

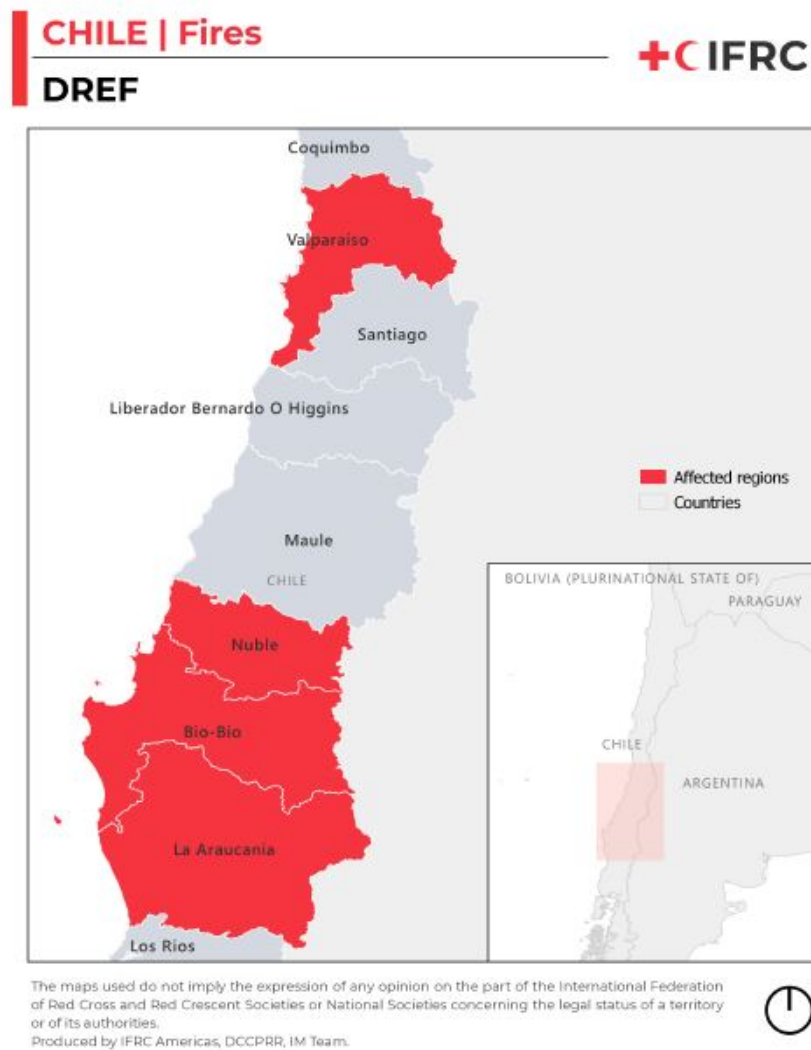


Distribution of CVA program, Viña del Mar - Source: Chilean Red Cross.

Appeal: MDRCL015	Total DREF Allocation CHF 464,324	Crisis Category: Yellow	Hazard: Fire
Glide Number: FR-2022-000384-CHL	People Affected: 8,094 people	People Targeted: 5,694 people	
Event Onset: Sudden	Operation Start Date: 2022-12-31	New Operational end date:	Total operating timeframe: 5 months
Targeted Areas:	Araucanía, Biobio, Valparaíso		

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech, Canada, Denmark, German, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as DG ECHO, Mondelez Foundation, and other corporate and private donors. The IFRC, on behalf of the National Society, would like to extend thanks to all for their generous contributions.

Description of the Event



Map of areas affected by fires in Chile. Source: IFRC.

What happened, where and when?

During the afternoon of 22 December, a fire started in areas of native forest in the upper part of the city of Viña del Mar (Valparaíso Region), 120 km from Santiago de Chile. The flames quickly reached high sectors of the ravines and hills where there are lighthouses and solid constructions that were affected and which, due to their material, caused the fire to spread rapidly.

At the beginning of the fires, SENAPRED (National Service for the Prevention, Mitigation and Attention to Disasters), together with the Presidential Delegation of the region, decreed a communal red alert for Viña del Mar and ordered the evacuation of the sectors Tranque Sur, Vista las Palmas, Sub Sector Pasaje Puerto Williams.

On 23 December, the President of the National State decreed a "state of catastrophe" due to public calamity. Although the State's response was rapid, given the weather conditions in the area, with winds of more than 40-50 kilometers per hour, high temperatures and the presence of flammable material, the fire spread aggressively.

On 25 December, the fire was brought under control and a yellow alert was declared for Viña del Mar. On 26 December, a group of volunteers coordinated by INJUV (National Youth Institute) and the municipality carried out debris removal work. On 29 December, SENAPRED confirmed that all fire outbreaks had been extinguished in Viña del Mar.

