

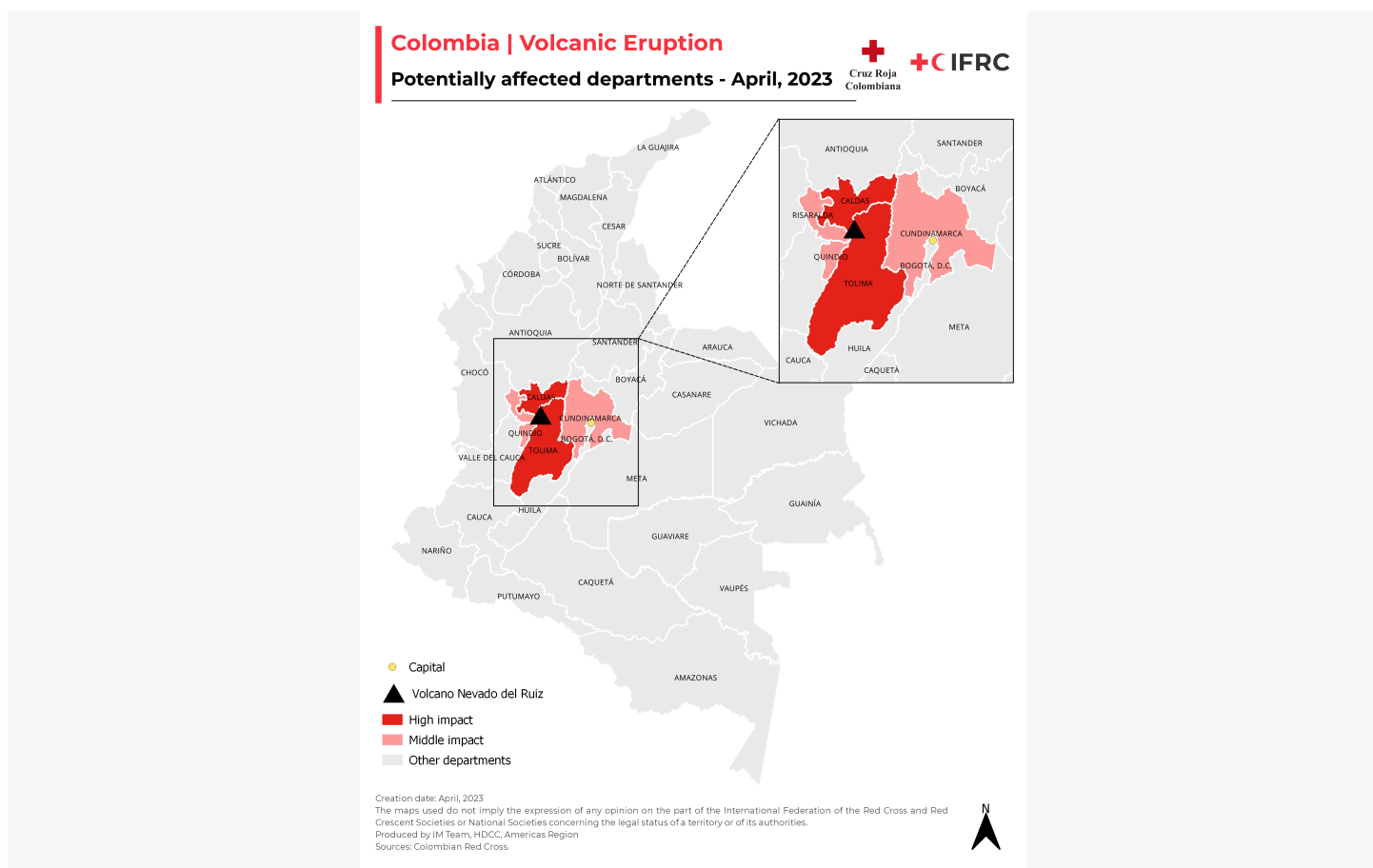


Nevado del Ruíz volcano emanating volcanic ash. April 2023. Source: CRCS

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| Appeal: MDRCO023 | Total DREF Allocation: CHF 496,034 | Crisis Category: Yellow | Hazard: Volcanic Eruption |
| Glide Number: - | People Affected: 57,090 people | People Targeted: 15,314 people | |
| Event Onset: Sudden | Operation Start Date: 14-04-2023 | Operational End Date: 30-09-2023 | Total Operating Timeframe: 5 months |
| Targeted Areas: Caldas, Cundinamarca, Quindio, Risaralda, Tolima | | | |

The major donors and partners of the IFRC-DREF include the Red Cross Societies and governments of Australia, Austria, Belgium, Britain, China, Czech Republic, Canada, Denmark, Germany, Ireland, Italy, Japan, Luxembourg, Liechtenstein, Malta, Norway, Spain, Sweden, Switzerland, Thailand, and the Netherlands, as well as 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 potentially affected by volcanic eruption. Source: CRCS

Approximate date of impact

On 30 Mar 2023, Colombian Geological Service issued an extraordinary bulletin announcing the change in the activity level of the Nevado del Ruiz Volcano from yellow (III) to orange (II) due to intense seismic activity. Over 6,500 earthquakes occurred on Mar 24, escalating to over 11,000 by Mar 29, posing a threat to more than 57,090 people in nearby regions.

Provide any updates in the situation since the field report and explain what is expected to happen.

The Nevado del Ruiz volcano is located in the central mountain range of Colombia, between the departments of Caldas and Tolima. Its possible eruption would not only affect those departments, but would also reach the departments of Risaralda, Quindío, and Cundinamarca. According to the Colombian Geological Service, the volcanic activity of Nevado del Ruiz suggested an eruption greater than the one registered in the last ten years.

During the time the volcano was at orange activity level, it emitted ash and gases constantly, which impacted the population, livestock and agriculture. However, in the event of an eruption, other phenomena could also have occurred, such as the expulsion of pyroclastic material within a radius of 15 kilometers, gases and fluids at high speeds and temperatures, ash fall, among others.

According to the experience of the 1985 eruption of the Nevado del Ruiz volcano, remembered as the Armero tragedy, the greatest threat would have been the lahars or mudflows that would flow towards the Magdalena and Chinchina rivers and therefore to the populations near their course. Likewise, the ashes could have had a greater impact on crops, flora and fauna, air traffic, air quality and affect the breathing, eyes and skin of people and animals.

Since 30 March 2023, when the activity level of the Nevado del Ruiz volcano was raised to orange, and during the whole period it remained at this level until 27 June, the Colombian Geological Service issued 90 extraordinary bulletins informing communities and local authorities in the volcano's area of influence about gas and ash emissions, seismic activity inside the volcanic edifice, rock fracturing, fluid



movement in the volcanic conduits, temperature in the crater, among other signs of activity, which together with the recommendations provided, made it possible to be alert, take decisions and implement actions.

During all this time, the Colombian Geological Service and the National Unit for Disaster Risk Management recommended daily to the Municipal and Departmental Councils for Disaster Risk Management to continue implementing response preparedness actions, in a joint work with territorial authorities, relief agencies and communities exposed to different levels of threat by an imminent eruption of the Nevado del Ruiz volcano.

After almost three months of monitoring the activity of the Nevado del Ruiz Volcano, on 27 June 2023, the Colombian Geological Service, through an Extraordinary Bulletin, reported the change of activity level from Orange (II) to Yellow (III), as between May and June the activity of the volcano showed a gradual decrease in the monitored parameters in relation to those that occurred on 30 March 2023, when the change from Yellow (III) to Orange (II) was reported. According to the new values, the volcano had a lower level of instability and less probability of an eruption of considerable magnitude in terms of days or weeks.

In view of the change in the level of activity, the National Unit for Disaster Risk Management urged territorial authorities to prepare for the change in the level of activity of the Nevado del Ruiz Volcano, since, although the change in level meant a low or moderate danger for the population living in the area of influence of the volcano, the possibility of an eruption still existed and there could be a new change in the level of activity of the volcano at any time, so everyone was encouraged to remain prepared and attentive to official communications issued by the Colombian Geological Service.

Until 13 September 2023, the alert levels meant the following:

- A yellow level (III) implied that the volcano was active and showing changes in its behavior,
- An orange level (II) signified the probability of eruption within days or weeks,
- A red level (I) implied imminent or ongoing eruption, representing the highest level of activity.

As of 14 September 2023, the Colombian Geological System changed the scheme for measuring volcanic activity to 'Volcanic Alert States'. These are measured with the same colors (green, yellow, orange and red), but the numbers that accompanied them (VI, III, II, I) and the times in which the volcano could erupt (term of days or weeks) were eliminated. Since 14 September, and at the close of this DREF Operation, the Nevado del Ruiz Volcano remains in a yellow alert status.

The Disaster Risk Management entities of the departments and municipalities and relief institutions remain alert to risk scenarios, evacuation routes, meeting points, shelters and places of care, and continue implementing safety recommendations, maintaining precautions against ash falls, and socializing contingency and emergency response plans. Likewise, the National Disaster Risk Management System remain active, through which preparedness actions are coordinated in the event of changes in the level of activity of the volcano.

Summary of the chronology of events:

- 24 March 2023: Significant increase in the activity of the Nevado del Ruiz volcano.
- 30 March 2023: The volcano's activity level changes from yellow to orange.
- 31 March 2023: GO Platform Alert.
- 14 April 2023: Start of the operation.
- 27 June 2023: Change of the volcano's activity level from orange to yellow.
- 26 July 2023: Operation update.
- 30 September 2023: End of the operation.



Workshop - Family Emergency Plan. Manizales, July 2023. Source: CRCS



WaSH capacity strengthening workshop. Source: CRCS



Delivery of hygiene kits in Tolima. July 2023. Source: CRCS



Workshop preparation for the response to the Orange activity level of the Nevado del Ruiz Volcano. Quindio, May 2023.
Source: CRCS

Scope and Scale

According to the Colombian Geological Service, it is not possible to predict the exact timing and manner of a volcano's eruption. However, it is understood that Nevado del Ruiz is an explosive volcano characterized by rock fracturing and the rapid expulsion of gases and fluids. Its last significant eruption in 1985 resulted in 25,000 fatalities, primarily due to lahars, ash, and pyroclastic flows.

Based on the report on Threat and Exposure of the Nevado del Ruiz Volcano dated 31 March 2023, prepared by the Subdirectorate for Risk Awareness of the National Unit for Disaster Risk Management, the departments and risk areas of the Nevado del Ruiz volcano are specified in the following threat scale.

High: Tolima, Caldas, Risaralda, Cundinamarca (Guaduas, Gualí river sector).

Medium: Tolima, Caldas, Risaralda

Low: Tolima, Caldas, Risaralda, Cundinamarca (Guaduas, Gualí river sector), Valle del Cauca, Quindío.

According to the National Unit for Disaster Risk Management, the population at high risk of an eruption was equivalent to 57,090 people located in 22 municipalities (14,420 located in municipal capitals and population centers and 42,670 in dispersed rural communities). Hence, in accordance with the contingency plans of the affected municipalities and departments, government authorities issued evacuation orders.

In case of a new eruption, eight types of volcanic phenomena would have been activated: pyroclastic density currents, lahars, debris avalanches, volcanic gases, ballistic projectiles, lava flows, shock waves and pyroclastic fall. Also, as most of the rivers in the west of the country flow into the Magdalena River, many municipalities would have been affected. Some mudflows would also have reached the Cauca River via the Chinchiná river.

The municipalities that could have been seriously affected because they were in a high threat zone, and which had a preventive evacuation order were: Villamaría (in Caldas), Casabianca, Herveo, Murillo and Villahermosa (in Tolima), and the sector of the Gualí river (in Cundinamarca). However, overall, 35 municipalities may have been indirectly affected.

TYPES OF VOLCANIC HAZARDS AND THEIR EFFECTS ON HEALTH

According to the Colombian Red Cross Society's National Contingency Plan, the effects on the health of the affected populations could have been associated with one or some of the following volcanic phenomena, considering that some of them, such as volcanic ash, even manifest themselves at the yellow emergency level, which means that the health of the population was constantly affected.

