**

The city of Chañaral was affected by large amounts of solid waste from sewers, sludge and everything else that the river dragged along its path. There are stunning images of entire houses, with their inhabitants still inside, being dragged almost to the sea mouth. This resulted in the destruction of stretches of Highway 5 North and damage to lower-lying areas, including the town's centre along with public utilities and various business establishments. Mudslides affected approximately 200 dwellings in this same town, sweeping away and destroying homes; additionally, public services collapsed in the rest of the city, with an intermittent public lighting service, and water pressure has decreased due to broken pipes and networks. The Chilean Navy is providing first aid care to the population, and a shelter was set up for affected families and for migrant population.

- **Town of El Salado**

The greatest damage is seen along the railway line (Pedro Lujan, Cerro Carril, Villa Alborada, Calle Principal), as well as at the Fire Brigade headquarters; the town's entire commercial and economic sector has also been completely destroyed. No people have been reported missing in this community, but it is presumed that there were people travelling through the area at the time with no way of checking their whereabouts. In this sector, families organized a shelter (500 people), but it was plagued by unhygienic conditions; makeshift tents were put up to house families, of which at least 15 had lost everything. A small group of Peruvian (9) and Colombian (7) migrants are also housed there. The sewer system has collapsed completely and electricity is still down. The Chilean Navy has provided two power generators to use after dark and to maintain refrigeration for vaccines and insulin; there is no water supply.



Several houses in the town of El Salado have been completely destroyed. Source: IFRC

- **Community of Diego de Almagro**

It is located in the Salado River gorge, with most of the damage occurring along the river's banks. It is estimated that about 40 per cent of the population has been affected, with houses under a meter and a half of mud and debris. The houses destroyed and dragged along by the mudslide increased the volume of debris moving toward the towns of El Salado and Chañaral. In total, 1,200 people were housed in shelters during the first days of the emergency; number dropped to 800 people as people moved away to stay with relatives or in other cities. The hospital was affected by the flood and is currently restoring hospital-level care. The military hospital set up for the emergency is providing support through emergency and urgent care. An estimated 734 dwellings in the area were affected and destroyed.



Houses and roads severely affected by mud and debris in Diego del Almagro. Source: IFRC

Province of Copiapó

- **Copiapó**

The city of Copiapó is the capital of the province of Copiapó and home to approximately 158,261 people. The identified damage has been to infrastructure, basic needs services, road connectivity and led to the suspension of school activities in 68 basic education centres; moreover, the hospital is working at 50 per cent due to the flood. A total of 1,018 people are currently living in temporary shelters because of physical and environmental risks, loss of safe access or because they are still cut off. Psychological impact is evident among the population. The identified needs include meeting basic needs, restoring infrastructure and transportation routes, implementing proper hygiene measures, restoring health and health care services, and providing psychosocial assistance.

- **Paipote**

The community of Paipote is located to the southeast near the city of Copiapó. The identified damage includes lack of basic supplies, varying degrees of structural damage to homes, roads, the sewer system and water supply network connectivity. On their own initiative, the population has set up camp on a hill and refuses to be housed in the shelters that have been established. There are gypsy communities who have settled in the Llanos 1 sector along the river's banks. They have their own tents, but lack basic supplies and they have been unwilling to move to established shelters.

The needs detected in the area are restoring basic supplies, actions to counter health risks, implementing hygiene measures, mediating with the community to accept humanitarian aid, strengthening their response to the emergency and restoring some mobilization routes.

- **San Antonio**

It is located to the southeast approximately an hour away from Tierra Amarilla, and it is mainly surrounded by wineries, which is its main source of employment. This is a rural community of approximately 45 families established in various sectors at the time of the event. Since this is high harvest season, many seasonal workers were affected; a staggering 85 per cent of the community was damaged, with dwellings affected by mud and rocks sliding down hills or from higher areas. A shelter housing 29 people has been set up in the community under the care of the Chilean Army. Also, tanker trucks are distributing safe water. As for sanitation, the sewer system is not operating. However, access routes to the community have been restored.

- **Town of Acueducto Amolana**

It is located within San Antonio in Tierra Amarilla, and it is approximately 1.5 km away from San Antonio's city centre. A total of 15 adobe houses were destroyed, and the families were forced to seek shelter inside the national Acueducto Amolana monument.

- **Region of Coquimbo**

Rains and landslides along streams affected roads in the province of Elqui; however, the roads have been reopened. Power cuts continue in the communities of Vicuña, Ovalle, Illapel and Salamanca. A total of 124 people have been preventively transferred to two shelters. Landslides have disrupted travel on Route D-41, and classes were temporarily suspended in Coquimbo, La Serena, Paihuano and Vicuna. Even though the schools are supposed to be used as shelters during emergencies, classes have resumed and the municipality continues supporting efforts to return to normal as soon as possible in all of the communities.

Summary of current response

Overview of National Society action

The Chilean Red Cross was activated at different levels immediately after the emergency. To this end, all members of headquarters convene and the Technical Panel is activated in order to provide relevant recommendations to the branches and Regional Committees in the affected areas. Teams travelled to the affected areas to assess and analyze the needs of the population and to provide initial services, such as psychosocial support (PSS), first aid, health, hygiene and Restoration of Family Links (RFL). The team made recommendations on safe water handling and sanitation, and disseminated information through the media – (television, radio and print media) regarding Red Cross emergency response actions.

A cash donation strategy is being promoted that instructs all levels of the National Society across the country to prioritize the opening of a State Bank Account 292222 in order to avoid overwhelming branches by having them become collection centres, except for the branches carrying out activities to collect and deliver personal hygiene and cleaning supplies in the emergency areas. The branch in Caldera delivered clothing to 52 families. The National Society, which is

a member of the National Civil Protection System, has participated in meetings in national and regional Operations Centers of Chile's humanitarian aid network.

On 26 March, a multidisciplinary team of the National Society with its own integrated logistics support for IFRC, the International Committee of the Red Cross (ICRC) and the American Red Cross, conducted a rapid assessment in the regions of Atacama-Coquimbo while regional committees, and branches in the area of Tarapaca-Antofagasta carried out rapid assessments and first response actions near their locations. The information in this assessment is included in the situational analysis of the Action Plan.

The technical panel at headquarters prepared this plan of action for a DREF request on behalf of the affected communities. Given the high degree of damage and needs in the affected areas, greater financing is required than that which could be covered by a DREF. The proposed strategy is to generate a good plan of action and a good communications strategy to secure donors for the various actions promoted by the Chilean Red Cross, which requires the direct involvement of participating or donor National Societies thereby allowing the National Society to cover all planned lines of action while specialized assessments are being developed simultaneously.

The Chilean Red Cross teams, which are equipped with satellite phones and cell phones, have already provided assistance in more than 700 cases of persons searching for relatives. Approximately 600 of them were resolved positively in the affected regions, making restoring links between family members possible. Many were immigrants from countries in the region who were able to contact their families to provide information on their status.