Since the first week of February 2023, strong winds and high temperatures caused dozens of forest fires in central and southern Chile, causing widespread casualties and damage. The most affected regions were Bío Bío, Araucanía, Ñuble, Maule, Los Ríos, Los Lagos, Aysén, O'Higgins, Valparaíso and Metropolitan Santiago. On 3 February, a "State of Constitutional Exception of Catastrophe" was decreed for the regions of Biobío, Ñuble and La Araucaria due to new forest fires that again affected the families living in the area, which were increased by climatic variables such as high temperatures. After 27 March, SENAPRED began to cancel the alerts in the regions and there are no more fires in the affected areas.



First aid assistance to firefighters, BioBio - Source: ChRC Cash transfer delivery, Ñuble - Source: ChRC.

Scope and Scale

According to the National System for Disaster Prevention, Mitigation and Response (SENAPRED), in December 2022, a total of 2,455 people (491 families) were affected, 371 houses were completely destroyed, 312 people were injured and 2 died as a result of the fires in Viña del Mar. Affected families lost the entire structure of their homes, but also basic subsistence items and animals. The forest fires also caused significant damage to the flora after the burning of the Chilean Palm, a species native to the Valparaíso Region.

During the first week of February 2023, forest fires broke out in central and southern Chile, causing widespread casualties and damage. According to Chile's disaster mitigation agency, the fires burned more than 280,000 ha. The most affected regions were Bío Bío, Araucanía, Ñuble, Maule, Los Ríos, Los Lagos, Aysén, O'Higgins, Valparaíso and Metropolitan Santiago. As a result of the new event, SENAPRED reported more than 1,150 homes destroyed, 1,260 people injured and more than 8,094 people affected by the fires. Affected people have lost their basic goods and livelihoods, especially in rural communities where the local economy is mainly based on agriculture or timber industries.

At the closing of this report, families whose homes were completely destroyed have received emergency housing from the government and are waiting to be relocated close to the area; other families have already rebuilt their partially damaged homes. The forest damage will take two to three years to recover, as the soil has been affected by the fire and is not in a productive condition.

Movement Partners Actions

The IFRC has a country cluster delegation (CCD) in Argentina to support and assist the countries of the Southern Cone, which maintains close contact and coordination with the Chilean Red Cross and the Health, Disasters, Climate



IFRC	<p>and Crises Department of the IFRC Americas regional office in Panama.</p> <p>Since the beginning of the emergency, and with the declaration of a red alert in the area, constant communication and technical assistance was maintained through the CCD for the Southern Cone for the development of the DREF Application and Operations Update.</p> <p>At the close of this report, three people have been deployed through the IFRC's Surge Capacity Deployment System (Surge). These are two rotations of a Field Coordinator to support the overall development of the operation and an CVA Coordinator.</p>
ICRC	<p>The International Committee of the Red Cross (ICRC) also has offices in Argentina and, in addition to carrying out actions within its mandate, such as working with the authorities to integrate, implement and disseminate international humanitarian law and rules on the use of force, it carries out actions to develop the capacity of the National Society to respond to emergency situations in contexts of violence and crisis and to provide Restoring Family Links (RFL) services. No specific ICRC interventions were made in this operation.</p>
Participating National Societies	<p>There is no PNS presence in the country.</p>

Other Actors Actions Related To The Current Event

Government has requested international assistance	<p>No</p>
National authorities	<p>Viña del Mar: Local and national government authorities provided support in the form of subsidies for rent, relocation and housing reconstruction, the latter of which has been more problematic due to property rights issues. The local government has provided a response that was managed through the NGO TECHO, which undertook the construction of emergency housing in the town of Puerto Williams.</p> <p>Biobío, Ñuble, Araucanía: The government through the Ministry of Agriculture has reinforced the response by deploying teams of brigades and aircraft to fight the fires in the affected areas. In addition, personnel have been deployed to provide support in evacuations and fire control. In view of the massive damage, the government has requested international assistance to combat active fire outbreaks. Italy, Spain, Mexico and Argentina have provided support with forestry brigades to help reduce the active fires. On the other hand, they have provided emergency housing (with basic elements such as beds, refrigerators and stoves) and a subsidy for rent, relocation and reconstruction of houses. On the other hand, they have delivered water tanks in areas where water networks were affected, these tanks were filled every week through tanker trucks and finally they delivered fodder for animal feed.</p>
	<p>Viña del Mar:</p> <ul style="list-style-type: none"> - Movidos por Chile: Has held coordination meetings with the institutions participating in the emergency, in addition to coordinating the delivery of



UN or other actors

humanitarian aid by collaborating partner companies.

- Techo Chile: Has carried out the collection of cash donations to help in the lifting of the affected houses, in addition to collecting humanitarian aid to be delivered to the shelters set up by the local authority.
- INJUV: Coordinated spontaneous volunteers forming crews to remove debris, equipping them with PPE and vaccinating volunteers against tetanus as a preventive measure.