- Lava flows: Causes deaths, burns, inhalation of gases, poisoning by ingestion of contaminated water, increase in respiratory diseases and destruction of infrastructure.
- Explosions or explosions (stones, bombs, blocks): Can cause polytrauma, burns and inhalation of fiery gases that can even cause death, and direct impact on health centers and houses near the volcano.
- Pyroclastic flows: These are deadly, causing severe and extensive skin burns and respiratory tract problems.
- Volcanic ash: Increased demand for health services due to conjunctivitis and corneal lacerations, dermatitis, gastric and respiratory problems. Traffic accidents due to low visibility. Polytrauma due to falling roofs when trying to clean them. Collapsed roofs and weak structures.
- Mudflows or lahars: They transport materials up to tens of metres thick, burying populations and causing severe polytrauma.
- Volcanic gases: Poisoning and death. Evacuation of health care facilities and populations may be necessary.
- Acid rain: Although not a direct health risk to people, it burns and kills vegetation, corrodes pipes and roofs, and contaminates water sources and outdoor cisterns.



National Society Actions

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| <p>Have the National Society conducted any intervention additionally to those part of this DREF Operation?</p> | <p>Yes</p> |
| <p>Please provide a brief description of those additional activities</p> | <p>On 30 March 2023, when the Colombian Geological Service announced the change in the level of activity of the Nevado del Ruiz Volcano, the Colombian Red Cross Society immediately activated the National Contingency Plan, as well as the plans of the Caldas, Tolima, Risaralda, Quindío, and Cundinamarca Branches.</p> <p>This represented the activation of response capacities and Emergency Operations Centers and active participation in Unified Command Posts at national, departmental, and local levels to coordinate activities with members of the Disaster Risk Management System.</p> <p>In general, the lines of intervention of the Colombian Red Cross Society contemplated in the contingency plan, which were activated:</p> <ul style="list-style-type: none">• Search and rescue• Management and handling of dead bodies• Pre-hospital care and psychosocial support• Humanitarian assistance in emergencies• Support to the evacuation of the population• Support rapid needs assessments• Identification of the capacity to re-establish contact between family members.• Support the management of temporary shelters.• Water, Sanitation, and Hygiene.• Emergency logistics.• Mitigation, awareness-raising, and risk reduction.• Identification of early warning or mine incidents/accident, areas to consolidate dual-risk, and necessary preventive activities.• Coordination with trained Mine Risk Education teams to assign responsibilities. <p>Likewise, the Colombian Red Cross Society's National Crisis Room was activated to guide the constant coordination with the Branches, especially with those in the area of influence, maintaining 24-hour surveillance and monitoring through CITEL (IT and Telecommunications Centre).</p> <p>The Colombian Red Cross Society participated in the eighteen Unified Command Posts convened by the National Unit for Disaster Risk Management. These posts were led by the President of the Republic, as well as the Departmental and Municipal Councils for Disaster Risk Management in the area of the volcano's influence.</p> <p>The response rings were also preventively activated as established in the Contingency Plan for the eruption of the Nevado del Ruiz Volcano. A mobile "Drinking Water Treatment Plant" was sent and pre-positioned in the Caldas Branch, as well as supplies, materials, and equipment for the "Drinking Water Treatment Plant" of the Tolima Branch. Similarly, maintenance and preparation of the "Drinking Water Treatment Plants" were carried out: two in the Governorate of Caldas, one in the Caldas Branch, one in the Risaralda Branch, and one in the Quindío Branch.</p> <p>As soon as the activity level was changed to orange, a technical visit was made to the Tolima Branch by the leader of the Disaster Risk Management Team and the Disaster and Crisis Management Manager of the Colombian Red Cross Society to diagnose the capacities of the Branch, Municipal Units and Support Groups. Similarly, a volcanic risk communication campaign was launched and disseminated through the institution's social networks as well as among the population near the volcano. The emergency was registered and updated on the IFRC's GO platform, and seven Situation Reports (SITREP) were made.</p> |



IFRC Network Actions Related To The Current Event

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| Secretariat | <p>Initially, a field report was generated on the IFRC's GO platform to update the geological information of the risk zone. In addition, permanent communication was maintained with the IFRC on the evolution of this event.</p> <p>The IFRC Country Office in Colombia's Coordination of Programmes and Operations supported the formulation of this IFRC-DREF operation and provided support during its implementation. Constant communication and technical assistance were maintained for the supervision and monitoring of the operation.</p> |
| Participating National Societies | <p>In 2020, in cooperation with the American Red Cross and the United States Office of Disaster Assistance (OFDA), a project was implemented to strengthen the response capacity of communities affected by the Nevado del Ruiz volcano in order to mitigate, prepare and respond to the adverse effects of a potential disaster in the municipalities of Armero-Guayabal, Ambalema, Honda, Chiquinquirá and Palestina in the departments of Caldas and Tolima, benefiting 1,400 people, under the prioritization granted by the Departmental Disaster Risk Management Councils.</p> <p>Consequently, actions were developed to contribute to Community Disaster Risk Reduction, in articulation with governmental institutions. Community capacities were also strengthened, recognizing that community members are the first responders in an emergency, while formal structures and systems are an option and access to the response area is gained. Disaster risk information was also improved in communities through the installation of community radio networks and lines of communication between the Colombian Geological Survey and the Seismological and Volcanological Observatory of Manizales and vulnerable populations through mobile applications, available to locals and visitors. This project had an implementation period of one year, from September 21, 2020, to September 20, 2021.</p> <p>Considering that the Nevado del Ruiz Volcano is included in the global CAT-BOND initiative for volcanology worldwide (promoted by the Danish Red Cross); which the National Society has accessed through cooperation with the Spanish Red Cross, possible funding for emergency response actions was considered. To be defined under the National Contingency Plan, the parameters of the cooperation mechanism, and the activation of the emergency.</p> |

ICRC Actions Related To The Current Event

The International Committee of the Red Cross, as a member of the Protection and Water, Sanitation, and Hygiene Cluster in Colombia, whose objective is to promote a humanitarian response in the territory, participated in meetings to contextualize and analyze the situation of the Nevado del Ruiz volcano. As part of the development of the Protection and Doctrine Capacity Building workshops, implemented in the framework of this IFRC-DREF operation, the International Committee of the Red Cross supported the dynamization of spaces and the provision of knowledge through the participation of a forensic doctor, as part of the humanitarian forensic work in relation to human remains.

Other Actors Actions Related To The Current Event

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| Government has requested international assistance | No |
| National authorities | The National Unit for Disaster Risk Management carried out different Unified Command Posts with the different institutions belonging to the National System for Disaster Risk Management, where measures, actions, and directions were taken and implemented to anticipate and respond to the emergency caused by the change in the activity of the Nevado del Ruiz Volcano. |



It also prepositioned in the Humanitarian Logistics Centre of the Colombian Red Cross Society Caldas Branch: 1,572 food kits, 1,286 hygiene kits, 1,000 mattresses, 1,500 blankets, and 600 sheet kits, as well as two drinking water treatment plants in the Governorate of Caldas.

The National Government implemented Decree 0544 of 2023 to modify the terms of the declaration of a National Disaster Situation due to the rainy season and the La Niña phenomenon, incorporating the effects that could be generated by the possible eruption of the Nevado del Ruiz Volcano.

In terms of volcano monitoring, the Colombian Geological Service has acquired new equipment to monitor volcano activity. In addition to the above, a satellite was installed to allow cellular phone calls to ensure communication with authorities and communities in the Nevado del Ruiz threat zone.

Regarding production and companion animals, the Ministry of Agriculture and Rural Development implemented a strategy to organize farms where endangered species could be relocated, with camps and means of transport.

In addition, the Colombian Institute for Family Welfare promoted preventive evacuation through awareness-raising strategies for families, with special attention to minors, and the preparation of official and volunteer children.

Finally, the Colombian Military Forces generated five work fronts to optimize the infrastructure of evacuation routes.

UN or other actors

The National Water, Sanitation and Hygiene Cluster, composed of the United Nations International Children's Emergency Fund (UNICEF), the United Nations High Commissioner for Refugees (UNHCR), the United Nations Office for the Coordination of Humanitarian Affairs (OCHA), Action Against Hunger, Water Aid Colombia, Halü Foundation, the Alliance for Solidarity Consortium (MAPA), Norwegian Refugee Council (NRC), International Solidarity, Pan American Health Organization (PAHO), Ministry of Housing, City and Territory, País 21, Information Management and Mine Action Program (IMMAP), the International Committee of the Red Cross and the Colombian Red Cross Society, and the Protection, Gender and Inclusion (PGI) Cluster, discussed the capacities of each organization to address the emergency and agreed to avoid duplication of actions in case of necessary multi-sectoral actions.

On June 8, 2023, OCHA published a strategic summary of the update of the Humanitarian Country Team Colombia Contingency Plan, reporting on the Response to the possible eruption of the Nevado del Ruiz Volcano, according to data from the Colombian Geological Service.

Are there major coordination mechanism in place?

The Colombian Red Cross Society's National Crisis Room was activated to guide constant coordination with the branches, especially those in the area of influence, maintaining 24-hour surveillance and monitoring through the CITEL.

The Colombian Red Cross Society provided support to the Crisis Rooms and Emergency Management Committees that were activated at the departmental and municipal levels. Within these entities, actions were coordinated with military entities, relief institutions (fire brigades, civil defence), ministries and public entities (health, transport, agriculture, housing, mines and energy, communications, defence, among others).

Coordination and preparedness actions were carried out through the daily Crisis Rooms and in coordination with the Branches, in order to update the inventory of available capacities to respond to the emergency and mobilize teams. The Colombian Red Cross Society also participated in the various Unified Command Posts (UCP) that were held. These meetings were held since 31 March, in person and virtually, with the participation of institutions such as: Ministry of Transport, Ministry of Information Technologies and Communications, National Infrastructure Agency, Civil Aeronautics, Ministry of Health, Firefighters, Civil Protection of Colombia, Special Operations Unit for Emergencies and Disasters of the National Police, the Disaster Prevention and Attention Brigade of the Republic of Colombia Army, Departmental Councils of Tolima, Caldas, Cundinamarca, Quindío and Risaralda, the National Unit for Disaster Risk Management and the Government of Colombia Red Cross Society.



The Colombian Red Cross Society also participated in the National Council for Disaster Risk Management, chaired by the President of the Republic, where the main decisions were taken to deal with emergencies. This information was transmitted to municipal authorities and departmental committees through the Colombian Red Cross Society branches. In the case of Colombia, cash and voucher assistance (CVA) and all emergency measures were carried out under the guidelines of the Unit Risk Management. Coordination was done through the unit to avoid duplication of efforts between institutions.

Needs (Gaps) Identified



Livelihoods And Basic Needs

The departments of Tolima, Caldas, Quindío, Risaralda, and Cundinamarca are mainly engaged in agricultural activities, including the cultivation of rice, sesame, sorghum, coffee, cotton, sugar cane, soybeans, corn, tobacco, cassava, and fruit trees. In Caldas, the main activities include the production of textiles and clothing, chemical products, metal mechanics, wood, cement, and liquor. In Quindío and Risaralda, coffee production stands out; other crops that have increased in recent years are bananas, plantains, cassava, citrus fruits, beans, maize, and cocoa. In Cundinamarca, the manufacturing industry, livestock, hunting, forestry, and fishing, and electricity, gas, and water supply are the most important. These economic activities provide food security and generate economic income for the population. However, the expansion of economies based on large-scale agriculture and livestock farming, which are highly vulnerable to the consequences of climate change and variability, was affected, leading to the loss of crops and grazing areas. This affected not only producers but also those in the production chain, including consumers, due to higher prices for scarce products. In cases of volcanic eruptions, and in general, due to extreme weather events, there is damage to livelihoods and assets, which is sometimes difficult for communities to resolve without external assistance. These effects not only cause economic losses but also put communities at risk of food insecurity, as the greatest impact is on vulnerable communities with difficult access to the means and resources to address these consequences. Finally, after each change in volcanic activity, families incurred travel costs, both to evacuate and to return home after the latest update of decreased volcanic activity. They also had to cover basic needs in their temporary shelters and required funds to cover additional expenses incurred.



Health

The most common health effects caused by volcanic eruptions include traumatic injuries, burns, skin diseases, eye injuries, asphyxia, respiratory problems, and even death. In particular, ash fall or the expulsion of gases generates the risk of water and food contamination, as well as impacts on livestock, domestic animals, and the environment. This also compromises basic services (water, transport, communications) and access to health services.

