



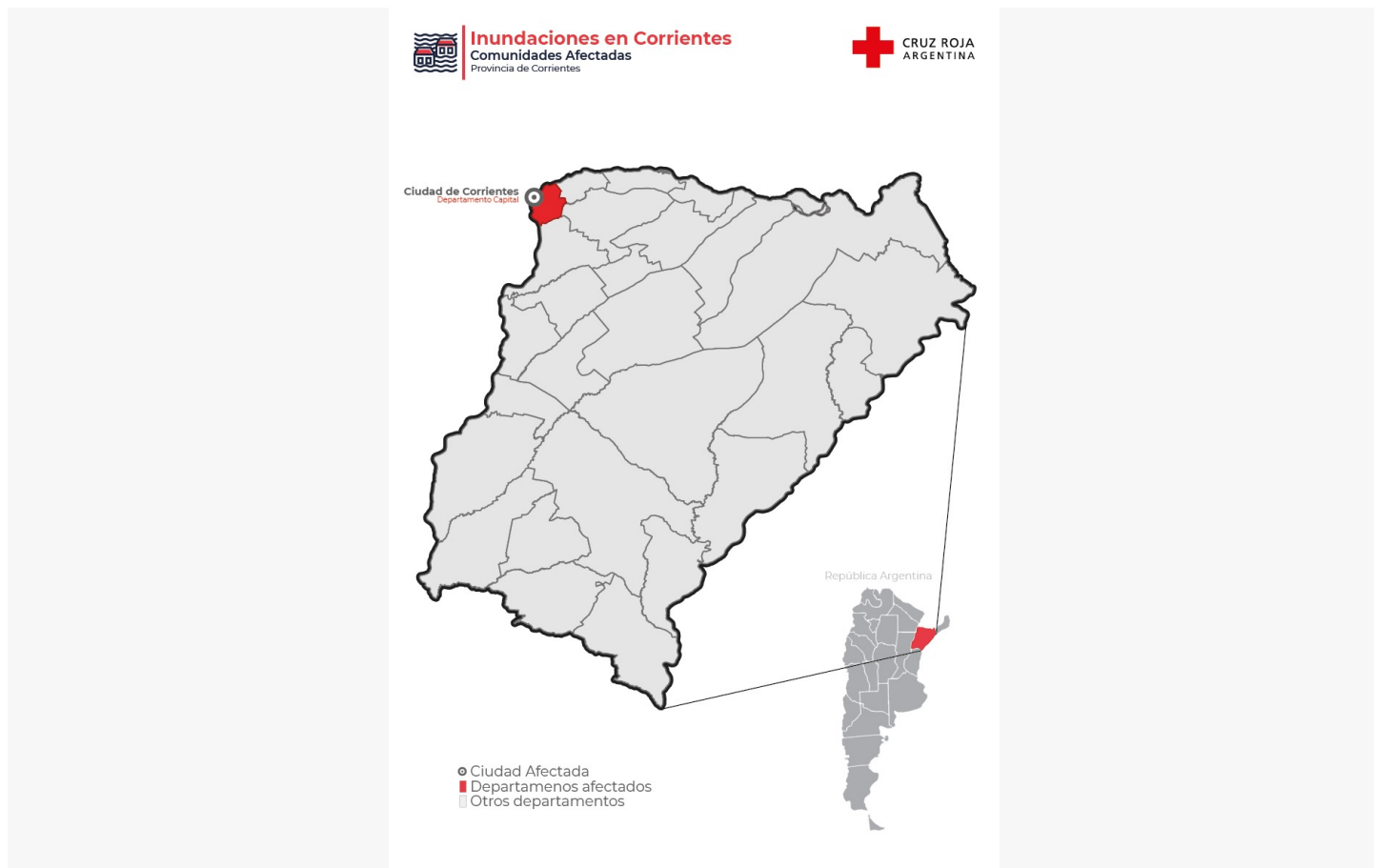
Aerial photograph depicting the aftermath of flooding in Corrientes City - March 2024. Source: Argentine Red Cross.

Appeal: <b>MDRAR021</b>	Country: <b>Argentina</b>	Hazard: <b>Flood</b>	Type of DREF: <b>Response</b>
Crisis Category: <b>Yellow</b>	Event Onset: <b>Sudden</b>	DREF Allocation: <b>CHF 399,056</b>	
Glide Number: -	People Affected: <b>400,000 people</b>	People Targeted: <b>4,000 people</b>	
Operation Start Date: <b>2024-03-14</b>	Operation Timeframe: <b>4 months</b>	Operation End Date: <b>31-07-2024</b>	DREF Published: <b>18-03-2024</b>
Targeted Areas: <b>Corrientes</b>			

# Description of the Event

## Date of event

2024-03-03



Map of areas affected by floods and areas targeted by the Argentine Red Cross.

## What happened, where and when?

In the early hours of 3 March the Capital Department of the Province of Corrientes experienced a deluge of intense and prolonged rainfall, totaling over 300 mm within a span of less than 12 hours. This event set a historical record for the city and resulted in significant impacts in the City of Corrientes, including flooded streets and numerous homes submerged. Additionally, the storm led to structural damage such as roof blow-offs, fallen poles, walls, trees, and signs, causing extensive material losses and disruptions in essential services like transportation, electricity, telecommunications, and water supply. As a consequence, the commencement of classes was postponed.

The flooding affected a vast majority of the community, both in urban and suburban areas. Many households experienced water ingress ranging from 20 cm to 2 meters, even in the urban core. Although approximately 90% of the affected areas have been drained, initial recovery efforts are focused on cleaning, disinfection, and recovering lost belongings, a process expected to take several days in some instances.

Particularly vulnerable areas such as the neighborhoods of Ciudades Correntinas, Quintana, Río Paraná, Anahí, La Olla, Ponce, Jardín, San Ignacio, Santa Rita Sur, Esperanza, and Molina Punta continue to face challenges due to geographical location, pre-existing drainage issues, and high levels of vulnerability. Municipal and provincial authorities are actively engaged in drainage, cleaning, and deepening of discharge channels in these areas, as well as clearing discharge ditches in places like the Pirayui settlement to ensure proper water runoff. Additionally, various household cleaning items are being distributed to aid in the cleanup efforts.