Overview of the Red Cross - Red Crescent Movement in the country

The IFRC has a representation office in Peru that provides support to Chile and the Andean countries. There is also the Pan American Disaster Response Unit (PADRU), which is providing technical support and supervision to the operation. PADRU's Regional Disaster Management coordinator is on site providing technical support to the National Society in terms of assessments, coordination and preparation of the plan of action.

The ICRC has a project to support the National Society in other situations of violence, branch development and RFL. An ICRC delegate is providing on-site assistance and technical support to conduct assessments and RFL actions.

In addition, the American Red Cross has an office in the country and has been implementing a resilience project in the Americas (RITA). Currently, it is providing technical support to the Chilean Red Cross, and it is following up on the information provided by the National Society on the current emergency.

Movement Coordination

The Chilean Red Cross is coordinating support and response through its technical panel. It is coordinating cooperation and information with the American Red Cross, the IFRC and the ICRC based on the preparation of the Disaster Management Information System (DMIS) and coordination meetings, which promotes direct coordination with the IFRC through PADRU, ICRC and the American Red Cross.

Overview of non-RCRC actors in the country

The following institutions and organizations are working in the affected areas: In terms of public institutions, there is ONEMI, which is in charge of coordinating the emergency. In addition, it has driven an initiative to coordinate with volunteer organizations so as to identify the material, economic, technical and human resources that they hold. Since a state of emergency has been declared, the Chilean Armed Forces are in charge of public order and security, as well as the execution of rescue efforts and the mobilization of humanitarian aid. The National Youth Institute (INJUV) is helping with aid collection and collaborating in the coordination of volunteers.

As for civil society organizations, there is IFAW-GAAP (Veterinarians without Borders), which is conducting animal rescue; ADRA has mobilized personnel to Copiapó to assess water and sanitation actions; the Methodist humanitarian aid team (EMAH) is developing a plan of action to provide psychosocial support to 200 families for six months; Caritas Chile, Desafío Levantemos Chile and Techo para Chile have mobilized staff to the field to assess the needs they will be addressing as institutions; K-SAR Chile, the Andean Relief Corp and Chile Fire Brigade are providing support in terms of search and rescue; Chilean Civil Defence is assisting with shelters and with the unloading of humanitarian aid.

The Chilean Humanitarian Aid Network is active and sharing information and it is establishing the focal points in each institution that is participating in the affected regions (in process).

The United Nations is addressing the government's requests. It has deployed a United Nations Disaster Assessment and Coordination (UNDAC) team to support on needs and damage assessments in the affected areas. This process has only been underway since 30 March; therefore an international Central Emergency Response Fund (CERF) has not yet been requested.

Needs analysis, beneficiary selection, risk assessment and scenario planning

Damage and Needs Assessment

The initial objective was to deploy a multidisciplinary team to assess the situation and the context in order to generate an overall plan of action and request for a DREF and local coordination and staggered use of National Society resources or with support from other agents at all levels. The objective is to also assess the actual response capacity of the branches and regional committees in the affected area in terms of both human and physical resources and structural and logistical resources for the first few days.

Livelihoods

Considering that the region's economy is largely based on mining and its associated by-products, there is a need to highlight business and public services, the service industry, food service and logistical support companies. Given this context, the region is mainly known for the high purchasing power of mining industry workers.

In terms of the current situation in the affected areas, a large section of local businesses were located on the banks of the Salado River, many of which were destroyed or affected. In the province of Copiapó shopping centres have been damaged by mud, stones and other materials carried by the water, which has affected 85 per cent of the population. The few that have managed to remain in operation are serving the public on a limited capacity due to security and low supply issues. A small group of vineyard farmers were affected in the high areas of Copiapó; although, no numbers exist in terms of damage.

There are mining companies extracting mainly copper, gold, iron and zinc in the area. Damage to railways and machinery, poor access to work areas, and loss of connectivity have caused economic instability in the region.

Food Security

The loss of housing, basic infrastructure and minimum habitability conditions for securing livelihoods in the early days of the disaster has severely affected the population. In addition, most water sources have become contaminated, the sewer system has collapsed and refrigeration has been lost for the little food there is in the area.

There has been an increase in the amount of debris being dragged by the river and of faecal matter in the streets and inside damaged homes, which causes cross-contamination in utensils, food and items necessary for food safety.

The main source of supplies is the State, which deployed its armed forces to the areas on the first day of the disaster. Despite this, it is almost impossible to reach the population since there is little to no secure road connectivity for transporting the food sent to communities; the same is for the drinking water supply and shelter.

The eating habits of the region are the same as in the rest of the country, which facilitates sending aid from anywhere within the national territory.

Normal supply is via land and sea, which is currently interrupted due to the loss of road connectivity and the large distances between cities, making access difficult for trucks.

The nearest airport is located in the city of Copiapó. Commercial flights have been restricted and priority has been given to Chilean Armed Forces planes and those carrying work groups; private flights have also been limited.

Shelter

According to the latest information collected in the field, 6,254 homes have suffered major damage, 2,071 have been destroyed and 11,460 homes have suffered minor damage in the regions of Antofagasta, Atacama and Coquimbo.

In the community of Copiapó in the region of Copiapó, 70 per cent have been affected by a combination of mud, water and excreta. Machinery belonging to the army, municipal governments and the private sector are cleaning up the main streets, and groups of volunteers and the local residents are clearing roads and the access to their homes. However, the community does not have the proper tools or sufficient materials to perform the necessary repairs. Most hardware stores are closed, so there is a shortage of cleaning materials. Paipotehas is the most affected area within this community. Most homes still have debris inside their homes, and their sewer and water systems have collapsed.

In the community of Tierra Amarilla, most affected homes are in the higher areas. The community has begun cleaning out their homes and disposing of water-damaged materials. Army, municipal government and private sector machinery are responsible for cleaning roads, but not the dwellings. Educational facilities have been established where an army-run camp has been set up.

The communities of Chañaral, El Salado and Diego de Almagro had the largest number of homes destroyed or damaged. The communities have lost not only homes, but also non-food items.

Considering the degree of damage to homes and the visible need for non-food items, there will be a kitchen kit to replace some of the cooking utensils lost during the flooding and a cleaning and repair dwellings kit; this assistance will be distributed mainly in El Salado. Conditional or non-conditional cash transfers can be applied in Diego de Almagro and Chañaral in order to meet these house repair needs and to reestablish local businesses.

Furthermore, four Chilean Red Cross branches have been affected by the floods, two in the region of Antofagasta (Antofagasta branch and Mejillones branch) and two in the Atacama in Copiapó region.

Restoration of Family Links (RFL)

Since phone and internet communications and access roads to communities were interrupted for five to six days in Region III (Copiapó, Tierra Amarilla, Paipote, Chañaral, El Salado, Diego de Almagro, Los Loros, Altos de Carmen), people were unable to let their families know that they were safe. It should be noted that most RFL requests came from the most affected areas.