The accumulation of ash on roofs may also cause damage or collapse of buildings, resulting in traumatic injuries both immediately and after the event (clean-up phase). Health facilities may be destroyed or their functioning may be compromised by restricting access to basic services.

Due to the volcano's activity, the health of the inhabitants of the areas of influence was exposed in various ways, causing:

- Respiratory effects, due to ash particles causing increased coughing and throat and/or larynx irritation.
- Eye symptoms associated with eye irritation from ash particles.
- Skin irritation although it was uncommon, volcanic ash caused skin irritation in some people, especially from acidic ash.
- Impact on health facilities and/or health personnel in affected communities, preventing or limiting the provision of health services.
- Other impacts include psychological effects on health personnel and the general population, which manifest themselves in fatigue, nausea, headaches, gastrointestinal disorders, changes in sleep and appetite, emotional signs such as anxiety, depression, exhaustion, and manifestations of post-traumatic stress syndrome due to the situation.

All of this depends on personal vulnerability, social and family support, and the degree and time of affectation. Healthcare workers were also exposed to these disorders, so training was very important, as was teamwork and knowledge of signs and symptoms that could help maintain balance and detect the condition in time to receive the professional support required.





Water, Sanitation And Hygiene

Volcanic activity is a major source of water pollution because, when fluids from volcanoes reach surface or groundwater sources, dissolved gases and entrained solid particles affect water quality. This limits the supply of drinking water for communities in affected areas and the availability for animals.

The supply of water suitable for human consumption is greatly affected by volcanic activities. Studies in areas affected by volcanic eruptions showed that the most affected water quality parameters are turbidity, pH and increased concentrations of elements that can be both highly toxic and essential for life, depending on the concentrations they reach.

Turbidity is a measure of the loss of transparency of water due to the presence of suspended particles. Ash produced during volcanic eruptions can increase the turbidity of water if it remains in suspension, even if it settles slowly to the bottom of rivers, lakes, or reservoirs. This increased turbidity can cause some problems in water treatment plants and water purification systems as filtration processes and the effectiveness of disinfection treatments can be affected.

Changes in pH and an increase in the concentration of certain elements may occur, as the outer part of the ash particles contains acidic compounds and water-soluble salts. These concentrations may be high or low, depending on the amount of ash deposited, which in turn will be related to the type of eruption and the length of time the process lasts. In the case of rivers and streams, the natural stirring process induced by the velocity of the water will allow the dilution to be rapid, so that the pH change and high metal concentration will not last long, except in the case of long-lasting eruptive events.

Up to 55 soluble compounds were detected in ash-contaminated water, of which sodium, calcium, magnesium, chloride, sulfate, and fluor were found in the highest concentrations. In the case of eruptive events limited to a short period, the concentrations of these elements are reduced to values below those established in the quality standards, but in the case of intermittent or semi-continuous eruptive events, these high values may become chronic, which implies the need for a thorough control of the quality of these waters.

The infrastructure of the different community components and municipal aqueducts was severely affected by the volcanic activities, causing shortages of drinking water. Since the beginning of the volcano's activity, the inhabitants of the affected areas have faced limited access to drinking water and difficulty accessing personal and household hygiene items due to the contamination of water sources. The shortage or lack of treated water and basic sanitation has a direct impact on people's health, as the consumption of raw water can cause gastrointestinal and skin diseases, parasites, and damage to the gastrointestinal tract.

In addition, the *Aedes Aegypti* is a vector endemic to tropical areas that are mainly found in the coffee region, Tolima and Caldas, and can cause communicable diseases such as dengue, Zika, and Chikungunya. It was therefore important to implement actions for the awareness, management, and control of these vectors to mitigate the spread of vectors in the region during the emergency due to the lack of drinking water and inadequate wastewater management.

Although no official study was carried out on water pollution caused by the activity of the Nevado del Ruiz volcano, due to the large area affected, the impact of landslides and volcanic ash emissions on water sources and the air was visible. The emissions of gases and ashes, which contain mainly sulfur, affected the normal breathing of the population and contaminated the waters of the rivers and streams of the first ring of influence due to the quality of the ash, which led to increased turbidity in the water sources. Because of this, water needed to be filtered to be consumed and used safely in daily activities, and the population needed to have hygiene kits to protect themselves from the dense air and to clean the ash that continued to fall, even though the level of activity had decreased (1)

During the emergency, families in affected areas of Caldas reported the following situation: most did not have access to safe drinking water, about half indicated that the water they used for drinking and daily activities were contaminated, most reported seeing elements floating in their water sources, a minority did not treat their drinking water at all (boiling or chlorination), and some households with women did not have access to menstrual hygiene products.

Source:

(1) Colombian Geological Service. Volcanic activity information bulletin northern segment of Colombia, July 2023.

https://www2.sgc.gov.co/Noticias/boletinesDocumentos/Boletin_Informativo_No_2981_junio_2023.pdf



Protection, Gender And Inclusion

Faced with an eventual change of alert and the eruption of the Nevado del Ruiz volcano, the Colombian Red Cross Society's Peacebuilding and National Institutional Doctrine team identified the need to strengthen local response capacities in the areas of Protection, Gender and Inclusion, Weapons Contamination and Institutional Doctrine. Initially, these activities were focused on the necessary preparation of the



teams, identification of internal strengths and needs for improvement in Operational Communication and Safer Access to allow the organization and planning of the intervention in the emergency to be projected towards assertive communication with those potentially affected and their context (media, institutions, different armed actors, and other humanitarian actors), as well as taking into account aspects of operational security and promoting actions in the territory that generated acceptance of the Colombian Red Cross Society.

In a second stage, and according to the evaluation of each Branch, it was possible to recognize situations that required strengthening the capacities of volunteers to respond by applying the guidelines of the Protection Approaches. Under the Protection, Gender and Inclusion Approach (PGI), practical guidance was provided to response teams to promote the application of minimum standards so that actions could ensure the preservation of the Dignity, Access, Participation and Security of communities exposed to the emergency.

To begin the Protection approach based on the Weapons Contamination line, early warnings issued by the Ombudsman's Office were considered first, in which the departments of Caldas and Risaralda were targeted, due to reports of previous events that were recorded with effects found in urban centres in databases of the comprehensive action against mines Colombia. The greatest exposure was identified, according to early warnings, in the Department of Caldas - Municipality of Manizales, and in the Municipality of Pereira in the Department of Risaralda, where it was necessary to contemplate contingency plans containing preventive actions against the high exposure of reported explosive ordnance, and verification with local entities of their emergency plans, which should consider safe behaviour practices and verification of trails.

To this end, the current presence of explosive devices in the prioritized areas of influence was initially evaluated from the areas of exposure, carrying out micro-focusing to carry out a second mapping of the area of intervention. As the identification was low exposure, actions were worked on where the community would adopt evacuation mechanisms with identified routes and community plans that would allow safe actions to be established. Therefore, work was carried out with social leaders as community actors so that they could carry out safe evacuations based on the evaluation of vulnerabilities and capacities at the municipal level.

From the Protection approach, the main humanitarian needs identified were:

- Little knowledge of how to act, with criteria of Protection of Rights and Safeguarding the life and dignity of people, in the face of imminent risk.
- Increase in the number of unaccompanied or separated children.
- High vulnerability to the risk of gender-based violence, including sexual violence (especially when emergency shelters are activated).
- Low probability of incidents and/or accidents due to the presence of explosive devices. However, there are migration and evacuation routes with a presence that does not determine risk in some departments.
- Loss of contact between family members.
- Disarticulation and poor coordination in humanitarian response, with risks of re-victimization.
- Lack of knowledge on the part of the response teams about the PGI framework for emergencies and how to carry out protection actions (actions aimed at minimizing exposure to harm or abuse, identifying and/or managing protection cases, activating care routes with the authorities for the restoration of rights, mitigating the impacts that limit access to rights in conditions of restriction after an event of this nature - among them, avoiding re-victimization and the generation of further actions with harm).



Risk Reduction, Climate Adaptation And Recovery

In previous years, the Colombian Red Cross Society developed projects that strengthened the knowledge of volcanic hazards in the surrounding communities, as well as their organization, training, equipment, and preparedness for response. However, due to the lack of intervention by local authorities in disaster risk management, these capacities were understandably eroded, which necessitated actions such as retraining sessions for communities on topics such as first aid, evacuation, coordination, and emergency planning, the reinforcement of community emergency response equipment (first aid kits, first aid identification items, emergency signs and others) and training for the community and families of exposed communities. The main topics on which training was needed for families and organized groups were the Family Emergency Plan (risk reduction, identification of evacuation points), first aid and the formation of Community Response Committees.

As an anticipatory measure related to communications, the National Society identified the need to strengthen its communications network in order to anticipate any failures in case of an eruption of the Nevado del Ruiz Volcano and to support coordination and operations in the area of influence of the volcano.

The National Society's Telematics programme has different emergency telecommunication kits, such as portable lighting systems that are used to generate autonomous lighting in areas where there is no power due to failure or damage, ensuring safety, visibility and continuity of operations of the field team while power is restored. However, maintenance and replacement of accessories is always necessary to prolong the life of some devices.

On the Mangüi hill in Zipacón, Cundinamarca, there is a digital repeater that serves as a link between CITELE in Bogotá and the Tolima Branch with its Municipal Units and Support Groups in the north of the department: Caldas Branch, Quindío Branch and Risaralda



Branch. However, in the preventive maintenance carried out on 02 April 2023, it was found that the duplexing devices, which allow the transmitted work signal to be separated so that it does not interfere with nearby frequencies, were not within the normal operating adjustment range, thus presenting a failure in the rejection stage, so it was necessary to replace it and thus ensure stable communication with the branches located in the areas affected by the volcano.

Likewise, due to technical recommendations, it was suggested that when changing the duplexers, the 4-dipole antenna should be changed simultaneously, as this set corresponded to 90% of the repeater's operability. In view of the above, a diagnosis of the communication equipment of the Cundinamarca and Bogotá Branches showed that two portable radio antennas required corrective maintenance, especially those connected to the Guaduas Support Group.

Based on the field visit made by the Disaster Risk Management Team to the Tolima Headquarters to validate the operability of the communication system and the inventory of capacities, it was determined that the antennas of the mobile radios needed to be replaced as they were found to be damaged, deteriorated by their operation, having reached their programmed obsolescence.

Operational Strategy

Overall objective of the operation

Through this IFRC-DREF Operation, the Colombian Red Cross Society initially aimed to carry out anticipatory actions in the departments of Caldas, Tolima, Cundinamarca, Risaralda, and Quindío, thus allowing the National Society and communities at risk to be ready in case a response phase was triggered, as follows:

First trigger: Reinforce the technical and operational emergency preparedness capacities of the National Society and the communities in the Colombian Red Cross Society branches to improve the possible response of the population in high and medium-threat areas due to the probable eruption of the Nevado del Ruiz volcano. With the activation of this trigger, it was expected to implement actions reaching 3,326 people. At the end of the operation, 3,094 people were assisted.

Second trigger: Carry out response actions for prioritized populations, through humanitarian assistance through the intervention of activities under Health, WASH, Livelihoods, Multipurpose Cash Assistance, Disaster Risk Reduction, and Protection, Gender, and Inclusion. With the activation of the second trigger, actions were expected to reach 11,988 people. However, this trigger was not activated.

Operation strategy rationale

INTERVENTION STRATEGY PER TRIGGER

Trigger No. 1 - Anticipatory Phase (Change of alert level from Yellow to Orange Alert):

Anticipatory actions to mitigate the potential impact of a volcanic eruption and protect the life, health, livelihood, and dignity of people exposed in the high and medium threat zone of the volcano were developed in the departments of Tolima, Caldas, Quindío, Risaralda, and Cundinamarca as follows:

MULTI-PURPOSE CASH TRANSFERS:

The cash transfer was intended to cover basic needs, including health services, the purchase of food, transport, food for domestic and production animals, and support for the payment of rent and utilities, due to the increase in the number of occupants evacuating to the homes of relatives and friends.

As part of the strengthening strategies and installed capacity, the Colombian Red Cross Society carried out the collection of information (characterization and post-distribution survey) through the Kobo tool, where the information was managed/saved in accordance with the country's regulations (Law No. 1581 of 2012).