Biobío, Ñuble, Araucanía:

- Techo Chile: Worked on rebuilding homes as soon as the total number of outbreaks was extinguished.
- ADRA: Carried out logistical support, water and basic sanitation in shelters.
- Movidos por Chile: Coordinated the humanitarian network.
- Salvation Army: Delivered food for people affected by the emergency and firefighters.
- Psicólogos por Chile: Provided psychological first aid in shelters and affected areas.

Are there major coordination mechanisms in place?

There was a committee of organizations coordinated by the Directorate of Citizen Participation of the Municipality of Viña del Mar, which articulated and coordinated strategies for the activation of spontaneous volunteers and the coordination of the humanitarian aid action deployed in the area. The municipalities of the south, the regional government, SENAPRED, CONAF (National Forestry Corporation) and firefighters carried out a crisis table, made evaluations and made daily reports. CONAF updated the number of hectares burned in the area.



Needs (Gaps) Identified



Health

- Viña del Mar: The state health centers (Gustavo Fricke hospital and Cesfam in the commune of Viña del Mar) were operating at full capacity and staffed, were not structurally affected, and there was no considerable increase in the number of visits and needs of the population to the health system. Personal protective equipment, such as gloves, masks and goggles, as well as first aid, such as saline solution, artificial tears and adhesive cloth, were essential.

Given the characteristics and suddenness of the event, the dates on which it occurred and the magnitude of the losses suffered, the need to provide psychosocial support and psychological first aid to those affected by the emergency was evident. Many families, older adults, children and adolescents needed psychosocial support to specifically address issues of loss and grief for early recovery and prevention of further psychological disorders. To date, although there has been a substantial change in the expression of emotions of the people affected, there is still a need to continue working on this issue, especially in children.

The National Society trained its volunteers in specialized mental health care, specifically in psychological first aid and psychosocial support, so that they would have the necessary tools to deal with this type of problem with the people affected by the emergency. At the close of the operation, volunteers and National Society staff continue to have access to care and psychosocial support.

The government provided medicines for the continuity of treatment through the CESFAMs (family health centers), and made available a state psychological helpline (4141), at present the health systems are functioning normally in the area, and visits to bedridden elderly people are being maintained. This is still active and functioning.

- Biobío, Ñuble, Araucanía: In the southern areas two health centers in the Araucanía Region were evacuated and three health centers were damaged, one in Biobío and two in Araucanía. At the close of this operation, the health centers in Biobío are still not functioning normally, the rest of the health centers reestablished their normal operation. Several hospitals deployed contingency plans for the care of those affected by the emergency, considering the reinforcement of personnel, the transfer of non-critical patients to other health centers and the discharge of patients who did not require emergency care.

There was no accurate information on whether all the shelters had health and first aid services or psychosocial support, but the Chilean Red Cross, through its Chillán, Coelemu and Araucanía Regional branches, worked to provide these services in different shelters in the area. At the end of May, there were no longer any shelters available.

According to the characteristics of the emergency, the most frequent services provided were care of burns due to fire and/or high temperatures, as well as attention to brigade members and fire departments in relation to burns to the feet due to prolonged work, and eye cleaning due to the presence of ashes in the environment. This care was necessary mainly at the beginning of the operation.

Personal protective equipment, such as gloves, masks and goggles, as well as first aid equipment, such as saline solution, gauze, dressings, artificial tears and adhesive cloth, were essential for the response. Due to the characteristics of the event, its extension and the large number of people affected in addition to working on fire extinction, there were great humanitarian shortages in terms of first aid for the population, but also due to the large number of emergency teams that were deployed from different parts of the country.





Shelter Housing And Settlements

- Viña del Mar: At the close of this operation there are no longer any shelters operating in the commune of Viña del Mar. The communities that were affected by the fire are still working to rebuild their homes, either individually with the support provided by the Chilean Red Cross (CVA program) or through the construction of emergency housing provided by TECHO. Other people have decided to move permanently to the homes of relatives or other areas of the commune using the state subsidy provided in March.

- Biobío, Ñuble, Araucanía: There were 45 shelters in the three regions (29 belong to the Biobío commune with 772 people housed, 9 shelters in the Ñuble region with 478 people housed and 7 shelters in the Araucanía region with 133 people housed), with many families needing security in the areas to access their land and begin rebuilding their homes, construction materials or tools for debris collection, as well as protective equipment to prevent accidents.

The affected communities began the reconstruction process gradually because there were active fire outbreaks that did not allow the removal of debris in some sectors or the registration of affected people. In May, the Chilean government began the process of delivering emergency housing in the southern zone, delivering the first of these in the Ñuble region, specifically in the town of Ninhue, along with a habitability kit consisting of a set of sheets, mattress, blankets, wooden bed, pillow, dish cooker, set of pots and pans, crockery and cutlery. For homes that were not connected to sewerage, a septic tank plus an implementation kit was provided. Families are still working on rebuilding their homes and recovering their livelihoods; assistance through the cash transfer program helped achieve these goals.