Furthermore, given that this is a mining area located near or on the side of the Pan American Highway and the Atacama Desert, there is a high concentration of migrants (Peruvian, Colombian, Dominican, Ecuadorian, and to a lesser extent Brazilian, Spanish and Bolivian) who come to the country for economic reasons or as tourists. When adverse events such as this one occur, they lose contact with their families who live outside of the affected areas

Prison inmates require special attention. They are difficult to evacuate since they are locked up, and it is complicated for them to keep in contact with relatives to let them know they are well. The situation at the prison in Copiapó is worrisome as it is highly vulnerable due to its location in an at-risk area.

Although various media outlets have activated their social networks to support people searching for and trying to reunite with family members, there does not appear to be institutions devoted exclusively to RFL in the affected areas and/or which have services similar to those offered by the Movement.

Emergency Health

In Antofagasta the Regional Hospital has problems with its scanner and treating life-threatening emergencies; while the blood bank is operating with a critically low supply. The Intensive Care Unit (ICU) is functioning but unable to transfer patients with only 11 beds available in the emergency room, and it is also working with merely 50 per cent of its total staff. At the Calama Hospital the Intensive Treatment Unit (ITU) is closed. Likewise, various units were flooded, and the ICU has suffered significant structural damage. Additionally, four Family Health Centers (CESFAM) and two Community Family Health Centers (CECOF) remain closed due to flooding. The Hospital in Taltal has suffered structural damage, resulting in the closure of 80 per cent of its facilities; furthermore, its emergency and polyclinic services remain under water. All patients requiring dialysis were transferred to Antofagasta to be cared for in available centres. Moreover, this health centre is requesting urgent water support.



The Chilean Red Cross and the ICRC helped those affected send news to their families, who were often abroad in countries such as Bolivia, Colombia and Peru. Source: Chilean Red Cross

The San José del Carmen Hospital in the community of Copiapó in the region of Atacama lacks fuel to operate its generator, and communications could not be established with the Dr. Jerónimo Méndez Arancibia Hospital in the community of Chañaral. In the community of Copiapó, the Palomar, Melibofski and Paipote CESFAMs are only partially operating while the CESFAM in Tierra Amarilla is flooded and its staff is providing care at the Luis Uribe Social Headquarters. The Huasco and Vallenar hospitals are operating normally. The joint command is deploying field hospitals with medical and health care staff to the area in order to serve the affected population. However, the other hospitals are only operating partially depending on their degree of recovery.

The population is highly anxious and affected by the emergency due to the destruction and damage to their housing. They have also been impacted psychologically since people were swept away by the landslide; while some were rescued, others died.

People in the area affected by the flood and landslide are at high risk of injuries from sharp objects, trauma, eye irritations and dehydration, among others from the removal of the debris and search and rescue actions. In addition, specialized health teams highlighted the need to promote hygiene in shelters and communities due to the large concentration of people and the presence of mud mixed with sewage. Volunteers are expected to arrive in the following weeks to remove rubble and start reconstruction, which increases the likelihood of trauma and injuries related to this activity.

Considering the health vulnerability resulting from the emergency, the government has arranged for preventive vaccinations in the area for tetanus, influenza, and hepatitis and the deployment of environmental health teams. ;

Psychosocial Support

The national psychosocial support coordinator is travelling to the site to conduct an assessment of the situation in the area. This assessment identifies certain situations that hinder working in coordination with other organizations. ONEMI sees a need for a psychosocial support response, and it has identified the importance of organizing work groups on the issue with the various organizations engaging in this type of response. However, it has not been possible to set up a mental health work group in the emergency operation centres (EOCs) in the affected areas, which means that the intervention in this regard is not being coordinated.

In terms of the affected community, assessments in the area have detected people affected emotionally by the situation experienced. Uncertainty is a factor that increases anguish in people and reduces the individual's perception of control, leading to situations of crisis, crying, sadness, rage, helplessness and frustration, among others. These reactions affect both the person living the experience and might also have an impact on people around them and living with them (family, neighbours or support staff).

The main consequences that may be detected in emergency situations by age group are:

POPULATION	PSYCHOSOCIAL CONSEQUENCES
Children	Enuresis, ecopresis, sleep disorders, irritability, insecurity, low school performance, hyperactivity, somatic symptoms, phobias, disruption of routines, post-traumatic stress disorder
Youth	Proactivity, introversion, hopelessness, life project changes, grief, addictions, depression, increased sexual activity, post-traumatic stress disorder, sudden mood changes, acting out.
Adults	Stress, crisis, grief, depression, anger, job loss, hopelessness, helplessness, anxiety, frustration, somatization, poorly thought out decision-making, post-traumatic stress disorder.
Older Adults	Depression, grief, confusion, impotence, stigma, exclusion, post-traumatic stress disorder.
Volunteers	Stress, over-involvement, fatigue, secondary stress disorder, somatization, muscle tension, sleep disorders, intrusive thoughts, flashbacks.

Water and Sanitation

This area has been significantly affected since the landslides contaminated the communities' water supply sources and caused the loss of their basic sanitation and items for storing safe water. The situation in the regions is as follows.

Region of Tarapacá: Drinking water supply is normal; service is uninterrupted.

Region of Antofagasta:

A total of 50,000 people living in north-central Antofagasta are currently affected by the interruption in their water supply, which should be restored in the next days. The adduction system transporting drinking water to Taltal decoupled at various points, leaving 75 per cent of the population of Taltal without water; the remaining 25 per cent received water via a desalination plant. The authorities estimated that repairs will take fewer than 10 days after the declaration of emergency. During this period, six tanker trucks will supply water. The army will be in charge of these trucks and will determine their location. The water will be transported from Antofagasta. It should be noted that flooding in the city originated from the Agua Verde sector, damaging infrastructure and bringing production to a halt.

Region of Atacama:

In Diego de Almagro, there are 10,000 people affected by water cuts due to flooding from the Salado River. A total of 20,000 people in Tierra Amarilla and Paipote are without drinking water. Meanwhile, in Copiapó, water supply has been suspended only at night, affecting 166,000 people. In Chañaral, 4,000 people in the Aeropuertos sector are without water. Authorities are looking for ways to send tanker trucks to areas with prolonged cuts; which has been hampered by closed roads in some areas. Authorities have prioritized the reopening of these roads; nonetheless, they have not given any estimates in terms of recovery time and the area has yet to be evaluated. The water supplies in the rest of the urban areas in the region of Atacama are unaffected. . The sanitation company is working on repairing wells in Tierra Amarilla to distribute water from there. It is also repairing damaged infrastructure at the Cancha Rayada drinking water treatment plant in order to restore production.

Coquimbo:

A total of 150,000 people are affected by cuts due to the high turbidity of the Elqui River. The sanitation company is working on restoring treatment plant operations once the raw water turbidity levels decrease. Water supply has not been affected in the remaining areas.

Although ONEMI reports that they have coordinated water delivery to affected locations, the needs are greater for areas without a water supply; many affected communities report not having basic sanitation services, which creates a huge problem because they must find alternative places to dispose of the waste.