The Colombian Red Cross Society previously signed agreements with banking entities and financial operators with national coverage, such as the money transfer company EFECTY, which had a wide network of payment points located in more than 1,070 municipalities nationwide, guaranteeing the reliable dispersal of funds and charging 1% for each transfer made in order to meet the objective of delivery. The Multipurpose Transfer deliveries were carried out at the Efecty withdrawal point, where the selected persons approached within 15 days presenting their Citizenship Card and, after biometric registration with a fingerprint, obtained the money. During this process, volunteers went to the intervention sites and, through face-to-face and telephone guidance, guided the people in the withdrawal of the money.

The Colombian Red Cross Society has extensive experience in livelihood intervention and cash transfers in rural and urban contexts in the country, covering more than 20,000 people, including different profiles of vulnerable populations. Among them: victims of armed



conflict; population affected by the COVID-19 crisis, natural disasters (floods in Mocoa - Putumayo, hurricane Iota in San Andres, Providencia and Cartagena, rainy season). Therefore, the Colombian Red Cross Society had a Livelihoods Officer and a Risk Reduction Manager specialized in cash transfers, as well as a protocol developed for the matter.

During the anticipation phase, assistance was provided through Multipurpose Cash Transfers to evacuated families to ensure coverage of urgent basic needs, including:

- Reaching the survival threshold.
- Purchase of food complementary or additional to humanitarian food aid.
- Purchase of medicines.
- Transport, payment of debts.
- Payment of utilities; payment of rent.
- Livelihood protection.
- Purchase of raw materials.
- Purchase of concentrates or feed for livestock.
- Transfer of livestock to safe areas.
- Purchase of seeds and agricultural inputs.
- In the event of a volcanic eruption, food kits would have been required to assist families directly affected by the emergency.

The amount of cash followed the current government guidelines indicated by the Cash Transfer Group (GTF) for families of up to 3 persons, which corresponds to the average number of persons per household according to the National Administrative Department of Statistics. Each family received two instalments for a total amount of \$916,000 COP / CHF 197.48 (approx. CHF 98.74 each).

WASH:

An initial WASH needs assessment and coordination with local stakeholders were carried out to distribute 400 household water purification filters and 800 family hygiene kits. In addition, volunteers were trained on water, sanitation, and hygiene, and household water treatment systems, communities were trained on the correct use and maintenance of water filters, and hygiene and sanitation awareness was raised and promoted among the communities involved.

The family hygiene kits that were delivered included: Medium bristle adult toothbrush, Children's medium bristle toothbrush, Bath soap in individual packaging, minimum 125g, Toothpaste 100 cc, Odorless sanitary towels, Men's razors, Traditional, large plastic comb (wet comb), Blue laundry detergent bar soap x 300 gr, Hand towels in yarn, 70 X 40 cm, Double sheet toilet roll, Shampoo in plastic container 550ml for family use, Medium stainless steel curved tip metal nail clippers 5cm long, Disposable nappies stage 4.

The delivery of household water filters, cleaning and hygiene kits and actions to promote and raise awareness of hygiene, filter management and maintenance, water-related diseases, basic sanitation, vector control and management, household water treatment systems, solid waste management, among others, was carried out in a prevention stage, since due to the nature of the event, during an imminent eruption, it would have not been possible to access the population or deliver these supplies, especially considering that the communities located in the red zones of impact, which are the most remote, would be the most affected and would have limited access.

RISK REDUCTION:

Training in first aid, response strategies, and emergency coordination was carried out for volunteers and staff. Community Emergency Response Committees were provided with emergency response and evacuation kits, including first aid kits, long spinal splints, identification items, and fire extinguishers. In addition, training was provided in family emergency plans for the communities and emergency management training for community committees.

HEALTH:

In order to respond to the eventual eruption of the Nevado del Ruiz volcano, it was decided to carry out internal evaluations of first aid and pre-hospital health care response capacities in the five branches. In this evaluation, it was determined that for the Quindío branch, the trauma kits were not required. Therefore, these items were replaced by folding stretchers to equip a mobile unit with the capacity to care for three patients at a time. Also, volunteers from the branches were trained in the use of the virtual epidemic control tool.

In order to minimize impacts and advance with the preparation for an eruption, the Colombian Red Cross Society was in permanent communication with the technical authorities, the National Disaster Risk Management System, the Ministry of Health and Social Protection, and the respective Emergency Regulation Centres in the Departments of possible affectation to make the necessary preparations for an eventual response with trained and properly equipped personnel. Initially, 5,000 units of N95 masks were delivered to the communities and health personnel in the areas, but, considering the situation, it was necessary to pre-position medical assistance kits in the branches to ensure a rapid response and adequate support in volcanic risk areas.

The change of alert to orange level activated Trigger 1, which allowed progress to be made in the anticipatory actions that had been established. Emergency Medical Kits and Teams (personnel, equipment and logistics) were available at national and local levels to provide effective support and rapid deployment to the most affected areas in the event of an eruption. In addition, it was envisaged to recruit and/or deploy NITs (National Intervention Teams) health personnel to administer and provide medical care. Finally, training in epidemic



control was given to volunteers from the branches via Teams, with the aim of improving their skills and knowledge of endemic diseases.

TELECOMMUNICATIONS:

With the aim of strengthening the communications network in the departments where it could fail due to the possible eruption of the Nevado del Ruiz volcano, elements and accessories were delivered to strengthen the communications systems.

PROTECTION, GENDER AND INCLUSION & COMMUNICATION:

- The teams in each branch were strengthened in the Protection, Gender and Inclusion Approach (PGI) to address emergencies, with emphasis on protection risks such as Operational Communication, prevention actions in explosive device risk environments, gender and diversity risks, protection risks for children, and risks of rupture of family ties, among the most relevant.
- In the Caldas and Tolima Branches, an institutional mapping was carried out to coordinate response actions with local entities in charge of attending to a protection emergency. Articulation was achieved with 30 representatives of institutions in Tolima.
- Awareness-raising sessions were held with government institutions in five municipalities of the Tolima Branch on the protection risks for the most vulnerable population in the event of a possible eruption, and care routes were identified for the restoration of rights. The contingency plans of the Branch and the institutions visited were also socialized in order to articulate response actions in the areas of influence. Additionally, the existence of protocols and programmes for care was verified, and the institutional offer for the mitigation of the protection risks identified was identified.
- Awareness-raising workshops on the Prevention of Gender-Based Violence (GBV)/ Sexual Violence (SV) and Child Protection, with community leaders, representatives of organizations, and presidents of Community Action Boards in two municipalities of the Tolima branch.
- Strengthening the capacities and skills of Colombian Red Cross Society members in training workshops to learn about and manage emergency response based on the Protection, Safer Access and Operational Communication components.
- Community capacity building with self-protection messages on self-protection from other problematic issues such as explosive devices with the dissemination of safe behaviour messages in three departments.
- Articulation with local and departmental media to expand information on the protection actions of the Colombian Red Cross Society and its mission to make a massive impact on communities.
- Sensitization of the volunteer teams of the focalized branches to the effective application of the PGI framework to identify protection risks and coordinate the response with state institutions during the emergency, promoting Protection actions.
- An accompanying strategy was developed that promoted the revision of guidelines and capacities on Safe Access and operational communication, providing the teams with tools to develop the communication of institutional actions in the framework of an emergency and to carry out safe access to the territory, in addition to self-protection seen as a component of operational security.

Trigger No. 2 - Response Phase (Change from Orange alert to Red alert level):

The following activities were considered for the response stage; however, they were not carried out because trigger 2 was not activated.

LIVELIHOODS:

- Procurement and distribution of non-perishable food kits for emergency response.
- Recovery of agricultural livelihoods through the delivery of livestock feed and/or the delivery of agricultural inputs for the re-establishment of short-cycle crops that favor food security.

MULTIPURPOSE CASH:

Training in cash transfer and implementation of a multipurpose cash transfer program for 582 families for a total amount of \$458,000 COP (approx. CHF 100). As in the anticipatory phase, the amount delivered would correspond to the governance guidelines of the Cash Transfer Group (GTF).

This multipurpose cash was planned to be delivered to the most affected families by the eruption, with the purpose of reaching the threshold of survival and recovery of their livelihoods for one month, such as:

- Payment of debts.
- Purchase of food.
- Purchase of inputs for the recovery of their livelihoods.
- Transport.
- Purchase of medicines.

COMMUNITY, ENGAGEMENT AND ACCOUNTABILITY:

Within the CEA mechanisms for the cash transfer program, different communication channels would be established with the beneficiaries: WhatsApp, telephone, email, social networks, where they can send their requests, requests and/or complaints.

Once the people are selected, a telephone call will be made to provide guidance on how to withdraw the money and general recommendations on the use of the transfer and security. Subsequently, a post-distribution survey will be conducted to monitor and evaluate different aspects of the cash delivery and its functionality.



From the start of the different actions, assertive communication would be used to avoid generating false expectations, and clarity would be provided on the execution of the actions, requirements and exit strategies. Likewise, constant communication would be maintained with people to socialize and follow up on each stage of the program.

WASH:

- Mobilization, preventive maintenance and operation of drinking water treatment plants.
- Procurement and distribution of household cleaning kits.

HEALTH:

- Procurement and distribution of vector management and control kits.

Likewise, the health activities contemplated the integration of a psychologist for MHPSS assistance for health effects derived from the volcano eruption. Healthcare workers are also exposed to these disturbances, so training, teamwork, knowledge of the signs and symptoms that can help to maintain balance and detect the condition in time to receive the required professional support are very important.

PROTECTION, GENDER AND INCLUSION:

The IFRC has consolidated the Protection, Gender and Inclusion (PGI) approach to emergency response to provide practical guidance for the incorporation of four principles (Dignity-Access-Participation-Security) in the sectors that are activated in a humanitarian emergency response. The implementation of actions from the PGI Approach allows the adoption of measures aimed at limiting exposure to risks of violence and abuse, minimizing the impacts or possible actions with harm (derived from the implemented actions) and mitigating the humanitarian impacts suffered by the population after exposure to the event that causes the emergency.

In trigger 2, it was considered the implementation of actions such as:

Awareness-raising workshops for communities and institutions on the Protection and Restoring of Family Links (RFL) will be carried out. Dissemination would be carried out on the local institutional offer of local care routes and protection mechanisms for cases that may arise in relation to: Persons reported missing, re-establishment of contact between family members, gender-based violence - including sexual violence - (especially if temporary shelters are activated), unaccompanied or separated children, violation of rights towards sexually diverse people, among others. This action will support the management of information on the restoration of rights and the management of protection cases.

An Emergency Fund for the Management of Protection Cases would be activated in order to have the necessary resources to provide support in the care and/or referral to the institutions responsible for the restoration of rights for individuals and/or families affected by protection risks.

For the establishment of protection from Weapons Contamination Actions, activities to be carried out within the framework of anti-mining and other explosive ordnance regulations are contemplated, and are established with the main objective of providing a contingency plan based on safe behaviors that allow the warning emergency to be addressed without exposing the population to actions that increase their risk in another scenario, which could generate accidents or incidents with mines or explosive devices.

In addition, in case of reports of missing persons, search requests would be taken from relatives in order to activate the corresponding actions in emergency contexts and the corresponding coordination processes would be established with the competent authorities to facilitate the processes of search, identification and reestablishment of contact between family members.

From the component of Restoring Family Links (RFL), if required, connectivity points would be activated depending on the affected areas, purchase and installation of a series of logistical tools (plans, tents, furniture, stationery, transportation resources) and volunteer staff, in order to prevent the disappearance of people and family separation. Connectivity services are intended to make available tools that allow people to establish contact with their loved ones through devices such as cell phones, tablets, mobile battery charging elements and modems to provide Wi-Fi service.

INTERVENTION STRATEGY BY SUPPORT SERVICES:

Logistics and Supply Chain: The procedures and protocols established in the procurement process and in the quality management manual of the Colombian Red Cross Society were implemented, according to the amounts and items detailed to ensure the eligibility of the resource. Suppliers submit their quotations according to the selection criteria managed by the institution, which are supported by a purchase plan that seeks to access from the beginning of the intervention to the purchase of humanitarian assistance elements, according to their technical characteristics established by the Manual of Standardization of Humanitarian Aid of the National System of Disaster Risk Management, focused on quality and quantity according to the identified needs of the community.