Livelihoods And Basic Needs

- Viña del Mar: The Ministry of Labor and Social Welfare implemented a subsidy to protect the employment of workers affected by the fires and to guarantee the employment of those who were already working in the establishments affected by the emergency. It consisted of a monthly bonus that went directly to the contracting company and could only be used by those who were already employed in those companies at the time of the emergency and who could justify it with supporting documentation. Temporary jobs in debris removal were created and the conditions for accessing credit were made more flexible. These options were available to people who had a formal job. People who had been subsisting through informal jobs such as selling products at fairs, raising animals, etc., since before the emergency, were taken into account for the benefits granted by the Ministry of Social Development. At present, most of the families have already recovered the livelihoods they lost as a result of the emergency, thanks to state funding, the Red Cross cash transfer program and aid provided by other organizations and individuals.

- Biobío, Ñuble, Araucanía: There were more than 270,000 hectares affected by the forest fires, mostly in rural areas, with native flora, monoculture timber plantations, as well as land for food crops. According to the last report made by SENAPRED in March 2023, the Ministry of Agriculture reported that there were 11,291 producers affected in the regions of Biobío, Ñuble and Araucanía (2,691 Ñuble, 4,622 Biobío, 3,978 Araucanía), which translates into 5,679 hectares of crops affected.

In terms of livestock, 33,205 animals died, beehives were affected and 10,782 fences were destroyed, directly affecting the livelihoods of families. Priority was given to stockpiling animal feed so that people would not lose this means of subsistence, as many families use these animals for their own food or for sale. More than 90% of the areas affected by these new fires were rural areas and the main source of employment was linked to the agricultural sector, crop planting, livestock or cattle raising and tourism.



So far, families have not been able to recover their crops, agriculture and forests, since the lands were completely affected, which meant that they could not be used for long periods of time for agriculture. In the case of families whose plantations were not burned, they were also affected by the ashes scattered all over the place, which meant that fruits and vegetables could not be used for food.

In the following link, it is possible to see the information related to the different types of aid that people can receive through the government and how they complement each other, which are provided through different ministries: [https:// www.desarrollosocialyfamilia.gob.cl/ noticias/plan-de-recuperacion-ayudas-tempranas](https://www.desarrollosocialyfamilia.gob.cl/noticias/plan-de-recuperacion-ayudas-tempranas).

With the money given through the government and with the assistance of the Chilean Red Cross, people have diversified their livelihoods and started to work on fixing their land for future crops.

Objective and Strategy Rationale

Overall objective of the operation

Through this DREF Operation, the Chilean Red Cross contributed to improving the living and subsistence conditions of a total of 5,694 people (1,138 families) affected by the fires in the regions of Viña del Mar, Araucanía, Biobío and Ñuble by implementing actions in the areas of health and multipurpose cash assistance.

Response strategy implementation

This intervention was carried out based on the Damage and Needs Assessment (DANA) conducted in the 4 regions of the country (Viña del Mar, Araucanía, Biobío and Ñuble) and taking into account the impact data from government authorities. Therefore, the intervention was based on official data and reports that were in line with the needs of the affected population.

Preliminary diagnoses indicated that the needs were mainly linked to the recovery of losses caused by the fires, total loss of houses and basic household goods. The National Society implemented a multipurpose cash transfer program for people without formal income to access basic lost items, as well as a health strategy for first aid, mental health and psychosocial support during the period of the DREF operation.

Households were surveyed for the distribution of the cash transfer program. The work was carried out through teams of volunteers from the National Society who visited the affected communities interviewing all the families who lost their homes or have been affected in some way by the fires. Through the CEA strategy, the National Society contacted neighborhood leaders in order to share information and cross-check data from the lists belonging to the neighborhood units, which made it possible to ratify the information collected.

Summary of the intervention:

- Health: First aid assistance was provided to people in shelters and in the affected areas while working on the removal of debris and reconstruction of houses. Mental health care and psychosocial support to 5,694 people (1,138 families) affected, children, adolescents and older adults who were affected by the fires and who have lost their basic belongings and housing.
- Multipurpose cash: A multipurpose cash transfer program was implemented to help families cover basic needs such as food, hygiene and replacement of household goods. A total of 667 families (3,335 people) were reached.

Regarding the multipurpose cash transfer program, a market and feasibility study was carried out which allowed



the National Society to identify the market availability for people to buy basic household goods, personal hygiene items, clothing, kitchen utensils, food, construction items, tools or items for home improvement. The study indicated access to banks, automated teller machines (ATMs) and ability to purchase with a Visa debit card. The amount of the cash transfer program (CHF 428) was calculated through the market and feasibility study and is detailed in this report.

Targeting Strategy

Who will be targeted through this operation?

This operation was aimed at assisting people in the regions of Valparaíso, Araucanía, BioBio and Ñuble. It was focused on urban areas in the hills that were directly affected by the fires. The needs of all groups of people have been included, taking into account age, sex, gender, people with disabilities or with special needs or requirements.