In the initial hours of the event, the local emergency response system encountered difficulties reaching affected areas due to the severity of the storm. However, rescue efforts intensified throughout the day, mobilizing more than 2,500 individuals, including municipal personnel, Civil Defense teams, federal forces, civil society organizations, and with support from the Argentine Red Cross.

It is estimated that approximately 5,000 people have evacuated voluntarily, with 996 individuals relocated to temporary shelters. Although the number of evacuees has gradually decreased, some individuals still remain in official temporary shelters as of March 7. Meanwhile, many families have begun returning to their homes or seeking accommodation with relatives and neighbors.

The Corrientes City Council will update the issuance of the declaration to establish a water and weather emergency in the city during the day on 13 March. This measure is taken to update the water emergency declared on 12 January 2024, recognizing the continuing challenges and changes in weather conditions affecting the city.



Delivery of Hygiene and Cleaning Kits - March 2024 - Corrientes - Source: Argentine Red Cross.



First aid assistance - March 2024 - Corrientes - Source: Argentine Red Cross.

## Scope and Scale

The Capital Department of the Province of Corrientes spans 89,123 km<sup>2</sup> and is home to a total population of 1,212,696 inhabitants, resulting in a density of 13.6 individuals per square kilometer across the department. Within this jurisdiction, the City of Corrientes, serving as its administrative hub, occupies an area of 556 km<sup>2</sup> and accommodates 439,270 residents, yielding a much higher density of 790.6 inhabitants per square kilometer.

Initial assessments indicate that approximately 400,000 individuals were directly and indirectly affected by recent events. Among them, some required transfer to health centers due to pre-existing illnesses or other risk factors. Notably, the most vulnerable neighborhoods reported numerous homes urgently requiring repair, particularly those situated along the Santo Domingo stream and in the Chichero neighborhood.

Specifically, in neighborhoods with pre-existing vulnerabilities and those heavily impacted, such as Anahí, Canal 13, Seminario e Itatí, Comunidad de La Olla, San Jorge, Villa Raquel, Paloma de las Paz, Quinta Ferré, Esperanza, San Ignacio, and Ciudades Correntinas, it is estimated that over 20,000 people (comprising 4,000 families) experienced water ingress into their homes. These families suffered the loss of household items, partial or total damage to their home structures, and food loss, among other challenges.

Indirectly, the interruption of electricity supply affected over 380,000 people in the early hours, significantly impacting communities throughout the city. Additionally, the telecommunications system outage deprived several families of internet access, and in many cases, telephone network connectivity. While most services were restored within 48 hours, work continues in specific areas where services remain disrupted.

More than 5,000 individuals sought refuge in higher areas or with relatives and neighbors. Initially, the number of evacuees rose to 996 individuals across 21 authorized shelters, with many others choosing self-evacuation. As hours passed, the number of evacuees decreased naturally, with families beginning to return to their homes or staying with nearby relatives or neighbors. As of 7 March, only four municipal shelters remain operational, primarily accommodating individuals engaged in daytime home cleaning tasks. It is expected that these shelters will be vacant by 10 March.

Although health services initially faced challenges due to water ingress and access difficulties, most services were fully restored by midday on the day of impact, with all healthcare centers now operating normally, reinforcing their staff and activities.

Public transportation services were interrupted on 3 March due to affected circulation routes, including those connecting with the province of Chaco. Long-distance services are operating with reduced schedules and alternative routes. While navigating through the city



was nearly impossible on 3 and 4 March, main access routes to all neighborhoods are now clear for circulation, primarily for emergency and special vehicles.

## Source Information

Source Name	Source Link
1. City Council to endorse the water and climate emergency	<a href="https://www.corrienteshoy.com/politica/corrientes-el-concejo-deliberante-refrendara-la-emergencia-hidrica-y-climatica.htm">https://www.corrienteshoy.com/politica/corrientes-el-concejo-deliberante-refrendara-la-emergencia-hidrica-y-climatica.htm</a>
2. Argentina: Flood - 03-2024	<a href="https://reliefweb.int/report/argentina/argentina-flood-03-2024-inundaciones-en-corrientes-2024-03-06">https://reliefweb.int/report/argentina/argentina-flood-03-2024-inundaciones-en-corrientes-2024-03-06</a>
3. Storm in Corrientes	<a href="https://www.pagina12.com.ar/717587-corrientes-cayeron-mas-de-200-milimetros-de-agua-que-provoca">https://www.pagina12.com.ar/717587-corrientes-cayeron-mas-de-200-milimetros-de-agua-que-provoca</a>
4. State of water and climate emergency	<a href="https://shorturl.at/hpOQX">https://shorturl.at/hpOQX</a>

## Previous Operations

Has a similar event affected the same area(s) in the last 3 years?	No
Did it affect the same population group?	-
Did the National Society respond?	-
Did the National Society request funding form DREF for that event(s)	-
If yes, please specify which operation	-

**If you have answered yes to all questions above, justify why the use of DREF for a recurrent event, or how this event should not be considered recurrent:**

-

### Lessons learned:

The Argentine Red Cross has carried out multiple DREF Operations in the past, both in anticipation and in response to various emergencies such as floods and forest fires. While DREF operations have been conducted for similar hazards in other provinces in the past, this event marks the most severe disaster in the history of the Province of Corrientes. Additionally, it is important to note that the province has not faced a similar event in the last three years.

Drawing upon the experience gained in previous DREF operations, the Argentine Red Cross has integrated the lessons learned into the formulation of the current DREF request. The aim is to address and mitigate similar challenges during its implementation. These challenges include:

Disseminating and training in internal communication processes, prioritizing the use of existing tools in the National Society for better coordination and flow of information during emergency response.

Reviewing and improving activity tracking systems and stock control to monitor the availability, status, and utilization of materials during emergency response, ensuring more effective management of financial and data resources.

Providing training in the use of tools such as Kobo and in the proper handling and analysis of data during operations to facilitate the collection and analysis of crucial information, enabling informed and timely decision-making.



Hiring a procurement officer or coordinator to expedite processes related to the acquisition of kits, inventory replenishment, and procurement of key materials for the operation, aiming to improve efficiency and response speed.

Mobilizing resources such as vehicles and other elements quickly to ensure an adequate response to the needs of the ongoing operation, allowing for rapid arrival in affected areas and timely assistance to communities in need.