Communication: Institutional actions were visible through the Institution's social networks and the coordination spaces in which the review and validation of the processes developed at the humanitarian level were carried out.



Information Technology: To guarantee an articulated communication strategy, the national telecommunications network supported the operation with the technical support of the Colombian Red Cross Society Telematics team, in the systems established in VHF and HF that are currently operational and functional in the field.

Administration and Finance: The administrative and financial processes were framed in the quality system of the Colombian Red Cross Society, and support all the actions of the humanitarian mission, ensuring transparency and accountability in an appropriate manner.

Targeting Strategy

Who was targeted by this operation?

In the first stage of the intervention, 3,094 people were assisted, who were part of the capacity-building actions for the prevention of emergencies. The target population of the first trigger was made up of people prioritized in the high-threat zone of the municipalities of Villamaría (Caldas), Casabianca, Herveo, Murillo, and Villa Hermosa (Tolima), who received a preventive evacuation order and were alerted to the possible effects of a volcanic eruption.

The 3,094 persons have been accounted for in the following way, avoiding duplication between the services provided:

- CVA - 62 families (186 persons),
- WaSH - 800 families (2,400 persons),
- PGI - 247 persons,
- Risk Reduction - 261 persons.

The needs of the most vulnerable groups, such as children, women, pregnant and lactating women, chronically ill adults, persons with disabilities, and the elderly, as well as migrants, refugees, and internally displaced persons, were considered.

For the second trigger, a broader intervention was contemplated in the five departments prioritized. Since they were affected by an imminent volcanic eruption, according to the intervention and affectation rings. The target population for the second trigger was 11,988 people, however, this trigger was not activated.

Explain the selection criteria for the targeted population

The prioritization of the affected population was carried out considering the area of greatest influence of the activity of the Nevado del Ruiz volcano and the governmental guidelines for local preventive evacuation. There was consideration that the Red Cross and other members of the National Disaster Risk Management System carried out a census, as well as the most vulnerable populations identified by the teams in the territory.

Two lines of action were considered as part of the anticipatory actions:

- Evacuation: This was applied to individuals, families, and communities within a radius of 15 km, and also to some residents of areas in the municipality of Villamaría in the department of Caldas. This was also applied to some areas of the municipalities of Herveo, Murillo, Casabianca, and Villahermosa in the department of Tolima.
- Availability: Corresponds to other populations in the area of influence and applies to the five departments surrounding the Nevado del Ruiz volcano, including Tolima, Caldas, Cundinamarca, Risaralda, and Quindío.

The Emergency Humanitarian Attention and preventive actions were focused on the populations within a radius of 15 km, since with the situation at the time, they could not reside in these sites, due to the risk and exposure to their physical and mental health due to the effects that could be generated by an eruptive event such as the one that was estimated to occur.

MULTI-PURPOSE CASH TRANSFERS

The people selected were prioritized according to the following criteria, considering they may or may not be registered in the National Unit for Disaster Risk Management (UNGRD) Single Registry of Affected and Affected Persons (RUDA).

- Livelihoods affected.
- Families with children under 5 years old.
- Families with pregnant or breastfeeding women or adolescents.
- Families with members with special abilities (physical, mental, sensory, or intellectual), or with chronic, critical, or degenerative illnesses that make them unable to work.
- Families at risk or taking on negative coping strategies (sale of productive assets, prostitution, reduction in the number of meals, reduction of health and education expenditures, consumption of seed stocks, among others).



Total Targeted Population

| | | | |
|---------------------------|--------|--------------------------------------|-------|
| Women | 5,856 | Rural | 51% |
| Girls (under 18) | 1,954 | Urban | 49% |
| Men | 5,627 | People with disabilities (estimated) | 21.8% |
| Boys (under 18) | 1,877 | | |
| Total targeted population | 15,314 | | |



Risk and Security Considerations

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

| Risk | Mitigation action |
|---|---|
| Insufficient or unavailable trained personnel to implement the response plan. | Enlistment of staff and volunteers trained in emergency response. |
| Lack of situation reports or status information impacting readiness and implementation. | Regular meetings between IFRC and CRCS, and between CRCS and National Disaster Risk Management System (SNGRD by its initials in Spanish) institutions. |
| Exchange rate volatility | Timely identification of surpluses to effect a request for repurchase from the Partner or extension at no cost for the execution of the surpluses. |
| Financial risk due to ineligibility of expenditure. | <ul style="list-style-type: none"> - Control of the invoicing, payment and legalization process with the finance team. - Follow-up on the delivery schedules of the branches for the reporting of expenses. |
| Technical risk due to non-compliance of suppliers or the supply chain | <ul style="list-style-type: none"> - Performance policies subject to contracts, in terms of stock. - Follow-up processes |
| Financial risk due to illiquidity or late disbursements | <ul style="list-style-type: none"> - Planning of activities and schedules, based on the adequate provision of time for the preparation of letters of understanding with the Partner and the CRCS Branches, and resource requests to the Partner. - Recategorization of costs |
| Due to the increase in rainfall, which generates water dams and becomes breeding grounds for vectors, there is a health risk due to exposure to vectors that cause tropical diseases such as Dengue, as well as to untreated water. | <ul style="list-style-type: none"> - Strict use of Personal Protection Equipment (impregnated mosquito nets and repellent) for volunteers and personnel supporting the operation. - Attention to public health and self-care measures by National Society personnel. - Promotion of hygiene practices and family cleanliness and people. |
| Protection risks, such as internal displacement due to damage or total loss of housing and family disintegration. | The Colombian Red Cross Society conducts a capacity assessment of the branches and the National Headquarters in order to identify strengths and opportunities for improvement in the protection of family ties. |
| Health risks to people and animals due to falling pyroclasts or ashes that affect the respiratory system, visibility and limit land and air access to the emergency zone. | <ul style="list-style-type: none"> - Risk communication - Preventive delivery of personal protection equipment to the exposed population in the high threat zone. |
| Rainfall, landslides and other events caused by the current rainy season may limit land access to the emergency zone. | <ul style="list-style-type: none"> - Projection of transportation and logistics according to the current characteristics of the territory. - Coordination with fluvial authorities operating in the area. - Synergy with the UNGRD and the territorial DRM Councils. |
| No staff trained on Protection, Gender and Inclusion | <ul style="list-style-type: none"> - Call for volunteers from the focalized branches to carry out awareness-raising actions on Protection and to familiarize them with the PGI Approach and its implementation mechanisms. - Ongoing support and accompaniment by the National Protection Coordinator for the development of PGI actions in two focalized branches. |



| | |
|---|---|
| The increase in temperatures in the volcanic buildings (structures created from the accumulation of solid fragments produced in an eruption) generates melting of the summit of the Nevado del Ruíz volcano, which can lead to avalanches, an increase in the water table, overflows or lahars. | - Evacuation of the population and mobile livelihoods. - National authorities should have Departmental Water Plans to anticipate possible emergencies in the structure of aqueducts and water intakes. |
| Coordination risks | Participation in as many Unified Command Posts as possible |

Please indicate any security and safety concerns for this operation

The National Society worked within the framework of action of Safer Access, in addition to compliance with the provisions contained in the Colombian Red Cross Security Manual, which are applied and established by all components of the Red Cross Movement, present in Colombia and in the region, as well as the management, employees, and volunteers of all the Colombian Red Cross Society branches.

Similarly, it was ensured that staff had the required personal protection elements to avoid any situation that could generate any risk or expose their health in the development of humanitarian actions. In addition, the Disaster Risk Management Team of the National Directorate (headed by the Operations Security Analyst), and the Peacebuilding and Institutional Doctrine Team monitored the situation.

It is worth mentioning that, in the context in which the implementation took place, there was no presence of armed actors. However, in the context of protection, the volunteers were exposed to ash fall as a consequence of the activity of the Nevado del Ruíz volcano, as some activities were carried out in the high-threat areas of the territories. Despite this situation, the technical team received personal protective equipment to preserve their integrity and safety.

| |
|---|
| Has the child safeguarding risk analysis assessment been completed? |
| No |

Implementation



Livelihoods And Basic Needs

Budget: CHF 75,833

Targeted Persons: 8,742

Assisted Persons: 0

Indicators

| Title | Target | Actual |
|--|--------|--------|
| T2. Number of families reached with food kits | 2,914 | 0 |
| T2. Number of families reached with livelihoods supplies (agricultural and/or animal feed) | 101 | 0 |
| T2. Percentage of assisted families that re-establish their livelihood assets to reach the survival threshold. | 60 | 0 |

Narrative description of achievements

Although volcanic activity and ash emissions were recorded during implementation, there was no eruption of the Nevado del Ruíz Volcano, resulting in the non-activation of Trigger 2. This meant that the target of 8,742 people in the Livelihoods component was not reached.



Lessons Learnt

Nothing to report

Challenges

Nothing to report



Multi Purpose Cash

Budget: CHF 76,181

Targeted Persons: 1,746

Assisted Persons: 186

Indicators

| Title | Target | Actual |
|---|--------|--------|
| T1. Number of families reached with cash transfer assistance as part of anticipatory phase. | 62 | 62 |
| T2. Number of families reached with cash transfer assistance as part of the response phase. | 582 | 0 |

Narrative description of achievements

The use of Multipurpose Cash Transfers played a very important role in the whole strategy, as it allowed beneficiary families to use the resources in a way that was personalized to their needs, with dignity, maintaining a leading role in decision-making, avoiding a passive attitude and contributing to the local economy. Taking into account the records provided by the departments of Tolima and Caldas, the number of families who actually evacuated was much lower than estimated, so that 62 families were provided with the aid and the delivery of a second delivery was authorized by the IFRC, because the families had to return to their homes once the alert changed.

Among the main needs covered were: Food (57%), basic household goods (20%), payment of utilities (13%), accommodation/rental expenses (12%), payment of debts acquired by the evacuation (12%), investment in livelihoods (10%), education (6%), water, sanitation and hygiene products (5%) and health (4%).

The post distribution monitoring surveys indicated the following:

- 85% of the beneficiary population were very satisfied with assistance (modality and process) and 15% were satisfied.
- 100% of the population assisted indicated that they managed to cover their basic needs once the process was over and this helped them to change the difficult and/or negative situations they had at the beginning of the project.
- At the beginning of the project, 11% of the families had to use negative coping strategies, such as selling or pawning their belongings and/or work tools, as a result of the evacuation due to the alert. After the delivery of cash, negative coping strategies were reduced by 10.9%.
- A second delivery of cash to each family, with which, in addition to meeting their basic needs, they were able to invest in their livelihoods.
- The families stated that it contributed to their well-being, quality of life and mental health. In general terms, people expressed gratitude and satisfaction with the type of assistance provided, with 85% of the families indicating a preference for the delivery of assistance through cash and the remaining 15% preferring the delivery of food kits.
- Through this process, the capacities of employees and volunteers of the Tolima and Caldas branches were strengthened.

Lessons Learnt

- It is necessary to implement strategies that improve institutional coordination processes and that the institutions that update databases during these events can have them in a more effective timeframe, in order to coordinate the response.
- Evaluate and expand the most appropriate aid delivery mechanisms according to the context and the area, taking into account that in this case, for example, most of the families work taking care of the farms (remote places) and only have permission once a month to go to the village for personal activities and shopping, which is why the delivery of aid through a cash counter was difficult for some families,



due to time and distance issues.

- It is necessary to continue strengthening CVA processes in the Colombian Red Cross Society, in order to implement proactive actions to deliver aid in shorter and more appropriate times.
- The starting point for monetary transfers should be from the branch offices to improve the administrative side.
- Listings on electronic media to improve the delivery operation could be considered.

Challenges

- Of the total number of families initially projected to be served (200), only 62 complied with the government's orders to evacuate the emergency zones. The rest of the families did not evacuate for fear of property theft from their farms and fear of losing their jobs and therefore their livelihoods, as most people worked on farms, crops and livestock and were paid for the work they did daily. There were also cases where families had to fragment, as part of the family (especially minors) were displaced to safe areas and one or two people from the household (mainly the father and/or mother) returned to the farms to take care of them so that they could work and not lose their livelihoods.
- Obtaining the databases of evacuated families implied long time taken by the government institutions in charge.
- Operational and administrative capacity of the branches was limited in some cases.
- Withdrawal process was challenging for some families due to time and distance issues.