Explain the selection criteria for the targeted population

The following selection criteria were taken into account for the selection of the families that received assistance:

- Low-income families whose livelihoods were affected and whose homes were completely damaged.
- Families affected by the event in critical areas (structural damage or uninhabitable housing, access to basic services, damage to life or health, etc.).
- Access to basic services, damage to the life or health of family members).
- Families with children under five years of age, older adults, pregnant women, people with disabilities.
- Exposure to health and survival risks.
- Families that have not received similar assistance from another institution.
- Families with heads of household who have informal jobs and do not receive government support.

Total Targeted Population

Women:	2,903	Rural %	Urban %
Girls (under 18):	-		100.00 %
Men:	2,791	People with disabilities (estimated %)	
Boys (under 18):	-	4.00 %	
Total targeted population:	5,694		

Risk and security considerations

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

Risk	Mitigation action
Physical and mental exhaustion of response teams.	Coordinated the rotation of teams in the field. Worked with volunteers from areas close to the main region. Follow-up and monitoring of the mental health of volunteers and field staff.
Lack or scarce integration of the communities in the execution of actions.	The CEA strategy was carried out in which the communities were included from the beginning in the data collection of the operation, in the development of the activities




	and with the follow-up of these activities. Community commitment and responsibility was ensured (feedback mechanisms), as well as participation local organizations.
Lack of coordination or delays in the recruitment process.	Support was provided through the Delegation in the coordination of actions and follow-up of activities from the coordination of programs and operations and from the human resources area.
Access to complete, unified and accurate information is limited.	Contact was made with public entities (universities, institutes, government departments) with access to more sources of information. Intensive evaluation of available sources and own elaboration for frame of reference and action. Cross-checking of information with official media. Direct contact was made with the liaison office.
Access to fire-damaged areas is complex due to soil conditions, ravines and hills.	Adequate vehicles were used to access the work areas. Safe areas were sought and used for the development of activities, such as common and public spaces close to the affected communities.

Please indicate any security and safety concerns for this operation

There were no safety issues during the operation.



Implementation

	National Society Strengthening	Budget		CHF 94,024
		Targeted Persons		270
		Persons Assisted		270
Indicators		Target		Actual
Staff hired (Field Coordinator and Administration / Finance Officer)		4		4
Number of insured volunteers		270		270
Narrative description of achievements				
<p>As part of the strengthening of the National Society and in order to have an exclusive team for the DREF, during the month of January the National Society hired a field coordinator for each zone (2 in total) and an administration and finance manager for each zone (2 in total), who have developed the operational and financial planning of the DREF, managing the procurement processes and field activities.</p> <p>All volunteers in the operation were insured by IFRC. In addition, 270 T-shirts and cargo pants were purchased to strengthen the image and visibility of the institution, and 60 items of personal protective equipment were acquired, consisting of safety footwear, work gloves, sunscreen and helmets, which allowed the volunteers to perform their work with greater safety and visibility, allowing the communities to visualize the image of the Red Cross as a serious and reliable institution.</p>				
Lessons Learnt				
<p>- The internal information is an issue that stood out regarding the strengthening of the national society (Headquarters - Regional Committee and branches), in addition to this, the support of volunteers (per diem) is part of the areas to improve, because it is considered that although support was provided in these areas, it is pertinent to generate a specific analysis for each zone and not to provide generic support.</p>				
Challenges				
<p>It was difficult to maintain the number of volunteers in the field during the entire operation, with the same intensity as at the beginning.</p>				

	Multi-purpose Cash	Budget	CHF 307,572
		Targeted Persons	3500
		Persons Assisted	3335
Indicators		Target	Actual

Feasibility and market study	2	2
Number of families that received cash for their basic needs.	700	667

Narrative description of achievements

VIÑA DEL MAR

The market and feasibility studies were carried out during the first half of January, through an exhaustive analysis of the country's legal and monetary framework and an analysis of the national context and the financial system. The market evaluation was based on the analysis of the basic food basket and the poverty line limits. According to the analysis carried out, considering the needs of the families and the recovery capacities, cash transfer was identified as the most appropriate modality of attention, using IFRC Visa cards as a delivery mechanism.

During the month of January, the registration of affected families was carried out. The surveys were concentrated in two sectors: Tranque Sur (with a subsector: Pasaje Puerto Williams) and Vista Las Palmas. The survey was carried out through the Valparaíso Regional Committee and with the collaboration of volunteers from the Metropolitan Region, as well as with the assistance of volunteers from neighboring branches. The survey was carried out with the support of neighboring affiliates such as Viña del Mar, Quilpué, Villa alemana, Quillota, Quintero, Valparaíso, La Florida (RM), San Bernardo (RM), Peñaflores (RM) and Headquarters.

For the registration, teams of volunteers went to the affected areas, visiting house by house the families who were already starting to rebuild their homes. The registration was carried out through a KoBo survey that helped in the collection of data and the subsequent control and cross-checking of data with other organizations.