A large amount of sludge from landslides affecting these locations still remains in streets and in homes. This material is making it difficult to clean up and poses a risk of gastrointestinal and respiratory diseases due to the increase in particulates.

In addition, there are abandoned tailings from the mines for which no one is directly responsible. The government has arranged for a technical team to analyze the polluted water, both on the surface and underground; this will take fewer than 10 days.

In many areas, the absence of a basic sanitation system and the lack or shortage of safe water will increase the families' risk of suffering from gastrointestinal diseases, dehydration, and dermatitis due to a lack of basic hygiene after coming into contact with rubble contaminated with organic material.

Therefore, it becomes imperative to provide health education in this regard and to provide tools that favour the safe handling of water in order to promote basic hygiene.

In addition to the population directly impacted by the flooding, homes that did not suffer damage but share the same supply network were also affected. .

Vulnerability Criteria and beneficiary selection

The plan of action aims to help communities at greater risk and with less access to humanitarian aid, using the following vulnerability criteria:

For communities:

- Communities affected by the loss of housing
- Damage to public services
- Setting up of shelters
- Difficulties in the receipt of humanitarian aid

For beneficiary selection:

- Level of impact in terms of damage to or loss of homes and belongings
- Homes located within affected areas
- Level of socio-economic vulnerability and limited resources to replace damaged or lost belongings.

- Highly vulnerable family members: pregnant women, nursing mothers, children, infants, people with disabilities, people with chronic illnesses, single mothers.

Target population of the Operation

Province	Community	Families	Total people
Chañaral	Chañaral	200	1,000
	El Salado	120	600
	Diego de Almagro	480	2,400
Copiapó	Copiapó	500	2,500
Total		1,300	6,500

In the province of Chañaral, assistance will be provided to 800 families in emergency health, psychosocial support, shelter, livelihoods, water and sanitation and the restoration of family links. In the province of Copiapó, 500 families will be assisted through health promotion and hygiene and sanitation, psychosocial support and the restoration of family links. The Chañaral area will be prioritized due to the level of impact and the humanitarian gap.

Risk Assessment

- A new emergency may affect the operation's implementation and progress and the availability of volunteers to participate in activities when the community is able to.
- Changes in team personnel during implementation.
- Institutional vehicles may no longer work and the distance to communities affects the operation.
- Another emergency in the country takes attention away from the operations in the region.

In these cases the Red Cross can do the following: reschedule activities in case of an emergency; deploy volunteers from Copiapó and Caldera, thus ensuring a large enough volunteer base; dispatch a technical team from Santiago, which can intervene to provide support if necessary; provide buses that travel between the volunteers' cities and the cities where the work will be conducted so that transportation will always be available.

B. Operational plan and strategy

Overall objective

Reduce the effects caused by heavy rains and flooding in the provinces of Chañaral and Copiapó by assisting 1,300 families through first aid care, water and sanitation, health and hygiene promotion, psychosocial support, shelter, livelihoods, cash transfer program, and the restoration of family links in the affected communities.

Proposed Strategy

Communication between the Chilean Red Cross and various entities is essential to improving the impact of the IFRC's actions and operation safety. The objectives of such coordination with the EOCs (regional, provincial and municipal) will be on a case-by-case basis, ensuring the needs of the communities are met and the engagement and safety of the operation.

The following are included within the lines of actions in the strategic operations plan for 1,300 families in the provinces of Chañaral and Copiapó:

Emergency Health Actions

Provision of first aid assistance by Chilean Red Cross-created multidisciplinary brigades with the community as first responders.

Health promotion and prevention

Water and Sanitation Actions

Procurement and distribution of 1,600 jerrycans for storing safe drinking water.

Acquisition of 800 20-litre buckets with lids to distribute 800 hygiene kits assembled by the National Society. This is an arrangement that has proposed to the IFRC due to the large amount of hygiene supplies received as donations. In addition to the above, 800 600-litre tanks will be purchased and supplemented by the delivery of 800 home cleaning and disinfection kits.

Psychosocial Support Actions

Psychological care by relief personnel
 Psychosocial care to the population
 Psychosocial awareness-raising campaign

Shelter Actions

Cash transfer programme (CTP) distribution to 800 families as per the evaluation; conditional delivery will be planned for some special cases, which will be flexible in Diego de Almagro and Chañaral to repair housing and replace household appliances.

120 families receive kitchen kits, tarpaulins and tool kits

Distribution of community cleanup kits

Rehabilitation of the four affected branches

RFL Actions

Communications between the affected population and their relatives

Training and implementation of search and rescue activities

Operational support services

Human Resources

The National Society has a national interventions coordinator responsible for implementing project activities. In addition, the National Society has human resources in the following national directorates and operational programs:

- Executive Directorate (Branches, Branch Development and Strategic Plan)
- Risk Management (Intervention, disaster risk reduction, Telecom, livelihoods, RFL, CTP, Warehouse)
- Health (Psychosocial support, first aid, community health, and water and sanitation)
- Youth (Volunteer Management)
- Finance and administration (Logistics, human resources, information technology, Acquisitions)
- Communications
- Local volunteers (Branches in Copiapó and Caldera) will actively participate in project development, planning and implementation.

The National Society needs to fill the following posts to ensure the project's success:

- National DREF coordinator, staff hired with salary throughout the duration of the operation. They must have the technical capacity necessary for this operation at the RIT level.
- Technical staff for financial support.
- Technical staff for psychosocial support (RIT).
- Field coordinator (Logistics).

Volunteers and paid staff must be insured.

Given the magnitude of the emergency and the people interested in supporting Red Cross humanitarian actions and the limited human resources of the nearest branches, such as Copiapó and Caldera, it is necessary to integrate a volunteer management component, including technical and material support. This need was also expressed by the Atacama-Coquimbo Regional Committee, which stated its interest in integrating more people to the volunteer group, but the lack of the knowledge on how to conduct a recruitment strategy.

This requires additional resources for training and implementation of human and structural resources in branches to enable them to welcome new members to the National Society.

Volunteers

There are currently 151 volunteers in the three regions:
 Antofagasta (46 volunteers)

Atacama (58 volunteers)
Coquimbo (47 volunteers)

Of these, 48 belong to the branch in Caldera (40) and Copiapó (8), which will be the branches participating in this project; Caldera will provide support because of the limited human resources available in Copiapó.

Due to security and visibility issues, it is important that volunteers have at least an institutional vest, safety shoes suitable for the climate and geographic conditions, masks, and cut-proof gloves due to the large amount of scattered debris.

It is necessary to buy insurance for the operation, as the National Society has no insurance for its volunteers. The purchase of 200 insurance policies is recommended.

Logistics and supply chain

Whenever possible, humanitarian aid and the proposed supplies to be delivered during the operation will be purchased in the nearest city in order to support the sustainability of local markets. This is in line with standards reflected in the Sphere Manual and with the National Society's administrative/financial procedures. Acquisitions by the Chilean Red Cross follow IFRC procedures to ensure the best use of economic resources, transparency in the procurement of goods and services and internal and project accountability.