Budget: CHF 102,201

Targeted Persons: 2,666

Assisted Persons: 399

Indicators

| Title | Target | Actual |
|--|--------|--------|
| T1. Number of pre-positioned medical assistance kits | 10 | 8 |
| T1. Number of people reached by health prevention and promotion | 400 | 400 |
| T2. Number of medical care provided (First Aid/Prehospital care / 4000 health care services provided to 2666 people) | 4,000 | 0 |
| T2. Number of vector control management kits delivered | 800 | 0 |

Narrative description of achievements

The operation strengthened the response capacity of Colombian Red Cross Society volunteers and communities in five Colombian departments (Caldas, Quindío, Tolima, Cundinamarca and Risaralda) in the area of influence of the Nevado del Ruiz volcano with the delivery of medical assistance kits.

The elements delivered were arranged in each of the branches of the Colombian Red Cross Society. In the case of the Caldas branch, the elements were delivered in a coordination meeting headed by the President of the Colombian Red Cross Society on 20 June 2023, according to the minutes of receipt to the satisfaction of each of them.

The composition of the kits responded to the needs of each branch:

- In addition to the trauma or BLS kits, one psychosocial kit was delivered to each of the departments of Caldas and Tolima.
- In Caldas and Tolima, three vector promotion and prevention kits were delivered to each department.
- In the departments of Risaralda, Quindío and Cundinamarca, one vector promotion and prevention kit were delivered to each department.
- The biomedical supply kits were delivered in the five departments one kit at a time.
- In the departments of Caldas, Tolima, Risaralda, and Cundinamarca, personal protection elements were distributed as follows: 48 eye protection kits (goggles) and 48 respiratory kits (mask with gas protection). Finally, the triage kit was distributed as follows: Caldas 3, Tolima 4, and Risaralda, Quindío and Cundinamarca 1 kit at a time.



As mentioned in the Changes in the Operational Strategy section, the Quindío branch received three stretchers instead of the two medical kits, as its internal assessment indicated that it was a priority to have folding stretchers to adapt a mobile unit. For this reason, eight of the 10 medical assistance kits that were planned were delivered.

The health promotion and prevention training activities were carried out with the same families that participated in the WASH workshops. The topics addressed were health care practices related to management, consumption and purification of the water and health practices.

Lessons Learnt

- For the implementation of this kind of projects, it is important to consider the operational and administrative capacity of some branches, as in some cases it would be necessary to consider hiring some positions such as medical staff, nursing assistants, mental health professionals, and administrative and accounting assistants to support the financial management.
- Manage time appropriately to be able to deliver health response elements on time according to the triggers already established in the Action Plan.
- Initiate training for volunteers in time in order to learn the tools and thus train the communities in a playful way.
- To have more clarity on the actions to be developed so that the branches can transmit the information correctly to the population.
- In the delivery of Triage kits, training should be reinforced for the branches and the community.
- Provide first aid items to the community health teams, so that they can use them when needed.

Challenges

- The Colombian Red Cross Society must adjust its activities to comply with the administrative processes of the IFRC-DREF implementation, because timeframes are short.
- For an event such as a volcano eruption, the kits provided would not be sufficient for first aid, pre-hospital care and provision to the health posts.
- Although T2 was not activated, it proves to be a challenge to get sufficient medical personnel to respond to the emergency.



Water, Sanitation And Hygiene

Budget: CHF 87,304

Targeted Persons: 2,400

Assisted Persons: 2,400

Indicators

| Title | Target | Actual |
|--|--------|--------|
| T1. Number of water filters provided | 400 | 400 |
| T1. Number of family hygiene kits provided | 800 | 800 |
| T1. Training of volunteers in WASH activities and water treatment at the household level | 150 | 194 |
| T1. Community members trained in the correct use of water filters. | 400 | 400 |
| T2. Number of Drinking Water Treatment Plants mobilized | 3 | 0 |
| T2. Number of family cleaning kits provided | 800 | 0 |
| T2. Number of water treatment plants that undergo preventive maintenance | 9 | 0 |

Narrative description of achievements

- 400 water filters were delivered. 150 water filters were delivered to communities affected by the activities of the Nevado del Ruiz volcano in the department of Caldas; 250 water filters were delivered in the department of Tolima.

Home water purification filters, hygiene kits and water storage bottles were delivered to the communities most affected by the activities of the Nevado del Ruiz volcano, within the established timeframe, training beneficiaries in the management and maintenance of water filters, water treatment systems for human consumption, hygiene promotion and issues related to diseases related to the consumption of contaminated water, hygiene and basic sanitation, vector control and management, and solid waste management.

- Workshops on Water, Sanitation and Hygiene in the Community and Emergencies were held for volunteers and employees of the first response ring. In this way, the capacities and knowledge of the Branches were strengthened to carry out the activities the deliveries to the prioritized communities and the Immediate Response Teams were ready and prepared for the response in the Water, Sanitation and Hygiene Line, and the operation of Mobile Drinking Water Treatment Plants.

The number of trained and educated volunteers and employees initially estimated for the operation was exceeded, optimizing the resources allocated. It was planned to train 150 volunteers and employees. However, 194 were reached as follows:

- Wash in community: National Headquarters, 32 attendees
- Wash in emergencies: National Headquarters, 28 attendees.
- Water for human consumption at household level and safe storage: District University, 25 attendees.
- Wash in community and household drinking water treatment and safe storage systems: Puerto Bogotá - Guaduas, 34 attendees.
- Wash in community and emergencies: Tacurrumbí - Quindío, 75 attendees.

- Maintenance and preparation of one Drinking Water Treatment Plant of the Caldas Branch, one of the Risaralda Branch, one of the Tolima Branch and one of the Quindío Branch.

Lessons Learnt

- The IFRC-DREF operations are emergency response projects, so their implementation times are very short, and in order to do a better job of raising awareness, training, and preparing communities, more time and resources are needed.
- The strengthening and preparation of the Immediate Response Teams of the Colombian Red Cross Society's Water, Sanitation, and Hygiene Branches is of great importance to improve the capacity to respond to emergencies and develop projects at the community level.
- If the most vulnerable communities in Colombia are trained to manage and implement their own water treatment systems for human consumption, make them aware of the importance of implementing basic sanitation systems and improve their personal, household and community hygiene habits, they will build capacity and improve their health, quality of life, resilience and emergency preparedness.
- The Water, Sanitation and Hygiene in Communities and Emergencies Workshops are necessary so that Immediate Response Teams, volunteers and employees have the necessary knowledge to develop the activities in the neediest communities, and in this way they can transmit the knowledge so that people can improve their consumption habits of contaminated water and personal hygiene which significantly affects their health and quality of life.
- Consider more training for volunteers and the community on local aqueducts.
- Seek solutions for accessing communities, as this was limited by the characteristics of the rural areas where the intervention was planned.

Challenges

- Conduct Community Water, Sanitation and Hygiene Workshops for volunteers and employees with a small budget.
- Unable to purchase water treatment equipment.
- Local municipalities are not clear about the people to be assisted and the results of the actions, so sometimes the delivery of kits and filters is complex.



Protection, Gender And Inclusion

Budget: CHF 14,553

Targeted Persons: 1,610

Assisted Persons: 247



Indicators

| Title | Target | Actual |
|---|--------|--------|
| T1. Percentage of staff and volunteers that participate in the review and implementation of guidelines and capacities in Operational Safety | 100 | 83 |
| T1. Number of local response civil servants and community representatives that participate in assessment of needs, vulnerabilities and municipal capacities for building community response | 10 | 113 |
| T1. Number of departments where key messages on safe behaviour have been disseminated through radio | 3 | 3 |
| T1. Number of departments where key messages on safe behaviour have been disseminated through workshops | 2 | 2 |
| T1. Number of people reached through awareness-raising days for representatives of institutions (Protection) | 100 | 134 |
| T2. Number of people reached through awareness-raising days for communities and institutions (RFL) | 1,500 | 0 |

Narrative description of achievements

The activities carried out as part of trigger 1, in chronological order, include:

- Training for capacity building in Protection and Doctrine with Volunteers from the five focal Branches was carried out on May 15-17 at the Training Centre in Pereira of the Colombian Red Cross Society Risaralda Branch, aimed at volunteers from the Quindío, Risaralda, Caldas and Tolima Branches. 23 people participated. Later, on June 24 and 25, the same happened with volunteers from the Cundinamarca branch. 15 people attended in order to reinforce messages on Operational Communication and raise awareness on the PGI approach.
- July 13. Workshop on Gender Based Violence (GBV), Sexual Violence (SV) and Rights Orientation held in the Nazaret community in the city of Ibagué. Attended by 30 people (women).
- July 17. Visit to the municipalities of San Sebastián de Mariquita and Honda for the development of institutional mapping with those responsible for providing guarantees for the protection of rights, with the presence of representatives of the Family Commissariat, Victims and Vulnerable Population Liaison, Civil Defence, Fire Brigade and Colombian Red Cross Society Mariquita Municipal Unit (8 people) and officials from the Colombian Institute of Family Welfare and the Attorney General's Office Branch Unit. 42 people attended.
- July 18. Institutional visit and mapping in the municipalities of Líbano and Murillo to establish the care route for protection needs, awareness-raising on Gender-Based Violence (GBV)/ Sexual Violence (SV) and strengthening in Psychological First Aid. El Líbano Municipality: five representatives of the Family Commissariat, Municipal Personería, Central Police Inspectorate, Municipal Council for Disaster Risk Management and Colombian Red Cross Society Municipal Unit.
- Murillo Municipality: five representatives of the Municipal Mayor's Office, Municipal Risk Management Coordinator, Rector of the Lepanto Educational Institution, Government Promoter of Community Action Boards, Family Commissariat and Victims' Liaison.
- July 19. Day of Awareness Raising on Gender-Based Violence (GBV)/ Sexual Violence (SV) Doctrine and Mechanisms for the Protection of Fundamental Rights. Attended by 20 volunteers from the Colombian Red Cross Society Tolima branch.
- July 22 and 23. Three awareness-raising workshops on GBV/SGBV and psychological first aid for community leaders and representatives of organizations (38 people) and institutions (20 representatives).
- July 23. Day of Awareness Raising on Gender-Based Violence (GBV)/ Sexual Violence (SV) Doctrine and Mechanisms for the Protection of Fundamental Rights. Attended by 30 volunteers from the Municipal Unit of Lebanon.
- A day of awareness-raising in the Department of Risaralda aimed at 33 people from nearby communities, on safe behavior when travelling or evacuating in areas where explosive devices are present.
- Three workshops to strengthen the capacities of volunteer personnel and institutions in the area of Contamination by Arms (CpA), strengthening the knowledge of 48 volunteers from the Risaralda, Caldas and Quindío branches and 32 civil servants from entities that are part of the attention to risk.
- Radio dissemination: safe behaviors were shared as a mass dissemination strategy for the departments of Cundinamarca, Tolima and Caldas. In each department, broadcasting was carried out on community radio stations for a period of one month with an approximate reach of 1,000 people in mass dissemination.



Furthermore, achievements under each indicator established include:

I1. Percentage of staff and volunteers participating in the review and implementation of guidelines and capacities in Protection, Gender and Inclusion, Safer Access and Operational Communication: With a planned target of 100%, achieved a scope of 83% in which people from the volunteer and Branch teams participated to raise awareness of the Protection risks that can be generated in an emergency of this type, identifying mechanisms for the articulation and coordination of the response with the institutions that guarantee rights at the local level, implementing actions to improve Operational Security in the territories. Issues related to the Protection of Family Links, Dignified Management of Dead Bodies, Prevention and Attention to Gender-Based Violence and Humanitarian Actions from Protection Approaches were also addressed.

I2. Number of local response officials and community representatives participating in the assessment of needs, vulnerabilities and municipal capacities to build a community response. The initial target was 10 people and was exceeded reaching 113 people who were trained to promote knowledge skills in safe behaviour in the face of weapons contamination, including communities and community leaders, who could take evacuation routes with the danger of the presence of explosive devices.