Conducting pre-deployment training in the use of tools like Kobo and in conducting rapid assessments before commencing response operations, ensuring that the team is prepared to collect accurate data and conduct effective assessments in the field, facilitating informed decision-making and intervention planning.

## Current National Society Actions

### Start date of National Society actions

2024-03-03

<b>Health</b>	<p>During the distribution of the cleaning kits, volunteers from the Argentine Red Cross also provided first aid to those in need. This care included treatment for minor wounds, burns, and other common injuries that may occur during and after a flood. Additionally, patients requiring further medical attention were identified and referred to the Province's emergency healthcare system. A total of 35 first-aid assistance services were provided.</p> <p>These health actions are essential to ensure that affected communities have access to basic medical care needed to address injuries and common illnesses associated with natural disasters such as floods. In addition to providing assistance in the field, the Argentine Red Cross also works in collaboration with local authorities and other partners to ensure a comprehensive and coordinated response to the health needs of affected communities.</p>
<b>Water, Sanitation And Hygiene</b>	<p>The Argentine Red Cross distributed 600 cleaning kits in coordination with the Municipality of Corrientes in the Quilmes and Esperanza neighborhoods. These kits included essential supplies for household cleaning and disinfection, such as cleaning chemicals and appropriate utensils. The distribution of these kits aims to provide affected families with the necessary means to maintain hygiene in their homes and prevent the spread of water-related diseases and inadequate sanitation.</p> <p>In addition to the kit distribution, an educational session was conducted on the safe and effective use of cleaning products, especially chlorine bleach, to disinfect the household environment. This guidance is crucial to ensure that communities can maintain a clean and healthy environment, especially after a flood, when there is an increased risk of waterborne diseases.</p>
<b>Coordination</b>	<p>The National Society maintains constant communication with the Executive Power of the Province of Corrientes and its entire governmental structure to coordinate actions. It also keeps close communication with the authorities of the City of Corrientes. It actively participates in the Emergency Operations Center (EOC), which includes all national, provincial, and local forces, academic organizations, essential service companies, among others. At this time, the Argentine Federal Police, the Corrientes Provincial Police, the Provincial Penitentiary Service, various departments of the Corrientes Municipality, the Corrientes Provincial Civil Defense, and the Provincial Ministry of Health, among others, are working on the ground. The Red Cross maintains close coordination with all involved parties, primarily coordinating actions through officials of the Corrientes Municipality.</p> <p>Among the prioritized coordination activities, there is a constant exchange of information, where sectors of the city are prioritized considering the National Society's capacity in managing temporary accommodations, identifying and planning humanitarian gaps to complement the local response. These coordinations are carried</p>



	<p>out through working groups in which the Argentine Red Cross participates, in addition to being integrated into Provincial EOC WhatsApp groups, receiving daily reports issued by this EOC, direct contact with the national executive power through periodic meetings and daily conversations. Additionally, contact is maintained with organizations such as CADENA Foundation, who plan to deploy to the field to contribute to water and sanitation matters in cases deemed necessary based on their mobilization.</p>
<p><b>National Society Readiness</b></p>	<p>The Argentine Red Cross has an updated law that recognizes its auxiliary role to the State in the context of emergencies, among other aspects. It is also a member of SINAGIR - Sistema Nacional de Gestión Integral del Riesgo y Protección Civil de la República- (National System of Integral Risk Management and Civil Protection of the Republic). Its Head Office has a structure that includes a specific area to ensure the integral management of emergencies, crises and disasters, and the National Society has a disaster response strategy (National Response Plan) that allows the necessary efforts to be made for the development of any response and/or early recovery operation.</p> <p>The National Society seeks to comply with the "Preparedness for Effective Response - PER" approach, pursuing the premise of providing relevant humanitarian services in accordance with its auxiliary role and mandate, being currently a key partner within Argentina.</p> <p>At the moment, volunteers from the Corrientes, Quilmes, Santos Lugares, Villa Crespo and La Plata Branches, together with teams from the Head Office, are working in the field and remotely supporting the assessments and first response tasks. A total of 61 people are in the field, in addition to 44 people providing virtual support through the National Intervention and Monitoring Teams, and more than 17 people from the National Society Staff -including the NS Executive Committee- are working on different aspects of the event, totaling more than 122 people involved in the early response.</p> <p>While the administrative procedures related to the internal processes of the Movement are being carried out, the National Society has mobilized cleaning kits and started their distribution, while carrying out Psychosocial Support and First Aid activities in temporary shelters.</p> <p>The National Society has a disaster response fund that has been activated for the initial support of the operation, currently allocating about \$3,000,000.00 (three million Argentine pesos), (30,000 CHF) for the initial mobilization of personnel; it also has a stock of humanitarian supplies in its Hub for the response to this operation.</p>
<p><b>Assessment</b></p>	<p>The technical teams of the Argentine Red Cross have conducted rapid assessments in all temporary shelters and in all neighborhoods of the city, in addition to holding meetings with key actors such as areas of Human Development, Municipal Executive Branch and direct contact with the Directorate of Civil Protection of the Province of Corrientes, as well as interviews with community leaders; this has allowed on the one hand to keep updated the "Situation Reports" that the NS issues daily and identified priority areas of work such as: Barrio Ciudades Correntinas; Barrio Quintana; Asentamiento La Olla; Barrio Río Paraná; Barrio San Ignacio; Barrio Anahí, Barrio Esperanza and Barrio Quinta Ferré.</p> <p>Volunteers from the Corrientes, Quilmes, Santos Lugares and La Plata branches have been trained in the use of emergency assessment tools.</p> <p>The National Monitoring Team (ENMO) has been activated, analyzing secondary data to identify actors and gaps in the response. This team is also providing support to the teams in the field in terms of information management and mobile data collection.</p>
<p><b>Resource Mobilization</b></p>	<p>Through the National Cooperation Directorate, arrangements are being made with private companies to support the operation. A national campaign has been launched to raise funds to support this operation, messages have been sent to the entire network of cooperating companies and individual donors of the Argentine Red Cross and campaigns have been carried out in social networks; however, the country is going through a</p>