The Chilean Red Cross has a National Collection Centre (can is its acronym in Spanish) to receive, store and prepare items for distribution. Transport to the area will be required to deliver the goods; this will involve the hiring of trucks to deliver contributions.

Products in stock at the National Collection Centre

Item	Units
IFRC Hygiene Kits	1,426
Kitchen Kits	602
Jerrycans	7,650
Water – 5 litres hf	5,105

Information Technology (TI)

Telecommunications

The Chilean Red Cross has a national high frequency (HF) communications network, a vehicle with HF radio, and satellite phone coverage through Inmarsat, which is a British satellite telecommunications company. It also has 3 radio repeaters linked to ONEMI by a national telecommunications agreement.

Due to the emergency:

There is no communication with branches in Tocopilla and Taltal (Antofagasta), requiring the installation of HF equipment; they only require the corresponding antennas, masts, power supply and battery backup in case of a power failure since they already have a radio installed in them.

Branch premises in Copiapó are flooded, including its radio room, which makes it impossible for it to operate. There is no communication with the branch in Vallenar due to lack of equipment, necessitating the installation of HF equipment.

Power backup

Electrical service was affected in the cities of Taltal, Tocopilla, La Serena and Copiapó, making the purchase of generators with a capacity of at least 2000 Watts in case the National Society becomes responsible for the shelters necessary.

The Region of Antofagasta was affected, especially the provinces of Antofagasta, Tocopilla and El Loa and the communities of Calama, Taltal and Sierra Gorda.

Communications

Communications campaign

Communication has worked along various lines:

- RFL contacts over mobile and satellite phones to assist the with searches and eventual resolution of these cases;
- Institutional actions have been reported through the IFRC's social networks and channels since the first days of the emergency.
- New funds that address specific and urgent needs of the victims in northern areas of the country.

The Chilean Red Cross will use funds raised by the campaign for a CTP that aims to support people in northern Chile through:

- Housing recovery
- Home repair and improvement
- Recovery of household appliances
- Construction materials

EMERGENCY COMMUNICATIONS ACTIONS

Periodic reports, tips and recommendations for the population and Red Cross volunteers, the collection of photographic records production of informational videos and the provision of open channels for the community are some of the emergency actions that have been performed.

Spots and press releases regarding the IFRC's emergency actions were sent to the press, and they were featured in various media, such as UCV TV news, in-studio interview on TVN 24-hour channel, on-site interview on TVN Chile, 2 days on Mucho Gusto morning show and Latest News publicizing the Account, Cooperativa Radio, Carabineros Radio, ADN Radio, Terra Portal and La Nación Portal, among others.

Institutional channels used are:

Web site	www.cuzroja.cl www.cuzrojachilena.org www.cuzrojachilena.com
Facebook	https://www.facebook.com/cruz.roja.chile
Twitter	@CruzRojaChilena @CruzRojalInforma @CruzRojalIntervencion
Youtube	https://www.youtube.com/user/ChileCuzroja

ICRC: <https://www.icrc.org/es/document/inundaciones-en-chile-equipos-moviles-de-la-cruz-roja-ayudan-restablecer-el-contacto-entre>

Main Actions:

- Communications campaign with Radio Corazón to publicize the account and bring specialized spokespeople to speak about the Red Cross's work during the emergency.
- Channelling private sector donations (State Bank and Scotiabank, with which the IFRC already initiated actions in partnership, Salcobrand Pharmacy, Agua Late, WalMart, BASF and Clorox, among others).
- Preparing notes and stories for spokespeople in the emergency areas.
- Producing a newsletter twice a week to update the information for the Movement for companies the IFRC wants to support this campaign
- Preparing news report on the emergency for El Mercurio's Ya Magazine.
- Creating a special mini-site for the emergency, which will compile all emergency-related actions in northern Chile, including news, photos and videos of the emergency

Security

At present:

The area involved is under a state of emergency declared by the Chilean State, which has handed total control over order and security to the Chilean Armed Forces. Free movement is restricted daily from 9:00 pm to 6:00 am. An entry pass is required to travel outside that time period. The National Society will establish an on-site security plan with the following conditions:

Personnel:

- Carry an ID card or other identification at all times even though this is not currently required in the area.
- Carry the safe-conduct at all times.
- Personal medications, food, shelter and hydration means, sunscreen and masks.

Collective or group.

- All personnel have both Chilean Red Cross and IFRC insurance.
- Travelling in 4-wheel drive vehicles, ensuring enough fuel for planned and unexpected activities in the field.
- Wearing the institutional uniform, blue vest or bib at all times along with credentials if they have any.
- First aid kit to support the team and response to the community in case it is required.
- Radio contact every 3 hours with designated bases or failing that, through cell or satellite phones with whomever has been designated in the region to receive reports in the crisis room.
- Water supply in the area is limited, so enough bottled water must be carried at all times for personal and collective use, as well as safe food for all.

For this operation, National Society volunteers will have IFRC insurance, which will be included within the plan of action costs

Planning, monitoring, evaluation and reporting (PMER)

The following mechanisms and actions will be used for the operation's monitoring and evaluation, to ensure its quality:

- An initial assessment of the effects of the emergency, which will then be used to generate a report within the first 3 days.
- An evaluation aimed at specific points identified as possible Chilean Red Cross intervention sites, which stem from the initial assessment and will be completed within the first 8 days.
- On-site visit from an IFRC and an ICRC delegate to support the evaluation.
- An updated report 30 days after the start of the operation
- One final monitoring visit to the communities.
- One final project report
- A lessons learned workshop

Administration and Finance

The Chilean Red Cross handles operations and purchasing and acquisitions processes according to its and the IFRC's and the country's standards and procedures

Transfers will be made according to requirements and terms established in the Letter of Agreement signed between the Chilean Red Cross and the IFRC to implement the project.

IFRC support:

- Validation and review of the budget and bank transfers,
- Technical support on formats and financial processes
- On-site and distance support from Shelter, psychosocial support and disaster risk reduction officials and the regional disaster management coordinator

C. DETAILED OPERATIONAL PLAN

Quality programming/ Areas common to all sectors

Objectives		Indicators											
Outcome 1: Continuous and detailed assessment, monitoring and analysis are used to inform the Operation's design and implementation.		No. of evaluations completed (general and sectorial)											
Output 1.1. Initial needs assessments are conducted in consultation with beneficiaries.		The evaluation reports with beneficiaries are shared (No. of evaluation reports, plan of action). The evaluation reports provide data about the affected population divided by sex, age and vulnerabilities (evaluation reports).											
Planned activities	Weeks	1	2	3	4	5	6	7	8	9	10	11	12
Conduct an emergency rapid assessment in communities		X											
Detailed assessment of communities		X	X										
Develop a Market and CTP Feasibility Study			X										
Output 1.2 The operation's management is informed by a comprehensive monitoring and evaluation system		Plan of action and sector plans are devolved according to a monitoring plan and evaluation.											
Planned activities	Weeks	1	2	3	4	5	6	7	8	9	10	11	12
Support and follow up visits by the IFRC		X	X	X	X	X	X						X
Follow up visits from the National Society's headquarters			X				X						X
Hiring of operational personnel			X	X	X	X	X	X	X	X	X	X	X

Health and Care

Needs analysis: Considering the extent and nature of the emergency, the damage to vital networks and the slow recovery of services necessary for proper human development in the area, a grave situation of health vulnerability is developing in view of the fact that sanitation needs are not being covered. The hospital in Copiapó is functioning at 50 per cent, and both this area and Chañaral have a large number of sheltered people and a higher demand for access to vaccines.