The incorporation of the Protection component in the preparedness and readiness plans for the response to an eventual emergency due to a volcanic eruption was based on the investigation, review and implementation of a coordination strategy between institutions that have a level of responsibility and intervention in the response to the emergency, such as health institutions, family commissariats, municipalities and their dependencies, municipal units for risk management, relief agencies and first responders. Based on the dialogues with these institutions, the strengths and technical weaknesses of the teams of the Branches, including Municipal Units and Support Groups, were identified. For this reason, training was included both internally (volunteers and employees of the Colombian Red Cross) and externally (officials) in order to reinforce and strengthen their knowledge to deal with the different situations that may arise and to be able to work in an articulated manner at the time of an eventual response or requirement, both parties knowing the necessary activation mechanisms to operate.

The target was exceeded because different methodological strategies were implemented during the needs assessment. These included a methodology from a qualitative approach, corresponding to an exploratory level, in which a semi-structured interview technique was applied to twenty institutions, which resulted in a greater number of participants.

I3. Number of departments where key messages on safe behaviour have been broadcast on the radio. With a planned target of three, the 100% of the departments were reached in the scope of radio broadcasting: Tolima, Caldas and Cundinamarca, with information on safe behaviour in environments contaminated by massive weapons.

I4. Number of departments where key messages on safe behaviour have been disseminated through workshops. With an initial target of two departments, it was possible to reach the target with training on the identification of actions in protection from a minimum protection approach and activities that are framed within the PGI framework.

I5. Number of people reached through 4 awareness-raising days for representatives of institutions and local authorities in charge of protection and restoration of rights. With an initial target of 100 people, 134 people were trained in aspects related to protection, coordination of emergency response to protection risks and care routes.

In addition, in two workshops, volunteers from the Tolima branch were sensitized on gender-based violence, with the aim of providing guidance for the identification of GBV risks and orientation towards local care routes, in case these situations arise in the event of an eventual eruption of the volcano and temporary shelters were activated. These workshops also addressed issues related to the identification of protection risks and mechanisms for access to rights. Two awareness-raising sessions on GBV were held with representatives and community leaders to generate prevention actions and inform about mechanisms and care routes in the municipalities of Ibagué and Líbano.

Strengthening was carried out to improve mechanisms for the protection of family links in the know-how of volunteers in the prioritized branches.

The purchase of communication and visibility elements for the implementation of RFL actions in the framework of the emergency was carried out.

These activities aimed at promoting self-protection behaviours within the teams, with the main objective of carrying out humanitarian work in a safe manner and providing a coordinated response to the needs of possibly affected communities, were addressed in training spaces to define key messages, providing the teams of the five Branches with specific instructions and approaches related to the possible emergency of the volcano eruption.

The practical guidance to the teams in each Branch was aimed at explaining the approach of the PGI model in the emergency response, reducing the risks of exacerbated violence in the emergency crisis and, additionally, implementing elements of the Do No Harm approaches and safeguarding the Principles of the Movement in humanitarian work. Based on these guidelines, the search for mechanisms to attend to people in special conditions of vulnerability (people with disabilities, children and adolescents, sexually diverse population, among others) was promoted. The activities from this approach sought to prevent risks that could cause greater damage to



the population affected by the event.

From the Protection approach based on the Weapons Contamination line, the aim was to mitigate possible risks based on exposure to explosive devices, focusing on strengthening the capacities of communities and institutions to identify migrations (displacement of communities) that generate high exposure to places with suspected presence of explosive devices, in addition to strengthening knowledge of the care route and institutional articulation for the care of these victims.

Lessons Learnt

- From the Peacebuilding and Institutional Doctrine team, based on the experience of the preparation of anticipatory actions for the response to a possible change in the state of emergency of the Nevado del Ruiz Volcano, some situations that can lead the teams to avoid reprocessing or loss of time in the face of the urgent situation were identified:
- In the immediacy of the approach to anticipatory response activities, the operation was designed relying only on the technical perspective of the coordinating team, leaving aside the knowledge of the local context, which is very relevant for the immediate progress of the preparation and for the allocation of funds. This generated a feeling of dissatisfaction and obligation on the part of the Branches, as their criteria were not taken into account in the scope of the commitments.
- DREF Operations rely mainly in the area of Disaster Risk Management. Teams such as Health, Peace Building, Volunteering, among others, are fundamental, so it is possible to see that the chain of response and articulation has not been established in the appeal to the lines that should accompany the response. This means that there is no clear route of intervention and articulation described and how these teams and services are activated in the participating Branches and how this works in a single response, and not as independent teams that respond to specific needs in an improvised manner in terms of cohesion and knowledge of the routes.
- Under the local knowledge of the contexts by the Branches teams, the need to redirect or adapt some activities appeared. This is seen as an opportunity to support from other perspectives what has already been implemented in the development of the response.
- There is a need to strengthen training processes on Protection, Gender and Inclusion for volunteers and staff, given that, as a fundamental component of humanitarian action, it is a subject that has been developed extensively and must be incorporated more effectively by the institutional areas, both in the National Directorate and in the branch offices.
- During the protection actions, it became evident that it is necessary to better coordinate the communication of the Branches with the authorities and other response agencies at the local level, especially with the institutions responsible for the restoration of rights to act in a coordinated manner on protection actions arising from the emergency. It was found that these institutions are unaware of the Red Cross contingency plans.
- The contingency plans of the Branches for this event were not sufficiently socialized with the volunteers, as in some of them it was difficult for the staff to give information about the response measures established by each Branch. This made external communication with authorities and communities a bit more difficult.
- Some protection issues require more time to be updated and addressed (e.g. Child Protection, Family Links Restoration, Gender-based Violence and Dignified Management of Dead Bodies). The branches mention that it is pertinent to continuously work on these issues with their staff and not only when an emergency arises.
- The profile of the people delegated to support the interventions to be carried out in the field should be reviewed, as the experience and preparation can be helpful to develop a better role.
- It must be clear in what context Colombia is in and what is the emphasis of the line of protection that has to be adopted.
- The protection approach must be incorporated in advance, since the projects must guarantee the prevention and mitigation of risk in the face of any situation of violence, discrimination and exclusion that may arise. The aim is to promote spaces that anticipate (reduce) the possibility of any type of situation that represents a risk for those who are part of the emergency management scenario, both for the members of the Movement and for the community. This translates into having an informed population through training, offering clear identification guidelines on possible situations of gender-based violence, abuse, aggression, violation of rights, prevention, etc, as well as knowing safe mechanisms of coexistence, protective environments and the routes of attention or reporting of possible cases, in order to prevent situations that place these population groups in situations of exposure and vulnerability.
- Institutional mapping is important for referrals and care routes for the population.
- Establish more effective mechanisms for communication and coordination between the Branch and external institutions, including the bodies responsible for the Protection and Restoration of the Rights of Communities in each Department.
- Promote more Protection actions with communities to prepare them to identify and mitigate protection risks in the face of natural events. Further strengthen community capacities for knowledge of mechanisms and actions they can take for self-care and the restoration of their rights in the event of an emergency.
- Mainstream the Protection, Gender and Inclusion guidelines in the response actions of all mission areas, both in the national and regional directorates, including volunteers and collaborators.
- Generate training processes for National Intervention Teams on protection issues and strengthen volunteerism in this area.
- Include all areas' teams in the design of the operation from the beginning. Also, avoid working in isolation and in response to each component, but rather as a whole in articulation towards the same objective in order to have a greater impact as an institution and provide a better response to the community.
- Develop a baseline document describing processes and procedures for understanding programmatic integration in interventions.
- Generate greater commitment from the Branches level, through local headquarters or coordination to avoid delays in implementation.
- Unify or provide a line on legalization reports, as it was found more than one channel of reception and turned out difficult to identify or



locate these supports to back up the reports.

- Generate training at both National and Branch Directorate level for teams on how to develop a DREF operation and its components.
- Socialize the actions carried out by the National Society and the IFRC with institutions and community, as many of them are not known, so the work behind them is not seen.
- There should be more staff trained in protection, not just the NIT.
- More time should be allowed for preparation and subsequent intervention.
- Issues of family disintegration should be explored and greater emphasis should be placed on Restoring Family Links.

Challenges

- The budgeted amounts were not able to cover the daily expenses of the specialized volunteers deployed in the field, so it was necessary to cover some expenses with funds from the National Society. In this regard, it is suggested that the budget ceilings be revised in line with the Consumer Price Index (CPI) and the cost-of-living standards in the national territory for future operations.
- The Action Plan designated a budget for each area involved, which turned out to be limited for the actions required in the framework of the emergency. In the future, it is suggested to have the opposite exercise, starting with the design of the response actions and determining the required budget based on them.



Risk Reduction, Climate Adaptation And Recovery

Budget: CHF 12,241

Targeted Persons: 630

Assisted Persons: 261

Indicators

| Title | Target | Actual |
|---|--------|--------|
| T1. Number of community emergency response kits delivered | 14 | 14 |
| T1. Number of families from the prioritised communities receive training on the Family Emergency Plan (15 families per community, with 3 members per family nucleus). | 210 | 87 |
| T1. Volunteers and staff trained in a workshop on preparedness for the response to the orange activity level of the volcano | 50 | 50 |

Narrative description of achievements

• In both departments, contact was made with the Community Emergency Response Committees formed, trained and equipped in the implementation of the Nevado del Ruiz volcano phase I and II projects from 2018 to 2021. After reestablishing contact, a diagnosis was made of the permanence of the members of the committees and the state of the equipment delivered in the framework of previous projects. This exercise was carried out for nine communities in four municipalities in the department of Tolima, and five communities in two municipalities in the department of Caldas, as follows:

• In the department of Caldas, the diagnosis was carried out in the municipalities of Villamaría and Manizales. In the first one, it was carried out with the communities of Río Claro and Nueva Primavera. In the second one, it was carried out with the communities of La Carrilera, Campamento, and Llano Grande.

• In the department of Tolima, the diagnosis was carried out in the municipalities of Ambalema, Armero, Mariquita, and Honda. In the first one, it was carried out in the communities of El Rastrojo and Cuatro Esquinas; in the second one, it was carried out with the community of Los Cábmulos; in the third one, it was carried out with the communities of La Glacial, Angostura, and Galán. Finally, in the fourth municipality, it was carried out with the communities of Club Rotario, Gualí, and Las Delicias.

After carrying out the diagnosis, the following activities were carried out in the departments of Caldas and Tolima in a concerted manner:

In Caldas:

- Training for community emergency response teams



- Family Emergency Plan Workshops
- Delivery of community emergency response equipment

In Tolima:

- Training for community committees on first aid and patient transport
- Family Emergency Plan Workshops

Despite the actions carried out in the two departments, only 87 families were reached out of the 210 foreseen in the target. This was due to the fact that, after a process of consultation with the community, due to their limited time, a single day was scheduled for the delivery of kits and training in the family emergency plan, to avoid saturating the community. More families were trained in the family emergency plan in practice; however, only those with the respective means of verification are considered for the indicator.

Lessons Learnt

- During the process, the importance of giving continuity through this type of intervention to previous initiatives developed in areas exposed to this type of threatening phenomena became evident.
- It is also important to map the actors and stakeholders involved in Risk Reduction activities in the area, in order to avoid duplicating efforts and optimize resources, and to be able to carry out interventions that meet the real needs of these communities in preparation for the response, given that other local and national entities were simultaneously carrying out actions to reduce the vulnerability of exposed communities.
- Regarding the means of verification, it is essential that the technical teams follow the instructions for filling out the attendance lists that are sent from the National Headquarters to comply with the corresponding supports. In addition, coordination requires direct follow-up with the technical teams to ensure that the means of verification are sent in a timely manner.
- Action should be taken not only at the orange alert, but also at the yellow level for further strengthening.
- The start of community preparatory actions should respond to a possible eruption and put into practice what was previously prepared.

Challenges

- Define intervention priorities, considering that the initiative articulated pre-positioning actions, delivery of humanitarian assistance and community preparedness activities.
- Map initial risk reduction and response preparedness actions developed by other entities in exposed communities, in order to coordinate and avoid duplication or action with harm to beneficiaries.
- The Municipal Risk Management Councils need more technical assistance and strengthening.