	<p>difficult economic situation and, therefore, collections are expected to be much lower than usual compared to previous operations.</p>
<b>Activation Of Contingency Plans</b>	<p>The National Society has implemented the mechanisms of its National Emergency and Disaster Response Plan, activating the coordination of the different Secretariats at Headquarters, led by the Emergency Secretariat. The corresponding situation reports and activation have been carried out through the Integrated Disaster Risk Management System (SIGRID). On the same day, a report was published in the Global Platform ("GO"), which was subsequently updated, in addition to maintaining permanent communication with the IFRC.</p> <p>The Argentine Red Cross began monitoring the situation after the National Meteorological Service issued an orange alert for the area. As of 5:20 a.m. on 3 March, the National Society's National Monitoring Team (ENMO) was activated, since from that time onwards the effects began to be significant throughout the capital city of Corrientes. From there, different internal alerts were issued and during the morning a red alert level was declared according to the National Society's National Response Plan, which was later elevated to the declaration of "Category 1 Emergency".</p> <p>The Secretariat of Emergencies of the Argentine Red Cross put the entire National Response System on alert, including all the technical areas of the Institution and its National Teams, initiating permanent contact with the Corrientes Branch, immediately mobilized personnel to the field and coordinated with the Corrientes Branch the on-site evaluations as soon as the security conditions allowed it.</p>
<b>National Society EOC</b>	<p>In accordance with the National Society's internal coordination mechanisms, the Emergency Secretariat has arranged for the activation of an Emergency Operations Center that operated in a mixed modality (face-to-face and virtual) based on the physical EOC available in the city of La Plata. Meetings have been held with the different technical and support areas of the National Society. The EOC is currently represented by the different Secretaries and Undersecretaries of the National Society, who maintain permanent communication regarding this event.</p> <p>The National Monitoring Team maintains a permanent reporting mechanism that contributes to expand the information of the rapid assessments and improves the EOC's decision-making processes; additionally, the Humanitarian Observatory of the Argentine Red Cross has prepared a report on the repercussions of the event on social networks.</p>

## IFRC Network Actions Related To The Current Event

<b>Secretariat</b>	<p>The International Federation of Red Cross and Red Crescent Societies (IFRC) has a Country Cluster Delegation (CCD) in Argentina, which provides assistance and support to the Southern Cone countries (Argentina, Brazil, Chile, Paraguay and Uruguay). This office coordinates with both the Argentine Red Cross and the Health, Disaster, Climate and Crisis Department of the IFRC's regional office for the Americas based in Panama. Throughout the emergency situation, permanent communication and technical assistance has been maintained through the CCD for the development of the DREF Application.</p>
<b>Participating National Societies</b>	<p>There are no participating national companies (PNSs) providing support for this operation.</p>

## ICRC Actions Related To The Current Event

The International Committee of the Red Cross (ICRC) maintains offices in Argentina. Beyond fulfilling its mandate, which involves working with the authorities to integrate, implement and promote international humanitarian law and rules on the use of force, the



ICRC focuses on improving the National Society's capacities to respond to emergency situations in the midst of violence and crises. In addition, it offers Restoring Family Links (RFL) services.

## Other Actors Actions Related To The Current Event

<p><b>Government has requested international assistance</b></p>	<p>No</p>
<p><b>National authorities</b></p>	<p>National Government: The Ministry of Security, in line with its commitment to support and provide ongoing assistance to the population, activated the National Comprehensive Risk Management System (SINAGIR) by deploying personnel from the Argentine Naval Prefecture, the Federal Police, and the National Gendarmerie. These forces conducted various assistance and containment actions for citizens affected by floods in coordination with Civil Defense and the Corrientes Police. Activities included neighborhood visits to assess citizens' needs and respond to assistance requests. Additionally, patrols were conducted in commercial areas to prevent criminal activities, ensuring residents' peace of mind regarding their belongings.</p> <p>Provincial Government: The Ministry of Social Development of the Province established the Community Promotion Center (CPC) in the San Jorge neighborhood, south of the city, to provide support to flooded families. The Governor conducted city tours to monitor drainage systems, assess neighborhood conditions, and evaluate residents' needs. The Corrientes Government's Crisis Committee continues to analyze damages and plan solutions while programming social assistance for affected sectors and citizens. Assistance will continue to be provided to those in need, considering meteorological developments. A coordination meeting for police action and monitoring, utilizing the Integrated Security System 911 cameras, was held. Concurrently, various departments of the Corrientes Police continue their tasks to enhance security and collaborate with institutions in assisting victims. Joint efforts between the Province and the Municipality include distributing mattresses and food parcels, conducting surveys in affected areas, and opening 19 community dining rooms to meet nutritional needs. The Province established over 6 evacuation centers, accommodating more than 600 people, all of whom have returned home. Additionally, over 300 mattresses were distributed, with plans for additional acquisitions, and food and cleaning supplies were distributed in over 5 neighborhoods.</p> <p>Local Government: Led by the Municipal Executive Power under the City Mayor's leadership, all municipal areas are focused on responding to and facilitating the community's early recovery. The Municipality opened 4 evacuation centers in Community Integration Centers (CIC), supplementing those provided by the Province during the emergency. Social development areas are conducting assessments in the most affected neighborhoods and maintaining territorial presence in virtually all communities, conducting itinerant health operations and distributing cleaning kits and mattresses. Efforts are underway to prepare municipal centers in the Anahí and Ciudades Correntinas neighborhoods to support temporarily evacuated families. The Municipality activated the 147 hotline and a WhatsApp number for assistance. Coordination of intervention strategies is conducted through the Municipality of Corrientes, which has distributed over 1,500 cleaning kits and supported the management of 4 evacuation centers housing over 300 people, all now closed. School supplies kits were distributed ahead of the school season, and in partnership with the province, cleaning and food kits were delivered to the most affected neighborhoods. Health and neighborhood promoters conducted regular visits to affected areas.</p>
<p><b>UN or other actors</b></p>	<p>A total of 21 dining halls in the Capital City have opened their doors to provide snacks and dinners to local residents. These soup kitchens include: "Niños Felices" in Pirayuí, "Niño Jesús" in Cichero, "Paranacito" in Río Paraná, "San Camilo de Lelis" in Sol de Mayo, "Mitaí Ladrillero" in Lomas del Mirador, "Sagrada Familia" in Quilmes, "Pokemon" in Pirayuí, "Nuestra Señora de Lourdes" in Sapucay, "San Expedito" in Patono, "La Providencia" in Popular, "Los Dálmatas" in Dr. Montaña, "Loma Linda", "El Pasito" in Seminario, "San Marcos", "Casa Caridad" in 17 de Agosto, "Capilla Santa Marta", "San</p>





Benito", "Comedor 98" in Santa Rita, "Virgen del Carmen" in Virgen de los Dolores, and "Mi bello ángel" in Galván 2.