To determine the number of people who attended the cash transfer program, a cross-check was made between data from the neighborhood councils, government data and information collected by the Chilean Red Cross. Since many people will not return to their homes permanently, a total of 175 families have been registered to receive support through the program.

The first delivery of this program was planned for the third weekend of February, so it had to be coordinated with the Regional Committee and volunteers from different parts of the Valparaíso region were called, a distribution plan was worked on and contact was made with the families selected to date. It was expected that families who had not been surveyed at the beginning would arrive during the delivery, so a team was prepared to collect their data and then analyze the cases to identify whether they met the eligibility criteria and define whether they could be assisted in the second delivery.

In Viña del Mar, there have been no major problems with the use of the cards and all families had the opportunity to contact a helpline for assistance in case of problems.

Biobío, Ñuble and Araucanía Regions

After the extension of the operation to the new affected areas, in March, information was collected from the families affected by the forest fires in the regions of Ñuble (Quirihue, Coelemu, Ranquil), Biobío (Tomé), and Araucanía (Purén, Lumaco), this was carried out by volunteers from the branches of Coelemu, Tomé, Concepción, Chiguayante, Capitán Pastene, Purén, with support from the regional committees of Biobío/Ñuble and Araucanía.

The information gathering was carried out house by house and by telephone calls to families who were not on their land. This was carried out by the volunteers through a Kobo survey, where personal information was requested and information on the needs or damages caused by the emergency, the information from this survey is displayed on a Dashboard linked to the GO platform. Once all the families were registered, the information



was cross-checked with the data provided by the health centers, neighborhood councils, and delegates from each sector.

The feasibility study was carried out during the first weeks of March by analyzing the needs of the affected families, based on the national context and the country's financial system, through the basic food basket updated for the year 2023 and the poverty line. According to this study, the modality of assistance was identified as Cash Transfer through the delivery of Visa International Debit.

The distribution of the Cash Transfer program began in mid-April in the commune of Lumaco (Araucanía Region), with the delivery of 14 humanitarian Visa Debit cards, although awareness was raised about the use of the card, there was a beneficiary who went immediately to withdraw money at the ATM and due to ignorance of the bank about the card, they decided to break it, so it had to be replaced at the same time. Given this situation, we proceeded to talk to all the banks in the areas where the distribution was being carried out, so that they would be aware of the program being developed and could help the beneficiaries to withdraw the money in case they had problems.

That same week a second distribution process was carried out in the commune of Purén (Araucanía Region), where 164 humanitarian aid cards were delivered. The process was divided by stations, with a talk to raise awareness of the use of the card, the delivery area and an exit survey to evaluate the distribution process, as well as a first aid station and a special cases evaluation table. During the three distribution days, 100% of the deliveries planned for the Araucanía region were completed.

During the third week of April, the distribution process continued in the Biobío region with the delivery of 233 humanitarian cards in the commune of Tomé. In the Biobío region, 100% of planned deliveries were completed. Finally, deliveries were completed in the communes of Quirihue, Ranquil and Coelemu with the delivery of 89 humanitarian aid cards, completing 100% of the planned deliveries for the Ñuble Region.

Throughout the distribution process, there were families who stated that they had also been affected by the forest fires, so the evaluation table was activated to analyze each of the cases and provide a solution.

After the distribution process, each of the families has been accompanied, in order to ensure that the withdrawal process is successful and at the same time, help those who have had difficulties. There were 12 families in the communes of Purén and Lumaco in the Araucanía Region who were unable to withdraw money with their cards due to problems they experienced, so a replacement had to be made and a new distribution instance had to be generated.

With the remaining balances of the families who were benefited in Viña del Mar and who complied with the time limit for withdrawing money, 5 new cards could be loaded for beneficiary families in the Biobío Ñuble Region. This new delivery was made in the commune of Tomé, with the remaining balances of the beneficiaries in the southern part of the country, and 8 additional cards were loaded for the benefit of people in the commune of Tomé.

Additionally, with the available balance of money for the operation, an update of the market and feasibility report was made, which allowed benefiting 7 people belonging to the commune of Purén, Araucanía region, to whom a direct transfer was made to their bank accounts (RUT account), for an amount of \$350,900 Chilean pesos (approximately CHF 404).

The total number of cards delivered in each zone were as follows:

VISA Swift IFRC:

- 157 in Viña del Mar.
- 89 in Ñuble.
- 179 in Araucanía.
- 245 in Biobío.



Transfers by RUT Account:
- 7 in Araucania.


In total, 667 families (3,335 people) were reached. The total number of people initially foreseen in the action plan has been reduced due to the adjustment made to the amount to be delivered in each card after the feasibility and market study.

Lessons Learnt

As part of the lessons learned, it was identified the need to start implementing a program of monetary transfers through national bank accounts, greater dissemination and adaptation of information to the participants and volunteers. In addition to this, it was identified the need to contact the national banks so that their officials are aware of the Red Cross program and thus can guide the beneficiary population of the program at the time they use their ATMs. In addition to this, it is important to take into consideration the exchange rate of Swiss francs to US dollars and US dollars to Chilean pesos, which did not allow the operation to reach the target number of people.