Secretariat Services

Budget: CHF 14,027

Targeted Persons: 0

Assisted Persons: 0

Indicators

| Title | Target | Actual |
|--|--------|--------|
| T1 - T2. Number of monitoring missions conducted. | 3 | 1 |
| T2. Deployment of a Regional Intervention Team (RIT) member with disaster management expertise to support NS actions in the event of trigger 2 activation. | 1 | 0 |

Narrative description of achievements

In August 2023, ECHO, IFRC and the National Society teams attended a monitoring visit with the objective of presenting an overview of the context and progress of the technical implementation of the operation. The attendees were Tiziana Bonzon, Head of IFRC Colombia Country Office; Edwin Armenta, Programs and Operations Coordinator for IFRC Colombia; Lina Quejeda from ECHO; Marinson Buitrago Salinas and Lina Dorado from the Colombian Red Cross Society Disaster Risk Management Team. They participated in a meeting with the Caldas Branch team and went to the Humanitarian Logistics Centre of the Caldas branch, where attended a meeting with representatives



of the Mayor's Office of Villamaría Caldas. Later, they visited the Viejo Rio Claro community in the rural area of Villamaría and the Kilometro 41 community in the rural area of the municipality of Manizales.

The donor partner, ECHO, acknowledged the achievement of the operation's goals, despite the limited implementation time, as well as the value of the IFRC-DREF operation in consolidating the results of previous projects related to the prevention and response to an eventual emergency caused by the eruption of the Nevado del Ruiz Volcano.

The overall opinion was that an empowered community that is more prepared to respond in the event of an emergency was found.

Lessons Learnt

Encouraging the involvement of older adults through storytelling related to the 1985 avalanche to children and youth will help identify lessons learned and good practices to consider in case the situation is repeated.

Challenges

Preparing the monitoring visit to show the partner the progress in the implementation of the operation was a challenge that was successfully met by the National Society and the IFRC Country Office in Colombia.



National Society Strengthening

Budget: CHF 113,694

Targeted Persons: 0

Assisted Persons: 0

Indicators

| Title | Target | Actual |
|---|--------|--------|
| T1. Number of volunteers and staff reached with visibility uniforms to conduct activities | 236 | 236 |
| T1. Number of volunteers and staff reached with personal protective equipment | 100 | 100 |
| T1. Accessories delivered for the strengthening of communications systems | 90 | 90 |
| Lessons learned workshop | 1 | 1 |

Narrative description of achievements

Volunteers from the Cundinamarca, Caldas, Tolima, Quindío, and Risaralda Branches received 236 uniforms, as part of the institutional equipment and visibility elements to carry out activities and identify themselves with the communities in the territories.

Likewise, personal protection equipment was given to 100 volunteers, containing masks, gloves, safety goggles, and skin protection elements, in the Tolima and Caldas Branches. These deliveries were made in these departments due to the greater impact of the proximity to the volcano and were aimed at protecting the integrity and safety of personnel.

On 24 and 25 May 2023, a workshop was held at the Disaster Risk Management Training Centre in Tacurrumbí to prepare for the response to the orange level of activity of the Nevado del Ruiz Volcano, to strengthen preparedness for the response to the eruption through a space for knowledge, discussion, and construction with the regional offices, which provided support to the Territorial Disaster Risk Management Councils in the high threat area of the volcano. This workshop was attended by the National Directorate, the Tolima, Cundinamarca-Bogotá, Caldas, Risaralda, Quindío Branches, IFRC and external speakers.

Three monitoring visits were carried out by the Colombian Red Cross Society's technical team to verify the progress of the project's



planned activities and the progress of the indicators. These visits were attended by the Project Coordinator, the leader of Integrated Health Management, and the administrative analyst.

The lessons learned workshop was held as a closing event of the anticipatory deployment of the DREF Volcán Nevado del Ruíz, in Tolima, Quindío, Caldas, Risaralda and Cundinamarca-Bogotá Branches, and the National Headquarters, and took place on 5 and 6 September in Tacurrumbi, Montenegro, Quindío.

The event was attended by 45 people including volunteers, collaborators, and directors of the Colombian Red Cross Society, as well as members of the community surrounding the volcano and the institutions of the Colombian Geological Service - Volcanological Observatory of Manizales, as well as representatives of the Departmental Risk Management Committee of Tolima, Caldas, and Quindío.

Regarding accessories delivered for the strengthening of communications systems, elements and accessories were delivered, such as batteries and antennas for portable radios, logic card, and PA unit for communications repeaters, batteries for lighting systems, stationary battery for communications repeater, four dipole antenna for communications repeater station, mobile antennas for Colombian Red Cross Society vehicles, volume knobs for portable communications radios and pass and fail duplexer for communications repeater station. These elements strengthen the response capacity and reach of the Colombian Red Cross Society telecommunications network, especially in the areas of influence of the Nevado del Ruiz volcano.

- The activities developed in the framework of the anticipatory response were relevant, because, in the perception of the community attending the lessons learned workshop, they expressed support and prompt action on the part of the Colombian Red Cross Society.
- The Branches and the community were grateful for the delivery of medical assistance items to the health team, highlighting the importance of keeping this line in mind when responding to emergencies.
- Fulfillment of the response activities in the time and quantities foreseen, as in the case of the delivery of uniforms and Personal Protection equipment to the team of workers of the Colombian Red Cross Society, was highlighted.

Lessons Learnt

- In response to the comments on compliance with the indicators, the national technical teams and the Branches operational teams concluded the following:
- Consider the guidelines for the implementation of the IFRC-DREF operation to reach the smooth implementation of the indicators.
- Review the advance payments and administrative formalities as they are sometimes not done on time.
- Take into account the territory particularities and implementation times required.
- Involve the financial area in implementation in the territory so that they can better understand the process.
- It is necessary to call on the technical areas when formulating projects, as contexts vary according to the regions and according to historical records, so the context is grounded according to the territories.
- The Branches must be considered in the formulation of projects.

Challenges

- Faced with the challenges presented in the lessons learned, the national technical teams and the operational teams of the branches concluded that it is important to have a good command of local administrative issues such as advances and legalizations.
- The multiple paper use and duplication of documents is harmful to the environment and the transition to digital should be reviewed.
- Create a single template for volunteers and do not attach individual documents or each action.
- Revise the templates for the legalizations, as attendance, refreshments and kit deliveries could be legalized in one format.
- Prioritize phone calls over emails from the National Society to branches, due to connectivity issues.



Financial Report

DREF Operation

FINAL FINANCIAL REPORT

MDRCO023 - Colombia - Volcanic Eruption 2023

Operating Timeframe: 14 abr 2023 to 30 sep 2023

| Selected Parameters | | | |
|---------------------|-----------------|-----------|----------|
| Reporting Timeframe | 2023/04-2023/12 | Operation | MDRCO023 |
| Budget Timeframe | 2023/04-2023/09 | Budget | APPROVED |

Prepared on 31/Ene/2024

All figures are in Swiss Francs (CHF)

I. Summary

| | |
|---------------------------------|-----------------|
| Opening Balance | 0 |
| Funds & Other Income | 496.034 |
| DREF Anticipatory Pillar | 202.933 |
| DREF Response Pillar | 293.101 |
| Expenditure | -177.969 |
| Closing Balance | 318.065 |

II. Expenditure by planned operations / enabling approaches

| Description | Budget | Expenditure | Variance |
|--|----------------|----------------|----------------|
| PO01 - Shelter and Basic Household Items | | | 0 |
| PO02 - Livelihoods | 75.833 | | 75.833 |
| PO03 - Multi-purpose Cash | 76.181 | 18.546 | 57.635 |
| PO04 - Health | 102.201 | 23.128 | 79.073 |
| PO05 - Water, Sanitation & Hygiene | 87.304 | 35.980 | 51.324 |
| PO06 - Protection, Gender and Inclusion | 14.553 | 9.373 | 5.180 |
| PO07 - Education | | | 0 |
| PO08 - Migration | | | 0 |
| PO09 - Risk Reduction, Climate Adaptation and Recovery | 12.241 | 8.721 | 3.519 |
| PO10 - Community Engagement and Accountability | | | 0 |
| PO11 - Environmental Sustainability | | | 0 |
| Planned Operations Total | 368.312 | 95.748 | 272.564 |
| EA01 - Coordination and Partnerships | | | 0 |
| EA02 - Secretariat Services | 14.027 | 2.125 | 11.902 |
| EA03 - National Society Strengthening | 113.694 | 80.096 | 33.598 |
| Enabling Approaches Total | 127.722 | 82.221 | 45.501 |
| Grand Total | 496.034 | 177.969 | 318.065 |

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

Please explain variances (if any)

A total of CHF 496,034 was allocated from the DREF Fund for the implementation of this ifrc- DREF Operation. The Colombian Red Cross spent a total of CHF 177,969. The remaining balance of CHF 318,065 will be returned to the IFRC-Disaster Response Emergency Fund (DREF). Not all funds were executed because Trigger 2, involving the eruption of the Nevado del Ruiz volcano, was not activated.

Reallocation between budget lines was presented for a total of CHF 11,600.99 without modifying the budget allocated in trigger 1 or the total budget allocated to this IFRC-DREF Operation. The reason for these changes comes from the identification of delays in the administrative and technical processes. In particular, the transfer of funds took longer than expected and the exchange of currency into

Colombian pesos was lower than initially planned. However, it is important to note that the National Society took proactive measures by advancing funds to initiate some planned activities. This allowed for early assistance to branches and communities and ensured efficient coordination between all areas involved in the proposed activities.

The funds that were no longer executed in multipurpose cash transfers, equivalent to CHF 7,123.82, mitigated the negative monetization that occurred at the time of the currency changeover to Colombian pesos. In addition, the amount budgeted for the feasibility study (CHF 911.85) was not executed because it was not necessary given the number of families served.

Furthermore, in terms of additional budgetary changes, it was proposed to adjust the funds earmarked for the purchase of personal protective equipment for Colombian Red Cross Society volunteers. The reason behind this is that the National Society undertook the purchase and distribution of 3,000 N95 masks to the branches most likely to be affected, using its resources. This was done to speed up the delivery of these essential items to the volunteers who would be involved in the implementation. As a result of this reallocation, a total of CHF 1,121.47 was allocated from this budget line.

In the Community Risk Reduction component, the goal of strengthening 87 families (workshop - family emergency plan), corresponding to 261 people in the high threat zone, in topics related to disaster risk reduction was achieved. However, the objective of conducting drills in the communities was changed to the implementation of a response preparedness workshop with Red Cross staff from Quindío, Tolima, Caldas, Risaralda and Cundinamarca branches.

The change of focus was driven by the request of local governments for activities that cause less social commotion, and which are not associated with fake news about the eruption of the Nevado del Ruiz volcano, which was negatively impacting the local economy and tourism.

The cost of conducting this workshop exceeded the budget allocated for the simulations. Therefore, it was necessary to reallocate and add CHF 1,788.63 to the initial budget for this action line. This adjustment allowed staff from the five priority branches of the National Society to update and improve their knowledge and response capacities in anticipation of a possible eruption of the Nevado del Ruiz Volcano.

In addition, CHF 1,259.25 was reallocated from volunteer development to National Society development to maintain the National Society's mobile telecommunications unit, which would be available in the event of an emergency response to the Nevado del Ruiz Volcano activity.

Finally, a reallocation of CHF 7,500.78 in the National Society Development Framework was necessary to cover the costs resulting from this extension of the deadline. In view of the recent variations of the dollar in most countries of the region, the devaluation of the Colombian peso affected the monetization of the currencies of this DREF, thus requiring harmonization of the budget and the above-mentioned reallocation of budget lines.



Contact Information

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

National Society contact: Francisco Moreno, Director Ejecutivo, francisco.moreno@cruzrojacolombiana.org, +601 4376300 Ext: 7002

IFRC Appeal Manager: Tiziana Bonzon, Head of Country Delegation, Colombia, tiziana.bonzon@ifrc.org

IFRC Project Manager: Edwin Armenta, Coordinator, Programs and Operations, edwin.armenta@ifrc.org

IFRC focal point for the emergency: Edwin Armenta, Coordinator, Programs and Operations, edwin.armenta@ifrc.org

Media Contact: Susana Arroyo, Regional Communications Manager, susana.arroyo@ifrc.org

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