In addition, four Community Integrating Centers -Anahí, Ciudades Correntinas, San Ignacio and San Antonio- and two Community Promotion Centers -Paloma de La Paz and San Jorge- are active in assistance.

A total of 184 vehicles and 1,968 people have been deployed to carry out these assistance efforts.

Several aid campaigns have been promoted in social networks to support those affected in Corrientes. Fundación CADENA Argentina is evaluating the possibility of collaborating in this emergency, while several organizations, mainly local and provincial, have given their support during the first hours of the event.

#### **Are there major coordination mechanism in place?**

In the first 24 hours, the Argentine Red Cross Emergency Operations Center (EOC) was activated and temporarily operated in the building of the National Society's La Plata Branch, supported by volunteers from the Branch's Response Team; from there, the first reports and relevant information were consolidated in order to prepare this document. In addition, virtual coordination mechanisms were activated through a working group in which all areas of the National Society's Headquarters are represented by the Secretaries and Assistant Secretaries of ARC.

In addition, there is specific coordination between the Secretariat for Emergencies and the Secretariat for Human Development of the National Society, mainly between the areas of Communication, Marketing and Cooperation.

The Undersecretariat of Logistics and the Secretariat of Finance of the Argentine Red Cross are supporting the teams in the field, including the activation of the National Society's Humanitarian Hub.

Regular meetings are held between the National Society and the Municipality of Corrientes.

## **Needs (Gaps) Identified**



### **Shelter Housing And Settlements**

Due to prolonged exposure to water inside the homes of the target population, the structure of most of them has been affected in various ways, especially those that were poorly constructed before the rains. Cases have been observed where water accumulation has damaged key structural elements such as water tanks, pumps, electrical panels, and pipes, among others, inside the houses. Additionally, it is estimated that over 350 families lost basic household items such as furniture, refrigerators, ovens, and other essential items for food preservation and processing at home; in some cases, families suffered partial material losses, and in a few situations, total house losses were recorded.

According to rapid assessments by the National Society and information provided by local entities, more than 500 homes were partially or totally affected by this flood. However, with the support of various organizations, over 150 received direct assistance. Therefore, the Red Cross aims to assist those who have not yet received direct aid to recover from the impact of this phenomenon. Some homes experienced accumulation of over 2 meters of water inside. During the early stages of the emergency, a total of seven evacuation centers were established in Community Integration Centers (CIC) located in San Jorge, San Antonio, Ciudades Correntinas, San Ignacio, and Andresito, as well as at School No. 275 in Laguna Seca and School El Santo de la Espada in La Chola, covering the entire city. However, as most people are returning home, these centers have been gradually deactivated. The decrease in demand is due to people preferring to stay at home for the protection of their personal belongings. Additionally, given the current school period, it is imperative that schools continue to operate normally.

Given the diversity of effects and needs of each family, the implementation of a cash transfer program is presented as a comprehensive and proactive solution to address the immediate needs of families in a way that ensures attention to the specificities of each one. This will not only facilitate the recovery of homes but also provide a way for these affected communities to move towards long-term recovery.





## Livelihoods And Basic Needs

The recent flooding emergency has significantly disrupted livelihoods across urban and rural areas, impacting individuals employed in various sectors, including public institutions and private companies. These formal employment opportunities have experienced suspension or reduction in work activities, leading to financial strain for affected families. Moreover, a substantial portion of the population engages in informal work, such as odd jobs or collecting recyclable materials, which has been interrupted, exacerbating economic vulnerability. While efforts to restore usual work activities have begun, the pace of recovery varies, prolonging financial hardship for many. Additionally, there is a need for comprehensive assessments regarding the specific impact on rural livelihoods, as current understanding is limited. Therefore, a thorough analysis is essential for identifying vulnerable groups, assessing economic stability, and evaluating access to resources to inform targeted interventions that support recovery and promote resilience in both urban and rural communities.



## Health

Despite the floods in Corrientes, it is important to note that health services were not significantly affected. Thanks to the rapid response and coordination of the health authorities, it was possible to guarantee the continuity of medical care in the area. Health centers and hospitals remained operational, providing care to those who needed it during the emergency. In addition, all evacuee centers were staffed with medical personnel and ambulances for any care required by the affected population. During the ongoing evaluations, blood pressure checks and minor wound care have been required, in addition to many consultations related to active cases of dengue fever and minor injuries.

Although no cases of diarrhea or other gastrointestinal problems related to water consumption or as a consequence of the emergency have been identified so far, constant monitoring will continue to be carried out in this regard. It is also considered essential to place special emphasis on specific health practices by implementing various activities, actions and workshops in the communities to address these concerns and prevent possible future illnesses.

Entering the seasonal stage of influenza poses an additional challenge for people affected by the floods in Corrientes. With the arrival of this respiratory illness, there is a potential risk of additional complications. The combination of wet conditions, stress, and possibly a decrease in drinking water quality could increase people's vulnerability to respiratory illness, including influenza. It is crucial to implement additional preventive measures and maintain active surveillance to protect the health of the affected population.

On the other hand, it is essential to emphasize the importance of having first aid kits available on a preventive basis during the return of families to their homes and the refurbishment of houses. Given the precarious situation and the lack of safety measures, having personnel trained in first aid can prevent or reduce injuries or accidents during this process.



## Water, Sanitation And Hygiene

The floods have caused the contamination of living and public spaces with mud, debris and sediment. This contamination poses a severe risk to affected families and fundamentally limits their return to their homes.

While it is planned to provide support to families through a cash transfer program to address their priority needs, it is essential to immediately provide cleaning products. This will allow them to quickly begin basic cleaning of their homes and facilitate a dignified and speedy return to their homes. In addition, it is essential to ensure that they have hygiene items to prevent diseases associated with poor hygiene conditions.

In this context, the distribution of cleaning and hygiene supplies has become a priority as a necessary measure to safeguard the health and well-being of affected people. These supplies are critical to restore the cleanliness of living spaces and ensure a safe return home. For this reason, the Argentine Red Cross has already begun distributing them. In addition, government authorities have the resources and capabilities to carry out the refurbishment of public spaces, which contributes to improving the general conditions of the affected community.