Challenges

There is no previous community work carried out by the local branches, which means that there is no previous analysis of the communities and it is important to have an updated database to compare the state of the communities before and after an emergency. It would also help to have counterparts at different levels who can manage the information well and thus be able to represent the efforts that are being made in different instances.

	Health	Budget	CHF 9,905
		Targeted Persons	5694
		Persons Assisted	5694
Indicators		Target	Actual
Number first aid assistance services provided		1500	1030
Number of people reached with psychosocial support services		5694	5694

Narrative description of achievements

First Aid assistance

From the first day of the operation, the Chilean Red Cross provided first aid services to people affected by the fires, in temporary shelters, in the cleaning process and during the reconstruction of their homes. For this purpose, the Valparaíso region was provided with a total of 5 first aid kits that were delivered to the Regional Committee to be able to carry out the logistics of the intervention. These kits have first aid material which can be found at the following link https://proemer.cl/FICHAS/equipamiento/EQUIPAMIENTO_L.pdf.

Field visits were carried out three days per week and the teams were deployed in two work shifts, maintaining a rotation of personnel on different days and schedules for the first three weeks after the emergency.

House-to-house visits were made and people were asked if they required mental health care and psychosocial support. The most common first aid services during and after the emergency were: eye washing, blood pressure control, and bandages; a total of 347 people have been supported.

In the regions of Biobío, Ñuble and Araucanía, from the beginning of the emergency, Red Cross volunteers were deployed to the affected sectors to provide first aid support to victims, brigade members and firefighters who suffered burns, eye problems, injuries, among others. For this purpose, the National Society has been supplied with a total of 12 first aid kits and 12 trauma backpacks, which are equipped with first aid supplies and delivered to the various branches and regional committees that have actively participated in the operation.

At the time of the MTP deliveries, a first aid station was set up where each of the participants could go in case they needed assistance.

Health and Psychological First Aid (SMAPS)

The Chilean Red Cross deployed personnel trained in mental health and psychosocial support to assist people affected by the fires during the first month of January. Individual sessions were conducted through house-to-house visits and a team was available when requested by people in the area who required a safe space for assistance.

During the month of February, psychosocial support activities were carried out in the communities of Puerto Williams and Tranque Sur, where activities focused on the wellbeing of families and children affected by the Viña del Mar wildfire. In recent weeks, the community psychosocial support strategy has been addressed through recreational activities focused on children to mitigate the future impact caused by the crisis.

The deployed teams also conducted psychosocial support activities for the volunteers involved in the operation. Group sessions are held after each activity so that volunteers can disconnect from the field; mental health professionals (psychologists) have also been made available to volunteers in the region with a schedule of care.

During March and May, community psychosocial support activities were carried out in the community of Las Palmas, assisting more than 170 families with psychosocial support services, which were complemented with first aid and family prevention workshops, among others. In addition to the community activities, individual house-to-house sessions were held so that people affected by the consequences of the fires could have a space to vent their emotions and talk about what had happened and their concerns. Once classes were back in session (after the summer vacations), activities were carried out in schools in the Biobío region, Ñuble, where coloring books were handed out to preschool and school children, in order to create opportunities for distraction. In addition, parents were given a book "Guide for parents and caregivers to manage stress and emotions", to help parents in stressful situations that children may encounter after everything that happened.

Lessons Learnt


First aid: The volunteers identified that there is still a lack of preparation in terms of training and logistics, as they felt that they did not have the necessary supplies to equip their first aid kits, as well as the need to disseminate the National Society's emergency plan and clearly define the roles of the teams in the field.

SMAPS: As part of the lessons learned in this area, the volunteers emphasized the need for greater preparation and Briefing-Debriefing, as well as the need to take into consideration the hours of work in the field and the possibility of deploying personnel from headquarters to support emergencies.

Challenges

The biggest challenges in this area were related to the lack or unavailability of volunteers to carry out daily or weekly activities. As time went by in the operation, the volunteers became tired and their availability decreased. It was possible to work on this and carry out larger community activities in terms of people to assist.



	Community Engagement And Accountability	Budget		CHF 1,385
		Targeted Persons		3500
		Persons Assisted		3500
Indicators		Target		Actual
Percentage of people satisfied with receiving distributions in good quality and with dignity		90		90

Narrative description of achievements

From the beginning of the operation, work was carried out directly with the communities, and information was collected for the needs analysis in coordination with community representatives and people from the communities. Meetings were also held to cross-check the data collected with that collected by the governmental actors for the selection of affected families.

The families received explanatory material on the cash transfer program, with a brief explanation of the program and the correct use of the ATMs for cash withdrawals. During the distribution, a specific table was set up for consultations and another space for oral explanation of the program, and an exit survey was conducted at the end of the distribution to understand people's opinion about the delivery process.