Population to be assisted: In Copiapó the hospital has been affected, with operations dropping by 50 per cent. This area also has a large number of people housed in temporary shelters, which increases their exposure to health problems. The National Society's goal is to reach 1,300 beneficiary families in the provinces of Copiapó and Chañaral through prevention, health promotion and first aid care actions during the emergency; these actions will take into account the increase in acute illnesses caused by health conditions, the situation in shelters and existing chronic diseases. Nevertheless, first aid care activities will be focused on tending to the people who are conducting the clean up activities and home repairs that might be injured during these actions. Moreover, these activities will also allow people with minor and chronic diseases to be referred to health centres since they do not have access to health services.

Outcome1: At least 1,300 families affected by the floods have first aid care and reduce their health risks upon returning to their homes in the provinces of Chañara and Copiapo in the region of Atacama.	No. of families attended											
Output 1.1: The affected population has first aid care and support through referrals in case of emergencies.	No. of people receiving first aid											
Activities	Weeks											
	1	2	3	4	5	6	7	8	9	10	11	12
Providing first aid care in communities and shelters		x	x	x	x	x	x	x	x	x	x	x
Acquisition of first aid materials for National Society posts	x	x	x	x								
First aid care to the communities	x	x	x	x								
			x	x	x	x	x					
Output 1.2: The affected population has prevention and health promotion information	No. of persons sensitized on health promotion information.											
Planned activities	Weeks											
	1	2	3	4	5	6	7	8	9	10	11	12
Design and printing of prevention and health promotion materials for dissemination		x	x	x								
Development of health promotion campaigns against emerging diseases						x				x		

Psychosocial Support

Needs analysis: The floods in the regions of Tarapacá, Antofagasta and Atacama have had a strong psychological impact on the people at both the individual and community level. Many families have had to be relocated to shelters, which has disrupted their daily lives. This has generated hopelessness in the population, as well as sadness, uncertainty regarding their futures, changes in their support networks, a perception of territorial uprooting, damage to the collective neighbourhood identity and loss of perception of achievement. In addition to these issues, others have experienced suffering due to the death or disappearance of loved ones. Chañaral and Copiapó have a large number of people in shelters, which causes stressful situations, coexistence issues, and changes in privacy and large-scale disruption of school continuity.

Population to be assisted: The IFRC plans to focus its actions in the areas of Chañaral and Copiapó because they have large number of people affected in various groups and it would allow for the strengthening of the corps of volunteers in branches near these areas so as to provide sustainable continuity to PSS actions. There will be an impact on the following three populations: a) 1,300 community families affected by the flooding, taking into account diverse groups such as older adults, children and people with disabilities, among others; b) Chilean Red Cross volunteers from the branches in La Serena, Copiapó and Caldera performing humanitarian actions during this disaster; and c) emergency team staff from various agencies carrying out humanitarian efforts involving exposure to situations that cause great emotional impact.

Objective	Indicators											
Outcome 1 Personnel involved in response and the population reduce their emotional impact due to the emergency in the provinces of Chañaral and Copiapó	No. of people involved served No. of families defined											
Output 1. 1: At least 100 people involved strengthen their mental health	No. of psychosocial support sessions											
Planned activities	Week s											
	1	2	3	4	5	6	7	8	9	10	11	12
Provide individual and group support to emergency responders for their self-care.			x		x			x		x		
Train emergency responders with tools to support fellow workers and as the main ones responsible for their self-care			x		x							

Output 1.2 At least 1,300 families receive psychosocial support individually and in group with a differential approach in the provinces of Chañaral and Copiapo	No. of families with psychosocial support sessions											
Activities	Week											
	1	2	3	4	5	6	7	8	9	10	11	12
PSS training for volunteer responders with a focus on working with children and vulnerable groups	x	x	x	x								
Providing psychosocial first aid to the community	x	x	x	x	x	x	x	x	x	x	x	
Meetings to coordinate and provide technical support to volunteer actions for their strengthening				x				x				x
Training teachers to detect symptoms indicating difficulties or delays in the students' closure process and guidance for their subsequent referral to health centres							x	x	x			
Outcome 2 Provide tools that facilitate coping with the emergency situation using a differential approach in communities in the provinces of Chañaral and Copiapo	No. of people assisted											
Output 2.1 Reduce the emotional impact in at least 6,500 people through a media communications strategy with messages on resilience and guidance regarding psychosocial care.	No. of messages No. of people receiving the information											
Activities	Weeks											
	1	2	3	4	5	6	7	8	9	10	11	12
Design, production and dissemination of radio spots to provide guidance to the population regarding mental health services for people who are still suffering from psychological damage after the emergency.						x	x	x				
Printing and dissemination of leaflets on stress management through health services and the education sector.							x	x	x	x		

Group psychosocial actions in the community will seek to enhance the resilience capacity of the most vulnerable groups through various intervention strategies such as art and play, among others.

The IFRC will seek to enhance the NIT psychosocial volunteer in the affected region's capacity throughout the implementation of this intervention proposal.

Water, sanitation and hygiene promotion

Needs analysis: The characteristics of the effects generated by flooding and the increasingly precarious health situation require the implementation of strong measures in hygiene promotion.

There is no health infrastructure and insufficient capacity in terms of available toilets and showers for affected families due to lack of water and structural damage.

People who have suffered damage to or lost their homes are recovering their belongings, cleaning up and removing debris; they do not have safety equipment or functioning basic services in the area as these were either severely damaged or are far away from the shelters.

Another identified need is the collection and distribution of water in affected areas so that people can safely access this resource, thus avoiding the emergence of diseases from contaminated water.

Population to be assisted: A total of 1,300 families affected by flooding and mudslides will be assisted. The IFRC will provide support to the Chilean Red Cross to build capacity in hygiene promotion so as to reach all the people to be assisted in the provinces of Chañaral and Copiapo in the region of Atacama. To this end, efforts will identify

priority communities where hygiene promotion activities can be implemented to strengthen their resilience and supplement the actions to improve the conditions of displaced persons.