The province of Corrientes is currently facing an active outbreak of dengue fever. Especially during this critical period in the spread of vectors, there is an urgent need to promote hygiene and health to mitigate the problems arising from the accumulation and stagnation of water in homes. It is essential to consider the implementation of training programs on vector-borne diseases such as dengue, zika and chikungunya. These measures not only guarantee immediate attention in emergency situations, but also play a crucial role in reducing the impact of these diseases on affected families.



Due to the lack of electricity during the first 24 hours, water networks were affected, hindering access to water for cleaning purposes. Additionally, as a result of the significant impact, over 3,000 families require support with cleaning materials; of these families, 1,500 have received assistance from the Municipal and Provincial governments through Cleaning Kits, while the Red Cross aims to support those families who have not yet received crucial assistance for home disinfection and cleaning. Furthermore, many essential personal hygiene items have been affected or completely lost, prompting the need for a support strategy in terms of hygiene and cleanliness.



## Community Engagement And Accountability

There is a significant lack of access to precise and timely information, which increases the vulnerability of affected families and hampers the efficient coordination of humanitarian aid. To address this issue, it is necessary to implement a comprehensive dissemination strategy that adapts to the diverse realities and limitations of the affected communities. Firstly, priority should be given to the use of instant messaging platforms such as WhatsApp, which provide a direct channel of communication with affected families. This tool enables the National Society to establish immediate contact with people in emergency situations and facilitates the rapid and effective reception of assistance requests.

It is important to recognize that not all individuals have access to the internet or mobile devices, limiting their ability to benefit from these digital tools. Therefore, the communication strategy should be complemented by the distribution of printed graphic materials along with aid kits. These materials should contain clear and concise information on how to contact humanitarian organizations, as well as practical recommendations for safely and effectively dealing with the emergency.

## Operational Strategy

### Overall objective of the operation

Through this Action Plan, the Argentine Red Cross will focus on providing humanitarian assistance to 800 families (4,000 people) living in vulnerable areas that have been affected by the floods in the city of Corrientes, focusing on aspects related to the Water, Sanitation and Hygiene and Health Promotion sectors and through the implementation of a cash transfer program.

### Operation strategy rationale

In collaboration and coordination with the government authorities of the province and the Municipality of Corrientes, the National Society will conduct its response in the city of Corrientes due to the significant impact suffered by the locality. The National Society possesses the necessary resources for executing the required activities, including a branch in the city, nearby branches for backup, a trained team, and adequate logistical skills.

The intervention strategy's development is based on information obtained from rapid assessments conducted by the Argentine Red Cross, along with inter-institutional coordination with the Municipality of Corrientes authorities. The most pressing needs identified are associated with Water, Sanitation, and Hygiene, Shelter, and Health.

Although assessments are ongoing as of the writing of this DREF Application, sufficient information is currently available to define the presented response strategy. Rapid assessments indicate the necessity to refurbish homes as a result of damage to its infrastructure as well as damage to household items, appliances, personal belongings, among others affected by water damage. This strategy aims to address the immediate needs of flood-affected families in Corrientes, providing both immediate assistance and medium-term support for housing recovery, with a priority on safety and health.

The summary of intervention is as follows:

- Water, Sanitation and Hygiene Promotion: A total of 800 families (4,000 people) affected by floods will be reached through the distribution of 800 hygiene kits and 800 cleaning kits along with hygiene promotion activities.
- Health: At least 800 families (4,000 people) will be reached through health promotion activities in the affected communities. The Argentine Red Cross also aims to assist at least 4,000 people through first aid services. In addition, 30 community first aid kits will be delivered at strategic points such as community centers or schools for greater outreach.

The National Society maintains constant contact with local and provincial health authorities. It is intended that first aid kits be available to communities and to community health workers (individuals with basic first aid training) at Primary Health Care Centers and community



reference centers that served as evacuation centers. At the same time, basic community first aid training will be provided as part of various activities.

- Multipurpose cash transfer: A one-time cash transfer program will be implemented to help families cover the cost of any essential items. A total of 350 families (1,750 people) are expected to be assisted in this regard. The amount initially allocated to the cash transfer program, based on the Basic Food Basket and the damages suffered, losses registered, among other aspects, amounts to CHF 450. It is important to highlight that the amount and distribution strategy will be defined with a detailed survey of affected families and a market and feasibility analysis. The National Society has previous experience in cash transfer programs.

Currently, the Subsecretariat of Emergencies is responsible for matters related to Cash and Voucher Assistance (CVA), although there are ongoing training programs to expand the capacity of volunteers in this field, especially within the framework of the ongoing DREF in Bahía Blanca. However, there are no standardized operating procedures or a clear matrix of roles and responsibilities for CVA. Efforts are prioritized towards establishing processes with financial entities to regain the National Society's capacity to issue its own cards before moving on to the next steps. Regarding data management, there is only one system in operation to process beneficiary selection surveys using KOBO based on predefined questionnaires. Additionally, although there are currently no advances towards hiring a local financial services provider, there is an intention to leverage ongoing operations to initiate a new contracting process.

- CEA: The National Society will continue to prioritize the community engagement and accountability approach in all its activities. This approach will be implemented in all areas of work and will be under the permanent supervision of the National Society's National Communication Directorate. Special emphasis will be maintained on activities associated with community participation in the different stages of the response and early recovery processes. Communities will continue to be invited to participate in interviews during rapid assessments, and their feedback will be continuously sought during the distribution of relief items to evaluate their usefulness and propose improvements. In addition, feedback mechanisms will be established and satisfaction surveys will be conducted with the aim of strengthening the National Society's future interventions. In the activities currently carried out by the National Society, direct communication channels between the Red Cross and the affected neighbors have been disseminated, including the distribution of information leaflets and posters in neighborhood premises with QR codes to access WhatsApp lines and forms for direct contact with the Argentine Red Cross.