As part of the communication and CEA strategy with community, a commercial WhatsApp line was created for the community to resolve their concerns, and share positive feedback or complaints regarding the program. Through this line along with an email we were able to receive cases that had problems when using their card and were able to provide a quick response and solution.

During the monitoring visits, it was possible to talk with the program participants, who stated that they were very grateful for the assistance received, which allowed them to make various purchases such as school supplies, medical exams, construction materials, food and hygiene items, as well as the purchase of medicines.

Lessons Learnt

- Dissemination channels for future surveys should be improved to generate a change in methodology.
- Communication and dissemination of information to local banks should be improved
- Presentations should be adapted and contextualized to the reality of each community.
- The surveys should be modified so that they are more confidential at the time of application.
- The explanation of the benefit to the beneficiary should be continually reinforced.

Challenges

- Communication with the communities before, during and after the activities was essential. The use of visual materials was of utmost importance for the understanding of the use of the ATM and the correct understanding of the program

	Secretariat Services	Budget	CHF 51,440
		Targeted Persons	2
		Persons Assisted	2

Indicators	Target	Actual
Number of monitoring missions	4	4
Number of surge deployments	2	4
Narrative description of achievements		
<p>Operation monitoring visits.</p> <p>A total of 4 monitoring visits have been made to support the National Society in the implementation and follow-up of the operation's actions. The Programs and Operations Coordinator, the Financial Officer and the Head of Delegation of the Buenos Aires offices have been deployed at different times during the operation.</p> <p>A total of four people have been deployed for this operation, two Field Coordinator profiles and one CVA Coordinator and a facilitator for the Lessons Learned Workshop of the operation.</p> <ul style="list-style-type: none"> - German Red Cross: Field Coordinator (1 month) - PNS Funding. - Finnish Red Cross: Field Coordinator (2 months) - PNS Funding. - Costa Rican Red Cross: CVA Coordinator (3 months) - DREF Funding. - Uruguayan Red Cross: Lessons Learned Workshop Facilitator - DREF Funding. 		
Lessons Learnt		
No lessons learned in this area		
Challenges		
It was difficult to obtain profiles for the alerts issued for operations deployments in the Southern Cone. In this section, there has been a surplus of money from the budgeted lines, because other National Societies have funded deployments (Finnish Red Cross, German Red Cross).		

Financial report

bo.ifrc.org > Public Folders > Finance > Donor Reports > Appeals and Projects > DREF Operation - Standard Report 2022

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DREF Operation

FINAL FINANCIAL REPORT

MDRCL015 - Chile - Fires

Operating Timeframe: 31 dic 2022 to 31 may 2023

Selected Parameters			
Reporting Timeframe	2022/12-2023/7	Operation	MDRCL015
Budget Timeframe	2022/12-2023/5	Budget	APPROVED

Prepared on 23/Ago/2023

All figures are in Swiss Francs (CHF)

I. Summary

Opening Balance	0
Funds & Other Income	464.324
DREF Response Pillar	464.324
Expenditure	-431.932
Closing Balance	32.392

II. Expenditure by planned operations / enabling approaches

Description	Budget	Expenditure	Variance
PO01 - Shelter and Basic Household Items			0
PO02 - Livelihoods			0
PO03 - Multi-purpose Cash	307.572	307.156	416
PO04 - Health	9.905	9.434	470
PO05 - Water, Sanitation & Hygiene			0
PO06 - Protection, Gender and Inclusion			0
PO07 - Education			0
PO08 - Migration			0
PO09 - Risk Reduction, Climate Adaptation and Recovery			0
PO10 - Community Engagement and Accountability	1.385	1.257	128
PO11 - Environmental Sustainability			0
Planned Operations Total	318.861	317.847	1.014
EA01 - Coordination and Partnerships			0
EA02 - Secretariat Services	51.440	25.050	26.389
EA03 - National Society Strengthening	94.024	89.034	4.989
Enabling Approaches Total	145.463	114.085	31.378
Grand Total	464.324	431.932	32.392



[Click here for the complete financial report](#)

Please explain variances (if any)

The Chilean Red Cross spent a total of CHF 431,932. The remaining balance of CHF 32,392 will be returned to the Disaster Response Emergency Fund.

Contact Information

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

- **National Society contact:**

Yasmin Videla, Risk Management Director, yasmin.videla@cruzroja.cl, +56 9 2022 3846

- **IFRC Appeal Manager:** Daniel Bolaños, Head of Country Cluster Delegation, daniel.bolanos@ifrc.org

- **IFRC Project Manager:** Melina Miele, Programs and Operations Coordinator, melina.miele@ifrc.org

- **IFRC focal point for the emergency:**

Melina Miele, Programs and Operations Coordinator, melina.miele@ifrc.org

- **Media Contact:** Gonzalo Ouvrad, Communications Director, comunicaciones@cruzroja.cl

[Click here for the reference](#)