Outcome 1: 800 families have access to drinking water and reduce their immediate risk of water-related diseases in communities prioritized in the province of Chañaral.	No. of families assisted												
Output 1.1 Prioritized population has proper storage items for water.	No. of litres of water distributed No. of reservoirs set up No. of families receiving water and sanitation humanitarian aid No. of homes cleaned												
Activities	Weeks	1	2	3	4	5	6	7	8	9	10	11	12
Distribution of 1,600 jerrycans		x	x	x	x	x	x	x					
Distribution of 800 600-litre tanks		x	x	x	x	x	x	x					
Procurement and distribution of 800 home cleanup kits		x	x	x	x	x							
Procurement and distribution of 800 20-litre buckets with lids		x	x	x	x	x							
Outcome 2: 1,300 families have information and have strengthened their knowledge and skills in hygiene promotion and sanitation in the provinces of Chañaral and Copiapó	No. of families that strengthen their knowledge No. of families receiving information												
Output 2.1: At least 1,300 families have information and are strengthened through key sanitation and hygiene practices and messages in the provinces of Chañaral y Copiapo.	No. of trainings No. of distribution campaigns												
Activities	Weeks	1	2	3	4	5	6	7	8	9	10	11	12
Training for local volunteers on community water, sanitation and hygiene promotion (WASH) education strategies		x	x	x									
Hygiene promotion campaigns in public places (including shelters) and campaigns on proper water use and family excreta and solid waste disposal			x	x	x	x	x	x	x	x	x	x	x
Design of field work material		x	x										
Printing and distribution of hygiene promotion material (community health and WASH material)			x	x	x	x	x	x	x	x	x	x	x
Creation and discussion of radio spots with health recommendations and their dissemination			x	x	x	x	x	x	x				

Shelter and settlements (and household items)

Needs analysis: The hydro-meteorological event that caused the 25 March 2015 floods has caused an impact in terms of material losses and the resulting emotional and psychological effects on the affected population, particularly in the for those who reside provinces of Chañaral and Copiapó in the region of Atacama.

The following has been identified:

- Mud damage to housing, collapse of water and sewer networks
- Families are sleeping in the open.
- Insufficient home cleanup materials
- Insufficient home repair materials
- Inadequate kitchen utensils to prepare food

The Chilean Red Cross is one of the first National Societies in the region to implement the CPT in emergency operations; it has extensive experience in the implementation of CPT in emergencies, and the floods in 2008, 2010, 2014 earthquake and the fire in 2014 have strengthened its capacity to implement this tool in the country.

The rapid assessment multi-sectorial team mobilized on 26 March identified damage and humanitarian needs in the area, according to the analysis of the National Society and Movement actors in the area. There was a need to support families affected through the application of CPT in the Río Salado (Chañaral, El Salado and Diego de Almagro) and also to promote the recovery of the local market; however, due to the impact on trade in El Salado, the distribution of aid supplies will be in materials. For this sectorial action line, a detailed assessment for the CPT application, which will include recommendations on the application mode, is included.

Restoration of family links (RFL)

Needs analysis: In view of the presence of migrant populations with documents, families who are in the process of getting documented or are undocumented, the presence of a detention centre in the affected area, the number of shelters, and the attractiveness of the area for foreigners for employment, the IFRC recommends extending service for two additional months and the provision of telephone contact, especially for the most vulnerable groups; it also advises that follow-up visits should be conducted and the lists of names of people in shelters, hospitals and morgues should be updated, search requests via Family Links and National Society offices should be continuously monitored; and including cross-referenced with list information.

Population to be assisted: Migrant, foreign and sheltered populations, people in prison, and those located in areas furthest from the main road, such as Chañaral, Diego de Almagro, El Salado, Tierra Amarilla, San Antonio, etc.

OBJECTIVES		INDICATORS											
Outcome 1: Contact restored between relatives separated or cut off due to the emergency in the north.		No. of people that have contact with their families											
Output 1.1: Effective contact from the affected region to the outside or vice versa		No. of calls No. of requests											
Activities	Week / Month	1	2	3	4	5	6	7	8	9	10	11	12
Restoration of Family Links services via telephone, especially in shelters, but also in other places where vulnerable migrants are located		x	x	x									
Reception and Search activities in cases received by Family links and/or via Chilean Red Cross or other Red Cross offices		x	x	x									
Quantification of cases to the extent possible		x											
Visits to the Copiapó Prison Centre and offering of RFL services			x	x									
Telephone contact and support from Santiago to RFL focal points in the region		x	x	x	x	x	x						
Keeping updated lists of names of people who are in shelters, hospitals, morgues, etc.		x											
Advising on and providing an RFL module in PSS workshops to volunteers in the region		x	x	x									
Strengthening sustainable and permanent Chilean Red Cross capacity to provide RFL response in central-northern regions					x				x				x
Updating Family links		x		x		x							
Best practices and lessons learned meeting							x						

The National Society therefore suggests that RFL services remain active for two to three months, focusing on the migrant, foreign and sheltered population, people in prisons, and those located in areas far away from the main road, such as Chañaral, Diego de Almagro, El Salado, Tierra Amarilla and San Antonio. The National Society also needs to retrieve updated listings of missing and sheltered people in the entire affected area so that it can triangulate information with the search requests that are received. Additionally, the ICRC will activate "Online Tracing" at www.familylinks.icrc.org so that family members outside the affected area can submit requests.

Finally, taking into account the creative way in which RFL activities were developed during the early days of this emergency and the characteristics of the region, the National Society proposes the enhancement of the RFL theme in the region by strengthening branch capacity and training new volunteers, including community point persons who conducted activities on behalf of the Red Cross, such as the establishment of a new operations centre in the country's central-northern regions with financial support from the ICRC.

Contact information

For further information specifically related to this operation please contact:

- **In IFRC zone:** Carlos Inigo Barrena, disaster response and crisis and early recovery coordinator; phone: +507 317 3050; email: ci.barrena@ifrc.org.
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- **In Geneva:** Cristina Estrada, quality assurance senior officer, phone: +41.22.730.4529, email: cristina.estrada@ifrc.org

For Performance and Accountability (planning, monitoring, evaluation and reporting enquiries):

- **In IFRC zone:** Priscila Gonzalez, planning and monitoring senior officer; phone: +507 317 3050; email: priscila.gonzalez@ifrc.org

For Resource Mobilization and Pledges:

- **In IFRC zone:** Ursula Araya, Relationship Management Coordinator. +507 317 3050; email: Ursula.araya@ifrc.org.