In the PGI area, issues will be addressed cross-cuttingly, meaning they will be integrated into all phases and activities of the humanitarian response. This aligns with the guidelines and the national plan of the Argentine Red Cross (ARC), which emphasize the importance of addressing gender, inclusion, and protection aspects in all humanitarian interventions. When considering the PGI area, special attention will be paid to the specific gender needs and ensuring the inclusion of all individuals, especially those who may be vulnerable due to their gender, age, disability, ethnicity, or other characteristics. This may involve providing safe spaces and gender-sensitive services, as well as addressing the prevention and response to gender-based violence and other forms of discrimination. Additionally, awareness-raising and training activities will be conducted for staff and volunteers involved in the response to ensure they are equipped to properly address the protection and gender needs of the affected population. This may include training in identifying and responding to cases of gender-based violence, as well as promoting gender equality and inclusion in all humanitarian activities.

## Targeting Strategy

### Who will be targeted through this operation?

The Argentine Red Cross aims to assist a total of 4,000 people based on those directly affected by the floods in Corrientes who are not currently receiving direct assistance from the government or other organizations. Emphasis will be placed on those who face particular difficulties or have pre-existing vulnerabilities, and whose homes have suffered total or partial damage. Of this, 350 families are considered for the cash transfer program prioritizing those who have lost their basic household goods and are not being assisted by the government so far.

The target population selected for this action plan shares common characteristics: water ingress of between 24 and 48 hours in all homes, interruption of electricity service for between 12 and 48 hours (with some sectors still in the process of being restored), and families evacuated (totally or partially), mostly to Evacuee Centers.

The National Society will work in coordination with the government and other actors to advocate for the non-duplication of efforts and the timely distribution of tasks and people to be assisted.

### Explain the selection criteria for the targeted population

- Families displaced as a result of flooding.
- Families whose homes have suffered direct damage as a result of the disaster.



- Families that include at least one minor member, individuals over 60 years of age, pregnant women and/or persons with disabilities, given their greater degree of vulnerability to emergency situations.
- Families that are not benefiting from direct assistance from other entities or organizations, in order to avoid duplication of efforts and ensure that assistance reaches those who need it most.

The needs of all population groups will be considered, taking into account age, sex, gender and persons with disabilities or special needs or requirements.

## Total Targeted Population

Women	960	Rural	0%
Girls (under 18)	1,600	Urban	100%
Men	640	People with disabilities (estimated)	2%
Boys (under 18)	800		
Total targeted population	4,000		

## Risk and Security Considerations

Please indicate about potential operation risk for this operations and mitigation actions

Risk	Mitigation action
Volunteers and personnel directly affected by floods.	Support to Argentine Red Cross teams in all the lines of intervention proposed in this Action Plan.
Volunteers exposed to vector-borne diseases.	Provision of the corresponding protective equipment for the development of activities, constant monitoring of the health of personnel in the field and direct coordination with local health authorities.
New rains or storms that hinder operational logistics.	Follow-up of activities from the Secretariat of Emergencies through its National Monitoring Team and constant communication with the National Meteorological Service contemplating potential immediate actions to be taken.
The demand to be covered by the Red Cross is not sufficient to cover the total number of affected vulnerable sectors that do not receive assistance.	Various communication channels and contact mechanisms with the National Society will be disseminated across all ARC activities. The aim is to identify potential affected areas not yet reached by the Red Cross or other actors, in order to extend assistance to these unreached zones.
Delays in the shipment of supplies	Immediate involvement of Logistics in the strategy for the purchase/transfer of supplies to meet the established operational deadlines.

Please indicate any security and safety concerns for this operation

The main security concerns include exposure to possible incidents of theft, taking into consideration the local context and previous experience in operations of this nature. As a strategy, a security sheet will be prepared for field mobilizations. Likewise, communication will be maintained with the police authorities and the municipality in order to ensure eventual support if deemed necessary. In addition, we are concerned about possible injuries to Argentine Red Cross volunteers and personnel during mobilizations in the affected areas. For this purpose, volunteers will be provided with insurance and the necessary safety equipment to carry out the activities.



Has the child safeguarding risk analysis assessment been completed?

No

## Planned Intervention



### Multi Purpose Cash

Budget: CHF 171,146

Targeted Persons: 1,750

#### Indicators

Title	Target
# market and feasibility study	1
# of families assisted through a cash transfer program	350
# CVA workshop for volunteers and staff	1

#### Priority Actions

- Conducting a feasibility study.
- Survey of targeted families.
- Induction of volunteers for the development of the program.
- Design and distribution of the cash transfer program.
- Monitoring and evaluation of the cash transfer program.
- CVA workshop for volunteers and staff



### Health

Budget: CHF 14,378

Targeted Persons: 4,000

#### Indicators

Title	Target
# of persons assisted through first aid services	4,000
# of communities covered with first aid kits	30
# people reached with Health Promotion activities	4,000

#### Priority Actions

- First Aid assistance in all the operation's activities.
- Promotion and prevention activities for emerging and prevalent diseases, focusing on the prevention of Dengue Fever.
- Delivery of community first aid kits.





## Water, Sanitation And Hygiene

Budget: CHF 77,213

Targeted Persons: 4,000

### Indicators

Title	Target
# of families assisted through delivery of Family Cleaning kits	800
# of families assisted through delivery of Family Hygiene kits	800
# of people reached with Hygiene Promotion activities	4,000

### Priority Actions

- Mobilization of kits from the ARC Humanitarian Hub to Corrientes.
- Selection of target populations, in coordination with the Municipal Government, and immediate distribution to the most affected families.
- Induction of volunteers regarding humanitarian aid distribution processes.



## Community Engagement And Accountability

Budget: CHF 4,793

Targeted Persons: 2,800

### Indicators

Title	Target
% of people satisfied with receiving good quality distributions and with dignity	90

### Priority Actions

- Post-distribution follow-up surveys.
- Dissemination of information and key messages.
- Ongoing assessment of the situation through focus groups, surveys, etc.
- Design and printing of distribution materials.



## Secretariat Services

Budget: CHF 28,010

Targeted Persons: -

### Indicators

Title	Target
# of field monitoring visits performed	3
# of surge deployment performed	1



## Priority Actions

- Operations monitoring (implementation of financial activities and procedures).
- 1x Field Coordinator



## National Society Strengthening

**Budget:** CHF 103,518

**Targeted Persons:** -

## Indicators

Title	Target
# of lessons learned workshops conducted	1
# of volunteers who receive protective and visibility equipment	200

## Priority Actions

- Procurement and distribution of protective and visibility equipment for volunteers.
- Monitoring missions
- Lessons learned workshops

# About Support Services

## How many staff and volunteers will be involved in this operation. Briefly describe their role.

The Argentine Red Cross has a National Response Plan that stipulates the processes and stages of alert and mobilization in general. The National Society has a staff of over 6,000 volunteers, among which there is a large concentration in the Metropolitan Area of Buenos Aires (AMBA). Over 500 volunteers have been trained in emergency response in the last 3 years in this region of the country.