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DREF OPERATION

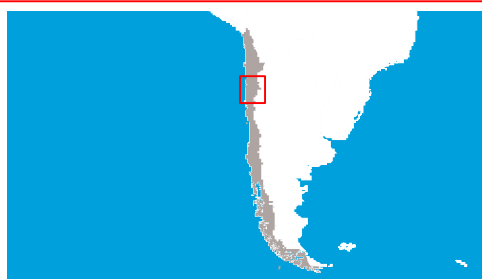
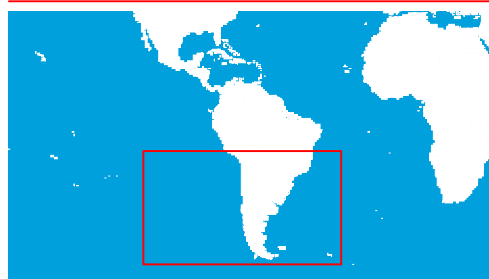
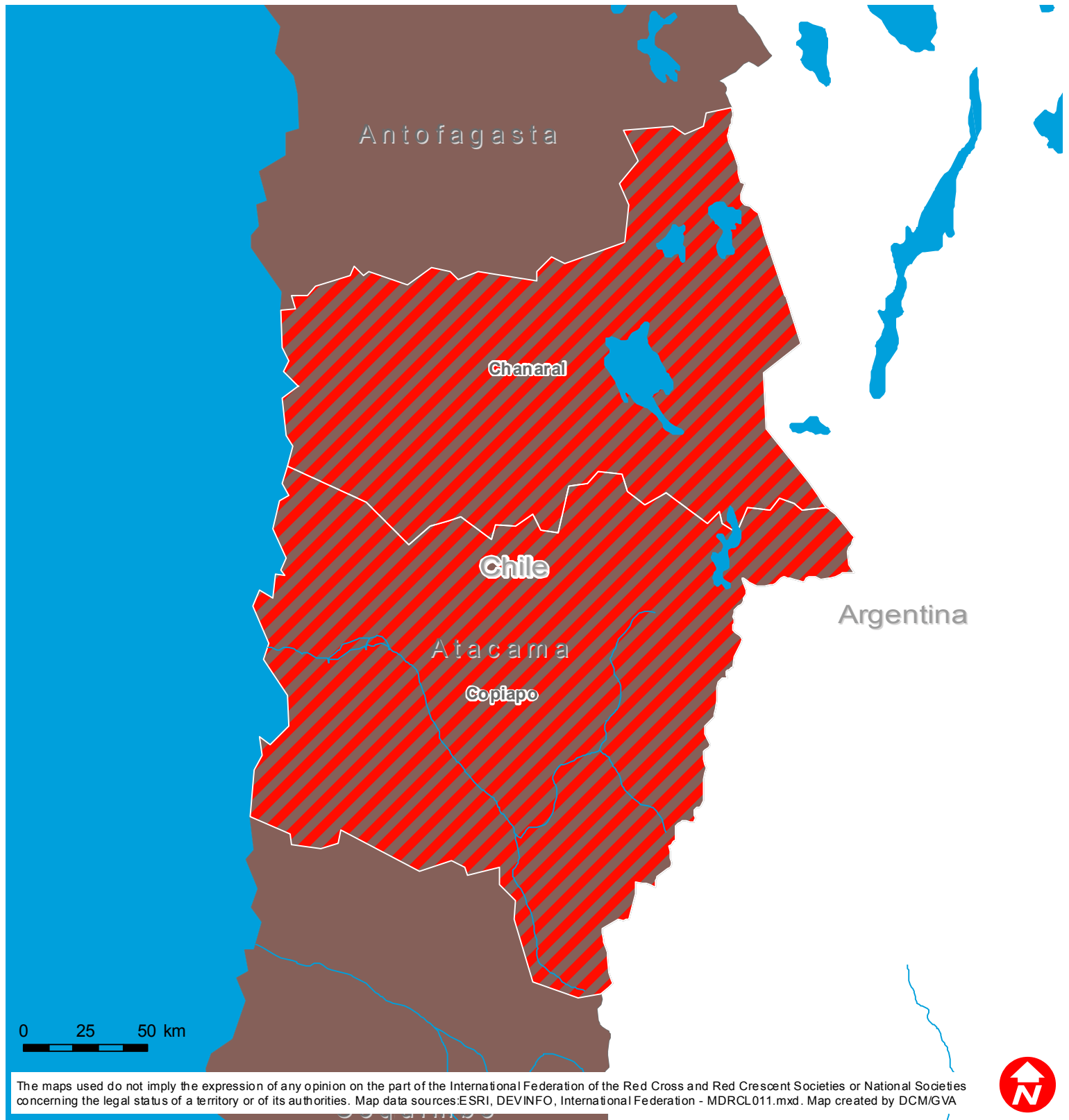
MDRCL011 - Chile Floods



10/04/2015

Budget Group	DREF Grant Budget CHF
Shelter - Relief	0
Shelter - Transitional	0
Construction - Housing	0
Construction - Facilities	0
Construction - Materials	3,810
Clothing & Textiles	0
Food	0
Seeds & Plants	0
Water, Sanitation & Hygiene	35,741
Medical & First Aid	3,667
Teaching Materials	11,117
Ustensils & Tools	13,489
Other Supplies & Services	0
Cash Disbursements	126,312
Total RELIEF ITEMS, CONSTRUCTION AND SUPPLIES	194,136
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	524
Distribution & Monitoring	1,870
Transport & Vehicle Costs	9,002
Logistics Services	500
Total LOGISTICS, TRANSPORT AND STORAGE	11,896
International Staff	4,763
National Staff	0
National Society Staff	19,385
Volunteers	4,572
Other Staff Benefits	2,858
Total PERSONNEL	31,578
Consultants	0
Professional Fees	0
Total CONSULTANTS & PROFESSIONAL FEES	0
Workshops & Training	2,620
Total WORKSHOP & TRAINING	2,620
Travel	9,526
Information & Public Relations	3,572
Office Costs	1,715
Communications	3,429
Financial Charges	381
Other General Expenses	0
Shared Office and Services Costs	0
Total GENERAL EXPENDITURES	18,623
Partner National Societies	0
Other Partners (NGOs, UN, other)	0
Total TRANSFER TO PARTNERS	0
Programme and Supplementary Services Recovery	16,825
Total INDIRECT COSTS	16,825
TOTAL BUDGET	275,678



Chile: Floods



-  Targetted provinces
-  Affected regions

Annex 1 – Contents of kits

Household cleaning kit

- Shovel for trash - 1
- Broom- 1
- Bin with lid 30L - 1
- Roll of 10 garbage bags- 1
- Gloves -2 pairs
- Face mask – 2
- Chlorine – 5 Litres

Hygiene Kit

- Laundry detergent -1 kg
- Toilet paper – 12 rollos
- Soap -1.3L
- Shampoo – 1.250L
- Toothpaste – 600 grams
- Toothbrush - 5 units.
- Razors - 5 units.
- Sanitary pads- 80 units.
- Hand towel - 5 units.
- Comb - 2 units.
- Plastic bag - 1 unit

Kitchen Kit

- 1 Pan with lid, 7L
- 1 Frying pan, 2.5L, with lid 7L
- 1 Por, 5L with lid
- 5 Bowls, 1L metallic
- 5 Plates, 0.75L metallic
- 5 plastic glasses, 0.3L
- 5 table spoons of 15ml/ 5 forks 20cm/ 5 table knives 17cm
- 1 wooden spoon, 30cm in length

Cleaning kits

- 3 wheelbarrows
- 20 work gloves
- 10 protective goggles
- 10 boots
- 5 shovels
- 10 pikes
- 20 face masks
- 10 helmets
- 5 rakes