A procurement officer will be hired to support the DREF operation in processes related to purchasing for the replenishment of kits, field shipments, purchases of snacks for volunteers, first aid supplies, and all other operation-related matters. They will also assist in the preparation of documents associated with CVA for future reference based on this new experience.

At least 200 volunteers can be mobilized to the field in various activities, in addition to staff from the Central Headquarters to support operations. Depending on operational needs and the contextual situation, human resources considered appropriate for early recovery will be mobilized.

The mobilization of volunteers from branches with logistical capacity and emergency training will be prioritized. Additionally, based on experience in operations that included Water, Sanitation, Hygiene Promotion, and PMER (Preparation for Emergency Response), volunteers from AMBA branches and various parts of the country will be mobilized, mostly by land. In recent months, various economic measures by the National Government have led to significant increases in fuel costs and vehicle maintenance, increasing by up to 100% or even more. It is not ruled out that these costs will continue to rise during the operation.

For each field activity, corresponding training will be conducted, emphasizing community support as well as transparency in planned actions. In all cases, volunteer rotations will occur in mission periods of less than 2 weeks, within the framework of volunteer care processes, and all costs related to accommodation, meals, transportation, and insurance will be considered where applicable.

The National Society has various support teams, considered in its Response Strategy, including the National Intervention Team (ENI) and the National Monitoring Team (ENMO). In recent operations, it has been good practice and has provided significant support to teams in the field—mainly in terms of security, administrative and operational management—mobilizing volunteers from these teams to the Central Headquarters and to the field. Both teams have members in various parts of the country, so mobilizations by plane and accommodation in areas near the Central Headquarters and Corrientes will be planned to support this operation.





Additionally, Volunteer Technicians from the National Intervention Team (ENI) will be deployed to support the local branch in coordination tasks in the field and the Territorial Network in comprehensive coordination. The team consists of 12 active members. Furthermore, the National Monitoring Team will be mobilized to support Information Management and Monitoring tasks of the events that occur during the operation, as well as contribute to Risk Analysis during the operation.

## **Will surge personnel be deployed? Please provide the role profile needed.**

One Surge personnel will be deployed for this operation:

1x Field Coordinator

## **If there is procurement, will it be done by National Society or IFRC?**

All purchases necessary for the operation, including clothing, hygiene and cleaning kits, as well as personal protective equipment, will be managed and carried out directly by the Argentine Red Cross.

The National Society has recently certified the OCAC evaluation process. Additionally, the National Society follows WPP processes of the IFRC. The Argentine Red Cross has a Logistics and Systems Sub-Secretariat, which oversees the National Society's procurement area, with the capacity to acquire locally available supplies.

Argentine Red Cross has a Humanitarian Hub at Ezeiza International Airport (Buenos Aires), which includes in its stock for immediate dispatch hygiene kits, cleaning supplies, among other relief items. The National Society has stock of all items in its Hub, so replenishment will proceed accordingly. A total of 800 cleaning kits, 800 hygiene kits, a pre-positioned stock of sanitary supplies, first aid kits, as well as clothing and personal protective equipment for volunteers, will be mobilized from the Logistics Hub.

Moreover, vehicles from the Branches and the entire fleet of the central headquarters are in a pre-positioned state, as well as all Branches and logistical resources of the National Society.

The main available logistical resources are as follows:

More than 15 4x4 vehicles.

More than 25 single-traction vehicles.

2 passenger transport units.

3 vans for cargo transportation.

11 trailers for various purposes (sanitary, kitchens, etc.).

Unmanned aerial vehicles (UAVs).

Among other items.

## **How will this operation be monitored?**

The planning, monitoring, evaluation and reporting of the operation will be the responsibility of the Secretariat for Emergencies and Disasters. A report will be submitted in the second month of the operation and another at the end of the operation. At the end of the operation, a lessons learned workshop will be held, which may be conducted in person or remotely, and the IFRC will be invited to participate as a participant. Additionally, the IFRC will supervise the proposed DREF operation.

## **Please briefly explain the National Societies communication strategy for this operation**

The National Society has extensive experience in communication in emergency contexts, including support to several National Societies in the region. For this purpose, it has a National Communication Directorate that manages the National Society's social networks and the relationship and link with the media.

In this sense, with the purpose of disseminating the National Society's humanitarian action and strengthening the processes of community participation and accountability to the community, different activities will be carried out, including:

- Audiovisual recording of the main activities of the DREF operation.
- Production and editing of testimonial and accountability audiovisual pieces.
- Printing of multi-threat pieces.
- Development of community consultation tools, with permanent contact with the Red Cross.



- Design of a final accountability of the operation to be presented to the community and strategic partners.
- Creation of a virtual resource (virtual folder) with an audiovisual record of the operation.
- Review and elaboration of key messages for volunteers in the field and references for the execution of the response strategy.
- Press actions to accurately disseminate the activity to different audiences and subsequent clipping of notes (subject to an analysis of the situation).



# Budget Overview



## DREF OPERATION

### MDRAR021 - Argentine Red Cross Argentina: Floods

#### Operating Budget

<b>Planned Operations</b>	<b>267,528</b>
Shelter and Basic Household Items	0
Livelihoods	0
Multi-purpose Cash	171,146
Health	14,378
Water, Sanitation & Hygiene	77,213
Protection, Gender and Inclusion	0
Education	0
Migration	0
Risk Reduction, Climate Adaptation and Recovery	0
Community Engagement and Accountability	4,793
Environmental Sustainability	0
<b>Enabling Approaches</b>	<b>131,528</b>
Coordination and Partnerships	0
Secretariat Services	28,010
National Society Strengthening	103,518
<b>TOTAL BUDGET</b>	<b>399,056</b>

*all amounts in Swiss Francs (CHF)*



# Contact Information

For further information, specifically related to this operation please contact:

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